

**InterLink hosted employers from across Texas who identified these skills and attributes as being critical for entry-level employment
They are validated each year through InterLink's Employer Survey**

Foundation or Baseline Workplace Basic Skills & Attributes for Entry Level Workers

Oral Communication	Skill in expressing ideas and messages to others in a clear, concise and effective manner, including explaining and justifying actions convincingly
Written Communication	Skill in effectively conveying written information and messages in a socially acceptable manner that is easily understandable to others
Leadership	Ability to guide, support, mentor, encourage and influence others, passing on knowledge, expertise and training where possible
Teamwork	Ability to cooperate, contribute and collaborate as a member of a group in an effort to attain agreement and achieve a collective outcome
Appreciation of Diversity	Ability to show empathy and embrace multi-cultural diversity, including viewing new ideas and varying perspectives in a positive fashion
Conflict Management	Skill in assessing interpersonal situations and resolving or mediating conflict, including taking steps to avoid potential or perceived conflict
Customer Service	Ability to ascertain, and respond quickly to, the needs of internal and external customers to meet employer expectations and customer satisfaction
Work Ethic	Consistently demonstrates punctuality, dependability, responsibility and reliability in reporting for duty and carrying out assigned tasks as directed
Professionalism	Ability to dress appropriately, speak politely, and conduct ones' self in a manner appropriate for the profession and work site
Integrity	Ability to be trustworthy and honest, to choose the ethical course of action, and to comply with all applicable rules, laws and regulations
Attention to Detail	Skill in reviewing with a critical eye the fine, detailed aspects of both quantitative and qualitative work process and end products
Adaptability	Ability to adjust to changing expectations and be flexible when confronted with new or ambiguous circumstances or situations
Organization	Skill in imposing order and ranking to materials, concepts, and tasks to efficiently manage and balance all types of workplace and personal situations
Stress Management	Ability to work under pressure and handle deadlines, including balancing work and family responsibilities
Multi-tasking	Ability to handle multiple tasks and assignments simultaneously by setting priorities and managing work flow under varying deadlines
Problem-solving	Skill in evaluating systems and operations, identifying the causes of problems, patterns or issues, and in exploring workable solutions or remedies to improve situations
Decision-making	Knowledge of how to ask questions, consider options, risks and rewards, set limits and plan goals, and apply information to the process of choosing the best alternative
Intellectual Risk-taking	Acceptance of the importance of lifelong education, including learning quickly and thoroughly, and continuously applying new knowledge
Thoughtful Reflection	Skill in logical reasoning, conceptualizing abstract ideas, organizing symbols and graphs, seeing systemic issues, and evaluating data or outcomes
Initiative	Ability to show self-motivation in getting work done, or done better, in the course of routine, daily work or take the lead in unique situations
Creativity	Ability to conceive of, and contribute, new ideas, alternative pathways, or unique responses to a variety of situations
Dedication	Ability to demonstrate endurance, follow-through and capacity to complete work tasks, including proposing, negotiating and implementing alternative approaches
Perseverance	Ability to continuously improve work, monitor progress, and persist in successfully achieving results and goals regardless of obstacles encountered
Pride in Work	Ability to take personal ownership over the amount and quality of individual performance, team assignments and other duties carried out
Numerical and Arithmetic Application	Skill in compiling data, using numbers in various formats, and performing job-appropriate numbers-based problem-solving
Following Directions	Ability to follow written and oral instructions, and to adhere to established procedures, business practices and policies, including health and safety
Information Gathering	Ability to observe, to listen to information provided orally and to read material to gather, document and interpret information presented various formats
Resource Allocation	Knowledge of how to identify, leverage and distribute financial and material resources effectively and efficiently
Time Management	Skill in prioritizing tasks, following schedules, and tending to goal-relevant activities in a way that uses time wisely and optimizes efficiency and results
Technology and Tool Usage	Knowledge of how to use and apply job-appropriate computer applications and other office equipment, such as copiers and fax machines
Critical Thinking	Ability to analyze situations, assess information and judge alternatives in conceptual, intellectual, abstract, mathematical and logical formats