



Employability Skills are Essential

and Illinois workNet can Help!

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The Illinois workNet® Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711. This workforce product was funded by a grant awarded by the U.S.

Department of Labor's Employment and Training Administration. For more information please refer to the footer at the bottom of any webpage at illinoisworknet.com.

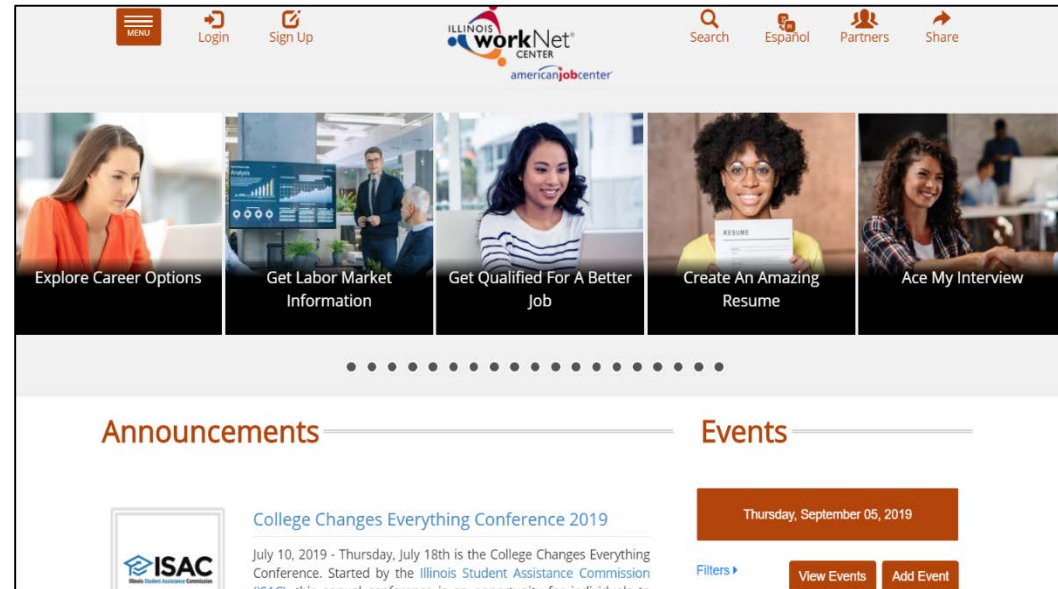
SHARE YOUR EXPERIENCE



What are some of the challenges you face while helping students to learn employability skills?

ILLINOIS WORKNET: BENEFITS FOR STUDENTS AND INSTRUCTORS

- Students access resources and tools to help them explore careers, training, and **skills** needed to reach their training and employment goals.
- Instructors have access to the same resources and tools in addition to instructor guides and partner tools to recover passwords, view student assessments, plans, saved resumes, and more.
- **All resources are FREE.**



AGENDA



Job Skills Guide

Make sure you have the skills employers want! When you are searching for a job, it is important to recognize the skills ...

Student View

● **Job Skills Guide Overview**

● **Essential Skills Tools Demo**

● **Group Activity**

Instructor/Partner Tools

● **Customer Support Center Overview**

● **Assessments Overview**

Next Steps

● **What Can You Do?**

JOB SKILLS GUIDE

Illinois workNet's Job Skills Guide helps users learn about the essential employability skills that every business wants in their employees.

<https://www.illinoisworknet.com/Qualify/Pages/JobSkillsGuides.aspx>

The image displays three overlapping screenshots of the Illinois workNet Job Skills Guides website. The central, largest screenshot shows the '1/14: Job Skills Intro' page. It features a dark blue header with the title 'JOB SKILLS GUIDES' and a navigation bar with left and right arrows and a menu icon. Below the header is a large image of a construction worker in a yellow hard hat and safety vest. To the right of the image, the text reads: '1/14: Job Skills Intro' followed by 'If you are looking for your first job or to advance in your career, you will need to show you qualify. Do this by identifying your academic, technical and soft skills and then comparing them to the skills needed for the job.' At the bottom right of this section is a white 'Get Started' button. A vertical orange bar on the right side of this screenshot is labeled 'User Guides'. To the left, a smaller screenshot shows the website's navigation menu. The menu items are: 'Illinois workNet', 'Explore Careers', 'Training & Credentials', 'Qualify for Jobs' (which is expanded to show sub-items: 'Prepare to Find a Job Guide', 'Job Skills Guides', 'Digital Literacy Guides', 'Resume Writing Guide', 'Marketing Your Skills Articles', 'Job Qualification Videos', and 'Job Qualification Resources'), 'Job Openings & Recruiting', and 'Network & Connect'. An orange arrow points to the 'Job Skills Guides' item. To the right, another screenshot shows the '7/14: Communications' page. It has a similar layout to the first screenshot, with the text: '7/14: Communications' followed by 'Effective communication is important for everyone to understand: Goals, so that everyone is working toward the same goals, solving problems and resolving conflicts. Without good communication, instructions are often misunderstood, so they do not get done, and people get injured.' Below this is a white 'Learn More' button. A dropdown menu is open on the right side of this screenshot, listing various skill categories: 'Job Skills Intro', 'Mathematics, Reading, Writing, Science and Technology', 'Computer Literacy', 'Industry Wide Tech Skills', 'Attendance and Self Presentation', 'Career Advancement', 'Communications', 'Independence and Initiative', 'Leadership and Teamwork', 'Positive Attitude', 'Problem Solving', 'Understand the Big Picture', 'Work Ethic', and 'More Resources for Job Skills'. A vertical orange bar on the right side of this screenshot is also labeled 'User Guides'.

JOB SKILL GUIDE: **ALIGNED TO ILLINOIS ESSENTIAL EMPLOYABILITY SKILLS**

The screenshot displays the Illinois workNet website interface. At the top, there is a navigation bar with icons for Menu, Login, Sign Up, Search, Español, Partners, and Share. The main header reads "JOB SKILLS GUIDES". Below this, a large image of a smiling woman is shown. To her left, there are two circular icons: a clock icon and a "WORK ETHIC" icon with sub-points "Dependability" and "Professionalism". An orange arrow points from the left towards the "WORK ETHIC" icon. To the right of the woman, the text reads "5/14: Attendance and Self Presentation" and "Make your first impression something you can feel good about back on the situation." Below this is a "Learn More" button. On the far right, a dropdown menu is open, listing various job skills. Red arrows point from the right towards the menu items: "Attendance and Self Presentation", "Communications", "Leadership and Teamwork", "Positive Attitude", and "Work Ethic".

MENU Login Sign Up Search Español Partners Share

ILLINOIS workNet CENTER americanjobcenter

JOB SKILLS GUIDES

5/14: Attendance and Self Presentation

Make your first impression something you can feel good about back on the situation.

Learn More

- Job Skills Intro
- Mathematics, Reading, Writing, Science and Technology
- Computer Literacy
- Industry Wide Tech Skills
- Attendance and Self Presentation
- Career Advancement
- Communications
- Independence and Initiative
- Leadership and Teamwork
- Positive Attitude
- Problem Solving
- Understand the Big Picture
- Work Ethic
- More Resources for Job Skills

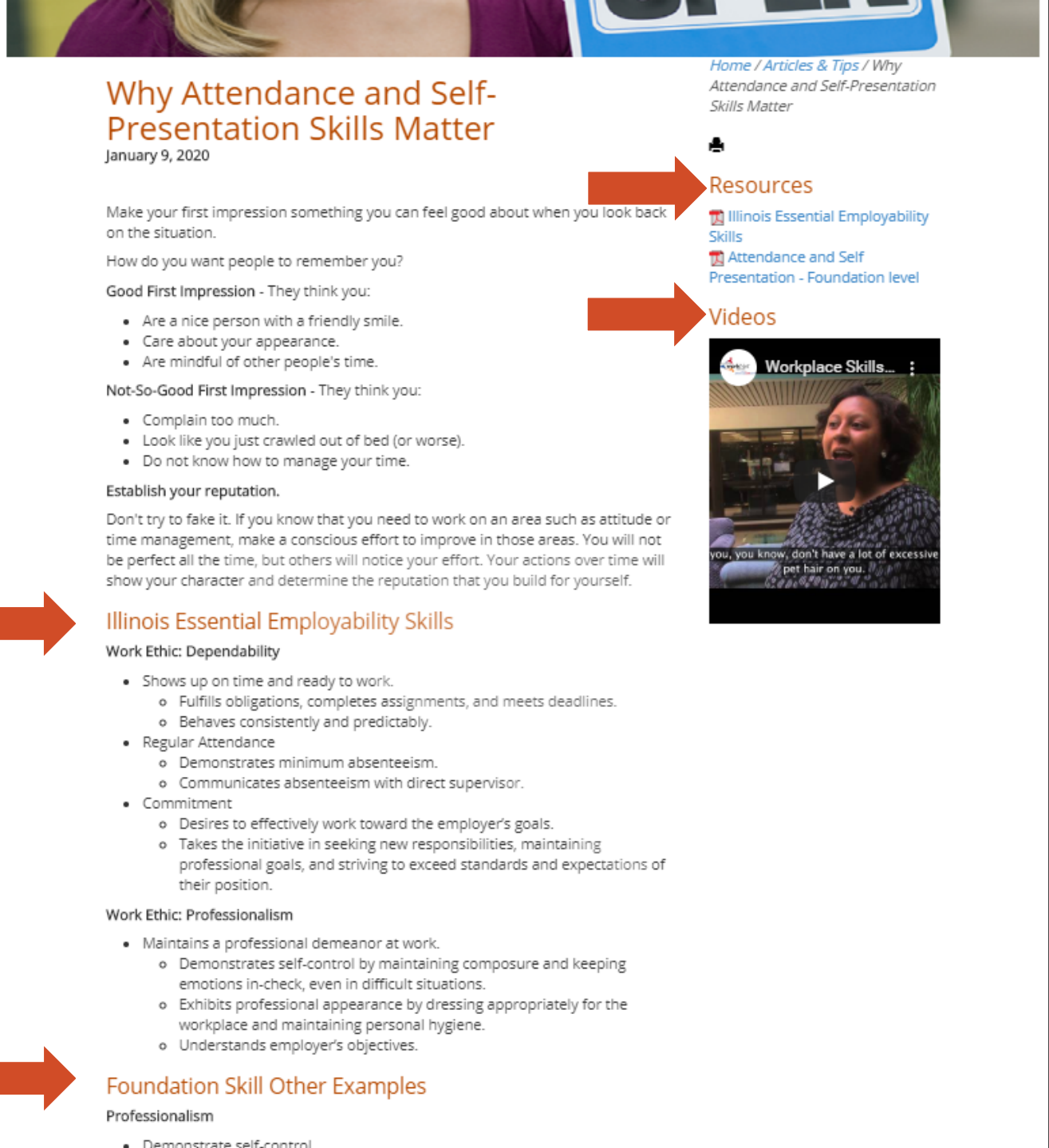
JOB SKILL GUIDE: COMPONENTS

Article: Each skill area has an article to describe the skills. When a skill area is aligned to the Illinois Essential Employability Skills, those skills are listed before other skills.

Video: Each of the main skill areas includes a video of an employer describing why the skill is important. A variety of employers are included in the skill guide to show the skills are important across all career pathways.

Worksheets: Use the resources and worksheets with your students. The worksheets include scenarios for discussion with potential solutions.

Employability Skills are Essential and Illinois workNet Can Help



Home / Articles & Tips / Why Attendance and Self-Presentation Skills Matter

Why Attendance and Self-Presentation Skills Matter

January 9, 2020

Make your first impression something you can feel good about when you look back on the situation.

How do you want people to remember you?

Good First Impression - They think you:

- Are a nice person with a friendly smile.
- Care about your appearance.
- Are mindful of other people's time.

Not-So-Good First Impression - They think you:

- Complain too much.
- Look like you just crawled out of bed (or worse).
- Do not know how to manage your time.


Establish your reputation.

Don't try to fake it. If you know that you need to work on an area such as attitude or time management, make a conscious effort to improve in those areas. You will not be perfect all the time, but others will notice your effort. Your actions over time will show your character and determine the reputation that you build for yourself.

Resources

- Illinois Essential Employability Skills
- Attendance and Self Presentation - Foundation level

Videos



Illinois Essential Employability Skills

Work Ethic: Dependability

- Shows up on time and ready to work.
 - Fulfills obligations, completes assignments, and meets deadlines.
 - Behaves consistently and predictably.
- Regular Attendance
 - Demonstrates minimum absenteeism.
 - Communicates absenteeism with direct supervisor.
- Commitment
 - Desires to effectively work toward the employer's goals.
 - Takes the initiative in seeking new responsibilities, maintaining professional goals, and striving to exceed standards and expectations of their position.

Work Ethic: Professionalism

- Maintains a professional demeanor at work.
 - Demonstrates self-control by maintaining composure and keeping emotions in-check, even in difficult situations.
 - Exhibits professional appearance by dressing appropriately for the workplace and maintaining personal hygiene.
 - Understands employer's objectives.

Foundation Skill Other Examples

Professionalism

- Demonstrate self-control

GROUP ACTIVITY

JOB SKILLS GUIDES



The screenshot shows a digital interface for a job skills guide. On the left, there is a portrait of a smiling woman with blonde hair. To her left are three circular icons: a clock, a gear, and a document. The main content area is dark blue and contains the following text:

5/14:
Attendance
and Self
Presentation

Make your first impression something you can feel good about when you look back on the situation.

[Learn More](#)

As a large group

- Review the Job Skill Guide Article
- Watch the Video
- Review the Worksheet

As a small group

- Discuss how you could incorporate this into your learning environment?
- What other information would be helpful?

Group Activity 2: If time allows, complete the same activity for the Job Skill Guide: Leadership and Teamwork.

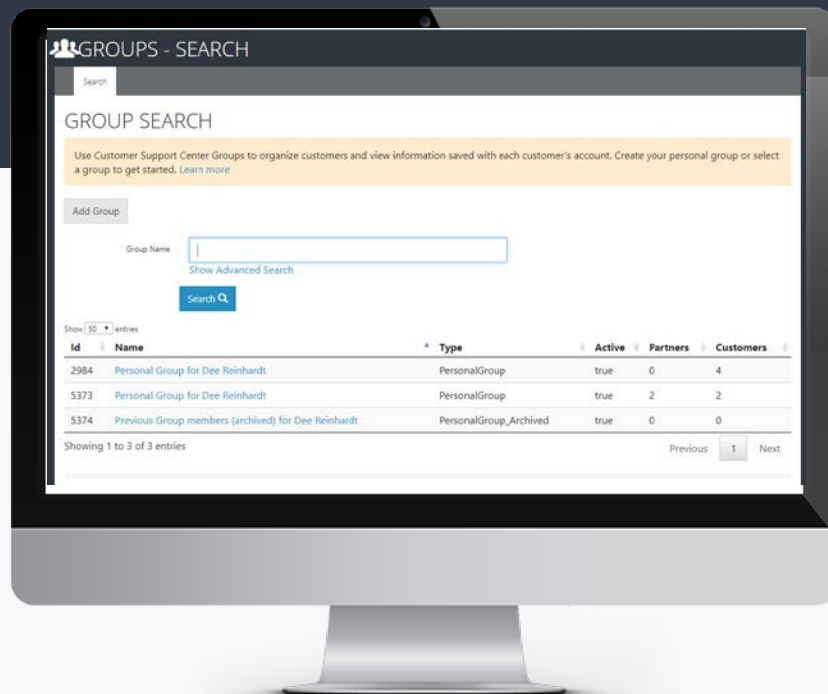
“COMMUNICATION WORKS FOR
THOSE WHO WORK AT IT.”

John Powell

ILLINOIS WORKNET: PARTNER TOOLS

<https://www.illinoisworknet.com/partners/Pages/Customer-Support-Center.aspx>

Invite your students to your Illinois workNet Customer Support Center (CSC) Group to provide guidance based on their information in the Illinois workNet system.



Customer Support Center
Customer Support Center tools allow a team of Illinois workNet partner staff to provide guidance to help customers reach...

- Assessments
- Career Plan
- Resumes
- Worksite Placements

ILLINOIS WORKNET: ASSESSMENTS

As an Illinois workNet Partner you have access to these assessments through the CSC.

<https://www.illinoisworknet.com/partners/Pages/Assessments.aspx>

Employability Assessment (EA)

CPS|CWIC Employability Assessment: (EA)

The CPS|CWIC Employability Assessment (EA) is an observed assessment of 16 core 21st century college and career skills. Employability Assessments measure behavioral skills required for college and career success. This CPS custom tool was created by the Chicago Workforce Investment Council after extensively researching industry, education and academic reports on career readiness. Assessment tool includes Online Assessment Scoring and Rubric, which is presented in the follow section.

Key Characteristics of EA

- OBSERVED:** Uses an observed 3rd party rating of a student, much like a job performance review compared to a computerized or paper-based test
- FREE:** Tool is free and is low-cost to administer
- FORMATIVE:** Includes rubric with stages of development through which students could progress over time, and could be administered multiple times over multiple years
- PRACTICAL:** Focused on a core set of skills that could be quickly assessed so as not to over-burden teachers
- ONLINE:** Facilitates quick turnaround time in data availability and analysis
- INDUSTRY-NEUTRAL:** Applicable to all occupations

How EA Differs from other Assessments

- Existing market products are self assessments where a student takes a computer or paper-based test - rather than having skills observed and validated by an instructor or employer
- These products can tell an instructor or an employer if a person understands the definition and function of a particular skill
- The products can tell an instructor or an employer if a person understands what to do in a particular scenario
- BUT, self assessments cannot tell an employer whether or not a person demonstrates these skills in a real work scenario over a course of time

CPS CWIC EMPLOYABILITY ASSESSMENT			
FUNDAMENTAL	1 = Below Standard/ Expectation	2 = Meets Standard/ Expectation	3 = Exceeds Standard/ Expectation
Appearance/Hygiene			
Timeliness			
Oratory/Speaking			
WORK ETHIC / CHARACTER			
Attitude			
Accountability/Integrity			
Self Control			
Ambition/Initiative			
PROBLEM SOLVING			
Supervision			
Procedure/Rule Following			
Problem Solving Approach			
Information Management			

Assessment Source Research

OBSERVATIONAL EVALUATION

When working with a Career Advisor, the youth can be assessed on skill demonstration.

Worksite Evaluation

PUNCTUALITY			
Performance Improvement Plan Needed	Needs Development	Proficient	Exemplary
Excessive lateness consistently impacts work performance. Additional training and guidance are needed from the youth's case manager.	Inconsistent in arriving to work, returning from breaks on time, and calling supervisor prior to lateness.	Arrives to work and returns from breaks on time. If late, calls supervisor ahead of time. On a pathway to understanding the importance of reporting to work on time consistently.	Perfect or near perfect in arriving for work and returning from breaks on time. Model for other new workers.
WORKPLACE APPEARANCE			
Performance Improvement Plan Needed	Needs Development	Proficient	Exemplary
Has not yet demonstrated appropriate appearance and/or personal hygiene for position and duties. Additional training and guidance are needed from the youth's case manager.	Shows inconsistent effort in demonstrating appropriate appearance and/or personal hygiene for workplace.	Shows effort to dress appropriately and practice hygiene for position and duties. On a pathway to understanding how to show professional appearance at work	Consistent display of professional appearance and hygiene serves as a model for other new workers.
TAKING INITIATIVE			
Performance Improvement Plan Needed	Needs Development	Proficient	Exemplary
Reluctant to begin tasks without significant staff intervention. Needs frequent reminders. Additional training and guidance are needed from the youth's case manager.	Inconsistent effort to begin or remain on task. Needs prompting. Often shows minimum performance.	When given tasks, shows effort to begin and remain on task until completion. Once assignment is learned, can work independently. Initiates interaction for next task. On a pathway to being a self starter.	Consistently begins and remains on task until completion, and initiates interaction for next task. Can work independently, and leads others.
QUALITY OF WORK			
Performance Improvement Plan Needed	Needs Development	Proficient	Exemplary
Has not yet given best effort	Inconsistent effort toward	Shows effort to meet quality	Quality of work often

WORKSITE EVALUATION

Gaining work experience for new workers is important. This gauges how the worker performs with the essential skills.

EMPLOYMENT 101

COMPLETE THE GUIDE

My Overall Progress

75%

PREPARE A CAREER PLAN

PREPARE A JOB SEARCH

ACHIEVE YOUR GOALS

EMPLOYMENT 101

This tool guides users through the process of evaluating careers, training options and creating a job search plan.

ILLINOIS WORKNET: OBSERVATIONAL EVALUATION

Access Assessment Results on the Customer Profile

TELGER (PA), NATASHA

DASHBOARDS CUSTOMERS GROUPS HI, DREINHARDT

Groups Details Career Plan **Assessments** Optimal Resume Success Stories Worksites Outcomes User Management

Profile: Natasha Telger (PA)

workNet ID 957

IWDS User ID 3978401

Last 4 SSN 1234

User Name intelger

Email natasha.telger@siu.edu

Account Created 12/14/2005

Active Yes

See All

Reset Password Send Message

Assessments

View saved results or complete an assessment for the customer. Illinois workNet offers assessments that are self-access as well as partner initiated assessments. [Learn more](#)

SKILLS AND INTERESTS

DISABILITY BENEFITS ESTIMATOR

EMPLOYMENT 101

NOCTI RESULTS

OBSERVATIONAL EVALUATION

WORKSITE EVALUATION

Assessments Not Available Through Illinois workNet

ENTER MORE ASSESSMENTS

Add Assessment Results

Assessment Name/Description	Edit/View Results	Assessment Date	Type	Category	Updated
No data available in table					

Showing 0 to 0 of 0 entries Previous Next

OBSERVATIONAL EVALUATION

Evaluator
Dee Reinhardt

Customer
Natasha Telger (PA)

Review Date: 2/14/2020

FUNDAMENTAL	Yes	No
Appearance/Hygiene	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>
Oratory/Speaking	<input type="radio"/>	<input type="radio"/>
Work Ethic/Character	1 = Below Standard/Expectation	2 = Meets Standard/Expectation 3 = Exceeds Standard/Expectation
Attitude	<input type="radio"/>	<input type="radio"/>
Accountability/Integrity	<input type="radio"/>	<input type="radio"/>
Self Control	<input type="radio"/>	<input type="radio"/>
Ambition/Initiative	<input type="radio"/>	<input type="radio"/>
Problem Solving	1 = Below Standard/Expectation	2 = Meets Standard/Expectation 3 = Exceeds Standard/Expectation
Supervision	<input type="radio"/>	<input type="radio"/>
Procedure/Rule Following	<input type="radio"/>	<input type="radio"/>
Problem Solving Approach	<input type="radio"/>	<input type="radio"/>
Information Management	<input type="radio"/>	<input type="radio"/>
Interpersonal	1 = Below Standard/Expectation	2 = Meets Standard/Expectation 3 = Exceeds Standard/Expectation
Verbal Communication	<input type="radio"/>	<input type="radio"/>
Active Listening	<input type="radio"/>	<input type="radio"/>
Feedback	<input type="radio"/>	<input type="radio"/>
Teamwork = 2 people	<input type="radio"/>	<input type="radio"/>
Computer	1 = Below Standard/Expectation	2 = Meets Standard/Expectation 3 = Exceeds Standard/Expectation
Computer Literacy	<input type="radio"/>	<input type="radio"/>

Preview

ILLINOIS WORKNET: WORKSITE EVALUATION

Access Assessment Results on the Customer Profile

Review Date: 2/14/2020

FUNDAMENTAL	Yes	No	
Appearance/Hygiene	<input checked="" type="radio"/>	<input type="radio"/>	
Timeliness	<input checked="" type="radio"/>	<input type="radio"/>	
Oratory/Speaking	<input checked="" type="radio"/>	<input type="radio"/>	
Work Ethic/Character	1 = Below Standard/Expectation	2 = Meets Standard/Expectation	3 = Exceeds Standard/Expectation
Attitude	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accountability/Integrity	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Self Control	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Ambition/Initiative	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Problem Solving	1 = Below Standard/Expectation	2 = Meets Standard/Expectation	3 = Exceeds Standard/Expectation
Supervision	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procedure/Rule Following	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving Approach	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Information Management	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Interpersonal	1 = Below Standard/Expectation	2 = Meets Standard/Expectation	3 = Exceeds Standard/Expectation
Verbal Communication	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Active Listening	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feedback	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teamwork =2 people	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Computer	1 = Below Standard/Expectation	2 = Meets Standard/Expectation	3 = Exceeds Standard/Expectation
Computer Literacy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Preview

OBSERVATIONAL EVALUATION

Print Observational Evaluation

Evaluator

Dee Reinhardt

Customer

Natasha Telger (PA)

Review Date:

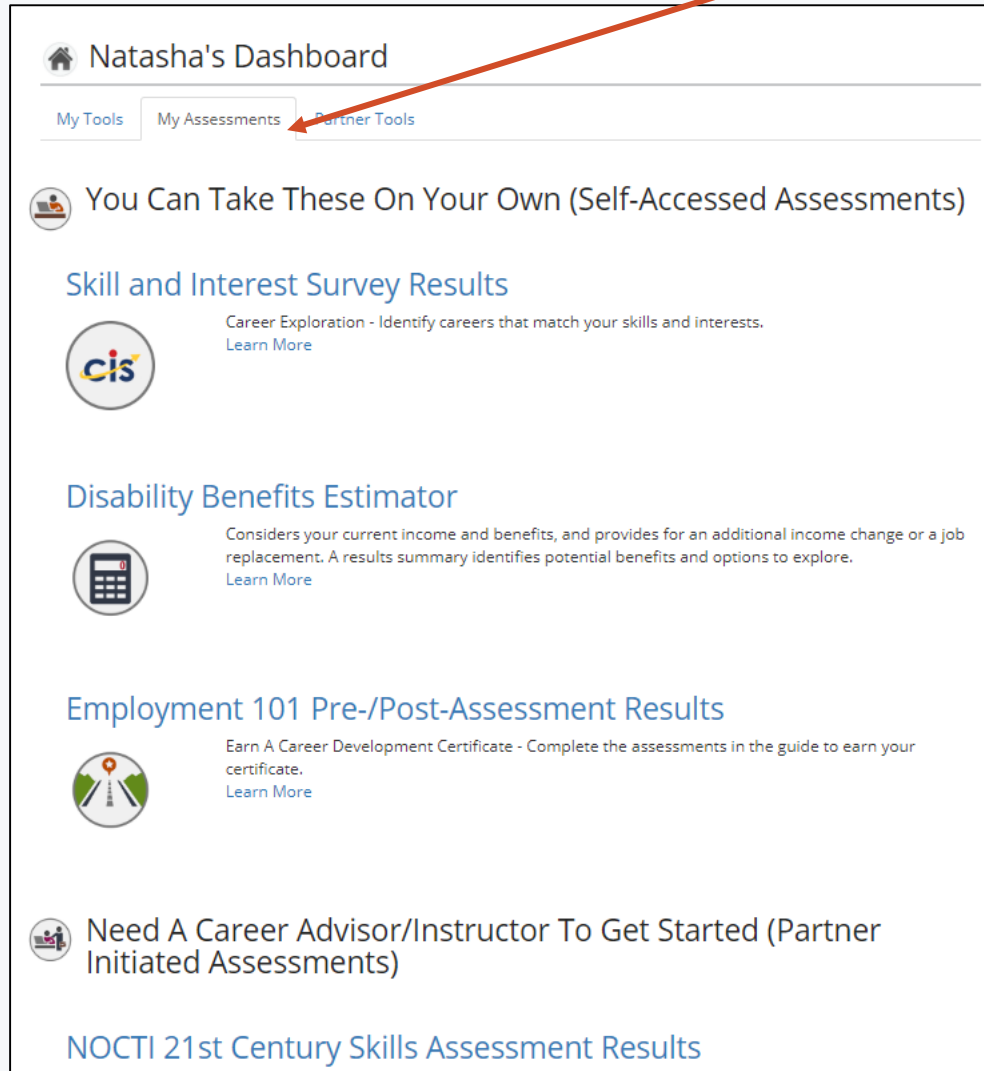
EVALUATION SUMMARY

FUNDAMENTAL	Rating	Description
Appearance/Hygiene	Yes	Dresses according to the defined norms of the workplace or school activity. Categories are business casual, business (coat and tie), and business formal (suit). Understands that appropriate appearance impacts cultural fit at the workplace.
Timeliness	Yes	Arrives on time and is rarely absent without cause. Understands the relationship between punctuality and how people perceive them.
Oratory/Speaking	Yes	Uses appropriate language, volume, clarity and tone based on the norms of the environment. Uses friendly tone and smiles when conversing with others.
Work Ethic/Character	Rating	Description
Attitude	3	Is optimistic and quickly reorients negative outlook into a positive outlook. Values how attitude affects performance and group dynamics and tries to positively influence conditions.
Accountability/Integrity	2	Acknowledges responsibility for own actions and decisions. Completes assignments and is concerned with quality of work. Works towards a high standard of performance for self.
Self Control	1	Does not have control over emotional reactions. Responds to difficult individuals or situations with an agitated and defensive manner. Struggles to keep personal matters from interfering with performance.
Ambition/Initiative	2	Can set and achieve short and moderate term goals. Takes initiative and does not wait for others to give work. Is self motivated but needs encouragement at times. Sets moderate expectations for self.
Problem Solving	Rating	Description
Supervision	3	Needs minimal supervision to complete tasks.
Procedure/Rule Following	2	Follows rules and procedures. Reads all directions before starting. Checks for clarification when unclear. Understands relevance of procedures to performance.
Problem Solving Approach	1	Does not approach program solving with any process. Has difficulty constructing and executing a plan.
Information Management	1	Struggles to identify and acquire information needed to solve a problem. Has difficulty extracting and understanding information from charts and graphs. Has difficulty organizing information effectively.
Interpersonal	Rating	Description
Verbal Communication	2	Effectively expresses his/her ideas in a clear and logical manner. Can have a two-way conversation building on information obtained during the conversation. Uses communication constructively to promote goals not to gossip or cause harm.
Active Listening	3	Can understand, interpret, and evaluate what he or she heard. Accurately recalls and summarizes information. Asks clarifying statements. Maintains eye contact. Uses listening cues such as nodding and verifying statements.
Feedback	2	Responds civilly to constructive criticism. Absorbs feedback as a learning tool. Can be redirected to appropriate behavior. Reflects on feedback and defers immediate judgment.
Teamwork =2 people	1	Does not work well in a team situation. Does not share responsibility for team deliverables. Deflects workload onto other team members. Often seeks to reduce level of quality. Is critical of other team members. Disrespects other team members' input. Is unwilling to compromise to achieve overall team success.
Computer	Rating	Description
Computer Literacy	2	Can operate a computer. Can connect to internet. Can use search engines. Can send/receive email. Can use word processing software.
Has Met Requirement	Rating	Description
	No	Student has all Yes answers for the first section and a 'meets expectations' answer or higher for the other sections.

Save Observational Evaluation

Update Evaluation

ILLINOIS WORKNET: STUDENT VIEW



Natasha's Dashboard

My Tools My Assessments Partner Tools

You Can Take These On Your Own (Self-Accessed Assessments)

Skill and Interest Survey Results

Career Exploration - Identify careers that match your skills and interests.
[Learn More](#)

Disability Benefits Estimator

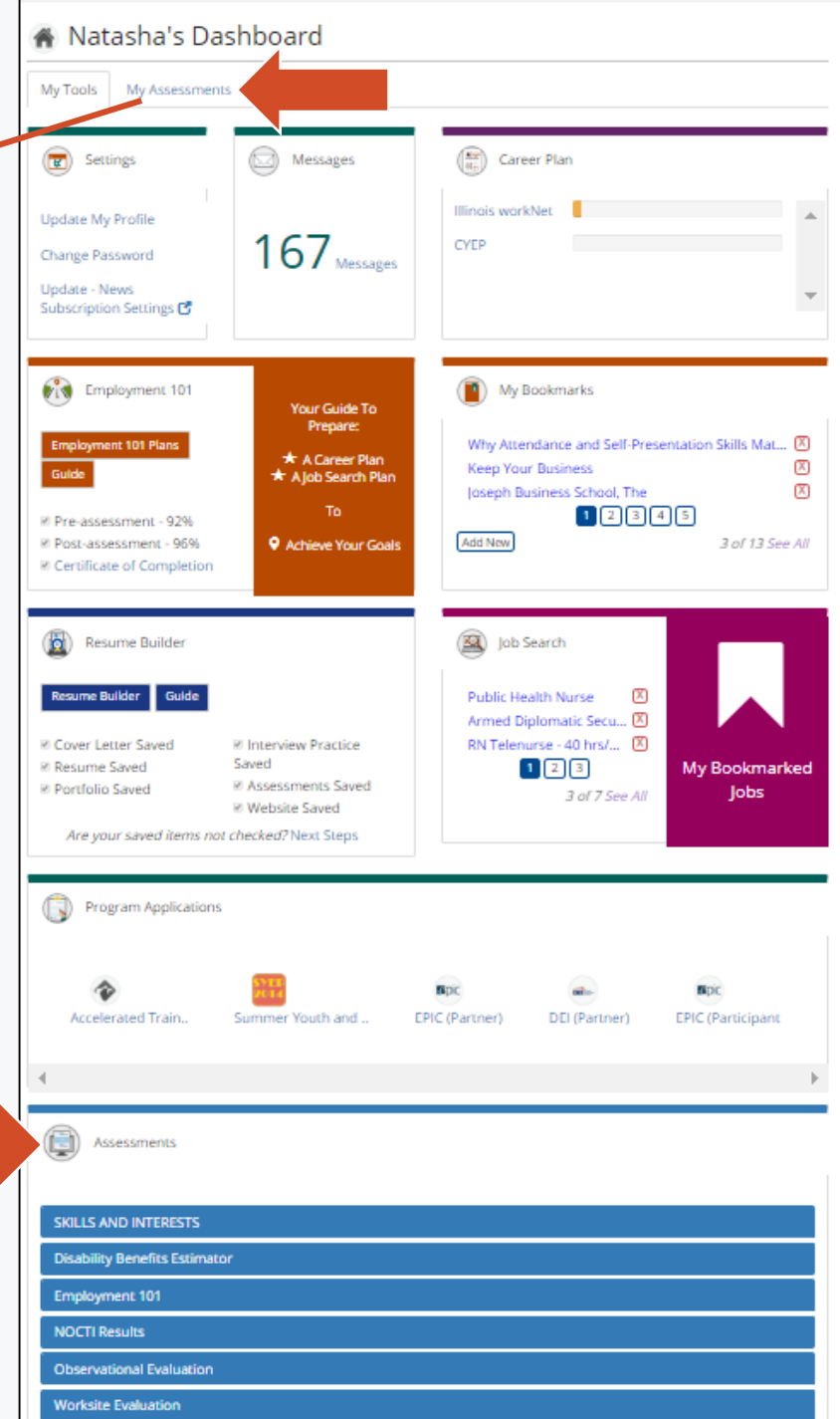
Considers your current income and benefits, and provides for an additional income change or a job replacement. A results summary identifies potential benefits and options to explore.
[Learn More](#)

Employment 101 Pre-/Post-Assessment Results

Earn A Career Development Certificate - Complete the assessments in the guide to earn your certificate.
[Learn More](#)

Need A Career Advisor/Instructor To Get Started (Partner Initiated Assessments)

NOCTI 21st Century Skills Assessment Results



Natasha's Dashboard

My Tools My Assessments

Settings Messages Career Plan

Update My Profile 167 Messages

Change Password

Update - News Subscription Settings

Employment 101 Your Guide To Prepare: A Career Plan A Job Search Plan To Achieve Your Goals

Pre-assessment - 92% Post-assessment - 96% Certificate of Completion

Resume Builder Interview Practice Saved Assessments Saved Website Saved

Cover Letter Saved Resume Saved Portfolio Saved

Job Search Public Health Nurse Armed Diplomatic Secu... RN Telenurse - 40 hrs/...

My Bookmarks Why Attendance and Self-Presentation Skills Mat... Keep Your Business Joseph Business School, The

Program Applications Accelerated Train... Summer Youth and ... EPIC (Partner) DEI (Partner) EPIC (Participant)

Assessments

- SKILLS AND INTERESTS
- Disability Benefits Estimator
- Employment 101
- NOCTI Results
- Observational Evaluation
- Worksite Evaluation






FEEDBACK & QUESTIONS?

We are working on a new assessment tool and would appreciate your comments.



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-  <https://www.illinoisworknet.com/jobskillsguide>
-  info@illinoisworknet.com



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TWITTER



YOUTUBE



LINKEDIN



LINKEDIN GROUP



PINTEREST

