

Purpose: Measure workplace skills that are demonstrated at a worksite during a work-based learning experience.

Topics Covered:

Workplace skills that are required for college and career success:

- Computer/Digital Literacy
- Attendance & Dependability
- Self-Presentation
- Communication Skills
- Independence and Initiative
- Teamwork
- Positive Attitude
- Problem Solving/Critical Thinking
- Work Ethic
- Quality of Work

What to Expect:

- Your supervisor observes your skills in the workplace and completes the evaluation.
- You receive graded results through your Illinois workNet account.
- The results include skill level definitions.
- Successful completion = scoring 7 out of 10 foundation skills with a rating of “Needs Development” or higher.

Benefits:



- Use the results to help you reach your goals.
- See which skills need to be improved. Work on building those skills.
- Identify your strong skills. Market those skills.

Steps:	Find It Here: www2.illinoisworknet.com
1. See if your work-based learning provider uses this evaluation. This is free for all Illinois workNet partners. They can learn more about the evaluation through www.illinoisworknet.com/assessments .	
2. Once your supervisor completes the assessment, you can view the results through your My Dashboard (My assessments).	 My Dashboard
3. Discuss the results with your supervisor or career advisor and identify skills where you excel and skills that need some improvement. Make sure you understand what changes are needed to improve your skills. Use the Job Skill Guide to learn more about the skills employers want.	 Qualify for Jobs
4. Include your strong skills in your resume and portfolio. <ol style="list-style-type: none"> a. Use the resume builder Skills Assessments as a tool to brainstorm examples. Store your examples in one place. You can share the list with your career advisor using the share icon. b. Use those examples to put together a resume draft or update your resume and portfolio. c. Look at Prepare Your Resume and Marketing Your Skills for tips. 	 Qualify for Jobs
5. Use your strong skills to write an essay to apply for scholarships or an internship. See Planning and Financing Training to learn more about financial aid and scholarships.	 Training & Credentials
6. Use your strong skills to put together responses to interview questions. See Employment and Hiring Planning articles for tips.	 Job Openings & Recruiting

WORKSITE EVALUATION RATING DEFINITIONS
Computer Literacy - Computer operation, Search the internet, Email, Use computer software

Performance Improvement Plan Needed	Needs Development	Proficient	Exemplary
Limited ability to operate a computer, connect to the internet, use search engines, and/or send/receive email. Cannot operate computer software.	Can operate a computer, connect to and navigate the internet, send/receive emails. Limited ability to use computer software.	Can operate a computer, connect to and navigate the internet, send/receive emails. Can use word processing or spreadsheet software.	Can operate a computer, connect to and navigate the internet, send/receive emails. Can use word processing, presentation or spreadsheet software. Serves as a model for other workers.

Attendance & Dependability - Not absent from school or work, Notifies the correct person if you are going to be absent, shows up on time and ready to work, finishes job or school assignments, and turns assignments in on time

Performance Improvement Plan Needed	Needs Development	Proficient	Exemplary
Excessive absences and/or lateness consistently impact work performance. Additional training and guidance are needed from the case manager.	Below 90% attendance per agreed upon work schedule, but participant seeks out opportunities to make up missed work. Inconsistent in arriving to work, returning from breaks on time, and calling supervisor prior to lateness.	Maintains 90% on-time attendance per agreed upon work schedule and notifies supervisor ahead of time prior to absence. On a pathway to understand the importance of being dependable.	100% attendance per agreed upon work schedule or missed one day with valid reason that did not occur during first two weeks. Level of dependability is a model for other new workers.

Self-Presentation – Practices good personal hygiene. Dress according to job/school guidelines

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 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.

Communication Skills
Active listening - Listen to and consider other people's opinions & viewpoints. Communicate facts to/from supervisors

Clear communication - Follows directions, open to correction, understands written material, can explain to or teach others

Performance Improvement Plan Needed	Needs Development	Proficient	Exemplary
Seldom speaks clearly or listens attentively. Repeatedly uses inappropriate language for the workplace. Additional training and guidance are needed from the youth's case manager.	Inconsistent in communicating in manner and language appropriate for the workplace. Inconsistent in effort to speak clearly or listen attentively.	Shows effort to communicate in a manner and language appropriate for the workplace. Listens attentively. On a pathway to be a good workplace communicator.	Consistently demonstrates positive oral/non-verbal communication skills. Speaks clearly and listens attentively. Can effectively present to a group if needed.

Independence & Initiative - Looks for extra assignments or work to do, tries to go above and beyond, knows, and works toward school/work goals, keeps working when there is nothing to stop me him/her			
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 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 becoming a self-starter.	Consistently begins and remains on task until completion, and initiates interaction for next task. Can work independently and lead others.
Teamwork – Effective and Cooperative Work – Works well with others, asks questions to do the work right, deals with conflicts/differences to work smoothly			
Performance Improvement Plan Needed	Needs Development	Proficient	Exemplary
Has not yet demonstrated appropriate group behaviors. Improvement needed in treating others with respect. Rarely contributes to group efforts. Additional training and guidance are needed from the case manager.	Inconsistent in showing positive group behaviors amongst coworkers, and in contributing to group efforts. Shows potential for improvement.	Shows effort to work well with co-workers, be respectful, and contribute to group efforts. Respects diversity within the workplace. On a pathway to be a good team contributor.	Consistently facilitates positive group dynamics. Demonstrates leadership that plays a significant role in success of group efforts. Promotes larger group unity.
Positive Attitude – My school/work attitude is positive, and I am ready to learn or do my his/her job, cooperative and polite with clients, coworkers, and supervisors, keeps emotions under control at school/work, can adapt and be flexible to change, takes direction and feedback willingly			
Performance Improvement Plan Needed	Needs Development	Proficient	Exemplary
Reluctant to accept feedback and constructive criticism from supervisor. Responds with poor verbal or non-verbal communication. Additional training and guidance are needed from the youth's case manager.	Inconsistent effort in accepting direction, feedback, and constructive criticism from supervisor. Shows potential for improvement.	Shows effort to accept direction and constructive criticism with a positive attitude. Uses feedback to improve work performance. On a pathway to being a responsive employee.	Consistently accepts direction and constructive criticism with positive attitude. Uses feedback to improve work performance and provides new and useful ideas to employer.

Problem Solving & Critical Thinking - Makes good decisions, can solve problems			
Performance Improvement Plan Needed	Needs Development	Proficient	Exemplary
Makes little or no effort to use knowledge learned from the job to solve workplace problems. Additional training and guidance are needed from the youth's case manager.	Inconsistent willingness to use sound reasoning to solve work problems. Shows potential for improvement.	Shows a willingness to use sound reasoning, and job knowledge to solve workplace problems. Shows initiative in improving skills. On a pathway to consistently using problem solving or critical thinking in the work environment.	Consistently applies sound reasoning to solve work problems. Identifies potential problems before they can occur.
Work Ethic - Treats others with honesty, fairness, and respect; values school/work time and property, accepts responsibility for my decisions and actions			
Performance Improvement Plan Needed	Needs Development	Proficient	Exemplary
Has not demonstrated understanding of workplace policies or workplace culture. Additional training and guidance are needed from the case manager.	Inconsistent in willingness to learn and follow safety rules, policy, and workplace culture.	Shows a willingness to learn and follow safety rules, policy, and workplace culture.	Shows clear understanding of work policies and safety rules. Exhibits honesty and integrity. Has completed applicable safety training and has led coworkers.
Quality of Work - Reviews work before submitting it, uses feedback to improve work, knows and works toward the big picture goals of school/work			
Performance Improvement Plan Needed	Needs Development	Proficient	Exemplary
Has not yet given best effort. Rarely evaluates work and uses feedback. Completes work inconsistently. Additional training and guidance are needed from the case manager.	Inconsistent effort toward quality of work. Sometimes evaluates own work and uses feedback, but inconsistent in meeting quality standards.	Shows effort to meet quality of work expectations. Is learning to evaluate own work and use employer feedback to improve performance. On a pathway to achieving consistent quality of work.	Quality of work often exceeds expectations. Consistently gives best effort. Evaluates own work and uses employer feedback.

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