WORKPLACE BASICS: The Skills Employers Want

Source: The American Society for Training and Development

- **Learning to learn:** Workers must be able to acquire new information and skills and apply them to their jobs.
- **Listening:** Important for more than just following supervisors' instructions, good listening skills help workers understand the concerns of co-workers, suppliers, and customers.
- **Oral communications:** Workers must be able to respond clearly to concerns of their co-workers, customers, suppliers, and supervisors.
- **Problem solving:** New styles of work organization will require all workers to analyze problems and come up with solutions.
- **Creative thinking:** The more flexible work becomes, the more creative workers' solutions will have to become.
- **Self-awareness:** Supervisors want workers who are proud of themselves and their abilities.
- **Goal setting/motivation:** Workers need the ability to set goals and the persistence to achieve them.
- **Personal and career development:** The most valuable employees are those who understand the need to continually develop on the job.
- **Interpersonal skills:** Employees must be able to get along with their suppliers, co-workers, customers, and supervisors.
- **Teamwork:** People in work teams need to know how to divide work fairly and effectively and work with one another to achieve team goals.
- **Negotiation:** Workers need the ability to build a common agreement through give and take with their customers, co-workers, and supervisors.
- **Organizational effectiveness:** To be productive, employees must understand the company's business goals and how their jobs contribute to fulfilling those goals.
- **Leadership:** Workers must be able to assume responsibility and direct their co-workers when necessary.
- **Competence in writing:** Workers must be able to examine, analyze, and merge information in writing.
- **Competence in computation:** Employees who can use common mathematical concepts related to their work will be in high demand.
- **Competence in reading:** Employees need to understand the meaning of the written word and apply it to their jobs.