

Conveying Professionalism

- Describe the core components of a strong work ethic including taking pride in one's self and the image conveyed to internal and external customers.
- Explain the benefits of a positive attitude and excellent customer service to an organization, both internally and externally.
- Describe the importance of punctuality and dependability.
- Discuss how motivation affects performance.
- Apply strategies to develop an action plan for excellent work habits.

Communicating Effectively

- Identify ways to improve communication and listening skills to help ensure a productive work environment.
- Explain the importance of spoken communication to improving understanding.
- Assess the use of appropriate communication including email etiquette, texting, cell phone use, and social networking.
- Describe how to resolve conflict in the workplace.
- Discuss how effective communication affects an organization.

Promoting Teamwork and Collaboration

- Explain how treating coworkers as team members can benefit an organization.
- Describe how diversity can benefit a workplace.
- Discuss the importance of sensitivity to individual differences.
- Describe the benefits and challenges of teamwork and collaboration.
- Define leadership and its value in the workplace.

Thinking Critically and Solving Problems

- Describe the importance of innovation, creativity, and adaptability in the workplace.
- Define adversity and describe how it affects the workplace.
- Evaluate elements of critical thinking, including evidence, reasoning, and fallacies.
- Distinguish between inductive and deductive reasoning.