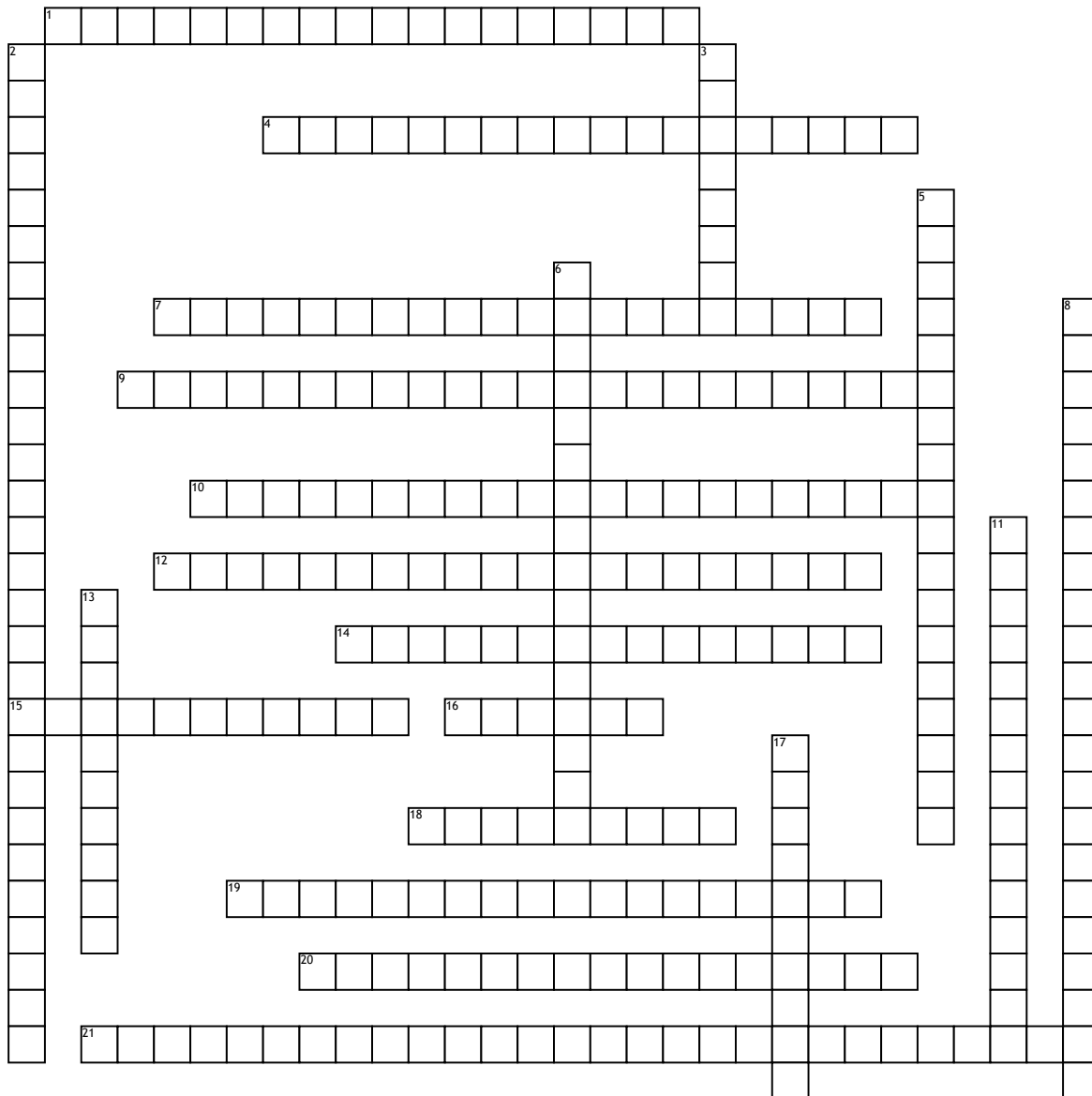


Name: _____

Date: _____

Workplace Readiness Vocabulary



Across

1. Negotiates diplomatic solutions to interpersonal and workplace issues, solving a disagreement in a way that satisfies both sides.

4. Selects and uses appropriate devices, service, and applications.

7. Analyzes and resolves problems that arise in completing assigned tasks.

9. Selects the correct technology and safely uses technological resources to accomplish work responsibilities.

10. Uses computers for business-related tasks, file management techniques, and learns and uses different software/programs effectively.

12. A subclass of computer software that employs capabilities of a computer directly to a task that the user wishes to perform.

14. Follows safety guidelines and manages personal health.

15. Characterized by consistency, dependability, trustworthiness, and honesty.

16. Polite ways to behave.

18. Characterized by honesty and having high moral standards. Abides by workplace policies and laws and demonstrates honesty and reliability.

19. Dresses appropriately and use language and manners suitable for the workplace.

20. Comes to work every day on time, is willing to take direction, and is motivated to accomplish the task at hand.

21. Prepares to apply for a job and to seek promotion.

Down

2. Contributes new ideas and work with initiative.

3. Contributes to the success of the team, assist other, and requests help when needed.

5. Works well with all customers and coworkers.

6. Recognizes that education never ends. Continually acquires new industry- related information and skills and improves professional skills.

8. Uses the internet appropriately on the job and only for tasks related to the job at hand.

11. Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable service. Uses appropriate interpersonal skills in dealing with difficult customers.

13. Skilled in dealing with sensitive matters or people; sensitive to others regardless of ones own opinions or beliefs.

17. The ability to start something without having to be prompted or directed. Takes time to think about how to get a task done with little or no help. Characterized as a self-starter.