

WORCESTERSHIRE WORKFORCE BEHAVIOURS

Below are definitions for different skills and behaviours that can be found in the workplace.

Please read through each of the listed skills and behaviours and decide on 10 which you feel are the most important for the workplace and for employees entering the workforce.

Additionally, if you feel there are any skills and behaviours missing, you have the opportunity to suggest others in the questionnaire.

	Definition
Positive Attitude	An optimistic, can-do approach to all of their tasks and responsibilities. They will motivate the people around them to do their best and help when setbacks occur, or challenges are faced.
Work Ethic	Work ethic is a set of values guiding professional behaviour - encompassing integrity, responsibility, discipline, teamwork, dedication, and a positive attitude.
Teamwork	It's the ability to work with others and to help others attain their full potential and achieve the shared goals. It builds trust and increases productivity.
Integrity	Workplace integrity is about having strong principles and values, which you demonstrate through your conduct in the work environment. People with integrity do the right thing even when nobody is watching.
Initiative	The ability to assess a situation and independently take action to address it.
Motivation	Intrinsic motivation is when you are driven to accomplish a task because you find it personally rewarding. If you are intrinsically motivated to complete a task, you likely enjoy the process and accomplish it willingly.
Honesty	The expectation of honesty at work means you must be clear and open with everyone. When you are, it demonstrates trust and creates an environment of transparency.
Resilience	The ability to respond to pressure, deal with adversity, and overcome challenges. Solving problems, facing challenges, and recovering from mistakes.
Adaptability	The ability to change and remain flexible when encountering new or different circumstances. In the workplace, this includes a change in environments, dealing with new policies and adjusting to a new team.
Dependability	An individual can be counted on to fulfil their responsibilities, meet deadlines, and deliver results consistently. It encompasses qualities such as punctuality, accountability, and a strong work ethic.

Problem Solving	A person's ability to handle difficult or unexpected situations and find solutions to complex business challenges.
Emotional Intelligence	The ability to manage both your own emotions and understand the emotions of people around you.
Time Management	Ability to use your time wisely and efficiently.
Creativity	Creativity is the ability to think about a task or a problem in a new or different way, or the ability to use the imagination to generate new ideas. Creativity enables you to solve complex problems or find interesting ways to approach tasks.
Confidence	Confidence is the feeling of belief or trust that a person or thing is reliable. Self-confidence is trust in oneself.
Decision Making	Effective decision-making often requires you to identify many potential options and anticipate possible outcomes and to consider the needs or wants of others impacted by the decision.
Critical Thinking	Connect ideas, scrutinise and evaluate arguments, find inconsistencies and errors in your work and the work of others, solve complex problems and engage in reflection.
Leadership	Leadership is about setting a vision and inspiring people to work towards it. A leader is someone who guides and motivates individuals, teams, or an entire organisation toward a common goal.
Speaking	How to communicate effectively with others, being mindful of who they are talking to and in different settings. Speaking clearly and effectively – making points logically and using appropriate language, tone and gestures.
Listening	Listening effectively to others - thinking about body language, open questioning and summarising and rephrasing. Critical listening - comparing perspectives, identifying biases, evaluating ideas and being objective.
Respectful	Respect is the feeling of regarding someone well for their qualities or traits, but respect can also be the action of treating people with appreciation and dignity.
Responsible	Being responsible shows that you're aware of what your role actually entails and that you're ready to be held accountable for your actions and the results they produce.
Professionalism	To perform a job to the highest standards that might be expected of you. Demonstrating professionalism means taking your job seriously, being reliable to your colleagues and caring about your responsibilities and successes.
Collaboration	Collaboration is a partnership; the act of producing or making something together effectively and efficiently.
Innovation	The development of new ideas or the improvement of existing ideas. Being innovative at work means that you contribute ideas and solutions to workplace challenges or problems.

Analytical	An analytical person in the workplace focuses on making sense of the facts and figures and using logical thinking practices to identify a fix.
Communication	What we use to connect with others, whether we're speaking in a conversation with them or writing to them an email. In the workplace, communication helps you collaborate with team members, share information, and problem-solve efficiently.
Organisation	Able to plan things carefully, keep things tidy, and work effectively
Attention to detail	The ability to accomplish/complete a task while demonstrating a thorough concern for all the areas involved, no matter how small. This means monitoring and checking work or information, while organising time and resources efficiently.
Self-awareness	To be self-aware means that one can learn and practice observing their reactions, thoughts and emotions in the office, which helps them better understand themselves and their colleagues.
Patience	Being patient means controlling your emotional responses to certain situations and accepting that sometimes things may not meet your expectations. Patient people understand that the more they accept the things they can't change, such as events they can't control, the more they can learn to react in a way that doesn't maximize stress or make the situation worse.
Conflict resolution	Quickly, respectfully, and effectively resolve conflict. Conflict resolution skills involve the use of various additional important skills such as assertiveness, active listening, problem-solving, empathy, and effective communication.
Empathy	The ability to be understanding towards colleagues and sensitive to their unique perspectives, work styles, and ideas. As a key component of emotional intelligence, empathy is the foundation of treating others with acceptance and compassion.
Improvisation	When something unexpected occurs, having the ability to react and respond in the moment, doing something without knowing exactly what is going to happen.
Logical thinking	Analysing a situation or problem using reason and coming up with potential solutions. Logical thinkers gather all the information they can, assess the facts, and then methodically decide the best way to move forward.
Commitment	The level of enthusiasm an employee has towards his/her tasks assigned at a workplace. It is the feeling of responsibility that a person has toward the goals, mission, and vision of the organization he/she is associated with.
Oracy	The ability to express oneself fluently and grammatically in speech.