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Workplace Readiness Vocabulary

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| **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-stater. |