



## RESOLUTION OF THE GOVERNOR'S TALENT INVESTMENT BOARD

### *Support for Work Ethic/Employability Training Programs Approved November 13, 2018*

Job seekers and workers in entry level positions often lack the core employability skills (soft skills) necessary to be effective in finding and keeping a job in today's economy. National, regional and local studies and employer surveys all identify the need for these skills. The nine most commonly cited soft skills needed by employers are:

- **Adaptability** - Adjusts to new, different or changing requirements with a positive attitude and a willingness to learn.
- **Collaboration** – Works effectively together to accomplish goals. Demonstrates respect of cultural and individual values. Listens to and considers ideas from others.
- **Communication** - Connects and engages with others orally, nonverbally or in writing, using the appropriate communication vehicle and timing. Actively listens, contributes, and considers differing perspectives.
- **Critical Thinking** - Uses logical thought processes to properly define challenges or problems, gather and interpret evidence, and draw reasoned conclusions.
- **Customer Focus** - Actively seeks to meet and exceed customer/client expectations or needs at all times.
- **Integrity**- Treats others with honesty, fairness and respect. Works effectively with people of diverse backgrounds. Exercises personal ethics, follows rules and laws, and understands personal and legal responsibility.
- **Positive Personal Brand** - Displays responsible behaviors at school and work. Maintains a professional demeanor and positive reputation. Is reliable, trustworthy, and productive.
- **Problem Solving:** Applies critical thinking skills to solve problems by generating, evaluating, and implementing effective solutions.
- **Technology Literacy** - Effectively uses digital devices such as smartphones, tablets, laptops, desktop PCs and related software to convey and retrieve information.

These and other important skills can only be learned if parents, teachers, and employers all help share the information and expectations that they will encounter in the world of work.

Therefore, the Governor's Talent Investment Board (GTIB) strongly encourages individual employers, parents, regional organizations such as Michigan Works! and educators at all levels to work in partnership to help applicants understand and excel at the "soft skills" necessary to obtain employment and perform effectively throughout their careers.