

# Qualities Employers are looking for in Employees



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# The Work Ready Tool

Are you an **employer** looking to recruit work ready employees? Do you know what you are looking for? How can you effectively relay what you are looking for to all potential job seekers?

Are you a **trainer** who would like to use an employer validated tool to give employers greater confidence in your training program?


Are you a **job seeker** who wants to know what employers are expecting from you before you start a new role?

The qualities Tasmanian employers are looking for in potential or existing employees have been developed into 'the Work Ready Tool'. The Work Ready Tool provides a list of attributes which employers have agreed are expected of new recruits. It is a useful tool for employers and businesses, job seekers, training organisations and for educators.

The Work Ready Tool was developed by the Tasmanian Chamber of Commerce and Industry (TCCI), with support from the Tasmanian Government. It is part of a broader work ready training program.

## What are employers looking for?

The Work Ready Tool is designed to help employers consider if potential and current employees are work ready. It lists attributes and qualities which employers have agreed are expected of new recruits or employees. These qualities are categorised as 'mostly' or 'always expected'.

A man with short brown hair, wearing safety glasses and an orange polo shirt, is focused on operating industrial machinery. He is looking down at a control panel with various buttons and a small screen. The background shows more of the industrial environment with pipes and equipment.

*"I really have to say that I found your program so valuable particularly in reigniting motivation and confidence."*

Work Readiness Project  
participant, August 2015.

# The Work Ready Tool

What are employers looking for?	How often?
<b>Self-management</b> Arrives ready for work on time (or early) Provides adequate notice when unable to work Professionally and hygienically presented Treats work as a priority Has a positive 'can do' attitude towards work tasks and team members	always always always always mostly
<b>Communication</b> Asks questions to clarify understanding Understands WHS requirements including reporting Understands and follows verbal and written instructions, policies and procedures Provides high levels of service to all stakeholders and customers/clients	mostly always always mostly
<b>Planning and organising</b> Prioritises personal and professional needs including demonstrating a sense of urgency when required Manages work and other commitments successfully	mostly mostly
<b>Initiative and enterprise</b> Finds things to do to keep busy Identifies and undertakes appropriate tasks to be completed without being asked Does not complain about coming to work	always mostly always
<b>Teamwork</b> Is patient and respectful of others Works well as part of the team and 'pulls their own weight'	always always
<b>Learning</b> Actively seeks feedback on performance from peers and supervisors Listens to and applies constructive criticism to improve work performance Identifies and values professional learning appropriate to current and future aspirations	mostly mostly mostly
<b>Problem solving</b> Identifies issues and refers as soon as possible Suggest solutions to problems within scope of responsibility	mostly mostly
<b>Technology</b> Utilises technology appropriately as required for effective work performance	mostly

# When to use the Work Ready Tool

## Employers

The Work Ready Tool is useful for employers when managing performance reviews and providing support and feedback to employees.

The Work Ready Tool:

- shows how to align your expectations of work ready applicants with the expectations of Tasmanian employers
- provides a common language for performance discussion between employers and employees
- is a helpful check to compare what you expect of employees with your own performance
- helps to constructively focus on support that existing employees need
- can be used as a basis for screening applicants and helps to understand why a particular applicant feels 'right' for the job. In this way, the Work Ready Tool facilitates constructive feedback.
- can improve an applicants' recruitment chances
- is a useful reference for understanding workforce training needs.

## Job seekers

The Work Ready Tool is useful to help job seekers find out if they are ready for work, and to help focus on improvements to help find a suitable job.

The Work Ready Tool can help:

- self-assess how ready job seekers are for work
- talk about strengths, knowing these attributes are important to employers
- focus on what attributes need developing to improve appeal to potential employers
- understand other people's strengths and weaknesses, which may be different from the job seekers.

## Educators

The Work Ready Tool helps educators prepare appropriate course material by enhancing understanding of the attributes employers are looking for in preparing job seekers for work.

The Work Ready Tool:

- is a useful resource which sets a common language for employers and employees
- uses employer-validated standards to improve the employer relevance of training programs
- gives employers greater confidence that training programs are relevant for their organisational needs
- lists the attributes Tasmanian employers have agreed are most important to them.

# Where does the Work Ready Tool fit in?

The Work Ready Tool can be used when job seekers are engaged and understand what is involved. If job seekers can receive intensive support then they can work towards gaining the work ready attributes outlined in the Tool.

## Characteristics

### *Disengaged*

- Low levels of language, literacy and numeracy
- Low levels of educational attainment
- Little to no career aspiration(s)
- Minimal workplace exposure
- Little intrinsic motivation to gain employment
- Minimal support mechanisms to gain and sustain employment



### *Engaged*

- Potential language, literacy and numeracy issues
- Moderate levels of educational attainment
- Some workplace exposure
- Some career aspiration (although not necessarily aligned to realistic employment opportunities)
- Moderate desire to gain employment
- Some support mechanisms to gain and sustain employment



### *TCCI Work Ready*

- Moderate interpersonal skills
- Some workplace exposure
- Aspiration(s) to gain employment
- Open to opportunities outside of preferred career
- Support mechanisms to gain and sustain employment
- Genuine intrinsic motivation to work



### *Employment*

- Employer with potential vacancy
- Participant matched to employer
- Realistic employer expectations
- Adequate on the job support and coaching
- Clear objectives for work experience/trial
- Support for employer to address any issues

## Program requirements

### *Soft entry*

- Identify and support LLN issues
- Understand personal motivators
- Identify key strengths, skills, interests
- Identify barriers to employment
- Develop plan to address barriers including LLN
- Gentle introduction to workplace culture



### *Intensive support*

- Exposure to workplaces and workplace culture
- Use of simulated environments to develop interpersonal skills
- Intensive mentoring support to work through issues as they arise and ensure attendance
- Self assessments to improve self awareness and emotional intelligence
- Understand own capability



### *Polish and network*

- Career aptitude testing balanced with labour market information
- Identification of realistic opportunities
- Shifting the job search paradigm (reactive to proactive)
- Identify and celebrate skills, knowledge and experience
- Coaching on acceptable workplace behaviour







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