

# Pacific Mountain Workforce Development Council

## Skills Gap Follow-Up Survey

### December 2002

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The Pacific Mountain Workforce Development Council (Pacific Mountain) is in the process of identifying the criteria for soft skills programs that will help to ensure that job seekers who are referred for job openings from WorkSource offices throughout our five counties have the soft skills they need when they are referred.

Information from the original skills gap survey last year indicated that soft skills are needed for job seekers to be viable candidates for job openings. We would like to refine the information we have in order to determine what specific skills you believe can be taught (or need to be learned) before people apply for open positions.

Pacific Mountain will use the information to develop training criteria that identifies the critical components of soft skills training. This criteria for soft skills training will be implemented throughout our five counties.

Please include additional items related to soft skills to the general summary below:

Employers want workers who:

- |                        |           |
|------------------------|-----------|
| 1. Show up             | 9. _____  |
| 2. Arrive on time      | 10. _____ |
| 3. Ready to work       | 11. _____ |
| 4. Eager to learn      | 12. _____ |
| 5. Show initiative     | 13. _____ |
| 6. Understand teamwork | 14. _____ |
| 7. _____               | 15. _____ |
| 8. _____               |           |

Please complete the information on the next page by circling your desired response. Indicate which skills can be best developed at Work with a "W", skills that need to be taught **before** the job seeker is considered "job ready" with a "B". If you are unsure please indicate "U". In the second column please rate the importance of the identified skills in your business on a scale of 1-4 with 1 being the most important. In the third column indicate y (yes) or n (no) to whether you need outside assistance to teach these skills to your current workforce.

Item	Desired Skills	The skill is taught: W = At Work	B = Before Employment	U = Unsure
1	Dependability		29	
2	Teamwork	8	21	2
3	Problem solving	8	24	
4	Interpersonal skills	1	28	
5	Customer service	23	8	1
6	Work ethic	3	29	
7	Ethical behavior	2	27	1
8	No entitlement attitude	3	22	1
9	Understand employer expectations	26	3	
10	Communication skills	6	24	2
11	Continuous performance improvem	25	4	1
12	Positive attitude	1	29	1
13	Loyalty	11	19	2
14	Confidentiality	15	16	2
15	Patience	5	23	1
16	Time management	17	14	
17	Punctuality	8	28	
18	Accountability-consequences	11	17	
19	Appropriate appearance/hygene	4	28	
20	Safety awareness	25	7	
21	Telephone Skills	16	14	3
22	Diversity/sensitivity	12	18	1
23	Memory	1	24	5
24	Business social skills	13	17	2
25	Working independently	14	15	2
26	Responsibility for employer resources: money and property	15	16	1
27	Mgmt of personal issues	2	26	1
28	Workplace etiquette	19	12	
29	Commitment to job task and follow through to job task	12	19	1
30	Initiative	2	27	1
31	Flexibility	7	23	1
32	Accuracy	16	15	
33	Multi-tasking	17	14	1
34	Follows directions	8	22	

Item	Desired Skills	Rank the importance of the skill: 1 = most important	2	3	4
1	Dependability	27	1		2
2	Teamwork	18	12		1
3	Problem solving	10	15	3	1
4	Interpersonal skills	14	13	2	
5	Customer service	18	9	1	1
6	Work ethic	23	4		1
7	Ethical behavior	25	5		
8	No entitlement attitude	8	16	3	
9	Understand employer expectations	14	14	1	
10	Communication skills	11	15	1	1
11	Continuous performance improvement	7	20		1
12	Positive attitude	16	11	2	1
13	Loyalty	7	15	5	1
14	Confidentiality	16	9	3	1
15	Patience	5	19	4	
16	Time management	8	20	2	
17	Punctuality	22	5	3	
18	Accountability-consequences	16	9	2	1
19	Appropriate appearance/hygiene	12	12	5	
20	Safety awareness	19	6	5	
21	Telephone Skills	9	11	8	1
22	Diversity/sensitivity	5	17	8	
23	Memory	1	18	10	
24	Business social skills	2	19	6	2
25	Working independently	16	10	1	2
26	Responsibility for employer resources: money and property	21	5	3	1
27	Mgmt of personal issues	10	14	6	
28	Workplace etiquette	10	13	3	1
29	Commitment to job task and follow through to job task	20	10		1
30	Initiative	13	15		1
31	Flexibility	10	18	1	1
32	Accuracy	16	10	1	1

33	Multi-tasking	9	17	2	1
34	Follows directions	25	5		1

Item	Desired Skills	Need assistance to teach this skill? N = No Y = Yes	No	Yes
1	Dependability		19	6
2	Teamwork		21	3
3	Problem solving		17	8
4	Interpersonal skills		18	7
5	Customer service		18	7
6	Work ethic		18	7
7	Ethical behavior		18	6
8	No entitlement attitude		18	6
9	Understand employer expectations		25	2
10	Communication skills		13	12
11	Continuous performance improvement		23	4
12	Positive attitude		18	7
13	Loyalty		18	5
14	Confidentiality		19	5
15	Patience		19	6
16	Time management		17	8
17	Punctuality		22	4
18	Accountability-consequences		21	4
19	Appropriate appearance/hygiene		19	7
20	Safety awareness		19	9
21	Telephone Skills		22	4
22	Diversity/sensitivity		20	4
23	Memory		21	5
24	Business social skills		17	9
25	Working independently		23	4
26	Responsibility for employer resources: money and property		21	5
27	Mgmt of personal issues		22	4
28	Workplace etiquette		22	5
29	Commitment to job task and follow through to job task		21	5
30	Initiative		20	6
31	Flexibility		20	5
32	Accuracy		21	4

33	Multi-tasking		21	5
34	Follows directions		21	5

Additional responses to ***Employers Want Workers Who:***

- Enjoy work
- Civil to others
- Problem solve
- Reliable transportation
- Solid home life
- Knowledgeable
- Try to figure things out themselves, but ask for help when needed
- Some previous experience in position
- Understand customer appreciation
- Social skills – polite, no bad language
- Listens without interrupting
- Uses please and thank you
- Reports problems
- Calls in when ill
- Asks for help in new situations or when unsure
- Good grooming habits
- Good people skills
- Self- motivated
- Goal oriented
- Willing to follow work rules
- Stamina
- Able to work with little supervision after receiving instruction
- Think about process improvement
- Common courtesy for co-workers and management
- Complete tasks
- Verbal and math skills
- Follow instructions
- Grasp job description
- Look for ways to help
- Display honesty
- Have computer skills
- Childcare handled
- Work place etiquette