# Employability Skills Framework

Employability skills are general skills that are necessary for success in the labor market at all employment levels and in all sectors. The Framework is comprised of nine key skills, organized in three broad categories: Applied Knowledge, Effective Relationships, and Workplace Skills.

# ⇒ Effective Relationships

Developing effective relationships in the workplace requires a combination of interpersonal skills and personal qualities.

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| **Interpersonal Skills** | **Personal Qualities** |
| *Interpersonal skills enable employees to collaborate as a member of a team or work*  *independently, as appropriate, and contribute to the overarching goals of the workplace.* | *Personal qualities include a set of behaviors and skills that enable employees to establish effective relationships and function appropriately in the workplace.* |
| 1. Understands teamwork and works with others 2. Responds to customer needs 3. Exercises leadership 4. Negotiates to resolve conflicts 5. Respects individual differences | 1. Demonstrates responsibility and self-discipline 2. Adapts and shows flexibility 3. Works independently 4. Demonstrates a willingness to learn 5. Demonstrates integrity 6. Demonstrates professionalism 7. Takes initiative 8. Displays positive attitude and sense of self-worth 9. Takes responsibility for professional growth |