

## WorkReady Worksite Glossary of Terms

**21<sup>st</sup> Century Work Readiness Skills:** These skills help define an effective worker and should be encouraged throughout the entirety of the program and during each and every activity:

- **Flexibility and Adaptability:** Adjusting to various roles and responsibilities, adapting and responding appropriately to change, working effectively when there is ambiguity and incorporating feedback to improve job performance and alter behavior.
- **Initiative and Self-direction:** Setting goals, planning effectively to meet goals, going beyond minimum job requirements and seeking to solve the problems that emerge.
- **Productivity and Accountability:** Working hard, completing assigned tasks on time and in a high-quality manner, maintaining good attendance and punctuality and taking responsibility for one's own work as well as that of the team.
- **Teamwork and Collaboration:** Active listening, respecting others, understanding multiple viewpoints, appreciating diversity and contributing positively to group work.

**Internship:** Research documents that high-quality internships have the potential to boost academic achievement, promote college-attendance and increase long-term earnings. This Internship Model, which is designed for youth with some work experience and understanding of workplace competencies, promotes these outcomes by helping youth to build additional work history, build 21<sup>st</sup> Century skills, gain connections to trained adult supervisors and learn how additional education can enhance career and earnings prospects. In short, carefully constructed internships can help youth learn and incorporate invaluable lessons that will benefit them individually, as well as bolster the long-term economic well-being of the city and its residents.

**Learning Experience:** A successful learning experience will provide valuable work experience, career training and guidance and professional development opportunities.

**Meaningful Partnerships:** Partners assist in the development and deliverance of a program. These may include additional funders, other youth serving organizations or other organizations that assist in delivering a high quality program.

**Professionalism:** Appropriate work attire, timeliness, and commitment to accomplishing the tasks required of the position. Professionalism is demonstrated in interactions with customers/clients, coworkers and supervisors while accomplishing assigned work functions

**Progressive Communication:** Consistently making use of or showing interest in, new developments, findings or opportunities during communication with a relevant party.



**Project-based Learning (PBL):** PBL is the use of in-depth and rigorous projects to facilitate learning and assess youth understanding. Students may use technology and inquiry to respond to complex real-world issues, problems or challenges. PBL focuses on youth-centered inquiry and group learning with the adult acting as a facilitator.

**Program Contact:** A representative from a sub-contracting, youth-serving organization that facilitates the youth employment program.

**Work Readiness:** Being prepared on workplace protocols, effective work habits and behavior, interpersonal relations, punctuality, problem-solving and the importance of being a team player.

**WorkReady Philadelphia:** Is a cross-sector partnership dedicated to improving the economic outcomes of the region's youth by attracting, aligning and investing resources in research-based, youth workforce-development strategies. Each year, WorkReady programs provide thousands of young people with career exposure and preparation opportunities designed to enhance youth understanding and mastery of skills needed to be successful in a 21<sup>st</sup> century, global economy. The Philadelphia Youth Network (PYN) is the managing partner of WorkReady Philadelphia. In this role, PYN staffs and convenes the partnership, which includes employers, schools, community-based organizations, advocacy groups, labor unions and other stakeholders. Additionally, PYN contracts with a network of youth-serving organizations to operate a portfolio of programs on behalf of the Philadelphia Council for College and Career Success and the Philadelphia Workforce Investment Board.

**Worksite Coordinator:** A full-time staff member at the worksite organization, who is responsible for maintaining communications with the Philadelphia Youth Network, the organization's partnering provider(s) and the worksite supervisor(s) at her/his organization.

**Worksite Supervisor:** A staff member at the worksite who monitors the day-to-day experiences of the youth.

**Worksite:** The primary location where a youth is engaged in an activity over the course of the program model.

**Worksite Quality:** A high-quality WorkReady Philadelphia worksite facilitates a progressive and meaningful work experience by exposing youth to the skills necessary to compete in the 21<sup>st</sup> century global economy.



### Quality Worksites:

- Provide youth exposure to meaningful real-world learning opportunities, professional connections, and career awareness.
- Connect youth to a caring adult who provides work-related support and feedback, and promotes development of 21<sup>st</sup> century skills.
- Provide a safe environment that adheres to all laws and regulations governing youth participation in the workforce, and comply with all youth safety measures outlined by the PYN.