

Figure 1: 21st Century Workforce Skills

Communication skills	The ability to convey ideas to others through verbal and written means, using clear and effective language that accounts for the audience.
Confidence	The ability to make decisions based on one's own convictions and to trust in one's own competence.
Course or major-related knowledge	Proficiency in one's chosen academic major or course content.
Curiosity	The openness to new experiences and desire to learn.
Flexibility/Adaptability	The ability to adjust one's own behavior to changing circumstances and to work in ambiguous environments. This skill includes the ability to learn and be teachable.
Intercultural skills	The ability to understand and respect different cultural contexts and viewpoints. Includes an openness to new ideas and ways of thinking.
Interpersonal skills	Having a positive attitude to get along with others that includes social awareness, the ability to listen, and display good etiquette.
Language skills	The ability to communicate in spoken and written form in a language other than English.
Leadership	The ability to leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others. The ability to assess and manage one's own emotions and those of others; use empathetic skills to guide and motivate; and organize, prioritize, and delegate work.
Problem-solving skills	The ability to identify work-related problems; analyze problems in a systematic but timely manner; draw correct and realistic conclusions based on data and information; and accurately assess root cause before moving to solutions.
Self-awareness	The ability to self-reflect and understand one's own strengths and weaknesses.
Teamwork	The ability to collaborate with a diverse team, work within a team structure, and negotiate and manage conflict.
Technical/computer software skills	The ability to select and use appropriate technology to accomplish a given task, or apply computing skills to solve problems.
Tolerance for ambiguity	The ability to be comfortable with uncertainty, unpredictability, conflicting directions, and multiple demands. In essence, tolerance for ambiguity is manifest in a person's ability to operate effectively in an uncertain environment.
Work ethic	Demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, and time workload managements, and understand the impact of non-verbal communication on professional work image. The individual demonstrates integrity and ethical behavior, acts responsibly with the interests of the larger community in mind, and is able to learn from his/her mistakes.

These skills were derived from the 21<sup>st</sup> Century Skill Clusters (see second page), adapted from research by the National Academy of Sciences in 2012.

<u>Domain</u>	<u>Cluster</u>	<u>Terms Used for 21st Century Skills</u>
<b>COGNITIVE COMPETENCIES</b>	<i>Cognitive Processes &amp; Strategies</i>	Critical thinking, problem solving, analysis, reasoning/ argumentation, interpretation, decision making, adaptive learning, executive function
	<i>Knowledge</i>	Information literacy (research using evidence & recognizing bias in sources), information & communications technology literacy, oral & written communication, active listening
	<i>Creativity</i>	Creativity, innovation
<b>INTRAPERSONAL COMPETENCIES</b>	<i>Intellectual Openness</i>	Flexibility, adaptability, artistic & cultural appreciation, personal & social responsibility (including cultural awareness & competence), appreciation for diversity, continuous learning, intellectual interest & curiosity
	<i>Work Ethic/Conscientiousness</i>	Initiative, self-direction, responsibility, perseverance, productivity, grit, Type 1 self-regulation (metacognitive skills, including forethought, performance, & self-reflection), professionalism/ ethics, integrity, citizenship, career orientation
	<i>Positive Core Self-Evaluation</i>	Type 2 self-regulation (self-monitoring, self-evaluation, self-reinforcement), physical & psychological health
<b>INTERPERSONAL COMPETENCIES</b>	<i>Teamwork &amp; Collaboration</i>	Communication, collaboration, teamwork, cooperation, coordination, interpersonal skills, empathy/perspective taking, trust, service orientation, conflict resolution, negotiation
	<i>Leadership</i>	Leadership, responsibility, assertive communication, self-presentation, social influence with others