



CENTER FOR CAREER & PROFESSIONAL DEVELOPMENT

21st Century Career-Readiness Skills

Oral/Written Communication Skills

- Listen with objectivity and paraphrase the content of a message
- Use various forms and styles of written communication
- Speak effectively to individuals and groups
- Use various media to present ideas imaginatively
- Express one's needs, wants, opinions and preferences without offending sensitivities of others
- Use argumentation techniques to persuade others
- Describe objects or events with few errors
- Follow written and oral instructions
- Answer questions and explain
- Negotiate, bargain or discuss competitive viewpoints to reach a compromise
- Interview others to acquire information about them
- Teach/train others by providing knowledge, insight and help to understand ideas and/or procedures
- Facilitate groups by creating and implementing a structure to enable group to meet stated objectives

Critical Thinking/Problem Solving Skills

- Identify quickly and accurately the critical issues when making a decision or solving a problem
- Identify a general principle that explains interrelated experiences or factual data
- Define the parameters of a problem
- Identify reasonable criteria for assessing the value or appropriateness of an action or behavior
- Adapt one's concepts and behavior to changing conventions and norms
- Apply appropriate criteria to strategies and action plans
- Take given premises and reason to their conclusion
- Create innovative solutions for complex problems
- Analyze the interrelationships of events and ideas from several perspectives

Research and Investigation Skills

- Use a variety of sources of information
- Apply a variety of methods to test the validity of data
- Identify problems and needs
- Design an experiment, plan or model that systematically defines a problem
- Identify information sources appropriate to special needs or problems
- Formulate questions relevant to clarifying a particular problem, topic or issue

Valuing Skills

- Assess a course of action in terms of its long-range effects on the general human welfare
- Make decisions that will maximize both individual and collective good
- Appreciate the contributions of art, literature, science and technology to contemporary society
- Assess one's values in relation to important life decisions

Information Management Skills

- ☐ Sort data and objects
- ☐ Compile and rank information
- ☐ Apply information creatively to specific problems or tasks
- ☐ Synthesize facts, concepts and principles
- ☐ Understand and use organizing principles
- ☐ Evaluate information based on appropriate standards

Design and Planning Skills

- ☐ Assess needs
- ☐ Set realistic goals
- ☐ Identify alternative courses of action
- ☐ Predict future trends and patterns
- ☐ Create, imagine and develop new concepts; approach existing elements in new ways; merge ideas to form original solutions
- ☐ Follow through with a plan or decision
- ☐ Attend to details w/o losing track of big picture while working with wide variety and/or great volume of information
- ☐ Accommodate multiple demands for commitment of time, energy and resources
- ☐ Make and keep a schedule to manage time effectively
- ☐ Set priorities

Human Relations and Interpersonal Skills

- ☐ Keep a group "on track" and moving toward the achievement of a goal
- ☐ Maintain group cooperation and support
- ☐ Interact effectively with peers, superiors and subordinates
- ☐ Express one's feelings appropriately
- ☐ Understand the feelings of others
- ☐ Make commitments to people
- ☐ Analyze behavior of self and others in group situations
- ☐ Demonstrate effective social behavior in a variety of settings and under different circumstances

Management and Administration Skills

- ☐ Analyze tasks
- ☐ Develop programs/ideas through rigorous preparation and task arrangement
- ☐ Identify resource materials useful in the solution of a problem
- ☐ Organize people and tasks to achieve specific goals and delegate responsibility for completion of a task
- ☐ Motivate and lead people
- ☐ Supervise others by giving direction, purpose, inspiration and necessary authority to carry out tasks
- ☐ Budget funds to be used for intended purposes without exceeding available resources

Career- and Self-Management Skills

- ☐ Accept the consequences of one's actions
- ☐ Be willing to take risks
- ☐ Adapt to changing environments
- ☐ Take initiative to be proactive and reach goals with minimum external supervision
- ☐ Accept and learn from negative criticism
- ☐ Persist with a project when faced with failure unless it's clear that the project cannot be carried out or is not worth the time/effort
- ☐ Generate trust and confidence in others
- ☐ Identify, describe and assess one's needs, values, interests, strengths, weaknesses and skills acquired through formal education and general life experiences and their relative importance
- ☐ Match knowledge about one's own characteristics/abilities to information about career opportunities
- ☐ Relate the skills developed in one environment to the requirements of another environment
- ☐ Market oneself to employers through resumes, networking and interviews