

# Skills for Success

## The Skills You Need to Succeed in the 21<sup>st</sup> Century Workforce

### Thinking Skills

Thinking skills include critical thinking, problem-solving, creativity, and innovation.

Expert thinking skills involve the ability to:

- evaluate relevance, assess accuracy, and use information to solve problems.
- think creatively and to generate new ideas and innovative solutions.
- understand how systems (e.g., social, organizational) work, how to operate within them, and make improvements.

### Communication

The ability to communicate effectively using the range of methods and tools available in today's environment.

Communication skills include an ability to:

- listen, interpret and convey information to others.
- articulate thoughts/ideas clearly and effectively orally and in writing (e.g. one-on-one communication and larger group/public speaking skills, writing instructions).

### Technology Adoption and Application

A firm foundation of technology skills includes:

- a sound understanding of technology concepts, systems, and operations.
- selecting and using appropriate technology to accomplish a given task.
- can identify and solve problems with technology.

### Lifelong Learning and Self-direction

A willingness to take responsibility for continually improving capabilities and skills which includes:

- taking responsibility to set goals and improve skills through mentoring, training, formal education, or other learning activities.
- showing initiative by soliciting and receiving feedback, and learning from one's mistakes.

### Professionalism and Ethics

Demonstrate personal accountability, effective work habits, and ethical behavior through:

- managing time well and meets scheduled deadlines.
- respecting others and working well with people from diverse backgrounds
- having a positive attitude about work.
- being punctual, honest, and responsible.

### Teamwork and Leadership

The interpersonal skills to work effectively in a team and provide leadership include an ability to:

- work cooperatively with others and contribute to a group effort.
- build collaborative relationships, work with diverse teams, negotiate and manage conflict.
- motivate an individual or group. bring out the best in those around them to inspire innovation and performance.
- leverage the strengths of others to achieve common goals; use interpersonal skills to coach and develop others.

### Increasingly Important Skills & Content Areas

When asked about skills that will become more important and emerging content areas most critical for the future, employers frequently cite the skills for success described above and add:

- Foreign Languages – as a tool for understanding other cultures.
- Health and Wellness – nutrition, exercise, stress reduction, and work life balance.
- Personal Financial Responsibility – managing finances and planning for the future.
- Entrepreneurial Skills – enhance productivity and expand career options.
- Diversity – ability to learn from and work with individuals representing diversity in its broadest sense.

