Transferable Skills

PAAER
PA Adult Education Resources

1. Critical Thinking

Thinks clearly and rationally with an open mind to arrive at decisions or conclusions by examining evidence, analyzing relationships, and drawing conclusions from a variety of data.

#	Competency	Indicators
1.1	Observes critically.	☐ Sets purpose for observation and selects appropriate strategies, methods, and materials needed for observation. ☐ Selects and attends to important information and details while observing. ☐ Monitors observation and adjusts strategies, methods, and materials appropriately.
1.2	Solves problems.	☐ Recognizes and accurately defines or describes the problem. ☐ Identifies possible causes and effects of the problem. ☐ Determines possible solutions to the problem. ☐ Uses prior knowledge, information gathered about the problem, and available resources to choose a problem-solving approach. ☐ Collects and allocates resources to creatively solve the problem.
1.3	Makes decisions using reasoning.	☐ Identifies and analyzes circumstances leading up to or surrounding a situation. ☐ Compares and contrasts costs and benefits of various options to come to an informed decision. ☐ Determines when to make decisions independently and when to seek support from peers or supervisors. ☐ Supports final decision with reasons and evidence and evaluates the effectiveness of the decision.
1.4	Processes and analyzes information.	☐ Examines situations and considers prior experience to predict possible outcomes. ☐ Identifies cause-and-effect relationships to predict outcomes and determine probability of meeting desired outcomes. ☐ Sustains focused attention and filters irrelevant information. ☐ Identifies missing information. ☐ Identifies urgency of situations and problems. ☐ Draws appropriate conclusions based on information gathered from multiple sources.

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#	Competency	Indicators
1.5	Recognizes bias, assumptions, and multiple perspectives.	☐ Considers personal bias and assumptions when communicating with others. ☐ Recognizes differences among team members and works collaboratively with others. ☐ Recognizes bias in materials, documents, and procedures. ☐ Seeks knowledge and information from multiple perspectives.
1.6	Organizes, analyzes, and illustrates relationships.	☐ Integrates new information with prior knowledge to clearly illustrate relationships between actual items and ideas. ☐ Asks questions or uses resources to clarify information.

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2. Self-Management

Takes responsibility for one's own emotions, thoughts, and values and recognizes their impact on one's own and others' behavior in different situations.

#	Competency	Indicators
2.1	Anticipates change and adapts to new situations.	☐ Remains calm while processing information and problems. ☐ Identifies and uses support systems to alleviate stress. ☐ Adapts and shows flexibility when tasks, procedures, processes, or people change within the workplace.
2.2	Demonstrates responsibility and self-discipline.	☐ Demonstrates promptness and avoids excessive absenteeism. ☐ Does not attend to personal business when on the job. ☐ Accepts responsibility for mistakes and develops plan to reduce future problems. ☐ Takes stock of emotions, thoughts, and values and recognizes the impact on one's behavior. ☐ Follows health and safety rules and procedures.
2.3	Completes work independently and takes initiative.	☐ Sets goals, prioritizes tasks, and completes tasks in a timely manner. ☐ Takes responsibility for professional growth.
2.4	Demonstrates integrity.	☐ Maintains healthy lifestyle (e.g., no substance abuse). ☐ Follows rules, regulations, and instructions. ☐ Shows concern for quality in one's work.
2.5	Demonstrates professionalism.	☐ Maintains appropriate grooming and hygiene. ☐ Dresses appropriately and adheres to established dress codes. ☐ Uses social media responsibly and represents oneself accordingly.
2.6	Demonstrates a growth mindset.	☐ Demonstrates positive self-efficacy and works to build self-confidence to accomplish new and challenging tasks. ☐ Demonstrates a willingness to learn new things and accept new responsibilities. ☐ Accepts constructive criticism and overall supervision and strives to improve.
2.7	Perseveres to accomplish goals.	☐ Perseveres when work is difficult and maintains positive attitude. ☐ Identifies and addresses personal barriers to success at work. ☐ Seeks help and support as needed to accomplish goals.

3. Utilizing Resources

Identifies and measures effective resources and makes the most of available resources to achieve desired objectives.

#	Competency	Indicators
3.1	Uses time effectively.	☐ Organizes, plans, and completes individual activities in a timely manner. ☐ Organizes and plans within a team to create action steps and complete tasks on or before expected deadlines.
3.2	Manages money.	☐ Appropriately allocates funds to stay within a budget. ☐ Determines ways to reduce costs, save resources, and increase profits. ☐ Determines when it is appropriate to estimate and when a precise calculation must be done.
3.3	Selects and uses appropriate tools and materials for tasks.	☐ Considers costs and benefits when selecting materials and tools for tasks. ☐ Chooses and uses appropriate communication methods for tasks that involve internal and/or external customers. ☐ Seeks feedback from others to determine reliability of resources.
3.4	Thinks creatively.	☐ Identifies new ways to use resources to increase efficiency, reduce costs, or improve product or process. ☐ Analyzes relationships between resources and then develops and shares new ideas related to the resources with others.

4. Using Information

Uses observations, experiential information, and data to communicate and support the decision-making process.

#	Competency	Indicators
4.1	Locates information.	☐ Identifies purpose and need for information. ☐ Uses analytical strategies to determine the best medium for finding necessary information.
4.2	Organizes and uses information.	☐ Uses graphic organizers, charts, spreadsheets, and other software to organize and sort data. ☐ Prioritizes resources based on task, purpose, complexity, and time factors. ☐ Determines amount and variety of information necessary to effectively complete task.
4.3	Analyzes information.	☐ Assesses information and determines relevance to current and future situations. ☐ Seeks feedback from others, as necessary, about reliability of information received. ☐ Assesses and reflects on the results of analysis.
4.4	Communicates information securely and effectively to others.	☐ Summarizes and distributes information to others following expected procedures within the workplace. ☐ Composes written or oral presentations that use appropriate language, eliminate personal biases, and use vocabulary appropriate for the audience.

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5. Working with Others

Interacts, cooperates, collaborates, and manages conflicts with other people within a team or organization to complete tasks and achieve shared goals.

#	Competency	Indicators
5.1	Works effectively in teams.	☐ Understands personal roles and responsibilities when collaborating as a team. ☐ Demonstrates when and how to seek feedback from team members. ☐ Listens attentively, considers different viewpoints, and responds respectfully to team members. ☐ Interprets verbal and nonverbal communication efforts of others correctly. ☐ Avoids use of stereotypical language and comments.
5.2	Works within organizational structure and culture.	☐ Knows how one's work unit is connected to other work units within organization. ☐ Adapts to organizational change as it occurs.
5.3	Uses leadership skills to take initiative.	☐ Displays a positive attitude and sense of self-worth. ☐ Manages time, money, and resources effectively to meet team goals and objectives. ☐ Organizes work to meet project goals and team roles.
5.4	Resolves conflicts through negotiation.	☐ Knows organization's steps for grievance or dispute resolution. ☐ Controls volume, pitch, and body language to convey message effectively to others with differing viewpoints.
5.5	Respects differences and diversity.	☐ Demonstrates respect for individual differences (e.g., age, race, culture, gender, and abilities). ☐ Considers personal bias and assumptions when communicating with others. ☐ Helps coworkers understand tasks, find resources, and fulfill assigned roles. ☐ Uses appropriate digital platforms, multimedia tools, and visuals (e.g., large print or closed captioning) to be inclusive and meet the needs of all members of the team.

#	Competency	Indicators
5.6	Engages positively with customers and stakeholders.	☐ Aligns behaviors to match organization's mission and vision. ☐ Uses appropriate language and communication styles when communicating with others inside and outside of the organization. ☐ Demonstrates empathy, a positive attitude, honesty, patience, diplomacy, and leadership when engaging with customers and stakeholders. ☐ Displays flexibility.
5.7	Seeks information and assistance appropriately from others.	☐ Identifies communication channels within organization and communicates problems to appropriate people. ☐ Recognizes strengths and assets of other team members.

6. Understanding Systems

Navigates within the organizational structures that are part of 21st-century communities, workplaces, and schools and knows how these components interact and interconnect to influence one another as a whole.

#	Competency	Indicators
6.1	Understands process and product.	☐ Explains personal role in contributing to quality. ☐ Explains personal responsibilities related to production or provision of services.
6.2	Engages in sustainable practices.	☐ Helps reduce waste and overhead costs by proactively adjusting the use of materials and resources to complete a task. ☐ Recognizes unsafe or unhealthy practices and addresses concerns using proper procedures. ☐ Establishes efficient system for monitoring effective use of resources.
6.3	Demonstrates fiscal responsibility.	☐ Explains the purpose for each payroll deduction. ☐ Describes the worth of benefits. ☐ Identifies organization's revenue sources and expenditures. ☐ Explains parts of a profit and loss statement. ☐ Explains how quality and customer satisfaction affect profit.
6.4	Navigates systems.	☐ Differentiates roles and responsibilities when navigating workplace, family, education, and community tasks. ☐ Understands one's work responsibilities and how one's performance can impact other departments and overall organizational success. ☐ Uses appropriate resources to improve skills and knowledge to progress along a career pathway.
6.5	Monitors systems.	☐ Helps devise methods to assess team (system) progress. ☐ Negotiates corrections and adaptations to team (system) tasks, if necessary.
6.6	Improves systems.	☐ Participates in continuous improvement activities. ☐ Recognizes previous mistakes made individually or by a team and provides possible solutions for future success.

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#	Competency	Indicators
6.7	Demonstrates quality consciousness.	☐ Takes responsibility for completion and quality of work. ☐ Treats work assignments with respect in that work is either original or credited correctly.
6.8	Understands and follows rules, policies, and procedures.	☐ Use appropriate resources (e.g., work plans, job aids, or standard operating procedures (SOPs) to complete work tasks. ☐ Uses approved digital technologies for calculating, collecting and displaying data, conducting research, creating presentations, and writing work-related reports.

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7. Transition Skills

Navigates change in personal and professional environments while remaining flexible and adaptable.

#	Competency	Indicators
7.1	Evaluates personal skills, strengths, values, and beliefs to inform decisions.	☐ Identifies and works to remove personal barriers to learning new things. ☐ Demonstrates an interest in (and pursues) continuing education. ☐ Recognizes and adjusts to changes that cause an increase in stress on the job.
7.2	Uses problem solving skills to evaluate and eliminate options.	☐ Seeks clarification and understanding, when needed. ☐ Makes wise self-directed learning choices. ☐ Negotiates pros and cons of ideas, approaches, and solutions and analyzes options using "if-then" rationale.
7.3	Applies skills in new contexts.	☐ Works with coworkers to apply new skills and knowledge on the job. ☐ Reflects on using skills in new contexts and determines additional knowledge needs. ☐ Accepts new or changed job responsibilities and uses appropriate skills with new duties.
7.4	Develops plan.	☐ Identifies career pathway options within current organization. ☐ Assesses one's strengths and limitations while maintaining a growth mindset to effectively determine goals and action steps. ☐ Determines steps, procedures, and/or approaches for addressing tasks.
7.5	Implements plan.	☐ Creates and implements plan to increase skills and knowledge to progress along career pathway. ☐ Demonstrates growth mindset by persevering to accomplish tasks that are difficult.
7.6	Evaluates plan.	☐ Devises methods to evaluate personal performance. ☐ Uses data to inform decisions and create new goals and action steps.

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