Transferable Skills

PAAER
PA Adult Education Resources

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.

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#	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.

References

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U.S. Department of Education, Office of Career, Technical, and Adult Education (OCTAE) Division of Academic and Technical Education (n.d.). *Employability Skills.* https://cte.ed.gov/initiatives/employability-skills-framework

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