

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.	<ul style="list-style-type: none"> <input type="checkbox"/> Understands personal roles and responsibilities when collaborating as a team. <input type="checkbox"/> Demonstrates when and how to seek feedback from team members. <input type="checkbox"/> Listens attentively, considers different viewpoints, and responds respectfully to team members. <input type="checkbox"/> Interprets verbal and nonverbal communication efforts of others correctly. <input type="checkbox"/> Avoids use of stereotypical language and comments.
5.2	Works within organizational structure and culture.	<ul style="list-style-type: none"> <input type="checkbox"/> Knows how one's work unit is connected to other work units within organization. <input type="checkbox"/> Adapts to organizational change as it occurs.
5.3	Uses leadership skills to take initiative.	<ul style="list-style-type: none"> <input type="checkbox"/> Displays a positive attitude and sense of self-worth. <input type="checkbox"/> Manages time, money, and resources effectively to meet team goals and objectives. <input type="checkbox"/> Organizes work to meet project goals and team roles.
5.4	Resolves conflicts through negotiation.	<ul style="list-style-type: none"> <input type="checkbox"/> Knows organization's steps for grievance or dispute resolution. <input type="checkbox"/> Controls volume, pitch, and body language to convey message effectively to others with differing viewpoints.
5.5	Respects differences and diversity.	<ul style="list-style-type: none"> <input type="checkbox"/> Demonstrates respect for individual differences (e.g., age, race, culture, gender, and abilities). <input type="checkbox"/> Considers personal bias and assumptions when communicating with others. <input type="checkbox"/> Helps coworkers understand tasks, find resources, and fulfill assigned roles. <input type="checkbox"/> 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.

Transferable Skills

#	Competency	Indicators
5.6	Engages positively with customers and stakeholders.	<ul style="list-style-type: none"><input type="checkbox"/> Aligns behaviors to match organization’s mission and vision.<input type="checkbox"/> Uses appropriate language and communication styles when communicating with others inside and outside of the organization.<input type="checkbox"/> Demonstrates empathy, a positive attitude, honesty, patience, diplomacy, and leadership when engaging with customers and stakeholders.<input type="checkbox"/> Displays flexibility.
5.7	Seeks information and assistance appropriately from others.	<ul style="list-style-type: none"><input type="checkbox"/> Identifies communication channels within organization and communicates problems to appropriate people.<input type="checkbox"/> Recognizes strengths and assets of other team members.

References

- Adult Basic Education Teaching and Learning Advancement System (ATLAS) (2013). *Transitions Integration Framework*. <http://atlasabe.org/professional/transitions>
- Literacy Information and Communication System (LINCS) (n.d.). *Defining the Skills that Matter*. <https://lincs.ed.gov/sites/default/files/DefineSkillsThatMatter-508.pdf>
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- Pennsylvania Adult Education Resources, (n.d.). *Foundation Skills Framework*. <https://www.paadultedresources.org/foundation-skills-framework/>
- 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>
- Workforce Innovation and Opportunity Act*. (2014). <https://www.congress.gov/113/bills/hr803/BILLS-113hr803enr.pdf>