

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.	<ul style="list-style-type: none"> <input type="checkbox"/> Sets purpose for observation and selects appropriate strategies, methods, and materials needed for observation. <input type="checkbox"/> Selects and attends to important information and details while observing. <input type="checkbox"/> Monitors observation and adjusts strategies, methods, and materials appropriately.
1.2	Solves problems.	<ul style="list-style-type: none"> <input type="checkbox"/> Recognizes and accurately defines or describes the problem. <input type="checkbox"/> Identifies possible causes and effects of the problem. <input type="checkbox"/> Determines possible solutions to the problem. <input type="checkbox"/> Uses prior knowledge, information gathered about the problem, and available resources to choose a problem-solving approach. <input type="checkbox"/> Collects and allocates resources to creatively solve the problem.
1.3	Makes decisions using reasoning.	<ul style="list-style-type: none"> <input type="checkbox"/> Identifies and analyzes circumstances leading up to or surrounding a situation. <input type="checkbox"/> Compares and contrasts costs and benefits of various options to come to an informed decision. <input type="checkbox"/> Determines when to make decisions independently and when to seek support from peers or supervisors. <input type="checkbox"/> Supports final decision with reasons and evidence and evaluates the effectiveness of the decision.
1.4	Processes and analyzes information.	<ul style="list-style-type: none"> <input type="checkbox"/> Examines situations and considers prior experience to predict possible outcomes. <input type="checkbox"/> Identifies cause-and-effect relationships to predict outcomes and determine probability of meeting desired outcomes. <input type="checkbox"/> Sustains focused attention and filters irrelevant information. <input type="checkbox"/> Identifies missing information. <input type="checkbox"/> Identifies urgency of situations and problems. <input type="checkbox"/> Draws appropriate conclusions based on information gathered from multiple sources.

Transferable Skills

#	Competency	Indicators
1.5	Recognizes bias, assumptions, and multiple perspectives.	<ul style="list-style-type: none"><input type="checkbox"/> Considers personal bias and assumptions when communicating with others.<input type="checkbox"/> Recognizes differences among team members and works collaboratively with others.<input type="checkbox"/> Recognizes bias in materials, documents, and procedures.<input type="checkbox"/> Seeks knowledge and information from multiple perspectives.
1.6	Organizes, analyzes, and illustrates relationships.	<ul style="list-style-type: none"><input type="checkbox"/> Integrates new information with prior knowledge to clearly illustrate relationships between actual items and ideas.<input type="checkbox"/> Asks questions or uses resources to clarify information.

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.	<input type="checkbox"/> Remains calm while processing information and problems. <input type="checkbox"/> Identifies and uses support systems to alleviate stress. <input type="checkbox"/> Adapts and shows flexibility when tasks, procedures, processes, or people change within the workplace.
2.2	Demonstrates responsibility and self-discipline.	<input type="checkbox"/> Demonstrates promptness and avoids excessive absenteeism. <input type="checkbox"/> Does not attend to personal business when on the job. <input type="checkbox"/> Accepts responsibility for mistakes and develops plan to reduce future problems. <input type="checkbox"/> Takes stock of emotions, thoughts, and values and recognizes the impact on one's behavior. <input type="checkbox"/> Follows health and safety rules and procedures.
2.3	Completes work independently and takes initiative.	<input type="checkbox"/> Sets goals, prioritizes tasks, and completes tasks in a timely manner. <input type="checkbox"/> Takes responsibility for professional growth.
2.4	Demonstrates integrity.	<input type="checkbox"/> Maintains healthy lifestyle (e.g., no substance abuse). <input type="checkbox"/> Follows rules, regulations, and instructions. <input type="checkbox"/> Shows concern for quality in one's work.
2.5	Demonstrates professionalism.	<input type="checkbox"/> Maintains appropriate grooming and hygiene. <input type="checkbox"/> Dresses appropriately and adheres to established dress codes. <input type="checkbox"/> Uses social media responsibly and represents oneself accordingly.
2.6	Demonstrates a growth mindset.	<input type="checkbox"/> Demonstrates positive self-efficacy and works to build self-confidence to accomplish new and challenging tasks. <input type="checkbox"/> Demonstrates a willingness to learn new things and accept new responsibilities. <input type="checkbox"/> Accepts constructive criticism and overall supervision and strives to improve.
2.7	Perseveres to accomplish goals.	<input type="checkbox"/> Perseveres when work is difficult and maintains positive attitude. <input type="checkbox"/> Identifies and addresses personal barriers to success at work. <input type="checkbox"/> 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.	<input type="checkbox"/> Organizes, plans, and completes individual activities in a timely manner. <input type="checkbox"/> Organizes and plans within a team to create action steps and complete tasks on or before expected deadlines.
3.2	Manages money.	<input type="checkbox"/> Appropriately allocates funds to stay within a budget. <input type="checkbox"/> Determines ways to reduce costs, save resources, and increase profits. <input type="checkbox"/> 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.	<input type="checkbox"/> Considers costs and benefits when selecting materials and tools for tasks. <input type="checkbox"/> Chooses and uses appropriate communication methods for tasks that involve internal and/or external customers. <input type="checkbox"/> Seeks feedback from others to determine reliability of resources.
3.4	Thinks creatively.	<input type="checkbox"/> Identifies new ways to use resources to increase efficiency, reduce costs, or improve product or process. <input type="checkbox"/> 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.	<ul style="list-style-type: none"> <input type="checkbox"/> Identifies purpose and need for information. <input type="checkbox"/> Uses analytical strategies to determine the best medium for finding necessary information.
4.2	Organizes and uses information.	<ul style="list-style-type: none"> <input type="checkbox"/> Uses graphic organizers, charts, spreadsheets, and other software to organize and sort data. <input type="checkbox"/> Prioritizes resources based on task, purpose, complexity, and time factors. <input type="checkbox"/> Determines amount and variety of information necessary to effectively complete task.
4.3	Analyzes information.	<ul style="list-style-type: none"> <input type="checkbox"/> Assesses information and determines relevance to current and future situations. <input type="checkbox"/> Seeks feedback from others, as necessary, about reliability of information received. <input type="checkbox"/> Assesses and reflects on the results of analysis.
4.4	Communicates information securely and effectively to others.	<ul style="list-style-type: none"> <input type="checkbox"/> Summarizes and distributes information to others following expected procedures within the workplace. <input type="checkbox"/> Composes written or oral presentations that use appropriate language, eliminate personal biases, and use vocabulary appropriate for the audience.

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.

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

Transferable Skills

#	Competency	Indicators
6.7	Demonstrates quality consciousness.	<ul style="list-style-type: none"><input type="checkbox"/> Takes responsibility for completion and quality of work.<input type="checkbox"/> Treats work assignments with respect in that work is either original or credited correctly.
6.8	Understands and follows rules, policies, and procedures.	<ul style="list-style-type: none"><input type="checkbox"/> Use appropriate resources (e.g., work plans, job aids, or standard operating procedures (SOPs) to complete work tasks.<input type="checkbox"/> Uses approved digital technologies for calculating, collecting and displaying data, conducting research, creating presentations, and writing work-related reports.

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

Transferable Skills

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.paadulthoodresources.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>