

21ST CENTURY SKILLS

Primary Attributes for Classroom and Digital Badging Assessment

1 ADAPTABILITY

- Aware of and positively responds to change.
- Has a flexible approach to work, which includes various work environments, roles, tasks, and ideas.
- Takes into account diverse viewpoints and input to achieve work outcomes.
- Handles stress, setbacks, and constructive criticism with healthy coping mechanisms in order to learn from experience and continue to move forward.

2 ANALYSIS/SOLUTION MINDSET

- Considers multiple points of view and analyzes motivations behind multiple sources of information.
- Recognizes problems and needs within a societal, community, or workplace context in order to develop solutions.
- Examines information broadly, analyzes data, and utilizes critical thinking.
- Develops multiple solutions using hypotheses/ trial and error to test and determine effectiveness.

3 COLLABORATION

- Builds and maintains mutually beneficial relationships by working collaboratively with diverse groups or teams.
- Incorporates a range of perspectives and cultural norms while reinforcing common ground and shared goals.
- Applies a transformational leadership approach where one seeks input, incorporates feedback, implements new ideas, offers help, and engages all team members.
- Handles conflict constructively and views failure as an opportunity to learn.

4 COMMUNICATION

- Presents information that is appropriate in content, professional in both tone and language, and tailored to the recipient/audience.
- Uses digital media, social media, and other technology communication tools properly for work settings.
- Understands basic etiquette and rules in non-verbal, verbal, and written communication to effectively and accurately convey meaning.
- Uses attentive listening skills, which includes asking clarifying questions and summarizing information back to check for understanding.

5 DIGITAL FLUENCY

- Understands the appropriate technology tools to work collaboratively in person and remotely.
- Has basic knowledge of the ethical and legal issues related to information technology and shares information accordingly.
- Understands how to use technology tools including computer components and functions (keyboard, mouse pad, browser windows, email).
- Uses online tools including search engines to gather research and data as well as solve problems.

6 EMPATHY

- Knows the difference between empathy and sympathy and when to apply each given the situation.
- Actively uses skills to build empathy including: active listening, honest communication to establish trust, open-ended questions, mirroring, and checking for understanding.
- Builds relationships through understanding and valuing diverse backgrounds and cultures.
- Connects with clients/customers by thinking about their needs and points of view, making decisions based on those needs, and continually evaluating client/customer satisfaction.

7 ENTREPRENEURIAL MINDSET

- Self-motivated and strives for professional development by seeking new knowledge, training, and responsibilities.
- Focuses on brainstorming, innovation, and new ideas while connecting information from various sources.
- Takes risks, learns from mistakes, and is driven to complete tasks in order to develop new or improved products, services, or processes.
- Entrepreneur or intrapreneur with the ability to work independently or in teams while being mindful of client/customer needs.

8 RESILIENCE

- Sets goals, prioritizes, and anticipates possible consequences of decisions in order to make back up plans.
- Handles setbacks positively by reflecting on experience, learning from mistakes, and using this information to inform future decisions.
- Openness to others' viewpoints and ability to voice one's own opinion in order to synthesize feedback and resolve conflicts.
- Has a growth mindset: seeks new knowledge and skills to expand learning and commits to learning as a lifelong process.

9 SELF-AWARENESS

- Accurately assesses own personality, strengths, and areas of growth seeking ways to continually develop skills.
- Displays personal responsibility combined with social awareness by maintaining self-control and ethical behavior.
- Cultivates professionalism by being consistent, following required guidelines and rules, and maintaining appropriate dress and communication.
- Maintains an awareness of preferences for types of work and environments to capitalize on strengths.

10 SOCIAL/DIVERSITY AWARENESS

- Demonstrates sensitivity and respect toward others with diverse backgrounds and cultures both locally and globally.
- Values and embraces diversity in the workplace including gender, sexual orientation, ethnicity, and age.
- Leverages social and cultural differences to redefine social norms and generate new ideas.
- Uses professionalism and interpersonal skills to establish rewarding relationships with diverse individuals and groups.