



## 4.1 Employability Skills

### MINDSET

**Professional Mindset**—Demonstrate personal accountability, effective work habits, e.g., punctuality, working productively with others, and time and workload management. Demonstrate integrity and ethical behavior; act responsibly with the interests of the larger community in mind.

**Lifelong Learning/Self Direction**—Be able to continuously acquire new knowledge and skills; monitor one’s own learning needs; be able to learn from one’s mistakes.

### COMMUNICATION SKILLS

**Oral Communications**—Articulate thoughts and ideas clearly and effectively; have public speaking skills.

**Written Communications**—Write memos, letters and complex technical reports clearly and effectively.

### ANALYTICAL SKILLS

**Critical Thinking/Problem Solving**—Exercise sound reasoning and analytical thinking; use knowledge, facts, and data to solve workplace problems; apply math and science concepts to problem solving.

**Creativity/Innovation**—Demonstrate originality and inventiveness in work; communicate new ideas to others; integrate knowledge across different disciplines.

**Information Technology Application**—Select and use appropriate technology to accomplish a given task; apply computing skills to problem-solving.

### INTERPERSONAL SKILLS

**Teamwork/Collaboration**—Build collaborative relationships with colleagues and customers; be able to work with diverse teams, negotiate and manage conflicts.

**Diversity**—Learn from and work collaboratively with individuals representing diverse cultures, races, ages, gender, religions, lifestyles, and viewpoints.

**Leadership**—Leverage the strengths of others to achieve common goals; use interpersonal skills to coach and develop others.

SOURCE: <sup>1</sup> Jill Casner-Lotto, Jill (et al), 2006, “Are They Really Ready To Work? Employers’ Perspectives on the Basic Knowledge and Applied Skills of New Entrants to the 21st Century U.S. Workforce,” Conference Board, New York, NY