

- New World of Work's "Professional Competencies" list was established through aligning the NWoW "Top 10" 21st Century Skills with an analysis of Mozilla Foundation's national comparison of College/Career Ready Competencies: <https://drive.google.com/file/d/0B9qOTaXg3UmRdXBDOEttSllpNFU/view>
- The Foundation for California Community Colleges and W3Workshop reviewed the competencies list to scale the reading level for a postsecondary audience. These "Postsecondary Level Attributes" formed the basis of New World of Work's college-level curriculum learning objectives, assessments, and badging rubrics.
- MDRC and Redstone Research took the postsecondary attributes and correlated these into "Secondary Level Traits" at a reading level appropriate to middle and high school education.
- Please Note: Skills competencies, attributes, and traits must be altered as needed for individuals who have registered and/or unregistered disabilities.

Adaptability (Open to Change)

Professional Competencies	Postsecondary Level Attributes	Secondary Level Traits
Aware of and positively responds to change.	Notices when things change, like new technology or new responsibilities, and sees it as an opportunity rather than being negative about it.	Notices when things change and sees it as an opportunity.
Has a flexible approach to work, which includes various work environments, roles, and tasks.	Open to new experiences by trying out different work environments, roles, and tasks.	Open to new experiences including work environments, roles, and tasks.
Takes into account diverse viewpoints and input to achieve work outcomes.	Considers a variety of viewpoints and suggestions to get the job done.	Will consider other's viewpoints and suggestions to get the job done.
Handles stress, feedback, and setbacks with healthy coping mechanisms in order to learn from experience and continue to move forward.	Can handle normal amounts of stress, use feedback in a positive way, and learn from things that go wrong.	Handles normal amounts of stress. Uses feedback in a positive way. Is able to learn from things that go wrong.

Analysis/Solution Mindset (Problem Solver)

Professional Competencies	Postsecondary Level Attributes	Secondary Level Traits
Considers multiple points of view and analyzes motivations behind multiple sources of information.	Considers different viewpoints and puts effort into understanding why information may be presented in a certain way.	Considers different points of view. Tries to understand why information is presented the way it is.
Recognizes problems and needs within a societal, community, or workplace context in order to develop solutions.	Looks at the bigger picture of the work situation, community, or society when solving problems.	Sees problems and needs in society, the community, or workplace. Looks at the bigger picture when finding a way to solve a problem.
Examines information broadly, analyzes data, and utilizes critical thinking.	Examines information and data using critical thinking skills.	Sees themes or patterns in data. Connects information from different subject areas. Uses critical thinking skills.
Develops multiple solutions using hypotheses/trial and error to test and determine effectiveness.	Takes time to think about different ways of solving a problem and tests out ideas to see which one is best.	Takes time to think about different ways of solving problems. Tests out ideas to find the one that is best.

Collaboration (Team Player)

Professional Competencies	Postsecondary Level Attributes	Secondary Level Traits
Builds and maintains mutually beneficial relationships by working with diverse groups or teams. This includes the use of technology tools to allow in-person and remote teamwork.	Understands that a diverse team, in person or remote, benefits everyone. Willing to use technology to assist in team tasks.	Sees how diversity on a team can be beneficial. Open to working in person or remotely with team members. Uses technology to help complete team tasks.
Incorporates a range of perspectives and cultural norms while reinforcing common ground and shared goals.	Respects people's differences while at the same time finding what they have in common that allows the team to work together.	Respects how people are different. Finds what people have in common so they can work well as a team and have shared goals.
Applies a transformational leadership approach where one seeks input, incorporates feedback, implements new ideas, offers help, and engages all team members in order to promote shared responsibility.	Shares leadership by gathering ideas and using the skills of all team members. Offers help and encourages everyone to share responsibilities.	Shares leadership and responsibilities with team members. Offers help when needed. Involves team members by getting their input to generate new ideas.
Handles conflict constructively and views failure as an opportunity to learn.	Finds positive ways to deal with conflict amongst team members and sees failure as a way to learn.	Finds positive ways to deal with conflict on the team. Sees setbacks as a way to learn.

Communication (Good Communicator)

Professional Competencies	Postsecondary Level Attributes	Secondary Level Traits
Presents information that is appropriate in content, professional in both tone and language, and tailored to the recipient/audience.	Speaks in a professional manner, uses appropriate content, and says things in a way that others will understand.	Speaks in a work appropriate manner and in a way others will understand.
Uses digital media, social media, and other technology communication tools properly for work settings.	Can communicate using technology tools like email, LinkedIn, or PowerPoint slide shows. Knows how to use social media appropriately in work settings.	Knows when and how to use email, the internet, and other computer applications to communicate. Knows when and how to use digital media in the work place. Knows when and how to use social media in the workplace.
Understands basic etiquette and rules in non-verbal, verbal, and written communication to effectively and accurately convey meaning.	Knows how to choose words wisely and use non-verbal communication to make meaning clear. When writing uses correct spelling and grammar to make meaning clear.	Knows common social rules for interacting with others at work. Knows how to choose words with care. Uses nonverbal methods to make meaning clear. Writes with correct spelling and grammar.
Uses attentive listening skills, which includes asking clarifying questions and summarizing information back to check for understanding.	Is an attentive listener and asks questions or repeats back what was heard to make sure everything was understood correctly.	Is a good listener. Asks questions and repeats back what was heard to make sure everyone understands.

Digital Fluency (Good with Technology)

Professional Competencies	Postsecondary Level Attributes	Secondary Level Traits
Understands the appropriate technology tools to work collaboratively in person and remotely.	Knows what technology tools are available to help people work together in person and online.	Knows what technology tools help people work together in person and online.
Has basic knowledge of the ethical and legal issues related to information technology and shares information accordingly. This includes the use of passwords and an understanding of content that is open access versus restricted access.	Understands the right and wrong, both morally and legally, in using or sharing any documents, pictures, programs, or access to personal or private information.	<p>Understands what is right and wrong when using documents, pictures, and programs.</p> <p>Knows both how to use and legally share documents, pictures, and programs.</p> <p>Understands what, how, and when to use information that is sensitive, confidential or private.</p>
Has a functional understanding of how to use technology tools including computer hardware and software.	Has a basic understanding of computer, tablet, smart phone hardware and software and how they work.	<p>Knows how to operate a computer, tablet, and/or smart phone.</p> <p>Knows how to use programs like word processing, messaging, and browser windows.</p>
Uses online tools including search engines to gather research and data as well as solve problems. Is able to evaluate the relevance and credibility of online sources.	Uses online tools like Google and YouTube to find data, information, answer a question, or help solve a problem. Can determine the "usefulness" and "truthfulness" of sources.	<p>Uses online tools to find information, answer questions, or solve a problem.</p> <p>Thinks about whether a source is accurate or not.</p>

Empathy (Sensitive to Others' Feelings)

Professional Competencies	Postsecondary Level Attributes	Secondary Level Traits
Knows the difference between empathy and sympathy and when to apply each given the situation.	Knows the difference between empathy (putting yourself in someone else's shoes) versus sympathy (feeling sorry for/ understanding what someone is going through) and knows when to use one approach or the other.	Knows how empathy and sympathy are different. Understands when to respond with empathy or sympathy.
Actively uses skills to build empathy including attentive listening, asking open-ended questions to check for understanding, honest communication, and mirroring to establish trust.	Connects with others by being a good listener, asking questions to help understand what the other person is feeling, being honest, and mirroring positive nonverbal communication to build trust.	Connects with others by being a good listener. Asks questions to help understand what others are feeling. Builds trust by being honest and mirroring positive nonverbal cues others give.
Builds relationships through understanding and valuing diverse backgrounds and cultures.	Develops good relationships with people from different backgrounds and cultures by showing they are respected and valued.	Builds good relationships with people from diverse backgrounds. Values people of different cultures and shows respect to all.
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.	When working with clients or customers, makes decisions based on client or customer needs and points of view, and asks how satisfied they are with the outcome.	When working with clients, customers, bosses, and peers: Makes decisions based on others' needs and points of view. Asks how satisfied others are with the process and outcomes.

Entrepreneurial Mindset (Go-Getter)

Professional Competencies	Postsecondary Level Attributes	Secondary Level Traits
Self-motivated and strives for professional development by seeking new knowledge, training, and responsibilities.	Self-motivated and seeks new knowledge, skills, and greater work responsibilities.	Seeks to learn new things and build skills. Seeks more job responsibilities.
Focuses on brainstorming, innovation, and new ideas while connecting information from various sources.	Thinks of new ideas and ways of doing things by drawing connections, comparisons, and combining different sources of information.	Connects different types of information to create new ideas and ways of doing things.
Takes risks, learns from mistakes, and is driven to complete tasks in order to develop new or improved products, services, or processes.	Willing to take risks and learn from mistakes in order to improve a product, service, or process.	Willing to take risks and learn from mistakes to make improvements.
Is an entrepreneur, social entrepreneur, or intrapreneur with the ability to work independently or in teams while being mindful of client/customer needs.	Can work within an established organization (intrapreneur) or set up his/her own business (entrepreneur/social entrepreneur) while keeping in mind client or customer needs.	Thinks like an entrepreneur, even when working for others. Understands social entrepreneurship can benefit others as well as oneself.

Resilience (Plans for Success & Bounces Back from Failure)

Professional Competencies	Postsecondary Level Attributes	Secondary Level Traits
Sets goals, prioritizes, and anticipates possible consequences of decisions in order to make back up plans.	Sets priorities and goals, anticipates possible consequences, and has back-up plans.	Sets priorities and goals. Can see possible outcomes to actions. Creates back-up plans.
Handles setbacks positively by reflecting on experiences, learning from mistakes, and using this information to inform future decisions.	Bounces back when things go wrong. Figures out what happened and how to learn from it when making future decisions.	Bounces back when things go wrong by figuring out what happened and how to learn from it.
Openness to others' viewpoints and ability to voice one's own opinion in order to synthesize feedback and resolve conflicts.	Listens to others' views while also speaking up for oneself in order to learn from feedback and resolve conflicts.	Takes feedback and deals directly with conflict. Able to both listen to others and speak up for oneself.
Has a growth mindset: seeks new knowledge and skills to expand learning and commits to learning as a lifelong process.	Believes in personal growth and change by seeing new knowledge and skills as a way of life, not just a one-time thing.	Knows that personal growth and building skills needs to be a way of life.

Self-Awareness (Self-Understanding)

Professional Competencies	Postsecondary Level Attributes	Secondary Level Traits
Accurately assesses own personality, strengths, and areas of growth seeking ways to continually develop skills.	Knows own personality, strengths, and areas of knowledge, skills, or habits that can be improved.	Is realistic about personal strengths, skills, and areas for growth.
Displays personal responsibility combined with social awareness by maintaining self-control and ethical behavior.	Maintains self-discipline, tries to do the right thing, and takes personal responsibility in social or work situations.	Sees own responsibility in actions and words. Understands and responds to the needs of others. Seeks to control own emotions and behavior even under stress. Tries to do the right thing.
Cultivates professionalism by being consistent, following required guidelines and rules, and maintaining appropriate dress and communication.	Improves professional manner by learning guidelines or rules of the work setting, such as appropriate clothing and ways of communicating.	Strives to improve work appropriate manner. Learns and applies guidelines or rules of the work setting.
Maintains an awareness of preferences for types of work environments to capitalize on strengths.	Looks for work opportunities that would be a good match for personal strengths and skills.	Looks for work that is a good match for personal strengths and skills.

Social Diversity/Awareness (Sensitive to Differences in Backgrounds and Beliefs)

Professional Competencies	Postsecondary Level Attributes	Secondary Level Traits
Demonstrates sensitivity and respect towards others with diverse backgrounds and cultures both locally and globally.	Respectful of differences in others' backgrounds and beliefs in local communities and the world at large.	Respects others' backgrounds and beliefs.
Values and embraces diversity in the workplace including gender, sexual orientation, ethnicity, and age.	Values diversity in the workplace, including gender, sexual orientation, ethnicity, and age. Understands these differences can actually improve products, services, or work processes.	Values social diversity of all types in the work place. Knows social diversity at work improves services, products, and processes.
Leverages social and cultural differences to redefine social norms and generate new ideas.	Uses social or cultural differences to help expand the concept of what is "normal" and uses this to generate new ideas.	Appreciates that what is "normal" changes through experience with diverse peoples and cultures. Understands that when your idea of "normal" changes you are open to discovering new ideas. Values being a part of a diverse team because it expands your own frame of reference.
Uses professionalism and interpersonal skills to establish rewarding relationships with diverse individuals and groups.	Develops and improves relationships with people of different backgrounds and beliefs by improving self-awareness, sensitivity to others' feelings, and professionalism.	Is able to get along and work effectively with people of different backgrounds and beliefs. Works to be more self-aware and sensitive to others needs in the work place.