

SKILLS ATTAINMENT GLOSSARY

Created in partnership with Elevate Stories

Communication: The act of giving, receiving, or exchanging information, ideas, and opinion so that the "message" is understood by both parties. Also an employability skill dealing with how effectively corps members are able to interact with people around them

Competency: Knowledge and behaviors a person needs to do a task or job well

Customer-Service Minded: An employability skill that gives corps members the ability to resolve conflict, remain steadfast in the face of challenging customers, and reflect the best version of the organization an individual is representing

Employability Skills: Common skills, including professional and technical skills, that will likely be developed and enhanced during a service year

Information Literacy: An employability skill that involves the understanding and use of technology and its tools

Innovative Thinking and Problem-Solving: An employability skill that uses creativity and the ability to work well with others

Organization and Attention to Detail: An employability skill that includes time management skills and the ability to consistently perform at a high level

Pre-service: The time before corps member orientation when program staff are preparing for a service year

Professional Skills: Skills that cut across industry and jobs

Proficiency Indicator: Emerging: Having little to no experience with a skill. Specific or intentional training and/or coaching is needed to become more experienced.

Proficiency Indicator: Developing: Having some experience with a skill. Additional training is needed or desired to become proficient.

Proficiency Indicator: Proficient: Having the ability to accomplish a skill with very little guidance, coaching, or training.

Proficiency Indicator: Advanced: Knowing a skill well enough to teach the skill to someone else. Having the confidence to coach and train others to be more proficient in that skill.

GLOSSARY

Skill: Abilities needed to do a task or job well

Task: The application of a skill or competency

Teamwork and Collaboration: An employability skill that requires an inward look at how corps members interact with peers and co-workers

Technical Skills: These are skills that are specific to an industry that you learn in order to excel in that industry. For example, data analysts have to learn how to analyze data. Software engineers have to learn coding and programming languages.

Transferable Skills: Skills that are relevant in a variety of jobs and industries

Work Ethic: An employability skill that includes the attitudes and set of values corps members instill in their work

Work Etiquette: An employability skill that can change depending on the organization, this includes being aware of workplace norms, being tuned into the work environment, workplace attire, greetings, and mindfulness of personal workspaces