

1. Social intelligence skills	<i>Recognising the feelings of others and knowing how to use this to influence and help them</i>		
Competency	Definition	Example 1	Example 2
Assertiveness	Someone who is assertive states their needs and opinions clearly so that people take notice.	You stand your position even when people are questioning your ideas	In group situations, you have no problem expressing your needs and opinions
Able to lead and inspire	Someone who is able to lead and inspire provides others with enthusiasm, and new and creative ideas.	You are a positive influence on those around you and motivate others toward success	You are able to take the final decision in a difficult situation and explain the course of action you have chosen
Accountability	Someone who is accountable to others, responsible and prepared to justify their actions.	You take responsibility for the tasks that you are supposed to complete and you ensure to finish them on time	When you make a mistake, you are able to admit it and take action
Conflict-management	Someone who is able to manage conflict overcomes serious disagreement and argument to achieve success.	During a conflict you are able to handle opposing opinions and ensure dialogue remains civil	When a conflict emerges between two people you can take initial steps to calming the situation down
Conflict resolution	Someone who is able to resolve conflict finds a solution to serious disagreement and argument to achieve success.	You are able to find common ground and solutions when two or more parties disagree	You are able to find a space and strategy for agreement between two employees who have engaged in a public dispute
Cooperation	Someone who is cooperative is willing and capable of working well with others	You work successfully towards a common goal with others	When you work in a group, you are able to take on a role that best serves its interests instead of focusing on your own
Diplomacy	Someone who is diplomatic is skilled in dealing with sensitive matters or people, and is tactful.	In sensitive matters, you treat others in a respectful and tactful way	If two friends or co-workers have an argument you are able to stay on good terms with both
Emotional intelligence	Someone who is emotionally intelligent is skilled in perceiving, understanding, and managing emotions and feelings.	You understand and manage your own emotions in various positive ways (e.g. to relieve stress, empathize with others, defuse conflict etc.)	When negative events take place in your life, you are able to understand and accept them, and not overwhelmed.
Empathy	Someone who is empathetic identifies with the emotions, thoughts, or attitudes of others.	You show others that you understand their problems and can relate to their circumstances	You are not quick to judge or condemn someone for negative actions, but instead, seek to understand the root of them.
Influencing others	Someone who is able to influence others is able to move or sway them to some action.	When you speak or act, others often follow your lead	In a group situation, you often convince others that what you believe is the right decision
Inspiring others	Someone who is able to inspire others moves or sways them to some action, usually through arousing positive feelings and thoughts.	You affect others in a way that leads them to take positive steps or actions in their life, or adopt new attitudes and opinions	Colleagues or friends often take decisions based on what you have said or following what have done
Integrity	Someone who has integrity sticks to moral and ethical principles, and has sound moral character.	Even if nobody is around or will find out, you still demonstrate ethical behaviour	You would never let someone else take the blame for one of your actions or mistakes
Mediation	Someone who mediates effectively brings about agreement and compromise as an intermediary between parties.	In a confrontational situation, you are able to find common ground between two parties	If two of your friends fall out, you actively intervene to make them address the issue at hand.
Motivating others	Someone who is able to motivate others provides them with a strong cause or reason to act.	If leading an activity, you successfully show to others the benefits and overall outcomes of their hard work	
Negotiation	Someone who is able to negotiate effectively deals or bargains with others to bring about positive outcomes.	You understand how to reach a compromise between two parties and allow for both to feel they have gained something	When purchasing an item, you know how to agree on a price that is lower than what you were first offered
Relationship building	Someone who is able to build relationships effectively makes personal connections and associations with others.	You are happy to initiate relationships with others and develop them in a way that is of mutual benefit	In a friendship or working relationship, you communicate openly and well with others
Relationship management	Someone who manages relationships effectively manages personal connections and associations with others for positive outcomes,	You take steps to maintain your relationships and address misunderstandings or issues when necessary	You are attentive to the good and bad news in your friends' lives, and respond accordingly
Resilience	Someone who is resilient rebounds and recovers well from adversity and difficult circumstances.	When you are in difficult situations, you find in yourself the strength to cope with the problem or seek appropriate help	You recover in a timely manner after a personal or professional setback
Self-control	Someone who is able to exercise self-control effectively has restraint and mastery over their own actions and feelings.	You are responsive to situations rather than reactive to them	You don't explode with anger immediately when something doesn't go as planned
Social awareness	Someone who is socially aware is conscious of their social environment.	You understand the different dynamics, needs and thought processes at play within groups	You directly challenge situations in which you see others being treated unfairly
Tolerance	Someone who is tolerant is fair and permissive towards those whose opinions, beliefs, and identity differs from their own.	You feel that every person should be respected, regardless of their identity or background	In a heated debate, you give space to a variety of beliefs and ideas, even if they are opposite to yours
Understanding of human behaviour	Someone who is able to effectively understand human behaviour has insight and knowledge about the way others act and live their lives.	You understand that people behave and act differently in diverse situations according to their emotions and thoughts	You are able to identify small signs that someone is having a difficult time

2. Positive self-concept skills	<i>Displaying a clear perception of the self that helps to cope with life events, achieve personal growth and make a positive impact on the lives of others</i>		
Competency	Definition	Example 1	Example 2
Accurate self-assessment	Someone who accurately self-assesses is able to evaluate their own abilities and failings well.	You are able to identify your abilities and limitations when carrying out a given task	You give realistic information about yourself when meeting someone for the first time
Assertiveness	Someone who is assertive states their needs and opinions clearly so that people take notice.	You stand your position even when people are questioning your ideas	In group situations, you have no problem expressing your needs and opinions
Desire to learn	Someone who has the desire to learn enjoys and benefits from attaining new knowledge and skills.	You use your free time to find new ways to improve or acquire new skills	You frequently take up new hobbies or educational pursuits
Emotional intelligence	Someone who is emotionally intelligent is skilled in perceiving, understanding, and managing emotions and feelings.	You understand and manage your own emotions in various positive ways (e.g. to relieve stress, empathize with others, defuse conflict etc.)	When negative events take place in your life, you are able to understand and accept them, and not overwhelmed.
Empathy	Someone who is empathetic identifies with the emotions, thoughts, or attitudes of others.	You show others that you understand their problems and can relate to their circumstances	You are not quick to judge or condemn someone for negative actions, but instead, seek to understand the root of them.
Integrity	Someone who has integrity sticks to moral and ethical principles and has sound moral character.	Even if nobody is around or will find out, you still demonstrate ethical behaviour	You would never let someone else take the blame for one of your actions or mistakes
Optimism	Someone who is optimistic is disposed to take a favourable view of events or conditions and to expect the most favourable outcome.	You see the world as a (generally) positive place to live	When you think about the future, you don't tend to think that things will go badly
Positive attitude	Someone who has a positive attitude has a positive disposition towards experiences and tasks.	You are open to new life experiences and have a desire to discover new things	When something negative happens to you, you are quick to look for solutions or see the silver lining
Reflection	Someone who is reflective is thoughtful and frequently deliberates on their experiences and tasks.	You tend to assess your experiences in order to improve	You sit down at the end of the day and assess what took place
Resilience	Someone who is resilient rebounds and recovers well from adversity and difficult circumstances.	When you are in difficult situations, you find in yourself the strength to cope with the problem or seek appropriate help	You recover in a timely manner after a personal or professional setback
Self-confidence	Someone who is self-confident has realistic confidence in their own judgment, ability, and actions.	You are aware of your strengths and you know how to use them to present yourself in a positive light	You know you are able to develop a specific task based on your strengths and capabilities
Self-control	Someone who is able to exercise self-control effectively has restraint and mastery over their own actions and feelings.	You are responsive to situations rather than reactive to them	You don't explode with anger immediately when something doesn't go as planned
Self-direction	Someone who is self-directed is able to regulate their own conduct and set their own goals without outside help.	You have the capacity to set and follow a path for yourself in order to achieve your goals	When studying, you have the ability to manage learning tasks without having them directed by others
Self-esteem	Someone who has self-esteem has realistic self-respect and a favourable impression of themselves.	You do not spend too long thinking about criticism	When something goes wrong, you don't blame yourself immediately, but rather weigh up the real reasons for the problem
Self-motivation	Someone who is self-motivated has the initiative to undertake activities without external motivation.	You usually don't need to be pushed by the others to take action in order to achieve your goals; you do this on your own.	You are not easily distracted from a task

3. Productivity skills	<i>The willingness to consistently learn, improve and invest in different skills while continuing to provide the same level of effectiveness in terms of quality and quantity in various environments</i>		
Competency	Definition	Example 1	Example 2
Autonomy	Someone who is autonomous is able to work successfully with little or no help or intervention from others.	You complete tasks on your own without needing someone to double-check every part of your work	You are not afraid to travel by yourself
Adaptability	Someone who is adaptable is able to adjust readily to different conditions and circumstances.	You change your actions quickly in fast-paced environments, responding to new challenges as they present themselves	If a work task changes, you quickly find out how to carry this out successfully
Analytical thinking	Someone who is able to use analytical thinking is able to address and solve problems through complex and skilful thought processes.	You are able to look at a problem in different ways and come up with a logical solution	You make links between things that are not obviously connected
Conscientiousness	Someone who is conscientious carries out tasks carefully and meticulously.	You plan ahead and follow a schedule when completing tasks	You pay attention to small details, even in complicated activities
Creativity	Someone who is creative displays imagination and originality of thought and expression.	You love to create new things and find multiple uses for them	You find ways to have fun or express yourself within boring contexts
Decision-making	Someone who makes decisions well is able to make choices with a group of people, especially in pressure situations.	You are able to think fast and clearly in order to choose the best possible solution to difficult problems	You are/would be good at hiring someone for a new job
Efficiency	Someone who is efficient performs functions in the best possible manner with the least waste of time and effort.	When given a task you are good at allocating energy and resources to carry it out quickly and well	You break up projects into tasks, and tasks into subtasks.
Enthusiasm	Someone who is enthusiastic displays a lively interest or passion for the tasks they do and the experiences they have.	You bring a positive attitude to the things you do	In your job, you show up on time, show interest at new tasks, and demonstrate a willingness to listen, learn, and try new things
Entrepreneurship	Someone who is entrepreneurial has the qualities and skills that are needed to succeed in business and competitive environments.	You see potential areas to create new business opportunities	You know how to measure the risk and possible benefits and you take the actions which bring you and your business the biggest benefits
Innovation	Someone who is innovative is able to use new methods and ideas to achieve their goals.	You are good at using available resources to create new things or find solutions to problems	You are interested in the way new technologies can improve people's quality of life
Leadership	Someone who is an effective leader is able to guide or direct a group towards their shared goals.	You know how to motivate and support people, and set a good example to others	When leading a group, you have the ability to share clear messages and make complex ideas easy to understand for everyone
Motivating others	Someone who is able to motivate others provides them with a strong cause or reason to act.	If leading an activity, you successfully show to others the benefits and overall outcomes of their hard work	
Networking	Someone who is able to network operates successfully in a group who have a shared interest or purpose.	When you meet different groups of people, you are able to find the connections and common interests within the group	You participate in in-person or online activities in order to meet new people
Organisation	Someone who is organised is able to deal with complexity by using appropriate systems and processes.	You complete tasks in a timely and organised manner	You are able to manage your workload so as to not feel overwhelmed at any point
Outcome oriented	Someone who is outcome-oriented focuses their efforts on ensuring the best possible results in their tasks.	When working you have a clear vision of the final result that you want to achieve	You have the discipline to focus 100% on 1 or 2 key tasks and refuse to be distracted by anything else
Pragmatism	Someone who is pragmatic tries to find the most practical solution to the problems that arise in a given activity.	You focus on the present situation and make decisions for the 'here and now'	You choose a well-paid job over an idealistic job if your situation requires it
Prioritising tasks	Someone who is skilled at prioritising tasks is able to assess and sort the relative importance of a series of activities to be undertaken.	When you work on many tasks you are good at organising them in order of importance	You use lists to organise the way you work
Proactiveness	Someone who is proactive is able to prepare for or intervene in expected occurrences, especially negative or challenging ones.	You act quickly and thoughtfully when faced with an unexpected challenge	You do extracurricular work to increase your chances of getting into a university
Risk management	Someone who is able to manage risk is skilled at assessing and minimising negative outcomes and losses in difficult situations.	You take your time to predict the possible consequences of a course of action in order to prepare plans and responses for specific situations that might appear	You are good at spotting possible dangers in a physical space and thinking about how they can be prevented
Strategic planning	Someone who is skilled at strategic planning is able to make provisions for the future to ensure successful outcomes.	You are able to set priorities, use resources, and ensure that your team is working toward a common objective or target	When planning a birthday you anticipate and prepare for various outcomes or issues that might arise
Teamwork	Someone who displays strong teamwork cooperates in group situations effectively towards desirable outcomes.	You are able to communicate and cooperate within a group to achieve a common goal	You are happy to take time to give advice or provide resources to a work colleague or classmate
Time-management	Someone who is able to manage time successfully is able to assess and prioritise tasks to optimise efficiency.	You use schedules and work plans to ensure you can carry out tasks in a set period	You are good at cutting out distractions (such as phones and the Internet) when working

4. Professionalism skills	<i>The high performance of tasks and roles within an organisation and at the workplace</i>		
Competency	Definition	Example 1	Example 2
Accepting feedback	Someone who accepts feedback knows how to use the information provided by others to improve their skills and performance.	You welcome contributions from others without feeling personally attacked	You listen to advice from others and use their suggestions to improve your work
Adaptability	Someone who is adaptable is able to adjust readily to different conditions and circumstances.	You change your actions quickly in fast-paced environments, responding to new challenges as they present themselves	If a work task changes, you quickly find out how to carry this out successfully
Conscientiousness	Someone who is conscientious carries out tasks carefully and meticulously.	You plan ahead and follow a schedule when completing tasks	You pay attention to small details, even in complicated activities
Determination	Someone who is determined is firm in their purpose and decisions, and able to overcome adverse conditions to achieve their goals.	You don't give up easily on tasks that you think are worthwhile	You have completed a course or a phase of education despite financial difficulties
Flexibility	Someone who is flexible is willing and able to adapt their outlook and behaviour when circumstances change.	You can operate outside of your comfort zone	You easily adapt to a change in a classroom or workplace routine, such as a seat change or schedule interruption
Honesty	Someone who is honest is truthful, ethical and fair in their interactions with others.	You admit when you have made a mistake or were wrong	There are no lies on your CV
Integrity	Someone who has integrity sticks to moral and ethical principles and has sound moral character.	Even if nobody is around or will find out, you still demonstrate ethical behaviour	You would never let someone else take the blame for one of your actions or mistakes
Motivating others	Someone who is able to motivate others provides them with a strong cause or reason to act.	If leading an activity, you successfully show to others the benefits and overall outcomes of their hard work	
Participation	Someone who is participative carries out tasks and decision-making willingly within a group setting.	You are proactive in a group instead of waiting for others to do all the work on their own	You raise your hand and contribute in class or in a work meeting
Patience	Someone who is patient is able to tolerate difficult situations and circumstances with strength and calmness of mind and manner.	You don't get frustrated when you have to wait for something that takes a long time	You are able to remain composed even when explaining something repeatedly to someone
Perseverance	Someone who is perseverant persists in a course of action even when difficult circumstances arise.	You work towards your goal despite challenges and setbacks	If you decide to do a difficult sporting event, you train hard and get there in the end
Personal presentation	Someone who has good personal presentation projects a positive impression on others, based on how you look and how you communicate.	You know how to present yourself in order to make a positive impression on others	You dress appropriately for a job interview
Reliability	Someone who is reliable is trustworthy, dependable and completes tasks accurately and honestly.	No matter the task your quality of work remains consistent	Your friends or colleagues turn to you for advice or help when experiencing difficult situations
Responsibility	Someone who is responsible carries out tasks reliably and with expected levels of maturity	When you start a task, you commit to it and see it through to completion	You look after a child/family member/pet etc. with care and maturity
Organisation	Someone who is organised is able to deal with complexity by using appropriate systems and processes.	You complete tasks in a timely and organised manner	You are able to manage your workload so as to not feel overwhelmed at any point
Teamwork	Someone who displays strong teamwork cooperates in group situations effectively towards desirable outcomes.	You are able to communicate and cooperate within a group to achieve a common goal	You are happy to take time to give advice or provide resources to a work colleague or classmate

5. Communication skills	Understanding and transferring information effectively through verbal and non-verbal communication		
Competency	Definition	Example 1	Example 2
Accepting feedback	Someone who accepts feedback knows how to use the information provided by others to improve their skills and performance.	You welcome contributions from others without feeling personally attacked	You listen to advice from others and use their suggestions to improve your work
Assertiveness	Someone who is assertive states their needs and opinions clearly, so that people take notice.	You stand your position even when people are questioning your ideas	In group situations, you have no problem expressing your needs and opinions
Attentiveness	Someone who is attentive is skilled at concentrating on one thing and being observant.	You are able to focus on a task without letting yourself get easily distracted	When writing an email or a report you take care not to make small mistakes.
Communicative focus	Someone who has strong communicative focus selects and conveys the important aspects of information to be passed on to others.	You focus on the phrases and sentences that you use and take care to be understood	When telling a story or explaining something you make sure that you keep it to the point and don't bore those who are listening
Conciseness	Someone who is concise expresses sufficient information in a few, well-chosen words.	You communicate in a clear and short way, expressing what needs to be conveyed without using a lot of words	In an interview, you give short but effective answers
Diction	Someone who has good diction has a good style of speaking, including their accent, intonation and quality of speech.	You have good pronunciation, including difficult words	People from other countries understand you when you speak to them
Eloquence	Someone who is eloquent has the power of fluent, forceful and appropriate speech.	You have the ability to use rich and creative language when communicating an idea	You do not overuse filler words like 'umm', 'hmm', 'well' when speaking
Empathy	Someone who is empathetic identifies with the emotions, thoughts, or attitudes of others.	You show others that you understand their problems and can relate to their circumstances	You are not quick to judge or condemn someone for negative actions, but instead, seek to understand the root of them.
Giving feedback	Someone who is skilled at giving feedback provides high-quality information to others to improve their skills and performance.	You can provide useful information to others in an efficient way based on your assessment of their work	When you eat at a restaurant, stay at a hotel etc., you write accurate and constructive reviews
Listening skills	Someone with good listening skills is able to give attention to external information, often providing feedback as this occurs.	When listening to people you have a genuine interest in what they're saying	When someone is talking provide appropriate verbal and non-verbal signals to show you are following what they are saying
Non-verbal communication	Someone who has strong non-verbal communication is able to convey meaning through expressions and movements.	You have the ability to give non-verbal feedback in a conversation in the form of head nods, eye contact, and posture	You maintain appropriate levels of eye-contact in conversations with others
Patience	Someone who is patient is able to tolerate difficult situations and circumstances with strength and calmness of mind and manner.	You don't get frustrated when you have to wait for something that takes a long time	You are able to remain composed even when explaining something repeatedly to someone
Reading skills	Someone who has good reading skills is able to determine meaning from written information.	You can apply different strategies and techniques to texts to get the information you need	You can skim a complex text for relevant information
Reasoning	Someone who has good reasoning skills is able to reach conclusions by thinking about all the facts.	You are able to draw accurate conclusions from things you observe	You give logical explanations to support your opinions and ideas
Writing skills	Someone with good writing skills is able to express meaning and conveys information effectively through the written word.	You can adapt your writing style depending on the context (formal, non-formal, etc.)	When writing an email, you use good spelling, punctuation and grammar

6. Stress management skills	<i>Techniques, strategies, and tools that allow for the effective management of stress</i>		
Competency	Definition	Example 1	Example 2
Ability to compartmentalise	Someone who is able to compartmentalise can mentally separate or set aside aspects that do not help to reach a set goal or carry out a task.	You can separate problems in one part of your life and not let them affect others	You don't answer work emails in your free time
Ability to deal with pressure	Someone who is able to deal with pressure copes with difficult or high-stakes situations in order to carry out tasks or reach their goals.	You work well when you have to complete a task by a deadline	You enjoy speaking in public
Management of change	Someone who manages change well is able to understand and thrive in new or changing situations.	You are quick to focus on the positive aspects of new situations	When you change job, city, school, etc., you are quick to adapt to new routines
Conflict-management	Someone who is able to manage conflict overcomes serious disagreement and argument to achieve success.	During a conflict you are able to handle opposing opinions and ensure dialogue remains civil	When a conflict emerges between two people you can take initial steps to calming the situation down
Dealing with complexity	Someone who deals well with complexity is able to understand and thrive in complicated situations.	You are not easily overwhelmed by complicated problems or situations	When meeting a new group of people, you quickly understand social dynamics and relationship statuses
Decision-making	Someone who makes decisions well is able to make choices effectively, especially in pressure situations.	You are able to think fast and clearly in order to choose the best possible solution to difficult problems	You are/would be good at hiring someone for a new job
Emotional self-regulation	Someone who is able to emotionally self-regulate is skilled in managing emotions and feelings.	You manage your reactions to feelings and events in order to act in a positive manner	When you are in a bad mood, you don't take it out on your friends or co-workers
Perseverance	Someone who is perseverant persists in a course of action even when difficult circumstances arise.	You work towards your goal despite challenges and setbacks	If you decide to do a difficult sporting event, you train hard and get there in the end
Problem-solving	Someone who is a good problem-solver is able to use a range of analytical and rational thinking skills to deal with difficult situations.	You are good at organising the key information surrounding a problem and identifying underlying causes	You are good at fixing household appliances
Resilience	Someone who is resilient rebounds and recovers well from adversity and difficult circumstances.	When you are in difficult situations, you find in yourself the strength to cope with the problem or seek appropriate help	You recover in a timely manner after a personal or professional setback
Time-management	Someone who is able to manage time successfully is able to assess and prioritise tasks to optimise efficiency.	You use schedules and work plans to ensure you can carry out tasks in a set period	You are good at cutting out distractions (such as phones and the Internet) when working

7. Effecting positive change skills	<i>Processes and skills toward creating and perpetuating positive change.</i>		
Competency	Definition	Example 1	Example 2
Adaptability	Someone who is adaptable is able to adjust readily to different conditions and circumstances.	You change your actions quickly in fast-paced environments, responding to new challenges as they present themselves	If a work task changes, you quickly find out how to carry this out successfully
Catalysing change	Someone who is a change catalyst creates space and opportunity for improvement and innovation.	You are often the person in a group, team or relationship who initiates new activities or ideas	You have helped to effect political or social change by campaigning or activism
Creativity	Someone who is creative displays imagination and originality of thought and expression.	You love to create new things and find multiple uses for them	You find ways to have fun or express yourself within boring contexts
Dealing with complexity	Someone who deals well with complexity is able to understand and thrive in complicated situations.	You are not easily overwhelmed by complicated problems or situations	When meeting a new group of people, you quickly understand social dynamics and relationship statuses
Decision-making	Someone who makes decisions well is able to make choices effectively, especially in pressure situations.	You are able to think fast and clearly in order to choose the best possible solution to difficult problems	You are/would be good at hiring someone for a new job
Flexibility	Someone who is flexible is willing and able to adapt their outlook and behaviour when circumstances change.	You can operate outside of your comfort zone	You easily adapt to a change in a classroom or workplace routine, such as a seat change or schedule interruption
Initiative	Someone who has initiative shows readiness and ability to initiate action and change.	You are proactive when completing a task without being told what to do	You offer to take on extra work at school or at work
Innovation	Someone who is innovative is able to use new methods and ideas to achieve their goals.	You are good at using available resources to create new things or find solutions to problems	You are interested in the way new technologies can improve people's quality of life
Leadership	Someone who is an effective leader is able to guide or direct a group towards their shared goals.	You know how to motivate and support people, and set a good example to others	When leading a group, you have the ability to share clear messages and make complex ideas easy to understand for everyone
Listening skills	Someone with good listening skills is able to give attention to external information, often providing feedback as this occurs.	When listening to people you have a genuine interest in what they're saying	When someone is talking provide appropriate verbal and non-verbal signals to show you are following what they are saying
Perseverance	Someone who is perseverant persists in a course of action even when difficult circumstances arise.	You work towards your goal despite challenges and setbacks	If you decide to do a difficult sporting event, you train hard and get there in the end

8. Higher-order thinking skills	<i>The mental processes used to make sense of experiences and find solutions to complex issues.</i>		
Competency	Definition	Example 1	Example 2
Analytical thinking	Someone who is able to use analytical thinking is able to address and solve problems through complex and skilful thought processes.	You are able to look at a problem in different ways and come up with a logical solution	You make links between things that are not obviously connected
Conceptual thinking	Someone who is a strong conceptual thinker is able to connect abstract and complex disparate ideas to deepen understanding.	You apply abstract ideas to day-to-day situations and problems	You are able to see patterns and root causes of problematic behaviour in your friends and colleagues
Critical thinking	Someone who is a strong critical thinker shows thought that is clear, rational, analytical, and informed by evidence.	You are good at solving problems	You are good at deciding whether or not a friend or co-worker is telling the truth
Decision-making	Someone who makes decisions well is able to make choices with a group of people, especially in pressure situations.	You are able to think fast and clearly in order to choose the best possible solution to difficult problems	You are/would be good at hiring someone for a new job
Decisiveness	Someone who is decisive is resolute and determined in their actions, and shows little hesitation in their decision-making.	You don't spend long thinking about small decisions	When shopping for presents for others you are quick to choose a good option and don't change your mind
Evaluation	Someone who is evaluative shows skill when assessing a complex situation.	You are good at identifying the positives and negatives of a colleagues performance at work	You are good at deciding what grade an essay should be given in an exam
Future planning	Someone who is a strong future planner is able to set goals and plans that are realistic, structured and attainable.	You set goals for yourself and plan your actions accordingly	You save money for specific purchases
Independent thinking	Someone who is an independent thinker is able to draw on their own intelligence and judgement to guide them.	You tend to reject common social stereotypes and biases about people and form opinions on your own personal experiences	In a debate between friends you are happy to hold opinions that are not in the majority
Problem solving	Someone who is a good problem-solver is able to use a range of analytical and rational thinking skills to deal with difficult situations.	You are good at organising the key information surrounding a problem and identifying underlying causes	You are good at fixing household appliances
Reasoning	Someone who has good reasoning skills is able to reach conclusions by thinking about all the facts.	You are able to draw accurate conclusions from things you observe	You give logical explanations to support your opinions and ideas

9. Collaborative skills	<i>The ability to contribute and strive to improve group dynamics, learning processes, relationships, and outcomes</i>		
Competency	Definition	Example 1	Example 2
Ability to compromise	Someone who is able to compromise is skilled at overcoming differences and reaching a settlement where there is disagreement.	You are flexible when arranging a time and place to meet someone	You do not sulk when you don't get your way in a relationship
Accepting feedback	Someone who accepts feedback knows how to use the information provided by others to improve their skills and performance.	You welcome contributions from others without feeling personally attacked	You listen to advice from others and use their suggestions to improve your work
Adaptability	Someone who is adaptable is able to adjust readily to different conditions and circumstances.	You change your actions quickly in fast-paced environments, responding to new challenges as they present themselves	If a work task changes, you quickly find out how to carry this out successfully
Coaching	Someone who is a skilled coach is able to give constructive advice and guidance to others to help them achieve their goals.	You are good at helping your friends discuss their skills and goals	You are encouraging to others when they make mistakes
Cooperation	Someone who is cooperative is willing and capable of working well with others	You work successfully towards a common goal with others	When you work in a group, you are able to take on a role that best serves its interests instead of focusing on your own
Creating positive learning environments	Someone who is skilled at creating positive learning environments creates spaces and opportunities for others to learn and grow.	You are good at dividing your attention fairly between a group	You good at clearly explaining tasks to other people
Delegation	Someone who is skilled at delegating assigns and communicates tasks and responsibilities to others to achieve common goals.	You know how to divide tasks between people according to their skills and capacity	When organising a surprise party, you are happy to allow responsibility to be shared with others
Developing others	Someone who is skilled at developing others guides and facilitates the growth and learning of others.	You are good at teaching specific skills that you possess to others	You are honest with your friends about things that they need to change about their lives
Effective meeting skills	Someone who has effective meeting skills is able to lead or participate in meetings and team events in formal or informal settings.	You encourage everybody to contribute actively in a group activity or meeting	You are good at creating fun or interactive activities
Giving feedback	Someone who is skilled at giving feedback provides high-quality information to others to improve their skills and performance.	You can provide useful information to others in an efficient way based on your assessment of their work	When you eat at a restaurant, stay at a hotel etc., you write accurate and constructive reviews
Group effectiveness	Someone who is effective in groups is able to collaborate or lead in team settings to reach desired outcomes and goals.	You interact well with various types of people	You are good at explaining a problem to others in stressful situations
Mediation	Someone who mediates effectively brings about agreement and compromise as an intermediary between parties.	In a confrontational situation, you are able to find common ground between two parties	If two of your friends fall out, you actively intervene to make them address the issue at hand.
Teaching others	Someone who is a skilled teacher of others is able to collaborate in or lead the learning of others in a skilled way.	You can find simple analogies and examples when explaining something complicated to others	In a relationship, you choose the right moment to bring up something that you want your partner to change
Team-building skills	Someone who is skilled at team-building is able to lead in the creation of a cohesive group which works towards shared goals.	You are good at organising events that allow a group to share positive experiences	When a new person starts at your job or school, you make an effort to include them with others
Teamwork	Someone who displays strong teamwork cooperates in group situations effectively towards desirable outcomes.	You are able to communicate and cooperate within a group to achieve a common goal	You are happy to take time to give advice or provide resources to a work colleague or classmate

10. Ethics and diversity skills	<i>The ability to deal with ethical complexity and difference</i>		
Competency	Definition	Example 1	Example 2
Awareness of ethical values	Someone who is aware of ethical values has understanding of moral issues and norms that guide behaviour and social interactions.	You have chosen a career path in order to make a positive impact on society	You often think about right and wrong
Cultural awareness	Someone who is culturally aware has understanding of the values, customs and beliefs of others.	You can speak another language	You make an effort to find out more about a new classmate's family background
Ethical judgment	Someone who has sound ethical judgment is capable of making moral decisions and evaluations of difficult situations.	You think about the environment when deciding how you spend your time and money	
Ethical responsibility	Someone who is ethically responsible recognises and acts upon moral values in various aspects of their life.	If you find a mobile phone on the street you go out of your way to return it to its owner	You recycle at home
Global citizenship	Someone who is a global citizen thinks and acts in a way that reflects their position in a global community.	You follow current affairs across the world	You like to travel
Honesty	Someone who is honest is truthful, ethical and fair in their interactions with others.	You admit when you have made a mistake or were wrong	There are no lies on your CV
Inclusion	Someone who is inclusive aims to include and integrate all people in activities, organisations, institutions, and society as a whole	You are proactive in challenging discrimination when you encounter it	You have friends with a wide variety of identities and backgrounds
Integrity	Someone who has integrity sticks to moral and ethical principles, and has sound moral character.	Even if nobody is around or will find out, you still demonstrate ethical behaviour	You would never let someone else take the blame for one of your actions or mistakes
Transparency	Someone who is transparent is open and direct in their interactions with others.	You don't hide important personal information when meeting a new group	You tell your boss that you are unable to carry out a task if you lack the skills to do so
Trustworthiness	Someone who is trustworthy is reliable and deserving of the confidence of others due to their honest and dependable behaviour.	You are good at keeping secrets	You don't talk maliciously behind your colleagues' backs
Work with diversity	Someone who is skilled at working with diversity works well with varied individuals and groups, irrespective of their identity.	You are open-minded to people from different backgrounds	You have experience working with people from around the world