Practical Leadership & Management Skill

**Civic Identity & Commitment to Service**
- Civic Identity: Responsible Citizenship. Comprises of actions and attitudes associated with democratic pursuits, including production, caring and contributing members of society, having knowledge about their role in their communities, their country and the world. Participate in activities that make the world a better place.
- Commitment to Service: The ability to bring people together, facilitate agreements and drive efforts in the same direction, to devote one’s life and talents to improving society regardless of social standing, wealth or privilege.

**Critical Thinking & Problem Solving**
- Problem Solving: The process of finding solutions to difficult or complex issues, using generic or ad hoc methods in an orderly manner to find solutions to problems; process of working through a decision to reach a solution.
- Resiliency: Understands Protocol and appropriate implementation; Developing options/potential solutions to concerns; Ability to weigh pros & cons of various potential solutions.

**Technology**
- Technology: The application of scientific knowledge for practical purposes; the creation and use of technical means and their intended scope of use; useful devices and methods which are the result of scientific knowledge being used for practical purposes.
- Mechanical technology - learning new equipment; Learning new software - hardware, software; digital literacy, ability to effectively communicate; ability to learn and apply new technology.

**Cultural Flexibility & Global Fluency**
- Global Fluency: The ability to understand and collaborate across the cultural, technological, environmental, and multiple time zones.
- Cultural Flexibility: The ability to maintain an intercultural stance in relation to the aspect of cultural identity that are most important to the other person.
- Understand who you are as a learner and professional: viewpoint, belief system, cultural, system, environment; understand cultural humility as a lifelong learning process; ability to understand and respect the differences in communication, social and professional interactions.

**Professionalism**
- Professionalism: The conduct, aims or qualities that characterize or mark a professional person; describes a type of behavior that is expected from a person who is trained to do a job.
- Communication, Collaboration, Reliability, Customer Service; Digital Professional Presence; Conflict Resolution; Written and verbal communication; Describing difficult situations; Appropriately apportioning credit and recognizing feedback; Phone etiquette; managing multiple priorities; Accountability.

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All positions within Student Affairs may enter at different tiers. As well, students may vacillate between tiers of multiple competencies.