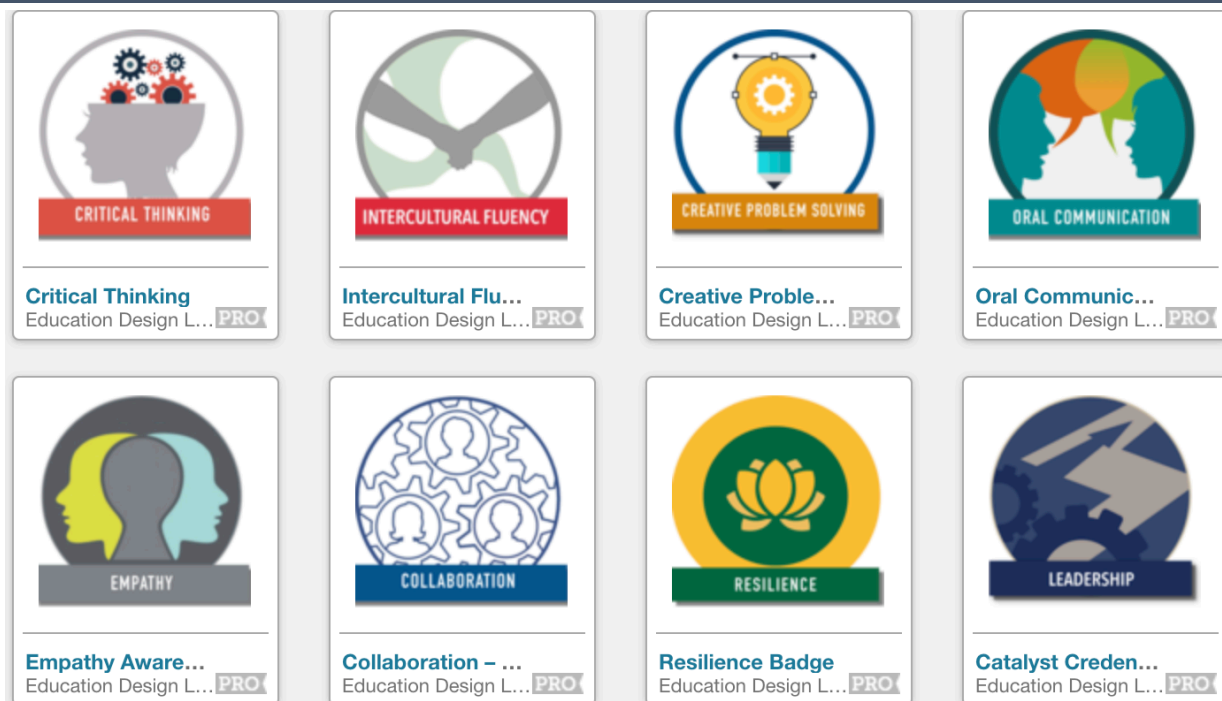


Rolling out 8 badges to a broader set of learning providers in March 2018





















Stackable Sub-Competencies Roll-up to the Completion of a Badge



Objectives

Progress

Leaderboard

Student	Module 1: 360 Assessment	Module 2: Listen actively	Module 3: Use appropriate word choice and tone	Module 4: Speak with clarity and precision	Module 5: Use storytelling	Mini-Port
May						
Brian						
Tatiana						

T-Profile — Front Office Agent



INITIATIVE		CREATIVE PROBLEM SOLVING		COLLABORATION		INTERCULTURAL FLUENCY	
Lead without title	Act as a catalyst	Manage ambiguity	Apply an iterative process	Strengthen relationships	Focus on Solutions	Incorporate diverse perspectives	Show curiosity
Demonstrate self-awareness	Learn from experience	Exercise both convergent and divergent thinking	Identify patterns	Listen actively	Incorporate diverse perspectives	Demonstrate self-awareness	Recognize and challenge one's own personal biases
RESILIENCE		CRITICAL THINKING		ORAL COMMUNICATION		EMPATHY	
Exhibit Flexibility	Focus on Solutions	Identify patterns	Gather and assess relevant information	Use storytelling	Speak with clarity and precision	Incorporate diverse perspectives	Validate others' feelings and perceptions
Demonstrate self-awareness	Learn from experience	Question assumptions	Apply learning in new contexts	Listen actively	Use appropriate word choice and tone	Listen actively	Recognize others' needs and values

Senior Level Technical Skills

- Budget
- Labor management
- Solutions management

- Team organization
- Conflict management

Entry Level

- Computer skills
- Communication tech
- Upsell/incentive

Education Design Lab

21st Century Skills Meet Technical Skills

21st Century Skills Sub-Competencies

ORAL COMMUNICATION		EMPATHY	
Use storytelling	Speak with clarity and precision	Incorporate diverse perspectives	Validate others' feelings and perceptions
Listen actively	Use appropriate word choice and tone	Listen actively	Recognize others' needs and values

Bootcamp Pathway: Hospitality

Technical Pathway

Computer Skills
Basics

Communication Tech

Upselling/Incentives

21st century skill bundle

Speak with Clarity
& Precision

Adapt for Different
Audiences

Use Storytelling

Incorporate Diverse
Perspectives

Validate others'
feelings/perceptions

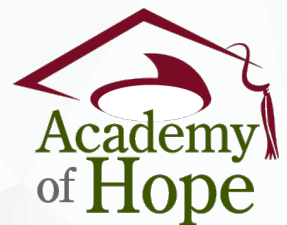
Recognize others'
needs/values

Listen Actively

Career-Ready



Front Office Agent



Course Pathway: George Mason University

Traditional Course

Theory & Practice of Well-being

Mind-Body Wellness

Writing Intensive

Add-on Bundle to Earn Badge

Learn from Experience

Exhibit Flexibility

Demonstrate self-awareness

Focus on solutions



Resilience



INTS 355
Mindfulness,
Meaning,
Wellbeing



Degree Pathway: Boise State

KINES440:
Current Issues in
Health Policy

HLTHST 356:
Community-Based
Prevention Methods

PSYCH331:
Internship



Leadership



Resilience



Collaboration

Proving Ground
Challenge



B.S. in Community
& Environmental
Health



#TeeUpTheSkills



Educators

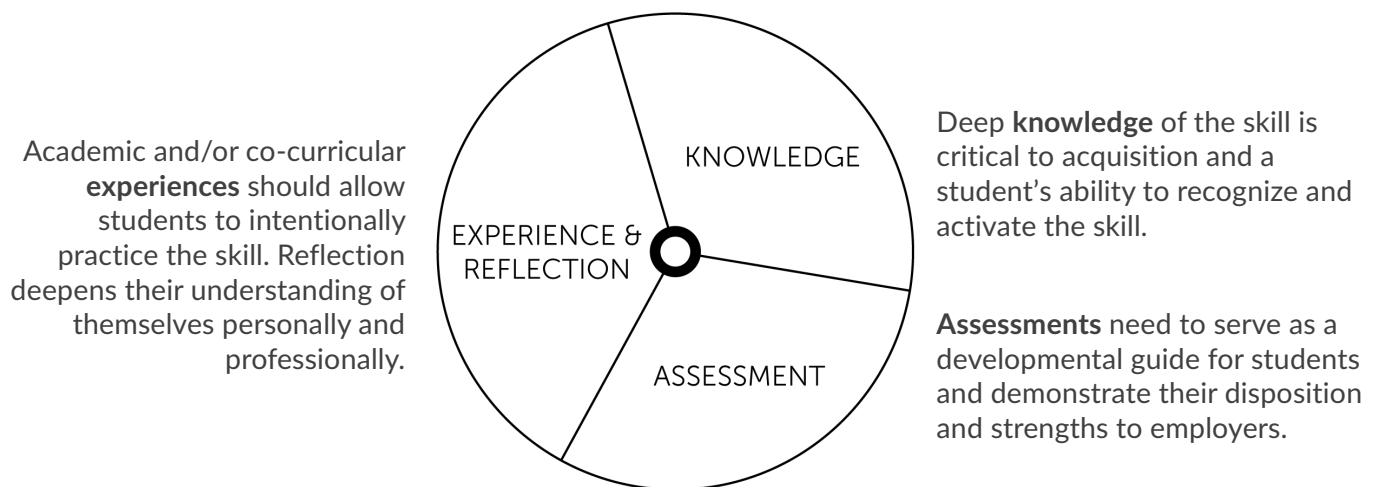
- 1 Agree to follow our badge framework
- 2 Share learner uses cases and critical metrics
- 3 Identify a group of upperclassmen to earn the badges



Employers

- 1 Select 1-3 hard to fill entry level roles to highlight
- 2 Complete the Lab's T-Profile for each position
- 3 Identify and contact your college/university partner(s) who you already hire them

The Components of a 21st Century Skills Badge



Modularized Sub-Competencies



A Focus on the Sub-competencies Drives Learning in the Areas that Matter Most



Intercultural Fluency

The individual who has earned this badge has demonstrated 21st century intercultural fluency, which includes the capacity to recognize and challenge one's own cultural biases; show curiosity; demonstrate self-awareness; and incorporate diverse perspectives.

Recognize and challenge one's own cultural biases Individuals reject "othering"; working effectively in multicultural settings; and avoiding ethnocentrism.

Show curiosity Individuals demonstrate cognitive and affective openness to and interest in change and difference.

Demonstrate self-awareness Individuals evaluate their own performance; recognizing their motivations; and managing their anxiety.

Incorporate diverse perspectives Individuals enlarge the conversation; challenging their own thinking; and maximizing group effectiveness.

Developed in partnership with Vassar College



Empathy

The individual who has earned this badge has demonstrated 21st century skills in empathy, which include the capacity to listen actively; validate others' feelings and perceptions; incorporate diverse perspectives; and recognize others' needs and values.

Listen actively Individuals forming productive working relationships; ensuring that others feel heard and valued; and grasping and retaining information.

Provide validation Individuals create a safe and participatory environment in which each member of a team can contribute.

Identify others' needs and values Individuals put themselves in others' shoes.

Incorporate diverse perspectives Individuals enlarge the conversation; challenging their own thinking; and maximizing group effectiveness.

Developed in partnership with Bay Path University



Oral Communication

The individual who has earned this badge has demonstrated 21st century oral communication skills, which include the capacity to speak with clarity and precision; adjust tone and word choice for both formal and informal settings; listen actively, and recognize nonverbal cues.

Speak with clarity and precision Individuals communicate ideas and information effectively, minimizing unintended confusion, misinformation, and offence.

Use appropriate tone and word choice for different audiences Individuals adjust their style and approach for different settings; building rapport; and communicating up and down the organization.

Listen actively Individuals recognize and respond to both verbal and nonverbal cues; by ensuring that others feel heard and valued.

Use storytelling Individuals capture their audience; using the components of storytelling to draw attention.

Developed in partnership with Makerere University and Tunis Business School



Resilience

The individual who has earned this badge has demonstrated 21st century resilience, which includes the capacity to learn from experience; exhibit flexibility; demonstrate selfawareness, and focus on solutions.

Learn from experience Individuals welcome and apply feedback; resisting defensiveness; and seeing "Failure" as an opportunity for greater understanding.

Exhibit flexibility Individuals adapt and adjust to new and changing situations.

Demonstrate self-awareness Individuals evaluate their own performance; recognizing their motivations; and managing their anxiety.

Focus on solutions Individuals create the forward momentum that advances the work of the organization.

Developed in partnership with George Mason University

Earning a Badge Involves Integrating Learning from Different Settings

