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

<table>
<thead>
<tr>
<th>Student</th>
<th>Module 1: 360 Assessment</th>
<th>Module 2: Listen actively</th>
<th>Module 3: Use appropriate word choice and tone</th>
<th>Module 4: Speak with clarity and precision</th>
<th>Module 5: Use storytelling</th>
<th>Mini-Port</th>
</tr>
</thead>
<tbody>
<tr>
<td>May</td>
<td><img src="image1.png" alt="Icon" /></td>
<td><img src="image2.png" alt="Icon" /></td>
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<td><img src="image6.png" alt="Icon" /></td>
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<tr>
<td>Brian</td>
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<tr>
<td>Tatiana</td>
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### T-Profile — Front Office Agent

<table>
<thead>
<tr>
<th>INITIATIVE</th>
<th>CREATIVE PROBLEM SOLVING</th>
<th>COLLABORATION</th>
<th>INTERCULTURAL FLUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead without title</td>
<td>Act as a catalyst</td>
<td>Manage ambiguity</td>
<td>Apply an iterative process</td>
</tr>
<tr>
<td>Demonstrate self-awarness</td>
<td>Learn from experience</td>
<td>Exercise both convergent and divergent thinking</td>
<td>Strengthen relationships</td>
</tr>
<tr>
<td></td>
<td>Identify patterns</td>
<td></td>
<td>Focus on Solutions</td>
</tr>
<tr>
<td>RESILIENCE</td>
<td></td>
<td></td>
<td>Incorporate diverse perspectives</td>
</tr>
<tr>
<td>Exhibit flexibility</td>
<td>Focus on Solutions</td>
<td></td>
<td>Demonstrate self-awareness</td>
</tr>
<tr>
<td>Demonstrate self-awareness</td>
<td>Learn from experience</td>
<td></td>
<td>Show curiosity</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CRITICAL THINKING</th>
<th>ORAL COMMUNICATION</th>
<th>EMPATHY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify patterns</td>
<td>Gather and assess relevant information</td>
<td>Validate other’s feelings and perceptions</td>
</tr>
<tr>
<td></td>
<td>Use storytelling</td>
<td>Incorporate diverse perspectives</td>
</tr>
<tr>
<td></td>
<td>Speak with clarity and precision</td>
<td>Listen activity</td>
</tr>
<tr>
<td></td>
<td>Use appropriate word choice and tone</td>
<td>Recognize other’s needs and values</td>
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</tbody>
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### Skills
- Budget
- Labor management
- Solutions management
- Team organization
- Conflict management
- Computer skills
- Communication tech
- Upsell/incentive

### Education Design Lab
<table>
<thead>
<tr>
<th>ORAL COMMUNICATION</th>
<th>EMPATHY</th>
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<tr>
<td>Use storytelling</td>
<td>Validate others’ feelings and perceptions</td>
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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
- Listen Actively
- Incorporate Diverse Perspectives
- Validate others’ feelings/perceptions
- Recognize others’ needs/values

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

INTS 355 Mindfulness, Meaning, Wellbeing
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

Degree Pathway: Boise State
#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
Academic and/or co-curricular experiences should allow students to intentionally practice the skill. Reflection deepens their understanding of themselves personally and professionally.

Deep knowledge of the skill is critical to acquisition and a student’s ability to recognize and activate the skill.

Assessments need to serve as a developmental guide for students and demonstrate their disposition and strengths to employers.
Modularized Sub-Competencies

- Cultural Sensemaking
- Active Listening
  - Leads without Title
  - Manages Self Affect
- Solutions-Focused
  - Synthesis
- Incorporates Diverse Perspectives
  - Strengthening Relationships
  - Identifies Top Strengths
  - Curiosity
    - Working through other’s lenses
- Facilitates Change
- Manages Conflicts Effectively
- Comfort with Ambiguity
- Rigorous Consideration
- Pattern Finding
- Convergent/Divergent Thinking
- Learns from Failure
- Engages in Mindful Behavior
- Clarity/Organization
  - Solves Problems Effectively
  - Self Awareness
- Education Design Lab
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 form 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, miscommunication, and offense.
- 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 Kalmes 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 self-awareness; and focus on solutions.

- Learn from experience: Individuals welcome and apply feedback; resist 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

- Classroom
- Extracurricular
- Work
- Apprenticeship

An intentional, transformative Learning Journey

Education Design Lab