

# BECOMING YU COMPETENCY & SKILLS DICTIONARY



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# LEADERSHIP AND CAREER COMPETENCIES

The following six core competencies have been identified as important in positioning York University students for success. Sometimes referred to as “transferable skills”, these competencies can be acquired or enhanced through a number of different activities and experiences including involvement in athletics, participation on committees or in student clubs, volunteering, attending workshops or special events and working either on-campus or off. Students will also build these competencies through their academic experiences such as being involved in group work, staying up to date with current affairs, researching, presenting ideas, or writing persuasive papers.

- Communication
- Interpersonal Connections
- Personal Success
- Social Responsibility and Community Engagement
- Knowledge Acquisition and Application
- Critical Thinking and Problem Solving

## COMPETENCY RELATED SKILLS

Each of the six competencies above has related skills. For example, Communications isn’t simply about being able to articulate your thoughts; it also includes active listening, negotiating, and exercising tact, diplomacy and sensitivity.

Students may wish to focus on building skills related to a specific competency or they may simply build multiple skills related to each of the six competencies through their experiences.

This Dictionary can serve as a reference tool to assist students in recognizing the value of their experiences by being able to better articulate the competencies and skills they are developing through those experiences.

# COMMUNICATION

## SHARING AND EXCHANGING IDEAS EFFECTIVELY

These skills relate to your ability to clearly and effectively convey information and ideas in order to facilitate shared understanding—whether verbally, non-verbally, visually or in writing using diverse print or digital media formats.

### WRITING

Communicating clearly and articulately, with proper syntax and grammar in written form to an intended audience.

### COMMUNICATING VERBALLY

Verbally communicating clearly and articulately with the goal of obtaining, sharing or explaining information and ideas to an intended audience.

### DELIVERING PRESENTATIONS

Presenting information and ideas with confidence to an audience (either small or large) while keeping the audience interested and engaged.

### FACILITATING GROUPS

Guiding a group of individuals in the process of working together and drawing out the opinions and ideas of the group members so that goals can be accomplished or learning can take place.

### ACTIVE LISTENING

Giving full attention to what another is expressing verbally and non-verbally, taking time to understand another's perspective without interruption or judgment, asking clarifying questions as appropriate, and reflecting thoughts and feelings back to the speaker.

### ASKING QUESTIONS

Engaging in insightful or thorough questioning to draw out, gather or clarify information from others.

## **INFLUENCING & PERSUADING**

Acknowledging and taking others' perspectives into account, and convincing them to change their minds to support an alternative idea or take an alternative course of action.

## **NEGOTIATING**

Having a dialogue between two or more parties with the intention of reaching an understanding, resolving points of difference, or crafting outcomes for mutual benefit.

## **EXERCISING TACT, DIPLOMACY & SENSITIVITY**

Sensing accurately what another is feeling or thinking at any given time and responding in a thoughtful manner to avoid offending one another.

## **CUSTOMIZING COMMUNICATION STYLE & CONTENT**

Discerning the members of the audience, detecting what their needs/wants are, and determining how best to deliver a message to that audience while also being able to relate to and connect with different audiences at different levels of an organization.

## **GIVING FEEDBACK**

Providing input, ideas and information in a constructive and considerate manner aimed at helping to improve or enhance performance or a situation.

## **COMMUNICATING VIA SOCIAL/DIGITAL MEDIA**

Demonstrating knowledge of how to use social/digital media effectively to communicate a message, or respond to and engage an audience.

# INTERPERSONAL CONNECTIONS

## COLLABORATING WITH OTHERS

These skills relate to your ability to interact with and work with others effectively in order to foster and strengthen relationships.

### BUILDING RAPPORT

Being personable and approachable; establishing mutual trust and respect with others; building a connection with others that enhances communication and mutual understanding.

### LIAISING

Serving as a bridge or channel between parties with the goal of establishing and maintaining communication for mutual understanding and cooperation.

### DEMONSTRATING COMMITMENT TO THE TEAM

Caring and being actively supportive of the success of a team as a whole and of every individual on the team.

### ADVISING/COUNSELLING

Provide information, insight or suggestions to support and aid an individual in making an informed decision or determining the best course of action to take.

### MEDIATING/RESOLVING CONFLICT

Responding to situations involving conflict between oneself and others, or intervening between parties involved in a dispute with the intention of diffusing tension, managing the conflict or bringing about an agreement or reconciliation.

### NETWORKING

Interacting with others to exchange information or ideas, develop contacts, and build/maintain mutually-beneficial connections.

## **BUILDING CONSENSUS**

Collaborating with others to search for information/ideas and develop mutually-acceptable solutions to problems that meet the interests and needs of all parties involved.

## **COLLABORATING**

Working together with and supporting others in order to complete tasks and realize shared goals.

## **SHOWING EMPATHY**

Demonstrating to another that you understand or identify with (or are trying to understand or identify with) their condition, thoughts or feelings from their perspective.

## **ADVOCATING**

Speaking for, interceding on behalf of and/or supporting or defending something or someone.

## **TEACHING & TRAINING**

Supporting others in developing knowledge or skills by providing clear, explicit instruction and opportunities to put their new knowledge/skills into practice.

## **LEADING & MENTORING**

Guiding, influencing, directing or mobilizing others towards learning new knowledge or a skill, accomplishing a goal, improving performance, or completing a task.

## **MOTIVATING & INSPIRING**

Stimulating or generating another's interest/confidence in and enthusiasm for making a decision or taking a course of action in pursuit of one's goals.

## **DELEGATING**

Identifying others' strengths and interests, and entrusting them with tasks or responsibilities that are the best fit for them.

## PROMOTING & FACILITATING INCLUSIVENESS

Working towards creating an environment in which everyone involved feels that they matter, are supported, and can be fully engaged.

## DEVELOPING & MAINTAINING RELATIONSHIPS/PARTNERSHIPS

Identifying, initiating and cultivating working relationships in order to bring together individual/institutional capabilities and resources in the form of skills, experiences and ideas to address problems in a way that is of mutual benefit to all parties involved.



# PERSONAL SUCCESS

## DEVELOPING SELF-AWARENESS AND ACCOUNTABILITY

These skills relate to your ability to effectively manage your personal and professional commitments and priorities while working towards continuous self-development, learning and growth.

### DEMONSTRATING INTEGRITY & ETHICAL CONDUCT

Being sensitive to ethical considerations in diverse situations; demonstrating responsible, ethical and professional conduct.

### DEMONSTRATING ORGANIZATIONAL SKILLS

Developing and utilizing strategies for facilitating work flow, orderliness, efficiency, focus and clarity needed to coordinate and carry out a variety of tasks to meet expectations and goals.

### DEMONSTRATING THE ABILITY TO FOLLOW INSTRUCTIONS, POLICIES & PROCEDURES

Acting in accordance to organizational/project/task instructions, policies and procedures in order to meet expectations or goals.

### DEMONSTRATING DILIGENCE & A STRONG WORK ETHIC

Showing diligence and discipline in carrying out or putting into effect a plan, decision, or course of action in order to meet a deadline, complete a task, realize a goal or fulfil expectations.

### DEMONSTRATING CONFIDENCE

Trusting and believing in the abilities, trustworthiness and/or reliability of oneself and of others.

### DEMONSTRATING PROFESSIONALISM & A POSITIVE ATTITUDE

Approaching individuals, situations and problems with professionalism, optimism, energy and motivation.

## MAINTAINING CONFIDENTIALITY

Recognizing that certain information--usually of a sensitive or personal nature--is to be kept in strict confidence and to be handled according to established protocol by authorized individuals only.

## TAKING OWNERSHIP & ACCOUNTABILITY

Being actively engaged in working towards achieving specific goals and influencing outcomes, and accepting responsibility for any and all outcomes—good or bad.

## BEING FLEXIBLE & ADAPTABLE TO CHANGE

Being responsive to change and open to alternate ways of looking at and doing things.

## BEING PROACTIVE

Creating or controlling a situation by causing something to happen rather than responding to it after it has happened.

## MAINTAINING COMPOSURE

Being calm and composed in the face of conflicts, crises, challenges or unexpected changes.

## DEMONSTRATING A COMMITMENT TO CONTINUOUS LEARNING

Actively seeking out ways to continually develop one's skills and knowledge; this includes reflecting on one's own areas for improvement, pursuing further education/training, and asking for feedback.

## MANAGING TIME EFFECTIVELY

Planning and exercising conscious control over the amount of time spent on specific activities/tasks, especially to increase effectiveness, efficiency or productivity, meet deadlines and avoid scheduling conflicts.

## DEMONSTRATING PERSEVERANCE & RESILIENCE

Demonstrating determination, a firm commitment and an ability to bounce back from challenges, adversity and set-backs to achieve set goals or objectives.

## DEMONSTRATING ATTENTION TO DETAIL

Being thorough and accurate when completing a task by paying close attention to any and all details involved.

## BEING RECEPTIVE TO FEEDBACK

Being open to taking in, reflecting on and incorporating suggestions for improvement from others with the goal of working towards continued personal/professional development.

## MANAGING WORK/LIFE BALANCE

Balancing one's professional and personal commitments/priorities to maintain wellbeing and overall quality of life.

## TAKING INITIATIVE

Taking action without being prompted or asked.

# **SOCIAL RESPONSIBILITY AND COMMUNITY ENGAGEMENT**

## **GETTING REDI\* TO MAKE A DIFFERENCE**

\*Respect, Equity, Diversity and Inclusion (REDI)

These skills relate to your ability to understand issues and events impacting on communities, show interest, respect and appreciation for individuals within diverse communities, and take action towards contributing positively to the quality of community life.

### **EMBRACING DIVERSITY**

Recognizing, appreciating and celebrating the similarities and differences among people, and seeking out ways to improve one's ability to understand and relate to others.

### **CHALLENGING UNFAIRNESS OR INJUSTICE**

Questioning the validity of and speaking up in the face of assumptions, behaviours, practices and policies that one believes to be unfair or unjust.

### **DEMONSTRATING CULTURAL COMPETENCE**

Demonstrating knowledge of, respect for, interest in and comfort with individuals from different cultures, along with a commitment to increasing mutual understanding, respectful engagement, and a shared sense of community.

### **DEMONSTRATING A COMMITMENT TO CIVIC ENGAGEMENT**

Participating in social, economic or political processes/activities in order to work towards improving conditions for individuals within a community or to help shape a community's future.

### **DEMONSTRATING SOCIAL CONSCIOUSNESS**

Being aware of and interested in understanding social problems and challenges routinely faced by social groups or communities, and wanting to contribute in a meaningful way to effect change.

## STAYING UP-TO-DATE WITH CURRENT AFFAIRS/ISSUES

Being aware of current affairs/issues, and how they impact on and are impacted by individuals, communities, organizations, industries, or society as a whole.

## ENGAGING IN ADVOCACY

Speaking for, interceding on behalf of and/or supporting or defending something or someone so that information/services can be accessed, views can be expressed/taken into account, and rights can be safeguarded.

## CULTIVATING COMMUNITY AND PRIDE

Being actively involved in a community by participating in and/or planning social activities, programs and events that build pride and an engaged community.

# KNOWLEDGE ACQUISITION AND APPLICATION

## LEARNING AND APPLYING TECHNICAL SKILLS

These skills relate to your ability to acquire, process and work with information and ideas from a variety of sources, gain and apply technical skills or knowledge relevant to a specific role or field.

### INTERPRETING AND APPLYING SPECIFIC LEGISLATION, POLICIES & BEST PRACTICES

Being knowledgeable and/or skilled in the interpretation and application of legislation, policies and/or best practices specific to a discipline, job or industry.

### STAYING CURRENT

Keeping up-to-date on the latest trends, changes, research, and technology impacting on a particular discipline, job or industry.

### DEMONSTRATING INFORMATION OR COMMUNICATION TECHNOLOGY PROFICIENCY

Applying technical knowledge/competencies in working with computers, software/mobile applications, digital media or other technology to manage and manipulate information flowing to and from others.

### USING SPECIFIC TECHNIQUES & TECHNOLOGY

Being knowledgeable and/or skilled in the use of techniques, resources, instruments, equipment and/or technology specific to a discipline, job or industry.

### DEMONSTRATING NUMERICAL LITERACY

Reading and using numerical data, and applying quantitative skills to measure and make calculations, make estimations or forecasts, work with money/schedules/budgets, and/or analyze numerical trends.

## READING, UNDERSTANDING & EVALUATING INFORMATION

Scanning for information, skimming for overall meaning, understanding/interpreting/ critiquing/evaluating what is read and integrating information from multiple sources.

## PROCESSING INFORMATION

Gathering, sorting, compiling, manipulating, and classifying information and ideas.

## DEMONSTRATING DOCUMENT USE PROFICIENCY

Accessing, updating, manipulating, organizing and using information in a variety of document and display formats, including lists, tables, forms, graphs, maps, charts, images, schedules, schematics, touch screens & technical drawings.

## INTERPRETING AND APPLYING SPECIFIC THEORIES & FRAMEWORKS

Being knowledgeable and/or skilled in the interpretation and application of theories and/or frameworks specific to a discipline, job or industry.

# CRITICAL THINKING AND PROBLEM-SOLVING

## MAKING EFFECTIVE DECISIONS

These skills relate to your ability to analyze and interpret information and ideas, form judgements and opinions about the information and ideas, explore and evaluate alternative perspectives, make informed decisions and take action towards addressing an issue or problem.

### DEMONSTRATING CRISIS INTERVENTION SKILLS

Offering short-term, immediate and active support to respond effectively to crisis situations or individuals in distress.

### PROBLEM-SOLVING

Recognizing or even anticipating what needs to be done, and taking action to find a solution to a problem or challenge.

### EXERCISING JUDGMENT & DECISION-MAKING

Decisively considering the pros and cons of potential courses of action in order to choose the one that most effectively addresses the needs of the situation or the parties involved.

### ACTION PLANNING

Establishing a systematic course of action for oneself or others to ensure accomplishment of a specific goal/objective; this includes determining priorities, allocating time and resources effectively, and outlining the necessary procedures/protocols/contingency plans.

### CRITICAL THINKING & ANALYZING

Actively and skillfully conceptualizing, applying, analyzing, synthesizing, and/or evaluating information gathered from observation, experience, reflection, reasoning, or communication, as a guide to belief and action.



## RESEARCHING & INVESTIGATING

Engaging in a systematic investigation into and study of something using a variety of research methods in order to identify and access credible sources for information, clarify issues/ideas, establish facts, test theories, reach new conclusions and advance knowledge.

## SHOWING CREATIVITY & INNOVATION

Generating novel and valuable ideas, and using these ideas to develop new or improved processes, solutions, methods, systems, services or products.