BECOMING YU
RESOURCE PLAYBOOK
Building Competencies
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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, Communication 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.
PURPOSE OF THIS RESOURCE PLAYBOOK

This resource playbook has been designed to provide participants of the Becoming YU program with guidance on how to develop their skills and competencies listed through a variety of resources provided by York University and beyond.

This guide will help you create a personal development plan tailored to your individual needs. It offers suggestions on the type of developmental activities available to you, and also helps you identify how you can develop in areas that are not usually tested in your daily work environment. A wide range of suggestions are offered, with the goal of allowing you to select those that suit your particular development needs and learning style, enabling you to build a more personalized, targeted development plan and get the most out of this program.

Developmental materials are offered at various levels to help you build on your current performance or to bridge the gaps towards your future career goals.

We hope that you find this Playbook to be a valuable aid in your future development and that it helps you fulfil your potential and achieve your career aspirations!
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.

RESOURCES:
INSOURCE
The Writing Centre offers one-on-one writing support that can help you enhance your writing skills, better understand your assignments and instructor’s writing expectations. You can make a 50-minute appointment with a writing instructor here: 
(One-to-One Writing Support | writing-centre.writ.laps.yorku.ca)

OUTSOURCE
THE WRITER’S COMMUNITY OF YORK REGION (WCYR) is a collective of local authors, poets and industry professionals with a goal to build a supportive and encouraging space for writers and their craft. They offer workshops and seminars to help you enhance your writing skills. Writers of all levels are welcomed. 
(Writers Community of York Region | wcyork.ca)

Purdue Online Writing Lab or Purdue OWL is a great source for the different citation guidelines when writing research papers. 
(Research and Citation Resources | owl.purdue.edu/owl/)

Grammarly is a digital writing assistant that can be added as a browser extension that supports clean, mistake-free writing while offering suggestions that go way beyond grammar. 
(Grammarly | grammarly.com)
COMMUNICATING VERBALLY
Verbally communicating clearly and articulately with the goal of obtaining, sharing or explaining information and ideas to an intended audience.

RESOURCES:
INSOURCE
LinkedIn Learning is an online educational platform that helps you discover business, technology-related and creative skills through expert-led course videos. You can access LinkedIn Learning using your YorkU account. Here are some courses you can check out:

This course exemplifies communication and helps to evaluate different communication strategies, focusing on seven key questions to ask yourself before beginning major projects and change initiatives. It will help develop the skills needed to improve the internal and external communication strategies you possess.
(Organization Communication | linkedin.com)

This source provides you with various tips in order to deal with difficult people, influence others, confidently speak in public at a moment’s notice and much more.
(Communication Tips | linked.com)

OUTSOURCE


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

RESOURCES:
INSOURCE
Learning skill services provides various workshops on developing presentation skills as they highlight the dos and don’ts of an effective presentation.
(Learning Skills Services Workshops | lss.info.yorku.ca/workshops/)
Toastmasters International is a non-profit educational organization that teaches public speaking and leadership skills through a worldwide network of clubs. Join the Schulich Toastmasters club on campus or search for other clubs around you.
(Schulich Toastmasters | facebook.com)
(Toastmasters - Find a Club | toastmasters.org)

OUTSOURCE
Class Central is a free online presentation class that helps overcome wavering confidence and allows you to develop the skills that you need in order to deliver a promising presentation, and fixates on how to overcome anxiety, how to stand, move and as well as interact with the audience.
(Presentation skills: Effective Presentation Delivery | classcentral.com)

WPS Office 2016 is a free presentation app, that provides you easy access to make effective and unique presentations that will help captivate audience participation and development.
(WPS Office | pc.wps.com)

Garr Reynolds is a speaker and best-selling author of the award-winning Presentation Zen and The Naked Presenter. His website - Presentation Zen offers a lot of free presentation tips and information. It also has a blog with great tips and resources for public speaking and presenting.
(Presentation Zen | www.presentationzen.com)

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.
RESOURCES:

INSOURCE
When it comes to success, social skills are just as vital as intelligence, hard work, and expertise. Long-term success requires good communication, coordination, negotiation, and understanding. This course shares ways to obtain social success at work. Get tips for building productive relationships, networking effectively, navigating politics and coalitions at work, and adopting a service mentality that can benefit your whole team.
(Social Success at Work | linkedin.com)

OUTSOURCE
Session Lab is an online resource that helps individuals with tips, tricks and important information regarding session planning for various groups. A free online account can allow you access to information, workshops and different designing processes for effective facilitation.
(Session Lab | sessionlab.com)

The University of Wisconsin-Madison facilitator tool kit is a comprehensive, easy-to-use guide to tools, methods and techniques for assisting groups with planning and improvement projects and interactive meetings.
(Facilitator Tool Kit | www.nj.gov/education)

Seeds for Change provides a range of useful guides, tools, exercises and tips for working with groups under the facilitation section of the website.
(Seeds for Change | seedsforchange.org)


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.
**RESOURCES:**

**INSOURCE**
Listening is a critical competency and this course shows how to assess your current listening skills, understand the challenges to effective listening (such as distractions!) and develop behaviours that will allow you to become a better listener, and a better mentor and friend.

(Improving Your Listening Skills | linkedin.com)

**OUTSOURCE**
Mind Tools provides access to 2400+ resources including articles, podcasts, videos, infographics, expert interviews and more. Read their article about Active Listening here:

(Active Listening | mindtools.com)


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

**RESOURCES:**

**INSOURCE**
This resource provides the ability to think more critically and ask the right questions. Here you will learn how to leverage the power of questions to move a team, leadership, and career to the next level. Exemplifying the benefits of getting curious and sharing how to empower yourself through questions. Why certain questions lead to dead ends, and how to effectively answer questions that are directed at you and more.

(The Power of Asking Questions | linkedin.com)

**OUTSOURCE**
Mind Tools provides access to 2,400+ resources including articles, podcasts, videos, infographics, expert interviews and more. Read their article about Questioning Techniques (Asking Questions Effectively) here:

(Questioning Techniques | mindtools.com)
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.

RESOURCES:
INSOURCE
This course addresses adequate ways of communication that help defuse situations and interactions and fosters alternative routes to otherwise negative situations. How to avoid language that can contribute to conflict and replace that with words that help keep people feeling heard and satisfied.
(Telling a Customer What You Can Do | linkedin.com)

OUTSOURCE


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.

RESOURCES:
INSOURCE
Learn negotiation skills to help you get what you want while also building better relationships with coworkers, bosses, business partners, and suppliers. This course covers the four major phases of the negotiating cycle and explains how to assess your situation, gather data, negotiate a deal, and then assess and learn from your experience. As well as common negotiation pitfalls and what you can do to avoid them.
(Intentional Negotiation | linkedin.com)

OUTSOURCE
EXERCISING TACT, DIPLOMACY & SENSITIVITY
Sensing accurately what another is feeling or thinking at any given time and responding in a thoughtful manner so as to avoid offending another.

RESOURCES:
INSOURCE
This course explores the benefits of communicating with tact and diplomacy in workplace situations. The course will discuss various scenarios that you may encounter on an average day and coaches you through appropriate responses to challenging situations at work.

Emphasizing core skills, such as authenticity, empathy and listening and showing examples, stories and facts that bring these to life. You are able to strengthen a delicate balance of skills and build relationships that survive difficult interactions.
(Communicating with Diplomacy | linkedin.com)

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.

RESOURCES:
OUTSOURCE
Straight Talk Coaching has resources written by their consulting team to improve inter-divisional communication, the quality of meetings, and decision making. Read their ‘How to modify your communication style’ article here:
(How to Modify Your Communication Style | communicationstyles.org)

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

INSOURCE
Gain better communication through this course as it allows you to better understand how to provide constructive, clear and concise feedback.

(Communication Tips | linkedin.com)

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.

RESOURCES:

INSOURCE
This online resource allows you to utilize social media platforms such as Twitter, Facebook, Google and YouTube in order to accelerate student learning. This resource exemplifies how experiences outside the classroom provide opportunities for collaborative reading, group projects, fieldwork and student portfolios.

(Social Media in the Classroom | linkedin.com)

OUTSOURCE
Sprout Social is a social media management and optimization platform for brands and agencies of all sizes. The platform has a help centre with a wealth of tutorials and resources about how to best utilize social media platforms. Here is an article about the 9 skills every social media user should have:

(9 Skills Every Social Media Manager Must Have| sproutsocial.com)
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.

RESOURCES:

INSOURCE

This resource allows you to create understanding with other individuals and groups. Also focuses on ways to create rapport quickly and effectively in order to enhance communication skills.

(Building Rapport | linkedin.com)

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.

RESOURCES:

INSOURCE

This course is designed to help you to be the most effective team member. It identifies and aids in adopting the traits and behaviours to become a more valuable collaborator. Learn tips to increase self-awareness, demonstrate reliability as a teammate and approach teamwork more collaboratively.

(The Power of Teams | linkedin.com)

OUTSOURCE

This website is a toolbox that will help you understand the type of commitments that you need to make as a part of a team. Learn how your team can build dedication and willingness to get involved.

(Core Functions in Leadership | ctb.ku.edu)
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.

RESOURCES:
OUTSOURCE
This document highlights the resources used by Kansas State University, about advising and counseling for student success.
(Academic Advising | nacada.ksu.edu)

This networking tool teaches you how to turn contacts into authentic professional relationships.
(Get Face-to-Face with your Network | mangoconnects.com)

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.

RESOURCES:
INSOURCE
This course will help you with building better relationships between your coworkers/managers etc. Expanding on effective conflict resolutions and revealing simple techniques that apply in most business situations. Helps in identifying issues and practices for opening conflict conversations, brainstorming solutions and coming to an agreement.
(Bringing Resolution to your Conflicts | linkedin.com)

OUTSOURCE
Before you learn what is the best way you should resolve a conflict, find out your own conflict management style with two resources for conflict resolution offered at this site. One link offers an assessment for purchase, and a second link offers a quicker 15 question assessment. Either way will give insight into your style of conflict management:
(What’s Your Conflict Management Style? | waldenu.edu)
VISTA – Volunteers in Service to America – offers a bullet-point list of tips for managing conflict, such as “Be a calming agent” and “Focus on the future.” The common-sense points are helpful. Also offered is a short list of conflict resolution tools focusing on communication:

(Managing Conflict | vistacampus.gov)

Most people default to ineffective and damaging strategies when faced with conflict. From Harvard Law School, this list of five strategies that should prove much more effective. Among other points, the reader is urged to recognize that we all have biased perceptions of fairness. Applying these strategies will help move toward resolution.

(Conflict Resolution Strategies | pon.harvard.edu)

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

RESOURCES:
INSOURCE
This course exemplifies various networking strategies that you can personalize to play to your strengths and connect with people you actually like. Identify the most important people in your network and prioritize who is most critical to your success. Also learn how to start conversations, build real connections and use social media to network authentically.

(Professional Networking | linkedin.com)

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.

RESOURCES:
INSOURCE
This online resource will help you create a new leadership model built on trust and inclusion. Creating an environment that allows individuals to participate and contribute. This course gives significant insight and skills to build collaborative relationships within your team and throughout your organization by introducing key elements and skills for collaborative leadership.

(Building Collaborative Relationships | linkedin.com)
This LinkedIn course provides insight on communication tips that are useful to lead or manage others. It helps to hone communication skills in order to deal with difficult people, influence others, and undergo the process of building consensus in a team dynamic.

(Building Consensus | linkedin.com)

OUTSOURCE
This training manual, prepared by Mediating Services, explains the process of training to affect change through building consensus. Starting from defining consensus, to the factors affecting it and the models to display it, it allows for an in-depth understanding of the concept of consensus.

(Building Consensus | static1.squarespace.com)

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

RESOURCES:

INSOURCE
This online resource will help you create a new leadership model built on trust and inclusion. Creating an environment that allows individuals to participate and contribute. This course gives significant insight and skills to build collaborative relationships within your team and throughout your organization by introducing key elements and skills for collaborative leadership.

(Building Collaborative Relationships - linkedin.com)

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.
RESOURCES:
INSOURCE
This resource explains how to provide empathetic behaviour in the workplace when dealing with customer service, to understand another individual’s place in a conflict as well as your own.
(Using Empathy to Show You Care | linkedin.com)

How to effectively and considerably choose language that is useful and empathetic within the realms of social media to help you better connect with various people.
(Customer Service Writing | linkedin.com)

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

RESOURCES:
INSOURCE
Sharing tips that help you create an inviting workplace for all.
(Advocating for the Unpopular | linkedin.com)

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

RESOURCES:
INSOURCE
This course exemplifies all your teaching needs and how to effectively provide instruction and opportunities for others to utilize their knowledge in effective ways. Find out about the different types of disabilities and challenges students may face and learn how to use assistive technologies such as screen readers and closed captioning, incorporate visual and auditory cues into teaching, and encourage students to seek the learning supports that will help them succeed.
(Teaching Techniques | linkedin.com)
LEADING & MENTORING
Guiding, influencing, directing or mobilizing others towards learning new knowledge or a skill, accomplishing a goal, improving performance, or completing a task.

RESOURCES:
INSOURCE
This course highlights the do’s and don’ts for appropriate self-disclosure and helps you develop structure and agenda for each mentor meeting. Above this guidance on building trust and chemistry, providing feedback and helping others make critical career and work decisions and become resilient in the face of challenges.
(Being a Good Mentor | linkedin.com)

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. insource

RESOURCES:
INSOURCE
This link looks at executive leadership qualities that set the best apart from the rest. Discover the importance of knowing how to set a foundation and direction, and motivate your staff to achieve much more.
(Take Action to Lead | linkedin.com)

This link helps to highlight how to inspire fellow colleagues by using the right language, having the right mindset and also motivating others to take initiatives in their own paths in order to have a well-developed team.
(Communicate to Motivate and Inspire | linkedin.com)

DELEGATING
Identifying others’ strengths and interests, and entrusting them with tasks or responsibilities that are the best fit for them.
RESOURCES:
INSOURCE
Delegation is key for leaders as they ascend in their development. This course helps to learn the right way to get help and still maintain your high quality standards. Build the right mindset and delegate work without micromanaging it. Review three methods for delegating: hiring a dedicated resource, using someone outside the chain of command. Plus learn how delegation can help scale your impact and achieve more in years to come.
(Delegating Tasks | linkedin.com)

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

RESOURCES:
INSOURCE
This course helps to share how to create and lead an effective organization that leverages the diverse talents of all contributors. It reveals the benefits of inclusive leadership including positive impacts it can have on employee engagement, innovation and creativity. As well as outlining the best practice framework for developing inclusive leaders in an organization by sharing tips for avoiding common leadership pitfalls.
(Inclusive Leadership | linkedin.com)

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.

RESOURCES:
INSOURCE
This link exemplifies the importance of having good relationships within the community/workplace and it allows resources from other experiences and ideas to address problems in a way that is mutually beneficial to all parties involved.
(How to Maintain a Relationship Over Time | linkedin.com)
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.

RESOURCES:
INSOURCE
Explore examples of tricky situations that salespeople often encounter and learn how to behave ethically while dealing with the pressure to deliver results.
(Code of Ethics: Personal Conduct | linkedin.com)

Learn how to apply ethical standards and practices in the day-to-day execution of your leadership role.
(Ethical Leadership Responsibilities | linkedin.com)

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.

RESOURCES:
INSOURCE
Learn what it takes to be a field sales representative.
Explore the challenges and rewards of working from the field.
(Organization & Time Management | linkedin.com)

Learn how to efficiently handle application migration to the cloud. Discover how to identify good candidates for migration, select the right target platform, establish a process that allows you to pick workloads, and more.
(Organization & Skills Consideration | linkedin.com)
DEMONSTRATING THE ABILITY TO FOLLOW INSTRUCTIONS, POLICIES & PROCEDURES
Acting in accordance with organizational/project/task instructions, policies, and procedures in order to meet expectations or goals.

RESOURCES:
INSOURCE
This article lists the significance of policy management and the importance of following procedures within a team. It describes the importance of having consistent processes and structures in places and lists ways to implement these policies and procedures.
(Following Policies & Procedures | powerdms.com)

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.

RESOURCES:
INSOURCE
Ethics are critical to your career and your company. Learn how to hold yourself, your stakeholders, and your colleagues to ethical standards and avoid common ethical issues.
(Ethics Fundamentals | linkedin.com)

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

RESOURCES:
INSOURCE
Explore mindfulness practices to manage stress, expand emotional intelligence, grow self-confidence, and deal with coworkers.
(Grow Self-Confidence | linkedin.com)

Become a better manager or leader by honing your communication skills in this series.
(Communication with Confidence | linkedin.com)
Learn specific behaviors you can adopt to communicate your intelligence to others and make a good first impression.  
(Projecting Confidence | linkedin.com)

DEMONSTRATING PROFESSIONALISM & A POSITIVE ATTITUDE
Approaching individuals, situations and problems with professionalism, optimism, energy and motivation.

RESOURCES:
INSOURCE
This link discusses the qualities of great teams and what you can do to be an effective team member.  
(Teamwork Foundations | linkedin.com)

Learn how to ace a job interview for a creative role. Get tips on what to wear, when to arrive, what to say, and how to follow up afterwards  
(Positive Attitude | linkedin.com)

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.

RESOURCES:
INSOURCE
This is a LinkedIn course to demonstrate the skill of keeping sensitive or personal information secured.  
(Protect Your Company’s Security | linkedin.com)

OUTSOURCE
In the perspective of Human Resource Management, it portrays the importance of maintaining confidentiality of sensitive employee information.  
(Why is Confidentiality Critical to Human Resources | shrm.org)

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.
RESOURCES:

INSOURCE

Compare the most popular project management approaches—agile and waterfall—to decide which one is right for your organization.
(Adapting to Changes | linkedin.com)

Learn how to demonstrate your leadership ability without having a formal leadership role.
(Leading without Formal Authority | linkedin.com)

Learn how to cultivate a coaching relationship, establish an informed development plan, take measures to support your leader's progress, and accelerate your growth as a leader.
(Adapt to Changes | linkedin.com)

BEING FLEXIBLE & ADAPTABLE TO CHANGE

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

RESOURCES:

INSOURCE

This LinkedIn article offers new insight on how to personalize flexibility for yourself and make it unique to your style. It encourages you to rethink the way you work and create a unique, flexible model.
(Flexibility is the Future | linkedin.com)

OUTSOURCE

This page from the University of Sheffield provides a model for adapting to change.
(Adapting to Change | sheffield.ac.uk)

BEING PROACTIVE

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

RESOURCES:

INSOURCE

Become a mentor who can help others achieve more in their professional lives using this LinkedIn course.
(Being Proactive | linkedin.com)
Learn how to work best on a team. Explore the key characteristics of exemplary team members and find out how you can adopt these behaviors to become a more valuable collaborator. 
(Being an Effective Team Member | linkedin.com)

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

RESOURCES:
INSOURCE
Learn how to manage, counsel, and lead a diverse team in order to foster their best performance. 
(Dealing with Inappropriate Behaviour | linkedin.com)

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.

RESOURCES:
INSOURCE
Learn how to develop and stick to a learning plan so you can grow your skills, stay sharp, solve problems, and overcome challenges. 
(Stay Committed to Your Learning Plan | linkedin.com)

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.

RESOURCES:
INSOURCE
Where does the time go? Are you having trouble balancing school, work, and life? How much study time is enough? Learn practical, personalized approaches to managing your time that work for you. 
(Learning Skill Services Workshops | lss.info.yorku.ca)
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.

RESOURCES:
INSOURCE
This course explains how to bounce back from difficult situations by building your resilience threshold. Five strategies are outlined to prepare for difficult situations and five strategies for reflecting on them afterwards. Find out where you are on the resilience scale and identify where you want to be and learn strategies to close the gap.
(Building Resilience | linkedin.com)

DEMONSTRATING ATTENTION TO DETAIL
Being thorough and accurate when completing a task by paying close attention to all details involved.

RESOURCES:
INSOURCE
The Performance Education website provides ideas on how to help develop attention to detail. It offers tips on how to develop your attention to detail, as well as how to demonstrate this skill to future/current employers.
(How Can You Develop Attention to Detail | performance.edu.au)

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.

RESOURCES:
INSOURCE
From the perspective of a senior member at LinkedIn, this article lists three specific ways to receive feedback and how to handle it. It also includes additional resources to uplift yourself for both personal and professional growth.
(3 Ways to Improve the Way You Receive Feedback | linkedin.com)
OUTSOURCE
From the Centre of Teaching Excellence at the University of Waterloo, this guide explains how to give and receive effective feedback.
(Centre of Teaching Excellence | Receiving and Giving Effective Feedback | uwaterloo.ca)

MANAGING WORK/LIFE BALANCE
Balancing one’s professional and personal commitments/priorities to maintain wellbeing and overall quality of life.

RESOURCES:
INSOURCE
Define and share your own authentic leadership philosophy in this hands-on course.
(Achieving Work/Life Balance - linkedin.com)

Get two new management tips and learn to improve communication, increase motivation, deal with conflict, and build better relationships.
(Developing Work/Life Balance - linkedin.com)

This course explores smart strategies to make work a focus at work and give yourself time to enjoy your time at home. This also tackles tough questions like: What are the warning signs that my life is out of balance? How do I keep balance when I travel so frequently? How do I balance work, life, and school?
(Balancing Work and Life | linkedin.com)

TAKING INITIATIVE
Taking action without being prompted or asked.

RESOURCES:
INSOURCE
This LinkedIn page outlines how to create a plan, utilize time management tools, and take initiative.
(Taking Initiative | linkedin.com)
OUTSOURCE
This article from MindTools teaches the skills needed for a happy and successful future. In regard to taking initiative specifically, it lists key points including developing a career plan and building self-confidence.
(Taking Initiative | mindtools.com)
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.

RESOURCES:

INSOURCE
Learn how to establish your identity as a leader, connect with your team, and become a successful first-time manager.
(Diversity and Inclusion | linkedin.com)

Discover how to enhance diversity and inclusion in different cultural contexts by creating and implementing an effective strategy.
(Uncover the Reasons for Diversity | linkedin.com)

OUTSOURCE
From Santa Clara University, the Markkula Centre for Applied Ethics shows a framework for ethical decision making, with a focus on fairness and justice approach. Identified as a source of ethical standards, this fairness and justice approach works in combination with Aristotle’s ideology of equality to understand the role of ethical actions.
(A Framework for Ethical Decision Making | scu.edu)
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.

RESOURCES:
INSOURCE
This LinkedIn article explains how to stand up against racial discrimination. The next steps are to use them to do your part to “stand up against” racism in personal and professional lives.
(Fighting Against Racial Discrimination | linkedin.com)

This LinkedIn article shows ways to deal with unfairness at work in a professional manner.
(6 Steps to Deal with Unfairness at Work | linkedin.com)

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.

RESOURCES:
INSOURCE
This course explains why cultural competence is key to the success of any diversity-related initiative, as well as how to assess and grow your own cultural competence. Examples of scenarios and techniques that can help you grasp how your worldview impacts your behavior, as well as how to more effectively engage and adapt across cultural differences.
(Understanding Cultural Competence | linkedin.com)

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.

RESOURCES:
INSOURCE
This LinkedIn article creates a vision to develop the skill of advocacy and to work within your own community.
(My Pledge for a Day of Democracy | linkedin.com)
OUTSOURCE
This website provides an overview of making a difference in the civic life of one’s community and gives the “Four Constructs of Civic Engagement”.
(Civic Engagement | youth.gov)

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.

RESOURCES:
INSOURCE
This is a LinkedIn article which overviews what it means to be socially aware and takes you through eight steps to improve your social awareness, and how to be socially aware in your daily life.
(8 Steps to Improve Your Social Awareness | linkedin.com)

OUTSOURCE
This article from Yale National Initiative focuses on the ways to raise social consciousness. Starting from its rationale to its pedagogical activities, it describes how to foster freedom of expression while also educating on diversity, awareness, and tolerance.
(Raising Social Consciousness | teaches.yale.edu)

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.

RESOURCES:
OUTSOURCE
This article discusses the ways on how to stay up to date with current news with its tips on reputable new agency sources and suggestions on the right books to read. It helps you understand how to stay informed and to create a routine of it.
(How to Stay Up-to-Date | medium.com)
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.

RESOURCES:
INSOURCE
This course teaches you to amplify your voice by being prepared for scenarios. Discover how to recognize opportunities to back yourself. Rebalance conversation when you are being diminished. This course also provides techniques you can use to make your strengths visible and ensure your credibility is known and reduce blockers to your success.
(Standing Up for Yourself Everyday | linkedin.com)

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.

RESOURCES:
INSOURCE
Discover how to design, prepare for, and facilitate a successful workshop.
(Tips for Increasing Participation and Collaboration | linkedin.com)
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.

RESOURCES:
OUTSOURCE
This guide from Georgetown University Law Center’s Writing Center provides information on reading, interpreting and applying statutes. It explains the tools and techniques necessary of statutory interpretation to understand the possible implications a statute may have.
A Guide to Reading, Interpreting and Applying Statutes (georgetown.edu)

This article explains how to interpret business policies for customers, by acknowledging their attitudes, and diffusing a tense situation. That way, it aids in maximizing the opportunity to conduct a successful transaction.
How to Interpret Business Policies for Customers (bizfluent.com)

STAYING CURRENT

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

RESOURCES:
OUTSOURCE
This guide lists the top 10 resources to help keep up to date with industry trends. This is important to help you figure out where to focus your attention and resources.
(10 Great Resources for Keeping Up to Date With Industry News and Trends | AllBusiness.com)
This page outlines eight important tips that are recommended by the Forbes Council to keep track of changes in technological trends and how to adapt to them.

(How To Stay On Top Of The Latest Technology Trends | forbes.com)

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.

RESOURCES:
INSOURCE
This guide is designed to help instructors design, develop, and teach e-courses and programs. Included are recommendations and suggestions from colleagues across the province who have experience online.

(Teaching and Learning with Technology, a Faculty Guide | learnonline.ecampusontario.ca)

OUTSOURCE
This article provides an outline of information and communication technology and the skills that can be obtained from it. Included is a description under each skill and how it can be developed over time, personally or professionally.

(ICT Definition, Skills, List, and Examples | thebalancecareers.com)

This page explains the proficiency of demonstrating information and communications technology through a statement and evidence justification. It helps to break down the competency and the resources that can be used to develop this skill.

(Demonstrate Proficiency in Identifying, Using, and Evaluating Current and Emerging Information and Communication Technologies. – Whitni Watkins (wordpress.com)
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.

RESOURCES:

INSOURCE
This “technology library” of courses covers a wide variety of in-demand skills.
(Technology: Online Courses, Training and Tutorials | linkedin.com)

OUTSOURCE
This website provides training and resource programs on specific techniques and technology uses.
(Using Technology to Enhance Teaching & Learning | smu.edu)

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.

RESOURCES:

OUTSOURCE
The University of Tasmania, working with several partnerships, designed a pathway called Mathematics Pathways, tailored to specific university courses to produce qualified professionals in fields related to mathematics. This pathway provides the resources and support through training and modules to build numerical skills.
(Overview of the Project - Mathematics Pathways | utas.edu.au)

This guide explores numerical data, monitoring/evaluating budgets, forecasting numerical trends.
(LinkedIn - Math for Business | linkedin.com)

Breaking down numerical literacy in an easy-to-understand way, covering all bases from basic arithmetic to interests/loans.
(Skills You Need - Numeracy | skillsyouneed.com)

This guide, developed by the Community Literacy of Ontario, provides a list of resources to meet suitable needs of demonstrating and developing numerical skills.
(Numeracy-Introduction.pdf (communityliteracyofontario.ca)
READING, UNDERSTANDING & EVALUATING INFORMATION

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

RESOURCES:
INSOURCE
York University Learning Skills Services offers workshops on various skills such as Reading Strategies and Reading & Notetaking. (Learning Skill Services Workshops | lss.info.yorku.ca)

PROCESSING INFORMATION

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

RESOURCES:
INSOURCE
York University Learning Skills Services presents a worksheet to help students document, identify and analyze information. (Identifying Topic, Evidence And Arguments In A Reading (doc) (Personal Response To A Reading (doc)

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.

Lassonde Peer Helpers provide workshops on Excel, useful features of the program and how to apply them to their student careers and more! Find out about upcoming events through Lassonde Connect. (Lassonde Peer Helpers: Excel Workshop | connect.lassonde.yorku.ca)

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.
RESOURCES:
INSOURCE
York University Career Education & Development can help you explore careers, as well as the skills and frameworks needed for those industries.
(Career Education & Development | careers.yorku.ca)
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.

RESOURCES:
INSOURCE
Exploring emotional intelligence that allows individuals to understand and better react to the situations around them and actively support others.
(Learn Emotional Intelligence| linkedin.com)

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

RESOURCES:
INSOURCE
In this course learn techniques for identifying the root cause of a problem, generating options, and selecting the best solution. Several methods of identifying what is actually causing a problem, including are examined and looking at the whole system when a problem is actually a symptom of a larger issue. Potential solutions using mind maps and decision trees are also mentioned as well as how to boost your creativity to help you come up with more insightful options, and how to use both logic and your intuition to select the right solution to your problem.
(Problem Solving Techniques: Introduction | linkedin.com)
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.

RESOURCES:
INSOURCE
Learn the art and science of business decision-making. There are four styles of decision making—autocratic, participatory, democratic, and consensual—the course reveals which styles are best suited for specific situations. Recognizing that ambiguity is a part of any decision-making process, these are all covered and you are able to recognize what you don't know in order to reduce risk and plan for contingencies. Applying these major concepts will help you make better decisions faster, incur less risk, and gain more support for your decisions.

(Decision Making Strategies | linkedin.com)

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.

RESOURCES:
INSOURCE
This LinkedIn guide gives you all the information on how to write an action plan and set S.M.A.R.T goals.

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.

RESOURCES:
INSOURCE
At university, learning involves much more than just memorizing facts and figures. This workshop will assist you in pushing beyond purely descriptive levels by examining deeper levels of understanding, analysis, critical thinking and evaluation.

(Learning Skill Services Workshops | lss.info.yorku.ca)
RESEARCHING & INVESTIGATING
Engaging in a systematic investigation into and study of something using a variety of research methods to identify and access credible sources for information, clarify issues/ideas, establish facts, test theories, reach new conclusions and advance knowledge.

RESOURCES:
INSOURCE
The York University library offers a wide variety of resources on how to research effectively.
(Academic Research Guides | library.yorku.ca)

You can also access the writing centre to learn how to put your research into words.
(Writing-Centre | writing-centre.writ.laps.yorku.ca)

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

RESOURCES:
INSOURCE
This resource allows you to adopt new ways of thinking that are more often in tune with adaptive world views. There is an increased effectiveness and success in all domains, thinking in a more sophisticated way while organizing your thoughts. Learn about the power of mapping in systems, thinking and getting examples of real-life applications and how this can help boost your emotional intelligence.
(Making Sense of a Complex World | linkedin.com)
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