# softskills credential

Credential has been awarded to

## Sylvia Diaz

for demonstrating the following essential soft skills:

Cooperate with Others
Resolve Conflict and Negotiate
Solve Problems and Make Decisions
Take Responsibility for Learning
Observe Critically

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## **Demonstration of Essential Soft Skills**

# **COOPERATE**WITH OTHERS

- Interact with others in ways that are friendly, courteous, and tactful and that demonstrate respect for others' ideas, opinions, and contributions.
- Seek input from others in order to understand their actions and reactions.
- Offer clear input on own interests and attitudes so others can understand one's actions and reactions.
- Try to adjust one's actions to take into account the needs of others and/or the task to be accomplished.

# RESOLVE CONFLICT & NEGOTIATE

- Acknowledge that there is a conflict.
- Identify areas of agreement and disagreement.
- Generate options for resolving conflict that have a "win/win" potential.
- Engage parties in trying to reach an agreement on a course of action that can satisfy the needs and interests of all.
- Evaluate results of efforts and revise approach as necessary.

### SOLVE PROBLEMS & MAKE DECISIONS

- Anticipate or identify problems.
- Use information from diverse sources to arrive at a clearer understanding of the problem and its root causes.
- Generate alternative solutions.
- Evaluate strengths and weaknesses of alternatives, including potential risks and benefits and shortand long-term consequences.
- Select alternative that is most appropriate to goal, context, and available resources.
- Establish criteria for evaluating effectiveness of solution or decision.

### TAKE RESPONSIBILITY FOR LEARNING

- Establish learning goals that are based on an understanding of one's own current and future learning needs.
- Identify one's own strengths and weaknesses as a learner and seek out opportunities for learning that help build self-concept as a learner.
- Become familiar with a range of learning strategies to acquire or retain knowledge.
- Identify and use strategies appropriate to goals, task, context, and the resources available for learning.
- Monitor progress toward goals and modify strategies or other features of the learning situation as necessary to achieve goals.
- Test out new learning in real-life applications.

# **OBSERVE CRITICALLY**

- Attend to visual sources of information, including television and other media.
- Determine the purpose for observation and use strategies appropriate to the purpose.
- Monitor comprehension and adjust strategies.
- Analyze the accuracy, bias, and usefulness of the information.
- Integrate information with prior knowledge to address viewing purpose.