Credentials, Credentials, Credentials!

Peanut comic strip with the characters Lucy and Charlie Brown. Lucy says, "Before we begin, I'd like to ask you something." Charlie Brown asks, "What are your credentials?" Lucy responds, "I know everything!" Charlie Brown says, "Those are good credentials!"
“Innovation has nothing to do with how many R&D dollars you have. It’s about the people you have, how you’re led, and how much you get it”.

• Steve Jobs
Tell me and I forget. Teach me and I remember. Involve me and I learn.

• Benjamin Franklin
Life Cycle of Training

Talent Preparation
Talent Recruitment
Talent Development
Talent Retention
TRUSTED PARTNERS

- AACC
- DOLETA
- OVAE
- STATE ASSOCIATIONS
- REGIONAL ORGANIZATIONS
- FOUNDATIONS
- THINK TANKS
WHO DO EMPLOYERS LOOK TO

SHRM

CHAMBER

BUSINESS ROUNDTABLE

BUSINESS HIGHER EDUCATION FORUM

TRADE ASSOCIATIONS
Information Security

- SharePoint Administer $52-91K
- Linux Engineer $62-118K
- Systems Analyst $57-96K
- Windows Administrator $46-74K
- Systems Engineer $56-99K
- SharePoint Developer $76-124K
TOP SKILLS

• Access
• Information Technology
• IT Infrastructure
• Server
• Automation
• **Linux**
• Information Systems
• Microsoft
Linux

Linux is a free Unix type operating system
Developed by Linus Torvaldo
43 careers require this skill
Used in networking, Cygwin, X Server, Redhat
These employability skills are interconnected to allow employers to look at the full scope of what skills are necessary in all major economic sectors. Together, attainment of these business-defined skills prepares individuals for careers and for further education and training.

ABOUT THE NETWORK:
The National Network represents major business sectors and is funded through a collaborative partnership of Business Roundtable (BRT), ACT Foundation, the Bill and Melinda Gates Foundation, Joyce Foundation and Lumina Foundation. Members include leaders in the manufacturing, retail, healthcare, energy, construction, hospitality, transportation and information technology sectors. They represent the source of nearly 75 percent of projected U.S. job growth through 2020 (an estimated 30 million new jobs). More information on the National Network can be found at businessroundtable.org/closingtheskillgap and actfdn.org.

AS OF JULY 22, 2014
APPLIED KNOWLEDGE

READING: Understanding written sentences and paragraphs in work-related documents
- Read and comprehend work-related instructions and policies, memos, bulletins, notices, letters, policy manuals, and governmental regulations
- Read and comprehend documents ranging from simple and straightforward, to more complex and detailed
- Attain meaning and comprehend core ideas from written materials
- Integrate what is learned from written materials with prior knowledge
- Apply what is learned from written material to work situations

WRITING: Using standard English to clearly communicate thoughts, ideas, and information in written form
- Prepare written materials that are easy to understand using correct wording
- Communicate thoughts, ideas, information, messages, and other written information in a logical, organized, and coherent manner
- Use correct grammar, spelling, punctuation, and capitalization
- Write in a factual manner as to be appropriate for the target audience in multiple formats

MATHEMATICS: Using mathematics to solve problems
- Add, subtract, multiply, and divide whole numbers, fractions, decimals, and percents
- Convert decimals to fractions, convert fractions to percents
- Calculate averages, ratios, proportions, and rates
- Take measurement of time, temperature, distance, length, width, height, and weight; convert one measurement to another
- Translate practical problems into useful mathematical expressions

SCIENCE: Knowing and applying scientific principles and methods to solve problems
- Understand basic scientific principles
- Understand the scientific method (i.e., identify problem, collect information, form opinion, and draw conclusion)
- Apply basic scientific principles to solve problems and complete tasks

TECHNOLOGY: Using information technology and related applications to convey and retrieve information
- Navigation and File Management
- Understand computer terminology
- Use scroll bars, a mouse and dialog boxes to work within the computer's operating system
- Access and switch between applications and files of interest
- Adhere to standard conventions for safeguarding privacy and security
- Internet and Email
- Navigate the Internet to find information
- Open and configure standard browsers
- Use search engines, hypertext references and transfer protocols (enter URLs)
- Send and receive electronic mail (email)

CRITICAL THINKING: Using logical thought processes to analyze and draw conclusions
- Identify inconsistent or missing information
- Critically review, analyze, synthesize, compare and interpret information
- Draw conclusions from relevant and/or missing information
- Test possible hypotheses to ensure the problem is correctly diagnosed and the best solution is found

WORKPLACE SKILLS

PLANNING & ORGANIZING: Planning and prioritizing work to manage time effectively and accomplish assigned tasks
- Able to plan and schedule tasks so that work is completed on time
- Ability to prioritize various competing tasks
- Demonstrate the effective allocation of time and resources efficiently
- Will take necessary corrective action when projects go off track

PROBLEM SOLVING: Demonstrating the ability to apply critical thinking skills to solve problems by generating, evaluating, and implementing solutions
- Able to identify and define the problem
- Will communicate the problem to appropriate personnel
- Capable of generating possible solutions
- Ability to choose and implement a solution

DECISION MAKING: Applying critical thinking skills to solve problems encountered in the workplace
- Identify and prioritize the key issues involved to facilitate the decision making process
- Anticipate the consequences of decisions
- Involve people appropriately in decisions that may impact them
- Quickly respond with a back-up plan if a decision goes amiss

BUSINESS FUNDAMENTALS: Having fundamental knowledge of the organization and the industry
- Understand the importance of one's role in the functioning of the company and the potential impact one's performance can have on the success of the organization
- Recognize the importance of maintaining privacy and confidentiality of company information, as well as that of customers and co-workers, and comply with intellectual property laws
- Understand the significance of maintaining a healthful and safe environment and report any violations/discrepancies to appropriate personnel

CUSTOMER FOCUS: Actively look for ways to identify market demands and meet customer or client needs
- Understand and anticipate customer needs
- Provide personalized service with prompt and efficient responses to meet the requirements, requests and concerns of customers or clients
- Be pleasant, courteous and professional when dealing with internal and external customers or clients
- Evaluate customer or client satisfaction

WORKING WITH TOOLS & TECHNOLOGY: Selecting, using, and maintaining tools and technology to facilitate work activity
- Identify, select and use appropriate tools and technological solutions to frequently encountered problems
- Carefully consider which tools or technological solutions are appropriate for a given job, and consistently choose the best tool or technological solution for the problem at hand
- Operate tools and equipment in accordance with established operating procedures and safety standards
- Seek out opportunities to improve knowledge of tools and technologies that may assist in streamlining work and improving productivity