

# LEADERSHIP'S GREATEST CHALLENGE II

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National Center For Higher Education Management Systems outlines *Knowledge and Skills Needed to Succeed in the 21<sup>st</sup> Century Workplace*.

A synthesis of research in this area as well as experience identify the following categories of knowledge, skills and attitudes necessary for success in the 21<sup>st</sup> century workforce:

## ***Attitudes and Personal Characteristics***

1. Adaptability / flexibility / resiliency / ability to accept ambiguity

**“God chooses what we go through, we choose how we go through it.” John Maxwell**

2. Common sense and ability to anticipate consequences
3. Creativity
4. Empathy
5. POSITIVE \_\_\_\_\_ attitude

**“Your attitude is either your best friend or your worst enemy, your greatest asset or your greatest enemy” John Maxwell**

6. Good work ethic / ability to self manage
7. Reliability and dependability
8. RESPONSIBILITY \_\_\_\_\_ / honesty / integrity

## ***Essential Skills***

1. Computer skills for simple tasks such as word processing
2. Interpersonal skills / TEAM \_\_\_\_\_ skills
3. Numeracy and computation skills at a ninth-grade level
4. Reading at a ninth-grade-level

5. Speaking and listening
6. Writing

***Integrative-Applied Skills*** - "essential skills" applied in more complex situations

1. Application of technology to task
2. Critical thinking
3. Customer contact skills
4. Information use skills
5. Presentation skills
6. Problems RECOGNITION / DEFINITION / SOLUTION  
formulation

**"Circumstances don't *make* you what you are – they *reveal* what you are." John Maxwell**

7. Reasoning

***Premium Skills*** - Not mandatory but important additions to "essential" and "integrative-applied" skills

1. Ability to understand ORGANIZATIONAL and CONTEXTUAL issues
2. Basic resource management, budgets
3. Ethics
4. Foreign language fluency
5. Globalism and international skills
6. "MULTICULTURAL" competence skills - a familiarity with how different nations operate and interact as well as openness to new cultures
7. Negotiation skills
8. Project management and supervision
9. SYSTEMS thinking

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