21st Century Employability Skills

Principles of Hospitality and Tourism
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What are 21st Century Employability Skills?

- General skills necessary for success in the workforce
- These skills include:
  - Applied Knowledge
  - Effective Relationships
  - Workplace Skills
Applied Knowledge

Critical Thinking Skills

Competence - Basic Skills
(click on link)

Applied Academic Skills

Competence - Thinking Skills
(click on link)
Effective Relationships

Personal Qualities

Competence - Interpersonal Skills
(click on link)

Interpersonal Skills

Competence - Personal Qualities
(click on link)
Workplace Skills

- Resource Management Competence - Resource Management
- Information Use Competence - Using Information
- Communication Skills Ability - Verbal
- Systems Thinking Competence - Using Systems
- Technology Use Competence - Using Technology

(click on links)
Personal Success

Values
Positive Attitudes
Good Work Habits
What is Personal Success?

One’s belief of what will make them successful
Values

- Principles and beliefs that you consider important
- Influence your decisions and actions

May include:
- Courage
- Fairness
- Freedom
- Honesty
- Respect
- Responsibility
- Trustworthiness
Positive Attitudes

Friendliness
Self-motivation
Teamwork
Adaptability
Good Work Habits

- Be on time
- Be at work every day
- Call your supervisor immediately if you become ill and must miss work
- Complete all work in a timely fashion
- Keep your work area neat and organized
- Be accurate
- Report mistakes or problems to your supervisor immediately
- Do not make personal calls from work
Questions?
References and Resources

Images:
- Microsoft Office Clip Art: Used with permission from Microsoft.

Textbook(s):

Website(s):
- Employability Skills Framework
  Developed as part of the Support for States Employability Standards in CTE and Adult Education project, an initiative of the Office of Vocational and Adult Education, U.S. Department of Education.

YouTube™:
The career videos were developed and distributed by the Center for Occupational Employment Information (COEI) under a grant from America's Labor Market Information System (ALMIS), a program of the U.S. Department of Labor's Employment and Training Administration (ETA). They are designed to provide a brief, visual introduction to the world of work for a career.
- Ability – Verbal
  [https://www.youtube.com/watch?v=cwhGz_4guLI](https://www.youtube.com/watch?v=cwhGz_4guLI)
- Competence - Basic Skills
  [http://youtu.be/-ShKiwlLruzA](http://youtu.be/-ShKiwlLruzA)
- Competence - Interpersonal Skills
  [http://youtu.be/Y8IckPX6qCk](http://youtu.be/Y8IckPX6qCk)
- Competence - Personal Qualities
- Competence – Resource Management
  [http://youtu.be/gavKuN0JcDo](http://youtu.be/gavKuN0JcDo)
- Competence - Thinking Skills
- Competence – Using Information
  [http://youtu.be/sFbyOoDRXk](http://youtu.be/sFbyOoDRXk)
- Competence – Using Systems
  [http://youtu.be/_JRFmalqA](http://youtu.be/_JRFmalqA)
- Competence – Using Technology
  [http://youtu.be/l8Edg9qcXn](http://youtu.be/l8Edg9qcXn)