Competency	Developing	Competent	Proficient	Exemplary
Critical Thinking and Problem Solving - the ability to analyze situations critically, devise effective solutions to problems, and bring forth creative and innovative ideas	•Uses limited or no information/evidence to better understand a concept or problem. •No evidence of using relevant criteria to evaluate potential conclusions or solutions. •Uses most easily available information without evaluating its relevance or appropriateness to the problem at hand. •No evidence of considering the implications or consequences of potential actions/conclusions. •Has difficulty thinking outside the box and tends to rely on conventional approaches.	•Selects and uses limited information/evidence to better understand a problem. •Use limited criteria to evaluate potential conclusions or solutions. •Uses available information with limited evaluation of its relevance or appropriateness to the problem at hand. •Is able to predict, evaluate, and articulate limited implications or consequences of potential actions/conclusions. •Occasionally thinks outside the box and explores alternative approaches.	•Selects and uses directly relevant information/ evidence to understand a problem. •Uses relevant criteria or standards to inform conclusions or solutions that directly apply to the problem at hand. •Critically evaluates available information and identifies what is relevant for the problem at hand. •Is able to predict, evaluate, and articulate implications or consequences of potential actions/conclusions. •Consistently generates creative ideas or solutions that demonstrate depth and originality.	•Selects and uses information/evidence to understand a problem that directly relates as well as information that can be applied to the problem. •Creates relevant criteria or standards to evaluate conclusions or solutions to the problem at hand when one does not already exist. •Critically evaluates and synthesizes information to identify what is relevant for the problem at hand. •Is able to predict, evaluate, and articulate a broad range of implications or consequences of actions/conclusions. •Excels in generating creative ideas or solutions with a high degree of originality.
Communication (Verbal and Written) - assesses the clarity, coherence, and effectiveness of expressing ideas through speech and writing	• Lack of engagement with the audience or appears disinterested throughout the communication • Communication is disorganized and difficult to follow • Significant errors in grammar, punctuation, or spelling, severely impeding understand • Demonstrates passive listening and or failing to consider the position of other people before responding	• Engagement with audience is inconsistent, with significant lapses in enthusiasm and participation • Communication is unclear and may require frequent clarifications • Several noticeable errors in grammar, punctuation, or spelling • Shows some effort in active listening and attempts thoughtful responses	• Engages the audience effectively, but there may be an occasional lapse in enthusiasm or attention • Communication is organized and generally easy to follow, with minor inconsistences in structure and/or flow • Few noticeable errors in grammar, punctuation, and spelling • Actively listens and responds with consideration and relevance	• Highly engaging interaction, enthusiasm is evident, maintain eye contact, and actively involve the audience • Communication is exceptionally clear, concise, and easy to understand, with no significant distractions or misinterpretations • Exhibits excellent grammar, punctuation, and spelling with few or no minor errors • Actively listens, responds thoughtfully, and demonstrates exceptional conversational skills
Teamwork and Collaboration - individuals working together towards common goals, leveraging their respective strengths and expertise, and effectively communicating to achieve shared objectives and maximize collective success.	•Struggles to actively engage in team activities. •Has difficulty communicating and collaborating with team members effectively. •Rarely contributes to group discussions or projects. •Demonstrates limited understanding of shared goals and responsibilities.	•Makes some effort to engage in team activities. •Communicates with team members, though improvements may be needed in clarity. •Contributes occasionally to group discussions and projects. •Shows some adaptability to changing team dynamics and roles.	•Actively engages in team activities and takes initiative. •Communicates effectively with team members, both in listening and speaking. •Consistently contributes to group discussions and projects. •Adapts well to changing team dynamics and roles.	•Actively guides team members to contribute to the development of a strong team •Communicates with exceptional effectiveness, demonstrating active listening and clear expression. •Leads and contributes significantly to group discussions and projects. •Champions a shared sense of purpose and responsibilities, fostering a culture of collaboration and teamwork.
Professionalism - Professionalism encompasses the ability to exhibit appropriate workplace etiquette, fostering a positive and productive working environment.	•Demonstrates awareness of workplace policies but inconsistently follows them. •May require frequent reminders to adhere to established guidelines. •Shows limited understanding of the importance of policies and procedures. •Struggles with consistently following all workplace rules.	•Consistently follows most workplace policies and procedures. •Demonstrates understanding of the rationale behind policies. •Requires occasional supervision to ensure adherence to guidelines. •Seeks clarification when unsure about policies.	•Exemplifies adherence to all workplace policies and procedures. •Takes initiative to ensure compliance among team members. •Offers suggestions for improving existing policies. •Acts as a resource for colleagues seeking guidance on policies.	•Builds upon proficient performance, setting a higher standard. •Consistently exceeds expectations in upholding organizational standards. •Takes a leadership role in promoting adherence to policies and procedures. •Actively contributes to the development and refinement of workplace policies.

Criteria				
Emotional Intelligence and Conflict Resolution - The ability to recognize, understand, and manage one's own emotions and effectively navigate interpersonal relationships and the capacity to bounce back from setbacks, adapt to change, and maintain a positive and productive attitude in the face of challenges and adversity.	• Struggles to recognize and manage their own emotions. • Has difficulty empathizing with others or understanding their perspectives. • Responds negatively to criticism, setbacks, or stressors without effective coping strategies. • Does not show an interest in learning skills related to self-management and self-care •Tends to avoid addressing conflicts or defers to others to resolve them.	• Occasionally shows awareness of their own emotions and those of others. • Makes efforts to empathize and understand colleagues but may need improvement. • Demonstrates some ability to cope with stress and adversity but may occasionally react negatively. • Shows an interest in learning skills related to self-management and self-care • Makes some effort to address conflicts constructively but may require prompting.	• Recognizes and manages their own emotions effectively, promoting self-awareness. • Empathizes with colleagues, understands their perspectives, and communicates empathetically. • Demonstrates resilience by responding positively to criticism, setbacks, and stressors with effective coping strategies. • Acknowledges the importance of self-care and maintaining a healthy work-life balance. • Takes a proactive approach in resolving conflicts constructively.	• Demonstrates exceptional self-awareness and emotional regulation, fostering a positive workplace atmosphere. • Displays a high level of empathy and is adept at understanding and supporting colleagues who are having struggles with managing emotions. • Exhibits remarkable resilience by not only coping effectively with challenges but also inspiring others to do the same. • Prioritizes self-care and maintains a healthy work-life balance. • When conflicts cannot be prevented, communicates showing empathy and clear expression.
Cultural Competency - the ability to understand, respect, and effectively engage with individuals from diverse cultural backgrounds.	•Demonstrates minimal awareness of cultural distinctions. •Struggles to communicate effectively with individuals from different backgrounds. •May exhibit ethnocentrism or believing broad stereotypes about groups outside of their own. •Limited understanding of perspectives and experiences beyond their own.	•Beginning to recognize and appreciate distinctions in individual backgrounds. •Makes some effort to communicate and collaborate with individuals from different cultural backgrounds. •Displays a willingness to learn from varied perspectives. •Demonstrates a basic understanding of perspectives and experiences beyond their own.	•Actively acknowledges and respects the backgrounds of others. •Effectively communicates and collaborates with individuals from different backgrounds. •Demonstrates openness and respect for a wide range of perspectives. •Displays a strong understanding of perspectives and experiences beyond their own.	•Excels in recognizing, appreciating, and adapting to different individual backgrounds. •Proficiently communicates and collaborates with individuals from diverse backgrounds. •Champions the diversity of experiences and fosters an inclusive and respectful environment. •Demonstrates expertise in cross-cultural collaboration, promoting mutual understanding and effective collaboration with individuals from diverse backgrounds.
Digital Technology - effectively using and navigating a range of digital tools, platforms, and technologies to enhance academic and professional tasks, ensuring digital safety and security, and leveraging innovation for success in a digital-centric world.	•Struggles with basic digital tools and technologies. •Requires significant assistance to navigate digital platforms. •Exhibits limited proficiency in digital communication and collaboration tools. •Demonstrates minimal understanding of digital safety and security. •Rarely uses digital technologies for professional purposes.	•Shows improvement in using basic digital tools. •Can navigate digital platforms with moderate assistance. •Uses common digital communication and collaboration tools effectively. •Demonstrates a basic understanding of digital safety and security. •Applies digital technologies for some professional tasks.	•Demonstrates advanced skills in using digital tools and technologies. •Navigates digital platforms with ease and minimal assistance. •Effectively utilizes various digital communication and collaboration tools. •Practices sound digital safety and security protocols. •Integrates digital technologies seamlessly into professional work.	•Excels in using advanced digital tools and technologies. •Masters complex digital platforms and innovations. •Utilizes a wide range of digital communication and collaboration tools to enhance productivity. •Demonstrates expertise in digital safety and security, actively safeguarding data and privacy. •Innovatively leverages digital technologies for professional excellence, setting high standards for digital competence.

| Leadership - the ability to assume a leadership role within a team, guiding, motivating, and effectively communicating with team members to achieve shared goals, while maintaining positive team dynamics and fostering an environment of excellence and collaboration. | •Struggles to take a leadership role within a team.
•Demonstrates limited ability to guide and motivate team members.
•Rarely contributes to achieving team goals and outcomes.
•May inadvertently disrupt team dynamics and demonstrate poor conflict resolution.
•Shows basic understanding of ethical behavior but inconsistently applies it in leadership role. | •Makes some effort to assume a leadership role within a team.
•Guides and motivates team members, but improvements are needed.
•Contributes to achieving team goals but inconsistently.
•Demonstrates basic skills in conflict resolution and team management.
•Shows awareness of ethical considerations in leadership decisions but needs development in consistently applying them. | •Actively takes a leadership role within a team, effectively guiding and motivating members.
•Consistently contributes to achieving team goals and outcomes.
•Strong in conflict resolution and maintaining positive team dynamics.
•Demonstrates a commitment to ongoing learning and leadership growth.
•Consistently demonstrates ethical behavior, adhering to principles of integrity, honesty, and fairness in leadership role. | •Excels in leadership within the team, serving as a role model and motivator.
•Leads and contributes significantly to achieving team goals and outcomes.
•Excels at conflict resolution, consistently fostering a positive team environment.
•Demonstrates expertise in team leadership, actively pursuing ongoing learning and professional growth, and promoting a culture of excellence and collaboration.
•Sets an exemplary standard for ethical behavior, consistently demonstrating integrity, transparency, and ethical decision-making in all aspects of leadership. |