

Today's employers are looking for students who can demonstrate a core set of competencies. In addition to traditional workplace skills, you'll need to develop three core global competencies to succeed as part of any intercultural team. As you can see in the model below, these competencies work together to impact your entire professional profile. Remember: building these skills is a life-long learning process, but it's a rewarding one – so, get curious and dive in!



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The 3 Core Global Competencies & Why They Matter

No matter where you work, you'll be called upon to navigate intercultural relationships and environments. The three crucial skill areas highlighted below are key elements of the ideal professional profile in today's working world. Use the descriptions below to guide your learning objectives on-campus, off-campus and online.



Cultural Self-awareness: *Know yourself first*

Learning to see your home culture objectively is the first step to understanding others. With some study, you'll learn how your home culture impacts your approach to management, education, hierarchy, communication and more. You'll recognize that your culture's approach is just one of many in the world – a crucial perspective for any global citizen.



Cross-cultural Awareness: *Know about others*

Listening and observing form the basis of all good cross-cultural communication. Practice being attentive to cultural cues, body language and communication styles. Quickly analyzing such signals will allow you to adapt and build relationships across cultures. Adopt an approach of deep respect, open-mindedness and a willingness to learn. Pursue learning and study opportunities that will expand your cross-cultural understanding.



Cross-cultural Adaptability: *Put your knowledge into practice*

Once you integrate self-knowledge and cultural awareness, these qualities will begin to inform your behavior, allowing you to connect across cultures. Successful global workers are flexible, modifying their management and communication styles to suit any cultural environment. Cross-culturally adaptable people are calm under pressure, naturally diplomatic and have an excellent sense of humor. There's great joy – and career value – in building cross-cultural adaptability!

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The 7 Core Competencies & How to Apply Them Globally

Below, you'll see how each of the traditional workplace competencies is directly impacted by taking a global perspective.

Critical Thinking & Problem Solving

You apply sound reasoning to analyze issues, make decisions and overcome problems. You can obtain and interpret knowledge, facts and data, while possibly demonstrating originality and inventiveness in the process. **IN A GLOBAL CONTEXT**, this means you can recognize and analyze the specific needs of multicultural teams; and you maintain a positive, problem-solving attitude to support clear communication.

Oral & Written Communications

You articulate ideas clearly and effectively in both written and oral formats. You have public speaking skills, and are able to write and edit memos, letters and complex reports. **IN A GLOBAL CONTEXT**, you pick up on the nuances of cross-cultural communication, adapting your oral and written style, and your approach to humor, to best suit the cultural context. You're willing to learn foreign terms and languages wherever necessary to show interest and respect.

Teamwork & Collaboration

You build collaborative relationships with colleagues and customers from diverse populations. You're able to work within a team structure and can negotiate and manage conflict. **IN A GLOBAL CONTEXT**, you can recognize diverse management and collaboration styles and modify your behavior accordingly. You understand how your cultural baggage affects your approach to teamwork. You're open-minded, easily adapting to new hierarchies and project management styles.

Digital Technology

You use technology ethically and efficiently to solve problems, complete tasks and accomplish goals. **IN A GLOBAL CONTEXT**, you understand that international businesses rely heavily on technology, and you're willing to learn and adapt quickly. You're willing to modify your use of tech in accordance with host company standards, even if that means reverting to simpler platforms and tools.

Leadership

You leverage the strengths of others to achieve common goals and use interpersonal skills to coach and develop others. You're able to organize, prioritize and delegate work, approaching team members with empathy. **IN A GLOBAL CONTEXT**, you understand that workers from different cultures are motivated by different outcomes and expectations. You adapt your style accordingly, always nurturing a positive attitude.

Professionalism, Work Ethic & Productivity

You demonstrate personal accountability and effective work habits, such as punctuality and workload management. You demonstrate integrity and respect, act responsibly and are able to learn from mistakes. **IN A GLOBAL CONTEXT**, you apply cultural self-awareness and cross-cultural knowledge in order to integrate into foreign and intercultural teams. You can transition between relationship-focused and task-focused workplaces as required.

Career Management

You recognize career management as a central component of professional success. You can identify and articulate your skills, strengths and knowledge areas with respect to a given position. You can describe your career goals and identify areas for growth, and you're able to navigate and explore job options and pursue opportunities. **IN A GLOBAL CONTEXT**, you seek out opportunities to advance your cross-cultural understanding through research, study, pursuing work experiences abroad and networking with international professionals. You're able to speak professionally about your international skills and have a set of career stories to help you communicate your experience to employers.

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