

Employer Expectations for the 21st Century Workforce

Objectives

- The Premise
- 21st Century Thinking
- Computer Skills
- Hard Skills
- Soft Skills
- Managers' "Wish List"
- Universal Failures
- Creating Potential Employees

The Premise

Ask Managers from Fortune 500 Companies to Describe Ideal Candidates for New-Hire Positions in Their Organization...

21st Century Thinking

- Think Outside the Box (#1)
- Study Skills and Testing Strategies**
- Enhanced Memory: Retention and Recall
- Increased Comprehension Levels
- Collaboration and Teamwork

Computer Skills

- Product Suite Concept (MS Office XP)
- WP - SS - PIM - DB (Mandatory)
- Presentation / Page Layout & Design (\$\$\$)
- Finance Tracking / Budgeting Software
- Computer Integration In Daily Activities
- Web-Based Research and Verification

Hard Skills

- SEVENTH GRADE Reading Level
- Basic ARITHMETIC Skills (+ - * /)
- Decimals, Fractions, and Percents
- Executive Writing / Report Writing Skills
- Proofreading / Error-Checking
- Oral Presentation and Briefing Skills

Soft Skills

- Team-Building (Empowering Groups)
- Active Listening and Questioning
- Gender and Diversity Skills
- Time and Asset Management
- Problem-Recognition and Solving
- Message-Taking and Transmittal Skills

The "Wish List"

- Perception of Customer "Value"
- Telephone Skills
- Personal and Electronic Ethics
- Foreign Languages (Japanese #1)
- Public Manners and Courtesy
- Command of the English Language

Universal Failures

- Speech and Vocabulary
- Hygiene and Appearance
- Comportment and Behavior
- Punctuality
- Ambition
- Leadership
- Teamwork

Creating Potential Employees

- Test Relentlessly
- Use Teams to Complete Complex Projects
- Enforce Real-World Rules
- Require Precise Communication
- No "Typos" Allowed
- Regular Team Member Reports
- Do Complex Projects for Other Teachers
- Build Business Relationships

The New Millennium Workforce

- Hands-On Capability
- Comfortable In Team Environments
- Able to Follow...and Lead
- Continuing Education / Lifelong Learning
- Culturally Diverse and Gender-Neutral
- Personal Career Awareness