

International Competencies 2002¹

Level One: The Basics

Mobility skills:

- ability to use transportation systems – international airlines, local transport
- ability to use basic communication systems - international phone calls, local systems
- awareness of the importance of documents and formal travel policies
- ability to recognize individual and cultural differences
- awareness of security issues and response strategies

Problem-solving skills:

- ability to employ information gathering strategies
- sound judgment
- ability to respect individual and cultural differences

Communication skills:

- ability to use appropriate body language
- ability to use the appropriate level of formality in English / French

Level Two: To Successfully Complete IE

Intercultural skills:

- ability to demonstrate understanding of broad international issues
- ability to demonstrate intercultural competence and social etiquette
- ability to demonstrate awareness of diversity and sensitivity to local context
- personal autonomy (respect for others, strong personal values and sticking to goals)
- emotional resilience (coping ability, a spirit of adventure, and able to put a positive face on gaffes)

Decision-making skills:

- ability to identify, analyze and solve problems
- ability to use information resources on the Internet
- ability to learn (positive attitude toward change, learning from experience)
- tolerance for ambiguity (resiliency and coping skills, flexibility and adaptability)

Communication skills:

- ability to develop relationships with people
- ability to use electronic mail, including attachments
- ability to basic word processing and graphics
- ability to use ITC-based communications, e.g., chat rooms
- understanding of the ethics of computer-assisted information access and use

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Level Three: For Effective Global Citizenship

Global knowledge:

- knowledge of Canadian history, politics and culture
- awareness of the impact of events, culture, politics and geography upon history
- understanding of Canadian and global perspectives
- awareness of global issues and current events
- awareness of interdependence in complex international systems

Multicultural skills:

- curiosity about differences in people and between people
- tolerance – ability to understand, value and accept differences; ability to be non-judgmental and receptive to new ideas
- ability to demonstrate the defining characteristics of world cultures, with an emphasis on understanding of similarities and differences

Participation skills:

- awareness of options for participation in local, national and international issues
- ability to discover new ways to solve problems
- ability to demonstrate caring behaviour and relationship building
- action orientation, ability to take the initiative
- other-centredness, self-control

Level Four: For the Global Workforce

Professional competence:

- subject area knowledge, skills and background
- ability to work in teams and with co-workers
- ability to think and plan strategically

International knowledge:

- contacts in business/industry abroad
- contacts in education institutions abroad
- awareness of how corporate culture may be perceived abroad

Transnational skills:

- ability to demonstrate perceptiveness (attentive to verbal and non-verbal clues)
- ability to establish rapport, match to local styles
- ability to speak, read and write a language other than English or French
- ability to employ flexibly and be adaptable
- ability to work effectively with international co-workers and intercultural teams
- ability to negotiate agreement (value diversity, build trust, seek the “win-win”)

Communication skills:

- ability to understand and use the languages in which business is conducted
- ability to demonstrate a listening orientation (responding actively)
- ability to demonstrate transparency (using low-risk choice of language)

Technology skills:

- ability to use a variety of ITC operating systems and environments
- ability to produce and use spreadsheets (analysis and presentation)
- ability to produce and use multi-media (e.g. PowerPoint, digital camera)