Overarching Outcomes Goals:

- Develop **critical thinking** abilities
- Exhibit responsible **decision-making**
- Display the capacity for **self-regulation**

Students who work for UCES will be able to:

**Critically Think**

**Exhibit excellent Communication Skills:**

Beginner: Responding with tact, diplomacy, and composure when dealing with others.

Developing: Exhibiting excellent listening skills and paying close attention, in what others are saying, and expressing interest.

Advanced: Conveying information in both verbal and written formats.

**Display strong Problem-Solving abilities:**

Beginner: Demonstrating basic workplace awareness: safety, timeliness, and work flow management.

Developing: Managing time effectively, committing to work schedules, and remaining at work as needed.

Advanced: Exceeding expectations when it comes to quality, the volume of work, and meeting deadlines.

**Decision Making**

**Develop values of Accountability and Ethical Behavior:**

Beginner: Carrying out responsibilities accurately, organizing work and duties in a professional, conscientious, and timely manner.

Developing: Conscientiously avoiding conflicts between their private interests and their university responsibilities, concerning the use of confidential information, financial transactions, and personal relationships.

Advanced: Evaluating personal performance and remaining open to constructive criticism and improvement.

**Show positive Team influence:**

Beginner: Cooperating with others toward the achievement of common goals.

Developing: Developing rapport with others to form positive working relationships.

Advanced: Actively contributing to and participating in team initiatives and being a positive influence for others.

**Self-Regulation**

**Understand their impact on others by:**

Beginner: Working collaboratively with others, even with those different from themselves.

Developing: Treating others with respect, being sensitive to others’ situations and circumstances, and being open to alternative viewpoints.

Advanced: Understanding human motivation and managing conflict with tact and diplomacy.

**Manage emotions/stress effectively:**

Beginner: Keep a positive attitude through challenging work shifts.

Developing: Can identify and adjust attitude in self as needed. Demonstrating awareness of team morale. Uses direct communication to solve the conflict.

Advanced: Able to set an emotional example, facilitate productive discussions, and active participant in efforts to boost morale.