Vocabulary Master List by Skill and Lesson Title

1. Creativity and Innovation

Creative Frame of Mind

Creativity, the ability to produce new ideas

Curiosity, a strong desire to know or learn something

Discovery, the process of making known or sharing the existence of an aspect of reality

Doubt, a feeling of uncertainty or lack of conviction

Exploration, to travel for the purpose of discovery, or the attempt to discover anything unknown

Idea, a concept, philosophy, image, or issue

Image, description that appeals to the senses (sight, sound, smell, touch, taste)

Imagination, the ability to create ideas or images in your mind

Originality, how unique a person's ideas are

Resourcefulness, the ability to recognize and use resources effectively

Unique, one of a kind

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Tell Your Story

Character, in a personal story, this is who you are, or generally, the features and traits that form the individual nature of some person or thing.

Conflict, what is encountered as a problem, antagonism, or opposition, as of interests or principles.

Creativity, using the imagination or contributing original ideas or finding new ways to connect different elements in unique ways.

Emotional IQ, is the capability of individuals to recognize their own emotions and those of others, discern between different feelings and label them appropriately.

Empathy, the ability or practice of imagining or trying to deeply understand what someone else is feeling or what it is like to be in their situation.

Making a Connection, in an interview, humanizing yourself by sharing your unique characteristics, becoming personable.

Plot, the main chain-of-events of a story.

Resolution, how you overcame the problem or conflict and what it taught you, or what you learned.

Self-Awareness, knowledge of one's own character, feelings, motives, and desires.

Setting, this is the context, situation, or circumstance of the story, or generally, the surroundings or environment of anything.

Transparent, revealing your true character and goals and actions, not hiding.

2. Critical Thinking and Problem Solving

Uncover the Problem

Elaborate, as a verb, to develop or present (a theory, policy, or system) in detail

Empathy, the ability to understand and share the feelings of another. It is connecting to the emotion another person is experiencing and not the actual experience

Design constraints, conditions that need to happen for a project to be successful

Design thinking, a methodology for creative problem solving

Ideate, in this stage of the design thinking process, you brainstorm and create solutions. There are no bad ideas.

Prototype, a first or preliminary model of something, from which other forms are developed or copied

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Problem Solving Your Next Step

adaptability, the ability to adjust to changing work conditions or circumstances

alienation, the feeling of being withdrawn or isolated

analyze, to examine carefully and in detail so as to identify causes, key factors, possible results or solutions

barriers, limits or boundaries of any kind, real or imagined, including fear

co-dependency, a state of mutual dependence between two people, especially when one partner relies emotionally on supporting and caring for the other partner

commitment, the act of dedicating, pledging, or engaging oneself

critical thinking, disciplined thinking that is clear, rational, open-minded, and informed by evidence

decisions, making up one's mind and taking action

diet, food and drink considered in terms of its qualities, composition, and its effects on health

discipline, an activity, exercise, or regimen that develops or improves a skill; training

distraction, that which distracts, divides the attention, or prevents concentration

evaluate, to judge or determine the significance, worth, value or quality of

implement, to put into effect according to or by means of a definite plan or procedure

initiative, taking action; one's personal, responsible decision

insomnia, inability to obtain sufficient sleep, especially when chronic; difficulty in falling or staying asleep; sleeplessness

integrity, character trait or value; moral, ethical, honest

intervention, interposition or interference in one's behavior to effect a positive change

isolation, the mental state of complete separation from others

mitigation, to make less severe

money management, personal finance efforts

motivation, the state or condition of having a strong reason to act or accomplish something; incentivized

self-awareness, realization of oneself as an individual entity or personality

solutions, possible actions or conditions that can solve a problem

stress, worry, fear, anxiety, nervousness

support, as in a network of positive friends that you can rely on to help you through difficult times

3. Initiative and Self-Direction

Know Your Spark

autonomy, the urge to direct our own lives

dependence, relying on others for support, help

emotion regulation, a process of how one controls the emotions he or she experiences and how he or she expresses those emotions

emotional triggers, actions, events, or activities that you have a strong emotional reaction toward

independence, not relying on others for help or support

mastery, the desire to get better and better at something that matters

money management, budgeting, investing, saving, or spending money in a manner that will help you reach your goals

purpose, the urge to do what we do in the service of something larger than ourselves

self-monitor, keeping a record of a behavior you want to change

self-regulation, controlling your thoughts, behaviors, and emotions in order to reach long term goals

self-reliance, learning to depend on your own abilities, planning and talent to be successful

stress, your body's reaction to challenges and demands such as school, work, home life

stress management, making changes and using self-care to prevent or manage your stress

time management, organizing and planning your time

4. Integrity

The Law of the Land

comply, to do as one is asked or ordered

dissent, to disagree; in a court's ruling, this is the minority viewpoint

ethics, the principles of correct and incorrect conduct that guide an individual within a particular culture or organization

harassment, unwanted remarks or actions that cause a person emotional or physical harm

integrity, adherence to moral and ethical principles; the state of being whole, sound, true

law, the principles and regulations established in a community by some authority and applicable to its people; also a discipline or program of study

liability, legal responsibility

opinion, a belief or view about something; in a court's decision, this is the majority ruling

policies, guidelines used in making consistent decisions

situational ethics, moral principles that vary with circumstances

Supreme Court of the United States, the highest court or authority in the United States

work ethic, a commitment to the value of work

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The Examined Life

appropriate, proper, acceptable behavior, adhering to a norm

character, the distinctive qualities that describe how a person thinks, feels, and behaves; also a figure in a story

comply, to do as one is asked or ordered

ethics, the principles of correct and incorrect conduct that guide an individual within a particular culture or organization

flaws, faults, mistakes, weaknesses

habits, sets of well-learned responses that have become automatic

honesty, truthfulness and integrity

humility, absence of vanity, humbleness, selflessness

integrity, adherence to moral and ethical principles; the state of being whole, sound, true

interview, a formal, personal meeting, especially one arranged for formal discussion or to evaluate an applicant for a position

law, the principles and regulations established in a community by some authority and applicable to its people; also a discipline or program of study

policies, guidelines used in making consistent decisions

self-assessment, an evaluation of your strengths and weaknesses

self-awareness, knowledge of oneself

self-reflection, careful thought about your own behavior and motivations

situational ethics, moral principles that vary with circumstances

suitability, the degree to which an individual or individual response fits a situation or condition

thoughtfulness, consideration as to your root feelings, the feelings of others, and the way you treat others

TMI, too much information resulting from over-sharing

weaknesses, internal limitations that may interfere with an individual's or a company's ability to achieve its objectives

5. Work Ethic

Work Ethic Worksheet

accountability, willingness to take credit and blame for actions

consequences, a result or effect of an action or condition

dependability, the quality of being trustworthy and reliable

diligence, steadiness of effort; persistent hard work

ethics, the principles of right and wrong that guide an individual in making decisions

morale, the spirit of a group that makes the members want the group to succeed

motivation, the reason or reasons one has for acting or behaving in a particular way

positive attitude, an optimistic outlook that focuses on the good side of things

work ethic, a commitment to the value of work

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Flip the Script

accountability, willingness to take credit and blame for actions.

autonomy, making one's own choices

character, the distinctive qualities that describe how a person thinks, feels, and behaves

choice, the act of selecting among alternatives

condition, context of one's circumstance

consequences, a result or effect of an action or condition.

dependability, the quality of being trustworthy and reliable

diligence, steadiness of effort; persistent hard work

discipline, training to improve strength or self-control

fear, the usual reaction when a stressor involves real or imagined danger

inspiration, heightened stimulus that influences the emotions; or awareness of purpose as a motivation

interview, a face-to-face (or by device) questioning of a respondent to obtain desired information

mindset, the cognitive view that individuals develop for themselves; an attitude

motivation, the reason or reasons one has for acting or behaving in a particular way.

positive attitude, an optimistic outlook that focuses on the good side of things

professional evaluation, a formal meeting with an employee to discuss, with feedback, past performance and future direction

purpose, the reason for which something is done; determination

reputation, how the public views or regards something or someone

response efficacy, an individual's belief or confidence that performing a goal-directed behavior will contribute to achieving a desirable outcome

self-efficacy, one's sense of skill and effectiveness in performing a task or job

work ethic, a commitment to the value of work

6. Conflict Resolution

Negotiating Change

argument, a verbal disagreement

blame, to hold responsible, to find fault

boundaries, personal limits to interpersonal relationships

collaboration, working with at least one other person to produce a product, service, or solution

confidentiality, restricted, private; personal information is typically protected in the workplace

conflict resolution, negotiating diplomatic solutions to interpersonal conflicts in the workplace (e.g., personality issues, cultural difference issues, disagreements over how to handle work projects, performance issues)

cultural differences, conflict arising from different cultural origins or belief systems or from diverse cultural expressions

denial, refusing to acknowledge a problem or to address it

diplomatic, skilled in dealing with sensitive matters and people

gossip, idle talk and rumor about someone, often baseless

interpersonal relationship, the way one relates to others; personal and professional

limiting the damage, the idea that, even when you are in the right, it is best to settle before the problem grows worse

mediation, the act of solving problems that arise between people; to encourage compromise

mutually acceptable, acceptable solution to multiple parties

negotiate, to deal or bargain with others to reach a solution; depends on compromise

objective, rational perspective of being personally detached from the situation

personality, a collection of values or traits that make us who we are

productivity, a rate at which workers produce; high productivity is the main expectation of the workforce

solution, a problem solved or resolved; a resolution

subjective, being in or being personally affected by the situation

the customer is always right, American business value that values compromising anything to meet customer expectations for products and services

win-win solution, a deal or negotiation that is mutually beneficial to all parties

workplace conflict, wanting something from someone else in the workplace who is not providing it

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Cooler Heads Prevail

blame, to hold responsible, to find fault

conflict resolution, negotiating diplomatic solutions to interpersonal conflicts in the workplace (e.g., personality issues, cultural difference issues, disagreements over how to handle work projects, performance issues)

discrimination, unjustifiable negative behavior toward a group and its members

gossip, idle talk and rumor about someone, often baseless

interdependence, the dependence of two or more people or things on each other

interpersonal relationship, the way one relates to others; personal and professional

leadership style, the style a leader uses to achieve goals or elicit action from group members

objective, rational perspective of being personally detached from the situation

personality, a collection of values or traits that make us who we are

productivity, a rate at which workers produce; high productivity is the main expectation of the workforce

subjective, being in or being personally affected by the situation

work styles, different methods that individuals might prefer to complete a job task

workplace conflict, wanting something from someone else in the workplace who is not providing it

workplace diversity, the multitude of individual differences (e.g., gender, race, culture, age) that exist among people in the workplace

7. **Listening and Speaking**

Presentation Issues

active listening, a communication technique requiring the listener to concentrate, understand, respond, and remember what is being said

audience, a group of listeners or those on whom a message or presentation is directed

body language, the gestures, movements, or mannerisms by which we communicate

communication, a process by which information is exchanged between individuals through a common system of symbols, signs, or behaviors

conversation, oral exchange of sentiments, observations, opinions, or ideas

detail, a small part of something

instructions, outline of specific procedures; directions

interpersonal skills, skills used to get along with others; in the business world, this usually refers to one's ability to interact effectively with others to get a job done

interview, a formal meeting between representatives of an employer and the job applicant; the process of questioning and responding

miscommunication, failure to communicate clearly

oral presentation, spoken rather than written

presentation, an activity in which someone shows, describes, or explains something to a group of people

repeat, to say (something) again

slang, informal, nonstandard vocabulary

specific, clearly and exactly presented or stated

terminology, the special words or phrases that are used in a particular field

understanding, the knowledge and ability to judge a particular situation or subject vocabulary, words used by a person

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Imply vs. Infer

active listening, empathetic listening in which the listener echoes, restates, and clarifies

channel, for which signals are adapted for transmission (medium)

clarifying questions, questions used to explain or elucidate something previously said

destination, where the message arrives (i.e., listener)

emoticons, textual representations of facial expressions

gestures, the ways in which people use their bodies to communicate with one another

grammar, a system of rules in a language that enables us to communicate with and understand others

imply, (from the speaker) strongly suggest the truth or existence of something not expressly stated

infer, (in the listener) to guess, speculate, or surmise

information source, that which produces a message (i.e., speaker)

medium, the means or format of communication (its plural is media)

noise source, distorts the signal while it propagates through the channel

nonverbal communication, communication without the use of words.

paralanguage, rhythm, intonation, tempo, and stress

paraphrase, to restate in other words

receiver, which 'decodes' (reconstructs) the message from the signal (i.e., the listener's filter: impacted by different regional traditions, cultures, or gender)

semantics, meaning of words and sentences

syntax, the arrangement of words and phrases to create sentences in a language.

transmission model,

transmitter, encodes the message into signals (i.e., speaker)

8. **Respect for Diversity**

Make It Better

bias, prejudice in favor of or against one thing, person, or group compared with another, usually in a way considered to be unfair

collaborate, to work together

conflict management, the process of limiting the negative aspects of conflict while increasing the positive aspects of conflict outcomes, which are to enhance learning, efficiency, and effectiveness

discrimination, treatment or consideration of, or making a distinction in favor of or against, a person or thing based on the group, class, or category to which that person or thing belongs rather than on individual merit

diversity, the state of being composed of different, unique, components; quality of a group that is represented by individuals of varying backgrounds, cultures, and perspectives

empathy, the ability to understand and share the feelings of another

equality, something (e.g., status, rights, opportunity) being equal to what another possesses

equity, being fair and impartial and representative of all stakeholders

implicit bias, social cognition that refers to the unconscious attitudes or stereotypes that affect our understanding, actions, and decisions

inclusive, opportunity available to all who wish to participate

respect, treating a person or their feelings with consideration

self-aware, having or showing knowledge and understanding of your own character

teamwork, working as a member of a diverse group toward a shared goal

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Opportunity Calling

Career Cluster, a model that groups career pathways in an industry by skill set.

Conflict Management, the process of limiting the negative aspects of conflict while increasing the positive aspects of conflict outcomes, which are to enhance learning, efficiency, and effectiveness

Diversity, the state of being composed of different, unique, components; quality of a group that is represented by individuals of varying backgrounds, cultures, and perspectives.

Discrimination, treatment or consideration of, or making a distinction in favor of or against, a person or thing based on the group, class, or category to which that person or thing belongs rather than on individual merit.

Electronics Engineer, one who works to research, design, develop, or test electronic components and systems for commercial, industrial, military, or scientific use employing knowledge of electronic theory and materials properties. Design electronic circuits and components for use in fields such as telecommunications, aerospace guidance and propulsion control, acoustics, or instruments and controls.

Empathy, the ability to understand and share the feelings of another.

Equality, something (e.g., status, rights, opportunity) being equal to what another possesses.

Equity, being fair and impartial and representative of all stakeholders.

Health Science, a Career Cluster that groups career pathways related to therapeutic, diagnostic, informatics, support services, and biotechnology research and development.

Implicit bias, social cognition that refers to the unconscious attitudes or stereotypes that affect our understanding, actions, and decisions

Inclusive, opportunity available to all who wish to participate

Non-traditional career, occupations for which individuals from one gender comprise less than 25% of the individuals employed in each such occupation

Speech Pathologist, one who works to assess and treat persons with speech, language, voice, and fluency disorders. May select alternative communication systems and teach their use. May perform research related to speech and language problems

STEM, a Career Cluster that groups career pathways related to science, technology, engineering, and mathematics.

Teamwork, working as a member of a group toward a shared goal.

9. **Customer Service Orientation**

Turn Lemons into Lemonade

complaint, an expression of discontent, regret, pain, censure, resentment, or grief; lament; faultfinding

conflict, a perceived incompatibility of actions, goals, or ideas

courteous, polite and gracious; considerate toward others; well-mannered

customer service, activities and benefits provided by a business to its customers to create goodwill and customer satisfaction

diagnose, in customer service, this relates to identifying the root problem so that you can solve it and avoid it in the future

empathy, identification with and understanding of another's situation, feelings, and motives

HEARD approach, Hear; Empathize; Apologize; Resolve; Diagnose: Disney's approach to customer service

knowledgeable, intelligent and well informed

personable, having an agreeable or pleasing personality; affable; amiable; sociable

proactive, seeking to solve a problem before it occurs

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Internal Customer Service

active listening, communication technique requiring the listener to concentrate, understand, respond, and remember what is said

assistance, the act of helping someone

attitude, state of mind; may be positive or negative

client, a person who engages professional services from another person or from a company

communicate, to convey knowledge of or information about

courtesy, behavior marked by polished manners or respect for others

customer, a person who purchases goods or services

forthright, directly and without hesitation; getting straight to a point

initiative, the ability to assess and initiate things independently and take action before others do

internal customer service, the experience employees have when interacting with their own workplace. It is a support role, function, mindset and sometimes, a department that enables the uninterrupted flow of work or attempts to fix workflow interruptions if they should occur

knowledgeable, having or showing intelligence or knowledge

polite, showing consideration, courtesy, and manners

proactive, acting in anticipation of problems or needs (e.g., of a customer or a client)

professionalism, the skill, good judgment, and polite behavior that is expected from a person who is trained to do a job well

respect, the act of giving attention and consideration

satisfaction, fulfillment of a need or a want service, help; contribution to the welfare of others

10. **Teamwork**

The Golden Norm

acknowledgment, recognition

collaborate, to work jointly with others

components, parts

contribution, an individual's efforts in a common set purpose

delegate, to divide up, especially responsibilities

effective, successful in producing a desired or intended result

expectations, hopes about how well team members will work or about how they should behave

goal, something you aim for that takes planning and work

leadership, the ability to support and motivate individuals and groups to accomplish important goals

mutual accountability, effective teams include members who possess a shared sense of this; each member contributes to the team's objectives

negotiation, discussion aimed at reaching an agreement

norms, shared rules of conduct that tell people how to act in specific situations

roles, actions and activities that a person in a particular position is supposed to perform based on expectations of the team

shared responsibility, an agreement between two or more people to bear a portion of an obligation to a team

team, a group of people who work together collaboratively to attain a common goal and who hold themselves accountable for the team's accomplishments

transparency, sharing information openly, not hiding or withholding

11. Big-Picture Thinking

The Big Picture

chain of command, the line of authority that moves from the top of a hierarchy to the lowest level

community (social) impact, how normal business operations influence the community in which they operate

culture, the set of shared attitudes, values, goals, and practices that characterizes an institution or organization

economic, relating to the production, distribution, and consumption of goods and services

environment, the surroundings or conditions in which a people live

environmental impact, relating to or being concerned with the ecological consequences of normal business operations altering the environment

hierarchy, the classification of a group of people according to professional standing

industry, a distinct group of productive or profit-making enterprises

mission statement, a statement of the firm's business based on a careful analysis of the services or products it currently supplies

mission, a pre-established and often self-imposed objective or purpose

organization, an administrative and functional structure (such as a business)

organizational structure, the ways in which power and authority are distributed within an organization

policy, a high-level overall plan embracing the general goals and acceptable procedures of an organization

procedure, a traditional or established way of doing things

recycle, convert waste into reusable material

relationship, a state of affairs existing between those having relations or dealings

role, a function or part performed especially in a particular operation or process

social, the interaction of individuals as members of a group

status, position or rank in relation to others

structure, something arranged in a definite pattern of organization

sustainability, meeting the needs of the present without compromising the ability of future generations to meet their own needs

vision statement, expresses what the organization should become in the future, where it wants to go strategically vision, an aspirational description of an organization's goals

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Employer Research

community (social) impact, how normal business operations influence the community in which they operate

company research, conducted by job seekers to get a detailed view of a potential employer's operations, reputation, leadership, culture, vision and prospects for future growth

culture, the set of shared attitudes, values, goals, and practices that characterizes an institution or organization

economic, relating to the production, distribution, and consumption of goods and services

environment, the surroundings or conditions in which a people live

environmental impact, relating to or being concerned with the ecological consequences of normal business operations altering the environment

hierarchy, the classification of a group of people according to professional standing and level of authority

job satisfaction, level of contentment with the career one has chosen usually based on how the organization or nature of work aligns with one's expectations and values

mission statement, a statement of the firm's business based on a careful analysis of the services or products it currently supplies

organizational structure, the ways in which power and authority are distributed within an organization

policy, a high-level overall plan embracing the general goals and acceptable procedures of an organization; provides legal, ethical, and behavioral guidelines.

procedure, a traditional or established way of doing things; a method or steps for completing a task

role, a function or a job title that holds a set of functions

status, position or rank in relation to others

structure, something arranged in a definite pattern of organization

sustainability, meeting the needs of the present without compromising the ability of future generations to meet their own needs

vision statement, expresses what the organization should become in the future, where it wants to go strategically

12. Career and Life Management

Professional Profile with Tallo

career planning, an educational strategy that provides students with real-life work experiences where they can apply academic and technical skills and develop their employability

educational requirements, the amount, level, credential, certification or degree required to enter a career field or qualify for an opportunity

employee-assistance programs, voluntary, work-based programs that offer free and confidential assessments, short-term counseling, referrals, and follow-up services to employees who have personal and/or work-related problems

employment benefits, a form of compensation paid by employers to employees over and above regular salary or wages (e.g., health insurance, retirement investment, stock options, sick and personal leave)

labor union, an organized association of workers, often in a trade or profession, formed to protect and further their rights and interests and negotiate with owners, bosses, and management

networking, the action or process of interacting with others to exchange information and develop professional or social contacts

personal financial planning, when an individual engages in tasks of managing their own money as well as saving and investing. It encompasses budgeting, banking, insurance, mortgages, investments, retirement planning, and tax and estate planning.

postsecondary, a variety of training options or academic programs available after high school graduation

professional growth, opportunities for gaining new skills and work experience that can help you reach a goal in your career

professional networking site, networking for career minded participants meant to connect talent with talent seekers, using a variety of data points and search methods

professional organizations, an association that is formed to further the interests of people engaged in a specific profession, to advance a particular profession and serve the public good

SMART goal, a framework for writing a goal that is Specific, Measurable, Attainable, Reasonable/Realistic, and Timely

social networking site, websites and applications to interact with other users, or to find people with similar interests to oneself

talent seekers, another name for companies or institutions who seek qualified applicants for professional or educational opportunities

talent, another name for job-seekers or professionals

Tallo, student-focused professional networking site that allows students to create a digital profile and share their accomplishments with schools, companies and organizations.

work-based learning, an educational strategy that provides students with real-life work experiences where they can apply academic and technical skills and develop their employability

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You Gotta Have Goals

career and life balance, how working people manage career goals with personal or life goals, including obligations, material or financial needs, mental health, and personal relationships

Career and Professional Achievement Goals, goals concerning your career path, successes, honors, awards, promotions or raises, professional acknowledgements and responsibilities and leadership roles

concrete, existing in a material or physical form; real or solid; not abstract (not just an idea or concept)

Education Goals, goals concerning formal and informal education and lifelong learning or professional development choices

Family and Relationship Goals, goals concerning expectations of maintaining current family relationships, future obligations toward them, and considerations of starting a family of your own

Financial and Lifestyle Goals, goals concerning the amount of money you want to earn and the things you want to purchase

life goals, any goals you have that are not specific to career goals; things you wish to experience

Mental and Physical Health Development Goals, goals concerning personal diet, sleep, exercise, habits, self-care, medical or professional assistance, and well-being

perceived barriers, beliefs about the material and psychological costs of taking action

priorities, the goals, tasks, values, and activities that you judge to be more important than others

SMART goals, Specific; Measurable; Attainable; Relevant (or realistic); Time-bound

tangible, defined, real, concrete

13. Continuous Learning and Adaptability

Learning How to Learn

problem-solving process, any number of steps for different strategies aimed at a solution, almost all of which begin with identifying the problem.

solution, the proposed answer to a dilemma.

planning, the act of creating in advance a method or way of doing something.

research, systematic investigation into a subject, typically a part of creativity and problem solving.

brainstorm, a technique of solving problems by stimulating creative thinking and new ideas.

delegate, in teamwork, the act of giving responsibility (or role) in completing an part of a problem-solving event, plan or project, to a member or members of the team.

teamwork, working collectively toward a single solution.

documentation, notes that detail a process or action, used to remember both positive and negative decisions and results, crucial moments in a process or experiment by which actions are taken and outcomes are produced.

process, a systematic series of actions directed toward some end.

critical thinking, disciplined thinking that is clear, rational (reasoned), open-minded, and informed by evidence; a crucial element of a free press and democracy.

logic, reasoned thought or argument, as distinguished from irrationality; fact-based.

feedback, a response to a process or solution.

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Indispensable

adaptable, able to adjust to new conditions

automation, the use of largely automatic equipment in a system of manufacturing or other production process that replaces human workers

career alternatives, not your top choice for a career, but a promising career option that may take your career in an exciting new direction

coachable, the willingness to be corrected and to respond positively to that correction

continuous learning, directed and long-term effort to learn and grow to support job roles and move beyond them

credentials/certifications, evidence showing that a person has a right to a certain position or authority

dismissal, removed from a duty, position, or employment

economic trends, the overall direction in which a nation's economy is moving.

fired, forced to leave a job; terminated

furlough, forced leave of absence by a company to reduce work hours; not dismissal

indispensable, absolutely necessary

industry trends, predictions of how sectors of the economy will be impacted in the future by wider acceptance of current and historical production practices

job requirements, the minimum skills, education, and experience that a candidate must have to be considered for a position

laid off, dismissed from a position because there is not enough work or the employer is downsizing

outsourcing, a decision by an employer to turn over your job responsibilities to another employer or subcontractor, often in other countries

personal goals, things you want to achieve in your life

professional growth opportunities, any formal option to supplement current or future job skills or to learn something entirely new; sometimes offered by one's current employer

professional references, those in your professional network who agree to attest to your work skills, history, and personal qualities

recession, period of reduced national economic activity

skill sets, groups of abilities and expertise shared by multiple careers and career paths

work history, a record of the jobs you have held and how long you stayed with each employer

14. **Efficiency and Productivity**

Setting Priorities

balance, equaling different aspects of your life to improve personal well-being, grow, and reduce stress

chores, tasks that you have to do regularly, including errands and appointments

deadline, a date or time by which you have to do or complete something

efficiency, using resources, including time, in such a way as to maximize the production of goods and services

essentials, something that cannot be done without

goals, anything you or an organization wants to become or attain or experience in the future.

motivation, a need or desire that helps you achieve your goals and overcome barriers

obligation, a duty; a legal or moral responsibility

obligations, tasks you are expected to perform for others

prioritize, to determine the order for dealing with a series of items or tasks according to their relative importance (e.g., high-priority, low-priority)

procrastinate, delay or postpone action; put off doing something intentionally

productivity, a rate at which a worker or workers complete their tasks

reconcile, account for items accomplished and not accomplished on your daily time management list in hopes of bringing them into balance

time management, identifying the best use of work and personal time to reduce stress and increase productivity and efficiency

weekday, Monday to Friday

well-rounded, involving or having experience in a wide range of ideas or activities

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Efficiently Productive

capital resources management, the maintenance of tools, equipment, and buildings that are used to produce goods and services

efficiency, using resources in such a way as to maximize the production of goods and services

human resources (personnel),workers within any enterprise or business

human resources department, an agency within the business that manages worker issues to improve the lives of workers and/or to protect the company's interests, such as hiring and firing, grievances, evaluations, and benefits (not all businesses have such a department)

natural resources, the maintenance of raw materials produced naturally in business enterprises, typically guided by strict, ethical principles, sustainability, and techniques for recycle and reuse

prioritize, to determine the order for dealing with a series of items or tasks according to their relative importance (e.g., high-priority, low-priority)

procrastinate, delay or postpone action; put off doing something intentionally

productivity, a rate at which a worker or workers complete their tasks

resource management, planning and using tools, equipment, personnel, and materials as efficiently as possible while trying to reduce negative environmental impacts and waste

resource, a source of supply, support, or aid, especially one that can be readily drawn upon when needed

sustainable, capable of being continued with minimal long-term effect on the environment

task management, prioritizing all aspects of work activities by paying attention to all aspects of tasks including what is needed to accomplish them proficiently

task, a piece of work to be done or undertaken

time management, identifying the best use of work and personal time to reduce stress and increase productivity and efficiency

15. **Information Literacy**

Media Bias

accuracy, a description that reflects the facts or what can be judged as true

bias, a particular preference or point of view that is personal, rather than scientific.

censorship, restricting access to ideas and information

citation, crediting referenced content to identify the source

corroborate, to support with evidence or authority; to make more certain

credible, believable; reliable

evaluate, examine and judge carefully

evidence, something that furnishes proof

impartial, unbiased; neutral

information literacy, the ability to figure out the type of information you need, find that information, evaluate it, and properly use it

information, data converted into a meaningful and useful context

pundit, anyone who provides authoritative opinions; typically cable news hosts

relevant, connected with or related to the matter at hand

source, book, article, person, or other resource consulted for information.

transparency, the extent to which the presentation of information by an organization or government is clear, accurate, complete, and honest

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How to Research

Bing, the default search engine for Microsoft products and the Edge browser

citation, crediting referenced content to identify the source

credible, believable; reliable

curiosity, a strong desire to know or learn something

evaluate, examine and judge carefully

filter, a technique that will allow researchers to improve search results by limiting noise

Google, the name of an IT company and also the name of its search engine which comes standard with Chromebooks and its Chrome browser and also with the Firefox browser

information, data converted into a meaningful and useful context

library databases, typically a fee-based database research system (e.g., EBSCO) available to students and teachers belonging to a school that pays for access

noise, unwanted returns in research

relevant, connected with or related to the matter at hand

search engine, a program that searches for and identifies items in a database that correspond to keywords or characters specified by the user, used especially for finding particular sites on the World Wide Web

source, book, article, person, or other resource consulted for information.

trustworthiness, a description using a relative scale for the evaluation of the credibility of sources or information

16. **Information Security**

Cybercrime Investigator

credential reuse, a server-side attack that allows hackers to be able to target vulnerabilities on any site you use to login, then they apply that same login information to other major consumer sites to see if you reused your login and password

cyberattacks, an attempt by hackers to damage or destroy a computer network or system

cybercrime, criminal activities carried out by means of computers or the Internet

cybersecurity, the protection of information systems against unauthorized access (e.g., hacking, identity theft)

end-user attacks, unethical and often unnoticed attacks by others in the public sphere when operating online (e.g., malware, phishing, Trojan horse, virus, worm, spam, rootkit)

ethical Internet use, using online services and social networking ethically, by being a good online citizen, by adhering to privacy and safety guidelines, and by facilitating thoughtful and considerate communication with others

Internet security risks, the level one exposes one's self or professional network to unethical intentions (e.g., end-user attacks, server-side attacks)

Internet use policy, a formal document with which many organizations require employees to comply, addressing the separation of personal and workplace use of the Internet, email etiquette, and security measures and safeguards that employees must obey.

malware, includes viruses and ransomware running on your device which can take over the operation of your device or quietly watch your operations and keystrokes and steal confidential information from your network; usually requires the user to initiate by unwittingly installing the malicious software

personal Internet use, using the Internet for anything other than work tasks

phishing, pretending to be someone you trust or a system you work with, to get you to visit a fictitious site and enter your login or other private info

professional Internet use, using the Internet, ethically, for work-related tasks

ransomware, a type of malicious software designed to block access to a computer system until a sum of money is paid

rootkit, malware that accesses or controls a device without being detected

server-side attacks, attacks focused on the workplace Network workers access.

social network, a website that allows people of similar interests to interact and exchange information that is typically personal

spam, the unethical distribution of mass digital messages. This is the main way that malware is opened and spread

SQL injection attack, cyberattack that targets the server side to get customer information from the database, such as credit card numbers

Trojan horse, malware disguised as a trusted source that convinces the user to open a link or an attachment and install itself.

virus, malware that spreads by users from an infected device to the rest of the devices on a network/system

vulnerability, a flaw or weakness that allows a threat agent to bypass security worm, a type of virus that does not rely on users to copy and spread but can replicate itself, once inside a network/system

17. **Information Technology**

The Cloud Solution

administrative privileges, certain functions or processes that are limited to IT personnel rather than individual users (e.g., specific troubleshooting procedures, file structure alterations, or adding software)

applications, software usually uploaded from the web for smart phones and devices to run a specific program; "app"

artificial intelligence, computer systems that perform functions that substitute for human intelligence or that make intuitive predications and decisions based on recognized data

backup, a stored copy of a file or complete system of files at a given time

backup, moving copies of important files to a storage device or internet storage to protect them

browsers, a program with a graphical user interface for displaying files or "surfing the web"

Cloud-based computing, using a network of remote servers hosted on the Internet rather than a privately owned server; no server hardware needed locally

database, a set of data held in a computer, usually searchable and viewable in multiple ways

devices, peripheral hardware connected to a computer (e.g., printer) or any hardware used to communicate digital information through a network (e.g., tablet computer)

email attachment, attaching a file to an email in order to share that file; most emails have file size restrictions; attachments may contain viruses

emerging technology, a new technology or a technology that continues to develop in innovative ways.

file management, systematically organizing and keeping track of files

file sharing, providing a file to another device or user, many networks have a share drive to simplify this process internally

firewall, part of the system or network that protects against malicious incoming communication while allowing for outgoing communication

hardware, physical components of a device

information systems, software that enables users to organize and analyze data (e.g., customer information)

information technology, the development, implementation, and maintenance of computer hardware and software systems to organize and communicate information electronically

input devices, computer hardware that is used to enter information into a system (e.g., keyboard, mouse, digital camera, game controller)

IT storage alternatives, backups made automatically by operating systems or networks, can be stored on the internal or external hard drive, on the server, or through a storage service application or the Cloud

IT user's policy, documentation typically signed by individual employees that contains appropriate IT/computer usage guidelines; used to raise awareness of ethical violations and to legally protect the employer when employees violate these guidelines

network, two or more computers connected to share resources, typically an Internet connection, and security features

networking, building or maintaining computer networks

non-networked, one individual device not connected to another or a single shared source

operating systems, the software baked into a computer that manages basic background functions (e.g., connecting peripherals, executing applications)

presentation application, a digital document that allows for text and visual element manipulation typically with a mode for editing and a mode for communicating the final product

programs, a structured collection of instruction sequences that performs a specific function on a computer, when executed

protocol, within IT, typically means a formal troubleshooting procedure or response to a breach or attack, but may also be a guideline for standard computer operation.

robotics, branch of technology that works with computers to carry out programs or commands and to run applications

search engines, a program that searches databases for information based on input and algorithms

server-side applications, applications that run from the server rather than a local client-side computer, but that are to be used by networked computers

servers, a computer at the source of a network that manages network resources and allows for many processes to run concurrently

smart phone, a device that is a small handheld computer that can acquire and run applications and operate as a cell phone

social media, websites and applications that allow users to communicate through social networking (e.g., Facebook, Twitter)

software, a product that runs a particular function or program on a computer

spreadsheet application, a digital document in which data is arranged in columns and rows to which functions (e.g., sort) can be applied

storage devices, hardware where computer information can be stored (e.g., thumb or jump drive)

system backup, moving all operating system files from a device to a storage device or internet storage (e.g., backing up your smart phone or hard drive) so that if something happens to the device, the system may be restored

the IT industry, a career cluster composed of four pathways: IT support and services, network systems, programming and software, web and digital communications

troubleshooting, diagnosing the source of a computer problem, and following established procedures to fix it, usually from simplest procedures (e.g., shutting down and powering up) to more complex (e.g., searching for online help)

virtual reality, computer-generated simulation of an environment that can be interacted with in a seemingly physical way

word processing application, a digital document that enables the manipulation of text and used for writing

working files, work that is in progress, files that are regularly changed and should be re-saved often, periodically under new labels/names to indicate the development history as part of file management

18. **Job-Specific Tools and Technologies**

Economies of Scale

Adobe Creative Suite, a group of Adobe applications common to office production (e.g., Acrobat, Photoshop, Illustrator)

device, hardware that enables telecommunications (e.g., smartphone, computer, printer/copier)

economies of scale, a proportionate saving in costs gained by an increased level of production

environment, the natural world, as a whole or in a particular geographical area, especially as affected by human activity

machines, devices that allow you to do work in an easier way

manufacturer specifications, safety information, assembly, and usage information supplied from the maker of a tool or machine

Microsoft Office, a group of Microsoft applications common to office production (e.g., Excel, PowerPoint, Publisher, Word)

orderliness, a state or standard of workplace neatness that enables tool access and reduces injury while promoting efficiency

PPE, personal protective equipment

presentation software, programs used to create graphic presentations with visual aids, handouts, slides, etc.; or for creating text with graphics, audio, and/or video

resource, a stock or supply of money, materials, staff, and other assets that can be drawn on by a person or organization in order to function effectively

scaling, setting the stage to enable and support expansion in a business; increase productivity, efficiencies, distribution, market, and reap the benefits of economies of scale

SOPs, standard operating procedures; the official step-by-step directions for machine or tool operations; typically created by the employer or trade organization

spreadsheet software, allows users to organize data in rows and columns and perform calculations

technology, the use of scientific knowledge to solve practical problems, especially in industry and commerce

telecommunications, communication over a distance by cable, modem or cloud-based, wireless devices

tool, something (such as an instrument or apparatus) used in performing an operation or necessary in the practice of a vocation or profession; any hardware tool is also technology

training, the action of teaching someone a new skill or procedure

using the right tool for the job, knowing how to select the appropriate tool to most effectively and safely help you complete a task

video conferencing, a system with an shared interface that allows for real-time, video enabled delivery among independent participants; an online meeting

word-processing software, the use of a computer and specialized software to write, edit, format, print, and save text as letters, documents, and reports

19. **Mathematics**

Consumer Math

aerospace industry, designs, builds, and maintains airplanes, spacecraft, and other vehicles that travel in the air as well as those who support flight and operations

architect, person who designs and drafts plans for buildings

consumer math, a branch of math that uses basic math skills in everyday situations

cybersecurity, protecting IT against criminal or unauthorized use of electronic data

decimal, a number with one or more digits to the right of the decimal point

digital game developer, worker who applies game design, computer programming, and visual design to the creation of video games

environmental engineering, uses science and mathematics to treat chemical, biological, and/or thermal waste, the purification of water and air, and the remediation of contaminated sites

fraction, part of a whole

machinist, workers who makes repairs to machines and automation devices, or uses metal-working tools

mechanical engineering, uses science and mathematics to improve the design, construction, and operation of machinery

percentage, a portion of 100

personal finance, money decisions a person or family makes including earning, budgeting, saving, shopping, spending and planning for the future

software designer, worker who uses principles of science and mathematics to develop IT applications for multiple purposes

tipping, the act of leaving extra money typically to reward service; a gratuity

20. **Professionalism**

Reflect the Professional in You

Creativity, the ability to transcend traditional ideas, rules, patterns, relationships, or the like, and to create meaningful new ideas, forms, methods, interpretations

Design, a plan for form and structure

Design process, an approach for breaking down a large project into manageable pieces, typically composed of defining, researching, brainstorming, choosing a solution, finishing a design proposal, and evaluating.

Visual design elements, the components or building blocks of design, including color, balance, contrast, line, symmetry, shape, repetition, rhythm

Balance, one of the elements of visual design, how symmetrical or equally weighted with visual interest, shapes, or color an image is perceived to be.

Contrast, one of the elements of visual design, how unlike one area is perceived to be from another.

Point, one of the elements of visual design, a particular place within the design or an area of interest.

Line, one of the elements of visual design, horizontal, vertical, diagonal, or curved which carry differently perceived emotional feelings.

Symmetry, one of the elements of visual design, reflection, rotational, translational used to convey areas of interest.

Shape, one of the elements of visual design, a two-dimensional enclosed space.

Repetition, one of the elements of visual design, amount of reusing other elements of design.

Rhythm, one of the elements of visual design, using a pattern of elements of design.

Style, a method or approach of the designer, a particular, overarching idea or tradition behind the design, meant to convey tone or feeling.

Professional, anyone who gets paid for working, but especially one who works with a high level of skill. A term of respect.

Professionalism, using the standing, practice, ethics, or methods of a professional.

Architectural design, the profession of designing spaces and buildings, typically using elements of design.

Interior design, the profession of designing spaces on the inside of buildings, using the elements of design.

Invoice, an itemized bill of goods or merchandise.

Design board, customarily used in interior design to tell a visual story of a design concept.

Revision, to change or alter a design or creation.

Self-representation, the way one presents oneself within social norms and expectations.

21. **Reading and Writing**

Show and Tell

audience, known or unknown demographics of the person(s) to whom the writing or message is intended

clarity, straightforward and succinct message

concept, a mental organization of objects, events, ideas, or people

conventions, a rule, method, or practice established by usage

draft, an attempted written message meant to be revised

edit, revise or correct

email signature, a small file that automatically includes such items as your full name, title, company, and contact information at the end of your messages

Feynman Technique, Richard Feynman was a Nobel Prize winning physicist who invented this 4-step technique to master or learn complex concepts quickly and thoroughly

format (formatting),appearance or parts of a written document, which may include typeface, styles, margins

grammar, a set of rules that specify how the units of language can be combined to produce meaningful messages

homophone, words that are pronounced the same but have different spellings and meanings

invoice, a form describing the goods or services sold, the quantity, and the price

procedure, a method or way of doing something

proofread, reading a piece of writing to make corrections or recommendations for improvement

persuasive proposal, a plan or offer meant to convince someone to act, usually put down in writing

redundancy, unnecessary repetition

revision, the act of rewriting something

standard operating procedures, known as SOPs, these procedures for everyday decision making enable bring efficiency, uniformity, and safety to the running of complex organizations

summarize, a brief statement of the main points of something

tone, the writer's attitude toward the reader

work order, used by technicians to clarify work to be performed, a written record of a work expectation.

workplace documents, including procedures, instructions, management decisions, branding, expectations, pay stubs, news, safety issues, professional growth opportunities, job descriptions, employee evaluation, application, resume, invoices, work orders, warranties, research, marketing or promotional copy, proposals or recommendations, general communication, using e-mail or other digital communication methods

writing resources, anything that might help you improve your writings skills: dictionary, thesaurus, grammar and usage sites or blogs, trade publications in your field, coworkers or friends who might review your writing and offer suggestions, reading

22. Workplace Safety

Contingency Planning

(leadership) agility, ability to make wise and effective decisions amid complex and volatile conditions

anxiety, the condition of feeling uneasy or worried about what may happen

blood borne pathogens, microorganisms in human blood which can cause infection and disease in humans

catastrophic thinking, involves unrealistically pessimistic appraisals of stress that can spiral out of control and affect others

CDC, Center for Disease Control and Prevention, a federal agency to protect America from health, safety and security threats

contingency planning, the process of preparing alternative courses of action that may be used if the primary plans don't achieve the objectives

emergency protocols, step-by-step plans to react successfully to an emergency

engaged, involved and focused

ergonomics, the study of the human factors that affect the design and operation of tools and the work environment

FDA, Food and Drug Administration, the federal agency that is responsible for determining if a food or drug is safe and effective enough to be sold to the public

FEMA, the Federal Emergency Management Agency, focused on responding to natural and other disasters

first aid, the immediate, temporary care given to an ill or injured person until professional medical care can be provided

future-minded leadership, considering and planning for many possible outcomes to a particular event in a proactive way to increase the likelihood of a positive reaction

innovation, an improvement of an existing technological product, system, or method of doing something

liability, what is risked or owed

optimism, the tendency to focus on the positive aspects of a situation

OSHA, Occupational Safety and Health Administration, a federal government agency in the Department of Labor that oversees safe and healthy work environments

personal health, choices and actions you take as an individual (related to health and wellness) that affect your health

pessimism, the tendency to focus on the negative and expect the worst

positive thinking, good thoughts that can boost your confidence and improve your performance

PPE, personal protective equipment (e.g., gloves, mask, safety glasses, clothing) required for workplace safety, enforced by OSHA

productivity, the quantity and quality of goods and services produced over a period of time

resilient, able to recover quickly from loss, damage, or poor decisions

risk, a situation involving exposure to danger

safety hazard, conditions in the workplace that can cause immediate harm

safety incident, an undesired event that hinders completion of a task, puts someone at risk, and may cause injury or other damage

scenario, an imagined sequence of realistic events

SDS, safety data sheet, a workplace requirement for chemical use that includes information such as the properties of each chemical; the physical, health, and environmental hazards; protective measures; and safety precautions for handling, storing, and transporting the chemical

universal precautions, the set of procedures used to avoid contact with body fluids and to reduce the risk of spreading diseases

wellness, an overall state of well-being or total health

worker distraction, an unfocused condition that puts workers at higher risk of mistakes and accidents

worker fatigue, a tired condition that puts workers at higher risk of mistakes and accidents

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Self-Care

Coping, dealing with problems and troubles in an effective way

Coping strategies, actions that people can take to master, tolerate, reduce, or minimize the effects of stressors

Culturally aware, an awareness of one's own background, recognizing biases, prejudices, and assumptions about other people

Emergency management, the creation of plans through which communities reduce vulnerability to hazards and cope with disasters

Mindfulness, a state of open, nonjudgmental awareness of current experience

Pandemic, disease that occurs globally and affects a high proportion of the population.

Public Service Announcement (PSA), a message created to educate the public about an issue (informational in the interest of public health; not an advertisement)

Self-Awareness, knowledge of oneself

Self-Care, can be a stress management or coping technique or any activity that puts yourself first or which brings you happiness and meaning

Self-Management, ability to understand oneself, exercise initiative, accept responsibility, and learn from experience

Self-Regulated learning, regulation of one's own thought processes, studying behaviors, and emotions in order to learn successfully.

Self-reliant, independent; someone with the capacity to rely on his/her own capabilities and to manage his/her own affairs.

Stress, the reaction of the body and mind to everyday challenges and demands

Stressor, anything that causes stress

Wellness, overall state of well-being or total health