

Communications Micro-Credential Rubric

Micro-Credential Requirements

Time to completion:

16-weeks minimum of employment (over 7 hours per week).

Academic Expectations:

Employee is enrolled and in good standing.

Preparation:

Managers and employees will develop a 16 week project or plan. Manager will provide coaching sessions to discuss progress and provide feedback.

Evaluation:

Managers evaluate employee's progress at the end of a semester or academic year. To earn the micro-credential, the employee must demonstrate commendable or superior behaviors.

Evidence:

As a part of the evaluation, the employee will create a self-evaluation or artifact on what was learned and how it will be applied in future employment. This can be a mock cover letter, a paper, a brief video or recording, infographic, testimonial, etc.

Communication Skills and Competencies Acquired

Competencies

Communication Skills:

Employee understands and utilizes the different components of communication, including tone and word choice, to communicate effectively to constituents in various situations.



Commendable Behaviors

- Employee understands the difference between interpersonal and professional communication and uses both communication methods appropriately.
- Employee optimizes communication by organizing their thoughts.

Superior Behaviors

- Employee successfully runs meetings and trainings and utilizes public speaking skills.
- Employee trains others to use the appropriate tone.
- Employee trains others to consistently use appropriate verbal, written and nonverbal communication to share thoughts and ideas.

Communication Skills and Competencies Acquired

Active Listening:

Employee practices active listening skills through nonverbal engagement, paying attention to who is speaking, not judging what is being said, allowing silence, paraphrasing and asking questions.



Commendable Behaviors

- Employee asks appropriate questions for clarification purposes.
- Employee seeks to increase understanding of active listening techniques and how to use them professionally.

Superior Behaviors

- Employee consistently utilizes active listening.
- Employee helps others practice and develop active listening skills.

Emotional Intelligence (Career and Self-Development):

Employee practices emotional intelligence through self-awareness, self-regulation, motivation, empathy and social skills.



Commendable Behaviors

- Employee utilizes conflict management and self-regulation at work.
- Employee motivates themselves and others.

Superior Behaviors

- Employee frequently practices self-awareness and accountability.
- Employee gives praise to others.

De-Escalation and Conflict Resolution:

Employee uses de-escalation techniques during tough interactions; practices conflict resolution with constituent interactions or with co-worker interactions; sets appropriate boundaries.



Commendable Behaviors

- Employee effectively manages mild conflicts or misunderstandings and brings possible solutions to constituent.

Superior Behaviors

- Employee trains others in de-escalation and conflict resolution techniques; employee manages moderate conflicts and disagreements.

Critical Thinking and Problem Solving:

Employee seeks solutions; researches independently; thinks holistically of campus policies and procedures.



Commendable Behaviors

- Employee can answer questions from multiple perspectives and presents multiple solutions.
- Employee can find possible solutions before seeking assistance.

Superior Behaviors

- Employee has extensive job-specific knowledge.
- Employee proposes solutions to improve service.
- Employee identifies and seeks out additional skills for superior service.

Communication Skills and Competencies Acquired

Integrity and Responsibility:

Employee manages work and projects; is self-driven; acts ethically; communicates results; models behavior.



Commendable Behaviors

- Employee explains policies consistently and fairly.

Superior Behaviors

- Employee follows up with constituents, coworkers and manager as promised.
- Employee communicates project status and results as required.

Equity and Inclusion:

Employee treats students, staff, and faculty professionally and consistently; seeks fair treatment and opportunity for all in CU policies and processes; values differences of race, class, culture, gender expressions, and abilities.



Commendable Behaviors

- Employee begins to understand oppressive systems currently in place and how those systems affect communication.

Superior Behaviors

- Employee uses inclusive language and speaks up when exclusive language is used.
- Employee makes an effort to be inclusive and equitable in all communication.

How is *Commendable* measured?

Student must achieve an exceeding expectation rating in all relevant Commendable categories on their evaluation.

- This means employee consistently exceeds expectations at work.
- Student employee will come prepared to evaluation with self-evaluation and notes of how they have met and demonstrated their skills in the categories above.

How is *Superior* measured?

Student must achieve a superior expectation rating in all relevant Superior categories on their evaluation.

- This means employee has mastered Commendable competencies and is consistently performing responsibilities at a higher level of professionalism.
- Student employee may be a lead and has taken on greater responsibilities.
- Student employee will come prepared to evaluation with self-evaluation and notes of how they have met and demonstrated their skills in the categories above.