SUPER SKILLS

OFFICE OF CAREER SERVICES

*The Skills You Need To Get Hired
An Introduction To The QCC Super Skills*

QUEENSBOROUGH COMMUNITY COLLEGE | **CU NY**

The Office of Career Services

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Dr. Christine Mangino, President

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THE SKILLS YOU NEED TO GET HIRED AN INTRODUCTION TO THE QCC SUPER SKILLS

Hi Student,

Have you ever wondered what it would be like to actually have skills/superpowers that would enable you to do extraordinary things? Superpowers that can make you a top contender for jobs, internships and opportunities to further your education. Superpowers that could help make positive changes in the world or enable you to make a significant contribution to your favorite organization or address a pressing need in your community. Well, just like your favorite Marvel Universe or Umbrella Academy characters, you possess your own unique set of skills/superpowers.

Across the United States, at colleges and universities, students just like you are being introduced to the NACE Career Readiness Competencies. The NACE Career Readiness Competencies are a set of specific skills that have been identified by employers and career services professionals, and have been deemed necessary to be successful in the workplace. Employers have stressed that the NACE Career Competencies are skills that they want to see students develop while in college so that when they are hired, students are ready on day one to become valuable, contributing members of their companies and organizations.

This booklet is meant to be your introduction to the NACE Career Readiness Competencies which we are calling the **QCC Super Skills**. It is our hope that you will begin to think of yourself as career superheroes in training, adding to your "superpowers" while you are studying at Queensborough Community College. It is your responsibility to enhance the talents you already possess as well as develop new skills that will help prepare you for the current and future job market.

As you read through this guide take a moment to reflect on the skills you have, the skills you want to improve, and the skills you know you need to acquire to be a competitive candidate in the job market. We invite you to schedule a meeting with one of our career advisers to talk about the **QCC Super Skills** and to provide assistance to you as you create your personal career action plan. We want you to make the most of your time at Queensborough as you continue to build and strengthen your "superpowers," which will help you make a successful transition into your professional career and will benefit you in all aspects of your life.

The Office of Career Services

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WHY THE QCC SUPER SKILLS ARE IMPORTANT

❯ The QCC Super Skills strengthen the connection between your coursework, co-curricular activities and the reason you are in college.

❯ Engaging in career readiness skill building activities will help make you more employable. Employers are looking for new hires with these attributes.

❯ Obtaining these skills will help set you apart from other candidates.

❯ The career readiness skills will help you make a successful transition into the workplace and your profession.

❯ These skillsets will serve you well throughout your career and life as you continually improve and build on them.
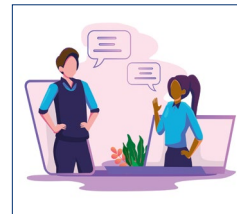
ARE YOU SUPER SKILLED AND CAREER READY?

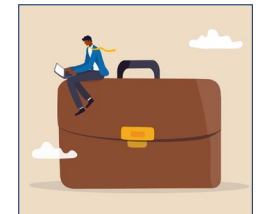## THE EIGHT QCC SUPER SKILLS THAT ARE ESSENTIAL TO ENTER THE WORKFORCE

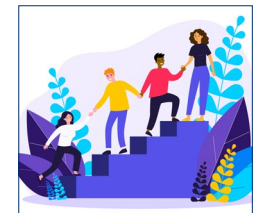**Career & Self Development**

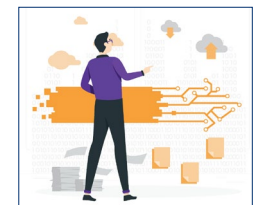**Leadership**

Communication

Professionalism

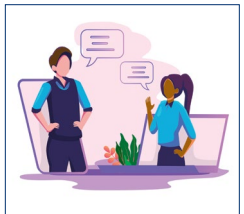**Critical Thinking**

Teamwork

Equity & Inclusion

Technology

THE SKILLS YOU NEED TO GET HIRED

Career & Self Development: Throughout my career, I am willing to learn and teach myself new skills to perform and do my job well and be aware of the skills and knowledge that are necessary to move forward in my career.

Proactively develop oneself and one's career through continual personal and professional learning, awareness of one's strengths and weaknesses, navigation of career opportunities, and networking to build relationships within and outside one's organization.

Communication: I am comfortable using all types of communication, e.g., face-to-face meetings, speech-making, writing emails, reports and memos, as well as career-specific writing styles.

Clearly and effectively exchange information, ideas, facts, and perspectives with persons inside and outside of an organization.

Critical Thinking: I can analyze problems and find solutions.

Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.
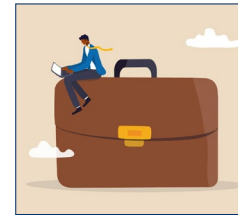
Equity & Inclusion: I am interested and open to learning about other people's cultures and customs and inclusive when working with diverse groups of people. I practice and promote anti-racist behavior.

Demonstrate the awareness, attitude, knowledge, and skills required to equitably engage and include people from different local and global cultures. Engage in anti-racist practices that actively challenge the systems, structures, and policies of racism.
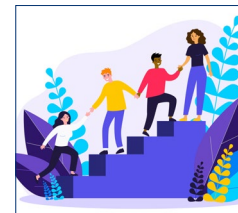
Leadership: I can lead and motivate people to accomplish a task.

Recognize and capitalize on personal and team strengths to achieve organizational goals.

Professionalism: I take responsibility for my actions, can uphold the mission of the organization, and I am committed to presenting excellent work. I am honest, punctual, and meet deadlines.

Knowing work environments differ greatly, understand, and demonstrate effective work habits, and act in the interest of the larger community and workplace.

Teamwork: I can share and exchange ideas to collaborate and work towards a common goal.

Build and maintain collaborative relationships to work effectively toward common goals, while appreciating diverse viewpoints and shared responsibilities.

Technology: I know how to use the technologies utilized in my major and future industry/career.

Understand and leverage technologies ethically to enhance efficiencies, complete tasks, and accomplish goals.

BUILD YOUR PATH TO SUCCESS

Your Guide to QCC/CUNY Skill Building Opportunities and Experiences

Here are some suggestions for activities to help you build your career readiness skills.

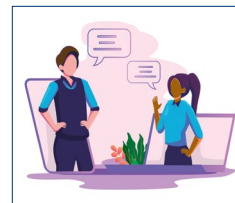*What else can you add to this list?*

Career & Self Development

- Become a member of the QCC **Handshake** Community. Login into your account and customize your Handshake profile.
- During your first semester at QCC, engage in career exploration using **Career Coach, FOCUS 2**, and **Pathful Explore**.
- Obtain an internship or apprenticeship. Meet with the Office of Career Services' Career and Experiential Learning Specialist to learn about the QCC internship process.
- Visit the Office of Career Services and learn how to produce an excellent résumé (use **SkillsFirst** to create your résumé), and cover letter, improve your interview skills and prepare to encounter different types of interviews.
- Attend Employer Information Sessions to learn about job and internship opportunities with local employers and conduct a successful job search as well as understand business etiquette.
- Check to see if you are eligible for **ASAP (Accelerated Study in Associate Programs)**, or **College Discovery**, two programs that can help you build your career and self-development skills..
- Network effectively and use **Handshake** and **LinkedIn**.
- Sign-up to receive the **CUNY Career Success Initiatives Career Opportunities Newsletter**.
- Consider job shadowing with a professional in the field you are interested in joining.
- Register to become a **CUNY Upskiller** and take a course in: Business, IT & Software Development, Healthcare Administration, Data Analytics, Professional Skills, or Career Resources.

Communication

- Be an active participant in your classes.
- Apply to become a **CUNY/311 Student Call Taker** and gain invaluable telephone etiquette and communication skills.
- Enroll in specific coursework that will strengthen your communication skills (Writing Intensive classes, Speech classes). Participate in theatre/drama presentations.
- Join **Student Government** and become a more confident public speaker.
- Apply to fellowships and academic opportunities that require a writing sample or personal statement, e.g., **America Needs You**.
- Enter an essay contest - the **Dr. K. York & M. Noelle Chynn CUNY Ethics and Morality Essay Contest**.
- Engage in appropriate social media activity and blogging within your professional interest.

Critical Thinking

- Engage in academic research: apply to become a member of **CRSP (CUNY Research Scholars Program** or the **BRIDGES to the baccalaureate Program**.
- Apply to become a member of **CSTEP (Collegiate Science and Technology Entry Program)**.
- Apply to become a tutor with **QCC CTAS (Center for Tutoring & Academic Support),** the **QCC Mathematics Learning Center,** or the **CUNY Tutor Corps**.
- Complete an internship or apprenticeship.
- Build and create physical objects, i.e., artwork, engineering projects, theatre sets.
- Join the **Society of Additive Manufacturing 3D Printing Club**, the **Stock Market Club** or the **Women in Science Club**.
- Apply to be a fellow with the **Kupferberg Holocaust Center**.

Equity & Inclusion

- Demonstrate flexibility and keep an open mind to diverse ideas and environments, and new ways of thinking.
- Solicit and use feedback from multiple cultural perspectives to make inclusive and equity-minded decisions.
- Study and try to master a language other than your native tongue (join the **QCC Foreign Language Society**).
- Read and learn as much as you can about cultures and customs different from your own (**Watch CUNY TV**).
- Visit museums and cultural institutions (the **Kupferberg Holocaust Center** and **QCC Art Gallery**), that highlight works with a global perspective.
- Work or intern at an international company or organization whose core mission involves international issues and concerns.
- Sample and cook foods from around the world **(**Watch **Native Dish on NYC Media)**
- Physically travel if and when possible, or watch travel shows and see the world – watch **Bare Feet** on NYC Media.

Leadership

- Be the team leader on a class presentation.
- Apply to become a member of a campus leadership organization or program e.g., **QCC Emerging Leaders, QCC CUNY Black Male Initiative, NYC Men Teach,** and **Global Leaders Program**.
- Hold elected office in **Student Government** or other **QCC Student Clubs, Groups and Organizations**.
- Be a captain of an **athletic team.**
- Organize events.
- Be a team leader or assistant manager at your job.
- Experience being a teacher's assistant as part of your education classes, or a camp counselor during the summer.
- Become an entrepreneur and start your own business (Participate in the **CUNY New Venture Accelerator)**.
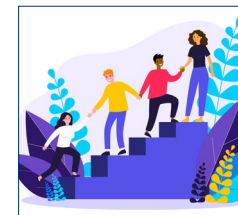
- Become a local community leader and engage in civic projects.

Professionalism

- Show up to class on time and hand in all your course assignments when they are due.
- Do well and **earn a high GPA** (3.3 and above).
- Earn academic awards and honors, such as the **Dean's List, Phi Theta Kappa, the John F. Kennedy** or the **Martin Luther King Jr. Memorial Awards**.
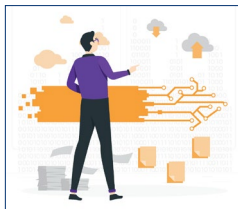- Be punctual at work; be recognized at your job as an outstanding employee; be respectful of others; work efficiently and complete all your work-related projects in a timely manner.
- Join a professional association related to your future career.
- Make a personal commitment to be a positive and encouraging member of the QCC community and all the communities to which you belong.
- Apply to become a QCC Student Ambassador, Tiger Adviser or a Student/Tech Peer Mentor.

Teamwork

- Be an active member of your academic classes by participating in group presentations and projects.
- Seek out opportunities to work on team projects at your job.
- Participate in campus clubs and organizations (join the **QCC Chapter of NYPIRG – New York Public Interest Research Group**).
- Become a member of a **QCC athletic team** (**Tigers**).
- Offer assistance to your peers and colleagues on the job when you see that they may need help with an assignment or are struggling to complete a project.
- Apply to become a member of the **QCC Blackstone LaunchPad Team.**

Technology

- Be proficient in MS Word, MS Excel, MS PowerPoint, and MS Access.
- Learn collaboration tools (MS Teams, Slack).
- Master conferencing technology (Blackboard, Zoom, Skype, Webex).
- Become familiar with design tools (Adobe Suite, Piktochart, Canva, PowToon).
- Master applications, software and technology used in your coursework and in your future industry (earn certificates and micro-credentials).
- Learn basic coding skills.
- Ask your Adviser about the **QCC IIT Software Engineering Apprenticeship Program (NYC Jobs CEO Council)**.
- Check out the events at **CUNY Startups** and participate in a CUNY Hackathon.
- Enroll in a data-analytics course.
- Apply to the **Break Through Tech program** (Summer Guild, Sprinternship Program, Career Readiness Program/CaRe).

Create Your Personal Career Action Plan

Name three QCC Super Skills that you can develop this semester/year.

1. _____

2. _____

3. _____

What activities (on and off campus) can you engage in now to develop the QCC Super Skills that you listed above?

1. _____

2. _____

3. _____

What can you do next semester or next year to develop additional QCC Super Skills?

1. _____

2. _____

3. _____

Name three career readiness skills that are not included in this guide that you would like to develop.

1. _____

2. _____

3. _____

Your Index to QCC/CUNY Skill Building Experiences and Opportunities

America Needs You: https://americaneedsyou.org/

ASAP: https://www.qcc.cuny.edu/asap/

Bare Feet on NYC Media: https://www1.nyc.gov/site/media/shows/bare-feet.page

Break Through Tech program (Summer Guild, Sprinternship Program, Career Readiness Program/CaRe): https://www.breakthroughtech.org/

BRIDGES to the Baccalaureate Program: https://www.qcc.cuny.edu/biologicalSciences/rims/index.html

Career Coach: https://qcc.emsicc.com/assessment?region=New%20York%20State&radius=100%20miles

College Discovery: https://www.qcc.cuny.edu/collegediscovery/

CSTEP: Collegiate Science Technology Program (CSTEP) https://www.qcc.cuny.edu/cStep/

CUNY/311 Project: http://www.cuny.edu/employment/student-jobs/internships/cuny-internship-programs/explore/cuny-311-project/

CUNY Career Opportunities Newsletter: https://cuny.us9.list-manage.com/subscribe?u=90ce25ec40ea491c1a8cc5a90&id=55336b8094

CUNY Cultural Corps: https://www.cuny.edu/academics/current-initiatives/cultural-corps/

CUNY New Venture Accelerator: https://cunystartups.com/accelerator/

CUNY Research Scholars Program at QCC: https://www.qcc.cuny.edu/ur/crsp.html

CUNY Service Corps: https://www1.cuny.edu/sites/servicecorps/

CUNY Startups: https://cunystartups.com/accelerator/

CUNY Tutor Corps: https://www.cuny.edu/about/administration/offices/evaluation/areas-of-focus_1/k-12/tutor-corps/

CUNY TV: https://tv.cuny.edu/homepage/

CUNY Upskilling Initiative: https://www.cuny.edu/about/administration/offices/ocip/students/upskilling/

Dean's List: https://qcc.catalog.cuny.edu/about/honors-and-awards

Dr. K. York & M. Noelle Chynn CUNY Ethics & Morality Essay Contest: https://aaari.info/category/awards-scholarships/cuny-ethics-morality-essay-contest-awards-scholarships/

FOCUS 2: https://www.qcc.cuny.edu/careerservices/focus-2.html

Global Leaders Program: https://www.qcc.cuny.edu/ISA/global-leaders-program.html

Handshake: https://cunyqcc.joinhandshake.com/login

John F. Kennedy Memorial Award: Honors and Awards | Queensborough CC Catalog https://qcc.catalog.cuny.edu/about/honors-and-awards

Kupferberg Holocaust Center: https://khc.qcc.cuny.edu/

LinkedIn: https://www.linkedin.com/

Martin Luther King Jr. Memorial Award: Honors and Awards | Queensborough CC Catalog https://qcc.catalog.cuny.edu/about/honors-and-awards

Native Dish on NYC Media: https://www1.nyc.gov/site/media/shows/native-dish.page

NYC Men Teach: https://www.qcc.cuny.edu/socialSciences/education/nyc-men-teach.html

Pathful Explore: https://virtualjobshadow.com/vs3/portals/license/newaccount/860DD460-98E7-4604-AC94-84962748F1E5/

Phi Theta Kappa: https://www.qcc.cuny.edu/ptk/index.html

QCC Art Gallery: https://artgallery.qcc.cuny.edu/

QCC Athletics (Tigers): https://qcctigers.com/

QCC Blackstone LaunchPad Team: https://www.qcc.cuny.edu/entrepreneurship/blp.html

QCC Chapter, NYPIRG – New York Public Interest Research Group: https://www.qcc.cuny.edu/studentactivities/clubs/nypirg.html

QCC CTAS (Center for Tutoring & Academic Support): http://www3.qcc.cuny.edu/CTASWeb/cwc.aspx

QCC CUNY Black Male Initiative: https://www.qcc.cuny.edu/bmi/index.html

QCC Emerging Leaders: https://www.qcc.cuny.edu/studentactivities/elp/index.html

QCC Foreign Language Society: https://www.qcc.cuny.edu/studentactivities/clubs/fls.html

QCC Grading Policy: https://www.qcc.cuny.edu/registrar/gradingPolicy.html

QCC IIT Software Engineering Apprenticeship Program (NYC Jobs CEO Council).
https://www.qcc.cuny.edu/academics/degree-programs/degree-plans-2024/A.A.S.-in-Internet-and-Information-Technology-Software-Engineering-Apprenticeship-2023-24.pdf

QCC Mathematics Learning Center: https://www.qcc.cuny.edu/mathCS/committee/mathcenter/index.html

QCC Office of Career Services Toolkit of Professional Skills:
https://www.qcc.cuny.edu/careerservices/developSkills/index.html

QCC Society of Additive Manufacturing 3D Printing Club: https://www.qcc.cuny.edu/studentactivities/clubs/Society-of-Additive-Mfg-3D-Printing%20Club.html

QCC Stock Market Club:
https://www.qcc.cuny.edu/studentactivities/clubs/Stock-Market-Club.html

QCC Student Clubs, Groups and Organizations:
https://www.qcc.cuny.edu/studentActivities/clubs/index.html

QCC Student Government:
https://www.qcc.cuny.edu/studentActivities/studentGovernment.html

QCC Women in Science Club:
https://www.qcc.cuny.edu/studentactivities/clubs/Women-In-Science-Club.html

SkillsFirst:
https://skillsfirst.com/organizations/qcc-cuny

Stay in the know about CUNY career and experiential learning opportunities –
Visit the **CUNY Office of Career and Industry Partnerships** *website:*
Office of Career and Industry Partnerships – The City University of New York
https://www.cuny.edu/about/administration/offices/ocip/