

Global Fluency – Demonstrates openness, inclusiveness, sensitivity, and the ability to interact respectfully and understand differences.

Competency Level	Demonstrated Behavior	Associated Skills	Example
Level I <i>Basic Experience</i>	Works positively in all interactions and is open to new ideas without bias. Promotes a positive environment for working.	Openness Flexibility Sensitivity Respectfulness	Jenna greeted alumni visitors and readily supplied new attendees with additional information on the weekend events. She ensured new people received a packet that contained additional information on places of worship and resources for special needs as well as the event calendar.
Level II <i>Practical Application</i>	Works positively in all interactions and is open to new ideas without bias. Promotes a positive environment for working. Demonstrates respect for opinions and ideas of others.	Openness Flexibility Adaptability Active listening Sensitivity Respectfulness	Alex's work as a reading tutor made her appreciate the diversity of children's backgrounds she taught. She actively encouraged the children to share stories with her to build her understanding of different cultures and environments.
Level III <i>Advanced Application</i>	Values differences and contributions from others. Interact effectively with people from diverse backgrounds. Understand one's own biases and use that awareness to work to eliminate them.	Openness Flexibility Adaptability Active listening Sensitivity Respectfulness Cultural Awareness	John had the opportunity to interact with multiple cultures in his job as Tour Guide. He would often take large groups for campus tours and was sensitive to the range of different backgrounds and cultures. John tailored his presentation of the College and its programs to his audience. He actively anticipated questions regarding diversity on campus and ensured their questions were answered.
Level IV <i>Subject Area Expertise and Application</i>	Values differences and incorporates contributions from others. Interact effectively with people from diverse backgrounds. Understand one's own biases and uses that awareness to work to eliminate them. Actively seeks opinions and ideas from people from varied backgrounds and experiences to improve decisions.	Openness Flexibility Adaptability Active listening Sensitivity Respectfulness Cultural Awareness Inquiry	As an academic mentor, Bethany was committed to helping her peers reach their academic best. Her patience and sensitivity to a diverse set of students helped her tailor her approach to mentoring so she could provide the best support to each individual. She would often go the extra mile to research a student's culture to gain further insight to connect with them in their studies.
Level V <i>Mastery and Extensive Application</i>	Values differences and implements strategies for inclusion. Interact effectively with people from diverse backgrounds. Understand one's own biases and uses that awareness to work to eliminate them. Actively seeks opinions and ideas from people from varied backgrounds and experiences to improve decisions.	Openness Flexibility Adaptability Active listening Sensitivity Respectfulness Cultural Awareness Inquiry Influencing	Jacob's overall responsibility focused on recruiting, managing, and motivating his student directors to successfully raise funds for his class. The span of the job required Jacob to work across a diverse population of alumni, senior administrators and students, adjusting the message to each population. Jacob's success hinged on his ability to connect and inspire people, create a compelling vision for giving and promote a sense of community around the giving effort. His strong interpersonal skills helped Jacob be successful in his job.