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| **General Area** | **Individual Comment** |
| Quality Assurance | * Accountability (owning mistakes and fixing them) * Attention to detail x 2 * Detail-oriented * Doing things the right/boring/hard way to avoid mistakes (Copy-pasting text no matter how small, making incremental commits, creating a branch for an edit and doing a pull request rather than pushing to master) * Humility (Taking responsibility for your errors, determining the fix, implementing it and learning the lesson without bitterness) * Ownership (Pride in your work, your team, and contributing as if you owned the company) * Patience? (get through the mind-numbing stuff without rushing through and making mistakes) * Quality Assurance * Quality Assurance – Having a trusted QA process that simplifies time spent during development, and reduces the chance for missed items * Thoroughness (set up personal approach to task to ensure it is completed to the most efficient and appropriate approach, develops and organizes systems, reviews and checks for accuracy) |
| Problem solving | * Ability to breakdown complex problems into a list of steps leading to a resolution * Knowing how to use the internet effectively to look up issues * Logical troubleshooting * Problem solving * Problem Solving * problem solving * Troubleshooting * Troubleshooting |
| Communication | * Clear speaking * Collaboration * Collaboration (with IDs, PMs, and clients) * Communication * Communication * Communication (with IDs, PMs, and contractors * Concise communication * Email etiquette * Identifying audience-specific needs (Tone, language, etc.) * Knowledge of accessibility requirements * Language (spelling, grammar, punctuation, working knowledge of multiple languages) * Listening * Listening and communication (Both critical skills) * Proposal writing * Storytelling * Teamwork and collaboration * Teamwork skills * Teamwork/Collaboration skills * Training and development (we identify and assist our team members to learn tasks that may be new to them to keep the team flexible, we also share knowledge in specialized areas to expose our team to further knowledge and skills) – this could essentially fall under teamwork and collaboration * Use the Oxford comma |
| Project management | * Delegating tasks between team members efficiently (in cases where the actual PM didn’t specify) * Flexibility (to adapt to changing workloads and new concepts, different projects and information) * Management--(Managing priorities and time) * Organization? * Preparation Skills * Project Management * Time Management * Time management * Time Management – Being accountable to one’s manager and the team for one’s deliverables * Time management skills |
| Professional development | * Acceptance to fail and learn from the failure * Autodidacticism – Must keep up-to-date in an every changing industry * Competitive (Follow the competition – what can they do, and is it something we should bring into our toolkit?) * Knowledge of new trends and technology * Learning (Keeping your skillsets sharp, and undertaking new ones on a consistent basis) * Mentorship (Coaching and supporting others who are new to the them, at a peer level) * Professional Development * Research * Responsibility and ethics |
| Customer service | * Communication – listening to clients and clarifying their needs during the whole process * Comprehension (understanding what the client wants to achieve and feeling their passion for success) * Customer Service * Customer Service--(Knowing how to interpret client needs and communicating in a friendly, non-confrontational way) |
| Creativity | * Analysis – Creative thinking and uncovering issues as self risk mitigation * Creative thinking * Creativity (Analysis and Aesthetics) * Creativity (Writing, Vis-Comm) * strategy/planning and developing (Creative and logical skill strands) * Visual Communication--(Knowing how to communicate effectively through art) * Writing |
| Technical skills | * Adapt coding * Adaptability--(Being able to quickly research new methods, tools, or concepts and apply them accurately with minimal delay) * Design * Digital Media Creation (Having the technical know-how to create said art) * Media manipulation (for lack of a better term–I mean things like photoshopping, editing video files, editing audio files, turning raw files into the right format for use in courses, etc.) * scripting (dynamic) and coding (general) * Storyline authoring * Technological skills * Technology and software * Typing skills Software skills (ability to use Word, Excel, Outlook, Notepad, Articulate 360, etc.) * Use a computer in an efficient manner * User Experience (UX) |