Soft Skill Development Using Open Badges

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BYU

#UtahATD
The Need for Soft Skills

Girls only like guys who have skills!
– Napoleon Dynamite
“Personal attributes that enable someone to interact effectively and harmoniously with other people.”  -The Oxford Dictionary (2013).
“Personality traits, goals, motivations, and preferences that are valued in the labor market, in school, and in many other domains.” (Heckman and Kautz, 2012, p. 451).
ID Professionals spend 35% of their time engaged in soft skill activities versus 30% in actual design work (Cox & Osguthorpe, 2002).

202 out of 460 executives feel that soft skills is where the biggest gap in workforce skills are (Adecco Staffing, 2013).
Graduate Program Description

• Learning outcomes to develop soft skills in graduate students.

• Display skills gained.

• A lot of energy has been placed on developing our design skills but more needs to be done to develop soft skills.
Why Soft Skill Badges?

- Concrete evidence
- Evidence-based outcome
- Professional development
What are “Open Badges”? 

Images from OpenBadges.org
Merit Badges and Digital Badges

Boy Scout Merit Badges
- Acknowledge accomplishment
- Display skills gained
- Motivation
- Enable feedback/teaching from adult mentors

Typically not sharable
- Acknowledge accomplishment
- Motivation
- Gamification
- Enable feedback on specific skills

Digital Badge
Open Badges

- Uses Open Badge Infrastructure (OBI)
- Criteria and Evidence links
- Display badges via web
- Motivation

Awarded Automatically -
Display skills gained -
Motivation -
Gamification -

Webmaker Open Badges
Mozilla Backpack

Recent

Video Conferencing Technology
Issuer: IPT EdTec

Social Bookmarking Technology
Issuer: IPT EdTec

Google Earth Technology
Issuer: IPT EdTec

Movie Maker Technology
Issuer: IPT EdTec

Blog Technology
Issuer: IPT EdTec

Open Badge Awareness
Issuer: MyKnowledgeMap Ltd.

Super Styler
Issuer: Mozilla

Div Master
Issuer: Mozilla

Everything

Upload
Multiple collections can be created.

Collections can remain private or can be made public and shared.
Mozilla’s Webmaker badges plan used the “constellation” concept in which smaller badges are earned and added together to receive a higher level badge.
IPT EdTec Badge System

Course Level Badge

Project Level Badge

Lower Level Badges

Lower level badges are not issued for these projects

- Student selected Internet Communication Technology
- Student selected Multimedia Technology
- Student selected Personal Technologies
- Additional Concepts

- Google Sites
- iMovie
- Personal Tech
- Mobile Learn
- Internet Safety
- Copyright

Project level badge not issued for these additional concepts
IDT Badge System

earn 3 of the 5 to earn the Design Process badge
YOU CAN LEARN HOW TO DESIGN AND CREATE

괴백 Paths for ID Pros

How to navigate a badge path...
It's easy. Simply click on whatever badge you are interested in finding more about and a rubric for that badge will appear. If you are interested in nominating yourself or someone else for the badge, simply click that link in the rubric.
<table>
<thead>
<tr>
<th>Area of Expertise</th>
<th>Criteria</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Project Administration Expertise</strong></td>
<td>Creates a project plan</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Sets milestones or deadlines</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Manages a budget</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Sets a schedule</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Manages time</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Manages quality of the project</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Able to forecast or estimate (time, budget, resources, etc)</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Keeps records or document</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Sets performance metrics</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Executes performance metrics</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Able to write proposals</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Able to apply contract law</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td><strong>People Expertise</strong></td>
<td>Manages expectations</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Resolves conflicts</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Establishes mutual trust</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Understands human nature</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Understands and overcomes resistance to change</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Helps others achieve their goals</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Manages stress in self and others</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td></td>
<td>Builds consensus</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
<tr>
<td><strong>Analytical Expertise</strong></td>
<td>Prioritizes</td>
<td>(very poor) 1 2 3 4 5 (very good)</td>
</tr>
</tbody>
</table>

(Brill, Bishop, & Walker, 2006)
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<thead>
<tr>
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<th>Criteria</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication Expertise</td>
<td>Listen effectively</td>
<td><em>(very poor)</em> 1 2 3 4 5 <em>(very good)</em></td>
</tr>
<tr>
<td></td>
<td>Have strong verbal communication skills</td>
<td><em>(very poor)</em> 1 2 3 4 5 <em>(very good)</em></td>
</tr>
<tr>
<td></td>
<td>Have strong written communication skills</td>
<td><em>(very poor)</em> 1 2 3 4 5 <em>(very good)</em></td>
</tr>
<tr>
<td></td>
<td>Deliver good and bad news effectively</td>
<td><em>(very poor)</em> 1 2 3 4 5 <em>(very good)</em></td>
</tr>
<tr>
<td></td>
<td>Have strong presentation skills</td>
<td><em>(very poor)</em> 1 2 3 4 5 <em>(very good)</em></td>
</tr>
<tr>
<td></td>
<td>Be able to liaise among stakeholders</td>
<td><em>(very poor)</em> 1 2 3 4 5 <em>(very good)</em></td>
</tr>
<tr>
<td></td>
<td>Have strong networking skills</td>
<td><em>(very poor)</em> 1 2 3 4 5 <em>(very good)</em></td>
</tr>
<tr>
<td></td>
<td>Have strong graphical communication skills</td>
<td><em>(very poor)</em> 1 2 3 4 5 <em>(very good)</em></td>
</tr>
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</table>

*Figure 2.* The rubric for the professional communication badge.

*(Brill, Bishop, & Walker, 2006)*
Possible Solution

1) **Nominate:** Student (self), peer, or faculty begins process by submitting nomination form.

2) **Contact:** Dept. secretary contacts nominee, supervisor, and a peer to request evidence via checklist.

3) **Rubric Completed:** All parties submit requested information (checklist, other documentation).

4) **Review:** Documentation and checklist evaluated. Based on rubric, a recommendation to accept or reject.

5) **Badge Issued:** If accepted, results of evaluation reviewed by administrators who issue badge.
Badge Administration

1. Select a badge to issue

Google Sites Technology
Earner developed a website using Google Sites including page develop...

2. Enter recipient information, or copy paste from spreadsheet

<table>
<thead>
<tr>
<th>Recipient First Name</th>
<th>Recipient Last Name</th>
<th>Recipient Email</th>
<th>Badge Experience URL (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bruce</td>
<td>Wayne</td>
<td><a href="mailto:batman@gmail.com">batman@gmail.com</a></td>
<td><a href="http://www.batman.com">http://www.batman.com</a></td>
</tr>
<tr>
<td>Clark</td>
<td>Kent</td>
<td><a href="mailto:superman@gmail.com">superman@gmail.com</a></td>
<td><a href="http://www.superman.com">http://www.superman.com</a></td>
</tr>
<tr>
<td>Peter</td>
<td>Parker</td>
<td><a href="mailto:spiderman@gmail.com">spiderman@gmail.com</a></td>
<td><a href="http://www.spiderman.com">http://www.spiderman.com</a></td>
</tr>
</tbody>
</table>

3. Award badge(s)
Email Badges to Students

*If a student does not receive an email with their badge, remind them to check their spam folders.
### General Soft Skills
- Project Management
- Professional Comm.
- Teamwork/Collaboration*
- Any others?*

### Design Process
- ADDIE
- Agile
- CPS*
- Design Thinking*
- TRIZ*
- Any others?*

### Other
- Fluid Intelligence*
- Diversity understanding*
- Psychological capital?*
- Business ethics?*
- Any others?*

*In progress or planned
Future Design Iterations

- Produce meaningful badges.
- Scaling assessment.
- Maintaining accuracy of rubrics and tutorials as tools evolve and change.
- Creating a smart dashboard management tool for people to log in and track their progression on badges (ala Khan Academy).
Future Research Considerations

• Employer perception of open badges?

• What populations can best be served by soft skill badges?

• Student motivation. How many students will go above and beyond to earn badges? extra badges? Post-class badges?
Coming soon: TechLearn.org

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Contact us with Questions

#UtahATD