**AWS re/Start Professional Skills**

**Purpose**

This document serves 1) to provide an overview of the AWS re/Start professional skills curriculum sections which are essential elements of the AWS re/Start curriculum, 2) to highlight specific professional skills identified by employers as being critical for entry-level individuals, and 3) to provide an overview of the role of the AWS re/Start Professional Skills Instructor which is an optional role for delivery of AWS re/Start.

**Overview**

AWS re/Start is a cohort-based workforce development training program that prepares individuals for careers in the cloud and connects them to potential employers. In addition to technical skills, the AWS re/Start curriculum includes professional skills. AWS re/Start employers report that professional skills are critical for entry-level talent. Input on the importance of professional skills from employers includes:

*Soft skills are especially important at junior levels because of less experience.*

*The specific technical skills determine success less than their approach. Are people open to learning and receiving feedback?*

*If people have the soft skills, we can teach the tech.*

*Soft skills are really important skill set because people need to be able to be present in front of clients and communicate with a lot of different teams. That's probably even more critical than other things.*

*Those who were successful were not those who had done the most qualifications. It's soft skills that have enabled them to be successful.*

**AWS re/Start Professional Skills Curriculum Content**

The information included in the AWS re/Start curriculum provides a strong base for teaching professional skills. Instructors should model successful behaviors as they teach these and all other sections of the course. Professional skills and tools addressed in the AWS re/Start curriculum include:

**Career goal planning**

**Communication and the STAR methodology**

**Critical thinking / problem solving**

**Customer obsession**

**Elevator pitch**

**Emotional intelligence**

**Interview preparation**

**Leadership principles**

**Learn and be curious**

**Networking**

**Professional outlook**

**Resume creation**

**Self-Assessment: Who am I?**

**Setting Goals**

**Teamwork and Collaboration**

**Time management**

**Think Big**

In addition to the AWS re/Start professional skills content, collaborating organizations may also have region-specific training which addresses cultural needs in each locale. We encourage you to make use of the resources and skills available within your organizations to ensure that learners are prepared with the professional skill sets that they will need for success.

**High priority skill sets**

The following skills were identified in discussions with AWS re/Start employers as the “top ten” skill sets leading to success for entry-level individuals. It is important to help learners understand and model all of the professional skills, but we recommend that special attention be paid to these skill sets:

1. **Communication**
2. **Critical thinking / problem solving**
3. **Integrity**
4. **Proactive mindset / self-motivation**
5. **Confidence**
6. **Empathy**
7. **Teamwork**
8. **Conflict resolution**
9. **Flexibility / open-mindedness**
10. **Time management**

Some of these skills may be addressed within topics identified in the AWS re/Start curriculum list, rather as an independent topic. For example, “Self-Assessment: Who am I?” is an appropriate place for a discussion of integrity.

**AWS re/Start Professional Skills Instructor**

As Professional Skills topics are interspersed throughout the curriculum, using one instructor for all content may help to maintain smooth and consistent delivery of the materials. As an option, AWS re/Start collaborating organizations can source a Professional Skills Instructor specifically to teach the professional skills content of the curriculum. Regardless of whether the Program Instructor also provides professional skills instruction, or if a separate instructor is sourced, the collaborating organization must be confident that the instructor can teach these skills. If a separate instructor is sourced, the collaborating organization is solely responsible for sourcing this instructor based on the collaborating organization’s qualification requirements.