



Powered by IITTI (International Soft Skills Standards & Testing)

Learner Handbook

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What is the World Civility Index?

This Index is somewhat similar to credit rating, but instead of measuring how well a person can pay their bills, it measures a person's manners! Qualities like business etiquette, empathy, intercultural awareness.

The concept is that job-seekers can get the credential based on the World Civility Index, as proof, to show to employers EVERYWHERE!

What problem it solves

Every job-applicant says he is a great team player. But HR (human resources) can't tell who really have good soft skills just by looking at resumes.

HR managers frequently tell that there are many job-applicants, although perfectly competent in their professional skills (the hard skills), lack the basic soft skills to function well in a team environment, or the professional image to represent the company to face customers.

SHRM (Society for Human Resource Management), with more than 300,000 HR members in 165 countries, in a report says **university students are not learning enough soft skills**.

<https://www.shrm.org/resourcesandtools/hr-topics/employee-relations/pages/employers-say-students-arent-learning-soft-skills-in-college.aspx>

They further noted that many students are overestimating their personal soft skills and don't know what employers want.

The World Civility Index changed everything. It allows students to get the training needed AND have a globally recognized credential system so that an HR manager can assess a job-applicant easily.

You can earn World Civility Index points in two ways:

- (1) Join the IITTI Reading Program and Activities (seminars, workshops),

(2) Sit for an IITTI online written exam.

This proves your awareness of the importance of soft skills, and that you have the patience and perseverance in earning World Civility Index credential over the long term.

Besides having the proof, take a look at the next section where you can read about the trend of the employment world: increasingly more and more companies are putting more focus on your soft skills rather than just your university degree, as they found that successful employees are those with great soft skills.

What are the uses of the World Civility Index?

Overall, the World Civility Index credential is being used by employers for hiring purposes, schools for admission, restaurants for giving the best seats, landlords for giving preferential rental priorities, dating websites for recommended matching partners.

A new kind of currency for the 21st-century.

Future Employment Worldwide Trend

1.) PricewaterhouseCoopers



PwC Is Scrapping UCAS (Universities and Colleges Admissions Service) Points As Entry Criteria For Graduate Jobs

http://www.huffingtonpost.co.uk/2015/05/01/pwc-scrap-ucas-points-entry-criteria-graduate-jobs_n_7189936.html

2.) Ernst & Young



EY removes Degree Classification From Entry Criteria As There's 'No Evidence' University Equals Success

http://www.huffingtonpost.co.uk/2016/01/07/ernst-and-young-removes-degree-classification-entry-criteria_n_7932590.html

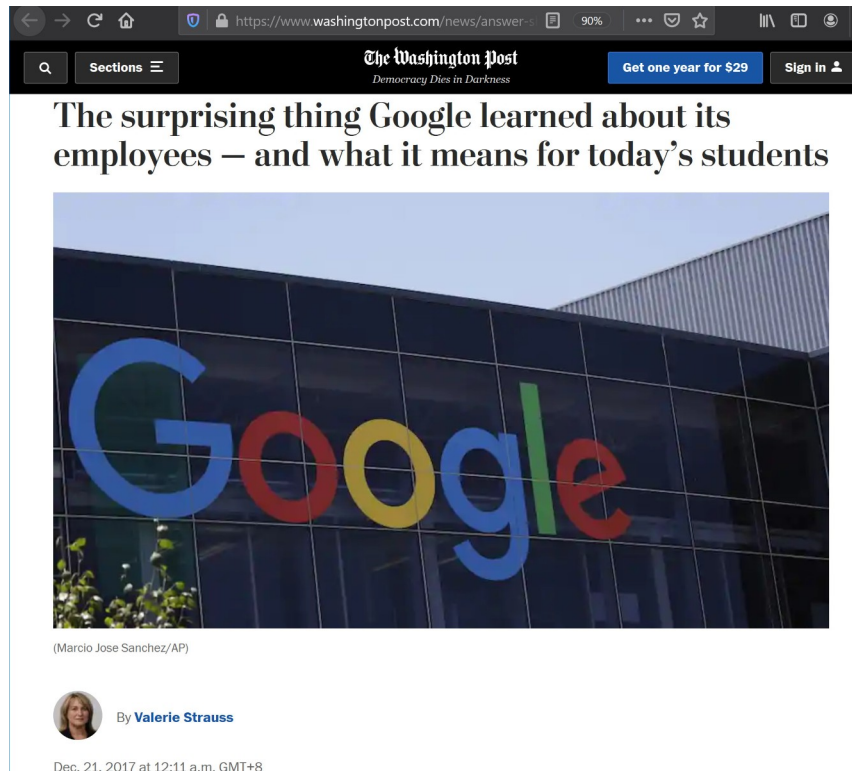
3.) Google, Hilton, Apple, Starbucks, IBM



Google, Penguin Random House, Costco Wholesale, Whole Foods, Hilton Hotels, Publix Supermarkets, Apple Computers, Starbucks Coffee, Nordstrom Department Stores, Home Depot Hardware, IBM, Bank of America, Chipotle Mexican Food, and many others are joining PricewaterhouseCoopers (PwC) and Ernst & Young (EY) in putting focus on soft skills rather than a university degree to decide on who to hire.

<https://www.cnbc.com/2018/08/16/15-companies-that-no-longer-require-employees-to-have-a-college-degree.html>

4.) Google research found soft skills more important than hard skills



The screenshot shows a mobile browser view of a Washington Post article. The URL is <https://www.washingtonpost.com/news/answer-sheet/wp/2017/12/20/the-surprising-thing-google-learned-about-its-employees-and-what-it-means-for-todays-students/>. The article title is "The surprising thing Google learned about its employees – and what it means for today's students". The author is Valerie Strauss, and the publication date is Dec. 21, 2017 at 12:11 a.m. GMT+8. The main image is a photograph of the Google logo on a glass building facade.

Google's Project Oxygen shocked everyone by concluding that, among the most important qualities of Google's top employees, STEM (Science, Technology, Engineering, Math) expertise comes in dead last. **The top characteristics of success at Google are all soft skills:** being a good coach; communicating and listening well; possessing insights into others (including others' different values and points of view); having empathy toward and being supportive of one's colleagues; and being a good critical thinker.

Subsequent Project Aristotle shows that the best teams at Google exhibit a range of soft skills: equality, generosity, curiosity toward the ideas of your teammates, empathy, and emotional intelligence. And topping the list: emotional safety. No bullying. To succeed, each and every team member must feel confident speaking up and making mistakes. They must know they are being heard.

<https://www.washingtonpost.com/news/answer-sheet/wp/2017/12/20/the-surprising-thing-google-learned-about-its-employees-and-what-it-means-for-todays-students/>

How to Earn World Civility Index

- (1) Join the IITTI Reading Program and Activities (seminars, workshops),
- (2) Sit for an IITTI written exam.

Details:

- (1a) Join IITTI Reading Program by either visiting:

IITTI.org/Read

or, if you have a trainer, visit your trainer's link at:

IITTI.org/[Trainer's ID]

Your trainer will tell you what is her Trainer ID. (You frequently get extra bonus free credits by going through your trainer's link.)

- (1b) Join Activities such as seminars, workshops from your trainer. Pay attention to her announcement. At the activity, your trainer will show you a QR code that you can scan and earn World Civility Index points.

- (1c) Go on a "*treasure hunt*" activity on IITTI's social media for posts with a QR code that you can scan and earn points:

LinkedIn: www.linkedin.com/company/IITTI

Facebook: www.facebook.com/IITTIorg

YouTube: www.youtube.com/IITTIorg

(2) All IITTI written exams have two components: training, and then exam. They are arranged by Licensed IITTI Trainers. You can find a list of qualified trainers at:

[ISSTA.ca/about/aboutUs_en.htm](https://www.isssta.ca/about/aboutUs_en.htm)

Background

IITTI was founded in 2011 by a group of experienced soft skills trainers in Canada, USA, Singapore, Netherlands, and Chile. It is used in 19 countries as of 2022, and is a part of the United Nations (UN) Sustainable Development.

“Let this world be no longer measured just by money, but also by your refinement!”

Patrick Chun, co-founder IITTI

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