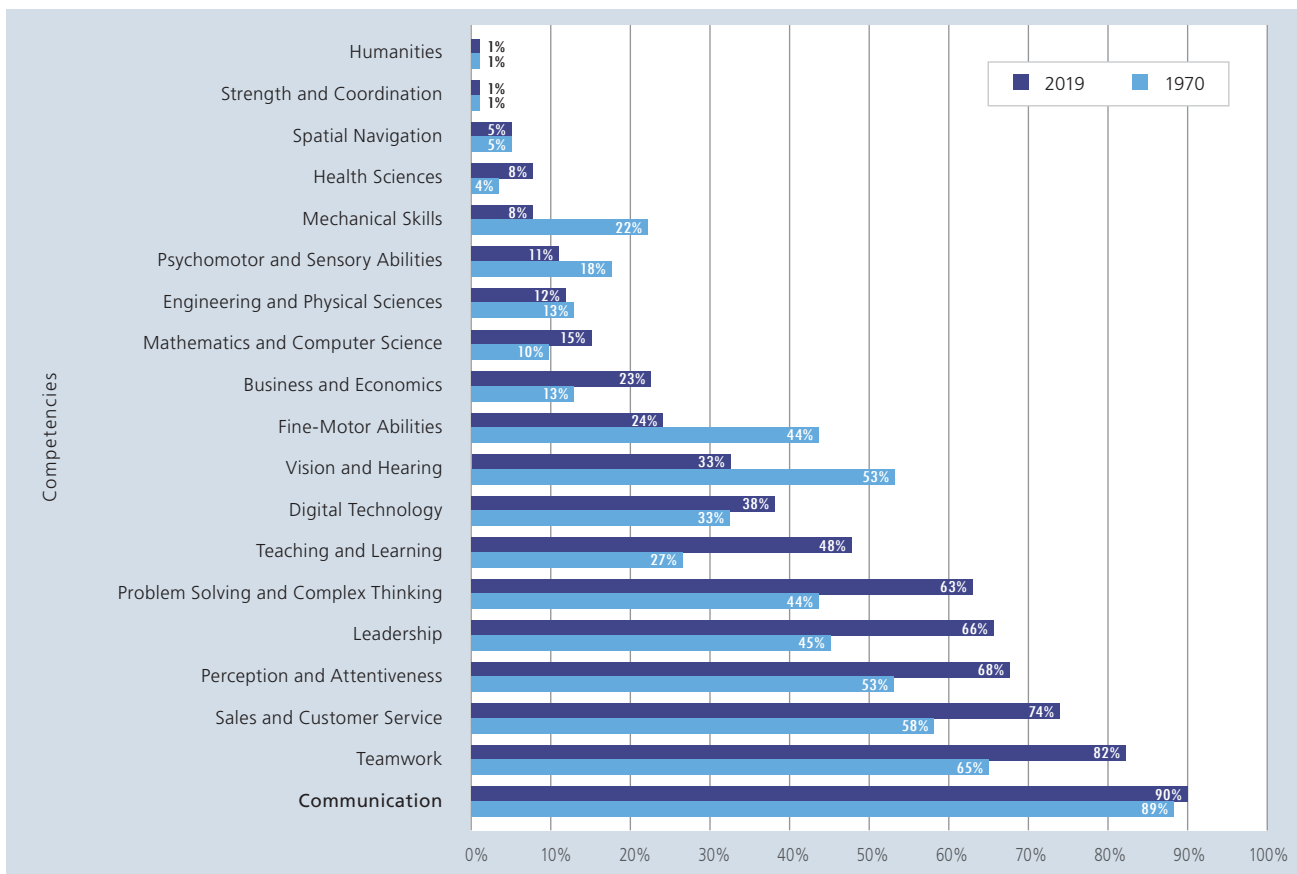


ESSENTIAL COMPETENCIES IN THE WORKPLACE

In November 2020, the Georgetown University Center on Education and the Workforce released *Workplace Basics: The Competencies Employers Want, 2020*. This report reveals the cognitive and physical competencies that are essential in the workplace and explores how these competencies affect earnings. Findings are based on data included in the Occupational Information Network (O*NET) and the American Community Survey (ACS).

Data indicate that communication has been the most highly demanded competency in the workplace for decades, with 89 percent of workers employed in occupations that had a high demand for communication in 1970, and 90 percent employed in such jobs in 2019. Teamwork (82 percent) and sales and customer service (74 percent) were also vital competencies in 2019.

Percentage of Workers with a High Demand for Each Competency in Their Occupations: 1970 and 2019



The report notes that “higher-intensity use of a competency is generally associated with higher earnings.” As illustrated in the chart below, positions that are dependent on higher-intensity use of communication skills are associated with higher earnings than positions that are dependent on other common competencies.

Earnings Premium Associated with Higher-Intensity Use of Each Competency, in Percent

