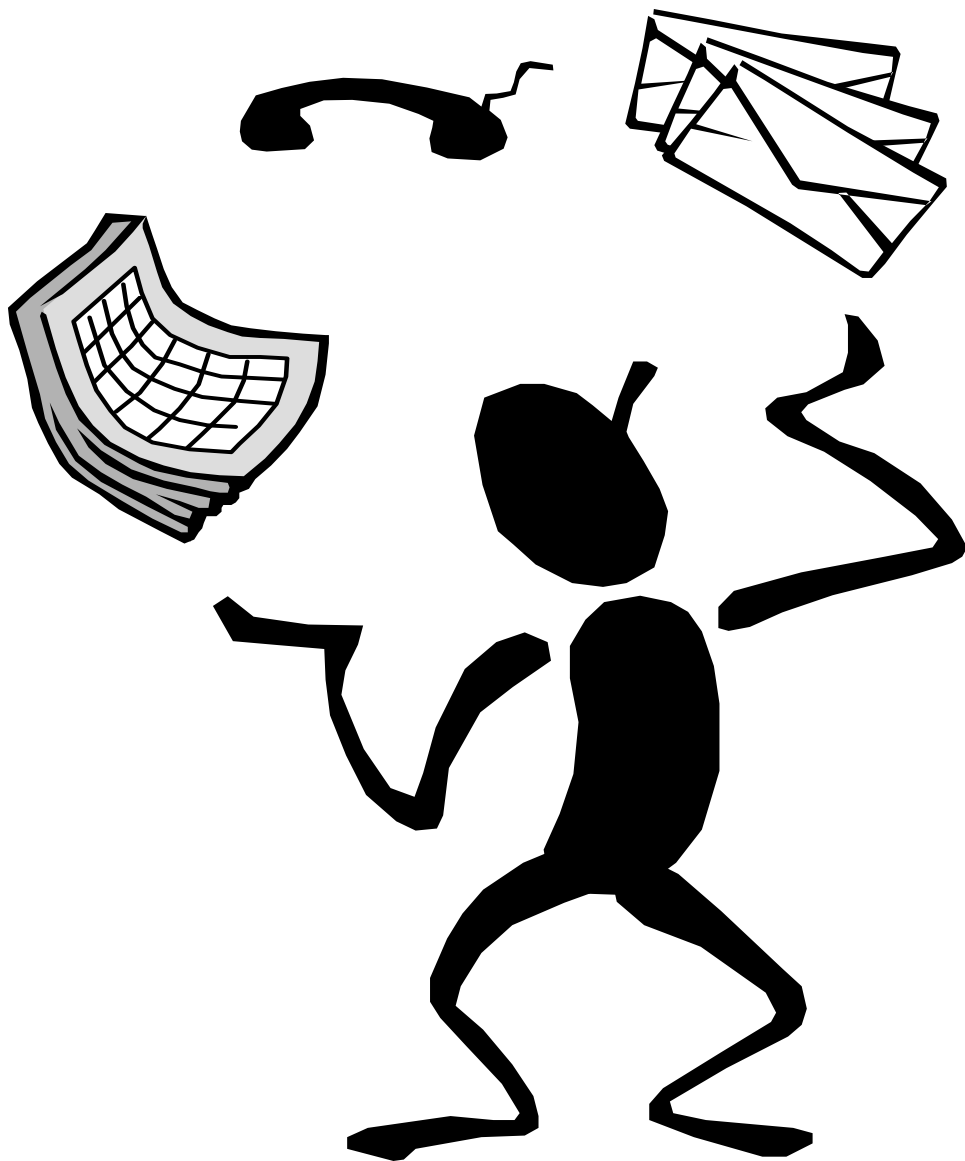


# Skills and Abilities



## **Job Related Skills**

The resume, application, and interview process will all need to reflect the skills you have gained through work experience, be it paid work, volunteer work, or even work skills developed and sharpened at home.

The following lists identify job related skills categorized by general occupations. The list provides a starting point for deciding the skills you will display on your resume, application, and verbalize during the interview process.

Take some time to read through the list and underline or highlight those skills which you possess. Write these skills on a separate sheet of paper to be used when completing the resume, the application, and as a reference when preparing for an interview.

### **MAINTENANCE/JANITORIAL SKILLS**

Dusting, sweeping floors, washing floors, waxing, washing windows, cleaning rugs or carpets, cleaning bathrooms, buffing, polishing furniture, plumbing repairs, electrical repairs, window repairs, carpentry work, public relations, money handling, supervisory experience, using computers.

### **FACTORY/WAREHOUSE SKILLS**

Soldering, assembly line work, operating machinery (such as grinder, lathe, drill press, milling machine), electrical wiring, stockroom work, unloading or loading, inventory, quality control, packing, filling orders, welding, box making, supervising others, parts clerk, keeping records, stocking shelves, directing procedures, forklift operations, using computers.

### **TRUCK DRIVER**

Driving small trucks, driving diesel trucks, hooking and unhooking trailer from tractor, backing large truck into small openings, city driving, long haul driving, mechanical repairs, diesel repairs, loading and unloading, changing truck tires, keeping records, money handling, keeping on schedule, customer relations, supervisory experience, using computers.

### **MAINTENANCE REPAIR SKILLS**

General repair skills, (list all areas of experience), service office machines, telephone, lawn mowers, appliances, mechanically inclined, customer service, customer relations, inventory, money handling, sales, public relations, keeping records, supervisory experience, using computers.

### **BOOKKEEPING SKILLS**

Accounting, using calculators, using adding machines, accounts payable, accounts receivable, payroll, income tax, typing, billing, money handling, keeping records, supervisory experience, spreadsheets, using computers.

### **SECRETARIAL SKILLS**

Receptionist, typing, filing, answering phone, stenography, typing from dictating machines, making appointments, running office machines, proof-reading, clerk, sorting and delivering mail, greeting clients, order processing, calling clients, directing clients, public speaking, keeping records, public relations, computer skills researcher, supervisory experience.

### **BEAUTICIAN**

Hair cutting and styling, shampooing hair, giving permanents and body waves, cosmetics consulting, facials, manicures, scalp treatment, hair coloring, hair lightening, appointment scheduling, money handling, public relations, constant updating of skills, ordering supplies, record keeping, sales.

### **HOUSEHOLD SKILLS**

Sewing, child care, making clothes, money management, budgeting, directing procedures, teaching, decorating, laundry skills, food preparation, counseling others, relating to other people, keeping records, public relations, formulating new ideas, ironing.

### **KITCHEN SKILLS**

Preparing food, cooking food, washing dishes, washing pans, operating dishwasher, planning meals, inventory, ordering supplies, supervisory experience, stocking shelves, hiring, scheduling, directing procedures, budgeting.

### **CARPENTRY SKILLS**

Sanding, house painting, cabinet building, ornamental woodwork, building additions, house framing, paneling, furniture making, sheet rocking, insulation installation, furniture refinishing, money handling, relating to other people, directing customers, sales, budgeting, supervisory experience.

### **COUNSELING SKILLS**

Group counseling, individual counseling, teaching (adults and/or children, volunteer or paid), inter-agency work, interviewing, writing programs, supervising clients, directing procedures, scheduling, formulating new ideas, keeping records, public relations, researcher, public speaking, money handling, writing reports, crises work, supervisory experience.

### **GARDENING SKILLS**

Lawn care, flower gardening, landscaping, tree trimming, farming skills, transporting trees, vegetable gardening, pruning trees, grafting, greenhouse work, sales, surveying, farm labor (list skills and machinery you can use), public relations, money handling, directing customers, supervisory experience.

## **GARAGE SKILLS**

Pumping gas, car tune-up, customer relations, changing tires, auto body repair, minor auto repairs, other kinds of auto repairs, repairing and maintaining diesel engine vehicles, money handling, selling, truck driving, inventory, stocking shelves, directing customers, public relations, sales, keeping records, car driving, supervisory experience.

## **CONSTRUCTION SKILLS**

Concrete work, electrical wiring, maintenance repairs, plumbing, heavy equipment operation, truck driving, brick laying, trenching, roofing, sheet-metal work, heating installation, refrigeration work, carpentry work, heavy labor, tools and machines you can use, money handling, public relations, directing customers, inventory, scheduling, supervisory experience, flagging.

## **RESTAURANT SKILLS**

Cashier, waitress, waiter, bartender, busboy, directing customers, handling money, public relations, hostess/maitre d', dishwashing, budgeting, short order cook, main cook, cook's assistant, ordering supplies, inventory, hiring, supervisory experience, correctly filling orders, employee relations, customer relations, cash register experience.

## **SALES**

Public relations, money handling, keeping records, greeting customers, customer service, ordering, processing, bookkeeping, directing customers, inventory, displaying samples, demonstrating products, writing reports, experience in the art of persuading, servicing goods, delivering goods, supervisory experience, cash register experience.

## **SALES CLERK**

Greeting customers, keeping records, customer service, customer relations, employee relations, clerk, order processing, inventory, directing customers, sales, bookkeeping, money handling, ordering supplies, correctly filling orders, using office machines (list all that you can use), billing, typing, directing, procedures, supervisory experience, decorating store, inventory, stocking shelves.

# **THE TOP SKILLS EMPLOYERS WANT**

- 1. Ability to learn**
- 2. Basic academic skills in reading, writing, and computation**
- 3. Good communication skills including listening and speaking**
- 4. Creative thinking and problem solving**
- 5. Self-esteem, motivation, and goal setting**
- 6. Personal and career development skills**
- 7. Interpersonal/negotiation skills and teamwork**
- 8. Organizational effectiveness and leadership**

## **Transferable Skills**

These skills are general skills that can be useful in a variety of jobs. For example, writing clearly, good language skills, or the ability to organize and prioritize tasks would be desirable in many jobs. These are called transferable skills because they can be transferred from one job-or even career-to another.

### **Key Transferable Skills**

- Meeting deadlines
- Planning
- Speaking in public
- Controlling budgets
- Supervising others
- Accepting responsibility
- Instructing others
- Solving problems
- Managing money or budgets
- Managing people
- Meeting the public
- Negotiating
- Organizing or managing projects
- Written communications

### **Dealing with data**

- Analyze data or facts
- Investigate
- Audit records
- Keep financial records
- Budget
- Locate answers or information
- Calculate, compute
- Manage money
- Classify data
- Negotiate
- Compare, inspect, or record facts
- Count, observe, compile
- Research
- Detail-oriented
- Synthesize
- Evaluate
- Take inventory

### **Working with people**

- Administer
- Patient
- Negotiate
- Persuade
- Confront others
- Teach
- Pleasant
- Counsel people
- Sensitive
- Demonstrate
- Sociable
- Tolerant
- Diplomatic
- Supervise
- Help others
- Tactful
- Insightful
- Interview others
- Instruct
- Listen
- Trust
- Understand
- Outgoing
- Kind

### **Using Word, Ideas**

- Research
- Articulate
- Inventive
- Logical
- Ingenious
- Write clearly
- Design
- Develop/Create
- Edit
- Correspond with others
- Remember information
- Communicate verbally
- Create new ideas
- Speak in public

### **Leadership**

- Arrange social functions
- Motivate people
- Competitive
- Negotiate agreements
- Decisive
- Plan
- Delegate
- Run meetings
- Direct others
- Self-controlled
- Explain things to others
- Self-motivated
- Get results
- Solve problems
- Mediate problems
- Take risks

### **Creative, Artistic**

- Artistic
- Music appreciation
- Play instruments
- Perform, act
- Drawing, art
- Expressive
- Dance, body movement
- Present artistic ideas

### **Other Transferable Skills**

- Using my hands, dealing with things
- Assemble or make things
- Build, observe, and inspect things
- Construct or repair buildings
- Operate tools and machinery
- Drive or operate vehicles
- Good with my hands
- Use complex equipment
- Endure long hours
- Follow directions
- File records
- Learn quickly

The following lists are preferred synonyms for words we all commonly use in describing our jobs. The use of stronger, more precise words tend to raise scores when Personnel Officers and Personnel Analysts review your job application and reclassification request.

**SERVING**

Assist  
Usher  
Attend  
Wait upon  
Supply  
Provide

**PERSUADING**

Influence  
Motivate  
Convince  
Promote  
Solicit  
Sell

**SUPERVISING**

Lead  
Order  
Appoint  
Assign  
Enforce  
Rate

**DIVERTING**

Entertain  
Humor  
Interest  
Amuse  
Imitate

**EXCHANGING  
INFORMATION**

Discuss  
Interview  
Question  
Inform  
Dictate  
Answer  
Describe  
Indicate  
Relay  
Request  
Meet  
Greet  
Communicate

**COMPARING**

Rank  
Inspect  
Distinguish  
Contrast  
Select  
Choose  
Classify  
Grade  
Index  
Segregate  
Sort  
Match  
Arrange

**SYNTHESIZING**

Devise  
Compose  
Invent  
Discover  
Hypothesize  
Plan  
Design  
Solve  
Calculate  
Forecast  
Interpret  
Translate  
Innovate

**COMPILING**

Measure  
Time  
Weigh  
Calibrate  
Collect  
Accumulate  
Inventory  
Count  
Observe  
Listen  
Smell

**ANALYZING**

Investigate  
Research  
Experiment  
Study  
Scrutinize  
Examine  
Audit  
Scan  
Evaluate  
Verify  
Appraise  
Test  
Report  
Identify  
Recommend  
Summarize  
Suggest  
Document

**INSTRUCTING**

Teach  
Lecture  
Tutor  
Explain  
Instruct  
Demonstrate  
Train

**COORDINATING**

Direct  
Manage  
Implement  
Control  
Regulate  
Authorize  
Execute  
Decide  
Deliberate  
Determine  
Develop  
Formulate  
Organize  
Marshal  
Schedule  
Initiate

**NEGOTIATING**

Mediate  
Settle  
Debate  
Bargain  
Reason  
Confer

**MENTORING**

Prognosticate  
Diagnose  
Prescribe  
Advise  
Counsel  
Console  
Reconcile  
Arbitrate  
Judge

**COPYING**

Record  
Post  
Tabulate  
List  
Transpose  
Quote

**COMPUTING**

Estimate  
Plot  
Figuring



# CHECKLIST OF TRADITIONAL SKILLS GROUPING

Each grouping includes: things you can do, working conditions/roles, and things you know. Check the skills that apply to you.

## MANAGEMENT SKILLS

Planning  
Organizing  
Scheduling  
Assigning/Delegating  
Directing  
Hiring  
Measuring production  
Setting standards  
Work under stress  
Work with people  
Travel frequently  
Work as a team member  
Personnel practices  
Time management  
Negotiating strategies

## COMMUNICATION SKILLS

Reasoning  
Organizing  
Defining  
Writing  
Listening  
Explaining  
Interpreting ideas  
Reading  
Handle precise work  
Work with committees  
Public speaking  
Correct English usage  
Subject knowledge  
Operate communications systems  
Good sense of timing

## RESEARCH SKILLS

Recognizing problems  
Interviewing  
Developing questions  
Synthesizing  
Writing  
Diagnosing  
Collecting data  
Extrapolating  
Reviewing  
Work without direction  
Work very long hours  
Work on long-term projects  
Statistics  
Algebra  
Research design

## FINANCIAL SKILLS

Calculating  
Projecting  
Budgeting  
Recognize problems  
Solve problems  
Finger dexterity  
Able to concentrate  
Handle detail work  
Orderly thinking  
Accounting procedures  
Data processing  
Operate business machines  
Financial concepts  
Investment principles

## MANUAL SKILLS

Operating  
Monitoring  
Controlling  
Setting-up  
Driving  
Cutting  
Do precise machine work  
Do heavy work  
Work on assembly line  
Work independently  
Knowledge of tools  
Safety rules  
Basic plumbing  
Basic mechanics  
Electronic principles

## SERVICE SKILLS

Counseling  
Guiding  
Leading  
Listening  
Coordinating  
Work under stress  
Respond to emergencies  
Work under hazardous cond.  
Work on weekends  
Work night shifts  
Knowledge of subject  
Human behavior principles  
Agencies' policies

### CLERICAL SKILLS

Examining  
Evaluating  
Filing  
Developing methods  
Improving  
Recording  
Recommending  
Work as team member  
Work in office  
Follow directions  
Do routing office work  
Basic Clerical skills  
Bookkeeping  
Data-entry operations  
Telephone protocol

### TECHNICAL SKILLS

Financing  
Evaluating data  
Calculating  
Adjusting controls  
Aligning fixture  
Following specifications  
Observing indicators  
Verifying  
Drafting  
Designing  
Work in an office/outdoors  
Work in small studios  
Odd hours  
Economics  
Investigation principles  
Balancing principles

### PUBLIC RELATIONS

Planning  
Conducting  
Maintaining favorable image  
Informing the public  
Consulting  
Researching  
Representing  
Work with people  
Work under stress  
Work very long hours  
Work odd hours  
Negotiating principles  
Human relations  
Writing news releases  
Media process

### AGRICULTURAL SKILLS

Diagnosing malfunctions  
Repairing engines  
Maintaining machinery  
Packing  
Replacing defective parts  
Wood working  
Constructing buildings  
Hitching  
Work outdoors  
Work in varied climate  
Manual work  
Do heavy work  
Operating basic machinery  
Safety rules  
Welding  
Horticultural procedures

### SELLING SKILLS

Contacting  
Persuading  
Reviewing products  
Inspecting products  
Determining value  
Promoting sales  
Work outdoors/indoors  
Work with people  
Informing buyers  
Work under stress  
Work long hours  
Knowledge of products  
Human relations  
Financing  
Budgeting

### MAINTENANCE SKILLS

Repairing equipment  
Maintaining equipment  
Operating tools  
Dismantling  
Removing parts  
Adjusting functional parts  
Lubricating/cleaning parts  
Purchasing/ordering parts  
Climbing  
Work indoors/outdoors  
Lift heavy equipment  
Work as team member  
Basic mechanics  
Electrical principles  
Plumbing principles

These are just a few of the skills normally associated with each of these categories. When you go over your own list of skills, group them into these categories as well as you can, but do not hesitate to put one skill into several categories. The test you should use is whether the skill you are grouping is mainly a **FINANCIAL**, **MANUAL**, **SERVICE**, **MANAGEMENT**, **COMMUNICATIONS**, or **RESEARCH** skill.

## 12 TRAITS EMPLOYERS LOOK FOR

1. **ABILITY TO COMMUNICATE**: You need to get your thoughts across simply and precisely using good English. The employer and co-workers need to understand what you are saying.
2. **INTELLIGENCE**: Will you be able to understand the work at hand and will you be able to function as a productive employee? You do not have to be brilliant. Companies just want to know you are intelligent enough to do the job.
3. **SELF-CONFIDENCE**: You will have to demonstrate a sense of maturity proving you can handle all kinds of situations well.
4. **WILLINGNESS TO ACCEPT RESPONSIBILITY**: Companies want people with leadership capabilities. Leaders are hard to find.
5. **INITIATIVE**: Do you wait to be told things or do you initiate things by yourself? If you fall into the latter category, you will be viewed as a corporate asset.
6. **LEADERSHIP**: Can you guide and direct others?
7. **ENERGY LEVEL**: If your energy level dies at 5 o'clock, companies may not be pleased, but if you are the type of person who will put in whatever time it takes to get a job done, you are an ideal candidate.
8. **IMAGINATION**: Can you see new and inventive solutions to problems?
9. **FLEXIBILITY**: Can you adapt and adjust to changing situations?
10. **INTERPERSONAL SKILLS**: Can you bring out the best in others?
11. **SELF-KNOWLEDGE**: Can you assess your skills, strong points, weak points, and see yourself as others see you?
12. **ABILITY TO HANDLE CONFLICT**: Can you handle stressful, tense situations and make them come out right?

# Self-management and Adaptive Skills/Personality Traits

You probably take for granted the many skills you use every day to survive and get along. These skills are adaptive or self-management skills because they allow you to adapt or adjust to a variety of situations. Some of them could be considered part of your basic personality. Such skills that are valued by employers include getting to work on time, honesty, enthusiasm, and getting along with others.

## The minimum

- Good attendance
- Honest
- Arrive on time
- Follow instructions
- Meet deadlines
- Get along with supervisor
- Get along with co-workers
- Hard-working, productive

## Other adaptive skills

- Able to coordinate
- Friendly
- Ambitious
- Good natured
- Assertive
- Helpful
- Capable
- Humble
- Cheerful
- Imaginative
- Competent
- Motivated
- Industrious
- Conscientious
- Thrifty
- Creative
- Intelligent
- Dependable
- Intuitive
- Discreet
- Learn quickly
- Eager
- Loyal
- Efficient
- Mature
- Energetic
- Methodical
- Enthusiastic
- Modest
- Resourceful
- Natural
- Formal
- Open-minded
- Optimistic
- Sincere
- Original
- Solve problems
- Patient
- Spontaneous
- Persistent
- Steady
- Physically strong
- Tactful
- Practice new skills
- Take pride in work
- Reliable
- Tenacious
- Flexible
- Responsible
- Trustworthy
- Self-confident
- Versatile
- Sense of humor
- Well-organized

