

Skills by Category

Verbal Communication

- Perform and entertain before groups
- Speak well in public appearances
- Confront and express opinions without offending
- Interview people to obtain information
- Handle complaints in person and over the phone
- Present ideas effectively in speeches or lecture
- Persuade/influence others to a certain point of view
- Sell ideas, products or services
- Debate ideas with others
- Participate in group discussions and teams

Nonverbal Communication

- Listen carefully and attentively
- Convey a positive self image
- Use body language that makes others comfortable
- Develop rapport easily with groups of people
- Establish culture to support learning
- Express feelings through body language
- Promote concepts through a variety of media
- Believe in self worth
- Respond to non-verbal cues
- Model behavior or concepts for others

Written Communication

- Write technical language, reports, manuals
- Write poetry, fiction plays
- Write grant proposals
- Prepare and write logically written reports
- Write copy for sales and advertising
- Edit and proofread written material
- Prepare revisions of written material
- Utilize all forms of technology for writing
- Write case studies and treatment plans
- Demonstrate expertise in grammar and style

Train/Consult

- Teach, advise, coach, empower
- Conduct needs assessments
- Use a variety of media for presentation
- Develop educational curriculum and materials
- Create and administer evaluation plan
- Facilitate a group
- Explain difficult ideas, complex topics
- Assess learning styles and respond accordingly
- Consult and recommend solutions
- Write well organized and documented reports

Analyze

- Study data or behavior for meaning and solutions
- Analyze quantitative, physical and/or scientific data
- Write analysis of study and research
- Compare and evaluate information
- Systematize information and results
- Apply curiosity
- Investigate clues
- Formulate insightful and relevant questions
- Use technology for statistical analysis

Research

- Identify appropriate information sources
- Search written, oral and technological information
- Interview primary sources
- Hypothesize and test for results
- Compile numerical and statistical data
- Classify and sort information into categories
- Gather information from a number of sources
- Patiently search for hard-to-find information
- Utilize electronic search methods

Plan and Organize

- Identify and organize tasks or information
- Coordinate people, activities and details
- Develop a plan and set objectives
- Set up and keep time schedules
- Anticipate problems and respond with solutions
- Develop realistic goals and action to attain them
- Arrange correct sequence of information and actions
- Create guidelines for implementing an action
- Create efficient systems
- Follow through, ensure completion of a task

Counsel and Serve

- Counsel, advise, consult, guide others
- Care for and serve people; rehabilitate, heal
- Demonstrate empathy, sensitivity and patience
- Help people make their own decisions
- Help others improve health and welfare
- Listen empathically and with objectivity
- Coach, guide, encourage individuals to achieve goals
- Mediate peace between conflicting parties
- Knowledge of self-help theories and programs
- Facilitate self-awareness in others

Interpersonal Relations

Convey a sense of humor
Anticipate people's needs and reactions
Express feelings appropriately
Process human interactions, understand others
Encourage, empower, advocate for people
Create positive, hospitable environment
Adjust plans for the unexpected
Facilitate conflict management
Communicate well with diverse groups
Listen carefully to communication

Leadership

Envision the future and lead change
Establish and enforce policy
Set goals and determine courses of action
Motivate/inspire others to achieve common goals
Create innovative solutions to complex problems
Communicate well with all levels of the organization
Develop and mentor talent
Negotiate terms and conditions
Take risks, make hard decisions, be decisive
Encourage the use of technology at all levels

Management

Manage personnel, projects and time
Foster a sense of ownership
Delegate responsibility and review performance
Increase productivity and efficiency to achieve goals
Develop and facilitate working groups
Provide training for development of staff
Adjust plans/procedures for the unexpected
Facilitate conflict management
Communicate well with diverse groups
Utilize technology to facilitate management

Financial

Calculate, perform mathematical computations
Work with precision with numerical data
Keep accurate and complete financial records
Perform accounting functions and procedures
Compile data and apply statistical analysis
Create computer generated charts for presentation
Use computer software for records and analysis
Forecast, estimate expenses and income
Appraise and analyze costs
Create and justify organization's budget to others

Administrative

Communicate well with key people in organization
Identify and purchase necessary resource materials
Utilize computer software and equipment
Organize, improve, adapt office systems
Track progress of projects and troubleshoot
Achieve goals within budget and time schedule
Assign tasks and sets standards for support staff
Hire and supervise temporary personnel as needed
Demonstrate flexibility during crisis
Oversee communication, email and telephones

Create and Innovate

Visualize concepts and results
Intuit strategies and solutions
Execute color, shape and form
Brainstorm and make use of group synergy
Communicate with metaphors
Invent products through experimentation
Express ideas through art form
Remember faces, accurate spatial memory
Create images through, sketches, sculpture, etc.
Utilize computer software for artistic creations

Construct and Operate

Assemble and install technical equipment
Build a structure, follow proper sequence
Understand blueprints and architectural specs
Repair machines
Analyze and correct plumbing or electrical problems
Use tools and machines
Master athletic skills
Landscape and farm
Drive and operate vehicles
Use scientific or medical equipment