



# Skills and Abilities

**Job Hunter**  
Workshop Series



**WORK**  **Source**

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## Skills & Abilities

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### **Workshop overview**

One of the first steps in finding a job is to be clear about who you are and what you have to offer. In other words, who and what are you marketing to an employer? In this workshop, you will identify your skills and accomplishments and learn to communicate them to an employer.

Many employers actually begin their interviews by saying, “Tell me about yourself.” This workshop will help you respond. Once you know yourself well, you will be in a much better position to sell yourself to an employer.

### **Topics**

- Know yourself
- Know your skills
  - Self-management skills
  - Transferable skills
  - Job skills
- Sell your skills
  - 60-second commercial

### **Learning objectives**

In this workshop, you will:

- Select three accomplishments that show a potential employer what you can do for the company.
- Identify self-management, transferable and job skills that you feel comfortable presenting to an employer.
- Write these skills and qualities in a form that you can present to an employer.

## Section one: Know yourself

An important part of the job-search process is to know yourself well. If you don't take time to do this, how will you construct a résumé, cover letter or application that tells the employer exactly why you should be selected as a candidate?

In this first activity, "Finding your place," you'll explore work environments where you're most likely to be happy and successful. Read through the following activity and make sure you understand the directions. Choose your first, second and third choices for a group you would be comfortable joining. When everyone has made three selections, the facilitator will tell you what to do next.

### Finding your place

Imagine that you find yourself in a room full of strangers. As you walk around the room, you notice that people have put themselves into six groups. They're all talking about their work. You're asked to join one of the groups and contribute to the conversation. Which group would you most likely join first? Which one would you join second? Which one would be third? (Place a 1, 2 or 3 next to your selections).

<i>Group 1</i> _____	Participants are talking about being physically active, working with their hands, and about the machines and tools they use; about plants, animals and working outdoors; and about making and fixing things.
<i>Group 2</i> _____	Participants are talking about research, mathematics, science, investigating things, using logic and intuition, solving problems, serious thinking, developing new theories and products, and other intellectual activities.
<i>Group 3</i> _____	Participants are talking about creating, composing and performing, art, dance, literature, music, form, color, sound, patterns, using the imagination and about things that are pleasing to the eye or ear.
<i>Group 4</i> _____	Participants are talking about helping and serving people, poverty, hunger, racism, sexism, welfare, crime rates, street people, literacy, health care, teaching, charity, unemployment rates, spiritual needs and other social issues.
<i>Group 5</i> _____	Participants are talking about buying and selling, profit-and-loss statements, stocks and bonds, finances, real estate, the Wall Street Journal, advertising, marketing, interest rates, politics, power structures and the global economy.
<i>Group 6</i> _____	Participants are talking about management information and data systems, numbers, policies and procedures, rules and regulations, record-keeping, organizational procedures and keeping things running smoothly.



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When the workshop facilitator gives the signal, stand in front of the number that represents your first choice. Talk with others who are standing in front of the same number. Use good listening and interviewing skills to learn as much as you can about why other people are in front of that number. They'll be doing the same thing, learning why you made the choices you did.

Examples:

- "What brought you to this group?"
- "Say more about your interest in music."
- "What is there about helping others that you find rewarding?"
- "So, having things orderly and well organized is important to you. Could you say a little more about that?"

The following is a brief description of each work environment and personality. As you continue your job-search journey, you'll want to make sure that you're looking at compatible work environments. Even a good job in a poorly matched work environment probably won't be successful.

**Realistic:** Likes working with objects, tools, machines and animals. Enjoys using manual, mechanical, agricultural, electrical and technical skills.

**Investigative:** Likes observing and investigating physical, biological and cultural things to understand and control them. Enjoys using scientific and mathematical skills.

**Artistic:** Likes activities that are ambiguous, not systematized and involve creating art forms or products. Enjoys using language, art, music, drama and writing skills.

**Social:** Likes informing, training, developing, curing or enlightening others. Enjoys using interpersonal and educational skills.

**Enterprising:** Likes working with others to achieve organizational or economic gain. Enjoys using leadership, interpersonal and persuasive skills.

**Conventional:** Likes working with data, keeping records, reproducing and filing materials, and using technology. Enjoys using clerical, computational and business-system skills.

## Section one: Know yourself

What did you learn about yourself from this exercise that can move you closer to your destination?

[illegible]

### Writing activity



## Section two: Know your skills

A job search is really about finding an employer who is looking for someone like you. This means always having the employer's perspective in mind. One of the biggest errors job seekers make is to focus on what they need from employers, when the focus should be on what job seekers can do for employers. What skills do you have that an employer desires?

In this part of the workshop, we will examine self-management skills, transferable workplace skills, job skills acquired from paid and unpaid work experience or from classes that are geared to an occupation.

Self-management, transferable and job skills include any knowledge or ability required to do a job or perform a task. Self-management skills that employers look for are things like honesty, dependability and determination. Transferable skills are more general, such as being able to work in a team, explain a process, follow a flow chart or use a software program. Job skills are job-specific, such as being able to use a lathe, teach a writing class or drive a special vehicle.

On the lines below, list skills you have to offer an employer.



### Writing activity

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It's okay if you had trouble identifying all of your skills. There are resources available to help you discover (or rediscover) your knowledge, skills and abilities (KSAs).

- Verify and research additional skills online through O\*NET's My Next Move at [www.mynextmove.org](http://www.mynextmove.org) , MySkills MyFuture at [www.myskillsmyfuture.com](http://www.myskillsmyfuture.com), and the Occupational Outlook Handbook at [www.bls.gov/ooh](http://www.bls.gov/ooh). These websites provide excellent lists of KSAs plus additional occupational information that will enhance your job search.
- Take assessments to uncover skills you use at work. Assessments can't provide all the answers, but they can point you in other directions you may not have considered. Try out the Interest Profiler on O\*NET's My Next Move at [www.mynextmove.org/explore/ip](http://www.mynextmove.org/explore/ip) or the Skills Profiler from CareerOneStop at [www.careerinfonet.org/skills/default.aspx](http://www.careerinfonet.org/skills/default.aspx).

### **Self-management skills**

Self-management skills refer to the style in which you work. For example, self-management skills tell an employer about your work ethic, your attitudes toward work and your ability to get along with others. Employers know they can develop many of the job-related skills needed to do the work after a new employee is hired. When employers make hiring decisions, they pay close attention to your self-management skills. Talking about your self-management skills will show an employer your ability to:

- Perform or produce quality work.
- Respond to challenging situations.
- Adjust to changing work roles and environments.
- Maintain loyalty toward the company.
- Respond to the emotional demands of the work.



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### **Checklist and worksheet: Self-management skills**

The checklist on the next page identifies a variety of self-management skills. Put a check mark next to each skill you believe you've used often either at work, as a volunteer or in your personal life. Work quickly. Don't spend more than a couple of seconds considering each skill.

Pick the **five most important** self-management skills that you possess and write them in the left-hand column of the Self-Management Skills Worksheet.

Next to each skill you wrote down, write an example of when and how you used that skill. Be specific. Show that you have this skill. You will refer to this sheet when completing applications, résumés, your 60-second commercial and preparing for interviews.

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## Section two: Know Your skills

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### Self-Management Skills Checklist

- |   |   |  |  |   |   |
|---|---|--|--|---|---|
| <input type="checkbox"/> Academic             | <input type="checkbox"/> Consistent     | <input type="checkbox"/> Expressive      | <input type="checkbox"/> Kind            | <input type="checkbox"/> Pleasant       | <input type="checkbox"/> Stable           |
| <input type="checkbox"/> Accurate             | <input type="checkbox"/> Constructive   | <input type="checkbox"/> Extravagant     | <input type="checkbox"/> Knowledgeable   | <input type="checkbox"/> Posed          | <input type="checkbox"/> Steady           |
| <input type="checkbox"/> Active               | <input type="checkbox"/> Conventional   | <input type="checkbox"/> Exhibitionistic | <input type="checkbox"/> Leader          | <input type="checkbox"/> Polite         | <input type="checkbox"/> Strong           |
| <input type="checkbox"/> Achievement-oriented | <input type="checkbox"/> Cool           | <input type="checkbox"/> Fair minded     | <input type="checkbox"/> Learn quickly   | <input type="checkbox"/> Positive       | <input type="checkbox"/> Successful       |
| <input type="checkbox"/> Adaptable            | <input type="checkbox"/> Cooperative    | <input type="checkbox"/> Farsighted      | <input type="checkbox"/> Light hearted   | <input type="checkbox"/> Practical      | <input type="checkbox"/> Supportive       |
| <input type="checkbox"/> Adept                | <input type="checkbox"/> Courageous     | <input type="checkbox"/> Firm            | <input type="checkbox"/> Likable         | <input type="checkbox"/> Precise        | <input type="checkbox"/> Sympathetic      |
| <input type="checkbox"/> Adventurous          | <input type="checkbox"/> Creative       | <input type="checkbox"/> Flexible        | <input type="checkbox"/> Logical         | <input type="checkbox"/> Pride          | <input type="checkbox"/> Tacful           |
| <input type="checkbox"/> Aggressive           | <input type="checkbox"/> Critical       | <input type="checkbox"/> Focused         | <input type="checkbox"/> Loyal           | <input type="checkbox"/> Problem solver | <input type="checkbox"/> Take initiative  |
| <input type="checkbox"/> Alert                | <input type="checkbox"/> Curious        | <input type="checkbox"/> Forgiving       | <input type="checkbox"/> Mature          | <input type="checkbox"/> Productive     | <input type="checkbox"/> Teachable        |
| <input type="checkbox"/> Ambitious            | <input type="checkbox"/> Daring         | <input type="checkbox"/> Formal          | <input type="checkbox"/> Meets deadlines | <input type="checkbox"/> Proud          | <input type="checkbox"/> Team worker      |
| <input type="checkbox"/> Analytical           | <input type="checkbox"/> Decisive       | <input type="checkbox"/> Frank           | <input type="checkbox"/> Methodical      | <input type="checkbox"/> Prudent        | <input type="checkbox"/> Tenacious        |
| <input type="checkbox"/> Appreciative         | <input type="checkbox"/> Dedicated      | <input type="checkbox"/> Friendly        | <input type="checkbox"/> Meticulous      | <input type="checkbox"/> Punctual       | <input type="checkbox"/> Think Quickly    |
| <input type="checkbox"/> Articulate           | <input type="checkbox"/> Deliberate     | <input type="checkbox"/> Gentle          | <input type="checkbox"/> Mild-mannered   | <input type="checkbox"/> Purposeful     | <input type="checkbox"/> Thoughtful       |
| <input type="checkbox"/> Artistic             | <input type="checkbox"/> Democratic     | <input type="checkbox"/> Generous        | <input type="checkbox"/> Moderate        | <input type="checkbox"/> Quick          | <input type="checkbox"/> Thorough         |
| <input type="checkbox"/> Assertive            | <input type="checkbox"/> Dependable     | <input type="checkbox"/> Gets-along      | <input type="checkbox"/> Modest          | <input type="checkbox"/> Quiet          | <input type="checkbox"/> Thrifty          |
| <input type="checkbox"/> Astute               | <input type="checkbox"/> Detailed       | <input type="checkbox"/> Good-natured    | <input type="checkbox"/> Motivated       | <input type="checkbox"/> Rational       | <input type="checkbox"/> Tidy             |
| <input type="checkbox"/> Attentive            | <input type="checkbox"/> Determined     | <input type="checkbox"/> Gracious        | <input type="checkbox"/> Natural         | <input type="checkbox"/> Realistic      | <input type="checkbox"/> Tolerant         |
| <input type="checkbox"/> Authentic            | <input type="checkbox"/> Dignified      | <input type="checkbox"/> Hard-worker     | <input type="checkbox"/> Neat            | <input type="checkbox"/> Reasonable     | <input type="checkbox"/> Tough            |
| <input type="checkbox"/> Aware                | <input type="checkbox"/> Diligent       | <input type="checkbox"/> Healthy         | <input type="checkbox"/> Negotiator      | <input type="checkbox"/> Reflective     | <input type="checkbox"/> Trusting         |
| <input type="checkbox"/> Bold                 | <input type="checkbox"/> Diplomatic     | <input type="checkbox"/> Helpful         | <input type="checkbox"/> Objective       | <input type="checkbox"/> Relaxed        | <input type="checkbox"/> Trustworthy      |
| <input type="checkbox"/> Broadminded          | <input type="checkbox"/> Disciplined    | <input type="checkbox"/> High energy     | <input type="checkbox"/> Obliging        | <input type="checkbox"/> Reliable       | <input type="checkbox"/> Unassuming       |
| <input type="checkbox"/> Businesslike         | <input type="checkbox"/> Dominant       | <input type="checkbox"/> Honest          | <input type="checkbox"/> Open-minded     | <input type="checkbox"/> Reserved       | <input type="checkbox"/> Uncommon         |
| <input type="checkbox"/> Calm                 | <input type="checkbox"/> Discreet       | <input type="checkbox"/> Humanistic      | <input type="checkbox"/> Opportunistic   | <input type="checkbox"/> Responsive     | <input type="checkbox"/> Understanding    |
| <input type="checkbox"/> Candid               | <input type="checkbox"/> Discriminating | <input type="checkbox"/> Humorous        | <input type="checkbox"/> Optimistic      | <input type="checkbox"/> Resourceful    | <input type="checkbox"/> Unexcitable      |
| <input type="checkbox"/> Capable              | <input type="checkbox"/> Driving        | <input type="checkbox"/> Idealistic      | <input type="checkbox"/> Orderly         | <input type="checkbox"/> Respectable    | <input type="checkbox"/> Uninhibited      |
| <input type="checkbox"/> Careful              | <input type="checkbox"/> Dynamic        | <input type="checkbox"/> Imaginative     | <input type="checkbox"/> Organized       | <input type="checkbox"/> Responsible    | <input type="checkbox"/> Unique           |
| <input type="checkbox"/> Cautious             | <input type="checkbox"/> Eager          | <input type="checkbox"/> Impulsive       | <input type="checkbox"/> Original        | <input type="checkbox"/> Risk Taking    | <input type="checkbox"/> Unusual          |
| <input type="checkbox"/> Cheerful             | <input type="checkbox"/> Easy going     | <input type="checkbox"/> Independent     | <input type="checkbox"/> Outgoing        | <input type="checkbox"/> Robust         | <input type="checkbox"/> Verbal           |
| <input type="checkbox"/> Clear-thinking       | <input type="checkbox"/> Economical     | <input type="checkbox"/> Industrious     | <input type="checkbox"/> Outstanding     | <input type="checkbox"/> Sense of Humor | <input type="checkbox"/> Versatile        |
| <input type="checkbox"/> Clever               | <input type="checkbox"/> Eccentric      | <input type="checkbox"/> Informal        | <input type="checkbox"/> Painsaking      | <input type="checkbox"/> Sensible       | <input type="checkbox"/> Vigorous         |
| <input type="checkbox"/> Composed             | <input type="checkbox"/> Effective      | <input type="checkbox"/> Ingenious       | <input type="checkbox"/> Patient         | <input type="checkbox"/> Sensitive      | <input type="checkbox"/> Visionary        |
| <input type="checkbox"/> Competent            | <input type="checkbox"/> Efficient      | <input type="checkbox"/> Innovative      | <input type="checkbox"/> Peaceable       | <input type="checkbox"/> Sentimental    | <input type="checkbox"/> Warm             |
| <input type="checkbox"/> Competitive          | <input type="checkbox"/> Emphatic       | <input type="checkbox"/> Inquisitive     | <input type="checkbox"/> Penetrating     | <input type="checkbox"/> Serious        | <input type="checkbox"/> Well-organized   |
| <input type="checkbox"/> Communicative        | <input type="checkbox"/> Energetic      | <input type="checkbox"/> Insightful      | <input type="checkbox"/> Perceptive      | <input type="checkbox"/> Sharp-witted   | <input type="checkbox"/> Wholesome        |
| <input type="checkbox"/> Concerned            | <input type="checkbox"/> Enterprising   | <input type="checkbox"/> Inspiring       | <input type="checkbox"/> Perfectionist   | <input type="checkbox"/> Shrewd         | <input type="checkbox"/> Willing to learn |
| <input type="checkbox"/> Confident            | <input type="checkbox"/> Enthusiastic   | <input type="checkbox"/> Integrity       | <input type="checkbox"/> Persevering     | <input type="checkbox"/> Sincere        | <input type="checkbox"/> Wise             |
| <input type="checkbox"/> Conforming           | <input type="checkbox"/> Exacting       | <input type="checkbox"/> Intellectual    | <input type="checkbox"/> Persistent      | <input type="checkbox"/> Sociable       | <input type="checkbox"/> Witty            |
| <input type="checkbox"/> Conscientious        | <input type="checkbox"/> Exceptional    | <input type="checkbox"/> Intelligent     | <input type="checkbox"/> Philosophical   | <input type="checkbox"/> Sophisticated  |   |
| <input type="checkbox"/> Conservative         | <input type="checkbox"/> Experienced    | <input type="checkbox"/> Intuitive       | <input type="checkbox"/> Pioneering      | <input type="checkbox"/> Spontaneous    |   |
| <input type="checkbox"/> Considerate          | <input type="checkbox"/> Expert         | <input type="checkbox"/> Inventive       | <input type="checkbox"/> Planner         | <input type="checkbox"/> Spunky         |   |



## Skills & Abilities

### Self-Management Skills Worksheet



#### Writing activity

<b>Example</b>	
1. Dependable _____	I have received two monthly awards for perfect attendance.
1. _____	
2. _____	
3. _____	
4. _____	
5. _____	

### Transferable skills

Transferable skills are skills you've developed through various jobs, hobbies, volunteer work and other life experiences. Most adults have developed more than 500 skills that easily apply to a variety of different jobs and are not specific to any particular occupation or industry. Every employer wants transferable skills. Developing your ability to discuss your skills will create the opportunity for you to consider a variety of occupations you may not have considered before. Once you get to know more about an employer, you'll be able to refer to your transferable skills to show employers how your background might apply to what they need.

### Checklist and worksheet: Transferable skills

Use the checklist on the next page to identify your transferable skills. Put a check mark next to each skill you use often at work, at home or as a volunteer. Work quickly. Don't spend more than a couple of seconds considering each skill.

Now, pick your five most important transferable skills and write them in the left-hand column of the Transferable Skills Worksheet.

In the righthand column next to each skill, write an example of when and how you used that skill. Be specific. Show that you have this skill. You will refer to this sheet when completing applications, résumés, your **60-second commercial** and preparing for interviews.



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### Transferable-Skills Checklist

#### Getting information needed to do the job

- ☐ Collect information about laws or regulations
- ☐ Diagnose diseases/disorders
- ☐ Evaluate quality of products or materials
- ☐ Evaluate student work
- ☐ Examine/evaluate financial records
- ☐ Investigate data to solve problems
- ☐ Research business problems
- ☐ Research life sciences
- ☐ Research mathematics
- ☐ Research physical science
- ☐ Research social science
- ☐ Survey and measure land

#### Inspecting equipment, products or materials

- ☐ Inspect machines
- ☐ Inspect materials to check standards
- ☐ Inspect products and materials
- ☐ Inspect tools and equipment
- ☐ Inspect vehicles

#### Processing information

- ☐ Check meters and gauges
- ☐ Compute and total charges
- ☐ Operate word processors
- ☐ Prepare electronic data files
- ☐ Prepare orders for supplies
- ☐ Process data on computers
- ☐ Process numbers and figures
- ☐ Process sales/purchasing information
- ☐ Transmit information electronically

#### Reviewing or analyzing data or information

- ☐ Analyze and test engineering plans
- ☐ Analyze/interpret life science data
- ☐ Analyze/interpret mathematics data
- ☐ Analyze/interpret physical-science data
- ☐ Analyze/interpret physical problems
- ☐ Proofreading data for accuracy
- ☐ Review and evaluate data reports
- ☐ Review and evaluate educational materials
- ☐ Review and evaluate personnel records
- ☐ Review and evaluate real estate value and records

#### Thinking and working creatively

- ☐ Create design concepts for machines and equipment
- ☐ Create design concepts for products and processes
- ☐ Create design concepts for structures and facilities
- ☐ Create engineering concepts
- ☐ Create fashion and style designs
- ☐ Create photographic and motion picture images
- ☐ Create/interpret musical ideas
- ☐ Create/portray dramatic and dance roles
- ☐ Design and arrange objects
- ☐ Prepare educational reports
- ☐ Produce designs of ideas or letters
- ☐ Sketch original designs for materials/products
- ☐ Write and report on news events
- ☐ Writing ideas

#### Developing objectives/strategies

- ☐ Formulate program policy and goals
- ☐ Plan education/training programs
- ☐ Plan health care treatments
- ☐ Plan land and water surveys
- ☐ Plan project activities

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## Section two: Know Your skills

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### Following written or spoken instructions

- ☐ Follow construction blueprints/plans
- ☐ Follow equipment/machine operating instructions
- ☐ Follow manufacturing blueprints/diagrams
- ☐ Follow navigation instructions
- ☐ Follow plant operating regulations
- ☐ Follow spoken instructions
- ☐ Follow travel directions
- ☐ Follow written assembly work orders
- ☐ Follow written construction work orders
- ☐ Follow written machining work orders
- ☐ Follow written production guidelines
- ☐ Follow written repair work orders

### Growing and harvesting plants and animals

- ☐ Grow and harvest plants
- ☐ Raise or capture fish or animals

### Handling and moving objects

- ☐ Adjust controls on machines
- ☐ Clean objects and buildings
- ☐ Powder coat or paint objects
- ☐ File documents
- ☐ Fill and pack containers
- ☐ Fit and join small parts
- ☐ Handle and/or test chemicals
- ☐ Handle and/or test nuclear substance
- ☐ Load and unload materials
- ☐ Measure ingredients for recipes
- ☐ Move earth and rocks
- ☐ Move gases and liquids
- ☐ Move material by hand or machine
- ☐ Prepare food for customers
- ☐ Print material
- ☐ Process and deliver mail
- ☐ Receive and store stock
- ☐ Saw materials
- ☐ Sew materials

- ☐ Smooth soft surfaces
- ☐ Sort paper materials
- ☐ Sort products and materials
- ☐ Weigh and mark products

### Controlling machines and processes

- ☐ Assemble equipment and products
- ☐ Bore holes with cutting tools
- ☐ Cut and slice with machines
- ☐ Dry, mix and separate materials
- ☐ Grind or cut with abrasives
- ☐ Heat and press metals and plastics
- ☐ Mill, turn and plane materials
- ☐ Operate audio-visual equipment
- ☐ Operate computer numerically controlled (CNC) machines
- ☐ Operate extruding production machines
- ☐ Operate laboratory testing equipment
- ☐ Operate metal or plastic working-production machines
- ☐ Operate office machines
- ☐ Operate power, gas or chemical plant systems
- ☐ Operate printing machines
- ☐ Operate textile-production machines
- ☐ Operate woodworking-production machines
- ☐ Set up equipment
- ☐ Set up machines
- ☐ Shape parts by machine
- ☐ Use welding and soldering machines and equipment
- ☐ Wind and coil materials

### Operate vehicles and mechanized devices or equipment

- ☐ Drive emergency vehicles
- ☐ Drive vehicles of less than three tons
- ☐ Navigate ships or aircraft to transport people or freight
- ☐ Operate agricultural machinery
- ☐ Operate earth-moving or drilling equipment
- ☐ Operate material-moving or paving equipment
- ☐ Operate trains, buses or trucks to transport people or freight



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### Interacting with computers and other electronic equipment

- ☐ Develop and use computerized medical records
- ☐ Operate communications equipment
- ☐ Operate computer aided design (CAD) systems
- ☐ Operate computerized diagnostic equipment in mechanics
- ☐ Operate computers to create engineering designs
- ☐ Operate computers to lay out designs and colors
- ☐ Operate computers to record and analyze engineering data
- ☐ Operate computers to record and analyze life science data
- ☐ Operate computers to record and analyze physical-science data
- ☐ Operate computers to record and analyze social-science data
- ☐ Operate medical diagnostic equipment
- ☐ Operate radar equipment
- ☐ Use electrical/electronic testing instruments

### Drafting, laying out, or designing equipment, parts, or devices

- ☐ Design machinery, equipment and products
- ☐ Design structures and land use
- ☐ Draft drawings for buildings and equipment
- ☐ Draw diagrams, charts and maps
- ☐ Design with CAD software
- ☐ Lay out diagrams on materials

### Building and repairing fixed structures and objects

- ☐ Construct with wood, brick, stone and mortar
- ☐ Make large fixed structures and objects
- ☐ Repair large fixed structures and objects

### Repairing mechanical or electronic equipment and objects

- ☐ Observe/diagnose electrical/electronic problems
- ☐ Observe/diagnose mechanical problems
- ☐ Repair electrical/electronic objects
- ☐ Repair mechanical objects
- ☐ Repair small objects

### Using hand and power tools or instruments

- ☐ Use construction hand and power tools
- ☐ Use electrical repair hand and power tools
- ☐ Use food and drink preparation equipment
- ☐ Use instrument repair tools
- ☐ Use machinist instruments
- ☐ Use mechanics hand and power tools
- ☐ Use medical or dental instruments to treat patients
- ☐ Use precision measuring instruments
- ☐ Use simple hand and power tools

### Documenting and recording information

- ☐ Collect and record medical information
- ☐ Collect and record meter and gauge readings
- ☐ Compile and catalogue written information
- ☐ Compile and record office and business records
- ☐ Enter information on computer terminals
- ☐ Prepare case reports
- ☐ Prepare financial reports
- ☐ Prepare project case reports
- ☐ Prepare statistical reports
- ☐ Prepare technical or research reports
- ☐ Prepare/maintain work logs and reports
- ☐ Prepare/organize numerical records
- ☐ Prepare/organize verbal records

### Interpreting the meaning of information

- ☐ Explain electrical/electronic/operations/problems
- ☐ Explain banking, loans and financial services
- ☐ Explain charts and maps
- ☐ Explain diagrams
- ☐ Explain life-science concepts
- ☐ Explain physical-science concepts
- ☐ Explain social-science concepts
- ☐ Give information on events and procedures
- ☐ Give information on insurance services
- ☐ Help people understand health-care instructions
- ☐ Plan and give information and help
- ☐ Relay information to dispatch workers
- ☐ Study and interpret laws



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## Section two: Know Your skills

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### Teaching and advising others

- ☐ Counsel and advise people
- ☐ Give advice on building plans and projects
- ☐ Give advice on business or research projects
- ☐ Give advice on computer programs and data
- ☐ Give advice on financial matters
- ☐ Give healthcare instructions
- ☐ Teach education and training programs

### Managing programs, staff and budgets

- ☐ Assign duties to workers
- ☐ Coordinate worker activities
- ☐ Evaluate worker performance
- ☐ Hire and supervise staff
- ☐ Manage and direct people and programs
- ☐ Negotiate staff policies and disputes
- ☐ Plan and administer budgets
- ☐ Plan staff work tasks

### Communicating with persons outside the organization

- ☐ Answer business telephone inquiries
- ☐ Answer questions about library materials
- ☐ Answer questions about products and services
- ☐ Handle customer complaints
- ☐ Interview people to obtain information

### Assisting or caring for others

- ☐ Give injections, drugs and other medications
- ☐ Provide childcare services
- ☐ Provide funeral services
- ☐ Provide healthcare support services
- ☐ Provide lodging or meal facilities
- ☐ Provide personal-care services
- ☐ Provide personnel services
- ☐ Provide protective services
- ☐ Provide social services
- ☐ Treat physical or mental problems

### Selling or influencing others

- ☐ Demonstrate products and services
- ☐ Purchase products for resale
- ☐ Sell products or services
- ☐ Wait on customers

### Performing for the public

- ☐ Amuse and entertain audiences
- ☐ Plan recreation and entertainment activities
- ☐ Provide recreation and entertainment activities

### Developing and building teams

- ☐ Direct an engineering-design team
- ☐ Work as a member of a construction team
- ☐ Work as a member of a data-processing team
- ☐ Work as a member of a design team
- ☐ Work as a member of a health-services team
- ☐ Work as a member of a journalism team
- ☐ Work as a member of a physical-science team
- ☐ Work as a member of a protective-service team
- ☐ Work as a member of an education team
- ☐ Work as a member of an engineering-support team
- ☐ Work as a member of an office-support team



Skills & Abilities

Transferable-Skills Worksheet



Writing activity

<b>Example</b>	
1. Prepare statistical reports	I prepared weekly data-analysis reports that evaluated unit performance.
1.	
2.	
3.	
4.	
5.	

### **Job skills**

Job skills are specific to a particular occupation or field of work and generally are not transferable to another occupation. These skills are gained through paid or volunteer work, on-the-job training or technical classes for a particular job. Employers look for information about job skills to find out if you have done the technical aspects of the job. These skills fall into four areas:

1. Things
2. People
3. Information
4. Ideas

You should complete an inventory and analysis of your education and past jobs to identify your specific job skills. A job analysis also can identify transferable skills.

### **Checklist and worksheet: Job skills**

The next several pages identify job-related skills, categorized by general occupations. The list provides a starting point for deciding the skills you will list on your résumé and application and the skills you will talk about during your interview.

Put a check mark next to each skill you've used often at work, as a volunteer or in training. Work quickly. Don't spend more than a couple of seconds considering each skill.

Pick five of the skills that you marked and write them in the left-hand column of the **Job Skills Worksheet** on page 27.

Next write in the right-hand column an example of when and how you used that skill. Be specific. Show that you have this skill. You will refer to this sheet when completing applications, résumés, your **60-second commercial** and preparing for interviews.



## Skills & Abilities

### Job-Skills Checklist

#### Accounting/bookkeeping

- ☐ 10-key by touch
- ☐ Accounts payable
- ☐ Accounts receivable
- ☐ Auditing
- ☐ Automated conversion
- ☐ Balance sheets
- ☐ Bank deposits
- ☐ Bank drafts
- ☐ Benefits implementation
- ☐ Budgets & forecasting
- ☐ Cash accountability
- ☐ Cash disbursements
- ☐ Cash management
- ☐ City, state & federal taxes
- ☐ Confidentiality
- ☐ Contract administration
- ☐ Corporate bank accounts
- ☐ DAC Easy
- ☐ Depreciation reports
- ☐ EEO Guideline knowledge
- ☐ Excel
- ☐ Expense allocations
- ☐ Expense journals
- ☐ Financial statements
- ☐ Fixed asset reports
- ☐ General ledger
- ☐ Gross margin analysis
- ☐ Insurance records
- ☐ Interest calculations
- ☐ Internal finance controls
- ☐ Inventory finance controls
- ☐ Inventory tracking
- ☐ Inventory valuation methods
- ☐ Invoice verification
- ☐ Job costing
- ☐ Loan applications
- ☐ Manual/automated billing
- ☐ Negotiate payments
- ☐ Payroll prep & taxes
- ☐ Performance evaluations

- ☐ Petty cash
- ☐ Portfolio management
- ☐ Problem solving
- ☐ Profit sharing records
- ☐ Purchase orders
- ☐ Quarterly reports
- ☐ Sales journals
- ☐ Skip Tracing
- ☐ Subsidiary journals
- ☐ Supervision
- ☐ Supply budgeting
- ☐ Tenant accounts
- ☐ Time card tracking
- ☐ Trial balance
- ☐ Trust accounts
- ☐ Union negotiation
- ☐ Vendor contract

#### Administrative

- ☐ Account verification
- ☐ Appointment scheduling
- ☐ Bulk-mail distribution
- ☐ Catalogs
- ☐ Computer operation
- ☐ Contract administration
- ☐ Copy/duplication
- ☐ Correspondence
- ☐ Customer service
- ☐ Data entry
- ☐ Departmental liaison
- ☐ Editing
- ☐ EEO knowledge
- ☐ Employee orientations
- ☐ Executive staff support
- ☐ File maintenance
- ☐ File/records control
- ☐ Form letters/mail merges
- ☐ Front office
- ☐ Insurance records
- ☐ Mail distribution
- ☐ Mailing lists

- ☐ Meeting coordination
- ☐ Meeting minutes
- ☐ Message taking
- ☐ MS Access
- ☐ MS Excel
- ☐ MS Outlook
- ☐ MS PowerPoint
- ☐ MS Project Manager
- ☐ MS Publisher
- ☐ MS Word
- ☐ MS Visio
- ☐ Multi-line phone
- ☐ Newsletters
- ☐ Office management
- ☐ Order administration
- ☐ Petty cash control
- ☐ Pricing lists
- ☐ Problem resolution
- ☐ Project management
- ☐ Proofreading
- ☐ Reception
- ☐ Report/proposal preparation
- ☐ Shorthand
- ☐ Spreadsheets
- ☐ Supervision
- ☐ Supply purchasing
- ☐ Transcription
- ☐ Typing \_\_\_\_\_ WPM
- ☐ Web conferencing
- ☐ Word processing
- ☐ Work delegation

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## Section two: Know Your skills

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### Beautician

- ☐ Appointment scheduling
- ☐ Body waves
- ☐ Cosmetic consulting
- ☐ Customer service
- ☐ Cut/style
- ☐ Facials
- ☐ Hair coloring
- ☐ Hair lightening
- ☐ Makeup
- ☐ Manicures/Pedicures
- ☐ Money handling
- ☐ Order supplies
- ☐ Pedicures
- ☐ Permanents
- ☐ Product sales
- ☐ Reception
- ☐ Record-keeping
- ☐ Sales
- ☐ Scalp treatment
- ☐ Scheduling
- ☐ Shampoo
- ☐ Time management
- ☐ Vendor contact

### Cashier/sale/customer service

- ☐ Administration
- ☐ Application approval
- ☐ Appointment scheduling
- ☐ Approval of checks/charges
- ☐ Authorization for keys/safes
- ☐ Balance tills
- ☐ Bank deposits
- ☐ Benefits administration
- ☐ Building security
- ☐ Bulk orders
- ☐ Cash accountability
- ☐ Catalog/product demonstration
- ☐ Cold calling
- ☐ Contract negotiation
- ☐ Coordination with manufacturers/vendors

- ☐ Corporate accounts
- ☐ Corporate marketing
- ☐ Credit approval
- ☐ Crew supervision
- ☐ Cross-training coordinator
- ☐ Displays
- ☐ Employee orientation
- ☐ Employee scheduling
- ☐ Expediting orders
- ☐ Floor set-up
- ☐ Front counter sales
- ☐ High closing ratio
- ☐ Hiring & supervision
- ☐ Implementation of emergency procedures
- ☐ Inventory control
- ☐ Invoice verification
- ☐ Key account management
- ☐ Lead trainer
- ☐ Manual/computerized system
- ☐ Market analysis & trends
- ☐ Multi-line phones
- ☐ Opening/closing
- ☐ Order follow-up
- ☐ Order processing
- ☐ Performance evaluations
- ☐ Posting of cash receipts
- ☐ Pricing
- ☐ Product promotion
- ☐ Purchase order
- ☐ Purchasing/ordering
- ☐ Receiving/warehouse
- ☐ Repeat sales & referrals
- ☐ Safe drops
- ☐ Salary recommendations
- ☐ Sales presentations
- ☐ Set credit limits
- ☐ Set-up of equipment & inventory
- ☐ Shift management
- ☐ Shift scheduling & tracking
- ☐ Stock rotation

- ☐ Stocking
- ☐ Telemarketing
- ☐ Territory development
- ☐ Theft control
- ☐ Vendor contract
- ☐ Workflow delegation

### Computer programs/equipment

- ☐ Adobe Acrobat
- ☐ Adobe Dreamweaver
- ☐ Adobe Illustrator
- ☐ Adobe InDesign
- ☐ Adobe Photoshop
- ☐ Adobe Photoshop Elements
- ☐ Adobe Premiere
- ☐ Android
- ☐ Articulate
- ☐ Camtasia
- ☐ Captivate
- ☐ CMS (Course Management System)
- ☐ CRM (Customer Relationship Management) software
- ☐ Intacct
- ☐ IOS
- ☐ Linux
- ☐ LMS (Learning Management Systems)
- ☐ Mobile devices
- ☐ MS Access
- ☐ MS Excel
- ☐ MS Outlook
- ☐ MS PowerPoint
- ☐ MS Project Manager
- ☐ MS Publisher
- ☐ MS Word
- ☐ MS Visio
- ☐ MS Office
- ☐ Oracle
- ☐ Peachtree
- ☐ Print Shop
- ☐ Quattro Pro
- ☐ Quicken



## Skills & Abilities

- ☐ QuickBooks
- ☐ Replicon
- ☐ SQL
- ☐ Sony Vista
- ☐ Tablets
- ☐ Windows
- ☐ WordPerfect

### Construction

- ☐ Bids/estimates
- ☐ Blueprint reading
- ☐ Brick laying
- ☐ Budgeting
- ☐ Building plans
- ☐ Cabinets
- ☐ Commercial
- ☐ Computer skills
- ☐ Concrete tilt-up/finishing
- ☐ Contract deadlines
- ☐ Contract negotiation
- ☐ Coordination of contractors
- ☐ Crew foreman
- ☐ Curb/asphalt repair
- ☐ Daily work delegation
- ☐ Decks/patios
- ☐ Electrical/lighting
- ☐ Employee hiring/termination
- ☐ Employee training
- ☐ Excavation
- ☐ Finish work
- ☐ Flooring
- ☐ Form setting
- ☐ General labor
- ☐ Hand power tools
- ☐ Heating/ventilation
- ☐ Heavy-equipment operation

- ☐ Industrial foundations
- ☐ Interior/exterior
- ☐ Interior/exterior painting
- ☐ Interviewing
- ☐ Math skills
- ☐ On-site inspections
- ☐ Permit applications
- ☐ Pipe laying
- ☐ Plaster/mud
- ☐ Plumbing
- ☐ Project management
- ☐ Residential
- ☐ Roofing & repairs
- ☐ Safety regulations
- ☐ Sheet rock
- ☐ Site clean-up/maintenance
- ☐ Site lead
- ☐ Spackling/plaster
- ☐ Stairs
- ☐ Truck driving
- ☐ Underground utilities
- ☐ Windows and doors
- ☐ Wood framing

### Counseling

- ☐ Computer knowledge
- ☐ Crisis work
- ☐ Directing procedures
- ☐ Formulating new ideas
- ☐ Group counseling
- ☐ Inter-agency work
- ☐ Interviewing
- ☐ Money handling
- ☐ Public relations
- ☐ Public speaking
- ☐ Record keeping

- ☐ Report writing
- ☐ Research
- ☐ Scheduling
- ☐ Teaching (adults/children)
- ☐ Writing programs

### Day care

- ☐ Arts & crafts
- ☐ Changing diapers
- ☐ Counseling
- ☐ Daily living activities
- ☐ Develop good habits
- ☐ Discipline
- ☐ Field trips
- ☐ Food preparation
- ☐ Hygiene
- ☐ Mediation
- ☐ Monitor progress
- ☐ Planning/organizing
- ☐ Playground games
- ☐ Reading
- ☐ Room maintenance
- ☐ Safety
- ☐ Singing
- ☐ Socialization
- ☐ Supervision
- ☐ Teaching

### Deckhand/fishing

- ☐ Block/tackle
- ☐ Booms
- ☐ Buoys
- ☐ Cables
- ☐ Fasten stringers
- ☐ Gaff
- ☐ Haul in fish

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## Section two: Know Your skills

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- ☐ Hoists
- ☐ Hooks
- ☐ Load equipment
- ☐ Load supplies
- ☐ Measure catch
- ☐ Minor engine repairs
- ☐ Nets
- ☐ Operate skiffs
- ☐ Place net
- ☐ Pull/guide nets
- ☐ Remove fish from nets/hooks
- ☐ Repair nets
- ☐ Rig/lower dredge
- ☐ Row boats, dinghies
- ☐ Secure/remove docking lines
- ☐ Slings
- ☐ Sort/clean marine life
- ☐ Stand watch
- ☐ Stow catch
- ☐ Supervision
- ☐ Transport
- ☐ Wash decks/conveyors
- ☐ Wash equipment

### Forestry/logging

- ☐ Appraise trees
- ☐ Ax
- ☐ Camp sites
- ☐ Chain saw
- ☐ Chock setter
- ☐ Clear brush
- ☐ Cut diseased/weak trees
- ☐ Engine/hand pumps
- ☐ Fire breaks
- ☐ Fire patrol
- ☐ Fire trails

- ☐ Handsaw
- ☐ Jack
- ☐ Load trucks
- ☐ Mattock
- ☐ Maul
- ☐ Plant tree seedlings
- ☐ Posthole digger
- ☐ Power saw
- ☐ Prune trees
- ☐ Pruning tools
- ☐ Puller
- ☐ Replenish firewood
- ☐ Secure cables
- ☐ Set stakes
- ☐ Shovel
- ☐ Split logs
- ☐ Spray herbicides
- ☐ Suppress forest fires
- ☐ Survey
- ☐ Tag trees
- ☐ Tamper
- ☐ Trim limbs
- ☐ Wedge
- ☐ Winch

### Gardening/horticulture

- ☐ Customer service
- ☐ Farm labor
- ☐ Farming
- ☐ Flower gardening
- ☐ Grafting
- ☐ Greenhouse work
- ☐ Horticulture knowledge
- ☐ Landscaping
- ☐ Lawn care
- ☐ Money handling

- ☐ Pruning trees
- ☐ Sales
- ☐ Surveying
- ☐ Transplanting trees
- ☐ Transporting trees
- ☐ Tree trimming
- ☐ Vegetable gardening

### Homemaker

- ☐ Answer telephone
- ☐ Assign/schedule chores
- ☐ Assist with homework
- ☐ Change linens/make beds
- ☐ Clean
- ☐ Counsel
- ☐ Decorating
- ☐ Encourage good study habits
- ☐ Equipment operation
- ☐ Feed/care for pets
- ☐ Hand wash items
- ☐ Maintain budget
- ☐ Maintain discipline
- ☐ Mend and iron clothing
- ☐ Money management
- ☐ Oversee household activities
- ☐ Plan meals
- ☐ Prepare/serve nutritious meals
- ☐ Provide encouragement
- ☐ Purchase household items
- ☐ Record-keeping
- ☐ Sewing
- ☐ Take messages
- ☐ Teach children
- ☐ Volunteer
- ☐ Wash dishes/utensils/pots/pans
- ☐ Wash/dry clothes



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## Skills & Abilities

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### Inside/outside sales

- ☐ Add-on sales
- ☐ Appointment scheduling
- ☐ Bidding/estimating
- ☐ Cold calling
- ☐ Competitive knowledge
- ☐ Computer knowledge
- ☐ Contract administration
- ☐ Contract negotiation
- ☐ Create flyers/brochures
- ☐ Creativity
- ☐ Credit checks
- ☐ Customer service
- ☐ Customer training
- ☐ Departmental coordination
- ☐ Group presentations
- ☐ High closing ratio
- ☐ Invoice verification
- ☐ Key-account management
- ☐ Knowledge of shipping
- ☐ Lead follow-up
- ☐ Materials calculation
- ☐ Materials verification
- ☐ Math skills
- ☐ Networking
- ☐ Order follow-up
- ☐ Order processing
- ☐ Parts requisition
- ☐ Price quoting
- ☐ Problem solving
- ☐ Product demonstrations
- ☐ Production planning/scheduling
- ☐ Profit margin analysis
- ☐ Project management
- ☐ Proposal development/submittal
- ☐ Public speaking

- ☐ Purchase orders
- ☐ Quality control
- ☐ Records control
- ☐ Research and development
- ☐ Sales presentation
- ☐ Set/meet/exceed quotas
- ☐ Telemarketing
- ☐ Territory development

### Management

- ☐ Advertising
- ☐ Assign work
- ☐ Bank deposits
- ☐ Benefits
- ☐ Bookkeeping
- ☐ Computer knowledge
- ☐ Cross-training
- ☐ Customer-service programs
- ☐ Equal-opportunity knowledge
- ☐ Employee orientation
- ☐ Employee relations
- ☐ Employee training
- ☐ Evaluations
- ☐ Expense controls
- ☐ Hiring/firing
- ☐ Interviewing
- ☐ Inventory control
- ☐ Maintenance control
- ☐ Mediation
- ☐ Merchandising
- ☐ Ordering
- ☐ P&L statements
- ☐ Payroll
- ☐ Public relations
- ☐ Schedule work load
- ☐ Supervision

### Janitor/cleaner

- ☐ Apply wax to floors
- ☐ Clean rooms, baths, labs, offices, hallways, etc.
- ☐ Deliver items to rooms
- ☐ Disinfect/sterilize rooms
- ☐ Distribute laundry
- ☐ Dust
- ☐ Hang drapes
- ☐ Keep utility/storage areas
- ☐ Clean
- ☐ Make beds
- ☐ Mop
- ☐ Move furniture
- ☐ Operate stripper/buffer
- ☐ Polish metalwork
- ☐ Proper chemical usage
- ☐ Replace soiled items
- ☐ Replenish supplies
- ☐ Roll carpets
- ☐ Sort, count, fold, carry linen
- ☐ Sweep floors
- ☐ Turn mattresses



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## Section two: Know Your skills

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### Mechanical

- ☐ Body work (filler)
- ☐ Calipers
- ☐ Carburetors
- ☐ Crankshafts
- ☐ Cylinder blocks
- ☐ Differential
- ☐ Distributors
- ☐ Drill press
- ☐ Electrical wiring
- ☐ Engine
- ☐ Estimates
- ☐ Front end alignment
- ☐ Generators
- ☐ Hand/power tools
- ☐ Hydraulic jacks/hoist
- ☐ Ignition systems
- ☐ Install/repair accessories
- ☐ Lathe
- ☐ Micrometers
- ☐ Oil change
- ☐ Parts replacement
- ☐ Piston, rods, gears, valves and bearings
- ☐ Pneumatic tools
- ☐ Reline/adjust headlights
- ☐ Safety
- ☐ Sander
- ☐ Shaper
- ☐ Shock absorbers
- ☐ Solder radiators
- ☐ Spark plugs
- ☐ Starters
- ☐ Thickness gauges
- ☐ Timing belt
- ☐ Transmission
- ☐ Tune-ups
- ☐ Welding equipment
- ☐ Windshield wipers

### Medical/nursing

- ☐ Administer medications
- ☐ Appointment scheduling
- ☐ Autoclave
- ☐ Blood tests
- ☐ Charting
- ☐ Dietary instruction
- ☐ EEG/EKG
- ☐ Injections
- ☐ Insurance forms
- ☐ Lab testing
- ☐ Medical terminology
- ☐ Observe/monitor progress
- ☐ Patient surveys
- ☐ Patient records
- ☐ Sterilization of tools
- ☐ Supply maintenance
- ☐ Surgery assistance
- ☐ Ultrasound
- ☐ Venipuncture
- ☐ Vital signs
- ☐ X-rays

### Nurse aid (CNA)

- ☐ Adjust lights
- ☐ Answer phones
- ☐ Answer signal lights/bells
- ☐ Assist nursing staff
- ☐ Assist patient to walk
- ☐ Assist with DLAs
- ☐ Bathe, dress & undress patients
- ☐ Change bed linens
- ☐ Direct visitors
- ☐ Drape patient for exams
- ☐ Dust/clean patient rooms
- ☐ Feed patients
- ☐ Hold instruments
- ☐ Record fluid/food intake

- ☐ Run errands
- ☐ Serve/collect food trays
- ☐ Sterilize/prepare treatment trays
- ☐ Take/record blood pressure
- ☐ Take/record pulse
- ☐ Take/record respiration rate
- ☐ Take/record temperature
- ☐ Transport patients
- ☐ Turn/reposition patients

### Production/assembly

- ☐ Apply preservative
- ☐ Assemble items
- ☐ Clean containers
- ☐ Containerize product
- ☐ Count
- ☐ Die design/cutting
- ☐ Examine products
- ☐ Forklift
- ☐ Hand/eye coordination
- ☐ Hoists
- ☐ Inspect materials
- ☐ Label containers
- ☐ Line/pad crates
- ☐ Measure containers
- ☐ Minor machine repair
- ☐ Nail/glue containers
- ☐ Operate conveyor belt
- ☐ Operate machinery
- ☐ Pack products
- ☐ Pallet jacks
- ☐ Record information
- ☐ Record inspections
- ☐ Safety
- ☐ Separate
- ☐ Sort bundles/containers
- ☐ Sort product
- ☐ Stack



## Skills & Abilities

- ☐ Supervision
- ☐ Tooling set-up
- ☐ Use measuring equipment
- ☐ Vacuum sealers
- ☐ Weigh containers
- ☐ Weigh product
- ☐ Wrap
- ☐ Wrap protective material

### Restaurant/food

- ☐ Advertising
- ☐ Balance tills
- ☐ Bank deposits/safe drops
- ☐ Benefit administration
- ☐ Bookkeeping
- ☐ Budgeting
- ☐ Cash accountability
- ☐ Contract administration
- ☐ Coordination
- ☐ Cost control
- ☐ Cross-training
- ☐ Customer-service programs
- ☐ Displays/promotions
- ☐ Employee training
- ☐ Health card
- ☐ Health-inspection requirements
- ☐ Interviewing/reference checks
- ☐ Inventory control
- ☐ Invoice verification
- ☐ Manual/computerized system
- ☐ Marketing/sales analysis
- ☐ Multi-line phones
- ☐ Order processing
- ☐ Organization
- ☐ Payroll
- ☐ Performance evaluations
- ☐ POS systems
- ☐ Posting of daily receipts
- ☐ Price negotiation
- ☐ Problem solving
- ☐ Purchasing

- ☐ Quality control
- ☐ Reservation-taking
- ☐ Safety
- ☐ Salary reviews
- ☐ Seating/service coordination
- ☐ Security procedures
- ☐ Staff/work delegation
- ☐ Theft control
- ☐ Time-card control
- ☐ Time management
- ☐ Vendor contract
- ☐ Work prioritization

### Shipping/receiving/warehouse

- ☐ Billing
- ☐ Bills of lading
- ☐ Computer operation
- ☐ Customer billing
- ☐ Delivery
- ☐ Departmental coordination
- ☐ Distribute items
- ☐ Document control
- ☐ Forklift
- ☐ Freight pricing
- ☐ Invoice verification
- ☐ Mark materials
- ☐ Packaging
- ☐ Pallet jacks
- ☐ Parts processing
- ☐ Parts requisition
- ☐ Pneumatic ladders
- ☐ Postal requirements
- ☐ Product inspection
- ☐ Quality control
- ☐ Shipping requirements
- ☐ Stocking
- ☐ Track/schedule shipments
- ☐ UPS

### Teaching

- ☐ Assign homework
- ☐ Coaching
- ☐ Decorating/arranging classroom
- ☐ Directing procedures
- ☐ Discipline
- ☐ Group supervision
- ☐ Group/individual counseling
- ☐ Lesson plans
- ☐ Mentor
- ☐ Organizing projects
- ☐ Public speaking
- ☐ Record keeping
- ☐ Relating to parents/community
- ☐ Scheduling
- ☐ Special Education
- ☐ Specialized subject knowledge
- ☐ Writing & grading tests

### Truck driving

- ☐ Computer knowledge
- ☐ Customer-service delivery
- ☐ Diesel
- ☐ Doubles
- ☐ Hazardous endorsements
- ☐ Hook/unhook trainer
- ☐ Load/unload
- ☐ Long haul
- ☐ Money handling
- ☐ Pup
- ☐ Record-keeping
- ☐ Repair/maintenance
- ☐ Short haul
- ☐ Supervisory
- ☐ Triples

### Job-Skills Worksheet

<b>Example:</b> 1. Use keyhole saw	Made precise cuts through drywall to fit around plumbing fixtures and electrical outlets. Prevented waste of material, and ensured accurate fit.
1. _____	
2. _____	
3. _____	
4. _____	
5. _____	



**Writing activity**



## Section three: Sell your skills

### The 60-second commercial

The commercial is YOU! The 60-second commercial is your chance to tell an employer who you are and what you have to offer in a fast and effective manner. In its simplest form, it is the answer to two frequently asked interview questions.

1. "Why should I hire you?"
2. "Tell me about yourself."

Considering that the most effective method for finding work includes directly contacting an employer, a winning statement about yourself gives the employer the best reason to hire you. You will use your 60-second commercial when writing a cover letter to go with your résumé, when talking to employers at a job fair, on the telephone, at an interview or as a "networking pitch."

Your commercial should highlight your qualifications: the five most important things you want an employer to know about you. Your statements should be based on what you know about this employer from your prior inquiry. Whether you list accomplishments from your work history, your skills or your education, they all need to show why you're a good match for this employer.

Look at the samples for ideas and then write a commercial of your own. Include statements that start with "I can," "I received," "I have expertise in," etc. Practice it, re-write it if you want to refine it, and then practice it again. The more you practice (in the mirror, with family or friends, or in the car) the more comfortable you'll be and the more natural you'll sound when talking with an employer.

*Practice, practice, practice!*

### **60-second commercial samples**

#### **Teller with customer-service experience**

Hello. My name is Linda Bailey. I'm seeking a position as a bank teller. I have two years of experience as a teller, in addition to more than three years working in customer service and handling cash transactions. I get along well with customers, co-workers and supervisors. I'm a dedicated, efficient team player. I enjoy serving people and perform my work with courtesy. I'm an excellent problem-solver, very accurate, work easily with large numbers, and can operate a 10-key by touch. I received an employee recognition award for outstanding attendance and for maintaining a daily reconciliation of a 100 percent error-free cash drawer.

#### **Experience in warehouse**

Good afternoon. My name is Jerry Suarez. I'm seeking a position as a forklift driver in a warehouse environment. I've been operating forklifts as part of my regular job duties for the last eight years. I've actively participated in and successfully completed a safety course for forklift operators and have been certified as a safety instructor. I can maneuver large equipment safely and effectively in tight spaces and have never had an accident. I'm proficient in warehouse cataloging methods, packaging requirements and standard weight requirements when palletizing boxes and other materials. I have the ability to properly and accurately complete and maintain shipping and receiving records and other standard warehouse documentation.

#### **Excellent retail sales and management skills**

Hello. My name is Gloria Winters. I'm seeking a position in the retail field. I have over three years of experience as a salesperson and two years of experience as an assistant manager. I have strong math skills. I've used both manual- and computerized-cashiering systems, and have dealt with up to 75 customers daily, providing prompt and courteous service. As an assistant manager, I was authorized to carry all keys, open and close the facility, and had access to safes and personnel records. I also trained employees in cashiering, customer service and inventory procedures. I received an "Employee of the Year" award from Fashion Trends for developing a new procedure for theft control that reduced losses by 15 percent. I'm able to handle challenges, and my former employers will verify that I work independently or as a team member.

#### **No previous work experience**

Hi. My name is Sharon Wong. My career goal is a position as an administrative



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## Skills & Abilities

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assistant coordinating, analyzing and planning budgets. During the last 10 years, I've coordinated fundraising activities of the local Parent Teachers Association (PTA), successfully raising \$8,000 for playground facilities. As treasurer of the local Civic Association, I managed a \$22,000 budget for two years. I've organized and managed my family budget for 17 years. I've also developed interpersonal skills during 10 years' experience with the PTA and by volunteering at my church. These positions sharpened my skills of persuading adults to contribute time and money to community projects. I have invested considerable time and effort in developing open communication between family members and can retain a sense of humor in tense situations.

### Great way to use bullets to highlight skills: cover-letter potential

Good afternoon. My name is Tom Price. I'm seeking work as a loan officer. My 12-plus years in commercial and residential lending can benefit your company while expanding into a new region with unique lending guidelines and regulations. Key elements that I would bring to your company include:

- The ability to build a client base from ground zero;
- Experience maintaining a high-profile clientele in two major states; and
- Eight years as operations manager with a mortgage company closely comparable in size and mission to "People Mortgage."

Other qualities I possess include integrity, intelligence, high energy and a range of abilities. I've also been recognized as one who embraces creativity and new ideas.

### Your 60-second commercial

Review your self-management, transferable and job-skills lists to help develop your 60-second commercial. Use powerful, action words to create your own commercial.

### Power/action words

The list of action verbs to use when writing your commercial has been provided with permission from Dr. Randall S. Hansen, CEO of Quintessential Careers. You can find this list on Dr. Hansen's website at [http://www.quintcareers.com/action\\_skills.html](http://www.quintcareers.com/action_skills.html).

## Section three: Sell your skills

Action verbs					
<b>Communication &amp; People Skills</b>	Addressed	Conveyed	Formulated	Moderated	Reinforced
	Advertised	Convinced	Furnished	Negotiated	Reported
	Arbitrated	Corresponded	Incorporated	Observed	Resolved
	Arranged	Debated	Influenced	Outlined	Responded
	Articulated	Defined	Interacted	Participated	Solicited
	Authored	Developed	Interpreted	Persuaded	Specified
	Clarified	Directed	Interviewed	Presented	Spoke
	Collaborated	Discussed	Involved	Promoted	Suggested
	Communicated	Drafted	Joined	Proposed	Summarized
	Composed	Edited	Judged	Publicized	Synthesized
	Condensed	Elicited	Lectured	Reconciled	Translated
	Conferred	Enlisted	Listened	Recruited	Wrote
	Consulted	Explained	Marketed	Referred	
	Contacted	Expressed	Mediated		
<b>Creative skills</b>	Acted	Created	Created	Instituted	Performed
	Adapted	Customized	Customized	Integrated	Photographed
	Began	Designed	Designed	Introduced	Planned
	Combined	Developed	Developed	Invented	Revised
	Composed	Directed	Directed	Modeled	Revitalized
	Conceptualized	Displayed	Displayed	Modified	Shaped
	Condensed	Drew	Drew	Originated	Solved
<b>Data &amp; financial skills</b>	Administered	Audited	Corrected	Marketed	Projected
	Adjusted	Balanced	Determined	Measured	Qualified
	Allocated	Budgeted	Developed	Netted	Reconciled
	Analyzed	Calculated	Estimated	Planned	Reduced
	Appraised	Computed	Forecasted	Prepared	Researched
	Assessed	Conserved	Managed	Programmed	Retrieved
<b>Helping skills</b>	Adapted	Coached	Encouraged	Helped	Rehabilitated
	Advocated	Collaborated	Ensured	Insured	Represented
	Aided	Contributed	Expedited	Intervened	Resolved
	Answered	Cooperated	Facilitated	Motivated	Simplified
	Arranged	Counseled	Familiarized	Prevented	Supplied
	Assessed	Demonstrated	Furthered	Provided	Supported
	Assisted	Diagnosed	Guided	Referred	Volunteered
	Clarified	Educated			



## Skills & Abilities

Action verbs					
<b>Management &amp; leadership skills</b>	Administered	Converted	Generated	Managed	Recommended
	Analyzed	Coordinated	Handled	Merged	Reorganized
	Appointed	Decided	Headed	Motivated	Replaced
	Approved	Delegated	Hired	Navigated	Restored
	Assigned	Developed	Hosted	Organized	Reviewed
	Attained	Directed	Improved	Originated	Scheduled
	Authorized	Eliminated	Incorporated	Overhauled	Secured
	Chaired	Emphasized	Increased	Oversaw	Selected
	Considered	Enforced	Initiated	Planned	Streamlined
	Consolidated	Enhanced	Inspected	Presided	Strengthened
	Contracted	Established	Instituted	Prioritized	Supervised
	Controlled	Executed	Led	Produced	Terminated
<b>Organizational skills</b>	Approved	Corrected	Maintained	Purchased	Screened
	Arranged	Corresponded	Monitored	Recorded	Submitted
	Catalogued	Distributed	Obtained	Registered	Supplied
	Categorized	Executed	Operated	Reserved	Standardized
	Charted	Filed	Ordered	Responded	Systematized
	Classified	Generated	Organized	Reviewed	Updated
	Coded	Incorporated	Prepared	Routed	Validated
	Collected	Inspected	Processed	Scheduled	Verified
	Compiled	Logged	Provide		
<b>Research skills</b>	Analyzed	Determined	Extracted	Investigated	Searched
	Clarified	Diagnosed	Formulated	Located	Solved
	Collected	Evaluated	Gathered	Measured	Summarized
	Compared	Examined	Inspected	Organized	Surveyed
	Conducted	Experimented	Interviewed	Researched	Systematized
	Critiqued	Explored	Invented	Reviewed	Tested
	Detected				
<b>Teaching skills</b>	Adapted	Coordinated	Explained	Instilled	Taught
	Advised	Critiqued	Facilitated	Instructed	Tested
	Clarified	Developed	Focused	Motivated	Trained
	Coached	Enabled	Guided	Persuaded	Transmitted
	Communicated	Encouraged	Individualized	Simulated	Tutored
	Conducted	Evaluated	Informed	Stimulated	
<b>Technical skills</b>	Adapted	Constructed	Fabricated	Programmed	Solved
	Applied	Converted	Fortified	Rectified	Specialized
	Assembled	Debugged	Installed	Regulated	Standardized
	Built	Designed	Maintained	Remodeled	Studied
	Calculated	Determined	Operated	Repaired	Tested
	Computed	Developed	Overhauled	Replaced	Upgraded
	Conserved	Engineered	Printed	Restored	Utilized



## My 60-second commercial - draft

[illegible]

### Writing activity



## My 60-second commercial

[illegible]





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