

Exercise 5: Skills

Your skills are the abilities you have and use both in private and when you work or study. Some skills are strong, others need to be improved.

a) Underline the skills you have now (see p. 3-4). Mark the skills you wish to improve with a + sign.

b) Rank five skills that are strong. Also give examples of situations when the skills are obvious to you and others.

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c) Some skills you want to improve. Describe situations when you can work on these skills.

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Continues 

Communication Skills

- Listening, understanding and speaking clearly
- Writing appropriately for different audiences
- Persuading & negotiating effectively
- Demonstrating empathy, assertiveness & tact
- Understanding the needs of customers/clients
- Establishing relationships & using networks
- Sharing information & proposing ideas
- Fluency in English & other languages
- Logically summarizing information
- Chairing a meeting

Teamwork Skills

- Working effectively with people of different ages, gender, race, religion or political persuasion
- Identifying the strengths of team members
- Recognizing own strengths & limitations
- Clarifying team roles & performing agreed tasks
- Demonstrating leadership as appropriate
- Coaching, mentoring & motivating others
- Giving & receiving constructive feedback
- Resolving differences of opinion
- Collaborating & contributing to team results

Self-management and Career Skills

- Having a personal vision & goals
- Evaluating & monitoring own performance
- Having knowledge & confidence in own ideas & vision
- Articulating own ideas & vision
- Taking responsibility
- Working ethically
- Working under pressure
- Demonstrating resilience

Problem Solving Skills

- Analysing facts & testing assumptions
- Defining the problem & contributing factors
- Developing creative, innovative &/or practical solutions
- Showing initiative in identifying & solving problems
- Solving problems independently & in teams
- Applying a range of strategies to problem solving
- Designing contingencies
- Developing & evaluating a range of options
- Making realistic decisions & action plans
- Using mathematics including budgeting & financial management to solve problems
- Resolving customer concerns in relation to complex issues
- Implementing & monitoring solutions
- Evaluating processes & outcomes

Initiative and Enterprise Skills

- Identifying opportunities not obvious to others
- Assessing the competitive advantage of ideas
- Identifying customer or client requirements
- Developing strategic goals
- Being creative, initiating ideas & innovative solutions
- Determining the commercial viability of ideas
- Translating ideas into action
- Demonstrating political, commercial, environmental, cultural, etc sensitivities
- Liaising with stakeholders & sponsors
- Using a range of business communication methods
- Marketing & selling a product or service

Planning and Organizing Skills

- Establishing clear & attainable project goals & deliverables
- Defining specifications & quality standards
- Planning the use of resources including time, people, finances & materials
- Risk management & contingency planning
- Managing time & priorities – setting milestones
- Managing tasks - delegating, coordinating, monitoring
- Managing people - training, developing, motivating, giving feedback, supervising
- Collecting, analyzing & organizing information
- Being resourceful, taking initiative & making decisions
- Establishing evaluation criteria & participating in continuous improvement
- Reporting on progress & outcomes
- Understanding basic business systems & their relationships

Learning Skills

- Managing own learning
- Sharing knowledge & experience in the workplace
- Contributing to the learning community at the workplace
- Using a range of mediums to learn – mentoring, peer support, networking, information technology (IT), courses
- Applying learning to ‘technical’ issues e.g. learning about products & ‘people’ issues e.g. interpersonal and cultural aspects of work
- Having enthusiasm for ongoing learning
- Being willing to learn in any setting – on & off the job
- Being open to new ideas & techniques
- Being prepared to invest time & effort in learning new skills
- Acknowledging the need to learn in order to accommodate change

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