

Candidates are often asked to demonstrate their employability skills as part of the recruitment process. Yet many of us struggle to articulate the examples of these skills. The following lists of positive indicators may provide you with an idea of what to include when demonstrate your employability skills.

## Oral Communication

- Use appropriate grammar and vocabulary
- Speak concisely, professionally and confidently
- Speak at an appropriate pace
- Adjust language and tailor the communication style to the audience
- Integrates body language to support the verbal message
- Convey ideas and information in a logical sequence
- Is able to put technical information into simple terms without the use of jargons
- Utilise visual aids to convey complex information
- Check with audience to ensure the message has been understood
- Engage the audience by seeking their input
- Ask open-ended questions to encourage others to share their points of view
- Ask clarifying questions
- Provide constructive feedback

## Written Communication

- Structure documents logically
- Write concisely
- Uses correct grammar and spelling
- Convey complex ideas at a level appropriate to the audience.
- Provides examples, diagrams and / or comparison when appropriate
- Considers the impact of different forms of communications

## Team Work

- Understand the team goals
- Work collaboratively with other to achieve goals

- Shares relevant information with others
- Contribute new ideas
- Seek ideas and suggestions from others
- Display a willingness to learn from others
- Attend to all assigned tasks and meets deadlines
- Offer to assist others in the team
- Understand own weaknesses and solicits helps from others when needed
- Provide support and encouragement to others in the team
- Demonstrate respect for others in all interaction
- Is sensitive to cross-cultural issues
- Recognise and acknowledge others' contributions
- Maintain ongoing communication with team members

### **Interpersonal Skills**

- Relate to people in an open, friendly and professional manner
- Develop and maintain effective relationships with others
- Conveys an interest in others
- Recognise and accurately interprets others' emotion
- Understands impact of one's action and word on others
- Is able to relate to people from varied backgrounds and in different situations
- Present oneself in a professional manner
- Show understanding, empathy and concerns when appropriate
- Demonstrate diplomacy when approaching others about sensitive issues

### **Initiative**

- Recognise and act on opportunities
- Seek additional responsibilities
- Perform beyond what is minimally required in the assignment, task or job description
- Seek information from many different sources
- Generate and suggest ideas or solutions without prompting
- Design innovative and creative practices and solutions
- Take calculated risks
- Adapt to new situations and challenges
- Minimise potential problems by anticipating in advance
- Reflect on own practice for improvement

### **Customer service**

- Asks questions to identify customer's needs
- Build rapport with customer
- Be friendly and approachable

- Be informed and up-to-date
- Provide relevant information, advice and recommendations to customer
- Responds to customer requests promptly and resolves customer complaints
- Take steps to satisfy the customer beyond what is required or expected
- Consider how actions, policies or plans may impact on the customer
- Prioritises tasks that have a direct customer impact
- Suggests initiatives to enhance customer service delivery
- Evaluate and interprets level of customer satisfaction

### **Problem Solving**

- Identify and define a problem
- Understand the desirable outcome and time constraints
- Gather all relevant information
- Organise, analyse and interpret information and data
- Question assumptions
- Generate relevant options to address the problem
- Formulate clear decision making criteria and process
- Evaluate alternatives according to their effectiveness and impact
- Make a decision in a timely manner
- Formulate a plan and implement the decision
- Anticipate potential challenges or obstacles
- Develop contingency plan

### **Planning and Organising**

- Identify priorities of tasks and activities
- Develop a vision and a plan
- Set goals and effectively allocate times to complete tasks
- Determine resources required
- Leverage available resources to complete work efficiently
- Manage multiple tasks and resources simultaneously
- Keeps clear and detailed records of activities related to the goal
- Coordinate with others to ensure work is completed
- Uses time effectively and prevents irrelevant issues or distractions from interfering with work completion
- Identify potential challenges and develop contingency plans
- Meet time based requirements and deadlines
- Provide status updates
- Engage in the continuous improvement of processes

## **Leadership**

- Clearly defines and communicate objectives and tasks
- Keep the team informed with all necessary information
- Gets team members' input to promote team effectiveness
- Communicate expectations and empower others to take greater responsibility
- Delegate tasks based on strengths, ability and potential
- Provide guidance, feedback and support to teams and individual
- Motivate and inspire others, show passion
- Facilitate an open culture
- Recognise, manage and resolve concerns and conflicts
- Encourage others to learn from mistakes
- Recognise and reinforce positive behaviour
- Recognise, acknowledge and rewards others for their achievements
- Consistently lead by example and model expected behaviour
- Build collaborative relationships with others regardless of their individual differences

## **Examples of Behaviour**

### **Communication**

Customer service, team meetings, public speaking, presentation, speech, reporting to a manager, sales, writing report, marketing material

### **Customer service**

Working in retail, working in hospitality, dealing with 'internal customers' i.e. people you work with / for

### **Team Work**

Sports team, sales team, student society, event management, team meeting, committee,

### **Initiative**

Taking additional responsibility, creating a unique solution,

### **Problem solving**

Event planning, dealing with complaints, breakdown of computer/ software, case studies, projects, research

### **Interpersonal**

Business dealings, marketing, volunteering, fundraising, acting, social activities, call centre, customer service, event planning, providing a service

### **Planning / Organising**

Projects, events, schedules, research

### **Initiative**

Pre-empting client/supervisor needs, solving a problem, seeing an opportunity to improve a situation/process

### **Leadership**

Mentor, student society executive, team captain, team leader