

SKILLS IDENTIFICATION

I. WORKING WITH PEOPLE

A. Helping/Human Relations Skills

1. active listening, caring, developing rapport and trust
2. understanding, empathizing, accepting
3. motivating, encouraging, supporting
4. helping others clarify alternatives, values and needs
5. counseling, advising
6. assessing needs
7. interviewing, referring, consulting
8. collaborating with others, working as a team
9. rehabilitating, helping people change
10. dealing constructively with difficult people/situations
11. intervening, mediating, resolving
12. advocating, negotiating for others, confronting
13. working with groups, assisting group interaction
14. working with special populations
15. community relations, social service

B. Management Skills

1. organization, coordinating (people, programs, structures)
2. supervising, managing, directing
3. establish, plan, develop, implement policies and procedures
4. producing, setting up, maintaining
5. assigning, scheduling, arranging
6. problem-solving, trouble-shooting
7. coordinating personnel, motivating people
8. developing potential in others
9. reconciling conflicts, mediating
10. negotiating, bargaining
11. consulting, collaborating
12. identifying/mobilizing resources

C. Communication/Teaching Skills

1. speaking, conversing
2. using humor
3. dealing with general public
4. answering questions, providing information
5. directing people to other resources
6. telephone skills
7. composing, expressing
8. office writing, memos, letters, reports, minutes
9. technical writing—translating scientific/specialized jargon into general terms, designing manuals
10. journalistic writing—newspapers, magazines
11. proofreading, editing, revising, adapting
12. reading, translating, interpreting
13. language skills (general or specific)

14. briefing, explaining, illustrating concepts with samples
15. teaching, instructing, coaching, tutoring
16. training, demonstrating
17. public speaking, lecturing
18. leading discussion groups/workshops
19. thinking on your feet, speaking extemporaneously
20. performing in public
21. radio, television, media (communication arts)

D. Public Relations/Promotions Skills

1. representing (an employer, an organization, an issue)
2. advertising, publicizing
3. persuading, influencing, convincing
4. lobbying, building support, advocating
5. coordinating conflicting groups to work together
6. fund raising
7. selling (commodities, services, programs, ideas)
8. public presentations, debating
9. radio and television appearances
10. promotional writing, sales copy, advertisements
11. public information, press releases, newsletters, publicity
12. developing targets, marketing, doing needs assessment
13. organizing, planning, executing
14. producing, directing (ad campaign, publicity, marketing)
15. making audio-visual presentations
16. conducting public affairs/ceremonies
17. displaying showmanship, theatrical poise, stage presence
18. conducting group tours/orientations

E. Administrative/Leadership

1. initiating action, working without supervision
2. defining objectives, setting standards
3. making/implementing decisions
4. analyzing situations objectively
5. simplifying complex problems (breaking them down)
6. prioritizing tasks, revising goals
7. evaluating, reviewing, recommending
8. managing time
9. working well under stress, improvising
10. delegating responsibility
11. politicking, compromising
12. chairing meetings, coordinating groups
13. responsibility for overall effectiveness of group/program organizational structure
14. processing information to get at real crux of issues

OVER

II. WORKING WITH DATA

A. Numbers/Finance/Office Skills

1. computing, calculating, estimating, projecting
2. bookkeeping, accounting, auditing
3. cost analysts, financial planning, budget management
4. taking inventory, appraising, purchasing, buying
5. filing, classifying, collating
6. designing/maintaining filing systems
7. designing office forms, procedures
8. using statistics, compiling statistical reports
9. attention to detail, follow-through, accuracy, precision

B. Research Analysis

1. gathering information from varying sources (books, physical data, directly from people)
2. investigating, surveying, collecting
3. organizing, classifying, sorting information into categories
4. dissecting, abstracting, seeing patterns of meaning, of results

5. interpreting, analyzing statistical/scientific data, drawing conclusions
6. conceptualizing coming up with theories
7. developing models, methodologies, ideas
8. writing articles, summaries, reports
9. synthesizing, getting to essence of core tasks
10. seeing inter-relations between different phenomena
11. processing large amounts of information

C. Observation/Problem Solving

1. sensing, perceiving, examining
2. recording impressions
3. diagnosing, estimating, anticipating, projecting
4. inspecting, assessing, defining, narrowing focus
5. clarifying, identifying, measuring
6. designing experiments and tests
7. tracing errors to their source
8. adapting theory to specific problem-situations
9. reviewing, critiquing, interpreting results

III. WORKING WITH THINGS

A. Physical/Mechanical Skills

1. manual dexterity
2. doing precision work, small physical detail
3. performing intricate lab procedures, preparing slides
4. operating equipment, computers, scientific instruments, laboratory machinery, mechanical devices
5. using tools operated by heavy machinery (trucks, cranes)
6. skilled-trades—carpentry, masonry, plumbing
7. refinishing furniture, doing small remolding
8. outdoor work (environment, recreation, scientific field work)
9. plant care, gardening, farming, landscaping
10. working with animals, animal care
11. hiking, walking, camping, bicycling, swimming
12. athletic aptitude, movement/dance
13. cooking
14. craft skills (knitting weaving)
15. traveling, navigating

B. Design and Construction

1. molding, shaping, composing
2. assembling, installing, building, constructing
3. fixing adapting, repairing
4. measuring, physical accuracy or quality
5. drawing plans, drafting
6. mechanical problem solving, mechanical ingenuity
7. spatial perception
8. design/invention of tools or instruments
9. designing more efficient technical procedures
10. artistic design—clothes, costumes, theater sets
11. interior/exterior design, landscaping