

Skills Summary – Resume

Fundamental Skills – Verbal Communication:

- Listens carefully to instructions and asks to clarify meaning
- Follows instructions accurately and consistently; reports back when completing a task
- Pays attention and makes eye contact when customers or co-workers are talking
- Shares information – doesn't assume others "already know"
- Shows respect to employer, to manager/supervisor, to co-workers and to customers

Fundamental Skills – Written Communication:

- Writes with the reader in mind, to ensure accuracy in communication
- Writes without jargon in plain, concise language
- Tells you what you need to know, not what you don't need to know
- Writes clearly, legibly and checking for errors in spelling and grammar
- Uses computer/word processor when possible

Fundamental Skills – Managing Information:

- Records information carefully and consistently
- Stores information where others can find it
- Shares information in a timely manner
- Takes accurate messages, returns calls in a timely manner
- Directs others to relevant information and appropriate resources

Fundamental Skills – Using Numbers:

- Strives for accuracy (e.g. when making change for a customer)
- Estimates time and materials realistically
- Measures/calculates accurately to avoid loss or waste (e.g., when cutting material)
- Reads and interprets numbers/measurements accurately
- Budgets time and resources effectively

Fundamental Skills – Thinking and Solving Problems:

- Resolves interpersonal conflicts responsibly
- Troubleshoots to resolve problems
- Asks for help when in doubt
- Makes competent decisions where authorized
- Evaluates options before proceeding

Personal Management Skills – Demonstrating Positive Attitudes and Behaviours:

- Goes the extra mile
- Shows initiative – doesn't need constant supervision to be told what to do
- Treats self, employer, customers and co-workers with respect (also, co-worker & company property)
- Contributes without being asked or hounded
- Projects a positive image for customers

Personal Management Skills – Being Responsible:

➤ Finishes what he or she starts
➤ Avoids wasting time and materials
➤ Shares information in a timely fashion
➤ Shows up for work on time ready to work
➤ Calls in if he or she is going to be late or cannot make it to work

Personal Management Skills – Being Adaptable:

➤ Takes on new workplace assignments willingly
➤ Is open to new ideas/ways of doing things
➤ Deals effectively with day to day challenges
➤ Masters and applies new techniques processes
➤ Accepts changes in job role – supports organizational change or works to make workplace changes more effective – lets go and motives on

Personal Management Skills – Learning Continuously:

➤ Is up for challenge – doesn't shy away from new situations in the workplace
➤ Shows an interest in how the business works (why things are done a certain way, what customers like, etc)
➤ Is not afraid to admit mistakes and learns from mistakes
➤ Keeps up with the latest techniques
➤ Takes advantage of formal and informal learning opportunities

Personal Management Skills – Working Safely:

➤ Is safety conscious
➤ Knows safety rules and procedures
➤ Puts safety first
➤ Deals with or gets help to address safety hazards promptly
➤ Follows safe working practices; doesn't take "shortcuts"

Teamwork Skills – Working with Others:

➤ Supports others willingly
➤ Takes the lead when appropriate
➤ Accommodates the working styles of others
➤ Gives credit where credit is due
➤ Accepts feedback

Teamwork Skills – Participating in Projects and Tasks:

➤ Readily joins in/lends a helping hand when there is work to be done even if the works is "new" to employee or it is not his or her job
➤ Pull your own weight do your share of the work
➤ Contributes willingly; tries to make a difference
➤ Shares information and supports common goals
➤ Accepts help from others