

Skills List

Communication Skills:

- Effective speaking
- Writing concisely
- Listening attentively
- Expression of ideas
- Facilitating group discussion
- Giving appropriate feedback
- Negotiation
- Understanding body language
- Persuading
- Conveying information
- Describing feelings
- Interviewing
- Editing

Planning Skills:

- Ability to forecast
- Creative ideas
- Identifying problems
- Imagining alternatives
- Identifying resources
- Information gathering
- Problem solving
- Goal setting
- Extracting key information
- Defining needs
- Analysing
- Ability to evaluate

General Work Skills:

- Implementing decisions
- Co-operating
- Enforcing policies
- Punctuality
- Time management
- Attention to detail
- Meeting goals
- Asking for help
- Taking responsibility
- Setting and meeting deadlines
- Organising
- Decision making
- Budget management

Interpersonal Skills:

- Rapport building
- Sensitivity
- Listening
- Conveying feelings
- Support for others
- Motivating
- Sharing credit
- Counselling
- Co-operation
- Delegating
- Representing others
- Assertiveness
- Situational awareness

Organisational/ Management Skills:

- Initiating ideas
- Detail conscious
- Coordination of tasks
- Managing groups
- Delegation
- Teaching
- Coaching
- Counselling
- Dealing with change
- Selling ideas or products
- Shared decision making
- Management of conflict

It/Technical Skills:

- Excel spreadsheets
- Access Databases
- Powerpoint
- Intranet development
- E-mail
- Website development