

PEOPLE SKILLS

Sensitivity to others	Shows ability to maintain a deep interest in the concerns and feeling of others. Inclined to find ways to help people.
Insight into others	Shows an understanding of what makes people do what they do, and tolerance of the actions of others. Good at reading the moods of others.
Openness to others	Is open to, and communicates with people at all levels. Inclined to share personal experiences and trust people.
Respect	Shows consideration for the feelings, needs, thoughts, wishes and preferences of others (including other cultures and races).
Speaking / Presenting	Presents information clearly and confidently to other individuals or groups. Maintains good eye contact and keeps the attention of an audience or individual.
Active listening	Pays full attention to what other people are saying, takes time to understand the points being made, asks questions as needed, and does not interrupt inappropriately.
Conversation	Speaks clearly and listens attentively. Attends to other people, not to themselves. Seeks clarification where necessary and attends to body language appropriately.
Persuasion	Shows ability to influence peoples beliefs and actions. Shows ability to win people's cooperation and support for ideas or activities.
Team membership	Works easily with groups of people and shows loyalty and commitment to the teams' objectives. Attends to each member's views equally.
Team participation	Openly expresses views and opinions within a group. Shows willingness to take on tasks and responsibilities as appropriate to one's experience.
Leadership	Shows the ability to communicate a vision or goal to others and lead them towards achieving it. Pushes for action and results, and wins the support and help of others.

TASK SKILLS

Planning / Organising	Creates clear goals, identifies and finds the resources (e.g. time, people, materials) needed to achieve them, and schedules tasks so that work is completed on time.
Time management	Takes the time to organise events and tasks carefully so as to use time efficiently. Uses a diary/planner to ensure tasks are undertaken.
Practical skills	Uses equipment, tools or technology effectively. Easily follows instructions and shows willingness to use whatever tools or technology is required.
Computer skills	Confidently uses a computer to write documents, browse the internet or use email programs. Can save files, locate them efficiently and print them.
Problem solving	Shows interest in finding the cause of problems, looks for and chooses effective solutions and takes the necessary action to resolve them.
Business awareness	Shows understanding of the main business activities of the company/organisation. Has a good sense of the business opportunities available, and the primary competitors.
Customer focus	Shows understanding and concern for customers' needs, is helpful and friendly to them, and deals effectively with any questions or complaints they may have.

PERSONAL SKILLS

Learning skills	Seeks and willingly takes opportunities to learn. Shows interest in personal learning and development. Looks for feedback to improve understanding.
Adaptability	Adapts easily to new challenges and shows openness to new ways of doing things. Effective at changing plans or actions to deal with changing situations.
Goal setting	Shows the ability to make a decision about what is wanted, and determine when it is to be achieved. Stays committed to the goal, and deals with setbacks realistically.
Initiative	Demonstrates ability to take the initiative in a situation. Shows inclination to find opportunities to make decisions or influence events.
Independence	Able to perform tasks effectively with minimum help or approval, or without direct supervision.
Motivation	Shows the drive to succeed and excel at tasks. Shows confidence in abilities and expects to succeed at all tasks agreed on.
Dependability	Is reliable, responsible and dependable in fulfilling duties. Carefully checks work to ensure all details have been considered.
Professionalism	Remains calm and self-controlled under stressful situations. Works to deliver the best interests of the organisation at all times, and maintains appropriate dress code.