KS&A
S=SKILLS³

Doug Elliot, Career Counselor  |  cds.sdce.edu
Three main skills sets

Job Related *HARD* Skills

Transferable *PORTABLE* Skills

Self Management *SOFT* Skills
What San Diego Employers Want....

Commitment to life-long learning
Problem solving skills
Customer service skills
Ability to think creatively
Ability to keep current with changing technologies
Ability to work as a member of the a team
Ability to work across teams
Motivational skills
Knowledge of various cultural backgrounds
Ability to perform detailed and accurate work
Verbal and written communication skills
Interpersonal skills
Ability to work independently
Multi-tasking skills
Ability to prioritize multiple projects
Organizational/project management skills
Analytical skills
**Ability to follow verbal and written directions**
**Knowledge of business writing procedures**
Ability to keep accurate records
Ability to meet deadlines and work under pressure
Ability to manage diverse workforce including youth
SKILLS

SOFT
What are they? = Non-technical!
1. Creativity and Innovation
2. Valuing Diversity
3. Navigating Technology
4. Effective Listening
5. Verbal Communication

1. Service Orientation
2. Interpersonal Skills for Building Teamwork
1. Strong Work Ethic
2. Positive Attitude
3. Good Communication Skills
4. Time Management Abilities
5. Problem-Solving Skills
6. Acting as a Team Player
7. Self-Confidence
8. Ability to Accept and Learn From Criticism
9. Flexibility/Adaptability
10. Working Well Under Pressure
How to Develop Soft Skills...

Customer service skills:
Learn some customer service tips

Work as a member of the team:
Volunteer for leadership role with ASB

Work across teams:
Join committees at church, school, work
How to Develop Soft Skills...

**Verbal and written communication skills:**
Take speech class

**Interpersonal skills:**
Read books about personal, social and “people” skills

**Follow verbal and written directions:**
Pay attention! Ask questions. Listen carefully

**Knowledge of business writing procedures:**
Take business writing class
What is the #1 Soft Skill?
Communication
Communication is a Process:

It’s only effective when there’s a mutually agreeable exchange of information between at least two individuals.
Sender (encodes message)

Barriers
Internal and External

Information sent by sender

Response to sender’s message

Barriers
Internal and External

Receiver (decodes message)
Communication...

\[
\begin{align*}
\text{Words} \cup \text{Vocal} \cup \text{Body Language} &= 100\% \\
\end{align*}
\]
Communication...

- **Words**: 7%
- **Vocal**: 38%
- **Body Language**: 55%

(voice, timing, pitch, tone, breathing, pauses)

(facial expressions, body movement, ...
Communication...

96% of 330* employers said that COMMUNICATION and INTERPERSONAL SKILLS are the most important employee traits!

Next in line...
Learning aptitude, collaboration teamwork and creative-problem solving, strong work ethic.

* University of Phoenix Survey 2005
Listening for the message...

1. Find a common interest
2. Judge content of the message, not delivery or person
3. Delay response until the speaker is finished
4. Listen for the main idea of the message
5. Take notes on important points
6. Concentrate on listening!
7. Avoid physical and environmental distractions
8. Don't let prejudices or assumptions cause you to miss the message
9. Use spare listening time to evaluate the message not to rehearse your response
10. Talk less and listen more
Non-Verbal / Body Language
...can you see the message?

1. Facial expressions
2. Gesture
3. Eye contact
4. Spatial arrangement
5. Patterns of touch
6. Expressive movement
7. Cultural differences
8. Grooming
9. Attire
Establishing Rapport

- Speak clearly
- Convey enthusiasm
- Don’t speak too fast or slowly

- Remain poised and relaxed
- Minimize distracting body language
- SMILE
Establishing Rapport

7. Avoid physical and environmental distractions
8. Don’t let prejudices or assumptions cause you to miss the message
9. Use spare listening time to evaluate the message not to rehearse your response
10. Talk less and listen more
HARD SKILLS
Job specific...work related...

Tell tale signs that a skill is a HARD skill:

Jargon
Processes
Licenses

Equipment
Certificates
Credentials
TRANSFERABLE SKILLS
Where do they come from?

Informal or formal life/work experiences
Natural-born talent / self-taught / learned
School work across all disciplines/subjects
All of your past work experiences
One Definition...

Reasonably developed skills, knowledge, and abilities attained through both training and experience (civilian and military) that relate to current employment opportunities in the labor market
Examples...
Server to marketing...
Communication
Customer relations
Up-selling
Multi-tasking
Flexibility
On a resume...

Summary of Qualifications

• Over 3 years experience providing superior customer services to clients
• Always get the job done and praised for quality work.
• Self-motivated; experienced with managing a fast-paced office.
• Thorough knowledge of MS Office Suite 2007 and Windows 7.
• Able to assess customer’s needs and provide a solution to their problems.
On a resume...

Account Clerk
• Performed data entry into a web accessible data warehouse.
• Experienced in bookkeeping and general office support using MS Office Suite and QuickBooks.
• Assisted CPA’s by assembling tax records, scanning and copying documents and contacting customers.
Healthcare

• Assisted patients with feeding, dressing, and mobility.
• Followed complex regulations on the care of patients in a healthcare facility.
• Helped with wound draining, washing, and covering.
• Provided emotional support by listening, showing concern, answering questions and being positive.