

# KS&A

# S=SKILLS<sup>3</sup>

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# 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**

**SOFT  
SKILLS**

**What are they? = Non-technical!**



- 1. Creativity and Innovation**
  - 2. Valuing Diversity**
  - 3. Navigating Technology**
  - 4. Effective Listening**
  - 5. Verbal Communication**
  - 6. Employability:** time management, organizational skills, attitudes, conflict resolution.
- 1. Service Orientation**
  - 2. Interpersonal Skills for Building Teamwork**

**Aol Jobs**

- 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 a 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:**

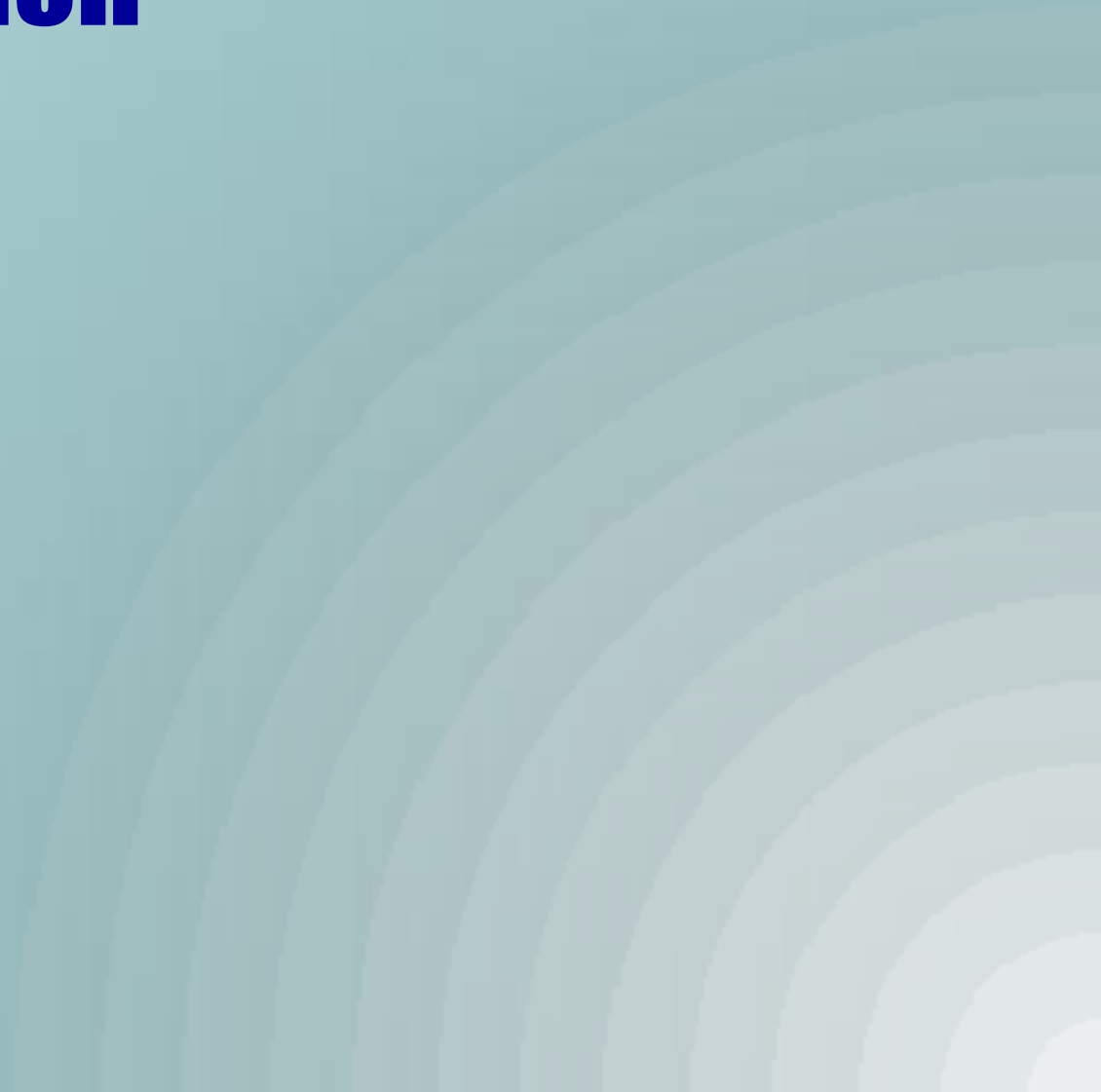
**Pay attention! Ask questions. Listen carefully**

**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**

# Message

**Sender (encodes message)**

**Receiver (decodes message)**

**Barriers  
Internal and  
External**

**Barriers  
Internal and  
External**

**Information sent by sender**

**Response to sender's message**



# Communication...

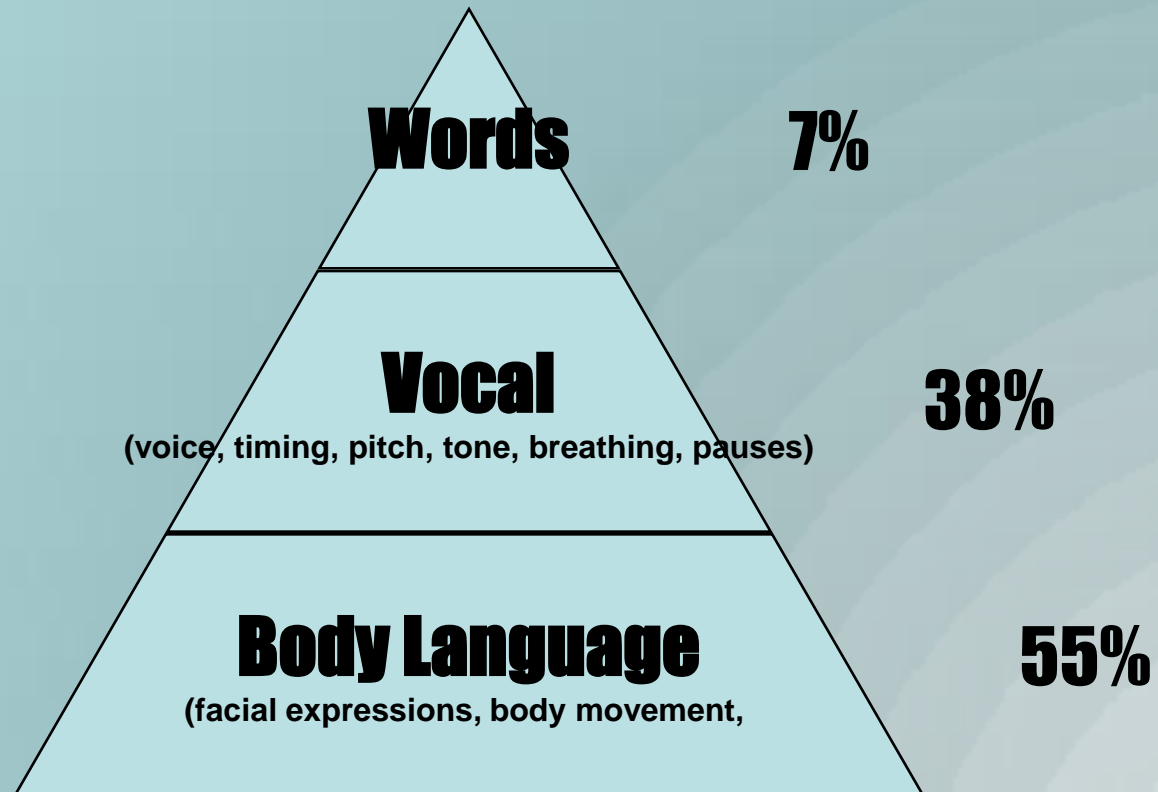
**Words**

**Vocal**

**Body Language**

} = 100%

# Communication...





# 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**
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**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.

# On a resume...

## 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.