

Transferable Skills

Interpersonal skills

able to interact successfully with a wide range of people; knows how to interpret and use body language

Oral communication skills

presents information and ideas clearly and concisely, with content and style appropriate for the audience (whether one-to-one or in a group); presents opinions and ideas in an open, objective way

Public speaking skills

able to make formal presentations; presents ideas, positions and problems in an interesting way

Counselling skills

responds to what others have said in a Non-judgmental way ("active listening");

Builds trust and openness with others

Coaching / Mentoring skills

gives feedback in a constructive way; helps others to increase their knowledge or skills

Teaching / Training skills

able to help others gain knowledge and skills; able to create an effective learning environment

Supervising skills

delegates responsibilities and establishes an appropriate system of Accountability; able to monitor progress and assess the quality of job performance of others

Leadership skills

motivates and empowers others to act; inspires trust and respect in others

Persuading skills

communicates effectively to justify a position or influence a decision; able to sell products or promote ideas

Negotiating skills

able to negotiate skillfully; knows how and when to make compromises

Mediation skills

able to resolve conflicts that stems from different perspectives or interests; able to deal with conflict in an open, honest and positive way

Interviewing skills

asks and responds to questions effectively; able to make others feel relaxed and to create a feeling of trust

Customer service skills

able to build a relationship of mutual trust with clients; able to handle complaints and concerns in a sensitive way

Care-giving skills

able to empathize with others; able to give sensitive care to people who are sick or elderly or who have severe disabilities

Analytical / Logical thinking skills

able to draw specific conclusions from a set of general observations or from a set of specific facts; able to synthesize information and ideas

Critical thinking skills

able to review different points of view or ideas and make objective judgments; investigates all possible solutions to a problem, weighing the pros and cons

Creative thinking skills

able to generate new ideas, invent new things, create new images or designs; find new solutions to problems; able to use wit and humour effectively

Problem-solving skills

able to clarify the nature of a problem, evaluate alternatives, propose viable solutions and determine the outcome of the various options

Decision-making skills

able to identify all possible options, weigh the pros and cons, assess feasibility and choose the most viable option

Planning skills

able to plan projects, events and programs; able to establish objectives and needs, evaluates options, chooses best option

Organisational skills

able to organize information, people or things in a systematic way; able to establish priorities and meet deadlines

Advanced writing skills

able to select, interpret, organize and synthesize key ideas; able to edit a written text to ensure that the message is as clear, concise and accurate as possible

Research skills

knows how to find and collect relevant background information; able to analyse data, summarize findings and write a report

Financial skills

able to keep accurate financial records; able to manage a budget (that is, preparing sound budgets and monitoring expenses)

Language skills

functionally bilingual; able to translate and/or interpret in a given language

Advanced computer skills

able to use a variety of software programs; knowledge about desk-top publishing or web design

Technological skills

understands technical systems and operates effectively within them; understands technical specifications; reads technical manuals with ease

Performing skills

able to make presentations for video or television in an interesting way; able to entertain, amuse and inspire an audience

Artistic skills

uses colour and design creatively; able to design displays and publicity material (print, video, Internet)

Perceptual skills

able to visualize new formats and shapes; able to estimate physical space

Mechanical skills

able to install, operate and monitor the performance of equipment and mechanical devices; able to repair mechanical devices

Adaptability skills

capacity to adapt to new situations and settings and to tolerate change well; flexibility to adapt to the needs of the moment

Administrative / Clerical skills

able to operate computers and other basic office equipment; able to design and maintain filing and control systems