

SKILLS EMPLOYERS VALUE

Do You Have What It Takes?

How Do I Develop the Qualities and Skills Employers Value?

- Obtain part/full-time **work experience**
- Complete a career related **internship**
- Seek out **volunteer** opportunities
- Join **student and professional organizations**
- **Study abroad**
- Acquire a **leadership position**
- **Request additional responsibilities** at work
- Participate in **campus and community activities**
- Commit to **meeting deadlines** in school and at work
- Seek out helpful **coursework** and **training** opportunities

Do You Have These Critical Skills?

| Skill/Quality | Ability to ... | Sample Resume Bullet | What I Have Done ... |
|--|--|--|----------------------|
| Communication (Listening, Verbal, Written) | <ul style="list-style-type: none"> - Listen objectively and respond to verbal and nonverbal messages. - Prepare concise and logically written materials. - Interact effectively with peers, superiors, and subordinates. - Speak effectively to individuals and groups. - Use various media to present ideas imaginatively. - Debate issues without being abrasive or judgemental. - Possess courteous telephone and email skills | <ul style="list-style-type: none"> - <i>Developed an employee procedures manual for distribution to all staff during orientation.</i> - <i>Organized and facilitated two, in-service training programs for residence hall advisors.</i> - <i>Developed and presented over 30 technical trainings to customers (groups of up to 40) and consistently received positive evaluations.</i> - <i>Efficiently addressed guest complaints to achieve customer satisfaction.</i> | |
| Honesty/Integrity | <ul style="list-style-type: none"> - Define and explain ethical behavior. - Practice ethical behavior in difficult situations. | <ul style="list-style-type: none"> - <i>Maintained security of critical documents and sensitive reports.</i> | |
| Global Perspective (Multicultural Awareness/Sensitivity) | <ul style="list-style-type: none"> - Interact with and appreciate people from diverse cultural, social, and religious backgrounds. - Speak and understand other languages. - Demonstrate awareness of cultural differences. | <ul style="list-style-type: none"> - <i>Utilized listening and verbal skills to resolve professional and interpersonal conflicts among staff from diverse backgrounds.</i> - <i>Collaborated with colleague to develop a semester teaching unit on culture, ethnicity, and identity for international students.</i> - <i>Served as translator for patients from Saudi Arabia receiving medical care.</i> | |
| Motivation/Initiative | <ul style="list-style-type: none"> - Demonstrate drive, passion, and enthusiasm through words and actions. - Work independently with minimal supervision. | <ul style="list-style-type: none"> - <i>Led design engineering team and won award for most projects completed on time and within budget.</i> - <i>Achieved highest annual, sales volume among 90 employees at retail store.</i> | |

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|---|---|---|----------------------|
| Strong Work Ethic | <ul style="list-style-type: none"> - Work in a dedicated and tenacious manner to finish the project. - Be dependable and reliable. - Arrive to work daily on-time, ready to work, and responsible for own actions. | <ul style="list-style-type: none"> - <i>Assumed additional tasks while also planning successful volunteer recognition program during supervisor's absence.</i> - <i>Sited as "most dependable" employee with fewest, annual absences.</i> | |
| Teamwork | <ul style="list-style-type: none"> - Collaborate effectively on projects with appreciation for member's strengths and weaknesses. - Work with others in a professional manner to achieve common goals. | <ul style="list-style-type: none"> - <i>Directed group of 60 sorority members and increased group unity by designing team building activities.</i> - <i>Worked cooperatively with a team of eight to publicize company events.</i> | |
| Computer/Technical | <ul style="list-style-type: none"> - Understand computer hardware and software, especially word processing, spreadsheets, email, industry specific applications. | <ul style="list-style-type: none"> - <i>Provided network and desktop support to over 100 users across six departments.</i> - <i>Designed and developed company website.</i> | |
| Analytical/Critical Thinking (Problem Solving, Creativity) | <ul style="list-style-type: none"> - Find solutions to problems using creativity, reasoning, and past experiences along with available information and resources. - Assess a situation, seek multiple perspectives, gather information as necessary, and identify key issues that need to be addressed. | <ul style="list-style-type: none"> - <i>Identified and implemented new, streamlined procedures for maintaining customer records.</i> - <i>Saved 1.5 million dollars in company expenses by implementing a computer standardization program.</i> | |
| Flexible/Adaptable | <ul style="list-style-type: none"> - Embrace new ideas and concepts. - Work well independently or as part of a team. - Successfully manage multiple tasks or projects. - Adapt quickly to changing priorities and unexpected demands. | <ul style="list-style-type: none"> - <i>Partnered with Campus Police Department to respond to crisis situations.</i> - <i>Adapted quickly due to shifting priorities and customer needs in a fast-paced, retail environment.</i> | |
| Organizing/Planning (Time Management) | <ul style="list-style-type: none"> - Design, plan, organize, and implement projects and tasks within an allocated timeframe. - Assess needs. - Prioritize tasks. - Set and meet goals. | <ul style="list-style-type: none"> - <i>Organized fundraising and promotional events.</i> - <i>Organized travel and daily activities for annual backpacking week for 40-member club.</i> | |
| Leadership/Management/ Supervisory | <ul style="list-style-type: none"> - Understand steps involved in effective decision-making - Facilitate groups in the decision-making process - Motivate others towards common goals. | <ul style="list-style-type: none"> - <i>Motivated staff to meet high performance standards during a period of workforce reductions.</i> - <i>Represented student body to cabinet and solicited student input into academic policy.</i> | |

For additional help with preparing for your career, visit www.kent.edu/career

To get involved on campus or in the community, visit the **Center for Student Involvement**, www.kent.edu/csi and the **Office of Experiential Education and Civic Engagement**, www.kent.edu/oeccc