CAREERS AND EMPLOYABILITY SERVICE
EXPLORE | DEVELOP | CONNECT

What Career Skills do you have? >

PROFESSIONAL BEHAVIOUR

Building networks

Projecting positive image of company

Maintaining a sustainable work and life balance

Use of appropriate language & behaviour

Being accountable and accepting responsibility

Extending duty of care to all

LEADERSHIP

Delegating

Praising and motivating

Recognising others' strengths

Managing change   Mentoring

Being proactive and strategic

Mediating and conflict resolution

ACTIVE LISTENING

Reading body language

Encouraging

Showing empathy

Clarifying

Paraphrasing

Summarising
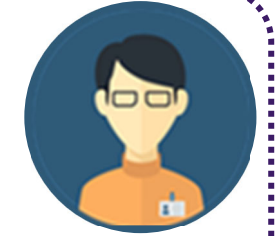
Checking for understanding

Reflecting

CUSTOMER SERVICE

Delivering on promises

Managing expectations

Assessing customer needs

Handling complaints professionally

Creating repeat business

Meeting or exceeding expectations

Providing efficient service

PROMOTIONAL / FUNDRAISING

Preparing a sales pitch

Cold calling / door knocking

Managing relationships

Identifying opportunities

Handling objections

Setting up strategy

Managing key stakeholders

WRITING

Report writing   Copy writing

Letters to customers

Drafting/editing   Referencing

Reviewing   Minutes of meetings

Analysing documents

Appropriate email communication

VERBAL COMMUNICATION

Recognising cultural cues   Persuading

Chairing meetings   Presenting

Interviewing   Networking

Instructing/training   Debating

Correct language use   Advising

WORKING INDEPENDENTLY

Managing time effectively

Coping with stress effectively

Planning and prioritising effectively

Taking responsibility and initiative

Keeping track of tasks and time

Observing deadlines

IT SKILLS

Building websites

Coding

Programming

Editing pictures and movies

Data entry

Mass mailouts

Creating documents

Database management

Managing social media

Desktop publishing

Operating specialist software

TEAMWORK

Sharing information

Offering support

Negotiating common goals

Bridging diversity

Conflict management

Consulting and encouraging others

PROBLEM SOLVING

Analysing & understanding the problem

Research and information collation   Drawing conclusions

Devising action plans

Negotiating stakeholder cooperation

PLANNING & ORGANISING

Consulting Stakeholders

Budgeting

Scheduling events

Contingency planning

Organising staff

Adapting to change

Reporting on delivery

Debriefing

FOR MORE INFORMATION AND TO CREATE YOUR OWN SKILLS MAP VISIT OUR WEBSITE: www.abdn.ac.uk/careers