Behind the skills buzz words

Team and interpersonal skills

- Asking for input and listening to others' ideas
- Changing what you do in response to feedback
- Giving support to other team members
- Feeding back to others tactfully and constructively
- Promoting mutual understanding and cooperation
- Demonstrating patience and tolerance of others when they do things differently or make mistakes
- Volunteering to help others and asking for help yourself
- Encouraging team members when they need it
- Fulfilling your responsibilities when others depend on you
- Monitoring the impact of your actions on others
- Keeping others informed of your progress
- Being aware of the overall team goals and prioritising those goals above your own personal preferences

Written and oral communication

- Making the purpose of the communication clear
- Researching and understanding the target audience
- Gaining a thorough understanding of the topic
- Prioritising and selecting information to include and exclude
- Structuring material in a logical, accessible way
- Adapting materials and methods to the topic and audience
- Choosing appropriate language and style
- Anticipating potential misunderstandings and questions
- Checking that the right message has been received
- Actively listening to people and responding appropriately to their comments and questions
- Reviewing, editing and checking the accuracy and quality of written material before submitting it
- Using appropriate eye-contact, body language and varied tone of voice
- Seeking feedback on communication in order to improve

Analytical skills, problem-solving and creativity

- Spotting problems and opportunities for improvement
- Asking questions about existing processes and systems
- Investigating the situation, the background and the context to gain a better understanding
- Identifying and accumulating relevant data
- Identifying patterns and working out their implications
- Drawing conclusions from the data and testing their validity
- Consulting widely with potential stakeholders
- Keeping an open mind and listening to different views
- Looking at problems from different perspectives
- Generating as many potential solutions as possible
- Using past situations as a source of ideas but choosing to depart from standard procedures when necessary
- Translating and combining ideas from other domains
- Anticipating the potential consequences of possible answers
- Using clear criteria to evaluate possible courses of action
- Taking calculated risks
- Monitoring the success of chosen solutions

Planning, organisation and project management

- Clarifying the goals for a particular project with stakeholders
- Investigating the resources needed, assessing available resources and anticipating possible gaps
- Identifying the various tasks involved and prioritising them
- Developing a detailed plan and setting realistic deadlines
- Anticipating potential problems and developing contingency plans
- Establishing clear systems and procedures
- Helping other people to be more organised
- Establishing ways to monitor and record progress without introducing unnecessary bureaucracy
- Providing accurate reports to stakeholders
- Adapting plans to changing circumstances
- Reviewing the process to find improvements for next time

Staff management and leadership

- Providing a clear vision or sense of direction
- Setting explicit goals or targets for staff
- Explaining the purpose and expected outcomes for tasks
- Monitoring progress/performance and giving feedback
- Motivating and encouraging people
- Identifying individuals strengths and weaknesses
- Helping people to develop and make progress
- Responding positively to issues and concerns
- Finding solutions or encouraging staff to find solutions
- Representing staff views to senior leaders and representing senior leaders views to staff
- Resolving conflicts between others
- Treating people impartially and with integrity
- Making appropriate decisions and communicating them
- Showing political awareness
- Taking responsibility for success and failure

Self motivation, initiative and drive

- Looking for opportunities to act and taking them
- Taking helpful action without having to be prompted
- Volunteering for extra responsibility
- Setting demanding personal goals
- Articulating ambitions and promoting achievements
- Taking responsibility for acquiring new skills or knowledge
- Seeking feedback from others on performance
- Learning from mistakes and seeking to improve performance
- Contributing ideas and suggestions
- Finding solutions to problems
- Persevering in the face of difficulties