

# Behind the skills buzz words

Think about the behaviours that would make someone good at each of the skill areas listed below and the achievements that might result from good use of these skills. Reflect on particular people who you know are good in these areas. What do they actually do? How do they behave? Alternatively, think of people who are not good and think about what they should be doing. When describing behaviours, try to stick to verbs that describe what you would actually observe.

1. TEAM AND INTERPERSONAL SKILLS	
<b>Behaviours</b> <ul style="list-style-type: none"> <li>• enthusing/encouraging</li> <li>• explaining clearly</li> <li>• performing reliably</li> <li>• responding flexibly</li> <li>• prioritising team goals</li> <li>• demonstrating patience and tolerance of others</li> <li>• supporting others</li> <li>• listening/questioning</li> <li>• feeding back tactfully</li> </ul>	<b>Results</b> <ul style="list-style-type: none"> <li>• increased co-operation and compromise</li> <li>• stronger group motivation</li> <li>• misunderstandings avoided</li> <li>• targets exceeded</li> <li>• discontent dealt with</li> <li>• talents used efficiently</li> <li>• people enjoy working together</li> </ul>
2. WRITTEN AND ORAL COMMUNICATION	
<b>Behaviours</b>	<b>Results</b>
3. ANALYTICAL SKILLS, PROBLEM-SOLVING AND CREATIVITY	
<b>Behaviours</b>	<b>Results</b>
4. PLANNING, ORGANISATION AND PROJECT MANAGEMENT	
<b>Behaviours</b>	<b>Results</b>
5. STAFF MANAGEMENT AND LEADERSHIP	
<b>Behaviours</b>	<b>Results</b>
6. SELF MOTIVATION, INITIATIVE AND DRIVE	
<b>Behaviours</b>	<b>Results</b>