

**TOP SKILLS AND VALUES EMPLOYERS SEEK FROM JOB-SEEKERS
WITH SAMPLE BULLETS FOR RESUME SUMMARY**

Adapted from an article by Randall S. Hansen, Ph.D. and Katharine Hansen

Communications Skills (listening, verbal, written). By far, the one skill mentioned most often by employers is the ability to listen, write, and speak effectively. Successful communication is critical in business.

- *Exceptional listener and communicator who effectively conveys information verbally and in writing.*

Analytical/Research Skills. Deals with your ability to assess a situation, seek multiple perspectives, gather more information if necessary, and identify key issues that need to be addressed.

- *Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes.*

Computer/Technical Literacy. Almost all jobs now require some basic understanding of computer hardware and software, especially word processing, spreadsheets, and email.

- *Computer-literate performer with extensive software proficiency covering wide variety of applications.*

Flexibility/Adaptability/Managing Multiple Priorities. Deals with your ability to manage multiple assignments and tasks, set priorities, and adapt to changing conditions and work assignments.

- *Flexible team player who thrives in environments requiring ability to effectively prioritize and juggle multiple, concurrent projects.*

Interpersonal Abilities. The ability to relate to your co-workers, inspire others to participate, and mitigate conflict with co-workers is an essential skill in today's diverse workplace.

- *Proven relationship-builder and team player; excellent interpersonal skills in working with all levels of management and staff.*

Leadership/Management Skills. While there is some debate about whether leadership is something people are born with, these skills deal with your ability to take charge and manage your co-workers.

- *Goal-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches employees to meet high performance standards.*

Multicultural Sensitivity/Awareness. There is possibly no bigger issue in the workplace than diversity, and job seekers must demonstrate a sensitivity to and awareness of other people and cultures.

- *Personable professional whose strengths include cultural sensitivity and an ability to build rapport with a diverse workforce in multicultural settings.*

Planning/Organizing. Deals with your ability to design, plan, organize, and implement projects and tasks within an allotted timeframe. Also involves goal setting.

- *Results-driven achiever with exemplary planning and organizational skills, along with a high degree of detail orientation.*

Problem-Solving/Reasoning/Creativity. Involves the ability to find solutions to problems using your creativity, reasoning, and experiences, along with the available information and resources.

- *Innovative problem-solver who can generate workable solutions and resolve complaints.*

Teamwork. Because so many jobs involve working in one or more work-groups, you must have the ability to work with others in a professional manner while attempting to achieve a common goal.

- *Resourceful team player who excels at building trusting relationships with customers and colleagues.*

Personal Values Employers Seek in Employees

Honesty/Integrity/Morality. Employers probably respect personal integrity more than any other value, especially in light of the many recent corporate scandals.

- *Seasoned professional whose honesty and integrity provide for effective leadership and optimal business relationships.*

Adaptability/Flexibility. Deals with openness to new ideas and concepts, to working independently or as part of a team, and to carrying out multiple tasks or projects.

- *Highly adaptable, mobile, positive, resilient, patient risk-taker who is open to new ideas.*

Dedication/Hard-Working/Work Ethic/Tenacity. Employers seek job seekers who love what they do and will keep at it until they solve the problem and get the job done.

- *Productive worker with solid work ethic who exerts optimal effort in successfully completing tasks.*

Dependability/Reliability/Responsibility. All employers desire employees who will arrive to work every day - on time - and ready to work, and who will take responsibility for their actions.

- *Dependable, responsible contributor with committed to excellence and success.*

Loyalty. Employers want employees who will have a strong devotion to the company -- even at times when the company is not necessarily loyal to its employees.

- *Loyal and dedicated manager with an excellent work record.*

Positive Attitude/Motivation/Energy/Passion. Job seekers who get hired and employees who get promoted are the ones with drive and passion -- and who demonstrate this enthusiasm through their words and actions.

- *Energetic performer consistently cited for unbridled passion for work and an optimistic attitude.*

Professionalism. Deals with acting in a responsible and fair manner in all your personal and work activities, which is seen as a sign of maturity and self-confidence and avoidance of being petty.

- *Highly organized, dedicated, and committed to professionalism.*

Self-Confidence. Look at it this way: if you don't believe in yourself, in your unique mix of skills, education, and abilities, why should a prospective employer? Be confident in yourself and what you can offer employers.

- *Confident, hard-working employee committed to achieving excellence.*

Self-Motivated/Ability to Work with Little or No Supervision. While teamwork is always mentioned as an important skill, so is the ability to work independently, with minimal supervision.

- *Highly motivated self-starter who takes initiative with minimal supervision.*

Willingness to Learn. No matter what your age, no matter how much experience you have, you should always be willing to learn a new skill or technique. Jobs are constantly changing and evolving, and you must show an openness to grow and learn with that change.

- *Enthusiastic, knowledge-hungry learner, eager to meet challenges and quickly assimilate new concepts.*