

Example One

1: Skill

Communication skills

Job description requires: Expresses opinions, concepts and information in an uncomplicated manner using a variety of communication styles to suit the audience.



2: Example

- Working in a customer service, handling phone and face-to-face enquiries, explaining banking application processes.
- Some clients had literacy issues and some clients did not have much English.
- Listened very carefully to their enquiry.
- Building good rapport with customer – making them feel at ease.
- Used plain English language explanations, working alongside them with regard to applications (if face-to-face), provided easy flow diagrams to explain.



3: Sentence/Skill statement

Communication skills

- I have the ability to explain financial information in a straightforward way, using plain English, to outline processes and procedures.
- I use active listening skills and am able to build rapport quickly with people from a wide range of backgrounds.

Writing Skills Statements (continued)

Example One: It's Your Turn!

Here are two pages for you to practise on.
Use the examples above to help you generate ideas.

In Box 1, name a skill that you are competent in and enjoy using and that you identify as one of your strengths.

In Box 2, give an example of where and how you have used this skill.

In Box 3, write a sentence naming the skill and describing how you used it and in what context or situation (provide evidence of highlights and outcome).

1: Skill



2: Example



3: Sentence/Skill statement



Writing Skills Statements (continued)

Example Two

1: Skill

Customer skills

Job description requires: Providing a high level of customer service, by providing timely advice and taking appropriate actions to resolve issues in accordance with established policies and procedures.



2: Example

- Working as a helpdesk support technician responsible for handling questions across the whole organisation from managers to operational staff.
- Managing incidents and requests through calls, emails, chats and face-to-face situations. Having to explain to staff members who are sometimes stressed and under pressure in a way that is easily understood and without technical jargon.
- While at IBM, assisted clients who were experiencing regular technical difficulties after new hardware and a system upgrade was undertaken.



3: Sentence/Skill statement

Customer skills

- I have experience working with people across an organisation, from support staff through to senior management.
- I am able to work with non-technical staff to ascertain and then resolve an issue. I have experience in providing clear instructions in layman's terms and one-to-one assistance to non-technical staff to increase their confidence and ability to use IT systems.
- I can work with staff who are under pressure and stress to resolve their IT issues quickly. While at IBM, I assisted clients who were experiencing regular technical difficulties after new hardware and a system upgrade was undertaken.

Writing Skills Statements (continued)

Example Two: It's Your Turn!

Here are two pages for you to practise on.

Use the examples above to help you generate ideas.

In Box 1, name a skill that you are competent in and enjoy using and that you identify as one of your strengths.

In Box 2, give an example of where and how you have used this skill.

In Box 3, write a sentence naming the skill and describing how you used it and in what context or situation (provide evidence of highlights and outcome).

1: Skill



2: Example



3: Sentence/Skill statement

