

Skill Identification

In order to compete in today's job market, you must highlight more than your previous job duties and education levels. You need to **identify your skills** (things you can do) **and your accomplishments** (things you achieved) on your résumé and job applications. You then need to explain during the interview **how your skills and accomplishments will benefit the employer's business.**

The two most common categories of skills are hard skills and soft skills which can be learned through education, employment, volunteer activities, the military, and organizations or service clubs, to name a few.

Here are some examples of hard and soft skills. Use the worksheet on the back of this tip sheet to record the skills you currently have and those you aim to develop.

Hard Skills are specific, measurable abilities.

Quantify your hard skills with an accomplishment statement whenever possible.

- Computer Skills – Proficient in the use of Microsoft Office® programs. Used Microsoft Access® to maintain current information on 3,500 customers and 50 vendors.
- Fundraising Skills – Helped raise more than \$200,000 during two-years as fundraising committee chairperson for charitable association.
- Time Management Skills – Efficiently handled 80 incoming calls per shift.
- Event Planning Skills – Planned the agenda and scheduled national speakers for organization's statewide convention for more than 500 attendees.
- Organization Skills – Organized local cancer research charity event which raised 10,000.
- Research Skills – Investigated potential fraud issues as part of a cost containment program, resulting in the recovery of \$350,000.
- Food Preparation Skills – Prepared meals to meet specific dietary needs of residents in 150-bed facility.
- Computer Programming Skills – Programmed computers to support a new payroll/benefits accounting system.
- Leadership Skills -- Led 20-member team as committee chairperson.

- Maintenance and Repair Skills – Performed grounds maintenance and light equipment repair for city golf course.
- Teaching Skills– Taught several group classes including yoga, math and English.
- Foreign Language Skills – Fluent in Spanish and German.

Soft Skills are “people” skills. Soft skills are non-technical, intangible and based on your personality. Quantify your soft skills with an accomplishment statement whenever possible.

- Positive Attitude – Used positive attitude to motivate co-workers to participate in an office recycling program that reduced office supply costs by 15 percent in 6 months.
- Adaptable
- Courteous
- Dedicated
- Dependable
- Honest
- Optimistic
- Reliable
- Self-motivated
- Team Player

Hard Skills get you the interview!
Soft Skills get you the job!

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Current Skills

Duty, Task or Responsibility	Skills Acquired
Examples	Examples
Hobby or Organization (Human Resource Assoc.)	Money Management: Was the treasurer and responsible for incoming/ outgoing transactions. Organization/Public Speaking: Organized group presentations and introduced numerous speakers.
Cashier	Processed cash and credit payments accurately, placed merchandise orders, provided excellent customer service, completed end-of-shift reports according to company policy, and volunteered for extra shifts when needed.

Skills to Develop

Skills to Develop	How I Could Develop this Skill
Examples	Examples
Knowledge of Microsoft Excel®	Do online tutorials and attend a class.
Public Speaking	Join a Toastmasters club. Take a public speaking class at a local college.
Organizational Skills	Read related articles online or at the library. Attend a seminar or workshop.

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