

# Participant Workbook



## Skills and Abilities

**WORKSource**  
A proud partner of the AmericanJobCenter network

# Table of Contents

Know yourself	3
Work styles	4
Self-management skills	6
Skills as accomplishments	8
Transferable skills	10
Job skills	14
Find a great career match	20
Career assessments	21
Skills and accomplishments	23
60-second commercial	24
60-second commercial examples	25
Active verbs chart	27
60-second commercial practice	29
Summary, next steps, and thank you	31
UI log and feedback link	32

## Topics we will cover



- **Know yourself**
  - Work style and personality
- **Know your skills**
  - Self-management skills
  - Transferable skills
  - Job skills
- **Sell your skills**
  - 60-second commercial

Just like a good salesperson must know and understand her/his product or service before they can effectively sell it, you as a job seeker must know and understand yourself to be able to sell yourself to an employer. Job search is really all about sales and you are the product and the salesperson.

## Know yourself



### **Helpful hint**

Knowing more about yourself will help you construct a high-quality résumé, cover letter and application.



Imagine a scenario in which you arrive in a large convention room and as you enter you see people gathered and talking in 6 different groups. As you wander around the room and briefly listen to each group, in the chart below are the topics the conversation is focused on in each group.

Work Styles	
Group 1	Being physically active, working with their hands, machines & tools used, plants, animals, working outdoors and fixing things.
Group 2	Research, math, science, investigating things, using logic & intuition to solve problems, thinking, developing new theories & products.
Group 3	Creating, composing & performing, art, dance, literature, music, form, color, sound, patterns, using the imagination, things that are pleasing to the eye or ear.
Group 4	Helping people, poverty, hunger, welfare and charity, discrimination, crime rates, unemployment, homelessness, healthcare, teaching, spiritual & social issues.
Group 5	Buying & selling, profit, loss, stocks, bonds, finances, real estate, Wall Street Journal, advertising, marketing, interest, politics, power structures & economy.
Group 6	Information systems, data, numbers, policies & procedures, rules and regulations, record keeping, organizational procedures & keeping things running correctly.

Which group would you most likely join?

Which group would be your second choice?



# Work Styles



From Holland's Occupational Themes

<b>Realist</b>	<b>Prefers Things</b>	<b>Hands-on work, making, improving &amp; growing things.</b>
<b>Investigator</b>	<b>Prefers Things &amp; Ideas</b>	<b>Research, problem solving &amp; analysis.</b>
<b>Artistic</b>	<b>Prefers People &amp; Ideas</b>	<b>Creative, original, imaginative, expressive.</b>
<b>Social</b>	<b>Prefers People</b>	<b>Supportive, cooperative, nurturing, helping others.</b>
<b>Enterprising</b>	<b>Prefers People &amp; Data</b>	<b>Ambitious, persuasive, entrepreneurial, competitive.</b>
<b>Conventional</b>	<b>Prefers Things &amp; Data</b>	<b>Detailed, organized, systematic, conforming to rules.</b>

In John Holland's theory on work styles he states that in choosing a career, people prefer jobs where they can be around others like them. They search for environments that will let them use their skills and abilities, and express their attitudes and values, while taking on enjoyable problems and roles. In his research he has identified the six work styles listed above. These work styles correspond to the same colored conversation groups identified previously.

With this in mind, it is beneficial to you as a job seeker to identify your primary and secondary styles. Then seek work environments that are a good match. It is also valuable to be able to communicate to an employer, to some degree, this information about your work style and how that uniquely aids in qualifying you for the position.

Take a minute and list as many of your skills you have to offer an employer as you can.

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How did you do?

For most of us this is a difficult task and commonly we can only identify 3 to 5 skills. In this next section we want to help you realize and identify the vast number of skills you do have.

## Self-management skills

- Your work ethic.
- Your attitudes toward work.
- Your ability to get along with others.

**Additional Resources**  
[The16personalities.com](http://The16personalities.com)



Self-management skills are character qualities and abilities you have had all your life. Some call them life or soft skills.

These are not things you learned on the job but brought to the job because of who you are.

## Self-management skills checklist

- Put a checkmark next to each skill you have.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## Self Management Skills Checklist– Check all that apply to you

<input type="checkbox"/> Accurate	<input type="checkbox"/> Easy Going	<input type="checkbox"/> Intellectual	<input type="checkbox"/> Realistic
<input type="checkbox"/> Adventurous	<input type="checkbox"/> Economical	<input type="checkbox"/> Intelligent	<input type="checkbox"/> Reasonable
<input type="checkbox"/> Ambitious	<input type="checkbox"/> Effective	<input type="checkbox"/> Intuitive	<input type="checkbox"/> Relaxed
<input type="checkbox"/> Analytical	<input type="checkbox"/> Efficient	<input type="checkbox"/> Inventive	<input type="checkbox"/> Reliable
<input type="checkbox"/> Artistic	<input type="checkbox"/> Empathetic	<input type="checkbox"/> Kind	<input type="checkbox"/> Reserved
<input type="checkbox"/> Assertive	<input type="checkbox"/> Energetic	<input type="checkbox"/> Leader	<input type="checkbox"/> Responsive
<input type="checkbox"/> Attentive	<input type="checkbox"/> Easy Going	<input type="checkbox"/> Lighthearted	<input type="checkbox"/> Resourceful
<input type="checkbox"/> Authentic	<input type="checkbox"/> Economical	<input type="checkbox"/> Logical	<input type="checkbox"/> Respectful
<input type="checkbox"/> Bold	<input type="checkbox"/> Effective	<input type="checkbox"/> Loyal	<input type="checkbox"/> Responsible
<input type="checkbox"/> Businesslike	<input type="checkbox"/> Efficient	<input type="checkbox"/> Methodical	<input type="checkbox"/> Sensitive
<input type="checkbox"/> Calm	<input type="checkbox"/> Empathetic	<input type="checkbox"/> Modest	<input type="checkbox"/> Sentimental
<input type="checkbox"/> Careful	<input type="checkbox"/> Energetic	<input type="checkbox"/> Motivated	<input type="checkbox"/> Serious
<input type="checkbox"/> Curious	<input type="checkbox"/> Enthusiastic	<input type="checkbox"/> Neat	<input type="checkbox"/> Shrewd
<input type="checkbox"/> Cheerful	<input type="checkbox"/> Expressive	<input type="checkbox"/> Negotiator	<input type="checkbox"/> Sincere
<input type="checkbox"/> Competent	<input type="checkbox"/> Fair	<input type="checkbox"/> Objective	<input type="checkbox"/> Sociable
<input type="checkbox"/> Competitive	<input type="checkbox"/> Farsighted	<input type="checkbox"/> Open mind	<input type="checkbox"/> Spontaneous
<input type="checkbox"/> Communicator	<input type="checkbox"/> Flexible	<input type="checkbox"/> Optimistic	<input type="checkbox"/> Stable
<input type="checkbox"/> Concerned	<input type="checkbox"/> Focused	<input type="checkbox"/> Orderly	<input type="checkbox"/> Supportive
<input type="checkbox"/> Confident	<input type="checkbox"/> Forgiving	<input type="checkbox"/> Organized	<input type="checkbox"/> Sympathetic
<input type="checkbox"/> Conforming	<input type="checkbox"/> Formal	<input type="checkbox"/> Outgoing	<input type="checkbox"/> Tactful
<input type="checkbox"/> Conscientious	<input type="checkbox"/> Frank	<input type="checkbox"/> Patient	<input type="checkbox"/> Teachable
<input type="checkbox"/> Considerate	<input type="checkbox"/> Friendly	<input type="checkbox"/> Peaceable	<input type="checkbox"/> Team player
<input type="checkbox"/> Consistent	<input type="checkbox"/> Gentle	<input type="checkbox"/> Perceptive	<input type="checkbox"/> Thoughtful
<input type="checkbox"/> Cooperative	<input type="checkbox"/> Generous	<input type="checkbox"/> Perfectionist	<input type="checkbox"/> Thorough
<input type="checkbox"/> Courageous	<input type="checkbox"/> Helpful	<input type="checkbox"/> Persevering	<input type="checkbox"/> Thrifty
<input type="checkbox"/> Creative	<input type="checkbox"/> High Energy	<input type="checkbox"/> Persistent	<input type="checkbox"/> Tidy
<input type="checkbox"/> Curious	<input type="checkbox"/> Honest	<input type="checkbox"/> Philosophical	<input type="checkbox"/> Tolerant
<input type="checkbox"/> Decisive	<input type="checkbox"/> Humorous	<input type="checkbox"/> Planner	<input type="checkbox"/> Tough
<input type="checkbox"/> Dedicated	<input type="checkbox"/> Idealistic	<input type="checkbox"/> Poised	<input type="checkbox"/> Trusting
<input type="checkbox"/> Dependable	<input type="checkbox"/> Imaginative	<input type="checkbox"/> Polite	<input type="checkbox"/> Trustworthy
<input type="checkbox"/> Detailed	<input type="checkbox"/> Impulsive	<input type="checkbox"/> Positive	<input type="checkbox"/> Understanding
<input type="checkbox"/> Determined`	<input type="checkbox"/> Independent	<input type="checkbox"/> Pragmatic	<input type="checkbox"/> Uninhibited
<input type="checkbox"/> Diligent	<input type="checkbox"/> Industrious	<input type="checkbox"/> Precise	<input type="checkbox"/> Verbal
<input type="checkbox"/> Diplomatic	<input type="checkbox"/> Ingenious	<input type="checkbox"/> Problem solver	<input type="checkbox"/> Versatile
<input type="checkbox"/> Disciplined	<input type="checkbox"/> Innovative	<input type="checkbox"/> Productive	<input type="checkbox"/> Visionary
<input type="checkbox"/> Discreet	<input type="checkbox"/> Inquisitive	<input type="checkbox"/> Purposeful	<input type="checkbox"/> Warm
<input type="checkbox"/> Driven	<input type="checkbox"/> Insightful	<input type="checkbox"/> Quick Learner	<input type="checkbox"/> Wise
<input type="checkbox"/> Dynamic	<input type="checkbox"/> Inspiring	<input type="checkbox"/> Quiet	<input type="checkbox"/> Witty
<input type="checkbox"/> Eager	<input type="checkbox"/> Integrity	<input type="checkbox"/> Rational	<input type="checkbox"/> Zealous

The most effective way to demonstrate knowledge, skills or abilities that you possess to an employer is by sharing stories that demonstrate them. A good story has four components to it that are represented by the acronym STAR, which stands for: Situation, Task, Action, Results.

## Skills are shown by accomplishments

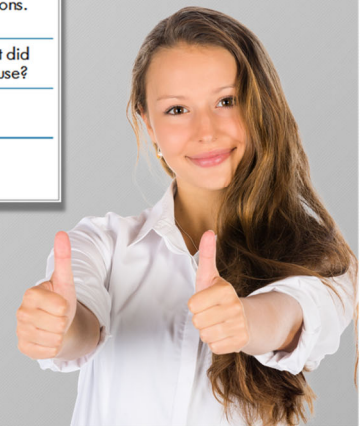
List two work accomplishments that show what you can do for a company.

What are the skills you used to achieve those accomplishments?

<b>S</b> Situation	Detail the background. Provide a context. Where? When?
<b>T</b> Task	Describe the challenge and expectations. What needed to be done? Why?
<b>A</b> Action	Elaborate your specific action. What did you do? How? What tools did you use?
<b>R</b> Results	Explain the results: accomplishments, recognition, savings, etc. Quantify.

'STAR' Technique to Answer Behavioral Interview Questions

*Use the S.T.A.R. method*



The best stories focus on a challenging situation where you very effectively used skills relevant to the position you are applying for and where the outcome was positive for your employer. Not all of your stories though need to be from work experiences, as long as the skills demonstrated are relevant.

Example

**Situation:** During my internship last summer, I was responsible for managing various events.

**Task:** I noticed that attendance at these events had dropped by 30% over the past 3 years and wanted to do something to improve these numbers.

**Action:** I designed a new promotional packet to go out to the local community businesses. I also included a rating sheet to collect feedback on our events and organized internal round table discussions to raise awareness of the issue with our employees.

**Result:** We utilized some of the wonderful ideas we received from the community, made our internal systems more efficient and visible and raised attendance by 18%



**Self-Management Skills** (List 10 from the self-management checklist)

1	6
2	7
3	8
4	9
5	10

Select two of your skills and write an example of how you demonstrated that skill. Utilize the STAR method to share your story.

Skill	Example/Story
Accurate	During my four years at Bank of America as a Teller, accuracy with our tills was demanded. Each year I led the branch with 98% accurate count on my tills. This amongst other reasons, after my first year I was selected to train all the new tellers. I must have trained at least half a dozen over the next three years.

## Transferable skills

- Skills you have developed through various jobs, hobbies, volunteer work and other life experiences.
- Not specific to a job or occupation.



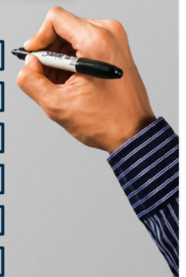
Transferable skills, also known as “portable skills” are qualities that can be transferred from one job to another. These are extremely important to you and the employer, especially if you are considering a career transition. Although you may be changing careers or industries, these skills come with you. For example, your leadership abilities or organizational capabilities can be just as effectively applied to your new endeavor as your past.

## Transferable skills checklist

Put a checkmark next to each skill you have.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[www.onetonline.org](http://www.onetonline.org)  
[www.mynextmove.org](http://www.mynextmove.org)  
[www.mynextmove.org/explore/ip](http://www.mynextmove.org/explore/ip)  
[www.careerinfonet.org/skills.default.aspx](http://www.careerinfonet.org/skills.default.aspx)



## Transferable Skills Checklist – Check all that apply to you

<b>Interpersonal</b>	<b>Learning</b>	<b>Administrative</b>
<input type="checkbox"/> Relating well with others	<input type="checkbox"/> Analyzing	<input type="checkbox"/> Evaluating
<input type="checkbox"/> Effective listener	<input type="checkbox"/> Observant	<input type="checkbox"/> Setting/achieving goals
<input type="checkbox"/> Sympathetic	<input type="checkbox"/> Active listener	<input type="checkbox"/> Delegating
<input type="checkbox"/> Sensitive to others	<input type="checkbox"/> Synthesizing	<input type="checkbox"/> Motivating others
<input type="checkbox"/> Responsive	<input type="checkbox"/> Good memory	<input type="checkbox"/> Setting priorities
<input type="checkbox"/> Concerned	<input type="checkbox"/> Reading & writing	<input type="checkbox"/> Planning
<input type="checkbox"/> Helping others	<input type="checkbox"/> Questioning & evaluating	<input type="checkbox"/> Follow-through
<input type="checkbox"/> Accepting	<b>Detail &amp; Completion</b>	<input type="checkbox"/> Team building
<input type="checkbox"/> Team player	<input type="checkbox"/> Meeting deadlines	<input type="checkbox"/> Managing
<b>Motivational</b>	<input type="checkbox"/> Persevering/Grit	<b>Creative &amp; Visionary</b>
<input type="checkbox"/> Motivate individuals/ groups	<input type="checkbox"/> Organizing	<input type="checkbox"/> Intuitive
<input type="checkbox"/> Raising funds	<input type="checkbox"/> Completing	<input type="checkbox"/> Developing new ideas
<input type="checkbox"/> Persuading	<input type="checkbox"/> Implementing	<input type="checkbox"/> Judging effectively
<input type="checkbox"/> Team building	<input type="checkbox"/> Following directions	<input type="checkbox"/> Original thinking
<input type="checkbox"/> Selling (things or ideas)	<input type="checkbox"/> Functioning under stress	<input type="checkbox"/> Showing foresight
<input type="checkbox"/> Encouraging	<input type="checkbox"/> Record keeping	<input type="checkbox"/> Creative
<input type="checkbox"/> Promoting	<b>Numbers</b>	<input type="checkbox"/> Innovative
<b>Verbal/Written Communication</b>	<input type="checkbox"/> Counting & computing	<input type="checkbox"/> Experimental
<input type="checkbox"/> Expressing ideas	<input type="checkbox"/> Using statistics	<input type="checkbox"/> Imaginative
<input type="checkbox"/> Clear communicator	<input type="checkbox"/> Good money manager	<b>Leadership</b>
<input type="checkbox"/> Imaginative	<input type="checkbox"/> Accurate	<input type="checkbox"/> Motivating others
<input type="checkbox"/> Presenting	<input type="checkbox"/> Accounting/bookkeeping	<input type="checkbox"/> Self-starter
<input type="checkbox"/> Writing	<input type="checkbox"/> Budgeting	<input type="checkbox"/> Working independently
<input type="checkbox"/> Persuading	<input type="checkbox"/> Estimating/appraising	<input type="checkbox"/> Trying new things
<input type="checkbox"/> Curiosity	<b>Artistic</b>	<input type="checkbox"/> Adapting
<input type="checkbox"/> Articulating	<input type="checkbox"/> Aesthetic awareness	<input type="checkbox"/> Accepting responsibility
<input type="checkbox"/> Defining	<input type="checkbox"/> Creativity	<input type="checkbox"/> Making decisions
<input type="checkbox"/> Editing & condensing	<input type="checkbox"/> Expressive	<input type="checkbox"/> Team building
<input type="checkbox"/> Translating/2 <sup>nd</sup> language	<input type="checkbox"/> Spatial sense	<b>Presenting</b>
<b>Physical</b>	<input type="checkbox"/> Imaginative	<input type="checkbox"/> Public speaking
<input type="checkbox"/> Strength	<input type="checkbox"/> Making things	<input type="checkbox"/> Performing (all types)
<input type="checkbox"/> Endurance	<input type="checkbox"/> Creating beauty	<input type="checkbox"/> Making presentations
<input type="checkbox"/> Coordination	<input type="checkbox"/> Visualizing abstract ideas	<input type="checkbox"/> Appearing before a group
<input type="checkbox"/> Quickness & agility	<input type="checkbox"/> Performing	<input type="checkbox"/> Helping others enjoy
<input type="checkbox"/> Love of outdoors activities	<input type="checkbox"/> Designing web pages	<input type="checkbox"/> Contagious enthusiasm
<input type="checkbox"/> Athletic	<input type="checkbox"/> Graphic design	<input type="checkbox"/> Facilitating

## Transferable Skills Checklist

<b>Teaching &amp; Counseling</b>	<b>Hands-on</b>	<b>Analysis &amp; Research</b>
<input type="checkbox"/> Explaining	<input type="checkbox"/> Installing	<input type="checkbox"/> Gathering information
<input type="checkbox"/> Advising	<input type="checkbox"/> Using hand/power tools	<input type="checkbox"/> Synthesizing
<input type="checkbox"/> Inspiring	<input type="checkbox"/> Constructing	<input type="checkbox"/> Analyzing
<input type="checkbox"/> Listening	<input type="checkbox"/> Preparing	<input type="checkbox"/> Categorizing
<input type="checkbox"/> Demonstrating	<input type="checkbox"/> Handling	<input type="checkbox"/> Evaluating
<input type="checkbox"/> Training	<input type="checkbox"/> Designing	<input type="checkbox"/> Making decisions
<input type="checkbox"/> Encouraging	<input type="checkbox"/> Cooking	<input type="checkbox"/> Experimenting
<input type="checkbox"/> Leading groups	<input type="checkbox"/> Gardening	<input type="checkbox"/> Drawing conclusions
<input type="checkbox"/> Curriculum development	<input type="checkbox"/> Operating machines	<input type="checkbox"/> Examining
<b>Computers/Software</b>	<b>Customer Service</b>	<b>Teamwork/Collaboration</b>
<input type="checkbox"/> MS Word	<input type="checkbox"/> Call center	<input type="checkbox"/> Provide advice
<input type="checkbox"/> MS Excel	<input type="checkbox"/> De-escalation	<input type="checkbox"/> Display patience
<input type="checkbox"/> MS PowerPoint	<input type="checkbox"/> Problem solving	<input type="checkbox"/> Provide feedback
<input type="checkbox"/> MS Access	<input type="checkbox"/> Active listening	<input type="checkbox"/> Convey positivity
<input type="checkbox"/> QuickBooks	<input type="checkbox"/> Add-on selling	<input type="checkbox"/> Facilitate discussion
<input type="checkbox"/> Networks	<input type="checkbox"/> Conduct interviews	<input type="checkbox"/> Empower others
<input type="checkbox"/> Cybersecurity	<input type="checkbox"/> Assess needs	<input type="checkbox"/> Share credit
<input type="checkbox"/> Social media	<input type="checkbox"/> Order taking	<input type="checkbox"/> Listen effectively
<input type="checkbox"/> Troubleshoot problems	<input type="checkbox"/> Data entry	<input type="checkbox"/> Provide support

## Transferable Skills (List 10 from transferable checklist)

1	6
2	7
3	8
4	9
5	10

Utilize the STAR method to share your story. Pick two important job specific skills, write them in the left hand column. In right-hand column, write an example of how you used that skill.

Skill	Example/Story
Sell Products or services	Each year while with American Steel each of the 12 sales representatives were given an annual goal for old business and generating new business. I prided myself in responding to every customer request the same day and I set a personal goal of contacting at least one potential new customer each week. It was these efforts that allowed me to be either first or second in each category every year I was with American Steel.
1.	STAR—Situation, Task, Action, Result
2.	STAR—Situation, Task, Action, Result

## Job skills



- Skills specific to a particular occupation or field of work.


Job specific skills are exactly what the name implies. These are skills that are very specific/unique to a particular job. These skills are highly sought by employers and can be developed on the job or often may be learned through training. Employers look for information about job specific skills to find out if you can perform the technical aspects of the position.

An example is welding. Outside of construction, manufacturing or fabrication the skill of welding is not very valuable.

## Job skills checklist

- Put a checkmark next to each skill you have.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## Job Skills Checklist– Check all that apply to you

<b>Animal Care</b>	<b>Beautician</b>	<b>Computer/Software</b>
<input type="checkbox"/> Veterinary care	<input type="checkbox"/> Scheduling	<input type="checkbox"/> Adobe suite
<input type="checkbox"/> Grooming	<input type="checkbox"/> Body waves	<input type="checkbox"/> Microsoft office
<input type="checkbox"/> Dog walking	<input type="checkbox"/> Cosmetic consultation	<input type="checkbox"/> Camtasia
<input type="checkbox"/> Feeding	<input type="checkbox"/> Cut and style	<input type="checkbox"/> Canva
<input type="checkbox"/> Injections	<input type="checkbox"/> Facials	<input type="checkbox"/> CMS
<input type="checkbox"/> Cage cleaning	<input type="checkbox"/> Hair coloring	<input type="checkbox"/> CRM
<input type="checkbox"/> Nail trimming	<input type="checkbox"/> Mani-pedi	<input type="checkbox"/> Intact
<input type="checkbox"/> Dental care	<input type="checkbox"/> Permanents	<input type="checkbox"/> IOS
<input type="checkbox"/> Pen construction	<input type="checkbox"/> Scalp treatment	<input type="checkbox"/> Linux
<input type="checkbox"/> Obedience training	<input type="checkbox"/> Shampooing	<b>LMS</b>
<input type="checkbox"/> Service animal training	<b>Retail</b>	<input type="checkbox"/> Oracle
<input type="checkbox"/> Animal restraint	<input type="checkbox"/> Balance tills	<input type="checkbox"/> SQL
<b>Business</b>	<input type="checkbox"/> UPC codes	<input type="checkbox"/> Networks
<input type="checkbox"/> Accounting	<input type="checkbox"/> QR codes	<input type="checkbox"/> Server
<input type="checkbox"/> Auditing	<input type="checkbox"/> Building security	<input type="checkbox"/> Cyber security
<input type="checkbox"/> Benefits	<input type="checkbox"/> Product demonstration	<input type="checkbox"/> Coding
<input type="checkbox"/> Taxes	<b>Upselling</b>	<input type="checkbox"/> Software development
<input type="checkbox"/> EEO guidelines	<input type="checkbox"/> Credit approval	<input type="checkbox"/> Programming
<input type="checkbox"/> Interest calculation	<input type="checkbox"/> Displays	<b>Medical</b>
<input type="checkbox"/> Inventory tracking	<input type="checkbox"/> Complaint desk	<input type="checkbox"/> Nursing
<input type="checkbox"/> Loan processing	<input type="checkbox"/> Inventory	<input type="checkbox"/> Phlebotomy
<input type="checkbox"/> Payroll prep	<input type="checkbox"/> Point of sale devices	<input type="checkbox"/> CNA
<input type="checkbox"/> Portfolio management	<input type="checkbox"/> Opening/closing	<input type="checkbox"/> Charting
<input type="checkbox"/> Quarterly reporting	<input type="checkbox"/> Order processing	<input type="checkbox"/> Injections
<input type="checkbox"/> Timecard tracking	<input type="checkbox"/> Pricing	<input type="checkbox"/> I.V.
<input type="checkbox"/> Union negotiation	<input type="checkbox"/> Stocking	<input type="checkbox"/> Insurance
<input type="checkbox"/> Vendor contracting	<input type="checkbox"/> Stock rotation	<input type="checkbox"/> Lab
<input type="checkbox"/> Front office operation	<input type="checkbox"/> Theft control	<input type="checkbox"/> X-Ray
<input type="checkbox"/> Multi-line phone	<b>Call Center</b>	<input type="checkbox"/> Radiology
<input type="checkbox"/> Company newsletter	<input type="checkbox"/> Telemarketing	<input type="checkbox"/> Vital signs
<input type="checkbox"/> Office management	<input type="checkbox"/> Tech support	<input type="checkbox"/> Patient transfer
<input type="checkbox"/> Project management	<input type="checkbox"/> Bundling	<b>Construction</b>
<input type="checkbox"/> Proofreading	<input type="checkbox"/> Script reading	<input type="checkbox"/> Bids/estimates
<input type="checkbox"/> Editing	<input type="checkbox"/> Suggestive selling	<input type="checkbox"/> Blueprints
<input type="checkbox"/> Web conferencing	<input type="checkbox"/> Call management	<input type="checkbox"/> Brick laying
<input type="checkbox"/> Human resources	<input type="checkbox"/> Quality assurance	<input type="checkbox"/> Building plans

# Job Skills Checklist

<input type="checkbox"/> Cabinetry	<input type="checkbox"/> Cleanings	<input type="checkbox"/> Tree trimming
<input type="checkbox"/> Concrete	<input type="checkbox"/> Fillings	<input type="checkbox"/> Pruning
<input type="checkbox"/> Contracting	<input type="checkbox"/> Crown	<input type="checkbox"/> Secure cables
<input type="checkbox"/> Asphalt	<input type="checkbox"/> Root canal	<input type="checkbox"/> Herbicide spraying
<input type="checkbox"/> Electrical	<input type="checkbox"/> Anesthesia	<input type="checkbox"/> Fire Suppression
<input type="checkbox"/> Excavation	<input type="checkbox"/> Orthodontics	<input type="checkbox"/> Grafting
<input type="checkbox"/> Flooring	<input type="checkbox"/> Dentures	<input type="checkbox"/> Landscaping
<input type="checkbox"/> HVAC	<input type="checkbox"/> Prosthetics	<input type="checkbox"/> Farming
<input type="checkbox"/> Heavy equipment	<input type="checkbox"/> Implants	<input type="checkbox"/> Farm equipment
<input type="checkbox"/> Foundations	<b>Equipment Operation</b>	<b>Emergency Response</b>
<input type="checkbox"/> Roofing	<input type="checkbox"/> Backhoe	<input type="checkbox"/> Radio dispatch
<input type="checkbox"/> Pipe laying	<input type="checkbox"/> Front loader	<input type="checkbox"/> Firetruck operation
<input type="checkbox"/> Plumbing	<input type="checkbox"/> Trencher	<input type="checkbox"/> Scene assessment
<input type="checkbox"/> Mudding	<input type="checkbox"/> Ditch witch	<input type="checkbox"/> Vital signs
<input type="checkbox"/> Sheet rock	<input type="checkbox"/> Crane	<input type="checkbox"/> Fire suppression
<input type="checkbox"/> Window/door framing	<input type="checkbox"/> Excavator	<input type="checkbox"/> SCBA
<b>Counseling</b>	<input type="checkbox"/> Tractor	<input type="checkbox"/> Extraction equipment
<input type="checkbox"/> Crisis intervention	<input type="checkbox"/> Paver	<input type="checkbox"/> Basic life support
<input type="checkbox"/> Motivational interviewing	<b>Maritime</b>	<input type="checkbox"/> Emergency medical tech
<input type="checkbox"/> Group facilitation	<input type="checkbox"/> Booms	<input type="checkbox"/> Paramedic
<input type="checkbox"/> Case management	<input type="checkbox"/> Buoys	<input type="checkbox"/> Search and rescue
<input type="checkbox"/> Addiction treatment	<input type="checkbox"/> Seining	<input type="checkbox"/> Patient transport
<input type="checkbox"/> Family therapy	<input type="checkbox"/> Trawling	<b>Homemaking</b>
<input type="checkbox"/> Marriage counseling	<input type="checkbox"/> Deckhand	<input type="checkbox"/> Communicate via technology
<input type="checkbox"/> Psychiatry	<input type="checkbox"/> Mooring	<input type="checkbox"/> Chore scheduling
<b>Daycare</b>	<input type="checkbox"/> Engine room	<input type="checkbox"/> Tutoring
<input type="checkbox"/> Arts and crafts	<input type="checkbox"/> Stand watch	<input type="checkbox"/> Housekeeping
<input type="checkbox"/> Diaper changing	<input type="checkbox"/> Navigation	<input type="checkbox"/> Pet care
<input type="checkbox"/> Discipline	<input type="checkbox"/> Chart reading	<input type="checkbox"/> Budgeting
<input type="checkbox"/> Playground supervision	<b>Forestry/Horticulture</b>	<input type="checkbox"/> Shopping
<input type="checkbox"/> Food prep	<input type="checkbox"/> Tree appraisal	<input type="checkbox"/> Bill paying
<input type="checkbox"/> Hygiene	<input type="checkbox"/> Chainsaw	<input type="checkbox"/> Ironing
<input type="checkbox"/> Early childhood theory	<input type="checkbox"/> Fire breaks	<input type="checkbox"/> Meal planning
<input type="checkbox"/> Lesson plans	<input type="checkbox"/> Trail building	<input type="checkbox"/> Cooking
<input type="checkbox"/> Teaching	<input type="checkbox"/> Handsaw	<input type="checkbox"/> Sewing/mending
<b>Dental</b>	<input type="checkbox"/> Tree planting	<input type="checkbox"/> Transportation
<input type="checkbox"/> X-Rays	<input type="checkbox"/> Topping	<input type="checkbox"/> Activity planning



# Job Skills Checklist

<input type="checkbox"/> Laundry	<input type="checkbox"/> Pneumatic tools	<input type="checkbox"/> Tracking
<input type="checkbox"/> Dishwashing	<input type="checkbox"/> Hand tools	<input type="checkbox"/> Unload
<b>Sales</b>	<input type="checkbox"/> Tune up	<input type="checkbox"/> Load
<input type="checkbox"/> Appointments	<input type="checkbox"/> Windshield installs/repair	<input type="checkbox"/> Scanner
<input type="checkbox"/> Bidding/quotes	<b>Production</b>	<b>Education</b>
<input type="checkbox"/> Cold calling	<input type="checkbox"/> Powder coat	<input type="checkbox"/> Lesson plans
<input type="checkbox"/> Account management	<input type="checkbox"/> Painting	<input type="checkbox"/> Assignments
<input type="checkbox"/> Marketing	<input type="checkbox"/> Assembly	<input type="checkbox"/> Discipline
<input type="checkbox"/> Closing	<input type="checkbox"/> Forklift	<input type="checkbox"/> Tutoring
<input type="checkbox"/> Order processing	<input type="checkbox"/> Die cutting	<input type="checkbox"/> Teaching
<input type="checkbox"/> Sales presentation	<input type="checkbox"/> Inspection	<input type="checkbox"/> Parent relations
<input type="checkbox"/> Territory development	<input type="checkbox"/> Tag outs	<input type="checkbox"/> Special education
<b>Surveying</b>	<input type="checkbox"/> Precision measuring	<input type="checkbox"/> Writing
<input type="checkbox"/> Transit	<input type="checkbox"/> Packing	<input type="checkbox"/> Grading
<input type="checkbox"/> Plumb bob	<input type="checkbox"/> Protecting wrap	<input type="checkbox"/> Remediation
<input type="checkbox"/> GPS	<input type="checkbox"/> CNC	<b>Truck Driving</b>
<input type="checkbox"/> Mapping	<input type="checkbox"/> Machining	<input type="checkbox"/> Delivery
<b>Custodial</b>	<input type="checkbox"/> Millwright	<input type="checkbox"/> Load/Unload
<input type="checkbox"/> Strip/wax	<b>Culinary</b>	<input type="checkbox"/> Secure load
<input type="checkbox"/> Sanitation	<input type="checkbox"/> Health card	<input type="checkbox"/> Weight management
<input type="checkbox"/> Vacuuming	<input type="checkbox"/> Food storage	<input type="checkbox"/> Long haul
<input type="checkbox"/> Dusting	<input type="checkbox"/> Meal pricing	<input type="checkbox"/> Pup
<input type="checkbox"/> Chemical usage	<input type="checkbox"/> Cooking	<input type="checkbox"/> Doubles
<input type="checkbox"/> Housekeeping	<input type="checkbox"/> Prepping	<input type="checkbox"/> Triples
<input type="checkbox"/> Replenish supplies	<input type="checkbox"/> Serving	<input checked="" type="checkbox"/> Hazmat
<input type="checkbox"/> Sweeping	<input type="checkbox"/> Restaurant management	<input type="checkbox"/> TWIC card
<input type="checkbox"/> Trash disposal	<input type="checkbox"/> Automatic dishwasher	<input type="checkbox"/> DOT logs
<b>Mechanical</b>	<b>Warehousing</b>	<b>Skilled Trades</b>
<input type="checkbox"/> Body work	<input type="checkbox"/> Palletizing	<input type="checkbox"/> Plumbing
<input type="checkbox"/> Vehicle painting	<input type="checkbox"/> Forklift	<input type="checkbox"/> Pipefitting
<input type="checkbox"/> Brakes	<input type="checkbox"/> Pallet jack	<input type="checkbox"/> Steam fitting
<input type="checkbox"/> Engine repair	<input type="checkbox"/> Inventory	<input type="checkbox"/> Iron work
<input type="checkbox"/> Lube, oil, filter	<input type="checkbox"/> Shipping	<input type="checkbox"/> Welding
<input type="checkbox"/> Electrical	<input type="checkbox"/> Delivery	<input type="checkbox"/> Brazing
<input type="checkbox"/> HVAC	<input type="checkbox"/> Invoices	<input type="checkbox"/> Soldering
<input type="checkbox"/> Estimates	<input type="checkbox"/> Packaging	<input type="checkbox"/> Carpentry
<input type="checkbox"/> Alignment	<input type="checkbox"/> Stocking	<input type="checkbox"/> Electrician

## Job Skills Checklist

<input type="checkbox"/> Boiler Making	<input type="checkbox"/> Vehicle pursuit	<b>Attorney</b>
<input type="checkbox"/> HVAC	<input type="checkbox"/> Scene assessment	<input type="checkbox"/> Legal research
<b>Law Enforcement</b>	<input type="checkbox"/> Firearms	<input type="checkbox"/> Precedent
<input type="checkbox"/> Legal knowledge	<input type="checkbox"/> Booking	<input type="checkbox"/> Court filings
<input type="checkbox"/> Suspect restraint	<input type="checkbox"/> Corrections officer	<input type="checkbox"/> BAR certification
<input type="checkbox"/> Miranda	<input type="checkbox"/> De-escalation	<input type="checkbox"/> Court argument
<input type="checkbox"/> Evidence protection	<input type="checkbox"/> Interviewing	<input type="checkbox"/> Plea bargain

Job Skills (List 10 from Job Skills checklist)

1	6
2	7
3	8
4	9
5	10

Utilize the STAR method to share your story. Pick two important job specific skills, write them in the left hand column. In right-hand column, write an example of how you used that skill.

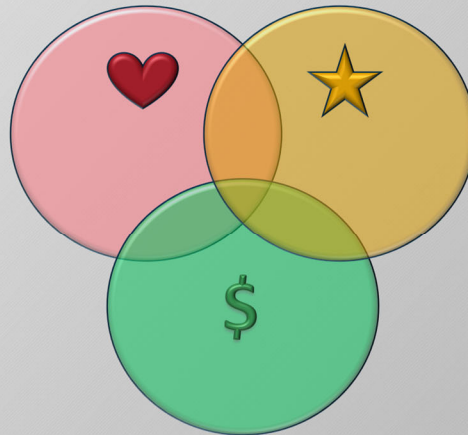
Skill	Example/Story
Basic Life Support	While at Smith Manufacturing one of our mechanics failed to use proper lock out/tag out procedure and received a major electrical shock. Myself and another safety team member performed CPR for 4 – 5 minutes until breathing and heart restored. In that time, I directed another to call 911 and another to get the AED if needed. He had no permanent negative impacts from the event.
1.	STAR — Situation, Task, Action, Result
2.	Star —Situation, Task, Action, Result

## Find a great career match for you



This Diagram illustrates that the best career match is found at the intersection of:

- What you love to do
- What you are a superstar at doing
- What will meet your financial needs.



Finding a fulfilling career is about finding one that balances what you love doing (heart), what you excel at (star) and provides financially to meet your needs (dollar sign). In the diagram, it is that area in which the three components overlap that you will likely find a career that leads to happiness and success.

# Career assessments

Take an Interest Assessment to determine what you love to do.

Activity	Strongly Dislike	Dislike	Unsure	Like	Strongly Like
1. Build kitchen cabinets	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2. Develop a new medicine	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3. Write books or plays	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4. Help people with personal or emotional problems	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5. Manage a department within a large company	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6. Install software across computers on a large network	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7. Repair household appliances	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8. Study ways to reduce water pollution	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9. Compose or arrange music	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Take a Skills Assessment to determine what you excel at doing.

Skill	Beginner	Basic	Skilled	Advanced	Expert
<b>1. Administration and Management</b> How much do you know about business planning and leadership?	<input type="radio"/> Complete a timesheet	<input type="radio"/>	<input type="radio"/> Monitor project progress to complete it on time	<input type="radio"/>	<input type="radio"/> Manage a \$50m company
<b>2. Biology</b> How much do you know about plant, animal and cell functions?	<input type="radio"/> Care for a pet	<input type="radio"/>	<input type="radio"/> Investigate effects of pollution on plants	<input type="radio"/>	<input type="radio"/> Identify a new virus
<b>3. Body Coordination</b> How well can you coordinate moving your arms, legs, and torso together?	<input type="radio"/> Get in and out of a truck	<input type="radio"/>	<input type="radio"/> Swim one pool length, or play a ball sport	<input type="radio"/>	<input type="radio"/> Perform ballet choreography
<b>4. Building and Construction</b> How much do you know about construction materials, methods, and tools?	<input type="radio"/> Hang a picture	<input type="radio"/>	<input type="radio"/> Fix a plumbing leak in ceiling	<input type="radio"/>	<input type="radio"/> Build a highrise
<b>5. Chemistry</b> How well do you know chemistry?	<input type="radio"/> Use a household chemical safely	<input type="radio"/>	<input type="radio"/> Use proper chlorine concentration to purify water source	<input type="radio"/>	<input type="radio"/> Develop a formula for a safe cleaner

These assessments can be accessed at [WorkSourceWa.com](http://WorkSourceWa.com)

Career tools  Career OneStop  Assessments

# Career assessments

**Get started**

- Read the statement on the top part of the deck below and think about how important that quality would be in your ideal job.
- Place the card in an importance level from most to least by selecting one of the blue boxes. Repeat for all 20 cards.
- Drag and drop any card to make changes as you go.

I use my talents and abilities.

(Card 1 of 20)

Most	More	Somewhat	Less	Least
Open Space	Open Space	Open Space	Open Space	Open Space
Open Space	Open Space	Open Space	Open Space	Open Space
Open Space	Open Space	Open Space	Open Space	Open Space
Open Space	Open Space	Open Space	Open Space	Open Space

Take a Work Values Assessment to determine what is most important to you in a job.

Your Match	Career	Annual Wages	Education	Outlook
1	<a href="#">Beverage Paristas and Bellhops</a>	\$24,210	High school diploma or equivalent	Average
2	<a href="#">Busfers</a>	\$39,970	No formal educational credential	Bright
3	<a href="#">Merchandise Displayers and Window Trimmers</a>	\$28,450	High school diploma or equivalent	Below Average
4	<a href="#">Fence Erectors</a>	\$34,800	No formal educational credential	Bright
5	<a href="#">Waiters and Waitresses</a>	\$21,780	No formal educational credential	Bright
6	<a href="#">Retail Salespersons</a>	\$24,200	No formal educational credential	Bright
7	<a href="#">Painters, Construction and Maintenance</a>	\$38,940	No formal educational credential	Average
8	<a href="#">Food Service, Nonrestaurant</a>	\$23,290	No formal educational credential	Bright
9	<a href="#">Order Fillers, Wholesale and Retail Sales</a>	\$25,700	High school diploma or equivalent	Bright
10	<a href="#">Drover and Ceiling Tile Installers</a>	\$43,730	No formal educational credential	Below Average

Assessments can match you to occupations.

A powerful resource available to assist in your search for your ideal career is onetonline.org. As you are considering careers you can use onetonline.org to identify relevant knowledge, skills and abilities required by various occupations within a career field.

Compare the list of knowledge, skills and abilities required with the list that you are compiling as you progress through this workshop. Look for those knowledge, skills and abilities that you have identified in this workshop that are in common with those that you are considering.

The image displays two screenshots of the O\*NET OnLine website. The left screenshot shows the homepage with a navigation bar, a search bar, and several featured sections: 'Build your future with O\*NET OnLine', 'What's New?' (highlighted with a red arrow), 'I want to be a...', 'ATTN: VETERANS', and 'Hot Technologies are frequently included in employer job postings'. The right screenshot shows a 'Summary Report for: 43-9001.00 Office Clerks, General', detailing tasks, technology skills, and knowledge areas.

onetonline.org

## Skills and accomplishments

Always have the employer's perspective in mind.  
Not just SKILLS but ACCOMPLISHMENTS!



Workbook page 25

A list of knowledge, skills and abilities is not enough to gain the job you really want. You must take a look at it through the employers perspective. Employers assess your potential value by what you have accomplished in your career using your knowledge, skills and abilities. Being able to connect each qualification you claim to an accomplishment that brought value to your past employers is critical to your job search. This clearly demonstrates your value.

Skill	Accomplishment
Excel	Created spreadsheet that compiled daily sales for 12 sales representatives into monthly and annual totals saving several hundred hours a year in data entry, tabulation and compilation of sales reports.

Incorporating your knowledge, skills, and abilities with your accomplishments will first be used in your 60-second commercial to make a statement of your value.

## Sell your skills


A winning statement about yourself can help convince an employer to hire you!



Your 60-second commercial is an excellent response to the interview questions below. It will provide the employer with a balanced answer including self-management, transferable and job specific skills. Plus, it will highlight your accomplishments.

You can tailor it to each of the questions.


The 60-Second commercial



Why should I hire you?  
Tell me about yourself.

Workbook page 26

The 60-Second commercial



Highlight your qualifications.  
Include statements that start with:  
I can...  
I received...  
I have expertise in...

Your 60-second commercial should:

- Advertise for you
- Highlight your strengths
- Demonstrate your enthusiasm, passion & judgement

I can create and manage budgets in excess of \$1 million.

I have received multiple awards for my excellence in customer service.

I have expertise in designing and creating cell phone applications.



## Retail sales and management skills



Hello. My name is Gloria Winters. I'm seeking a position in the retail field. I have over three years of experience as a salesperson and two years of experience as an assistant manager. I have strong math skills. I've used both manual- and computerized-cashiering systems, and have helped with up to 75 customers daily, providing prompt and courteous service. As an assistant manager, I was authorized to carry all keys, open and close the facility, and had access to safes and personnel records. I also trained employees in cashiering, customer service and inventory procedures. I received an "Employee of the Year" award from Fashion Trends for developing a new procedure for theft control that reduced losses by 15 percent. I'm able to handle challenges, and my former employers will verify that I work independently or as a team member.

## 60-Second Commercial Examples

### No previous work experience



Hi. My name is Sharon Wong. My career goal is a position as an administrative assistant coordinating, analyzing and planning budgets. During the last 10 years, I've coordinated fundraising activities of the local Parent Teachers Association (PTA), successfully raising \$8,000 for playground facilities. As treasurer of the local Civic Association, I managed a \$22,000 budget for two years. I've organized and managed my family budget for 17 years. I've also developed interpersonal skills during 10 years' experience with the PTA and by volunteering at my church. These positions sharpened my skills of persuading adults to contribute time and money to community projects. I have invested considerable time and effort in developing open communication between family members and can retain a sense of humor in tense situations.

## Teller with customer service experience



Hello. My name is Linda Bailey. I'm seeking a position as a bank teller. I have two years of experience as a teller, in addition to more than three years working in customer service and handling cash transactions. I get along well with customers, co-workers and supervisors. I'm a dedicated, efficient team player. I enjoy serving people and perform my work with courtesy. I'm an excellent problem-solver, very accurate, work easily with large numbers, and can operate a 10-key by touch. I received an employee recognition award for outstanding attendance and for maintaining a daily reconciliation of a 100 percent error-free cash drawer.

## 60-Second Commercial Examples

### Forklift/ Warehouse



Hello. My name is Jerry Suarez. I'm seeking a position as a forklift driver in a warehouse environment. I have been operating forklifts as a par of my regular duties for the past eight years. I've actively participated in and successfully completed a safety course for forklift operators and have been certified as a safety instructor. I can maneuver large equipment safely and effectively in tight spaces and have never had an accident. I'm proficient in warehouse cataloging methods, packaging requirements and standard weight requirements when palletizing boxes and other materials. I have the ability to properly and accurately complete and maintain shipping and receiving records and other standard warehouse documentation.

Action Verbs					
<b>Communicate &amp; People</b>	Addressed	Conveyed	Formulated	Moderated	Reinforced
	Advertised	Convinced	Furnished	Negotiated	Reported
	Arbitrated	Corresponded	Incorporated	Observed	Resolved
	Arranged	Debated	Influenced	Outlined	Responded
	Articulated	Defined	Interacted	Participated	Solicited
	Authored	Developed	Interpreted	Persuaded	Specified
	Clarified	Directed	Interviewed	Presented	Spoke
	Collaborated	Discussed	Involved	Promoted	Suggested
	Communicated	Drafted	Joined	Proposed	Summarized
	Composed	Edited	Judged	Publicized	Synthesized
	Condensed	Elicited	Lectured	Reconciled	Translated
	Conferred	Enlisted	Listened	Recruited	Wrote
	Consulted	Explained	Mediated	Referred	
<b>Creative</b>	Acted	Conceptualized	Directed	Invented	Photographed
	Adapted	Condensed	Displayed	Modeled	Revised
	Began	Created	Drew	Modified	Revitalized
	Combined	Customized	Instituted	Originated	Shaped
	Composed	Designed	Integrated	Performed	Solved
<b>Data</b>	Administered	Audited	Corrected	Marketed	Projected
	Adjusted	Balanced	Determined	Measured	Qualified
	Allocated	Budgeted	Developed	Netted	Reconciled
	Analyzed	Calculated	Estimated	Planned	Reduced
	Appraised	Computed	Forecasted	Prepared	Researched
	Assessed	Conserved	Managed	Programmed	Retrieved
<b>Helping</b>	Adapted	Coached	Encouraged	Helped	Rehabilitated
	Advocated	Collaborated	Ensured	Insured	Represented
	Aided	Contributed	Expedited	Intervened	Resolved
	Answered	Cooperated	Facilitated	Motivated	Simplified
	Arranged	Counseled	Familiarized	Prevented	Supplied
	Assessed	Demonstrated	Furthered	Provided	Supported
	Assisted	Diagnosed	Guided	Referred	Volunteered
	Clarified	Educated			

<b>Action Verbs</b>					
<b>Management &amp; Leadership</b>	Administered	Converted	Generated	Managed	Recommended
	Analyzed	Coordinated	Handled	Merged	Reorganized
	Appointed	Decided	Headed	Motivated	Replaced
	Approved	Delegated	Hired	Navigated	Restored
	Assigned	Developed	Hosted	Organized	Reviewed
	Attained	Directed	Improved	Originated	Scheduled
	Authorized	Eliminated	Incorporated	Overhauled	Secured
	Chaired	Emphasized	Increased	Oversaw	Selected
	Considered	Enforced	Initiated	Planned	Streamlined
	Consolidated	Enhanced	Inspected	Presided	Strengthened
	Contracted	Established	Instituted	Prioritized	Supervised
	Controlled	Executed	Lead	Produced	Terminated
<b>Organization</b>	Approved	Corrected	Maintained	Purchased	Screened
	Arranged	Corresponded	Monitored	Recorded	Submitted
	Catalogued	Distributed	Obtained	Registered	Supplied
	Categorized	Executed	Operated	Reserved	Standardized
	Chartered	Filed	Ordered	Responded	Systematized
	Classified	Generated	Organized	Reviewed	Updated
	Coded	Incorporated	Prepared	Routed	Validated
	Collected	Inspected	Processed	Scheduled	Verified
	Compiled	Logged	Provided		
<b>Research</b>	Analyzed	Determined	Extracted	Investigated	Searched
	Clarified	Diagnosed	Formulated	Located	Solved
	Collected	Evaluated	Fathered	Measured	Summarized
	Compared	Examined	Inspected	Organized	Surveyed
	Conducted	Experimented	Interviewed	Researched	Systematized
	Critiqued	Explored	Invented	Reviewed	Tested
	Detected				
<b>Teaching</b>	Adapted	Coordinated	Explained	Instilled	Taught
	Advised	Critiqued	Facilitated	Instructed	Tested
	Clarified	Developed	Focused	Motivated	Trained
	Coached	Enabled	Guided	Persuaded	Transmitted
	Communicated	Encouraged	Individualized	Simulated	Tutored
	Conducted	Evaluated	Informed	Simulated	

Action Verbs					
Technical	Adapted	Constructed	Fabricated	Programmed	Solved
	Applied	Converted	Fortified	Rectified	Specialized
	Assembled	Debugged	Installed	Regulated	Standardized
	Built	Designed	Maintained	Remodeled	Studied
	Calculated	Determined	Operated	Repaired	Tested
	Computed	Developed	Overhauled	Replaced	Upgraded
	Conserved	Engineered	Printed	Resorted	Utilized

## Your 60 -Second Commercial

The 60-second commercial The commercial is YOU! The 60-second commercial is your chance to tell an employer who you are and what you have to offer in a fast and effective manner. In its simplest form, it is the answer to two frequently asked interview questions.

Considering that the most effective method for finding work includes directly contacting an employer, a winning statement about yourself gives the employer the best reason to hire you. You will use your 60-second commercial when writing a cover letter to go with your résumé, when talking to employers at a job fair, on the telephone, at an interview or as a “networking pitch.”

Your commercial should highlight your qualifications: the five most important things you want an employer to know about you. Your statements should be based on what you know about this employer from your prior inquiry. Whether you list accomplishments from your work history, your skills or your education, they all need to show why you’re a good match for this employer.

Look at the samples for ideas and then write a commercial of your own. Include statements that start with “I can,” “I received,” “I have expertise in,” etc. Practice it, re-write it if you want to refine it, and then practice it again. The more you practice (in the mirror, with family or friends, or in the car) the more comfortable you’ll be and the more natural you’ll sound when talking with an employer.

On the next page is a template for your 60-Second Commercial and space for to draft your 60-Second Commercial.



## What we have covered today



### Review:

Work personality  
Accomplishments  
Self-management skills  
Transferable skills  
Job skills  
60-second commercial  
Use powerful action words



Workbook page 33

## Next steps



### Additional Job Hunter Workshops

- Resume and Cover Letter
- Job Search Strategies
- Interviewing
- Applications

# LinkedIn Learning

## Why LinkedIn Learning?

- Access 16,000+ expert led courses
- Earn a certificate when you complete a course
- Receive course recommendations tailored to you
- View courses anytime on your phone or computer



## How To Access LinkedIn Learning

Contact WorkSource Spokane to request your access code:  
[worksourcespokane.com/career-training](http://worksourcespokane.com/career-training)

Contact your local office to see about availability in your area

# Filling out UI job search logs

- Today's Date
- WorkSource Activity - Online
- Interview
- Virtual Interviewing
- Workshop
- WorkSource

**CONTACT 1** Contact Date (MM/DD/YYYY): Today

Was this an approved employer contact or WorkSource activity?  
 Choose one:  Employer contact  WorkSource activity

If this was an employer contact, please provide the following:

Job title or job reference number: \_\_\_\_\_

Employer or business name: \_\_\_\_\_

How did you make the contact?  
 In-person  Online  By phone  By Email  By mail  
 Other: \_\_\_\_\_

Type of contact (Choose one)  
 Application/resume  Interview  Inquiry

Employer or business contact information:  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_  
 Website or email address: \_\_\_\_\_  
 Phone number: \_\_\_\_\_

If this was an approved WorkSource activity, please provide the following information:  
 What activity did you complete:  
 Virtual Interviewing Workshop

Where did you complete this activity?  
 Office name: Worksource Online  
 City: Online State: WA

**Contacts and job-search activities** Keep this log for your records

**CONTACT 1** Today

FOR EMPLOYER CONTACT, check one AND list position or type of work applied for:  
 Application/resume  Interview  Inquiry

Position: \_\_\_\_\_

How contacted:  
 Online/email  Fax  In person  
 Mail  Kiosk  Telephone

OR  
 Other (describe): \_\_\_\_\_

FOR WORKSOURCE ACTIVITY, briefly describe:  
 Virtual Interview Workshop

If employer contact was in person, by kiosk or by telephone, you MUST complete this section.  
 Employer: \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_  
 Name or position of person contacted: \_\_\_\_\_

If employer contact was made online, by email, by fax or by newspaper, you MUST complete the appropriate information in this section.  
 Employer name (if provided): WorkSource Website or email: worksourcewa.com  
 Job reference number: \_\_\_\_\_  
 If fax, provide the fax number (\_\_\_\_) \_\_\_\_\_  
 Newspaper name: \_\_\_\_\_ Publication date: \_\_\_\_\_



# Questions ?



## Notes:
