Employee Skills and Qualities
## What Employers Want

<table>
<thead>
<tr>
<th>Skill</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Oral and Written Communication Skills</td>
<td>89%</td>
</tr>
<tr>
<td>Critical Thinking &amp; Analytic Reasoning Skills</td>
<td>81%</td>
</tr>
<tr>
<td>Apply Knowledge &amp; Skills to Real World Settings</td>
<td>79%</td>
</tr>
<tr>
<td>Analytic Skill &amp; Complex Problem Solving</td>
<td>75%</td>
</tr>
<tr>
<td>Connect Choices &amp; Actions to Ethical Decisions</td>
<td>75%</td>
</tr>
</tbody>
</table>

Skill

- Developed or acquired ability
Quality

- Characteristic/distinguishable attribute
Skills

- Keyboarding
- 10-key
- Following directions
- Listening
- Communication
- Computer
- Prioritizing/delegating /interruptions
- Telephone
- Proofreading
- Organization
- Math
- Time Management
- Stress Management
- Leadership
Skills

- Goal Setting
- Multi-tasking
- Filing
- Critical Thinking
- Creative Thinking
- Interpersonal

- Decision-Making
- Equipment
  - Typewriter, copier, fax, postage meter
- Troubleshooting
Listening Skills

- We spend about 80% of our waking hours communicating with at least 45% of that being listening.
- Listening versus Hearing

Four Steps to Listening

1. Hearing
2. Interpretation
   - Nonverbal cues provide the majority (60/40) of the meaning exchanged in any interaction.
3. Evaluation
   - Sales pitch?
4. Respond
Three levels to Listening

- Active listening
- Passive listening
- Nonlistening
Active Listener

- Full attention--stop and listen
- Frequent feedback
  - Wait 3-5 sec.
- Eye contact
- Body language

- Expressions
  - Concentrate
  - Acknowledge
  - Restate
  - Empathize
Passive Listener

- Selective hearing
- More focused on responding
- Gets anxious and often interrupts
- Doesn’t hear entire message
- Allows distractions to affect listening
Nonlistener

- Makes no effort to hear or understand message
- Allows external inputs to affect attention
- Answers inappropriately
Listening Skills

- Do you have an open mind?
- Do you listen only to criticize?
- Do you multitask while listening?
- Do you avoid distractions?
- Do you interrupt or jump to conclusions?
- Are you aware of your body language?
- Remember, you can think four times faster than the speaker can talk.
Listening

- An average teacher can talk at a rate of 120-140 words per minute, but many students are only capable of taking notes at a rate of only 20 words per minute.

- People listen at a 25% efficiency rate, or less, and the average person remembers only about half of what’s said during a 10-minute conversation and forgets half of that within 48 hours.

Ruhl, Hughes, Schloss. "Using the Pause Procedure to Enhance Lecture Recall,” 10, 14-18
Following Directions

- Read/hear all directions before starting
- Use listening skills
- Clarify, repeat if oral
- Take good notes
Giving Directions

- Cover key points
- Reinforce with examples
- Ask for confirmation
- Don’t overwhelm the listener
Communication Skills

- Two-way communication (at least)
- Formal and Informal
- Verbal and Written
- Know topic
- Know audience
- Use appropriate vocabulary
- Never assume
Communication Skills

- Practice “active” listening
- Use humor when appropriate
- 4 C’s
  - Complete (who, what, when, where, why)
  - Concise
  - Courteous
  - Correct
Dear Mr. Brown:

It has been very enjoyable having your students volunteer in our organization this semester. I have interviewed each of them, and they said that they were glad that they had the opportunity to gain experience in our office and that they learned a great deal.

Will you be offering this program again next semester? If so, we would be eager to participate again. You may contact Alice Herald to set up any future positions.

Thank you for allowing us the opportunity to service the college students in this manner.

Sincerely,

Jennifer Sturdt, Student
TO: Alice Herald, Office Manager

FROM: Jennifer Sturdt, President

DATE: January 8, 2001

SUBJECT: Majority Junior College Volunteers

I feel that using the student volunteers from Majority College was very beneficial to the organization and to the students. I have informed James Brown that we would be willing to participate again. He will contact you next semester if they need us.

If you have any comments that we have not already discussed about the program, please contact me.
Computer Skills

- Software/utilization
  - Word processing
  - Database
  - Spreadsheet
  - Presentation
  - Information Manager
- Troubleshooter
Handling Interruptions

- 1,000 people interviewed—interrupted an average of 24 times daily
- Find a quiet place
- Communicate need (high-priority job)
- “Can we talk about this later?”
- Be polite, but truthful
- Use markers to return to spot
- Work during “best” time for you
Delegating

- ASK (don’t assume it’s okay)
- Initiate support
- Delegate to capable workers
- Offer assistance to others when they need it
Filing

- Ten basic rules to alphabetic filing
- Filing Methods
  - Alphabetic
  - Numeric
  - Geographic
  - Subject
- Supplies
Personality Tests

- www.keirsey.com
- www.16personalities.com
- True Colors—www.eureka.org