

MOST IMPORTANT SKILLS TO PUT ON YOUR RESUME

Skills for Resume - The Importance

Together with the Work Experience section, Skills is one of the most important sections of your resume and will play a crucial role in you getting hired or not, therefore we strongly suggest you spend a little bit more time when writing this section.

The following guide and infographic will help you properly understand:

- The Difference Between Hard Skills (Technical) and Soft Skills
- What Good Skills to Put On Your Resume
- How to Match Your Skills to the Job Ad
- The Most Important and Demanded Categories of Skills for Resume
- How to List Skills on a Resume

1) What is the difference between Hard Skills and Soft Skills?

What are Hard Skills?

Hard skills are the teachable skills, the ones you can learn in a classroom or through training courses and materials. These are the skills you will need to perform a particular job, and usually they are not transferable to other industries/jobs. Hard skills are usually measurable and quantifiable.

For example, if you are a certified and professional Accountant and wish to switch your career to Marketing, your hard skills for an accountant will not add value to your application since a Marketer is not expected to be proficient in bookkeeping and tax return, etc.

The majority of the hard skills are learned through formal education such, online courses (such as coursera.org, khanacademy.org, codeschool.com, etc.), internships, apprenticeships, graduate programs or also during the on-boarding period.

Good Examples of Hard Skills For Your Resume

- Accounting
- Computer Programming
- Foreign Languages
- Drivers License
- Bookkeeping
- Data Analysis
- Mathematics
- Project Management
- Teaching
- Engineering

What are Soft Skills?

Soft skills are a combination of interpersonal skills, social skills, character traits, social intelligence and emotional intelligence (among many others) that are enabling you to navigate your work and social environment and work well with other people. They complement your hard skills for most of the jobs.

As most of the jobs nowadays require working in teams towards a certain goal, the soft skills are extremely important for almost every job/industry you will apply to.

This has been highlighted in a recent interviews with a recruiter which explains as below :

“...then the next step is that we meet in person for an interview, and it's quite important for us that the people working here have a very good understanding of TEAMWORK, we don't say “I” - we say “WE” and we create together in a cooperative environment and of course everybody says they can do that but actually there are some people that are not confident with us, and that often shows in the interview. So if you come to an interview, the lack of Soft Skills can be one reason you were not chosen for the job. And then we look for very nice people, that is also really important, maybe that's the most important actually - nice people. That's because the most important thing about working here, is that you work with talented people that inspire you and that you like. You can be the most talented at what you do, but if you can't behave then it makes no sense for us to hire you.”

Good Examples of Soft Skills For Your Resume

- Communication (e.g.: written and oral communication)
- Flexibility (e.g.: adaptability, willing to change)
- Integrity (e.g.: honest, ethical)
- Teamwork (e.g.: cooperative, supportive)
- Professionalism (e.g.: proper dressed)
- Interpersonal Skills (e.g.: patience, empathy)
- Responsibility (e.g.: reliable, self-disciplined)
- Positive attitude (e.g.: optimism, confident)

2) What Are the Good Skills to Put On Your Resume

General Skills - Most of the Employers Would Like You to Have

- Teamwork
- Problem Solving
- Initiative
- Continuous Learning
- Self-management
- Written and Verbal Communication
- Computer Skills

3) How to Match Your Skills to the Job Ad

Firstly, you will need to do an overview of all your skills and then compare them with those from the job ad you are creating your work application for.

As an example, the following skills have been identified for someone applying for a position as a Marketing Manager: Email Marketing, Analytical Thinking, Creativity, Negotiation, Public Speaking, Stress Management, Cutting Costs, Brainstorming, Data Analysis, Benchmarking Analysis, Social Media Marketing, Leadership, Hubspot, Google Analytics, Organizational Skills, Verbal and Written Communication, Proactive, Flexibility, Teamwork, Google AdWords, Spreadsheets, Quantitative Research, Storytelling.

After identifying your skills, you will need to analyze the job ad for the position you are applying for and highlight the keywords / skills / qualifications / main expectations they are looking for.

Now we can easily match the initial skill set of a Marketing Manager with those from a job ad description, and when writing the skills for resume, focus on the ones that appear in the job ad and also try to describe in your achievements how those skills have been developed or used in your previous jobs.

Example of matching the skills from the job ad to create an achievement:

Handling Multiple Projects at Once = Flexibility -> *“Successfully managed to finish 5 projects during the second and third quarter of 2017 within the budget allocated before the deadline.”*

In your Cover Letter, remember to elaborate and explain how your previous skills and achievements can add value to their team and solve the current challenges.

4) Best Skills for Resume to Include in Your Job Application

From our research it was identified that the best skills to include in your resume are:

Communication Skills for Resume

- Listening
- Clarity and concision
- Verbal and non-verbal communication

Organization Skills for Resume

- Decision-making
- Time Management
- Delegation
- Planning

Leadership Skills for Resume

- Feedback
- Responsibility
- Flexibility
- Commitment

Computer Skills for Resume

- Data Analytics
- Programming
- Word Processing
- System Administration
- Quick books
- Web and Social Skills
- Microsoft Office
- Adobe Suite

Social Skills for Resume

- Teamwork
- Empathy
- Patience
- Trustworthiness

Life Skills for Resume

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- Adaptability
- Resilience
- Handling Criticism
- Problem Solving

5) How to List Skills on a Resume

As being one of the most important sections of your resume, the skills section will need to be included all the time at the top of your resume.

If you are using a one-column layout, include the Skills section as the first one immediately after your Header and before the Work Experience.

When using a one page resume template with a two-column layout, include the skills on the right side of your resume next to your Work Experience.

Source : <https://novoresume.com/career-blog/most-important-skills-to-put-on-your-resume>

COMMUNICATION SKILLS FOR WORKPLACE SUCCESS

The ability to communicate effectively with superiors, colleagues, and staff is essential, no matter what industry you work in. Workers in the digital age must know how to effectively convey and receive messages in person as well as via phone, email, and social media. Good communication skills will help get hired, land promotions, and be a success throughout your career

Top 10 Communication Skills

Want to stand out from the competition? These are the top 10 communication skills that recruiters and hiring managers want to see on your resume and cover letter. Highlight these skills and demonstrate them during job interviews, and you'll make a solid first impression. Continue to develop these skills once you're hired, and you'll impress your boss, teammates, and clients.

Listening

Being a good listener is one of the best ways to be a good communicator. No one likes communicating with someone who only cares about putting in her two cents and does not take the time to listen to the other person. If you're not a good listener, it's going to be hard to comprehend what you're being asked to do.

Take the time to practice active listening. Active listening involves paying close attention to what the other person is saying, asking clarifying questions, and rephrasing what the person says to ensure understanding ("So, what you're saying is..."). Through active listening, you can better understand what the other person is trying to say, and can respond appropriately

Non-verbal Communication

Your body language, eye contact, hand gestures, and tone all color the message you are trying to convey. A relaxed, open stance (arms open, legs relaxed), and a friendly tone will make you appear approachable and will encourage others to speak openly with you.

Eye contact is also important; you want to look the person in the eye to demonstrate that you are focused on the person and the conversation (however, be sure not to stare at the person, which can make him or her uncomfortable)

Also, pay attention to other people's nonverbal signals while you are talking.

Often, nonverbal signals convey how a person is really feeling. For example, if the person is not looking you in the eye, he or she might be uncomfortable or hiding the truth.

Clarity and Concision

Good communication means saying just enough – don't talk too much or too little. Try to convey your message in as few words as possible. Say what you want clearly and directly, whether you're speaking to someone in person, on the phone, or via email. If you ramble on, your listener will either tune you out or will be unsure of exactly what you want. Think about what you want to say before you say it; this will help you to avoid talking excessively and/or confusing your audience.

Friendliness

Through a friendly tone, a personal question, or simply a smile, you will encourage your co-workers to engage in open and honest communication with you. It is important to be nice and polite in all your workplace communications. This is important in both face-to-face and written communication. When you can, personalize your emails to co-workers and/or employees – a quick "I hope you all had a good weekend" at the start of an email can personalize a message and make the recipient feel more appreciated.

Confidence

It is important to be confident in your interactions with others. Confidence shows your co-workers that you believe in what you're saying and will follow through. Exuding confidence can be as simple as making eye contact or using a firm but friendly tone. Avoid making statements sound like questions. Of course, be careful not to sound arrogant or aggressive. Be sure you are always listening to and empathizing with the other person

Empathy

Even when you disagree with an employer, coworker, or employee, it is important for you to understand and respect their point of view. Using phrases as simple as "I understand where you are coming from" demonstrate that you have been listening to the other person and respect their opinions.

Open-Mindedness

A good communicator should enter any conversation with a flexible, open mind. Be open to listening to and understanding the other person's point of view, rather than simply getting

your message across. By being willing to enter into a dialogue, even with people with whom you disagree, you will be able to have more honest, productive conversations.

Respect

People will be more open to communicating with you if you convey respect for them and their ideas. Simple actions like using a person's name, making eye contact, and actively listening when a person speaks will make the person feel appreciated. On the phone, avoid distractions and stay focused on the conversation.

Convey respect through email by taking the time to edit your message. If you send a sloppily written, confusing email, the recipient will think you do not respect her enough to think through your communication with her.

Feedback

Being able to appropriately give and receive feedback is an important communication skill. Managers and supervisors should continuously look for ways to provide employees with constructive feedback, be it through email, phone calls, or weekly status updates. Giving feedback involves giving praise as well – something as simple as saying "good job" or "thanks for taking care of that" to an employee can greatly increase motivation.

Similarly, you should be able to accept and even encourage, feedback from others. Listen to the feedback you are given, ask clarifying questions if you are unsure of the issue, and make efforts to implement the feedback.

Picking The Right Medium

An important communication skill is to simply know what form of communication to use. For example, some serious conversations (layoffs, changes in salary, etc.) are almost always best done in person.

You should also think about the person with whom you wish to speak, if they are very busy people (such as your boss, perhaps), you might want to convey your message through email. People will appreciate your thoughtful means of communication and will be more likely to respond positively to you.

Source : <https://www.thebalancecareers.com/communication-skills-list-2063779>

TYPES OF LISTENING SKILLS WITH EXAMPLES

Are you a good listener? A highly valued soft skill, listening is sought after by all employers – they will want you to demonstrate it during the interview process.

The Listening Process

Listening within the work context is the process by which you gain an understanding of the needs, demands, and preferences of your stakeholders through direct interaction.

A stakeholder could be anyone from your boss, a client, customer, co-worker, subordinate, upper management, board member, interviewer, or job candidate.

There are two components to actively listen with success in the workplace: attention and reflection.

Attentive listening involves holding eye contact, nodding, having good posture, and mirroring the speaker's body language to show genuine interest in what they are saying. In addition to these nonverbal cues, you must also allow the speaker to finish their thought in its entirety.

Reflection is the repeating and paraphrasing of what the speaker has said to show that you truly understand what they are telling you.

What Makes a Good Listener?

Good listeners always strive to fully understand what others want to communicate, particularly when the statement lacks clarity. Listening demands the attempt to decode and interpret verbal messages and nonverbal cues (e.g., the tone of voice, facial expressions, physical posture).

Great listeners also show their curiosity and ask a lot of questions. Do this, and you will make a great impression.

Through their body language and other cues, effective listeners subtly communicate to the speaker that they are listening. Additionally, they encourage and welcome the thoughts, opinions, and feelings of others.

One way to demonstrate your listening skills is to allow the interviewer to complete each question and statement before responding. Do not interrupt and be sure that your responses genuinely answer the question. Remember that it is perfectly fine to take a few moments to frame the right response. Doing so shows that you have listened and are considerate enough to formulate the best answer.

What Makes a Bad Listener?

Interrupting the other party indicates that your listening skills are underdeveloped. Likewise, responding in a way that fails to answer the question will reflect poorly on your listening skills, especially in a job interview.

Talking too much is also very problematic, as proper conversations should be well-balanced for both parties. Monopolizing it prevents you from listening and the other party from fully expressing what they want to say. The result is you have just made a poor impression.

Examples of Effective Listening

- A job candidate shares her understanding of an unclear question during an interview and asks if she has it right.
- An interviewer notices that a candidate doesn't look her in the eye when asserting a key strength.
- A customer service worker repeats a patron's problem or complaint back to her to reassure her that she has been heard.
- A counsellor nods and says, "I hear you," to encourage a client to continue to talk about their traumatic experience.
- A meeting facilitator encourages a reticent group member to share her views about a proposal.
- An interviewer asks a follow-up question to gain further clarification on the ways in which a candidate has applied a critical skill in a past job.
- A manager summarizes what her team has said during a staff meeting and asks them if she has heard things correctly.
- At the end of a performance review, an employee restates the specific areas in which his supervisor asks he improve.
- At a client meeting, a salesperson asks an open-ended question like, "What can I do to serve you better?" and encourages his counterpart to express any concerns fully.
- A nurse informs a patient that she is aware of how scared they are about their upcoming surgery and says she is there for her.
- An employee pays careful attention to a speaker at a training session and asks clarifying questions on the information they are receiving.

More Valuable Workplace Skills

Having strong listening skills is essential at every organizational level and will improve one's chances of future promotions. However, there may be some soft and hard skills that are of more value than others, depending on the career field. To determine which lists of skills you should highlight in your resume and interview, have a look at employment skills listed by job.

Source : <https://www.thebalancecareers.com/types-of-listening-skills-with-examples-2063759>

A DIFFERENT PERCEPTION OF THE SITUATION CHANGES FROM BEING SERIOUS TO HILARIOUS

You see the signboard 'Beware of Dog' on someone's gate. Your perception is that there is a huge dog guarding the house. Imagine taking that sign and putting it outside your Boss's office door. Now you have a different perception of the situation changes from being serious to hilarious. Similarly, if you change the frame of a picture, it may appear different to you. The frame may cause the picture to look bigger or smaller. When you put a different frame around a situation, it tends to change its contour, colour and context.

If you observe a person as rude, you get angry. When you reframe the context, imagining that the person is a friend and not a foe, you change the meaning of the whole situation. If a child is naughty and you react violently, it may resist or become more mischievous. If you show understanding and tolerance, the child might obey

A great book that demonstrates the importance of attitude is Man's Search for Meaning by Dr. Victor Frank, a Swiss psychologist. In that book, he writes: 'Life is 10 per cent of what you are given and 90 per cent of how you react to it'. He said that he never lost his sense of self in spite of physical abuse, torture and denial of basic necessities in a German concentration camp during World War II

Many people believe that the meaning of life is to love. This can be done through caring for others or loving what you are doing all the time. The most important thing in life is to care for something more important than your life.

What we believe is different from what we genuinely are. People under hypnosis have acted on the most unlikely statements. A person was told that mere water was wine. He drank the liquid and became intoxicated. When a person under hypnotic spell was told that the weather is warm, he perspired profusely. People under hypnosis accept new truths, some false and some true. The fact is that we should not be under the spell of other things forces or attractions.

Tulsidas once said: "I am troubled by two kinds of people, the good people and bad people." When asked how good people trouble him, he said: "Good people trouble me because of their absence and bad people trouble me because of their presence."

Source: <http://www.freepressjournal.in/peace-of-mind/a-different-perception-of-the-situation-changes-from-being-serious-to-hilarious/1309478>