



## 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)

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### **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)

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### **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)

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### **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**

