EMPLOYABILITY SKILLS - WORKBOOK

Considering a career change? Use this interactive workbook during our guided workshop to help you assess your 'transferable' skills and understand the wide range of potential career opportunities available to you.

Discovering Your Employability Skills

Employability skills enable you to apply your technical skills to a variety of jobs. They are the skills that you need not only to get a job but also to keep a job and make a valuable contribution to the workplace. They will also help you to change jobs when you are ready for a new challenge.

Employability skills are summarised here:

• **Communication skills**	• **Self-management skills**
• **Team work skills**	• **Learning skills**
• **Problem-solving skills**	• **Technology skills**
• **Planning and organising skills**	• **Initiative and enterprise**

How do you know you have these skills

Can you give examples of where and how you have used these skills effectively?

Add your examples to the following tables.

This document can become a useful prompt for your job applications and at interviews. You can **talk about your employability skills** and **give examples** of them to a prospective employer and in your resume

Instructions:

Read the information in the employability skill column, Think about situations where you have been involved in an activity or assessment which uses the skill. In the column marked 'Your evidence', briefly describe activities or events you have been involved in where you demonstrated this skill *(see examples).*

STAR Technique

STAR Technique	Example Evidence for Communication using the STAR technique
Situation - Describe the situation you are in **T**ask - The task you need to accomplish **A**ctivity - What steps did you take to handle the situation **R**esult - Explain the result of you actions	As part of my role in retail sales(S), I communicate with customers to sell them a product (T). I use skills such as active listening to ensure I understand what their needs are and always speak clearly & directly (A). These actions ensure the client receives the best product for them, assists in my exceeding sales targets and encourages return business(R).

Notes

Employability Skills	Your Evidence
Communication skills that contribute to productive and harmonious relations between employees and customers • Listening and understanding • Speaking clearly and directly • Writing to the needs of the audience • Negotiating responsively • Reading independently • Empathising • Using numeracy effectively • Understanding the needs of internal and external customers • Persuading effectively • Establishing and using networks • Being assertive • Sharing information • Speaking and writing in languages other than English	**Example:** *Part of my role in retail sales, requires me to communicate with customers to sell them a product. I use skills such as active listening to ensure I understand what their needs are and always speak clearly and directly to ensure they understand what I am saying. As a result I exceed sales targets and ensure return business for the company.*

Notes

Employability Skills	Your Evidence
Team work skills that contribute to productive working relationships and outcomes • Working with people of different ages, gender, race, religion or political persuasion • Working as an individual and as a member of a team • Knowing how to define a role as part of a team • Applying teamwork skills to a range of situations, e.g. futures • Planning, crisis problem solving • Identifying the strengths of team members • Coaching, mentoring and giving feedback	**Example:** *As a student, I was involved in group work to complete an assignment. I participated by partnering with those assigned to my group willingly, communicating my strengths in research skills, completing all tasks assigned to me specifically and working collaboratively with the other students to complete the project on time and to a high standard. The entire group received high grades and successfully completed their course.*

Notes

Employability Skills	Your Evidence
Problem solving skills that contribute to productive outcomes • Developing creative, innovative solutions • Developing practical solutions • Showing independence and initiative in identifying problems and solving them • Solving problems in teams • Applying a range of strategies to problem solving • Using mathematics including budgeting and financial management to solve problems • Applying problem-solving strategies across a range of areas • Testing assumptions taking the context of data and circumstances into account • Resolving customer concerns in relation to complex project issues	**Example:** *During my role as Receptionist at a Drs Clinic, it came to my attention many patients were failing to attend their appointments. I researched text messaging technology, presented this information to the Clinic Manager who approved it and implemented the process of sending a text message reminder to clients the day before their appointment was scheduled. The establishment of this procedure ensured schedules were maintained and patient health upheld.*

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Employability Skills	Your Evidence
Planning and organising skills that contribute to long-term and short-term strategic planning • Managing time and priorities – setting timelines, coordinating tasks for self and with others • Being resourceful • Taking initiative and making decisions • Adapting resource allocations to cope with contingencies • Establishing clear project goals and deliverables • Allocating people and other resources to tasks • Planning the use of resources including time management • Participating in continuous improvement and planning processes • Developing a vision and a proactive plan to accompany it • Predicting – weighing up risk, evaluating alternatives and applying evaluation criteria • Collecting, analysing and organising information • Understanding basic business systems and their relationships	**Example:** *Project Managing large construction jobs requires me to meet pre-determined deadlines. I use an Outlook calendar, synced to my phone to manage my activities and due dates regardless of where I am located on the worksite. This ensures that I am organised, can plan my workload efficiently, stay on budget and meet targeted timelines.*

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Employability Skills	Your Evidence
Self-management skills that contribute to employee satisfaction and growth • Having a personal vision and goals • Evaluating and monitoring own performance • Having knowledge and confidence in own ideas and vision • Articulating own ideas and vision • Taking responsibility	**Example:** *All staff in my organisation are required to complete a Performance Development Plan and list Key Performance Targets. I find this is a useful activity to ensure I keep on task and complete my job as expected. I review this document on a regular basis and feel a great sense of job satisfaction when meeting these targets and setting new ones.*

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Employability Skills	Your Evidence
Learning skills that contribute to ongoing improvement and expansion in employee and company operations and outcomes • Managing own learning • Contributing to the learning community at the workplace • Using a range of mediums to learn – mentoring, peer support, • Networking, information technology (IT), courses • Applying learning to 'technical' issues (e.g. learning about • Products) and 'people' issues (e.g. interpersonal and cultural aspects of work) • Having enthusiasm for ongoing learning • Being willing to learn in any setting – on and off the job • Being open to new ideas and techniques • Being prepared to invest time and effort in learning new skills • Acknowledging the need to learn in order to accommodate change	**Example:** *In my previous role as Case Manager I recognised the need to improve my computer skills in order to keep client files legible, organised and secure. By completing a short course in IT skills I can now confidently find my way around a computer. These skills have been shared with colleagues and the entire organisations way of filing has been updated.*

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Employability Skills	Your Evidence
Technology skills that contribute to effective execution of tasks - Having a range of basic IT skills - Applying IT as a management tool - Using IT to organise data - Being willing to learn new IT skills - Having the occupational health and safety knowledge to - Apply technology - Having the appropriate physical capacity	**Example:** *Being a Facilities Officer requires me to keep track of the company's assets. These assets are maintained on a specific database similar to Microsoft Excel. My existing knowledge of the Microsoft suite enabled me understand and utilise the companies database without difficulty. My ability to do so kept records accurate.*

Notes

Employability Skills	Your Evidence
Initiative and enterprise skills that contribute to innovative outcomes • Adapting to new situations • Developing a strategic, creative, long-term vision • Being creative • Identifying opportunities not obvious to others • Translating ideas into action • Generating a range of options • Initiating innovative solutions	**Example:** *Running a successful gym requires maximum memberships secured. To raise awareness of the facility I organised a fundraiser for a local charity within the gym. The fundraiser included workouts to compete in, local businesses supplying food and beverages and donated prizes for a raffle. The fundraiser expanded local awareness of my gym, initiated partnerships with local business and increased member numbers.*

Notes

Now write brief summary of your employability skills. These could be based on the selection criteria for a job, for instance. Could be used as part of the opening statement of your resume.

My Employability Skills Summary: