

"A" Skill Set	"B" Skill Set	"C" Skill Set
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COMMUNICATION SKILLS

Business Correspondence
 Calling Clients & Cold Calling
 Customer Service
 Email
 Greeting Clients
 Managing Relationships with Clients
 Non-Verbal Communication
 Processing Telephone Calls and Requests
 Proof Reading & Editing
 Taking Meeting Notes & Transcribing
 Written/Verbal Communications

INTERPERSONAL

Active Listening
 Caring
 Conflict Resolution/Mediation
 Cooking
 Diversity
 Issue Resolution
 Leadership
 Motivation
 Patience
 Problem Solving
 Reliability
 Respectfulness
 Responsibility
 Sensitivity
 Team Work

TECHNOLOGY SKILLS

Blogging
 Coordinating Video and Audio Conference Calls
 Customer Relationship Management Systems (CRM)
 Digital Media
 Financial Systems
 Graphic Design
 Social Media
 Microsoft Office:
 Microsoft Excel
 Microsoft Word
 Microsoft Outlook
 Microsoft PowerPoint

Microsoft Publisher (Desktop Publishing)

Analyze Data

Document Management

Faxing

Internet Research

ORGANIZATION

Accuracy

Appointment Setting

Billing

Bookkeeping

Calendar & Docketing

Detail-Oriented

Filing

Filling out paperwork

Office Administration & Management

TIME MANAGEMENT

Beating Deadlines

Delegation

Event Coordination

Making Appointments

Meeting Planning

Prioritizing

Project Management

Scheduling - Calendar Management

Travel Arrangements

Work under pressure

PERSONAL CHARACTERISTICS

Ability to Follow Directions

Ability to Work Independently

Accuracy

Active Listening

Analytical

Art

Assertiveness

Call someone you know

Cleaning

Collaboration

Cooking

Decision Making

Decorating

Dependability

Diplomatic

Energetic

Flexibility

Follow Through

Good Judgment

Initiative

Interior Designing

Maintaining Confidential Information

Meeting Deadlines

Motivated

Prioritizing

Proactive

Problem Solving

Project Management

Reliability

Resourcefulness

Self Confidence

Self Directed

Teamwork

Working Quickly

Working Well Under Pressure