

Skills for Success Personal Skills for Professional Excellence

"Our nation's economic strength, vitality, productivity and international competitiveness, depend on our capacity to build and maintain a quality work force." The US Department of Labor, Education and Commerce published *Building a Quality Workforce*. The report states that there are certain personal skills essential for success: leadership, communication, motivation, empowered, effective, creativity, self-esteem, stress management, health and courage. These personal skills of employees are valuable assets to a company. Quality products and services can only be created by a quality work force.

Review the ten skills. What are your strong personal skills? Which ones do you want to develop?

Leadership & Teamwork

- forms partnerships to exchange resources
 - can be a leader or a follow as needed
- able to draw on strengths and adjust for weakness
 - positive, optimistic and inspiring

Motivation

- maintains high morale during the toughest times
- able to operate with minimal supervision
 - taps into an inner strength
- accepts responsibility for actions

Empowerment

- committed to sharing responsibilities and credit
- sees problems as opportunities to learn and grow
- energized by the successes of co-workers
 - manages time and energy wisely

Creativity

- uses information to improvise new possibilities
- loves to learn and continuously develops abilities
 - combines insight and critical thinking
- enjoys coming to work and doing a good job

Effectiveness...Working Smart

- professional: creates quality products and services
 - proactive: acts to prevent problems
- progressive: surpasses prior achievements
 - productive: gets the job done effectively

Self-Esteem

- accepts self and works to improve skills
 - pride in self creates pride in work
- sees self-worth as a professional asset
- promotes confidence in self and co-workers

Stress Management

- removes any unnecessary stresses
 - works well under pressure
 - develops the skill prevent distress
- sees finish lines rather than dead lines

Health

- makes good choices concerning well-being
 - balances work and home life
- arrives at work with batteries fully charged
 - works safely and encourages others

Courage

- willing to struggle with problems until solved
 - adapts quickly to change
- able to take a risk and deal with uncertainty
- confronts barriers by going over, under or around

Working Well Together

- able to communicate ideas clearly
 - asks questions and actively listen
- sensitive to the needs of co-workers and clients
 - relates well to different personalities

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