### Interpersonal skills
- able to interact successfully with a wide range of people; knows how to interpret and use body language
- Oral communication skills
  - presents information and ideas clearly and concisely, with content and style appropriate for the audience (whether one-to-one or in a group); presents opinions and ideas in an open, objective way
- Public speaking skills
  - able to make formal presentations; presents ideas, positions and problems in an interesting way
- Counseling skills
  - responds to what others have said in a non-judgmental way ("active listening"); builds trust and openness with others
- Coaching / mentoring skills
  - gives feedback in a constructive way; helps others to increase their knowledge or skills
- Teaching / training skills
  - able to help others gain knowledge and skills; able to create an effective learning environment
- Supervising skills
  - delegates responsibilities and establishes an appropriate system of accountability; able to monitor progress and assess the quality of job performance of others
- Leadership skills
  - motivates and empowers others to act; inspires trust and respect in others
- Persuading skills
  - communicates effectively to justify a position or influence a decision; able to sell products or promote ideas
- Negotiating skills
  - able to negotiate skillfully; knows how and when to make compromises
- Mediation skills
  - able to resolve conflicts that stems from different perspectives or interests; able to deal with conflict in an open, honest and positive way
- Interviewing skills
  - asks and responds to questions effectively; able to make others feel relaxed and to create a feeling of trust

### Customer service skills
- able to build a relationship of mutual trust with clients; able to handle complaints and concerns in a sensitive way

### Care-giving skills
- able to empathize with others; able to give sensitive care to people who are sick or elderly or who have severe disabilities

### Analytical / logical thinking skills
- able to draw specific conclusions from a set of general observations or from a set of specific facts; able to synthesize information and ideas

### Critical thinking skills
- able to review different points of view or ideas and make objective judgments; investigates all possible solutions to a problem, weighing the pros and cons

### Creative thinking skills
- able to generate new ideas, invent new things, create new images or designs; find new solutions to problems; able to use wit and humor effectively

### Problem-solving skills
- able to clarify the nature of a problem, evaluate alternatives, propose viable solutions and determine the outcome of the various options

### Decision-making skills
- able to identify all possible options, weigh the pros and cons, assess feasibility and choose the most viable option

### Planning skills
- able to plan projects, events and programs; able to establish objectives and needs, evaluates options, chooses best option

### Organizational skills
- able to organize information, people or things in a systematic way; able to establish priorities and meet deadlines

### Advanced writing skills
- able to select, interpret, organize and synthesize key ideas; able to edit a written text to ensure that the message is as clear, concise and accurate as possible

### Research skills
- knows how to find and collect relevant background information; able to analyze data, summarize findings and write a report

### Financial skills
- able to keep accurate financial records; able to manage a budget (that is, preparing sound budgets and monitoring expenses)

### Language skills
- functionally bilingual; able to translate and/or interpret in a given language

### Advanced computer skills
- able to use a variety of software programs; knowledge about desk-top publishing or web design

### Technological skills
- understands technical systems and operates effectively within them; understands technical specifications; reads technical manuals with ease

### Performing skills
- able to make presentations for video or television in an interesting way; able to entertain, amuse and inspire an audience

### Artistic skills
- uses color and design creatively; able to design displays and publicity material (print, video, Internet)

### Perceptual skills
- able to visualize new formats and shapes; able to estimate physical space

### Mechanical skills
- able to install, operate and monitor the performance of equipment and mechanical devices; able to repair mechanical devices

### Adaptable skills
- capacity to adapt to new situations and settings and to tolerate change well; flexibility to adapt to the needs of the moment

### Administrative / clerical skills
- able to operate computers and other basic office equipment; able to design and maintain filing and control systems