



Australian Government
Department of Jobs and Small Business



Figure out your workplace skills so you can tailor your résumé

You can increase your chances of winning the job you want by showing the employer that you have the skills and attributes they are looking for.

It should be pretty clear whether you have the right qualifications, licences or industry experience to compete for a vacancy. It's more difficult to show you have the right workplace (also called 'employability') skills you have to offer. These skills include the communication and interpersonal skills that are required in every workplace.

This workbook is designed to help you understand the workplace skills that a particular employer or industry are looking for.

- All employers value these workplace skills, but they might want to see them demonstrated in different ways, depending on their business needs. For example, engineers and hotel staff both need good communication skills – but 'good communication' might be quite different for each job.
- You can't cover everything in your résumé and cover letter, so you should focus on the skills you have that are most relevant to the employer's needs. Some employers focus on just two or three workplace skills as their priority.
- Most employers will want you to focus on how you meet their business needs, rather than on your general strengths and preferences.



Communication

Communication skills include oral (talking and listening), written (writing and reading) and personal presentation skills.

1. What communication skills do you think this employer/industry would most like you to have?

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2. What examples could you use to show that you have the communication skills they are looking for?

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Teamwork

This means playing your part within a team by making a useful contribution towards a team goal. To do this, you have to understand your role, what tasks are expected of you and how your job fits in with the work of others.

You'll also need to communicate well with team members to work effectively together. For example, if a team member is relying on you to do a certain task, you need to be able to give them a realistic estimate of when you'll have it done by.

3. What teamwork skills do you think the employer/industry would most like you to have?

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4. What examples could you use to show that you have the teamwork skills they are looking for?

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Problem solving

Problem solvers find solutions to problems, or identify the cause of a problem or situation. Problem solving can involve using technical and analytical skills, or it can involve working with others to make decisions when the facts are not clear.

5. What problem solving skills do you think this employer/industry would most like you to have?

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6. What examples could you use to show that you have the problem solving skills they are looking for?

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Initiative and enterprise

Someone with initiative and enterprise is a highly motivated worker with a lot of energy. They do what needs doing without having to be told, and they're always looking for ways to improve things. They think of new ideas and act on them, instead of just dreaming. When an opportunity comes along, they grab it.

7. What initiative and enterprise skills do you think this employer/industry would most like you to have?

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8. What examples could you use to show that you have the initiative and enterprise skills they are looking for?

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Planning and organising

Planning and organising is about using your time and other resources in the right way to get a job done. The 'right way' changes depending on your circumstances. Sometimes it means doing things as efficiently as you can (getting a job done with as few resources as possible). Other times it's about being as effective as you can (getting the best possible outcome, even if it means using more resources).

9. What planning and organising skills do you think this employer/industry would most like you to have?

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10. What examples could you use to show that you have the planning and organising skills they are looking for?

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Self-management

Self-management is your ability to keep or bring your actions back in line with the needs of the business, your family, your team or your own personal goals. Even when it might be easier or more fun to do something else.

11. What self-management skills do you think this employer/industry would most like you to have?

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12. What examples could you use to show that you have the self-management skills they are looking for?

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Learning

Learning means finding new ways of doing things and putting them into practice. People learn in lots of different ways:

- by following instructions (from a teacher or coach or instruction manual)
- by watching what others have done
- by asking others for assistance (in person or online) and
- by trial and error (trying things out, seeing what didn't work, and trying again).

13. What learning skills do you think this employer/industry would most like you to have?

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14. What examples could you use to demonstrate that you have the learning skills they are looking for?

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Technology

Technology is a tool or aid that lets us perform our work tasks more easily. Technology is everywhere and nearly all jobs require at least some basic skill and use of office and computer technology (for example, a computerised cash register in retail). Some roles, such as trades, require more specialist technology skills.

15. What technology skills do you think this employer/industry would most like you to have?

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16. What examples could you use to demonstrate that you have the technology skills they are looking for?

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