



## CALS - Communicating Your Competencies and Transferable Skills Using Action Verbs

Competencies are a combination of **knowledge, skills, and personal attributes** that are relevant to work and life. They are transferable across all industries and fields. Demonstrating your competencies throughout your application materials is essential to communicating your ability to meet or exceed the qualifications of your opportunity of interest.

**Instructions:** To begin to develop an idea of where you are at in your professional development journey, tally one point for each action verb you can check in each Competency Group. Once you have tallied the skills in each competency group, you can visualize your strengths and areas of growth in your professional development and be able to communicate them.

**Critical Thinking:** The ability to process and interpret information objectively in order to make decisions. And the capacity to reflect upon the outcomes of decisions made in order to inform future actions.

Analytical	Analytical	Create/Innovate	Create/Innovate	Financial	Financial
Adapted	Identified	Authored	Integrated	Administered	Marketed
Analyzed	Interpreted	Conceived	Introduced	Allocated	Measured
Applied	Investigated	Conceptualized	Invented	Analyzed	Quantified
Calculated	Researched	Created	Investigated	Appraised	Planned
Computed	Reviewed	Customized	Modified	Audited	Projected
Designed	Solved	Developed	Originated	Balanced	Researched
Developed	Studied	Directed	Performed	Budgeted	Reviewed
Devised	Surveyed	Formulated	Planned	Calculated	Surveyed
Diagnosed	Tested	Founded	Proposed	Computed	
Evaluated	Engineered	Illustrated	Revised	Developed	
	Examined	Instituted	Shaped	Forecast	
			Solved	Managed	

**Communication Skills:** The ability to effectively exchange thoughts and ideas with others through listening, speaking, writing, and nonverbal interactions.

Communication	Communication	Communication	Interpersonal Skills	Interpersonal Skills
Advertised	Interpreted	Redirected	Accommodated	Modified
Authored	Mediated	Referred	Adjusted	Motivated
Collaborated	Moderated	Represented	Advised	Negotiated
Communicated	Negotiated	Resolved	Arranged	Personalized
Composed	Oriented	Translated	Assisted	Persuaded
Corresponded	Persuaded		Consulted	Provided
Directed	Presented		Contributed	Requested
Edited	Promoted		Cooperated	Respected
Formulated	Publicized		Guided	Served
Influenced	Recommended		Influenced	Sold
Informed	Reconciled		Mediated	Taught
Instructed	Recruited		Moderated	



**Sense of Self:** The ability to demonstrate ethics, self-management, identity and values awareness, motivation, and initiative, and emotional intelligence.

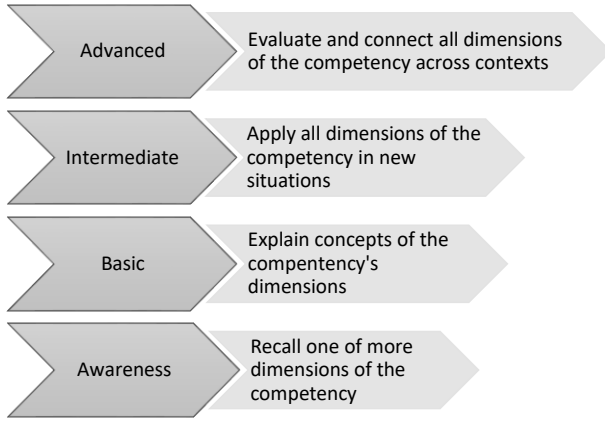
Initiative	Management	Management	Management
Established	Administered	Established	Prioritized
Founded	Analyzed	Evaluated	Produced
Generated	Assigned	Executed	Reviewed
Implemented	Attained	Increased	Scheduled
Innovated	Chaired	Improved	Strengthened
Instituted	Consolidated	Initiated	Supervised
Introduced	Contracted	Instituted	Enhanced
Launched	Coordinated	Managed	Planned
Lead	Delegated	Motivated	Improved
Motivated	Developed	Organized	Initiated
Originated	Directed	Oversaw	Recognized
Pioneered			

**Teamwork:** The ability to navigate interactions with a variety of individuals to contribute to a common goal while exhibiting the ability to manage conflict, an appreciation and engagement with/of diversity, understanding of group dynamics, and collaboration.

Train/Consult/Team	Train/Consult/Team	Counsel & Serve/Team	Counsel & Serve/Team	Leadership
Advised	Established	Administered	Expedited	Administered
Aided	Explained	Advocated	Facilitated	Allocated
Assisted	Facilitated	Aided	Familiarized	Approved
Coached	Focused	Alleviated	Intervened	Assigned
Collaborated	Guided	Arranged	Listened	Authorized
Communicated	Initiated	Assessed	Motivated	Awarded
Coordinated	Instructed	Assisted	Provided	Conducted
Counseled	Persuaded	Clarified	Represented	Delegated
Developed	Represented	Coached	Resolved	Designated
Educated	Supported	Contributed	Supported	Directed
Enabled	Trained	Encouraged	Treated	Discharged
Encouraged	Tutored	Ensured	Supervised	Enforced
	Volunteered			



## Competency Proficiency Levels



Competencies can be tough to explain because they are **multidimensional**. Reflect on your knowledge, skills, and personal attributes in each competency group.

Can you articulate your competencies in your application documents or in an interview?

Use the Proficiency Levels here as a reflection tool to create professional development goals below.

## Constructing Effective Bullet Points for Your Resume/CV, Cover Letter, and Interviewing

- Begin each bullet point with a present tense action verb – if it happened in the past, use past tense verbs
- Use formula ACTION VERB + TASK + RESULT
- Answer the questions, “What did I accomplish?,” “How did I do this?,” “Why is this important?”
- Focus on quantifiable accomplishments vs. tasks and job duties
- Avoid repeating same action verbs and fragments
- Use verbs similar to those found in the job posting or a description of that kind of work

## Areas of Growth Goal Setting

If you find that you are not as proficient as you would like to be, stop by the Career Connections Center to outline a plan to work on your professional development to prepare for your next step.

Area of Improvement	Current Proficiency	Development Opportunity or Resources to Use for Improvement	Timeline	Measure(s) of Success