

SELF-REFLECTION EXERCISE:

Everyone is aware of a particular skills or qualities which they may possess. Below is a list of skills and qualities that a variety of workplaces place some value on. Take a few minutes to consider the list and then tick the appropriate box. Can you now identify what might be your strengths and what areas might require further work?

| | Excellent | Good | Not very good | Poor |
|---|-----------|------|---------------|------|
| • Acting independently | | | | |
| • Listening to customers | | | | |
| • A good relationship with supervisors | | | | |
| • Accepting criticisms | | | | |
| • Admitting to a mistake | | | | |
| • Asking questions | | | | |
| • Being Confident | | | | |
| • Being enthusiastic | | | | |
| • Co-operating with other employees | | | | |
| • Dealing with members of the public | | | | |
| • Following verbal instructions | | | | |
| • Getting on with work I don't like | | | | |
| • Having a sense of humour | | | | |
| • Keeping good records | | | | |
| • Making use of I.T. | | | | |
| • Managing conflict | | | | |
| • Manual work | | | | |
| • Meeting new people | | | | |
| • Organising | | | | |
| • Punctuality | | | | |
| • Showing interest | | | | |
| • Taking the initiative | | | | |
| • Talking on the phone/Skype | | | | |
| • Time management | | | | |
| • Understanding written instructions | | | | |
| • Using a calculator/ basic spreadsheet | | | | |
| • Using a photocopier | | | | |
| • Working indoors | | | | |
| • Working outside | | | | |
| • Working with machinery | | | | |
| • Writing letters | | | | |

Can you think of any other skills or qualities that would be highly valued in the workplace?
