

Baseline Skills for the University Learning Store

Oral Communication Skills

Listening
Conflict Management
Negotiation
Presentation Skills
Influence and Persuasion Skills
Holding Difficult Conversations
Giving and Receiving Feedback
Interviewing
Supervisory Communication
Conversational Skills

Writing/Composition Skills

Technical Writing
Writing Press Releases
Writing LinkedIn Profiles
Writing for Social Media
Resume Writing
Writing for a Blog
Business Report Writing
Emails to Clients
Mechanics (clarity, correctness, punctuation)
Requests for Proposals

Relational Skills

Working in Teams
Social Intelligence
Customer Service Skills
Leadership Skills
Emotional Intelligence
Building Relationships
Assertiveness Skills
Dealing with Difficult People

Cognitive Skills

Problem-Solving
Decision-Making
Computational Thinking
Processing/Evaluation
Information
Creativity Skills
Multi-Tasking
Analytic Skills (Critical Thinking)

Organizational Life Skills

Time Management
Stress Management
Change Management
Mentoring/Coaching
Supervisory Skills
Creating Ownership/Motivation
Planning and Strategy
Project Management

Personality

Organizing Skills
Disposition
Detail Management
Accountability
Self-Direction

Base Technical Skills

MS Office including
- MS Word
- Excel
- PowerPoint
- Outlook
Google Analytics
CRM Basics

* These are examples of base technical skills. Feel free to propose other technical skills that are used across roles and settings.