

# Helpful Phrases

<b>Accuracy</b>	<b>Achievement</b>	<b>Administration</b>
- Develops realistic tolerance levels - Keeps accurate records - Provides explicit documentations	- Focuses on results - Achieves optimal outcomes - Exceeds the norm	- Establishes effective systems for record retention - Capably manages records retention program giving proper attention to legal, tax and operational concerns Is highly skilled in electronic records management - Avoids burdening management with administrative details
<b>Analytical Skills</b>	<b>Coaching and Counseling</b>	<b>Communication Skills</b>
- Excels in tedious research - Applies sound analytical thinking - Is very methodical in solving problems	- Is highly respected by employees for sharing concerns, problems and opportunities - Lends support and guidance to employees - Gives helpful guidance to employees Assists employees in career assessment	- Excels in effective and positive communications - Keeps meetings action-oriented - Asks penetrating questions - Is an empathetic listener - Effectively communicates with co-workers
<b>Competency</b>	<b>Computer Skills</b>	<b>Cooperation</b>
- Focuses on core competencies - Demonstrates strong personal effectiveness - Attends seminars and workshops to improve personal competence	- Keeps alert to new computer hardware - Keeps abreast of new software applications - Makes effective use of on-line resources	- Is extremely cooperative with associates - Builds cooperation - Promotes productive cooperation - Displays a harmonious and cooperative spirit
<b>Cost Management</b>	<b>Creativity</b>	<b>Decision Making</b>
- Controls expenses without lowering accomplishments - Displays sound judgment in managing and controlling expenses - Effectively commits resources of staff, funds and time	- Successfully develops creative strategies - Welcomes ideas from subordinates - Is receptive to new ideas - Is willing to change - Excels in nurturing new ideas - Understands "ambiguity and change" and how these critical concepts impact the organization	- Makes decisions with confidence - Concentrates on developing solutions - Encourages decision making at lowest possible level
<b>Delegating</b>	<b>Dependability</b>	<b>Development</b>
- Provides subordinates with the resources needed to accomplish results - Encourages subordinates to solve their own problems - Creates a high degree of trust with subordinates	- Fully accepts all responsibilities and meets deadlines - Can be relied upon to accomplish the best possible results - Generates greater success in highly complex situations	- Is eager to participate in professional development programs - Displays an ability to turn weaknesses into strengths - Encourages employees to become promotable
<b>Environmental, Safety and Security</b>	<b>Evaluation Skills</b>	<b>Goals and Objectives</b>
- Closely follows all safety regulations - Excels in accident prevention management - Adheres to all security policies	- Accurately assesses potential - Rates on the basis of performance and not personality - Effectively rates job performance	- Effectively communicates objectives - Sets compelling personal goals - Keeps employees focused on achieving goals

	<p>and not the individual</p> <ul style="list-style-type: none"> <li>- Carefully limits all evaluations to on-the-job performance</li> <li>- Understands accomplishments, strengths and weaknesses of employees</li> </ul>	
<b>Improvement</b>	<b>Initiative</b>	<b>Innovation</b>
<ul style="list-style-type: none"> <li>- Is continuously planning for improvement</li> <li>- Promotes improvement-oriented ideas</li> <li>- Uses constructive criticism to improve performance</li> <li>- Establishes goals for improvement of performance targets</li> <li>- Displays improved potential for advancement</li> </ul>	<ul style="list-style-type: none"> <li>- Explores new opportunities</li> <li>- Requires minimum supervision</li> <li>- Extremely active and eager to try new approaches</li> </ul>	<ul style="list-style-type: none"> <li>- Excels in developing innovative and creative solutions</li> <li>- Seeks continuous innovation</li> <li>- Excels in innovative thinking</li> </ul>
<b>Interpersonal Skills</b>	<b>Judgment</b>	<b>Knowledge</b>
<ul style="list-style-type: none"> <li>- Excels in effective human relations</li> <li>- Recognizes the needs of others</li> <li>- Excels in obtaining enthusiastic commitments</li> <li>- Develops positive working relationships</li> <li>- Promotes harmony among associates</li> <li>- Promotes participative approaches</li> </ul>	<ul style="list-style-type: none"> <li>- Excels in making appropriate judgments</li> <li>- Can be trusted to use good judgment</li> <li>- Exercises sound judgment on behalf of others</li> </ul>	<ul style="list-style-type: none"> <li>- Clearly understands purposes, objectives, practices and procedures of department</li> <li>- Demonstrates a strong, functional knowledge</li> <li>- Keeps well informed on business, political and social issues</li> </ul>
<b>Leadership</b>	<b>Learning Ability</b>	<b>Loyalty and Dedication</b>
<ul style="list-style-type: none"> <li>- Is able to quickly gain the support of others</li> <li>- Inspires confidence and respect</li> <li>- Leads with authority and respect</li> <li>- Shows appreciation for contributions and achievements</li> <li>- Promotes harmony and teamwork</li> </ul>	<ul style="list-style-type: none"> <li>- Is eager to enhance skill levels</li> <li>- Benefits from all learning situations</li> <li>- Is committed to continuous learning</li> <li>- Is continuously learning through educational and professional improvement programs</li> </ul>	<ul style="list-style-type: none"> <li>- Takes pride in job</li> <li>- Is highly devoted to achieving objectives</li> <li>- Displays a high degree of honesty, loyalty and integrity</li> </ul>
<b>Management Ability</b>	<b>Maturity</b>	<b>Mental Skills</b>
<ul style="list-style-type: none"> <li>- Effectively uses contemporary management concepts / ideas</li> <li>- Encourages participative management</li> <li>- Is a powerful asset to the organization</li> <li>- Identifies major management problems</li> <li>- Is a polished and effective executive</li> <li>- Avoids managing by crisis</li> <li>- Recognizes the differences between managing and doing</li> <li>- Effectively manages change</li> </ul>	<ul style="list-style-type: none"> <li>- Copes constructively with emotions</li> <li>- Avoids overreacting</li> <li>- Keeps anger under control</li> <li>- Confronts reality</li> </ul>	<ul style="list-style-type: none"> <li>- Uses common sense to reach workable conclusions</li> <li>- Displays imaginative thinking</li> <li>- Excels in heuristic thinking</li> <li>- Thinks futuristically</li> </ul>
<b>Motivation</b>	<b>Negotiating Skills</b>	<b>Oral Expression</b>
<ul style="list-style-type: none"> <li>- Displays strong achievement drive</li> <li>- Is realistically enthusiastic</li> <li>- Accentuates the positive</li> <li>- Displays energy and vitality in performing daily responsibilities</li> <li>- Views problems as opportunities</li> <li>- Is results/outcomes oriented</li> </ul>	<ul style="list-style-type: none"> <li>- Excels in negotiating fair resolutions</li> <li>- Is a key facilitator</li> <li>- Reconciles differences without creating resentment</li> <li>- Handles confrontations with tact</li> </ul>	<ul style="list-style-type: none"> <li>- Excels in impromptu speaking situations</li> <li>- Communicates with ease and a natural style</li> <li>- Speaks with enthusiasm and confidence</li> </ul>

<b>Organizing</b>	<b>Personal Qualities</b>	<b>Persuasiveness</b>
- Makes the most of organizational energy and potential - Demonstrates a systematic approach in carrying out assignments - Exerts a positive influence on the organizational climate	- Has a calm, even temperament - Is sincere - Possesses all traits associated with excellence	- Persuades with tact - Writes with persuasion - Persuades without antagonizing
<b>Planning</b>	<b>Potential</b>	<b>Presentation Skills</b>
- Effectively plans work schedules to balance peak and slack periods - Keeps comfortably ahead of work schedule - Excels in developing tactical action plans - Is very skilled in turning theory into action plans - Plans for the unexpected - Focuses on the future	- Displays high management potential - Is capable of assuming greater challenges - Displays a high energy potential - Is enhancing growth potential through additional education and training	- Delivers presentations with enthusiasm and energy - Is able to present dry and technical information - Continuously strives to improve presentation skills
<b>Prioritizing</b>	<b>Problem Solving</b>	<b>Productivity</b>
- Excels in eliminating unproductive activities - Recognizes the need to concentrate on people rather than tasks - Is able to distinguish between crucial and trivial - Sees the big picture - Places organizational needs ahead of personal convenience	- Displays a practical approach to solving problems - Effectively solves problems rather than symptoms - Works well with others in solving problems	- Demonstrates consistently distinguished performance - Is an abundant producer - Sustains a high achievement level
<b>Professionalism</b>	<b>Project Management</b>	<b>Quality</b>
- Continuously seeks to broaden professional horizons - Develops the skills needed to maintain the highest standards of professional excellence - Develops enduring professional relationships - Projects poise and authority - Writing reflects a polished professional appearance	- Clearly establishes project goals and objectives - Keeps management fully informed of a project's progress - Is able to keep programs and projects running smoothly	- Is fully committed to quality assurance - Excels in detecting flaws or imperfections - Strives for state-of-the-art perfection
<b>Resourcefulness</b>	<b>Responsibility</b>	<b>Stress</b>
- Effectively matches goals to resources - Effectively assesses employee resources, strengths and competences - Makes optimum use of department resources - Effectively uses all information sources	- Accepts full responsibility for results - Continues to seek and accept responsibility - Seizes responsibility without causing seizures in either subordinates or himself/herself - Eagerly seeks formidable challenges	- Successfully handles multiple demands from superiors and subordinates - Copes effectively with pressures and tensions - Maintains coolness despite annoyances - Works effectively in high pressure situations - Keeps calm and professional under the toughest circumstances - Handles crises with composure - Recognizes stress-related problems - Recognizes the importance of sound physical and mental health for top performance
<b>Supervisory Skills</b>	<b>Tact and Diplomacy</b>	<b>Team Skills</b>

<ul style="list-style-type: none"> <li>- Effectively motivates subordinates to exert the effort necessary to attain organizational goals</li> <li>- Brings out the best in employees</li> <li>- Makes certain that employees have a clear understanding of their responsibilities</li> <li>- Makes maximum use of personnel and equipment</li> <li>- Keeps employees challenged through job enrichment</li> <li>- Develops a climate providing motivation, participation and opportunities for employee initiative</li> <li>- Promotes a comfortable, friendly organizational atmosphere</li> <li>- Avoids over-supervising</li> <li>- Capably manages diverse personalities</li> <li>- Supervises firmly and fairly</li> <li>- Disciplines without causing resentment</li> <li>- Is skilled in conflict resolution</li> <li>- Applies all rules and regulations fairly</li> <li>- Copes effectively with misunderstandings</li> </ul>	<ul style="list-style-type: none"> <li>- Handles sensitive situations with confidence</li> <li>- Is very tactful when facing confrontation</li> <li>- Displays trust and mutual understanding</li> <li>- Conveys sincere appreciation at every opportunity</li> </ul>	<ul style="list-style-type: none"> <li>- Capitalizes on the talents of all team members</li> <li>- Makes maximum use of the diverse talents of team members</li> <li>- Is a strong team builder</li> <li>- Excels in developing harmony and greater productivity</li> </ul>
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<b>Technical Skills</b>	<b>Time Management</b>	<b>Versatility</b>
<ul style="list-style-type: none"> <li>- Builds a strong sense of technical teamwork and purpose</li> <li>- Effectively blends management skills with technical expertise</li> <li>- Keeps informed of new technologies in office automation</li> </ul>	<ul style="list-style-type: none"> <li>- Avoids becoming involved in endless details</li> <li>- Makes effective use of supervisors' time and resources</li> <li>- Works smarter, not harder</li> <li>- Doesn't "major in the minors"</li> </ul>	<ul style="list-style-type: none"> <li>- Has the ability to perform a wide range of assignments</li> <li>- Is very capable of handling a multitude of situations</li> <li>- Is able to provide broad organizational support in many areas</li> <li>- Is intrinsically comfortable with ambiguity and change</li> </ul>

<b>Vision</b>	<b>Writing Ability</b>
<ul style="list-style-type: none"> <li>- Develops vision statements that reflect realistic solutions</li> <li>- Displays visionary leadership skills</li> <li>- Displays long-range/long-term vision</li> <li>- Develops strategic vision</li> <li>- Excels in visionary strategies</li> </ul>	<ul style="list-style-type: none"> <li>- Writes in a positive manner to reflect favorably upon the organization</li> <li>- Possesses a large vocabulary</li> <li>- Is highly skilled in preparing reports and proposals</li> </ul>