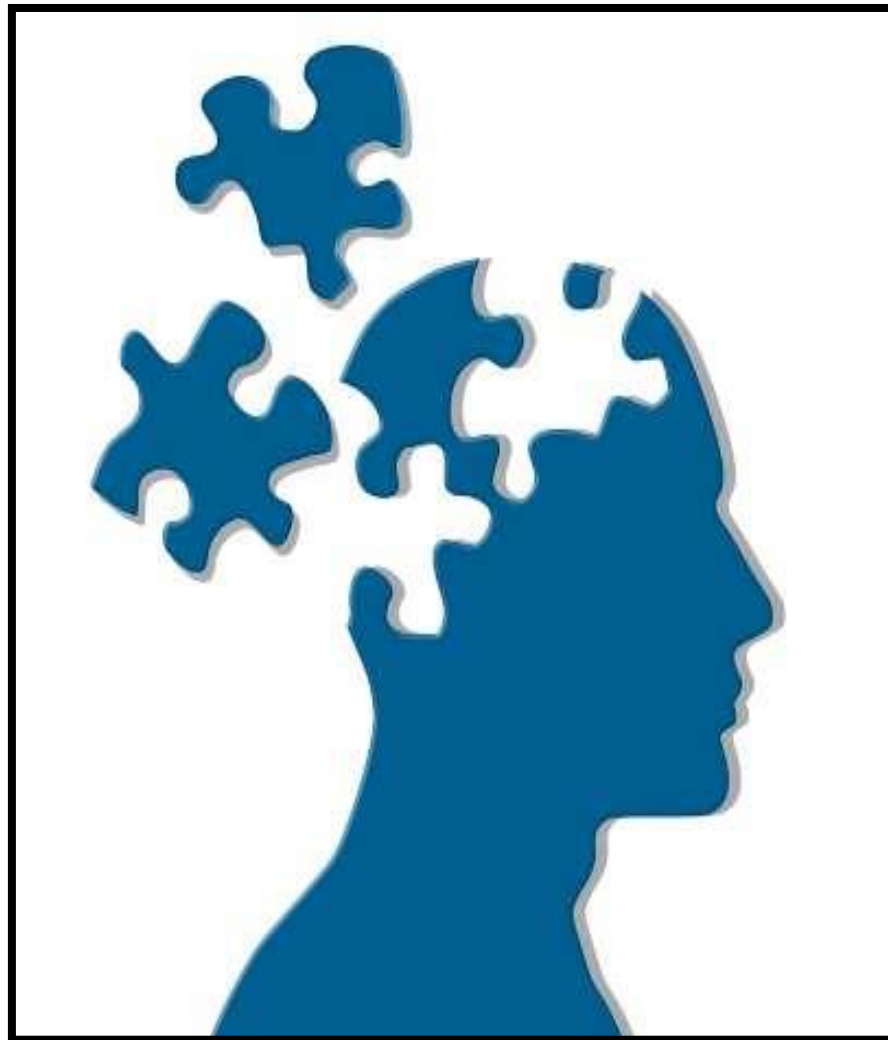


Action Verbs, Skills & Attributes



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Action Verbs

Whether you are writing a cover letter or resume, or preparing for an interview, it is important to think of the words you choose to describe yourself.

Past tense action verbs are dynamic and confidently reflect your abilities. When writing your resume and cover letter, start each skill statement with a past tense action verb. Use the **Action Verbs** table, on pages 2-5, to select words that best describe the tasks you performed. See the examples below:

- **Resolved** customer concerns regarding repair delays in a tactful and diplomatic manner
- **Listened** and successfully handled customer concerns with courtesy and efficiency
- **Updated** confidential customer profiles accurately in a computerized database

Attributes To Describe You

Attributes reveal the more personal side of you. This information is valuable for employers because it helps them to assess your suitability for a position. Choose attributes from the **Attributes to Describe You** table, on page 6, that reflect your work style, personality and strengths. Here are examples for three different jobs:

Career Counsellor

- Analytical
- Professional
- Cheerful

Mechanic

- Patient
- Service-Oriented
- Productive

Customer Service Associate

- Adaptable
- Punctual
- Respectful

Skill Sets

An employer is interested in the skills you have to do the job. That's why it is so important to choose the top three skill sets that demonstrate your ability to do the job. For example, an office clerk would identify:

Computer Skills

Clerical Skills

Customer Service Skills

as the three skill sets most important for the job. Use the **Skill Sets to Get You Started** table, on page 7, to illustrate your skills.



Verbs

Management Skills	Management Skills	Communication Skills	Communication Skills	Organization Skills
Administered	Inspected	Addressed	Interacted	Approved
Analyzed	Instituted	Advised	Interpreted	Arranged
Approved	Led	Arbitrated	Interviewed	Catalogued
Assigned	Managed	Arranged	Involved	Categorized
Attained	Merged	Authored	Liaised	Classified
Authorized	Motivated	Clarified	Marketed	Coded
Chaired	Organized	Coached	Mediated	Collected
Considered	Originated	Collaborated	Motivated	Compiled
Consolidated	Overhauled	Communicated	Negotiated	Corrected
Contacted	Oversaw	Composed	Observed	Corresponded
Controlled	Planned	Condensed	Participated	Distributed
Converted	Prioritized	Convinced	Persuaded	Executed
Coordinated	Produced	Consulted	Promoted	Filed
Decided	Recommended	Contacted	Proposed	Generated
Delegated	Reorganized	Contributed	Provided	Incorporated
Designated	Replaced	Conveyed	Publicized	Inspected
Developed	Restored	Convinced	Reasoned	Logged
Directed	Reviewed	Cooperated	Recommended	Maintained
Eliminated	Scheduled	Corresponded	Recruited	Monitored
Emphasized	Streamlined	Counseled	Reconciled	Obtained
Enforced	Strengthened	Created	Referred	Operated
Enhanced	Supervised	Defined	Reinforced	Organized
Established	Terminated	Developed	Reported	Prepared
Evaluated		Directed	Resolved	Processed
Executed		Discussed	Responded	Provided
Fired		Drafted	Representative	Purchased
Generated		Edited	Solicited	Recorded
Handled		Enlisted	Specified	Registered
Headed		Explained	Spoke	Responded
Hired		Expressed	Suggested	Reviewed
Improved		Established	Summarized	Routed
Incorporated		Formulated	Translated	Scheduled
Increased		Generated	Wrote	Screened
Initiated		Interpreted		Standardized
		Integrated		Submitted
		Influenced		Supplied
				Updated
				Validated
				Verified

Financial Skills	Creative Skills	Helping Skills	Clerical/Detail Skills	Clerical/Detail Skills
Accounted	Acted	Adapted	Achieved	
Administered	Adapted	Adjusted	Answered	Performed
Adjusted	Combined	Advocated	Arranged	Phoned
Allocated	Composed	Aided	Assisted	Photocopied
Analyzed	Conceived	Attended	Approved	Performed
Appraised	Conceptualized	Answered	Attended	Photocopied
Assessed	Condensed	Arranged	Audited	Prepared
Audited	Constructed	Assessed	Booked	Prioritized
Balanced	Created	Assisted	Called	Processed
Budgeted	Customized	Cared	Catalogued	Purchased
Calculated	Designed	Clarified	Classified	Proofread
Computed	Developed	Coached	Cataloged	Recorded
Corrected	Devised	Collaborated	Collected	Registered
Detailed	Directed	Contributed	Collated	Relayed
Determined	Discovered	Cooperated	Compared	Responded
Developed	Displayed	Counseled	Compiled	Requested
Estimated	Empathized	Demonstrated	Completed	Set up
Forecasted	Established	Diagnosed	Coordinated	Scheduled
Kept Books	Fabricated	Directed	Copied	Screened
Kept Records	Fashioned	Educated	Counted	Searched
Maintained	Formulated	Encouraged	Described	Specified
Managed	Founded	Empathized	Dispatched	Tabulated
Marketed	Generated	Ensured	Distributed	Took Minutes
Measured	Illustrated	Facilitated	Enforced	Typed
Negotiated	Instituted	Familiarized	Executed	Transcribed
Prepared	Initiated	Guided	Faxed	Validated
Programmed	Integrated	Helped	Formulated	Word Processing
Projected	Innovated	Insured	Generated	
Organized	Introduced	Intervened	Faxed	
Planned	Invented	Listened	Implemented	
Prepared	Modified	Mentored	Informed	
Qualified	Originated	Motivated	Initiated	
Reconciled	Painted	Perceived	Inspected	
Reduced	Performed	Prevented	Filed	
Researched	Planned	Provided	Maintained	
Estimated	Produced	Referred	Meet	
Compiled	Proposed	Rehabilitated	Deadlines	
Regulated	Revitalized	Related	Monitored	
Reported	Tailored	Represented	Ordered	
Solved	Shaped	Resolved	Operated	
Tabulated	Visualized	Supported	Organized	
			Prepared	

Laborer Skills	Retail Skills	Retail Skills	Accomplishment Verbs	Training Skills
Aligned	Adjusted	Presented	Achieved	Adapted
Assembled	Advised	Promoted	Accomplished	Advised
Built	Answered	Provided	Acquired	Clarified
Carried	Approached	Processed	Activated	Coached
Checked	Arranged	Quoted	Adopted	Communicated
Cleaned	Assessed	Recommended	Attained	Conducted
Completed	Assisted	Referred	Built	Coordinated
Crated	Attended	Related	Completed	Clarified
Demolished	Authorized	Represented	Conceptualized	Critiqued
Dismantled	Calculated	Resolved	Created	Developed
Dumped	Clarified	Served	Demonstrated	Enabled
Installed	Coached	Serviced	Devised	Encouraged
Leveled	Consulted	Sold	Established	Evaluated
Loaded	Coordinated	Supervised	Executed	Explained
Lubricated	Demonstrated	Suggested	Expanded	Facilitated
Maintained	Diagnosed	Teamwork	Forged	Focused
Measured	Directed	Understood	Fulfilled	Guided
Monitored	Educated	Worked	Initiated	Individualized
Off-loaded	Estimated		Innovated	Informed
Operated	Facilitated		Launched	Influenced
Packaged	Familiarized		Led	Instilled
Performed	Guided		Managed	Initiated
Prepared	Identified		Pioneered	Instructed
Repaired	Inspired		Reduced Losses	Motivated
Separated	Lead		Resolved	Persuaded
Sorted	Listened		Problem-solved	Set Goals
Transported	Mentored		Reached	Simulated
Worked	Monitored		Realized	Taught
	Observed		Restored	Tested
	Operated		Spearheaded	Trained
	Participated		Transformed	Tutored
	Perceived			
	Prepared			

Technical Skills	Research Skills	Computer Skills	Planning Skills
Adapted	Analyzed	Compiled	Conceived
Applied	Clarified	Consulted	Designed
Assembled	Collected	Created	Developed
Built	Compared	Designed	Devised
Calculated	Critique	Developed	Engineered
Computed	Detected	Diagnosed	Established
Conserved	Determined	E-mailed	Estimated
Constructed	Diagnosed	Identified	Experimented
Converted	Evaluated	Installed	Formulated
Designed	Examined	Managed	Initiated
Determined	Experimented	Networked	Innovative
Devised	Explored	Problem Solved	Instituted
Developed	Extracted	Programmed	Invented
Engineered	Formulated	Registered	Justified
Executed	Gathered	Scanned	Laid Out
Fabricated	Identified	Searched	Organized
Installed	Inspected	Sent	Planned
Maintained	Interviewed	Surfed	Projected
Operated	Investigated	Researched	Re-organized
Overhauled	Inspected		Revised
Printed	Interpreted		Scheduled
Programmed	Interviewed		Solved
Rectified	Investigated		Systematized
Regulated	Located		Tailored
Remodeled	Measured		Transformed
Repaired	Organized		
Replaced	Researched		
Restored	Reviewed		
Solved	Searched		
Specialized	Solved		
Standardized	Summarized		
Studied	Surveyed		
Trained	Systemized		
Upgraded	Tested		
Utilized			

Attributes That Describe You

ABILITY TO RELATE TO OTHERS

Accepting
Amiable
Collaborative
Cooperative
Courteous
Devoted
Diplomatic
Fair
Empathic
Good listener
Leader
Outgoing
Patient
People-Oriented
Pleasant
Respectful
Sincere
Supportive
Tactful

ATTITUDE

Ambitious
Assertive
Candid
Cheerful
Confident
Conscientious
Considerate
Consistent
Dependable
Genuine
Goal-Oriented
Life Long Learner
Objective
Open-Minded
Persistent
Positive
Practical
Professional

WORK HABITS

Accurate
Competent
Diligent
Efficient
Focused
Methodical
Meticulous
Orderly
Precise
Proactive
Productive
Prompt
Punctual
Systematic

FLEXIBILITY/ RESOURCEFULNESS

Adaptable
Flexible
Proactive
Resilient
Resourceful
Self-Reliant
Self-Starter
Versatile
Thorough

ENTHUSIASM/DRIVE

Competitive
Courageous
Determined
Driven
Energetic
Enjoy Challenges
Enterprising
Enthusiastic
Motivated
Profit-Oriented
Proven Negotiator
Risk Taker
Spirited

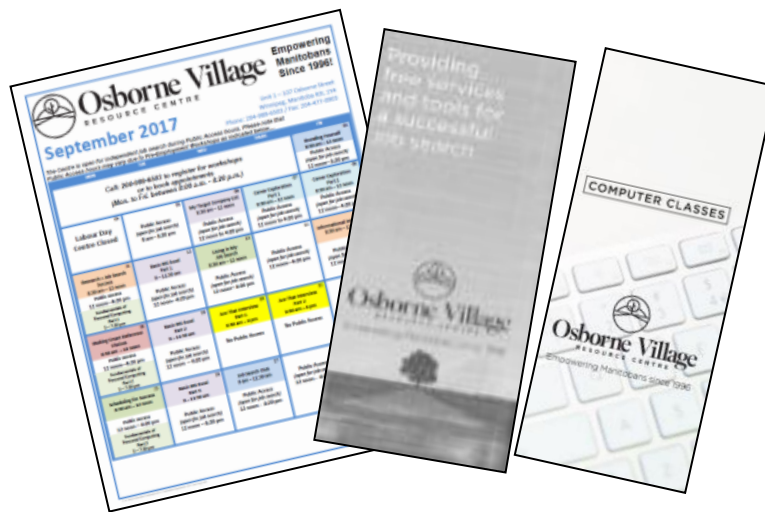
PROBLEM SOLVING

Analytical
Articulate
Calm
Creative
Decisive
Imaginative
Investigative
Logical
Perceptive
Persuasive
Problem Solver
Quick Learner
Rational
Solution-Oriented
Speculative
Trouble Shooter

Skill Sets to Get You Started

Accounting	Maintenance
Accounts Payable / Receivable	Management
Addiction Counselling	Manufacturing
Administration	Marketing / Promotions
Administrative	Mediation
Adobe Creative Suite	Medical Terminology
Advocacy / Resources	Merchandising
Aesthetician	Microbiology
Analytical	Microsoft Excel
Assembly	Microsoft Word
Bookkeeping	Negotiation
Caretaking / Custodian	Network Technician
Carpentry	Nursing
Child Care	Painting
Cleaning	Payroll
Clerical	Plumbing
Computer	Production
Concrete	Program Coordination
Culinary	Programming
Customer Service	Project Management
Data Collection	Public Relations
Design	Quality Control
Documentation	Recreation
Driving	Research
Editing	Roofing
Electrical	Sales
Employment Counselling	Sampling / Analysis
Event Planning	Security
Family / Marriage Counselling	Serving
Financial	Shipping / Receiving
Fundraising	Software Development
Hair Styling	Support Work
Health and Safety	Teaching
Health Care Aide	Transportation
Human Resources	Warehousing
Internet / Social Media	Web / Database
Laboratory	Welding
Logistics	Written Communication
Machine Operation	Youth Support

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