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| **Soft skill** | **My score**  *What would you give yourself for this skill out of five?* | **Hints to improve my score**  *For those skills where you gave yourself a three or less out of five, here’s how you can improve.* | **How to include this skill on my CV** | **My response**  *What example could you give for this skill?* |
| Negotiation |  | *Practice thinking of a problem you have or once had from the other person’s perspective. What did they want, why did they want it, and if it is different from what you needed, how could you have found a way to meet somewhere in the middle?* | *Perhaps you have helped raise funds for a student union event, sold raffle tickets – or served tables. So often, candidates discount their hospitality and retail experience when they interview for an office job. But you have been the one to take orders and persuade guests to make good decisions for the table. The decisions you made were good for the restaurant’s business – so why not highlight them?* |  |
| Public speaking |  | *Even if you aren’t keen on public speaking, be brave – next time you’re at a meeting or conference, do a little prep work. What are speakers talking about, and what could you ask them? When the time comes for questions, you can put up your hand and ask. It’s these small things that show you take the initiative – even when public speaking doesn’t come naturally to you – that also matter.* | *If you have never given a formal presentation, you can include other moments where you spoke up – in a committee, or at a conference. What was it you said that persuaded, influenced, or made a positive change?* |  |
| Teamwork |  | *If you prefer to work alone, consider how your project could be improved with outside input. How could another person’s skills supercharge your project? Alternatively, think about tasks where you could help other people. There are plenty of volunteering opportunities where you can both help people in need and add to your skillset.* | *It’s tricky to get across your team skills because recruiters will always want to know what you specifically did; if you keep referring to what the team did, then you are missing your chance to showcase your work. So, always remember to include that, while the project was a team effort, your specific responsibility was to deliver one aspect that supported and improved the project’s outcome.* |  |
| Being proactive |  | *Being proactive is a highly sought-after trait, especially for early-career people, as it requires some level of authority. The next time you get a request from someone, think about how you could go the extra mile for them. What else might they need?* | *Find an instance where you followed up on your promise, or where you really considered what would be helpful to the other party and followed through with it.* |  |
| Listening |  | *You may have heard of active listening. This means listening to the person you are talking to and asking them questions about what they say. Think about not only what they want, but why they want it and how you can help them.* | *Think about times where you resolved a problem based on your ability to listen to what the solution required.* |  |