



# The 10 Essential Skills Resource Guide



**SCHEDULE AN APPOINTMENT WITH A CREW CAREER COUNSELOR**

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# GETTING STARTED

## THE KY GRADUATE PROFILE

The Kentucky Graduate Profile, created by the Kentucky Council on Postsecondary Education (CPE), highlights 10 essential skills. These skills are needed to be successful in your first job, throughout your career, and in your personal, social and civic lives.

 <b>Communication</b>	<b>Professionalism</b> 
 <b>Critical and Creative Thinking</b>	<b>Civic Engagement</b> 
 <b>Quantitative Reasoning</b>	<b>Collaboration and Teamwork</b> 
 <b>Interpersonal Relations</b>	<b>Knowledge Application</b> 
 <b>Adaptability and Leadership</b>	<b>Information Literacy</b> 

Nearly 75% of employers reported that it was difficult to find graduates with the soft skills their companies need. Developing these skills prepares you for your first job and supports growth throughout your career and life.

## REFLECT ON YOUR SKILLS

Before diving deeper into the 10 Essential Skills, take a moment to reflect on your skills as of right now. Here are a few ways to do so:

- Think about past experiences such as classes, jobs, and volunteer work. What skills did you demonstrate? What skills did you gain?
- Think of a few skills that you would like to focus on growing this semester. Note specific actions you'll take to grow those skills.
- Review the [CPE 10 Essential Skills rubrics](#) for detailed descriptions of what each skill looks like at different levels. Compare your current behaviors to the benchmarks of each skill.



# MASTERING THE 10 ESSENTIAL SKILLS

## COMMUNICATION

Communicate effectively by listening, weighing influencing factors, and responding accurately and professionally. Express thoughts coherently in writing, orally, and in formal presentations

### Sample Behaviors

- Ask clarifying questions and give focused attention to others.
- Use logical structure, complete sentences, and correct grammar in writing.
- Tailor communication to the audience and situation.

### Development Strategies

- Engage in class discussions and presentations.
- Complete a Mock Interview with the CREW Career Center.



## CRITICAL AND CREATIVE THINKING

Think critically by evaluating assumptions and assessing information to make informed conclusions. Think creatively by combining ideas in original ways or developing new ways of addressing issues.

### Sample Behaviors

- Analyze problems using relevant sources of information and data.
- Seek out new perspectives and allow the new information to shape thinking.
- Propose innovative ideas and solutions to problems.

### Development Strategies

- Ask questions and provide different viewpoints while participating in class.
- Visit the Learning Commons to explore diverse sources and perspectives on a topic.



# MASTERING THE 10 ESSENTIAL SKILLS

## QUANTITATIVE REASONING

Hone ability to provide solutions guided by data and choose the best methodologies for arriving at informed conclusions.

### Sample Behaviors

- Identify key information when presented data.
- Illustrate data using equations, graphs, tables, and other models.
- Utilize quantitative strategies to solve problems

### Development Strategies

- Take a Quantitative Reasoning class.
- Use free tools like Excel or Google Sheets to organize and visualize data.



## INTERPERSONAL RELATIONS

Demonstrate both self-awareness and appreciation of people with different perspectives, as well as the ability to collaborate, communicate, and work respectfully with others.

### Sample Behaviors

- Create positive interactions with others.
- Identify multiple perspectives, ideas, and beliefs through interactions.
- Engage with unique perspectives and bridge differences.

### Development Strategies

- Engage in group projects and practice respectful collaboration.
- Attend campus events and join student organizations to interact with unique perspectives.



# MASTERING THE 10 ESSENTIAL SKILLS

## ADAPTABILITY AND LEADERSHIP

Accept change and find effective ways to work and thrive in different settings. Motivate others in the pursuit of a common goal and coach others in the pursuit of this goal.

### Sample Behaviors

- Contribute and cooperate with others toward achieving a common goal.
- Adjust to new situations with a positive mindset and willingness to do things differently.
- Encourage and coach others to persist through changing situations.

### Development Strategies

- Take the lead in a class activity or group project.
- Volunteer for a service opportunity that involves guiding or supporting others



## PROFESSIONALISM

Adhere to the code of ethics in their chosen profession and act with honesty and fairness. Prioritize tasks, manage time, take initiative, and demonstrate accountability and reliability.

### Sample Behaviors

- Understand and demonstrate ethical and professional behavior.
- Apply organizational and time management skills to meet deadlines and complete assigned tasks.
- Converse with others using field-specific terminology and stay current with industry standards.

### Development Strategies

- Dress professionally and appropriately for your job, internship, etc.
- Practice professional communication in class discussions and email.



# MASTERING THE 10 ESSENTIAL SKILLS

## CIVIC ENGAGEMENT

Engage in political, social, and other activities to address issues that benefit society.

### Sample Behaviors

- Respectfully engage with others who hold different perspectives on public policy.
- Plan for social action using knowledge of the impact of civic participation on public policy.
- Present persuasive arguments and tailored communications based on personal experiences and observations.

### Development Strategies

- Take a social science (Political Science, Sociology, etc.) class to explore public policy and social issues.
- Volunteer with a campus or local organization that supports civic or social causes.



## COLLABORATION AND TEAMWORK

Collaborate with colleagues, become effective team members, and manage conflict.

### Sample Behaviors

- Supports and contributes to the team by sharing ideas and participating in discussions.
- Respond to conflicts constructively, communicating expectations and adjusting based on received feedback.
- Identify tasks required and utilize team members' assets and perspectives to reach common goals.

### Development Strategies

- Join a student organization to practice working toward shared goals.
- Build strong relationships with classmates, professors, and others on campus.



# MASTERING THE 10 ESSENTIAL SKILLS

## KNOWLEDGE APPLICATION

Articulate and apply the theoretical content of academic preparation with relevant knowledge and abilities essential to chosen career.

### Sample Behaviors

- Apply learned knowledge and skills to resolve problems pertinent to desired career pathway.
- Integrate academic learning with hands-on experience to support practical application of knowledge and skills.
- Assess compatibility and provide reasoning for career choice.

### Development Strategies

- Take the TypeFocus assessment to explore career alignment.
- Complete a job shadow or internship in your field of interest.



## INFORMATION LITERACY

Identify, evaluate, and responsibly use information needed for decision making.

### Sample Behaviors

- Implement search strategies that consider all available credible resources to find information.
- Identify elements of bias, expertise, and point of view when analyzing information sources.
- Appropriately recognize sources used for decision making.

### Development Strategies

- Practice evaluating sources and citing them correctly during class research assignments.
- Visit the Learning Commons to get help finding credible sources and citing them properly.



# THE SKILLS AND JOB POSTINGS

## SPOTTING THE SKILLS

Employers often include the 10 essential skills in job postings, but they may not use the exact terms used in the Kentucky Graduate Profile so it's important to learn the keywords.

### Where to Look:

- **Job Summary:** This section provides an overview of the role and general expectations. Desired skills are often included in general terms.
- **Responsibilities:** This section lists the tasks and duties of the job. Skills may appear more action-oriented here.
- **Qualifications:** This section includes the essential attributes the employer expects of the employee. Skills may be stated as personal qualities or competencies.

### Common Keywords:

- Oftentimes, employers use keywords to describe the skills they're looking for.
- Use the chart below to identify which essential skill is being requested in a job posting.
- Incorporate these keywords naturally in your career documents and interview answers.

Essential Skill	Common Keywords
Communication	Verbal, Written, Active Listening, Customer Service, Articulate
Critical and Creative Thinking	Problem Solving, Analytical, Innovative, Decision-making, Strategic
Quantitative Reasoning	Data Analysis, Interpret Data, Statistical Analysis, Budgeting, Metrics
Interpersonal Relations	Relationship Building, Conflict Resolution, Collaboration, Networking, Awareness
Adaptability and Leadership	Flexible, Resilient, Problem Solving, Fast-Paced, Motivated
Professionalism	Punctual, Dependable, Accountability, Work Ethic, Time Management
Civic Engagement	Community Involvement, Advocacy, Public Service, Outreach, Social Responsibility
Collaboration and Teamwork	Cooperative, Cross-Functional, Shared Goals, Partnership, Team Player
Knowledge Application	Practical Application, Technical Proficiency, Competency, Experience, Ability
Information Literacy	Data Interpretation, Digital Literacy, Information Management, Research, Assessment

# THE SKILLS AND JOB POSTINGS

## JOB POSTING EXAMPLE

### Administrative Assistant

A. Roberts & Associates, Inc. | 6009 Brownsboro Park Blvd, Louisville, KY 40207

\$55,000 - \$65,000 a year

With over 30 years of experience in wealth management, insurance, and planning, A. Roberts & Associates is dedicated to helping our clients achieve the best results leading to their retirement. Our team of certified economists and professors from top universities around the world are dedicated to providing personalized plans for our clients.

We are currently seeking a detail-oriented and organized full-time **Administrative Assistant** to support our CEO and ensure the efficient operation of our office. This is an excellent opportunity for someone who enjoys a fast-paced, professional environment with growth potential.

#### Responsibilities/Daily Tasks

- Greet consumers on the phone and in person with a warm and welcoming approach
- Answer incoming calls and transfer all calls to the appropriate personnel
- Set and confirm calendar appointments, as instructed
- Communicate with consumers on behalf of financial Advisor and Firm
- Collect all vital information for all paperwork
- Set up Vault access for client use
- Assist in completing new Managed Money account paperwork along with Annuity and Life Insurance applications
- Process new business applications with detail and accuracy and submit to appropriate carriers
- Obtain necessary documents and signatures from clients for carrier approval
- Track application process, new accounting funding, new account set up, and prospect-to-client processes
- Follow-up with insurance companies and third-party money managers on the processing and completion of new business being issued in a timely manner
- Complete all new licensing requirements
- Enter and maintain client information within the CRM system
- Run reports as needed
- Complete the new business processes
- Provide all needed information and material for delivery to Client
- Assist with coordination and execution of marketing campaigns and events

#### Key Traits for Success

- Clear and professional communication (verbal and written)
- Strong attention to detail and organizational skills
- Knowledge of Financial Advisory Products
- Knowledge of Life & Annuity Products
- Knowledge of types of retirement accounts
- Active listening skills
- Able to learn and adapt to changes

Professionalism

Adaptability & Leadership

Interpersonal Relations

Collaboration & Teamwork

Information Literacy

Communication

Knowledge Application

# SHOWCASING THE SKILLS

Employers aren't just looking for degrees; they're also looking for skills. Your resume should highlight your skills through clear statements and examples in your experience section.

## RESUME AND COVER LETTER TIPS

- **Review the 10 Essential Skills alongside your resume and cover letter.** Ask yourself: Which skills are clearly represented? Which ones are missing?
- **Add a "Skills" section to your resume.** Use this space to describe your transferrable skills that align with the 10 Essential Skills
  - Example: "Demonstrated ability to analyze problems and develop creative solutions using logical reasoning and innovative thinking."
- **Incorporate the 10 Essential Skills into your work experience.** Highlight skills in your bullet points by connecting them to specific tasks or accomplishments.
  - Example: "Worked alongside healthcare professionals to assist with patient care, demonstrating teamwork and effective communication in clinical settings."
- **Use specific examples in your cover letter** to show how you've demonstrated these skills through school, work, or volunteering.
- **Track your internships, projects, volunteer work, and leadership roles** with notes on what you did, the results, and which skills you used. This will make updating and tailoring your resume easier.

## REVIEW YOUR RESUME WITH CREW



1. Schedule an In-Person or Virtual Appointment with a CREW Career Counselor
  - a. CREW Career Center Appointment Schedule-  
<https://crew.cc/schedule-appointment>
2. Submit your resume to the Resume Dropbox for written feedback in 2-5 business days
  - a. Resume Dropbox-  
<https://crew.cc/services/resume/steps-before-resume-dropbox-submission>



# SHOWCASING THE SKILLS

## RESUME EXAMPLE

### John Doe

200 West Broadway, Louisville, KY, 40202 • 502-213-4520 • Johndoe2023@gmail.com  
<https://www.linkedin.com/in/JohnDoe/>

#### OBJECTIVE:

Seeking a part-time position that uses my educational background, strong communication abilities, and interpersonal skills.

Communication

#### EDUCATION:

**Jefferson Community and Technical College**  
Associate of Arts

Louisville, KY  
Currently Attending

#### SKILLS & ABILITIES:

- An excellent communicator with superior written and verbal skills.
- Demonstrated leadership and interpersonal skills through involvement in campus organizations.
- Excellent team player who easily develops rapport with individuals on all levels.
- Proficient analytical abilities, able to identify issues and create dynamic solutions in an efficient manner.
- Able to manage multiple priorities while ensuring accuracy in a fast paced environment.
- Proficient in Microsoft Word, Excel, and PowerPoint; easily learns new software.

Critical & Creative Thinking

#### WORK EXPERIENCE:

##### UPS

*Package Handler*

Louisville, KY  
08/2021 - Present

- Organize packages into cannisters pay close attention to detail, confirm all materials are moved into respective locations and are moved to the next step in the transportation process.
- Promote and adhere to organizational safety protocols, including local, state, and federal policies.
- Exhibit leadership and interpersonal skills through membership on the CERC committee.
- Display flexibility when assisting co-workers in various work areas.
- Exhibit excellent time management and organizational skills through working third shift while attending college as a Metropolitan College participant.

##### Meijer

*Cashier*

New Albany, IN  
11/2018 - 05/2021

- Communicated effectively with customers and answered any issues they had regarding products.
- Exhibited dependability and a strong work ethic through receiving a perfect attendance award.
- Assisted team members with periodically setting up merchandising displays.

Professionalism

#### COMMUNITY ENGAGEMENT & ACCOMPLISHMENTS:

- **Metropolitan College, Participant**
- **Student Senate, Treasurer and Member**

Civic Engagement

08/2021 - Present  
08/2022 - Present

Leadership



# SHOWCASING THE SKILLS

## INTERVIEW TIPS

Your interview is a key moment to show employers how you apply the 10 Essential Skills. Here are some tips on how to make your skills come across clearly.

- **Practice using the STAR method** (Situation, Task, Action, Result) to describe how you've demonstrated the 10 essential skills in past experiences.
- **Engage professionally during interviews.** Your tone, body language, and questions can reflect skills like communication and adaptability.
- **Practice connecting your experiences and skills** to the skills listed in the job description.
- **Visit the CREW Career Center website to locate practice questions** that align with your career industry.
  - CREW Career Center Interviewing Information - [crew.cc/services/interviewing](https://crew.cc/services/interviewing)
- **Schedule an in-person or virtual appointment** with a CREW Career counselor and participate in a mock interview.
  - CREW Career Center Appointment Schedule - [crew.cc/schedule-appointment](https://crew.cc/schedule-appointment)

## INTERVIEW QUESTION EXAMPLES

Let's look at how to put these tips into practice. Below are sample questions and answers that demonstrate the 10 Essential Skills using the STAR method.

### Question

Tell me about a time you had to learn something quickly to complete a task.

### Skills

Critical & Creative Thinking  
Information Literacy  
Professionalism

### Answer

When I started at Meijer, I was asked to use a new inventory system with no prior training. I reviewed the user manual and practiced during downtime to learn the software. By the end of the week, I processed inventory accurately and even helped a coworker troubleshoot issues.

### Question

Tell me about a time you worked with others to overcome a challenge

### Skills

Collaboration & Teamwork  
Adaptability & Leadership  
Communication

### Answer

During a group project in my business class, one classmate dropped the course right before the assignment due date. I organized a quick meeting, redistributed tasks, and helped with extra research. We completed the assignment on time and earned an A.

