

# Helpful Phrases

<b>Accuracy</b>	<b>Achievement</b>	<b>Administration</b>
<ul style="list-style-type: none"> <li>- Develops realistic tolerance levels</li> <li>- Keeps accurate records</li> <li>- Provides explicit documentations</li> </ul>	<ul style="list-style-type: none"> <li>- Focuses on results</li> <li>- Achieves optimal outcomes</li> <li>- Exceeds the norm</li> </ul>	<ul style="list-style-type: none"> <li>- Establishes effective systems for record retention</li> <li>- Capably manages records retention program giving proper attention to legal, tax and operational concerns</li> <li>- Is highly skilled in electronic records management</li> <li>- Avoids burdening management with administrative details</li> </ul>
<b>Analytical Skills</b>	<b>Coaching and Counseling</b>	<b>Communication Skills</b>
<ul style="list-style-type: none"> <li>- Excels in tedious research</li> <li>- Applies sound analytical thinking</li> <li>- Is very methodical in solving problems</li> </ul>	<ul style="list-style-type: none"> <li>- Is highly respected by employees for sharing concerns, problems and opportunities</li> <li>- Lends support and guidance to employees</li> <li>- Gives helpful guidance to employees</li> <li>- Assists employees in career assessment</li> </ul>	<ul style="list-style-type: none"> <li>- Excels in effective and positive communications</li> <li>- Keeps meetings action-oriented</li> <li>- Asks penetrating questions</li> <li>- Is an empathetic listener</li> <li>- Effectively communicates with co-workers</li> </ul>
<b>Competency</b>	<b>Computer Skills</b>	<b>Cooperation</b>
<ul style="list-style-type: none"> <li>- Focuses on core competencies</li> <li>- Demonstrates strong personal effectiveness</li> <li>- Attends seminars and workshops to improve personal competence</li> </ul>	<ul style="list-style-type: none"> <li>- Keeps alert to new computer hardware</li> <li>- Keeps abreast of new software applications</li> <li>- Makes effective use of on-line resources</li> </ul>	<ul style="list-style-type: none"> <li>- Is extremely cooperative with associates</li> <li>- Builds cooperation</li> <li>- Promotes productive cooperation</li> <li>- Displays a harmonious and cooperative spirit</li> </ul>
<b>Cost Management</b>	<b>Creativity</b>	<b>Decision Making</b>
<ul style="list-style-type: none"> <li>- Controls expenses without lowering accomplishments</li> <li>- Displays sound judgment in managing and controlling expenses</li> <li>- Effectively commits resources of staff, funds and time</li> </ul>	<ul style="list-style-type: none"> <li>- Successfully develops creative strategies</li> <li>- Welcomes ideas from subordinates</li> <li>- Is receptive to new ideas</li> <li>- Is willing to change</li> <li>- Excels in nurturing new ideas</li> <li>- Understands "ambiguity and change" and how these critical concepts impact the organization</li> </ul>	<ul style="list-style-type: none"> <li>- Makes decisions with confidence</li> <li>- Concentrates on developing solutions</li> <li>- Encourages decision making at lowest possible level</li> </ul>
<b>Delegating</b>	<b>Dependability</b>	<b>Development</b>
<ul style="list-style-type: none"> <li>- Provides subordinates with the resources needed to accomplish results</li> <li>- Encourages subordinates to solve their own problems</li> <li>- Creates a high degree of trust with subordinates</li> </ul>	<ul style="list-style-type: none"> <li>- Fully accepts all responsibilities and meets deadlines</li> <li>- Can be relied upon to accomplish the best possible results</li> <li>- Generates greater success in highly complex situations</li> </ul>	<ul style="list-style-type: none"> <li>- Is eager to participate in professional development programs</li> <li>- Displays an ability to turn weaknesses into strengths</li> <li>- Encourages employees to become promotable</li> </ul>
<b>Environmental, Safety and Security</b>	<b>Evaluation Skills</b>	<b>Goals and Objectives</b>
<ul style="list-style-type: none"> <li>- Closely follows all safety regulations</li> <li>- Excels in accident prevention management</li> <li>- Adheres to all security policies</li> </ul>	<ul style="list-style-type: none"> <li>- Accurately assesses potential</li> <li>- Rates on the basis of performance and not personality</li> <li>- Effectively rates job performance</li> </ul>	<ul style="list-style-type: none"> <li>- Effectively communicates objectives</li> <li>- Sets compelling personal goals</li> <li>- Keeps employees focused on achieving goals</li> </ul>

	<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 Initiative 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 Judgment 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 Learning Ability 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 Maturity 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 Negotiating Skills 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>
<ul style="list-style-type: none"> <li>- Makes the most of organizational energy and potential</li> <li>- Demonstrates a systematic approach in carrying out assignments</li> <li>- Exerts a positive influence on the organizational climate</li> </ul>	<ul style="list-style-type: none"> <li>- Has a calm, even temperament</li> <li>- Is sincere</li> <li>- Possesses all traits associated with excellence</li> </ul>	<ul style="list-style-type: none"> <li>- Persuades with tact</li> <li>- Writes with persuasion</li> <li>- Persuades without antagonizing</li> </ul>
<b>Planning</b>	<b>Potential</b>	<b>Presentation Skills</b>
<ul style="list-style-type: none"> <li>- Effectively plans work schedules to balance peak and slack periods</li> <li>- Keeps comfortably ahead of work schedule</li> <li>- Excels in developing tactical action plans</li> <li>- Is very skilled in turning theory into action plans</li> <li>- Plans for the unexpected</li> <li>- Focuses on the future</li> </ul>	<ul style="list-style-type: none"> <li>- Displays high management potential</li> <li>- Is capable of assuming greater challenges</li> <li>- Displays a high energy potential</li> <li>- Is enhancing growth potential through additional education and training</li> </ul>	<ul style="list-style-type: none"> <li>- Delivers presentations with enthusiasm and energy</li> <li>- Is able to present dry and technical information</li> <li>- Continuously strives to improve presentation skills</li> </ul>
<b>Prioritizing</b>	<b>Problem Solving</b>	<b>Productivity</b>
<ul style="list-style-type: none"> <li>- Excels in eliminating unproductive activities</li> <li>- Recognizes the need to concentrate on people rather than tasks</li> <li>- Is able to distinguish between crucial and trivial</li> <li>- Sees the big picture</li> <li>- Places organizational needs ahead of personal convenience</li> </ul>	<ul style="list-style-type: none"> <li>- Displays a practical approach to solving problems</li> <li>- Effectively solves problems rather than symptoms</li> <li>- Works well with others in solving problems</li> </ul>	<ul style="list-style-type: none"> <li>- Demonstrates consistently distinguished performance</li> <li>- Is an abundant producer</li> <li>- Sustains a high achievement level</li> </ul>
<b>Professionalism</b>	<b>Project Management</b>	<b>Quality</b>
<ul style="list-style-type: none"> <li>- Continuously seeks to broaden professional horizons</li> <li>- Develops the skills needed to maintain the highest standards of professional excellence</li> <li>- Develops enduring professional relationships</li> <li>- Projects poise and authority</li> <li>- Writing reflects a polished professional appearance</li> </ul>	<ul style="list-style-type: none"> <li>- Clearly establishes project goals and objectives</li> <li>- Keeps management fully informed of a project's progress</li> <li>- Is able to keep programs and projects running smoothly</li> </ul>	<ul style="list-style-type: none"> <li>- Is fully committed to quality assurance</li> <li>- Excels in detecting flaws or imperfections</li> <li>- Strives for state-of-the-art perfection</li> </ul>
<b>Resourcefulness</b>	<b>Responsibility</b>	<b>Stress</b>
<ul style="list-style-type: none"> <li>- Effectively matches goals to resources</li> <li>- Effectively assesses employee resources, strengths and competences</li> <li>- Makes optimum use of department resources</li> <li>- Effectively uses all information sources</li> </ul>	<ul style="list-style-type: none"> <li>- Accepts full responsibility for results</li> <li>- Continues to seek and accept responsibility</li> <li>- Seizes responsibility without causing seizures in either subordinates or himself/herself</li> <li>- Eagerly seeks formidable challenges</li> </ul>	<ul style="list-style-type: none"> <li>- Successfully handles multiple demands from superiors and subordinates</li> <li>- Copes effectively with pressures and tensions</li> <li>- Maintains coolness despite annoyances</li> <li>- Works effectively in high pressure situations</li> <li>- Keeps calm and professional under the toughest circumstances</li> <li>- Handles crises with composure</li> <li>- Recognizes stress-related problems</li> <li>- Recognizes the importance of sound physical and mental health for top performance</li> </ul>
<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>
<b>Technical Skills</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>		
<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>	
<b>Writing Ability</b>		