CONTRACT ED CONSULTING SKILLS

Competency

Customer Focus
☐ Knows the needs of the customer
☐ Responsive to customer requests
☐ Resolves problems with the customer
☐ Achieves desired results

Analytical Skills
☐ Able to break down complex information into smaller prices
☐ Uses logic when considering facts
☐ Understands the interrelationship of issues

Interpersonal Skills
☐ Establishes rapport and trust with others
☐ Able to interact effectively with others
☐ Manages conflict well

Adaptability
☐ Adapts to changes in the work environment
☐ Changes approach or method to best fit the situation
☐ Accepts feedback and changes behavior accordingly

Organizing
☐ Able to handle multiple tasks
☐ Delegates work to appropriate person and follows up
☐ Coordinates efforts

Oral Communication
☐ Clearly expresses ideas
☐ Asks questions to ensure understanding

Technical Knowledge
☐ Able to use tools and equipment to get the job done
☐ Understands the business and its market
☐ Knows how the business operates

Sales Ability
☐ Initiates new contracts
☐ Listens to customer needs
☐ Overcomes objections
☐ Responsive to customer questions and problems
Written Communication
- Clearly and concisely expresses concepts in writing
- Uses proper grammar and punctuation
- Presents numerical data effectively

Presentation Skills
- Develops clear and concise presentations
- Able to use software to develop presentation
- Able to effectively deliver presentation to an audience

Planning
- Sets realistic goals
- Able to identify resources needed to get the job done
- Integrates activities across job functions

Project Management
- Develops project plans
- Communicates changes and progress
- Completes projects on time and within budget
- Manages project team activities