

## 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 pieces
- 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