

Confidence

Having a belief in one's own competence and the ability to express one's own point of view to others. It includes being able to function in uncertain situations, being appropriately assertive and taking reasonable chances.

Accountability

A person's willingness to admit mistakes, accept responsibility and learn from them, take constructive feedback, monitor the quality of their work unsupervised; and display an honest and ethical approach to work and others in the workplace.

Time Management

A person's ability to set and follow priorities, properly follow schedules for arrival, breaks, lunch, departure etc. and stay on task in an efficient manner. This includes planning appropriately and meeting deadlines.

Stress Management

A person's ability to experience work place stress without it impacting on their performance or coworkers. It also includes the ability to keep personal stress out of the workplace. It requires that an individual seek help for stress issues in a timely manner.

Teamwork

A person's ability to work cooperatively with others, handle conflict and anger appropriately, communicate effectively, be empathetic and respect differences. (culture, religion, gender, etc.)

Attitude

The way an individual expresses their feelings about a person or work activity. They show their feelings verbally (tone) or behaviourally. (body language) The focus is on how these feelings are expressed.

Presentation

The way a person appears to others in terms of dress and adornments, hygiene, etiquette, manners, and language. Having an awareness of and showing appropriate verbal and non verbal behaviour.

Adaptability

A person's ability to react constructively to both anticipated and unanticipated changes in the workplace, take responsibility to adapt to changes and adjust so as to positively interact with others in a variety of situations.

Motivation

The desire to set and achieve high standards on the job. The desire to be an excellent employee; showing a willingness to put forth the effort to excel. This can include striving for specific goals, showing initiative and self direction without supervision.

