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## *People Skills*

The following is a partial list of "people skills" that are not specific to a single job or task but are applicable to a wide variety of activities and work contexts. Although you probably have not had experience in all of these activities, try to identify those skills that you believe represent your most prominent strengths. Note any recurring themes, (e.g., selling, persuading, meeting the public; or counseling, teaching, mediating).

- **Arranging:** Planning and organizing social functions, events, meetings between specific people.
- **Coaching:** Guiding activities of an athletic team; tutoring in academic subjects or other pursuits on a one-to-one basis.
- **Confronting:** Obtaining information from people who are reluctant to provide it; resolving personal conflicts.
- **Counseling:** Helping people with personal problems, educational plans, life development concerns, career, finances, family matters.
- **Delegating:** Distributing tasks to others; giving responsibility to others on a work team.
- **Entertaining:** Giving parties or social events, speaking before audiences.
- **Explaining:** Justifying one's actions to others, making obscure ideas clear to others.
- **Expressing Feelings:** Disclosing feelings to individuals/groups.
- **Group Facilitating:** Managing the positive interaction of members in a group.
- **Handling Complaints:** Listening and responding to complaints from retail store customers, corporation stockholders, parents of students, etc.
- **Initiating:** Meeting and starting conversations and relationships with strangers.
- **Interviewing:** Evaluating applicants to an organization; obtaining information from others.
- **Investigating:** Seeking information which individuals may attempt to keep secret; seeking the underlying causes of a problem.
- **Locating:** Finding people who are missing, or sources of help.
- **Managing:** Being responsible for the work of others; guiding activities of a team; having responsibility for meeting objectives of an organization or department.
- **Mediating:** Being a peacemaker between conflicting parties: acting as a liaison between competing interests or differing constituencies.
- **Meeting The Public:** Being a receptionist or greeter; giving tours; being the public representative of an agency; selling products in a public place; dealing with the public in a service capacity.
- **Motivating:** Encouraging others to achieve peak physical performances, to make psychological efforts, helping them to overcome their inertia.
- **Negotiating:** Exchanging ideas, information and opinions with others to formulate policies and programs and/or arrive jointly at decisions, conclusions, or solutions.
- **Organizing:** Bringing people together for certain tasks; arranging political activities; planning activities and programs, rousing the public to action.
- **Persuading (Promoting):** Influencing others in favor of a product, service or point of view.
- **Questioning:** Gathering information from people in a creative manner
- **Recruiting:** Attempting to acquire the services of people for an organization.
- **Selling:** Selling ideas through speaking or writing; selling products or services to individuals, or policies to the public.
- **Speaking:** Talking with people to convey or exchange information; includes giving assignments and/or directions to helpers or assistants.
- **Supervising:** Determining or interpreting work procedures for a group of workers, assigning specific duties to them, maintaining harmonious relations among them, and promoting efficiency.
- **Teaching (Instructing, Training, Tutoring):** Teaching individuals to learn certain material or perform certain tasks. Training others through explanation, demonstration, and supervised practice, or making recommendations on the basis of technical disciplines.