

# Skills Analysis Handout: “Share Your Expertise”

## Definition of Skills Based on the Volunteering Program Requirements

### **Active Listening**

Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

### **Coaching and Developing Others**

Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.

### **Establishing and Maintaining Interpersonal Relationships**

Developing constructive and cooperative working relationships with others, and maintaining them over time.

### **Social Perceptiveness and Empathy**

Being aware of others' reactions and understanding why they react as they do. Empathy refers to the ability to feel what another person is feeling. Empathy skills are important for networking, as they make others feel that you understand and can relate to their emotions and experiences.

### **Service Orientation**

Actively looking for ways to help people.

### **Learning Strategies**

Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.

### **Communication**

Communication is the act of exchanging information from one person to another. It involves speaking and empathizing with others to correctly receive the message that the other person is sending and responding accordingly.

### **Social Skills**

These are the verbal and nonverbal skills that you use to interact with others. They include not only words but also gestures, body language and your personal appearance. It also includes friendliness, which conveys honesty and kindness. That, in turn, can create trust and understanding, which can build a strong foundation for a new relationship.

### **Public Speaking Skills**

Public speaking skills can help you be more comfortable if you find yourself talking to a group of people, particularly at a networking event. Even when you're just speaking with another person, one-on-one, public speaking skills can help you improve the way you articulate, helping the person you're speaking with better understand you.

### **Nonverbal Communication**

It's important to be aware of your own body language and any messages you may be sending the person with whom you're speaking. It's also beneficial to be able to read the body language of the person with whom you're speaking. This can tell you if you need to change the way you're expressing your message or alter something else in your communication style.