



# Essential Skills



San Diego  
**Workforce**  
Partnership

While technical skills are what you do at work, essential skills are how you do it. Employers value these skills in their employees—often as much as technical skills. Developing these skills and helping employers to understand your expertise will help you to get a job and make you a superstar in your workplace.

## Emotional Intelligence

Considering the feelings and perspectives of others to infuse empathy and thoughtfulness into all interactions. Working on your own self-awareness to approach situations with humility, kindness and patience.

## Communication

Exchanging information, feelings and meaning in person or digitally through actions, words, body language, listening and writing to achieve understanding among people.



## Creative & Critical Thinking

Using imagination and problem solving to apply knowledge or address challenges in new, exciting and innovative ways. Using reasonable and logical thought to prioritize, make decisions and achieve a desired outcome.

## Collaboration

Building helpful, respectful and productive relationships with others to work toward a common goal. Using strategies that incorporate the ideas of many people and promote agreement or compromise. Listening to critique with openness and approaching conflict with an inclusive, restorative mindset. Leveraging a variety of skills, strengths and diverse backgrounds on a team.



## Dependability

Building trust with others by keeping your word. Being a great manager of your time by planning and controlling how your work time is spent to achieve goals. Meeting deadlines and producing quality work. Taking initiative and working independently to move things forward.

## Resourcefulness

Relentlessly seeking solutions and opportunities. Understanding your own strengths and weaknesses and knowing when to ask for help or lean on another person's expertise. Being a lifelong learner who approaches problems and obstacles with perseverance, adaptability and a make-it-happen mentality.

