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## **Spotlight Jobseekers' Workbook –Aotearoa New Zealand**

Welcome to this Spotlight Jobseekers' Workbook, designed to help you build a **profile of skills that you might overlook when preparing your resumé or taking part in a job interview.**

Some skills can be overlooked, because they are hard to put into words. One way to identify them is by describing activities in which they are used.

You may carry out these activities at home or in doing voluntary community work, or you may have undertaken them in present or previous jobs.

In the checklists that follow, please **tick any activity** that is important in your present life or work, or that was an important aspect of a previous job.

You may wish to use these activities in your resumé.

For example. 'My ability to be aware of contexts and situations allows me to solve problems by sifting key issues from a mass of detail.'

**Skills of shaping awareness**

Please tick the boxes identifying activities that are or have been important in your life or work experience.

Start at the left hand side, moving down the three activities in the group, and then do the same for each group, moving towards the right hand side of the page.

**A1. Sensing contexts or situations**

<b>Learn</b>	<b>Do fluently</b>	<b>Solve new problems</b>	<b>Share solutions with others</b>	<b>Expertly create a system</b>
Build up understanding of worksite, resources, contacts, roles and rules. <input type="checkbox"/>	Adapt and apply knowledge and skills gained outside this workplace. <input type="checkbox"/>	Piece together information and perspectives from various sources to solve a problem. <input type="checkbox"/>	Use ways of exchanging rapid updates with colleagues. <input type="checkbox"/>	Use your understanding of the organisation's priorities to influence decisions. <input type="checkbox"/>
Build up a general understanding of terms and technology used by specialists. <input type="checkbox"/>	Adapt to the styles of different work groups <input type="checkbox"/>	Use your knowledge of the work and its contexts to anticipate and avoid problems. <input type="checkbox"/>	Share problem-solving ideas with colleagues. <input type="checkbox"/>	Develop a system where you can exchange information on new developments inside and outside the organisation. <input type="checkbox"/>
Learn about the wider work contexts by observation, questions, reading and reflection. <input type="checkbox"/>	Automatically pick up and adapt to changes in the work flow, demands etc. <input type="checkbox"/>	Solve problems by sifting key issues from masses of detail. <input type="checkbox"/>	Share information about new developments relevant to your work. <input type="checkbox"/>	Bring together people with knowledge and experience to help find ways of addressing issues for the organisation. <input type="checkbox"/>

**Skills of shaping awareness**

Please tick the boxes for work activities you have undertaken. Tick all applicable boxes in each group that describe skills that you have used in your experience.

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**A2. Monitoring and guiding reactions**

Learn	Do fluently	Solve new problems	Share solutions with others	Expertly create a system
Learn to recognise and set aside your own pre-judgments of people or situations. <input type="checkbox"/>	Recognise provocations and avoid responding to them. <input type="checkbox"/>	Filter information to make it clear and relevant to a range of people. <input type="checkbox"/>	Be aware of the work group's emotional under-currents, strengths and needs. <input type="checkbox"/>	Know when to persevere and when to let go of a system change you are seeking to introduce. <input type="checkbox"/>
Develop insights into the reasons for difficult behaviour. <input type="checkbox"/>	Remind others how to behave in challenging situations. <input type="checkbox"/>	Filter information according to how it will be received by those receiving it. <input type="checkbox"/>	Work with colleagues to identify and deal with causes of difficulties. <input type="checkbox"/>	Develop methods for monitoring others' perceptions of an initiative, to clear up misinterpretations. <input type="checkbox"/>
Learn to control your reactions to difficult or disturbing work situations. <input type="checkbox"/>	Automatically check your own and co-workers' reactions to difficult situations. <input type="checkbox"/>	Cope with large tasks by breaking them into small steps. <input type="checkbox"/>	Prepare for a key event by checking through all the steps and gaining reliable feedback. <input type="checkbox"/>	Foresee potential difficulties with a policy proposal and find ways of addressing them in advance. <input type="checkbox"/>

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**A3. Judging impacts**

Learn	Do fluently	Solve new problems	Share solutions with others	Expertly create a system
Learn to predict how your responses to a situation will affect the reactions of other people. <input type="checkbox"/>	Observe when someone is beginning to be uncomfortable with what you are saying or doing. <input type="checkbox"/>	Assess how unwelcome news will be received, picking the right moment and monitoring the response. <input type="checkbox"/>	Regularly summarise your understanding of what is going on in order to check that others agree. <input type="checkbox"/>	Set up processes for robust evaluation of the impact of the organisation's work, using a range of methods. <input type="checkbox"/>
Learn to screen worrying or unsettling work processes from others. <input type="checkbox"/>	Automatically minimise others' fear or shame. <input type="checkbox"/>	If aspects of your job are stressful to clients, carry out your work whilst chatting to relax them. <input type="checkbox"/>	Help create a supportive context for giving and receiving feedback. <input type="checkbox"/>	Perceive flow-on impacts of decisions on other parts of the family, group, community or organisation. <input type="checkbox"/>
Learn to read a situation and consider consequences before responding. <input type="checkbox"/>	Automatically act to reduce the stress of others. <input type="checkbox"/>	When coming up with a solution to a problem, test your ideas by listening, observing and reflecting. <input type="checkbox"/>	Work with others to constructively challenge practices that compromise the safety or dignity of others. <input type="checkbox"/>	Create a system for identifying and addressing unintended outcomes of your organisation's work. <input type="checkbox"/>

**Skills of interacting and relating**

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**B1. Negotiating boundaries**

Learn	Do fluently	Solve new problems	Share solutions with others	Expertly create a system
Learn to establish the boundaries of your role when responding to requests from family, clients or colleagues. <input type="checkbox"/>	Communicate clear and consistent limits in a way that gains acceptance. <input type="checkbox"/>	Find a pleasant way to refuse requests that would deflect from meeting deadlines. <input type="checkbox"/>	Share knowledge and experience with people who do not accept your authority. <input type="checkbox"/>	Carry a proposal forward by networking with key stakeholders. <input type="checkbox"/>
Learn to allow upset people to calm down before trying to help. <input type="checkbox"/>	Cultivate useful working relations with people who will help get things done. <input type="checkbox"/>	Confront problems quickly and directly (for example, 'You aren't going to want to hear this, but ...'). <input type="checkbox"/>	Give others space to learn and make mistakes. <input type="checkbox"/>	Gain support for a change proposal by testing the idea with key people. <input type="checkbox"/>
Learn to gain understanding and consent by explaining each step of a process. <input type="checkbox"/>	Provide support unobtrusively to enhance others' independence. <input type="checkbox"/>	Maintain good-will, whilst not giving way on bottom line solutions. <input type="checkbox"/>	Constructively give and receive feedback in unequal power situations. <input type="checkbox"/>	Provide a sense of direction that energises others. <input type="checkbox"/>

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**B2. Communicating verbally and non-verbally**

Learn	Do fluently	Solve new problems	Share solutions with others	Expertly create a system
Learn to interpret tone of voice and body language. <input type="checkbox"/>	Interpret the needs and intentions of people who have restricted verbal language. <input type="checkbox"/>	Adapt how much you say to the varying attention spans of different listeners. <input type="checkbox"/>	Solve technical problems for non-experts by using familiar examples and language. <input type="checkbox"/>	Crystallise the views of a diverse audience. <input type="checkbox"/>
Learn to use conversation or tone of voice to put people at ease, keep their spirits up or allow closure. <input type="checkbox"/>	Use listening skills, allowing people to talk through their concerns. <input type="checkbox"/>	Pitch your use of language and terminology according to your listeners' levels of understanding. <input type="checkbox"/>	Coin catchphrases that will serve as a shared guide to action. <input type="checkbox"/>	Use understanding of community issues to acceptance by a range of audiences. <input type="checkbox"/>
Learn to set out concepts clearly and logically using written and spoken language and other media. <input type="checkbox"/>	Use reassuring and respectful touch (when appropriate), to convey or gain information. <input type="checkbox"/>	Overcome communication problems by translating, eg, between children and experts. <input type="checkbox"/>	Help your work group to build the right kind of environment for clients and co-workers. <input type="checkbox"/>	Help build a consistent, aesthetic and ethical communication style for the organisation. <input type="checkbox"/>

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**B3. Connecting across cultures**

Learn	Do fluently	Solve new problems	Share solutions with others	Expertly create a system
Learn the rules for interacting appropriately in intercultural situations. <input type="checkbox"/>	See your own behaviour from the perspective of Māori or another culture. <input type="checkbox"/>	Solve issues with colleagues or clients by approaching them from a Māori perspective. <input type="checkbox"/>	Listen attentively to key in to the sub-text and dynamics of gatherings based on te reo Maori or another language or culture. <input type="checkbox"/>	Work with people from diverse backgrounds to help overcome systemic barriers. <input type="checkbox"/>
Learn to interact easily and respectfully with people from diverse cultures. <input type="checkbox"/>	Identify the correct contact people for the communities and cultures you serve. <input type="checkbox"/>	Work effectively with people who have different approaches to time. <input type="checkbox"/>	Incorporate elements of Maori or other languages of your client groups (such as NZ sign language) into your work practices <input type="checkbox"/>	Work at a systems level to implement Treaty principles of partnership, participation and protection of Maori interests. <input type="checkbox"/>
Learn protocols for respectful use of traditional knowledge. <input type="checkbox"/>	Speak and act in a way that fits with Māori kaupapa and values. <input type="checkbox"/>	Help negotiate solutions to problems caused by disability or cultural misunderstandings. <input type="checkbox"/>	Informally interpret or mediate between colleagues and members of cultural communities. <input type="checkbox"/>	Develop the expertise (eg through cultural immersion) to build appropriate programs for all users. <input type="checkbox"/>

**Skills of coordinating**

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**C1. Sequencing and combining activities**

Learn	Do fluently	Solve new problems	Share solutions with others	Expertly create a system
Develop a list of contacts, definitions, reminders and shortcuts to help streamline work. <input type="checkbox"/>	Notice what needs to be done and automatically do it, so that no-one notices until you are absent. <input type="checkbox"/>	Assess urgency and importance of simultaneous calls on attention, any of which could become a crisis. <input type="checkbox"/>	Exchange tricks of the trade and ideas for shortcuts with colleagues. <input type="checkbox"/>	Embed useful elements of your own systems and codes in the organisation's programmes. <input type="checkbox"/>
Learn to incorporate new tools and techniques into work processes. <input type="checkbox"/>	Respond to a range of demands by slotting each request into the day. <input type="checkbox"/>	As new demands arise during the day, frequently re-prioritise tasks to keep within deadlines. <input type="checkbox"/>	Plan team briefings by using a clear, logical and streamlined sequence. <input type="checkbox"/>	Maintain a range of initiatives, switching attention among them. <input type="checkbox"/>
Learn to sort your own tasks according to importance and urgency. <input type="checkbox"/>	If interrupted, carry the idea and get back quickly the same point. <input type="checkbox"/>	Think quickly on your feet when faced with unexpected developments in the course of an activity. <input type="checkbox"/>	Develop codes for recording key details of events as they happen to allow effective follow-up. <input type="checkbox"/>	Map long-term goals, to help align them with organisational realities. <input type="checkbox"/>

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**C2. Interweaving your activities smoothly with those of others**

Learn	Do fluently	Solve new problems	Share solutions with others	Expertly create a system
Learn to keep notes of loose ends that need to be followed up with other people. <input type="checkbox"/>	Use knowledge of systems operate to ensure that issues are followed through to closure. <input type="checkbox"/>	Monitor each step of a group work process so that everything is at hand for individuals with varying work styles. <input type="checkbox"/>	Develop shared information exchange systems, such as mental maps, flow-charts, coding systems, templates or automated spreadsheets. <input type="checkbox"/>	Create systems for sharing innovations or solutions to intractable problems. <input type="checkbox"/>
Learn the best timing and approach in interrupting others and when not to interrupt. <input type="checkbox"/>	Automatically check to prevent duplicating the work of others. <input type="checkbox"/>	Carry out all steps to ensure legal and safe procedures in a rapidly changing situation. <input type="checkbox"/>	Calmly and effectively mobilise support networks for quick response to a crisis. <input type="checkbox"/>	Develop networks or procedures for accessing, tracking, sharing and building on solutions. <input type="checkbox"/>
Learn to record information accurately and to convey it to relevant people in a timely way. <input type="checkbox"/>	Use general familiarity with the work process to stand in for others at short notice. <input type="checkbox"/>	Reorganise the weekly plan with others as new demands crop up, adapting your intentions and timing. <input type="checkbox"/>	Organise your long-term work cycle to be available to others at key times. <input type="checkbox"/>	Develop a system for maintaining long-term key records. <input type="checkbox"/>

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**C3. Maintaining and/or restoring workflow**

Learn	Do fluently	Solve new problems	Share solutions with others	Expertly create a system
Learn to patch up minor misunderstandings before they escalate. <input type="checkbox"/>	Fix up things that have not been followed through, without undermining others. <input type="checkbox"/>	Identify minor issues that have the potential to grow into bigger problems and act to prevent this. <input type="checkbox"/>	Cooperate to find a way around or through obstacles. <input type="checkbox"/>	Research underlying causes of bottlenecks and negotiate solutions. <input type="checkbox"/>
Learn to rebalance and refocus quickly after something goes wrong. <input type="checkbox"/>	Ensure co-workers are notified if equipment faulty and arrange for it to be fixed. <input type="checkbox"/>	Develop your own tracking system to make sure procedures have been followed. <input type="checkbox"/>	Find ways to optimise resources. <input type="checkbox"/>	Ensure backup systems are in place. In case of system breakdown. <input type="checkbox"/>
Learn the steps to follow in dealing calmly with an emergency. <input type="checkbox"/>	Plan to ensure that all needs of a dependent client will be met between meetings. <input type="checkbox"/>	Make safe decisions in situations where information is ambiguous, rapidly changing or unavailable. <input type="checkbox"/>	Develop and share techniques for solving problems under high pressure. <input type="checkbox"/>	Work to maintain continuity and stability as well as responsiveness to change. <input type="checkbox"/>

**Congratulations! You have finished the Workbook and are ready to use the results...**