



READY *to* ROAR

CAREER PROFICIENCIES

WHAT IS COMMUNICATION: THE ABILITY TO EFFECTIVELY CONVEY INFORMATION, CONCEPTS, OPINIONS, AND THOUGHTS IN A PROFESSIONAL OR EDUCATIONAL SETTING.

COMMUNICATION | ORAL COMMUNICATION | WRITTEN COMMUNICATION

SAMPLE BEHAVIORS

- Ask **appropriate questions** for specific information from faculty, supervisors, and others.
- **Translate content** to multiple audiences.
- Employ **active listening, persuasion, and influencing** skills.
- **Frame communication** with respect to diversity of learning styles, varied individual communication abilities, and cultural differences.
- Present **prepared, purposeful presentations** designed to increase knowledge, to foster understanding, or to promote change.

WHERE TO BUILD IT...

- Class projects
- Student employment
- Communication Across the Curriculum (CxC)
- Resident Assistant roles
- Student research
- Student organizations
- Professional internships



HOW TO TALK ABOUT IT

Resume Bullet Examples | *Communication*

- **Designed and presented** final capstone project findings to class of 30 colleagues as a culmination of 10-week research experiment.
- **Welcomed** students into the Career Center, answered questions if possible or directed students to appropriate resource.
- **Communicated** with cross-functional teams to create and share clear and concise social media messaging that aligned with the company's brand voice.
- **Responded** to parent and student questions via phone and email on behalf of the Office of Residential Life.
- **Authored** report on equipment test results to inform Boston Scientific staff on state of equipment.
- **Tailored** communication and explanations to students based on current level of understanding.
- **Emphasized** product features to customers based on analysis of needs and knowledge of product.

HOW EMPLOYERS ASK

- Can you describe a situation in which you were able to **win over a difficult customer**?
- How do you **adapt your communication style** to different audiences?
- How do you **build rapport** with others?
- Can you give an example of a time when you **used your written communication skills** to achieve a positive outcome?
- How do you ensure that your verbal communication is **clear, concise, and engaging**?
- Tell me about a time you went out of your way to **understand another person's perspective**?



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WHAT IS TEAMWORK: THE ABILITY TO BUILD AND MAINTAIN COLLABORATIVE RELATIONSHIPS TO WORK EFFECTIVELY TOWARD COMMON GOALS, WHILE APPRECIATING DIVERSE VIEWPOINTS AND SHARED RESPONSIBILITIES.

TEAMWORK | COLLABORATION

SAMPLE BEHAVIORS

- Listen carefully to others, **taking time to understand** and ask **appropriate questions** without interrupting.
- Effectively **manage conflict**, interact with and respect diverse personalities, and meet ambiguity with resilience.
- **Be accountable** for individual and team responsibilities and deliverables.
- Employ personal strengths, knowledge, and talents to **complement those of others**.
- Exercise the ability to **compromise and be agile**.
- Collaborate with others to **achieve common goals**.
- Build **strong, positive working relationships** with supervisor and team members/coworkers.

HOW EMPLOYERS ASK

- How do you communicate effectively with team members from **different backgrounds and disciplines**?
- Describe a situation when you were able to **help a team member or peer**.
- Tell me about a time when you **worked on a successful team project**. What was your role in the team, and what did you contribute to the team's success?
- How do you ensure that **all team members' ideas** are heard and considered?
- Can you give me an example of a time when you had to **compromise your ideas** for the success of the overall team's project?

WHERE TO BUILD IT...

- Student organizations
- Intramural sports
- Class projects
- Student-athletics
- Service learning
- Student employment



HOW TO TALK ABOUT IT

Resume Bullet Examples | *Teamwork*

- **Worked** closely with other team members on a semester-long software engineering project, delivering a high-quality product on time and within budget.
- **Served as team leader** for a group of 10 students in a business case competition, guiding the team to a 2nd place finish.
- **Organized and facilitated** weekly team meetings to discuss progress on a research project, ensuring that all team members were aligned and on track.
- **Volunteered with** a team of students to provide free tutoring services to underprivileged children in the community, helping to improve their academic performance.
- **Collaborated with** fellow Executive Board members to plan out semester activities for 100-member chapter.
- **Brainstormed ideas with** a team of 5 to create better working and living environment as a Resident Assistant.
- **Helped adviser train staff** on how to use online programs and assigned staff members to roles that best suit skill sets.



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WHAT IS LEADERSHIP: RECOGNIZE AND CAPITALIZE ON PERSONAL AND TEAM STRENGTHS TO ACHIEVE ORGANIZATIONAL GOALS. THE ABILITY TO INFLUENCE AND MOTIVATE OTHERS TO ACHIEVE A COMMON GOAL.

LEADERSHIP | INITIATIVE | WORK ETHIC

SAMPLE BEHAVIORS

- **Inspire, persuade, and motivate** self and others under a shared vision.
- Seek out and leverage **diverse resources and feedback** from others to inform direction.
- Use **innovative thinking** to go beyond traditional methods.
- Serve as a role model to others by approaching tasks with **confidence and a positive attitude**.
- Motivate and inspire others by encouraging them and by **building mutual trust**.
- **Plan, initiate, manage, complete** and **evaluate** projects.

WHERE TO BUILD IT...

- Student organization executive boards
- Student-athletics
- Volunteer positions
- Resident assistant
- Student employment
- Class projects



HOW TO TALK ABOUT IT

Resume Bullet Examples | Leadership

- **Oversaw** floor meetings and floor programs to inform and entertain residents.
- **Recognized and responded** effectively in emergencies.
- **Enforced** all aquatic facility policies, rules, and regulations.
- **Led** monthly meetings with 11 staff members and adviser to share updates and determine progress.
- **Managed** flag football and soccer programs supervising more than 60 teams, 900 children, and 120 volunteers.
- **Supervised** 20+ referees, facilities management staff, marketing staff, and public relations staff.
- **Coached** students to develop study schedule to increase time management skills.
- **Managed and assisted** the day-to-day activities of the Advertising Account Executives, including collecting all unpaid accounts over 60 days past due.
- **Independently led** fourth grade classroom of 30 students for 12 days in urban, public elementary school.

HOW EMPLOYERS ASK

- Tell me about a time when you **took the lead** on a team project.
- Describe a situation in which your efforts **influenced the actions** of others.
- Guide me through a situation where you had to **motivate others** to achieve a common end goal.
- Tell me about a time when you **faced a lot of challenges** in your work. How satisfied were you with the end results and why?
- How have you served as a role model for your peers in a **non-leadership role**?



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WHAT IS CRITICAL THINKING: THE ABILITY TO IDENTIFY AND RESPOND TO NEEDS BASED UPON AN UNDERSTANDING OF SITUATIONAL CONTEXT & LOGICAL ANALYSIS OF RELEVANT INFORMATION. ABILITY TO THINK CLEARLY AND RATIONALLY TO MAKE DECISIONS

INQUIRY & ANALYSIS | QUANTITATIVE & FORMAL REASONING | ATTENTION TO DETAIL

SAMPLE BEHAVIORS

- Make decisions and solve problems using **sound, inclusive reasoning and judgment.**
- Gather and analyze information from a **diverse set of sources and individuals** to fully understand a problem.
- **Proactively anticipate** needs and prioritize action steps.
- Accurately summarize and interpret data with an **awareness of personal biases** that may impact outcomes.
- Effectively communicate actions and rationale, **recognizing the diverse perspectives** and lived experiences of stakeholders.
- Multi-task well in a **fast-paced environment.**

WHERE TO BUILD IT...

- Classroom discussions
- Research projects
- Front Desk Assistant roles
- Customer Service roles
- Supplemental Instructor roles



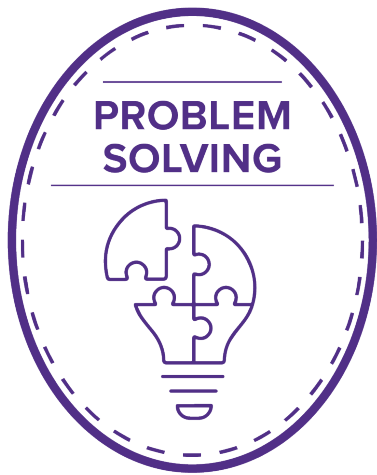
HOW TO TALK ABOUT IT

Resume Bullet Examples | *Critical Thinking*

- **Strategically** evaluated materials submitted to determine placement and flow in yearbook.
- **Resolved** customer concerns effectively and with a high level of customer service.
- **Analyzed data** on a monthly basis to showcase progress of each specimen and overall project.
- **Tailored** communication and explanations to students based on current level of understanding.
- **Researched and developed** a counselor mentoring program for new staff members to provide additional training and support.
- **Creatively planned and implemented** residential programs that focused on social and academic success.
- **Analyzed** customer purchase history using sales tracking database to produce product ordering guidelines for a local small business.
- **Conducted** extensive research on foreign companies and international trade for capstone project.

HOW EMPLOYERS ASK

- Tell me about a time that you **used data to make an informed decision** about your next steps in a project?
- Describe a time when you had to come up with a **creative solution** to a problem.
- How do you **effectively gather information** to make well informed decisions?
- Recall a time when your education and experiences **did not prepare you** for a task. What did you do?
- Can you give me an example of a time when your attention to detail **prevented a mistake or error?**



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WHAT IS PROBLEM SOLVING: THE PROCESS OF DESIGNING, EVALUATING, AND IMPLEMENTING A STRATEGY TO ANSWER AN OPEN-ENDED QUESTION OR ACHIEVE A DESIRED GOAL. PROBLEM SOLVING IS A COMPLEX SKILL THAT REQUIRES A COMBINATION OF CRITICAL THINKING, CREATIVITY, AND ANALYTICAL SKILLS.

PROBLEM SOLVING | ETHICAL REASONING | CONFLICT MANAGEMENT | CREATIVITY

SAMPLE BEHAVIORS

- Develop an **action plan** to address a problem in an ethical and reasonable manner.
- Listen to multiple parties, evaluate their complaints, and **identify possible solutions**.
- Suggest **multiple creative options** on a team project.
- Manage conflict **empathetically**, ensuring that all parties feel valued and heard.
- Identify **areas of growth** in an organization and implement the plan to affect growth.
- Respond to changes **in real time** to not impede progress towards a goal.

WHERE TO BUILD IT...

- Research (LSU Discover)
- Roommate conflicts
- Student organization judicial roles
- Student employment
- Professional internships
- Class projects



HOW TO TALK ABOUT IT

Resume Bullet Examples | *Problem Solving*

- **Generated** creative solutions to solve new problems that arose on the job.
- **Benchmarked** with competitors and compiled into a 20-minute presentation for 11+ sales directors.
- **Tested** a variety of equipment using factors such as three-point bed, torque, and column strength.
- **Provided** product recommendations to increase customer satisfaction and managed customer complaints.
- **Researched** appropriate product materials based on needed strength and heat endurance.
- **Counseled** residents in the process of resolving interpersonal conflicts between roommates and suite members.
- **Assessed** student progress and incorporated new techniques and language to explain complex content.
- **Managed** restaurant seating chart and ensured that all servers received the appropriate amount of customers throughout every shift.

HOW EMPLOYERS ASK

- Tell me about a **major conflict** you recently handled. Were you successful in resolving it?
- Have you ever been in a situation where you had to act based on your **morals vs popular opinion**?
- Describe a situation that required **several things to be done** at the same time.
- Guide me through an experience where you had to **anticipate the needs of someone else** and create a plan to effectively address those needs.
- Can you describe a time when you had to **multitask effectively**?



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WHAT IS CIVIC ENGAGEMENT: WORKING TO MAKE A DIFFERENCE IN THE CIVIC LIFE OF OUR COMMUNITIES AND DEVELOPING THE COMBINATION OF KNOWLEDGE, SKILLS, VALUES, AND MOTIVATION TO MAKE THAT DIFFERENCE.

SAMPLE BEHAVIORS

- Understand the importance of being an **active member** of one's community.
- Volunteer one's time to **non-profit or community organizations**.
- **Stay informed** about issues facing their community.
- Make an effort to **vote and cast their ballots** in every election.
- Not afraid to **take action** when they notice a problem in their community.
- Motivated to **make a difference** in their community.

WHERE TO BUILD IT...

- Volunteer LSU
- Service Learning courses
- Student organizations
- Cultural Center programs
- Student Government
- Geaux Vote



HOW TO TALK ABOUT IT

Resume Bullet Examples | *Civic Engagement*

- **Read** to a third grader from a local elementary school multiple times a week during the school year.
- **Mentored** a high school senior as they prepared for college application process.
- **Organized** a voter registration event that was hosted in Free Speech Alley through the Geaux Vote student organization.
- **Collaborated** with a team of five other students to organize a Governor Debate watch party and post-debate panel discussion.
- **Sorted** food donations at the LSU Food Pantry as part of a service-learning course.
- **Checked-in** race participants at the Susan G. Komen 5k Race hosted by Zeta Tau Alpha sorority.

WHY EMPLOYERS CARE

- Can you tell me about a time when you had a **meaningful impact** on your local community?
- How do you believe you are leaving LSU a **better place** than when you arrived?
- Why do you think a company should be **involved in its community**?
- What are some ideas you have for **increasing civic engagement** in your community?
- Describe a time when you motivated others to **support a cause** that was important to you?



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WHAT IS DIGITAL LITERACY: UNDERSTAND HOW TO UTILIZE AND LEVERAGE TECHNOLOGY TO SOLVE PROBLEMS EFFICIENTLY AND ETHICALLY.

DIGITAL LITERACY | TECHNOLOGY

SAMPLE BEHAVIORS

- Navigate change and be **open to learning** new technologies.
- Use technology to **improve efficiency** and productivity.
- Manipulate information, construct ideas, and use technology to **achieve strategic goals**.
- Identify **appropriate technology** for completing specific tasks.
- Utilize **Artificial Intelligence (AI) systems** in appropriate and ethical settings.
- Quickly adapt to **new or unfamiliar technologies**.
- Effectively communicate through **multiple digital platforms**.

WHERE TO BUILD IT...

- Personal learning
- Class projects
- LSU Continuing Education courses
- Student organization social media roles
- Informational interviews
- Professional internships
- Student employment
- Microcredentials



HOW TO TALK ABOUT IT

Resume Bullet Examples | *Digital Literacy*

- **Utilized** Excel to analyze customer user data for local small businesses as part of Business class project.
- **Earned** multiple Microsoft Certifications through LinkedIn Learning platform.
- **Trained** new staff on point of sales operating system that restaurant uses to manage to go orders.
- **Quickly adapted** to new software tracking system implemented within the accounting department.
- **Directed** social media communication plan for 200-person student organization, responsible for advertising events and recruiting new members.
- **Presented** research paper on the ethical uses of ChatGPT and other AI tools by high school students in Louisiana.
- **Managed** the social media accounts for the Greater Baton Rouge Zoo.

WHY EMPLOYERS CARE

- Describe how you've gone about **learning a new technical skill or digital tool** quickly?
- What are your thoughts on the **future of work** and how technology will impact it?
- How can one **effectively use Artificial Intelligence (AI) tools** to make our individual jobs easier?
- Sometimes complex projects require additional expertise. Describe a situation when you had to **request help or assistance** with one of your projects or assignments.
- Can you tell me about a time when you used technology to **improve a process** or solve a problem?



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WHAT IS GLOBAL LEARNING: EXAMINE AND THINK DEEPLY ABOUT COMPLICATED, CONNECTED WORLDWIDE SYSTEMS AND THEIR EFFECTS ON PEOPLE'S LIVES AND THE SUSTAINABILITY OF THE EARTH.

SAMPLE BEHAVIORS

- Ability to **connect one's actions** to the wider societal or company impact.
- Take **informed and responsible action** to address challenges.
- Analyze ways that **human actions influence** the natural and human world.
- Explain the **ethical, social, and environmental consequences** of local and national decisions.
- Identify and explains **multiple perspectives** when exploring issues.

WHERE TO BUILD IT...

- Student government
- Greek Life Judicial Board
- International Cultural Center events
- Peace Corps prep program
- Volunteer LSU
- Study Abroad programs
- Undergraduate research
- Student organizations



HOW TO TALK ABOUT IT

Resume Bullet Examples | *Global Learning*

- **Presented** Judicial Board rulings to membership after hearing reports from all sides of incidents involving individual members.
- **Identified** quality proposals and allocated funds for the Campus Sustainability Grant through Student Government.
- **Volunteered** at the Latin Heritage Festival and other events through the International Cultural Center.
- **Visited** multiple non-profits to understand issues facing local populations while on study abroad trip to Spain.
- **Presented** research on the impacts of state led coastal restoration on indigenous cultural historic sites.

WHY EMPLOYERS CARE

- Can you describe an experience where you had to consider **different points of view** before making a decision?
- Tell me about a time when the **cultural differences** of team members led to a better result of a project?
- Can you recall the last time when you were **curious about something** and went out of your way to learn more about it.
- How do you **stay aware of your own biases** and how they might impact your interactions with others?
- What are some strategies you use to stay motivated and engaged in **continuing to learn in your life**?



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WHAT IS INTERCULTURAL KNOWLEDGE: DEMONSTRATE THE AWARENESS, ATTITUDE, KNOWLEDGE AND BEHAVIORAL SKILLS REQUIRED TO EQUITABLY ENGAGE AND INCLUDE PEOPLE FROM DIFFERENT LOCAL AND GLOBAL CULTURES

EQUITY & INCLUSION | OPENNESS TO UNDERSTANDING OTHERS | ADVOCACY

SAMPLE BEHAVIORS

- Solicit and use feedback from **multiple cultural perspectives** to make inclusive and equity-minded decisions.
- Actively contribute to inclusive and equitable practices that **influence individual and systemic change**.
- Advocate for **inclusion, equitable practices, justice, and empowerment** for historically marginalized communities.
- Seek **global cross-cultural interactions and experiences** that enhance one's understanding of people from different demographic groups and that leads to personal growth.
- Keep an open mind to diverse ideas and **new ways of thinking**.
- Identify resources and **eliminate barriers** resulting from individual and systemic racism, inequities, and biases.

WHY EMPLOYERS CARE

- Tell me about a time where you went out of your way to ensure that a peer felt like they **mattered & belonged**.
- Interacting with others can be challenging at times. Describe a situation when you wished you had **acted differently** with someone.
- Describe a time when you worked to alleviate a problem that **someone else was struggling to solve**?
- Can you share an example of a time when you worked with someone from a **different background** than yours? What did you learn from the experience?
- How do you ensure that a client or colleague's opinions are **heard and valued** during a discussion?

WHERE TO BUILD IT...

- Cultural Center programs
- Student organizations
- Volunteer LSU
- Resident Assistant /Ambassador roles/ Student Government
- Customer service positions
- Class projects
- Service Learning courses
- Student exchange programs



HOW TO TALK ABOUT IT

Resume Bullet Examples | Intercultural Knowledge

- **Led** a team of 10 diverse students in developing and implementing a diversity and inclusion training program for the university community.
- **Organized and facilitated** a series of workshops on intercultural awareness and communication for my sorority's membership.
- **Volunteered** with a local refugee resettlement agency, providing English language instruction and cultural support to new arrivals.
- **Provided** high level customer service to a broad diverse group of clients in a fast-paced work environment.
- **Hosted** multiple programs highlighting the diverse cultures of students living in the East Campus Apartments on campus.



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WHAT IS SELF AWARENESS: THE ABILITY TO IDENTIFY, ARTICULATE, AND DEVELOP ONE'S VALUES, INTERESTS, SKILLS, STRENGTHS, KNOWLEDGE, & EXPERIENCES RELEVANT TO PERSONAL GROWTH AND PROFESSIONAL SUCCESS.

PROFESSIONALISM | CAREER & SELF-DEVELOPMENT | EMOTIONAL INTELLIGENCE | TIME MANAGEMENT

SAMPLE BEHAVIORS

- Act equitably with **integrity and accountability** to self, others, and the organization.
- Maintain a **positive personal brand** in alignment with organization and personal career values.
- Be **present and prepared**.
- Demonstrate **dependability** (e.g., report consistently for work or meetings).
- Prioritize and complete tasks to **accomplish organizational goals**.
- Consistently **meet or exceed goals** and expectations.
- Have an **attention to detail**, resulting in few if any errors in work.
- Show a high level of **dedication** toward doing a good job.

WHERE TO BUILD IT...

- Student employment
- Professional internships
- Center for Academic Success
- Wellness activities
- Engaged Citizens program
- Class discussions



HOW TO TALK ABOUT IT

Resume Bullet Examples | *Self Awareness*

- **Adapt** personal communication style to meet the needs of each individual fifth grader on elementary basketball team.
- **Balance** a full-time student course load with the requirements of being a Division 1 Student-Athlete, including team meetings, volunteer opportunities, practices, and team travel.
- **Sought out** opportunities to learn new skills when tasks were slow at the office.
- **Recognized** mistakes and identified ways to address and rectify without oversight.
- **Represented** my student organization chapter at a national leadership conference, participating in multiple case study activities to build leadership skills.
- **Effectively communicated** with a multi-disciplinary team of engineering students on a yearlong capstone project.

WHY EMPLOYERS CARE

- Tell me about a time when you had to put in **more effort** on a project than you initially expected.
- Describe a time when you **made a mistake** and how you went about rectifying the situation.
- What **unique skills and abilities** do you feel make you qualified for this position?
- What motivates you to put forth your **greatest effort**?
- Guide me through yesterday (or last week) and tell me **how you planned** the day's (or week's) activities.