

Keywords and Sample Phrases to use in your CV

Communication Skills

Action Verb	Action Verb	Sample Phrases
Advised	Listened	I assessed the long term impact of x on the organisation and advised the executive team on critical issues we would face
Arbitrated	Marketed	
Briefed	Mediated	I regularly demonstrated our range of merchandise to potential clients, giving me an opportunity to show my product knowledge
Corresponded	Moderated	
Demonstrated	Negotiated	I interpreted a set of complex results, before making an objective conclusion
Described	Persuaded	
Discussed	Presented	I negotiated three multimillion pound contracts for my company
Drafted	Promoted	
Edited	Proposed	I presented my findings at the senior team meeting
Explained	Publicised	
Formulated	Reconciled	
Influenced	Responded	
Interacted	Reported	
Interpreted	Summarised	
Lectured	Translated	

Team working Skills

Action Verb	Action Verb	Sample Phrases
Accommodated	Encouraged	I aided the new employee to settle into our team quickly, and helped them to feel more welcome
Adapted	Facilitated	
Advocated	Fostered	I collaborated with others from different departments to gather as many ideas as possible, and participated in a brainstorming process
Aided	Guided	
Answered	Helped	I cooperated with the others in my team, actively listening and supporting their ideas
Arranged	Instructed	
Assessed	Mediated	I fostered positive relationships within my team, unifying them after a difficult time
Assisted	Mentored	
Cared for	Motivated	I motivated everyone to join in, and made sure that everyone in the team contributed their ideas
Clarified	Participated	
Coached	Partnered	
Collaborated	Presented	
Contributed	Supplied	
Cooperated	Supported	
Counselled	Unified	

Creativity Skills

Action Verb	Action Verb	Sample Phrases
Acted	Formulated	I combined four repetitive forms to develop a single, concise one
Adapted	Illustrated	
Combined	Introduced	
Conceptualised	Invented	I designed a new training package, to improve understanding of the use of digital technology in our department
Created	Modelled	
Designed	Modified	
Developed	Performed	
Directed	Photographed	I illustrated areas of strength and possible areas of development in a meeting with my team manager
Displayed	Planned	
Drew	Revised	
Entertained	Shaped	
Fashioned	Solved	I revised our current work processes, and planned new developments to help improve efficiency

Organisation Skills

Action Verb	Action Verb	Sample Phrases
Adjusted	Inventoried	I adjusted the staffing schedule to meet fluctuating demands
Arranged	Maintained	
Budgeted	Monitored	
Calculated	Organised	I consolidated four separate operations in Sheffield and Manchester into one centralised unit
Catalogued	Planned	
Charted	Prepared	
Classified	Prioritised	I distributed weekly bulletins to the team reflecting progress
Collected	Processed	
Compiled	Purchased	
Consolidated	Recorded	I implemented a new system across the department to improve overall productivity
Correlated	Registered	
Distributed	Reviewed	
Filed	Scheduled	I reviewed all of my outstanding tasks, and prioritised them by importance and urgency
Implemented	Tabulated	
Integrated	Validated	

Developing Others

Action Verb	Action Verb	Sample Phrases
Adapted	Facilitated	I coached newly appointed staff through their three-month orientation period
Assisted	Guided	
Clarified	Individualised	
Coached	Informed	When speaking with others, I clarified myself to ensure that I was understood
Communicated	Instructed	
Conducted	Interpreted	
Critiqued	Modelled	I demonstrated best practice whilst I was mentoring newly appointed colleagues, and encouraged them to reflect on their actions
Demonstrated	Motivated	
Developed	Reiterated	
Enabled	Stimulated	
Encouraged	Taught	I evaluated staff performance and provided development plans to promote career growth
Evaluated	Trained	
Examined	Transmitted	
Explained	Tutored	I motivated my team, and encouraged them to use their initiative

Leadership Skills

Action Verb	Action Verb	Sample Phrases
Appraised	Managed	I appraised the situation and considered the long term impact on customer satisfaction
Assembled	Modelled	
Commended	Motivated	
Considered	Organised	I coordinated a cohesive team of professional staff, and appropriated relevant resources
Coordinated	Performed	
Delegated	Piloted	
Designed	Pioneered	I experienced the full range of project management, from conception of the idea to completion
Empowered	Recruited	
Established	Rewarded	
Experienced	Supervised	
Improved	Transformed	I listened to the team's suggestions for improving systems, and implemented several proposals that enhanced productivity
Influenced	Undertook	
Inspired	Unified	
Listened	United	
	Valued	I performed reviews on all of the my team, and considered areas for their professional development
		I valued inputs from everyone, at all levels of the organisation

Initiative Skills

Action Verb	Action Verb	Sample Phrases
Accelerated	Implemented	I acquired 200 new customer accounts in less than three months
Accomplished	Improved	I personally coordinated a multidisciplinary team, meeting all of the project benchmarks
Achieved	Initiated	
Acquired	Innovated	By reviewing all of the system processes and identifying weak points, I improved the work flow in our department and inspired other teams to do similar
Advanced	Inspired	
Boosted	Introduced	I minimised time wasted completing paperwork, by consolidating three forms into one streamlined form
Coordinated	Launched	
Created	Minimised	
Dedicated	Modernised	
Demonstrated	Overhauled	
Enriched	Spearheaded	
Established	Stimulated	
Expanded	Updated	

Problem Solving Skills

Action Verb	Action Verb	Sample Phrases
Analysed	Queried	I compared 5 years of statistics with the current data to identify any trends
Appraised	Recommended	I investigated system failures and evaluated potential causes for these.
Clarified	Reduced	
Compared	Refined	I queried our company database for relevant information
Customised	Reformed	
Evaluated	Remodelled	I transformed the department from 'line operation' to 'work groups' boosting morale, collaboration and creativity
Extended	Researched	
Forecasted	Reviewed	
Generated	Streamlined	
Implemented	Transformed	
Investigated	Tested	
Procured	Updated	
Questioned	Upgraded	

Analytical Skills

Action Verb	Action Verb	Sample Phrases
Assembled	Investigated	I analysed the frequently asked questions from customers, and catalogued standard responses
Calculated	Located	I wrote a report which explored a new compensation structure and incentive programme
Catalogued	Measured	
Computed	Organised	I examined complex reports, and summarised the data to make measured recommendations
Detailed	Refined	
Determined	Researched	I studied the productivity in the department, and identified areas for improvement.
Devised	Restructured	
Evaluated	Solved	
Examined	Summarised	
Explored	Surveyed	
Formulated	Tested	
Identified	Validated	