

MOVE OUT OF **RETAIL**

Common employability skills in retail and beyond: Retail jobs provide the opportunity to build skills that can easily transfer to other jobs. You may not realize the range of skills you developed but these common skills can help you transition to a high-quality, in-demand job.

ENTRY-LEVEL

ADVANCED RESPONSIBILITY

MANAGER/LEADERSHIP



COMMUNICATIONS

Ability to share and receive information and fix issues with customers and coworkers

Listening: Gives full attention to speaker, does not interrupt, asks clarifying questions if needed
Non-Verbal: Looks speaker in the eye when talking, greets people with a smile
Writing: Writes clear messages
Reading: Understands written information
Speaking: Speaks to and is understood by customers and coworkers

Presentation: Presents information one-on-one or in a group, commands attention, changes track on the fly
Presence: Acts professional and polite
Information Sharing: Gives instructions and explains clearly
Training/Development: Shares knowledge that supports worker learning

Communicate Vision: Shares an inspired vision or purpose
Conflict Resolution: Works to a solution to a problem that satisfies both sides
Feedback: Provides helpful feedback
Self Confidence: Takes unpopular stand if needed, encourages debate but can compromise, takes a leadership role



CUSTOMER SERVICE

Ability to relate to and interact with customers professionally

Anticipate Needs: Finds ways to assist customers
Shows Appreciation: Gives customers full attention, thanks them for purchase or visiting
Problem Solving: Asks questions about a problem to reach a solution
Customer Experience: Provides personalized services to fix customer concerns

Difficult Situations: Is cool under pressure, works to find solutions when customer elevates complaints, does not become frustrated
Resolves Complex Issues: Answers hard customer questions, stays professional, asks manager for help if necessary
Customer Familiarity: Knows store's major customer groups, shopping patterns and habits

Elevated Situations: Creates an approach and role for staff in the event of difficult situations with customers
Fix Customer Service Issues: Identifies trends in customer service issues, creates plans to fix problems and ensures plans are used



ADAPTABILITY

Ability to succeed in diverse and changing environments

Accepting of Change: Learns new rules, changes actions and asks for help if needed
Continuous Learning: Learns quickly when facing new problems
Flexibility: Adapts to situations, individuals and groups and considers perspectives
Teamwork: Treats others with respect
Valuing Differences: Respects diversity

Finds Needed Changes: Sees how to improve things and suggests changes needed
Embraces Change: Considers new ways of doing things, embraces new approaches and discards approaches that are not working
Deals with New Situations: Adjusts to unexpected changes or new situations, does not get upset

Creates Change Strategy: Develops goals for change, matching changes with the organization's goals and customer expectations
Executes Change Strategy: Establishes working structures and ways for planning changes



CRITICAL THINKING

Ability to identify problems and solve them by using the resources available

Locating Information: Knows where to find answers to questions, asks the right people for help if needed
Problem Solving: Answers customer questions and fixes problems, asks for help if needed
Prioritization: Knows which tasks to do first
Work Balance: Balances multiple tasks and customer service situations at the same time

Decision Making: Makes good choices without guidance, shows good judgment
Identify Trends and Patterns: Uses information available to find patterns that may be important to the organization's goals
Finds Solutions: Solves problems with minimum help

Reports for Decision Making: Tackles issues by using data to find a logical approach
Understands and Responds to Trends: Looks at market and industry trends and how they affect customer relationship
Data and Decision Making: Reviews, compares and interprets information before making a decision

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DRIVE FOR RESULTS

Ability to work towards goals professionally and with coworkers

Appearance: Wears appropriate clothes for the job, is clean and well groomed
Dependability: Comes to work on time, does not cancel shifts at the last minute
Health and Safety: Follows rules related to health and safety
Proactive: Identifies and completes tasks without being told until tasks are finished

ADVANCED RESPONSIBILITY



TECHNICAL/OCCUPATIONAL

Ability to use job-specific technical skills and knowledge

Product Knowledge: Knows basic features of products or services
Technical Knowledge: Knows point-of-sale systems, knows how to navigate store website
Basic Math Skills: Makes change and calculates discounts and markups
Telecommunications: Communicates with customers over the phone professionally

Creativity: Comes up with new and unique ideas, adds original and valuable ideas
Accountability for Others' Actions: Takes responsibility for performance and acts appropriately and efficiently to meet deadlines
Collaboration: Seeks opportunities to work with coworkers
Drive: Meets and exceeds set goals

MANAGER/LEADERSHIP



LEADS PEOPLE

Ability to be responsible for talent development, strategies and more

Not commonly developed through entry roles.

Product Knowledge and Technical Knowledge: Has interest in product or services, explains and shows key products and services, knows where to find more information
Proficient Use of Tools: Has mastered using specialized technology, tools and equipment for sales or service functions

Mentoring: Teaches coworkers new tasks and gives helpful feedback as needed
Supporting and Cooperating: Helps coworkers when needed to meet goals
Compassion and Empathy: Shows care and empathy for others, seeks to understand how others feel
Leads through Example: Models top behaviors

Innovation: Brings ideas of others to the table and has good judgment about success
Vision: Sets goals, can inspire and motivate
Manages Diversity: Manages and supports equal and fair treatment and opportunity for all
Performance Orientation: Sets goals, communicates goals to staff, tracks progress and assists others in achieving goals

Product Knowledge: Is excited and can recommend products or services to customer
Financial Literacy: Understands financial plans, identifies key information in budget
Delegation: Delegates tasks to staff
Educating Others: Helps employees learn point-of-sale systems, sales or credit processes, trains others in use of tools or equipment

*Information sourced from the Council for Adult and Experiential Learning (CAEL)

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