

**Listening skills**

**Teamwork**

**Problem solving**

**Make quick, accurate  
decisions**

**Self management**

**Strong Verbal skills**

**Open and friendly  
manner**

**Excellent communication  
skills**

**Tact and understanding**

**Sensitivity and empathy**

**Inspire trust and  
confidence**

**Participating**

**Non-judgemental**

**Positive attitude**

**Interpersonal skills**

**Creative writing**

**Organisational skills**

**Strong Literacy**

**Planning skills**

**Observational skills**

**Taking Initiative**