Essential Skills Proof Tracker

Connected video: The Skills That Open Every Door (And How to Build Them) | Keyword: ESSENTIAL

Step 1 - Capture proof for each essential skill

Each skill has a concise definition and an example. Use the blank cells to add your own real work examples.

Essential skill	Concise definition	Example proof row	My evidence	Number/result	Resume or interview language
Problem-solving	*Finding the cause of a repeat issue and choosing a practical fix.*	*Example: Tracked repeated pickup-order confusion and created a one-page handoff guide.*			
Leadership	Helping people move the work forward, even without a formal title.	Example: Trained two new hires on closing procedures and checked their first-week questions.			
Interpersonal communication	Listening, explaining, calming tension, and adjusting your message to people.	Example: De-escalated customer complaints and clarified next steps without manager escalation.			
People and process management	Coordinating people, steps, handoffs, deadlines, and follow-through.	Example: Built a shift checklist so tasks were not missed during handoff.			
Detail orientation	Checking information for accuracy, completeness, and consistency.	Example: Reviewed schedule and corrected coverage gaps before payroll cutoff.			

Step 2 - Turn proof into language

Weak wording	Stronger wording pattern	My draft
Handled customer service.	*Resolved [number] customer issues per [time period] and tracked repeat issues to improve [process/outcome].*	*Resolved 40+ customer issues per shift and tracked repeat complaints to improve handoff notes.*

Sources to read next

McKinsey Global Institute - Workforce in Motion: Skills and Pathways to Future Jobs in the United States
This Emerald resource turns source material and Emerald coaching guidance into a practical worksheet. It does not republish the report PDF. Use your own real facts, numbers, and work examples.