

SELECTION CRITERIA

- Separate document
- Phone the contact person to gain further information or clarification
- All criteria must be supported by examples
- Can be transferable
- Positive language throughout

WHAT TO DO

- Break them down
- Use evidence-based responses (STAR)
 - : Situation - a brief outline of the setting
 - : Task - outline what you did
 - : Action - outline how you did it
 - : Result - describe the outcomes
- Half to two thirds of a page

Understand the Words

What do they mean?

- Ability
- Awareness of
- Knowledge of
- Understanding
- Well developed
- Demonstrated

Use of verbs - direct, not passive

Avoid

- “I was required to”
- “I had to”
- “I assisted with”

Use

- “I negotiated”
- “I edited”

NO STRONG CASE

- Use an example from another context which is transferable - lesson learned
- You can demonstrate you're a fast learner
- Strengths might outweigh weaknesses in relation to other applicants

Criterion 1: Well developed interpersonal skills with the ability to relate effectively at all levels

I place great emphasis on developing good working relationships with my fellow students, work colleagues and clients within the hospitality sector, and with management in my various part-time roles.

More recently, I was given the responsibility to train new staff members at E-Café, a busy enterprise operating in the central business district. With fierce competition in the area it was important for E-Café to set itself apart and the best way to do this was through quality and friendly customer service delivery. I trained those staff members who had friendly, outgoing personalities to enjoy interacting with customers and gave them incentives to contribute to ideas for improving the business. By promoting a healthy, positive, energetic work environment, E-Café now enjoys a sound reputation for its fast, friendly and creative service.

At university, I have played active roles in team projects, embracing the varied ideas of other group members and regarding alternative views as being helpful for creating new solutions to old problems. I work consultatively and make a point of reaching out to those group members who may not be too confident in contributing their ideas or thoughts.

In sum, I consider my interpersonal skills to be an area of strength and I look forward to applying them in a media setting where my proven abilities in positive public engagement is required.

References

- *How to Write and Talk to Selection Criteria* by Dr Ann Villiers
- PowerPoint available from ACE
- Jobsites such as Seek, MyCareer and CareerOne
- Google