

# Words that Work

***This handy reference will help you apply for the job you want.***

You should always use positive action words to describe yourself on your resume, in your application letters, in answers to selection criteria, and when talking about yourself at an interview. The use of strong action words is important in the Job seeking process, as it enables you to present a convincing case for your employment. The use of the following words will give potential employers a more accurate description of your knowledge, skills and abilities, thereby enhancing your chances of *finding* and *getting* the job **you** want.

## ***Terms to Know and Understand***

<b>Term</b>	<b>Meaning</b>
Ability	Your capacity and talent for performing set tasks.
Basic understanding	You are required to know basic concepts and your response needs to show you have this understanding.
Demonstrate	You must give specific examples from your own experience that demonstrate your skill, ability or effectiveness.
Equity	Equity is a broad concept that encompasses principles designed to ensure fairness, consistency, and non-discrimination. In practice it denotes impartiality, the upholding of procedural fairness and consideration of the individual circumstances of each case.
High level	You must give specific examples from your own experience that exhibit advanced practice or knowledge or skill, ability or effectiveness.
Knowledge	This refers to 2 aspects: 1. Cognitive skills involved in processes such as judgment thinking and understanding, and 2. Information, which is based on factual and theoretical material that is accessed, manipulated and used cognitively.
Potential	Although the person may not have the skills or knowledge at the present time, they have the ability to develop these skills or knowledge through experience and or training (both on the job and formally)
Qualifications	As well as tertiary qualifications, it also includes any short courses a person may have attended, eg: In house training, adult education courses, private training consultants, etc.
Skill	Skills may be intellectual, manual, motor, perceptual, social. The nature of the tasks usually requires the combination of these and usually involves the application of cognitive and psychomotor functions together with appropriate knowledge.

## ***Winning Words!***

In your application, you must showcase your skills and yourself to the selection panel to be shortlisted for an interview. One way of doing this, is by using words that sell in your application! These active verbs help you to clearly describe what your skills, experience and knowledge have enabled you to do.

Accomplished	Achieved	Acquired	Adapted
Administered	Analysed	Answered	Anticipated
Applied	Appraised	Approved	Arranged
Assessed	Assisted	Audited	Authorised
Budgeted	Calculated	Calibrated	Carried out
Checked	Circulated	Collaborated	Communicated
Compiled	Computed	Conducted	Considered
Controlled	Contributed	Converted	Coordinated
Counselled	Created	Decided	Defined
Delegated	Demonstrated	Designed	Determined
Developed	Devised	Disseminated	Documented
Eliminated	Encouraged	Ensured	Established

Estimated	Evaluated	Examined	Expediated
Facilitated	Filed	Forecast	Formulated
Gathered	Generated	Headed	Identified
Implemented	Improved	Increased	Initiated
Inspected	Instigated	Instructed	Introduced
Investigated	Launched	Liased	Maintained
Managed	Mediated	Modified	Monitored
Motivated	Negotiated	Operated	Organised
Oversaw	Participated	Performed	Planned
Processed	Produced	Promoted	Provided
Published	Recommended	Reconciled	Recorded
Recruited	Redesigned	Reorganised	Regulated
Represented	Researched	Resolved	Responded
Reviewed	Revised	Scheduled	Served
Simplified	Set up	Solved	Started
Strategically	Succeeded	Supervised	Trained
Transformed	Translated	Tripled	Uncovered
Undertook	Unified	Used	Validated
Valued	Verified		

### **Words to Avoid**

The use of some diminutives or negative words could spoil the positive description of your skills, experiences and qualifications and cost you the job. The problem with using any of these words in an employment situation is that many can imply a lack of skill or experience and a degree of negativity or uncertainty. Avoid them!

Quantitative words like 'some', 'small', or 'a little' are open to various interpretations. Who would you employ - someone who has some experience or someone who IS experienced.

Phrases such as 'I think' or 'I hope' leave employers wondering if you have the confidence or the skills to complete a task. Who would you employ - someone who thinks that they can do a job or someone who has the necessary skills and relevant experience to complete the duties effectively and efficiently.

The use of one word answers should be avoided at all costs, as you waste an opportunity to offer something positive to the employer.

You might find that the situation you are in necessitates the use of some of these words. Be aware of them and the damage they can cause if they are misused.

A little	Small	Perhaps	Don't know
But	However	Some	You know
I hope	Just	Bad	Fairly
Never	No	I think	Not sure
More	Less	Too young	Too old
A bit	Maybe	Finally	I feel
Only	Probably	Even though	Obviously
All I have	All I am		

Source: Queensland Department of Main Roads. (2002). *Words that work*. Brisbane: Author.