**Transferable skills. Example 2: Human Resources**

Finding evidence of transferrable skills from every day experiences can be much easier than you think. This example should help you to understand and identify your own transferrable skills.



Meet Sophie.

Sophie wants to work in Human Resources.

She is studying for her A levels and her favourite subject is English.

Sophie waits tables in a restaurant at weekends. Customers can get annoyed if the food takes too long time to arrive, or if the orders get mixed up. Sophie tries hard to get the right food to the right table as quickly as possible but she also copes well if her customers get cross. She keeps her cool and seems to know what to do to diffuse the situation.

Sophie is a member of her school council. She has particularly enjoyed working on the schools anti bullying strategy this year. Sophie felt quite confident when meeting with the school staff and governors. She was able to represent the views of her classmates and get her point across.

Sophie’s older sister Sally is hearing impaired and Sophie has grown up being able to use British Sign Language. Sophie has witnessed some of the injustices that Sally has experienced because of her disability and this makes her feel strongly that people with disabilities should be treated equally and have access to the same opportunities as everyone else.

**Human Resources Skills**

According to NHS Careers to work in Human Resources Sophie will need to be interested in people, interested in applying the law, happy to work with people at all levels of the organisation, willing to deal with strong emotions, be able to stay calm in challenging situations, be a very good communicator at all levels and have excellent negotiating skills.

**Picking out the required skills:**

* able to work and communicate with people at all levels
* able to deal with strong emotions
* calm in challenging situations
* good negotiator

**And although these are not exactly ‘skills’ it would also be good to evidence**

* interest in people
* interest in applying the law

Now we can match the required skills to Sophie’s own life experiences

1. **Able to work and communicate with people at all levels**

Sophie mixes with different types of people all day at college and at work. In the restaurant she communicates with the manager, the kitchen staff, waiting staff and, of course, the customers. At college she has been able to understand the views of her classmates, and confidently represent these to the senior teacher and schools governors. At home Sophie uses different ways to communicate, such as her use of sign language.

1. **Able to deal with strong emotions**

As a waitress Sophie deals well with unhappy customers.

She might also be able to talk about managing her own emotions in relation to her sister’s situation when she feels her sister isn’t treated fairly.

1. **Calm in challenging situations**

Sophie is good at diffusing situations. She just seems to know what to do.

1. **Good negotiator**

Sophie will have negotiated with the school governors and teachers when contributing to the anti bullying policy.

1. **Interest in people**

Sophie has demonstrated an interest in people by volunteering on the school council.

1. **Interest in applying the law**

Sophie has two great examples here. One is her contribution to creating a behavioural policy for her school; the other is her interest in fairness (equality, diversity and inclusion) for her hearing impaired sister. Sophie clearly has a lot of insight into how a society should be fair and inclusive.

Now you have worked through Sophie’s example, have a go at identifying your own transferrable skills

**You can look on** [**https://www.healthcareers.nhs.uk/**](https://www.healthcareers.nhs.uk/)  **and** [**Think Care Careers (skillsforcare.org.uk)**](https://www.skillsforcare.org.uk/Careers-in-care/Think-Care-Careers.aspx) **sites to find the sort of skills needed for your own preferred job in the Health and Social Care sector.**

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