Sample Behaviors

- Ask appropriate questions for specific information from faculty, supervisors, and others.
- Translate content to multiple audiences.
- Employ active listening, persuasion, and influencing skills.
- Frame communication with respect to diversity of learning styles, varied individual communication abilities, and cultural differences.
- Present prepared, purposeful presentations designed to increase knowledge, to foster understanding, or to promote change.

Where to Build It...

- Class projects
- Student employment
- Communication Across the Curriculum (CxC)
- Resident Assistant roles
- Student research
- Student organizations
- Professional internships

How Employers Ask

- Can you describe a situation in which you were able to win over a difficult customer?
- How do you adapt your communication style to different audiences?
- How do you build rapport with others?
- Can you give an example of a time when you used your written communication skills to achieve a positive outcome?
- How do you ensure that your verbal communication is clear, concise, and engaging?
- Tell me about a time you went out of your way to understand another person's perspective?

How to Talk About It

Resume Bullet Examples | Communication

- Designed and presented final capstone project findings to class of 30 colleagues as a culmination of 10-week research experiment.
- Welcomed students into the Career Center, answered questions if possible or directed students to appropriate resource.
- Communicated with cross-functional teams to create and share clear and concise social media messaging that aligned with the company's brand voice.
- Responded to parent and student questions via phone and email on behalf of the Office of Residential Life.
- Authored report on equipment test results to inform Boston Scientific staff on state of equipment.
- Tailored communication and explanations to students based on current level of understanding.
- Emphasized product features to customers based on analysis of needs and knowledge of product.
WHAT IS TEAMWORK: THE ABILITY TO BUILD AND MAINTAIN COLLABORATIVE RELATIONSHIPS TO WORK EFFECTIVELY TOWARD COMMON GOALS, WHILE APPRECIATING DIVERSE VIEWPOINTS AND SHARED RESPONSIBILITIES.

TEAMWORK | COLLABORATION

SAMPLE BEHAVIORS

• Listen carefully to others, taking time to understand and ask appropriate questions without interrupting.
• Effectively manage conflict, interact with and respect diverse personalities, and meet ambiguity with resilience.
• Be accountable for individual and team responsibilities and deliverables.
• Employ personal strengths, knowledge, and talents to complement those of others.
• Exercise the ability to compromise and be agile.
• Collaborate with others to achieve common goals.
• Build strong, positive working relationships with supervisor and team members/coworkers.

WHERE TO BUILD IT...

• Student organizations
• Intramural sports
• Class projects
• Student-athletics
• Service learning
• Student employment

HOW TO TALK ABOUT IT

Resume Bullet Examples | Teamwork

• Worked closely with other team members on a semester-long software engineering project, delivering a high-quality product on time and within budget.
• Served as team leader for a group of 10 students in a business case competition, guiding the team to a 2nd place finish.
• Organized and facilitated weekly team meetings to discuss progress on a research project, ensuring that all team members were aligned and on track.
• Volunteered with a team of students to provide free tutoring services to underprivileged children in the community, helping to improve their academic performance.
• Collaborated with fellow Executive Board members to plan out semester activities for 100-member chapter.
• Brainstormed ideas with a team of 5 to create better working and living environment as a Resident Assistant.
• Helped adviser train staff on how to use online programs and assigned staff members to roles that best suit skill sets.

HOW EMPLOYERS ASK

• How do you communicate effectively with team members from different backgrounds and disciplines?
• Describe a situation when you were able to help a team member or peer.
• Tell me about a time when you worked on a successful team project. What was your role in the team, and what did you contribute to the team’s success?
• How do you ensure that all team members’ ideas are heard and considered?
• Can you give me an example of a time when you had to compromise your ideas for the success of the overall team’s project?
**LEADERSHIP**

**SAMPLE BEHAVIORS**

- Inspire, persuade, and motivate self and others under a shared vision.
- Seek out and leverage diverse resources and feedback from others to inform direction.
- Use innovative thinking to go beyond traditional methods.
- Serve as a role model to others by approaching tasks with confidence and a positive attitude.
- Motivate and inspire others by encouraging them and by building mutual trust.
- Plan, initiate, manage, complete and evaluate projects.

**WHERE TO BUILD IT...**

- Student organization executive boards
- Student-athletics
- Volunteer positions
- Resident assistant
- Student employment
- Class projects

**HOW TO TALK ABOUT IT**

**Resume Bullet Examples | Leadership**

- **Oversaw** floor meetings and floor programs to inform and entertain residents.
- **Recognized and responded** effectively in emergencies.
- **Enforced** all aquatic facility policies, rules, and regulations.
- **Led** monthly meetings with 11 staff members and adviser to share updates and determine progress.
- **Managed** flag football and soccer programs supervising more than 60 teams, 900 children, and 120 volunteers.
- **Supervised** 20+ referees, facilities management staff, marketing staff, and public relations staff.
- **Coached** students to develop study schedule to increase time management skills.
- **Managed and assisted** the day-to-day activities of the Advertising Account Executives, including collecting all unpaid accounts over 60 days past due.
- **Independently led** fourth grade classroom of 30 students for 12 days in urban, public elementary school.

**HOW EMPLOYERS ASK**

- Tell me about a time when you **took the lead** on a team project.
- Describe a situation in which your efforts **influenced the actions** of others.
- Guide me through a situation where you had to **motivate others** to achieve a common end goal.
- Tell me about a time when you **faced a lot of challenges** in your work. How satisfied were you with the end results and why?
- How have you served as a role model for your peers in a **non-leadership role**?
### Sample Behaviors

- Make decisions and solve problems using **sound, inclusive reasoning and judgment**.
- Gather and analyze information from a **diverse set of sources and individuals** to fully understand a problem.
- **Proactively anticipate** needs and prioritize action steps.
- Accurately summarize and interpret data with an **awareness of personal biases** that may impact outcomes.
- Effectively communicate actions and rationale, **recognizing the diverse perspectives** and lived experiences of stakeholders.
- **Multi-task well in a fast-paced environment.**

### Where To Build It...

- Classroom discussions
- Research projects
- Front Desk Assistant roles
- Customer Service roles
- Supplemental Instructor roles

### HOW TO TALK ABOUT IT

#### Resume Bullet Examples | Critical Thinking

- **Strategically** evaluated materials submitted to determine placement and flow in yearbook.
- **Resolved** customer concerns effectively and with a high level of customer service.
- **Analyzed data** on a monthly basis to showcase progress of each specimen and overall project.
- **Tailored** communication and explanations to students based on current level of understanding.
- **Researched and developed** a counselor mentoring program for new staff members to provide additional training and support.
- **Creatively planned and implemented** residential programs that focused on social and academic success.
- **Analyzed** customer purchase history using sales tracking database to produce product ordering guidelines for a local small business.
- **Conducted** extensive research on foreign companies and international trade for capstone project.
**SAMPLE BEHAVIORS**

- Develop an **action plan** to address a problem in an ethical and reasonable manner.
- Listen to multiple parties, evaluate their complaints, and **identify possible solutions**.
- Suggest **multiple creative options** on a team project.
- Manage conflict **empathetically**, ensuring that all parties feel valued and heard.
- Identify **areas of growth** in an organization and implement the plan to affect growth.
- Respond to changes **in real time** to not impede progress towards a goal.

**WHERE TO BUILD IT...**

- Research (LSU Discover)
- Roommate conflicts
- Student organization judicial roles
- Student employment
- Professional internships
- Class projects

**HOW TO TALK ABOUT IT**

**Resume Bullet Examples | Problem Solving**

- **Generated** creative solutions to solve new problems that arose on the job.
- **Benchmarked** with competitors and compiled into a 20-minute presentation for 11+ sales directors.
- **Tested** a variety of equipment using factors such as three-point bed, torque, and column strength.
- **Provided** product recommendations to increase customer satisfaction and managed customer complaints.
- **Researched** appropriate product materials based on needed strength and heat endurance.
- **Counseled** residents in the process of resolving interpersonal conflicts between roommates and suite members.
- **Assessed** student progress and incorporated new techniques and language to explain complex content.
- **Managed** restaurant seating chart and ensured that all servers received the appropriate amount of customers throughout every shift.
**WHAT IS CIVIC ENGAGEMENT:** Working to make a difference in the civic life of our communities and developing the combination of knowledge, skills, values, and motivation to make that difference.

### SAMPLE BEHAVIORS

- Understand the importance of being an active member of one’s community.
- Volunteer one’s time to non-profit or community organizations.
- Stay informed about issues facing their community.
- Make an effort to vote and cast their ballots in every election.
- Not afraid to take action when they notice a problem in their community.
- Motivated to make a difference in their community.

### WHERE TO BUILD IT...

- Volunteer LSU
- Service Learning courses
- Student organizations
- Cultural Center programs
- Student Government
- Geaux Vote

### WHY EMPLOYERS CARE

- Can you tell me about a time when you had a meaningful impact on your local community?
- How do you believe you are leaving LSU a better place than when you arrived?
- Why do you think a company should be involved in its community?
- What are some ideas you have for increasing civic engagement in your community?
- Describe a time when you motivated others to support a cause that was important to you?

### HOW TO TALK ABOUT IT

**Resume Bullet Examples | Civic Engagement**

- Read to a third grader from a local elementary school multiple times a week during the school year.
- Mentored a high school senior as they prepared for college application process.
- Organized a voter registration event that was hosted in Free Speech Alley through the Geaux Vote student organization.
- Collaborated with a team of five other students to organize a Governor Debate watch party and post-debate panel discussion.
- Sorted food donations at the LSU Food Pantry as part of a service-learning course.
- Checked-in race participants at the Susan G. Komen 5k Race hosted by Zeta Tau Alpha sorority.
Get Involved!

WHAT IS DIGITAL LITERACY: UNDERSTAND HOW TO UTILIZE AND LEVERAGE TECHNOLOGY TO SOLVE PROBLEMS EFFICIENTLY AND ETHICALLY.

DIGITAL LITERACY | TECHNOLOGY

SAMPLE BEHAVIORS

• Navigate change and be open to learning new technologies.
• Use technology to improve efficiency and productivity.
• Manipulate information, construct ideas, and use technology to achieve strategic goals.
• Identify appropriate technology for completing specific tasks.
• Utilize Artificial Intelligence (AI) systems in appropriate and ethical settings.
• Quickly adapt to new or unfamiliar technologies.
• Effectively communicate through multiple digital platforms.

WHERE TO BUILD IT...

• Personal learning
• Class projects
• LSU Continuing Education courses
• Student organization social media roles
• Informational interviews
• Professional internships
• Student employment
• Microcredentials

HOW TO TALK ABOUT IT

Resume Bullet Examples | Digital Literacy

• Utilized Excel to analyze customer user data for local small businesses as part of Business class project.
• Earned multiple Microsoft Certifications through LinkedIn Learning platform.
• Trained new staff on point of sales operating system that restaurant uses to manage to go orders.
• Quickly adapted to new software tracking system implemented within the accounting department.
• Directed social media communication plan for 200-person student organization, responsible for advertising events and recruiting new members.
• Presented research paper on the ethical uses of ChatGPT and other AI tools by high school students in Louisiana.
• Managed the social media accounts for the Greater Baton Rouge Zoo.

WHY EMPLOYERS CARE

• Describe how you’ve gone about learning a new technical skill or digital tool quickly?
• What are your thoughts on the future of work and how technology will impact it?
• How can one effectively use Artificial Intelligence (AI) tools to make our individual jobs easier?
• Sometimes complex projects require additional expertise. Describe a situation when you had to request help or assistance with one of your projects or assignments.
• Can you tell me about a time when you used technology to improve a process or solve a problem?
### Global Learning

**WHAT IS GLOBAL LEARNING:** EXAMINE AND THINK DEEPLY ABOUT COMPLICATED, CONNECTED WORLDWIDE SYSTEMS AND THEIR EFFECTS ON PEOPLE’S LIVES AND THE SUSTAINABILITY OF THE EARTH.

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**SAMPLE BEHAVIORS**

- Ability to **connect one’s actions** to the wider societal or company impact.
- Take **informed and responsible action** to address challenges.
- Analyze ways that **human actions influence** the natural and human world.
- Explain the **ethical, social, and environmental consequences** of local and national decisions.
- Identify and explains **multiple perspectives** when exploring issues.

**WHERE TO BUILD IT...**

- Student government
- Greek Life Judicial Board
- International Cultural Center events
- Peace Corps prep program
- Volunteer LSU
- Study Abroad programs
- Undergraduate research
- Student organizations

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**WHY EMPLOYERS CARE**

- Can you describe an experience where you had to consider **different points of view** before making a decision?
- Tell me about a time when the **cultural differences** of team members led to a better result of a project?
- Can you recall the last time when you were **curious about something** and went out of your way to learn more about it.
- How do you **stay aware of your own biases** and how they might impact your interactions with others?
- What are some strategies you use to stay motivated and engaged in **continuing to learn in your life**?

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**HOW TO TALK ABOUT IT**

**Resume Bullet Examples** | **Global Learning**

- **Presented** Judicial Board rulings to membership after hearing reports from all sides of incidents involving individual members.
- **Identified** quality proposals and allocated funds for the Campus Sustainability Grant through Student Government.
- **Volunteered** at the Latin Heritage Festival and other events through the International Cultural Center.
- **Visited** multiple non-profits to understand issues facing local populations while on study abroad trip to Spain.
- **Presented** research on the impacts of state led coastal restoration on indigenous cultural historic sites.
**Sample Behaviors**

- Solicit and use feedback from multiple cultural perspectives to make inclusive and equity-minded decisions.
- Actively contribute to inclusive and equitable practices that influence individual and systemic change.
- Advocate for inclusion, equitable practices, justice, and empowerment for historically marginalized communities.
- Seek global cross-cultural interactions and experiences that enhance one’s understanding of people from different demographic groups and that leads to personal growth.
- Keep an open mind to diverse ideas and new ways of thinking.
- Identify resources and eliminate barriers resulting from individual and systemic racism, inequities, and biases.

**Where To Build It...**

- Cultural Center programs
- Student organizations
- Volunteer LSU
- Resident Assistant /Ambassador roles/ Student Government
- Customer service positions
- Class projects
- Service Learning courses
- Student exchange programs

**Why Employers Care**

- Tell me about a time where you went out of your way to ensure that a peer felt like they mattered & belonged.
- Interacting with others can be challenging at times. Describe a situation when you wished you had acted differently with someone.
- Describe a time when you worked to alleviate a problem that someone else was struggling to solve?
- Can you share an example of a time when you worked with someone from a different background than yours? What did you learn from the experience?
- How do you ensure that a client or colleague’s opinions are heard and valued during a discussion?

**Resume Bullet Examples**

- **Led** a team of 10 diverse students in developing and implementing a diversity and inclusion training program for the university community.
- **Organized and facilitated** a series of workshops on intercultural awareness and communication for my sorority’s membership.
- **Volunteered** with a local refugee resettlement agency, providing English language instruction and cultural support to new arrivals.
- **Provided** high level customer service to a broad diverse group of clients in a fast-paced work environment.
- **Hosted** multiple programs highlighting the diverse cultures of students living in the East Campus Apartments on campus.
WHAT IS SELF-AWARENESS: THE ABILITY TO IDENTIFY, ARTICULATE, AND DEVELOP ONE’S VALUES, INTERESTS, SKILLS, STRENGTHS, KNOWLEDGE, & EXPERIENCES RELEVANT TO PERSONAL GROWTH AND PROFESSIONAL SUCCESS.

SAMPLE BEHAVIORS

• Act equitably with integrity and accountability to self, others, and the organization.
• Maintain a positive personal brand in alignment with organization and personal career values.
• Be present and prepared.
• Demonstrate dependability (e.g., report consistently for work or meetings).
• Prioritize and complete tasks to accomplish organizational goals.
• Consistently meet or exceed goals and expectations.
• Have an attention to detail, resulting in few if any errors in work.
• Show a high level of dedication toward doing a good job.

WHERE TO BUILD IT...

• Student employment
• Professional internships
• Center for Academic Success
• Wellness activities
• Engaged Citizens program
• Class discussions

HOW TO TALK ABOUT IT

Resume Bullet Examples | Self Awareness

• Adapt personal communication style to meet the needs of each individual fifth grader on elementary basketball team.
• Balance a full-time student course load with the requirements of being a Division 1 Student-Athlete, including team meetings, volunteer opportunities, practices, and team travel.
• Sought out opportunities to learn new skills when tasks were slow at the office.
• Recognized mistakes and identified ways to address and rectify without oversight.
• Represented my student organization chapter at a national leadership conference, participating in multiple case study activities to build leadership skills.
• Effectively communicated with a multi-disciplinary team of engineering students on a yearlong capstone project.