



# SHINE

Columbia  
Basin **trust**

BASIN  
**Youth**  
NETWORK

OVERVIEW OF TODAY ★ QUESTIONS AND COMMENTS?

WELCOME  
BACK



INTERVIEWS

# TOP 10 SOFT SKILLS FOR CUSTOMER SERVICE JOBS



**Clear  
Communication**



**Listening  
Skills**



**Self-Control**



**Positive  
Attitude**



**Assertiveness**



**Conflict  
Resolution**



**Empathy**



**Depersonalization**



**Taking  
Responsibility**



**A Sense of  
Humour**

# THE STAR METHOD

USE THESE FOUR STEPS WHEN ANSWERING "TELL ME ABOUT A TIME WHEN..." QUESTIONS

A large, light blue, stylized letter 'S' with a slight shadow effect.

SITUATION: Set the scene and give the necessary details of the example you are using

A large, light green, stylized letter 'T' with a slight shadow effect.

TASK: Describe your responsibility in that situation

A large, dark blue, stylized letter 'A' with a slight shadow effect.

ACTION: Explain the steps you took to address the situation in your example

A large, teal, stylized letter 'R' with a slight shadow effect.

RESULT: Share what outcomes your actions achieved

# EMPLOYMENT 101

muqammas

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MERCI

grazas

**thank you**

dankeschön

*dankie*

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Благодарю вас

gratias ago

谢谢

tack

kiitos

ありがとう

gracias

**GRAZIE**

gràcies

OBRIGADO

dankon

