# Planning

satisfaction

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Example: Developed & implemented a training program that resulted in a 45% increase in employee | | | | |
| Administered | Developed | Formulated | Prepared | Revised |
| Anticipated | Devised | Identified | Prioritized | Strategize |
| Commissioned | Evaluated | Observed | Researched | Studied |
| Determined | Forecasted | Planned | Reserved | Tailored |
| **Organizing** |  |  |  |  |
| Example: Coordinated weekly office schedules for 8 employees | | | | |
| Acquired | Cataloged | Designated | Logged | Routed |
| Activated | Centralized | Designed | Mapped out | Scheduled |
| Adjusted | Charted | Dispatched | Neatened | Selected |
| Allocated | Classified | Established | Obtained | Secured |
| Altered | Collected | Facilitated | Ordered | Simplified |
| Appointed | Committed | Housed | Organized | Sought |
| Arranged | Confirmed | Implemented | Procured | Straightened |
| Assembled | Contracted | Incorporated | Programmed | Suggested |
| Assessed | Coordinated | Instituted | Recruited | Tracked |
| Assigned | Customized | Issued | Rectified | Tracked |
| Authorized | Delegated | Linked | Retrieved |  |
| **Executing** |  |  |  |  |

Example: Handled 20-35+ customer calls per shift regarding coverage changes, renewal rates and billing procedures Acted Displayed Input Processed Sold

Administered Distributed Installed Produced Stocked Carried out Entered Labored Proofed Transacted Collected Exercised Merchandised Prospected

Completed Forwarded Operated Proved Conducted Handled Performed Shipped

# Supervising

Example: Developed and supervised the implementation of new computer filing system that reduced paper use by 35%

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Adjusted | Correlated | Indexed | Overhauled | Screened |
| Analyzed | Developed | Judged | Oversaw | Set |
| Apportioned | Discovered | Licensed | Policed | Scrutinized |
| Assessed | Established | Maintained | Prohibited | Supervised |
| Certified | Examined | Measured | Refined | Supplied |
| Compared | Explored | Modified | Regulated | Tightened |
| Controlled | Graded | Monitored | Reviewed | Traced |
| Corrected | Inspected | Officiated | Revised | Updated |
| **Leading** |  |  |  |  |
| Example: Trained 20+ new employees in customer service policies over a 2-year period | | | | |
| Accelerated | Elected | Guided | Mentored | Spearheaded |
| Assumed | Employed | Hired | Motivated | Stimulated |
| Caused | Empowered | Influenced | Originated | Strengthened |
| Chaired | Encouraged | Initiated | Pioneered | Supervised |
| Changed | Enlisted | Inspired | Promoted | Trained |
| Conducted | Envisioned | Involved | Raised | Transformed |
| Directed | Fostered | Led | Recognized for | Visualized |
| Disproved | Founded | Managed | Set goals |  |

# Getting Results

Example: Increased student participation by 25% over a 6-month period

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Accomplished | Constructed | Ensured | Hastened | Minimized | Reduced (losses) |
| Achieved | Contributed | Excelled | Heightened | Modernized | Rejuvenated |
| Added | Delivered | Expanded | Improved | Obtained | Renovated |
| Advanced | Demonstrated | Expedited | Increased | Opened | Restored |
| Attained | Diminished | Extended | Innovated | Orchestrated | Targeted |
| Augmented | Earned | Finalized | Integrated | Overcame | Uncovered |
| Boosted | Eclipsed | Fulfilled | Introduced | Prevailed |  |
| Built | Eliminated | Gained | Invented | Produced |  |
| Combined | Enlarged | Generated | Joined | Qualified |  |
| Completed | Enjoyed | Grew | Launched | Realized |  |
| Consolidated | Enlisted | Guaranteed | Lightened | Received |  |

# Problem Solving

Example: Streamlined ordering through the use of computer technology, decreasing wait time from 6-2 days

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Alleviated | Conceptualized | Detected | Found | Repaired | Solved |
| Analyzed | Created | Diagnosed | Investigated | Revamped | Synthesized |
| Brainstormed | Debugged | Engineered | Recommended | Revitalized | Theorized |
| Collaborated | Decided | Foresaw | Remedied | Revived |  |
| Conceived | Deciphered | Formulated | Remodeled | Satisfied |  |
| **Quantitative** |  |  |  |  |  |
| Example: converted files from COBAL to JAVA in order to increase compatibility with current systems | | | | | |
| Accounted for | Checked | Dispensed | Grossed | Projected | Tabulated |
| Appraised | Compiled | Dispersed | Increased | Purchased | Totaled |
| Approximated | Compounded | Earned | Inventoried | Quantified |  |
| Audited | Computed | Enumerated | Maximized | Rated |  |
| Balanced | Conserved | Estimated | Multiplied | Reconciled |  |
| Budgeted | Converted | Figured | Netted | Recorded |  |
| Calculated | Counted | Financed | Profited | Reduced |  |

# Communicating

Example: Presented to groups of 30+ transfer students on a weekly basis concerning university policies and procedures

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Acted | Composed | Elicited | Justified | Rendered | Summarized |
| Adapted | Consented | Explained | Lectured | Reported | Supplemented |
| Admitted | Concluded | Extracted | Marketed | Represented | Supported |
| Addressed | Convinced | Fabricated | Mediated | Revealed | Surveyed |
| Allowed | Consulted | Fashioned | Moderated | Sanctioned | Synthesized |
| Amended | Corresponded | Greeted | Negotiated | Settled | Systematized |
| Arbitrated | Critiqued | Highlighted | Perceived | Shaped | Tested |
| Argued | Dedicated | Illustrated | Persuaded | Smoothed | Taught |
| Ascertained | Defined | Improvised | Presented | Specified | Translated |
| Attested | Deliberated | Indicated | Publicized | Spoke | Transmitted |
| Briefed | Demonstrated | Inferred | Queried | Sold | Verified |
| Clarified | Drafted | Informed | Questioned | Solicited | Welcomed |
| Cleared up | Dramatized | Instructed | Referred | Submitted Wrote |  |
| Closed | Edited | Interpreted | Reinforced | Substantiated |  |
| Communicated | Educated | Interviewed | Related | Suggested |  |
| **Helping** |  |  |  |  |  |
| Example: Provided academic support for 30+ at-risk primary school students through comprehensive after-school program | | | | | |
| Aided | Bolstered | Eased | Familiarized | Prescribed | Returned |
| Accommodated | Coached | Elevated | Helped | Provided | Saved |
| Advised | Continued | Enabled | Interceded | Protected | Served |
| Alleviated | Cooperated | Endorsed | Mobilized | Rehabilitated | Sustained |
| Assisted | Counseled | Enhanced | Modeled | Relieved | Tutored |
| Assured | Dealt | Enriched | Polished | Rescued | Validated |