Hertfordshire Skills Framework

The skills that Hertfordshire employers value

Hertfordshire
Local Enterprise Partnership

Personal & people	Hertfordshire understanding
Motivation and ambition	▸ Actively participate ▸ Show enthusiasm ▸ Knowledge of the sector ▸ Pursue aspirations and goals
Confidence	▸ Willing to meet new people ▸ Able to hold conversations with peers, managers and customers ▸ Recognise own strengths and able to present these
Respect and good manners	▸ Listen and learn ▸ Recognise the feelings of others ▸ Be polite ▸ Remain calm
Determination and resilience	▸ Commitment to get things done ▸ Learn from mistakes and accept criticism ▸ Resist distractions ▸ Adapt to changes
Adaptability	▸ Flexible to cope with changing demands ▸ Able to apply knowledge to different situations
Teamwork	▸ Cooperate with others ▸ Recognise skills in others ▸ Value contribution from others

Technical & practical skills	Hertfordshire understanding
Numeracy	▸ Apply simple mathematical concepts ▸ Understand simple arithmetic ▸ Understand costs and expenditure
Literacy	▸ Able to express yourself in writing ▸ Understanding of business etiquette verbally and in writing ▸ Able to explain yourself verbally
Business and customer awareness	▸ Understand commercial realities ▸ Able to professionally communicate with customers ▸ Manage your time effectively
Analytical and problem-solving skills	▸ Investigate systematically ▸ Identify problems ▸ Look for better ways and suggest solutions ▸ Plan and organize tasks
Digital technology	▸ Understand the development in technology for business ▸ Basic knowledge of IT
Qualifications	▸ Achieve qualifications valued by employers