

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