



ELEMENTS AKADEMIA

Imparting The Finer Elements of Career

## WHITE PAPER - TOP 10 SKILLS COMPANIES LOOK FOR

Our research with leading players in the sectors below suggest that following is the ideal skill set companies look for while hiring. Our course design tries to incorporate ALL of these – so that success in our final exam also ensures a hiring status with our corporate partners.

### Basic Minimum:

#### 1. (Depending on specific role) Average to Strong English communication –

- Pronunciation
- Grammar
- Vocabulary
- Fluency

[Most top companies no longer require foreign accent (i.e. mimicking of US or European accent)... though most will require accent neutralization (i.e. no mother tongue influence) and clarity in pronunciation]

#### 2. Basic IT –

- Key board Typing
- MS Office (Word, Excel, sometimes Powerpoint)
- Emails

### Sectoral Specific:

Number	KPO/BPO	Insurance	Retail
1	Customer service	Consultative selling	Customer service
2	Conflict resolution	Interpersonal skills	Team working
3	Listening Skills	Communication	Communication
4	Team working	Local networks	Interpersonal skills

5	Cultural Sensitivity	Organizing ability	Selling skills
6	Multitasking	Analytical skills	Data base handling
7	Problem solving	Cultural sensitivity	Visual merchandizing
8	Presentation Skills	Multitasking	Trend spotting
9	Self/Stress Management	Documentation	Inventory management
10	Domain knowledge (Accounting for F&A, Insurance etc.)	Domain knowledge (Financial products understanding)	Domain knowledge (Inventory, Cash etc.)