

Job Roles Worksheet

Business Type/Name:	Airline
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	Role 1	Role 2	Role 3	Role 4
	Pilot	Flight Attendant	Mechanical Engineer	Book-in Agent

PEOPLE SKILLS				
Sensitivity to others				
Insight into others				
Openness				
Respect				
Speaking				
Active listening				
Conversation				
Persuasion				
Team membership				
Team participation				
Leadership				
TASK SKILLS				
Planning				
Time management				
Practical skills				
Computer skills				
Problem solving				
Business awareness				
Customer focus				
PERSONAL SKILLS				
Learning skills				
Adaptability				
Goal setting				
Initiative				
Independence				
Achievement motivation				
Dependability				
Professionalism				