The following skills are the ones that are most necessary across our organization. In some cases, these skills are necessary to qualify for a position. This information can also help you plan your career goals with L&F Distributors by identifying for you the skill levels needed for the position(s) you hope to hold in the future.

**SKILLS**

**People Skills**
Definition: A set of skills showing the ability to get along with other people, communicate well, resolve disagreements and reach goals

<table>
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<tr>
<th>ENTRY</th>
<th>COMPETENT</th>
<th>ADVANCED</th>
<th>LEADERSHIP</th>
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| • Be friendly and pleasant to everyone, no matter their personality or position  
• Be outgoing but considerate  
• Ask customers or coworkers about themselves, both professionally and personally, and share things about yourself | Everything listed in Entry, plus:  
• Always be open and genuine to gain trust  
• Ask questions to understand other people’s point of view  
• Make every customer feel valued  
• Always communicate your intentions and ideas clearly | Everything listed in Competent, plus:  
• Lead by example  
• Be respectful in times of conflict  
• Find solutions to disagreements that everyone can accept  
• Be pleasant to even the most challenging customers and coworkers  
• Help coach coworkers who are dealing with difficult people | Everything listed in Advanced, plus:  
• Acknowledge and greet your employees every day  
• Set the expectation that all employees must work to build good relationships with everyone  
• Show an interest in your employees beyond their work for the company  
• Do not ignore substandard people skills, doing so condones them  
• Provide coaching, training and resources for employees to learn how to work well with all personality types  
• Promote those who demonstrate these skills |