

Skills for Real World Survival

Verbal Communication
voice messages

Personal Space
space allowed between two or more people

Co-workers
people who work together

Passive-Aggressive
personality trait causing people to suppress their feelings

Assertive
personality trait causing people to express their opinions without offending others

Aggressive
personality trait causing people to be overly energetic and forceful with their opinions and requests

Analytical Skills
ability to examine something by separating it into parts and studying its relationships and influences

Decision-making Process
thought process which leads to an action (or inaction) by considering alternative options

Long-term Goals
goals set for one year or more

Short-term Goals
goals set for less than one year

Attitude
mental position one possesses with regard to a fact, issue or belief

Introvert
person who is more comfortable with his or her own thoughts and feelings

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Extrovert

person who enjoys sharing thoughts and ideas with others

Ethics

moral rules and values governing the conduct of a person or group

Leadership

quality of a person allowing them to guide, direct or influence people

Business

specifically designates the activities of those engaged in the purchase or sale of commodities or in related financial transactions

Entrepreneur

person who organizes, operates and assumes the risk for a business venture; person who starts their own business

Business Ethics

study and examination of moral and social responsibility in relation to business practices and decision making in business

Research Skills

skills needed to locate, analyze and present information

Glossary

list of terms and definitions used in a book

Index

database which allows one to locate a specific author, title or subject

Table of Contents

outline or list of available chapters and sections in a book or manual

Appendix

section of supplemental materials or additional references

Plagiarism

unauthorized use of information

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Copyright Laws

laws regulating the use of specific expressions or ideas except by the person or company who generated the idea

Libel

printing of false information with the intent to damage a person's reputation

Slander

false statements given to injure or defame a person's character

Spreadsheet

screen-oriented interactive program enabling a user to lay out data on-screen

Database Applications

electronic filing cabinet in which data can be stored, manipulated, reported and managed

Operating System

software designed to control the hardware of a computer in order to allow users and application programs to make use of it

E-mail

system for sending and receiving messages electronically over a computer network or between personal computers

Address Book

provides a place to store e-mail addresses, which can often be complex and difficult to remember

Attachments

allow the user to send electronic files along with an e-mail

Netiquette

etiquette or proper behavior in the electronic environment

Flaming

sending an immediate, angry overreaction to an e-mail

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Shouting

typing a message in all capital letters

Spam

unsolicited commercial e-mail

Phishing

e-mail falsely claiming to be an established legitimate business

Interpersonal Skills

skills people use to properly interact with others on a daily basis

Team Building Skills

exercises or simulations referring to the effort to bond members of a team

Critical Thinking

process of investigating and assessing ideas and information in order to achieve sound decisions and results

Business-to-Business

business which sells to another business instead of to consumers

Business-to-Consumer

business which sells directly to the consumer

Sole Proprietorship

simplest type of business organization, simple to form and operate and may enjoy greater flexibility of management

Franchise

business which has the right to sell another business's name or product

Corporation

large business having a more complex business structure which is publicly traded in the market

Partnership

two or more individual business owners