

Transferable Skills Career Guide

A guide to landing a job based on
your real-world experience

A collaboration with
CONCREATES[™]

Radical Ideas

from

Radical Thinkers

Radical - adjective / [rad-i-kuhl]
Relating to or affecting the fundamental nature of something; far-reaching or thorough.

ConCreates is a creative agency powered by incarcerated and formerly incarcerated individuals. ConCreates exists to give radical thinkers the chance to harness their creativity in a positive way. ConCreates gives brands the diverse, authentic and breakthrough thinking they need and formerly incarcerated people the second chance they deserve.



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Foreword

If you're looking for new ways to market yourself in today's economy, this guide shows you how to highlight an accumulation of skill sets you've gained throughout your life. Some of these skills are ones that an employer might not see the true value of right away, but you can show how your background makes you uniquely qualified for the job.

Transferable skills are important because our shifting job market requires hiring managers to look for something different. Beyond technical skills, qualities that show your ability to wear multiple hats are now in high demand. Once you become in tune with these non-traditional transferable skills, you'll be able to embrace and utilize all the unique experiences you've gained throughout life.

Just as we at ConCreates have redefined ourselves, it's refreshing to work with a company like Indeed where there's a strong alignment around the notion of "hiring the human." We've led with our flaws and challenged the world to see us for the ingenuity and genius that we possess. Indeed champions the mission of helping all people get jobs, and we're grateful to bring you this guide to share our experiences of turning transferable skills into confident career paths.



Why are transferable skills important in the workplace?

Transferable skills are a way for you to show that you can do the job, even if you don't meet every single requirement or skill match in the job description.

Adaptability – Being versatile is important when searching for a new role. Employers are seeking “all-rounders” — those who are able to complete multiple things and fill different roles if and when needed.



1 Real Stories



Where some
see a **criminal
record**

We see a
unique skill set



Real Stories: Incarceration

Speak Your Truth

Despite having a leadership background in his community and creative spaces, Vincent found himself behind bars after getting involved with selling drugs.

While incarcerated, he remained curious and open minded, learning about the people around him and avoiding the negativity of prison culture. He used his charisma to his advantage, befriending guards in order to access educational and creative opportunities.

He soon realized that prison is a breeding ground for creativity. Launching several initiatives while incarcerated, and later ConCreates, Vince took ownership of his felony record and turned it into a force of positivity.

Key Takeaway

Mind Over Matter

No matter where you find yourself in life, dedication to a cause you believe in can transcend any physical circumstances. By trusting himself, Vince was able to reclaim his incarceration experience and channel it into a force of positivity.



“My charisma is my currency; my ability to see opportunity where most people see problems. I don't see problems, I only try to solve things. I look at problems as an opportunity to solve them.”

Skillset Transfer

Real World Experiences

Learning to embrace and respect different races and cultures, a must while incarcerated.

Learning to stay focused on oneself, not minding other people's business.

Finding ways to be in creative and thought-provoking spaces while behind bars.

Learning to put the needs of the incarcerated community over personal needs.



Transferable Skills

Empathy
Cultural Awareness
Problem Solving
Relationship Building

Discipline
Goal Orientation
Time Management
Self-Esteem

Strategic Thinking
Adaptability
Communication
Vision

Compassion
Patience
Teamwork
Leadership

Where some
see a **stay-at-
home mom**

We see an
**accounts
manager**



Real Stories: Motherhood

Lead With Love

When she was 16, DeeAnna became pregnant with her boyfriend's child and was quickly abandoned by her family. She had essentially no support and nowhere to live because her friends' parents considered her a bad influence.

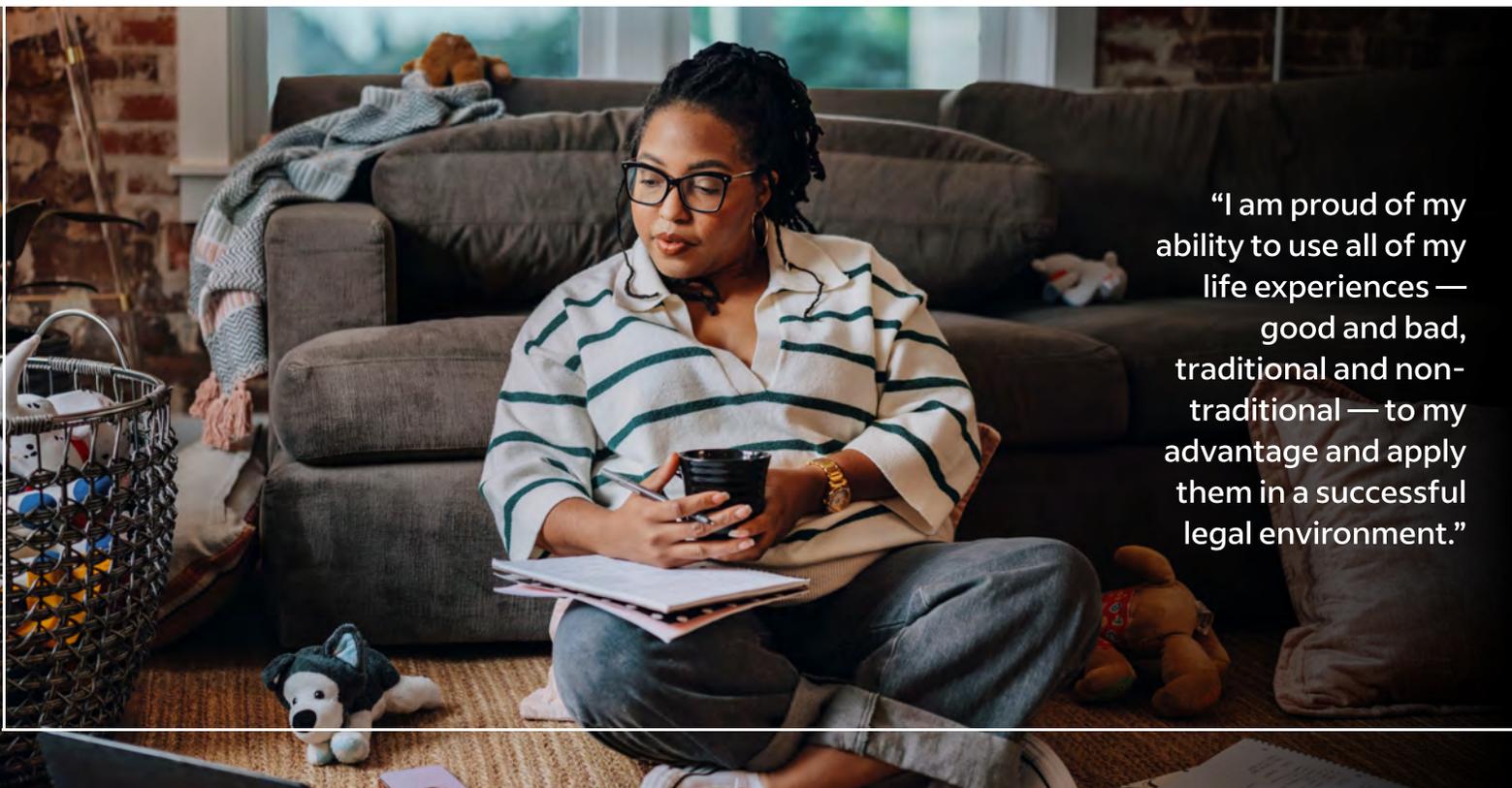
Eventually, she struck a deal with a single mother who let her stay in her two-bedroom in exchange for watching her daughter during the work day. All the while, she continued to attend school and had to make do with what little she had to survive.

Upon graduating high school at the age of 18, she had another child. But with the right mindset, she was able to become stable and independent and has never looked back, achieving great success as a result.

Key Takeaway

By Any Means Necessary

It is often in times of despair when bare necessity forces us to see a way back to the light. Left with no choice but to provide for her children, DeeAnna learned to make something from nothing at a young age and has never turned back.



“I am proud of my ability to use all of my life experiences — good and bad, traditional and non-traditional — to my advantage and apply them in a successful legal environment.”

Skillset Transfer

Real World Experiences

Learning to make her and her family's home life comfortable with the bare minimum when she was unable to work.

Learning to apply for, receive and maintain government assistance.

Learning how to provide the mental, emotional and physical needs for herself and her children.

Learning how to cook, clean and properly care for a household so her family would be safe, comfortable and well cared for.



Transferable Skills

Budgeting
Resource Allocation
Decision-Making
Planning

Application Skills
Attention to Detail
Research
Digital Literacy

Crisis Management
Empathy
Negotiation
Prioritization Skills

Leadership
Organizational Skills
Safety Standards
Communication

Where some
see a drug dealer

We see an
entrepreneur



Real Stories: Entrepreneurship

Trust the Process

Born with a knack to hustle, Tommy realized his entrepreneurial abilities by selling candy in grade school. By high school, his passion for profits took over and he started to sell drugs.

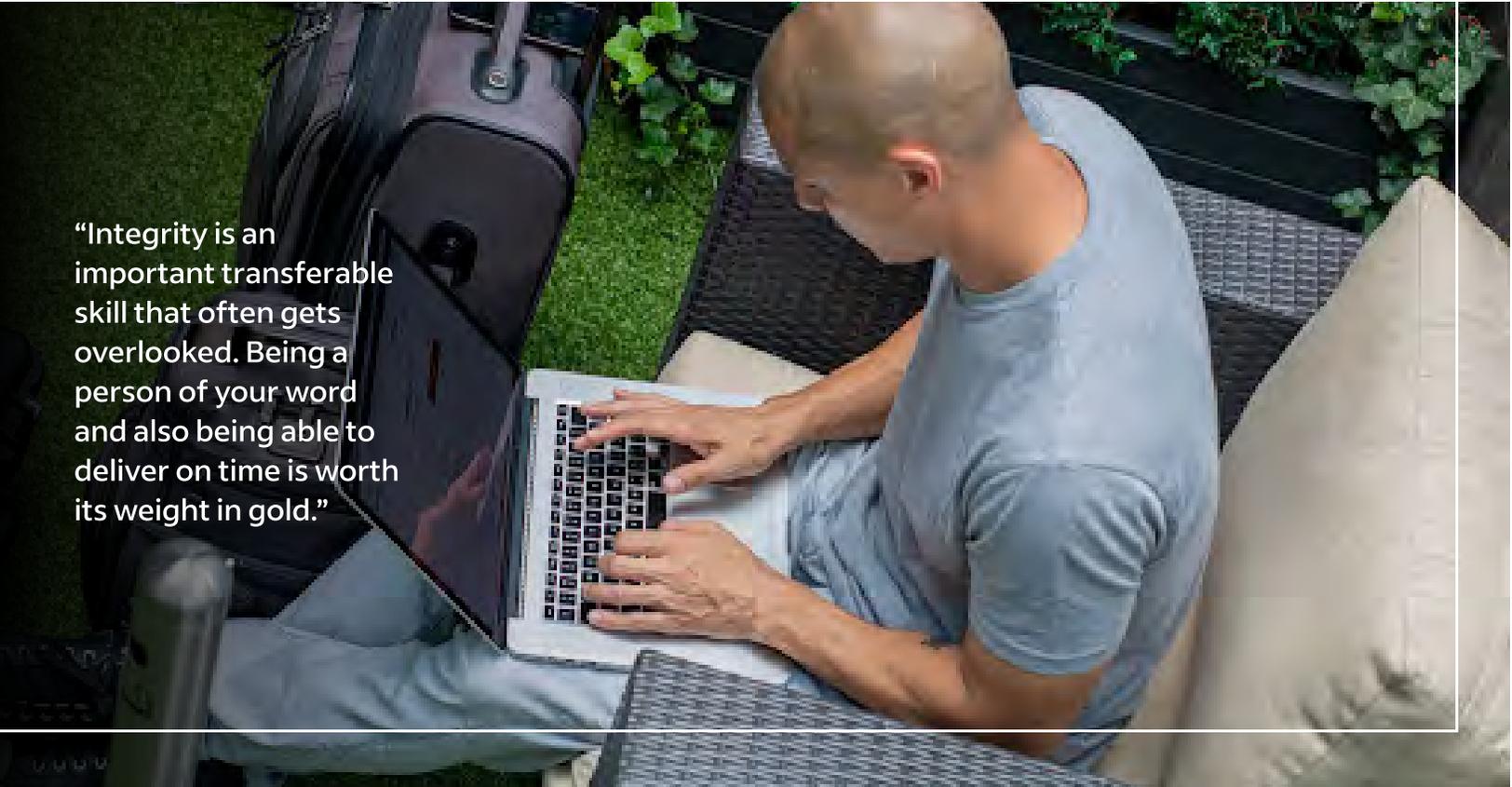
His eventual incarceration forced him to rechannel his energy toward drive and education. In prison, he continued to explore entrepreneurial opportunities but with a focus on empathy and understanding human nature.

Doing the work to understand himself and others allowed him to make the best use of his skills, earning him an MBA and the knowledge to pursue legal business once he got back home.

Key Takeaway

Wealth in the Knowledge of Self

Facing incarceration forced Tommy to sit with discomfort and come to know himself on a deeper level. Beyond this experience, Thomas has sought further guidance on his lifelong pursuit of self-awareness, which has allowed him to clearly see and achieve his goals.



“Integrity is an important transferable skill that often gets overlooked. Being a person of your word and also being able to deliver on time is worth its weight in gold.”

Skillset Transfer

Real World Experiences

Transferable Skills

Running businesses since he was selling candy on the playground in grade school.



Initiative
Self-Confidence
Problem Solving
Self-Starter

Avoiding toxicity behind bars, becoming self-aware and learning to control his emotions.



Emotional Intelligence
Consistency
Communication
Self-Control

Pursuing a business degree while incarcerated and encouraging his peers to continue educating themselves.



Dependability
Leadership
Organizational Skills
Time Management

Building and maintaining a diverse set of relationships and friendships; seeing the good in others.



Integrity
Team Building
Diplomacy
Awareness

Transferable Skills → 2



Transferable Skills: Defined

Today's rapidly evolving world calls for a new era of thinkers in the workforce. As industry leaders feel the pressures of hiring shortages and the ability to prepare for the future, the demand for adaptable workers is at an all-time high. Now more than ever, people who come from non-traditional backgrounds are at the forefront of what every company needs.

Transferable skills are qualities that carry over from one role or experience to a variety of others. Instead of needing a degree in a specific subject to qualify for a certain role, employers are now looking for individuals who can apply real-life experience to the working world.

The following are some real examples of transferable skills:

Managing a Household

Budgeting, Scheduling, Conflict Management

Completing Chores

Digital Literacy, Initiation, Communication

Filling Out Applications

Attention to Detail, Execution, Dependability

Hiring the Human

Real people with real life experiences are what the world needs right now.

Seeing Your Potential

You have probably overcome significant obstacles in your life. Whether you learned to adapt to society after incarceration, managed a busy household or turned your network into your net worth, you have what it takes to rise above the rest in today's job market.

Realizing Your Value

In the past, the corporate world was largely powered by Type A employees with specialized degrees in their respective fields. Today, most employers are seeking team members who can bring a unique perspective and an array of life experience to the table. Your skills and experiences are in high demand.

Self-Confidence + Motivation

Possessing transferable skills is step one. To achieve your goals, you'll need to remain motivated. What energizes you? What drives you? Reflect on what brings you happiness and fulfillment. Picture yourself achieving your dreams, set achievable goals and hold yourself accountable to the life you want to live.

How to Identify Your Transferable Skills

It can be challenging to see yourself from an employer's perspective. Even those who come from more "traditional" backgrounds struggle with this, which is why career development resources are so popular. If you don't come from a "traditional" background, it can be very difficult to see where you fit into the corporate world.

To take the pressure off directly answering the question, "What transferable skills do I have?" we've created an assessment to help you identify the strengths and skills that set you apart.

Take some time to reflect while answering and, if helpful, open up a word document to capture your thoughts about the following questions:

- 01** What non-traditional things have you done to earn money or make a living?
- 02** What do you consider your strengths when it comes to doing what you do?
- 03** What's a significant challenge you faced?
How did you deal with it?
- 04** What do you see in yourself now that you did not used to see?
- 05** How have you learned from your environment/community?
Give a specific example.
- 06** How does dealing with adversity play a role in your skill set?
- 07** What's something you bring to your community?
- 08** What are you most proud of in yourself?
- 09** Feel free to tell a story or make a list.
- 10** Why do you feel drawn to the work you do?

Top 25 In-Demand Skills

- 01 Communication
- 02 English
- 03 Caregiving
- 04 Customer Service
- 05 Sales
- 06 Microsoft Office
- 07 Computer Skills
- 08 Microsoft Excel
- 09 Manufacturing
- 10 Microsoft Word
- 11 Organizational Skills
- 12 German
- 13 Java
- 14 Leadership
- 15 Driving
- 16 Analysis Skills
- 17 Service Skills
- 18 Python
- 19 Microsoft PowerPoint
- 20 Time Management
- 21 SQL
- 22 Project Management
- 23 Administrative Affairs
- 24 Maintenance
- 25 JavaScript

01 Communication

Experiences that deal with interacting with people across different settings (e.g., cashier, teacher, youth sports coach) can sharpen communication skills. Understanding the value of this skill set can help you qualify for positions such as:

Communications Executive, Public Relations Specialist, and Director of Human Resources

Related in-demand skills include:

Customer Service, Sales, Service Skills

04 Customer Service

Showing that you can interact with and build rapport with people is a valuable skill that can be applied to a variety of jobs. Across fields and industries, people who can show empathy and advocate for customers prove themselves to be valuable additions to a customer-facing team and for positions such as: Support Representative, Retail Manager, and Director of Hospitality

Related in-demand skills include:

Microsoft Office, Java, Python, SQL

14 Leadership

Coming from a culture where community is a high priority, many of us are forced to step up as leaders at a young age. Whether it's taking care of your siblings, leading within your religious group or looking out for your neighbors, this skill set can lead to roles such as: Chief Executive Officer (CEO), Project Manager, and Hiring Manager

Related in-demand skills include:

Caregiving, Organization, Project Management

3 How to take action



The Game Plan

A Brief Review and Steps Moving Forward

Defining Transferable Skills

Transferable skills are qualities that maintain value across a wide array of career paths

Identifying Your Skill Sets

Transferable skills can come from life experience, community roles and past jobs you might not expect. Take a moment to ask yourself what your biggest strengths are and how you've overcome adversity in the past, and look for roles that can leverage your unique skill set superpowers.

Self-Confidence + Motivation

Knowing your strengths is just part of the process. In order to actualize your goals, you'll need to focus on what drives you. Understand that your talents are needed to build a brighter future and get after it.

Putting It All into Practice

We know this is a lot of information to take in. Take your time and don't be afraid to ask for help. This final section will suggest steps you can take to employ your transferable skills right now.

Three Things You Can Do Right Now

1. Consider your obstacles

Take out a sheet of paper or open a new doc. Write out 5 obstacles you've gone through in life and how you overcame them. Use this guidebook to identify the skills you used in each scenario. Finally, keep this list of transferable skills handy so you can add them to your resume and speak about them in future interviews.

2. Create a work-back schedule

A work-back schedule is an organizational tool used by project managers to reverse-engineer their goals into reality so they can apply to jobs, develop their skills or update their resume. Follow these steps to create your own work-back:

- Set a goal and put a date on it.
- Find the halfway point; where will you need to be by that date?
- Continue to narrow down the steps as much as you'd like (we recommend 5-15 steps).
- Put a date on each task and hold yourself to it.

3. Use your network

Check in with your people. Your network is your net worth and you never know when your next big opportunity could be a message away.

It can be challenging to stay connected, but remembering to check in with those who care about you can help keep you centered and focused on your purpose.

Obstacle: Gaps in Your Resume

Your Name Here

1(800)-SKILLED Email: noname@concreates.com

PROFESSIONAL SUMMARY

➤ A self-starter with a breadth of transferable skills.

SKILLS

➤ When it comes to highlighting your expertise on a resume, not everything has to come from “professional” experience.

- Getting educated while in prison = Time Management
- Organizing a peaceful protest = Leadership
- Instilling positive values in your children = Empathy

EDUCATION

- Azusa Pacific, Bachelor of Arts in Marketing
- Hollywood High

WORK EXPERIENCE

2016-2022 — Unemployed

How do you explain this gap?

If you’re just getting back to society after being incarcerated, or have spent the last few years making sure your infant was taken care of, there will be reasonable gaps in your employment history.

Consider highlighting how you grew and what you learned or accomplished during your gap, such as completing a professional program while incarcerated. A combination or functional resume also may be a better fit than a chronological resume.

2009-2016 — Sales Associate

2002-2009 — Restaurant Host

Obstacle: Career Change

After 25 years of customer service experience in the healthcare industry, Latifha wanted to make a career change into remote executive administration.

Take a look at some of the key adjustments she made to her resume to highlight her transferable skills:

Revised

Specified and capitalized job title

SENIOR CUSTOMER SERVICE REPRESENTATIVE — AETNA, INC.

Highlighted directly related experience (digital and people skills)

- Knowledgeable and skilled on the Google Workspace platform.
- Maintained positive relationships with team members and staff to promote healthy communication and inclusiveness.

Broke down a run-on sentence to highlight more than one skill set.

- Helped new and existing Internet Response Team members as a resource for troubleshooting challenging issues.
- Did quality reviews for new Internet Response Team employees as requested by their supervisor.
- Worked on the Internet Response Team and responded to questions online.

Removed redundant info for readability

Remove focus from less relevant skills

Original

Aetna/CVS Caremark

- Answered incoming member and provider dental and medical calls. Resolved complex claim and benefit issues as well as balance billing problems.
- Helped new and existing Internet Response Team members as a resource for troubleshooting challenging issues. Did quality reviews for new Internet Response Team employees as requested by their supervisor.
- Worked on the Internet Response teams for medical and dental. Responded to questions online from Aetna.com and Aetnadental.com.

By refreshing her resume, Latifha was able to draw more attention to her unique transferable skills. By highlighting these technical and interpersonal skills, she was able to showcase something special about her that might otherwise go unrecognized.

Afterword

Congratulations! You're now one step closer to filling the gaps in your resume, speaking about your experience and securing your next career move.

You've always known what you are capable of — now you have some more tools to translate that knowledge of your strengths and experiences into marketable skills. We hope that you've found new confidence in your abilities.



The **CONCREATES** Team

More resources

- [Transferable Skills: 10 Skills That Work Across Industries](#)
- [7 Transferable Customer Service Skills And Related Jobs](#)
- [Top 12 Job Skills Employers Look for in Job Candidates](#)
- [How to Develop Your Skill Set to Advance Your Career](#)
- [10 Skills for Cover Letters](#)
- [How To Explain Gaps in Employment on Your Resume](#)
- [Functional Resume: Definition, Tips and Examples](#)