



WAYS TO IMPROVE YOUR EMPLOYABILITY

Introducing the PwC Employability Guide

At PricewaterhouseCoopers, we like to take people further. Which is one of the reasons why we're so committed to helping people get here in the first place. And it's why we've come up with this employability test. The PwC Employability Guide will take you through the different competencies you're likely to need to become part of our global organisation. You might have developed many of the skills through your studies. Others could have come from part-time work or summer travel. Or from somewhere else altogether. What's important is that you can recognise the skills we're looking for, and then come up with a good example (or two) to evidence them. And this booklet should definitely help you along the way. The journey starts here.

1



It's getting the most out of others (and yourself).

Develop self and others through coaching

At PwC, we take personal development seriously. And that means we'll be looking for evidence that you do too. We'll want to know that you've been committed to developing both yourself, and others. You'll need to demonstrate that you can reflect on the things you've done well, and the things you've done less well. You'll also be able to show us that you can give other people the constructive feedback they need to improve themselves. These kinds of skills could come from a whole host of different areas. You might have mentored a child at a local school. Or helped a friend to learn something new, like playing the guitar. It could be that you've set yourself standards that go above and beyond the requirements of your course or part-time job. Either way, you'll be passionate about development – and able to show it.

Select the questions below that you feel you've achieved

Have you pushed yourself to achieve things that go above and beyond?

Have you taken the time to feed back to others?

Can you think of a time when you changed your approach after getting feedback?

Have you developed new skills outside your degree?

Have you undertaken any work experience or voluntary work?

2

It's making
yourself heard.



Communicate with impact and empathy

Wherever you join us, you'll need to be a confident communicator. You'll be able to get your point across to others and you'll know how to bring them round to your way of thinking. And you should be just as happy listening to other people's ideas and opinions. We'll be looking for people who can express themselves clearly, both in a conversation and on paper (which means you should make sure everything on your application form is 100% accurate). Of course, we all communicate every day. But we'll be particularly interested in hearing about the times when you've presented to an audience. Or written a document that made good things happen. You might have persuaded an organisation to sponsor a sports team. Or been the representative for your course. The important thing is that you have plenty of examples to draw on – and that you know how to express those examples to us.

Select the questions below
that you feel you've achieved

Have you had to
write speeches,
manifestos or
business cases?

Can you think
of a time when
you've actively
listened to
other people's
opinions?

Have you
presented on
your course
or to a club or
society?

Have you
given clear and
appropriate
instructions to
others?

Have you used
your powers of
persuasion to
get funding or
agreement for a
proposal?

3



It's going that little bit further.

Be curious: learn, share and innovate

At PwC, we're big believers in life-long learning. We also like to keep coming up with new ways of doing things. So whether you're attending training courses, offering insights to your colleagues or thinking laterally, you'll always need to learn, share and innovate. And that means we'll want to know how you do those things now. You should be able to tell us about how you've made the most of different learning opportunities – especially those that fall outside your course. You might have passed on some knowledge to colleagues in a job. Or offered suggestions that will make things work more efficiently. Perhaps you came up with an idea for a different kind of fundraising event. Or took up an evening class. And the most important thing of all? That you'll be committed to building on these qualities when you join us.

Select the questions below that you feel you've achieved

Have you shared your knowledge with other people on your course?

Do you attend events that are all about knowledge sharing or learning?

Have you used your initiative to achieve a goal?

Have you been along to employer presentations or skills sessions to research your future career?

Have you made time to learn something new outside your course?

4

It's supporting other people.



Lead and contribute to team success

We often work in teams at PwC. It means everyone here has to have outstanding team working skills. The ability to get along with and support others and to lead a team to success. And there's any number of environments where you could have gained these kinds of skills. The most obvious being as part of a sports team, club or society. Or you might have tackled a course-related project as part of a group or fitted into a new team at work. Just as importantly, you'll need to think about the skills you brought to the team. Have you negotiated to achieve a common objective? Motivated other team members? Adapted your style? Resolved any group disputes? If that sounds like you, then you could be well on your way to joining our team.

Select the questions below that you feel you've achieved

Are you a member of a sports team, club or society?

Have you provided leadership to a group?

Have you contributed to a voluntary project which relied on team success?

Have you flexed your style to work better with others?

Have you thought about what qualities you can bring to a team?

5

It's showing loyalty.



Build and sustain relationships

We always build and maintain strong relationships with our clients, and that means we're able to offer them the strongest solutions. It can also help to open up new business opportunities – if we have a good rapport with a client, the chances are they'll come back to us again and again. And that they'll introduce us to other contacts. So it goes without saying that we're interested in the kind of people who can demonstrate loyalty and a natural ability to get along with others. You'll be able to show us that you've maintained relationships with all sorts of different people. There are lots of ways that you can do this – from keeping in touch with a contact you've made on a work experience placement through to getting to know people on similar courses at other universities.

Select the questions below that you feel you've achieved

Have you built up relationships with others?

Have you got to know a customer really well?

Have you made (and maintained) useful contacts on a work experience placement?

Have you got to know your careers advisor or course tutor?

Have you networked with people from other courses or universities?

6

It's keeping
your cool.



Demonstrate courage and integrity

Honesty and integrity are absolutely vital in a business like ours. We like to be open with our clients, and with the people who work for us. We believe in delivering the best standards, adopting the right procedures and maintaining the highest levels of confidentiality. And if something's not right, we're not afraid to say so. All of which means we'll be looking for exactly the same skills in you. You can demonstrate them in lots of different ways. There might be a time when you showed just the same professionalism on a routine task as you showed on a big project. Or when you diffused a difficult situation using tact and diplomacy. You'll be the kind of person who's always punctual and you won't be afraid to speak your mind when you feel that something's not right.

Select the questions below
that you feel you've achieved

Can you think
of a time when
you worked well
under pressure?

Do you always
turn up to your
commitments
on time?

Have you dealt
with conflicts or
differences of
opinions?

Ever undertaken
a mundane
task with real
enthusiasm?

Do you put
100% into every
application
form?

7



It's always having a plan B.

Manage projects and economics

At PwC, your ability to deliver work to high quality standards will be absolutely vital. The chances are that you'll find yourself juggling quite a few different priorities. Or that you'll need to implement a back-up plan if a project doesn't go quite as you expected. It means we'll be interested in hearing about how you've managed your workload, how you've handled resources to meet deadlines or budgets, and how you've used your initiative to deal with the unexpected. And where might you have developed those skills? Certainly on your course. But it could be that you've managed your finances to fund a trip. Looked after the funds for a club or society. Organised a big social event. Or prioritised more than a few different tasks in a part-time job.

Select the questions below that you feel you've achieved

Have you handled lots of different pieces of course work over a period of time?

Have you successfully managed your finances to achieve a long-term goal?

Do you take responsibility for tasks to ensure that they're always completed?

Have you prioritised different tasks to meet a deadline?

Have you ever looked after the finances of an organisation?

8

It's being adaptable.



Be open minded, agile with change and practical

We never stand still at PwC. Our business and client needs are constantly changing and that means we have to adapt our work structures and processes. But throughout any changes, we retain a 100% commitment to delivering the highest quality work. That's why we're looking for people who can think on their feet and adjust to lots of different situations – without compromising on standards. You'll always keep an open mind and you'll think logically to work out the best way forward when you come across an unexpected hurdle. And to evidence it? You might have had to cover for a colleague at work at short notice. Coped well with an unexpected piece of course work. Or taken part in a scheme like the Duke of Edinburgh's Award that put you into a completely new environment.

Select the questions below that you feel you've achieved

Have you taken on board suggestions from others?

Have you adapted positively to a new process at work?

Have you showed flexibility by staying late to get things done?

Have you picked up a shift at work at short notice?

Have you tried new things that are outside your comfort zone?

9

It's knowing
how to add value.

Acquire and apply commercial and technical expertise

At PwC, you'll always be building on your commercial and technical expertise. Much of that will come from on-the-job learning or via training courses. But we'll also expect you to seek out opportunities to develop that expertise, and to think about the different outlets where it could be applied. It means we'll want to know that you're the kind of person who does their research. Who's committed to continually developing their skills. And who can review or evaluate an experience to work out what you learned, and how you can apply that learning. As a starting point, you could look into the qualifications we offer here. You could also find out more about our different business areas, and how you could add value to them.

Select the questions below
that you feel you've achieved

Have you looked into the kind of professional qualifications you might be doing with us?

Do you take an interest in business and current affairs?

Are you curious about what makes a business tick?

Have you gone the extra mile to build your understanding of a company or industry?

Have you thought about who your dream client would be or what it would be like to be a CEO?

10

It's always offering
a helping hand.

Be passionate about client service

By being passionate about what we do, we're able to deliver the results our clients want. Which is why we're interested in people who'll go out of their way to provide the right solutions. So what sort of skills and experience will we be looking for here? It could be that you've gone above and beyond expectations in a part-time job. For example, you might have developed a much deeper understanding of the business, who its target consumers are and who it competes with. Or perhaps you've had some ideas about how it could operate even more effectively. It might be that you've made a big contribution to a society or sports club – perhaps you've organised a social event that went with a bang? The key thing to remember here is that we want to make sure you'll always go the extra mile for clients.

Select the questions below
that you feel you've achieved

Do you take a real interest in your part-time job, how the company works and who its competitors are?

Have you looked at how PwC operates as a business?

Have you come up with ways to do things differently?

Have you thought how you could make a club or society even better?

Do you strive for continuous improvement?

You've scored



Results

Thanks for taking the PwC employability test. We hope it gave you some useful insights into the competencies that employers are after, and a chance to evaluate where you're up to in terms of developing them. Talking of which, your results are in. So here's how you did...

1 – 20%

You've already got a few of the skills that employers want to see. Now you just need a few more. This guide will point you in the right direction and help you to fill in any gaps.

21 – 40%

You've made a great start, but you're not quite there yet. Think about what you can do to build on the skills you have, and we're sure it won't be long before you can tick even more of our boxes.

41 – 60%

You're well on your way to getting all the skills you need. But you should probably be thinking about getting a few more, just to make sure you've got the whole package.

61 – 80%

You've got a really impressive range of skills. You could do with one or two more to make sure you really stand out from the crowd, but you're probably on the case already.

81 – 100%

We're impressed. Employers look for all sorts of skills, but you seem to have pretty much everything covered. It's good to draw on recent examples though, so make sure you keep your activities going.



Reflect on where you're up to

This space has been designed to help you assess where you are now in terms of your employability skills. You can use it to write down examples for the competencies you already have or to come up with an action plan in areas where you think you might be falling short. And remember, you could have developed the skills we're after in all sorts of different environments.



