

Action word examples

Action Verb	Examples of Use
administer	programmes, enrolment records, budgets, functions, exams
adapt	procedures, systems, programmes
analyse	information, applications; qualitative, quantitative, statistical or scientific data
anticipate	needs, trends, requirements
assess	applications, information, options, feasibility, impact
assist	in preparing, designing, establishing, organising, evaluating
apply	policy, rules, regulations
approve	applications, expenditure
budget	money, time, resources
build	systems, programmes
calculate	expenditure, results, risks
carry out	research, duties
catalogue	information, books
circulate	minutes, reports
classify	information for record-keeping purposes
coach	staff, teams
collate	data, information, results
communicate	orally, verbally, in writing
compile	information, data, files, records, financial reports, statements, agendas
conduct	experiments, surveys, courses, inventories
control	finances, waste
co-ordinate	people, events, information, appointments, meetings, work flow, activities, functions
counsel	staff, students, clients (personal, educational, financial, technical, career counselling)
create	systems, programmes
deal	with sensitive issues, staff, students, complex enquires
delegate	responsibility, accountability, tasks, assignments
deliver	programmes, reports, speeches, presentations, seminars
design	layouts, systems, procedures, training programmes
distribute	minutes, mail, pamphlets, information, materials
draft	routine correspondence, non-standard correspondence, minutes, memoranda
edit	manuscripts, newsletters, documents
ensure	access, accuracy, quality, standards
entertain	visitors, individuals, groups
establish	programmes, standards, guidelines, office systems, priorities

Action Verb	Examples of Use
estimate	income, costs, expenditure, time-frames, outputs, space requirements
evaluate	programmes, services, applications, group and individual performance
explain	determinations, policy, procedures
filter	information for senior staff
follow up	complaints, overdue accounts
formulate	procedures, guidelines, experiments, budgets
forward	calls, requests, information to appropriate sections
gather	data, information, opinions
generate	ideas, information, opinions, income
handle	cash, workloads, enquiries
help	other individuals, teams, organisations
identify	causes, needs, problems, solutions
implement	programmes, systems, policy, recommendations
initiate	ideas, change, methods, approaches, contacts, schemes, programmes, discussion
interpret	policies, guidelines, rules
interview	candidates, students, applicants, clients
investigate	causes, problems, options
lead	task forces, working parties, teams, groups, discussions
liaise	with clients, other departments, service providers
maintain	equipment, systems, supplies, machinery, accounts, resource collections
make	travel and accommodation arrangements, bookings
manage	staff, team or group activities
manipulate	text, lay-outs, data to final report or camera-ready stage
modify	procedures, systems, guidelines, forms, manuals
monitor	records, accounts, expenditure, consumption, information, trends
motivate	others
negotiate	contracts, conditions; with suppliers, groups, individuals
operate	equipment, machines
participate	in planning departmental activities, in evaluation and selection of systems
persuade	others
plan	events, programmes, schedules, itineraries, directions
prepare	reports, summaries, agendas, minutes, statistics, recommendations, documentation, background research
process	complex and detailed accounts, non-standard applications
produce	reports, summaries, results, documents, tables
program	computers

Action Verb	Examples of Use
programme	events
promote	services, books, ideas, people
provide	service, information, guidance, interpretation; advice based on policy
purchase	equipment
record	transactions, proceedings of a meeting, data
recommend	changes to procedures, purchases
refer	complex enquiries, people to external providers
report	on projects, expenditure
represent	the organisation, the department
resolve	discrepancies, conflict
respond	to special requests, complex enquiries
review	systems, procedures, work area guidelines, structures
schedule	appointments, meetings, work flow, activities
screen	calls
supervise	staff, students, functions, property, programmes
take	decisions, responsibility, minutes
teach	school groups, students
test	equipment, systems
train	staff, students
type	manuscripts for publication, statistical tables, technical documents
undertake	research, secretarial functions for formal meetings
use	software, computers, equipment, information systems
vet	applications
write	minutes, reports