



*SOFT SKILLS
IN THE
WORKPLACE*

ESSENTIAL SKILLS TOOLKIT

WHAT ARE SOFT SKILLS???

- *Soft skills is a synonym for "people skills." The term describes those personal attributes that indicate a high level of emotional intelligence.*
- *Unlike hard skills, which describe a person's technical skill set and ability to perform specific tasks, soft skills are broadly applicable across job titles and industries.*
- *It's often said that hard skills will get you an interview but you need soft skills to get -- and keep -- the job.*

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LinkedIn's 2019 Global Talent Trends report showed that 92% of hiring managers say that soft skills are as important- or more important- than hard skills. In addition, 89% of managers say their "bad hires" typically lack soft skills.

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*To handle
interpersonal
relations*

2

*To make
appropriate
decisions*

3

*To
communicate
effectively*

4

*To make a
good
impression and
impact*

5

*To gain
professional
development*

5 REASONS WHY SOFT SKILLS ARE IMPORTANT IN THE WORKPLACE

THE MOST IMPORTANT SOFT SKILLS

- ❖ *Communication skills*
- ❖ *Flexibility and Adaptability*
- ❖ *Making Decisions*
- ❖ *Interpersonal Skills*
- ❖ *Self Motivation and Work Ethic*
- ❖ *Leadership Skills*
- ❖ *Teamworking Skills*
- ❖ *Creativity and Problem Solving*
- ❖ *Time Management and the ability to work under pressure*



COMMUNICATION SKILLS

Communication skills have always been at the top of the list of “essential” skills.

There are 5 ways to communicate at work:

- ~ **Verbal** communication refers to your ability to speak clearly and concisely.
- ~ **Nonverbal** communication includes the capacity to project positive body language and facial expressions.
- ~ **Aural** communication is the ability to listen to and actually hear what others are saying.
- ~ **Written** communication refers to your skillfulness in composing text messages, reports, and other types of documents.
- ~ **Visual** communication involves your ability to relay information using pictures and other visual aids.



FLEXIBILITY AND ADAPTABILITY

In the 21st century, companies need to change at the speed of light to remain competitive. So they want workers who can also shift gears or change direction as needed.

Also, while the economy may be recovering, many companies are not fully staffed, so they want employees who can wear more than one hat and serve in more than one role.



MAKING DECISIONS

Valued by employers for many reasons, being able to make decisions is key to getting on in life.

Sometimes the actual decision doesn't even matter; what matters is that you have made one and moved on.



There are 7 steps to the decision-making process:

Step 1: Identify the decision, realize that you need to make a decision.

Step 2: Gather relevant information.

Step 3: Identify the alternatives.

Step 4: Weigh the evidence.

Step 5: Choose among alternatives.

Step 6: Take action.

Step 7: Review your decision & its consequences.

“If you chose not to decide, you still have made a choice.” ~ RUSH



INTERPERSONAL SKILLS

This is a broad category of “people skills” and includes the ability to build and maintain relationships, develop rapport, and use diplomacy.

It also includes the ability to give and receive constructive criticism, be tolerant and respectful regarding the opinions of others, and empathize with them.



SELF-MOTIVATION AND WORK ETHIC

People who are self-motivated get on by themselves. They don't need close supervision and they are good to work with because they are generally positive about life and can be counted upon to keep going.

While you may have a manager, companies don't like to spend time micromanaging employees. They expect you to be responsible and do the job that you're getting paid to do, which includes being punctual when you arrive at work, meeting deadlines, and making sure that your work is error free. Going the extra mile shows that you're committed to performing your work with excellence.

LEADERSHIP- *Leadership is a soft skill you can show even if you're not directly managing others. Leadership can be thought of as a collection of various other soft skills, such as a general positive attitude and outlook, the ability to communicate effectively, and an aptitude for both self-motivating and motivating others. Employers want those who can cultivate relationships up, down, and across the organizational chain.*

5 Skills of Effective Leaders

Communication- *Leaders should establish a steady flow of communication between themselves and their peers or team members.*

Motivation- *Leaders need to inspire workers to go the extra mile for their organizations and encourage productivity and passion.*

Embrace New Ideas- *Everyone brings a unique perspective to the table, and that is something to take advantage of, not discourage.*

Responsibility- *Leaders accept mistakes and failures, and then devise clear solutions for improvement.*

Positivity- *By displaying enthusiasm and confidence, a good leader will see the impact that they can have in their working environment.*



TEAMWORK

Most employees are part of a team, department, or division, and even those who are not on an official team need to collaborate with other employees.

Teamwork motivates unity in the workplace, offers differing perspectives, and provides improved efficiency and productivity.



CREATIVITY AND PROBLEM SOLVING

There are many people who believe that creative thinkers are born, not made, and there are certainly some people who find these skills much easier.

Many people shirk from problems because they don't understand that companies hire employees to solve problems. Glitches, bumps in the road, and stumbling blocks are a part of the job.

The ability to use your knowledge to find answers to pressing problems and formulate workable solutions will demonstrate that you can handle and excel in your job. Think Brainstorming!



TIME MANAGEMENT AND THE ABILITY TO WORK UNDER PRESSURE

Effective time management requires staff to analyze their workload, assign priorities, and maintain focus on productive endeavors.

The ability to work under pressure involves dealing with constraints which are often outside of your control.

Changes and unexpected events, problems or challenges can - and do - often occur, regardless of how well-planned or organized you are. The ability to respond effectively to pressure and stress is therefore extremely important in any line of work.



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“There’s not one specific thing or skill people have to have to work for us. But I can tell you why we fire people: soft skills. We hire for hard skills. We fire for soft skills. The ability to interact and communicate with others or behave ethically and take responsibility for things tends to be where people break down.”

RICK STEPHENS, SENIOR VICE PRESIDENT OF HR, THE BOEING CORPORATION



WHAT ARE SOFT SKILLS? <https://www.youtube.com/watch?v=Tiy2LONr050>
HARD SKILLS VS. SOFT SKILLS <https://www.youtube.com/watch?v=0FFLFcB9xfQ>
US DOL- SKILLS TO PAY THE BILLS <https://www.pacer.org/transition/video/series.asp?se=39>

THANK YOU!