

Soft Skills: Don't Leave Home Without Them

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What are Soft Skills?

Soft skills is a term relating to a person's personality traits, social graces, communication, language, personal habits, friendliness, and optimism that characterize relationships with other people. Soft skills complement hard skills, which are the occupational requirements of a job and many other activities.

Soft skills are personal attributes that enhance an individual's interactions, job performance and career prospects. Unlike hard skills, which are about a person's skill set and ability to perform a certain type of task or activity, soft skills relate to a person's ability to interact effectively with coworkers and customers and are broadly applicable both in and outside the workplace.

Soft Skills are behavioral competencies. Also known as Interpersonal Skills, or people skills

What do Soft Skills Include?

They include proficiencies such as

1. Communication skills
2. Conflict resolution and Negotiation
3. Self-Confidence
4. Creative problem solving
5. Strategic thinking
6. Team building
7. Courtesy
8. Honesty
9. Grammar
10. Reliability
11. Flexibility
12. Eye Contact
13. Cooperation
14. Follow Rules
15. Self-Directed
16. Good Attitude
17. Writing Skills
18. Dependability
19. Punctuality
20. Time Management

SELF-PRESENTATION!

Why are Soft Skills Important?

According to a 2007 survey conducted by OfficeTeam, HR.com, and the International Association of Administrative Professionals—67% of human resource managers would hire an applicant with strong soft skills whose technical abilities were lacking. However, only 9% would hire someone who had strong technical expertise but weak interpersonal skills.

Indiana Business Research Center has found that, while credentialing in the form of degrees and certificates is important, development of soft skills—skills that are more social than technical—will be a crucial part of growing a dynamic workforce. Skills projected to be in the highest demand for all occupations through 2014 include active listening, critical thinking, speaking, active learning, writing, time management, and social perceptiveness.

Vocabulary and Grammar

ASK SPECIFIC Like...

“What I had did wuz....”

“What had happened wuz...”

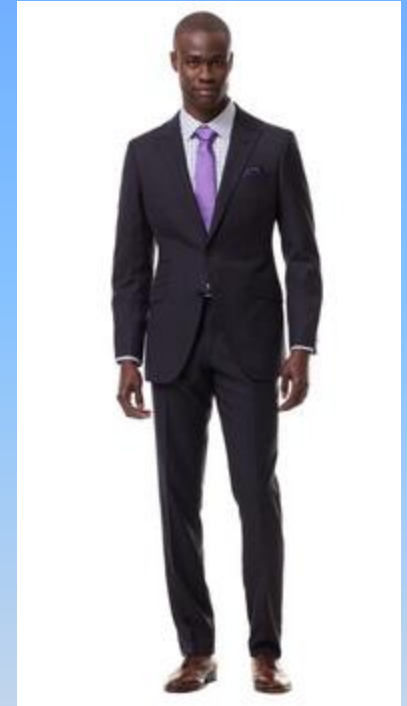
Ummmm....

Using words you don't know the meaning of or can't pronounce.

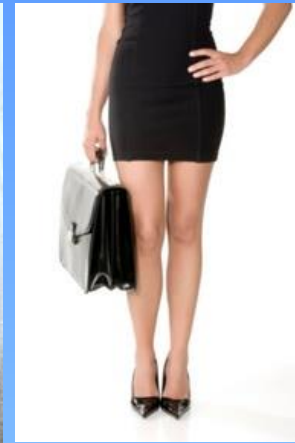
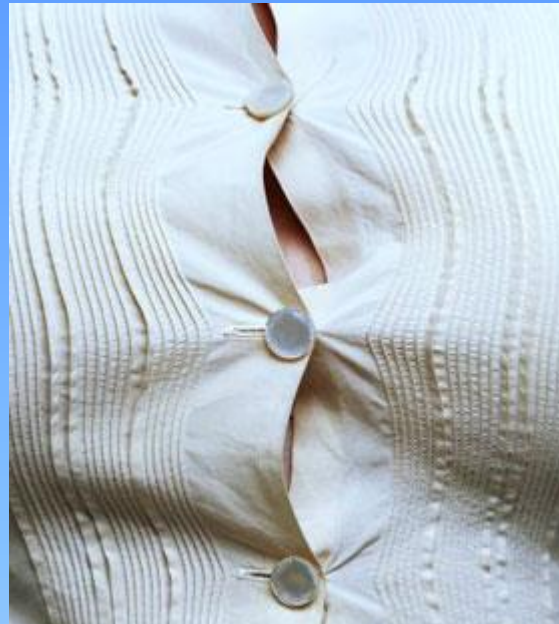
Facial Expressions and Body Language



Self-Presentation



Who would you hire?



Observe, listen, learn....

Any Questions or
Comments?

Resources

www.bettersoftskills.com/research

en.wikipedia.org/wiki/Soft_skills

www.businessweek.com/articles/2012-12-05/why-soft-skills-matter

www.careerride.com/Soft-Skills-Professional-Must-Have

www.rediff.com/getahead/2007/jan/08soft

images.google.com