

Soft Skills

What are Soft Skills?

Soft Skills are also known as Social Skills, People Skills, Interpersonal Skills, and Employability Skills.

Soft Skills are skills and behaviors that are necessary for every job. They are the key to success in the workplace.



Hard Skills vs Soft Skills

Hard skills include **abilities** to perform a task or job.

- Hard skills are usually taught and learned at school.



Soft Skills are **personal qualities** and people skills.

- Soft skills are **not** usually directly taught at school.



Hard skills will get you an
interview . . .

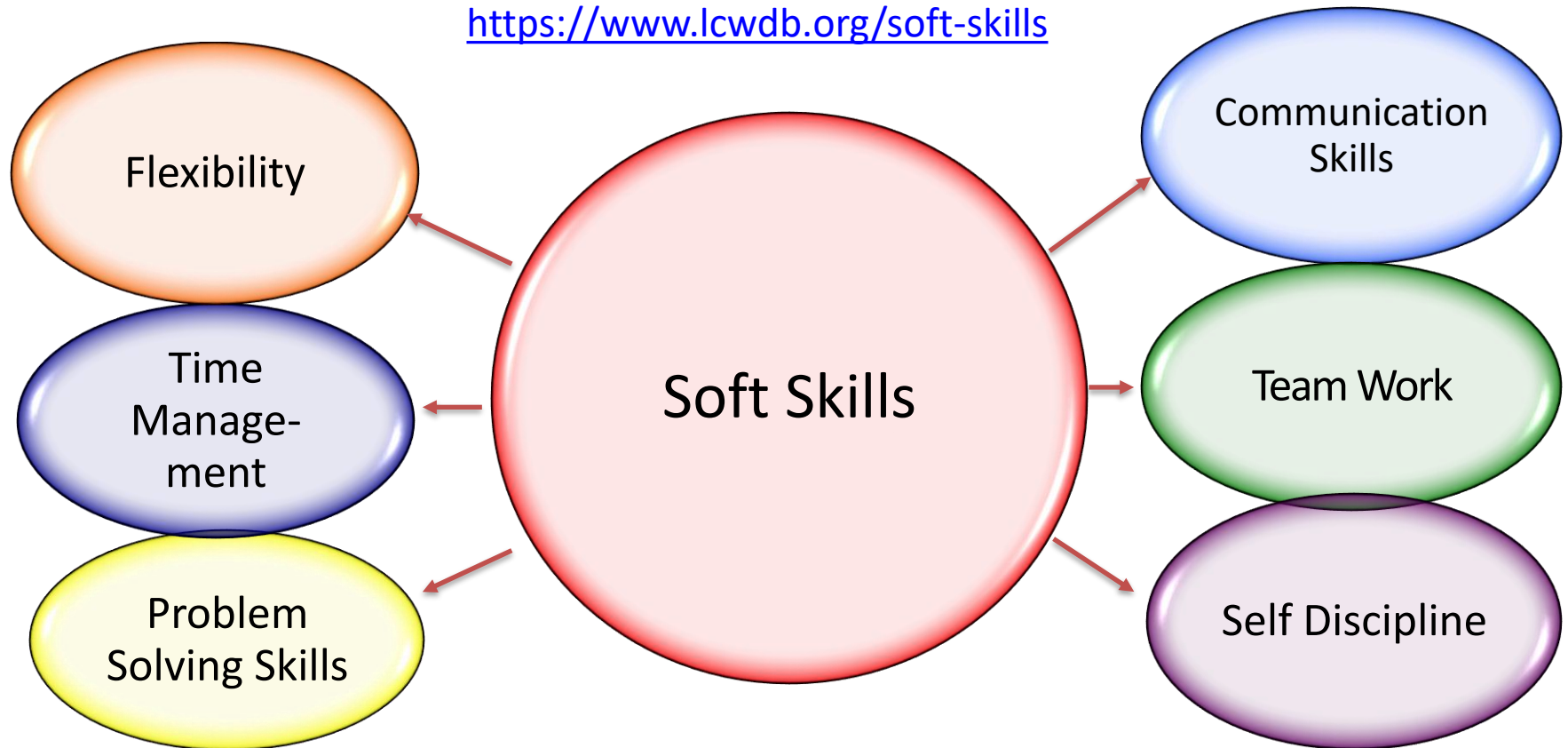


but you need **soft skills** to
get (and keep) the job!

Important Soft Skills

1. Communication Skills
2. Team Work
3. Time Management
4. Flexibility
5. Self-Discipline
6. Problem Solving Skills

<https://www.lcwdb.org/soft-skills>



Communication Skills

*Most important!

*What you say, and how you say it



2 Types of Communication

1. Verbal - words

2. Non-verbal - no words



Verbal Communication Skills

1. Word Choice

- Slang
- Proper English

2. Tone/Inflection/Speed

- Loud vs. Soft
- Fast vs. Slow
- Sarcastic tone/Monotone



3. Manners/Etiquette



Non-verbal Communication Skills

1. Facial Expressions

2. Gestures

3. Body Language

- Posture
- Open Positions – leaning forward, head nodding – viewed more positively
- Closed Positions – arms folded, hands on hips – viewed more negatively



Non-verbal Communication Skills

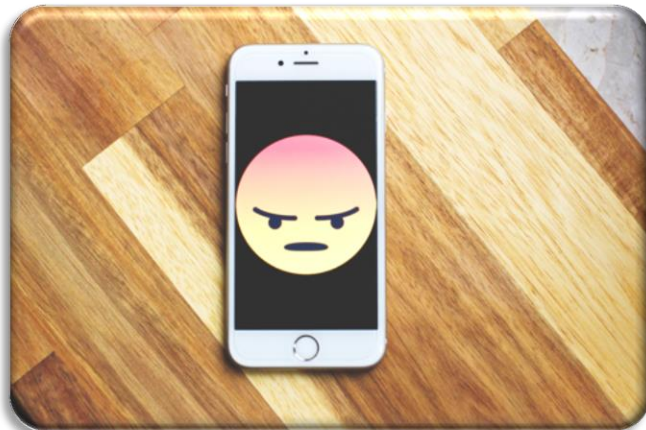
4. Eye contact

- The right amount shows confidence

5. Personal Appearance

Sends messages about your background and your personality

- Hair – well groomed; neatly styled
- Clothing – dress code - color and style
- Cleanliness
- Tattoos and piercings
- Make up



Teamwork

1. Working Well with Others

- Putting the group above yourself
- Cooperation
- Manners/courtesy/etiquette



2. Acceptance/Tolerance

- Accepting others who are different from yourself
- Race, religion, politics, sexual orientation, clothing, appearance, etc.



Time Management

1. Strategize

- Develop a plan or routine
- Know yourself – when do you work best?

2. Set Priorities

- Put first things first
- Meet deadlines

3. Organize

- Avoid interruptions – cell phone OFF!
- Keep a schedule



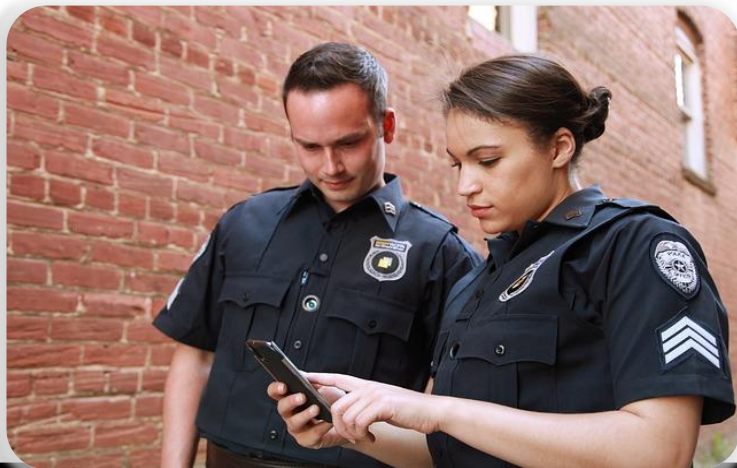
Flexibility

1. Adaptability

- Willing to learn
- Willing to change
- Willing to accept more and different responsibilities
- Accepting changes and situations maturely and professionally

2. Problem Solving

- Able to see the big picture
- Solving conflicts maturely
- Willing to compromise with others



Self-Discipline

1. Self - Control

- Control your actions and words
- Accept constructive criticism
- Remain professional at all times

2. Responsibility

- Do what is expected
- Accountability

3. Motivation

- Take initiative – go above and beyond
- Personal development



Problem Solving Skills

1. Critical Thinking

- Recognize current & future problems
- See the big picture
- Consider workable options
- Think long term



2. Decisiveness

- Consider and choose options wisely
- Confidence & commitment

3. Cooperate with Others

- Listen and communicate



Discuss how soft skills are important to these professions.





Soft Skills

“Soft Skills get little respect, but will make or break your career.”

- Peggy Klaus

Contact

- Andrew Connors
 - Lackawanna County Workforce Development Board
 - Special Projects Manager
 - Email/Phone
 - Andrew.wdbprojects@gmail.com
 - 570-344-7673 ext. 3051