

The 7 Soft Skills Required in Today's Workforce

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Hard Skills vs. Soft Skills

* Hard Skills

- * Demonstrate how you are qualified for a specific job.
- * Teachable skills that can be defined and measured.
- * Examples of hard skills: use of technology, welding, operating machinery.
- * Nobody is born with them.



Soft Skills

- * The term originated in the US Army to refer to important skills that did not involve working with machines.
- * Personality traits
 - * An individual's pattern of thoughts, feelings, and behaviors
- * Behaviors
 - * The way you act and behave
- * Social attitudes
 - * Evaluations people make about objects, ideas, events, or other people
- * Situational awareness
 - * Knowing what is going on around you
- * Emotional intelligence
 - * Being aware of, in control of, and able to express your emotions appropriately

Why Are They Important?

- * They are often the hardest to master.
- * 93% of hiring managers say soft skills are critical to their hiring decisions
- * To handle and manage interpersonal relationships
- * To make appropriate decisions
- * To communicate effectively
- * To make a good first impression
- * Career progression and promotion



1. Leadership Skills

- * Be disciplined and motivated
- * Resolve conflicts
- * Build relationships
- * Motivate and encourage others
- * Supervise and direct other employees



2. Teamwork

- * Most employees are part of a team/department/division.
- * Even if you prefer to work alone, you must be able to work as a member of a team.
- * Working through and with people
- * Collaboration is necessary in today's workforce.



3. Communication Skills

- * Verbal communication
 - * Speak clearly and concisely
- * Nonverbal communication
 - * Body language and facial expressions
- * Written communication
 - * Emails, text messages, reports
- * Visual communication
 - * Relay information using pictures and other visual aids
- * Active listening
 - * Actually listening to and hearing what others have to say



Professional vs Unprofessional Email

- * sarah.babe.xoxo@hotmail.com
- * sarah.miller@hotmail.com
- * Keep it simple!
- * Keep it clean!
- * Something as simple as your email address can prevent you from being hired!



Email Etiquette

CAREERCLIFF.COM

BUSINESS EMAIL ETIQUETTE

- Draft a clear, simple subject line
- Use a standard font
- Address your recipient formally
- Use CC and BCC appropriately
- Structure your message clearly
- Make it short, meaningful, complete
- Provide a call to action at the end
- Include a professional closing
- Proofread your email carefully
- Followup after a considerable time



source: [indeed.com](https://www.indeed.com)

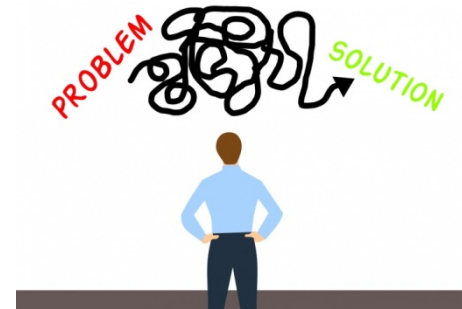
Voicemail

- * Make sure your voicemail is setup.
- * Be sure it is not full and is accepting messages.
- * Have a professional greeting in place.
- * Return any missed calls and voicemails from prospective employers in a timely manner.



4. Problem-Solving Skills

- * Companies are looking for employees to help them solve problems.
- * Discuss mistakes and learn from them
- * Use your knowledge and ability to find solutions
- * Be creative
- * Identify options, choices, and alternatives
- * Make a decision; be decisive



5. Work Ethic

- * Arrive to work on time
- * Do not miss work
- * Meet deadlines
- * Be responsible and self-motivated
- * Do the job you are getting paid to do
- * Be thorough and finish what you started



6. Flexibility/Adaptability

- * Shift gears and change directions as needed
- * Be able to handle different tasks outside of your area of expertise
- * Display a willingness to learn new things
- * Keep an open mind
- * Embrace change
- * Grow personally and professionally

**Improvise
Adapt
Overcome**

7. Interpersonal Skills

- * Also known as “people skills”
- * Build relationships
- * Give and receive constructive criticism
- * Being tolerant and respectful of others’ opinions, even if they differ from yours
- * Show empathy towards others
 - * The ability to understand and share the feelings of another person.

Summary

- * Soft skills are one of the main ways employers decide who to hire.
- * If you are lacking in certain areas, you can practice to improve.
- * Soft skills and good customer service go hand-in-hand.
- * Soft skills in the workplace will ALWAYS matter.

Questions?

