

# 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

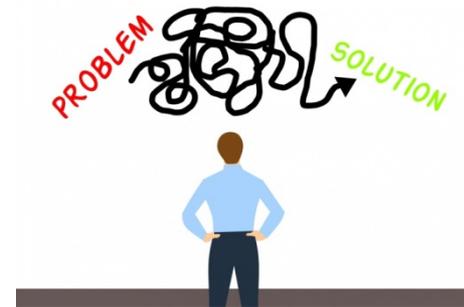
# Voicemail

- \* 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?

