

Soft Skills

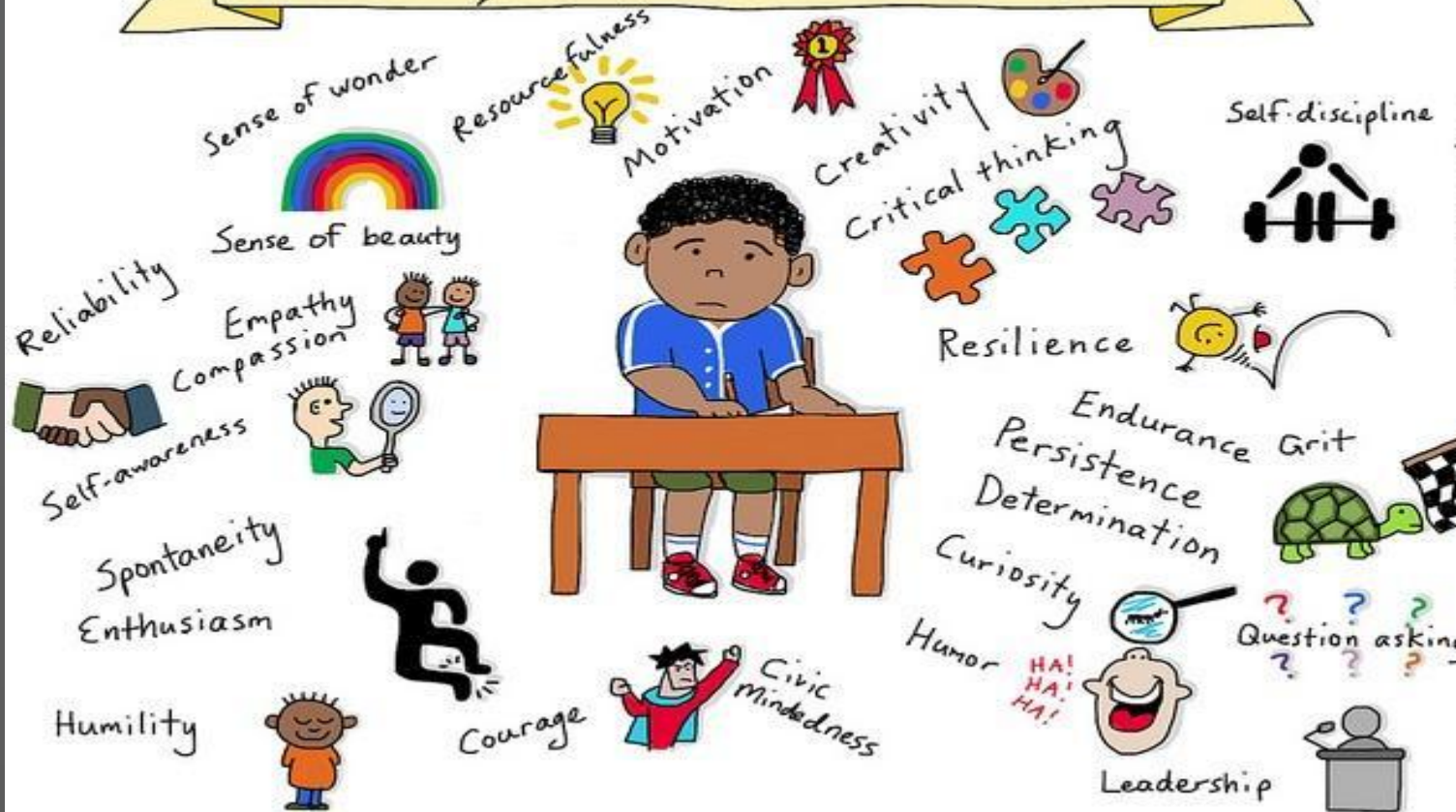
The Competitive Edge



Agenda

- Ice breaking
- Introduction to soft skills
- Importance of soft skills at the workplace
- The most important soft skills
- Practice
- Final Remarks
- Q & A

Personal qualities not measured by tests



Warm-Up

Look at these pictures

Are they communicating well or badly? How do you know?



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.



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.

5 REASONS WHY SOFT SKILLS ARE IMPORTANT IN THE WORKPLACE

1

***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***

HIRING DECISION

EMPLOYERS

soft
skills

technical training
and know how

THE MOST IMPORTANT SOFT SKILLS

- Self Esteem
- Emotional Intelligence
- Self Motivation and Work Ethic
- Communication skills
- Flexibility and Adaptability
- Making Decisions
- Interpersonal Skills
- Teamworking Skills
- Problem Solving
- Time Management and the ability to work under pressure

SELF ESTEEM

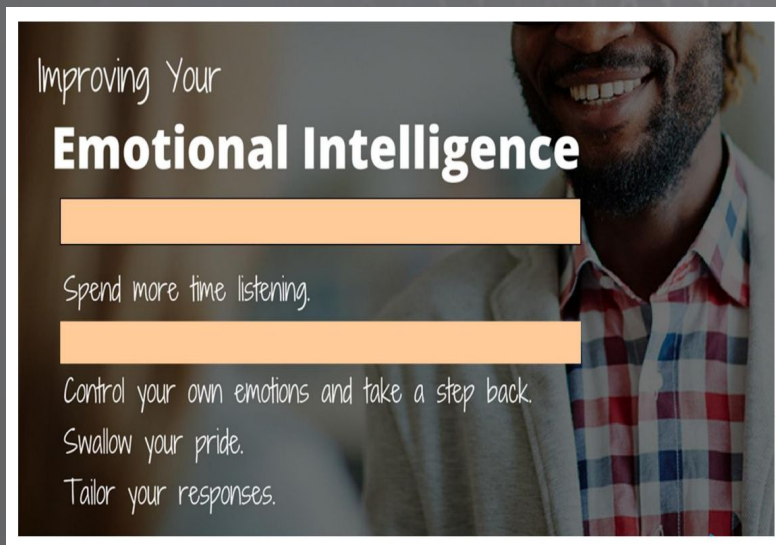
Self-esteem, is the positive or negative evaluations of the self, as in how we feel about it

6 ways to improve Self Esteem

1. Be nice to yourself
2. You do you
3. Nobody is perfect
4. Focus on what you can change
5. Celebrate the small stuff
6. Surround yourself with a supportive squad

Emotional Intelligence

- Emotional intelligence, also known as emotional quotient or EQ)
- The ability to understand, use, and manage your own emotions in positive ways
- **Helps to:**
 - ✓ relieve stress
 - ✓ communicate effectively
 - ✓ empathize with others
 - ✓ overcome challenges
 - ✓ defuse conflict



SELF-MOTIVATION

- The ability to use your deepest emotions to move and guide you towards your goals.
- This ability enables you to take the initiative
- It enables you to persevere in the face of obstacles and setbacks.

**Identify and list ethical
behaviour one should display in
the workplace**

WORK ETHIC

Employees are expected to be:

- People who are responsible and do their job
- People who are punctual when they arrive at work.
- People who meet deadlines.
- People who make sure that their work is error free.
- People who are self-motivated and get on by themselves.
- People who don't need close supervision.
- People who are good to work with most of the times.
- People who are generally positive about life.
- People who can be counted upon to keep going.

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
- **Nonverbal** communication
- **Aural** communication
- **Written** communication
- **Visual** communication

| When listening to another person ... I | Always (1pts) | Usually (2pts) | Often (3pts) | Rarely(4pts) | Never (5pts) |
|--|---------------|----------------|--------------|--------------|--------------|
| Get distracted | | | | | |
| Listen only to facts | | | | | |
| Interrupt | | | | | |
| Pre-judge | | | | | |
| Tune out | | | | | |
| Ignore non-verbal cues | | | | | |
| Assume the other person already knows | | | | | |
| Total | | | | | |

Source: Peter R. Garber, 50 communication activities

| | |
|---------------------|---------------------------|
| 31-35 points | Effective listener |
| 21-30 points | Good listener |
| 14-20 points | Not so good listener |
| 13 points or less | Huh? |

FLEXIBILITY AND ADAPTABILITY

- In the 21st century, companies need to change at the speed of light to remain competitive.
- 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.
- They want employees who can wear more than one hat and serve in more than one role.

Multitasking is the Key!

MAKING DECISIONS

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.

INTERPERSONAL SKILLS

Broad category of “people skills”

It includes the following:

- ability to build and maintain relationships
- ability to develop rapport, and use diplomacy.
- ability to give and receive constructive criticism
- ability to be tolerant and respectful regarding the opinions of others
- ability to empathize with others

TEAMWORK

- Most employees are part of a team, department, or division
- Those who are not on an official team need to collaborate with other employees.
- Teamwork motivates unity in the workplace.
- It offers differing perspectives.
- It provides improved efficiency and productivity.

PROBLEM SOLVING

- A process of taking corrective action in order to meet objectives.
- A skill that is highly related to decision making skills of an individual.
- Solving a problem requires making decision and critical thinking;
- This skill can make a huge difference to your personal life, study and career.

Some key problem-solving skills include:

- Active listening.
- Analysis.
- Research.
- Creativity.
- Communication.
- Decision making.
- Team-building.

TIME MANAGEMENT AND THE ABILITY TO WORK UNDER PRESSURE

Effective time management requires:

- Employees to analyze their workload, assign priorities, and maintain focus on productive endeavors.
- Employees to have the ability to work under pressure
- Employees to deal with constraints which are often outside of their control.
- Employees to handle 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.

Think about the following situation

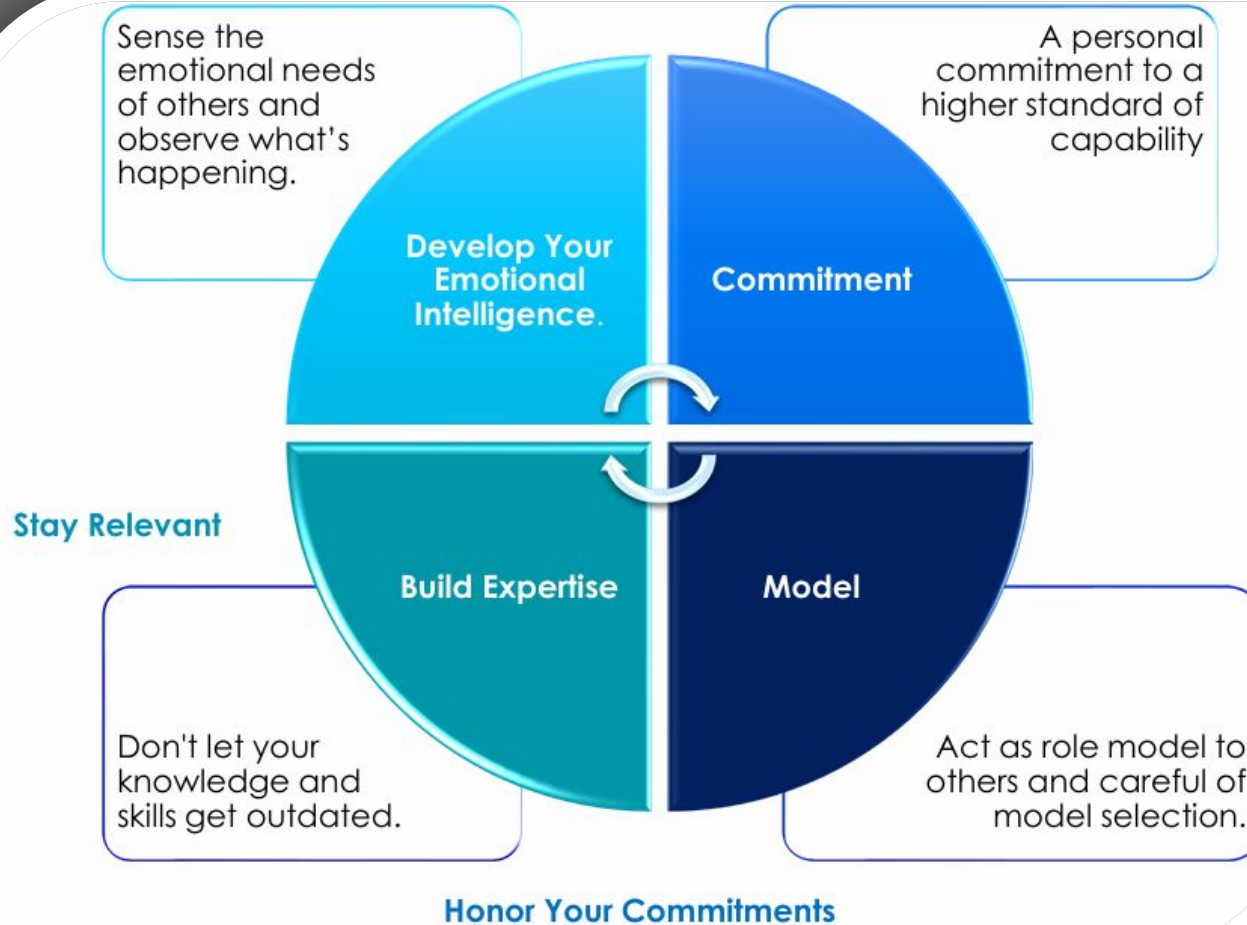
You're walking down the street, as you usually do at this time of day. In the distance, on the other side of the road, you see someone who a friend introduced you to a few weeks ago. You only spoke for a few minutes, but despite this, you decide to wave at her. She doesn't respond, but walks away and ignores you.

Negative Reaction

She's pretending not to notice me. I feel so stupid now! She obviously didn't like me. I must have made a real fool of myself a few weeks ago, and I've just done it again!

Positive Response

I think she saw me... But maybe she didn't. She was quite far away. We only spoke for a few minutes, so she might not recognise me. Or maybe she's just shy? Anyway, it's not a big deal.







THANK YOU