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Assignment 3.3

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Soft skills are some of the most important qualities in an employee. Some would argue that soft skills are just as important as hard skills in today’s job market. Some of the main soft skills are critical thinking, listening, communication etiquette and working in a team. In the article “Accentuating Soft Skills for Employment, Workplace Success” it states that there is a gap in the marketplace for soft skills. According to a survey in 2019 by the American Association of Community Colleges 73% of employers struggle to find employees possessing these soft skills. In my opinion, soft skills are just as important as had skills. Soft skills like critical thinking and working in a team are characteristics that are very hard to teach and are more of a personality trait. Also, one soft skill that was not mentioned in the article that I believe is very important is being coachable or willing to learn. Being coachable is very important in the workplace because it shows you care about what you are doing and are willing to collaborate with others to share new ideas.

There are many ways to promote soft skills to employers in the workplace. The first step would be to highlight them in your resume. Resumes are an employee's first opportunity to show employers their soft and hard skills. A candidate would need to utilize the skills posted on his/her resume in the interview to be considered for a job. A good tip would be to provide an example of your skills in the interview process. For example, present a situation to the employer which required you to use problem solving skills or use communication to overcome a situation in the workplace. Another good tip would be to research the company’s mission statement or vision to see if the job is right for you. Another way to promote your soft skills is to highlight extracurriculars on your resume that promote these soft skills.

Personally, I believe my soft skills are efficient. I have been in the workplace for 5 years now working as a banker at PNC bank. My team currently works remote so communication is key in the work place. Being remote we use a tool called Microsoft teams to communicate and I believe it is a very useful tool. Virtual meetings and sharing screens are a daily part of my day at my current job. We also have to communicate with many different teams in different departments to make sure we are all on the same page. Critical thinking is also essential in my current position. There are different processes that we have to execute to fulfill customer’s needs and critical thinking is an essential skill to have.

In conclusion, displaying soft skills is just as important as displaying hard skills. Soft skills are very important to have as an employee because it shows more of a personality trait than a leaned skill which can be advantageous to a company. I believe the most important soft skills mentioned in the article are Critical thinking and working with a team.