

PROFESSIONAL SKILLS

SKILLS AND PROFESSIONALISM IN THE WORKPLACE

PROFESSIONAL SKILLS REQUIRED BY TOP COMPANIES

Companies today are looking for job candidates who possess a balance of both **soft** and **hard skills**.

SOFT SKILLS

- Soft skills are the transferable skills that can be used regardless of the position you hold in a company.
- Businesses prefer incoming candidates with these transferable skills because the employees can grow into new roles and handle any challenges that come up as the company requirements change.
- Soft skills are personal attributes and personality traits, below are a few examples:

Communication Ability	Listening Skills	Empathy
Creative Thinking	Work Ethic	Flexibility
Time Management	Conflict Resolution	Networking
Decision Making	Motivating Others	Self-Motivation
Problem-Solving	Critical Thinking	Teamwork

What soft skills do you currently possess? What soft skills should you improve to be ready for your career?
How will you improve these soft skills before graduation?

HARD SKILLS

- Hard skills refers to the skills required for a specific job.
- Businesses will typically list the required hard skills for a position in the 'Required Skills' or 'Desired Skills' section of the job description.
- Below are a few examples of common hard skills desired by companies:

Analysis	Computer Languages	Design
Editing	Financial	Information Technology
Project Management	Medical	Research
Reporting	Science	Teaching
Testing	Translation	Writing

What hard skills do you currently possess? What hard skills should you improve to be ready for your career?
How will you improve these hard skills before graduation?

RESOURCES ON SOFT AND HARD SKILLS

‘What Are Soft Skills?’ – Alison Doyle with The Balance Career

<https://www.thebalancecareers.com/what-are-soft-skills-2060852>

‘The Hard Skills Employers Seek’ – Alison Doyle with The Balance Careers

<https://www.thebalancecareers.com/what-are-hard-skills-2060829>

‘Top Skills and Attributes Employers Look For’ – Alison Doyle with The Balance Careers

<https://www.thebalancecareers.com/top-skills-employers-want-2062481>

PROFESSIONALISM IN THE WORKPLACE

WHAT IS IT

→ Professionalism encompasses everything from the way an individual dresses to the way they communicate with their peers. Your degree of professionalism will affect your promotability.

HOW TO PRACTICE PROFESSIONALISM

DRESS	Dress neatly, even in a workplace with a casual dress code. Casual is ok, but not sloppy.
BEHAVIOR	Your workplace behavior should be confident, <i>not</i> arrogant. Be polite to everyone, especially during tense situations. Be conscious of your body language to make sure it conveys the message you intend others to receive.
BE REALISTIC	Commit to what you realistically can do and then do it. If you are being asked to achieve a goal you think is not possible, calmly describe the obstacles and then look for ways the team can overcome them.
ETHICS	Always maintain your personal code of ethics.
POISE	Maintain your poise. If you keep a professional demeanor when facing difficult situations, your team will look to you as an example.
COMMUNICATION	Your email correspondence should be brief, polite, and to the point. Long emails are seldom read in their entirety.
ORGANIZATION	Maintain structure and organization in your workspace. Being organized tells your employer and colleagues you are competent and in control of your work environment.
RESPONSIBILITY	If you make a mistake, <i>own up to it</i> . This will increase your credibility with colleagues. If your work team makes a mistake, publicly own your share of the blame.

ADDITIONAL CERTIFICATIONS NEEDED

As you complete your college education, it is important to prepare for the career path you plan to pursue. If you are looking for a specific occupation or position within your field, there are often additional certifications or trainings needed to make you a qualified applicant.

ChatGPT Questions for Professional Skills

- ✓ What soft skills are required to be a good business development manager in the software industry?
- ✓ How can I demonstrate empathy in the workplace?
- ✓ What certifications do I need to be a primary school teacher in <country>?

REFERENCES AND ADDITIONAL RESOURCES ON PROFESSIONAL DEVELOPMENT

'Communication Skills for Workplace Success' – Alison Doyle with The Balance Careers

<https://www.thebalancecareers.com/communication-skills-list-2063779>

'10 Characteristics of Professionalism' – Chris Joseph with Chron

<https://smallbusiness.chron.com/10-characteristics-professionalism-708.html>