Social Emotional Skills

Social Emotional Skills

More employers are seeking candidates who bring a combination of social skills and emotional intelligence skills in addition to the traditional technical skills. Providing quality customer service, being a good communicator, and developing positive relationships with coworkers help employees stand out. Possessing good social and emotional skills will help leverage all your relationships from personal to professional.

Prioritizing your workload is a critical skill that will save you a lot of time, stress, and can help you prevent burnout in the long haul. There are multiple tools, apps, and online resources that can assist with time management, to-do's, and tasks. Find a method or approach that works for you. There is no one solution that works for everyone, stay curious about different approaches to your organization and time management strategy. Break your big projects and tasks into smaller tasks to make it more manageable and more rewarding. Focus on what outcomes you want to achieve by completing a specific task or goal.

Procrastination is a major hindrance to productivity and work satisfaction. While it is normal to experience a little bit of procrastination, it is detrimental if it means you are completing the majority of your work very close to proposed deadlines, working overtime, experiencing troubles with focus, or work on the weekends to make up for lost hours of productivity due to procrastination. Identify things that distract you from your work and reflect back on times when you did procrastinate. What were some common items, events, or settings that distracted you from focusing on your work? Our work environment has a big influence on our focus and productivity. Workplaces that have a lot of decorations, pictures, pets looking for our attention, loud music playing in the room, or working in a busy cafe are some examples of environments that can distract us. Notice what settings you feel the most productive in and aspire to create a work environment that emulates that. Everyone is different, approach this exploration with an open mind and make it work for you.

Confidence is at the cornerstone of success. It's a critical skill that will help you be seen as a leader within your workplace and eventually lead to more opportunities for advancement or raises. Having confidence additionally helps you provide better quality customer service to clients while working in the field of IT support. Building positive relationships with clients will ensure they return to you for technical support, and your confidence will guide them to trusting your expertise to a greater degree than a professional with not as much confidence. Regulating emotions also goes a long way in career success.

Practicing empathy with coworkers and clients further develops a positive relationship with them. Everyone loves to feel like they're understood and supported in their endeavors. It's equally important that you take time to practice self-compassion and self-forgiveness. If you ever feel overwhelmed by the amount of tasks you have to complete or don't understand the nature of your assignment, always reach out to your colleagues and supervisors for assistance. You are not in it alone and everyone in the IT field has been a novice at some point in their career. Reach out to your team to gain clarification on the expectations for your role, brainstorm ideas about making your work more efficient, or revising your workload if you are assigned more than what you're able to complete without burnout.

Mark as completed

👍 **Like**   👎 **Dislike**   ⚑ **Report an issue**