

# Future Job Market & Essential Soft Skills



Presented by-

**Niaj Makhdum Shibly**

BBA (IUB), MSS in IRLS (Social Welfare) DU

PGD in HRM (BIM), LLB

Manager (Admin) & Incharge

**Ibn Sina Diagnostic & Consultation Center, Badda.**

Cell: 01619158080

shibly2025@gmail.com

# Domain Knowledge

**Cognitive Domain:** Knowledge = think

**Affective Domain:** Attitude = feel

**Psychomotor Domain:** Skills = do

Soft Skills

Hard Skills



# সফট স্কিলস – হার্ড স্কিলস

সফট স্কিলস বা কোমল দক্ষতা হলো মানুষের আবেগ, বুদ্ধি, চারিত্রিত বৈশিষ্ট, জনসংযোগ, নেতৃত্ব ইত্যাদি দক্ষতার সংমিশ্রণ।

আর হার্ড স্কিলস বা দৃঢ় দক্ষতা হলো মানুষের বিষয় ভিত্তিক হাতে কলমের শিক্ষা বা জ্ঞান, পেশাগত, ব্যবহারিক বা প্রায়োগিত ইত্যাদি দক্ষতার সংমিশ্রণ।

# Component of Soft Skills

**A- Affectivity** - (Emotional Activities)

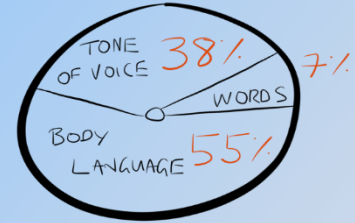
**D- Deportment** – (Body Language)

(Body Language 55%, Voice tone 38%, Spoken words 7%)

**O- Orderliness** – (Discipline/ Time Management)

**B- Behavior** – (Attitude, Conduct, Dealing)

**E – Ethics**- (Principle, Morality, Practice)



**Soft Skills** / Life Skills / People Skills / Employability Skills / Core Skills / Domain Skills.

**Hard Skills** / Technical Skills / Functional Skills / Operational Skills.

**Skills-Based Hiring**

Skills is not extra, skills is necessary  
Low Skills Low pay & High Skills High pay.

# The Soft Skills Framework

The Soft Skills Framework (কোমল দক্ষতার কাঠামো)

(ক) আত্মসংযোগ দক্ষতা (Intrapersonal Skills)

(অন্তর্জগৎ)

1.	Self Analysis & Self Discovery	আত্ম বিশ্লেষণ ও আত্ম আবিষ্কার করার পদ্ধতি
2.	Purposes & Goals Setting	জীবনের উদ্দেশ্য ও লক্ষ্য স্থির করার পদ্ধতি
3.	Emotion Management	আবেগ নিয়ন্ত্রণ করার কৌশল
4.	Inspiration & Motivation	প্রেরণা, প্রেষণা ও মনোবল বৃদ্ধির কৌশল
5.	Discipline & Time Management	নিয়মানুবর্তিতা ও সময়ানুবর্তিতা পালনের কৌশল
6.	Stress Management	মানসিক চাপ নিয়ন্ত্রণের নিয়মাবলি
7.	Decision Making	সঠিক সিদ্ধান্ত গ্রহণের কৌশল
8.	Problem Solving	সমস্যা সমাধানের কার্যকরী উপায়
9.	Critical Thinking	দ্বন্দ্বিক চিন্তার কৌশল
10.	Change Management	পরিবর্তনের সংগে খাপ খাইয়ে নেয়ার কৌশল

# The Soft Skills Framework

## The Soft Skills Framework (কোমল দক্ষতার কাঠামো) খ) জনসংযোগ দক্ষতা (Interpersonal Skills) (বাহ্যজগৎ)

1.	Effective Communication	কার্যকরী যোগাযোগ স্থাপনের কৌশল
2.	Empathy Building	সহমর্মিতা ও সমানুভূতি প্রকাশের পদ্ধতি
3.	Relationship Building	সম্পর্ক স্থাপন ও সম্পর্ক ব্যবস্থাপনার উপায়
4.	Influencing & Selling	প্রভাবিত করার পদ্ধতি এবং বিক্রয় কৌশল
5.	Team Building	কার্যকরী দল গঠন ও দল ব্যবস্থাপনার কৌশল
6.	Public Speaking	জনসমক্ষে বক্তৃতা দানের কৌশল
7.	Negotiation Skills	আলোচনার মাধ্যমে সমঝোতায় পৌঁছানোর উপায়
8.	Conflict Management	দ্বন্দ্ব নিরসনের উপায়
9.	Service Skills	সেবামূলক কার্যক্রমের কার্যকরী কৌশল
10.	Leadership	নেতৃত্ব দানের কৌশল



# The Power of soft skills

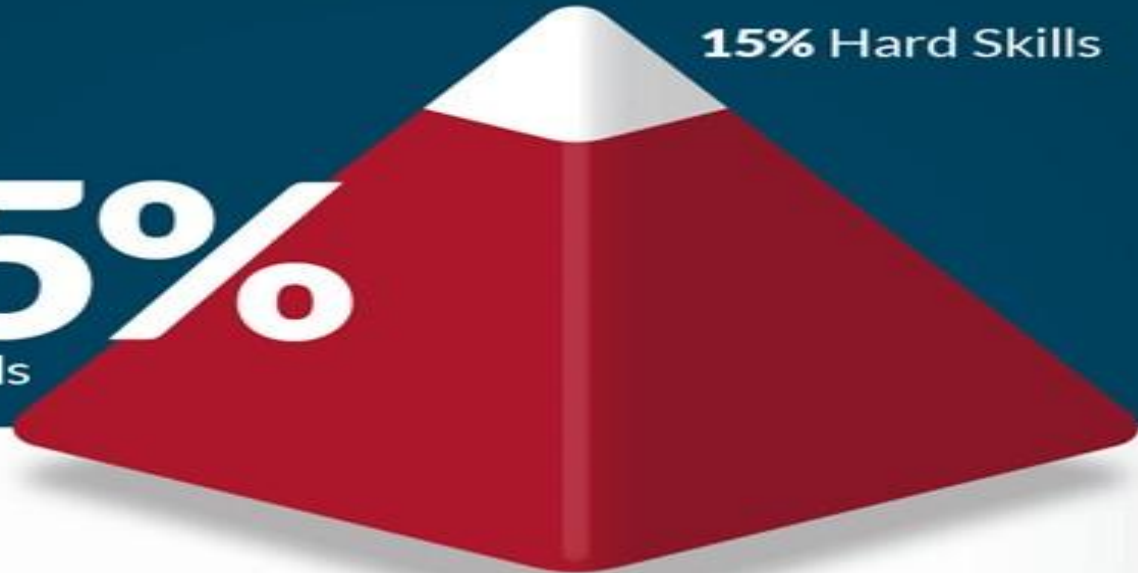
Research conducted by Harvard University, the Carnegie Foundation and Stanford Research Center, has all concluded that

**85% of job success comes from having well-developed soft skills and people skills,** while only 15% of job success comes from technical skills and knowledge (hard skills).

**NEEDS**

**85%**  
Soft Skills

15% Hard Skills



**No matter what job you have in life, Your success will be determined 5% by your academic credentials, 15% by your professional experiences, and 80% by your core/soft/ people skills.**

**Organization hire people based on hard skills/technical knowledge (Certificate, Degrees) but fire people due to soft skills. (Attitude, Interpersonal Communication)**

**Only soft skills can save your job, no matter what revolution you experience.**



# Top 10 Soft Skills



## in 2020

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1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

## in 2015

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1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment and Decision Making
9. Active Listening
10. Creativity

# 21st Century Top 10 soft skills

Top skills in 2020 shift to Critical Thinking, Creativity and Emotional Intelligence



## in 2015

1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment and Decision Making
9. Active Listening
10. Creativity



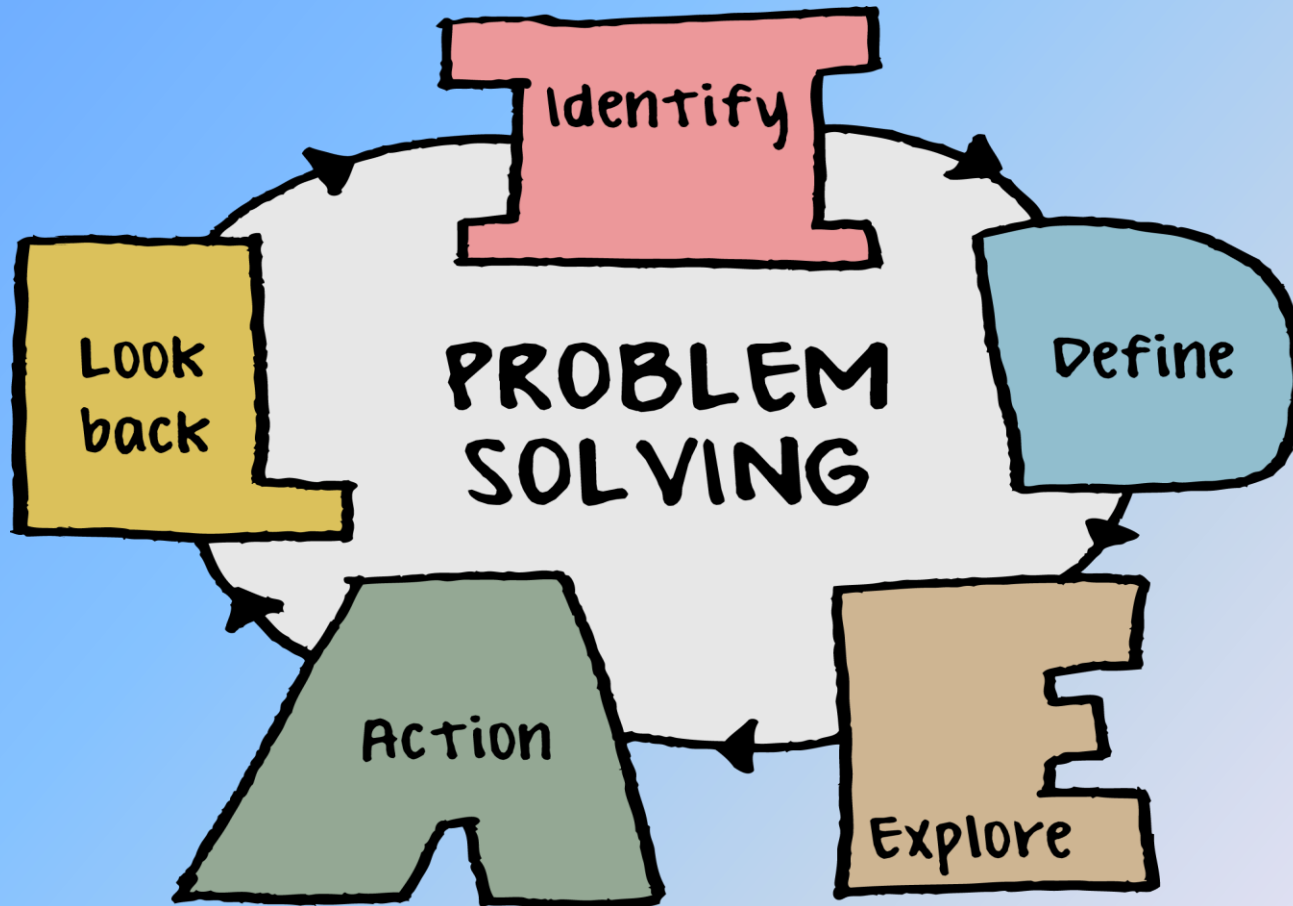
## in 2020

1. Complex Problem Solving
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WORLD  
ECONOMIC  
FORUM


"Five years from now, over one-third of skills (35%) that are considered important in today's workforce will have changed".

# Complex Problem Solving Skills



# Complex Problem Solving Skills

Skills family	2015	2020
Complex problem solving skills	36%	36%
Social skills	20%	19%
Process skills	18%	18%
Systems skills	16%	17%
Resource management skills	14%	13%
Technical skills	14%	12%
Cognitive abilities	11%	15%
Content skills	10%	10%
Physical abilities	5%	4%



WORLD  
ECONOMIC  
FORUM

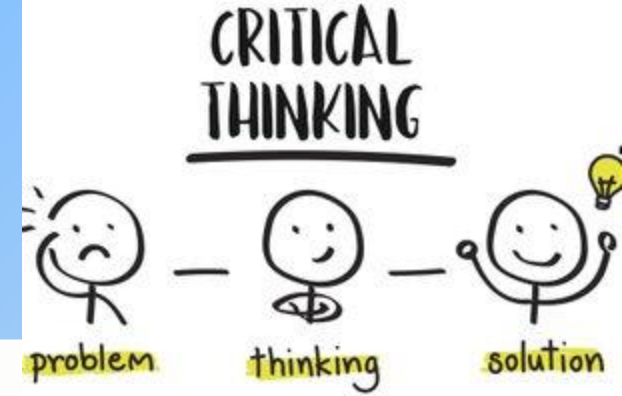
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COMMITTED TO  
IMPROVING THE STATE  
OF THE WORLD

Tabel: Vraag naar vaardigheden over alle sectoren

Bron: World Economic Forum, Future of jobs Survey

# Critical Thinking Skills





# Creativity Skills

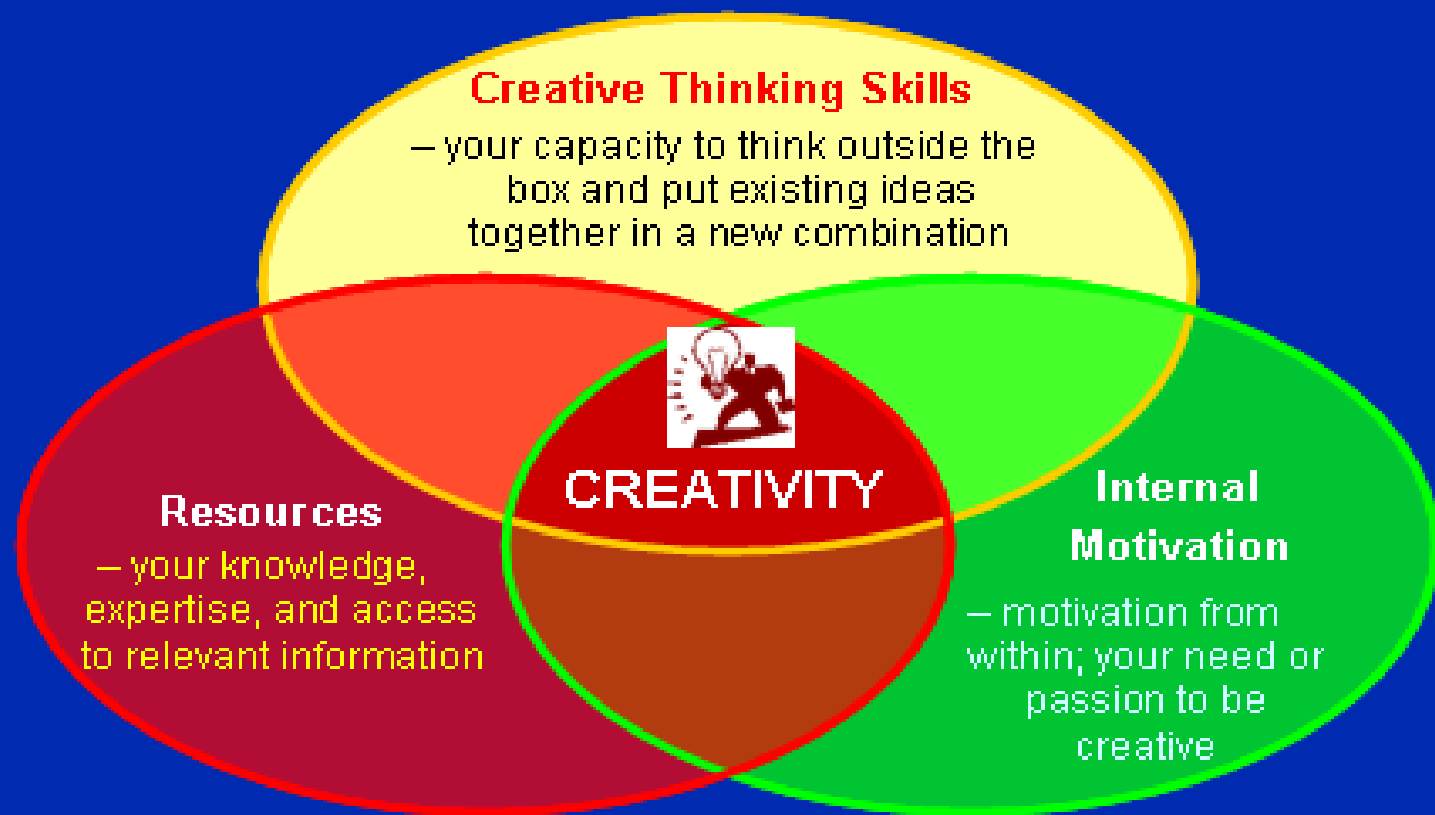


# Creativity Skills



## Creativity in Individuals

A Function of Resources, Motivation, & Creative Thinking



# People Management Skills



# People Management Skills

## Why People Management?

*"People are an organisation's most important assets."*

*"The tasks of a manager are essentially people-oriented. Unless there is some understanding of people, management will be unsuccessful."*

*"Poor people management is an important contributor to project failure."*

# Coordinating with Others Skills





# Emotional Intelligence Skills



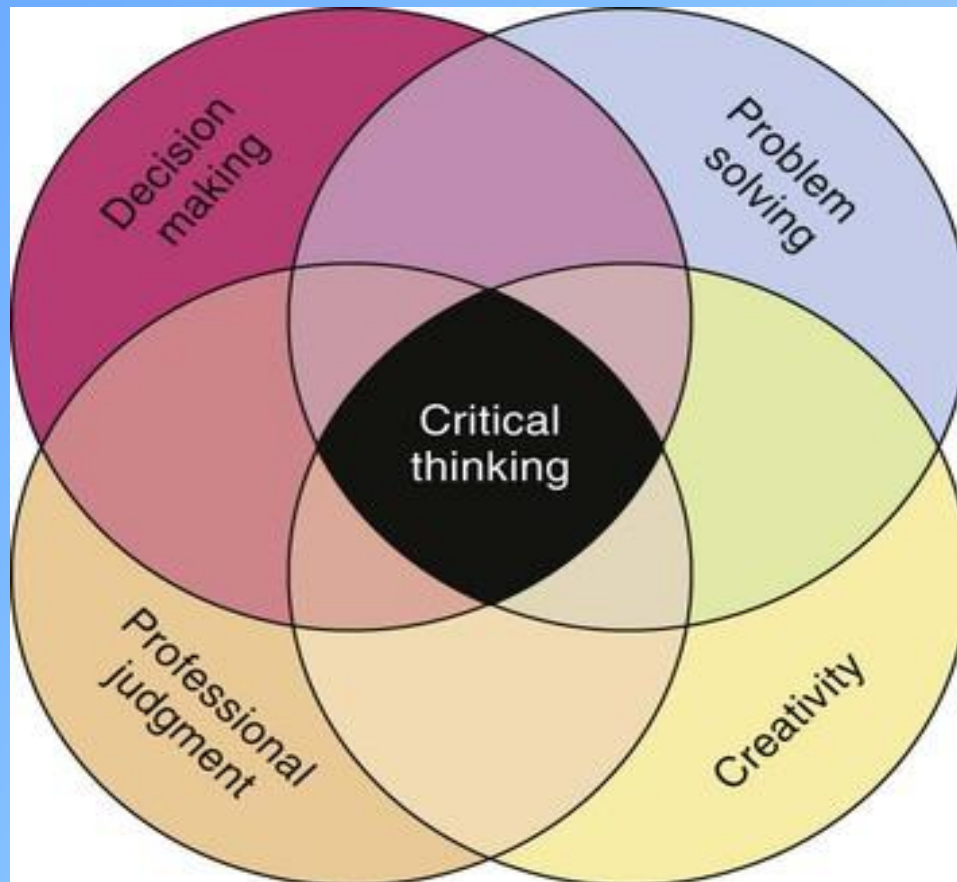
“We are not necessarily thinking machines. We are feeling machines that think.” —Antonio Damasio

# Emotional Intelligence Skills

## Emotional Intelligence



# Judgment and Decision Making Skills



# Service Orientation Skills



The core components which make up an SOA implementation

# Negotiation Skills

## NEGOTIATION



## Win-Win Negotiation

### 5 STRATEGIES

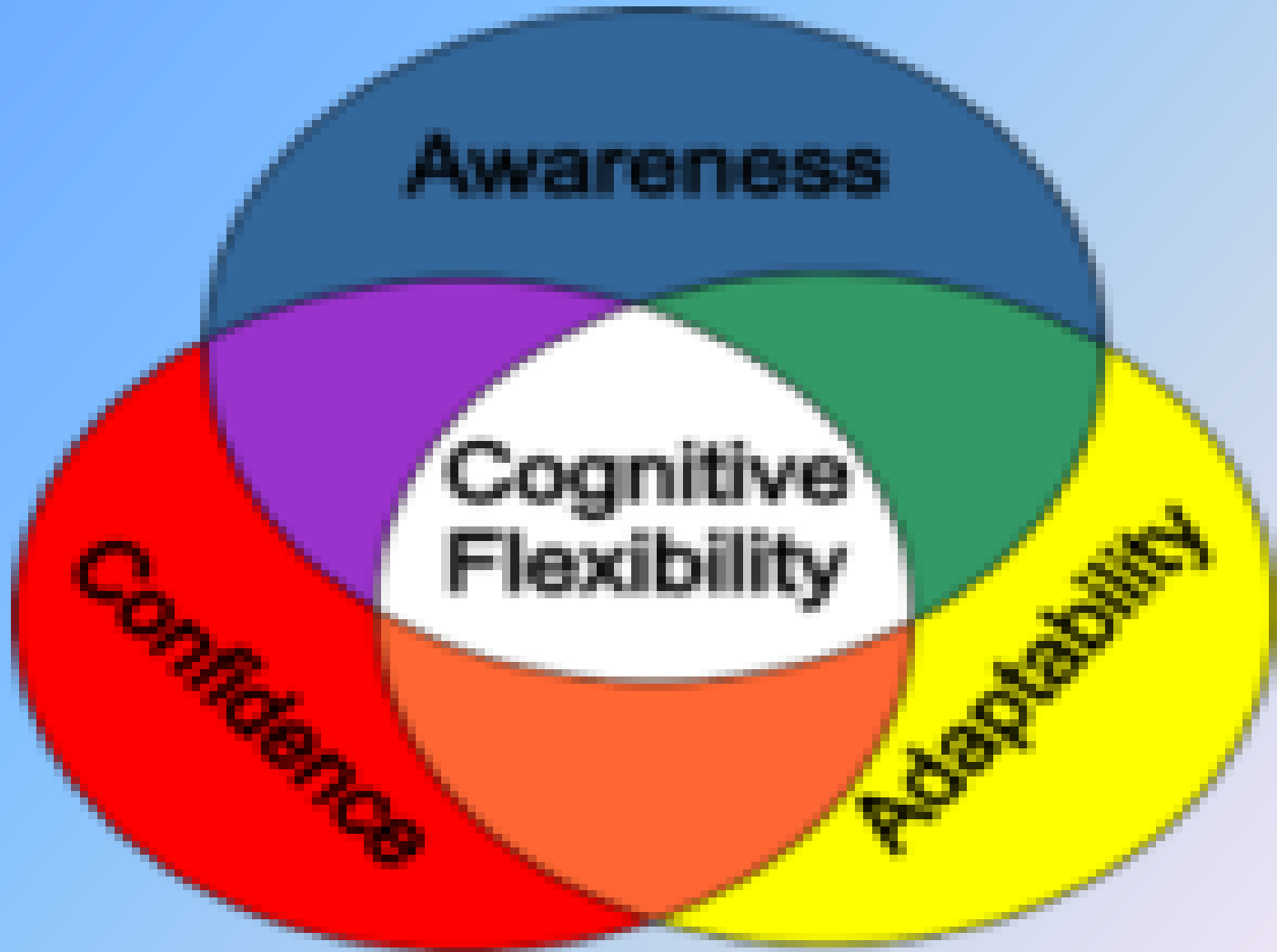
- Shared vision
- Mutual benefit
- Holistic approach
- Strategic creativity
- Strategic flexibility

### 5 TACTICS

- Win-Win Mindset
- "Red Lines"
- Mutual empathy
- "We" attitude
- Creative teamwork



# Cognitive or Mental Flexibility Skills



# 5 Skills That Will Be In Demand in 2020 and Beyond

Emerging technologies, changing attitudes toward work and an increasingly connected global economy mean that the nature of work is evolving fast. A report from the World Economic Forum predicts these five skills will be in high demand by the end of the decade and beyond.



## Problem-Solving

As machines are able to solve daily, repetitious challenges, human workers will increasingly focus their efforts on long-term, complex problems.

## Critical Thinking

Workers of the future will need to demonstrate their ability to think logically and explain their reasoning to others.



## Creativity

Machine learning algorithms are good at spotting trends in data, but not great at extrapolating new conclusions – that's likely to remain the domain of human workers for a long time.



## People Management

Organizations will continue to need strong leaders who can motivate employees and inspire creativity.



## Collaboration

Whether in person or online, employees will continue to work in teams. The ability to collaborate well with other people from a range of backgrounds is an essential skill.





Thank you