

Content

- What are soft skills?
- Why soft skills are important?
- Soft skills for IT professionals

What are soft skills?

Soft skills are **not about the knowledge** you possess but rather the **behaviors you display in different situations**.
Soft skills are personality traits and behaviors.



What are soft skills continued...

- Soft skills are also often known as ‘transferable skills’
- Soft skills are **non technical** skills while hard skills are technical skills

Why soft skills are important?

Soft skills play an important role in

- Resume writing
- Interviewing
- Advance your career

Required Skills & Qualifications

- Minimum 1-year experience in web design.
- Must be highly skilled in HTML/CSS and other related technologies
- Working knowledge of Photoshop is necessary
- Fluent English, written and spoken, is mandatory
- Ability to learn new technologies rapidly
- Ability to work independently and achieve challenging targets
- Ability to work as a team player

TECHNICAL SKILLS

Hardware

Assembly, Maintenance, Peripherals, Printers, Drivers, Troubleshooting

Software

Installation, Debugging, Microsoft Office, Adobe GoLive, Adobe Photoshop, Hootsuite, WordPress, Quickbooks

Operating Systems

Microsoft Windows 10, Windows 8, macOS, Linux, Android, iOS

Networks

Configuration, Servers, Routers, TCP/IP Socket Programming, SQL, LAN Technology

Security

Virus Protection, Maintenance, Monitoring, Backup Management, Disaster Recovery

Programming Languages

Python, C++, Ruby on Rails, PHP, HTML, CSS

GENERAL SKILLS

Communication

Problem Solving

Leadership

Teamwork

Attention to Details

Soft Skills

- Communication
- Team work
- Leadership
- Problem solving
- Positive attitude
- Flexibility
- Time management
- Creativity
- Work ethic
- Self motivation

1. Communication

Communication is simply the act of transferring information from one place, person or group to another.

Information should be ,

- Clear
- Accurate
- Consistent



Types of communication we use on a daily basis

1. **Verbal-** Use of language to transfer information through speaking (presentations, video conferences, meetings)
2. **Nonverbal-** Use of body language, gestures and facial expressions
3. **Written-** Emails, Reports, Memos ,Support Tickets and Letters
4. **Visual-** Drawings, sketches, charts and graphs

Interview questions that assess communication skills

1. Rate your communication skills on a scale of 1 to 10?
2. Talk about a successful presentation you gave and why you think it did well?
3. Is it more important to be a good listener or a good communicator?

How to improve your communication skills

- Seek opportunities to communicate
- Make eye contact
- Monitor your body language
- Practice active listening skills.
- Attend communication skills workshops

2. Team work

Able to work with others in groups, both formal and informal.

Team-working skills are required to work effectively with other people.



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Interview questions that assess teamwork skills



1. Give an example of a successful project that you were part of. What was your role?
2. What actions and support, in your experience, make a team function successfully?
3. Have you had the opportunity to work with a virtual team?

How to improve your team work skills

- Know your goals
- Recognize your team members
- Create a productive work environment
- Establish team rules and purpose

3. Leadership

Ability to manage and motivate others, and to delegate work

Leadership skills don't simply appear overnight and need nurturing and developing



Interview questions that assess leadership Skills

1. What was a difficult decision you had to make as a leader, and how did you come to that decision?
2. How do you handle disagreements on your team?
3. Have you ever been captain of a sports team?

How to improve your leadership skills

- Participate in leadership training courses or workshops
- Study leadership styles you admire
- Seek support from other leaders
- Find resources like books or podcasts about leadership

4. Problem solving

Effective problem solving usually involves working through a number of steps or stages,

- Problem Identification

- Structuring the Problem

- Looking for Possible Solutions

- Making a Decision

- Implementation

- Monitoring/Seeking Feedback

Interview questions that assess Problem solving skills



1. When you are faced with a problem, what do you do?
2. Describe a time when you faced an unexpected challenge at work.
3. How do you weigh the pros and cons before making a decision?

How to improve your problem solving skills

- Observe how others problem solve
- Seek out opportunities to problem solve
- Acquire more technical knowledge in your field
- Do practice problems

5. Positive attitude

Positive thinking is the idea that you can improve your life, and the lives of those around you, by taking a positive attitude.

Interview questions that assess Positive attitude

1. Why do you think that you can handle this position?
2. Why should we hire you?
3. What is your greatest failure?

How to improve your positive attitude skills

- Describe yourself and your life with positive words
- Surround yourself with positive people
- Start meditating every day
- Try not to expect results

Soft Skills

- Communication
- Team work
- Leadership
- Problem solving
- Positive attitude
- Time management
- Work ethic
- Flexibility
- Creativity
- Self motivation

6. Time Management

Time management skills include a variety of skills that will help you manage your time well. Some of the most important time management skills include

- Organization
- Prioritization
- Goal setting
- Planning
- Delegation

Interview questions that assess time management skills

1. How do you manage deadlines?

I use project management software to keep track of all my tasks and their due dates. As new projects come up, I add them to my list within the software and include the deadline, which helps me manage deadlines

2. How do you balance work and personal life?

When I'm at work, I keep my focus on my current responsibilities and make sure my to-do list is my main priority. When I am away from work, I give my full focus to my family and my hobbies

How to improve your time management skills

- Set short term and long term goals
 - Your goals should be **SMART** (specific, measurable, achievable, realistic and time-based)
- Manage your calendar
- Prioritize your assignments
- Learn to Say No

7. Work ethic

Work ethic is an attitude of determination and dedication toward one's job. Those with a strong work ethic place a high value on their professional success

Interview questions that assess work ethic skills

1. Describe your work ethic?

I would describe myself as a pro-active, energetic and positive person. I'm a dedicated professional who's willing to go the extra mile to complete the required tasks.

2. What do you consider to be your most important work ethic?

There are several work ethics and each of them is as important as the other. But I think self responsibility and hard working (dedication) are most important. I believe that hard working can make impossible things to possible.

Interview questions that assess work ethic skills

3. Why Should a Person Have Work Ethics?

Work ethics are very important part of our personal as well as professional life. With the proper work ethics, a person becomes more responsible and focused towards his/her job. The person also cultivates a sense of achievement around his work. This definitely has some positive effects on his/her career growth as well as the progress of the company

How to improve your work ethic skills

- Start your day strong and get to work on time
- Set your own standard of excellence
- Measure your ethic against others
- Minimize distractions

8. Flexibility

Flexibility is ability of an individual, team or organization to adjust or change itself to best meet the needs of situation or environment

Interview questions that assess flexibility skills

1. How do you adjust to changes you have no control over? (e.g. A person from your team decides to quit.)
2. Describe a time you were assigned new tasks (e.g. due to job enrichment or promotion.)
3. Tell me about a time you had to learn how to use a new tool at work.

How to improve your flexibility skills

1. Stay calm under pressure
2. Quickly come up with solutions, when problems arise
3. Accept new team members and working styles

9. Creativity

Creativity is the ability to think about a task or a problem in a new or different way, or the ability to use the imagination to generate new ideas.

Interview questions that assess creativity Skills

1. How many footballs could fit in this room?

First, I'd need to know the dimension of the room, so I'll guess that this is about 10 feet tall, 12 feet long, and 10 feet wide. I can multiply the cubic feet in the office by an estimate of how many footballs can fit in one cubic foot. Do I know the exact size of the football?

Interview questions that assess creativity Skills

2. Do you prefer to make plans or be spontaneous?

I usually prefer to make plans ahead of time. I find that having an organized schedule makes it easier for me to be spontaneous sometimes without impacting my responsibilities

How to improve your creativity skills

- Read regularly
- Change your process
- Change your environment
- Use a sketchpad

10. Self motivation

Self motivation is what drives you to complete various tasks and duties efficiently.

- It helps build your awareness of why you are aiming to complete a certain task and encourages you to keep going until you successfully complete it.

Interview questions that assess self motivation

1. What motivates you in your job?

I like to know that I am growing as an employee. Learning and using new skills is a big motivator for me. I am motivated by the challenge of difficult tasks and projects

Interview questions that assess self motivation

2. Have you ever been a part of an unmotivated team? What did you do to stay motivated and make work interesting?

Initially find the root cause for the situation and try to solve the questions. Get self motivated strongly so that others too will get motivated

How to improve your self motivation skills

- Keep Learning
- Help Others
- Stop thinking
- Start simple

Benefits of soft skills to organization

- Boost Workplace Productivity

Soft skills improve employee performance and productivity across the board. Staffers are able to manage their time more effectively and communicate their thoughts with ease. Which allows them to speed up task completion times without compromising quality. A stronger team dynamic, thanks to interpersonal skills, also facilitates greater collaboration

- Build A Stronger Team

Soft skills empower employees to collaborate and work together in order to collectively meet company goals and objectives. In turn, this leads to improved efficiency and heightened productivity

Benefits of soft skills to organization

- Stronger leadership

Employees will be better able to delegate, provide feedback, accept feedback, take responsibility, and motivate themselves and others to reach their targets.

- Enhanced creative and critical thinking

Providing soft skills training enables employees to “think outside the box” both creatively and critically. Using these skills, they will be able to weigh up their options, make informed decisions, making them more likely to achieve the desired results.

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Benefits of soft skills to organization

- More effective communication

Your employees will be able to communicate more effectively with each other and with your clients or customers. You'll be equipping them with the skills to express themselves more clearly, listen, and tackle difficult conversations.

- Improved problem solving

Employees will be able to be proactive when it comes to recognizing problems and potential barriers to projects, tasks, and goals. Furthermore, they'll be able to identify and implement solutions or offer alternative fixes.

Benefits of soft skills to individuals

- Recognition from the industry
- New employment opportunities
- Increased responsibilities
- Life long credentials
- Professional accomplishments

Practice Questions

1. Effectively presenting your thoughts and ideas, verbally and in writing.

1. Teamwork
2. Perseverance
3. Communication
4. Respect

Practice Questions

2. What is teamwork?

1. The ability to do something without being asked.
2. The ability to work with others to get the job done.
3. The ability to get people to do what you want.
4. The ability to clearly express yourself.

Practice Questions

3. How can you prove you are a team player?

1. Be respectful of the opinion of others.
2. Join in on rumors around work.
3. Miss a day of work because you're hanging out the night before.

Practice Questions

4. Which of the following is NOT a soft skill?

1. Self motivation
2. Communication skills
3. Time management skills
4. Typing skills

Practice Questions

5. Having a positive outlook can affect your

1. Performance
2. Confidence
3. Health
4. All of the above

Practice Questions

6. Letter, e-mail telephone are examples of

- 1.message
- 2. feedback
- 3.channel
- 4. encoding

Practice Questions

7. When active listening, your focus should be on...

1. What the speaker is saying
2. What's for lunch
3. What's the fastest way out of the conversation
4. What I should say next

Practice Questions

8. Arriving or doing something at the expected or planned time is _____

1. punctuality
2. attendance
3. character
4. self discipline

Practice Questions

9. Before your interview _____ the company

1. Prepare
2. Research
3. Call
4. Visit

Practice Questions

10. Goals should be?

1. SUPER
2. SMART
3. PLAN
4. IDEAL



Thank you!!!