

soft skills



personal attributes that enable someone to interact effectively and harmoniously with other people

Soft skills in the workplace allow organizations to *effectively and efficiently* use their technical skills and knowledge without being hampered by interpersonal issues, infighting and poor public and market perceptions



SOFT SKILLS LIST



COMMUNICATION SKILLS

Listening skills
Written and spoken
Verbal and non-verbal abilities
Patience and understanding
Friendliness
Being supportive

Confidence
Open-mindedness
Respect
Feedback
Presentation skills
Public speaking skills



CONFLICT-RESOLUTION SKILLS

By learning conflict-resolution skills, you can keep your personal and professional relationships strong and productive.



TEAM-WORKING SKILLS

Collaborative skills
Care for others
Building confidence
Creative thinking and idea exchange
Patience

Supportive attitude
Friendliness
Empathy
Enthusiasm
Friendliness
Taking criticism



LEADERSHIP SKILLS

Proactive
The ability to inspire and motivate
Being confident
Strategic Planning
Conflict-resolution skills
Effective delegation skills
Open-minded

Negotiation skills
Optimistic and positive thinking
Planning and analytical skills
Coaching and mentoring
Diplomacy
Talent management



FLEXIBILITY / ADAPTABILITY

Self-management skills
Keeping calm in the face of difficulties
Positive thinking and optimism
Dealing with changing priorities/workloads



STRESS-MANAGEMENT SKILLS

The main point here is to keep the stress under control or in levels that will help you to make your life a bit less nerve-wracking and more enjoyable.



INFLUENCING AND PERSUASION SKILLS

These skills are a great power! Why? Because people believe what you say and you can make them follow or you can influence people in the most beneficial way for you.



PROBLEM-SOLVING SKILLS

Analytical and lateral thinking
The ability to take the initiative
Logical reasoning
Crisis management



SELF-MANAGEMENT SKILLS

Self-confidence
Self-motivation
Emotional intelligence
Emotion management



DECISION-MAKING SKILLS

The ability to gather and select information.
Finding possible options and solutions.
Analytical skills.
The ability to select the best options.
The ability to evaluate your plan.



TIME MANAGEMENT AND ORGANIZATION SKILLS

Planning skills
Scheduling skills
Meeting management abilities
Process improvement
The ability to set right goals



BEING CREATIVE AND INNOVATIVE

Critical thinking
Troubleshooting
Design sense
Artistic sense
Innovation-oriented



NEGOTIATION SKILLS

Being in a close relationship with persuasion abilities, good negotiation skills involves being able to discuss and reach a satisfactory agreement.



NETWORKING SKILLS

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Soft skills — such as empathy, emotional intelligence, kindness, mindfulness, adaptability, integrity, optimism, self-motivation, grit and resilience have become **crucial** success factors.

Undoubtedly, hard skills are required for being employed in any workforce since they are the most *basic requirements* to function at a job. But soft skills are *critical to success*.

Here are 5 reasons that explain why soft skills are needed to have a successful career:

1. Soft Skills Improve Decision-Making
2. Soft Skills Drive Positive Change
3. Soft Skills Make for a Healthy Working Environment
4. Soft Skills Help You Solve Problems More Efficiently
5. Soft Skills Improve Customer Service

Every professional uses soft skills in their job. Any time you interact with a coworker, client or customer, you can use soft skills to make your work easier or more efficient. Developing and improving your soft skills is important because they can help you perform your job tasks successfully and further your professional development.

Have a look at the list to the left and ask yourself *where* you could improve your soft skills and thereby improve your career.