

# **Workplace Skills:** **Soft skills/Hard Skills:** What Are They? Why Do You Need Them?

Employability Unit 1



*Revised August 2017*

# Objectives

- Demonstrate basic career success and workplace skills
- Identify workplace skills for the 21<sup>st</sup> century.
- Define Soft/Hard Skills.
- Define integrity.
- Define constructive criticisms.
- Identify ethical and unethical behavior.
- Identify what kind of employee employers are looking for.



# Standards

- **Entrepreneurship:**

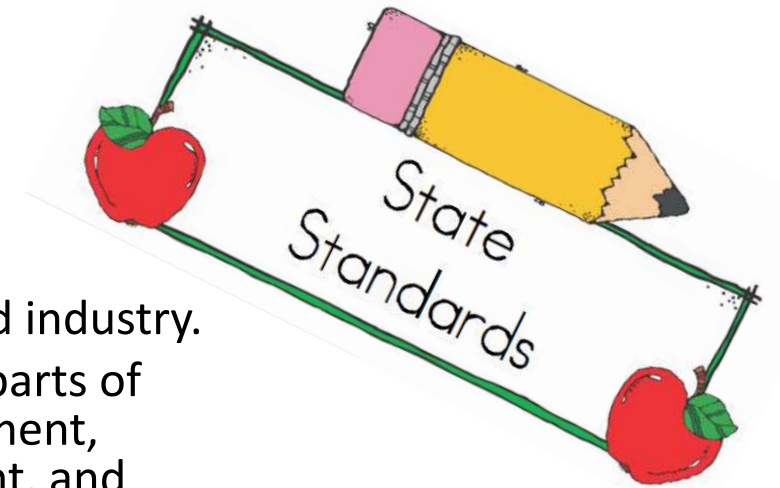
- **BMA-ENT-1:** Demonstrate employability skills required by business and industry.
- **BMA-ENT-10:** Explore how related student organizations are integral parts of career and technology education courses through leadership development, school and community service projects, entrepreneurship development, and competitive events.

- **Intro to Business and Technology**

- **BMA-IBT-1:** Demonstrate employability skills required by business and industry.
- **BMA-IBT-10:** Explain the goals, mission, and objectives of FBLA; participation in CTAE student organizations can promote lifelong responsibility for community service and professional development.

- **Legal Environments of Business**

- **BMA-LEB-1:** Demonstrate employability skills required by business and industry.
- **BMA-LEB-10:** Explore how related student organizations are integral parts of career and technology education courses through leadership development, school and community service projects, entrepreneurship development, and competitive events.



# Essential Questions???

- What type of employees are employees looking for?
- What are soft skills?
- What is integrity ?
- What is constructive criticism?
- What is a job evaluation?
- What are some examples of ethical behavior?
- What are examples of unethical behavior?



# Overview



- Career readiness and employability skills have become an increasingly critical part of education.
- Employers are desperately seeking people with a combination of skills that seem to fall under this career readiness and employability umbrella.
- This includes such things as soft skills, customer service skills and life skills.
- *While graduates from a CTE program can have the technical or knowledge-based ability (i.e. certifications) to do a job well, often soft skills are the make-or-break in getting and keeping a job.*



# What Employers are Looking For

- Employers are often looking for skills that go beyond qualifications and experience.
- While your education and experience may make you eligible to apply for a job, to be successful in the role you will need to exhibit a mix of skills: *'employability skills'*.
- This means that the specialist, technical skills associated with different roles may be less important than the 'soft skills' that can be transferred between different jobs and different employment sectors.



# So Why Aren't People Hired

- Poor social /workplace skills
- Poor personal appearance.
- Inability to communicate clearly, poor voice, grammar, verbal and non-verbal, etc.
- Lack of enthusiasm and confidence
- Poor work ethics
- Lack of respect
- Attitude



# What are Employability Skills?

- **Employability skills are those skills necessary for getting, keeping and being successful in a job.**
- They are the skills and attitudes that
  - enable employees to get along with their colleagues,
  - to make critical decisions,
  - solve problems,
  - develop respect and
  - ultimately become strong ambassadors for the organization.





# Employers Demand



## ***Better Customer Service –***

- Regardless of the job (CNA, auto mechanic, EMT, etc.) being able to relate to customers is required.
- Gone are the days where people could focus only on the technical skills they brought to the job.
- Superior customer support for companies is a key differentiator in a crowded competitive market place.
- A key competency in the service economy is how you treat customers and nothing is more important in the healthcare field, for example.

# Employers Demand Technical Skills



- Technical Skills will change because technology is constantly impacting all of us at work, at home and as consumers.
- Technical skills change quickly as tools, software, and innovation are introduced in every job across all industries.
- Potential employees should continue to engage in technology.

# Employers Demand – Strong Work Ethic



***Communication, logical, teamwork, and technical skills do not count for much unless you:***

- commit to and meet deadlines
- put work before personal matters
- show up on time every day
- get enough sleep to do a good job
- show integrity, exhibit honesty and display high ethical standards in every interaction.

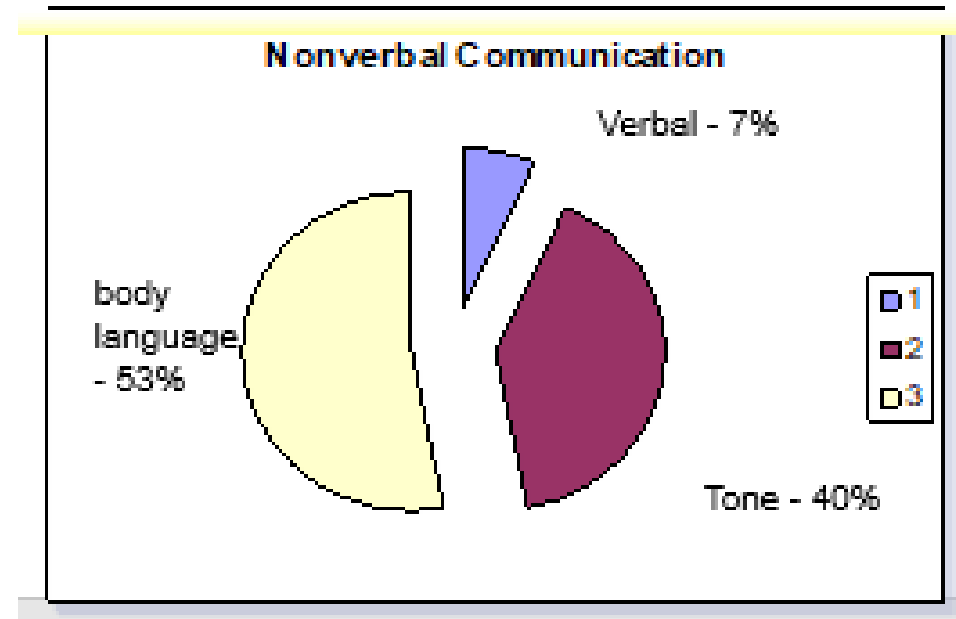
# Things you can do:



# Learn Basic Career Success Skills

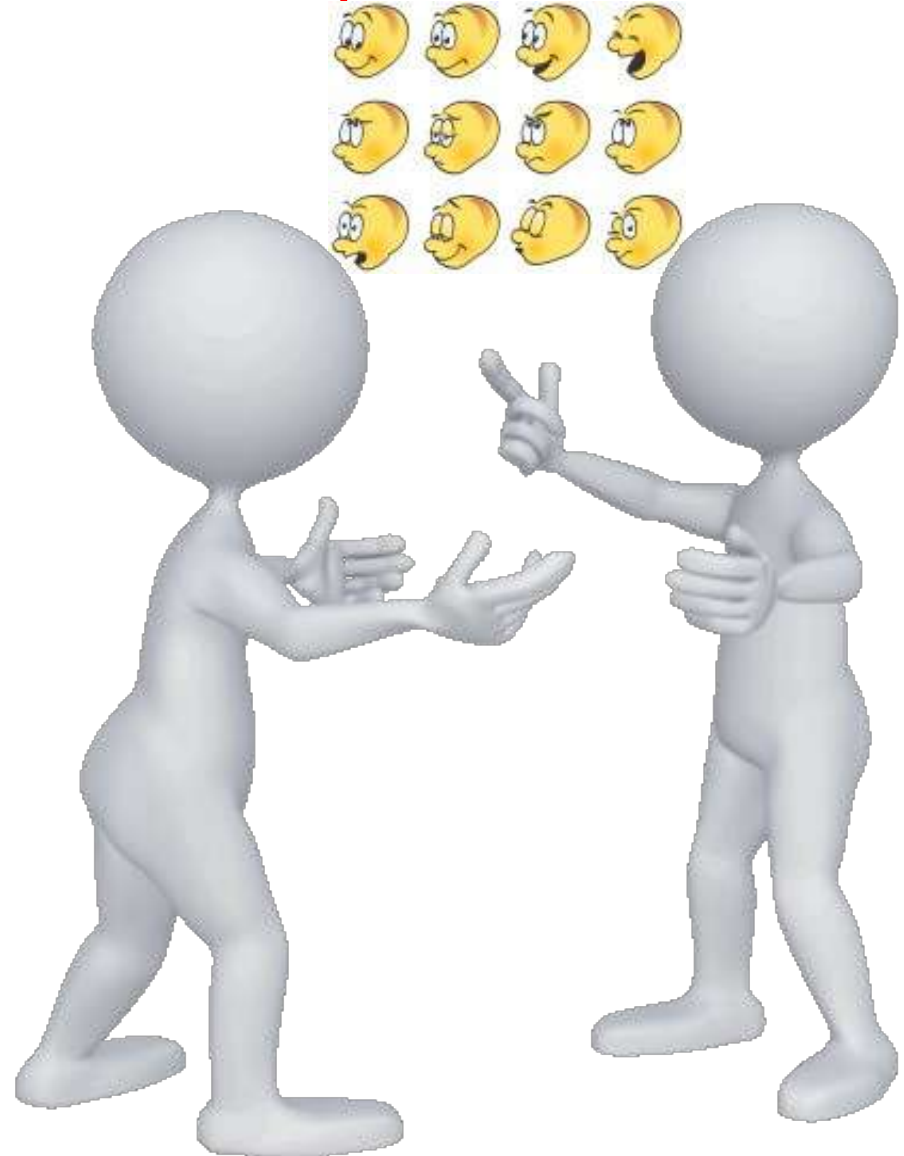
## Communication

- written
- oral
- listening
- **Nonverbal**—  
communication in ways  
other than with words.



# Non-verbal communication examples

- Facial expressions
- Body posture
- Eye contact
  - direct stares
  - no eye contact
  - rolling eyes
- Sighs



# Learn the Importance of Communication



Verbal and nonverbal in a  
professional manner

(no yelling &  
screaming at  
employees and  
co-workers

Able to resolve  
issues  
reasonably

# Behaving in an Ethical Manner

A very important personal quality in one's personal life and in the work place involves ethics.



- **Ethics** – a guiding set of moral values.
- Good **moral values** are codes of behavior that is considered acceptable in society.
- **Work ethic** is how you feel about your job and how much effort you put into it. In essence, unethical behavior demonstrates poor work ethics. Things such as lying, cheating, and stealing are clear examples of unethical behaviors.



# Act with integrity

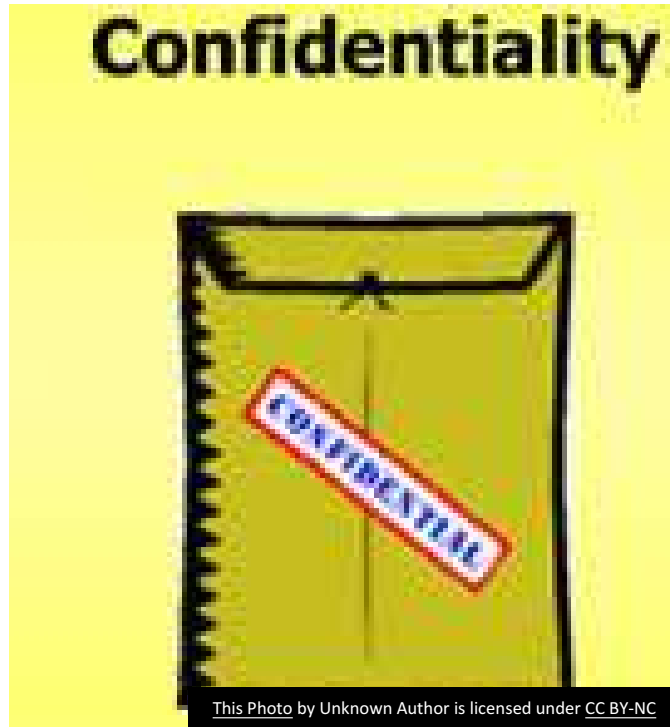


**this is one quality that will make a great team**

## Behaving in an ethical manner continue....

- Unethical behavior demonstrates poor work ethics e.g., lying, cheating, and stealing.
- Computers provide another tempting source for unethical behavior.
- Employers know that workers who disregard moral values will disregard company values, too.
- **Integrity** is the quality of firmly following ones' moral values. In essence, behaving ethically is often a step above behaving illegally.

# Behaving in an ethical manner continue....



- Sometimes employees have the opportunity to hear or see things that should be kept private.
- These things are considered **confidential**, or private and should not be shared with those who do not need to know.
- In some cases, you may have to sign a **confidentiality agreement** which outlines what you are not allowed to discuss outside the company or workplace.
- A **breach of confidentiality** occurs when you share confidential information with others. This could result in you being fired and also facing some legal issues such as having to pay monetary damages.

# Behaving in an ethical manner continue....

- **Loyalty** means being faithful to your coworkers and to your employer. Workers who are loyal to their employers are proud of their company and the products or services it provides.
- If you disagree with policies and decisions your employer makes, talk with your program coordinator about them. Do not criticize them to others. Your supervisor will help you to understand why such policies and decisions are made.



Behaving in an ethical manner continue....



- **Constructive criticism** is pointing out a weakness to analyze and bring about improvement not only within the workplace but in other situations.
- The goal of constructive criticism is to not embarrass an employee, but to help that person do a better job.
- Graciously accepting constructive criticism is a mark of a person who wants to improve.
- **Job evaluation** is a written review of your work performance by your supervisor. Your evaluation should help you and your program coordinator identify your strengths and weaknesses at work.

# Building Your Work Ethic

- Build your work ethic during school by making sure you:
  - Meet teacher-directed deadlines
  - Attend class every day
  - Do your best work, and refrain from cheating.
  - Be honest
- *The connection to work ethics is clear—if you practice being ethical at school, you'll form a pattern that will follow you into a career.*



# Evaluate Your Professionalism

➤ Professionalism is a highly regarded trait by all organizations. For some, punctuality is important. For others, dress and appearance are most important.

- Traits relating to professionalism on which you may be evaluated include:
  - Maturity
  - Punctuality and Dependability
  - Appropriateness of Appearance
  - Reliability
  - Time Management
  - Responsibility



- In order to be flexible we need a set of '*transferable skills*' – skills that are not specific to one particular career path but are g all employment sectors.
- Examples include:
  - Time management
  - Prioritization
  - Delegation
  - Listening
  - Communication
  - Leadership
  - Motivation



# Respect /Positive Attitude

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- Respect the cultures of others
- Recognize the work of others with compliments
- Respect the privacy of others / Keep things confidential
- Maintain loyalty in the workplace
- Show interest in the company
- Positive Attitude - The more positive someone's attitude is, the better that person's relationships will be. That's what fosters great team performance, and leads people to contribute strongly to the organization's vision and strategy.





# Be Punctual

- **Punctuality-** the fact or quality of being on time.
- ALWAYS come to work on time. You should always be strictly observant of an appointed or regular time; not late; prompt.
- Inform your supervisor if you are going to be late, and do your best to be dependable.
- Try to schedule appointments and other engagements on days not scheduled to work.
- Maintain good attendance & punctuality.



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# Communicate! Communicate! Communicate!

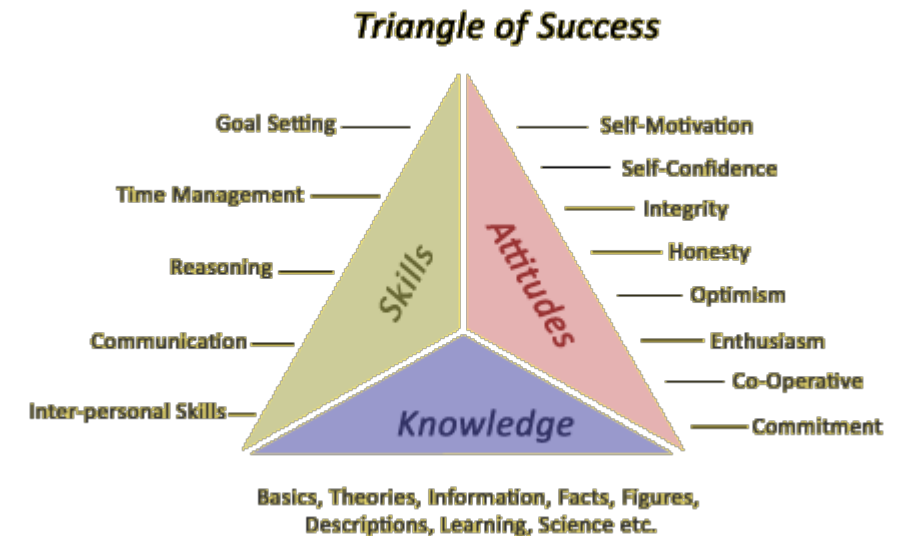
- Communication(n): the process by which information, thoughts, ideas, feelings, and questions are transmitted from one person to one or more other people.
- Communication checklist:
  - Speak when spoken to
  - Offer insight
  - Listen to those in authority
  - Accept and learn to improve when criticized
  - Be silent when necessary
- ***Develop a relationship with your supervisor. Always maintain communication in the event of tardiness or inability to work.***



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# Other areas

- Dress Appropriately - Appropriateness and Appearance: This includes behavior and visual appearance. Using appropriate language and respecting others.
- Maturity: You should be able to handle pressured situations and criticism
- Dependability: Being reliable is mandatory in the workplace. Always stay in constant communication with your supervisor



# Other areas....

- **Reliability**: Your boss and coworkers should be able to depend confidently or put trust in you and your work ethic.
- **Time Management**: Using time effectively. Complete all tasks by the due date. Being late is not impressive and can result in delaying the company
- **Responsibility**: Always be responsible for your own actions. Excuses are not impressive and they make you look unprofessional.



# Get involved (Volunteer)

- Volunteering enables employees to develop skills that benefit the business.
- Improves team work
- Businesses see volunteering as improving community which results in more customers.
- Selfless Service



# Soft Skills/ Hard Skills



# Soft Skills



- ***Soft Skills*** are personal attributes an/or character traits that enable someone to interact effectively and harmoniously with other people.
- Soft skills are more personality-oriented interpersonal skills, such as teamwork, flexibility, patience, persuasion, getting along with others, etiquette, and time management.
- ***It's just not enough to be highly trained in technical skills, without developing the softer, interpersonal and relationship-building skills that help people to communicate and collaborate effectively.***

# Vital Role of Soft Skills

- It's important for you to recognize the vital role soft skills play within your team and not only work on developing them within yourself.
- They include but is not limited to:
  - Personal accountability.
  - The degree of collaboration.
  - Interpersonal negotiation skills.
  - Conflict resolution.
  - People's adaptability and flexibility.
  - The clarity of communications.
  - Creative thinking.
  - Inclusion.
  - Coaching and mentoring.





# Characteristics of Hard skills

- **Hard skills** are specific, teachable abilities that can be defined and measured, such as typing, writing, math, reading and the ability to use software programs.
- **Hard skills** are quantifiable, such as proficiency in a foreign language, earning a degree or certificate, operating a machine, or programming a computer.
- Hard skills are often listed on a job applicant's cover letter and resume so employers know the applicant's qualifications for an open position.



# Soft skills / Hard skills

- **Soft skills** have more to do with who people are, rather than what they know. (character traits/personality).
- Whereas **hard skills** can be learned and perfected over time, soft skills are more difficult to acquire and change.
- For example, a doctor would require soft skills that include empathy, understanding, active listening and a good bedside manner. Alternatively, the hard skills necessary for a doctor would include a vast comprehension of illnesses, the ability to interpret test results and symptoms, and a thorough understanding of anatomy and physiology.



# For Managers – Soft Skills Gap – Do you have it?

- ***Soft skills are what accompany the hard skills, and help your organization use its technical expertise to full advantage.***
- If you're really good at getting clients, and not so good at retaining them, chances are you have a soft skills gap. If you have lots of staff turnover and have to keep retraining people, chances are you have a soft skills gap.
- Able to get along with others.
- Respect
- Communication
- Teamwork

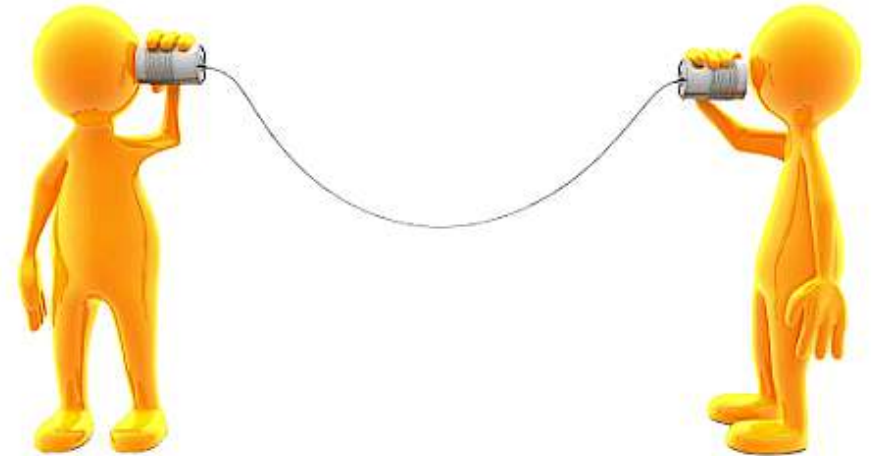


# Soft Skills List – People Skills

- ***People Skills*** address how to best interact and work with others so you can build meaningful work relationships, influence others perception of you and your work, and motivate their actions.
- They include but is not limited to the following:
- ***Teamwork skills*** – Being able to work effectively with anyone with different skill sets, personalities, work styles, or motivation level to achieve a better team result.

# Soft Skills List – People Skills

- **Communication skills** – Being able to actively listen to others and articulate your ideas in writing and verbally to any audience in a way where you are heard and you achieve the goals you intended with that communication.
- This also include languages skills if the spoken language at work is your second language (e.g., verbal, non-verbal, facial expression, poise, attitude).



# Soft Skills List – People Skills



- **Interpersonal relationship skills** – Effective at building trust, finding common ground, having emotional empathy, and ultimately building good relationships with people at work and in your network. Also referred as you social skills, this skill is closely related to Communication Skills.
- ***It doesn't matter how smart you are, you must have social graces in order to get far in your career.***
- As Maya Angelou said “I have learned people will forget what you said. People will forget what you did, but people will never forget how you make them feel.”

# Soft Skills List – People Skills

- **Presentation skills** – Effectively presenting your work results and ideas formally to an audience that captivates their attention, engage their input, and motivates them to act in accordance to your desired outcome.
- While presentation skills is a form of communication skills, it has the ability to play a huge role in any business profession especially as you move up in your career.



# Soft Skills List – People Skills



- **Meeting management skills** – Leading a meeting to efficiently and effectively reach productive results. At least 50% of meetings today are a waste of time.
- **Facilitating skills** – Being able to coordinate and solicit well represented opinions and feedback from a group with diverse perspectives to reach a common, best solution.
- **Selling skills** – Building buy-in to an idea, a decision, an action, a product, or a service. This is not just for people in sales.



# Soft Skills List – People Skills



- **Management skills** – Creating and motivating a high performing team with people of varied skills, personalities, motivations, and work styles.
- **Leadership skills** – Defining and communicating vision and ideas that inspires others to follow with commitment and dedication.
- **Mentoring / coaching skills** – Providing constructive wisdom, guidance, and/or feedback that can help others further their career development

# Soft Skills List – Self Management Skills

- **Self-Management Skills** address how you perceive yourself and others, manage your personal habits and emotions and react to adverse situations.
- Only when you build inner excellence can you have a strong mental and emotional foundation to succeed in your career.



# Soft Skills List – People Skills



DON'T JUST BE  
GOOD TO OTHERS.  
- BE GOOD TO  
YOURSELF TOO.

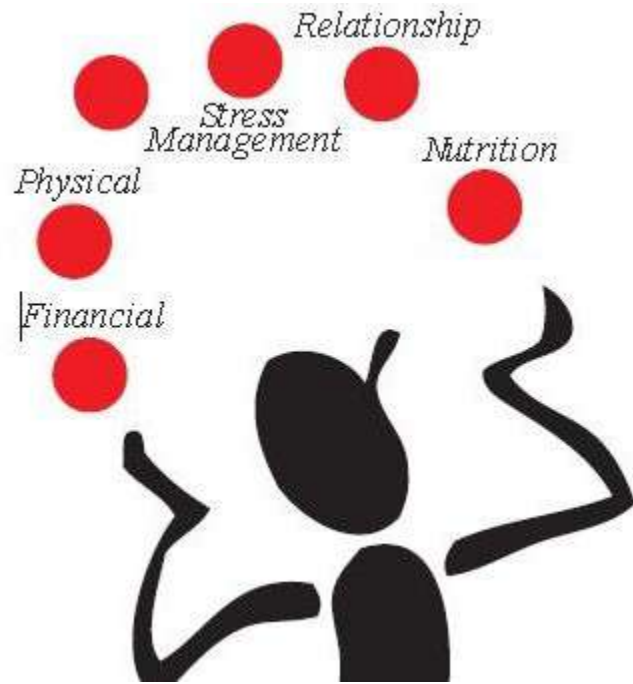
- **Growth mindset** – Looking at any situation, especially difficult situations, as an opportunity for you to learn, grow, and change for the better. Focusing your attention on improving yourself instead of changing others or blaming anyone.
- **Self-awareness** – Knowing and understanding what drives, angers, motivates, embarrasses, frustrates, and inspires you. Being able to observe yourself objectively in a difficult situation and understand how your perceptions of yourself, others, and the situation are driving your actions.

# Soft Skills List – People Skills

- **Emotion regulation** – Being able to manage your emotions, especially negative ones, at work (e.g. anger, frustration, embarrassment) so you can think clearly and objectively, and act accordingly.
- **Self-confidence** – Believing in yourself and your ability to accomplish anything. Knowing that all you need is within you now. “Those who believe in themselves have access to unlimited power” – wisdom from Kung Fu Panda



# Soft Skills List – People Skills



- **Stress management**– Being able to stay healthy, calm, and balanced in any challenging situations.
- Knowing how to reduce your stress level will increase your productivity, prepare you for new challenges and supports your physical and emotional health, all of which you need for a fulfilling, successful career.
- **Resilience** – Being able to bounce back after a disappointment or set back, big or small, and continue to move onward and upward.

# Soft Skills List – People Skills



- Skills to **forgive and forget**– Being able to forgive yourself for making a mistake, forgive others that wronged you, and move on without “mental or emotional baggage.”
- Freeing your mind from the past so you can focus 100% of your mental energy on your near and long-term career goals.
- **Persistence and perseverance** – Being able to maintain the same energy and dedication in your effort to learn, do, and achieve in your career despite difficulties, failures, and oppositions.

# Soft Skills List – People Skills



- **Patience** – Being able to step back in a seemingly rushed or crisis situation, so you can think clearly and take action that fulfills your long term goals.
- **Perceptiveness** – Giving attention to the unspoken cues and developing cognitive or emotional empathy of other people's situation and perspective. Often times, we are too busy thinking about ourselves and what we are saying, we leave little room to watch and understand others' action and intentions.
- If ***you misinterpret other's intention or*** don't try to put yourself in their shoes, you can easily encounter difficulties dealing with people and not even know why.

# References

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