



SOFT SKILLS TRAINING

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Last edit: (09/17/20)



What are soft skills?

Soft skills can be defined as personal traits that allow you to work peacefully and effectively in your environment with others. No matter what career you enter, you will need to be able to work with others collaboratively to meet a common goal and serve the company, community, and/or customers.



TEAMWORK



- Collaborating with others to complete tasks more efficiently and effectively.
- "It takes a village."
- Even in careers where you often work individually, you will have coworkers with unique knowledge and skills to learn from.



WORK ETHIC

- A strong ability to take on tasks with enthusiasm and undivided attention until those tasks are complete.



COMMUNICATION

- Both written and verbal communication are essential to building strong relationships in the workplace and accomplishing goals.
- Know how to compose great emails as well as speak to others in a polite and direct manner.
- Advocate for yourself if you feel you're ready to advance or need some guidance in learning a new task.

Practice, practice, practice.

SPEAK UP!!

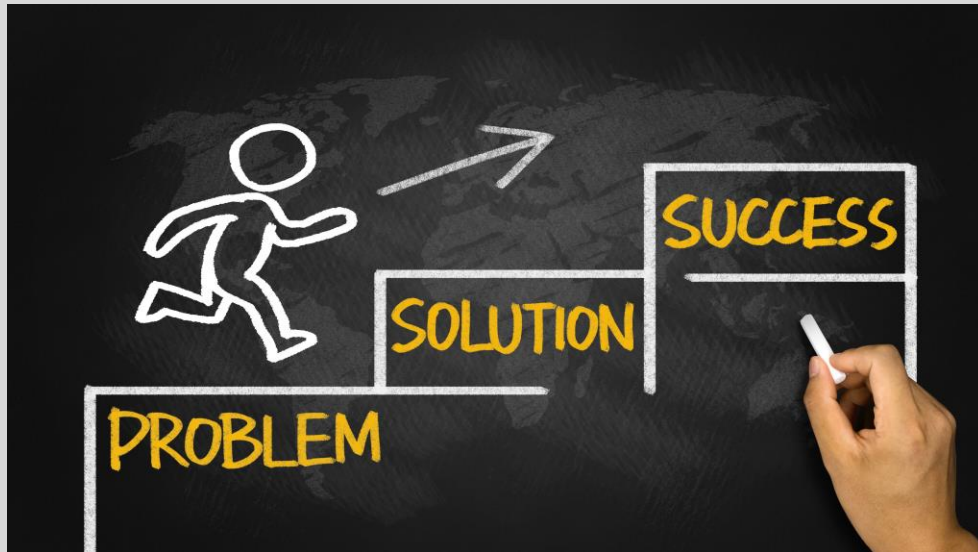


LEADERSHIP

- The ability to take charge of projects, appropriately delegate tasks to others, and provide guidance and direction in a way that is well received and respected.
- You don't have to be a supervisor to be a leader!
- **Motivate. Empower. Support.**



PROBLEM SOLVING



It is inevitable that conflicts will sometimes occur in the workplace and in life. Knowing how to calmly and effectively address concerns and problems as they arise is invaluable to employers, which is why the following question is often asked during an interview: "Tell me about a time you faced a conflict at work and how did you handle it?"

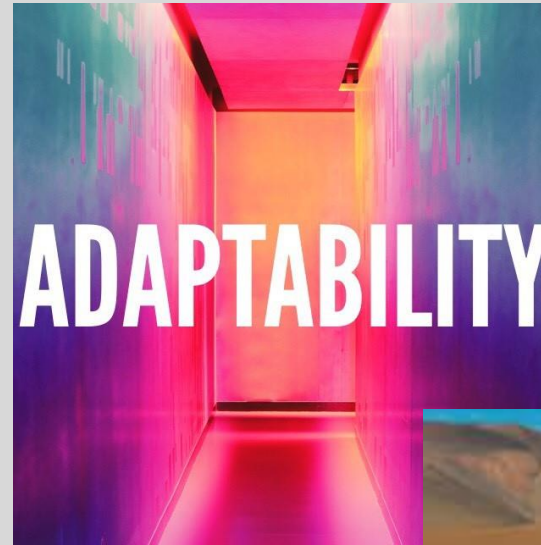
De-escalate → Collaborate → Plan
to Solve → Action → Follow-up



FLEXIBILITY

- Things are bound to change and surprises will happen in the workplace. Can you take these changes with a positive attitude and adapt to your surroundings?
- To accept is to let go of the past and commit to the present for a better future.

Without change, there is no growth.



ETIQUETTE



- Being polite and courteous to others while taking into account different cultures and beliefs of coworkers and customers.
- Knock before entering offices, answer phones with a smile, and don't interrupt others who are speaking.
- Respect others' boundaries, and respect your own!



CRITICAL THINKING

- It is important to be mindful and think about all decisions you make, big or small, when you are employed. Small choices can have big effects on others.
- Mindful = thinking in the moment about how you are interacting with your environment.
- Creativity is key!

When? What? Where? Who? Why?



IN CONCLUSION

Soft skills are critical to gaining and maintaining competitive and integrated employment in any field. If you need assistance with building or sharpening these skills, please reach out for support.

See the resources page on our website:



REFERENCES

- <https://careerwise.minnstate.edu/careers/employability-skills.html>
- <https://www.monster.com/career-advice/article/soft-skills-you-need>
- <https://www.indeed.com/career-advice/finding-a-job/employability-skills>