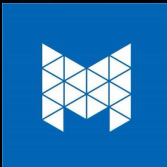


SOFT SKILLS

101

*Employability Skills
Training*



Hard Skills



Refer to teachable skills or **job-specific abilities** that can be quantified or measured.

Soft Skills



Refer to an individual's **social ability** and how they relate to and interact with other people.



Good communication is beneficial for any role so it's no wonder it's at the top of our list as one of the best soft skills to develop. Communication skills are not just about speaking well and conveying your message clearly, but also about practicing active listening – listening intently to someone so you can respond meaningfully. This is key to healthy workplace relationships, whether with colleagues, potential clients, or existing customers.



Communication



Teamwork



Knowing how to collaborate with others may seem like a basic skill, but there's a reason you've probably been taught this soft skill since your early school days. Simply put, we constantly find ourselves having to interact with others and develop trustworthy relationships. Developing your soft skills helps to work toward team goals and company mission in unison.



Leadership



You don't have to be in a managerial position to benefit from leadership skills. Any role that requires you to delegate tasks, provide guidance to teammates or customers, or demonstrate ownership of your tasks could help you develop into a leader.

At the same time, training employees in this soft skill empowers them to receive feedback that can sometimes be tough to hear but is necessary for performance improvement.



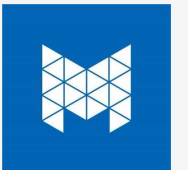
Time Management

6

With never-ending backlogs and limited hours in a workday, time management skills are relevant to any job.

Training this soft skill will set employees up for better productivity and work-life balance.

As a result, more room and focus to achieve their business and personal development goals.



NEGOTIATION



Negotiation is a discussion to settle disputes and reach agreements between two or more sides.

Negotiation is a “give and take” process resulting in a compromise where each side makes a concession for the benefit of everyone involved.

There are many situations where you may need to be a negotiator.

- Job offer
- Asking for a raise



PRESENTATION SKILLS



Delivering a successful presentation is about more than just having visually pleasing slides. It's important to know how to articulate your key points in a way that keeps your audience engaged throughout the presentation, all while making sure they develop clear takeaways.



EMOTIONAL INTELLIGENCE

Emotional intelligence (EQ) is a key soft skill to learn how to manage your emotions as well as those of other people, which can play a major role in workplace interactions, especially in avoiding misunderstandings.

The better you understand yourself and those around you, the better you'll be able to manage your relationships.

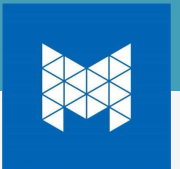


CRITICAL THINKING



Thinking critically means being willing to analyze facts to form a sound judgment. Often, this also means second-guessing your opinions (and the opinions of others).

This is particularly useful for making unbiased, and – therefore – professional decisions.



- Higher Employee Retention
- Improved Customer Service
- Career Progression and Promotion
- Increased efficiency
- Healthy work environment
- Improved Productivity
- Helps build professional relationships
- Increased self-confidence
- Better work in a team environment

ENHANCE
SKILL LEVEL



Benefits of
Soft Skills
Development

