

# SOFT & HARD SKILLS.

## Soft skills defined.

“Soft skills” is a simple term for a complex system of traits and habits valued and sought by almost every employer. Some traits or habits come from your basic personality. Others can be learned or developed through practice. These skills are more difficult for an employer to teach and more difficult to evaluate. More people are terminated due to a lack of appropriate soft skills than for the lack of ability to do the job tasks (hard skills).

Employers often admit, “I can teach my employees how to do just about anything, but I can’t teach them to have a good attitude or common sense.” The problem with soft skills is that there is a basic assumption that they are inborn skills, but a closer examination of these skills would suggest otherwise. While some individuals exhibit these skills naturally, they can also be acquired and nurtured over time.

Having appropriate soft skills will also help you outside of the work setting. Interpersonal skills, effective communication, good manners, a positive attitude and self-concept, the ability to problem-solve, working as a team member, and being able to listen to and accept others’ ideas are traits of successful workers and managers.



### SOFT SKILLS PREFERRED BY EMPLOYERS

#### GOOD WORK ETHICS

- Arrives on time
- Comes to work when scheduled
- Is dependable
- Stays on task while at work

#### PERSONALITY & PERSONAL ATTRIBUTES

- A positive attitude and disposition
- Good interpersonal skills
- Demonstrates good manners
- Respects authority and peers
- Self-motivated
- Self-confident, yet humble
- Honest and trustworthy
- Displays integrity
- Dresses and grooms appropriately for the job

#### QUALITY & QUANTITY OF WORK DONE

- Follows directions
- Has the ability to admit and correct mistakes
- Has good time management skills
- Is organized
- Is able to multi-task
- Completes assignments in a timely manner
- Is able to work well independently
- Is able to work well as a part of a team
- Has good verbal and written communication skills
- Is flexible and adaptable
- Is a good problem solver

# SOFT & HARD SKILLS.

## Hard skills defined.

“Hard Skills” are specific, technical and teachable abilities that can be defined and measured. They are very tangible. By contrast, soft skills are less tangible and harder to quantify.

Examples of hard skills include job skills like typing, writing, math, reading and the ability to use software programs; soft skills are personality-driven skills like etiquette, getting along with others, listening and communicating well.



### EXAMPLES OF HARD SKILLS

- Microsoft Office Suite
- Data analysis
- Budgeting
- Copyediting
- Marketing
- Problem-solving
- Project Management

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