

# SOFT SKILLS



By Jim  
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# ***Soft Skills What are they?***

Soft skills are ***essentially people skills*** -- the ***non-technical, intangible, personality-specific skills*** that determine our strengths as a ***leader, listener, learner, negotiator, self-starter, and conflict mediator***. "Hard" skills, on the other hand, are more along the lines of what might appear on our resume -- our education, experience and level of expertise.

## Soft Skills

### *Why are they important?*

Employers value soft skills, because research suggests that they *may be a greater indicator of job performance than traditional job qualifications or hard skills.*

- **What are the important *soft skills*?**
- **Can they be taught?**
- **Can they be measured?**

# Critical Soft Skills

- **Ability to be *engaged***
  - **Pay Attention**
  - **Speak up**
- **Ability to challenge our *paradigms***

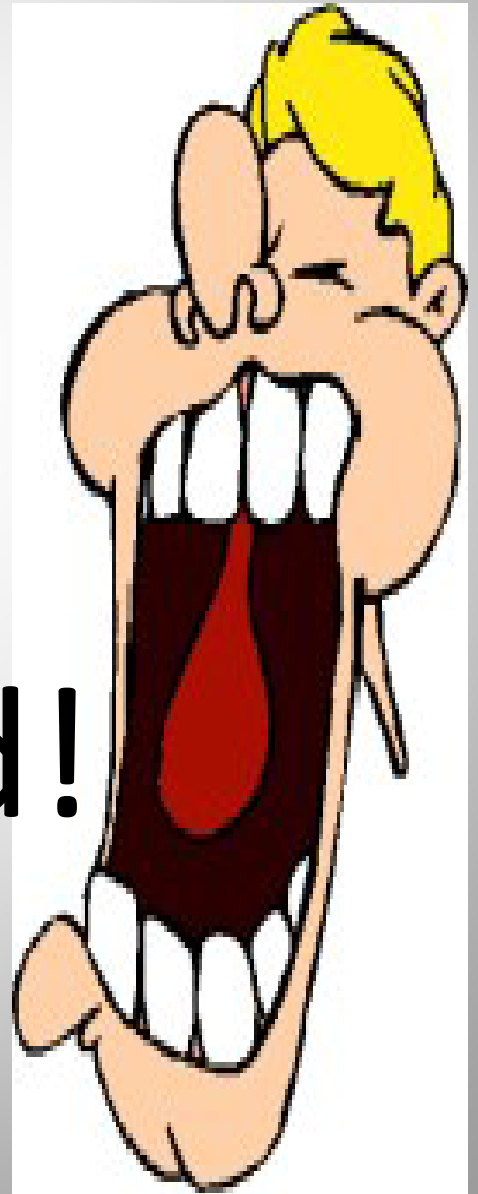
**Pay Attention  
Listen & Watch  
(and Shut Up!)**



# *Speak up!*

*Ask Questions, Answer Questions,  
Make Comments, PARTICIPATE*

I Don't  
Understand!



# Our Paradigms

*Our paradigms, or mental models, are the way we see the world. Sometimes they are accurate, often they are flawed, sometimes they are downright wrong.*

*Our paradigms may get in the way of our learning. Often it is necessary to set them aside and try to understand before we judge or make up our minds.*

# Attitude



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Whom would you prefer to work with?

# What is *ATTITUDE*?

*A disposition, state of mind, or feeling*

*Can be.....*

*Good,*

*Can be.....*

*Bad*

## Attitude Quotes

**Success is due less to ability than to zeal. ~Charles Buxton**

**Let us rise up and be thankful, for if we didn't learn a lot today, at least we learned a little, and if we didn't learn a little, at least we didn't get sick, and if we got sick, at least we didn't die; so, let us all be thankful. ~Buddha**

**There are no menial jobs, only menial attitudes. ~William J. Bennett, *The Book of Virtues***

**The greatest discovery of my generation is that a human being can alter his life by altering his attitudes. ~William James**

**Could we change our attitude, we should not only see life differently, but life itself would come to be different. ~Katherine Mansfield**

**We awaken in others the same attitude of mind we hold toward them. ~Elbert Hubbard**

**I am an optimist. It does not seem too much use being anything else. ~Winston Churchill**

**Where the loser saw barriers, the winner saw hurdles. ~Robert Brault**

**The world is full of cactus, but we don't have to sit on it. ~Will Foley**

**A happy person is not a person in a certain set of circumstances, but rather a person with a certain set of attitudes. ~Hugh Downs**

**Very often a change of self is needed more than a change of scene. ~Arthur Christopher Benson**

**Become a possibilitarian. No matter how dark things seem to be or actually are, raise your sights and see possibilities - always see them, for they're always there. ~Norman Vincent Peale**

**Impossible is a word only to be found in the dictionary of fools. ~Napoleon**

## **Quotes Continued**

**Things turn out best for the people who make the best out of the way things turn out. ~Art Linkletter**

**A loving person lives in a loving world. A hostile person lives in a hostile world; everyone you meet is your mirror. ~Ken Keyes, Jr.**

**It isn't our position but our disposition which makes us happy. ~Author Unknown**

**Nothing is interesting if you're not interested. ~Helen MacInness**

**Excellence is not a skill. It is an attitude. ~Ralph Marston**

**It's so hard when I have to, and so easy when I want to. ~Annie Gottlier**

**An optimist is the human personification of spring. ~Susan J. Bissonette**

**Everything can be taken from a man but ... the last of the human freedoms - to choose one's attitude in any given set of circumstances, to choose one's own way. ~Victor Frankl**

- What are the *behaviors of attitude*?
- Can they be taught?
- Can they be measured?

**•Positive attitude manifests in the following ways:**

Positive thinking (outlook)

Constructive thinking (versus destructive).

Creative thinking.

Expecting success.

Optimism.

Motivation to accomplish goals.

Inspiration.

Choosing happiness.

Not giving up.

Looking at failure as a learning experience.

Seeing problems as opportunities

Belief in self and one's abilities.

Displaying self-esteem and confidence.

Looking for solutions.

Seeing opportunities (versus road blocks)

## **Developing a positive attitude that will lead you to happiness and success:**

- Choose to be happy.
- Look at the bright side of life.
- Choose to be and stay optimistic.
- Find reasons to smile more often.
- Have faith in yourself .
- Contemplate upon the futility of negative thinking and worries.
- Associate yourself with happy people.
- Read inspiring stories.
- Read inspiring quotes.
- Repeat affirmations that inspire and motivate you.
- Visualize only what you want to happen.

- **What are the *behaviors of Teamwork?***
- **Can they be taught?**
- **Can they be measured?**

# Teamwork Behaviors

Effectively communicate by listening and speaking

Commitment to the team.

Objective decision making.

Thinking intelligently and rigorously.

Ability to support other team members' ideas.

Being humble and grounded.

Actively involved.

# **Can Teamwork be taught and measured in the classroom?**

**Emphasize the importance of teamwork as a technician and its impact on individual performance**

**Provide training in teamwork skills (set the expectations)**

**Create assignments that required students to work together**

**Provide on-going feedback – group and individual**

**Give students time to work together in class (so they can practice and be observed)**