

Soft Skills That Translate into Performance

Soft Skills are:

- Qualities that a person possesses that help them build relationships, solve problems, and set them apart in the work environment.
- Examples of Soft skills that define an employable person to prosper at work are personality traits, such as work ethic, emotional intelligence, collaboration, time management, perseverance, and critical thinking



- **Emotional Intelligence**
 - A. Emotional intelligence (EI) or emotional quotient (EQ) can be described as the ability to recognize and manage one's emotions and perceive and respond appropriately to those of others.
 - B. Both verbal and written communication skills are important as they set the tone for how people perceive you.
 - C. It is essential to be able to interact with co-workers and customers effectively. Employees are far more productive when they know how to communicate with their peers. If they can

clearly express the who, when, what, where, why, and how of a task, productivity will improve.

Event → **Thoughts + Emotions** → Response

To build EI, a person must -

- Identify emotional triggers and work on them.
- Recognize feelings instead of ignoring them.
- Reflect on their response to the situation and see how they can improve.
- Harvard Business School states:

People with high EQs in the workplace are empathetic, good at conflict resolution, collaborative and build positive relationships in the workplace. Time management, adaptability, resilience, conflict resolution, and being a team player, increase an individual's growth and development. Soft skills strengthen technical abilities and skills, and people with these skills will be able to adapt more easily



***Brainstorm Role Play Activity

Integrity And Ethical Responsibility

Integrity is the quality of having strong ethical or moral principles. Employees who are ethical, have humility, respect other people's time, give others credit for the work they have done, and take responsibility for their successes and mistakes are the ones valued and trusted the most.

Critical Thinking

Companies look for critical thinkers; they are the people who foster creativity and out-of-the-box thinking. They bring a new perspective and offer innovative ideas and solutions to improve internal processes or the companies' standing among competitors.

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