DO YOU HAVE WHAT IT TAKES?

There are two types of skills required to do a job well.

HARD SKILLS are tangible and can come from experience, training, or practice.

SOFT SKILLS are subjective and related to a person's personality, behavior, and emotional intelligence.

Hard skills can help land the job, but a lack of **soft-skills** can cause you to lose it. Below is a list of skills that are essential to your success in the workplace, as well as a set of characteristics that describe effective use of those skills.

POSITIVE MINDSET:

- Approach tasks with a strong sense of responsibility and accountability.
- Work independently, overcome barriers, and seek feedback and assistance when needed.
- Do not let personal or external issues distract you.
- Learn from your mistakes.
- Adapt well and be receptive to constructive feedback.

SOCIAL AWARENESS:

- Recognize that your actions have consequences and be aware of how they might affect others.
- Incorporate others' feelings and perspectives into your decision making.
- Work well with individuals who are different than you or whose strengths are not the same as yours.

COLLABORATION:

- Understand that for a group to succeed, its members must share duties and responsibilities.
- Foster a constructive work environment where others' opinions, expertise, and skills matter.
- Work to resolve rather than encourage or ignore conflict.

PLANNING FOR SUCCESS:

- Understand that your actions either help you make or cause you to miss your goals.
- Prioritize tasks assigned to you with a deadline in mind.
- Work towards deadlines by carefully managing the time it takes you to complete tasks.
- Continue to build your knowledge and skills, and incorporate them into your work.

VERBAL COMMUNICATION:

- Take time to speak and listen carefully.
- Seek input to understand others' responses to your message.
- Ask questions to deepen understanding when listening to others.
- Signal that you are listening by confirming information (e.g. "I'm hearing that you have found/think…").

PROBLEM SOLVING:

- Try to solve problems on your own before asking for help.
- Recognize and state the problems, considering their potential causes.
- Seek information from others about the problem.
- Generate possible solutions and evaluate the pros and cons of each to arrive at a logical, well-thought-out proposed solution to the problem.
- Ask for others' feedback on your proposed resolution and refine it, as necessary.

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