

Soft Skills

Key Vocabulary

Term	Definition
Soft skills	Personal and social skills that help people work and interact successfully with others.
Communication	Sharing information, ideas, and feelings clearly.
Active listening	Paying attention to a speaker and showing that you understand.
Teamwork	Working cooperatively with others toward a shared goal.
Collaboration	Working together to create, solve, or accomplish something.
Problem-solving	Identifying a problem and finding a solution.
Critical thinking	Carefully analyzing information before making a decision.
Adaptability	Adjusting successfully to new situations or changes.
Time management	Planning and using time effectively.
Professionalism	Demonstrating responsible, respectful, and appropriate behavior.
Initiative	Taking action without always waiting for someone else to tell you what to do.
Accountability	Taking responsibility for your actions and responsibilities.
Conflict resolution	Working through disagreements in a respectful and productive way.
Resilience	Recovering and continuing after challenges or setbacks.
Self-awareness	Understanding your own strengths, weaknesses, emotions, and behaviors.

The Main Components of Soft Skills

The following categories can serve as a framework for reviewing soft skills.

1. Communication:
 - Speak clearly

- Listen actively
- Ask questions
- Give useful feedback
- Write appropriate messages and emails
- Adjust communication for different audiences
- Use respectful verbal and nonverbal communication

2. Teamwork and Collaboration:

- Share responsibilities
- Participate in group discussions
- Respect different ideas
- Complete their assigned role
- Help the group reach a goal
- Handle disagreements constructively

3. Problem-solving and Critical Thinking

- Identify a problem
- Gather information
- Consider several possible solutions
- Compare advantages and disadvantages
- Make decisions
- Evaluate whether a solution worked

4. Professionalism and Work Ethic:

- Arrive prepared and on time
- Complete responsibilities
- Follow instructions
- Demonstrate respect
- Maintain appropriate behavior
- Communicate professionally
- Take responsibility for mistakes

5. Time Management and Organization:

- Set priorities
- Break large tasks into smaller steps
- Estimate how long tasks will take
- Meet deadlines
- Use calendars and planners
- Avoid distractions

6. Adaptability and Flexibility:
 - Adjust to changes
 - Try new approaches
 - Accept constructive feedback
 - Respond calmly when plans change
 - Learn from mistakes
7. Initiative and Self-direction:
 - Start tasks independently
 - Ask for help appropriately
 - Look for solutions
 - Set goals
 - Monitor their own progress
 - Take ownership of learning
8. Emotional Intelligence and Self-management:
 - Recognize emotions
 - Manage frustration
 - Respond rather than react
 - Understand how their behavior affects others
 - Show empathy
9. Conflict Resolution:
 - Listen to different viewpoints
 - Remain respectful during disagreements
 - Use “I” statements
 - Identify common goals
 - Work toward solutions
10. Resilience and Growth Mindset:
 - Learn from mistakes
 - Continue after setbacks
 - Accept feedback
 - Recognize progress
 - Replace “I can’t do this” with “I can’t do this yet.”