



Soft Skills Portfolio

What are Soft Skills?

Soft skills are non-technical skills that relate to how you work. They include how you interact with colleagues, how you solve problems, and how you manage your work. Soft skills include:

- Interpersonal (people) skills
- Communication skills
- Listening skills
- Time management
- Empathy, among other

Hiring managers typically look for job candidates with soft skills because they make someone more successful in the workplace. Someone can be excellent with technical, job-specific skills, but if they can't manage their time or work within a team, they may not be successful in the workplace.

How Soft Skills Work

Soft skills are also important to the success of most employers. After all, nearly every job requires employees to engage with others in some way. Another reason hiring managers and employers look for applicants with soft skills is that soft skills are transferable skills that can be used regardless of the person's job. This makes job candidates with soft skills very adaptable employees.

Soft skills are particularly crucial in customer-based jobs. These employees are in direct contact with customers. It takes several soft skills to be able to listen to a customer and provide that customer with helpful and polite service.

Soft Skills Portfolio

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| ➤ Coaching | ➤ Leading and Chairing Meetings |
| ➤ Communication Skills | ➤ Learning Styles |
| ➤ Discipline and Grievance Interviews | ➤ Managing Change |
| ➤ Discipline and Grievance Investigations | ➤ Mentoring |
| ➤ Effective Writing | ➤ Negotiating Skills |
| ➤ Interview Skills | ➤ Presentation Skills |
| ➤ Introduction to Facilities Management | ➤ Problem Solving |
| ➤ Introduction to Health and Safety | ➤ Risk Management |
| ➤ Introduction to Management/Effective Management | ➤ Role of the Supervisor |
| ➤ Introduction to Project Management | ➤ Selection and Recruitment |
| | ➤ Setting and Measuring Performance |
| | ➤ Team Working |
| | ➤ Time Management |
| | ➤ Training Needs Analysis |