

**Ready
Set
Work**



MASTERING SOFT SKILLS FOR WORKPLACE ENGAGEMENT

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“People don’t care **how much you know** until they know **how much you care**”

- John C. Maxwell



Develop Emotional Intelligence



THE PARADIGM SHIFT

- ❑ Technological advancement in all areas of development including communication is changing the way employees work, interact and engage.
- ❑ Workplace productivity is evolving into the space of **mutual connections** engendered by a need to understand **relationships** and **networking** as the driving force for organizational success

THE PARADIGM SHIFT

- ❑ Hard skills alone based on technical competence is **insufficient** to manage workplace dynamics and challenges. There is a higher need for an **integrated workforce**.
- ❑ **Employee engagement** in the current strategic human resources management dispensation is the leading employee improvement strategy required to manage workplace talent and reduce the costs of employee turnover
- ❑ Aside critical leadership skills, the ability to influence **workplace interactions** and manage conflict is shaping the workplace culture today.

THE IMPERATIVES

❑ Leadership training is incomplete without

EMOTIONAL INTELLIGENCE

❑ While technical competence and experience are considered leading tracks up the career ladder, **SOFT SKILLS** are considered as important.



“**SOFT SKILLS**” refer to a cluster of personal qualities, habits, attitudes and social graces that make someone a good employee and compatible to work with.

Companies value soft skills because research suggests and experience shows that they can be just as important an indicator of job performance as hard skills.



HARD SKILLS

SOFT SKILLS

In the world of work, SOFT SKILLS
are just as important as

HARD SKILLS



SOME SOFTS SKILLS

- **Responsibility**
- **Self-esteem**
- **Sociability**
- **Self-management**
- **Integrity/Honesty**
- **Teamwork**
- **Exercises Leadership**
- **Working with cultural diversity**
- **Strong Work Ethic**
- **Positive Attitude**
- **Good Communication Skills**
- **Time Management Abilities**
- **Problem-Solving Skills**
- **Working Well Under Pressure**



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