



HEALTH SERVICES MANAGEMENT & POLICY

College of Public Health

EAST TENNESSEE STATE UNIVERSITY

THE MONDAY DOSE

>> Soft Skills <<<

The Monday Dose is a professional development newsletter brought to you by the Department of Health Services Management and Policy. For this edition, we are focusing on the topic of **Soft Skills, in particular, how to cultivate them to be a better employee.** Your time here at the college is helping you hone in on your hard skills for your future job; however, it is imperative that your soft skills are cultivated in order to allow you to be a top notch candidate and employee.

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In the News

Quotes



"Soft Skills get little respect, but will make or break your career."

-Peggy Klaus

"In a high-IQ job pool, soft skills like discipline, drive, and empathy mark those who emerge as outstanding."

-Daniel Goleman

[The 10 Most in Demand Soft Skills](#)

Sure, technical skills are important for getting that job you've always wanted, but perhaps more important are the soft skills that you carry with you. New research from LinkedIn finds that hiring managers are having difficulty finding candidates with the right soft skills for 59% of their jobs. In order to help employers find the proper candidates, LinkedIn analyzed the soft skills listed on profiles of members who changed their employers between 2014 and 2015 and came up with the Top 10 in Demand Soft Skills. Check out the article to see what they found!

[Soft Skills: Reflecting the Country's Shift Away from Manufacturing](#)

It's no secret that the US is rapidly moving away from manufacturing jobs into more service oriented jobs. The manufacturing jobs of the past required technical skills and were largely jobs that consisted of routine tasks, whereas the service jobs of today beg for developed interpersonal skills and good communication skills. Almost 6 out of 10 hiring managers say that the lack of soft skills is limiting company productivity. It's important to develop your soft skills now, before you begin your job searching. Read on to learn more.

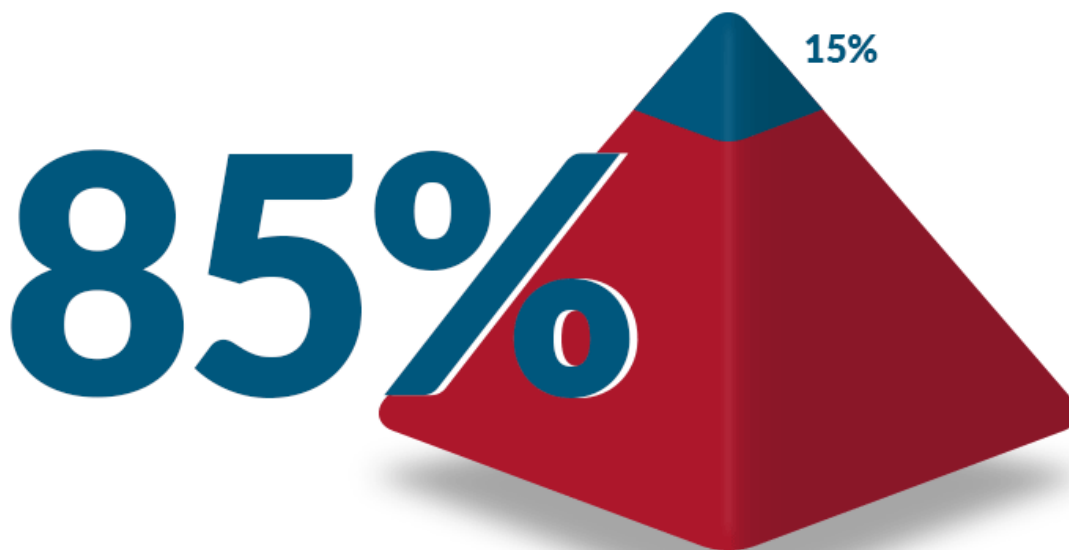
WHAT ARE SOFT SKILLS?

Soft Skills are the personal character traits or qualities each person has. They generally encompass our *attitudes, habits, and ways in which we interact with others*. Soft skills are far less tangible than hard, technical skills, which is why many people struggle with them. Soft skills can be developed during educational/training experiences and through work and life experience. Most importantly, developing your soft skills requires a dedicated effort on your part to engage in fostering them.

Below are some examples of Soft Skills:

- | | | |
|-------------------------|---------------------------|--|
| 1. Interpersonal Skills | 9. Team Player | 17. Motivation |
| 2. Writing | 10. Professionalism | 18. Positive Attitude |
| 3. Problem Solving | 11. Reading Comprehension | 19. Nonverbal Communication |
| 4. Critical Thinking | 12. Flexibility | 20. Conflict Resolution |
| 5. Active Listening | 13. Adaptability | 21. |
| 6. Active Learning | 14. Strong Worth Ethic | Check out this article to learn more about each of these soft skills and why they are important. |
| 7. Organizational | 15. Initiative | |
| 8. Time Management | 16. Dependability | |

Research conducted by Harvard University, the Carnegie Foundation and Stanford Research Center, has all concluded that **85% of job success comes from having well-developed soft skills and people skills,** and only 15% of job success comes from technical skills and knowledge (hard skills).



SOFT SKILLS IN COLLEGE

- **Practice proper communication skills with your professors.**

The way in which you communicate with your professors, both in person and through e-mail, speaks volumes. It is imperative to always be respectful, professional, courteous, and concise. School and the workplace are **not** places for informal communication styles. [Read here to learn about proper e-mail etiquette.](#)

- **Utilize your group work as places to practice professional communication and interpersonal skills.**

Even though your work-groups may consist of your peers, it is still important to respect each other. This includes the way we speak to each other in person and through online communication. This is also a place to practice respecting other's time. Always be prompt and timely and use proper communication channels if you run into an issue. Check out [this](#) YouTube video on common e-mail mistakes.

- **Use class time to showcase many soft skills.**

While going to class is a requirement and we may not always want to attend, it is important that we treat class time as our job so that we can carry this work-ethic into our careers. **Be on time to class and come prepared.** Have a notebook and pen ready to take notes and be engaged. **Dress like you are ready to succeed.** Sure, class is not a suit and tie affair, but look presentable and like you are ready to succeed. **Be engaged.** Ask and answer questions that the professor poses, but also be respectful of others and do not dominate the conversation.

- **Use your time in school to work on your organizational skills.**

Being organized can make a world of difference in the amount of work you are able to accomplish and may also increase the quality of your work. Having your notes for the class organized and easily accessible will make studying much more efficient and less stressful. Knowing what and when assignments are due can relieve stress by eliminating assignment due dates creeping up on you. Being organized will also help your time management skills by putting into perspective when certain items need to be completed.

All of these skills will be skills that you will need to carry into your career, and they also traverse multiple disciplinary fields. Soft skills are able to be carried from job to job, whereas technical skills may not always apply to every job you take.

