

## WHAT ARE SOFT SKILLS?

**Soft Skills** - are personal attributes that enable someone to interact effectively and harmoniously with other people.

### The Soft Skills Gap

77% of employers think personality skills are just as important as hard skills, and 16% find them more important.<sup>(3)</sup>

Out of 500 U.S. senior executives surveyed, 44% think Americans lack soft skills.<sup>(5)</sup>



#### Communication

Able communicators can adjust their tone and style per their audience, comprehend and act efficiently on instructions and explain complex issues to colleagues and clients alike.



46% of managers said young workers would do well to hone their communication skills and 56% said recent grads do not pay attention to detail.<sup>(6)</sup>

#### Leadership

Leadership can be thought of as a collection of various other soft skills, such as a general positive attitude and outlook, the ability to communicate effectively and an aptitude for both self-motivation and motivating others.



44% of managers reported a lack of leadership qualities.<sup>(6)</sup>

#### Teamwork

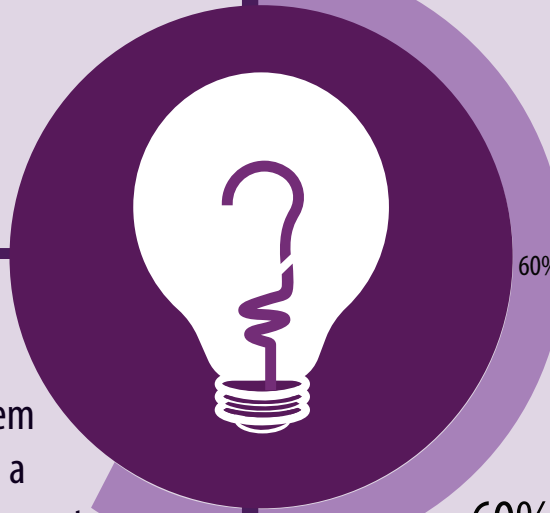
Working in a team towards a common goal requires the intuition and interpersonal acumen to know when to be a leader, and when to be a listener. Good team players are perceptive, as well as receptive to the needs and responsibilities of others.



36% reported lower-than-needed interpersonal and teamwork skills.<sup>(6)</sup>

#### Problem Solving

Problem solving does not just require analytical, creative and critical skills, but a mindset: those who can approach a problem with a cool and level head will often reach a solution more efficiently than those who cannot.



60% of managers claim the new graduates they see taking jobs within their organizations do not have the critical thinking and problem-solving skills they feel are necessary for the job.<sup>(6)</sup>

#### Time Management

Employees who manage their time well can efficiently prioritize tasks and organize their schedule, while adopting an attitude which allows them to take on new tasks and deadlines.



57% of manager say they look for a candidate that is organized and can manage multiple projects.<sup>(6)</sup>

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