

Discuss with potential employers to get their buy-in:

Attributes	Types; Details
Non-verbal skills	Eye contact; Smile, Neat, Knowledge of workplace expectations, Ethics
Attitude	Positive, keeping a focus, flexible, controlling your emotions, Responding to guidance, Empathy for others, Leadership
Team work	Respecting others, listening, Collaboration, Handling conflicts, Understanding team culture & Values
Planning & Organizing	Time management, Planning, Prioritization, Networking
Problem-solving	Gathering information, Making decisions, Creative & Critical thinking, Analyzing information, Questioning, Reporting
Mind-set	Learning to think & act like an owner of your own business, Engineering Mind-set focus on all the items required to get things done when doing a project.
Organizing Info.	Using Info. Mapping, Gantt charts,
Process Design	Understanding process design and management
System Thinking	Viewing the whole and its parts
Adaptability	Flexibility in finding solutions, Willing to try new ways, Understands failure as a learning tool.
Life Skills	Thinking skills, SEL, Trust, Respect, Independence, Collaboration, Kindness, Listening, Empathy,





The good news is that soft skills are learnable. In fact, resilience training experts, who specialize in teaching and training in the soft skills, would go further to say they are foundational to creating strong employees, teams, leaders and organizations. Here are the most critical soft skills to build resilience, and how to develop them in your team:

1. **Problem Solving**

The ability to get into “problem-solving mode” and stay in it for long periods of time—in other words, persist until a problem is solved instead of disengaging and giving up—is key to dealing with the inevitable challenges that come with any role more efficiently and effectively. It comes down to managing our “Explanatory Style.” Our Explanatory Style determines how we “explain” why things happen to us and whether we see difficulties as fixed, external, and unsolvable, or temporary and fluid. Research shows that many employees have less resilient Explanatory Styles: They become unfocused and cast broad, external blame when confronted with a challenge or change. I teach companies to help their people modify their Explanatory Style by viewing problems as fluid and short-term. Resilient workers can evolve and adapt to challenges without casting blame or catastrophizing.

2. **Emotion Control**

Getting control of our emotions is the single most important soft skill we can learn. In fact, there's a high correlation between emotion regulation and our ability to manage our stress and stay productive under pressure. Anxiety (which is generally the fear of future threat), frustration (the feeling that you don't have sufficient resources), and anger (the feeling that something or someone is violating your rights), are the most common emotions people bring to work. They can impair our ability to accurately assess and react to what is going on in adverse and stressful situations. The key is to develop awareness of our stress triggers—change in project scope, an unhappy client, and so on—and catch ourselves before spiraling into a habitual emotional reaction.

3. **Purpose**





Feeling connected to a mission beyond ourselves and our own self-interest works as a wellspring to carry leaders and their teams through tough times, which invariably happen at work. Developing purpose can be taught and involves learning how to reframe our work in a larger context and focus on personal contribution to the overall mission of the organization. This involves developing a mindset in ourselves and our team that is habitually asking: What is the larger mission? Why do I come to work each day? What type of legacy might I leave? In a changing environment, an employee with an overarching attachment to an organization's mission is more willing to stay focused and persevere—to see their role bigger than any one problem, challenge, or project they may be dealing with day to day.

We're entering a new frontier in the workforce. By framing soft skills as a teachable discipline, we can position our companies to thrive in an atmosphere that runs on resilience just as much as technical know-how.

Jan Bruce is CEO and co-founder of [meQuilibrium](#), the digital coaching platform based on the science of [resilience](#).

