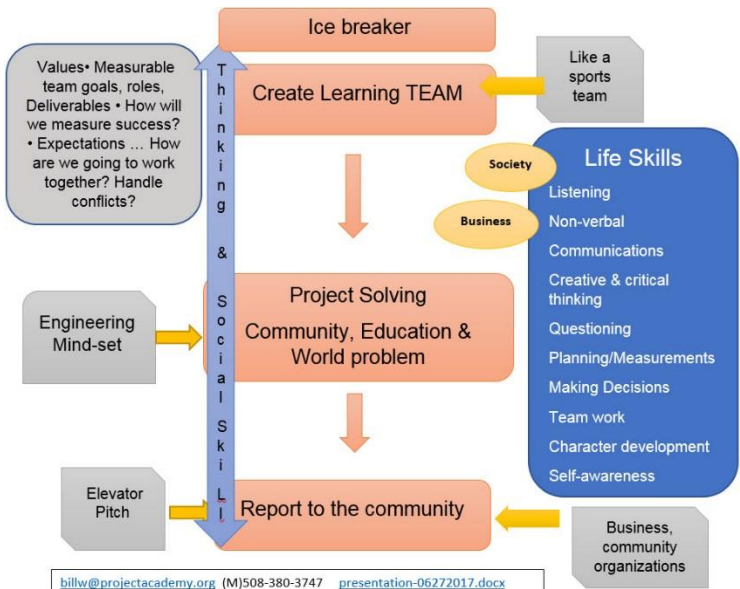


Info= <https://www.conovercompany.com/skills-set.docx>

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



- KEY COMPONENTS TO TEAMWORK:**
- ▶ Respecting others
  - ▶ Active listening
  - ▶ Being reliable
  - ▶ Actively participating
  - ▶ Communication with your team members
  - ▶ Solving problems as a group

- KEY COMPONENTS TO ATTITUDE:**
- ▶ Determining to have a positive attitude
    - ▶ Keeping your focus
    - ▶ Doing your best
  - ▶ Responding to guidance and direction
  - ▶ Controlling your emotions
    - ▶ Being flexible

- KEY COMPONENTS TO COMMUNICATION:**
- ▶ Verbal communication
    - ▶ Listening
  - ▶ Nonverbal communication
  - ▶ Written communication
    - ▶ Emotional awareness
  - ▶ Communicating in difficult situation



Info= <https://www.conovercompany.com/>

### **KEY COMPONENTS TO SOCIAL SKILLS:**

- ▶ Interpersonal skills
- ▶ Controlling your emotions
- ▶ Socializing at work
  - ▶ Networking
- ▶ Responding to conflict
- ▶ Helping customers

### **KEY COMPONENTS TO CRITICAL THINKING:**

- ▶ Gathering information
- ▶ Analyzing information
- ▶ Applying information
- ▶ Forming a hypothesis
- ▶ Decision making
- ▶ Problem solving

### **KEY COMPONENTS TO PLANNING AND ORGANIZING:**

- ▶ Prioritizing
- ▶ Time management
- ▶ Coordinating resources
  - ▶ Delegating
- ▶ Creating systems
- ▶ Planning ahead

### **KEY COMPONENTS TO PROFESSIONALISM:**

- ▶ Knowledge of workplace expectations
  - ▶ Personal responsibility
  - ▶ Workplace ethics
  - ▶ Physical appearance
  - ▶ Using proper language
  - ▶ Minding your manners

