



Atrisco Heritage Foundation Guide to Greatness

Guide to Job Readiness

Professional Development in High Schools

- **10 Soft Skills You Need**

Succeeding in the workforce in the 21st Century goes far beyond texting and Facebook, and Twitter. Although being tech savvy is important being able to offer and bring more to the table within a company or when beginning a “Start-up” these basic essentials will be an asset for any career path.

1. ***Communication Skills:***

Can one communicate beyond texting, and IM? Being able to express creative ideas in a clear and concise way is just a few of the skills needed to succeed in the workplace.

2. ***Computer Literacy:***

Let’s go beyond keyboarding! Being tech savvy and developing an understanding to the needs of a company and what software packages are used makes it easier to get the job done.

3. ***Interpersonal Skills:***

Are you able to collaborative on a project without using a computer or mobile device? Learn how to work together and mesh thoughts and views to get the job done.

4. ***Work Ethic:***

It’s all about being “On-Time”...”Being Dependable” and “Showing-Up” is half the battle of being a productive team player.

5. ***Adaptability:***

Being ready for changes that come about in the workplace and within the workforce are just a few of the many variables that “WILL” happen. Many employees will be able to work offsite yet many will not due to the type of position one holds. Being able to understand and adhere to changes that affect the office will create and build personal growth.

6. ***Research Skills:***

Searching for answers outside of **Google** and **Wikipedia** creates strategies and a database for resources in obtaining accurate information that create solutions for projects, and staff.

7. ***Project Management Skills:***

Developing projects management skills is an essential step in becoming a leader. Having the ability to collaborate, assign tasks, and manage timelines to complete a major project within a team will take an employee, business owner, and a company to the “Head of the Class”.

8. ***Problem Solving Skills:***

Identifying a potential problem, solving one, and preventing a challenge will be just a few aspects discussed in this module.

9. Emotional Intelligence:

What process is necessary to handle challenges in the workplace and “online”? Being able to positively respond to people “in-person” and “online” will denote one as a “go-to” person in resolving issues.

10. Process Improvement Expertise:

Being “fast”, “detailed”, and “making systems work better” will catapult one to the top. Being able to do things efficiently with a collaborative mindset denotes one as an up and coming leader.

- **Assertiveness and Self-Confidence:**

Being self-assured and confident without being aggressive is key to cultivating effective teams in the workplace and every area of life.

- **Business Etiquette:**

Knowing to address differences, proper office attire, cultural differences, and follow up is just a sample of Business Etiquette. Learn more on what it takes to become the crème of the crop.

- **Communication Strategies:**

Workplace communication can be overwhelming yet it’s a key component of getting this done. It can include many aspects to include emails, text message, and voice mails, among others.

- **Stress Management:**

Stress is variable that affects everyone no matter the status. Come learn viable ways to combat stress and get on with life and complete projects.

- **Time Management:**

Getting things done can cost time and money. Learn the most effective ways to save on both.

- **Body Language Basics:**

People talk not only with signs, devices, and verbiage. The way they presents themselves and moves says a lot.

- **Handling a Difficult Customer:**

Customers come in all shapes, size, and personalities and responses. As there are many difficulties with customers and so are the resolutions.

- **Critical Thinking:**

Responding too quickly to a message or made a hasty business decision can cost more than one or a company wants to loose. Learn the strategies to combat hasty thinking and understand how to analyze information and data to choose a sound direction.

- **Telephone Etiquette:**

Phone etiquette isn’t the thing of the past and is s sound skill that builds relationships that keeps customers

- **Job Search Skills:**

Searching for employment in during this time will lead one along various paths and all will not be work in an office. Whether it's independent contracting work or working for a company the "Job Search" goes far beyond the local newspaper and online databases.

- **Interpersonal Skills:**

Being positive and having a great attitude brings one into the board room and move up the mobility ladder. Learn more about characteristics that makes a key employee shine.