

# Post Secondary Education to Teach Soft Skills

## Part 2

Ensuring Successful Outcomes

Jefferson Parish Transition Capacity Building Initiative

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# What are Soft Skills



- Soft skills are non-technical skills that help people get a job and keep a job
- Soft skills are not generally skill specific and make it more difficult to teach and measure
- Soft skills are sometimes referred to as “people skills”

# What are soft skills?

**Communication** is often the most highly ranked soft skill identified by potential employers

Other highly valued soft skills:

- Professionalism
- Problem Solving, Decision Making and Critical Thinking
- Teamwork
- Enthusiasm and Attitude
- Adaptability
- Confidence
- **These traits are more important than technical skills because employees are unable or unwilling to teach and/or remediate soft skills.**



# Good Communicator

- Workplace-appropriate language
- Report when done
- Report problems
- Ask questions
- Make suggestions
- Explain clearly
- Use good manners
- Be pleasant with coworkers

# Professionalism

- Do the work that the employer expects
- Shift attention when needed
- Use appropriate speaking styles with customers or clients
- Maintain appropriate working speed and accuracy rate
- Maintain hygiene and dress standards

# Teamwork

- Make suggestions
- Listen to others
- Do not criticize
- Accept decision of team and implement it
- Report progress or problems to others in group
- Do your assigned portion of project

# Decision-Making

- Follow rules and procedures
- Adhere to safety procedures
- Stay out of trouble
- Know when to ask a question and when to work independently

# Good Attitude and Enthusiasm

- Do not grumble at work
- Manage deadlines
- Use coping skills to manage stress (no melt downs)
- Maintain workplace manners
- Accept and implement corrections and suggestions
- Be interested in training and further education or responsibilities



# Adaptability

- Change from one task to another when directed to do so
- Delay a break
- Step forward to help during busy times
- Do non-favorite tasks because they need to be completed
- Do the work the employer needs in the way that the employer needs it to be done
- Vary work pace as necessary.

# Confidence

- Perform task with high level of accuracy
- Continue to build knowledge base
- Work independently when appropriate
- Ask questions when appropriate

# Self-advocacy skills including:

- self-awareness
- disability understanding
- disability disclosure
- decision making
- set goals
- evaluate options
- identify independence
- accommodations
- request & utilize accommodations
- know your rights & responsibilities
- self-determination
- know how to request & accept help
- intrinsic motivation
- taking a leadership role
- in support plans
- assertiveness
- listen to others opinions
- monitor progress
- positive self-talk

## Independent livings skills including:

- good hygiene
- time management
- healthy lifestyle
- using a cell phone
- using transportation
- money management
- nutrition/meal preparation
- accessing community services & supports
- community participation
- civic responsibility
- community safety
- developing friendships
- appropriate dress
- appropriate behavior

Workplace readiness training to develop social skills and independent living, such as;

- communication
- positive attitude
- teamwork
- problem solving
- talking/writing
- cooperation
- active listening
- decision making
- conflict resolution
- body Language
- empathy
- professionalism
- good manners
- supporting others
- respectful

# The End

- Questions and/or Comments?