

SOFT SKILLS

Friday Edition

Job Readiness Workshop

WHAT'S INSIDE

BECOME A STAR EMPLOYEE

Increase your hireability and enrich your life.

PROFESSIONALISM

The art and benefits.

COMMUNICATION

Master the art of communication.

EMPLOYER EXPECTATIONS

Learn the unspoken expectations.

WORK-LIFE BALANCE

Create a strategy to help you thrive in life.

BECOME A STAR EMPLOYEE



Soft Skills are the skills we use when we manage ourselves and how we interact with others.



Your smile is your logo, your personality is your business card, how you leave others feeling after having an experience with you becomes your trademark. – Jay Danzie



Soft Skills are your personality traits and behaviors that can help you to make choices and work well with others.

- Help you to develop yourself in your job.
- Unlike hard skills, they are more difficult to learn.
- With self-awareness and investing time and effort to develop them, it will not just pay off in your upcoming job but will also prepare you for a positive future.

They are applicable in any profession.

OUR WORDS MATTER

They can either motivate or deflate someone's thoughts, hopes, dreams, and actions. They have the power to excite, inspire, sadden, frighten, anger, or give hope. Language is a behavior.



SOFT SKILL CHECK

- What soft skills do I excel in? _____
- What soft skills do I need to work on? _____
- How do I treat others? _____
- How do I communicate with others? _____
- What would others say about how I treat them? _____

BECOME MORE PROFESSIONAL WITH BUSINESS ETIQUETTE



When a company hires you, you become a representative for them. By finding strategies to help you to maximize your professionalism, you will:

- Boost your confidence by knowing how to act in different situations.
- Enhance relationships by displaying good manners to help you to connect better with others.
- Unlock growth opportunities to help you expand your professional network, which can help you with your career opportunities.
- Smoothly handle challenges, personal conflicts, and other issues that may arise in the workplace.
- Encourage better collaboration and productivity, meaning people will enjoy working with you, which will lead to achieving goals quickly and effectively.

Professionalism is how you present yourself, the way you carry yourself, the way you dress, and your attitude. You are a representative of your company, whether on or off the clock. You are a walking, talking business card of the services you provide. How do you start the process?



Dress Appropriately



Be On Time



Use Professional Body Language



Be Respectful to Everyone



Maintain Professionalism



Ask For Feedback



Avoid Gossip



Communicate Clearly

EMAIL ETIQUETTE

- Always use a professional tone that is polite and respectful.
- Use a clear and short subject line that will give an idea of what the email is about.
- Triple-check that you have the correct recipient. Don't make the mistake of sending confidential information to the wrong person.
- Summarize your message briefly and make sure all details are included.
- Make sure you use correct grammar, spelling, and punctuation.
- "Reply all" isn't always appropriate.
- Reply to emails promptly, within 24-48 business hours.
- Avoid exclamation marks and emojis.
- Avoid abbreviations such as LOL, OMG, etc.
- Check attachments before sending.

DINING ETIQUETTE

- Put your phone away.
- Wait to eat until everyone has been served.
- Don't talk while food is in your mouth.
- Treat the service staff with respect.
- Thank the host at the end of the meal.

VIDEO ETIQUETTE

- Show up early.
- Set up your room with optimal lighting, clean up your area, and make sure your background looks professional.
- Look at your camera and watch your body language.
- Always introduce yourself.
- Check your camera.
- Pay attention and be respectful.
- Mute yourself when you are not speaking.
- Avoid distractions by turning off your computer notifications.
- Find a quiet and private place for the meeting.

PHONE ETIQUETTE

- Answer the phone within three rings if possible.
- Introduce yourself clearly and in a positive, polite tone.
- Listen effectively and make notes of important points.
- Create a professional voicemail.
- Check voicemails and answer them promptly.

MAINTAINING PROFESSIONALISM ONLINE



Many companies will look up future candidates, current employees, and the people they associate with online.

Be mindful of:

- What you post - think before you post negative or inappropriate things.
- Proofread everything you post online.
- Keep your online profiles up to date.

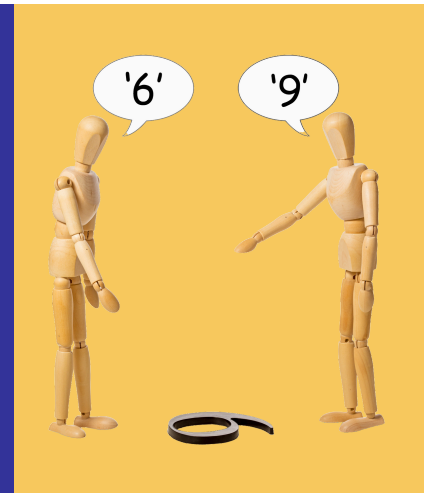
Avoid being unprofessional at all costs. It can cost you your job. Many companies have a social media policy.

Perform a social media Cleanup by running a search and find all of your social media accounts. Delete any inappropriate pictures, posts, or comments. Deactivate any unused accounts. Clean up your followers and friends list. Unfollow all inappropriate accounts and use appropriate profile pictures.

*"Your ability to communicate your perspective will determine the quality of your life."
- Rhonda Sciortinos*

CHANGE YOUR LIFE - CONSIDER YOUR PERSPECTIVE

Perspective is the way we see something; we each think differently and see things differently. We look through the lenses of our experiences and emotions that we tied to them without even knowing it. Being aware of perception can help you to realize when you need to bring the situation to others to ask for their perspective on it. It helps remove the emotion you are feeling about the situation and helps you see it clearly.



COMMUNICATION

It is the key to everything, whether we are at the doctor's office, a restaurant, work, or home. Active Listening when we listen to understand, not to respond. Many times we fail at communicating our expectations because we think that everyone should know or that it is common knowledge. We hurt each other over and over due to not communicating them. Develop a workplace and personal communication strategy. Prepare ahead of time for important conversations and be clear and concise in your word choice.

Here are a few ways to master **Interpersonal Skills**:

- Thinking everyone has something worthwhile to say.
- Noticing the feelings behind the words and watching for body language.
- I can stop myself from thinking about other things while the other person is talking.
- I face the person who is talking and keep eye contact.
- I don't interrupt the speaker to make a point.
- I keep myself from being distracted by other demands of my time.
- I ask questions to get more information and encourage the speaker to keep talking.
- I repeat my own words to show understanding and to minimize misunderstanding.
- I use questions to guide the speaker so they can make their message clear to me.



TEAMWORK AND SHARED RESPONSIBILITIES

The function of a clock is to tell us the time, which would be its mission. Just like a clock, an organization and each employee have a specific role and function. Researching the company will give you an insight into their function. The job description will give you a look into what they need. When we each do what we were hired to do and work together, we make that possible.

EMPLOYER EXPECTATIONS

- Come to work prepared, on time, clean, and wearing clean clothing.
- Come to work each scheduled shift and stay until your shift is over.
- Do your assigned tasks and duties as instructed.
- Follow all company rules.
- Don't steal from the company or coworkers.
- Be helpful and keep your workplace clean.
- Don't bring weapons to work or come to work under the influence of drugs and/or alcohol.
- Unless instructed otherwise, don't be on your cellphone while clocked in.

**WHAT
TO
EXPECT**

How big is the problem? 55% of distractions in the workplace are caused by cellphones. 75% of employers say that 2+ hours are lost every workday due to those distractions. There's a 28% increase in mistakes after an employee gets a phone call or text message.

**MOST
WANTED**



EMPLOYERS MOST WANTED

- Initiative
- Reliability
- Customer Service
- Cultural Sensitivity
- Critical Thinking
- Time Management
- Communication
- Adaptability
- Problem-Solving
- Teamwork
- Creativity
- Interpersonal Skills
- Organization and Planning

★ ★ ★ ★ ★ STAR EMPLOYEES ★ ★ ★ ★ ★

They are reliable, communicate clearly, set expectations, ask for and can accept feedback, brainstorm and collaborate, encourage, motivate, and share knowledge, compromise, embrace differences, provide honest feedback, and be kind to people of all races, genders, religions, and nationalities.

WORK-LIFE BALANCE

Our goal is to create a life that we don't need to take a vacation from. We go over a self-care tip at the end of every session because being able to practice some type of self-care strategy will help you to manage personal and professional stressors, lower your risk of illness, and increase your energy. That means taking the time to do the things that help you to live well and improve both your physical and mental health. It's not just about limiting or addressing life and professional stressors, but it's also about enhancing your overall well-being.



What percentage is your cellphone when you know you need to charge it? We should find an indicator that lets us know that we need to recharge.

What can I do to help recharge myself when I am feeling burnt out?