Mind map

Soft skills: what they are and how to develop them at work

What social and emotional skills are

- Self-awareness: recognizing emotions, thoughts and values...
- Self-management
- Social awareness
- Relationship skills

Why they have become so important

- An OECD report published in 2015, Skills for Social Progress
- In the labor market, a study by economist David Deming...

The soft skills most valued at work

- Communication: expressing ideas clearly and adapting the...
- Active listening
- Teamwork: cooperating, sharing responsibilities and...
- Emotional intelligence

Soft skills

How to develop social and emotional skills

- Deliberate practice
- Feedback from the people around you
- Structured reflection
- Learning from role models

How to show soft skills on your résumé and in interviews

- Listing “good communication” or “teamwork” is not enough
- For leaders, these competencies add to leadership skills and to...

Frequently asked questions

1. What is the difference between soft skills and hard skills?
2. Can social and emotional skills be learned as an adult?
3. Which soft skills do employers look for most?

Key takeaway

What soft skills, or social and emotional skills, are, why employers value them more and more, and how to develop them through practice and feedback.

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