

Landing AND Keeping the Job!

Some soft skills you need to know:

1. **The ability to relate to others.** Sometimes being able to relate to others simply means that you're willing to agree to disagree with mutual respect; letting them know you *understand* their position.
2. **Strong communication skills** – you can't assume people you talk to are of the mindset and understanding as you.
3. **Patience with others.** You need to be able to stay calm in a stressful situation. The boss is going to remember who the troublemakers are when things go wrong.
4. **Active listening skills.** Hearing someone and actively listening to them are two different things. Most people hear someone speak and start to form a response in their mind (or worse, starting talking) before the person finishes what they're saying. It takes practice but it's important to listen to everything they are saying. And people will notice.
5. **Flexibility.** Be able to shift gears when the context calls for it. Talking to your uncle recently out of prison is going to be different than talking with a manager at the job.
6. **Good judgment.** Good judgment is a key people skill that comes directly from learning, listening to others and observing the world around you.
7. **The ability to keep an open mind.** Being known as someone who keeps an open mind also makes you more approachable and easier to work with. It creates trust.
8. **A great sense of humor.** Who doesn't enjoy laughing? This is the best tool for cutting tension and an asset in the workforce.
9. **Honesty.** This is important to build trust with co-workers. Once it's lost, it's hard to be taken serious.
10. **Awareness of body language.** The importance of body language cannot be emphasized enough, since it makes up the majority of how we communicate with others.
11. **Proactive problem solving.** Work is a series of problem solving situations, but if you're proactive, you'll take the pressure off your boss and colleagues.