



WORKFORCE SOLUTIONS

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# SKILLS EVERY EMPLOYER WANTS

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DO YOU HAVE THE SKILLS TO GET THE JOB?

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# Employers initially look for hard skills when making hiring decisions.

Hard skills are teachable and measurable skills – also known as job-specific skills or technical skills.

Examples:

- Computer and Administrative
- Technology
- Sales
- Construction
- Healthcare
- Electrical
- Legal



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Employers also consider soft skills when deciding who to hire.

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77% of employers say that soft skills are just as important as hard skills.

What are **soft skills**?



# SOFT SKILLS

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Soft skills are interpersonal (people) skills or character traits that affect your ability to work and interact with others.

Unlike hard skills, they are more difficult to define and evaluate. They are natural abilities that can't be taught in a classroom.

Employers hire job seekers who demonstrate:

- Hard Work
- Motivation
- Energy
- Passion

# HARD SKILLS vs. SOFT SKILLS

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Hard skills get you an interview.



Soft skills help you get and keep the job.



# 5 TOP SOFT SKILLS

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- Communication
- Teamwork
- Adaptability
- Problem-Solving
- Work Ethic



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# Identifying Your Soft Skills

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Think about your personality and what traits are apparent. Are you a strong communicator? Can you work well in a team?

What awards or achievements have you received in previous work or personal situations?

If you need help, call friends or family and ask them what kind of traits they notice.



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## Coming up:

How to include soft skills into your resume.

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# Communication

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**Communication** skills are important when interacting with customers, co-workers or your manager. They set the tone for how people perceive you and improve your chances of building relationships with co-workers.

## Words to use:

- Listening
- Verbal Communication
- Non-verbal Communication
- Written Communication
- Constructive Feedback
- Friendliness
- Negotiating
- Presenting

## Examples for Resume:

- Excellent presentation and negotiation skills
- Speaking in public, to groups, or via electronic media
- Empathetic listener and persuasive speaker



# Teamwork

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**Teamwork** – Regardless of your role, the ability to work well with your fellow employees is important. Working well with your coworkers can help you quickly and effectively accomplish tasks in the workplace.



## Words to use:

- Collaboration
- Delegation
- Coordination
- Mediation
- Negotiating
- Conflict Management



## Examples for Resume:

- Worked with three departments to deliver project ahead of schedule
- Highly adaptable professional who embraces teamwork
- Thrive in a team environment and work well with others

# Adaptability

**Adaptability** – Don't underestimate the ability to adapt to changes. Employers value employees who are flexible and willing to learn and accept change.

## Words to use:

- Flexibility
- Consistency
- Calm
- Willingness to Learn
- Resilience
- Confidence
- Embrace Change
- Open-minded

## Examples for Resume:

- Willing to learn rapidly and adapt quickly to changing situations
- Ability to acclimate to different work environments
- Flexible and adept at handling the unexpected

# Problem-Solving

**Problem Solving** – Problem solvers immediately realize when something has gone wrong and find solutions. Employers value workers with problem-solving skills regardless of occupation.

## Words to use:

- Active Listening
- Research
- Troubleshooting
- Persistence
- Analysis
- Decision Making
- Generating Solutions
- Test Development

## Examples for Resume:

- Dynamic results-oriented problem solver
- Skilled at evaluating options and generating solutions
- Effective in assessing and resolving employee conflicts

# Work Ethic

**Work Ethic** – Employers are looking for workers that take initiative, are reliable, and can do the job right the first time. It proves your belief in the importance of work and its ability to strengthen your career.

## Words to use:

- Dependable
- Honesty
- Self-motivated
- Time Management
- Responsible
- Integrity
- Confidence
- Discipline

## Examples for Resume:

- Strong interpersonal skills and positive work ethic
- Combine technical competence with dependability and loyalty
- Exceptionally reliable and trustworthy when given an assignment

# Know Your Skills

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When writing your resume, remember to add in soft skills to enhance your previous work skills and experience.

Be truthful! If you are not adaptable or a good communicator, find another soft skill you *are* good at.

When it comes time to interview, you will want to give an instance when you used those soft skills that stood out in your resume.

# LOCATIONS

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## **COOKE COUNTY**

1311 North Grand Ave.  
Suite 200  
Gainesville, TX 76240  
940-665-1121

## **FANNIN COUNTY**

1205B E. Sam Rayburn Dr  
Bonham, TX 75416  
903-640-0222

## **GRAYSON COUNTY**

2415 South Austin Ave.  
Suite 105  
Denison, TX 75020  
903-463-9997

**1-888-813-1992**

**[www.workforcesolutionstexoma.com](http://www.workforcesolutionstexoma.com)**

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