

11 Soft Skills To Master

"Hard skills get you hired.
Soft skills get you promoted."

- Zane Kahn

Communications

- Listen without interrupting
- Speak with a positive tone
- Pay attention to body language

Negotiation

- Listen carefully
- Understand what the other side wants
- Know your worth
- Propose solutions that benefit both sides

Empathy

- Take a genuine interest in other people
- Acknowledge their feelings
- Never judge; be supportive

Teamwork

- Avoid claiming all the credit
- Celebrate other people's wins
- Praise teammates generously

Emotional Intelligence

- Never act impulsively
- Take a step back when you're upset
- Understand what you're feeling
- Understand the consequences of actions

Work Ethic

- Take responsibility for your work
- Always show up and deliver on time
- Always keep your commitments
- Never deflect blame on to others

Persuasion

- Identify what other people care about
- Create stories that resonate with them
- Communicate those stories with brevity

Relationships

- Help others unconditionally
- Look for common interests
- Always add value before asking for anything

Positive Attitude

- Never gossip
- Never complain
- Criticize sparingly
- Always speak well of others

Conflict Resolution

- Avoid arguments and accusations
- Focus on solutions over problems
- Apologize unconditionally when it's your fault

Time Management

- Learn to prioritize
- Learn to delegate
- Learn to say no

Reward these skills and keep your best employees!



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