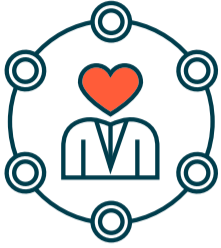


THE 5 SOFT SKILLS OPERATIONS PROFESSIONALS NEED TO SUCCEED

What are soft skills?



Soft skills are interpersonal or people skills that impact your job performance and relationships.

Why do you need them?

93% of employers say soft skills are essential or very important in hiring decisions¹



Soft skills training boosts productivity and retention by **12%** and offers a **250%** ROI (return on investment)²

Although not always top of mind, soft skills can make a huge difference in what you're able to accomplish within your changing workforce. **So, what are your strongest and weakest soft skills?**

RATE YOUR SOFT SKILLS

(on a scale of 1-10)



Clear Communication

- You pay attention to your verbal and nonverbal communication (what you say and how you say it)
- Your coworkers or leaders would say you communicate clearly

Service-Based Teamwork

- You are a team player, always willing to help your coworkers
- You seek out opportunities to learn from your team, as well as teach them from your expertise

Active Listening

- You listen fully to others (without just thinking of how you'll respond)
- You ask clear follow-up questions after listening to others

Efficient Time Management

- You have learned how to balance your daily tasks and ask for help when needed
- You use tools to prioritize your work and keep track of what you have and haven't completed

Engaged Critical Thinking

- You invite problem-solving opportunities and weigh in on big decisions
- You find ways to gather and present data to help make decisions

YOUR RESULTS

- 1 Rate each area on a scale of 1-10 of how well you're doing today.
- 2 Find your lowest score and decide on a few steps you'll take to improve.
- 3 Find your highest score area and help others improve in that area.

COMPARE YOUR RESULTS

Ask a colleague to rate you in each of the areas. How are the results the same? How are they different?

Get tips for improving your skills, training, teamwork and more in our guide to [Navigating the Changing Workforce](#).

¹ http://docs.wixstatic.com/ugd/cceaf9_ec9ed750296142f18efdd49f4930f6d3.pdf

² <https://news.umich.edu/soft-skills-training-boosts-productivity/>