

COMMUNICATION

Soft Skills for Success

Having good communication skills will help you be successful in school, in your career, and in your personal life. Good communication goes two ways. Being able to express yourself is important, but so is paying attention to what others say.

So how can you be a better communicator?



Speak clearly. Work to make your speech clear and understandable. Also be aware of your tone of voice—it can change the meaning of what you're saying.

Be a good listener. Make eye contact, ask questions, and really listen. Focus on what the other person is saying, not just on what you want to say next.



Pay attention to your non-verbal cues. Watch your posture and facial expressions. When talking to someone, uncross your arms, sit up straight, and show genuine interest.

*Are you a good communicator?
Check out the other side to find out.*

CONFLICT RESOLUTION

Soft Skills for Success

Conflict resolution is figuring out a solution to a disagreement. Conflicts can occur because of differences in personality, opinion, or even just a misunderstanding. How you deal with conflict is what's important. *So what should you do if you find yourself in a conflict?*



Communicate clearly. State your point of view in a calm, clear voice. Let others talk, and listen carefully to what they have to say.

Watch your body language. Keep your hands at your sides and palms open. Avoid clenching your fists, crossing your arms, or putting your hands on your hips.



Stay calm. If things start to get heated or loud, stop, take a deep breath, count to four, and exhale. You'll have a much better chance of resolving any conflict if you can remain calm.

*How good are you at resolving conflicts?
Check out the other side to find out.*

ADAPTABILITY

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Being adaptable means being flexible and keeping an open mind. Adaptability allows you to accept things that are new or challenging without judgment, resistance, or fear. It also means you're able to change your behavior and adapt to new situations. *So what's the key to being adaptable?*



Be open minded. Listen to the ideas of others and be willing to change your thinking when presented with new information or a different perspective.

Go with the flow.

Things often don't go exactly as they're planned. When this happens, try to relax, accept that the situation has changed, and go with the flow.



Step out of your comfort zone. Trying new things and putting yourself in new situations helps you grow. It also makes it much easier for you to adapt to change in the future.

*How adaptable are you in your life?
Check out the other side to find out.*

TEAMWORK

Soft Skills for Success

Teamwork is needed whenever you are part of a group that has a common goal or purpose. Whether you're playing a sport, working on a group project, or working at a job, knowing how to be a good team member is a valuable skill. *So what does it take to be a good team member?*



Maintain a positive attitude.

Maintain an upbeat and optimistic attitude, even when a project or job is difficult, frustrating, or boring. Be friendly with all teammates, even if you disagree, or just don't click.

Be reliable. Always do what you say you're going to do, and don't make excuses. If something is difficult for you or if you need support, ask for help.



Be flexible. Have your own ideas, but be open to the suggestions of others. Learn to give and accept feedback, knowing that the direction of the team might shift and change over time.

*What kind of team member are you?
Check out the other side to find out!*

LEADERSHIP

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Leadership is not about telling people what to do. Leadership is guiding and motivating other people to effectively meet the goals of a team, group, club, or company. Being a leader is about being your best you, so that you can inspire and motivate others. *So what does it take to be a leader?*



Treat others with respect.

Leaders should never talk down or bully others. When you treat people with respect, they will want to be around you, and want to work with you.

Have a positive attitude.

Keeping a positive attitude isn't always easy, but showing others that you don't get discouraged or upset easily instills confidence.



Listen to others' ideas.

Communication is a crucial part of good leadership. If others feel heard, they are more likely to be engaged, and want to participate.

*Check out the other side to find out
how you can build leadership skills.*

PROBLEM SOLVING

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A problem is anything that requires thought or effort to work through. Your overall well-being and how you're judged by others is influenced by the way you tackle life's difficulties. Good problem-solving skills make life a lot easier. *So what's the key to problem solving?*



Define the outcome you want.

Visualize an outcome to the problem that's realistic and acceptable to you. Then, come up with steps that will help you achieve that outcome.

Be positive. Don't let obstacles deter you. Focus on the outcome you want—and on what you can do right now to achieve that outcome.



Get creative. There may be several ways to solve your problem. Don't discount any ideas. Write them all down and consider them all.

*Check out the other side to find out
how to effectively solve a problem.*