

Don't Be Short *on* SOFT SKILLS



Getting and keeping a job requires much more than technical skills, same goes with retaining customers in a competitive environment.

A 2012 research outcome has confirmed that soft-skills accounts for between 60 – 80 per cent of success in the new work environment.

Beyond technical skills, which secretary do you retain when times are lean?

The one whose attitude is positive and upbeat, and who is always willing to help, or the one who is always inflexible, and has a hard time admitting mistakes?

Likewise, which physician do you visit? The one who is pleasant and takes time to explain things or the one who treats you like a number in a long queue.

In any of the above, it is the soft skills that matters most. The individual that possess positive attitude that will most likely excel.

While your technical skills may get your foot on the door, it is your soft skills that will open most of the doors ahead.

Unfortunately, most trainings focus on technical skills, hence most person wallow in ignorance of what really works.

We recommend you take training on the following areas:

1. Emotional Intelligence
2. Interpersonal Skills
3. Effective Communication
4. Managing your Boss

Perhaps, these could be the finishing touch you need to excel.