

## List of Soft Skills

There is no absolute one list of soft skills. Defining **soft skills** can be a real challenge. Scanning the literature on the subject shows that there is no common definition for the term 'soft skills'. However, the importance of "soft skills" in career advancement and business success is being increasingly recognized.

Generally speaking, soft skills were seen in the studied literature as self-management skills and people related skills.

In general, there are three categories of competences in organizations. They relate to soft skills and are mostly inter- and intra-personal skills.

Methodological Competence focusing on flexibility and includes skills such as problem solving, adaptability and analytical techniques.

Social and Participatory Competences are essential for team working, focusing on communication and interpersonal skills alongside leadership and decision-making skills.

As high productivity becomes the norm in modern organizations, current research reveals

that employees require the relevant training and learning to be able to perform highly. With work environment changing, traditional instruction and control methods are

being replaced by flat structures; teams are being encouraged to make

decisions; employees require higher skill sets and there is better partnership between

employees and management.

According to numerous studies, the transformation in organizational structures in the workplace necessitates employees to develop key competencies. The ability to work in a team, to communicate effectively and to cope with conflict and pressure are essential in the modern work environment.

The findings indicate that soft skills are becoming more important, both to cope with the fast pace of change, and to work with an increasingly participatory management style.

The higher educational level of many new graduates joining the work force, and their high expectations of opportunity and professional development, are forcing management in companies to show high levels of soft skills in practice in order to manage and retain such employees. In many cases, this is exposing skill deficiencies of previous generation managers, who may have lower educational levels and be less used to participatory management styles.

## Communication Skills

1. Verbal Communication
2. Body Language
3. Physical Communication
4. Writing
5. Storytelling
6. Visual Communication
7. Humor
8. Quick-wittedness
9. Listening
10. Presentation Skills
11. Public Speaking
12. Interviewing

## Leadership

- 13.** Team Building
14. Strategic Planning
15. Coaching
16. Mentoring
17. Delegation
18. Dispute Resolution
19. Diplomacy
20. Giving Feedback

21. Managing Difficult Conversations
22. Decision Making
23. Performance Management
24. Supervising
25. Managing
26. Manager Management
27. Talent Management
28. Managing Remote Teams
29. Managing Virtual Teams
30. Crisis Management

## **Influencing**

31. [Facilitation](#)
32. Selling
33. Inspiring
34. [Persuasion](#)
35. [Negotiation](#)
36. Motivating
37. Collaborating

## **Interpersonal Skills**

38. Networking
39. Interpersonal Relationships
40. Dealing with Difficult People

41. Conflict Resolution

42. [Personal Branding](#)

43. Office Politics

## **Personal Skills**

44. [Emotional Intelligence](#)

45. [Self Awareness](#)

46. [Emotion Management](#)

47. [Stress Management](#)

48. Tolerance of Change and Uncertainty

49. Taking Criticism

50. [Self Confidence](#)

51. [Adaptability](#)

52. Resilience

53. [Assertiveness](#)

54. Competitiveness

55. [Self Leadership](#)

56. [Self Assessment](#)

57. [Work-Life Balance](#)

58. Friendliness

59. Enthusiasm

60. Empathy

## **Creativity**

61. [Problem Solving](#)

62. [Critical Thinking](#)

63. Innovation

64. Troubleshooting

65. Design Sense

66. Artistic Sense

## **Professional Skills**

67. [Organization](#)

68. Planning

69. Scheduling

70. [Time Management](#)

71. [Meeting Management](#)

72. Technology Savvy

73. Technology Trend Awareness

74. Business Trend Awareness

75. Research

76. [Business Etiquette](#)

77. [Business Ethics](#)

78. [Diversity Awareness](#)

79. Disability Awareness

80. Intercultural Competence

81. Training82. [Train the Trainer](#)

- 83. [Process Improvement](#)
- 84. [Knowledge Management](#)
- 85. Writing Reports and Proposals
- 86. [Customer Service](#)
- 87. Entrepreneurial Thinking

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Taking into account the literature review and employer surveys, a popular definition for soft skills is the inter-personal and intra-personal skills required to be effective in the workplace.

**Inter-personal** skills include:

- Ability to work in a team.
- Communication and influencing skills.
- Leadership, coaching skills.

**Intra-personal** skills include:

- Self-management
  - Orientation to learning, creativity, flexibility
  - Motivation, perseverance
  - Problem-solving
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