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. Training
82. Train the Trainer
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