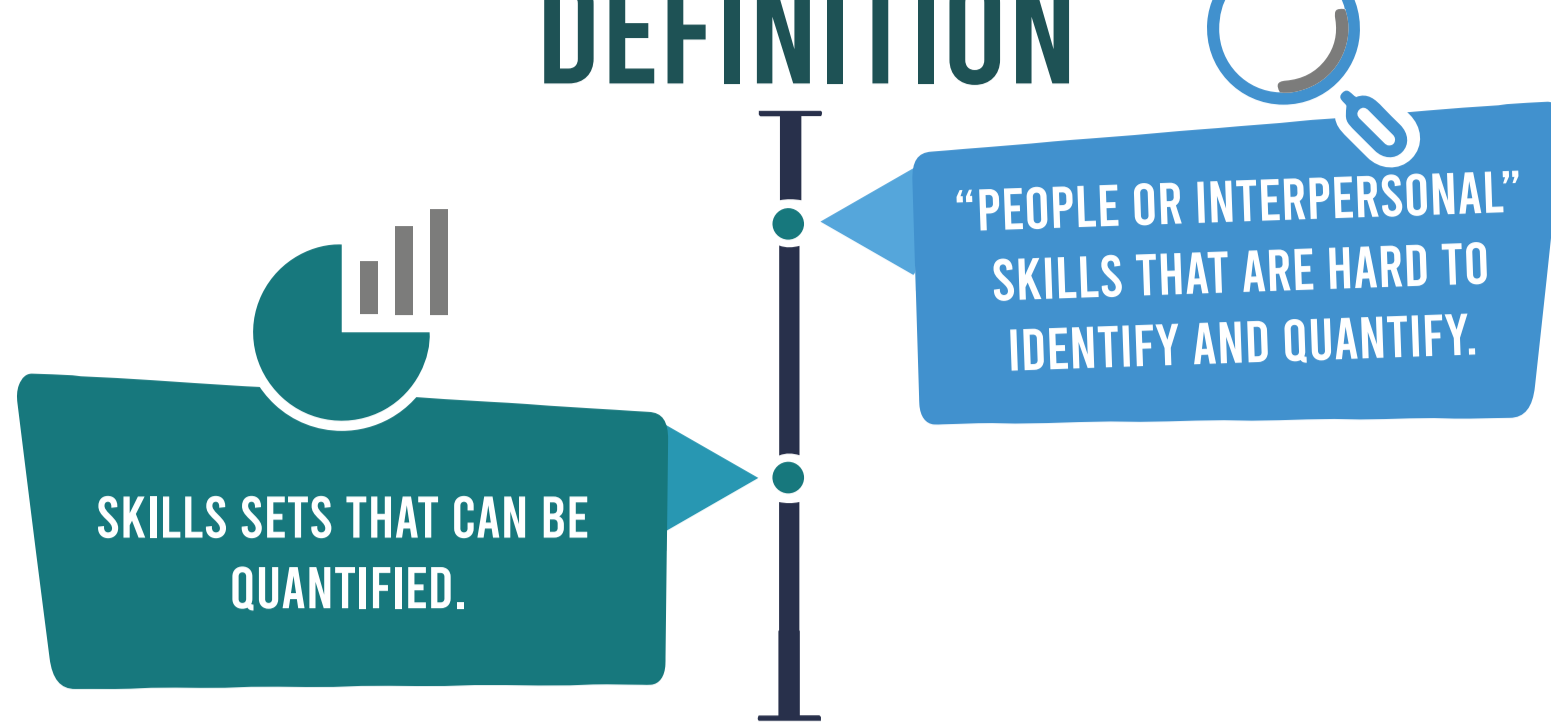


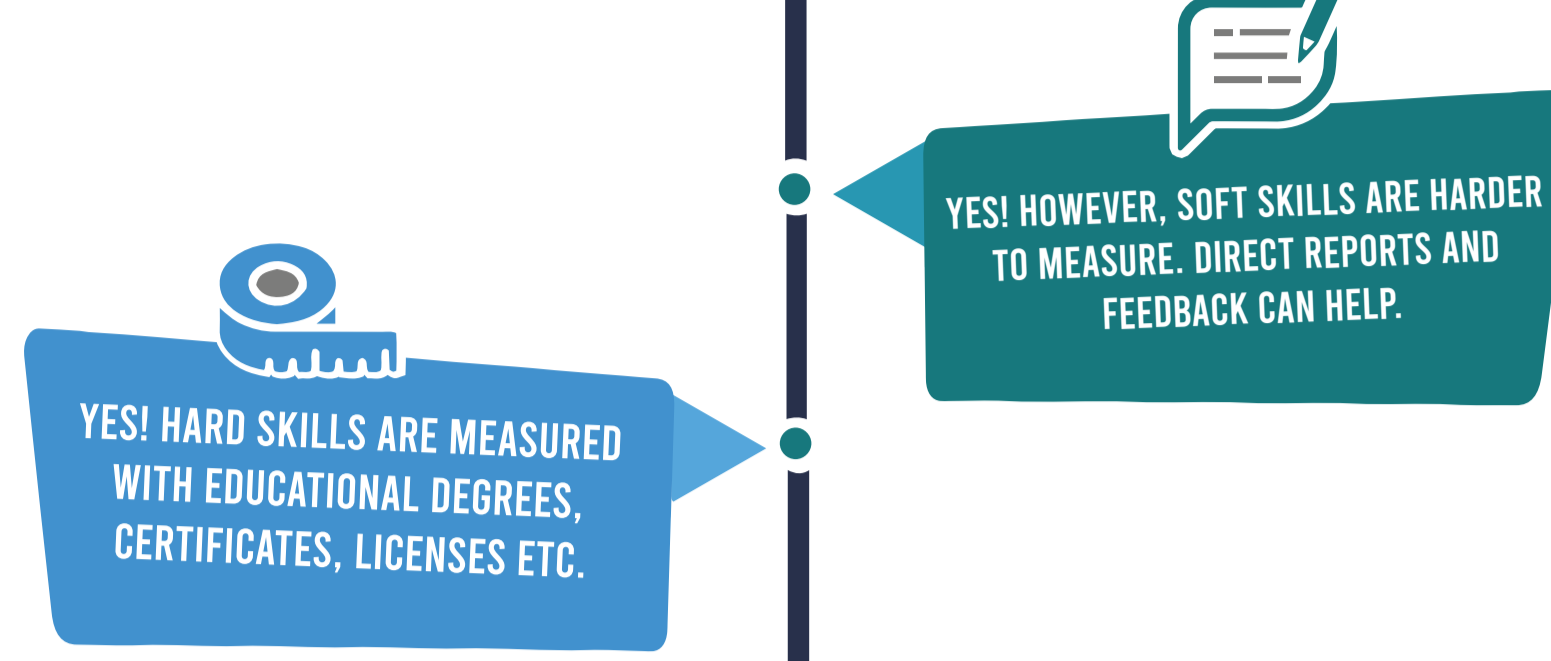
HARD SKILLS V/S SOFT SKILLS

WHICH IS MOST IMPORTANT TO EMPLOYERS?

DEFINITION



CAN THEY BE MEASURED?



EXAMPLES

- | | |
|---|---|
| <ul style="list-style-type: none"> 01 PROFICIENCY IN A 2ND LANGUAGE 02 COMPUTER SKILLS 03 MARKETING EXPERIENCE | <ul style="list-style-type: none"> 01 LEADERSHIP 02 COMMUNICATION 03 TIME MANAGEMENT |
|---|---|



EMPLOYERS ARE PLACING A HIGHER VALUE ON SOFT SKILLS BECAUSE HARD SKILLS CAN BE TAUGHT

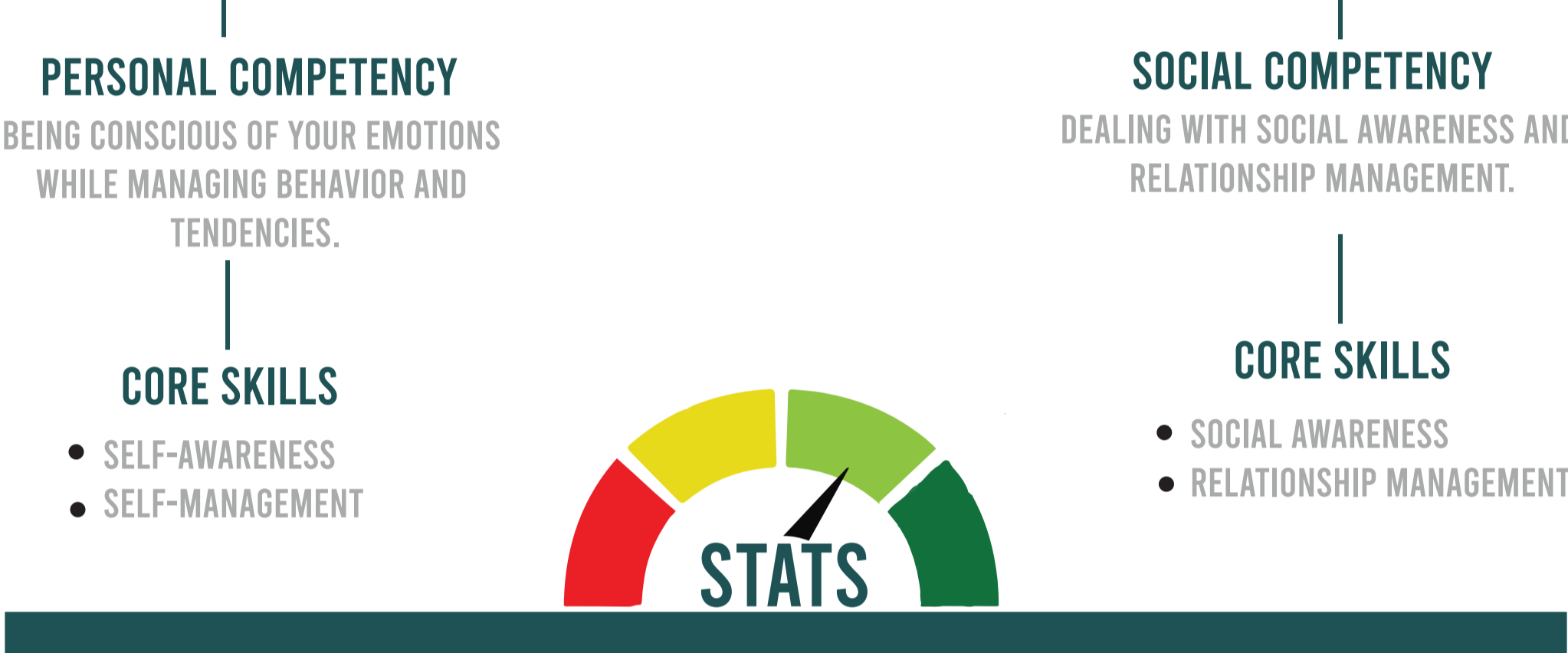
92% OF EXECUTIVES BELIEVE SOFT SKILLS ARE EQUALLY OR MORE IMPORTANT THAN HARD SKILLS

THE FOUR MOST IN-DEMAND SOFT SKILLS ARE LEADERSHIP, COMMUNICATION, COLLABORATION, AND TIME MANAGEMENT

WHAT IS EMOTIONAL INTELLIGENCE (EQ)?

THE ABILITY TO RECOGNIZE, UNDERSTAND AND MANAGE YOUR PERSONAL FEELINGS AND EMOTIONS, AS WELL AS THOSE OF OTHERS.

EQ COMPONENTS



71% OF HIRING MANAGERS VALUE HIGH EQ OVER HIGH IQ

EQ IS THE STRONGEST PREDICTOR OF PERFORMANCE – EXPLAINING A FULL 58% OF SUCCESS IN ALL TYPES OF JOBS

90% OF HIGH PERFORMERS ARE HIGH IN EQ

EMPLOYEES ARE 400% LESS LIKELY TO LEAVE A JOB IF THEY HAVE A HIGH EQ MANAGER

EMPLOYEES WHO ARE HIGH IN EQ MAKE AN AVERAGE \$29K MORE THAN EMPLOYEES WHO ARE LOW IN EQ

BENIFITS OF EQ



BETTER TEAMWORK



CHANGE AND CONFLICT ARE MANAGED EFFECTIVELY



TOUGH CONVERSATIONS ARE HANDLED PROPERLY



RESULTS IN “STRONG LEADERS”



- PEOPLE:**
- REMAIN CALM UNDER PRESSURE
 - PUT MORE CONSIDERATION WHEN MAKING BUSINESS DECISIONS
 - ARE EMPATHETIC TO COLLEAGUES
 - ADMIT AND LEARN FROM MISTAKES
 - LISTEN
 - TAKE CRITICISM WELL

WAYS TO IMPROVE EQ



THINK POSITIVE!



MANAGE STRESS



RESOLVE CONFLICT



CHOOSE WORDS WISELY



FORGIVE



STAY CONNECTED TO YOUR EMOTIONS



BE MINDFUL OF NON-VERBAL COMMUNICATION (FACIAL EXPRESSIONS, BODY LANGUAGE ETC.)



LISTEN!



PRAISE OTHERS

SOURCES:

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