

Career Headlines

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Career Solutions Publishing

My Soft Skills Personal Evaluation, Part 3

Unwritten soft skills expected on the job, beginning with your first day, are too numerous for *Career Headlines* to cover all, so today's will be the last formal list. Next week, the soft skills covered so far will be compiled and an Action item will help you prioritize the skills you should develop before starting your career.

	Improve	Average	Exceptional
Perseverance. I "hang in there" when the going gets tough. I don't slack off from a boring task or a deadline I have been instructed to meet.			
Teamwork. I build relationships that make me a good team member. I cooperate, contribute, and listen.			
Acceptance of Criticism. I take pride in what I do, so criticism is hard to take. I put my ego aside and listen so I can learn and improve.			
Respect for Diversity. I know coworkers of different nationalities, color, languages, ages, and gender can teach me things. I respect that.			
Customer Service. My paycheck keeps coming because I help make customers happy. I deliver what I promise and I don't over-promise.			
Time Management. I prioritize and "put first things first." I break down my tasks and schedule myself to accomplish them.			
Handling Change. Change is going to happen whether I like it or not. I decide where I fit in the big picture and identify the new skills I'll need to develop.			
Restraint. I do not let work pressures push me to become angry. I keep self-control, never swear, and use non-threatening body language.			
Good Manners. "Manners" and "professionalism" often mean the same thing to employers. "Please," "thank you," and a positive attitude go a long way.			

Action: Evaluate yourself on the list of soft skills. For each item you identify as Improve, describe what you need to overcome in order to improve. This might be your feelings, personal history, previous experience, confidence level, knowledge level, training, or other item.