

From the list of soft skills below, indicate with a checkmark if this is a particular area that would be of benefit to you and you would like to work on.

Soft Skills	Description	Skills Check-List
Written Communication	<ul style="list-style-type: none"> • Keeping your ideas focused – ability to write clear concise reports, e-mails, and memos appropriate to the audience –e.g. <ul style="list-style-type: none"> • <i>Technical reports</i> that provide essential information quickly and clearly for a diverse group of readers and focus on solutions, not problems • <i>Business letters, customer service letters</i> that speak diplomatically and naturally without a form-letter feel • <i>Memos</i> that inform concisely and request persuasively • <i>E-mails</i> that focus on an objective and presents a professional image 	<ul style="list-style-type: none"> <input type="checkbox"/> Use correct grammar when I write <input type="checkbox"/> Clearly express my thoughts, ideas and opinions in writing <input type="checkbox"/> Change writing style to suit different audiences (e.g. customers, friends, co-workers, and supervisors) <input type="checkbox"/> Create a variety of written documents such as letters, memos, messages, emails and reports <input type="checkbox"/> Proofread and edit my own work for spelling, grammar, and missing information <input type="checkbox"/> Summarize information I have read or heard in my own words <input type="checkbox"/> Document and illustrate ideas, including the appropriate use of charts, tables, and graphs
Verbal & Non-Verbal Communication	<ul style="list-style-type: none"> • Listen and ask questions to understand and appreciate the points of view of others • Workplace specific communication, jargon, idioms • Meetings – participating, contributing, clarifying • Using appropriate body language • Ask questions to clarify ideas/concepts you do not understand • Appropriate communication etiquette/practices • Respect the opinions of others 	<ul style="list-style-type: none"> <input type="checkbox"/> Carry on conversations with others <input type="checkbox"/> Express my opinions and ideas to others so they understand me <input type="checkbox"/> Ask the right questions to get the information I need <input type="checkbox"/> Give instructions or explain things clearly to others <input type="checkbox"/> Speak in public or give a speech with confidence <input type="checkbox"/> Change the way I speak for various audiences (e.g. friends, employers, professionals) <input type="checkbox"/> Speak tactfully when resolving a conflict <input type="checkbox"/> Speak assertively so others will be persuaded by my ideas <input type="checkbox"/> Understand and use appropriate body language <input type="checkbox"/> Speak clearly and courteously when using communication tools – e.g. telephone and voice mail

Soft Skills	Description	Skills Check-List
Interview Skills	<ul style="list-style-type: none"> • Understand the pre-interview preparations necessary for success • Being able to effectively describe your skills, knowledge, and interests • Practice; role play • Role of networking • Cross-cultural issues 	<ul style="list-style-type: none"> <input type="checkbox"/> Research the organization and understand the skill and personal requirements of the posted job <input type="checkbox"/> Understand appropriate dress, courtesy, document preparation, punctuality, and rehearsal <input type="checkbox"/> Ability to handle different interview formats: panel, 1:1, presentation, psychometric tests <input type="checkbox"/> Positively explaining how your skills, work experience, and personality fit the job opening and how the position fits in your overall career plan/goals <input type="checkbox"/> Describing how you would handle different hypothetical situations <input type="checkbox"/> Illustrate how past experiences are proof of a particular skill or attribute <input type="checkbox"/> Ability to describe strengths and weaknesses <input type="checkbox"/> Prepared to handle technical questions related to the position <input type="checkbox"/> Dealing with FAQ's <ul style="list-style-type: none"> ○ Why do you want the job? ○ What can you bring to the job? ○ Why do you want to leave your current job? ○ Where do you see yourself in 5 yrs. time? <input type="checkbox"/> Ability to handle unpredictable questions – think creatively <input type="checkbox"/> Ask appropriate/relevant questions <input type="checkbox"/> Use appropriate body language and listening skills <input type="checkbox"/> Respond appropriately – vary tone, show enthusiasm, be credible <input type="checkbox"/> Understand post-interview follow-up and role of feedback

Soft Skills	Description	Skills Check-List
Teamwork Skills	<ul style="list-style-type: none"> • Understand and work within the dynamics of a team • Recognize your own and others' contributions • Clarify team (and individual) goals and ground rules • Accept and provide feedback in a constructive and considerate manner • Be flexible; respect and be open to and supportive of the thoughts, opinions, and contributions of others • Acknowledge people's diversity, individual differences and perspectives • Lead or support when appropriate – motivating the group in the process – follow through • Participate in team activities (both formal and informal) 	<ul style="list-style-type: none"> <input type="checkbox"/> Identify the roles in the group, including my own <input type="checkbox"/> Plan and make decisions with others <input type="checkbox"/> Contribute/share key information and ideas to the discussion, activity or project <input type="checkbox"/> Show empathy – understand others' needs, opinions, and points of view <input type="checkbox"/> Cooperate with others to achieve the group's goals <input type="checkbox"/> Deal with differences within the group with respect <input type="checkbox"/> Actively participate in the activities of the group and share the successes <input type="checkbox"/> Provide leadership to the group, if necessary, by motivating the others, taking the initiative, keeping everyone involved and encouraging the group to adapt to change <input type="checkbox"/> Supporting the group's decision <input type="checkbox"/> Accurately read situations and relationships in order to effectively deal with others and get the work done <input type="checkbox"/> Contribute to an enjoyable work environment

Soft Skills	Description	Skills Check-List
Presentation Skills	<ul style="list-style-type: none"> • Know your audience – speak so they understand you • Use appropriate presentation approaches, tools and technologies – be confident • Structure ideas simply and persuasively • Understand non-verbal techniques that enhance presentations • Recognize the cultural diversity of your audience and prepare suitable presentations • Be able to rephrase content to ensure understanding • Respond effectively to questions 	<ul style="list-style-type: none"> <input type="checkbox"/> Address your listeners' needs and background knowledge – employing suitable level of language <input type="checkbox"/> Being sensitive to cultural and gender differences <input type="checkbox"/> Able to 'book-end' presentations with effective openings and closings <input type="checkbox"/> Present confidently – without nervousness <input type="checkbox"/> Effective pacing – separating key topics and using transitions <input type="checkbox"/> Incorporate an appropriate level of eye contact with the audience <input type="checkbox"/> Use natural purposeful gestures <input type="checkbox"/> Vary voice speed, volume, and projection <input type="checkbox"/> Inject appropriate examples and stories <input type="checkbox"/> Concrete, succinct, memorable <input type="checkbox"/> Involve your audience <input type="checkbox"/> Field questions while maintaining presentation flow <input type="checkbox"/> Create effective visual aids and handouts
Canadian Workplace Practices	<ul style="list-style-type: none"> • Workplace values and norms • Responsibilities • Work ethics and working relationships • Team building in a diverse workplace • Working with supervisors & managers • Accessing training & upgrading opportunities • Strategies for ESL speakers 	<ul style="list-style-type: none"> <input type="checkbox"/> Understand the Canadian workplace 'culture', individual responsibilities and day-to-day practices <input type="checkbox"/> Able to overcome issues of cultural diversity <input type="checkbox"/> Understand different hierarchical management structures and expectations <input type="checkbox"/> Work teams and peer support <input type="checkbox"/> Maintaining skill currency and employability <input type="checkbox"/> Accepting responsibility for managing your own career

Soft Skills	Description	Skills Check-List
Self-Management – ‘Emotional Intelligence’	<ul style="list-style-type: none"> • Be accountable, motivated and confident • Deal with people, problems and situations with honesty, integrity and personal ethics • Recognize your own and other people’s good efforts • Show interest, initiative and effort • Set goals and priorities balancing work and personal life • Learn from your mistakes; be willing to continuously learn and grow – assessing personal strengths and areas for development • Be innovative, resourceful and open to change • Manage time effectively; efficiently multi-task 	<ul style="list-style-type: none"> <input type="checkbox"/> Establish realistic goals and make plans for meeting them, re-adjusting where necessary <input type="checkbox"/> Manage time effectively, prioritizing tasks and being able to efficiently multi-task. <input type="checkbox"/> Show initiative by looking for what needs to be done. <input type="checkbox"/> Producing quality work without constant supervision and understanding areas requiring improvement. <input type="checkbox"/> Following through – taking responsibility – being accountable <input type="checkbox"/> Treating situations and others fairly <input type="checkbox"/> Respecting confidentiality <input type="checkbox"/> Seeing opportunity in change and diversity – trying new things <input type="checkbox"/> Ability to respond/adapt to the unexpected and deal positively with suggestions from others <input type="checkbox"/> Maintaining a sense of humour <input type="checkbox"/> Respectfully interacting with others from diverse backgrounds and experiences <input type="checkbox"/> Managing/balancing work and life activities <input type="checkbox"/> Belief in your ability to face problems and challenges <input type="checkbox"/> Respecting the impact of your experiences, actions and choices <input type="checkbox"/> Accepting credit for things I have done well <input type="checkbox"/> Recognizing strengths and limitations <input type="checkbox"/> Relying on my strengths and knowledge to make decisions even in difficult situations <input type="checkbox"/> Forming positive personal and professional relationships and networks