

# HOW TO IMPROVE SOFT SKILLS

by Liubov Koliasa

softserve



**softserve**

# brain STORMING



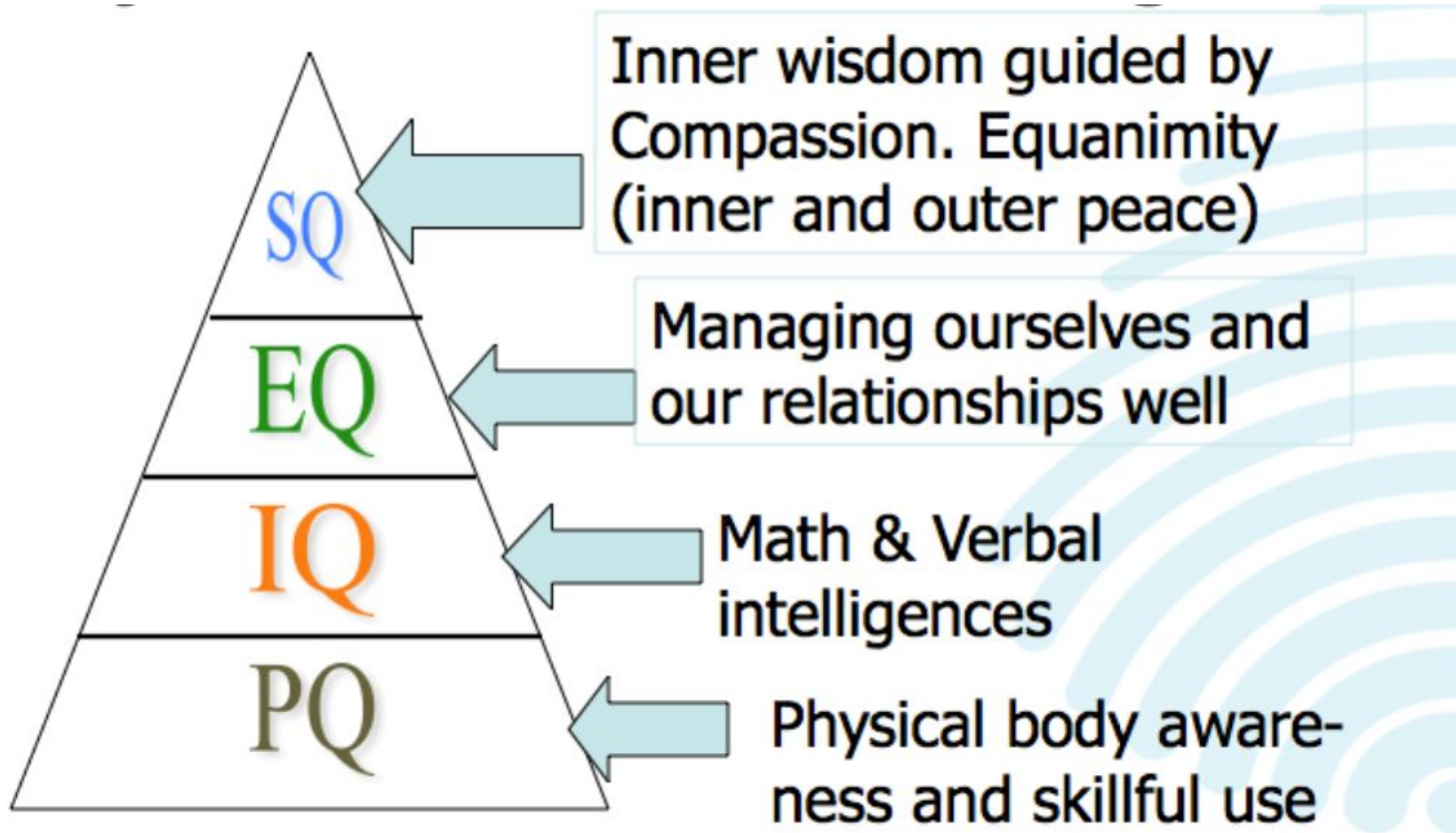
softserve



# Soft skills

The **American National Association of Colleges and Employers** organized an investigate of **260** organizations (including Chevron, IBM according to Forbes), which resulted in the following five soft skills that are considered the most valuable in the staff listed below in order of importance:

1. Ability to **work in a team**
2. Ability to **communicate with people in the organization and outside**
3. Ability to **plan, organize and prioritize (time management)**
4. Ability to **make decisions and solve problems (complex task)**
5. Ability to **search and process information**



**SQ**

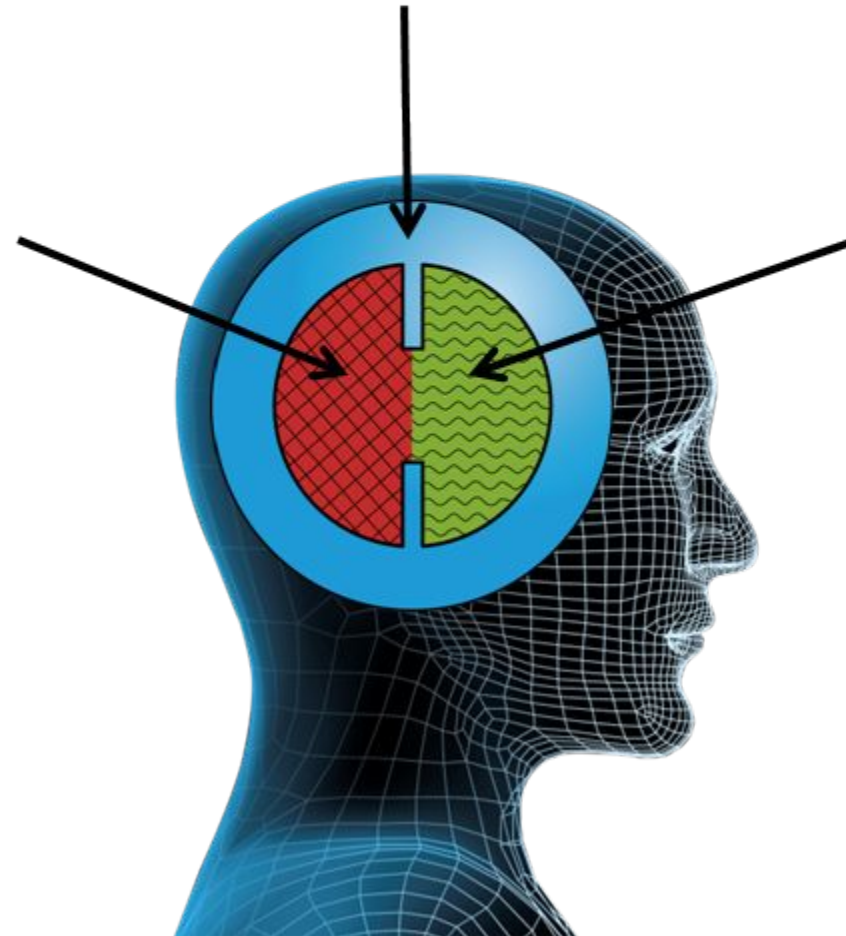
spiritual intelligence  
whole brain

**IQ**

Intellectual  
intelligence  
left brain

**EQ**

emotional  
intelligence  
right brain



softserve

## HARD SKILLS

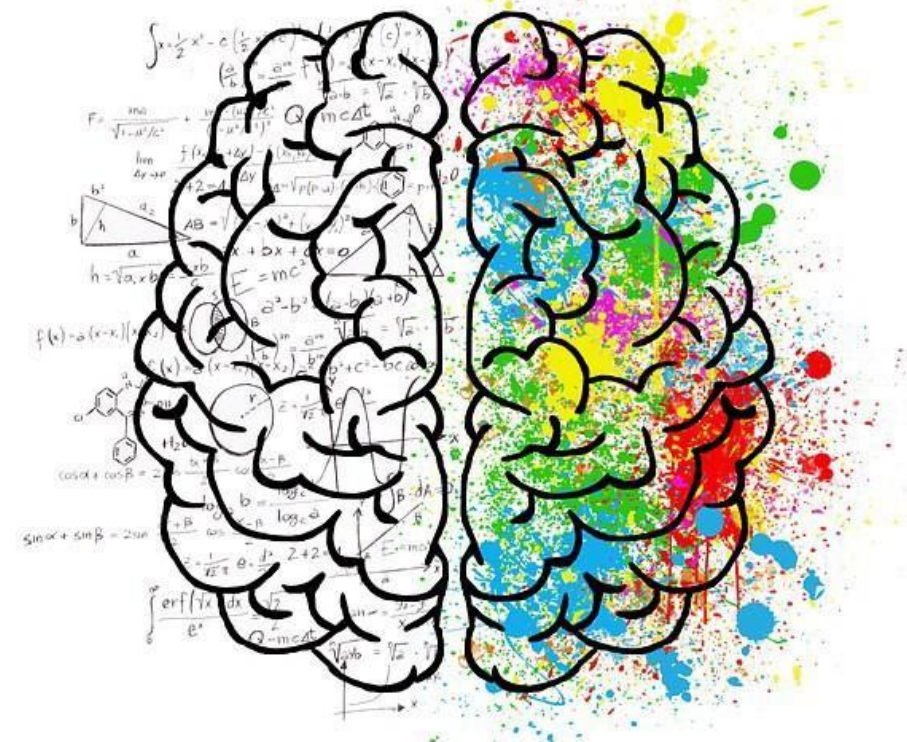


## SOFT SKILLS



## IQ intelligence quotient

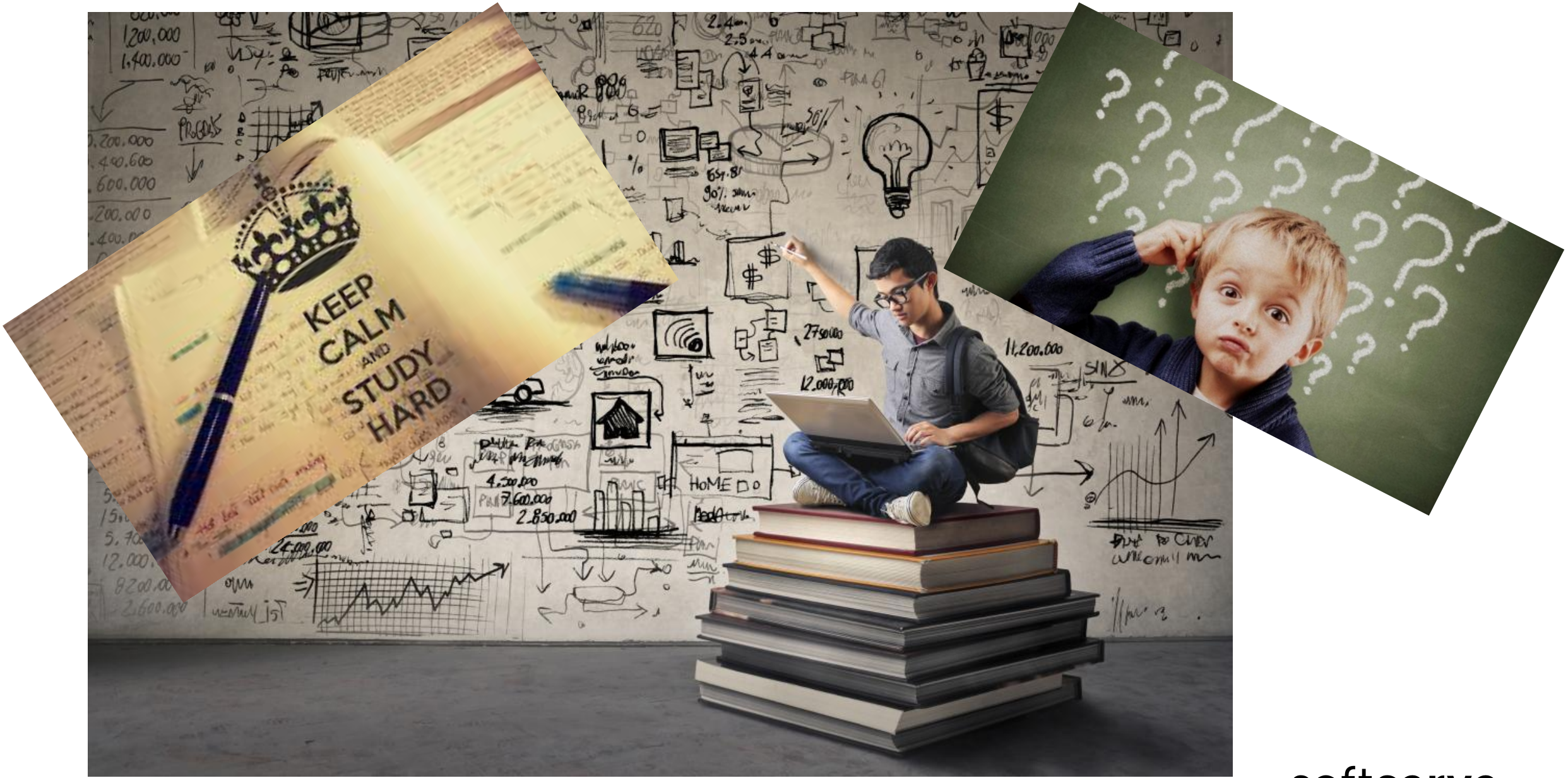
## EQ emotional quotient



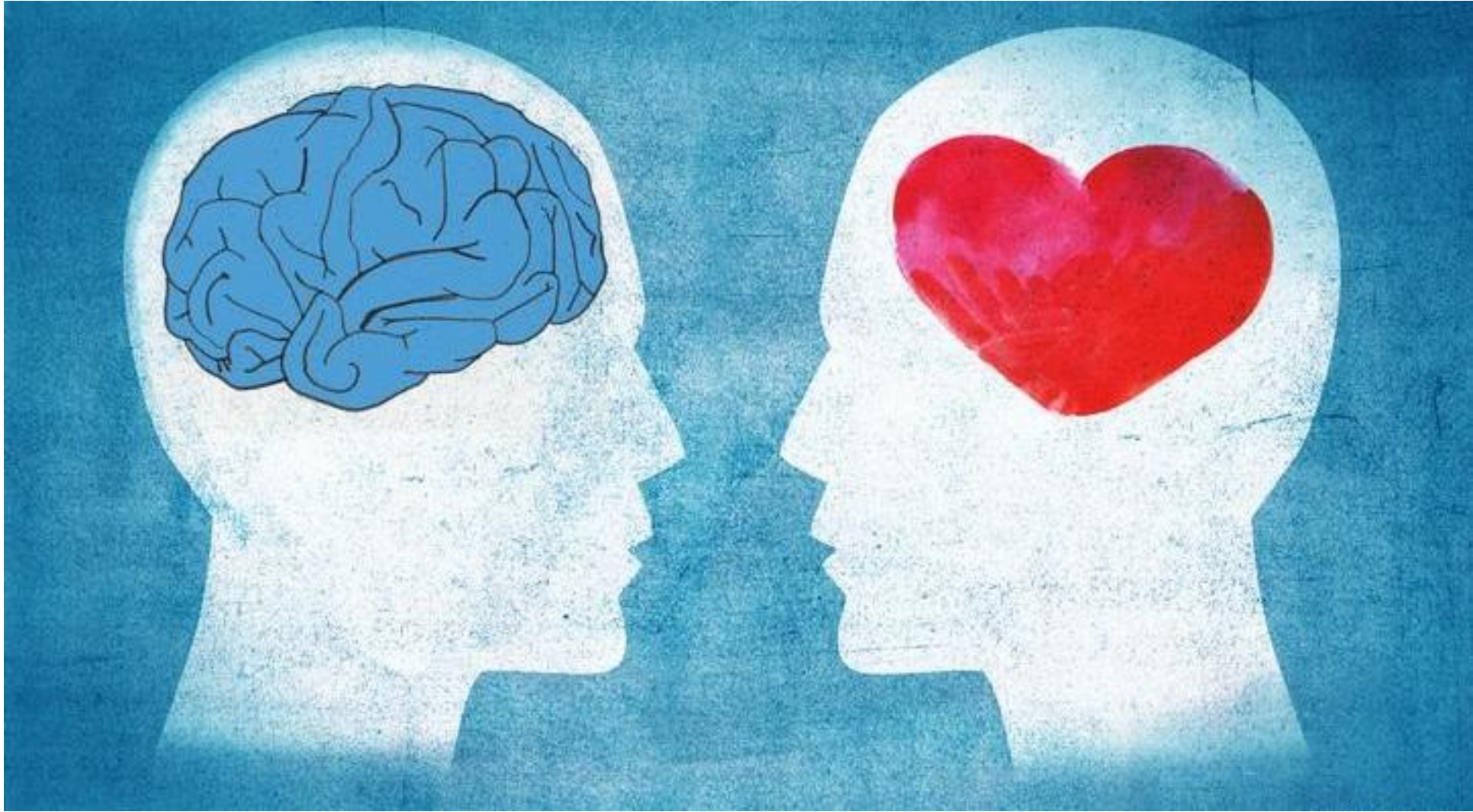




softserve



softserve



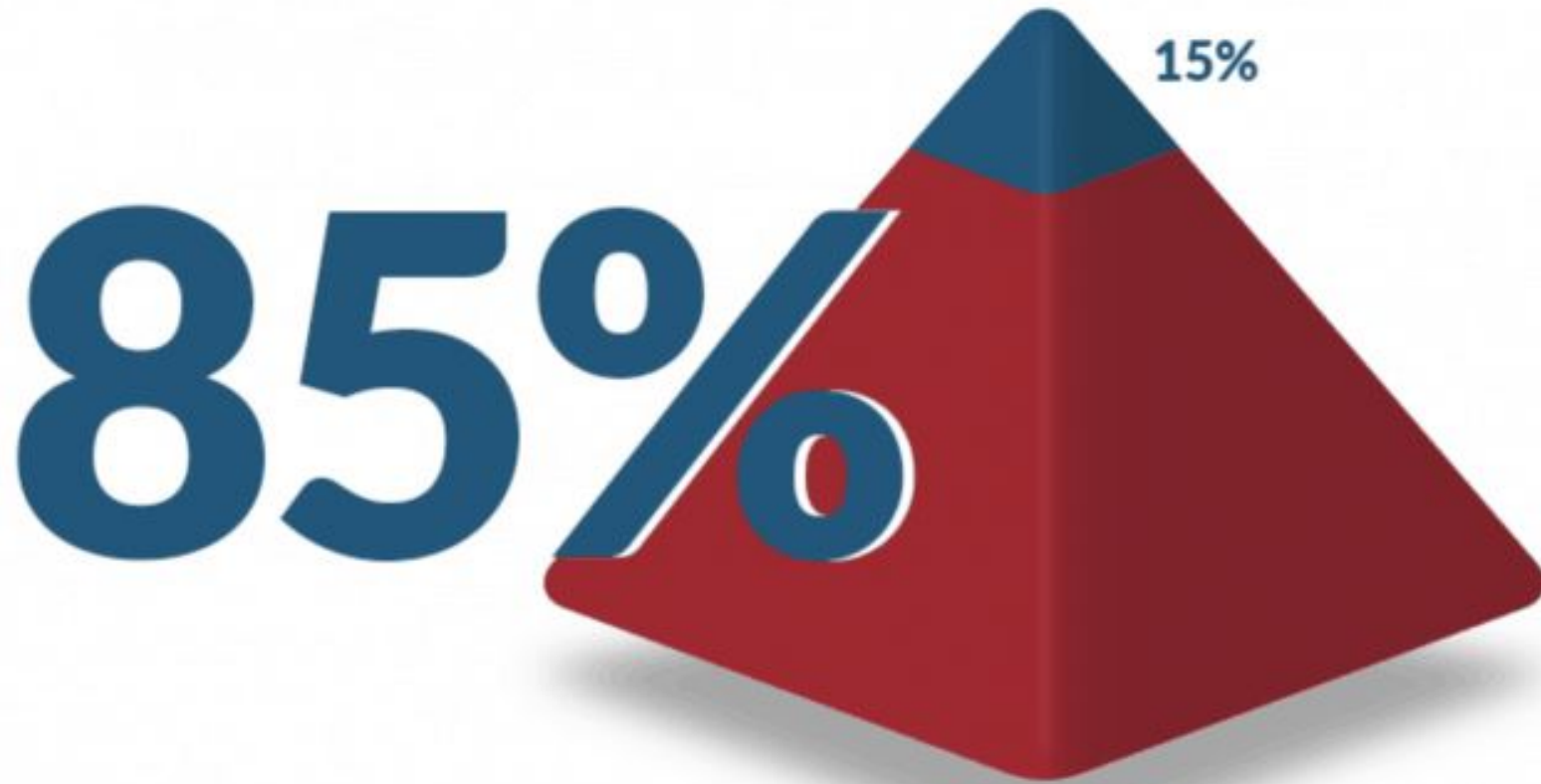
**softserve**

# Soft skills



**softserve**

Research conducted by Harvard University,  
the Carnegie Foundation and Stanford Research Center, has all concluded that  
**85% of job success comes from having well-developed soft skills and people skills,**  
and only 15% of job success comes from technical skills and knowledge (hard skills).



ftserve

# IQ AND EQ : A COMPARISON

## IQ

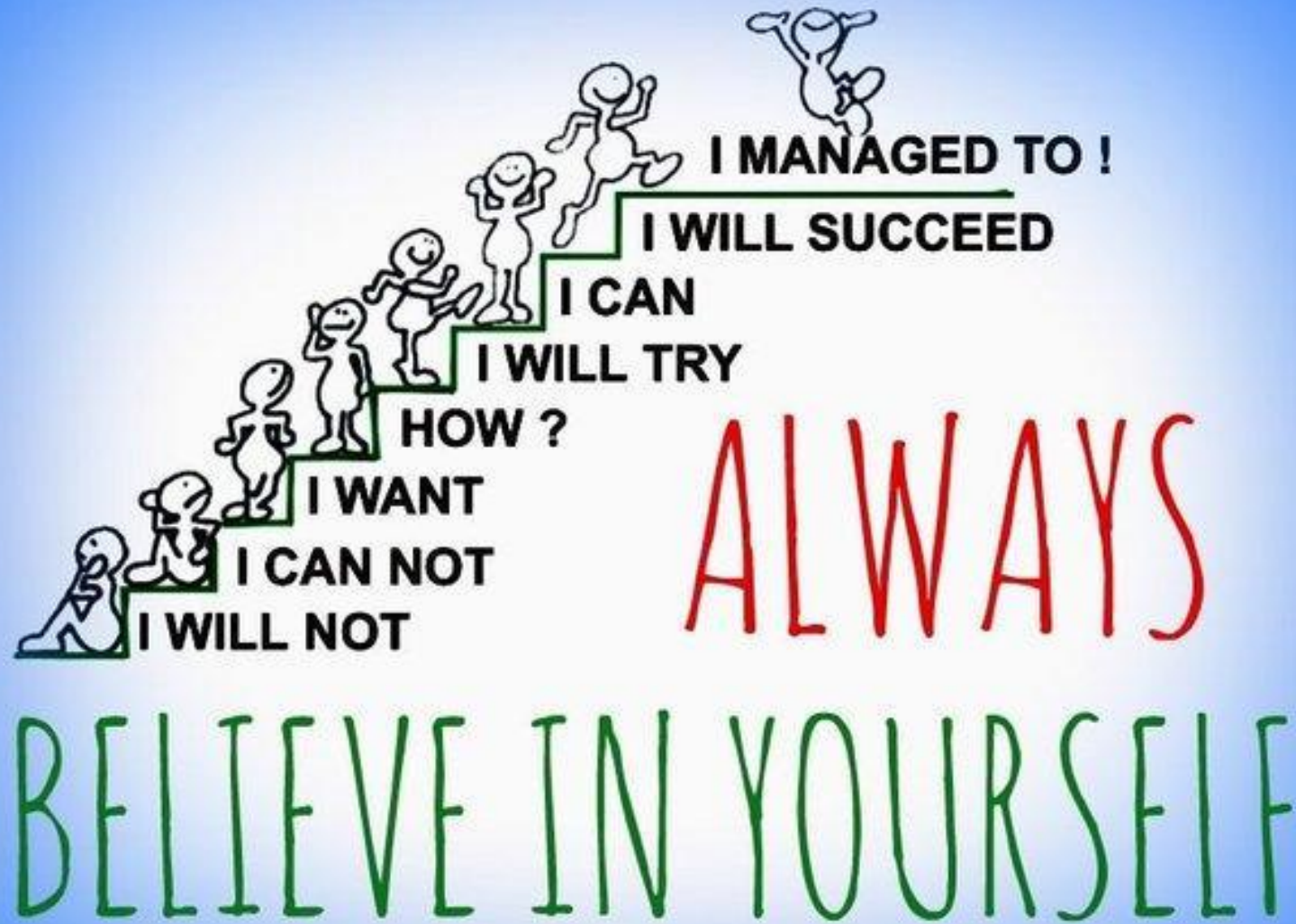
- Ability to think
- Measure cognitive intelligence
- Ability to apply knowledge
- Gets through school
- Convince by facts alone
- Relying solely on cognitive skills
- Less to do with success and happiness
- Refers to knowing what
- Not possible to raise IQ level
- Cannot be learned
- IQ is the brain

## EQ

- Ability to feel
- Measures emotional intelligence
- Ability to adjust
- Gets through life
- Convincing by reasons and emotions
- Rely on both
- More to do with success and happiness
- Refers to know how and why
- Possible to raise
- Can be learned
- EQ is the heart

**SUCCESS=IQ+EQ**

softserve







**softserve**

**THANK YOU  
FOR  
ATTENTION**

softserve