

HOW TO IMPROVE SOFT SKILLS

by Liubov Koliasa

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brain STORMING

Hard



Soft

Skills

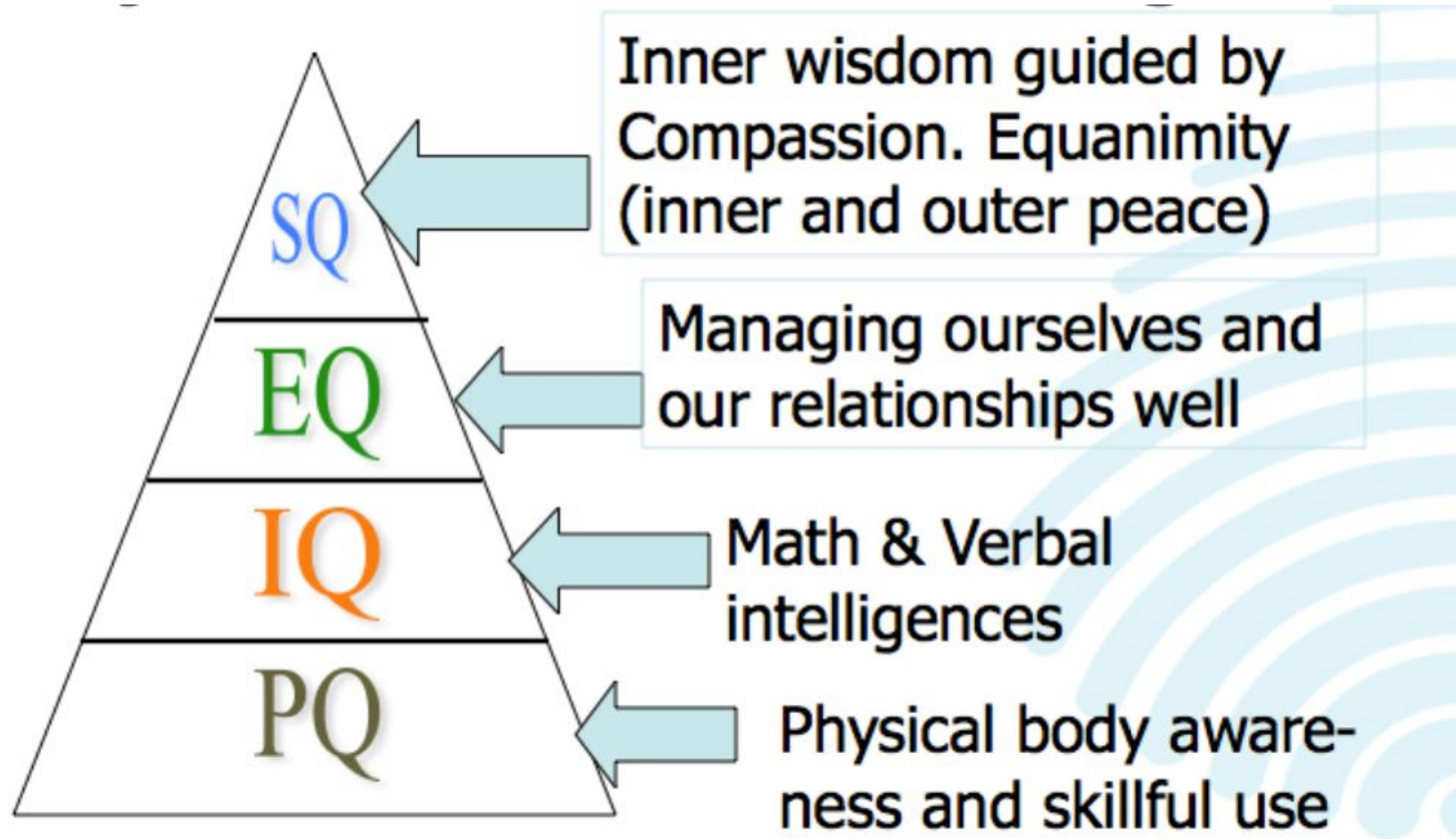
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Soft skills

The **American National Association of Colleges and Employers** organized an investigation 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

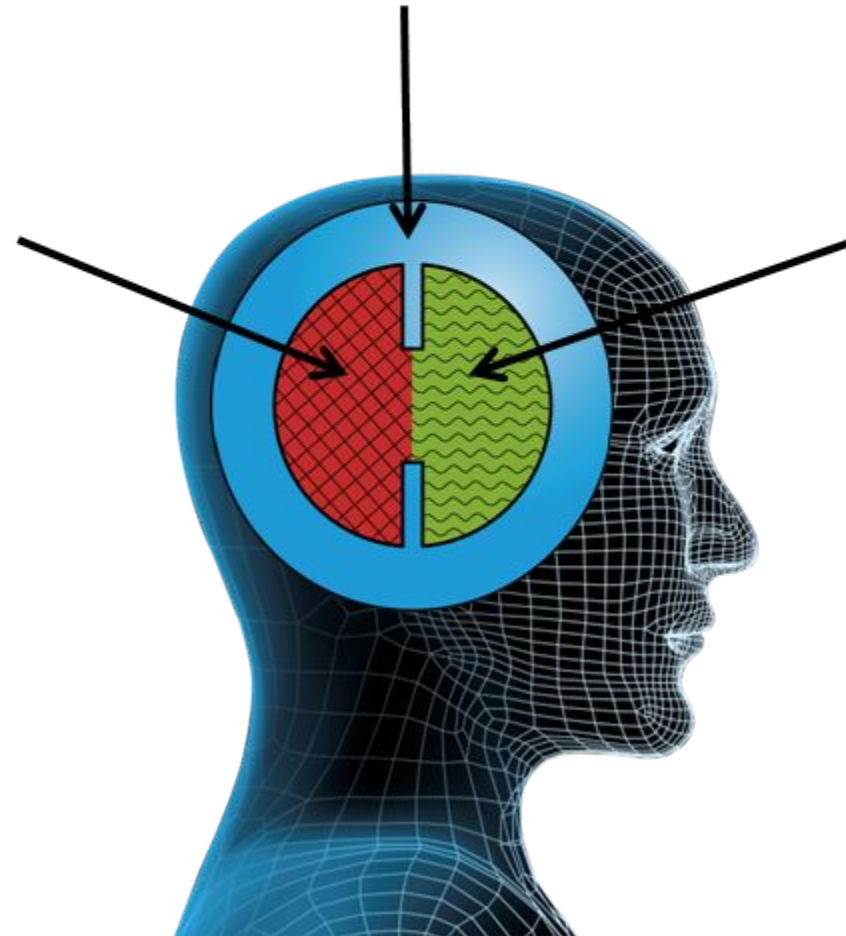
spiritual intelligence
whole brain

IQ

Intellectual
intelligence
left brain

EQ

emotional
intelligence
right brain



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HARD SKILLS



SOFT SKILLS



IQ

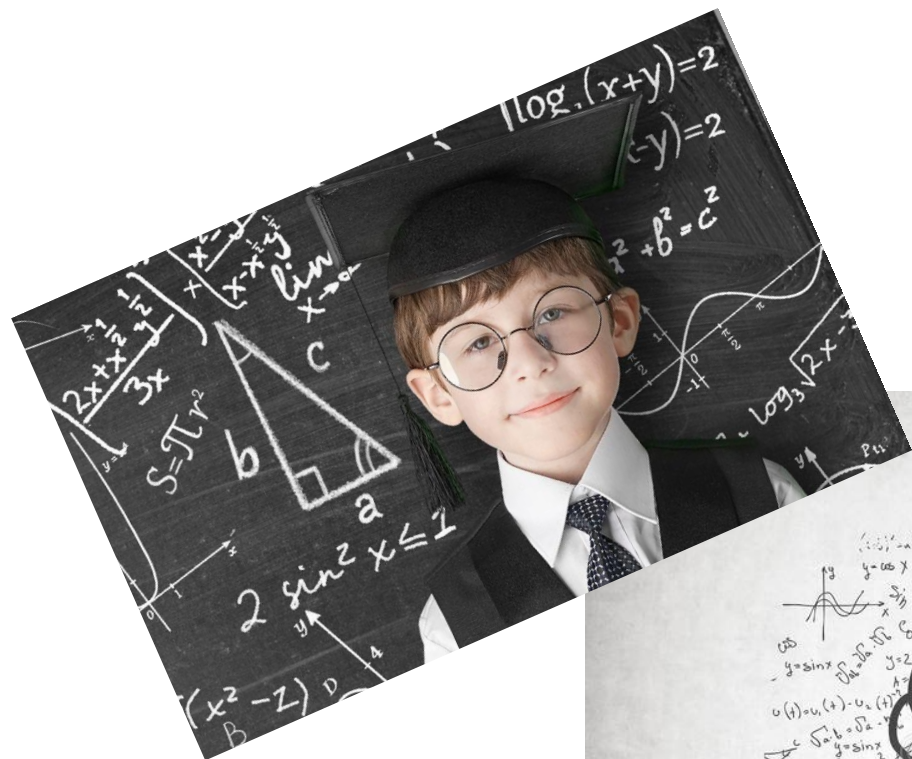
**intelligence
quotient**

EQ

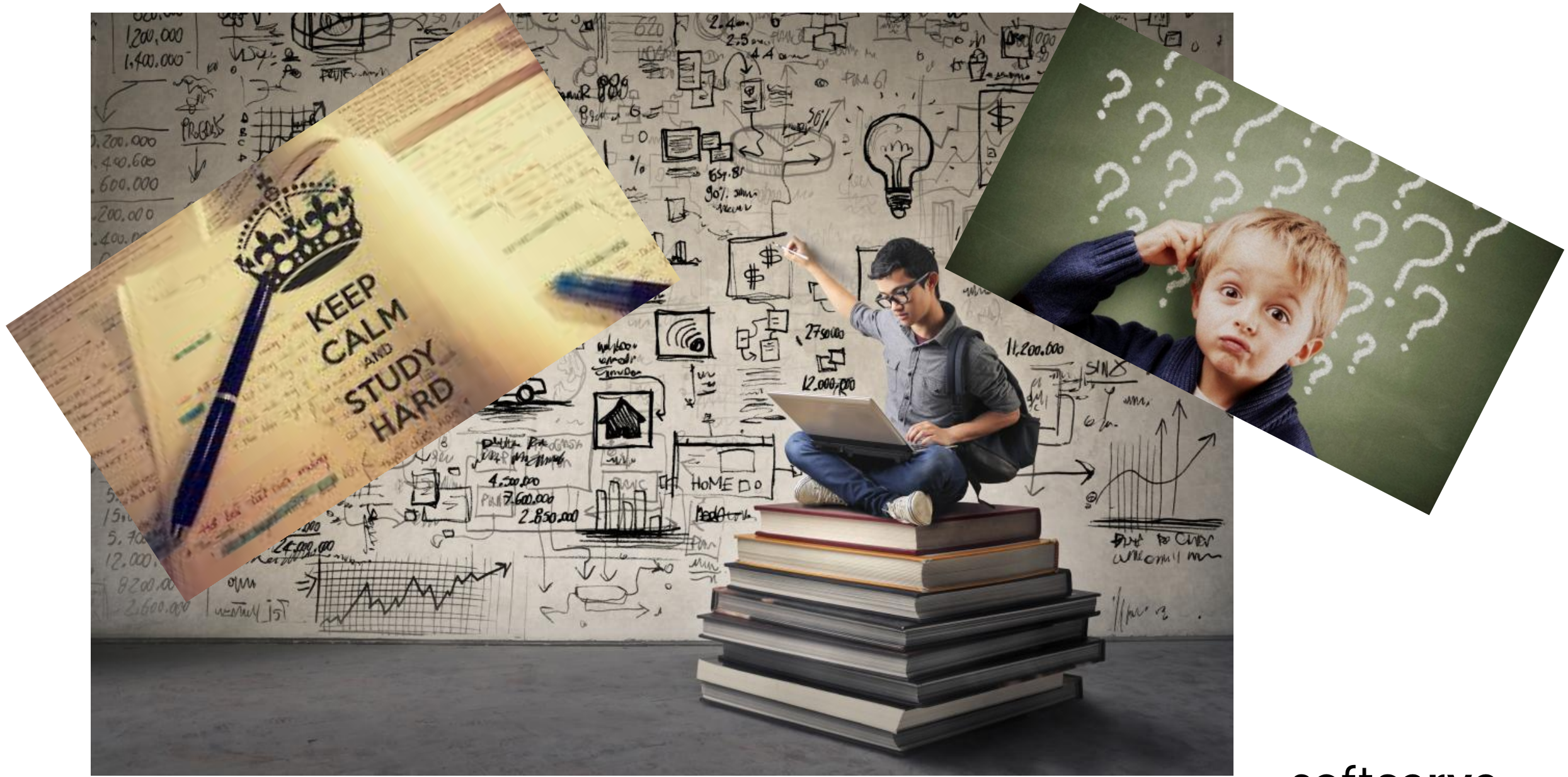
**emotional
quotient**



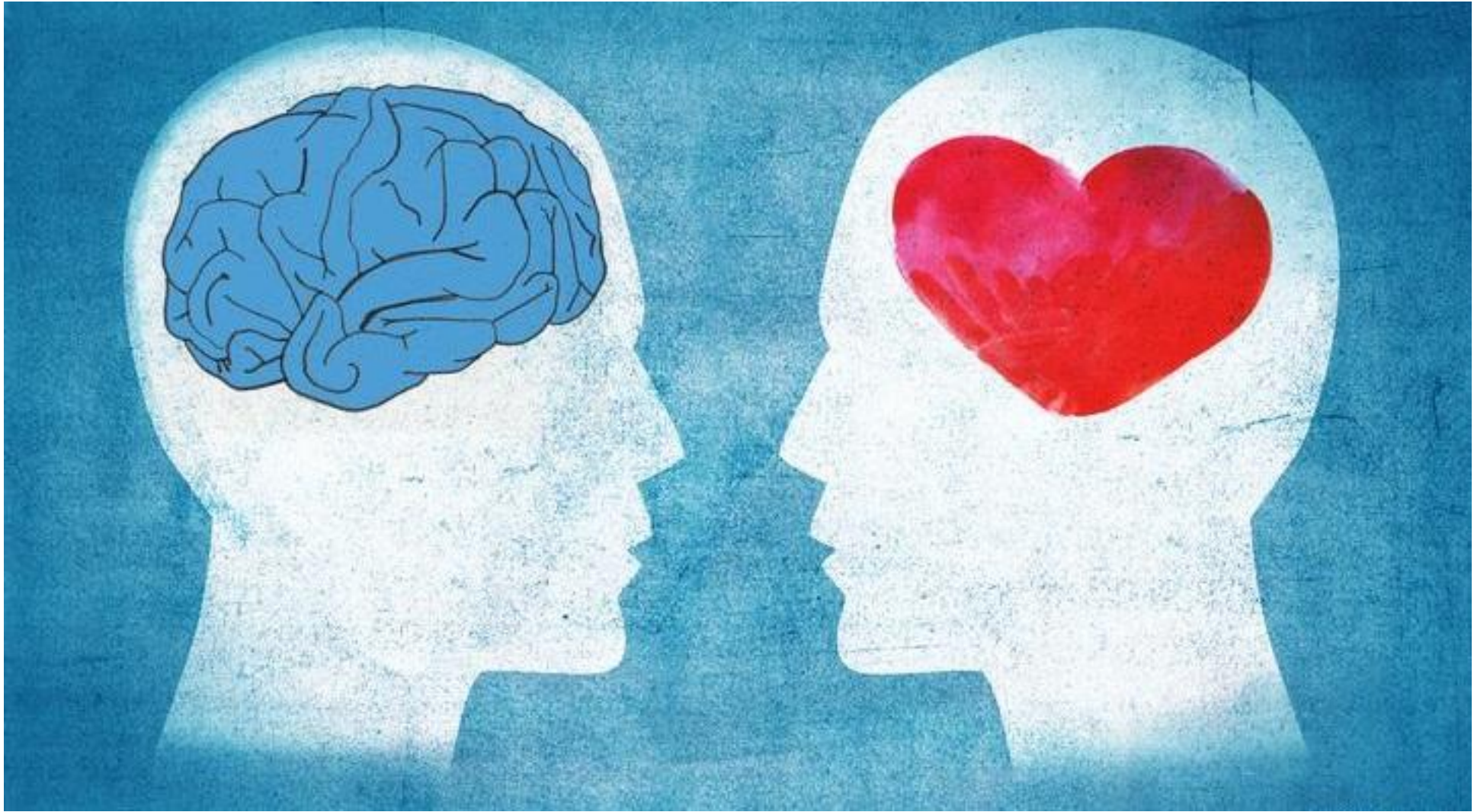
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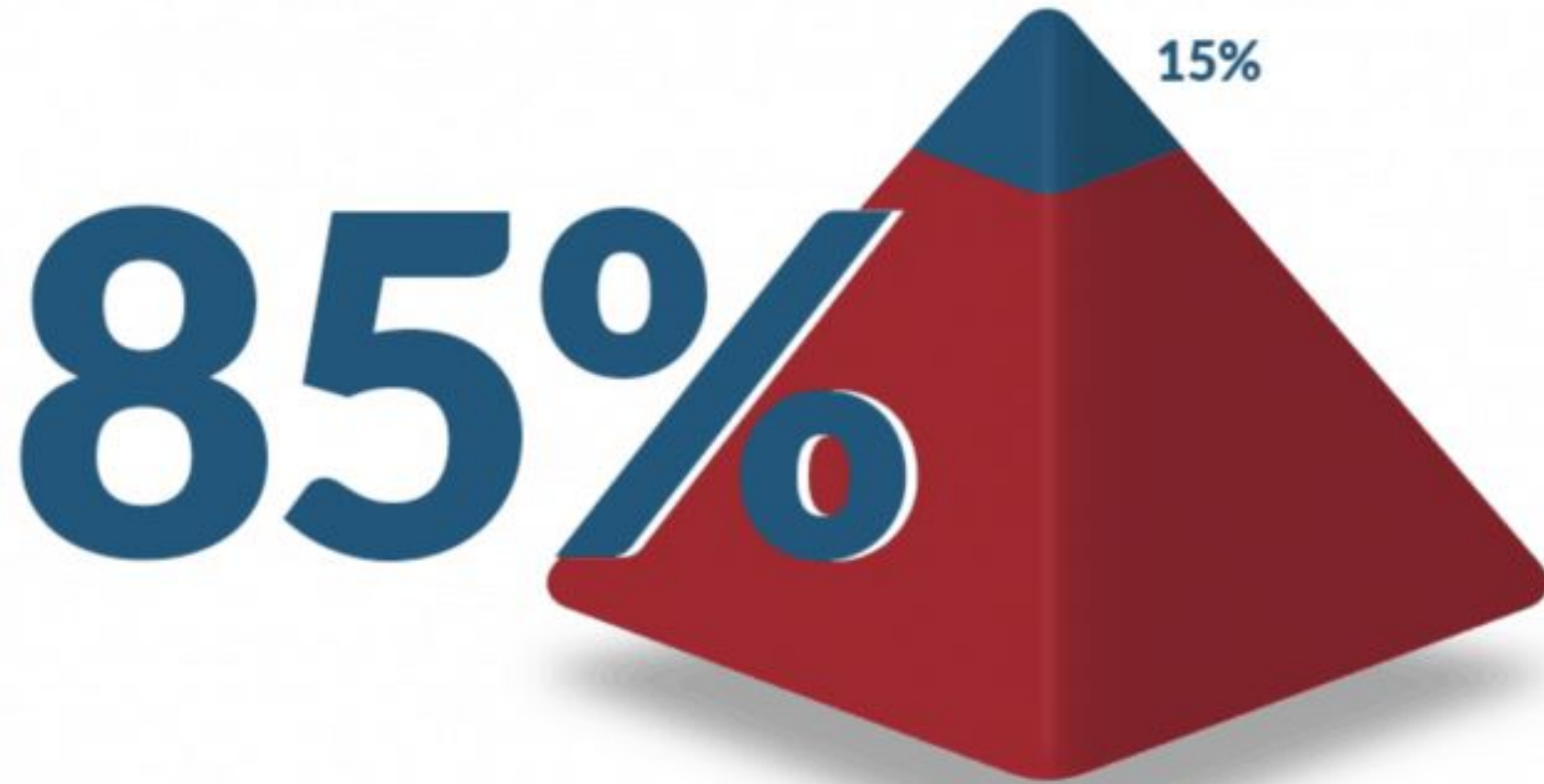
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Soft skills



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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).



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IQ AND EQ : A COMPARISON

IQ

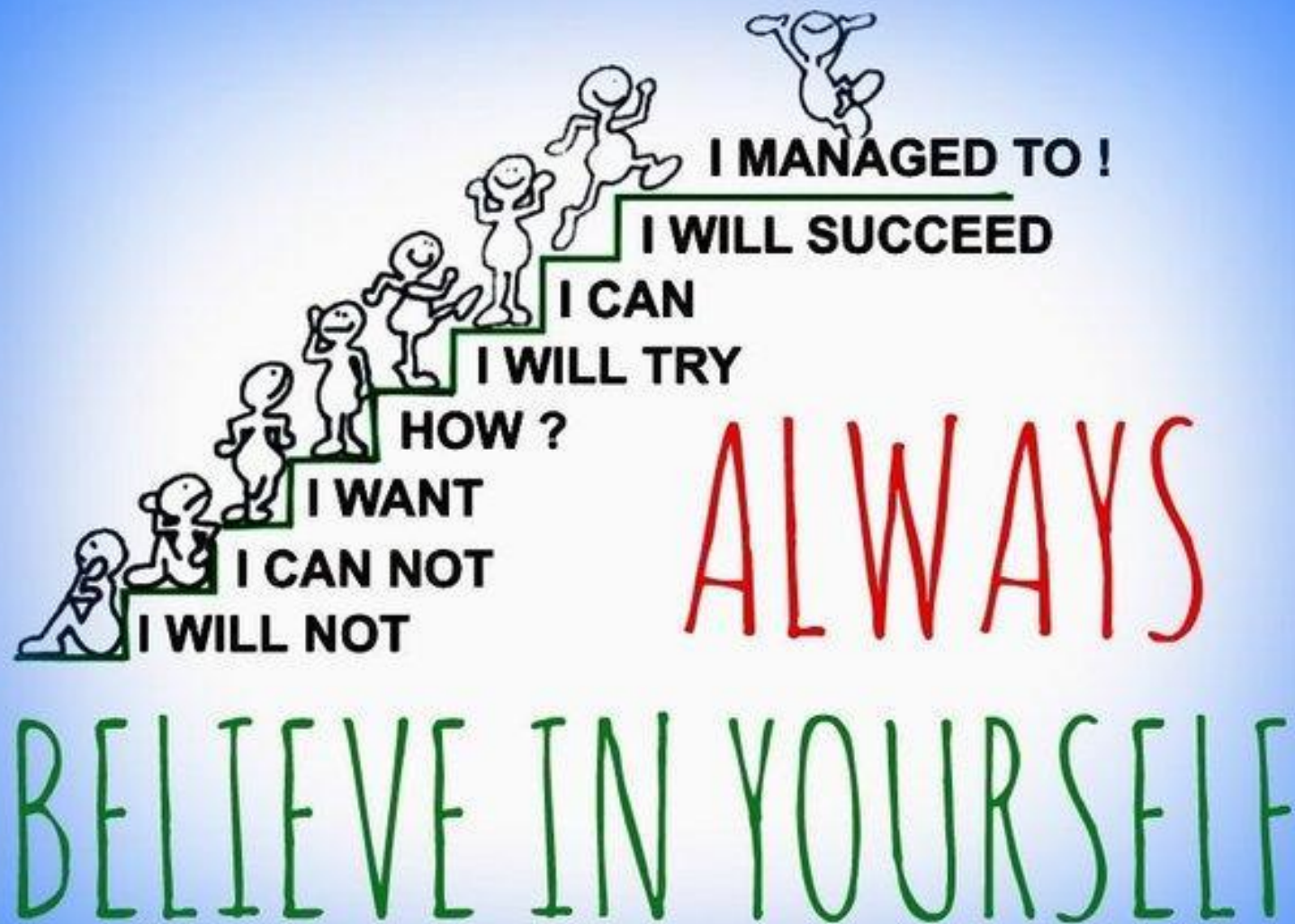
- Ability to think
- Measure cognitive intelligence
- Ability to apply knowledge
- Gets through school
- Convince by facts alone
- Relying solely on cognitive skills
- Less to do with success and happiness
- Refers to knowing what
- Not possible to raise IQ level
- Cannot be learned
- IQ is the brain

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

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**THANK YOU
FOR
ATTENTION**

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