



305 E Street NW
Washington, DC 20001

phone 202.347.0511
fax 202.347.0520
web www.cflsdc.org

What are Soft Skills?

1. Soft skills go beyond the work you are doing.
2. Soft skills are more about *how* you do something versus *what* you are doing.
 - Curtesy
 - Leadership
 - Respect
 - Integrity
 - Communication
 - Initiative
 - Cultural Awareness
 - Problem-solving
 - Emotional Intelligence
 - Flexibility
 - Professional written and verbal communication
 - Collaboration
 - Humility
3. The skills that are not included within the soft skills umbrella are often called hard skills or technical. Here are some characteristics of “hard” skills.
4. Soft skills give you an opportunity to grow and advance at work

How to Gain Soft Skills

- Intentionality: *Pay attention to those who exhibit them and imitate their actions consistently.*
- Constructive Criticism: *remain open to mentorship and guidance from those you respect.*
- Practice: *Find opportunities to practice the skills you learn each day.*
- Training: *Attend mock interviews, meetings, workshops, and learn about soft skills.*
- Volunteering: *Build your resume and grow your opportunities to learn new technical and soft skills.*
- Job Shadowing: *Learn about potential jobs and the soft skills needed to succeed in those jobs.*

How to Gain Soft Skills

- Email etiquette workshop
- Mock interviews
- Employment services meetings
- Career Closet
- CFLS events
- Speaker’s Bureau

Schedule Appointment

Please contact employment by email or phone with any questions: **Email:** rsoliman@cflsdc.org

