

# The Importance of Soft Skills, Hard Skills & Computer Skills in Day-to-Day Activities

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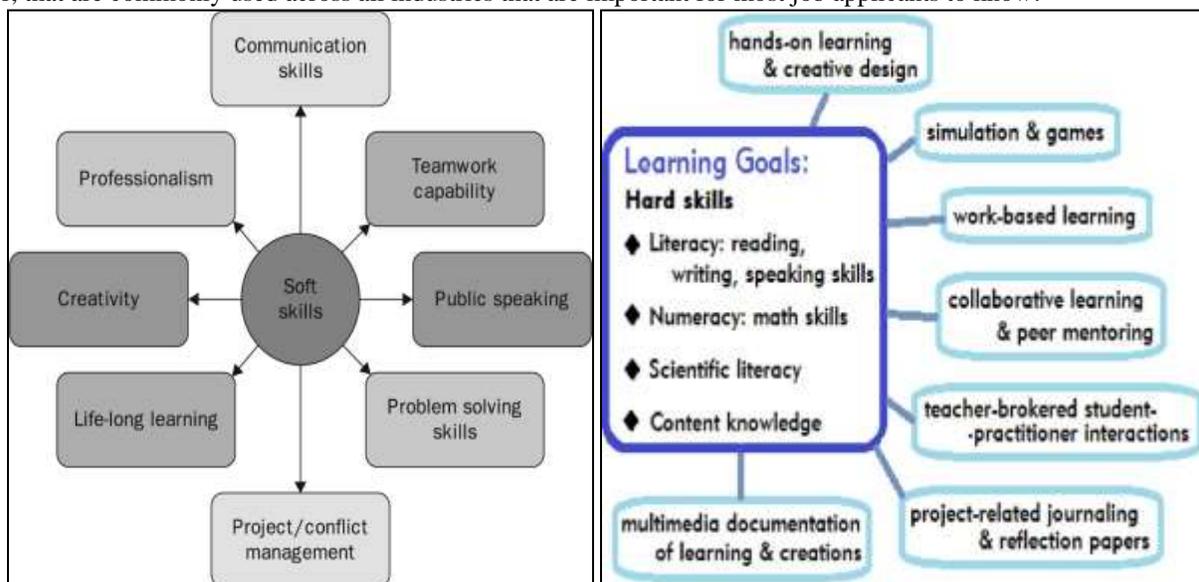
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## Abstract

Hiring managers usually look for two types of skills in the prospective candidates – hard skills and soft skills. Hard skills are job-specific skills which are attained by attending school or training programs or through experiential learning on the job. But if you're looking for what other important skills hiring managers look for while screening resumes, read on as we explain soft skills and their importance. The phrase 'soft skills' is often used by employers, particularly when they are looking suitable candidates for jobs. You will almost certainly have heard big employers taking into consideration millennials, school leavers, university graduates, or perhaps simply 'young people' having the 'soft skills' needed in 'today's workplace'. A wide range of skills fall under the heading of 'soft skills'. They are also often known as 'transferable skills'. They include interpersonal skills, sometimes called 'people skills' or 'social skills', but go far beyond this area. Ironically, for many people, the so-called soft skills are often some of the hardest skills to develop. However, this does not mean that they cannot be learned or taught. Whether or not you are successful in your career may depend on how you relate to other people and to work: the so-called soft skills. Many people have characterised soft skills as those relating to Emotional Intelligence, the ability to recognise and manage your own and others' emotions. However, in reality, they go beyond that, and into the wider realms of how you organise yourself and how you approach life. The good news is that you can learn and develop soft skills as well as hard skills. Hard skills are specific, teachable abilities that can be defined and measured, such as typing, writing, math, reading and the ability to use software programs. Soft skills are less tangible and harder to quantify, such as etiquette, getting along with others, listening and engaging in small talk. Hard skills are the abilities that can be measured and defined. The types of computer skills employers expect will vary depending on your career or industry. For example, if you're applying for a job as an office manager, you will likely be required to have a basic knowledge of word processing programs, spreadsheets, email platforms and other communication tools. There are many other computer skills, however, that are commonly used across all industries that are important for most job applicants to know.



**Keywords:** Soft Skills, Hard Skills, Computer Skills

## I. INTRODUCTION TO SOFT SKILLS

### A. Definition

- 1) Soft skills is the term used for those skills that are not technical or job-related.

- 2) They include social skills, interpersonal skills, and a positive attitude. These are the skills that define your relationships with other people, or how you approach life and work.
  - 3) The Hard and Soft Skills have great importance in our day-to-day business activities.
  - 4) Job-related expertise is essential in any profession and in many other careers. However, over the last twenty to thirty years, understanding has grown that perhaps the soft skills may ultimately be more important in determining levels of success.
  - 5) Soft skills are personality traits and behaviours. Unlike technical or 'hard' skills, soft skills are not about the knowledge you possess but the behaviours you display in different situations.
  - 6) Soft skills include any skill that can be classified as a personality trait or habit. Interpersonal skills and communication skills are more specific categories of soft skills that many employers look for in job candidates.
  - 7) There are many soft skills that you could list on your resume or cover letter. Some of the most sought after soft skills include:
    - 1) Effective Communication Skills (Oral and Written)
    - 2) Teamwork
    - 3) Dependability
    - 4) Adaptability
    - 5) Conflict resolution
    - 6) Flexibility
    - 7) Leadership
    - 8) Problem-solving
    - 9) Research
    - 10) Creativity
    - 11) Work ethic
  - 8) Soft skills, often called people skills or emotional intelligence, refer to the ability to interact amicably with others.
  - 9) Soft skills are personal attributes that can affect relationships, communication, and interaction with others. Soft skills can include, or relate to, the following:
    - 1) Negotiating
    - 2) Customer service
    - 3) Networking
    - 4) Presentation
    - 5) Conflict resolution
    - 6) Communication effectiveness
    - 7) Teamwork
    - 8) Problem-solving
    - 9) Working under pressure
  - 10) Soft skills are interpersonal skills which are used to describe your approach to life, work, and relationships with other people. Unlike hard skills, these are not professional job-specific skills like accountancy, graphics designing, etc. Soft skills are your unique selling point which gives you a competitive edge over others in the workplace and in life.
  - 11) Other names given to soft skills are people skills, interpersonal skills, and social skills.
  - 12) Soft skills comprise of personal attributes, communication skills and abilities, and personality traits which differentiate people with similar hard-skill-set from each other.
- Some examples of soft skills are:
- 1) Communication Skills
  - 2) Leadership
  - 3) Work Ethic
  - 4) Creative Problem Solving
  - 5) Time management
  - 6) Conflict Resolution
  - 7) Team player
- 13) Soft skills are sometimes referred to as transferable skills or professional skills. As this term implies, these are skills that are less specialised, less rooted in specific vocations, and more aligned with the general disposition and personality of a candidate.
  - 14) Examples of important soft skills are communication, teamwork and problem solving.
  - 15) Soft skills relate to your attitudes and your intuitions. As soft skills are less referable to your qualifications and more personality-driven, it is important to consider what your soft skills are and how you might show evidence of them before you apply for a job.
  - 16) This is particularly true of the recruitment process for graduate programmes, where transferable skills and potential often take precedence over professional experience.
  - 17) Being able to demonstrate your soft skills equates to demonstrating great potential to succeed and progress in the career of your choice

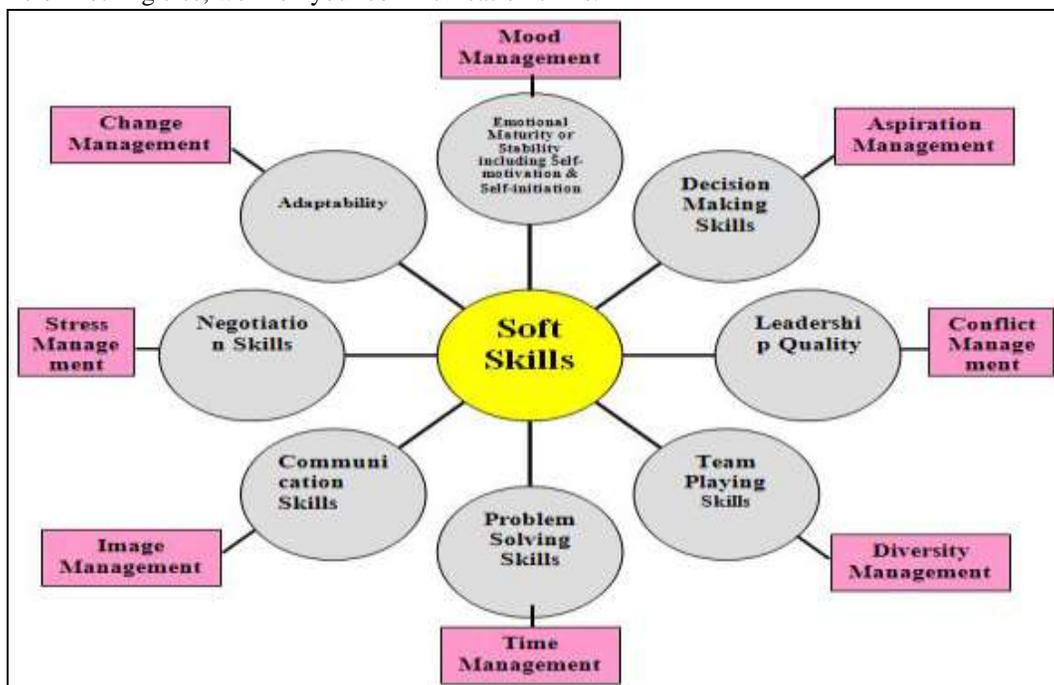


## II. MOST IMPORTANT SOFT SKILLS

It is hard to say which soft skills are most important, because it will vary by situation. However, this list is broadly what employers mean when they talk about ‘good soft skills’. They are, therefore, the skills that are most likely to enable you to build constructive working relationships with others, or to be a constructive and helpful employee.

### A. Communication Skills

Communication skills are almost always high on the ‘essential skills’ list in any job advertisement. People with strong communication skills can build relationships (from the initial rapport-building through to a longer-term relationship). They can listen well and vary their communication to suit the circumstances. They avoid misunderstandings, and in general make any workplace work better. If you spend time on nothing else, work on your communication skills.



### **B. Making Decisions**

Being able to make decisions is valued by employers for many reasons, and also essential to getting on in life more generally.

We all have to make decisions every day, from what we have for breakfast, to more important decisions like whether to apply for a new job or when to get married. Sometimes the actual decision doesn't even matter; what matters is that you have made one and moved on.

Being able to make good decisions can also help with problem-solving, because it enables you to choose between possible solutions.

### **C. Self-Motivation**

People who are self-motivated get on by themselves.

They do not need close supervision. They are good to work with because they are generally positive about life and can be counted upon to keep going, even when times are hard. Two skills that are closely linked to self-motivation are personal resilience, or the ability to bounce back when you encounter problems, and adaptability to change.

### **D. Leadership Skills**

Leadership skills are the skills required to take the lead when necessary.

They include the ability to manage and motivate others, and to delegate work. These are the set of soft skills that we least expect someone to develop by themselves. Employers understand that it is hard to develop skills without being able to practice them every day. There is likely to come a point, however, when you may need to step up to a leadership position for the first time.

There are therefore many leadership training courses available and much has been written about how to develop your leadership skills. Our leadership skills pages describe many of the skills needed for effective leadership and how to develop your leadership style.

### **E. Team-Working Skills**

Team-working skills are broadly those required to work effectively with other people.

They are, therefore, basically interpersonal skills. There is plenty of thinking to suggest that good communication skills, particularly good listening skills, together with an ability to build rapport will go a long way to support your ability to work well in a team.

There are, however, some specific skills and areas of expertise that may be helpful if you need to work closely with other people. It is, for example, useful to understand the distinction between 'task'- and 'process'-focused skills.

### **F. Creativity and Problem Solving Skills**

Like leadership skills, creativity and problem-solving skills are highly valued because they are hard to develop.

There are many people who believe that creative thinkers are born, not made. There are certainly some people who find these skills much easier. But, like other skills, you can develop them if you work to do so and our pages on these topics will give you some ideas about how to do this.

### **G. Time Management and Ability to Work under Pressure**

These two areas, put together, can be summed up as ability to get the job done in the time available. They are also sometimes described as having a 'good work ethic'.

Many would say that these two skills, which often go hand-in-hand, are more an attitude than a skill. The precise words you use, though, probably do not matter nearly as much as working on these areas. They are highly valued by employers, but are also very useful for organising a family or a team, and making sure that the job gets done at work or at home.

### **H. Positive Attitude**

Positive thinking is the idea that you can improve your life, and the lives of those around you, by taking a positive attitude.

This is not in the least 'fluffy'. Nobody can deny that it is pleasanter to work with someone who is enthusiastic, friendly, and has a can-do attitude. It is also quite depressing to work with someone who always sees the downside of everything. Employers look for people with a positive attitude because they help everyone to feel better about themselves. They also achieve more.

## **III. IMPORTANCE OF SOFT SKILLS**

Soft skills play an important role in resume writing, interviewing and finding success in communicating with people at work and in other areas of your life. For example, as you look for jobs, you may find that many employers list specific soft skills on their job posts in the 'required' or 'desired' sections. A job posting for a Human Resources associate may list 'attention to detail' as a desired trait, while a job for a Marketing Specialist could list 'leadership' and 'great communication skills'.

Soft skills are often transferable across careers and industries. As a result, you may find that you possess many of the required traits even if you don't match the exact profile in a job description. As you search for jobs, pay special attention to posts calling for candidates with soft skills or traits you possess. Even if the job title isn't a great fit, you may find that the description makes

sense for you. As you progress through the job search process, keep your resume updated to reflect soft skills most relevant to the jobs you're applying for.



You may also find it helpful to consider how you might showcase your soft skills in an interview. While you can display some skills like good communication, you may consider weaving others into your answers to interview questions. For example, you might talk about your problem-solving skills when answering a question like, “Tell me about a time you overcame an obstacle.” If the employer prompts you to provide references, think of those that can speak to examples that verify your soft skills and other strengths.

Soft skills are an essential part of finding, attracting, and retaining clients. Highly-developed presentation skills, networking abilities, and etiquette awareness can help you win new clients and gain more work from existing clients. Honing your abilities to resolve conflicts, solve problems, and provide excellent customer service can lead to stronger relationships with colleagues, vendors, and other professional contacts. Ultimately, strong soft skills can help you gain confidence—an invaluable trait in the business world.

On the other hand, a lack of soft skills can limit your potential, or even be the downfall of your business. By developing strong leadership, teamwork, and communication abilities, you can run projects more smoothly, deliver results that please everyone, and even positively influence your personal life by improving how you interact with others. Because in this competitive world, work isn't limited to just what's offered to you by your boss. It requires you to solve the problems creatively, give ideas for better business, save time, handle conflicts, maintain a peaceful and optimistic environment in the workplace, etc.

#### IV. LIST OF SOFT SKILLS AND EXAMPLES

Because soft skills are often innate personality traits, you already possess several marketable soft skills that will help you get and be successful in a job. Though many are formed with your personality, soft skills can also be learned and developed with practice and experience. Here are few examples of key soft skills and how those skills can enhance your performance during and after the job search process.

##### A. Communication

Effective communication skills will be helpful through the interview process and in your career. The ability to communicate involves knowing how you should speak to others in different situations or settings. For example, when working with a team on a project, you may need to communicate when you believe that an idea or process is ineffective. Finding a way to tactfully and skillfully disagree with others on the job without creating conflict is an important skill that employers value.

Communication skills is a broad soft skills category. It refers to how you communicate with clients, customers, colleagues, employees, employers, vendors, partners and almost everyone connected to the concerned business.

Good communication skills constitute the ability to not only speak confidently but also good presentation skills and the ability to listen and empathize whenever necessary.

Communication skills become a hard-skill when we talk about customer service jobs. For other jobs, this category is a great soft skill and includes:

- 1) Speaking Skills
- 2) Presentation Skills
- 3) Negotiation Skills
- 4) Nonverbal communication skills
- 5) Listening and empathizing
- 6) Persuasion
- 7) Public Speaking
- 8) Storytelling
- 9) Written Communication,
- 10) Active listening
- 11) Confidence
- 12) Conflict resolution
- 13) Organisation

### **B. Problem-solving**

Employers highly value people who can resolve issues quickly and effectively. That may involve calling on industry knowledge to fix an issue immediately, as it occurs, or taking time to research and consult with colleagues to find a scalable, long-term solution. Related problem-solving skills:

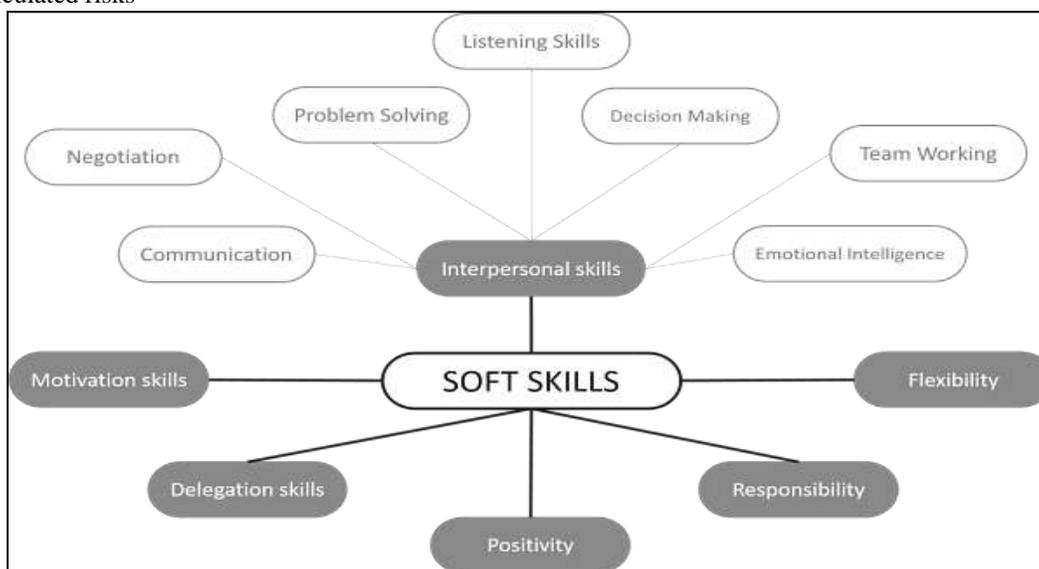
- 1) Creativity
- 2) Research
- 3) Risk management
- 4) Teamwork

### **C. Creativity**

Creativity is a broad ability incorporating many different skill sets including other soft skills and technical skills. Employees with creativity can find new ways to perform tasks, improve processes or even develop new and exciting avenues for the business to explore. Creativity can be used in any role at any level.

Related creativity skills:

- 1) Curiosity
- 2) Learning from others
- 3) Open-mindedness
- 4) Taking calculated risks



### **D. Adaptability**

How easily do you adapt to changes? If you're working in a technology-driven field or start-up, adaptability is especially important. Changes in processes, tools or clients you work with can happen quickly. Employees who are capable of adapting to new situations and ways of working are valuable in many jobs and industries.

Not everyone in the workplace will share your religion, caste, or other sets of beliefs. Moreover, being adaptable and open-minded is almost a prerequisite soft skill in this rapidly changing technological environment. Adaptability is all about embracing the differences and going with the flow. It's important to maintain a sound professional environment in the organization.

Key phrases used to convey adaptability are:

- 1) Consistency
- 2) Organisation
- 3) Optimism
- 4) Flexibility
- 5) Calm
- 6) Optimistic
- 7) Open Minded
- 8) Curious, etc.

#### **E. Work Ethic**

Work ethic is the ability to follow through on tasks and duties in a timely, quality manner. A strong work ethic will help ensure you develop a positive relationship with your employer and colleagues even when you are still developing technical skills in a new job. Many employers would rather work with someone who has a strong work ethic and is eager to learn than a skilled worker who seems unmotivated.

Related work ethic skills:

- 1) Attention to detail
- 2) Integrity
- 3) Persistence
- 4) Time management

#### **F. Leadership Skills**

Leadership skill set is among the most sought-after skill set by employers. Hiring managers look for candidates who have good potential to grow. Such candidates are self-reliant, can work with the team seamlessly, and even put efforts to make the team and their efforts better.

Leadership skills include abilities to lead a team, make decisions and work for the benefit of the company and the team keeping aside the personal viewpoints, biases, and conflicts. It stems from the experience of handling projects and teams.

Leadership is one of the hard-skills employers look for when hiring c-level or other high ranking executives. However, it is also a very important soft skill for other positions and includes:

- 1) Team Management
- 2) Conflict Management & Resolution
- 3) Decision Making
- 4) Drafting Delegation Strategies
- 5) Drafting Motivation Strategies, etc.

#### **G. Work Ethics**

Work ethics are inherent. It is a soft skills category which is really hard to teach and even harder to demonstrate during a job interview. It is how a person feels about his job and carries out his duties and responsibilities. Having a strong work ethic means the person acknowledges his position and does the job assigned to him honestly and diligently with all the accountability.

Some examples of soft skills which come under the work ethics category are:

- 1) Completing tasks on time
- 2) Punctuality
- 3) Being Focused & Organized
- 4) Competitiveness
- 5) Perseverance
- 6) Persistence
- 7) Business Etiquettes, etc.

#### **H. Teamwork**

Different jobs have different requirements and some require you to constantly work and communicate with other team members. This makes teamwork to be one of the most important soft skills for careers in market research, event management, client servicing, etc. which require employees to do team projects and attend frequent departmental meetings, etc.

Some examples of soft skills falling under the teamwork category are:

- 1) Team Player
- 2) Collaborative
- 3) Empathetic
- 4) Influential
- 5) Networking Skills
- 6) Social Skills
- 7) Interpersonal Skills

8) Knowledge of how to deal with difficult personalities, etc.

**I. Time Management**

In this era of limitless work and limited time, hiring managers always prefer employees who work efficiently and know how to use time wisely. Almost every employer prefers his employees to have time management skills as it not only saves them money but also increases the productivity of the organization.

Key phrases used to convey time management skills are:

- 1) Prioritizing
- 2) Goal Setting & Management
- 3) Planning
- 4) Control
- 5) Focus
- 6) Delegation, etc.

**J. Critical Thinking**

Critical thinking involves a careful observation and analysis of objective information to make a reasoned judgement. It involves evaluation of statistics, facts, observable phenomenon, research findings, and other trustable data to draw reasonable conclusions.

Hiring managers love candidates who can evaluate the situation using logical thought and come up with the best possible solution. Many employers even require candidates to pass a critical thinking test before appearing for the interview.

Key phrases used to convey critical thinking skills are:

- 1) Analytical
- 2) Problem Solving
- 3) Artistic Sense
- 4) Critical Observer
- 5) Desire to Learn
- 6) Innovator
- 7) Logical Thinker
- 8) Creative Thinker, etc.

**K. Self-Motivation**

Having the positive attitude and the initiative to work well without round-the-clock supervision is a vital soft skill for any employee. Not only does it demonstrate reliability and commitment, but it shows that you can fit efficiently into an organisational structure without the need for constant oversight.

**L. Decisiveness**

Knowing the distinction between decisiveness and recklessness implies a soft skill in itself. Decisiveness combines a number of different abilities: the ability to put things into perspective, to weigh up the options, to assess all relevant information and, crucially, to anticipate the consequences, good and bad.



### **M. Flexibility**

Naturally, people can be wary of leaving the comfort zone formed by their repertoire of hard skills. Flexibility is an important soft skill, in as much as it demonstrates an ability and willingness to acquire new hard skills, and an open-mindedness to new tasks and new challenges. Employers often seek candidates who can show a willing and upbeat attitude, since many jobs come with the possibility of good soft & hard skills.

### **N. Negotiation and Conflict Resolution**

This is another of those soft skills which employers look for in potential leaders. To be an adept negotiator is to know how to be persuasive and exert influence, while sensitively seeking a solution which will benefit all parties. Similarly, conflict resolution depends on strong interpersonal skills and the ability to establish a rapport with colleagues and clients alike.

## **V. STEPS TO IMPROVE YOUR SOFT SKILLS**

Many employers value strong soft skills over technical skills because they are often personality traits developed over a lifetime and can be difficult to teach. That being said, anyone can improve their soft skills with experience and practice. For example, you may find that an employer is seeking someone skilled in conflict resolution. While you may be naturally skilled at effective communication, it may help to practice working through conflicts with others.

There are several ways you can help improve your soft skills.

- 1) Pick a soft skill you want to improve and practice it consistently. You can improve any soft skill if you make it a practice. Most soft skills are a matter of routine. For example, you can practice dependability, both on the job and at home, by improving punctuality (showing up to work or events on time or early) and starting on projects at work earlier so you can complete them ahead of schedule.
- 2) Observe and mimic the positive soft skills you see in others. There are likely professionals you know or work with who have strengths in various soft skills. You may be able to develop integral soft skills by observing the practices of others and incorporating them into your own daily routine. You may find, for example, that effective communicators often write down notes when others are talking during meetings. This helps them organise their thoughts so they are prepared to ask and answer important questions. This is also an active listening practice that may be good to utilise as part of your own work.
- 3) Set milestone goals to improve soft skills. Set specific, measurable goals by carefully reading your performance reviews at work or asking trusted friends and colleagues for constructive criticism. This can help you to identify key areas of improvement for goal setting and areas of strength to highlight on your resume and in interviews. You can prioritise which soft skills to work on based on those that you need to get a certain job or move up in a career you already have.
- 4) Find resources to help you learn. You can find several resources to help you learn tactics for improving the soft skills you want to focus on like books, podcasts or online classes. While some require payment, many are free of cost and can be accessed at any time. You might try out few different types of resources to see which are best for your learning style.
- 5) A great first step in personal development is to recognize and acknowledge the areas in which you need to improve. This can take place through personal reflection and introspection, an evaluation of your business's performance deficiencies, or through feedback from trusted colleagues or friends. You may find that daily journaling regarding your professional interactions and their outcomes is helpful self-evaluation.
- 6) After you've gained an awareness of your strengths and weaknesses, create a plan of action for improvement that aligns with and supports your business plan. Because soft skills encompass a relatively large category, there are a number of ways to develop or enhance these skills. Consider working with a mentor who can provide feedback and model appropriate skills. If your focus is on improving communication, courses in subjects like public speaking or joining a group such as Toastmasters can be helpful.
- 7) Finally, although it may seem deceptively simple, don't underestimate the effect of positivity and optimism. After all, the majority of soft skills are bolstered by confidence and enthusiasm, and undermined by anxiety, insecurity, and negativity. Changing your mindset so you are able to see the positive in situations can have a significant impact on how you interact with others.
- 8) Soft skills can influence your ability to give a great presentation and communicate your speaking points effectively.

While hard skills are important for completing technical tasks, strong soft skills will make you the kind of worker employers want to hire, retain and promote. It's important to highlight the soft skills you have at all stages of the job search process and continue developing those skills once you find the job you're looking for.

Well-rounded, highly-developed soft skills can be invaluable to business success. While soft skills can at times be more difficult to develop than hard skills—more quantifiable attributes such as web design, accounting, or editing experience—they are arguably equally important in running a successful business.

## **VI. YOUR SOFT SKILLS NEED WORK**

Soft skills aren't generally "all or none." Many people are adequate or even exemplary with some skills yet struggle with others. For instance, you may have excellent communication and teamwork abilities but struggle with time management or crack under

pressure. It's not uncommon to either underestimate the importance of soft skills or overestimate your own proficiency. Here are a few common scenarios that may be improved with stronger soft skills:

- 1) You have a low client retention rate compared to others in your field
- 2) You are frequently late for meetings or struggle to meet deadlines
- 3) You fail to grow your professional network, or avoid networking opportunities altogether
- 4) You manage to land meetings with prospective clients, but rarely proceed to the next stage or close deals

## **VII. SOFT SKILLS TRAINING**

Thanks to the digital world, soft skills training is possible if you have an internet connection and a few dollars to spare. Online learning platforms have hundreds of courses for free and interactive options, which teach you time management, communication, and other soft skills.

Whereas hard skills are the tangible and technical skills easily demonstrated by a candidate's qualifications and specific professional experiences, soft skills is a term used by employers to refer to the more intangible and non-technical abilities that are sought from candidates..

## **VIII. SOFT SKILLS MATTER**

- 1) Leadership is one of the core soft skills.
- 2) Soft skills are the difference between adequate candidates and ideal candidates. In most competitive job markets, recruitment criteria do not stop at technical ability and specialist knowledge.
- 3) Particularly with graduate schemes, recruiters will be looking for people who can become leaders, and leadership, itself, depends on several key soft skills.
- 4) An instructive example of the difference made by soft skills is a medical doctor. A doctor is required to have an extensive repertoire of hard skills, especially the ability to diagnose and prescribe treatments for an array of ailments.
- 5) But a doctor who does not have the soft skills of emotional intelligence, trustworthiness and approachability is not likely to be very highly regarded by their patients.
- 6) Similarly, a salesperson who may have an unrivalled and exhaustive knowledge of their market will find it difficult to close a deal and retain their clients if they lack the soft skills of interpersonal skills and negotiation.
- 7) Soft skills are not just important when facing external customers and clients. They are equally important when it comes to interacting with colleagues.
- 8) Soft skills relate to how you work with others (whereas hard skills relate to you, in isolation, as an individual).
- 9) Employers value soft skills because they enable people to function and thrive in teams and in organisations as a whole.
- 10) A productive and healthy work environment depends on soft skills. After all, the workplace is an interpersonal space, where relationships must be built and fostered, perspectives must be exchanged, and occasionally conflicts must be resolved.

## **IX. THE VITAL ROLE SOFT SKILLS**

To get, and keep, a job you typically need a repertoire of technical skills. Dentists need to know how to fill cavities. Secretaries need to type 100+ words per minute. Accountants need to be certified.

Beyond the technical skills, though, which dentist do you go to? The one who is pleasant and takes time to answer your questions; or the one who treats you like a number in a long line of numbered mouths?

Which secretary do you retain when times are lean? The one whose attitude is positive and upbeat, and who is always willing to help; or the one who is inflexible and has a hard time admitting mistakes?

Likewise, think about accountants. The one who has a great work ethic and encourages his colleagues is the one who will, most likely, excel in his position and organization.

In these situations, and all the others like them, it's the soft skills that matter.



While your technical skills may get your foot in the door, your people skills are what open most of the doors to come. Your work ethic, your attitude, your communication skills, your emotional intelligence and a whole host of other personal attributes are the soft skills that are crucial for career success.

With these soft skills you can excel as a leader. Problem solving, delegating, motivating, and team building are all much easier if you have good soft skills. Knowing how to get along with people – and displaying a positive attitude – are crucial for success. The problem is, the importance of these soft skills is often undervalued, and there is far less training provided for them than hard skills. For some reason, organizations seem to expect people know how to behave on the job. They tend to assume that everyone knows and understands the importance of being on time, taking initiative, being friendly, and producing high-quality work.

Assuming that soft skills are universal leads to much frustration. That's why it's so important to focus as much on soft skills training and development as you do on traditional hard skills.

When your workforce has lots of technical skills but an absence of soft skills, you have a soft skills gap. Soft skills are what accompany the hard skills, and help your organization use its technical expertise to full advantage.

If you're really good at getting clients, and not so good at retaining them, chances are you have a soft skills gap.

If you have lots of staff turnover and have to keep retraining people, chances are you have a soft skills gap.

When you have lots of managers but no real leaders – that's a soft skills gap.

In fact, whenever you are unable to capitalize on the wealth of knowledge, experience and proficiency within your team, then you should be assessing the level of communication and interpersonal skills that are present in your organization.

The workplace has evolved an interpersonal dynamic that can't be ignored. The acts of listening, presenting ideas, resolving conflict, and fostering an open and honest work environment all come down to knowing how to build and maintain relationships with people. It's those relationships that allow people to participate fully in team projects, show appreciation for others, and enlist support for their projects.

It's important for you to recognize the vital role soft skills play within your team and not only work on developing them within yourself, but encourage their development throughout the organization. Areas to examine and evaluate include:

- 1) Personal accountability.
- 2) The degree of collaboration.
- 3) Interpersonal negotiation skills.
- 4) Conflict resolution .
- 5) People's adaptability and flexibility.
- 6) The clarity of communications .
- 7) Creative thinking.
- 8) Inclusion.
- 9) Coaching and mentoring .

The more of these things you see around you, the better people's soft skills are likely to be within your organization. These all have a significant impact on the attitude a person brings to interactions with clients, customers, colleagues, supervisors, and other stakeholders. The more positive someone's attitude is, the better that person's relationships will be. That's what fosters great team performance, and leads people to contribute strongly to the organization's vision and strategy.

Note:

Traditionally, people don't receive adequate soft skills training – either during vocational instruction or as part of on-the-job training. That's why services like MindTools.com are great for helping people build great people-skills.

## X. KEY POINTS

Soft skills are increasingly becoming the hard skills of today's workforce. It's just not enough to be highly trained in technical skills, without developing the softer, interpersonal and relationship-building skills that help people to communicate and collaborate effectively.

These people skills are more critical than ever as organizations struggle to find meaningful ways to remain competitive and be productive. Teamwork, leadership, and communication are underpinned by soft skills development. Since each is an essential element for organizational and personal success, developing these skills is very important and does matter... a lot!

Knowledge	Hard skills	Soft skills
<ul style="list-style-type: none"> <li>• Methodology</li> <li>• Grammar</li> <li>• Lexis</li> <li>• Phonology</li> <li>• Learning styles</li> <li>• Teaching terminology</li> <li>• Theoretical foundation for teaching listening, reading, speaking and writing</li> <li>• Ability to simplify knowledge into relatable, digestible, teachable chunks.</li> </ul>	<ul style="list-style-type: none"> <li>• Giving instructions / instruction checking</li> <li>• Concept checking</li> <li>• Error correction</li> <li>• Classroom management</li> <li>• Behaviour management</li> <li>• Lesson planning</li> <li>• Using technology</li> <li>• Research skills</li> <li>• Using resources appropriately</li> <li>• Monitoring students</li> </ul>	<ul style="list-style-type: none"> <li>• Building rapport (connection!)</li> <li>• Building motivation</li> <li>• Presence</li> <li>• Empathy with students / Understanding their worldview (including cultural differences)</li> <li>• Using the hard skills at the appropriate time and in the appropriate way</li> <li>• Body language</li> <li>• Self-evaluation</li> <li>• Desire for professional development</li> </ul>

## XI. HARD SKILLS

'Hard skills', by contrast, is a phrase usually used to describe job-specific skills.

Examples of hard skills include professional skills like bricklaying or accountancy, medical expertise such as diagnosis and treatment, or other skills that can be taught and whose presence is testable through exams.

Hard skills are therefore a basic minimum necessary to operate in that particular workplace.

Like hard skills, soft skills require a lot of practice to make you really skilled at using them. Unlike hard skills, there are no exams to prove that you can do them. You measure your success in developing soft skills in how well you manage relationships with those around you. These include family, friends, and co-workers, as well as customers and those who provide you with goods or services.

Hard skills include the specific knowledge and abilities required for success in a job. Examples of hard skills include computer programming, web design, typing, accounting, finance, writing, mathematics, legal and other quantifiable skills that are included in the requirements for a job. List of hard skills include

- Proficiency in a foreign language.
- A degree or certificate.
- Typing speed.
- Machine operation.
- Computer programming.

We'll dive into the most marketable skills below, but to get you started, here are a few that many employers look for on a resume:

- 1) Proficiency in foreign language
- 2) Data management
- 3) Scheduling
- 4) Research skills
- 5) Team management

Here are five skills you should consider adding to your resume:

- 1) Computer savvy: Regardless of what field of work you're in and how non-tech-savvy you consider yourself, computer knowledge is always one of the top hard skills. The more you improve your computer skills, the better off you'll be. Building your computer skills begins with the basics, such as a fast typing speed, knowing Microsoft Office (inside and out), and working with spreadsheets. Then you can add in great Web skills, such as email campaigns and social media. You should also know how to manage files on the computer, create presentations, and how both software and hardware work (so that you can fix errors without any help).
- 2) Data management: Every business works with a ton of data. You'll sometimes end up going through a lot of information, which means you'll need the ability to navigate through it and extract the essentials. You should also be able to analyze results, understand guidelines and definitions, review them, keep things up to date, and create reports.

<b>Hard Skills ●</b>	
<b>Resume</b>	<b>Job Description</b>
1 Fundraising	4 Fundraising
2 Philanthropy	3 Philanthropy
2 Research	3 Research
1 Writing	2 Writing
2 Budget	2 Budget
1 Special Events	2 Special Events
1 Editing	2 Editing
1 Correspondence	1 Correspondence
5 Database	1 Database
1 Environmental	1 Environmental
1 Invoices	1 Invoices
1 Legal	1 Legal
1 Logistics	1 Logistics

**Hard Skills**

Math & Statistics      Data Analysis

Accounting      Coding

Degrees, Certificates      Language Proficiency

Job Related Skills

- 3) Scheduling: Scheduling is deciding (and knowing) how to get the job done effectively, what tools to use, and how to organize your time. Even if you're not a project manager, it's still a key hard skill (and can be applied to any other area of life). If you can plan and schedule well at work, you'll be able to manage your time (and life) better as a result.
- 4) Research: Research skills are something you'll always need when preparing for a job, getting familiar with a new industry, gathering information, and making a plan on where to begin. Some helpful tips on how to become a better researcher can be found here.
- 5) Financial planning: There are a great number of hard skills in the finance category, these include: accounting, budgeting, financial planning, cash flow management, and much more. While you won't necessarily need to master all these, you need to work well with numbers.

Hard and soft skills together are an ideal combination. These skillsets ensure that you'll always know how to act according to the situation, communicate clearly, be a great team member, and solve problems easily. It's the hard skills, however, that require specific knowledge and exercise your brain's ability to learn.

Defining skills as either hard or soft is slightly misleading. It implies that one might be more difficult or the other less important. The truth, as always, has a nuance that the jargon misses. Anyone who has spent time in a work environment understands that the distinction between hard skills and soft skills is an artificial one, as they often overlap.

Yes, the distinction differentiates types of skills, and they are categorically different in many ways. However, they're two sides of the same coin. A combination of hard skills and soft skills is ideal for understanding methodologies and teamwork—one being useless without the other.

#### **A. What Are Hard Skills?**

Before going further, it's important to make sure we're on the same page when defining these terms. So, what is a hard skill? It's a specific, teachable ability: something that can be measured and defined. A hard skill can be anything from being able to read to working complex software programs.

You can quantify a hard skill. That is, it can be certified, or you might earn a degree in that discipline. Think of your resume. Those bullet points listing your qualifications for the job are an example of the hard skills you have mastered.

Therefore, hard skills are acquired through formal education or training programs. That can be in an academic environment or learning on the job as an apprentice. Usually, when referring to skilled labor, the job is one that demands proficiency in a hard skill. Though there are aspects of some types of manual labor that require soft skills, too.

### ***B. What Are Soft Skills?***

Soft skills are those that help with interpersonal issues. In other words, dealing with people. That might sound very general, and it is. Soft skills are notoriously difficult to define. But they include such areas as being able to clearly communicate, listen, be empathetic and the like.

Just because soft skills are elusive doesn't mean they're not in demand. Employers are looking for soft skills when they're hiring. Personal attributes, personality traits, understanding social cues and being able to communicate effectively are all skills that stand out beyond the resume and are exposed during the interview process.

One reason that soft skills are less clear is that they're akin to emotions and being able to read a person. It's not something that can be taught in a traditional classroom setting. Therefore, they're hard or impossible to measure or evaluate.

## **XII. HARD SKILLS AND SOFT SKILLS**

One way to look at the difference between hard skills and soft skills is through the brain. Hard skills are usually related to the left brain, the logic center. While soft skills are more often associated with the right brain, the seat of our emotions.

Another difference is that hard skills are mostly unchanged. It doesn't matter the industry or the job, knowledge of that hard skill is transferable. There might be a tweak here or there to accommodate a specific requirement of the industry, but overall reading, for example, is the same whether it's a technical manual or a road sign.

Soft skills, though, are constantly changing. They are site specific in a sense, in that they are adaptive to corporate culture and colleagues' expectations. Communication, as an example, is different between technical professionals than it is among content producers. It changes again if tech is talking to content or vice versa. Also, how you talk to a coworker as opposed to a manager is using soft skills to determine the appropriate tone, language and what you say.

### ***A. Where They Are Taught***

Books, school, training, etc., are all effective avenues in which to gather hard skills. You can know them by the fact that hard skills are often designated levels of competency with degrees and certifications. They're linear, in that there's a direct path towards excellence.

Soft skills can be taught in school, but there's no real metric to measure success or even curriculum that is universally accepted as there is with hard skills. There is not a linear path forward. Soft skills are like what's often referred to as street smarts. They're learned through trial and error, in other words, through lived experience.

### ***B. Balancing Hard Skills and Soft Skills***

It should be clear that a combination of hard skills and soft skills are what employers are looking for. They want a candidate to have expertise in a certain hard skill required by the position, Work is not solely mechanical or merely interfacing with a program or system. That is a big part of the job, of course, but that work isn't done in a vacuum. People must work with other people, whether with a co-worker or a micromanager. Being able to do so with civility is the oil that allows any organization to run smoothly.

Another plus for soft skills is that they are valuable regardless of your place in the organization. You can be that mythical employee who works their way up from the mailroom to the boardroom and those same soft skills you had then will be applicable now. Soft skills are by definition ones that grow over time. They are an x-factor for any organization, in that they are unique, broad and diversify a company to run better.

### ***C. How Hard Skills and Soft Skills Make You Stand Out***

All this might feel a bit abstract. Yes, hard skills can range from being fluent in a foreign language and having a degree in some discipline to typing quickly, operating machinery or programming computers. Soft skills are more about communications, being flexible, having leadership qualities, teamwork and knowing how to manage your time well. But what about more concrete examples?

## **XIII. EXAMPLES OF HARD AND SOFT SKILLS**

Well, let's start with a subject near and dear to us: Project Management. Projects that have project managers are better run because those project managers are trained and often certified in hard skills that involve planning, budgeting and scheduling. These are essential tools of the trade.

But a project manager is not just working on spreadsheets and balancing budgets, filling out Gantt charts and staying glued to their project management software. They're team leaders who are responsible for assigning tasks to team members and helping them accomplish those tasks within the resources and time allotted.

That means a project manager is working with a variety of different types of workers, depending on the project, and must communicate as effectively with the manager on a construction site as the stakeholders in the boardroom. Therefore, project manager's soft skills are as important as the hard skills they have.

Managing people is different than keystroke commands on software. People don't always act as you expect or respond to what you say. Having the soft skills to work with a diverse group and be able to communicate effectively with them and resolve conflicts when they arise are just as important as allocating your resources smartly.

The same can be said of a profession that is more defined by excellence in soft skills. Say you're a marketer and you live and breathe by how well you can understand consumers' needs. That will require assembling panels and doing in-depth question-and-answer interviews with a diverse group of people, being able to empathize with them and communicate clearly.

But what do you do once you have all that data? It can be unruly, and no matter how intuitive you might be, you'll want to have some hard skills in play to crunch those numbers and pull the pertinent information from it. That involves science and math, two hard skills, and other disciplines that can be studied in school. If you have that training it would only enhance your abilities to do your work.

**A. What Does Hard Skills Mean? Opposite of Soft Skills:**

- Hard Skills are a set of special skills that are obtained through years of practice or learning. They can be said as skills that are needed for a specific task.
- They can also be termed as technical skills or abilities for a certain professional or occupational fields. These skills are easily visible, tangible and well-defined. These skills vary from person to person in quality and quantity.
- Acquiring good Hard Skills means higher IQ (Intelligence Quotient). It includes logical thinking, analytical thinking, programming, understanding, strategic thinking, planning etc.

Trading Hard Skills (IQ)	Beneficial Trading Soft Skills (EQ)
Analyze and evaluate a potential trading opportunity's probability for success.	The ability to think interchangeably between rational and intuitive styles of thinking.
Determine if and how a new indicator can potentially increase profitability.	The ability to model and evaluate a system or procedure, e.g. solve a problem.
Understand the possible impact of a news event on an open position.	The ability to prioritize and process multiple kinds of information from different sources.
Determine how much to risk, or not risk, on a developing trade opportunity.	The ability to make a decision based on the synthesis of subjective and objective inputs.
Outline the steps related to developing and executing possible trading scenarios.	The ability to conceptualize, design course of action, and make needed course-corrections.
Schedule and manage one's personal, family, business, and trading time available.	The ability to allocate, orchestrate, and manage personal energy.

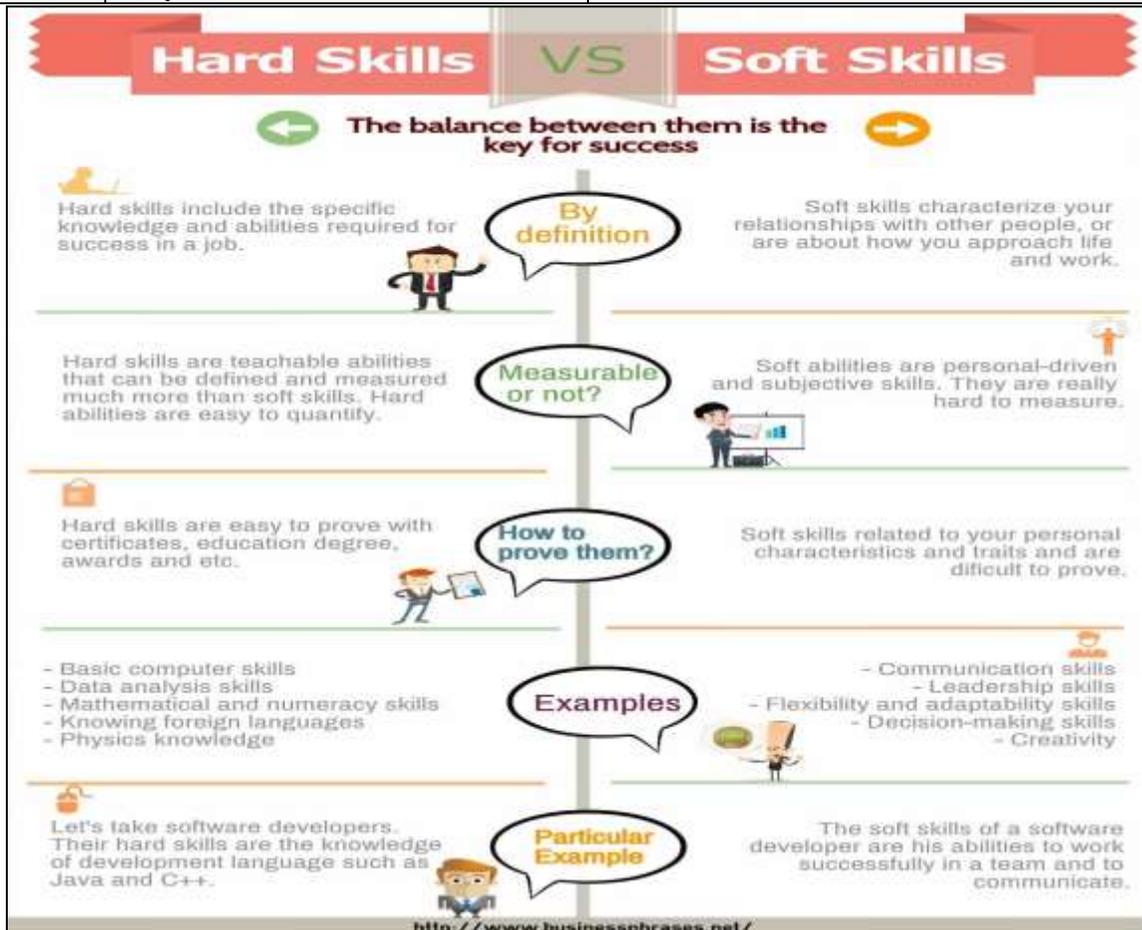
**B. What Does Soft Skills Mean?**

- Soft Skills on the other hand are a set of skills or traits that include frank behaviour, communicational skills, teamwork ability, management skills, appropriate attitude, etiquette, self-presentation, etc.
- These are learnt on their own. Hard skills are taught in many institution but they make almost no contribution in developing soft skills.
- Soft skills can be termed as personal attributes and grace that helps in maintaining better relation as well as a sense of harmony between people.

**XIV. DIFFERENCE BETWEEN HARD AND SOFT SKILLS**

S.No	Nature of the Skill	Hard Skill	Soft Skill
1	See the difference	<ol style="list-style-type: none"> <li>1) Hard skills require a higher level of IQ.</li> <li>2) Example of such skills include qualification or masters in certain fields like math, accounts, finance, economics, biology, chemistry, statistics, etc</li> </ol>	<ol style="list-style-type: none"> <li>1) Soft skills can be called the EQ or the Emotional Quotient of a person.</li> <li>2) It includes skills like time management skills, self-confidence, self-management, self-control, communication skills (Verbal communication), attitude, adaptability, as well as the ability to take criticism in apposite manner, etc.</li> </ol>

2	Portable and flexible	<ol style="list-style-type: none"> <li>1) Hard skills are those that are constant and can be used in any environment with different types of people or workplaces.</li> <li>2) Further hard skills can be viewed on the basis of qualifications and performance presented by the institution or the previous workplace. It can be explained in a simplified manner by an example.</li> <li>3) If an employee possess the qualification for the task of computer programming then he doesn't need to modify or learn anything else to work in the same field of different organization.</li> </ol>	<ol style="list-style-type: none"> <li>1) On the other hand, soft skills need to be modified on the basis of different work environment, people and workplace. These skills are needed to be varied according to the company's customs and policies.</li> <li>2) For example, Communication skills are a part of soft skills. It greatly varies from person to person. The way to communicate varies on the basis of the audience one is working with.</li> <li>3) Further the context in which the work is to be presented also differs the way of communication. For an instance you may be able to communicate well with co-workers and friendly employees but you may face trouble while projecting your ideas or work to the seniors (Managers or employers).</li> </ol>
3	Learned or not	<ol style="list-style-type: none"> <li>1) Acquiring hard skills come with a step-by-step guideline. The set rules make it possible to excel in obtaining hard skills.</li> <li>2) Generally one learns hard skills at school. For an instance, one may aim to become a certified Public Accountant.</li> <li>3) To attain this qualification one may start with simple accounting then might take a course in advanced accounting.</li> <li>4) And also work and gain enough experience to be qualified for the very post.</li> </ol>	<ol style="list-style-type: none"> <li>1) On the contrary, soft skills have no set guidelines to follow and procure the skills. Soft skills are learnt through experience as well as maturity and understanding. One may fail at first but as said 'Failure is the stepping stone to success'.</li> <li>2) One must have the ability to adapt in all kind of environment and should open up to learn new.</li> <li>3) Further obtaining soft skill requires concentration and hard work as there is no available step-by-step beginners guide to it.</li> </ol>



### XV. IMPORTANCE OF HARD AND SOFT SKILLS IN DIFFERENT CAREERS

Hard and soft skills vary in requirements according to the field and career you are involved in.

**A. More Hard Skills and Less Soft Skills:**

- There are people who work excellently in their field but fail miserably in teamwork or group task. These are the people who have more hard skills and less soft skills and are yet successful in their careers.
- Hard skills examples of such people in different career are physicians, engineers, scientists etc.

**B. Equal Hard and Soft Skills Needing Professions:**

- These are the people who require both the set of skills. For an instance, people from accounting or law profession need both the skills equally.
- These people need a good knowledge of the techniques of accounting or different laws respective to their career.
- At the same time they need thoroughly good soft skills which may help in dealing with possible clients. Further it is the soft skill that is enhancing the hard ones.
- Similarly, the profession of doctors demands them to have an eminent knowledge of medicines as well enough skills to deal with patients requiring emotional help.



**C. Lesser hard skill and more of Soft Skills:**

- These are the careers that need very less hard skills and more of soft skills presentation like communication skills and networking skills. These are the people who often belong to the sales and marketing department.
- To sell a certain product all they need is good marketing of the product and convincing demo. They might have the least knowledge about the product but they wouldn't mind as they have the skills to read, convince and persuade their customers to make a deal.

**XVI. COMPUTER SKILLS**

Computer skills fit into two categories: Hardware and Software.

Hardware skills allow you to physically operate a computer. Hardware skills can be as simple as knowing how to turn devices on and off. They might also involve more complex tasks like connecting machines to networks, changing parts or fixing broken devices. For these complex tasks, many employers hire trained technicians with advanced computer skills.

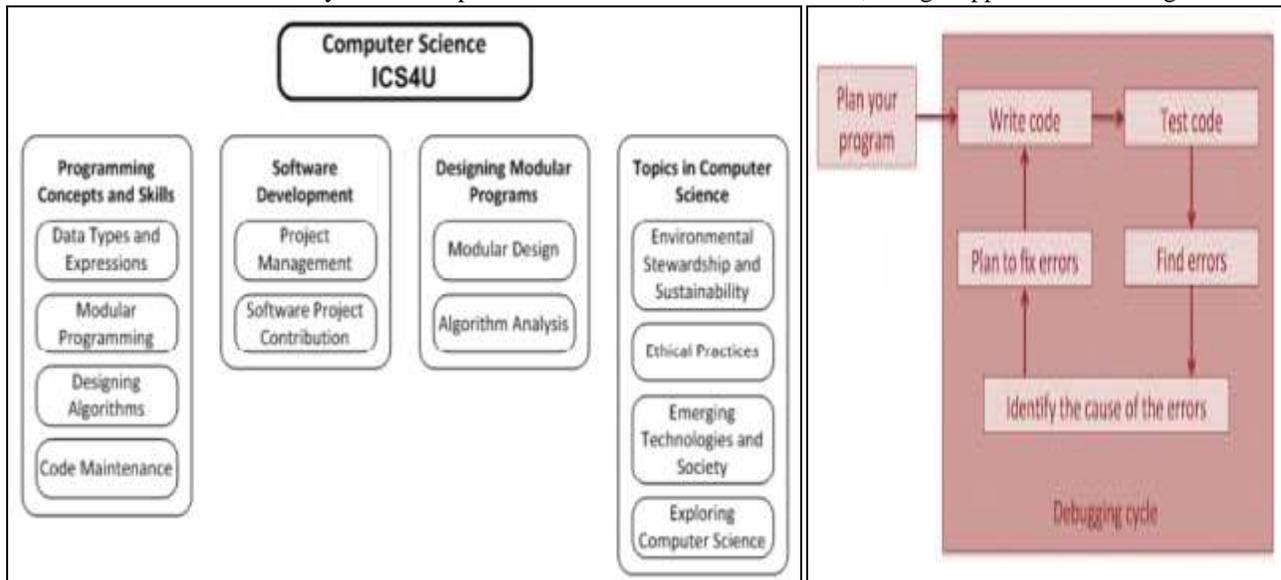


Software skills help you to efficiently use computer programs and applications. There are some software skills that employers may consider as prerequisites to employment. Employers may not include some software skills on job posts under the assumption they are universally understood. For example, many employers may believe all applicants have a basic knowledge of word processing programs, like Microsoft Word.

Some common computer skills include:

- 1) Analytics
- 2) Social Media
- 3) Graphic Design
- 4) Microsoft Office
- 5) Spreadsheets
- 6) Email Communication
- 7) Marketing Automation
- 8) Data Visualization

Certain software skills are more commonly desired in different fields. If you're a computer programmer, you may be required to know various coding languages like Python, C++, Java or HTML, among others. Those who are applying for positions in administrative assistance will likely need be experienced with Microsoft Office Suite, Google apps and accounting software.



### A. Why are Computer Skills Important?

Most jobs now require the use of computers, mobile devices or software applications in some capacity. Some employers will require prior knowledge or experience with specific applications, while others will offer on-the-job training. If you have a working knowledge of commonly used software, you may be able to more easily learn how to use new programs.

Whether you're employed in customer service, manufacturing, food service or tech, employers use computer applications to automate certain tasks, streamline communication and more.

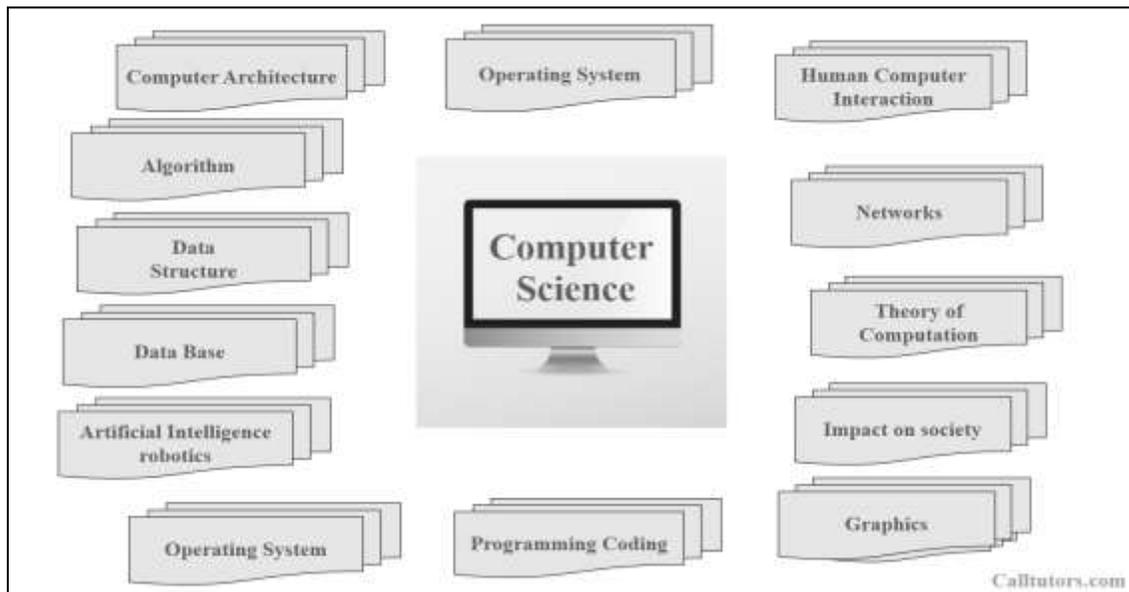
Job applicants with computer skills are highly sought-after due to the increase of technology in the workplace. You can showcase your computer skills by identifying computer-related requirements on job postings and explaining on your resume how you meet or exceed those requirements with past experience.

### B. Computer Skills Examples

In today's information and technology age, it's no surprise that job seekers with strong computer skills land far more jobs than those who don't. From laptops to POS systems and from RFID scanners to mobile phones, almost every job today requires you to work hand-and-hand with technology.

This resume writing article will cover:

- 1) What Are Computer Skills? And Why Are Computer Skills Important?
- 2) Types of Computer Skills
- 3) Levels of Computer Skill Proficiency
- 4) Where and How to Incorporate Computer Skills On Your Resume
- 5) Top 50+ Computer Skills Hiring Managers Look for On Resumes
- 6) The Fastest Ways to Acquire New Computer Skills



**C. What Are Computer Skills? Why Are Computer Skills Important?**

1) Computer skills are the ability to utilize computers and technology efficiently.

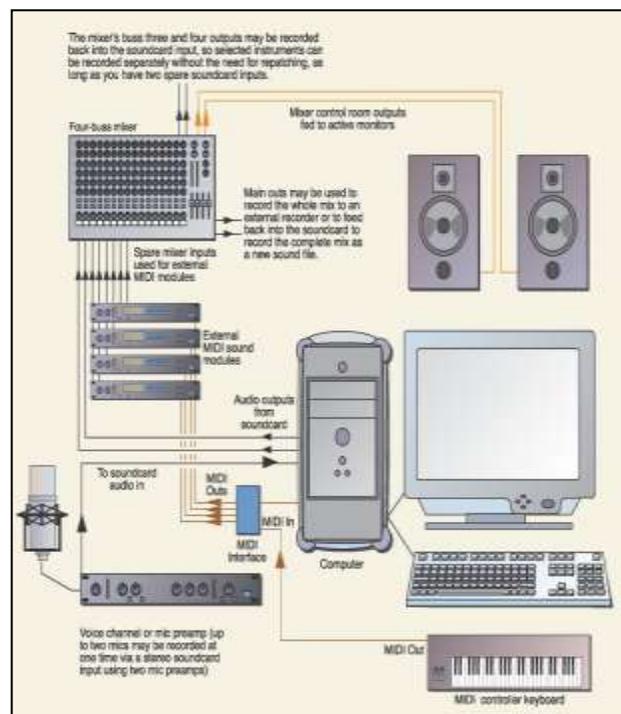
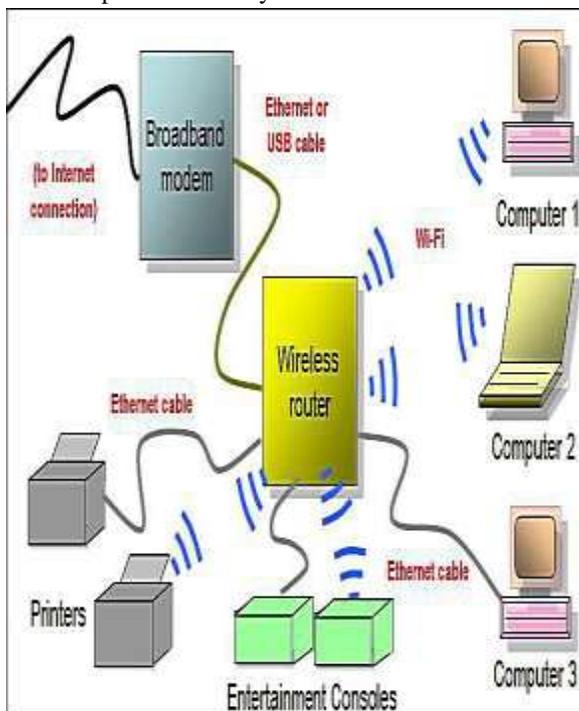
With the rise of technology, the computer skills you have can set you apart when applying for a new job. When you think about it, there are seldom positions that remain free from technology. Even trades that traditionally didn't require computers, like farming, landscaping, and handymen, now use technology for marketing, accounting, and reservations.

Every professional position requires the use of certain technology, ranging from hardware to computer applications. Likewise, every professional has a unique set of computer skills with varying levels of proficiency. Finding the perfect fit between what's needed and what someone has is the sole mission of a hiring managers when looking for a new employee. If the hiring manager is able to find someone that has all of the computer skills necessary, they won't need to spend so much time and money on training, which means they will get a quicker return on their hiring investment.

But how can hiring managers tell if you have the computer skills needed for their role?

First and foremost, hiring managers will look at your resume. Typically, hiring managers spend no more than 6 seconds reviewing a resume and during that time they are looking to see if the computer skills needed jump out.

As a job seeker, it is your responsibility to know what computer skills are necessary for each role. It is also your responsibility to put those computer skills on your resume.



#### D. Types of Computer Skills

Computer skills can be broken down into categories and levels of proficiency. Before we discuss how to incorporate computer skills on your resume, let's discover the basic computer skills categories and assess your level of proficiency.

##### 1) Skill Categories

Computer skills can be broken down into 13 main categories.

- 1) Typing – The process of writing or inputting text, typically using a keyboard
- 2) Mouse – Navigating a two-dimensional surface with a pointer, using a standalone mouse, touchpad, or touchscreen
- 3) Internet – Using the internet to browse and research
- 4) Email – Using text to correspond with other users through the internet using an email application or browser
- 5) Hardware – The physical elements of technology, including keyboards, cases, cables, screens, and touchpads
- 6) Operating Systems – The critical, low-level software that supports all other applications
- 7) Word Processing – Using a text editing application, such as Notepad or Word, to write and modify text
- 8) Presentations – Creating engaging, visual presentations using applications like Prezi and PowerPoint
- 9) Graphics – Creating and manipulating visual elements
- 10) Multimedia – Using sound, images, and video to create multi-faceted elements
- 11) Spreadsheets – Using applications, such as Excel, to input, edit, calculate, and manipulate numbers and data
- 12) Databases – Storing numbers and data in a central location
- 13) Programming – Using programming languages to write, edit, and manipulate software applications
- 14) Computer Courses: Auto CAD/Catia/Ansys/Stad Pro, C, C++, Java, Oracle 7.1/R 12 Financials, SQL/PL, SQL, .Net, SAP, Microsoft Office, Unix/Linux, Windows NT, Web Designing, and other software & hardware courses.

#### E. Levels of Proficiency

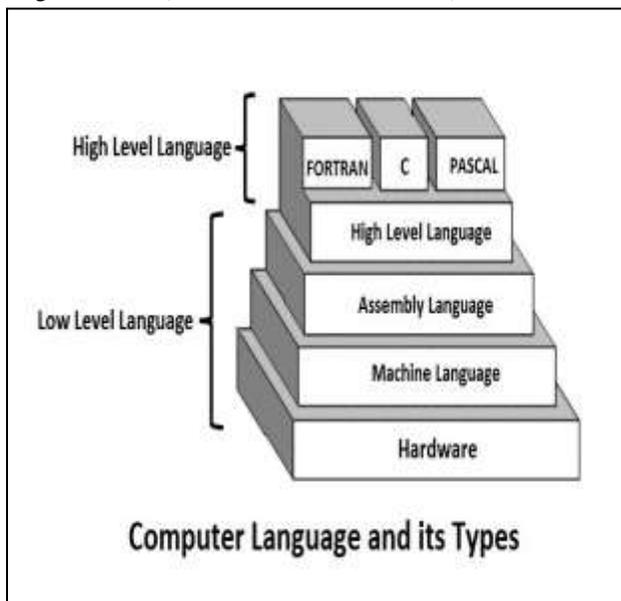
There are many assessments used in the job market to assess a candidate's level of computer skill proficiency. One of the most widely used is the International Competitions and Assessments for Schools, also known as ICAS. The ICAS Digital Technologies assessment assesses skills and knowledge in the above technology categories and then grades your level of proficiency using a letter rating between A and H.

The rating system most hiring managers are familiar with though is simply rating your computer skills as either fundamental, basic, intermediate, or advanced. We will go through each of these categories and will give examples of your expected knowledge for each.

#### F. Fundamental Computer Skills

Fundamental computer skills include typing and using a mouse. Possessing fundamental computer skills mean you have no to little computer experience or training. At a fundamental level of computer proficiency, you should be able to:

- 1) Identify the basic components of a computer (keyboard, mouse, screen, etc.)
- 2) Understand menu bars
- 3) Create, save and delete documents
- 4) Operate the print function
- 5) Recognize icons (sound, internet, video, etc.)



## **G. Basic Computer Skills**

One level up from fundamental proficiency is basic computer skills. Possessing basic computer skills requires a small amount of computer experience, including a basic understanding of email, word processing, graphics, and spreadsheets. At a basic level of computer proficiency, you should be able to:

- 1) Write, modify, and edit text using a word processing application
- 2) Create and format simple spreadsheets
- 3) Create basic presentations
- 4) Know how to forward and cc emails
- 5) Understand how to search, assess search results, and download information from the internet

## **H. Intermediate Computer Skills**

Intermediate computer skills build upon the basic level of proficiency. Intermediate computer skills require a moderate amount of previous computer experience, including a moderate understanding of operating systems, word processing, graphics, spreadsheets, and databases. At an intermediate level of computer proficiency, you should be able to:

- 1) Understand operating systems
- 2) Understand how to use flash drives and memory cards
- 3) Know how to insert hyperlinks and tables on word processing applications
- 4) Understand how to insert links and videos into presentations
- 5) Know how to use CD, DVD, and mp3 players
- 6) Modify your signature, recognize and sort spam, and recognize file formats when using email
- 7) Conduct complex sorting, applying filters, and using different views on spreadsheets and databases

## **I. Advanced Computer Skills**

The final level of proficiency is advanced computer skills. At this stage, you will be able to use word processing, email, the internet, and spreadsheets to their fullest capacity. You will also start to understand basic software development and programming principles. At an advanced level of computer proficiency, you should be able to:

- 1) Understand computer hardware and software components
- 2) Execute complex operations, formatting, and tables in word processing applications
- 3) Integrate multimedia elements into presentations
- 4) Create distribution lists and complete advanced file transfers using email
- 5) Create 'if' statements, create complex graphs/charts, and use complex functions like macros and VLOOKUP in spreadsheets
- 6) Have a fundamental understanding of programming principles and concepts

## **J. Some of the most important computer skills to learn include the following:**

### **1) Operating systems (Windows and MacOS)**

An operating system is the software that supports and manages a computer's basic functions. Although there are many different operating systems, most employers use either Windows or MacOS. If you have more experience in one or the other, it may be helpful to spend some time learning the basics of the other operating system. You can often find both systems on computers at your local library, although you may also be able to learn on the job as well.

### **2) Office suites (Microsoft Office, G Suite)**

Basic knowledge of productivity software suites can add value to your resume. Office software suites are composed of various collaboration and productivity tools, like Microsoft Word, Outlook and Excel. Knowing how to use these applications can help you perform tasks on the job.

Word processors, such as Microsoft Word or Google Docs, are among the most commonly used productivity tools. They are writing programs used to help produce digital documents. Employers often assume that most applicants know how to use word processing programs. As a result, these programs may not be listed on a job posting. If you find you are unfamiliar with how to use word processors, it may be helpful to spend time researching the basic skills required to use these programs. You may also want to practice navigating the most common features of these applications. Google Docs is a free word processor that you can access online for practice.

### **3) Presentation software (PowerPoint, Keynote)**

Presentations skills are both valuable soft and computer skills. Presentation software is important to have a basic knowledge of in many careers both for organizing and presenting ideas in a company, internally and externally. There are several programs you can use to create presentations, including PowerPoint, which is the most widely used software across industries.

### **4) Spreadsheets (Excel, Google Spreadsheets, etc.)**

Spreadsheets are applications used to organize data and other information into tables and quickly calculate numbers. Spreadsheets can also be used for advanced data analysis. Some employers may expect you to possess basic working knowledge of spreadsheet software. If you're applying for more technical jobs, you may need to know how to use advanced spreadsheet features.

Refer to the job posting to understand whether the employer is looking for these skills, and if so, to what level they require you to manipulate data in spreadsheets. If it seems your skills are not advanced enough, spend some time practicing. There are many online and in-person classes you can consider taking.

5) *Communication and collaboration tools (Slack, Skype, etc.)*

Many businesses use communication and collaboration tools to help with productivity. If relevant to the positions you're applying to, you might consider listing relevant tools you're experienced with on your resume. Carefully review the job description to understand whether you should include this information. Tools such as Slack and Skype are popular among businesses where workers often telecommute.

6) *Accounting software (QuickBooks, FreshBooks, Xero, etc.)*

Accounting software skills are important if you are applying for positions in the finance or business sectors. If you're applying to work for a small business, accounting software skills may be useful if you are required to assume multiple roles in the business. That may include helping manage accounts, payments or other financial data.

7) *Social media (Twitter, Facebook, Instagram, etc.)*

Social media skills are now highly desired as companies look to increase and manage their online presence. These skills are more commonly desired for positions in public relations, marketing and advertising. Knowledge of specific social media software like Hootsuite is often required for many of these positions. If you're looking for a career in social media, you might be able to take on small projects at your current company to add these skills to your resume.

8) *Data visualization*

Alongside basic knowledge of spreadsheets, having data visualization skills might also be helpful in a data-heavy role. Many data visualization tools are built into the spreadsheet programs like Excel, while some others, such as Tableau or Datawrapper, allow you to take data from spreadsheets for more advanced visualization and analysis. Data visualization is growing in popularity as data analysis becomes more important for businesses, making this a good computer skill to learn.

**XVII. ONCE AGAIN A BRIEF RECAP OF LIST OF SOFT SKILLS, HARD SKILLS, & COMPUTER SKILLS**

1) Active Listening and empathizing	36) Drafting Delegation Strategies	71) Punctuality
2) Adaptability	37) Drafting Motivation Strategies, etc.	72) Persuasion
3) Analytical	38) Email Communication	73) Planning
4) Analytics	39) Email Setup	74) Presentation Oral
5) Artistic Sense	40) Effective Communication Skills (Oral and Written)	75) Presentation Skills
6) Attention to detail	41) Empathetic	76) Prioritizing
7) A degree or certificate.	42) Flexibility	77) Problem-solving
8) Being Focused & Organized	43) Flexibility	78) Proficiency in a foreign language.
9) Broad mindedness	44) Focus	79) Programming
10) Business Etiquettes, etc.	45) Graphic Design	80) Public Speaking
11) Calm	46) Graphics	81) Presentations Written
12) Collaborative	47) Goal Setting & Management	82) Research
13) Communication effectiveness	48) Hardware	83) Research
14) Competitiveness	49) Influential	84) Risk Management
15) Completing tasks on time	50) Innovator	85) Self-Motivation
16) Computer programming.	51) Integrity	86) Scheduling
17) Confidence	52) Internet	87) Spreadsheets
18) Conflict Management & Resolution	53) Interpersonal Skills	88) Social Media
19) Conflict resolution	54) Leadership	89) Social Skills
20) Consistency	55) Learning from others	90) Speaking Skills
21) Control	56) Logical Thinker	91) Spreadsheets
22) Creative Problem Solving	57) Machine operation.	92) Storytelling
23) Creative Thinker, etc	58) Marketing Automation	93) Taking calculated risks
24) Creativity	59) Microsoft Office	94) Team Management
25) Critical Observer	60) Multimedia	95) Teamwork
26) Curiosity	61) Negotiating	96) Time management
27) Curious, etc.	62) Networking	97) Typing speed.
28) Customer service	63) Neat Maintenance	98) Work ethic
29) Data management	64) Open Minded	99) Written
30) Data Visualization	65) Opinion	Communication,
31) Databases	66) Optimistic	100) Word Processing
32) Decision Making	67) Operating Systems	
33) Delegation, etc.	68) Organisation	
34) Dependability		
35) Desire to Learn		

69) Perseverance 70) Persistence
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