

## The Importance of 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.

### UK's Top 10 Soft Skills

1. Dedication/commitment
2. Communication skills
3. Confidence
4. Motivation
5. Flexibility
6. Organised/organisational skills
7. Positive
8. Enthusiastic
9. Passionate
10. Friendly

### Hard skills are useless without soft skills

In most jobs, technical skills alone are not enough to be truly effective. A salesperson with an unrivalled knowledge of their product and market will have little success if they don't have the interpersonal skills needed to close deals and retain clients. A business manager needs to be able to listen to employees, have good speaking skills, and be able to think creatively. All careers require at least some soft skills to make the hard skills valuable.

### Soft skills are harder to learn

Hard skills aren't necessarily hard to acquire. They can be easily taught, and can be learned and perfected over time. Soft skills are more challenging to develop, since they have little to do with knowledge or expertise, but are closely linked with a person's character. It takes conscious effort, ongoing practice, and a commitment to self-development to improve your soft skills. Hard skills may look impressive on your CV, but the soft skills are what will set you apart from the many candidates who have similar expertise to you.

**The future of the workplace will rely on Soft skills**

Automation and artificial intelligence will result in a greater proportion of jobs relying on soft skills. Thanks to cutting-edge technology, tasks that require hard skills are continuing to decline, making soft skills key differentiators in the workplace.