Are you Career Ready?

# Soft Skills: What Employers Want

Critical Thinking/Problem Solving

Exercises sound reasoning to analyze issues, make decisions, and overcome problems. Able to obtain, interpret, and use knowledge, facts, and data in this process and may demonstrate originality and inventiveness.

Oral/Written Communication

Articulates thoughts and ideas clearly and effectively in written and oral forms to persons inside and outside of the organization. Has public speaking skills; is able to express ideas to others; and can write/edit memos, letters, and complex technical reports clearly and effectively.
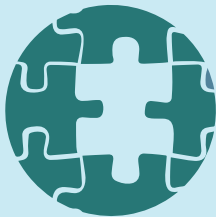
Teamwork/Collaboration

Builds collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints. Able to work within a team structure, and can negotiate and manage conflict.

Digital Technology

Leverages existing digital technologies ethically and efficiently to solve problems, completes tasks, and accomplishes goals. Demonstrates effective adaptability to new and emerging technologies.

Leadership

Leverages the strengths of others to achieve common goals, and uses interpersonal skills to coach and develop others. Able to assess and manage his/her emotions and those of others; uses empathetic skills to guide and motivate; and organizes, prioritizes, and delegates work.

Professionalism/Work Ethic

Demonstrates personal accountability and effective work habits, e.g., punctuality, working productively with others, and time workload management, and understands the impact of non-verbal communication on professional work image. Demonstrates integrity and ethical behavior, acts responsibly with the interests of the larger community in mind, and is able to learn from his/her mistakes.

Career Management

Identifies and articulates one's skills, strengths, knowledge, and experiences relevant to the position desired and career goals, and identifies areas necessary for professional growth. Able to navigate and explore job options, understands and can take the steps necessary to pursue opportunities, and understands how to self-advocate for opportunities in the workplace.

Global/Intercultural Fluency

Values, respects, and learns from diverse cultures, races, ages, genders, sexual orientations, and religions. Demonstrates openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals' differences.

KUTZTOWN UNIVERSITY

CAREER DEVELOPMENT CENTER

Source: National Association of Colleges and Employers (www.naceweb.org)