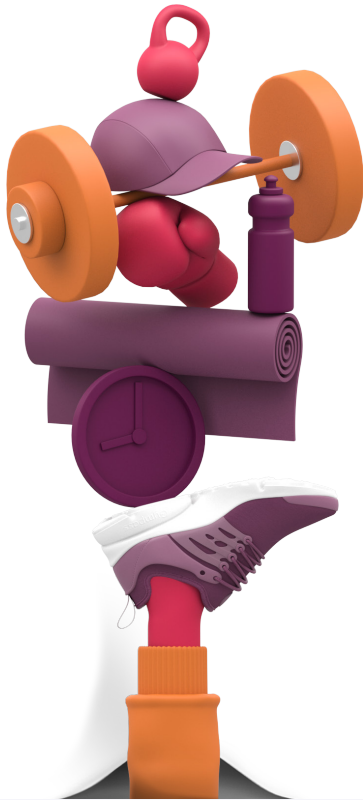


# Gympass

## HOW TO INTRODUCE YOUR WORKFORCE TO ESSENTIAL SOFT SKILLS



### What are soft skills?

Soft skills are not measurable, but they are perceptible at first interaction. They can indicate if a person is a good listener, a strong communicator, a friendly companion or an empathetic leader. The intrinsic characteristics of a socially skilled person must show attributes and capabilities that enable the harmonious and effective interaction with others, besides a level of **emotional intelligence**. To a certain extent, some **soft skills** can be acquired, but others are inherent in a person, as a natural gift such as public speaking or logical problem solving.

### Top soft skills to promote within a workforce

- ▶ Communication
- ▶ Teamwork
- ▶ Leadership
- ▶ Creativity
- ▶ Problem-solving
- ▶ Time management
- ▶ Decision-making
- ▶ Adaptability
- ▶ Conflict management
- ▶ Openness to feedback



## What you should be looking for

As a leader, focus on looking for candidates with a balance of hard and soft skills. A person that combines technical knowledge, proven experience and significant professional accomplishments with the ability to be ethical, motivated and self-managed, for example.



## Helping employees to improve their social skills

All of us learn how to make friends, adapt to different environments and manage conflicts during our early years, but those lessons are taught differently according to each child. Turning these skills into adaptable and appropriate traits for adult life may take a while, but the practice of soft skills can be made easier if employees find the right tools and resources to support them. We understand the importance of developing such skills and have created a guide on how to help you recruit and build a more balanced workforce.



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