

THE DEFINITION OF SOFT SKILLS

Soft skills are a cluster of personality traits, social graces, attitudes, communication skills, language, habits and other interpersonal skills that characterize how we relate to other people, work and a variety of life activities.

Hard skills are the intellectual and manual skills people use to work with things, concepts and information.

SOME OF THE DIFFERENCES BETWEEN HARD SKILLS AND SOFT SKILLS

HARD SKILLS	SOFT SKILLS
Are often tangible and outcomes are easily observable	Often invisible and subjective. More about feelings.
Frequently learned in a sequence with prerequisites	No sequence or prerequisites to learning
Can transfer from one situation to another	Changes in situations often call for changes in soft skills
Measurable	More difficult to measure