

WELCOME TO TODAY'S TRAINING!

**SOFT SKILLS**  
**ARE**  
**SUCCESS SKILLS!**

**PRESENTED BY**  
**LARRY ROBBIN**  
**EXECUTIVE DIRECTOR**  
**ROBBIN AND ASSOCIATES**

**TRAINING \* CONSULTING \* PROGRAM IMPROVEMENT**  
**SPECIAL PROJECTS \* KEYNOTE SPEECHES \* WEBINARS**

**Over 45 Years Of**  
**Workforce Development, Education,**  
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**Turning Organization Challenges Into**  
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## **EXCEED YOUR PROGRAM GOALS!**

**Larry Robbin Executive Director of Robbin and Associates**

**\* Over 45 Years of National Training and Consulting Experience**

**\* Trained 100,000 People \* Worked with Over 1000 Organizations!**

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1. **YOU CAN BE A CHANGE AGENT! HOW TO INCREASE MOTIVATION IN THE STUDENTS YOU TEACH!** Take low motivation individuals from a “no change no way” attitude to “I want to make progress!” using customized powerful motivation strategies!
2. **FROM JAILS TO JOBS! NEW EMPLOYMENT STRATEGIES FOR YOUTH AND ADULTS IN REENTRY!** Learn how to change a behind the bars background into a future in the world of work with these innovative approaches!
3. **BUILDING BRIDGES! IMPROVE YOUR CROSS CULTURAL COMMUNICATION SKILLS!** Learn new and more effective ways to communicate with immigrants and refugees so they can get the best outcomes from your program!
4. **SOFT SKILLS ARE SUCCESS SKILLS!** Soft skills are those abilities that will help people be more successful in school, at work and in their lives. This workshop will give you a whole toolbox of strategies to take soft skill levels to the highest levels!
5. **COOPERATION, COORDINATION AND COLLABORATION!** What is the difference between these ways of working with other organizations or internally? Discover how to take your partnerships with other organizations or departments to new levels of success!
6. **MAKE YOUR PROGRAM A MAGNET! NEW WAYS TO RECRUIT STUDENTS TO YOUR PROGRAM!** Turn your recruitment challenges into waiting lists using the best practices from across the country. Combine them with private sector sales and marketing strategies and you will get more program participants in less time than ever!
7. **THE RULES OF ENGAGEMENT!** Find out how to keep students in your program at the highest levels of engagement. This means they will learn more in less time. Find out about the eight levels of engagement and what you can do to help people get to the eighth level!
8. **HOW TO GET MONEY AND MORE FROM PRIVATE SECTOR BUSINESSES!** Would you like donations of money and/or equipment, volunteers, connections with the media and politicians and the many other benefits that can come when you engage private sector businesses with your organization? Learn how to become a valuable partner with the private sector and take your program to new levels of success!

**This Is Only A Partial List Of Our Services! We Offer Over 300 Topics!  
Go To Our Website And Check Out Our Consulting And Training Services!**

**Turn Your Program Challenges Into Success Stories!**

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## **SOFT SKILLS**

- 1. There is not a standard definition of soft skills. If you Google soft skills, you will find a variety of definitions of soft skills.**
- 2. You are already teaching soft skills. You are also role modeling soft skills. Today's training will expand your awareness of soft skills and give you new strategies for teaching them to your students.**
- 3. The training will provide a variety of approaches for working on soft skills. Not every approach will work for what you teach, the grade level, each specific student and how you teach. The approaches may give you ideas about how to customize them so they work for you and your situation.**

## **WHAT ARE SOFT AND HARD SKILLS?**

**Soft skills are**

**Hard skills are**

**HOW MANY SOFT SKILLS CAN YOU IDENTIFY?**

<b>Patience</b>		
<b>Sense of humor</b>		
<b>Compassion</b>		

**POINTERS**

NAME	THEIR POINTER
<b>YOUR NAME</b>	<b>ONE THING I DO THAT HELPS MY STUDENTS TO IDENTIFY AND IMPROVE THEIR SOFT SKILLS IS THAT I</b>

## **THE HISTORY OF SOFT SKILLS**

- 1. Although the actual term soft skills is not that old, soft skills have been recognized for thousands of years. Communication ability and attitude are mentioned as reasons that were used for choosing apprentices in the building of the pyramids.**
- 2. The first formal research about the importance of soft skills was published in 1918 by Charles Riborg Mann in a report, A Study of Engineering Education, written for the Carnegie Foundation.**

**Mann was critical of engineering training for focusing exclusively on hard skills, while he and many others felt that soft skills were more important. Mann sent out three surveys to over 35,000 engineers and asked them to rank the most important qualities of a successful engineer in every survey soft skills like character, teamwork and judgment ranked higher than hard skills!**

- 3. In 1972 the first formal use of the term soft skills appeared in print in a US Army training manual to describe, “job related skills that describe the interaction between people as opposed to interactions with machines and equipment.”**
  
- 4. In 2000 the Department of Labor published the report, What Work Requires of Schools – the Secretary’s Commission on Acquiring Necessary Skills Report (SCANS). The primary objective was to help teachers understand how curriculum and instruction must change to enable students to develop those high performance skills needed to succeed in the high performance workplace.**

**The SCANS report was a driving force behind the recognition of the importance of teaching soft skills to help students become successful in today's world of work.**

- 6. Sociologist James Rosenbaum's 2001 study demonstrated that soft skills like sociability, leadership and discipline were linked to higher earnings by the time students were 28 years old.**

**Rosenbaum's national research followed more than 7,000 students for 10 years, starting in high school. Results showed that soft skills were connected to higher earnings.**

- 7. In 2012, a study conducted by Harvard University noted that 80% of achievements in careers were determined by soft skills and only 20% by hard skills.**

- 8. This finding is also supported by a study of Fortune 500 executives done by Stanford and Carnegie Mellon Foundation that found 85% of achievements in careers are determined by soft skills and only 15% by hard skills.**
  
- 9. The same numbers appear in a 2016 study done by McDonalds in England. That study said that soft skills like listening, communicating effectively, being positive, managing conflict, accepting responsibility, working well with others, managing time and accepting criticism were worth at least 124 billion dollars (US) to the economy of the United Kingdom every year.**
  
- 10. Besides being important in employment, soft skills are also very important in many other areas of life.**

**WHAT ARE SOME EXAMPLES OF  
HOW SOFT SKILLS ARE IMPORTANT  
IN OTHER AREAS OF LIFE BESIDES WORK?**

- 1. Soft skills are essential to developing strong friendships, family and other relationships.**
- 2. Soft skills will determine how well people get along with their teachers and classmates.**
- 3.**
- 4.**
- 5.**
- 6.**

## **THINGS THAT INFLUENCE THE DEVELOPMENT OF SOFT SKILLS**

- 1. Pre and post-natal brain development. Soft skills are mostly found in the right side of the brain and hard skills tend to be more in the left side of the brain.**
- 2. Early childhood development**
- 3. The presence or lack of soft skill role models**
- 4. Education and its relationship to soft skills**
- 5. Socio-demographic influences**
- 6.**
- 7.**
- 8.**
- 9.**
- 10.**

## **SOFT SKILLS AND THE WORLD OF WORK**

**Different careers may have similarities and differences regarding soft skills.**

**What are some of the similarities and differences in the soft skill requirements for a teacher and a construction worker?**

<b>Similarities</b>	<b>Differences</b>
<b>Requires good communication skills</b>	<b>Construction always requires the ability to work safely</b>
<b>Requires good planning skills</b>	<b>Teaching requires the ability to motivate students</b>

## **SOME OF THE MOST COMMON WORLD OF WORK PRIORITY SOFT SKILLS**

6 = This is one of my strongest soft skills

5 = This is a very strong soft skill area

4 = This is a good soft skill area

3 = This is an ok soft skill area

2 = This is a soft skill area that is sometimes difficult for me

1 = This soft skill area is challenging for me

### **A. COMMUNICATION SKILLS**

Communication skills include active listening, speaking, body language and understanding what other people mean by what they say.

### **B. CRITICAL THINKING**

Critical thinking is the ability to analyze information, situations and problems objectively in order to come to the right conclusions.

### **C. DECISION MAKING**

Decision making is the ability to develop options, consider and prioritize them to make the best choices.

### **D. LEADERSHIP**

Leadership is being able to win the respect of a group of people, listen to them and guide the group process in the right direction in order to make progress.

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## **E. LEARNING**

Learning is being interested in learning new things and being able to learn them.

## **F. ATTITUDE**

This is a broad category that includes motivation, outlook and how people react in various situations and with other people.

## **G. SELF-AWARENESS**

People who are self-aware understand their personal strengths, challenges, feelings and are aware of how those things effect their interactions with other people.

## **H. SOCIAL AWARENESS**

Social awareness means being sensitive, understanding and appreciating the differences between various types of people.

## **I. TEAMWORK**

Teamwork is the ability to work well in group situations, playing a positive role in helping people move in a united direction and contributing to the goals of the team.

## IMPROVING MY SOFT SKILLS

\_\_\_\_\_The letter of the area I most want to improve

\_\_\_\_\_My score in that area

## IDEAS FOR IMPROVEMENT

## **WAYS TO HELP STUDENTS IDENTIFY AND IMPROVE SOFT SKILLS**

- 1. Help your students identify their soft skill strengths.**
  - A. You can point out soft skills when you see students using them effectively.**
  - B. Have students compliment each other about their soft skills strengths.**
- 2. Have students talk about the difference between when they were much younger and their current age in terms of how they improved and developed new soft skills.**
- 3. Help students identify the soft skills they need to improve or add in order to reach their current and future goals.**

- 4. Do a curriculum focused collective exercise or project and have a conversation about the soft skills it required and the soft skills various students demonstrated in the course of doing the activity.**
- 5. Tell a subject related story and ask the students to identify the soft skills used in the story.**
- 6. Talk about the soft skills strengths and challenges of other people in their lives. Help them identify soft skill role models.**
  - A. Relatives**
  - B. Friends**
  - C. Neighbors**
  - D. People they encounter in their activities like teachers, doctors, bosses, coworkers etc.**

- E. People they may not know, but they admire**
- 7. Put soft skills understanding and development into homework as much as possible.**
- 8. Discuss the soft skill strengths of well known people and characters in the media.**

**This could include people in books and movies, famous people, sports heroes, politicians.**

- 9. If you are talking about an individual in the course of your instruction like a character in a story, a person in history or other individuals, ask students about their soft skill strengths and challenges.**
- 10. Use yourself as a soft skills learning lesson. Talk about your own soft skills strengths and challenges to start the conversation.**

## **WHAT PEOPLE CAN DO TO IMPROVE THEIR SOFT SKILLS**

- 1. People can develop a list of two to four soft skills they want to improve or develop. They should not try and improve too many soft skills at the same time.**

**People should prioritize the list based on how important they are to them.**

**People may ask other people they know what soft skills they think they should improve or develop.**

**Google the specific soft skills and download information that will help to improve or develop them.**

- 2. People should look for any individuals in their lives that can serve as role models for the soft skills on their list. Talk to them about the soft skill and get their input about how to improve it or develop it.**
- 3. Take action oriented steps to get into in situations where the soft skill can be worked on. This could include doing things differently in the classroom or on the job, volunteer work, developing a hobby, getting on a team, taking a class or going to places where they can work on the soft skill. Meetups (Meetup.com) are a great place to work on soft skills.**
- 4. Keep a journal of the soft skill progress. Be patient! It can take a while to improve and develop soft skills, but if people work at it consistently, you can probably make it happen.**

## **RESOURCES**

### **SCANS REPORT**

<http://www.academicinnovations.com/report.html>

### **TEACHING THE IMPORTANCE OF SOFT SKILLS**

<https://www.aeseducation.com/blog/2015/06/importance-of-soft-skills>

### **ONET MATCHING SOFT AND HARD SKILLS TO JOBS**

<http://www.onetonline.org/skills/>

### **SOFT SKILLS RESOURCES FOR TEACHERS**

[www.pinterest.com/aes4cte/soft-skills-education/](http://www.pinterest.com/aes4cte/soft-skills-education/)

### **NATIONAL SOFT SKILLS ASSOCIATION**

<http://www.nationalsoftskills.org/>

### **THE IMPORTANCE OF SOFT SKILLS IN ENTRY LEVEL EMPLOYMENT AND POST-SECONDARY EDUCATION**

[http://www.seattlejobsinitiative.com/wp-content/uploads/SJI\\_SoftSkillsReport\\_vFINAL\\_1.17.13.pdf](http://www.seattlejobsinitiative.com/wp-content/uploads/SJI_SoftSkillsReport_vFINAL_1.17.13.pdf)

**THINGS I AM GOING TO DO**  
**TO PUT MORE ABOUT SOFT SKILLS INTO MY WORK**