

SOFT SKILLS EVERY SUPERVISOR OR MANAGER SHOULD HAVE

HUMILITY

Be humble, admit mistakes, seek input, involve others, and give your undivided attention to employees.



CONSISTENCY

Be dependable, predictable, unwavering, and fair.



HONESTY

Be trustworthy, credible, and have integrity.



ENCOURAGEMENT

Recognize good behaviors. Show appreciation for things you value most. Provide opportunities to take on more responsibilities.



SUPPORT

Provide clear direction, verify understanding, and offer ongoing feedback.



APPROACHABILITY

Be warm, inviting, and open to new ideas.



ENGAGEMENT

Show genuine interest, care, and concern to establish rapport.



HOW DO I DEVELOP SOFT SKILLS?



Narrow your focus on one or two things you would like to do.



Commit to making improvements – not achieving perfection.



Schedule reminders. What gets measured, gets done.



Seek support from an accountability partner.



Ask for feedback.



Celebrate victories and progress.



WHY ARE SOFT SKILLS IMPORTANT FOR SUPERVISORS?

Soft skills are about people; hard skills are about procedures and processes. Both types are important and required for companies to succeed. For managers wanting to have an impact on others, soft skills are key.