

## The Soft Skills of Working

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When you're seeking employment, your soft skills (also referred to as "people skills") can be as important as the hard skills/abilities that are required to achieve success on the job. Companies seek candidates with both types of skills when hiring for most positions. That's because if you can't get along with others, don't have a positive attitude, can't work well as part of a team, and aren't able to think creatively and critically it may not matter how talented you are.

### ***Big Ideas***

1. How to work and get along with many types of people
2. Solving conflict in the workplace
3. Proper customer service skills
4. Workplace communication skills (including listening, speaking, reading, and writing)
5. What it means to be a leader

### ***Essential Questions***

1. What are some effective strategies for dealing with difficult co-workers?
2. How can I resolve a workplace conflict?
3. What does good customer service look like and what impact does it have on a business?
4. What is appropriate workplace communication etiquette and how can I improve those skills?
5. What does good leadership look like?

### ***Vocabulary***

- human relations
- conflict resolution
- customer relations
- communication skills
- leadership

## **Working with Others**

On the job, you may have to work closely all week with someone whom you really do not like. In such cases, you will both need to put personal feelings aside. At work we have to deal with all kinds of people and you will inevitably like some more than others. Trying to understand our coworkers can make this task easier.

### **Tasks:**

1. Play the [On the Job "Never Have I Ever"](#) game with the class.
  - Discuss the results as a class:
    - Which of these actions would bother you the most if a co-worker did them?
    - What are the consequences of some of these actions?
2. Review this [Slideshow](#) on getting along with others and conflict resolution.
3. In groups of 3, create a skit showing the class how to deal with your assigned [co-worker type](#).
4. Are you a team player? Take this [quiz](#) and see!

### **Resources:**

[How to Resolve a Conflict at Work](#)