**Communication**

**Three Themes**
- Verbal
- Non-Verbal
- Written

**Abilities to Develop**
- Learn to listen actively
- Present information & ideas in a clear and concise manner
- Adjust style, form, and content to a particular audience
- Be aware of negative body language – crossing your arms, rolling your eyes, & sighing

**Action Steps**
- Review Resume and Cover Letter for Any Errors
- Avoid Negative Body Language in Interviews

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**Leadership**

**Three Themes**
- Team Building
- Collaboration
- Intercultural Competence

**Abilities to Develop**
- Promotion of open discussion & involvement of all involved individuals
- Motivate others to gain skills and perform well
- Learn how to work in different team structures
- Master the different facets of reliability – being on time & meeting deadlines

**Action Steps**
- Demonstrate How to Lead & Follow
- Discuss Achieving Common Goals in Interviews

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**Interpersonal Skills**

**Three Themes**
- Conflict Resolution
- Feedback
- Attitude

**Abilities to Develop**
- Practice being an effective spokesperson
- Know the ins and outs of compromise & negotiation
- Focus on the “Can Do” attitude and suggest solutions
- Celebrate the successes & milestones of individuals in the workplace

**Action Steps**
- Learn How to Respond to Constructive Feedback
- Look at Issues from Many Different Perspectives

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**Problem Solving**

**Three Themes**
- Critical Thinking
- Adaptability
- Troubleshooting

**Abilities to Develop**
- Expand the capacity to adapt to new situations and settings
- Use creativity, reasoning, research & resources to resolve issues
- Examine underlying assumptions to make objective judgements
- Learn how to manage multiple tasks

**Action Steps**
- Provide Examples of Problems & Resolutions
- Explain Your Continuation of Growth in Your Career
Basics of Soft Skills

**Definition**
Skills relating to a person’s cluster of personality traits, social graces, communication, language, personal habits, friendliness, and optimism that characterize relationships with other people.

**Increasingly Important in the Workplace**
- Many employers rank soft skills above technical skills
- Help secure and maintain employment

**Soft Skills in the Job Market**
- Somewhat difficult to demonstrate in resumes and cover letters
- Provide examples during the interview
- Prone to changes due to emotions, external circumstances, and others in the workplace
- Have the opportunity to grow and shape soft skills

**Soft Skills = Transferable Skills**
- Helpful for Progress in Careers
- Highly Marketable

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**Career Services Office**
Student Services Building
S—206
Our mission is to equip students and graduates with the resources to secure employment.

Some of our services include:
- Resume Reviews
- Mock Interviews
- Co-Op/Internship Opportunities
- Employment Data/Resources
- Job Search Resources
- Job Fairs
- Kuder Career Assessment
- Local Job Postings
- Online Job Network

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