



Social Skills/ Soft Skills

Intercultural Session - presented by SieguVer (Christine Knie, Oct. 2021)

AGENDA

➤ Introduction

Interview and introduction (Group Interaction A)

Agenda and definition of Social Skills

➤ Importance and expectation from different perspectives

Your expectation and wishes for others (Group Interaction B)

Importance of Social Skills for recruiters

➤ Sources for development and extension of social skills

➤ Feedback/ Outlook



Why are softskills of such a high importance?

Statements about social/soft skills....

Barbara Cimatti, researcher at the University of Bologna

<http://www.bollettinoadapt.it/wp-content/uploads/2021/02/5.pdf>

...Soft Skills **are strategic to be successful in personal and professional life** then are essential for a candidate when he tries to obtain any kind of job. **Enterprises** generally hire new employees, in particular recent graduates, **taking more in consideration their Soft Skills than their Hard Skills**. This happens also for technical professions, such as engineers, because the company, in order to be competitive, needs to create good and effective teams and a collaborative working atmosphere....

(Cimatti B., (2016): Definition, development, assessment of soft skills and their role for the quality of organization. International Journal for Quality Research 10(1)

Ian McClarty, president & CEO of PoenixNAP Global IT Solutions

<https://upjourney.com/why-are-social-skills-important> (Oct. 27, 2021)

...the ability to hold a **conversation**, be **engaging**, and **listen actively** is not just a skill but **a necessity in any business situation**...Having a strong social presence and ability to network, even at a basic level, is an **invaluable resource**.

Social skills affect our **everyday actions** – from a simple hello to forging lasting relationships...

<https://upjourney.com/why-are-social-skills-important>, Oct. 27, 2021

communication

job application

working

studying

conflict solving

etc....

building relationships

Difference between soft and hard skills

source: <https://resumegenius.com/blog/resume-help/soft-skills>

Key Traits of Soft Skills	Key Traits of Hard Skills
Useful across all industries	Industry specific
Natural abilities	Learned through training
Related to emotional intelligence	Based on technical knowledge



Samples of soft skills sorted by different requirements



23 COMMUNICATION SOFT SKILLS

1. Verbal Communication
2. Non-Verbal Communication
3. Visual Communication
4. Written Communication
5. Active Listening
6. Clarity
7. Confidence
8. Interviewing
9. Negotiation
10. Personal Branding
11. Persuasion
12. Presentation Skills
13. Public Speaking
14. Storytelling
15. Diplomacy
16. Empathy
17. Friendliness
18. Humor
19. Networking
20. Patience
21. Positive Reinforcement
22. Sensitivity
23. Tolerance

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19 PROBLEM-SOLVING SOFT SKILLS

1. Analysis
2. Artistic Sense
3. Brainstorming
4. Design
5. Design Sense
6. Divergent Thinking
7. Experimenting
8. Imagination
9. Innovation
10. Insight
11. Inspiration
12. Lateral Thinking
13. Logical Reasoning
14. Mind Mapping
15. Observation
16. Persistence
17. Questioning

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26 WORK ETHIC SOFT SKILLS

1. Attentive
2. Business Ethics
3. Calm
4. Commitment
5. Competitiveness
6. Curiosity
7. Dependability
8. Discipline
9. Emotion Management
10. Highly Organized
11. Independence
12. Initiative
13. Integrity
14. Motivated
15. Open-Minded
16. Optimistic
17. Perseverant
18. Professional
19. Punctual
20. Reliable
21. Resilient
22. Responsible
23. Results-Oriented
24. Taking Criticism

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<https://www.developgoodhabits.com/soft-skills-list/>

uncertainty

Group Session B

2 person/group
10 minutes time

Task:

please choose up to 5 characteristics/social skills from the list that you..

- a) ...wish your future employer should have or
- b) ...wish your professors at university should have or
- c) ...wish your future flatmate should have



Social skills affect our everyday actions
– from a simple hello to forging
lasting relationships...

- 1 Logical thinking/ analytical thinking
- 2 Listening ability
- 3 Critical thinking skills
- 4 Resilience
- 5 Assertiveness
- 6 Intercultural competence
- 7 Communication and negotiation skills
- 8 Goal orientation
- 9 Self reflection
- 10 Capacity for teamwork
- 11 Reliability
- 12 Ability to manage conflict
- 13 Empathy
- 14 Organisational talent
- 15 Problem solving skills

Descriptions of soft and social skills in the world of “indeed.com”:

Social Skills

source: <https://www.indeed.com/career-advice/resumes-cover-letters/soft-skills>:

Learning social skills helps you **to develop the ability to sense people's feelings and understand motives**. When you develop social skills, **you navigate the relationships in your career more easily**. With excellent social skills, **you can cultivate, maintain and grow relationships that help you excel in your career**.

Soft skills

source: <https://www.indeed.com/career-advice/resumes-cover-letters/soft-skills>:

Soft skills are **personality traits and behaviours** that will help candidates **get hired and succeed in their work**. Unlike technical skills or “hard” skills, **soft skills are interpersonal and behavioural skills** that help you work well with other people and develop your career.

Social skills affect our everyday actions...

....e.g. job seeking:

Soft skills of the job applicant can help the recruiters to...

...to choose between qualified candidates who meet the typical requirements for the job.

Example: When two candidates have a similar academic and professional background, you're more likely to hire the one who's more collaborative and flexible.

... hire for potential; not just knowledge.

Example: For a junior position, it makes sense to look for candidates with a “willingness to learn” and an “adaptive personality”, as opposed to hiring an expert.

Sources for development and extension of your social skills:

- Opportunities for social interactions and engagement in Siegen
- Workshops and consulting services at Siegen University
- Self check and studies by digital information

Opportunities for social interactions and engagement in Siegen

▪ APOLLO THEATER SIEGEN

Helping out in the cultural section as make-up artist, prop master, prompter, treasurer, etc.

▪ MALTESER HILFSDIENST SIEGEN

Medical engagement like paramedic, telephone counseling/crisis line, hospice care, refugee relief

▪ AWO SIEGEN AND CARITAS SIEGEN

Childcare, daytime “companions” for elderly or handicapped people.

▪ INTERNATIONAL STAMMTISCH

A regular’s table for national and international students and a good opportunity to get connected.

▪ INTERNATIONAL BUDDY EXCHANGE PROGRAM

Exchange program for national and international students who join intercultural sessions together, practice foreign language skills, get connected and learn more about different countries and cultures.

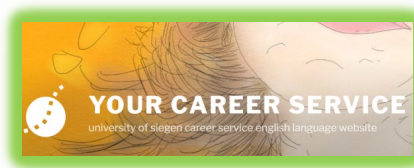
Information and addresses on „Ehrenamt in Siegen“:

<http://www.ehrenamt-siwi.de/ehrenamtsboerse>

Workshops and consulting services at Siegen University

Career Service at Siegen University / Workshops and coaching

Our topic is the future and how to shape it for ourselves. There are many **life plans**. Which one is the best for me? This is, for example, one of the questions we help you to find the answer to.



Coaching

The development of a professional perspective is a process. Certain questions in the search for the right profession cannot be answered easily, with one word or one sentence. The solution is a development that takes place when you allow yourself to ask the right questions. Coaching provides the space for this. Interested?
Then write a mail to coaching@career.uni-siegen.de

Upcoming workshops

CAREER:IMPULS 1: Job search

Thursday, December 02, 2021, 5:00 p.m. to 7:00 p.m.

CAREER:IMPULS 2: How to apply

Thursday, December 09, 2021, 5:00 p.m. to 7:00 p.m.

CAREER:IMPULS 3: Job interview

Thursday, December 16, 2021, 5:00 p.m. to 7:00 p.m.

CAREER:IMPULS 4: Time management

Thursday, January 20, 2022, 5:00 p.m. to 7:00 p.m.

CAREER:IMPULS 5: Stress management

Thursday, January 27, 2022, 5:00 p.m. to 7:00 p.m.

<https://en.career.uni-siegen.de/>

Addresses for help with the application process at the University of Siegen



Preparation for the Job Market
<https://blogs.uni-siegen.de/sieguver/en/>

Help with Application (Laura Yilmaz)

Personal Consultation

<https://blogs.uni-siegen.de/sieguver/en/vorbereitung-auf-den-arbeitsmarkt/bewerbungsunterstuetzung/>

Application check list (Order of documents, Cover Letter, CV, General Advice

<https://blogs.uni-siegen.de/sieguver/files/2021/06/Bewerbungschecklist-ENG-1.pdf>

Intercultural Topics - Information and Discussions (Christine Knie)

Workshops and Sessions/ Information Material and Links

<https://blogs.uni-siegen.de/sieguver/en/vorbereitung-auf-den-arbeitsmarkt/preparation-for-the-jobmarket-intercultural/>

Networking (Alicia Platt, Eva Grottschreiber)

International Breakfasts, Company Visits, Excursions, Engagement-Talks

<https://blogs.uni-siegen.de/sieguver/en/vorbereitung-auf-den-arbeitsmarkt/networking/>

Self check and studies by digital information

English

- <https://www.indeed.com/career-advice/career-development/social-skills>
- <https://www.indeed.com/career-advice/resumes-cover-letters/soft-skills>
- <https://resources.workable.com/hr-terms/what-are-soft-skills>
- <https://simplicable.com/new/soft-skills>
- <https://www.thebalancecareers.com/list-of-soft-skills-2063770>
- <https://www.developgoodhabits.com/soft-skills-list/>

German

- <https://karriere.unicum.de/erfolg-im-job/soft-skills>
- <https://www.stepstone.at/Karriere-Bewerbungstipps/soft-skills/>
- <https://karrierebibel.de/soft-skills/>
- <https://www.karriereakademie.de/soziale-kompetenz>