

Business Advisory Council  
Soft Skills Prioritization  
June 13, 2018

		Get Fired if Don't Do	Required for Every Job	How to get a Job	How to Keep a Job	How to Move Up	Management	Financial Literacy
1	"Attitude for gratitude" – Students need to understand the value of what they have and approach it with gratitude. They need to have appropriate expectations and appreciate feedback and coaching. It needs to be made clear that rewards aren't required and appreciate it when they receive one. One behavior to illustrate this is to say Thank You.				✓			
2	Ability to brainstorm – It is important students understand the mechanics of brain-storming. All ideas are valid in brain-storming and it is important to listen. Everyone should feel comfortable in speaking up and bounce ideas. If your idea isn't accepted or adopted, that's ok. Separate your ego from your ideas to allow yourself more room to try.					✓		
3	Own the Problem - Pay attention. Don't expect others to tell you who to be or what to do.					✓		
4	Accountability – be able to take the end goal and figure out the steps in between on your own. Take ownership and meet deadlines. If you need help, ask. Accept mistakes and don't look for blame. Be interested in on-going education (whether formal or not) and show respect to others.					✓		
5	Be on time – Changed to "be ready to work at the appointed time". For an interview, 10 minutes early is enough. More than that and it can be a problem for the interviewer. But if you aren't sure where you are going, get there early and stay in the car.	✓	✓					
6	Be present – Engage in the discussion, take action. Do not do other "stuff" while at work. Don't surf the net, no social media, no texting. Be focused on the task at hand. When your work is done, look for something else you can do that is work-related.				✓			
7	Budget awareness– Don't be wasteful - understand how your use of materials, office supplies, etc. affects the bottom line.				✓			
8	Value of money. The topics would include money, budgeting, compounding interest, how to manage payments and large purchases and how to work with a bank. Also what are good reasons to change jobs. This resulted in the addition of a Financial Literacy aspect to our discussion.							✓
9	Collaborate with others – This circled back a great deal to respect. Saying please and thank you, addressing people directly, when to talk vs. when to send email, text, social media and how those technologies change how we converse.				✓			
10	Communication skills – Verbal, written, social media and phones. How do you conduct yourself effectively on each platform.	✓	✓					
11	Written Communication - Resume proof reading, when should you use punctuation and spelling correctly, when are abbreviations appropriate, and what happens when you deal with multiple generations.	✓						
12	Conflict resolution – It was agreed this is a very complicated and in-depth topic but that there are certain traits that are desirable. Take out the emotion, don't look for blame, focus on solutions, seek first to understand and then be understood, listen to the other side and work to have both parties win were identified.						✓	
13	Deductive reasoning and problem-solving through both a team approach and as an individual					✓		
14	Entitlement vs. patience – Follow rules and understand why they are there. Have reasonable expectations. Complaining doesn't solve anything. You should have goals but understand the dues needed to be paid to reach said goals.				✓			

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15	Ethics and Values – The group agreed this was too big a topic to tackle so instead we focused on Respect.							
16	Flexibility – not everything is black and white				✓			
17	Innovation – the term “innovation” was determined to be the wrong word and was replaced with initiative. Under initiative, respectfully question things, identify a problem or task and come up with solutions or ways to improve. Don't be afraid of a negative response and know you aren't always going to have your suggestion used. Gauge your successes and failures and make sure you are on track.					✓		
18	Job Readiness – The discussion broke out in two categories. Things to do to get hired, and things to do on the job. Be ready to work, alert, awake, have the tools for the job and be organized. To get the job have the right clothes, resume, interviewing skills, job etiquette, and transportation. The other things mentioned were be organized for the next day and comprehend and implement your training.							
19	Leadership skills and different ways to lead – fits with conflict resolution						✓	
20	Listening skills – active listening, following directions, demonstration of understanding,		✓					
21	Perseverance – Once you think you are done, double check. Sticking with something all the way through is important. Not just checking it off the list. Consider the intent of the task. Don't be afraid to fail and if it doesn't work, stick with it to figure out why.		✓	✓	✓	✓	✓	
22	Practice creativity – Offer suggestions, make recommendations, understanding you have a fresh perspective, be open-minded. BUT, be careful how you present your ideas.					✓		
23	Prioritizing – Make sure you know what the priorities are, create and follow a task list, how might tasks be urgent vs. important, focus				✓	✓	✓	
24	Problem-Solving and Critical Thinking – Similar to creativity. Have specific questions vs. “now what?”		✓					
25	Process improvement – Creativity and problem-solving					✓		
26	Respect for time, process, and people – Call back, dress appropriately, follow up, listen, ask questions, compliment appropriately, offer assistance, look someone in the eye, read non-verbal cues and make sure you display the cues you intend, self-awareness, please and thank you, how you address a problem, give people the benefit of the doubt, cell phone usage, acknowledge your mistakes	✓						
27	Responsibility – Own your task, behaviors and personal development.	✓						
28	Emotional Intelligence – Pride in the work, own the job, stay busy, ask for more tasks, discipline, filter what you say, self-motivation, self-awareness, management of personal life at work appropriately					✓		
29	Use intelligence rather than be stifled by it – don't be afraid if you don't understand, respect, acknowledge people who know more than you do, reject things you don't understand, don't get in a rut and don't rush to judgement				✓			
30	Work ethic – Honest, trustworthy, give a full day of work, managing time, understand what you are supposed to do, own mistakes, work hard		✓					
31	Giving Notice - when to quit a job, how to quit, how to evaluate what is a good opportunity, etc.	✓	✓					