

Employee Soft-Skills are Vital for Organizational Performance

Employee soft-skills are vital for organizational performance, and soft-skills assessments provide a measurement of effectiveness of employee interaction that impacts synergies and ultimately performance.

Most educational curriculum focus on technical skills, and although they are urgent for today, there is an increased necessity to develop the soft-skills of employees within the organization to position them for long-term personal growth and organizational performance.

While it may be challenging, a consultant can impact habits and mindsets, and how employees interact and hold each other accountable.

Employee soft-skills training will dramatically alter an employee's ability to collaborate and contribute within an evolving and dynamic workplace. Our skills list includes:



- Conflict Resolution
- Listening
- Communication
- Teamwork
- Influence
- Problem Solving

There is nothing more consistent than change, which at a foundational level magnifies the importance and value of soft-skills throughout a person's vocational journey and their contribution to organizational performance.

As a consultant your challenge is to first create a culture of continuous learning. Technical skills may have an expiration date, however soft skills will always contribute to an employee's performance and impact all aspects of their lives.

Take the skill of "influence." Taking responsibility to influence those things that are beyond an employee's authority will not only empower their performance, but will enable them to avoid a mentality where they are simply enduring the status quo.

Or, "teamwork". Every business wants to harness the incredible energy of true teamwork, which requires insight into the dynamic interaction of its members. But each member needs the skill set that enables them to work together to achieve the goals of the organization, each other, and their stakeholders.

Small business owners are most often focused on revenue, expenses, and daily operational routines, they do not always see the obvious. Herein lies an opportunity. Assessments or surveys that capture the interpersonal skills of employees and supervisors become a fundamental resource to measure the employee experience and their impact on organizational performance.