



Section 1: Foundations of Soft Skills

Chapter 1 – What Are Soft Skills?

Think of someone you admire professionally. It can be a colleague, a leader, or a mentor. What makes them stand out probably isn't just their technical skills but how they show up. In this exercise, we'll explore the soft skills that leave a lasting impression.

Goal:

Identify and define a soft skill that inspires you, and reflect on how you can develop it yourself.

Exercise: Reflection – Who Inspires You?

Name/Role of the Person:

Soft Skill I Admire:

Why It Stands Out:

How I Want to Develop This Myself:

Noticing soft skills in others is often the first step to developing them ourselves. Use this example as a source of inspiration throughout the course.

Chapter 2 – Why Soft Skills Matter in the Workplace

Sometimes, soft skills make or break a situation. Whether navigating a tricky conversation or defusing tension on a team, these moments shape how work gets done and how people feel doing it.

Goal:

Reflect on a real-life experience to see how soft skills - or their absence - impacted the outcome.

Exercise: Spot the Soft Skill

Describe the Situation:

Soft Skill Observed (or Missing):

Impact It Had:

What I Learned From It:

Whether it was a success or a struggle, this situation reminds us how powerful soft skills really are. As you move forward, start noticing how often they're at play.

Chapter 3 – Self-Assessment: Your Soft Skills Profile

Before we can grow, we need a clear picture of where we're starting. This chapter gives you a structured snapshot of your current soft skills, including communication, emotional intelligence, adaptability, leadership, and more.

This isn't about scoring yourself "good" or "bad." It's about discovering your strengths and spotting the habits or mindsets that might hold you back, so you can grow with clarity.

Goal:

To reflect on your current soft skills using a practical self-assessment, and identify strengths to build on and areas to focus on during this course.

Exercise: Soft Skills Self-Assessment

For each statement below, rate how often it feels true in your work life or professional behavior.

1 = Never 2 = Rarely 3 = Sometimes 4 = Often 5 = Always

Don't overthink it - go with your gut and more importantly, be honest.

Soft Skill Statement	1	2	3	4	5
Communication					
I express my ideas clearly and confidently.	☐	☐	☐	☐	☐
I adapt my communication to different people.	☐	☐	☐	☐	☐
I listen fully without interrupting.	☐	☐	☐	☐	☐
I feel comfortable speaking up in groups.	☐	☐	☐	☐	☐
I give and receive feedback respectfully.	☐	☐	☐	☐	☐

Time Management					
I set clear priorities based on what matters.	☐	☐	☐	☐	☐
I stay focused and avoid distractions.	☐	☐	☐	☐	☐
I finish tasks on time without last-minute stress.	☐	☐	☐	☐	☐
I protect my energy with breaks or pauses.	☐	☐	☐	☐	☐
I handle urgent tasks without losing sight of big goals.	☐	☐	☐	☐	☐

Emotional Intelligence					
I can identify what I'm feeling in the moment.	☐	☐	☐	☐	☐
I stay calm under pressure.	☐	☐	☐	☐	☐
I notice when emotions influence my behavior.	☐	☐	☐	☐	☐
I can read when others are overwhelmed or disengaged.	☐	☐	☐	☐	☐
I respond thoughtfully in tense situations.	☐	☐	☐	☐	☐

Adaptability					
I adjust quickly when plans change.	☐	☐	☐	☐	☐
I stay open-minded when priorities shift.	☐	☐	☐	☐	☐
I embrace learning new tools or methods.	☐	☐	☐	☐	☐
I bounce back from setbacks.	☐	☐	☐	☐	☐
I adapt my style depending on the context.	☐	☐	☐	☐	☐

Teamwork & Collaboration					
I welcome different viewpoints.	☐	☐	☐	☐	☐
I support others in achieving team goals.	☐	☐	☐	☐	☐
I speak up respectfully when I disagree.	☐	☐	☐	☐	☐
I bring a collaborative mindset to group work.	☐	☐	☐	☐	☐
I help create a safe space for others.	☐	☐	☐	☐	☐

Leadership & Problem Solving					
I take the initiative to solve problems.	☐	☐	☐	☐	☐
I break down big challenges into manageable steps.	☐	☐	☐	☐	☐
I stay focused when making high-pressure decisions.	☐	☐	☐	☐	☐
I help align others around shared goals.	☐	☐	☐	☐	☐
I reflect on mistakes and learn from them.	☐	☐	☐	☐	☐

Step 1: Total Your Score

Add up all your responses. Your score out of 150: ____ / 150

Step 2: Soft Skills Snapshot

Use your total score to get a quick insight into your overall profile:

30–74 → Growing Awareness

You're building awareness of where you want to grow - and that's the first step. You may not feel confident in many areas *yet*, but this course will give you clear, actionable ways to develop the skills you're ready to strengthen.

75–119 → Strengths with Room to Grow

You're already showing up with some strong soft skills - and now it's about consistency and confidence. You'll likely recognize yourself in parts of this course, but you'll also discover areas where just a few small shifts can unlock a new level of impact.

120–150 → Strong Foundation

You've built a solid soft skills foundation. You're likely seen as a clear communicator, thoughtful collaborator, or problem-solver. Now it's about sharpening, refining, and strategically using these skills in your career.

Step 3: Category Score Breakdown

Let's look closer. Score each category out of 25 to identify your strengths and areas for growth:

- Communication _____
- Time Management _____
- Emotional Intelligence _____
- Adaptability _____
- Teamwork & Collaboration _____
- Leadership & Problem Solving _____

Step 4: Reflect

Take a few minutes to think about what this assessment revealed:

Which area is your **strongest**? What do you think makes it strong?

Which is your **lowest**? Why might that be?

What *surprised* you about your scores?

What are you **proud of**?

Which skill area would make the biggest difference in your work or confidence if it improved just 10%?

What to Do with This Insight:

You don't need to "fix everything" at once. Choose **one or two areas** to focus on during the course.

Track your growth, try the tools we'll give you, and revisit this assessment at the end of the program to see how far you've come.

This is your starting point, and it's already full of potential.

Chapter 4 – Setting Your Growth Focus

Soft skill development becomes more powerful when it's specific and intentional. That's where goal-setting comes in.

Goal:

Identify your top focus areas and turn them into SMART goals to guide your development over the next 4–6 weeks.

Exercise: Soft Skills Growth Plan

Step 1: Choose Your Top 2–3 Focus Skills

(Look back at your self-assessment to guide your choice.)

Which area feels most frustrating in your daily work?

Which skill would make the biggest difference?

What are you genuinely curious to develop?

My Focus Skills:

- 1.
- 2.
- 3.

Step 2: Build SMART Goals for Each

Skill Focus Skill #1

What do I want to achieve?

How will I measure success?

Is this doable in my current routine?

Why does this matter to me right now?

What's the deadline or timeframe?

Focus Skill #2

What do I want to achieve?

How will I measure success?

Is this doable in my current routine?

Why does this matter to me right now?

What's the deadline or timeframe?

Focus Skill #3 (Optional)

What do I want to achieve?

How will I measure success?

Is this doable in my current routine?

Why does this matter to me right now?

What's the deadline or timeframe?

Look at your goals. Which one are you most excited about? Which one feels the most challenging? These insights will help you stay motivated and focused as you build new habits.

Chapter 5 – Building Habits & Accountability

Goals need support systems. This chapter helps you build the routines and accountability that will help your soft skills grow over time, not just in theory, but in practice.

Goal:

Design your habit and tracking system to make your soft skill development stick.

Exercise: Soft Skills Growth System

Focus Skill #1

Micro-Habit (daily or weekly action):

Tracking Method (e.g., journal, calendar, app):

Accountability Plan (e.g., weekly check-in, partner, digital reminder):

Focus Skill #2

Micro-Habit (daily or weekly action):

Tracking Method (e.g., journal, calendar, app):

Accountability Plan (e.g., weekly check-in, partner, digital reminder):

How will you celebrate small wins along the way?

Small habits, repeated over time, lead to big change. Your system doesn't need to be perfect; it just needs to be consistent enough to keep you on track.