Soft Skills: A Key Ingredient for Career Success

2020 ACE of Florida Virtual Conference

Lesley Mace
Federal Reserve Bank of Atlanta – Jacksonville Branch
Lesley.Mace@atl.frb.org

The views expressed are mine, and not necessarily those of the Atlanta Fed or the Federal Reserve System.
Employability Skills Include:

• Academics and critical thinking
  – Reading, writing, math, decision making, problem solving, analysis, planning, technology use, etc.

• Occupational skills
  – The experience, education, and/or training to do the job.

• Soft skills
  – Communication, teamwork, responsibility, successful interpersonal relationships, leadership, time and resource management, adaptability, integrity, etc.
Why Are Employability Skills Important?

- Employability skills are those needed to
  - *Get* a job,
    - Career exploration and self assessment
    - Academics
    - Occupational skills
  - *Keep* a job,
    - Applied academic knowledge and occupational skill
    - Continued learning
  - *Succeed* in a job!
    - Soft skills
Soft Skills Survey

Wall Street Journal Business Executive Survey:

- 90% said soft skills are equally or more important than technical skills

- 89% said it was very or somewhat difficult to find people with these attributes
What are soft skills?

LinkedIn Hiring Manager Survey:
• 58% say a lack of soft skills in job candidates is limiting their company’s productivity
• Ability to communicate was deemed most important

• Communication
• Enthusiasm & Attitude
• Teamwork
• Networking
• Problem Solving & Critical Thinking
• Professionalism
Keeping a Job
What is the primary reason employees lose their jobs?

Attendance and punctuality are the primary reasons employees get fired.

55.4%
Importance of Soft Skills

The next reason for termination is **poor quality work**.
The Winning Edge

Success is 15% Hard Skills
And 85% Soft Skills

Soft skills give you that winning edge to move ahead in personal, professional and social lives.

“We now have very hard evidence that you have to have soft skills in order to succeed.”

- James Heckman, Economist and Nobel Laureate
• Developed by U.S. Department of Labor
• Focuses on teaching “soft” or workforce readiness skills to youth and young adults
• Modular hands-on, engaging activities
• Focuses on the six key soft skills areas
• Includes short videos

https://www.dol.gov/agencies/odep/topics/youth/transition/soft-skills
Communication skills are ranked **FIRST** among a job candidate’s “must have” skills and qualities.
Skills Employers Desire

Communication

• Verbal (sounds, language, and tone of voice)
• Aural (listening and hearing)
• Non-verbal (facial expressions, body language, and posture)
• Written (journals, emails, blogs, and text messages)
• Visual (signs, symbols, and pictures)
Why Are Communication Skills Important?

• It is important to develop a variety of skills for both communicating TO others and learning how to interpret the information received FROM others.

• To an employer, good communication skills are essential.
Communication Activities

Listen Hear!

• This quick activity is designed to get participants to start thinking about the importance of two-way communication.
Communication Activities

• What’s the Point?

• Flipping the Switch

• Oh Puh-leeze!

• Quit Talkin’! I know What to Do: *Read everything before you do anything*
Enthusiasm & Attitude

Having a positive attitude in the workplace can help with potential promotions. Employers promote employees who not only produce, but also motivate others in the workplace.
Skills Employers Desire

Enthusiasm & Attitude
• Initiative/Self-starter
• Be goal driven
• Do more than is expected
• Remain positive
• Work Ethic
• Be excellent

“Be hungry.....have a desire to learn.”

“Our employees must be a self-starters to get ahead here.”

“Admit your mistakes so they can be fixed quickly”

Source: Survey Feedback Received Spring 2016 from Various Middle Tennessee Employers
Enthusiasm & Attitude Activities

Never Underestimate the Power of PMA

- PMA, or Positive Mental Attitude, is one’s ability to maintain the belief that he or she can transform or change a tough situation into something better.

- This activity will help participants take difficult situations and find ways to EMPOWER themselves to turn negative thinking into positive thinking.
Never Underestimate the Power of PMA

Each participant will take turns rolling the dice two or three times and complete the following statement upon each roll:

Roll a 1: I am thankful for...
Roll a 2: Other people compliment me on my ability to...
Roll a 3: Something I would like other people to know about me is...
Roll a 4: I feel really good about myself when....
Roll a 5: I am proud of my ability to...
Roll a 6: Something nice I recently did for someone else was...
Enthusiasm & Attitude Activities

Life is Full of Hard Knocks

• Failing is a part of life. In fact, it accounts for many, many successes – for without failing, success is almost impossible.

• Learning how to bounce back from failure is not always easy, but it is necessary.

I've missed more than 9000 shots in my career.
I've lost almost 300 games.
26 times, I've been trusted to take the game winning shot and missed.
I've failed over and over and over again in my life.
And that is why I succeed.

- Michael Jordan
Activity 7a. Success or Failure?

CAN YOU NAME....

1. ...a famous person who was defeated seven times while running for political office?

2. ...a cartoonist who was told by the editor of the Kansas City newspaper, “It’s easy to see from these sketches that you have no talent.”

3. ...an author whose first children’s book was rejected by 23 different publishers?

4. ...a famous singer who was fired after his first performance at the Grand Ole Opry?

5. ...a famous actress who dropped out of high school and held a variety of odd jobs, including doing the hair and make-up for corpses, before finally succeeding in show business?

6. ...a famous author who lived on welfare for years in an apartment infested with mice?

7. ...a famous athlete who was cut from the varsity basketball team his sophomore year in high school?

8. ...an inventor who was thrown out of school in the early grades because his teachers thought he couldn’t learn?

9. ...a famous Harvard University drop out?

10. ...an inventor of a fried chicken recipe that was rejected by more than 1000 restaurant owners?
The ability to work as part of a team is one of the most important skills in today’s job market. Employers are looking for workers who can contribute their own ideas, but also want people who can work with others to create and develop projects and plans.
Skills Employers Desire

Teamwork

- Collaboration & team skills – must be able to work with others
- Ability to build and maintain relationships
- Work as a team both with those in the same location and those who are remote
Teamwork is Essential to Success

Teamwork involves building relationships and working with other people using a number of important skills and habits:

• Working cooperatively
• Contributing to groups with ideas, suggestions, and effort
• Communication (both giving and receiving)
• Sense of responsibility
• Healthy respect for different opinions, customs, and individual preferences
• Ability to participate in group decision-making
How Many Shapes Does it Take?

- It takes all types of team members to create a balanced, cohesive team.
- This activity will give participants the opportunity to gain a better understanding of the roles different people play on a team and the importance of each role.
How Many Shapes Does it Take?

- Teams are made up of people who perform different roles.
- Think about a sport team. What might happen if one basketball player hogged the ball all of the time?
- Not only does it take different types of players to make a team effective; it takes all kinds of shapes, too.
- There are five different shapes hanging around the room. What if I told you that knowing whether you, your co-workers and friends are squares, rectangles, circles, triangles, or squiggles could help you build better teams and better careers?
- Take a minute to think about what shape is most appealing to you.
How Many Shapes Does it Take?

**Square**: you are a organized, logical, and hardworking person who likes structure and rules. Sometimes you have trouble making decisions because you always want more information. You feel most comfortable in a stable environment with clear directions on what to do. You tend to like things that are regular and orderly. You will work on a task until it is finished, no matter what.

**Spotting a square**: they appear to move “straight,” use precise or specific gestures, love routine, and are very concerned with detail. You are also very neat in appearance and workspace. You do a lot of planning and are always prompt.
How Many Shapes Does it Take?

**Rectangle**: you are courageous, exciting, and inquisitive explorer who always searches for ways to grow and change. You enjoy trying things you’ve never done before and love asking questions that have never been asked. You like structure, and will often be the person to be sure things are done the proper way, taking all rules and regulations into consideration. When you are given a task you will start organizing it to be sure it can be done in the most systematic way.

**Spotting a rectangle**: These people often have “fleeting eyes and flushed faces.” They also tend to giggle and they like variety. For example, they’ll come into work early or late – but not on time. And those who have offices tend to be disorganized with a mishmash of furniture.
How Many Shapes Does it Take?

**Triangle:** you are a born leader who’s competitive, confident, and can make decisions. You also like recognition. You are goal oriented and enjoy planning something out and then doing it (you are motivated by the accomplishment). You will tend to look at big long-term issues, but might forget the details. When given a task you set a goal and work on a plan for it. American business has traditionally been run by triangles and, although usually men, more women are taking those roles today.

**Spotting a triangle:** They have powerful voices, love to tell jokes, and they play as hard as they work. They also tend to be stylish dressers.
How Many Shapes Does it Take?

**Circle**: you are social and communicative. There are no hard edges about you. You handle things by talking about them and smoothing things out with everybody. Communication is your first priority. When given a task, you will want to talk about it. You are a “people person,” with lots of sympathy and consideration for others. You listen and communicate well and are very perceptive about other people’s feelings. You like harmony and hate making unpopular decisions.

**Spotting a circle**: They are friendly, nurturing, persuasive, and generous. They tend to be relaxed and smile a lot. They’re talkative, but have a mellow voice. They also have a full laugh and like to touch others on the shoulder and arm.
How Many Shapes Does it Take?

**Squiggle**: you are “off-the-wall” and creative. You like doing new and different things most of the time and get bored with regularity. When given a task, you will come up with bright ideas about how to do it. But you don’t think in a deliberate pattern from A to B to C. Instead, you tend to jump around in your mind, going from A to M to X.

**Spotting a squiggle**: They can be “flashy,” dramatic, and extremely creative – and they don’t like highly structured environments. Both men and women squiggles tend to be funny and very expressive. They also have great intuition. Most performers and writers are squiggles.
How Many Shapes Does it Take?

• Do you think people have the characteristics of more than one shape?
• Why do you think it is important to have all different shapes working on the same team?
  • The square, rectangle, and triangle are all **convergent**. This means they are working TOWARDS something specific and finite, and they do it in a logical and systematic way. But they might be lacking in personal creativity.
  • The circle and squiggle are **divergent**. This means they are creative, extroverted, and intuitive. They will reach out around them in new areas and to other people. But they aren’t particularly systematic or dependable.
Networking

When it comes to finding a job, you’ve got to network! According to Cornell University’s Career Center, 80% of available jobs are not advertised. These jobs are often referred to as the “hidden job market.”
Skills Employers Desire

Networking

• Social media—how/when to use for work & networking

• Email (not texting)
  • Using complete sentences
  • Free of text abbreviations and emoticons

• Interviews
  • Appropriate work-related responses and questions
Email vs. Texting

WYD? R u able 2 help me with the thing ur boss told me 2 do?
Many teens and young adults consider email an “adult” way to communicate and would rather communicate in real-time with texting or other forms of social media.

When it comes time to apply to college or for a job, email skills will most likely be necessary. Therefore, an understanding of “email etiquette” is worthy of discussion.

This activity will offer participants the chance to challenge themselves to translate text to English and then discuss some of the classic rules of email.

- Make sure your email address is business appropriate. Avoid addresses such as hotfoxychick@xyz.net, itsallaboutme@abc.com, or partyanimal@mno.me.
Virtual Learning

**HOW TO EMAIL A TEACHER**

1. **SUBJECT LINE**
   - 2-5 word summary of the email
   - Missing Grade
   - Homework Question
   - Late Work

2. **BEGIN WITH A GREETING**
   - Good Morning
   - Hello
   - Good Afternoon
   - This is in the body of the email

3. **BODY OF THE EMAIL**
   - I am writing because……
   - I need help help……
   - I am confused by……
   - This is in the body of the email

4. **CLOSING**
   - Thank you
   - Have a nice day!

5. **SIGN YOUR NAME!**

**General Tips:**
- Be sure to use proper capitalization & punctuation.
- Always use proper grammar.
- Plz spell out ur words.
  - Please spell out your words.
Problem Solving & Critical Thinking
Skills Employers Desire

Problem Solving and Critical Thinking

• Analyze simple to complex problems
• Apply reading, writing, and math skills in the workplace
• Use reputable sources
• Innovation & creativity
Praise, Criticism, or Feedback?

• In a work setting, we give and receive many different types of information.

• The purpose of this activity is to help participants determine the differences between criticism, praise, and feedback – not only how to offer it, but how to receive it as well.

- “You look great today.”
- “You’ve improved a lot this week.”
- I found it difficult to evaluate this resume because it was messy.”
- I liked it much better when we got to choose the projects instead of being assigned to one.
Professionalism

Employers want new workers to be responsible, ethical, and team oriented, and to possess strong communication, interpersonal, and problem solving skills. Wrap these skills up all together and you’ve got professionalism.
Skills Employers Desire

Professionalism

• Customer service
• Respect
• Honesty
• Punctuality
• Appropriate attire
• Pay attention to detail

Definition
Professionalism
The consistent use of the skills, good judgement, courtesy, honesty, and responsibility expected in a business environment.
Emphasized **workplace professionalism** as a sought-after skill.
Develop Your Game Face
Professional Work Attitudes

• As an employee, your attitude at work contributes to your work environment and how you get along with your co-workers and supervisors.

• A positive attitude can improve morale and increase productivity for all.

• Activities generate a discussion about workplace attitudes (of both supervisors and co-worker) and how these attitudes impact those around us, as well as giving participants a quick way to rate themselves and their own professional actions.
Skills to Pay the Bills
Mastering Soft Skills for Workplace Success

https://www.dol.gov/agencies/odep/topics/youth/transition/soft-skills
No Frills Money Skills Video Series

The No-Frills Money Skills video series covers a variety of personal finance topics. The brief videos use clear, simple language, and graphic elements so that viewers can better visualize the personal finance content being presented. In the end, they will see how important these concepts are to their everyday lives.

To provide students with online questions following each video, register your class through the Econ Lowdown Teacher Portal. Learn more about the Q&A Resources for Teachers and Students.

https://www.stlouisfed.org/education/no-frills-money-skills-video-series
Video Vignettes

**Episode 8 - Soft Skills**

**Video**

This video stresses the importance of academic preparedness and introduces soft skills and professionalism. By viewing examples using several workplace scenarios, students learn about the importance of soft skills in the workplace, including communication, cooperation, professionalism, work ethic, and many others. Students learn several key concepts about interviewing for, obtaining, and keeping a job.
Econ Lowdown

Hi, Lesley.

Welcome to the Instructor Management Panel.

If you are interested in setting up a classroom and enrolling students in an online course or video, click on Add Classrooms below. Once you have a classroom set up, you can access information about your students’ progress in the course, add or delete students, poll your students, or conduct other classroom management features.

Preview hundreds of resources and assign them to students in our Resource Gallery.

Sign up for CPDU credit or FRB certification through Professional Development.

If you have any questions or concerns, please contact us at economiceducation@stis.frb.org.

https://www.econlowdown.org
Soft Skills: Success May Depend on Them
A Primer for Young Adults Seeking Employment

Kris Bertelson, Senior Economic Education Specialist

“Nothing ever comes to one that is worth having, except as a result of hard work.”
— Booker T. Washington, Educator and founder of the Tuskegee Normal and Industrial Institute (Tuskegee University)

Hopefully Booker T. Washington’s words inspire you to do your best in school, but Peggy Klaus has some sage advice as well: “Soft skills get little respect but will make or break your career.” Peggy Klaus is a leadership coach and the author of The Hard Truth About Soft Skills: Workplace Lessons Smart People Wish They’d Learned Sooner. To get a glimpse of soft skills—and their importance—imagine the following job interview scenario:

Prospective employer: I see on your resume that your GPA is 3.98.
Job applicant: Yes.
Prospective employer: That’s quite impressive.
Job applicant: Thanks.
Prospective employer: Your background in IT is just what we’re looking for.
Job applicant: Hmm.
Prospective employer: We’re looking for someone who can act as a liaison between the users and the IT department.
Job applicant: Okay.
Prospective employer: So we need someone with great communication skills.
Job applicant: Okay.
Prospective employer: How would you assess your communication skills?
Job applicant: Okay.
Prospective employer: Well, it was nice meeting you. I don’t think our company is the right fit for you.
Job applicant: Okay.
Enthusiasm & Attitude

Soft Skills: Success May Depend on Them
A Primer for Young Adults Seeking Employment

- 40% Attitude
- 25% Image or Appearance
- 25% Communication Skills
- 10% Job Skills
First Impressions

Would not hire a job candidate with poor personal hygiene.
First Impressions

Would not hire a job candidate with inappropriate attire or facial piercings, other than the ears.
Deal Breakers?
Lesson Plans: Soft Skills

Soft Skills Lingo Bingo

Lesson Author

Julie Kornegay, senior education program manager at the Federal Reserve Bank of Atlanta Birmingham Branch

Lesson Description

In this lesson, students hear from industry experts why soft skills are important and what skills they are looking for from job candidates. Once students understand why these skills are important, they will then participate in a matching game that will allow them to examine various soft skills mentioned. Students then complete an assessment to self-evaluate strengths and weaknesses and identify strategies to develop skills that need improvement. Students will then apply the vocabulary they have learned to determine the correct answers in a bingo game.

Soft Skills Lingo Bingo

Handout 1: Matching Cards

<table>
<thead>
<tr>
<th>Attitude</th>
<th>A behavior a person adopts toward other people, things, incidents, or happenings.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication</td>
<td>The ability to convey information to another person effectively and efficiently.</td>
</tr>
<tr>
<td>Criticism</td>
<td>The expression of disapproval of someone or something on the basis of perceived faults or mistakes.</td>
</tr>
<tr>
<td>Ethics</td>
<td>Moral principles that govern a person's behavior or the conducting of an activity.</td>
</tr>
<tr>
<td>Human capital</td>
<td>The skills, knowledge, and experience possessed by an individual or population.</td>
</tr>
</tbody>
</table>

Handout 2: Soft Skills Self-Assessment

Identify three soft skills that you believe are areas of strength for you. Think about traits that your employer, your teachers, or your coaches have mentioned as a starting point.

1. 
2. 
3. 

Now identify two soft skills that you know you could improve. Everyone has areas where they can develop. Then, for each skill you identify, list some ways that you could develop that skill.

<table>
<thead>
<tr>
<th>Skill to Improve</th>
<th>My Plan for Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Soft Skills Lingo Bingo

## Handout 3: Bingo Card

Use the word bank to fill out your bingo card. Write one word in each space. There will be an additional space left over. Allow students to use an additional FREE space to complete the card.

<table>
<thead>
<tr>
<th>Attitude</th>
<th>Communication</th>
<th>Ethics</th>
<th>Initiative</th>
<th>Interpersonal skills</th>
<th>Leadership</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listening</td>
<td>Motivation</td>
<td>Negotiation</td>
<td>Networking</td>
<td>Patience</td>
<td>Perseverance</td>
</tr>
<tr>
<td>Perseverance</td>
<td>Problem solving</td>
<td>Professionalism</td>
<td>Resilience</td>
<td>Self-awareness</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Skills mismatch</td>
<td>Productivity</td>
<td>Human capital</td>
<td>Soft skills</td>
<td>Criticism</td>
<td>FREE</td>
</tr>
</tbody>
</table>

**FREE**

## Handout 4: Soft Skills Matching

Match the terms below with the best description. Each word is used only once.

<table>
<thead>
<tr>
<th>Criticism</th>
<th>Resilience</th>
<th>Initiative</th>
<th>Perseverance</th>
<th>Interpersonal skills</th>
<th>Teamwork</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perceptiveness</td>
<td>Self-awareness</td>
<td>Leadership</td>
<td>Communication</td>
<td>Networking</td>
<td>Ethics</td>
</tr>
<tr>
<td>Patience</td>
<td>Human capital</td>
<td>Productivity</td>
<td>Professionalism</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. A behavior a person adopts toward other people, things, incidents, or happenings.
2. The ability to convey information to another person effectively and efficiently.
3. The expression of disapproval of someone or something on the basis of perceived faults or mistakes.
4. Moral principles that govern a person's behavior or the conduct of an activity.
5. The skills, knowledge, and experience possessed by an individual or population.
6. The power or ability to begin or to follow through energetically with a plan or task.
7. The skills people use to interact and communicate with individuals in an organizational environment.
8. A person who guides or directs a group by establishing a clear vision, sharing that vision with others so that they will follow willingly, and providing the information and knowledge and methods to realize that vision.
9. The active process of receiving and responding to spoken messages.
10. To stimulate interest in or enthusiasm for doing something.
11. Discussions between people who have different aims or intentions, during which they try to reach an agreement.
12. The action or process of interacting with others to exchange information and develop professional or social contacts.
13. The capacity to accept or tolerate delay, trouble, or suffering without getting angry or upset.
14. Having or showing an ability to understand or notice something easily or quickly.
Teamwork

Are You up to the Test?
A look at employment tests, following directions, and teamwork

Are Teams More Productive?

You will have 10 minutes to create a chain using the following instructions.

- You should have two sheets of a primary color and two sheets of an accent colored paper.
- Fold the paper in half so the top and bottom of the page meet.
- Using a ruler, measure and mark two-inch columns across the paper.
- Cut the paper into two-inch strips for a total of four strips. Then cut the strips in the center where it was folded for a total of eight strips per piece of paper.
- To assemble the chain, take a strip of paper and join the ends with tape, creating a circle. Take the next strip and insert it through the middle of the circle and join the ends with tape. Continue this process using the following sequence.

1. Six strips of primary
2. Four strips of accent
3. Two strips of primary
4. Six strips of accent
5. Four strips of primary
6. Two strips of accent
You will now work in teams of four to complete your chains.

**Teamwork** is a crucial part of a business. It is often necessary for colleagues to work well together to be successful.

You will have another 10 minutes to work as a team to create the longest chain. You may use your work from the last round, but you must keep the original sequence.

1. Six strips of primary
2. Four strips of accent
3. Two strips of primary
4. Six strips of accent
5. Four strips of primary
6. Two strips of accent
Soft Skills for Your Future Job

Handout 1: Soft Skills Self-Assessment

1. Read the article Top 10 Soft Skills for Success (http://www.nationalseftskills.org/top-10-soft-skills-for-success/).
2. For each soft skill, take notes about the specific skill during the classroom discussion.
3. Look at the list of soft skills in column 1, then put a check mark in the column to the right that best describes your expertise in performing each soft skill.
4. In the last column, describe the reason you rated yourself as you did for each of the soft skills.

<table>
<thead>
<tr>
<th>Soft Skills</th>
<th>Rate yourself at each soft skill</th>
<th>Good</th>
<th>OK</th>
<th>Want to improve</th>
<th>Why do you think you are good, OK, or want to improve in this area?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dependability Notes:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Motivation Notes:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication Notes:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commitment Notes:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Creativity Notes:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Problem solving Notes:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flexibility Notes:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Teamwork Notes:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leadership Notes:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time management Notes:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Handout 2: Evaluating Soft Skills Needed for Your Future Job

1. Go to the Occupational Outlook Handbook (www.bls.gov/ohh). From the Occupation Groups on the left, click on a group, then select one of the occupations.
2. Click on the occupation title to display the Summary page for that occupation.
3. Look for the tab How to Become One, and click on it. Scroll down to Important Qualities and use this information to identify the soft skills for the occupation. Complete the matrix below.
4. Repeat this process for each additional occupation. To return to the home page, click OOH Home on the upper left of the toolbar.

<table>
<thead>
<tr>
<th>Soft Skills</th>
<th>Occupation Title 1</th>
<th>Occupation Title 2</th>
<th>Occupation Title 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Soft Skill 1 Skill and description</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Soft Skill 2 Skill and description</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Soft Skill 3 Skill and description</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Soft Skill 4 Skill and description</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Soft Skill 5 Skill and description</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

www.frbatlanta.org/education
What soft skills would you like to see improved in your students?
WRAP UP

QUESTIONS?

Find information about other upcoming programs and classroom resources at:

https://www.frbatlanta.org/education