

The Importance of Soft Skills

Preparing for success in college or the workforce takes more than a proficiency in academic and technical skills. Research has shown that **soft skills, sometimes called 21st Century Skills**, are just as important as academic and technical skills, and are the foundation for overcoming obstacles that lead to success in the workplace and achievement in life.

Employers are increasingly looking for people with strong soft skills because to succeed in the workplace an employee needs to **get along with others, have a positive attitude**, be able to **work well as part of a team**, and be able to **think creatively and critically**. However, many employers are having difficulty finding the right candidates with the necessary soft skills to meet the needs of today's workplace.

The *Conference Board of Canada's Employability Skills Profile* identifies critical attributes such as **honesty, persistence, a positive attitude to change**, and the **interpersonal or "people" skills** that help job seekers successfully interact with others in the workplace.



A survey of Human Resources professionals found that the majority (69%) of employers say that it's a candidate's hard or technical skills on a resume that will determine if they're chosen for an interview. Once at the interview, however...

...according to

56%

of those same HR professionals, it's your soft skills, especially interpersonal relations that will get you the job.

SkillBott™

SkillBott™ is the first online curriculum that teaches the soft skills people need to succeed in the workplace.

Bringing EMPLOYMENT Readiness to You

SkillBott™ is the first online curriculum that teaches the soft skills people need to succeed in the workplace. **By the end of the program, learners will have developed the attitude, communication, interpersonal, work ethic, leadership and critical thinking skills increasingly in demand by employers today.** Having mastered these important soft skills, learners will not only understand what will be expected of them when they enter the workforce, but they will be a step ahead of their peers, having gained the employability skills that promote success on the job.

Bringing COLLEGE & CAREER Readiness to You

Anyone who has faced a barrier to success in the traditional school environment now has a way to get back on a path to personal and career success with SkillBott™, the essential starting point for developing a rewarding and lasting career pathway. SkillBott's™ College and Career Readiness curriculum prepares teens and young adults for success in college by teaching students the skills and social behaviours they need to **overcome challenges and build resiliency in life.** Students can explore personal interests, values and skills

that lead to dozens of career paths. They will improve their social and work competencies by learning **personal maturity** and **professional conduct behaviours** through experiential lessons that focus on job readiness, job attainment and job retention. With SkillBott™, students will not only master the critical soft skills that promote success at college, but they will also build the skills they need to be successful in the workplace and become **independent, productive members of their communities.**





The report, *9 Soft Skills No Immigrant Should Be Without*, emphasizes soft skills are even more important for newcomers to Canada. Often immigrants are told by potential employers: "You have no Canadian experience." What exactly does this mean? It is actually a vague way of employers saying: you lack the soft skills."



75
interpersonal and
professional skills

The SkillBott™ Advantage

In a dynamic, interactive and engaging way, SkillBott™ delivers 75 interpersonal and professional skills in 6 main categories:

- **On-the-Job Skills**
Attendance, consistency, politics, relationships, multi-tasking, meetings, integrity
- **Communication Skills**
Listening, criticism, taking advice, networking, rules, emotions, persuasion, ambiguity
- **Interpersonal Skills**
Customer care, compromise, cultural sensitivity and awareness, attitude, creating opportunity
- **Job Finding Skills**
Interviewing, cover letter, resumes, applications, first impressions, dress and dining etiquette
- **Self-Improvement Skills**
Time management, finding direction, teamwork, goal setting, self-assessment, leadership
- **Social Media & Internet Skills**
Digital etiquette, Internet use, InterNetworking, job search tools, career strategy



Programs that Benefit

SkillBott™ equips people of all ages, career paths and ethnic backgrounds. Program activities are based on requests from business and industry for employees to understand responsibility in the workplace. Participants in the program have included, but are not limited to:

Youth Programs	Drop-out Prevention Programs
Employment Readiness Programs	EI Recipients
Corporate Onboarding Programs	Social Assistance Recipients
Prison Pre-release Programs	At-Risk Students
Juvenile Justice Programs	Veterans
College Readiness Programs	Co-op Education Programs

➤ In a survey of 256 Canadian employers, conducted by Workopolis, on-the-job experience, interpersonal skills, and technical abilities are what employers want. And soft skills outweigh technical skills.



eskilon
LEARNING SOLUTIONS INC.

Essential Skills Online

Eskilon Learning Solutions provides employment organizations with innovative Web-based tools and resources to enhance college and career readiness programs that help people further their education or training, and gain the skills they need to find and keep employment.

Together, our online resources — **SkillBott™**, **ESPORT™** and the **Employment Readiness Scale™** — deliver a complete and dynamic pathway for learners to thrive in the workplace and in life.