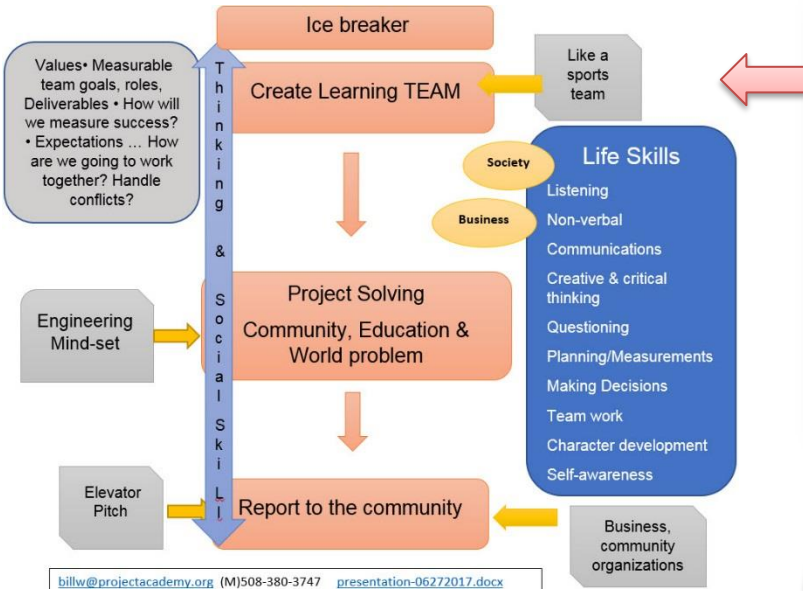


Life-skills / Soft skills = Attributes that enable interaction between people in Business/ Society/ Education



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KEY COMPONENTS TO TEAMWORK:

- ▶ Respecting others
- ▶ Active listening
- ▶ Being reliable
- ▶ Actively participating
- ▶ Communication with your team members
- ▶ Solving problems as a group

KEY COMPONENTS TO COMMUNICATION:

- ▶ Verbal communication
 - ▶ Listening
- ▶ Nonverbal communication
- ▶ Written communication
- ▶ Emotional awareness
- ▶ Communicating in difficult situation

KEY COMPONENTS TO ATTITUDE:

- ▶ Determining to have a positive attitude
 - ▶ Keeping your focus
 - ▶ Doing your best
- ▶ Responding to guidance and direction
 - ▶ Controlling your emotions
 - ▶ Being flexible

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KEY COMPONENTS TO SOCIAL SKILLS:

- ▶ Interpersonal skills
- ▶ Controlling your emotions
- ▶ Socializing at work
 - ▶ Networking
- ▶ Responding to conflict
- ▶ Helping customers

KEY COMPONENTS TO CRITICAL THINKING:

- ▶ Gathering information
- ▶ Analyzing information
- ▶ Applying information
- ▶ Forming a hypothesis
- ▶ Decision making
- ▶ Problem solving

KEY COMPONENTS TO PLANNING AND ORGANIZING:

- ▶ Prioritizing
- ▶ Time management
- ▶ Coordinating resources
 - ▶ Delegating
- ▶ Creating systems
- ▶ Planning ahead

KEY COMPONENTS TO PROFESSIONALISM:

- ▶ Knowledge of workplace expectations
 - ▶ Personal responsibility
 - ▶ Workplace ethics
 - ▶ Physical appearance
 - ▶ Using proper language
 - ▶ Minding your manners

Cognitive Tools for Business Processes:

<i>Project Management</i>	<i>End to end processing</i>	<i>Problem Solving</i>
<i>Process mapping</i>	<i>Digital literacy</i>	<i>Time management</i>
<i>Learning process</i>	<i>Customer focus</i>	<i>Process simplification</i>

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