



With David Grimes

# Harder Look at Soft Skills

**How Can Teachers  
Close the People and  
Communication Skills  
Gap in Students**

# Welcome.

*soft skills*

A hand holding a blue marker is shown drawing a white arrow on a dark blue background. The arrow starts as a horizontal line under the text 'soft skills' and then curves upwards and to the right, pointing towards the word 'Welcome.' in the top left corner.

# Employability Skills



# That's Interesting!

Regarding professionalism  
and communication skills...



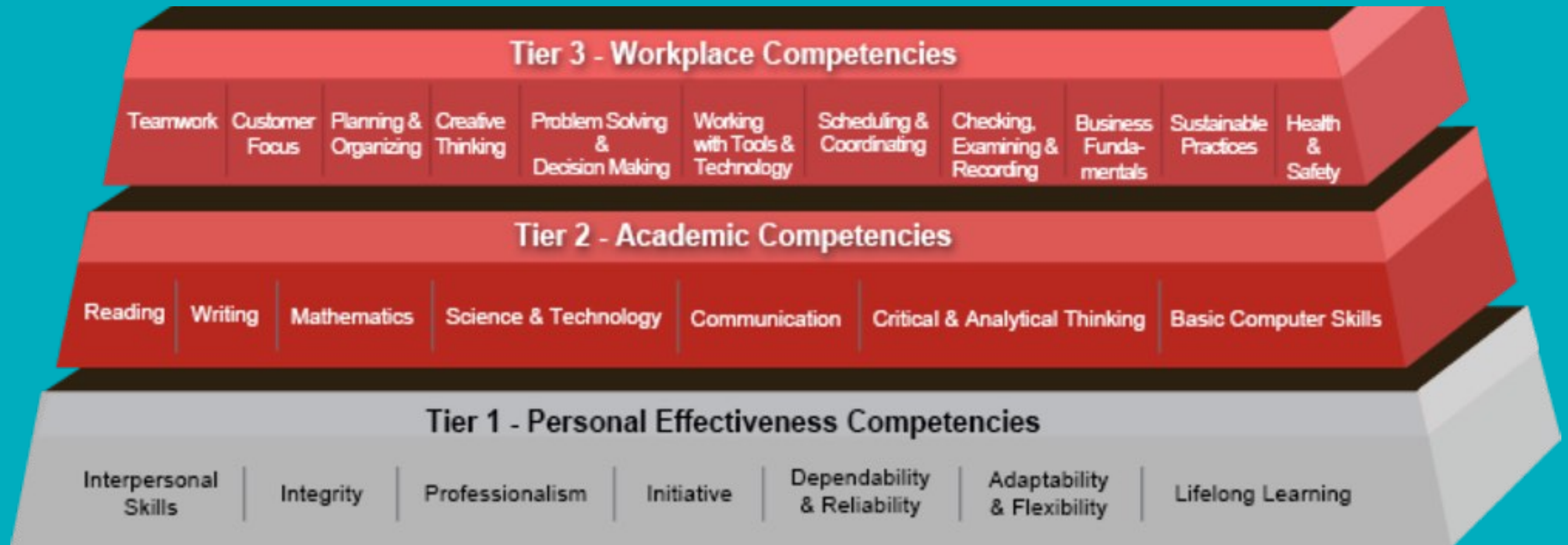
COMPETENCY	% OF EMPLOYERS THAT RATED RECENT GRADS PROFICIENT*	% OF STUDENTS WHO CONSIDERED THEMSELVES PROFICIENT**
Professionalism/ Work Ethic	42.5%	89.4%
Oral/Written Communications	41.6%	79.4%



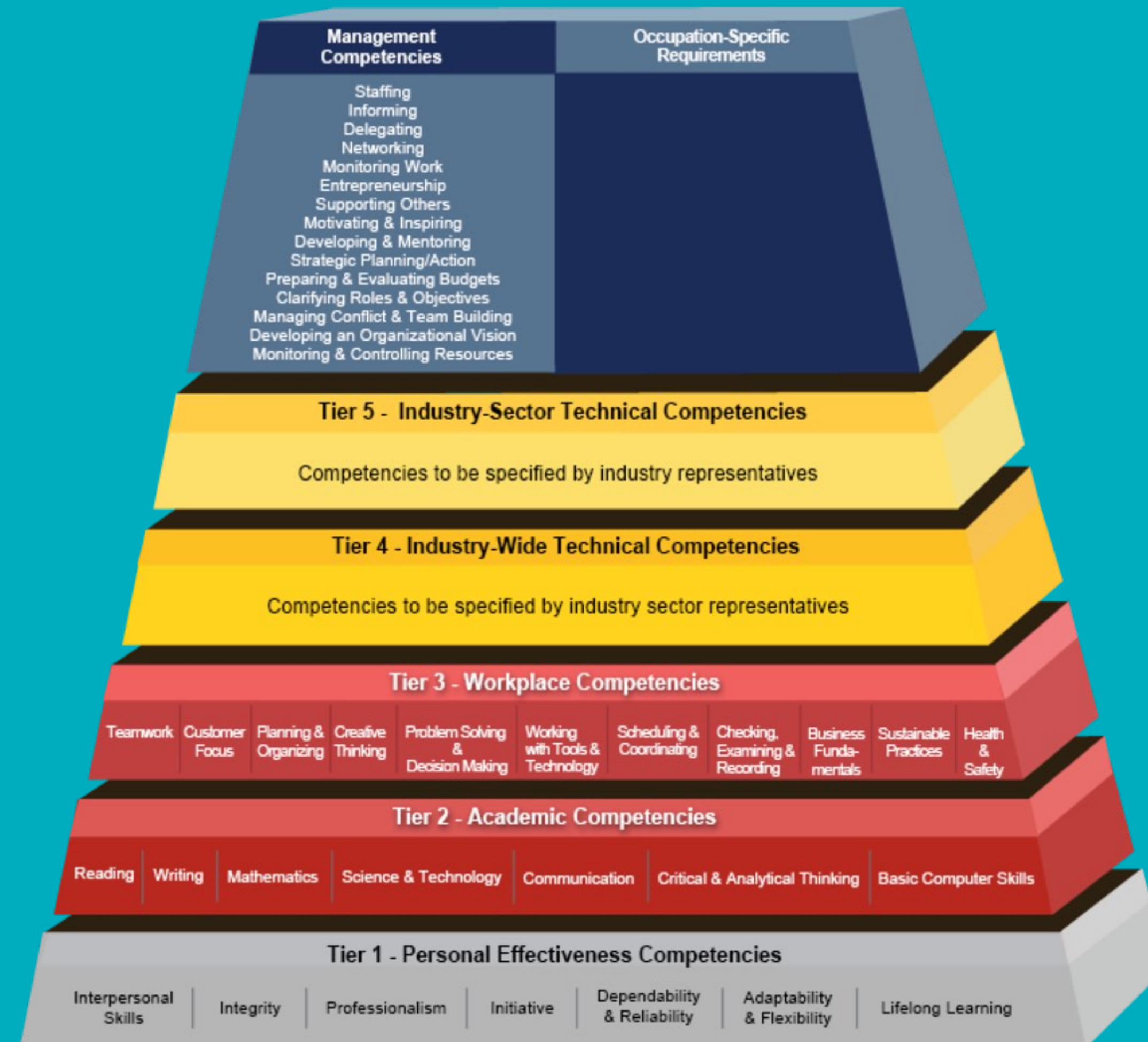
# Competency Model



# Competency Model



# Competency Model



# Employability Skills





# Teaching Strategies





# Online Discussion

# Tips

- Ask yourself: What is your pedagogical goal?
- Use action verbs instead of a general, “Tell me about” or “What do you think about...”
- Deliver the two deadline approach



# Tips Continued...

- Use smaller group discussions
- Divide up the students into different discussions with same prompt
- Offer choice in a response



# Encore

- Use debates or case studies versus standard question prompts
- Package with recorded lectures or discussions



A man with a beard and glasses, wearing a headset, is seated at a desk in a home office. He is looking intently at a laptop screen. The background shows a bookshelf filled with books. A red banner with white text is overlaid at the bottom of the image.

# Online Discussion



# Group Work

# Setup



- Pre-group activity to discover student diversity relating to soft skills
- Create groups based on these criteria



# Setup



- Questions to ask:
  - I would describe my personality as ..."
  - I would appreciate my team members doing / not doing ...
  - I prefer to deal with conflict by ...,"

# Setup



- Group Leader
- Group Roles
  - Facilitator, Prober, Recorder, Reporter
- Soft Skills:
  - Communication, teamwork, conflict management, trust, active listening, decision-making



# Group Work



**Professionalism**

CATEGORY	1			0
Punctual	Arrived to class on time and prepared	Arrived to class on time, but needed to time to prepare	Arrived to class late OR did not come to class prepared	Arrived to class significantly late
Active Listening	Listens intently at all appropriate times with instructor, classmates and/or guests. Did not make distracting noises or movements.	Listens intently but had one or two distracting noise or movements that interrupted another individual.	Sometimes does not appear to be listening but is not distracting.	Sometimes does not appear to be listening and has distracting noises or movements.
Demeanor	Always polite and respectful to colleagues and responsible for actions; complies with all classroom rules	Usually polite and respectful to colleagues and responsible for actions; complies with all classroom rules	Usually polite and respectful to colleagues, but has irresponsible actions OR does not comply with a classroom rule	Sometimes polite or respectful, has irresponsible actions and does not comply with two or more classroom rules
Perseverance	Ensures tasks are completed on time; effectively deals with barriers to getting tasks completed and pays attention to detail.	Usually sees projects and tasks through to the end. Late completion is very infrequent. Occasionally omits or ignores minor details.	Inconsistent in task/project completion; omits important details	Started but did not complete task to completion
Presence	Student always uses appropriate language, dresses appropriately, AND exhibits self-care	Student mostly uses appropriate language, dresses appropriately, AND exhibits self-care	Student uses inappropriate language, dressed appropriately, OR lacks an aspect of self-care	Student uses inappropriate language AND dressed appropriately OR lacks an aspect of self-care



**Professionalism**

# Thank you.

*soft skills*



**Find me and my  
awesome team at:**

**cyanna.com**

