



## People & Soft Skills:

### Essentials for Professional Success

Knowledge of soft skills or people Skills are increasingly coming into focus and being recognized as critical for success - hence at IBM we call them "Success Skills", and categorize them as "Hot Skills".

A research by Harvard University, Carnegie Foundation and Stanford Research Center has concluded that 85% of job success comes from having well developed soft skills and people skills, and only 15% of job success comes from Technical skills and knowledge (hard skills).

This specialization is aimed at helping you **develop these powerful people and soft skills and behaviors** that include:

- creating & delivering impactful presentations;
- working professionally to deliver quality work & experiences;
- collaborating effectively with teams;
- communicating productively and efficiently;
- dealing with challenges, solving problems & implementing solutions.

The program is made up of 5 short courses that you can take in any order, followed by a final assessment course. Upon completing this specialization, you will have developed knowledge and demonstrated an understanding of these essential skills.

This specialization can be taken by anyone no matter your age or work experience. It is especially beneficial for those entering the workforce or in early stages of their careers. There are no course pre-requisites and this course can be completed either using our course app or a web browser on a laptop/desktop/tablet/mobile device.

### Applied Learning Project

The courses in this specialization include many examples and real life inspired scenarios for you to develop critical people and soft skills. The final assessment is also made up of mini-case studies. This case study approach will not only help you you learn how to apply these fundamental skills, their mastery will enable you to gain an edge in your careers by having a better understanding of the skills you need to get ahead in your professional and personal life.

### [Collaborate Effectively for Professional Success](#)

Apply collaborative behaviors to help your team develop through the four stages of team development.

Utilize different methods of collaboration to improve teamwork and cooperation in your workplace.

Recognize the barriers to collaborating effectively and identify specific behaviors that enhance or damage collaboration. Identify techniques to effectively lead or participate in virtual team meetings.

## [Present with Purpose: Create/Deliver Effective Presentations](#)

Create presentations that will leave a lasting impact on your audience.

Present and deliver with confidence to engage your audience.

Use techniques like storytelling, props, and discussion to enhance your presentations.

Manage nerves effectively; Plan for and deal with unexpected problems that may arise.

## [Delivering Quality Work with Agility](#)

Deliver high quality work that solves a problem and reduces effort for the person or group requesting it.

Apply the quality work process to all requests through clear communication and focus on clients.

Take ownership of your assignments and apply the five-step method that will help you deliver quality work.

Work with agility while applying the quality work process to become a trusted advisor to your clients and colleagues.

## [Solving Problems with Creative and Critical Thinking](#)

Utilize critical and creative thinking to solve issues.

Describe the 5-step process of effectively solving problems.

Analyze a problem and identify the root cause.

Explore possible solutions and employ the problem solving process.

## Developing Interpersonal Skills

Identify and analyze different communication styles and understand their strengths and weaknesses.

Demonstrate active listening skills and questioning styles to explore issues and enhance understanding.

Identify conflict response styles; approach and effectively mediate workplace conflicts.

Determine ways to build and maintain trust and increase your influence and eminence in the workplace.

## People and Soft Skills Assessment

Knowledge of people and soft skills are increasingly coming into focus and being recognized as critical for success – we can also call them "Success Skills" or "Power Skills". These skills and behaviours include: creating & delivering presentations; using the agile approach for working professionally to deliver quality work & experiences to clients; effectively collaborating with teams; effective impactful communications; dealing with challenges in a controlled & focused manner; and problem solving & solution implementation.

This course contains the final assessment for the soft skills covered in the various courses in the People and Soft Skills specialization from IBM.

Before taking this course please ensure you have completed all of the other 5 courses in the specialization that cover the various skills indicated above. This course contains a quiz in which you will be presented with multiple real-life inspired scenarios. You will put your knowledge to the test and apply the soft skills learned from previous modules in the specialization to answer questions related to these scenarios. Upon successfully completing the course, you will be able to get your specialization certificate.