



**SOFT  
SKILLS**

**Employability  
Skills |  
Personal Traits  
at Work**

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**“It’s not the job you  
do,**

**It’s how you do  
the job”**

# Employability Skills

- Employability skills are the essential skills, **personal qualities** and **values** that enable you to thrive in any workplace.
- These are also called 'enterprise skills', 'communication skills' or 'workplace skills'.

# Employability Skills

- The way a person conducts himself/herself at work represents both themselves and the company to clients/customers.
- How you do your job, behave, and how you come across as you interact with others show the personal qualities and values you own.

# Individual Activity & Class Discussion

## Exercise #1 – Reflect and share (3 mins)

- You are the responsible for hiring persons for your organization.
- Outside of the required skills needed, what **personal qualities** would you desire your employees to have?
  - State the reason for your answer

# Group Activity

## Exercise #2

In groups of three be prepared to share

1. a definition for the “personal quality” (trait) assigned to your group.

2. One example of this trait seen in a **personal space**

3. One example of this trait demonstrated within a **professional space**

(Delegate each task to a group member. Share distinct examples)

1. Disciplined
2. Persistent
3. Confidential
4. Compassionate
5. Flexible
6. Patient
7. Humble
8. Honest
9. Reliable

# Personal Qualities for Professional Space

## Trait #1 - Disciplined

- **Able to carefully control** the way that you work, live, or behave, especially to achieve a goal.
- How is this habit seen in the behaviour of the person in a personal and professional space?

# Personal Qualities for Professional Space

## Trait #2 - Persistent

- **Continuing firmly** or obstinately in an opinion or course of action **in spite of difficulty** or opposition.
- How is this habit seen in the behaviour of the person in a personal and professional space?

# Personal Qualities for Professional Space

## Trait #3 - Confidential

- **The ability to protect information that has been entrusted to you and not disclose such information without permission.**
  - There may be many times, both at home and at work, someone tells you something, or you become aware of information, that should not be spread further.
- How is this habit seen in the behaviour of the person in a personal and professional space?

# Personal Qualities for Professional Space

## Trait #4 - Compassionate

- The **ability to feel and express empathy and sympathy** for others.
  - Empathy involves feeling what someone else feels, while sympathy doesn't. Sympathy instead involves understanding someone else's emotions but from your own perspective.
  - E.g. - help a colleague overcome a difficulty or provide emotional support to someone experiencing a challenging time.
- How is this habit seen in the behaviour of the person in a personal and professional space?

# Personal Qualities for Professional Space

## Trait #5 - Flexible

- The **ability and readiness to change so as to adapt to different** circumstances or respond to unforeseen situations.
- How is this habit seen in the behaviour of the person in a personal and professional space?

# Personal Qualities for Professional Space

## Trait #6 - Patient

- **The ability to accept or tolerate delays, problems, difficulties or suffering without becoming annoyed or anxious.**
  - Patient people can tolerate setbacks or unexpected challenges. Patience is an essential requirement for jobs where it can take a long time to see the results of your efforts.
- How is this habit seen in the behaviour of the person in a personal and professional space?

# Personal Qualities for Professional Space

## Trait #7 - Humble

- **The ability to exercise humility and maintain modesty.**
  - Humble persons avoid boasting about their accomplishments and act respectfully when earning praise or recognition.
  - Many leaders display this trait to ensure the entire team receives credit for achieving a goal.
- How is this habit seen in the behaviour of the person in a personal and professional space?

# Personal Qualities for Professional Space

## Trait #8 - Reliable

- **The ability to be consistently dependable in terms of judgement, character, performance or result.**
  - Someone you can trust to do what they say they will do
- How is this habit seen in the behaviour of the person in a personal and professional space?

# Individual Assignment

**Ask three persons who know you well and are not connected to each other to evaluate you on the personal qualities discussed**

1. Disciplined
2. Persistent
3. Confidential
4. Compassionate
5. Flexible
6. Patient
7. Humble
8. Reliable