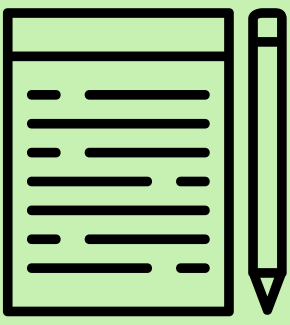
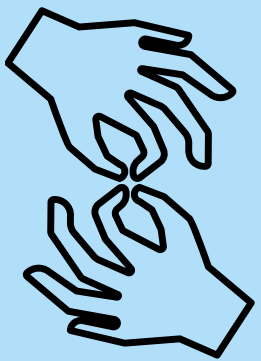


# 9 KEY SOCIAL SKILLS TO DEVELOP FOR CAREER SUCCESS



**WRITTEN  
COMMUNICATION**



**NONVERBAL  
COMMUNICATION**



**CONFLICT RESOLUTION**



**EMPATHY**



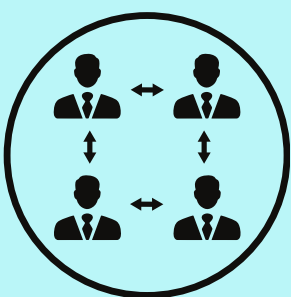
**EMOTIONAL  
INTELLIGENCE**



**POSITIVITY**



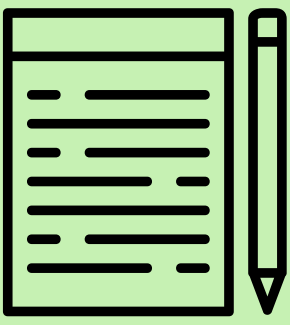
**ACTIVE LISTENING**



**COOPERATION AND  
TEAMWORK**



**LEADERSHIP**



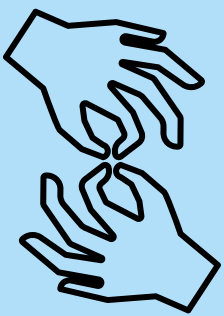
## WRITTEN COMMUNICATION

Written communication skills are the ability to express ideas and thoughts clearly in writing. Your resume and cover letter are opportunities for you to display your writing ability. Often, this is the first impression that a potential employer has of you.

During your career, you will likely send emails, create presentations and write reports. Improving your written communication helps you to convey your thoughts in understandable ways.

Creating a writing strategy can help you focus on areas you want to improve. For example, you may benefit from reading more and paying particular attention to style and grammar. Reading often can also help you develop a larger vocabulary so you can better articulate your thoughts. Choose a method for developing your written communication skills that challenges you to learn and grow.

Read more: **11 Writing Strategies for Effective Communication**



## NONVERBAL COMMUNICATION

Nonverbal communication is how you communicate without using language. People constantly notice cues about your emotional state through your body language. For example, proper body language can give you the appearance of being respectable and attentive.

During professional interactions, keep an upright posture and face the person you are speaking with. You can keep your hands to your sides or on your lap to maintain an open style of body language. You want your body language to tell others that you are actively listening and being attentive.

Eye contact is another type of nonverbal communication that is important to understand. Maintaining eye contact shows that you're giving your full attention to the speaker. On average, you want to have about three to five seconds of eye contact before looking away. You can nod your head to affirm that you are listening and understanding. These subtle cues give the person positive feedback that helps them express their thoughts more easily.

Read more: **The Complete Guide To Non-Verbal Communication in the Workplace**



## CONFLICT RESOLUTION

Conflict resolution is the skill of finding a consensus among people with differing opinions, goals or methods. An important leadership skill, conflict resolution makes the workplace a more harmonious place. Effective strategies for conflict resolution maintain morale and build healthy relationships among co-workers.

You can practice this skill by considering the perspectives of different people or groups. See if your team can reach a consensus that satisfies everyone involved. You may need to consider the compromises both sides need to make to reach an agreement.

Hiring managers may ask you questions that evaluate your conflict resolution skills. To prepare for your interview, consider a specific example of when you resolved a conflict. Give a detailed response that demonstrates your abilities clearly.

Read more: **5 Effective Conflict Resolution Strategies**



## EMPATHY

Empathy is the ability to recognize a person's emotions or state of mind. In the workplace, empathy helps you to understand the mindsets of your co-workers and clients. Employers value empathetic people because they build a stimulating and healthy social environment.

One way you can practice empathy is by imagining what it would be like to be another person. Ask others for their viewpoints on how to approach problems. Even if your opinions differ, you can benefit from the new perspective. It is important to ask questions to expand your understanding of another person's way of thinking. Having empathy encourages others to share their ideas with you, leading to new insights.

Read more: [\*\*How To Be Empathetic in the Workplace\*\*](#)



## EMOTIONAL INTELLIGENCE

Emotional intelligence is the ability to recognize and manage your own feelings. A key skill of emotional intelligence is being able to regulate your emotions. Managing emotions in healthy ways increases your ability to work effectively.

Emotional intelligence allows you to have more empathetic relationships. When you can recognize your own emotions, you have a better chance of knowing the emotions of others. One method of developing emotional intelligence is to learn how to name your emotions. You can increase your emotional intelligence by having an awareness of your feelings in the present moment.

Additionally, learning to understand your own emotions allows you to identify patterns in your behavior that affect your work positively. You might find that you are more cheerful at a certain time of the day or that you are more productive after thoroughly planning your day.

Read more: [\*\*The Importance of Emotional Intelligence in the Workplace\*\*](#)



## POSITIVITY

When you maintain a positive attitude, you cultivate a healthy workplace culture. People who spread a positive mood are excellent leaders and assets to any company. Employers want to hire people that are self-motivated, confident and eager to work.

You can develop a more positive perspective by finding ways to practice this skill. Using positive language is one way to improve. When a coworker has success, praise them for their work. If a team member helps you with a task, thank them for taking the time to work with you. Encouraging a positive dialogue helps teams feel more engaged and productive.

Another way to practice positivity is to set goals that make you feel motivated each day. Take time at the beginning of the day to set your objectives. Focusing on your goals will help your morale as the day progresses.

Additionally, keeping a healthy work-life balance will help you stay engaged. Find a balance that keeps you focused at work while also leaving time for your personal life. Designate work-free times while you're at home to keep your work and personal life separate.



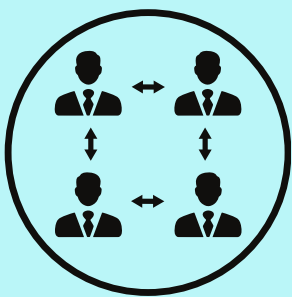
## ACTIVE LISTENING

Active listening is a practice of listening and responding that increases comprehension. Active listening techniques strengthen your communication and help you commit what others say to memory. It involves focusing fully on another person, comprehending their words and responding thoughtfully.

Through nonverbal and verbal cues, active listeners show that they are interested in the conversation. When you practice keeping focus when another person is speaking, you improve your ability to comprehend what they are saying. To learn more, ask relevant questions.

If you need clarification during a conversation, repeat back to the speaker what you heard. This method is called paraphrasing. For example, you can use phrases such as "What I hear you saying is ..." "So you are saying that ...". With this method, you can prevent any misunderstandings.

Read more: [Active Listening Skills: Definition and Examples](#)



## COOPERATION AND TEAMWORK

Cooperation allows for a productive and harmonious work environment. When people cooperate, they share ideas and develop innovative solutions to problems. Effective teamwork skills involve many other social skills such as empathy, active listening and conflict resolution.

People with excellent cooperation skills learn to acknowledge the contributions of others. They share responsibilities and empower others to reach common goals. You can practice cooperation by being open and receptive to the ideas of others.

Cooperation and teamwork are valuable skills to emphasize on your resume and in your interviews. Employers desire people that can motivate others to do their best work.



## LEADERSHIP

Leadership skills are the ability to manage groups of people to accomplish shared goals. Being an effective leader requires excellent social skills.

You can develop your leadership skills in various ways. One common option is to enroll in leadership training programs and seminars in your community. Leadership training is a valuable resource for learning information quickly. You can also consider asking a supervisor for more projects or responsibilities. Having the initiative to take on more projects demonstrates that you are committed to your role and the company. Leading a project team can prepare you for supervisory or management roles.

Another option is networking with leaders in your field. Meeting other leaders can help you understand the characteristics you need to cultivate. In some cases, you can find a leader who can mentor you. Search for a mentor with the right skills and expertise who can share their insights with you.