

## Soft Skill

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Soft skills is a sociological term relating to a person's "EQ" (Emotional Intelligence Quotient), the cluster of personality traits, social graces, communication, language, personal habits, friendliness, and optimism that characterize relationships with other people. Soft skills complement hard skills (part of a person's IQ), which are the occupational requirements of a job and many other activities.

A person's soft skill EQ is an important part of their individual contribution to the success of an organization. Particularly those organizations dealing with customers face-to-face are generally more successful if they train their staff to use these skills. Screening or training for personal habits or traits such as dependability and conscientiousness can yield significant return on investment for an organization. For this reason, soft skills are increasingly sought out by employers in addition to standard qualifications.

It has been suggested that in a number of professions soft skills may be more important over the long term than occupational skills. The legal profession is one example where the ability to deal with people effectively and politely, more than their mere occupational skills, can determine the professional success of a lawyer.