The Power of Soft Skills in the Workplace
Unlocking Personal and Professional Success

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CMI Chartered Management Institute

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What percentage of job success comes from having well developed soft and people skills?

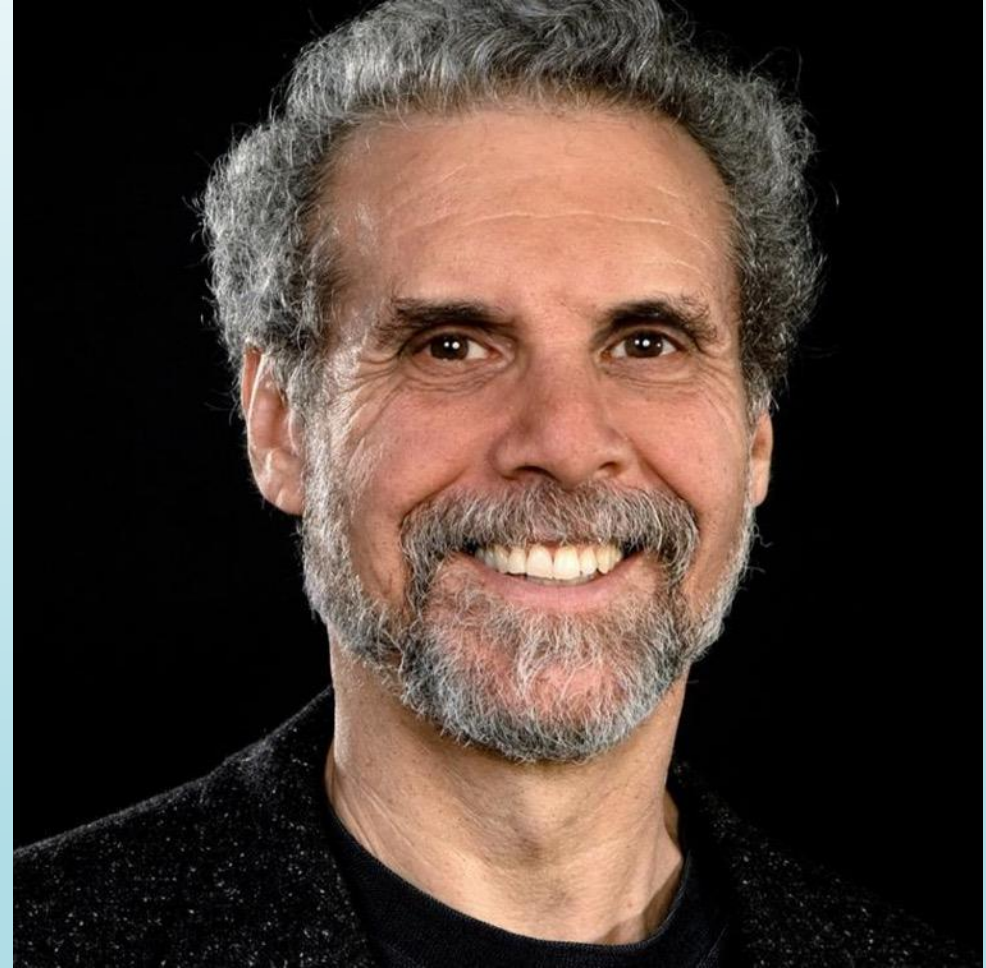**85%** of job success comes from having well-developed soft and people skills

only 15% of job success comes from technical skills and knowledge (hard skill)

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Emotional Intelligence

"If your emotional abilities aren't in hand,
if you don't have self-awareness,
if you are not able to manage your
distressing emotions,
if you can't have empathy and have
effective relationships,
then no matter how smart you are ….
you are not going to get very far".

Daniel Goleman,
psychologist and author,

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The Skillogy PERFORM™ SELF – Emotional Intelligence

The Skillogy PERFORM™ Learning Cycle

Resources   Marker Tools   Navigator
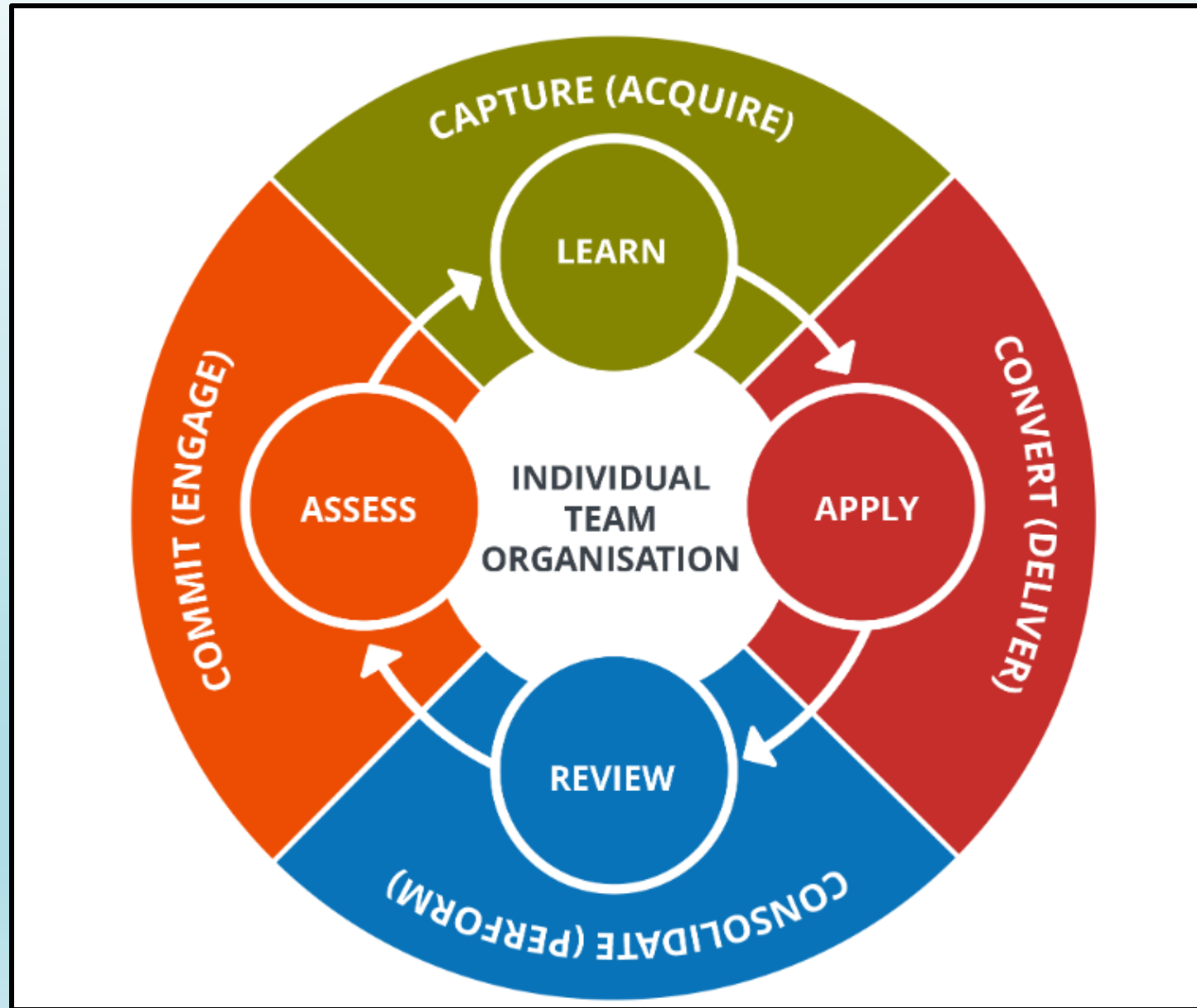
EMOTIONAL INTELLIGENCE | KNOWLEDGE INTO ACTION

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A key learning objective is to take the knowledge you gain from these tutorials, practice the actions and apply it in the context of your job.

A summary of the key components of this tutorial, are shown opposite. CLICK on a RESOURCE TITLE to view.

The Implementation Guide is important in helping you to practice what you have learnt.

Now, working in conjunction with your implementation guide, complete the action plan and activity log for this tutorial.

On completion of the module ensure you work through your Review Parts 1 and 2.

CLICK on the DASHBOARD link opposite to access the Leadership Development Framework, if required.

GLOSSARY OF TERMS

AIMS AND OBJECTIVES

SKILL OVERVIEW

KEY POINTS

IMPLEMENTATION GUIDE

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The Skillogy PERFORM™ SELF – Emotional Intelligence

ABILITY CLUSTER | EMOTIONAL INTELLIGENCE

EMOTIONAL INTELLIGENCE (6 tutorials)

1. **Understanding Emotional Intelligence:** this is your ability to understand the meaning of emotional intelligence and the important impact it has on workplace success for leaders and managers.
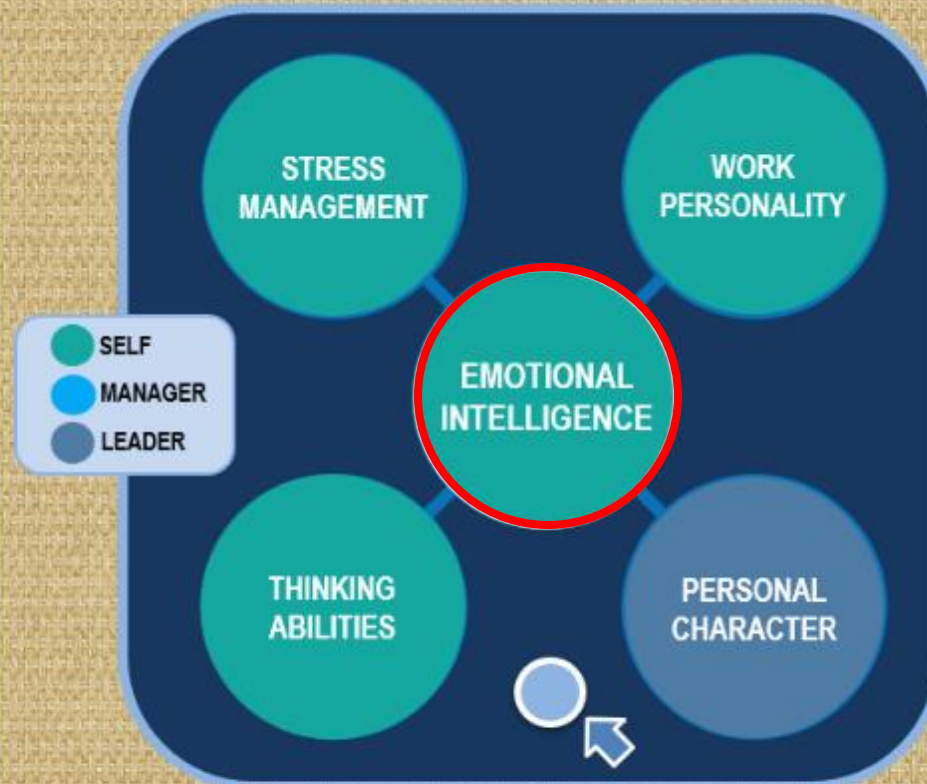
2. **Managing your Emotions:** this is your ability to have a better self-awareness of yourself and the impact of your emotions on others.

3. **Self-awareness:** this is your ability to locate sources of confidence based on previous positive experiences and to display confident behaviour.

4. **Self-management:** this is your ability to recognise the positive intent of emotions and develop skills to avoid the negative effect of emotions.

5. **Social awareness:** this is your ability to resolve potential conflict by seeing situation from another person's perspective and viewpoint.

6. **Relationship Management:** this is your ability to use techniques for effective communication and interaction with others and to learn to apply and practice tools and techniques for self-improvement.

SELF
MANAGER
LEADER

STRESS MANAGEMENT

WORK PERSONALITY

EMOTIONAL INTELLIGENCE

THINKING ABILITIES

PERSONAL CHARACTER

CLICK the BLUE BUTTON above to return

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Skills in demand by 2030 include:

Analytical Thinking

Resilience, flexibility and agility

Leadership and Social Influence

Creative Thinking

Motivation and self awareness

WORLD ECONOMIC FORUM

Future of Jobs Report
2025

INSIGHT REPORT

JANUARY 2025

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Skills in demand by 2030 as identified by the World's Economic Forum, (Future of Jobs Report Jan 2025)

Competency	Skillogy PERFORM™ courses which support these skills				
Analytical Thinking	Thinking Abilities	Decision Judgement	Emotional Intelligence	Information Management	Creativity and Originality
Resilience, flexibility and agility	Work Personality	Emotional Intelligence	Objective Setting	Personal Contributions	Personal Character
Leadership and Social Influence	Transforming Leadership	Ethical Leadership	Motivating People	Emotional Intelligence	Persuasion & Negotiation
Creative Thinking	Thinking Abilities	Decision Judgement	Emotional Intelligence	Information Management	Creativity and Originality
Motivation and self awareness	Emotional Intelligence	Stress Management	Priority Management	Motivating People	Creativity and Originality

Top 5 competencies that employers are looking for, identified by Talogy 2024
(Hiring Future Ready Early Talent)

Communication Skills

Problem Solving Skills

Teamwork

Cognitive Thinking

Adaptability

Top 5 competencies that employers are looking for, identified by Talogy 2024 (Hiring Future Ready Early Talent)

Competency	Skillogy PERFORM™ courses which support these skills				
Communication	Personal Communication	Emotional Intelligence	Meetings Management	Stress Management	Teamwork
Problem Solving Skills	Creativity and Originality	Thinking Abilities	Innovation	Motivating People	Transforming Leadership
Teamwork	Teamwork	Objective Setting	Motivating People	Delegation Management	Meetings Management
Cognitive Thinking	Thinking Abilities	Decision Judgement	Emotional Intelligence	Information Management	Creativity and Originality
Adaptability	Work Personality	Change Management	Innovation	Thinking Abilities	Creativity and Originality

19 Skills Employees Will Need In The Next Five Years – Forbes January 2025

1. Adaptability
4. Cognitive Flexibility
5. 'Learn To Learn'
6. Inquisitiveness
8. Resilience
9. Soft Skills
10. Change Management
11. Communication
12. Critical Thinking
15. Emotional Intelligence
18. Interpersonal Interactions
19. Grit, Learning Agility And Good Judgment

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19 Skills Employees Will Need In The Next Five Years – Forbes January 2025

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9. **Soft Skills**
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Adaptability Assessment

Marcus Winkler

https://www.skillogycampus.com/Resources/ADAPTABILITY_ASSESSMENT/

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Skillogy PERFORM™ Human-Centric Skill Courses
All courses recognised by CMI

Emotional Intelligence
Personal Communication
Personal Contributions
Personal Organisation
Priority Management
Stress Management
Thinking Abilities
Time Management
Wellness and Advancement
Work Personality

SELF PERFORM™

Skillogy PERFORM™ Human-Centric Skill Courses
All courses recognised by CMI

Change Management

Decision Judgement

Decision Management

Delegation Management

H.R. Management

Information Management

Job Knowledge

Objective Setting

Project Management

Teamwork

MANAGER PERFORM™

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Skillogy PERFORM™ Human-Centric Skill Courses
All courses recognised by CMI

Creativity and Originality
Ethical Leadership
Innovation
Meetings Management
Motivating People
Organisational Knowledge
Personal Character
Persuasion and Negotiation
Power and Influence
Transforming Leadership

LEADER PERFORM™

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The Power of Soft Skills in the Workplace
Unlocking Personal and Professional Success

https://skillogy.com/

Thank you for listening

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