

ASSIGNMENT -3

What are Communication Soft Skills?

Communication soft skills are the tools you use to clearly and effectively converse with others, set expectations, and work with others on projects.

Whether you're a CEO or an entry-level employee, communication skills are of utmost importance. Verbal and written communication come into play every day at the workplace. Make sure you are communicating to the benefit of forward movement of both your company and your career. Here are some of the most important communication soft skills and how to apply them no matter what your role is.

Listening Soft Skills

We are starting with listening for an important reason. Before you ever open your mouth or put pen to paper, whether in a brand new position or within a seasoned leadership role, you should always listen first.

Listening as a soft skill is just as important on day one as it is on day 2,000. As humans, we can always learn from new experiences. Assumptions are the enemy of real growth.

Listening as a New Employee

If you are brand new at a company, you might feel a little lost. Some workplaces have processes in place that move fast and, therefore, are hard to fold seamlessly into on your first day.

My advice? Listen and learn. Take your first few weeks to listen to your new coworkers, to learn the ropes, to ask questions, and to take it all in. Don't jump the gun. When the time comes to give meaningful input, you will have gathered valuable information and advice to disperse to your new team.

Listening as a Manager

So, you've been at your job for five years. You know your team like the back of your hand (whatever that means) and you know everything about how your department "should" run. Well, that's what you think.

A good leader will know what is going on from day to day. A good manager will be present and aware. A great manager, however, will be listening for feedback and gathering information from her team on how to improve and iterate.

- Do you listen to your team?
- Do you check in to make sure workloads are appropriate?
- Do you make sure your team has enough work to remain productive, but not so much that they burn out quickly?

As a manager, make listening part of your weekly routine. Carve weekly 1:1 individual meetings with each of your team members in order to provide an open forum. Use this time to listen and learn from your employees.