

# Unlocking the 12 Soft Skills

**For Professional Excellence**



# Soft Skills

Personal attributes and social abilities that help navigate environments effectively, ensure individuals work well together, achieve outcomes and complement hard skills.

## “Soft skills are crucial for organisational success”.

The 2024 Gartner report: HR prioritised people development, organisational culture, and technology.

The focus: To address challenges such as unsettled employee-employer relationships, skills shortages, technology innovations, and operational efficiency pressures.

The solution: 59% of HR leaders planned increased investment in people development with soft skills included.



# Lifeology's Approach to Soft Skills

Due to the changing landscape of the world and business, certain soft skills have become universally fundamental.

Fifteen years of experience in

- ✓ People Development
- ✓ Change Management
- ✓ Transformation Coaching
- ✓ Self-Awareness Coaching

**We have identified 12 fundamental and universal core soft skills.**



**Although the soft skills are universal,  
how one person behaves while using the soft skill will differ due  
to their unique personality type.**

By examining the blueprint of their innate personality, we identify the archetypal responses and behaviours that make each person unique in the soft skill.





# The 12 Universal Soft Skills



# Self-Confidence

Belief in your capabilities and trust  
in your decisions to confidently navigate  
challenges and influence outcomes  
in high esteem.

# Self – Confidence Archetype Comparison

## The Pioneer (Resilient Initiator)

When **confident** you are assertive and courageous,  
take initiative and lead with ease.

## The Dreamer (Creative Supporter)

When **confident** you are a visionary, who easily adapts  
and inspires others to innovative ideas.







# Resilience

Your capacity to navigate and recover from adversities and your abilities to remain focused and adaptable under pressure and during challenging times.

## **Traditionalist (Patient Dependability)**

In **low esteem**, you are resistant to change and struggle with adaptability, becoming overly cautious and not managing to focus with your usual practicality.

## **Visionary (Intellectual Originality)**

In **low esteem**, you are overwhelmed by setbacks and lack practical focus, with a hesitation to navigate through the chaos and hold onto the vision.





# Listening

Your processing of information, analysis of ideas and communication style that ensures you are impactful and empowering.

## The Messenger (Expressively Adaptable)

When **confident** as an attentive listener, quick thinker and questioning to create momentum and spark problem-solving.

## Navigating dialogue with

## The Architect (Disciplined Organiser)

The **low-esteem** responses that are pessimistic, disregarding and disconnected from the desired outcome.





# Emotional Intelligence

Your ability to understand, manage, and navigate through your feelings while perceiving and responding to others' emotional needs.

## **The Caregiver (Nurturing Supporter)**

In **low esteem**, you are overly sensitive moody and emotionally overwhelmed when a dynamic triggers an emotional response.

## **The Student (Knowledgeable Optimist)**

In **low esteem**, when a dynamic triggers an emotional response, you become tactless and narrow-minded with resistance to commit to the task at hand.





# Innovative Thinking

Your ability to contribute original concepts and fresh ideas while adapting to evolving scenarios and proactively contributing to growth and development.

## **The Performer (Enthusiastic Inspiration)**

### **Low Esteem Responses and Behaviours**

Timid, self-doubt, submissive, insecure, avoidant, shy, withdrawn, approval-seeking, overwhelmed

### **Confident Antidote**

Charismatic, bold, leading, enthusiastic, creative, passionate, determined, inspiring, entertaining, leading







# Dependability

Your reliability and consistency in meeting commitments and fulfilling responsibilities, including time management and how you value accountability.

## The Analyst (Practically Productive)

When **confident** you are diligent and organised with an efficiency that ensures productivity is on track.

Navigating a deadline with

## The Diplomat (Cooperative Harmoniser)

In **low esteem** the over-concern with pleasing leads to impractical decisions that waste time and avoidance that causes chaos.





# Collaboration

Your ability to effectively work alongside others, combining strengths and skills to achieve shared objectives.

## **The Pioneer (Resilient Innovator)**

### **Low Esteem Responses and Behaviours**

Impulsive, aggressive, arrogant, hesitant,  
confrontational, competitive, risk-averse

### **Confident Antidote**

Decisive, assertive, problem-solving, confident,  
motivating, ambitious, optimistic, independent





# Leadership

Your confident use of power, while ensuring mutual respect, expanding into conflict resolution and the influence of change and growth.



# Learning

Your ability to honour your perspective through continued learning and expansive thinking, while holding the mindset of curiosity and evolving growth.



# Self-Motivation

Your inner drive and determination to achieve a meaningful benchmark of success without the influence of external desires or pressures.



# Inclusivity

Your capacity to create an environment where all individuals feel respected, valued, included, and belonging.



## The Analyst (Practically Productive)

In **low esteem** you are critical, judgmental and threatening

## Navigating inclusivity with

## The Caregiver (Nurturing Supporter)

The **low esteem** passive-aggressive, manipulative and overly sensitive





# Independence

Your belief in your capacity to solely navigate challenges and opportunities with self-assurance through the belief in your judgement, resourcefulness and values.



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# Helping you get unstuck!