



SOFT SKILL DEVELOPMENT FOR DIRECT SERVICE PROFESSIONALS

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AGENDA

- What are soft skills?
- Soft Skill Development
- Ways to develop your soft skills
- Lollypop Moments
- Superpower Group Activity (20 minutes)





DIRECT SUPPORT PROFESSIONAL



A word cloud of values including: PERSON-CENTERED, RESPECT, MEANINGFUL LIFE, SUPPORT, ADVOCATE, CARING, and PERSON-CENTERED. A hand-drawn black arrow points from the left towards the word cloud.

professional relationships changes
Including recognition **Direct** policy
service qualified reform situation life-changing system understand
decisions compassion needs practice
work DSP retention inclusion preference environment
social receiving gifts emotional community
safe guide **Support** workforce care ethical
profession essential person risk development diversity supports
values caring help vital individuals assist
Professionals

Regardless of the word in the word cloud, there is a soft skill associated...let's do this together!

- Person-Centered
 - **Emotional Intelligence:** understanding your own emotions while EMPATHIZING with others
- Support:
 - **Creativity:** the ability to think outside of the box to generate different ideas and activities to meet the needs of our people
- Relationships
 - **Conflict Resolution:** the skill to address and resolve agreements in a CONSTRUCTIVE manner between staff and clients
- Community
 - **Teamwork:** working COLLABORATIVELY with others
- Partnerships
 - **Communication Skills:** the ability to convey information which includes ACTIVE LISTENING and NON-VERBAL COMMUNICATION
- Advocacy
 - **Negotiation:** the skill to reach MUTUALLY BENEFICIAL agreements for our community, the people we serve, and your colleagues



Soft Skill Development

3 Essential Leadership

Soft Skills for Mentor, Team Leader, Supervisor

Listen and Validate

- a. What it looks like: Listen to all sides and focus on facts
- b. How to implement: set clear expectations, create the time

Deliver Constructive Feedback

- a. What it looks like: be specific
- b. How to implement: keep it regular, pertinent, and empathetic

Empower through Coaching

- a. What it looks like: teach tasks step-by-step and continued growth
- b. How to implement: identify skill gaps, set manageable goals, celebrate small wins



Soft Skill Development

5 Essential Leadership

Soft Skills for mentees and for staff new to their role

Active Listening

- a. What it looks like: Body language & eye contact, verbal cues, avoiding distractions, responding thoughtfully
- b. How to implement: set the stage, show engagement

Deliver Constructive Feedback

- a. What it looks like: specific & not vague, timely, actionable
- b. How to implement: respectful and balanced

Goal and Benchmark Setting

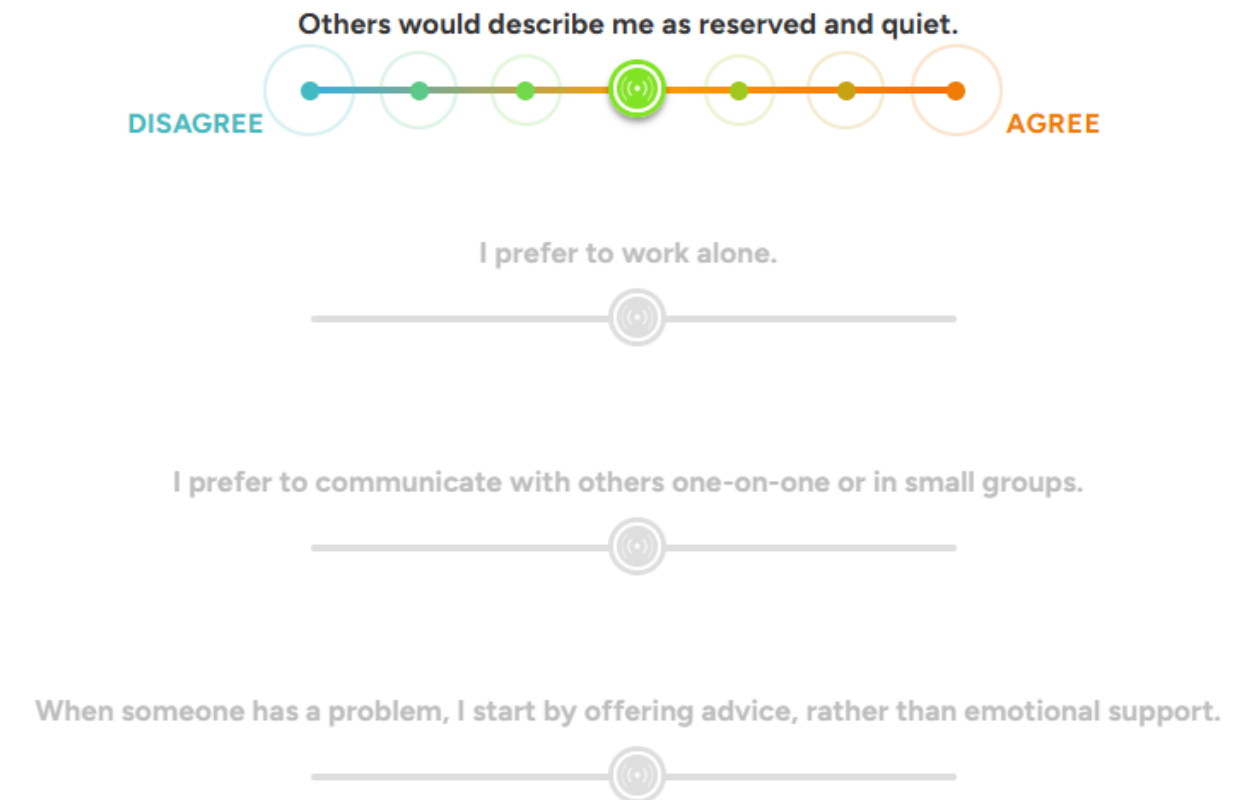
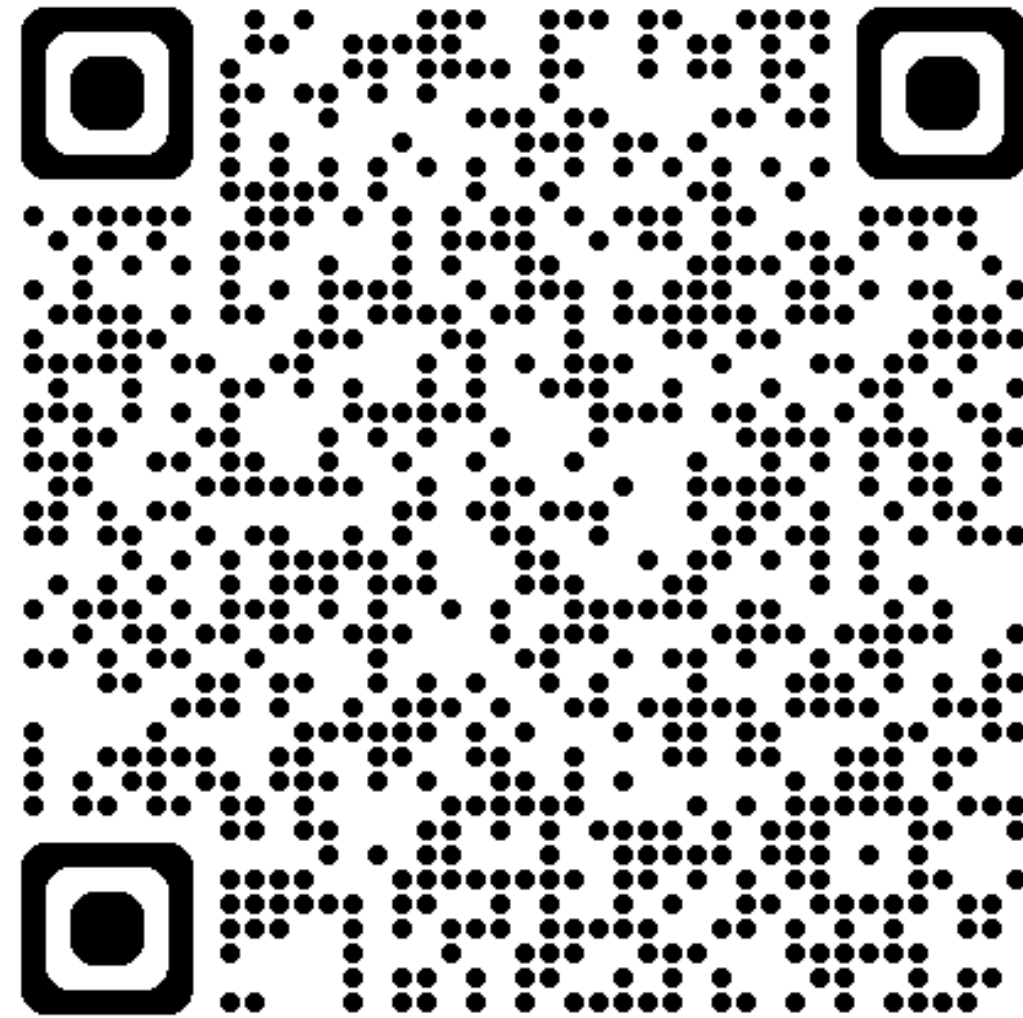
- a. What it looks like: clear expectations, organization
- b. How to implement: Scheduling and Mgmt

GROUP WORK

- Know your strengths
- Know your growth areas
- Know your colleagues strengths
- Know how you can support your colleagues
- Remain Goal Oriented



1. Solo, My Personality Test - FREE for everyone



2. Note the percentages of extrovert, intuitive, feeling, and judging

3. Discuss with people around you (groups of three) and NAME YOUR SUPERPOWER