



# 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
- Lollipop Moments
- Superpower Group Activity (20 minutes)





# **DIRECT SUPPORT PROFESSIONAL**

PERSON-CENTERED RESPECT MEANINGFUL LIFE SUPPORT  
ADVOCATE MEANINGFUL LIFE PERSON-CENTERED ADVOCATE  
CARING PERSON-CENTERED SUPPORT CARING RESPECT  
SUPPORT CARING ADVOCATE SUPPORT  
ADVOCATE RESPECT MEANINGFUL LIFE  
RESPECT CARING PERSON-CENTERED  
PERSON-CENTERED MEANINGFUL LIFE  
CARING RESPECT ADVOCATE  
RESPECT SUPPORT  
MEANINGFUL LIFE  
ADVOCATE  
RESPECT

Word Clouds Borrowed from:  
[fayettedd.com](http://fayettedd.com), [elegantcarevilla.org](http://elegantcarevilla.org),  
[gadscouncil.org](http://gadscouncil.org)



# 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 is 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 is looks like: specific & not vague, timely, actionable
- b. How to implement: respectful and balanced

### *Goal and Benchmark Setting*

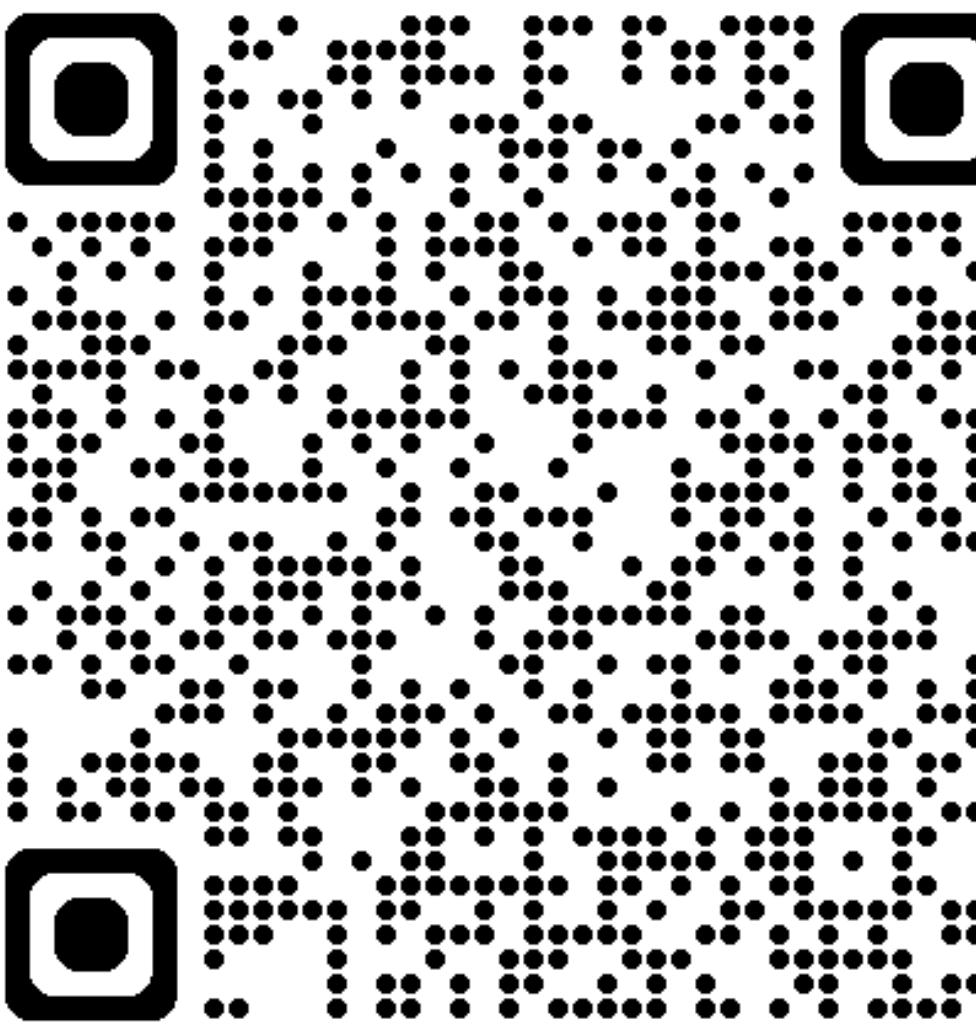
- a. What is looks like: clear expectations, organization
- b. How to implement: Scheduling and Mgmt



# 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



Others would describe me as reserved and quiet.



DISAGREE AGREE

I prefer to work alone.



I prefer to communicate with others one-on-one or in small groups.



When someone has a problem, I start by offering advice, rather than emotional support.



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

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