

Social skills that matter
for workplace success.



Empathy

Understanding other people's emotions, perspectives and expressing genuine concern helps build stronger, more respectful, and open workplace relationships.



Emotional intelligence

Being able to recognise and manage your own emotions will help you communicate effectively, overcome challenges, connect better with others and easily resolve conflict.



Active listening

Paying close attention to what others are saying strengthens your communication by helping you pick up on verbal and non-verbal cues. This in turn improves comprehension and reduces miscommunication.



Conflict resolution

Resolving disagreements by finding workable, positive solutions is a key social skill. It requires heightened emotional awareness and learning to react in constructive ways to get to the root of the problem.



Cooperation

Collaboration and teamwork are important to ensure you work well with others to meet a common goal.



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