

Soft Skills: Why They Should be More Than a Side Note

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Takeaways:

- Soft Skills are essential professional skills that will enhance your quality of life and your ability to do your work as a Wildlife Rehabilitator
- Implementing training and screening techniques takes patience & commitment, but will ensure you have well-rounded individuals working with your wildlife rehabilitation operation
- Soft Skills will enhance your wildlife rehabilitation program & enrich the experience for your staff, interns, and volunteers

Terms & Definitions:

Soft Skills: A set of professional skills that enhance a person's ability to utilize their technical skills and function in their work environment

Hard Skills: Technical skills associated with a specific job or profession

Emotional Intelligence: The capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically

Empathy: The ability to sense, understand, and accept another's thoughts, feelings, and behavior

Growth Mindset: A mindset in which individuals believe skills, talents and intelligence are fluid and can be developed

Fixed Mindset: A mindset in which individuals believe skills, talents and intelligence are innate and cannot be grown and developed

Soft Skills Gap: The negative difference between the soft skills required to perform a job and the skills an employee possesses

Behavioral Interview: An interview technique used to evaluate future performance based on past behavior; utilizes the STAR technique

Situational Interview: An interview technique that places the interviewee in a theoretical situation to evaluate their response and problem-solving skills

STAR Technique: Method of interview response to behavioral interview questions where the interviewee describes a specific situation, associated tasks, action taken, and the result

Resources:

Enneagram Institute: <https://www.enneagraminstitute.com/>

Leadership IQ: <https://www.leadershipiq.com/>

SkillPath Star12: <https://skillpath.com/star12>

Mind Tools: <https://www.mindtools.com/>

Cornell ELearning: <https://www.ecornell.com/keynotes/>