

# SOFT SKILLS for SUCCESS

NAME \_\_\_\_\_



# The Purpose

This workbook is designed to provide you with an introduction to the concept of Soft Skills. In this workbook, we take you through various activities that will expand your knowledge of soft skills, reflect on your values, passions, talents, and goals to define your version of success, and more. Keep this workbook and refer back to it regularly.

Use it as a tool in your journey to creating your success and landing the career of your dreams!

This workbook was proudly created by the Jobs for Youth Team in the Human Resources Department of the County of San Mateo who believe in your success.

**Download our job preparedness workbooks,  
access job listings, and find additional resources at  
[www.jobsforyouth.org](http://www.jobsforyouth.org)**

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# Soft Skills for Success

*Because success starts with knowing yourself, loving yourself, and being yourself.*

## Lesson 1: Grounding Ourselves



**Learning Objective:** Reflect on what success means to you at this point in time and practice positive self-affirmations.

## Lesson 2: Exploring Your Skills



**Learning Objective:** Learn to distinguish between Soft and Technical Skills and identify your Transferrable Skills.

## Lesson 3: What is Success?



**Learning Objective:** Uncover what your own definition of success looks like and identify careers that align with you.

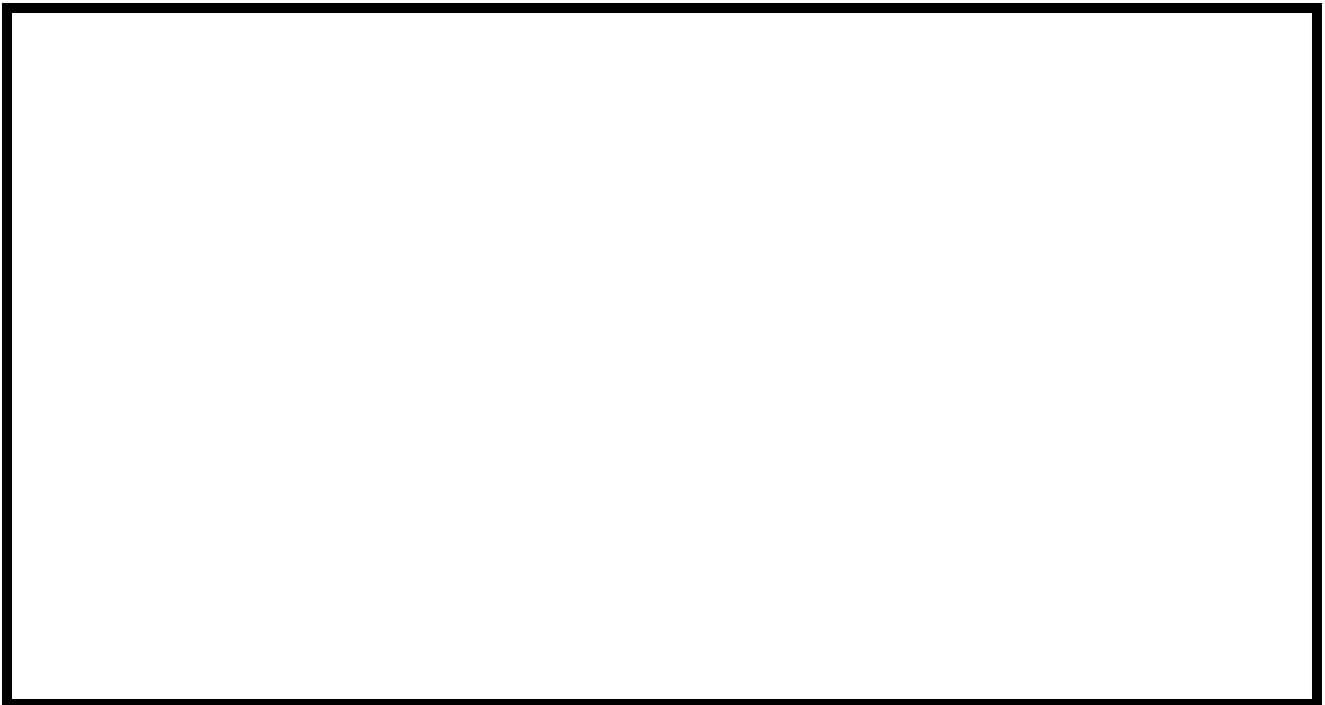
# Achieving Success

**Success.** What is it? We hear this word thrown around very often; maybe we even have an idea of what this word means. However, it is important to keep in mind that we all have our own unique perspective and understanding of what "success" is - whether we realize it or not! It is an idea and concept that impacts us all differently and can serve as our guiding compass, and it influences some very big decisions we will make throughout our lives.

We invite you to reflect on what this word means to you, how it might influence your own decisions, and how your perspective may differ from others'.

But one step at a time. Please take a moment to read the directions below for the first exercise!

**Exercise: How do you define success? What does your success look like? Feel free to reflect however you would like - you can even draw!**

A large, empty rectangular box with a thick black border, intended for a drawing or reflection exercise.

# Grateful for Gratitude

Expressing **gratitude** is a very powerful Soft Skill; we probably do not express our appreciation to those we are grateful for often enough. But when we express gratitude, we strengthen our relationships with those around us, allowing us to work better together. This could be with friends, family, classmates - you name it!

**Exercise:** What are you grateful for? Please fill in the remaining circles with whatever comes to mind!



# Practicing Positive Affirmations

**Positive affirmations** state something to be true, while also combatting negative thoughts and behaviors. Affirmations are reflections of our values and they are great tools for boosting our self-esteem and confidence!

**Read it, believe it, and repeat:**

I am smart.	I believe in myself.	I am worthy of success.
I have the tools to succeed.	I believe in my goals and dreams.	I am important.
I am proud of myself.	I am enough.	I am a leader.

**Exercise:** List some statements that can assist you in boosting your confidence and lift you up!

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Need some inspiration?

Try answering some of these questions and turn them into affirmations!

- What do you enjoy doing?
- What is something people tell you that you are good at?
- What comes easy to you?
- What are you most proud of?
- Write about a time you were successful. Why were you successful?

# Soft vs Technical Skills

Being aware of the skills we possess is key to grounding ourselves in our career journey. The skills we currently possess qualify us for many jobs, even if we think we might not have the “right” experience.

**Soft Skills** are people skills that are applicable to any job we may have in our journey. These skills help us successfully interact with other people on a daily basis. Soft skills are very important as they allow us to work well in a team, which is a regular occurrence in school, the workplace and at home. Keep in mind: people will always remember how you make them feel.

**Technical Skills**, on the other hand, are practical skills that are more easily taught and can be measured. These skills allow you to perform specific tasks required in a job. However, you can also learn them on the job or through training!

The below soft & technical skills are also *transferrable skills* that may be used throughout your career. **Please refer to page 6 to learn more about Transferrable Skills!**

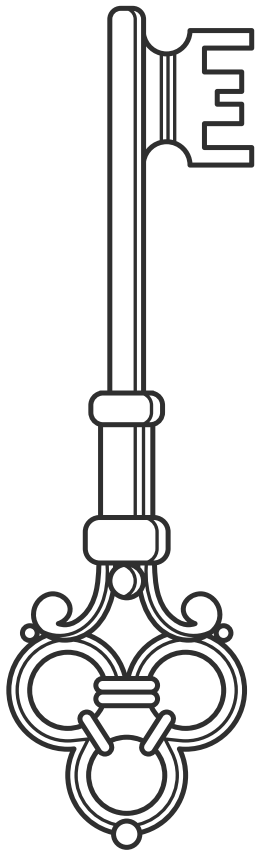
Soft Skills		Technical Skills	
Active Listener	Communication	Cash handling	Cleaning
Customer Service	Flexible	Bilingual	Mathematics
Committed	Punctual	Answer phones	Driving
Responsible	Organization	Scheduling	Cooking
Team Player	Confidence	Google Suite	Research
Problem-solving	Time management	Stock/Inventory	Logistics
Leadership	Creative thinking	Writing	Yard work



# Key to Success

At JFY, we believe we all already possess within ourselves the 4 fundamental criteria for determining our own path. What does that mean? Well, through our Key to Success activity we explore our unique Values, Passions, Talents, & Goals to determine the best path for ourselves. This activity can serve as a useful resource when determining what to pursue after high school, what job might be best for you at any point in time, and even what your long term career options could be.

***Exercise:*** Fill in each box with your personal values, passions, talents, and goals to find out what success looks like for you!



<b>Values</b>	<b>Passions</b>
<b>Goals</b>	<b>Talents</b>

Pair this with our [Career Assessment](#) to unlock your full potential!

# Transferable Skills

Not all skills are specific to only one career choice, nor specialty. You'd be surprised how many skills that you can take to more than one place in your journey! Below are some examples of **Transferable Skills** - skills that you learn in one place but that can be brought with you to any job!

**Exercise: Put a check mark next to each skill or quality that applies to you.**

<input type="checkbox"/> Customer Service	<input type="checkbox"/> Organized	<input type="checkbox"/> Punctual
<input type="checkbox"/> Team Player	<input type="checkbox"/> Yard Work	<input type="checkbox"/> Answer Phones
<input type="checkbox"/> Child Care	<input type="checkbox"/> File Documents	<input type="checkbox"/> Supervision
<input type="checkbox"/> Stock/Inventory	<input type="checkbox"/> Quick Learner	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Hard Worker	<input type="checkbox"/> Tutor	<input type="checkbox"/> Data Entry
<input type="checkbox"/> Leadership	<input type="checkbox"/> Responsible	<input type="checkbox"/> Dependable
<input type="checkbox"/> Cash Handling	<input type="checkbox"/> Committed	<input type="checkbox"/> Flexible
<input type="checkbox"/> Self-Awareness	<input type="checkbox"/> Active Listener	<input type="checkbox"/> Self-Starter
<input type="checkbox"/> Take Initiative	<input type="checkbox"/> Independent	<input type="checkbox"/> Computer Skills
<input type="checkbox"/> Reliable	<input type="checkbox"/> Bilingual	<input type="checkbox"/> Positive Attitude
<input type="checkbox"/> Detail-Oriented	<input type="checkbox"/> Office Experience	<input type="checkbox"/> Sales

What other transferable skills do you possess? Write them down!

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# Transferable Skills, cont.

**Exercise:** Read and analyze the scenario below to put your knowledge to the test!

**Scenario:**

*Alex is applying for an Office Assistant clerical position, but their only other work experience is as a barista at a local coffee shop. They're not sure if they should apply, because they feel their experience at the coffee shop is not enough to qualify them.*

**Analysis:**

Help Alex list some core transferable skills they learned at the coffee shop that would qualify them for the clerical position:

Transferable Skills

1. working in a fast-paced environment
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

**One other thing to note:**  
It's important to highlight your transferable skills on your application, resume, and in your interview!

# Resources

## COUNTY INTERNSHIP & FELLOWSHIP PROGRAMS

The County of San Mateo is committed to creating employment opportunities for individuals interested in local government. We encourage departments to assess their operations annually to determine if they have a need and the capacity to hire Interns and Fellows. Interns and Fellows can provide valuable, short-term support on a wide variety of projects.

We have four programs for those interested in beginning their careers in local government.

	Supported Training and Employment Program (STEP)	Jobs for Youth Summer Internships	County Internship	Management Fellowship
Web	<a href="http://hr.smcgov.org/STEP">hr.smcgov.org/STEP</a>	<a href="http://jobsforyouth.org">jobsforyouth.org</a>	<a href="http://smcgov.org/hr/internships">smcgov.org/hr/internships</a>	<a href="http://smcgov.org/hr/internships-fellowships">smcgov.org/hr/internships-fellowships</a>
Criteria	Open to former Foster Youth, ages 18-24  Assignments acclimate STEP interns to the world of work	Open to JFY Members ages 18-21  Assignments introduce young adults to more basic office skills and entry-level work	Open to individuals ages 18+  Assignment, responsibilities, and length are determined by the Department	Open to individuals who recently completed or will soon complete Graduate School  Assignments tend to be complex projects
Hours	Flexible Hours 20-40 hours/ week	Flexible Hours	Flexible Hours 20-40 hours/ week	Full Time; Positions usually 2-3 years
Duration	Annual cohorts start in January & June, typically one year but may be extended	Jobs for Youth Summer Internships typically last for 10 weeks (June to August)	County internship opportunities can be offered year-round and/or during the Summer	Annual cohort starts in June
Contact	<a href="mailto:step@smcgov.org">step@smcgov.org</a>	<a href="mailto:jobsforyouth@smcgov.org">jobsforyouth@smcgov.org</a>	<a href="mailto:countyinternships@smcgov.org">countyinternships@smcgov.org</a>	<a href="mailto:countyfellowships@smcgov.org">countyfellowships@smcgov.org</a>

The County of San Mateo welcomes and celebrates the diversity of our employees, and strives to create a workplace where they feel valued every day. Visit [jobs.smcgov.org](http://jobs.smcgov.org) to view current employment opportunities and apply online.

