

# Research on Soft Skills

Compiled by Dr. Jenna Sage, BCBA

- 66th annual [Fortune 500 list](#), top 500 U.S. companies, employ over 28 million people
- Top 10 rank order skills that appear most in these top 10 companies' job postings
  - Communications (across all ten)
  - Management
  - Leadership
  - Customer service
  - Operations
  - Sales
  - Innovation
  - Problem solving
  - Detail oriented
  - Presentations

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<https://www.weforum.org/reports/the-future-of-jobs-report-2020>

## MANAGERS' TOP TEN (n = [166](#)):

- Personable
- Upbeat
- Not intimidated to ask questions
- Analytical thinker
- Doesn't need continuous supervision
- Firm but not overbearing
- Prior work experience
- Goal-driven
- Willing to take on the unknown
- Punctual



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<https://community.naceweb.org/blogs/tylor-behrens1/2020/09/15/re-defining-the-skills-for-success-formula-what-jo>


- Future of Jobs Report 2020 - [World Economic Forum](#)
  - Skills gaps continue to be high as in-demand skills across jobs change in the next **five years**.
  - The top skills and skill groups include
    - Critical thinking, analysis and problem-solving
    - Self-management: active learning, resilience, stress tolerance and flexibility
  - On average, companies estimate that around **40% of workers** will require reskilling of six months or less
  - 94% of business leaders report that they expect employees to **pick up new skills** on the job

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## Things to Consider 4

- **Online/Social Media Content to be Careful About**  
Employers who found content on a [social networking](#) site that caused them not to hire a job candidate said these were the primary reasons:
  - Job candidate posted provocative or inappropriate photographs, videos or information: 40%
  - Job candidate posted information about them drinking or using drugs: 36%
  - Job candidate had discriminatory comments related to race, gender, religion, etc.: 31%
  - Job candidate was linked to criminal behavior: 30%
  - Job candidate lied about qualifications: 27%
  - Job candidate had poor communication skills: 27%
  - Job candidate bad-mouthed their previous company or fellow employee: 25%
  - Job candidate's screen name was unprofessional: 22%
  - Job candidate shared confidential information from previous employers: 20%
  - Job candidate lied about an absence: 16%
  - Job candidate posted too frequently: 12%

<https://www.prnewswire.com/news-releases/more-than-half-of-employers-have-found-content-on-social-media-that-caused-them-not-to-hire-a-candidate-according-to-recent-careerbuilder-survey-300694437.html>



## Other things to consider

- “Conscious job seeking is searching for employment or contractor opportunities that align with your vision, mission, values, and goals,” explains Chelsea C. Williams, founder and CEO of [College Code](#).
- You can assess an [organization’s](#) commitment to DEI, in part, by asking potential employers questions that can help you to differentiate between organizations that have taken performative steps in this area and others that are truly committed to advancing DEI and have made progress.
- Creativity, critical thinking, emotional intelligence, communication skills, and growth mindset topped the [list of skills](#) desired as artificial intelligence, robotics and alternative realities become more widely used and automate processes, according to a recent Forbes article.

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<https://www.naceweb.org/diversity-equity-and-inclusion/best-practices/conscious-job-seeking-assessing-employers-commitment-to-dei/>

<https://www.naceweb.org/mynace/grab-and-go/questions-to-ask-to-assess-an-organizations-commitment-to-diversity/>

<https://www.forbes.com/sites/bernardmarr/2020/09/28/9-soft-skills-every-employee-will-need-in-the-age-of-artificial-intelligence-ai/?sh=1d0567e754b8>

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Perfect communication pre-supposes the perfect sayer and the perfect listener, neither one of whom ever existed. Worlds apart? Not necessarily – many are just words apart.

~Leonard Read, Author