

Exercise 1.10: Demonstrating Soft Skills**Participant Solution Handout: Example Soft Skills Demonstrations**

<u>Soft Skills</u>	<u>Format</u>	<u>Example Demonstration</u>
Active Listening	Body language	Nodding attentively and maintaining eye contact while another participant speaks.
Empathy	Spoken in role-play	"I understand how you feel and am here to support you."
Conflict Resolution	Written down	Writing a note: "Let's discuss this issue and find a solution that works for both of us."
Clear Communication	Spoken in role-play	"Our goal is to increase sales by 20% this quarter, and here's how we can achieve it."
Emotional Intelligence	Body language	Calmly taking a deep breath and smiling during a stressful situation.
Team Building	Written down	Writing a message: "Great job on the project, team! Let's celebrate our success together."
Trust-Building	Spoken in role-play	"You can count on me to follow through on this commitment."
Negotiation	Body language	Offering a handshake to signify agreement.
Problem-Solving	Written down	Writing a list of potential solutions on a whiteboard.
Decision-Making	Spoken in role-play	"After considering all options, I've decided to choose Plan B since it has the best benefits."