




Ethics &
Importance of
Soft Skills

How do you define Ethics?

WHY ARE ETHICS IMPORTANT?





A photograph of a business meeting in progress. Several people in professional attire are gathered around a table. In the foreground, a person's hand is pointing at a tablet displaying a document with charts and text. Another person is holding a smartphone, and a third is holding a white coffee cup. The background is slightly blurred, showing a modern office environment with large windows.

How do you
know if a
leader is
ethical?

Ethical Leaders

- Ethical leaders lead by example. They influence others by modeling how to navigate difficult decisions.
- Ethical leadership means choosing to do what's right, not what's easy, and consistently upholding those values, especially when faced with difficult situations where there is not always a clear 'right' path forward.
- Ethical leadership has been shown to lead to positive outcomes in employee satisfaction, dedication, and willingness to report problems when they arise –
– all benefits well worth the effort of walking the talk.

A hand holding a compass over a desert landscape with a winding road and a body of water.

Ethics: Yes, Even When Nobody is Watching | Ted Talks with Dawne Ware

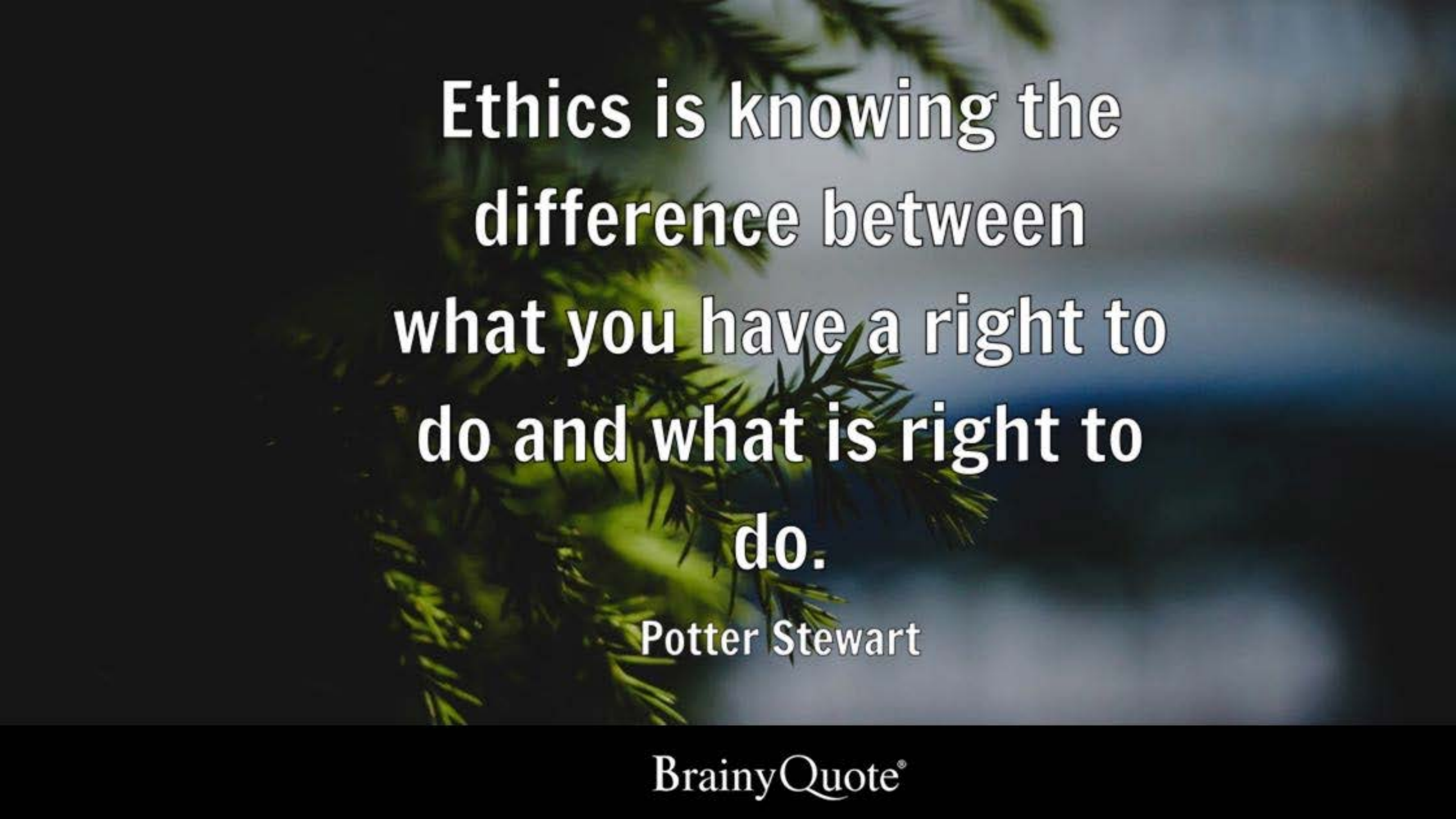
[HTTPS://WWW.YOUTUBE.COM/WATCH?V=OHMOCHYZ530](https://www.youtube.com/watch?v=OHMOCHYZ530)

Principle-Centered Leadership

Dr. Stephen R. Covey, was an internationally respected leadership authority, teacher, author, businessman, speaker and organizational consultant. His bestsellers were *The 7 Habits of Highly Effective People*, *First Things First* and *Principle Centered Leadership* (died 2012 at 79).

In 1996, Covey was recognized as one of *Time* magazine's twenty-five most influential Americans.

Covey's *Principle-Centered Leadership* book advocated for leading from a foundation of timeless principles. He argued that **effective leadership** is not about techniques or quick fixes but is instead **rooted in character and ethical behavior**.



Ethics is knowing the
difference between
what you have a right to
do and what is right to
do.

Potter Stewart

BrainyQuote®



Success in the workplace requires more than just technical expertise and knowledge

EMPLOYEES MUST POSSESS
ATTRIBUTES AND ABILITIES
THAT ALLOW THEM TO
COLLABORATE WITH TEAMS AND
COLLEAGUES – OTHERWISE
KNOWN AS **SOFT SKILLS**

What are Soft Skills?



ALSO KNOWN AS “PEOPLE SKILLS” OR “INTERPERSONAL SKILLS” ARE A SET OF ATTRIBUTES AND ABILITIES THAT ALLOW INDIVIDUALS TO EFFECTIVELY INTERACT WITH OTHERS IN A PROFESSIONAL SETTING.



DIFFICULT TO MEASURE OR QUANTIFY; HOWEVER, ESSENTIAL FOR PROFESSIONAL SUCCESS.



THE ABILITY TO NAVIGATE COMPLEX INTERPERSONAL DYNAMICS AND BUILD STRONG RELATIONSHIPS IS THE KEY TO SUCCESS.



Essential Soft Skills



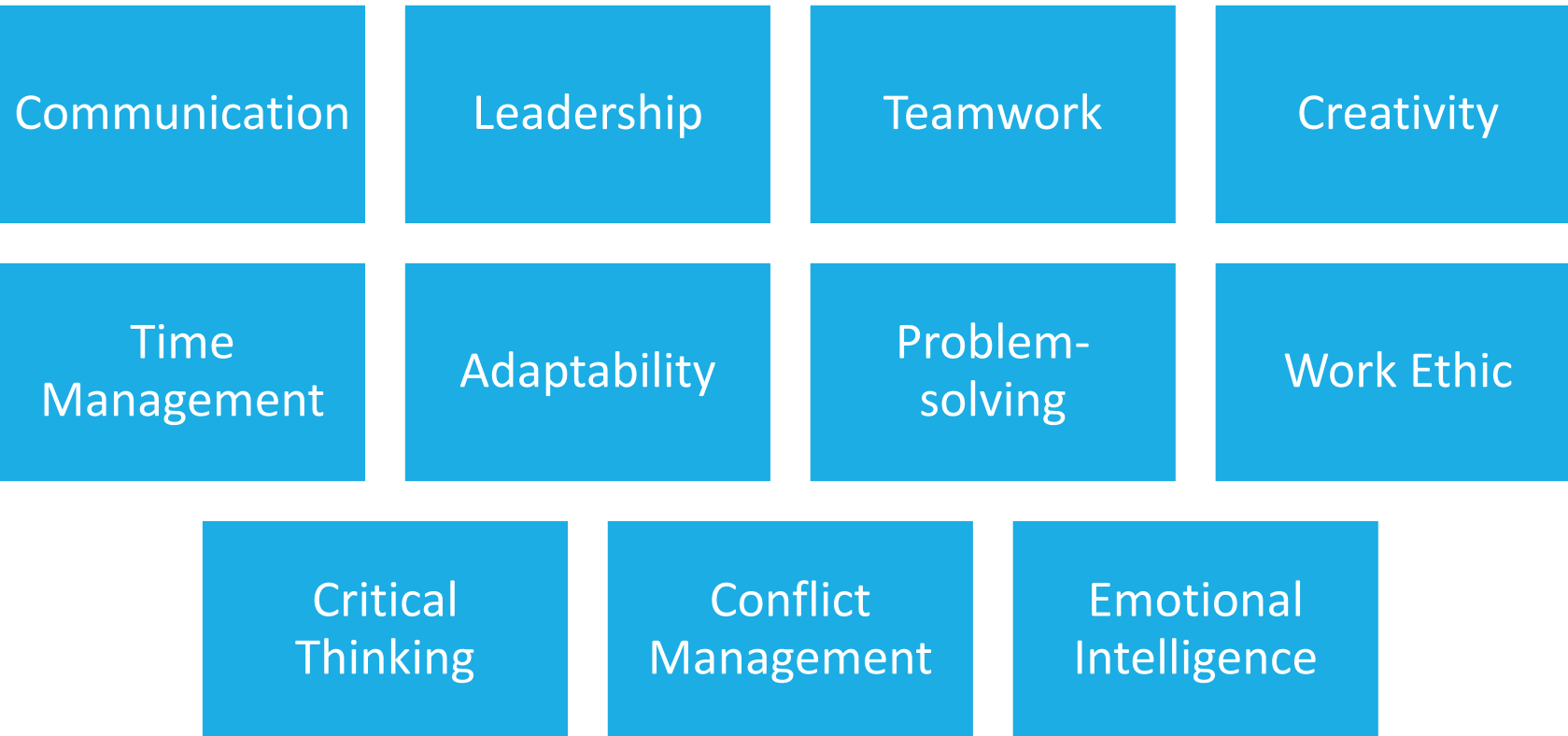
What do employers look for when hiring new employees?

Most employers view “soft” skills as important to the success of their team members.

Business leaders value the three “R’s” (reading, writing, and arithmetic) as being fundamental to every employee’s ability to do a job.

However, most employers view “soft” skills as even more important.

11 Examples of Soft Skill Most Employers Look for in their Employees



Communication and Leadership

1) Communication skills formal and informal are essential to build strong relationships with colleagues, staff, stakeholders and those you serve (i.e., students). Examples of communication skills:

- Active listening
- Verbal communication
- Nonverbal communication
- Written communication
- Presentation skills

2) Leadership is having the ability to inspire a team to achieve greatness. A good leader must be able to set a clear vision, communicate effectively, and create a culture of accountability and excellence.

Examples of Leadership skills:

- Problem-solving skills
- Coaching and mentoring
- Management of “things & tasks)
- Strategic Thinker
- Able to Inspire or Influence team

Teamwork and Creativity

3) Ability to work with others toward a shared goal requires communication, collaboration, and a shared commitment. In the workplace, good teamwork helps to foster creativity, innovation and collaboration, which contributes to a positive work environment. Examples are:

- Conflict resolution
- Mediation
- Collaboration
- Accountability

4) Creativity is the ability to “think out of the box” to come up with a recommendation that challenges the “this is the way we always do it” mentality. It requires a mindset of curiosity, risk-taking and being willing to embrace uncertainty. Creativity is essential for effective problem-solving. Examples are:

- Brainstorming
- Imagination
- Curiosity
- Experimentation

Time Management and Adaptability

5) Time management involves the ability to set priorities, organize tasks, and allot your time across multiple activities. It requires discipline to not allow yourself to be distracted by other low-priority tasks or people and avoid the stress of missed deadlines. Examples of how to develop good time management skills are;

- Planning, short and long-term
- Goal-setting
- Delegation
- Time blocking

6) Adaptability skills allows you to adjust to changing circumstances. For example, learning new skills and technologies also ensures you remain relevant in the work place. It's impossible to avoid unexpected challenges; therefore, having adaptability skills also helps an organization to bounce back quickly from any setbacks. Examples are:

- Flexibility
- Resilience
- Growth mindset
- Analysis focus

Problem-solving and Work Ethic

7) Problem-solving is the ability to identify alternative solutions. It also results in the decisions being made are more informed decisions because to solve a problem you and/or your team had to analyze various other situations to arrive at the best course of action. Examples or problem-solving skills:

- Critical thinker
- Analytical
- Strategic thinker
- Initiative

8) A strong Work Ethic is due to having a commitment to your job, making you appear more reliable and dependable. Basically, arriving to meetings on time, meeting deadlines consistently, and being accountable for your actions. Examples of possessing a strong work ethic include:

- Punctuality
- Reliability
- Professionalism
- Discipline
- Positive demeanor

Critical Thinking and Conflict Management

9) Critical thinking enables you to approach problems and challenges with a strategic and analytical mindset. Critical thinkers can evaluate the strength of disagreements and identify flaws in reasoning and identify the root cause of the problem and generate multiple solutions. Examples are:

- Analytical
- Deductive reasoning
- Ability to synthesize multiple solutions
- Able to objectively evaluate

10) Conflict management is the process of addressing disagreements or disputes in a constructive and effective manner. These skills requires good communication, active listening, empathy, negotiation skills, and a willingness to collaborate and find common ground. Some examples of conflict management skills are:

- Empathy
- Negotiation skills
- Being able to mediate
- Focus on conflict resolution

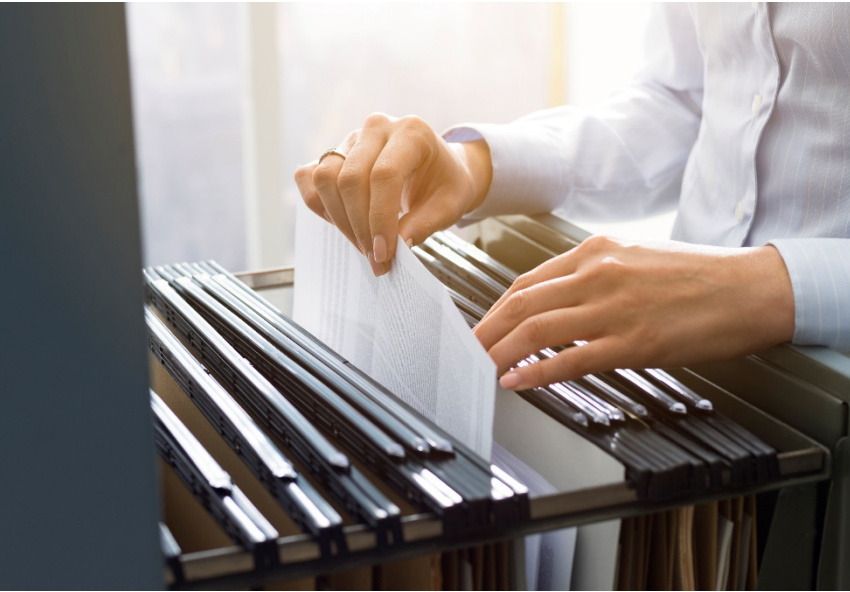
Emotional Intelligence

11) Emotional intelligence is the ability to recognize and understand one's own emotions and those of others. In a collaborative work environment this skill enables individuals to navigate complex social dynamics and work effectively within teams. It also allows for constructive feedback in a way that is sensitive to the emotions of others in an organization, which leads to more successful outcomes.

Effective leaders need to be able to motivate others and navigate challenging situations with grace and empathy. Examples of possessing these skills include:

- Self-awareness
- Empathy
- Social skills

ACBO 2025 Institute I, Session 1, March 19-21, 2025



Soft skills are the foundation for effective teamwork, they help build strong relationships, which contribute to enhanced job satisfaction and a positive work environment!



Whether working with colleagues from diverse cultural backgrounds or communicating with others – the ability to navigate complex interpersonal dynamics and build strong relationships is the key to any organization's success.



Thank you!
