

# Soft Skills

## AN INTRODUCTION

When a company is considering a candidate for hire, they are reviewing many aspects of their background to make a decision including their work history, references, and especially their technical skills (also known as “Hard Skills”). Examples of hard skills related to the multifamily industry are “HVAC Certified,” “Proficient in Microsoft Office,” or “Bilingual” to name a few. Although these skills are necessary when making a hiring decision, there is a separate skill-set that’s arguably more important called, “Soft Skills.” Where hard skills are tangible and technical, soft skills relate more with a person’s interpersonal abilities and personality traits.

**Below are examples of soft skills employees in the multifamily industry must possess to be successful. Consider these traits before making a final hiring decision:**

### Does the candidate...

- Listen
- Understand and practice positive body language
- Communicate clearly and effectively
- Use proper grammar when communicating verbally or through technology
- Adapt easily
- Express the desire to learn
- Problem solve
- Value training and education
- Know how to manage and resolve conflict
- Motivate their teammates
- Know how to manage projects
- Cooperate

### Is the candidate...

- Observant
- Innovative
- Flexible
- Resourceful
- Willing to learn
- Decisive
- Self-motivated
- Confident
- Courteous
- Enthusiastic
- Honest
- Patient
- Respectful
- Organized