

Hard Skills and Soft Skills: Self-Assessment

	Hard Skills	Soft Skills
Definition	Hard skills are specific, teachable abilities that can be defined and measured, such as typing, writing, math, reading and the ability to use software programs.	Soft skills are less tangible and harder to quantify, such as etiquette, getting along with others, listening, and engaging in small talk.
Skills	Hard skills usually require a strong level of intelligence and are developed over time.	Soft skills require emotional intelligence and can be found in the category of Self-Management or People Skills
Rules	When using hard skills, the rules stay the same.	The rules can change
Method of Learning	The hard skills are usually obtained through formal education and training programs.	Soft skills are not taught in school and have to be learned by trial and error.

Hard Skills

1.) My level of education is...
2.) I have the following degrees/certificates...
3.) I have received recognition/awards for...
4.) I know how to operate the following machines...
5.) I am familiar with the following computer programs...
6.) I have taken and passed the following aptitude tests...

Soft Skills

Is this true for you?	Never	Sometimes	Most of the Time	Always
1.) I can work with other people as part of a team				
2.) I can resolve interpersonal conflict				
3.) I have a strong work ethic				
4.) I can adapt to new situations				
5.) I can problem-solve effectively				
6.) I pay attention to details				
7.) I am good at looking at the big picture				
8.) I know how to create a plan of action				
9.) I follow through on my commitments				
10.) I can self-discipline myself to be patient				

Both

Is this true for you?	True		False	
I know how to use the phone to make an appointment				
Is this true for you?	Never	Sometimes	Most of the Time	Always
I have good phone etiquette, and am polite to customer service representatives				