

**We asked our HR department
which soft skill they used the most.**

What did they say?...

COMMUNICATION

Check out these tips from our HR team...

Proofread written communication.
Don't write anything you don't want
a jury or judge to read.

Use active listening, empathy and non-
verbal communication.

When giving examples, be a STAR:
Situation - address what happened
Task - explain the desired goal
Action - steps to resolve the issue
Results - outcome as a result of actions

Body language, positive or negative,
is picked up within the first few
seconds of being around someone.

Ask follow-up questions.

Slow to speak, fast to listen.

Answer questions on a deeper
level than asked.

