

# SOFT SKILLS - CHECKLIST

Date: \_\_\_\_\_ Employee Name: \_\_\_\_\_ Job Title: \_\_\_\_\_ Location: \_\_\_\_\_

Behavioral Indicators	Not So Much – OK at It – Got It Down!		
<b>1 – Grit:</b> - I have a goal and I am completing actions to reach my goal - I stay focused on a goal until I achieve it - I am able to learn from and then let go of mistakes - My self-talk is usually positive - I don't give up when I am faced with an obstacle to one of my goals - I have learned the difference between a fixed and a growth mindset - I keep trying until I get it right - I am passionate about reaching my goals - I know my responsibilities and I get them accomplished	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>2 – Self-Care:</b> - I eat healthy foods more often than not - I drink more water than anything else - I get enough sleep so when I arrive at work I am rested & ready to go - I prioritize getting time in nature or with a hobby or just relaxing - I am physically active at or outside of work (walking, hiking, yoga...) - I use a budget and I am in control of my money - Come to work smiling and others will follow you (leadership)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3 – Communication:</b> - I ask clarifying questions to make sure I understand what someone is saying - I listen when someone is talking without thinking ahead to something else - My first response to what someone has said aligns with their point of discussion - I give the person speaking my full attention - I listen to other people's viewpoints <i>and I repeat them back so they know they were listened to</i> - I respectfully communicate with all team members at all times - I avoid gossip and I call it out when it is being said - I avoid interrupting people as they are speaking - I avoid finishing sentences for people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>4 - Response to Supervision:</b> - I make sure I understand the things my supervisor asks me to do - I put a priority on completing the things that my supervisor asks me to do - I accept constructive criticism as being helpful - I listen to and ask questions about concerns expressed by my supervisor - If I can see an issue with what my supervisor has requested, I can discuss the issue calmly and productively with my supervisor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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<p><b>5 - Initiative:</b></p> <ul style="list-style-type: none"> <li>- I get right to work without needing to be told where or when to start</li> <li>- I regularly put in the extra thought and effort it takes to do my job well</li> <li>- I notice and do what needs to be done</li> <li>- I dress professionally (advancement, look the part!)</li> <li>- I look for ways to improve results on the job</li> <li>- I am working with a store MOD and/or Employee Development <i>to learn more so I can advance</i></li> <li>- I take advantage of tools and trainings to improve my skills</li> </ul>	<table style="width: 100%; border: none;"> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> </table>	<input type="checkbox"/>																				
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<p><b>6 - Time / Task Management:</b></p> <ul style="list-style-type: none"> <li>- I prioritize tasks, and insure the most important ones are accomplished first</li> <li>- I have learned the difference between urgent and important when it comes to prioritizing tasks at work or at home</li> <li>- I know what tasks I am responsible for and use a list to stay on track</li> <li>- I plan my work day by writing down the things that need to happen</li> <li>- I put the things I want to accomplish on a calendar</li> <li>- I take the time to think about tasks and priorities</li> </ul>	<table style="width: 100%; border: none;"> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> </table>	<input type="checkbox"/>																				
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<p><b>7 - Integrity:</b></p> <ul style="list-style-type: none"> <li>- I accurately record completed work</li> <li>- I can be relied upon to show up for appointments and meetings</li> <li>- I always do the right thing – always (honesty)</li> <li>- I will question direction if it's the right thing to do</li> <li>- I take notes when I am getting feedback from my supervisor</li> <li>- I am honest with myself (+ in G&amp;Os)</li> <li>- I take responsibility for my mistakes and clean them up with my team</li> </ul>	<table style="width: 100%; border: none;"> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> </table>	<input type="checkbox"/>																				
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<p><b>8 - Adaptability:</b></p> <ul style="list-style-type: none"> <li>- I am willing to try new ways of doing things</li> <li>- I willingly accept changes to work plans</li> <li>- I can stay engaged when I get “re-directed” by business conditions</li> <li>- It's easy for me to shift from one job to the next</li> </ul>	<table style="width: 100%; border: none;"> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> </table>	<input type="checkbox"/>																				
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<p><b>9 - Teamwork:</b></p> <ul style="list-style-type: none"> <li>- I look for ways to help my team meet our goals</li> <li>- I'll do a good job no matter where I am assigned</li> <li>- I willingly accept changes to work plans</li> <li>- I make up for shortfalls by others</li> <li>- I involve and listen to other team members as we respond to changes in workflow</li> </ul>	<table style="width: 100%; border: none;"> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> </table>	<input type="checkbox"/>																				
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<p><b>10 - Conflict Resolution Skills:</b></p> <ul style="list-style-type: none"> <li>- I can disagree respectfully with someone</li> <li>- I find solutions when being coached</li> <li>- I know when to slow things down and think about something before I speak</li> <li>- I try to help <i>solve</i> problems at work, <i>even if it's my problem</i></li> </ul>	<table style="width: 100%; border: none;"> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> <tr><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td><td style="text-align: center;"><input type="checkbox"/></td></tr> </table>	<input type="checkbox"/>																				
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# SUPERVISORY SOFT SKILLS:

Behavioral Indicators	Not So Much – OK at It – Got It Down!		
<b>11 - Performance Management:</b> <ul style="list-style-type: none"> <li>- Delegation and work assignments are clearly communicated and are provided in an organized written format</li> <li>- <i>I involve individual team members in developing their own strategies</i> to help them meet their goals</li> <li>- I put a priority on <i>engaging</i> the team to work as a team</li> <li>- I know my team member's strengths and weaknesses</li> <li>- I hold myself and my team accountable for achieving goals</li> <li>- I make the time to recognize and develop top performers</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>12 - Coaching:</b> <ul style="list-style-type: none"> <li>- I have learned Retail Operation's methods &amp; processes well enough to train others</li> <li>- I ask for help with coaching from my supervisor</li> <li>- When I see a team member doing something that needs correction, I approach that as a learning opportunity</li> <li>- I prioritize training and developing every team member</li> <li>- When failures happen I engage a team member in strategizing for success</li> <li>- I hold my team members in high regard</li> <li>- I coach people on positives and focus on their strengths</li> <li>- I listen to team members concerns and repeat them back so they know they have been heard</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>13 - Advanced Conflict Resolution Skills:</b> <ul style="list-style-type: none"> <li>- I understand how to "engage" a team member in problem resolution</li> <li>- I know who is responsible for developing a strategy for success during cooperative problem solving</li> <li>- I set clear expectations</li> <li>- I have honest, open conversations around conflict</li> <li>- I manage conflict with consideration of the skill set of the individual</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>14 - Drives the Culture:</b> <ul style="list-style-type: none"> <li>- I work as hard or harder than my team members do (<i>the power of work</i>)</li> <li>- I listen for <i>respectful</i> communication and gossip <i>and I hold team members accountable for both</i></li> <li>- I reinforce with my team that <i>mistakes are a normal part of learning and growth</i></li> <li>- I apply the <i>platinum rule</i> by learning each team member's communication style and the type of attention that they respond best to and/or need to be successful</li> <li>- I believe that <i>everyone is capable of learning and improving</i></li> <li>- I value <i>accountability</i> because it gives focus to our efforts and makes us stronger as teams and as individuals</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>15 - Self-Awareness:</b> <ul style="list-style-type: none"> <li>- I have used the <u>Soft Skills Checklist</u> to honestly rate myself on the behavioral indicators for each of the soft skills (ask your Store Manager or District Manager for a copy of the checklist!)</li> <li>- I am willing to learn more about soft skills, and work with my supervisor to strengthen areas where I have the opportunity to grow</li> <li>- I can side-step a confrontation by choosing to use direct positive communication</li> <li>- I recognize when my buttons are getting pushed and am learning to shift from reacting to responding</li> <li>- Integrity and fairness are in the front of my mind at all time</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# SOFT SKILLS – DEFINITIONS

Soft Skill:	Definition:
<b>GRIT</b>	<u>Sustained effort over time</u> <i>that is linked to achieving a goal</i>
<b>COMMUNICATION</b>	<u>Listening</u> to others, followed by <u>paraphrasing</u> what they have said and then <u>responding</u> with the intention of addressing what they have said
<b>SELF-CARE</b>	<u>An activity</u> that promotes physical and/or emotional wellness
<b>RESPONSE TO SUPERVISION</b>	After receiving direction from their supervisor, <u>the team member checks</u> for understanding and <u>completes assignments</u> to the best of their ability
<b>INITIATIVE</b>	<u>Looking for and acting on ways to improve myself</u> , my results and the results of my team
<b>TIME / TASK MANAGEMENT</b>	<u>Planning, prioritizing and completing tasks in an efficient manner</u> , while also responding in the moment to changes
<b>ADAPTABILITY</b>	<u>Responding to changes</u> effectively
<b>INTEGRITY</b>	<u>Doing the right thing</u> <i>even when no one is looking</i>
<b>CONFLICT RESOLUTION</b>	Active participation in creating a <u>resolution to a disagreement</u> while respectfully listening to others
<b>TEAMWORK</b>	<u>Working together</u> in order to achieve a goal.
<b>PERFORMANCE MANAGEMENT</b>	<u>Setting goals, monitoring individual performance</u> and <i>holding team members accountable for their goals</i>
<b>COACHING</b>	<u>Listening to and mentoring</u> team members
<b>ADVANCED CONFLICT RESOLUTION</b>	Demonstrates <u>ability to apply the Cooperative Problem Solving AND the corrective action policies and procedures</u>
<b>DRIVES THE CULTURE</b>	<u>Takes responsibility for and acts in support of</u> the mission, integrity, morale and teamwork of their work-group
<b>SELF-AWARENESS</b>	<u>Knows their own strengths and weaknesses</u> <i>(and also mentors team members in seeing their strengths and weaknesses)</i>