

Soft Skills

Do's and Don'ts



Work Ethic

Do: Work hard without having to be asked and without complaint.

Don't: Think this is about hours; outcomes matter most of all.

Growth Mindset

Do: Welcome feedback, embrace learning, and put it into practice.

Don't: Assume you already know everything.

Adaptability

Do: Remain flexible when things don't go to plan.

Don't: Refuse to make adjustments or become rigid.

Self-Awareness

Do: Understand how your perspective and actions affect others; think before you act.

Don't: Fail to reflect on your behaviour.

Emotional Intelligence

Do: Control your responses and remain composed.

Don't: React impulsively without pausing.

Communication

Do: Speak and write simply, saying what you mean clearly.

Don't: Use overly complex or rambling language.

Professionalism

Do: Build trust by staying consistent and acting maturely at all times.

Don't: Assume you can cross boundaries in relaxed settings.

Reliability

Do: Do what you say you'll do, when you say you'll do it.

Don't: Break promises.

Listening

Do: Listen attentively instead of waiting for your turn to speak.

Don't: Ignore the importance of body language.

Time Management

Do: Prioritise and organise your day to stay on top of your work.

Don't: Allow time to slip away.

Collegiality

Do: Work well with others and maintain a positive attitude.

Don't: Be negative or difficult to collaborate with.

People Reading

Do: Observe how others respond to you and adjust accordingly.

Don't: Ignore people's feelings or social cues.

Integrity

Do: Be honest even when others aren't.

Don't: Think you can conceal dishonesty; people will notice.