



Career Readiness  
Courseware &  
Credentials

# Essential Soft Skills Credential

Closing the soft skills gap for today's economy

**An Essential Soft Skills Credential is a viable solution aligned to the skills employers demand.**

The consequences of unemployment and underemployment can be long-lasting and include reduced wages, decreased productivity, and shortened career opportunities. Most employers make hiring decisions based on the soft skills demonstrated during an interview, and the lack of these skills is often the reason for termination.

The solution to this problem is to develop a skilled workforce that has both the hard and soft skills necessary to succeed in today's global economy.

The Essential Soft Skills Credential is a proctored assessment composed of questions measuring entry-level work tasks and behaviors, including cooperating with others, resolving conflict and negotiating, solving problems and making decisions, observing critically, and taking responsibility for learning.

The questions in this subject area present situations that the learner might encounter at work and possible actions that could be used to deal with the situation. The assessment questions require the learner to choose the best and worst way to handle each situation.

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**softskills**  
credential 



## The Importance of an Essential Soft Skills Credential

Earning the Essential Soft Skills Credential provides participants with a valuable addition to their resume or portfolio that lets employers know they have the highly-demanded soft skills to succeed. Employers benefit from hiring employees with a WIN Essential Soft Skills Credential in important ways, such as reducing turnover, improving productivity, and maximizing on-the-job training. With the Essential Soft Skills Credential, employees are more likely to work effectively in teams to achieve mutual goals and objectives, demonstrate willingness to work, show initiative, and display responsible behaviors such as avoiding absenteeism and demonstrating promptness.

## Research-Based Skills Assessment

The WIN Essential Soft Skills Credential was developed based on the national Equipped for the Future (EFF) applied learning standards and the U.S. Department of Labor's work on The Secretary's Commission on Achieving Necessary Skills (SCANS), and incorporates competencies identified by the Perkins Collaborative Resource Network and the U.S. Department of Labor's Building Blocks. Managers, workers, and supervisors from across industries identified the skills from the EFF standards as critical for entry-level workers to succeed in today's workplace and global economy.

Dr. Richard Nagle of the University of South Carolina recently conducted a study, "Hiring, Retention and Training – Employers' Perspectives on Trade and Soft Skills," which identified the need to provide job seekers with intentional instruction and a credential to instill confidence in employers. The study revealed that of the 12 primary or critical skills, 10 of the top level skills were categorized as soft skills.

1. **Work ethic**
2. **Attitude/enthusiasm**
3. **On time/attendance/dependability**
4. **Interpersonal skills**
5. Basic English skills/writing/language/reading
6. Math skills/applied measurement
7. **Communication**
8. **Teamwork**
9. **Customer service/business etiquette**
10. **Initiative/implementing or presenting ideas**
11. **Problem-solving/critical thinking**
12. **Adaptability/flexibility**

## Let's WIN Together. Contact Us!

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The Essential Soft Skills Credential is a valid and reliable assessment of employability skills and important work habits.



## Did you know...

WIN Learning also provides online, self-paced courseware to help learners and job seekers prepare for the Essential Soft Skills Credential. The Essential Soft Skills Courseware aligns to the Essential Soft Skills assessment, making it a great resource for preparation or remediation. Contact WIN Learning today and ask about bundling the Essential Soft Skills Credential and the Essential Soft Skills Courseware to give your learners and job seekers the tools for success.

## About WIN Learning

Since 1996, WIN's integrated approach to career readiness has given more than 10 million learners worldwide the tools, confidence, and skills necessary to excel. Our e-learning solutions include academic and employability skills courseware, assessments, and credentials as an important foundation for creating a more effective and efficient system to prepare learners and job seekers for career and life success.

