

# NATIONAL WORK READINESS CREDENTIAL SOFT SKILLS

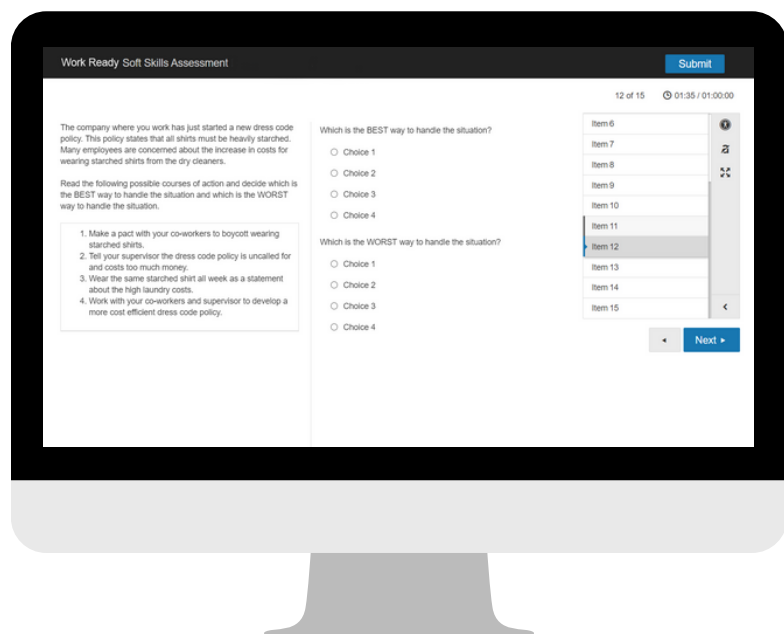
Closing the soft skills gap for today's economy



## A Soft Skills Credential is a viable solution aligned to the skills employers demand.

The National Work Readiness Credential – Soft Skills is a nationally recognized credential that is earned by passing the Soft Skills Assessment, a proctored assessment composed of questions measuring entry-level work tasks and behaviors, including communicating effectively, conveying professionalism, promoting teamwork and collaboration, and thinking critically and solving problems.

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.



## Soft Skills Assessment

### The importance of a Soft Skills Credential

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. Earning the National Work Readiness Credential – Soft Skills 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 Soft Skills Credential in important ways, such as reducing turnover, improving productivity, and maximizing on-the-job training. Employees who earn the credential 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.



**NWRC**  
NATIONAL WORK READINESS COUNCIL

**All WIN credentials are endorsed by the National Work Readiness Council, a national nonprofit workforce development, training, and advocacy organization.**

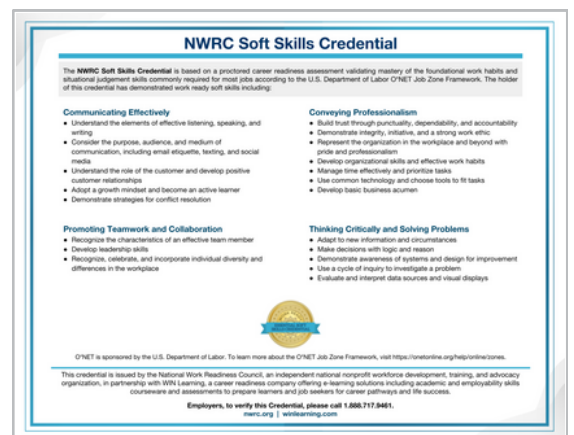
**EMPLOYEES WHO EARN THE SOFT SKILLS CREDENTIAL ARE MORE LIKELY TO WORK IN TEAMS TO ACHIEVE GOALS, SHOW INITIATIVE, AND DISPLAY RESPONSIBLE WORK BEHAVIORS.**

### Research-based skills assessment

The National Work Readiness Credential – Soft Skills 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**



### Did you know...

Learners who successfully pass the Soft Skills Assessment can access a digital version of their credential that can be shared on social media, added to an email signature, included in an online portfolio or resume, and more.

### 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.



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