



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  
employer demands.**

The consequences of unemployment and underemployment can be long lasting and include reduced wages, decreased productivity, and shortened career opportunities. Nearly 20.9 million young adults are out of school and out of work as of July 2017.

**We must look 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 cooperate with others, resolve conflict and negotiate, solve problems and make decisions, observe critically, and take 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 items require the learner to choose two answers for each question: the "best" and "worst" answers for handling each situation.

*essential*  
**softskills**  
credential 

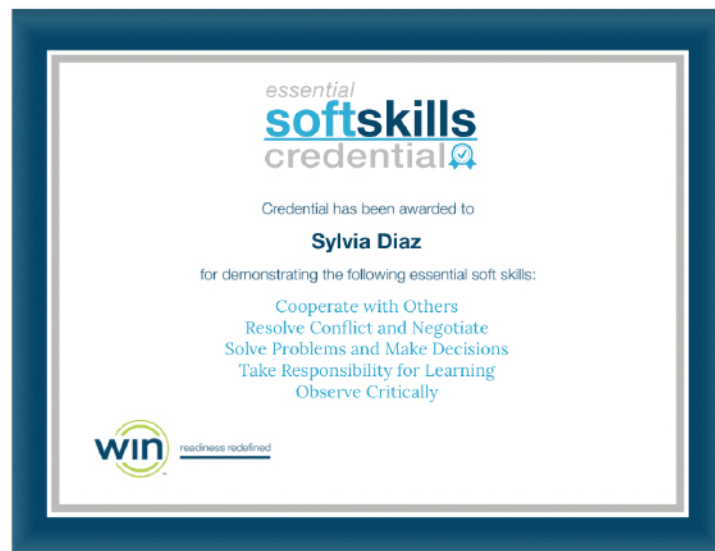


## The Importance of An Essential Soft Skills Credential

Employers benefit from having employees earn 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 in teams to achieve mutual goals and objectives, demonstrate willingness to work, show initiative, and display responsible behaviors at work including avoiding absenteeism and demonstrating promptness.



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



In a recent study, "Hiring, Retention and Training – Employers Perspectives on Trade and Soft Skills," conducted by Dr. Richard Nagle of the University of South Carolina, the research shared the need to provide job seekers with intentional instruction and a credential to instill confidence in employers. More than 325 business leaders in 46 focus groups were surveyed to quantify the skills most important in hiring, training, and retaining their workforce. 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**

## 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 SCANS and O\*NET. 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. The skills assessed in the WIN Learning credentials include: active listening, read with understanding, use mathematics to solve problems, solve problems and make decisions, cooperate with others, resolve conflict and negotiate, observe critically, and take responsibility for learning.

## 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 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 Soft Skills Courseware to give your learners and job seekers the right tools for the job.

## 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.

## Let's WIN Together. Contact Us!

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