

Six Soft Skills For Success, 2016 *

County of Summit, Ohio

Russell M. Pry, Executive



Integrity:

Abides by a strict code of ethics and behaviors; treats others with honesty, fairness and respect; makes decisions based on doing the right thing even in the face of opposition; accepts responsibility for own decisions and actions.

Work Ethic:

Values initiative, reliability, diligence, and professionalism; consistently produces timely, high quality work.

Communication:

Articulates thoughts and ideas effectively using oral, written and non-verbal communication skills in a variety of forms and contexts; listens well

Adaptability:

Works effectively in a climate of ambiguity and changing priorities; understands, negotiates and balances diverse views and beliefs to reach workable solutions; flexible, reliable and easy to supervise.

Dependability:

Reports to work regularly and on time; consistently completes assigned work and practices a healthy, drug free lifestyle.

Critical Thinking:

Uses knowledge, facts, data and judgment effectively and creatively to solve problems.

* These top six desired soft skills were identified and ranked by a representative mix of Summit County employers during 2012. The skill and its ranking may be slightly different for an individual employer or job opening.



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"Soft Skills" Resources in Summit County

| Site Name | Address | Phone | Web Site | Integrity | Work Ethic | Critical Thinking | Communications | Dependability | Adaptability | Training Format | Time to Complete |
|--|--|--|--|-----------|------------|-------------------|----------------|---------------|--------------|---|--|
| General Services | | | | | | | | | | | |
|  | 1040 E. Tallmadge Avenue Akron, Ohio 44310 | (330) 633-1050 | www.summitomj.org | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Classroom & Computer Lab | 3 to 6 hours |
| Next Step Youth Resource Room at The Job Center | 1040 E. Tallmadge Avenue Akron, Ohio 44310 | (330) 630-4640 | www.summitomj.org/youth/ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Classroom | 40 hours |
| Akron Urban League and Community Service Center | 440 Vernon Odom Blvd. Akron, Ohio 44307 | (330) 434-3101 | www.akronurbanleague.org | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Classroom | 40 hours |
| Goodwill Industries' Employment Resource Center | 570 E. Waterloo Road Akron, Ohio 44319 | (800) 989-8428 (330) 724-6995 | www.goodwillakron.org | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Classroom | Mondays 9:00-10:00 am (Call to confirm class dates.) |
| Portage Lakes Career Center | 4401 Shriver Road Uniontown, Ohio 44685 | (330) 896-8200 | www.plcc.edu | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Classroom & Lab | Varies Based Upon Program Please Call School |
| Project Learn of Summit County | 60 South High Street Akron, Ohio 44326 | (330) 434-9461 | www.projectlearnsommit.org | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Classroom and individualized sessions. | Ongoing classes and workshops. (Length varies with the activity.) |
| Specialized Services ***Certain eligibility requirements may apply*** | | | | | | | | | | | |
| Bridges Summit County Bridges Out of Poverty Getting Ahead Classes | Bridges Summit County c/o United Way of Summit County 90 N. Prospect Street Akron, Ohio 44304 | (330) 760-3488 | www.summitbridges.org | ✓ | | ✓ | ✓ | ✓ | | Informal | 30 hours |
| Akron Public Schools Junior ROTC | Army @ Kenmore HS Air Force @ Buchtel CLC Navy @ Garfield HS Marines @ East CLC | (330) 848-4141 (330) 761-7945 (330) 773-6085 (330) 761-7925 | www.akronschools.com | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Varies Based Upon Program Please Call School | Varies Based Upon Program Please Call School |
| Heart to Heart Family Support Center | 1035 Rosemary Blvd. Suite A Akron, Ohio 44306 | (330) 724-1950 | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Classroom and individualized sessions | Six weeks /twice a week, two hours each class time |
| International Institute | 207 E. Tallmadge Ave. Akron, Ohio 44310 | (330) 376-5106 | www.iiakron.org | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Individual Consultation and Classroom | Varies (based on individual need) |
| J.O.G. (Jobs for Ohio's Graduates) | 55 E. Cuyahoga Falls Ave. Akron, Ohio 44310 | (330) 374-9445 | www.jogworks.org | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | One-on-One OR Classroom | Dependent upon Job Seeker (one-on-one) OR 1-2 years (classroom) |
| JA Career Success (Junior Achievement of North Central Ohio, Inc.) | P.O. Box 26006 Akron, Ohio 44319 | (330) 434-1875 | www.juniorachievement.org/web/ja-norcentohio/ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Group sessions or partnerships | Varies (Seven Sessions) |
| National Youth Advocate Program | 30 Northwest Avenue Building A, Suite 120 Tallmadge, Ohio 44278 | (330) 633-4187 | www.nyap.org/ohio/4576180940 | ✓ | ✓ | | ✓ | ✓ | ✓ | Individualized, and one-on-one training | Based on individual need. |
| Summit County Juvenile Court | 650 Dan Street Akron, Ohio 44310 | (330) 643-2900 | www.co.summit.oh.us/juvenilecourt/ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Group workshops & individual training | 1 year with a Year Follow-up |
| YMCA (Phoenix Alternative School, Youth Mentoring Program, Minority Achievers Program, etc.) | 888 Jonathan Avenue Akron, Ohio 44306 | (330) 784-0408 | www.akronymca.org/EastAkron/PhoenixSchool | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Varies Based Upon Program Please Call YMCA | Varies Based Upon Program Please Call YMCA |
| County of Summit DD Board | 89 E. Howe Road Tallmadge, Ohio 44278 | (330) 634-8144 | www.summitdd.org | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Individualized, one-on-one training | Based on individual need. |
| Goodwill Industries' Vocational Services | 570 E. Waterloo Road Akron, Ohio 44319 | (800) 989-8428 (330) 724-6995 | www.goodwillakron.org | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Classroom and individualized sessions | Ongoing training for participants referred by ORSC and Summit DD. |
| Hattie Larlham Vocational Office | 530 S. Main Street, #1714 Akron, Ohio 44311 | (330) 274-2272 | www.hattielarlham.org | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Classroom and individualized sessions | Ongoing training for participants referred by ORSC and Summit DD. |
| Ohio Opportunities for Ohioans with Disabilities | 161 S. High Street, Suite 103 Akron, Ohio 44308 | (330) 643-3080 | www.ood.ohio.gov | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Classroom and individualized sessions | Based on individual need. |
| United Disability Services' Community Employment Services | 701 S. Main Street Akron, Ohio 44311-1019 | (330) 762-9755 | www.udsakron.org | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | Classroom and individualized sessions | Ongoing training for participants referred by ORSC and Summit DD. |

Free On-Line Resources

| Resource | Web Site | Description |
|---|---|--|
| U.S. Department of Labor: Skills to Pay The Bills (Mastering Soft Skills for Workplace Success) | http://www.dol.gov/dol/media/webcast/20121015-softskills/ | Skill specific videos |
| Skills Converged: Training Manuals on Soft Skills, Management, and Personal Development | http://www.skillsconverged.com/TrainingTutorials/BodyLanguage.aspx | Free Tutorials : Comprehensive Guide to Body Language |
| Skills Converged: Training Manuals on Soft Skills, Management, and Personal Development | http://www.skillsconverged.com/FreeTrainingMaterials/tabid/258/Default.aspx | Free training resources, downloadable training materials, exercises, activities, slides, icebreakers and articles on soft skills, productivity and management. |
| Delaware Economic Development Office | http://dedo.delaware.gov/dedo_pdf/BusinessServices_pdf/WorkforceDevelopment/softskills/soft_skill_training_curriculum.pdf | Softskills Career Essentials - pdf presentation |
| Missouri Department of Elementary & Secondary Education Career Preparation Certificate | http://dese.mo.gov/college-career-readiness/career-education/career-prep-certificate | Missouri Career Prep Program Planning Guide |
| Our Bizness: Impressions Count An Introduction to Workplace Etiquette & Communication | http://moodle.learnbugs.com/ws/flash_service/impressions_count_preview/index.html | 2 hour training course |