



TOP 20 SOFT SKILLS

FOR ENHANCED
PERFORMANCE



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Times have changed and companies have changed with them. Digital technology has revolutionised the workplace, while staff behaviour and expectations have completely transformed. In modern workplaces, responsiveness and agility are as important as staff well-being and work-life balance. Besides the mastering of technical skills, how can you create ideal working conditions and strike the perfect balance between employee satisfaction and company success? Simply by training your managers. This way, they will learn how to cultivate each staff member's unique character to foster well-being in the workplace and drive performance.

Managers who develop critical soft skills are more decisive, responsive and flexible, adapting easily to the needs and expectations of modern businesses. The benefits? More engaged staff who feel free to express their creativity and inventiveness, and teams that truly work as one unit. Employee satisfaction is the best way to drive individual efficiency and company performance.

Creative thinking, self-efficacy, agile management and emotional intelligence are key skills, but are they enough? Read on to find out more about the 20 must-have soft skills for managers.



PART 1:

Personal Development and Self-Surpassing



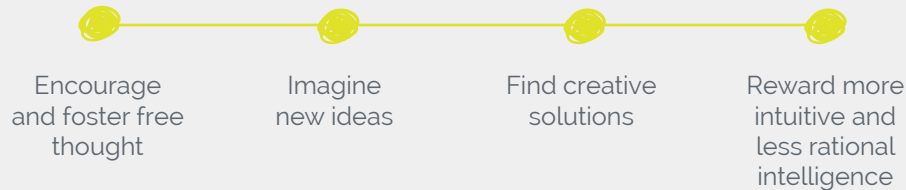
- Foster the creative potential of teams
- Communicate with impact and effectiveness
- Promote intrapreneurship
- Use the design thinking method
- Manage time effectively
- Make efficiency a daily practice

Foster the creative potential of teams



To inspire their teams, managers have to be able to cultivate their creative potential. By allowing each employee to express their innovative ideas and creativity, managers will build motivated, dedicated, and productive teams. Companies will become more dynamic and competitive in their markets and be more appealing to present and future new talent.

Key skills for success

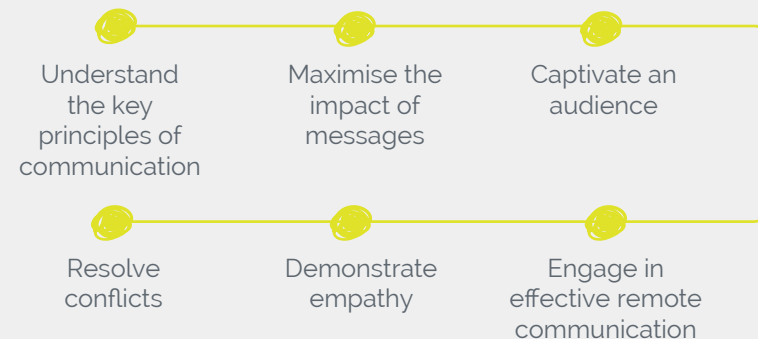


Communicate with impact and effectiveness



Anticipating communication problems while creating a pleasant and effective work environment within a team is a tall order. The key to individual and collective performance within a company is being able to develop interpersonal skills, communicate better internally, and relay information clearly. This will enable the management of all types of situations—even the trickiest of problems. In today's connected world, the way a company communicates with its customers, providers, and most of all its employees is extremely important. If done badly, it can be the source of many conflicts.

Key skills for success



Promote intrapreneurship

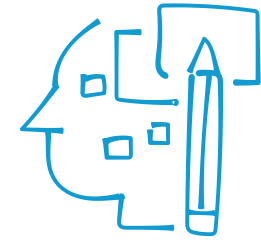


What if intrapreneurship could meet the challenges of tomorrow? Giving employees the possibility to run projects independently not only boosts innovation, but also builds employee recognition and increases motivation within the entire company. The company's brand image will also gain recognition: a start-up mindset guaranteed!

Key skills for success

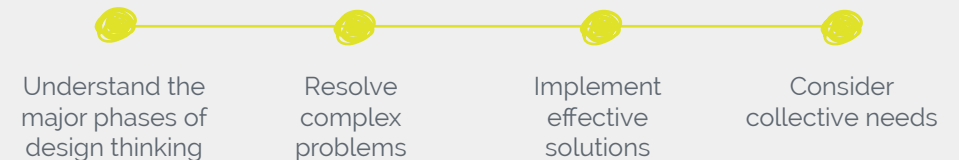


Use the design thinking method



Initially used by designers, design thinking provides agility and has proven its worth in major CAC 40 companies. This method speeds up problem-solving and promotes collaboration and agility within teams by breaking down siloed processes. It opens the door for companies to be more innovative and willing to find original and creative solutions to complex questions.

Key skills for success



Manage time effectively

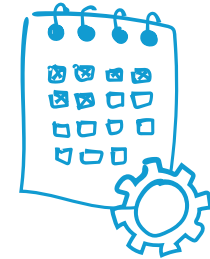


That goes without saying, and yet... As a foundation for company efficiency and productivity, time management is essential for managers and their teams. Against a flexible, mobile backdrop, the idea is to learn how to prioritise tasks, differentiate between urgent and important, and maintain a good work-life balance. The company's aim is to reduce stress among its workforce so employees become more efficient and committed to their tasks.

Key skills for success



Make efficiency a daily practice



Digital technology has turned working methods upside down: time management and organisation must also be revamped. Managers set and measure team organisation, the distribution of tasks, and employee efficiency. As such, they play an essential role in improving employee commitment and boosting energy and productivity.

Key skills for success



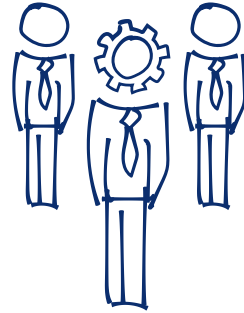
PART 2:

Coaching, Teamwork, and Management 3.0



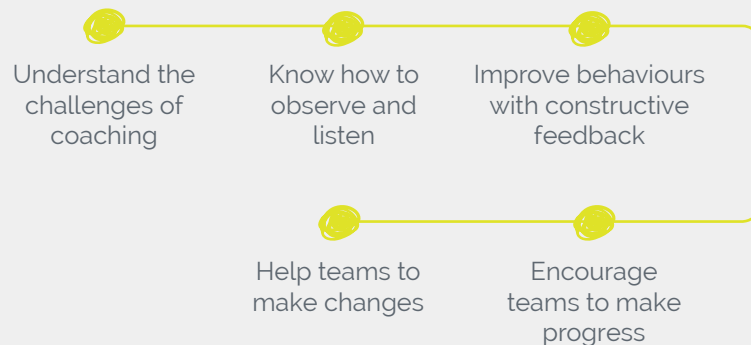
- Learn how to coach teams and individuals
- Apply management 3.0
- Boost team performance
- Learn how to conduct an employee appraisal
- Effective management of remote teams
- Be a good manager

Learn how to coach teams and individuals



In a changing work environment, managers must be able to keep their teams motivated. To do this, they must build more human relationships: say goodbye to the department head and hello to the sports coach! Acting as a real coach, the managers of tomorrow will promote teamwork and encourage their employees to progress, increasing their productivity, day after day.

Key skills for success



Apply management 3.0

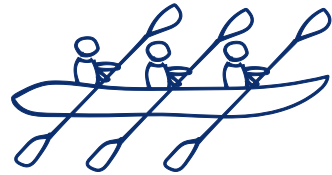


Management 3.0 makes agile methods more accessible and favours full employee mobilisation. This new practice stimulates the overall role of management in companies through listening skills and collaboration. The hierarchical relationship evolves to leave room for teamwork and the development of each employee's skill set. The benefits are soon visible: modern managers let creativity flow and optimise collaboration within their teams, resulting in automatically increased productivity.

Key skills for success



Boost team performance

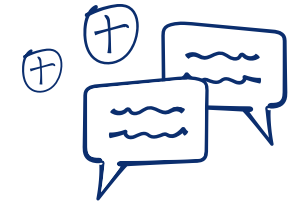


"If you want to go fast, go alone. If you want to go far, go together."
Effective teamwork enhances performance, creativity and efficiency. As a result, teams are more constructive in the way they exchange ideas. This creates a work environment that encourages performance and collective efficiency. Strive for collective intelligence.

Key skills for success

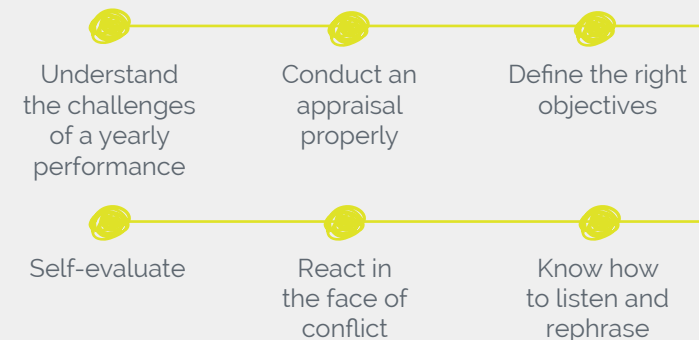


Learn how to conduct an employee appraisal

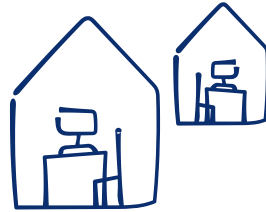


To turn this essential meeting between managers and employees into constructive dialogue, you need to know how to effectively conduct an employee appraisal. Best practices (like good listening skills and empathy) and specific methods will ensure effective, constructive and operational appraisals. For companies, these opportunities for dialogue are an important time for measuring employee commitment against the company's overall objectives. They are also a way to prepare for the future.

Key skills for success



Effective management of remote teams



Managing a team remotely allows you to concentrate each individual's efforts on a shared project. With this type of management, it is important to know how to unite a geographically dispersed team, and effectively integrate the employees into a remote structure. This challenge is even more relevant today as companies are working in increasingly globalised and multicultural settings.

Key skills for success



Be a good manager



A good manager drives teams towards progress and is responsible for their performance and well-being. Effective tools and methods for training managers will enable them to find their place in the company and become a guarantor of their teams' productivity.

Key skills for success

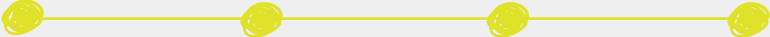


Be customer-oriented



Modern companies must be able to adapt to new expectations: immediacy, transparency, and proximity. The priority? Giving everyone a suitable and personalised response. Regardless of the type of request or question, companies must have an answer. Being customer-oriented also means customers are guaranteed to have quality service and a unique experience. This committed stance creates true customer and brand loyalty.

Key skills for success

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- Anticipate and surpass customer expectations
 - Provide a consistent quality experience
 - Create and train a customer service team
 - Successfully manage customer dissatisfaction



PART 3:

Talent Management and Team Involvement



- Optimise talent management
- Increase team motivation and participation
- Attract and hold on to talent
- Develop a team of learners

Optimise talent management



Knowing how to manage talent inside a company allows for the creation of a virtuous model guaranteeing long-term employee satisfaction. Adept managers should be able to leverage the potential of their teams, boosting profitability and prioritising the company's shared objectives.

Key skills for success

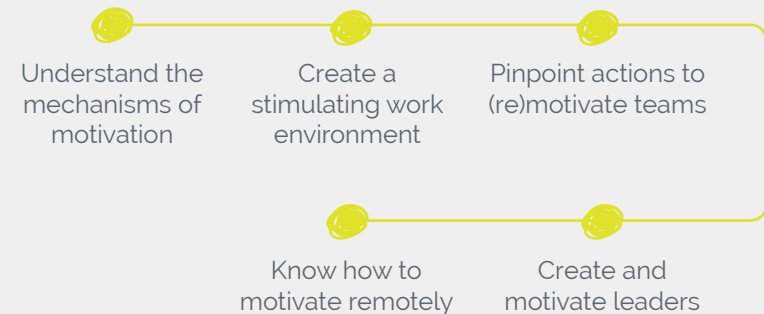


Increase team motivation and participation



To maintain a high level of productivity within the company, managers must leverage tools and best practices to keep team motivation high and encourage participation. By bringing together all the conditions for a stimulating work environment, good managers know how to instil a dynamic atmosphere within their teams. As a result, your teams will be more motivated and involved—and more productive!

Key skills for success



Attract and hold on to talent



To maintain a company's level of productivity and performance, you need to invest in human resources. To build a talent pool, companies need to identify the right profiles, attract new talent, and, above all, hold on to it by offering ideal working conditions. Managers who know how to be a cheerleader for the company and win employee loyalty will be in an excellent position to create productive, happy, and motivated teams.

Key skills for success



Develop a team of learners



To deal with complex, constantly progressing environments, companies must encourage continuous learning and development of new skills. An environment of ongoing learning is a competitive advantage to a company that wants to remain innovative and agile. Learning is also a way for employees to engage in personal growth: managers can set up a collaborative learning system in which each employee shares and is appreciated for their knowledge. There's no better way to get teams on board.

Key skills for success



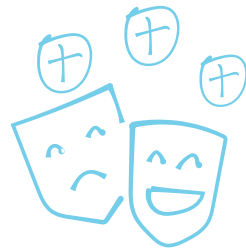
PART 4:

Empathy, Emotions, and Well-Being



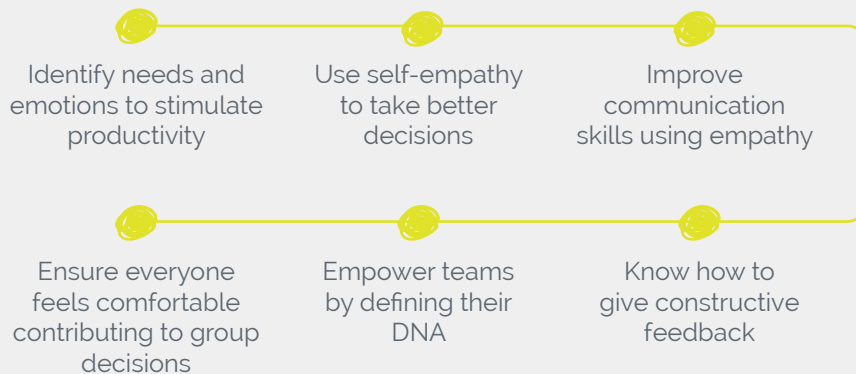
- Use your emotions
- Foster well-being in the workplace
- Stimulate teamwork

Use your emotions



To strengthen interactions, companies today must make room for empathy. When employees feel supported and know how to manage their emotions, they are capable of building more solid relationships with their co-workers. One benefit is that they will be able to resolve conflicts more effectively. Managers will also lead stronger teams, which will have a positive impact on the company's productivity.

Key skills for success



Foster well-being in the workplace



Creating favourable conditions and a positive atmosphere at work should be a priority for modern companies. Employees who have a sense of fulfilment will feel more confident to give their best at work. Managers must be able to recognise and analyse the signs of a healthy team, and prevent employee unhappiness. This climate of confidence will reduce burnout and sick days, and companies will benefit from stable, motivated teams working to their full potential.

Key skills for success

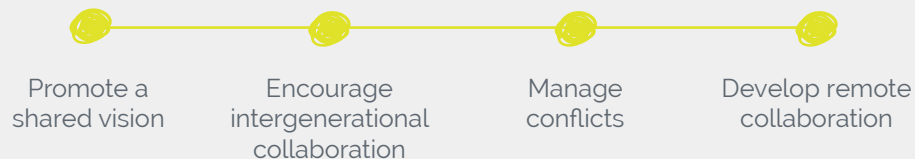


Stimulate teamwork



To improve its collective performance and keep its competitive edge, a modern company must encourage employees to communicate and collaborate through teamwork. All employees need to feel that they can express their ideas, showcase their skills and demonstrate their specific know-how to the benefit of the company. By encouraging teamwork, companies will boost collaboration, thereby improving performance and profitability.

Key skills for success



CONCLUSION:

Adapt or fade away.

As a CPD professional and business partner, you dedicate each work day to preparing your staff for the changes happening in your company. Staff behaviours and expectations have evolved. So too have the training methods used to meet growing demands: digital technology has opened up training to everyone, whenever they want it. At CrossKnowledge, we focus on helping professionals develop management and leadership skills. We know that these are the skills that help companies stand out and adapt more quickly to changing markets. A pioneer in the eLearning sector, we leverage over 20 years of unparalleled experience combined with extensive learner feedback to create the most effective programs for happier staff and better-performing companies.

Start out on the path to performance with the right training program, and give your managers the key skills they need now and in the future.

Discover how to respond to these needs

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