



# DO SOFT SKILLS MATTER?



In the long term, as much as 75% of success in professional life depends not on a person's qualifications, but on his abilities related to social interaction. Without the soft skills related to communication, goal setting, time management, teamwork, conflict resolution, which are vital for today's professionals in all fields, it is unlikely that a person will reach the heights of a career.

How does the business assess the importance of soft skills?

## LITHUANIA



*Ramunė Šabanienė, Head of Telia's data science, artificial intelligence and analytics department*



Businesses invest a lot in learning. Technical knowledge wears out in a few years. So, no matter how great technical knowledge they have, every employee must constantly learn so that changing technologies do not become a career block for them. In Telia we aim for each employee to devote about 10 percent of their working time to learning. Such "soft" competences of employees as: the habit of learning, asking questions, time management, the ability to choose what needs to be learned, understanding the importance of learning, desire to improve, share the acquired knowledge with others are very important for business. Only a person, who are motivated to grow as a professional, can adapt to a changing work environment and be successful. In addition to competencies related to the

ability and desire to learn, it is also important for business how employees cope with huge information flows, workload, social interaction in the face of tension. So goal setting, time and conflict management skills remain undoubtedly important.

*Brigita Gudonė, Advisor to the general director of JSC "Vilniaus vandenys" for company management*

A person who comes to work for us will always be among people and with people. No matter what position he occupies, he will have to communicate and talk. Employer during the job interview usually have only a few minutes to assess the candidate's subject and soft competencies. Subject knowledge is confirmed by formal documents - a person's education, previous work experience and achievements. When evaluating soft skills, it is a challenge to

assess in a short time whether a person will fit into the team, smoothly complement it, or not. Here even the candidate's sense of humour is very important. A person's sense of humour determines what his logical thinking is, whether he has self-criticism, whether he knows how to laugh at himself, learn from his mistakes, whether he lives for the day. You can tell a lot about a person from this when you have little time to evaluate them. These situations help to assess whether the candidate will be able to work in our team or not.

