

Soft Skills Revolution: A Guide for Connecting with Compassion for Trainers, Teams, and Leaders

By M. Kamin

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Soft skills are the cluster of personality traits, social graces, communication, language, personal habits, friendliness, and optimism that characterize relationships with other people. In increasingly competitive environments, soft skills training can be a vital resource.

Soft Skills Revolution offers trainers, organizational leaders, and HR professionals a handy guide for building their soft skills through a variety of methods including individualized exercises and activities and structured training programs, as well as informal learning, mentoring, and coaching. The book offers readers information on the background of soft skills development, and suggestions for enhancing soft skills through traditional learning programs as well as informal learning approaches.

Soft Skills Revolution contains practical guidance for creating an engaging learning experience that highlights such important concepts as:

- Components for Clear Communication
- The Power of Yes
- Listening and the Language of Acceptance
- A Nine-Step Model for Problem Solving
- Interventions for Moving a Team to Results
- Giving Helpful Feedback
- Moving from Conflict to Cooperation

In addition, The Leader's Connection section is designed for upper level management and facilitators who want to help organizational leaders integrate the book's important concepts and skills into their interactions with team and staff members.


"Kamin's engaging writing style, deep and down to earth at the same time, makes this book an easy learning experience of the 'hard' soft skills we all need to master. By developing these soft skills we can make our world a

better place!"

—Isabel Rimanoczy, Legacycoach, Director Minervas, Women Changing the World and author of *Big Bang Being*

"Kamin has mastered the challenge of bringing soft skills to life. Her simple definitions, clear examples, references to seminal authors, focused questions, conceptual frameworks, and helpful hints invite and encourage the reader to make these soft skills her/his own."

—Ernie Turner, president, LIM LLC and author of *Action Reflection Learning*

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Editorial Review

From the Back Cover

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About the Author

Maxine Kamin, M.Ed., is the founder and president of TOUCH Consulting, Inc. (Training for Organizational Development, Unparalleled Customer Service, Communications, and Human Resources) headquartered in Plantation, Florida. Learn more at www.touchconsulting.com.

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