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THE IMPORTANCE OF SOFT SKILLS IN IT

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Анотація
У статті з'ясовано важливість м'яких навичок у сфері інформаційних технологій та охарактеризовано основні з них.
Ключові слова: м'які навички, інформаційні технології, комунікативні навички, командна робота.

Abstract
The article analyzes the importance of soft skills in IT and describes the main ones.
Keywords: soft skills, information technology, communication skills, teamwork.

Soft skills are character traits (like being self-motivated, creative, or responsible) that positively affect how you work and interact with others. They have always existed, in any era. It's just that the concept of soft skills has not been used before. Research in this area began in the United States around the 1960s, and the term was started to be used in the business environment even later, in the late nineties [1].

At this time interest in soft skills and the need for their application has become even stronger. Technology is developing so rapidly that the knowledge we have gained becomes obsolete very quickly. Therefore, it is not the employee who once learned a lot of things that becomes valuable, but the one who knows how to learn quickly, effectively adapt to new conditions and find non-standard solutions. In addition, the success of the entire project often depends on mutual understanding within the team [2].

There are many soft skills that would be beneficial to have. Therefore, let us check out the list of soft skills that we should all be focusing on.

1. Teamwork

Employers are always looking for candidates that are great at collaborating with a team. Teamwork skills help you get on well with your colleagues and effectively accomplish the given tasks. In fact, teamwork is crucial for careers in market research, event coordination, and software engineering.

Some examples of teamwork-related skills include conflict management, listening, collaboration, idea exchange, negotiating.

2. Ability to learn

Employers seek professionals who, in addition to other skills, are able to learn. It may sound simple, but we are so overwhelmed with knowledge and information that it makes processing and applying it really difficult.

What we can do about this is to think and analyze how the information we consume can be applied to different areas of our lives. Dedicating time to this strategic thinking can help you prioritize and focus on things that are important to you personally [3].

3. Communication

In a world with the level of technological advancement and automation we have, it is still pretty hard to succeed without mastering the art of communication.

Communication skills are the effective oral or written ways you express yourself in the workplace. These are the skills that, along with emotional intelligence, are impossible to automate efficiently, and thus will always be in great demand. To be more specific, working on storytelling skills, active listening and persuasion will give you an advantage which will definitely pay off in the end.

4. Adaptability & flexibility

Adaptability and flexibility are essential skills for embracing and adjusting to constant changes. These soft skills are particularly important when working in fast-paced or continually evolving work environments such as public relations, event management, tech and advertising [4].

Anyway, what should be in our control is what we think about the situation and what actions we take in these new circumstances, what skills we decide to learn, in what direction we choose to move.

While a vast number of people consider themselves to be adaptable, it is a bit more difficult than it seems. Adaptable people are open to things that are outside their comfort zone; they are not prone to saying "I can't do it" or "it is too hard for me", rather — they are more likely to give things a try and accept challenges.

Remember that each situation in your life presents you an opportunity to move forward and to grow as a person and as a professional, so step out of your comfort zone and do it.

Why are soft skills so important for an engineer to have, whose main task is to write code or test applications? At least, to communicate with colleagues and do it effectively [5].

Nowadays, almost no one works alone. Each employee communicates with colleagues, and sometimes also with clients and partners. He must be able to negotiate with them, argue his position and convey it to other people. In addition, soft skills help to work with information, keep up with life and feel confident in the profession.

That is, soft skills are important for a designer and a sales manager, a programmer and a manager, a marketer and a teacher. Entrepreneurs, freelancers, and academics are no exception. Everyone needs soft skills [6].

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