

# Six Soft Skills For Success, 2020 \*

County of Summit, Ohio

Ilene Shapiro, 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
<b>General Services</b>											
	1040 E. Tallmadge Avenue Akron, Ohio 44310	(330) 633-1050	<a href="http://www.summitomj.org">www.summitomj.org</a>	✓	✓	✓	✓	✓	✓	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	<a href="http://www.summitomj.org/youth/">www.summitomj.org/youth/</a>	✓	✓	✓	✓	✓	✓	Classroom	40 hours
Akron Urban League and Community Service Center	440 Vernon Odom Blvd. Akron, Ohio 44307	(330) 434-3101	<a href="http://www.akronurbanleague.org">www.akronurbanleague.org</a>	✓	✓	✓	✓	✓	✓	Classroom	Based on individual need.
Goodwill Industries' Employment Resource Center	570 E. Waterloo Road Akron, Ohio 44319	(800) 989-8428 (330) 724-6995	<a href="http://www.goodwillakron.org">www.goodwillakron.org</a>	✓	✓	✓	✓	✓	✓	Classroom	Mondays 9:00- 10:00 am (Call to confirm class dates.)
Heart to Heart Family Support Center	1035 Rosemary Blvd. Suite A Akron, Ohio 44306	(330) 724-1950	<a href="http://www.heart2heartfsc.org">www.heart2heartfsc.org</a>	✓	✓	✓	✓	✓	✓	Classroom and individualized sessions	Six weeks /twice a week, two hours each class time
Project Learn of Summit County	60 South High Street Akron, Ohio 44326	(330)434-9461	<a href="http://www.projectlearnsommit.org">www.projectlearnsommit.org</a>	✓	✓	✓	✓	✓	✓	Classroom and individualized sessions.	Ongoing classes and workshops. (Length varies with the activity.)
<b>Specialized Services</b>											
***Certain eligibility requirements may apply***											
Akron Public Schools Junior ROTC	Army @ Kenmore-Garfield Air Force @ Buchtel CLC Navy @ Ellet HS Marines @ East CLC	(330) 848-4141 (330) 761-7945 (330) 794-4120 (330) 761-7925	<a href="http://www.akronschools.com">www.akronschools.com</a>	✓	✓	✓	✓	✓	✓	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	<a href="http://www.heart2heartfsc.org">www.heart2heartfsc.org</a>	✓	✓	✓	✓	✓	✓	Classroom and individualized sessions	Six weeks /twice a week, two hours each class time
International Institute	207 Olive Street, Suite 201 Akron, Ohio 44310	(330) 376-5106	<a href="http://www.iiakron.org">www.iiakron.org</a>	✓	✓	✓	✓	✓	✓	Individual Consultation and Classroom	Varies (based on individual need)
JOG (Jobs for Ohio's Graduates)	1333 Home Ave. Akron, Ohio 44310	(330) 374-9445	<a href="http://www.jogworks.org">www.jogworks.org</a>	✓	✓	✓	✓	✓	✓	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	<a href="http://www.juniorachievement.org/web/ja-norcentohio/">www.juniorachievement.org/web/ja-norcentohio/</a>	✓	✓	✓	✓	✓	✓	Group sessions or partnerships	Varies (Seven Sessions)
National Youth Advocate Program	30 Northwest Avenue Building A, Suite 120 Tallmadge, Ohio 44278	(330) 633-4187	<a href="https://www.nyap.org/nyap-locations/ohio.html">https://www.nyap.org/nyap-locations/ohio.html</a>	✓	✓	✓	✓	✓	✓	Individualized, and one-on-one training	Based on individual need.
OpenM - Community Works Akron	941 Princeton Avenue Akron, Ohio 44311	(330) 434-0110	<a href="http://www.OPENM.org">www.OPENM.org</a>	✓	✓	✓	✓	✓	✓	Group Job Readiness Workshop	1 week
Summit County Juvenile Court	650 Dan Street Akron, Ohio 44310	(330) 643-2900	<a href="http://www.juvenilecourt.summitoh.net">www.juvenilecourt.summitoh.net</a>	✓	✓	✓	✓	✓	✓	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	<a href="https://www.akronymca.org/PhoenixSchool/PhoenixSchool/">https://www.akronymca.org/PhoenixSchool/PhoenixSchool/</a>	✓	✓	✓	✓	✓	✓	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) 634-8000	<a href="http://www.summitdd.org">www.summitdd.org</a>	✓	✓	✓	✓	✓	✓	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	<a href="http://www.goodwillakron.org">www.goodwillakron.org</a>	✓	✓	✓	✓	✓	✓	Classroom and individualized sessions	Ongoing training for participants referred by ORSC and Summit DD.
Hattie Larlham Employment Services	1402 Boettler Road Uniontown, OH 44685	(330) 274-2272	<a href="http://www.hattielarlham.org">www.hattielarlham.org</a>	✓	✓	✓	✓	✓	✓	Classroom and individualized sessions	Ongoing training for participants referred by OOD and Summit DD.
Ohio Opportunities for Ohioans with Disabilities	161 S. High Street, Suite 103 Akron, Ohio 44308	(330) 643-3080	<a href="http://www.ood.ohio.gov">www.ood.ohio.gov</a>	✓	✓	✓	✓	✓	✓	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	<a href="http://www.udsakron.org">www.udsakron.org</a>	✓	✓	✓	✓	✓	✓	Classroom and individualized sessions	Ongoing training for participants referred by OOD 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)	<a href="https://www.dol.gov/odep/topics/youth/softskills/SoftSkills-videos.htm">https://www.dol.gov/odep/topics/youth/softskills/SoftSkills-videos.htm</a>	Skill specific videos
Skills Converged: Training Manuals on Soft Skills, Management, and Personal Development	<a href="http://www.skillsconverged.com/TrainingTutorials/BodyLanguage.aspx">http://www.skillsconverged.com/TrainingTutorials/BodyLanguage.aspx</a>	Free Tutorials : Comprehensive Guide to Body Language
Skills Converged: Training Manuals on Soft Skills, Management, and Personal Development	<a href="http://www.skillsconverged.com/FreeTrainingMaterials/t/abid/258/Default.aspx">http://www.skillsconverged.com/FreeTrainingMaterials/t/abid/258/Default.aspx</a>	Free training resources, downloadable training materials, exercises, activities, slides, icebreakers and articles on soft skills, productivity and management.
Missouri Department of Elementary & Secondary Education Career Preparation Certificate	<a href="http://dese.mo.gov/college-career-readiness/career-education/career-prep-certificate">http://dese.mo.gov/college-career-readiness/career-education/career-prep-certificate</a>	Missouri Career Prep Program Planning Guide
Our Bizness: Impressions Count An Introduction to Workplace Etiquette & Communication	<a href="http://moodle.learnbugs.com/ws/flash_service/impressions_count_preview/index.html">http://moodle.learnbugs.com/ws/flash_service/impressions_count_preview/index.html</a>	2 hour training course

For corrections or additions to this "Soft Skills" Resource Guide, please call 800-989-8428, ext 100