



The Hard Truth About Soft Skills: Workplace Lessons Smart People Wish They'd Learned Sooner

By Peggy Klaus

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What's the hard truth? Soft skills get little respect but will make or break your career. Master your soft skills and really get ahead at work!

Fortune 500 coach Peggy Klaus encounters individuals every day who excel at their jobs but aren't getting where they want to go. It's rarely a shortfall in technical expertise that limits their careers, but rather a shortcoming in their social, communication, and self-management behaviors. In *The Hard Truth About Soft Skills* Klaus delivers practical tools and techniques for mastering soft skills across the career spectrum. She shows how to:

- manage your workload
- handle the critics
- develop and promote your personal brand
- navigate office politics
- lead the troops
- and much more!

Klaus reveals why soft skills are often ignored, while bringing their importance to life in her trademark style—straightforward, humorous, and motivating. Perfect for readers at all professional stages—from those who are just starting out to seasoned executives—this book is essential reading for anyone who wants to take his or her career to the next level.

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Editorial Review

From Publishers Weekly

Whether near the beginning or end of a career, Klaus (*BRAG! The Art of Tooting Your Own Horn Without Blowing It*) sees future professional growth dependent upon identifying and correcting self-sabotaging interpersonal behavior. Klaus illustrates each behavior's professional importance with stories from her work as a career coach. These soft skills run the gamut from handling critics (including one's own internal critic) to bragging. Her practical advice is delivered in the conversational style of a one-on-one session with a personal coach. The learn-by-example counsel may be helpful for those entering such situations as annual performance reviews—whether giving or receiving them—and public speaking. The volume is recommended for those who are in need of a more personable approach to rising up professionally. (Feb.) Copyright © Reed Business Information, a division of Reed Elsevier Inc. All rights reserved.

Review

“[Klaus’s] practical advice is delivered in the conversational style of a one-on-one session with a personal coach.... The volume is recommended for those who are in need of a more personable approach to rising up professionally.” (Publishers Weekly)

“The authors offer 54 important workplace lessons...[and]...offers important insight for careermanagement which will be helpful to a wide range of library patrons.” (Booklist)

“This is a good book to read with a notebook at your side, in case you spot anything you’ve been doing to hold yourself back in the workplace.” (Atlanta Journal-Constitution)

About the Author

Peggy Klaus trains professionals worldwide at leading companies that include Credit Suisse, Disney, UNICEF, and Kaiser Permanente. Author of *BRAG! The Art of Tooting Your Own Horn Without Blowing It*, she is regularly featured in a wide range of media including the *Today Show*, *20/20*, *BusinessWeek*, the *Wall Street Journal*, the *New York Times*, and *O Magazine*. Klaus has lectured at Harvard; the University of California, Berkeley; and Wharton. She lives in Berkeley, California.

Users Review

From reader reviews:

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Playing with family in a park, coming to see the marine world or hanging out with good friends is thing that usually you may have done when you have spare time, subsequently why you don't try point that really opposite from that. A single activity that make you not sensation tired but still relaxing, trilling like on roller coaster you are ride on and with addition of information. Even you love The Hard Truth About Soft Skills: Workplace Lessons Smart People Wish They'd Learned Sooner, you can enjoy both. It is excellent combination right, you still want to miss it? What kind of hangout type is it? Oh come on its mind hangout guys. What? Still don't understand it, oh come on its known as reading friends.

Pamela Stanley:

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