

ChatGPT said:

Soft Skills and Hard Skills – Professional Terms

In business management, **Soft Skills** and **Hard Skills** are two important categories of employee competencies. You can use these terms for job descriptions, HR management, staff evaluation, and employee development.

1. Soft Skills (Behavioral Competencies)

Definition: Soft skills are the personal qualities, behaviors, and interpersonal abilities that determine how a person works with others and handles responsibilities.



Communication Skills

Speaking, listening, writing, presenting, and sharing information clearly.



Teamwork & Collaboration

Working effectively with colleagues, departments, and partners.



Leadership & Decision-Making

Guiding people, making decisions, taking responsibility, and motivating a team.

Other professional soft skill terms:

- Problem-Solving
- Critical Thinking
- Time Management
- Adaptability
- Emotional Intelligence
- Conflict Resolution
- Creativity & Innovation
- Attention to Detail
- Accountability & Responsibility
- Negotiation & Persuasion
- Customer Service
- Self-Discipline
- Integrity & Professional Ethics

- Initiative & Proactiveness
- Strategic Thinking

2. Hard Skills (Technical Competencies)

Definition: Hard skills are specific technical abilities, professional knowledge, and practical tasks that a person can learn, demonstrate, and measure.



Financial & Accounting Skills

Budgeting, bookkeeping, financial reporting, cash flow, and cost control.



Technology & System Skills

ERP systems, inventory management, spreadsheets, databases, and data analysis.



Sales & Business Operations

Sales forecasting, product knowledge, procurement, logistics, and operational planning.

Other professional hard skill terms:

- Project Management
- Human Resource Management
- Marketing & Digital Marketing
- Data Analysis & Reporting
- Accounting & Taxation
- Inventory & Warehouse Management
- Supply Chain Management
- Procurement & Purchasing
- Business Development
- Contract & Tender Management
- Product Management
- Quality Control
- Risk Management
- Software Development
- Graphic Design
- Engineering & Technical Design
- Strategic Planning & Business Analysis

3. Soft Skills vs. Hard Skills

Category	Soft Skills	Hard Skills
Main focus	How a person works	What a person can do
Nature	Behavioral and interpersonal	Technical and practical
How to develop	Experience, coaching, practice	Training, education, practice
How to evaluate	Observation and feedback	Tests, certifications, measurable results
Example	Leadership	Project management
Business result	Better teamwork and behavior	Better technical performance

4. Professional HR competency framework

For your business, I recommend organizing employee competencies into these four categories:



1. Behavioral Competencies

Communication, teamwork, leadership, accountability, and discipline.



2. Technical Competencies

Job-specific knowledge, tools, systems, and practical skills.



3. Managerial Competencies

Planning, organizing, delegating, monitoring, and performance management.



4. Performance Competencies

Productivity, quality, efficiency, target achievement, and measurable results.

Recommended professional terminology: Use *Competency Framework* as the overall term, with *Behavioral Competencies*, *Technical Competencies*, *Managerial Competencies*, and *Performance Competencies* as the four main categories.

This structure can be used to create job descriptions, recruitment criteria, employee training plans, promotion standards, and performance appraisal forms.