1. **What are human (soft) skills**- personal habits and traits that shape how you work on your own and with others. Examples of human skills:
    a. Problem-solving
    b. Communication
    c. Adaptability
    d. Work Ethic
    e. Emotional Intelligence (EQ)
    f. Teamwork
    g. Creativity
    h. Conflict Resolution
    i. Leadership
    j. Time Management

2. **What are hard skills**- technical knowledge or training that you have gained through your training, education or career. Examples of hard skills:
    a. Data Analysis
    b. Project Management
    c. Foreign Language Proficiency
    d. Technical Writing
    e. Accounting/Bookkeeping
    f. Computer Programming
    g. Graphic Design
    h. Marketing Analysis
    i. Machine Operation
    j. Certifications

3. **On a resume**- When creating a resume, it's best to include a mix of hard skills and human skills. List skills that are most relevant to the role you are applying for.

4. **Which is most important**- Employers value both hard and human skills. Certain roles require candidates to possess specific hard skills, as this ensures they can successfully complete specific job duties. Human skills are also essential and can enable you to develop and apply your hard skills effectively.

5. **Learning hard and human skills**- Human skills can be developed through everyday interaction with practice, repetition and training. You can develop hard skills in many ways, including on-the-job training and college programs.