



## Soft Skills Lingo Bingo

### Lesson Author

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### Activity Description

In this lesson, students will hear from industry experts why soft skills are important and what skills they are looking for from job candidates. Once students understand why these skills are important, they will then participate in a matching game that will allow them to examine various soft skills mentioned. Students will then complete an assessment to self-evaluate strengths and weaknesses and identify strategies to develop skills that need improvement. Students will then apply the vocabulary they have learned to determine the correct answers in a bingo game.

### Grade Level

7–12

### Concepts

Attitude	Communication	Criticism	Ethics	Hard skills
Initiative	Interpersonal skills	Leadership	Listening	Motivation
Negotiation	Networking	Patience	Perceptiveness	Perseverance
Problem solving	Productivity	Professionalism	Resilience	Self-awareness
Soft skills	Teamwork			

### Objectives

Students will be able to:

- Identify the difference between hard skills and soft skills
- Identify what soft skills are important to employers
- Examine various soft skills
- Scrutinize their own soft skills using an evaluation tool
- Evaluate personal soft skills mastered and those skills needing improvement

### Time Required

90 minutes

## Essential Question

How can I prepare for my dream career?

## Materials

*Handout 1: "Matching Cards," cut into individual word and definition cards*

*Copies of Handout 2: "Soft Skills Self-Assessment" for each student*

*One copy of Handout 3: "Bingo Card" for each student*

*Handout 3.1: "Bingo Vocabulary Terms and Definitions," cut apart to draw for bingo*

*Handout 4: "Soft Skills Matching"*

*Handout 4: "Soft Skills Matching (Answer Key)"*

*Internet access and audio/video to show webinar clips*

*Optional: Small prize(s) for bingo winner(s)*

## Procedures

1. Tell students that as they prepare to go into the world of work, potential employers will want them to possess a variety of skills. Discuss these different types of skills while emphasizing the following information.
  - Some skills are technical, or hard skills. These skills are often directly related to the tasks of the job. They might include familiarity with software, the ability to analyze data, or the skill to develop computer code.
  - Other skills are called soft skills. Soft skills are the nontechnical skills, abilities, or traits that workers need to function in a specific employment environment.
2. In our first video clip, we will hear from industry experts Darren Mott, supervisory special agent with the Counterintelligence Program at the Federal Bureau of Investigation, and David Umphress, director of the Auburn Cyber Research Center. Play the clip from the *Maximum Employment Matters* webinar on cybersecurity using this link. <https://www.atlantafed.org/education/teach/multimedia/exploring-careers-in-cybersecurity-part-1.asp>.

Play the segment from 44:10 to 49:00, which begins, "Of the important qualities I just mentioned, analytical skills, detail oriented, ingenuity, problem solving, communication, and teamwork, which would you say is the most important?"

Ask the students, "What soft skills were identified by the speakers?" Possible answers include:

- Analysis and problem solving are very important. Being able to deal with problems and quickly resolve them is critical in the security industry.
- The ability to communicate effectively to your audience using interpersonal skills when conveying your message; in other words, the ability to judge how to phrase your message so your audience will understand without talking down to them.
- Continuously practice soft skills and provide feedback on progress.

3. In the next video clip, we hear from three industry experts: Nancy Donahue with the Atlanta Fed’s Retail Payments Risk Forum and project manager of the Federal Reserve Payment Study; Michael Levine, CEO and managing director of executive recruiting at Advantage Talent Inc.; and Gary Warner, director of research in computer forensics at the University of Alabama at Birmingham. Play the clip from the second *Maximum Employment Matters* webinar on cybersecurity using this link. <https://www.atlantafed.org/education/teach/multimedia/exploring-careers-in-cybersecurity-part-2.aspx>.

Play the segment from 56:08 to 59:50, which begins, “Of the important qualities I just mentioned, analytical skills, detail oriented, ingenuity, problem solving, communication, and teamwork, which of these skills would you say is the most important?”

Ask the students what soft skills were identified by the speakers. Possible answers include:

- An ability to pivot (change direction) and be resilient are valuable in a changing work environment.
  - Problem solving skills are in high demand. Showing leadership and initiative in identifying problems, communicating the problem to management, and persevering to resolve the issue are invaluable.
  - Teamwork, attitude, and communication are critical in a professional environment.
4. Tell students that they will be participating in a matching game to learn about different soft skills. Using the cards cut out from Handout 1, distribute “word” cards to half the class. Distribute “definition” cards to the other half. Have students move around the classroom to find their match. After all pairs are together, have each pair teach the word and definition to the class, then explain why the skill would be important in the workplace.
5. Distribute Handout 2. Explain that it is critical for job candidates to evaluate their own progress on soft skills. Everyone has strengths and weaknesses in this area. Tell students to identify three soft skills they feel they are very strong in and two they would like to improve. Then, they should use the space provided to plan ways to strengthen in the areas they identified for improvement. If desired, students could work in pairs or small groups to brainstorm ways they can work on the skills identified.
6. Distribute Handout 3. Have students place the terms randomly on the bingo card. Tell students that you will read the definition of each term, and they should mark the word on their bingo card. Use the definition strips from Handout 3.1 to call definitions randomly until a student has four correct answers either vertically or horizontally. When a student does, he or she should call “bingo.” Verify students’ answers by asking them the term they marked and then reread the definition to reinforce the content. When you have a winner, you can stop there or keep going and let a few more students get bingo.

### **Assessment**

7. Distribute a copy of Handout 4. Either individually or in groups, have the students complete the worksheet and review the terms. Once the worksheet is complete, use the answer sheet to review with students and make sure their answers are correct.

### **Closure**

8. Ask students to think back to the industry experts. Using the suggested remarks above, remind students what the experts identified as important soft skills. Use the following questions to close the lesson:
- Do you think the soft skills that are important in cybersecurity would be important in other industries?
  - How can a job candidate demonstrate on a résumé or in an interview that he or she possesses these important skills?



## Handout 1: Matching Cards

<b>Attitude</b>	A behavior a person adopts toward other people, things, incidents, or happenings.
<b>Communication</b>	The ability to convey information to another person effectively and efficiently.
<b>Criticism</b>	The expression of disapproval of someone or something on the basis of perceived faults or mistakes.
<b>Ethics</b>	Moral principles that govern a person's behavior or the conducting of an activity.
<b>Human capital</b>	The skills, knowledge, and experience possessed by an individual or population.



<b>Initiative</b>	The power or ability to begin or to follow through energetically with a plan or task.
<b>Interpersonal skills</b>	The skills people use to interact and communicate with individuals in an organizational environment.
<b>Leadership</b>	A person who guides or directs a group by establishing a clear vision, sharing that vision with others so that they will follow willingly, and providing the information and knowledge and methods to realize that vision.
<b>Listening</b>	The active process of receiving and responding to spoken messages.
<b>Motivation</b>	To stimulate interest in or enthusiasm for doing something.



<b>Negotiation</b>	Discussions between people who have different aims or intentions, during which they try to reach an agreement.
<b>Networking</b>	The action or process of interacting with others to exchange information and develop professional or social contacts.
<b>Patience</b>	The capacity to accept or tolerate delay, trouble, or suffering without getting angry or upset.
<b>Perceptiveness</b>	Having or showing an ability to understand or notice something easily or quickly.
<b>Perseverance</b>	Doing something despite difficulty or delay in achieving success.

<b>Problem solving</b>	The process of finding solutions to difficult or complex issues.
<b>Productivity</b>	The effectiveness of effort, especially in industry, as measured in terms of the rate of output per unit of input.
<b>Professionalism</b>	The attitudes, characteristics, or behaviors that are not explicitly part of the profession's core of knowledge and technical skill, but that are required for success.
<b>Resilience</b>	The capacity to recover quickly from difficulties.
<b>Self-awareness</b>	Conscious knowledge of one's own character, feelings, motives, and desires.

<p><b>Skills mismatch</b></p>	<p>Workers who do not possess the current skills to meet the demands of new industry technology or advancements.</p>
<p><b>Soft skills</b></p>	<p>The nontechnical skills, abilities, and traits that workers need to function in a specific employment environment.</p>
<p><b>Teamwork</b></p>	<p>A collaborative effort of a group to achieve a common goal or to complete a task in the most effective and efficient way.</p>



**Handout 2: Soft Skills Self-Assessment**

- |                      |                |                 |
|----------------------|----------------|-----------------|
| Attitude             | Listening      | Perseverance    |
| Communication        | Motivation     | Problem solving |
| Ethics               | Negotiation    | Professionalism |
| Initiative           | Networking     | Resilience      |
| Interpersonal skills | Patience       | Self-awareness  |
| Leadership           | Perceptiveness | Teamwork        |

Identify three soft skills that you believe are areas of strength for you. Think about traits that your employer, your teachers, or your coaches have mentioned as a starting point.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Now identify two soft skills that you know you could improve. Everyone has areas where they can develop. Then, for each skill you identify, list some ways that you could develop that skill.

<b>Skill to Improve</b>	<b>My Plan for Improvement</b>

### Handout 3: Bingo Card

Use the word bank to fill out your bingo card. Write one word in each space. There will be an additional space left over. Allow students to use an additional FREE space to complete the card.

- |               |                      |                 |                 |
|---------------|----------------------|-----------------|-----------------|
| Attitude      | Interpersonal skills | Patience        | Resilience      |
| Communication | Leadership           | Perceptiveness  | Self-awareness  |
| Criticism     | Listening            | Perseverance    | Skills mismatch |
| Ethics        | Motivation           | Problem solving | Soft skills     |
| Human capital | Negotiation          | Productivity    | Teamwork        |
| Initiative    | Networking           | Professionalism | FREE            |

		<b>FREE</b>		

**Soft Skills Lingo Bingo (Updated 2022)**

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**Handout 3.1: Bingo Vocabulary Terms and Definitions**

Attitude	A behavior a person adopts toward other people, things, incidents, or happenings.
Communication	The ability to convey information to another person effectively and efficiently.
Criticism	The expression of disapproval of someone or something on the basis of perceived faults or mistakes.
Ethics	Moral principles that govern a person’s behavior or the conducting of an activity.
Human capital	The skills, knowledge, and experience possessed by an individual or population.
Initiative	The power or ability to begin or to follow through energetically with a plan or task.
Interpersonal skills	The skills people use to interact and communicate with individuals in an organizational environment.
Leadership	A person who guides or directs a group by establishing a clear vision, sharing that vision with others so that they will follow willingly, and providing the information and knowledge and methods to realize that vision.
Listening	The active process of receiving and responding to spoken messages.
Motivation	To stimulate interest in or enthusiasm for doing something.
Negotiation	Discussions between people who have different aims or intentions, during which they try to reach an agreement.

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Networking	The action or process of interacting with others to exchange information and develop professional or social contacts.
Patience	The capacity to accept or tolerate delay, trouble, or suffering without getting angry or upset.
Perceptiveness	Having or showing an ability to understand or notice something easily or quickly.
Perseverance	Doing something despite difficulty or delay in achieving success.
Problem solving	The process of finding solutions to difficult or complex issues.
Productivity	The effectiveness of effort, especially in industry, as measured in terms of the rate of output per unit of input.
Professionalism	The attitudes, characteristics, or behavior that are not explicitly part of the profession's core of knowledge and technical skill, but that are required for success.
Resilience	The capacity to recover quickly from difficulties.
Self-awareness	Conscious knowledge of one's own character, feelings, motives, and desires.
Skills mismatch	Workers who do not possess the current skills to meet the demands of new industry technology or advancements.
Soft skills	The nontechnical skills, abilities, and traits that workers need to function in a specific employment environment.
Teamwork	A collaborative effort of a group to achieve a common goal or to complete a task in the most effective and efficient way.

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## Handout 4: Soft Skills Matching

Match the terms below with the best description. Each word is used only once.

Attitude	Initiative	Negotiation	Problem solving	Skills mismatch
Communication	Interpersonal skills	Networking	Productivity	Soft skills
Criticism	Leadership	Patience	Professionalism	Teamwork
Ethics	Listening	Perceptiveness	Resilience	
Human capital	Motivation	Perseverance	Self-awareness	

1. \_\_\_\_\_ The expression of disapproval of someone or something on the basis of perceived faults or mistakes.
2. \_\_\_\_\_ The capacity to recover quickly from difficulties.
3. \_\_\_\_\_ The power or ability to begin or to follow through energetically with a plan or task.
4. \_\_\_\_\_ The active process of receiving and responding to spoken messages.
5. \_\_\_\_\_ The nontechnical skills, abilities, and traits that workers need to function in a specific employment environment.
6. \_\_\_\_\_ Having or showing an ability to understand or notice something easily or quickly.
7. \_\_\_\_\_ Conscious knowledge of one's own character, feelings, motives, and desires.
8. \_\_\_\_\_ The skills people use to interact and communicate with individuals in an organizational environment.
9. \_\_\_\_\_ The process of finding solutions to difficult or complex issues.
10. \_\_\_\_\_ A collaborative effort of a group to achieve a common goal or to complete a task in the most effective and efficient way.
11. \_\_\_\_\_ Doing something despite difficulty or delay in achieving success.
12. \_\_\_\_\_ Discussions between people who have different aims or intentions, during which they try to reach an agreement.
13. \_\_\_\_\_ A person who guides or directs a group by establishing a clear vision, sharing that vision with others so that they will follow willingly, and providing the information and knowledge and methods to realize that vision.
14. \_\_\_\_\_ To stimulate interest in or enthusiasm for doing something.



15. \_\_\_\_\_ Workers who do not possess the current skills to meet the demands of new industry technology or advancements.
16. \_\_\_\_\_ The ability to convey information to another person effectively and efficiently.
17. \_\_\_\_\_ The action or process of interacting with others to exchange information and develop professional social contacts.
18. \_\_\_\_\_ Moral principles that govern a person's behavior or the conducting of an activity.
19. \_\_\_\_\_ The effectiveness of effort, especially in industry, as measured in terms of the rate of output per unit of input.
20. \_\_\_\_\_ A behavior a person adopts toward other people, things, incidents, or happenings.
21. \_\_\_\_\_ The capacity to accept or tolerate delay, trouble, or suffering without getting angry or upset.
22. \_\_\_\_\_ The skills, knowledge, and experience possessed by an individual or population.
23. \_\_\_\_\_ The attitudes, characteristics, or behaviors that are not explicitly part of the profession's core of knowledge and technical skill, but that are required for success.

## Handout 4: Soft Skills Matching (Answer Key)

Match the terms below with the best description. Each word is used only once.

Attitude	Initiative	Negotiation	Problem solving	Skills mismatch
Communication	Interpersonal skills	Networking	Productivity	Soft skills
Criticism	Leadership	Patience	Professionalism	Teamwork
Ethics	Listening	Perceptiveness	Resilience	
Human capital	Motivation	Perseverance	Self-awareness	

- Criticism** 1. The expression of disapproval of someone or something on the basis of perceived faults or mistakes.
- Resilience** 2. The capacity to recover quickly from difficulties.
- Initiative** 3. The power or ability to begin or to follow through energetically with a plan or task.
- Listening** 4. The active process of receiving and responding to spoken messages.
- Soft skills** 5. The nontechnical skills, abilities, and traits that workers need to function in a specific employment environment.
- Perceptiveness** 6. Having or showing an ability to understand or notice something easily or quickly.
- Self-awareness** 7. Conscious knowledge of one's own character, feelings, motives, and desires.
- Interpersonal skills** 8. The skills people use to interact and communicate with individuals in an organizational environment.
- Problem solving** 9. The process of finding solutions to difficult or complex issues.
- Teamwork** 10. A collaborative effort of a group to achieve a common goal or to complete a task in the effective and efficient way.
- Perservance** 11. Doing something despite difficulty or delay in achieving success.
- Negotiation** 12. Discussions between people who have different aims or intentions, during which they try to reach an agreement.
- Leadership** 13. A person who guides or directs a group by establishing a clear vision, sharing that vision with others so that they will follow willingly, and providing the information and knowledge and methods to realize that vision.
- Motivation** 14. To stimulate interest in or enthusiasm for doing something.



- Skills mismatch** 15. Workers who do not possess the current skills to meet the demands of new industry technology or advancements.
- Communication** 16. The ability to convey information to another person effectively and efficiently.
- Networking** 17. The action or process of interacting with others to exchange information and develop professional social contacts.
- Ethics** 18. Moral principles that govern a person's behavior or the conducting of an activity.
- Productivity** 19. The effectiveness of effort, especially in industry, as measured in terms of the rate of output per unit of input.
- Attitude** 20. A behavior a person adopts toward other people, things, incidents, or happenings.
- Patience** 21. The capacity to accept or tolerate delay, trouble, or suffering without getting angry or upset.
- Human capital** 22. The skills, knowledge, and experience possessed by an individual or population.
- Professionalism** 23. The attitudes, characteristics, or behaviors that are not explicitly part of the profession's core of knowledge and technical skill, but that are required for success.