



Year V, v.2 2025 | Submission: 11/16/2025 | Accepted: 11/18/2025 | Publication: 11/20/2025

Soft skills and their context in the 21st century.

Soft skills and their context in the 21st century

Andrey Makiel Vieira da Silva Santos - Federal Institute of Sergipe

Cleverton Iago de Sá Reis - Federal Institute of Sergipe

Daniel Franz Reich Magalhães - Federal Institute of Sergipe

Pedro Henrique Teles Mendonça Araújo - Federal Institute of Sergipe

Ryan Resende Lima Santos - Federal Institute of Sergipe

SUMMARY

This work presents a literature review on some of the main soft skills required in the job market. The project is based on bibliographic and documentary research, of a qualitative nature, seeking to disseminate scientific knowledge on the topic of emotional competencies in the 21st century.

Keywords: Soft Skills; Social Skills; Management.

ABSTRACT

This work presents a literature review on some of the main soft skills required in the job market. The project is based on bibliographic and documentary research, of a qualitative nature, seeking to disseminate scientific knowledge on the topic of emotional competencies in the 21st century.

Keywords: Soft Skills; Social Skills; Management.

1. INTRODUCTION

This work addresses the topic of Soft Skills, with the research problem being...

Self-awareness of social skills can impact professional performance. The rationale

The role of behavior in the job market is driven by the weight of the behavioral component in today's labor market.

The study methodology will be qualitative, using bibliographic and documentary research sources.

based on authors who are experts in the field of human resources and innovation.

2. MATERIALS AND METHODS

Soft skills are a set of behavioral competencies and interpersonal skills.

Personality traits and professional attributes that dictate how an individual interacts with others.

solves problems and manages their work and career. Unlike Hard Skills (abilities

Technical and quantifiable skills, such as programming in Python or operating a machine), Soft Skills are subjective and transversal, applicable to any area of activity (ANTUNES, 2020).

Discussing soft skills (or behavioral competencies) is no longer a...

"Differentiating factors" are becoming a fundamental requirement for individual and organizational success. In

In an increasingly technological, automated, and volatile world, human skills are what truly matter – such as

Communication, empathy, resilience, and critical thinking – which guarantee adaptability and innovation.

and the effectiveness of the teams. This report details the definition, importance, taxonomy, and strategies.

development and the future of Soft Skills, positioning them as the main asset for the

employability and excellence in the 21st century (ANTUNES, 2020).

With automation and AI taking over technical and repetitive tasks, the value of the "human touch" Demand has skyrocketed. Companies are looking for professionals that machines cannot easily replicate. Studies Consistent data shows that recruiters value soft skills more than technical skills when hiring. Hiring. Hiring mistakes are most often attributed to shortcomings in soft skills (such as (not working well in a team) rather than in technical skills (DWECK, 2017).

Table 1 summarizes some of the key behavioral competencies for the productivity, innovation and personal development.

Table 1: Summary of key behavioral competencies (COVEY, 2017, adapted)

• Leadership Effective:	A great leader is not defined by their technical knowledge, but by their ability to inspire, communicate, delegate, and develop people – all pure soft skills.
• Improvement of Collaboration:	Teams with good communication, empathy, and conflict resolution skills are more cohesive, productive, and innovative.
• Environment of Work Healthy:	Soft skills such as emotional intelligence and resilience contribute to an environment with fewer toxic conflicts, lower turnover, and greater engagement.
Adaptation to Change:	In a constantly transforming business environment (VUCA - Volatility, Uncertainty, Complexity, Ambiguity), the ability to adapt, learn, and be agile is crucial for the survival of companies.
• Self knowledge:	Developing soft skills forces individuals to look inward, understand their emotions, strengths, and weaknesses.
Relationship The Richest:	These skills are transferable to personal life, improving relationships with family, friends, and the community.
• Resilience Mental:	Skills such as stress management and a growth mindset are powerful tools for facing the challenges of modern life.

3. RESULTS AND DISCUSSION

Unlike a hard skill, which is learned in a course, developing a soft skill is a continuous and introspective process. As Artificial Intelligence becomes more prevalent, the

The human role shifts to:

- Management and Ethical Curiosity of AI: Questioning, guiding, and overseeing AI systems.
- Enhanced Creativity: Using AI as a tool to boost human creativity.
- Emotional Intelligence Applied to Systems: Understanding the social and emotional impact of technology implementation.

Some soft skills will become even more critical, among them the following stand out:

- Active Learning and Adaptability: The ability to "learn how to learn" will be the most important skill in a world of accelerated change.
- Systems Thinking: Understanding the complex interconnections between technology, society, the economy, and the environment.
- Mental Health Management: The ability to manage stress, anxiety, and maintain well-being in a hyper-connected and demanding world (GOLEMAN, 2015).



FINAL CONSIDERATIONS

Soft skills are the new source code of human success. They represent the essence of... that makes us unique in a sea of automation and algorithms. Developing them is not a luxury or a secondary project; it is a strategic and continuous investment in one's own career, in the health of organizations and the quality of our human relationships.

The professional of the future will not be the one who possesses the greatest volume of technical knowledge. But the one who can connect, adapt, create, and lead with empathy and resilience.

REFERENCES

GOLEMAN, D. **Leadership: Emotional intelligence in the formation of a successful leader**. Objetiva, 1st ed., 2015.

DWECK, CS **Mindset: The New Psychology of Success**. Objetiva, 1st ed, 2017.

COVEY, SR **The 7 Habits of Highly Effective People**. Best Seller, 60th ed, 2017.

ANTUNES, L. **Essential skills for the new times**. Literare Books International, 1st ed, 2020.