


Soft Skills

*What Really Sets Leaders Apart
from Everyone Else!*



Neither mastering core competencies nor having
the know-how to do your job
are not the only qualities that matter
to be an Effective Leader.

to EXCEL

it's important to understand and employ your
"soft skills"

Understanding “Soft Skills”

- ✓What are “soft skills”
- ✓Why are they important?
- ✓What makes “It” a Soft Skill?
- ✓What are the two types of soft skills?
- ✓What do you need to develop?
- ✓**WHY?**

What are “Soft Skills”

“Soft skills” are
*personal attributes that enable
someone to interact effectively and
harmoniously with other people.*

What Makes “It” a Soft Skill?

For a skill to be considered a soft skill, it needs to have three characteristics:

- ✓ Rules to mastering it are **not black and white**
 - ❖ Unlike hard skills, like math, where the rules for doing something perfectly is always the same, however effective you are at a soft skill changes depends on your emotional state, external circumstance and the type of people with whom you interact
- ✓ These skills are **portable and valuable** to any job/career
 - ❖ Because soft skills are about your inner strength and interpersonal effectiveness, as long as you work with people, these skills are valuable to your career

What Makes “It” a Soft Skill?

Mastering these skills is an **ongoing journey**:

You can reach a level of competency in an area, but you can always encounter new situations or people that will test your soft skills and push you to learn more -- it is lifelong learning exemplified!



So, Why Are Soft Skills Important?

Soft skills help us do our jobs!

- ✓ They allow us to effectively and efficiently use our technical skills and knowledge.
- ✓ They improve the way we interact with our bosses, co-workers and customers.
- ✓ They permit us to get our work done on time.
- ✓ They influence how we feel about our ability to do the work of our positions, and how others perceive us.

**"It is better to lead from behind
and to put others in front,
especially when you celebrate
victory when nice things occur.
You take the front line when
there is danger. Then people
will appreciate your leadership."**

—Nelson Mandela



The 2 Categories of Soft Skills:

Self -Management Skills



People Skills

Type 1: Self-Management Skills

Self-Management Skills address how you perceive yourself and others, manage your personal habits and emotions and react to adverse situations.

Only when you build inner excellence can you have a strong mental and emotional foundation to succeed in your career.

Self-Management Skills

There are many skills considered to be self-management soft skills, however, today we will focus on:

- ✓ Resilience
- ✓ Growth Mindset
- ✓ Self-Confidence
- ✓ Patience

Resilience Is

Having the ability to bounce back

- Resiliency doesn't survive in a static state.
- Capacity for resiliency develops and changes over time.
- It is enhanced by protective factors within the individual and their social environment.
- It contributes to the maintenance or enhancement of health.



Hershey's Presents Hello from Home: US Paralympian

https://www.youtube.com/watch?v=p_cD117xfKE

What Does it Mean to be a Resilient Leader?

Resilient Leadership is defined as:

- The catalyst that inspires people to go places and attempt things they never would have dared on their own
- The courage to act boldly and decisively
- The willingness to be responsible for decisions regardless of outcome
- The ability to foster trust and loyalty through a consistent pattern of acting with integrity
- **The confidence and belief that you can affect change** – the belief you can make a difference in your own life and in the lives of others.



ONE PERSON
CAN MAKE A
DIFFERENCE,
AND EVERYONE
SHOULD TRY

-JOHN F. KENNEDY-

Resilient Leadership = Bold and decisive action built on honor and honesty.

Resilient Leaders Develop Resiliency in Others

Resilient Leadership is the ability to guide others during periods of change or adversity. You will build resiliency in yourselves and in others as you:

- Motivate others to envision and grasp possibilities
- Enable others to try new things
- Inspire others to overcome obstacles
- Foster collaboration and teamwork
- Promote creativity and innovation
- Build excitement for future opportunities
- Encourage others to embrace the idea of adaptability
- Challenge others to perform better and more creatively
- Support risk taking

Resilient Leaders View Adversity as Opportunities

Leaders who have endured adversity are likely to have the resilience and resolve to succeed.

Resilient Leaders see adversity through the lens of opportunity. They:

- **Transform difficult circumstances into opportunities for growth and success**
- Enable previously unseen opportunities

Strategies for overcoming adversity include:

- Assessing the reality of current situations
- Exploring new ideas and different approaches to situations
- Educating others
- Asking questions and listening for solutions and possibilities
- Developing a new strategy and being willing to make corrections along the way
- Sharing your vision
- Setting goals
- Being willing to take risks and invest resources to advance goals
- Focusing and refusing to get sidetracked
- Maintaining a steadfast determination

Resilient Leaders Motivate Others to Envision and Grasp Possibilities



Resilient Leaders Make the Most of Change

In an ever-changing and evolving environment where leaders are struggling to stay ahead of the course, change management is a new requirement for success – it plays into how we get things done, every day. Resilient Leaders must develop their capabilities to become “Change Agents”. They do this by:

- Defining their strategy for change
- Learning how to multiply opportunities for growth and innovation
- Valuing diversity and different perspectives
- Understanding the changing needs and demands of students
- Looking for non-traditional ways to grow and prosper
- Understanding the role technology plays in education
- Introducing new ideas and ideals
- Pushing their organizations to think differently



Resilient Leaders Make Thoughtful, Timely Decisions

Decision Making Checklist

- ✓ When a decision must be made, make it as wisely as possible and consider all perspectives
- ✓ Trust actions, not words
- ✓ Engage others in the decision-making process
- ✓ History repeats itself – study history
- ✓ Suspend emotional judgement and avoid bias
- ✓ Analyze risk vs. reward – consequences of being wrong vs. reward of being correct
- ✓ Analyze long-term effects of decision, not just immediate impact
- ✓ When a decision leads to an unfavorable consequence, admit it and take responsibility

Resilient Leadership is Built on Integrity

- Integrity is considering not only what's good for you, but what's good for others as well.
- Integrity isn't just a situation-by-situation process of decision making: it's a consistent way of living. It's a personality trait we want our leaders to have.
 - ✓ Integrity inspires trust.
 - ✓ Trust enhances a sense of safety.
 - ✓ People will follow those who are consistent and honest.
- Leaders are expected to do the right thing, at the right time, for the right reasons.



The New Meaning of “Resiliency”

In our current environment characterized by rapid change, the word “resilience” has taken on additional meaning. It’s no longer just about bouncing back from mishaps and the ability to quickly adapt and recover.

It’s now about:


- Recognizing opportunities
- Defying limits
- Grasping possibilities
- Taking control of the present
- Directing your future which is ever changing



RESILIENCE

rayhiltz.com

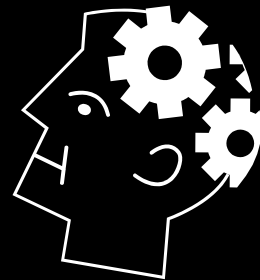
#RayLunchBunch

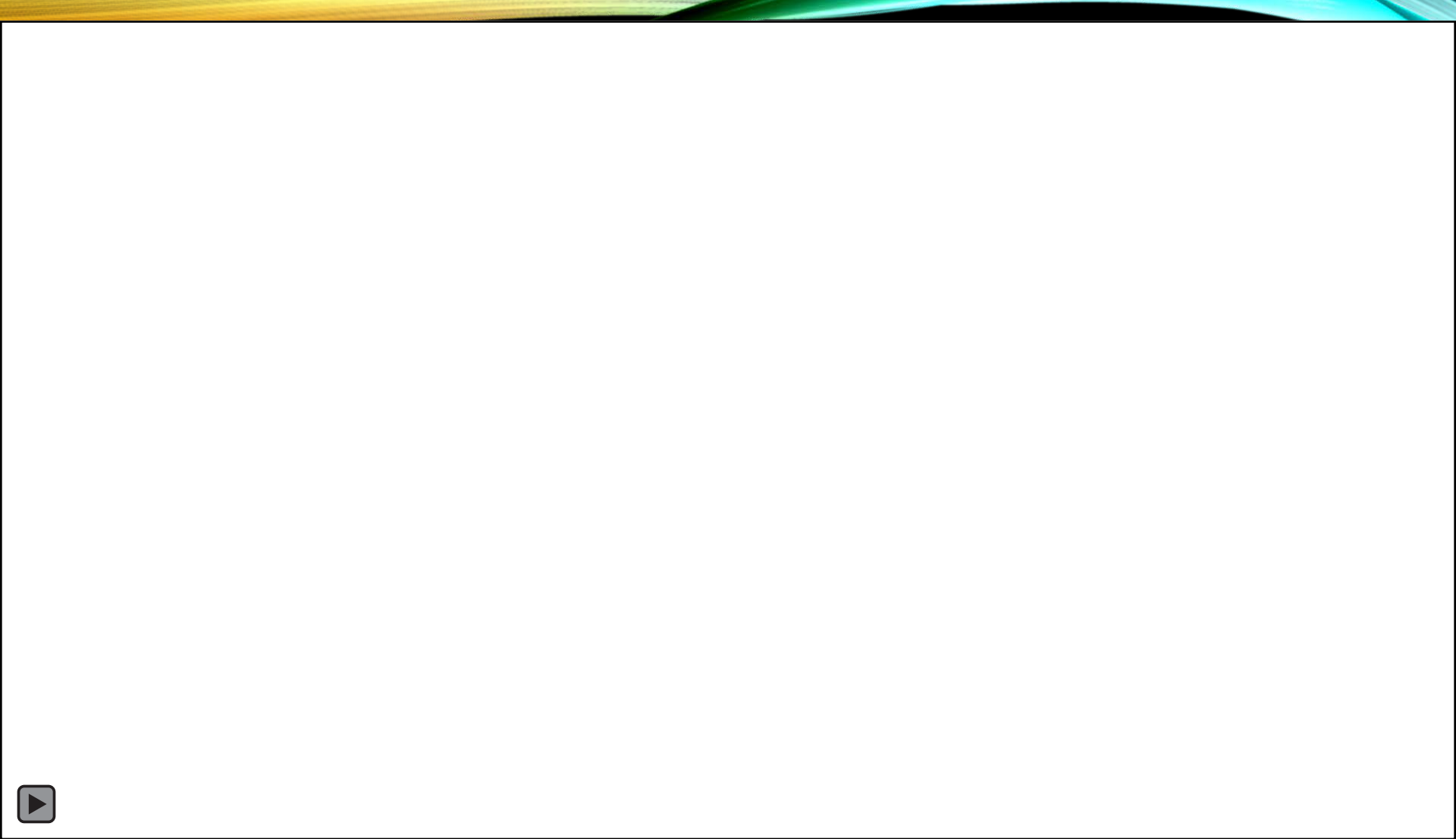


Great opportunities reside and great achievements will accrue for those who have learned the secrets of human resilience and resilient leadership.

Growth Mindset

- ✓ People are better served by believing that their **capabilities are not fixed** – but by believing they can “get smart” or “get resilient.”
- ✓ The consensus among human brain researchers is that not only is the brain adding new cells – but the connections between brain cells are being made.
- ✓ Developing a capacity is predicated on your belief that you can grow!
 - ❖ That you stop doing certain things to yourself.
 - ❖ That you stop chasing the wrong things you give the right things a chance to catch you.
 - ❖ Nobody can go back and start a new beginning. It is what it is...but **ANYONE** can start today and make a new ending!



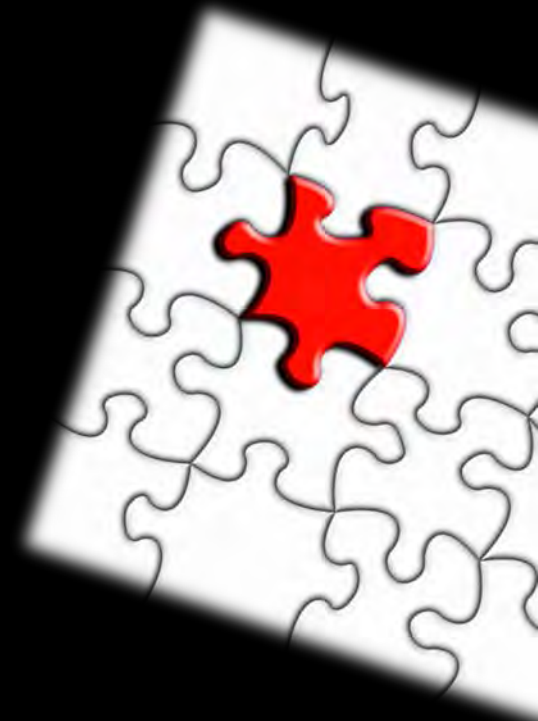



You Can Learn Anything
<https://youtu.be/JC82Il2cjqA>

So, What Is A Growth Mindset?

A belief that

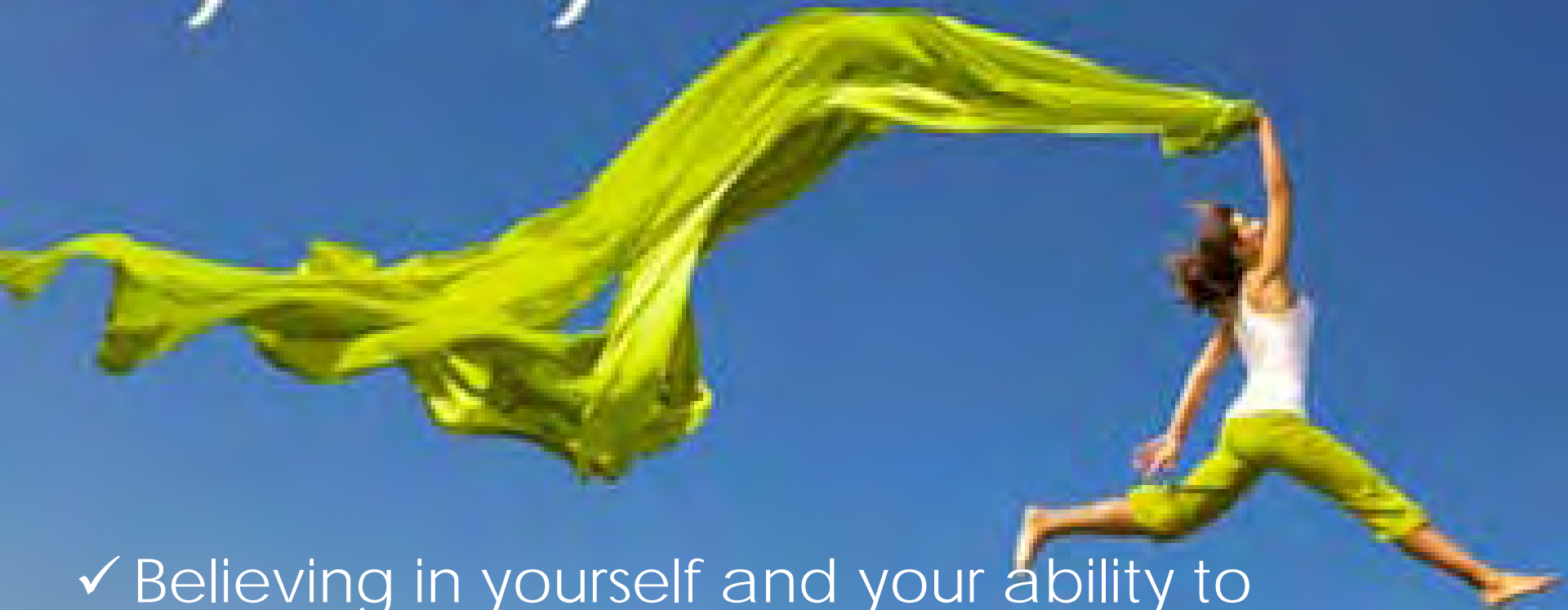
- ✓ Your basic qualities can be cultivated through efforts.
- ✓ You can GROW through practice and experience.
- ✓ Your true potential is unknown (unknowable)
- ✓ It is impossible to foresee what can be accomplished with years of passion, toil and training.
- ✓ Desirable qualities can be developed and will create a passion for learning in each person.
- ✓ Questions why would you waste time proving over and over how great you are—when you could be getting better?
- ✓ Overcoming deficiencies is better than hiding them.
- ✓ You surround yourself with people who challenge you to grow.





A growth mindset is the one that allows you to thrive during some of the most challenging times in your life.

self-confidence



- ✓ Believing in yourself and your ability to accomplish anything.
 - Knowing that all you need is within you now.



Patience

Being able to step back in a seemingly rushed or crisis situation, so you can think clearly and take action that fulfills your long term goals.

Anticipate **tomorrow** – deliver **today** – by balancing both.

Patient Leaders Maintain Composure

Composure is the ability to remain calm and in control of oneself. It is a self-controlled state of mind.

Keeping your composure is a life skill that can negate any needless stress or problems.

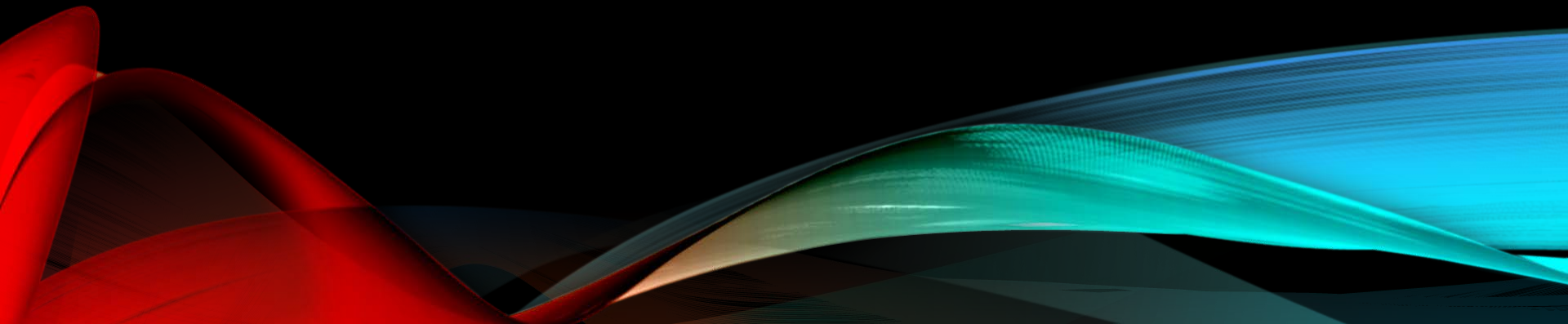
How do you do so?

- Focus
- Don't take anything personally – realize that everyone has a perspective.
- Pause – before you do anything, just breathe.
- Never assume – don't jump to worst-case scenarios – ASK!
- Don't send an e-mail or memo without re-reading it several times.
- Possess emotional self-control – don't say everything that pops into your mind!
- Manage a narrative that keeps others inspired and hopeful.



Type 2: People Skills

People Skills address how to best interact and work with others so you can build meaningful work relationships, influence others perception of you and your work, and motivate their actions.



People Skills

People skills encompass your ability to:

- ✓ Communicate
 - ❖ Presentation skills
 - ❖ Meeting management skills
 - ❖ Facilitating skills
- ✓ Deal with difficult/unexpected situations skillfully
- ✓ Deal with difficult personalities

Communication Skills

Being able to actively listen to others and articulate your ideas in writing and verbally to any audience in a way where you are heard and you achieve the goals you intended with that communication.

Presentation Skills

Effectively presenting your work results and ideas formally to an audience that captivates their attention, engage their input, and motivates them to act in accordance to your desired outcome.

- ✓ Audience analysis
- ✓ Context
- ✓ Generational differences

Meeting Management Skills

Leading a meeting to efficiently and effectively reach productive results.

- ✓ You don't want to be one of the people who lead one of the at least 50% of meetings that are classified as a "waste of time."
- ✓ Why are you meeting?
- ✓ What preparation is needed?
- ✓ What follow up is needed?

Facilitating Skills

Being able to coordinate and solicit well represented opinions and feedback from a group with diverse perspectives to reach a common, best solution.

- ✓ Listening
- ✓ Acknowledging
- ✓ Long-term view
- ✓ Focusing on people to benefit not personal preference
- ✓ Project management

I've learned that
people will forget
what you said,
people will forget
what you did,
but people will
never forget how
you made them feel.

Mediawebapps.com

Maya Angelou

Dealing with Difficult/Unexpected Situations

- ✓ Being able to stay calm and still are effective faced with an unexpected or difficult situation. This includes being able to think on your feet and articulate thoughts in an organized manner even when you are not prepared for the discussion or situations you are in.
- ✓ Avoiding panic: Facing your fears
- ✓ Trusting your intuition and capability
- ✓ Being optimistic

Unexpected Events...

- ✓ Although what's coming around the bend is not always known, confidence comes from the ability to control oneself and deal with whatever comes along.
- ✓ Your transition into the future will be the same.
- ✓ Where that journey takes you will be different as the waters you choose to paddle will reflect your interests, your talents, your passions and what you want to get out of life.
- ✓ Regardless of where your journey takes you there are some things that will help you along the way.

Solving problems promptly

- ✓ Don't let morale killers take over
- ✓ Deal with buzz killers
- ✓ Never embarrass or attack someone in public
- ✓ Be accountable
- ✓ Propose solutions
- ✓ Lose the excuses

Trusting Your Intuition and Your Capacity

Don't let anything deter you from those first, next steps:

- ✓ Believe in you.
- ✓ Know you can figure it out.
- ✓ Don't panic, as you have unlimited abundance of opportunities before you.
- ✓ Don't spend too much time trying to choose the perfect opportunity that you miss the right opportunity

Being Optimistic

- ✓ Optimism is most favorable.
- ✓ It is about how we interpret the facts.
- ✓ It is about gratitude.
- ✓ It is an attitude you have about the outside world.

You interpret positively

Dealing with Difficult People

- ✓ **Step 1:** Identify – why you see them as difficult.
- ✓ **Step 2:** Reflect on what they do that makes them difficult and ask “Am I taking it too personally?”
- ✓ **Step 3:** Do your homework – Once you understand the issue (what do they want; where is the problem), gather the facts and look at options. There are almost always.
- ✓ **Step 4:** Get advice from others.
- ✓ **Step 5:** ACT

Dealing with Difficult Personalities

- ✓ Being able to achieve the work result needed while working with someone whom you find difficult.

How do YOU do it?

[Group Activity]

How We React To Challenges Determines What We Make Of Them

- ✓ As with anything we face in life, our attitude often determines the outcome.
- ✓ Proceed with an open mind, look to see what's ahead and know that what you do makes a n impact.
- ✓ Although people differ in initial talent, aptitude, interest and temperament, everyone can grow through application and experience.

**"The tale of one's life begins when they are born" ~
Shakespeare**

How to Develop Your Soft Skills

- ✓ Soft skills can't be learned by reading about them
- ✓ You must go through the process of change that can be uncomfortable and difficult at times
- ✓ Making the effort can have dramatic effects on everything that you do!

This process can be done on an individual basis or in groups; it can be completed internally or with an outside facilitator; it can be used at work or at home

It is a process.

It's different than book learning and can take some time, so be patient.

The time invested will be worth it!



So What's Next for You?



What's Next?

Your big opportunity may be
right where you are now.

- *Napoleon Hill*

Now, Get Out There & LEAD!



*"Find a fresh perspective, get a fresh look,
make a new beginning."
~Steve Uzelle*

So now, get out there & LEAD!

Move from Idea to Action

- ✓ Unfreeze/Assess & Move
- ✓ Develop Plans
- ✓ Form Teams
- ✓ Identify Timelines
- ✓ START

by...

Empowering Yourself

- ✓ Trust your own abilities and rely on your own skills.
- ✓ Remember, the only person's behavior that you can change is **yours**.
- ✓ Stop expecting others to behave in a certain way.
- ✓ Pay attention, no day dreaming. The only thing that's constant on your journey is that nothing will be the same the next moment as it was the previous one.
- ✓ Learn to be versatile.
- ✓ Let your desire drive you and don't be afraid to take risks.

Facing Your Fears

- ✓ Don't wait around for others to do something and take action.
- ✓ Get out of your comfort zone and try something different.
- ✓ It can be something simple, or it can be something complicated.
- ✓ Get yourself out there!
- ✓ Think, "what if I did" rather than "next time".



Facing Your Fears

20 seconds of courage <https://www.youtube.com/watch?v=ZmMFIganRQY>

Motivating & Encouraging Willingness

- ✓ Create a pleasant atmosphere
- ✓ Provide opportunities for interaction
- ✓ Employ a recognition system and celebrate results
- ✓ Provide professional learning opportunities
- ✓ Communicate well

Being Accountable

- ✓ Be clear about what you will do
- ✓ Explain the expectations of others
- ✓ Be accountable
- ✓ Close the communication gaps

Engaging People

When the process is communicated it can become a win for empowering staff.

- ✓ Describe the "win."
- ✓ Give the originator credit?
- ✓ Keep track of and reward great ideas.
- ✓ Constantly check for understanding and adjust accordingly.
- ✓ Enjoy change rather than dreading it?
- ✓ Create a winning culture.

If you can dream it, you can do it, but in order to do it you have to live the dream.

Dream it.
Wish it.
Do it.

“Each day has a magical moment that helps us to change and sends us out to make our dreams come true.”

~Paulo Coelho

The Last Word

Leadership isn't something that anyone can give you – you have to earn it and claim it for yourself.

Don't wait for the title!

Leadership is a mindset in action

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