



EPISODE 16 WORKSHEET

Key Things to Remember

Soft skills will give you a competitive advantage in the age of A.I (Artificial Intelligence).

A.I. can diminish the use of soft skills.

A.I. can NEVER diminish the importance of soft skills.

Sign up for the mailing list to ensure you get information to attend the next annual workshop.

Definitions

Artificial Intelligence (A.I.) – the capability of a machine to imitate intelligent human behavior.

Creativity – Comes up with a lot of new and unique ideas.

Critical Thinking – A deliberative thought process in which an issue is clearly rationally, and logically considered and evaluated and a judgment is made about what to believe or about what to do.

Decision Making – Makes good decisions based on a mixture of analysis, wisdom, experience and judgement.

Empathy – Awareness of the needs and feelings of others and being able to see things from the point of view of others.

Innovative – Is good at bringing raw and creative ideas of self and others to market.

Problem-Solving – Uses rigorous logic and methods to solve difficult problems with effective solutions.

Review

Skill Talk™ episode # 15 discussed Focus.

Duncan Nugget® #358: Distraction and interruption are the arch enemies of active listening. You can conquer them by showing genuine interest in the other person.

Discussion Questions

In Skill Talk™ episode #16 Dr. Lee stated that A.I. cannot imitate empathy. Explain why?

Interview Question: What do you see as your major strengths and areas for development? What evidence do you have to support this?

Activity

Total time: 8-12 minutes

Scenario 1

You've asked Rodney from R&D to come up and check the new system performance. He sighs and says, "I'll do it if I can get around to it."

What should be your reply? Why?

- A. "You better get around to it, or I'm calling your boss."
- B. "If there's a problem, I'll be glad to help out."
- C. "Are you saying you may not have time today?"

Scenario 2

Pat stops by your desk to say, "I'm having a tough time concentrating with my spouse in the hospital. The kids are unhappy and irritable, and I haven't been sleeping."

What should be your reply? Why?

- A. "Why don't you take some time off?"
- B. "Sound like you're pretty worried. How can I help?"
- C. "We need you to pay full attention at work."

