



## EPISODE 7 WORKSHEET

### Key Things to Remember

Experiential learning is essential for soft skills development.

Soft skills have the greatest impact on your level of success.

Listening is one of the most used, but least taught skills.

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

### Five Soft Skill Clusters

**Communication Skills** such as presentation skills, active listening, and body language

**Decision Making & Problem Solving Skills** such as creativity, critical thinking, and resourcefulness

**Teamwork & Collaboration Skills** such as project management and professional networking

**Self-Management & Professionalism Skills** such as time management, Emotional Intelligence, determination, and integrity

**Leadership, Influence, & Persuasion Skills** such as conflict management, delegation, selling, and team building

### Review

Skill Talk™ episode # 6 showed you that timing is important in communication. Explain why this is true.

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### Discussion Questions

In Skill Talk™ episode #7 AI gave **Duncan Nugget® #380**: It's ok to plan from the top down. But... to create a strong foundation, you build from the bottom up. Soft skills are the foundation of success. Take 30 seconds to write down as many important skills and characteristics you think can help people become successful. Why did you list these skills?

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**Interview Question:** What are three things that are most important to you in a job?

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### What Would You Do?

*Total time: 8-12 minutes*

**Step 1:** Read the scenario below and answer the following questions.

**Scenario:** A 65 year old technician has been paired with a 28 year old technician to work on project. They have a conflict about how the work will be performed. How do the following skills help resolve the disagreement between the co-workers?

1. Emotional Intelligence
2. Cross-generational communication skills
3. Effective listening
4. Managing your personal space

