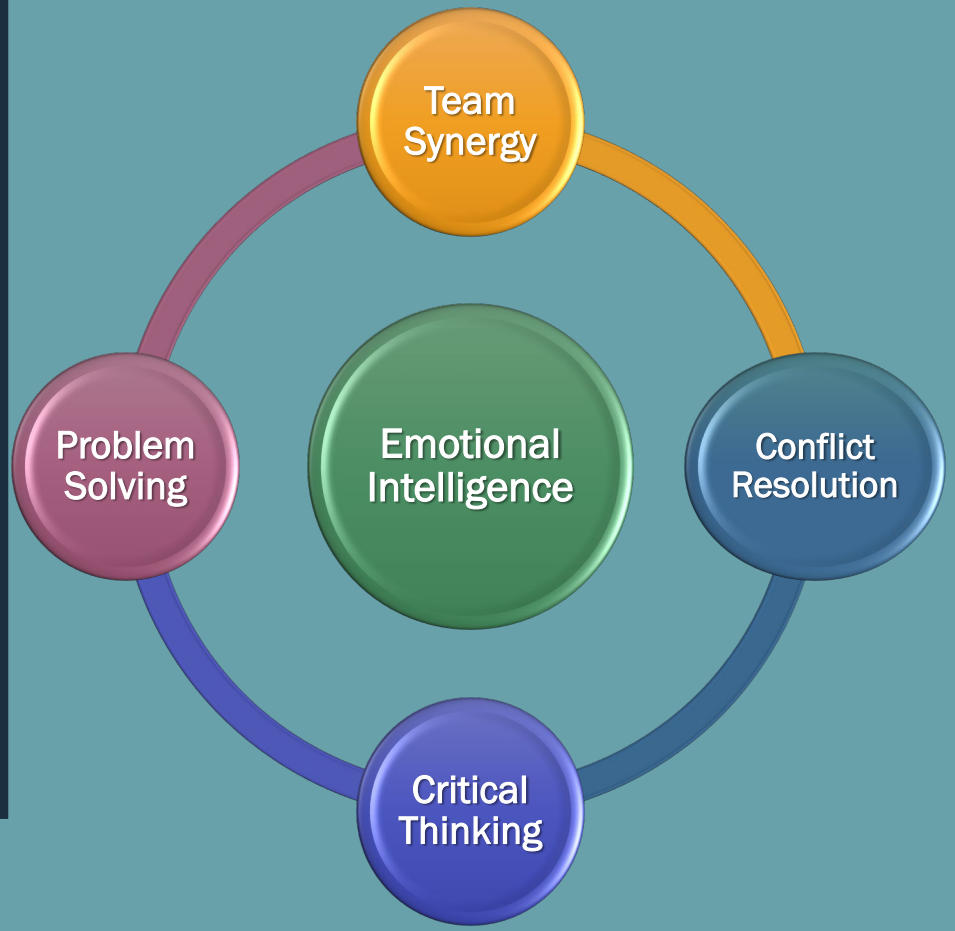
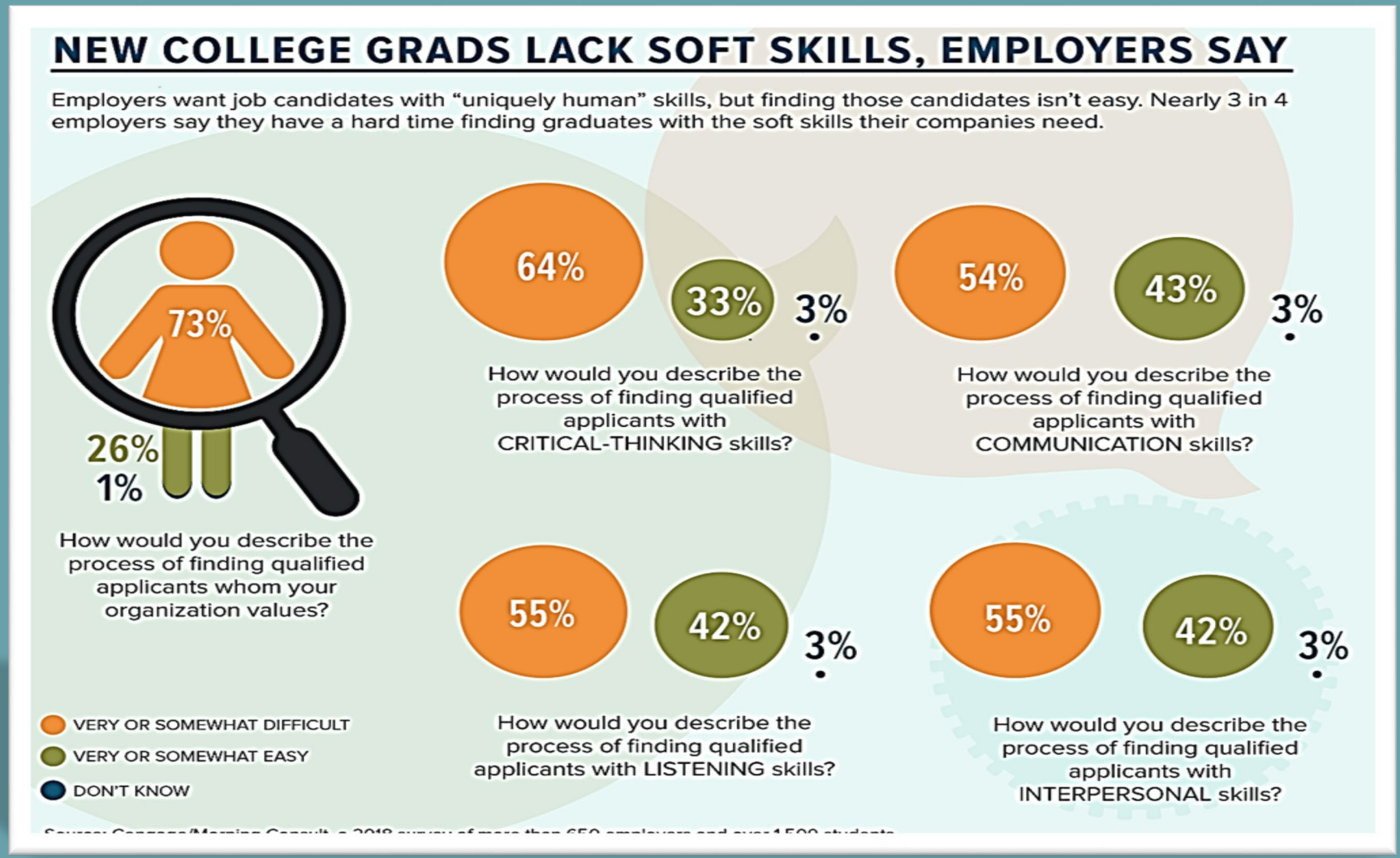



# POWER SKILLS PROGRAM

*Acquiring the necessary skills to thrive in the professional world*


NEW COLLEGE GRADS LACK SOFT SKILLS, EMPLOYERS SAY
Employers want job candidates with "uniquely human" skills, but finding those candidates isn't easy. Nearly 3 in 4 employers say they have a hard time finding graduates with the soft skills their companies need.
73%
26%
1%
How would you describe the process of finding qualified applicants whom your organization values?
64%
33%
3%
How would you describe the process of finding qualified applicants with CRITICAL-THINKING skills?
54%
43%
3%
How would you describe the process of finding qualified applicants with COMMUNICATION skills?
55%
42%
3%
How would you describe the process of finding qualified applicants with LISTENING skills?
55%
42%
3%
How would you describe the process of finding qualified applicants with INTERPERSONAL skills?
VERY OR SOMEWHAT DIFFICULT
VERY OR SOMEWHAT EASY
DON'T KNOW

# THE RISE OF AUTOMATION MEANS JOB CANDIDATES WILL NEED 'UNIQUELY HUMAN' SKILLS

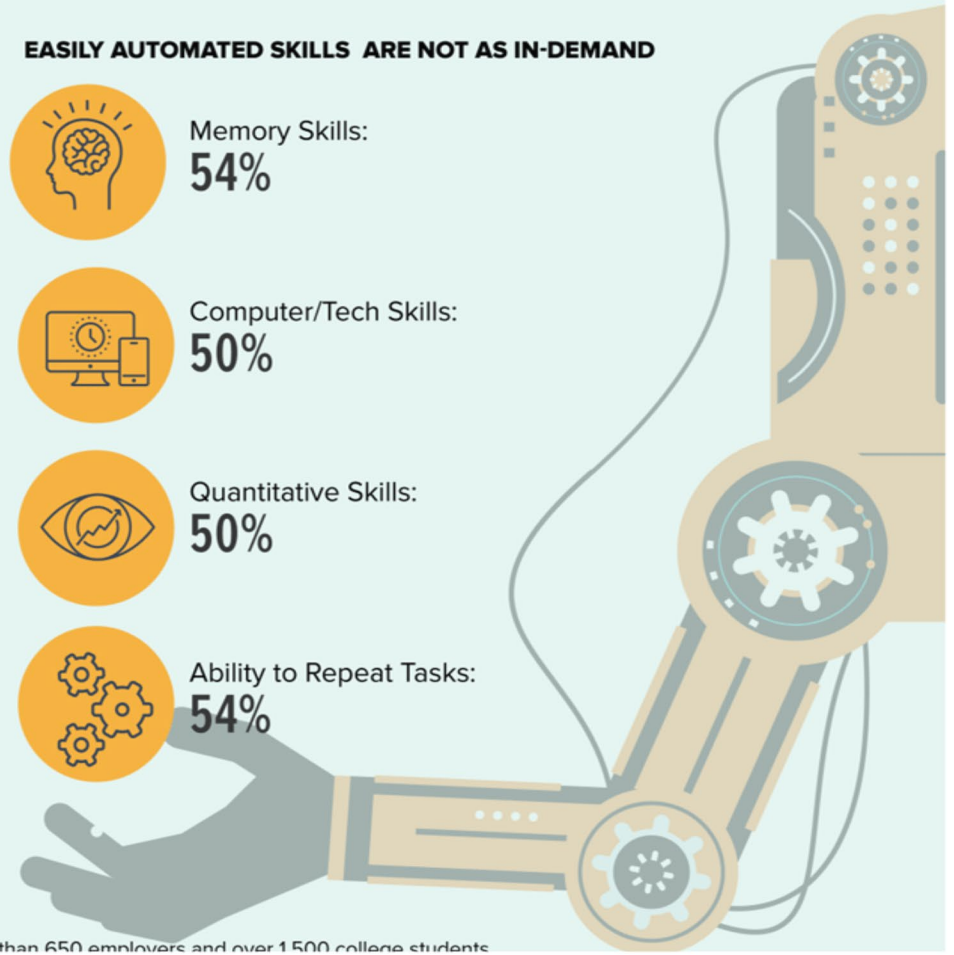
As jobs become increasingly automated, employers are seeking workers with skills that machines can't replace.

**HUMAN SKILLS ARE IN DEMAND**

- Communication Skills: **77%**
- Listening Skills: **75%**
- Critical-Thinking Skills: **74%**
- Interpersonal Skills: **73%**

**EASILY AUTOMATED SKILLS ARE NOT AS IN-DEMAND**

- Memory Skills: **54%**
- Computer/Tech Skills: **50%**
- Quantitative Skills: **50%**
- Ability to Repeat Tasks: **54%**



Percent of employers who say these skills are very important to gaining leadership positions at their organizations.

Source: Cengage/Morning Consult, a 2018 survey of more than 650 employers and over 1,500 college students

# Since February 2020

ADDITIONAL BARRIERS TO BUILDING RELATIONSHIPS

ANXIETY, FEAR AND DOUBT

SOCIAL DISTANCING, STAY AT HOME ORDERS

INJUSTICE, INEQUALITY, RACISM

# Power Skills 101

## Objectives and Outcomes

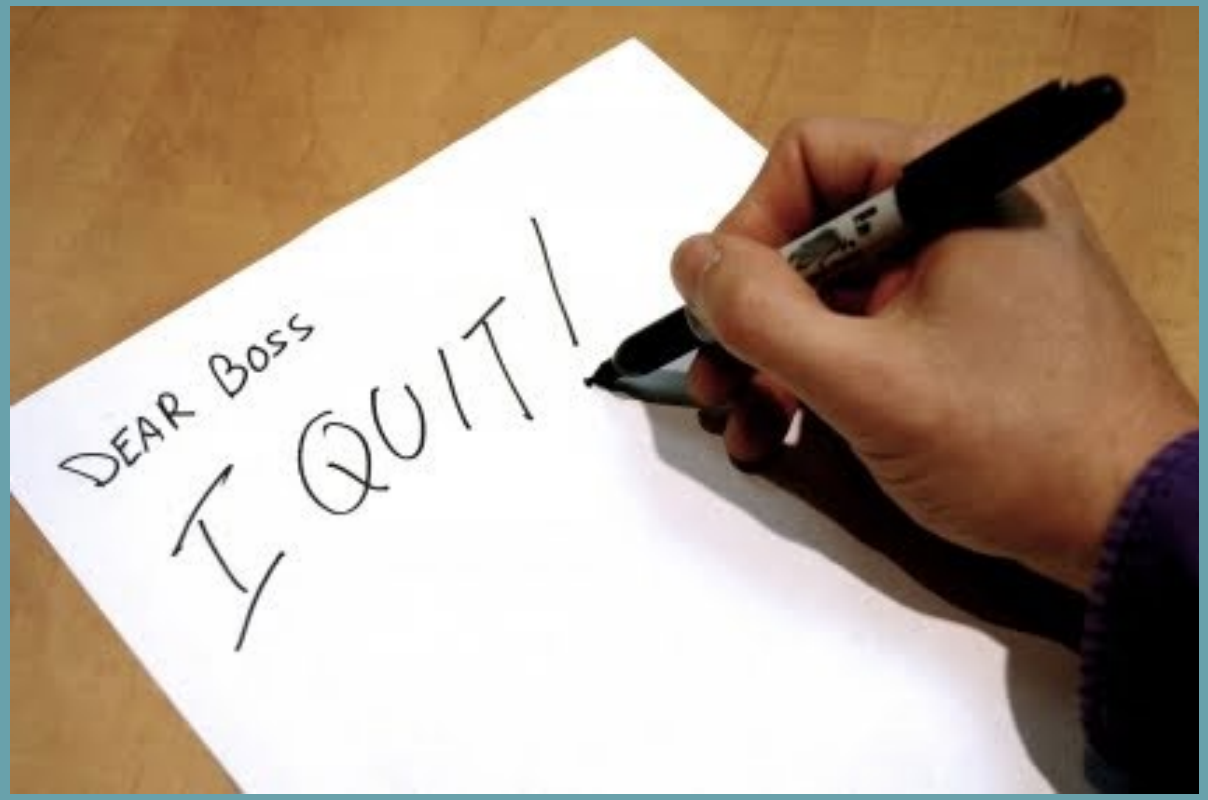
Understand the top five power skills that are in high demand in today's workplace (critical thinking, problem solving, emotional intelligence, conflict management, communication, team synergy)

Leverage technology to manage work, boost engagement, innovation, interaction, and creativity in a remote environment

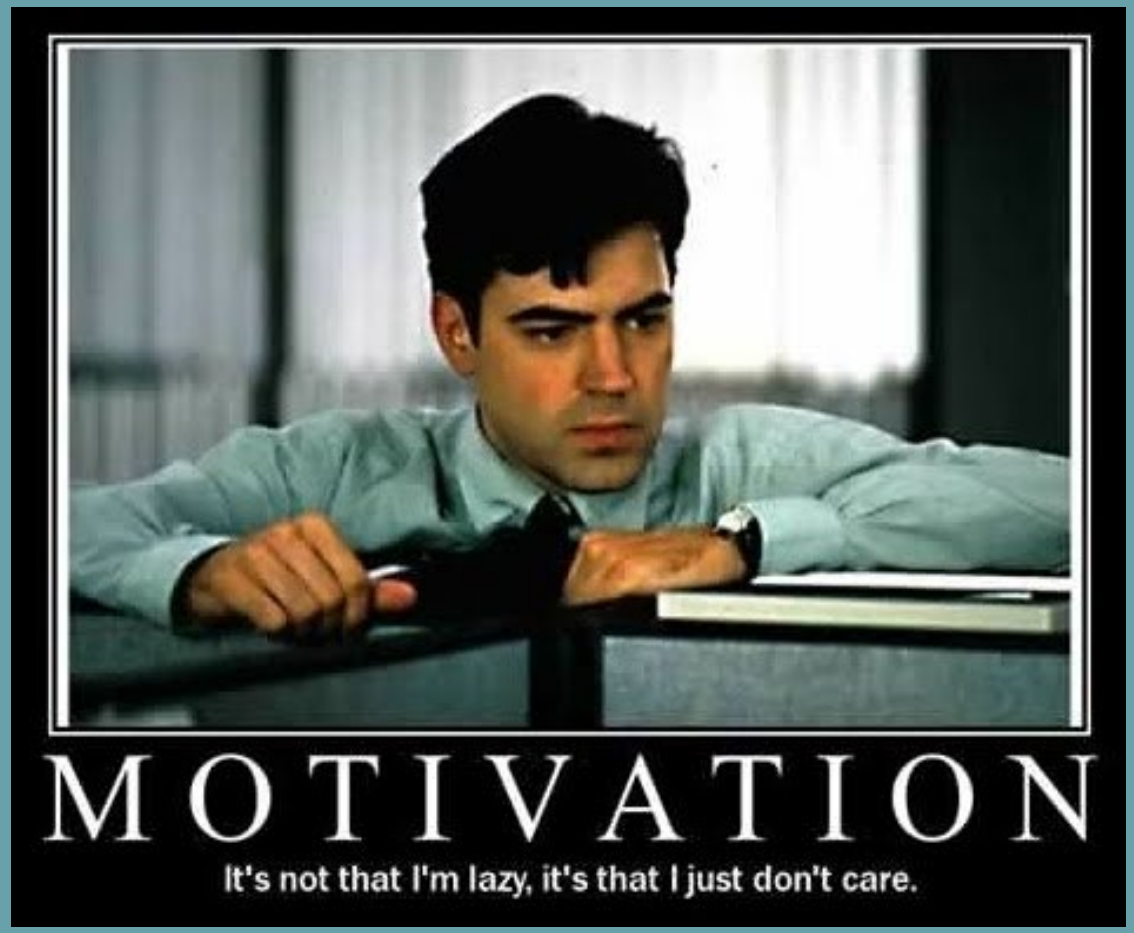
Communicate with clarity and efficiency by determining the most effective communication channel to convey information or make decisions

Reboot self-awareness to reconnect and build deeper relationships with peers, colleagues, and leadership

JERK?




# TURNOVER




# LACK OF ENGAGEMENT

TRUST
CORE VALUES
TEAM SYNERGY
RESPECT
COLLABORATION

# EMOTIONAL INTELLIGENCE

| Low Emotional Intelligence | | High Emotional Intelligence |
|---|---|---|
| Aggressive<br>Demanding<br>Egotistical<br>Bossy<br>Confrontational | | Assertive<br>Ambitious<br>Driving<br>Strong-Willed<br>Decisive |
| Easily Distracted<br>Glib<br>Selfish<br>Poor Listener<br>Impulsive | | Warm<br>Enthusiastic<br>Sociable<br>Charming<br>Persuasive |
| Resistant to Change<br>Passive<br>Un-Responsive<br>Slow<br>Stubborn | | Patient<br>Stable<br>Predictable<br>Consistent<br>Good Listener |
| Critical<br>Picky<br>Fussy<br>Hard to Please<br>Perfectionistic | | Detailed<br>Careful<br>Meticulous<br>Systematic<br>Neat |

# Self-Awareness

Ask for informal feedback

Ask what, not why

Think Regularly/ Write in a journal

Take a personality test

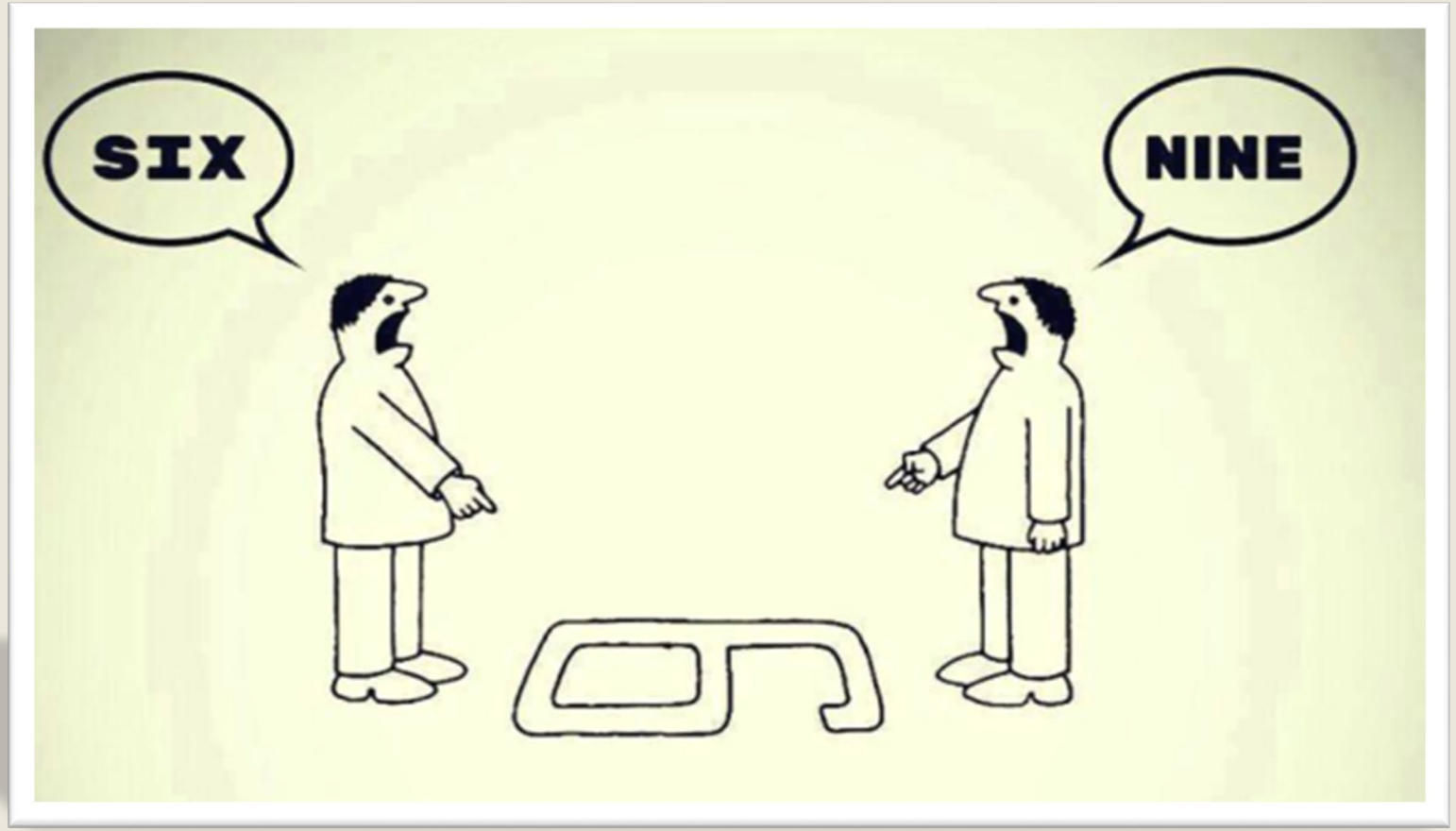
# CORE EMOTIONS

| Emotion | What it Tells Us |
|---|---|
| Sadness | Lost something of value |
| Anger | Strong uncomfortable or hostile response to a perceived provocation, hurt or threat |
| Fear | Possible threat—be prepared |
| Joy | Gained something of value, the way is safe |
| Surprise | Being unprepared for something |
| Disgust | Something is distasteful; you dislike it |
| Trust | Is the implied value of a relationship |
| Anticipation | Looking forward to something |

# Remember the time….

- When you took a stand on an issue and made sure everyone followed
  - *How did you feel?*
  - *How do you think others felt?*
- When you didn’t take a stand on a particular issue when you should have
  - *How did you feel?*
  - *How do you think others felt?*

# Empathy



# Empathy Best Practices

CREATE A SAFE ENVIRONMENT

EMPOWER, DON'T MICROMANAGE

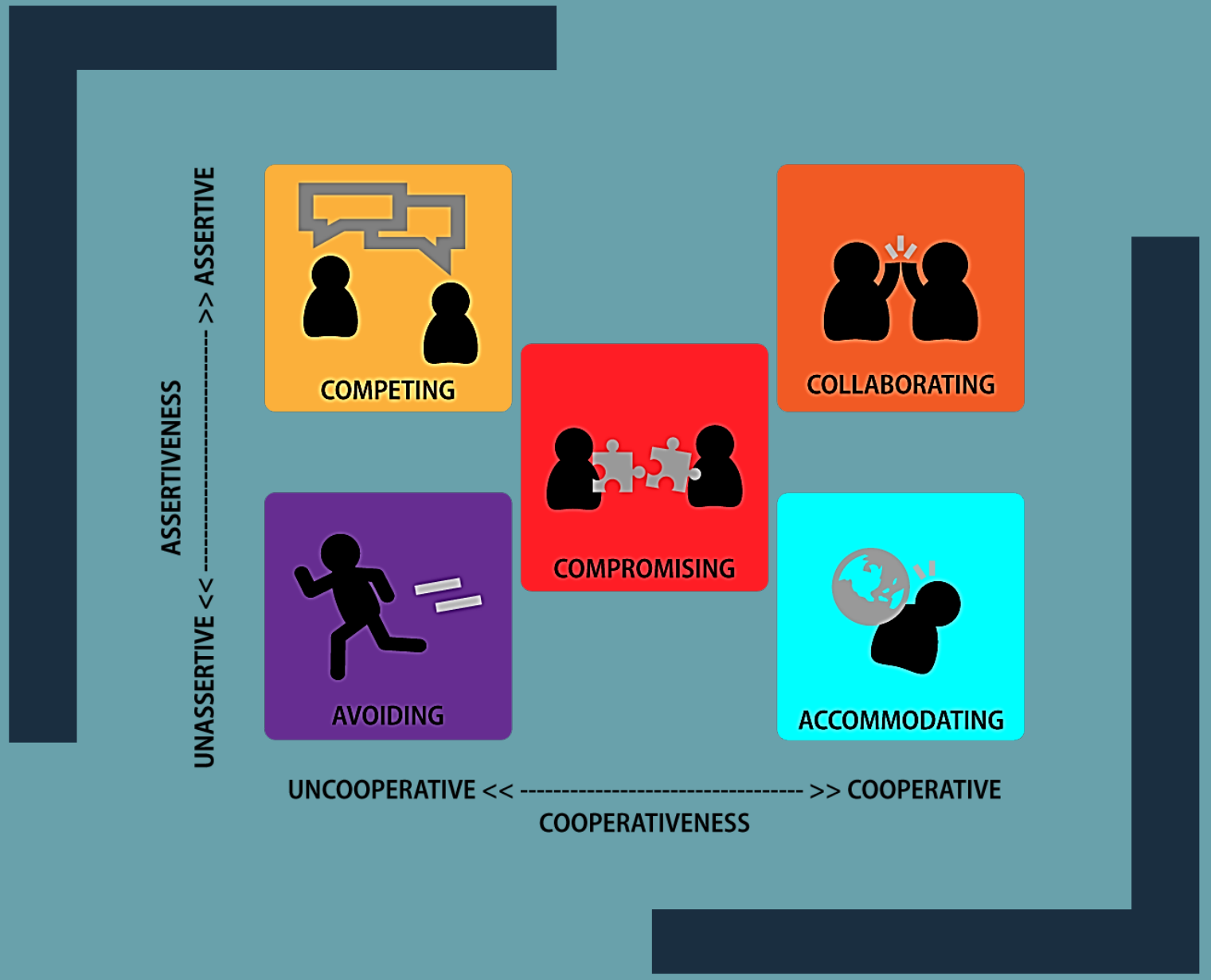
LISTEN, UNDERSTAND, VALIDATE

# CONFLICT MANAGEMENT

- How does the definition of conflict affect the way we think about conflict?
- What are some barriers to effective listening?
- How easy or difficult is it to listen in times of conflict? Why?
- In a conflict situation, how important is the skill of listening?
- What are some negative and positive outcomes of conflict in an organization?

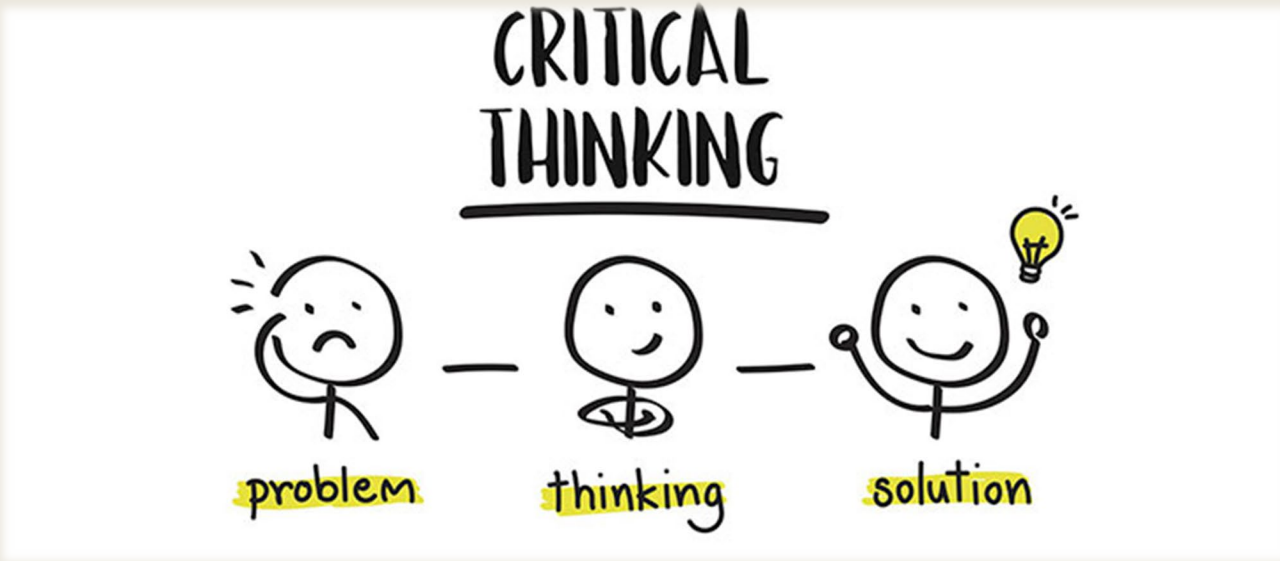
# Managing Conflict Using the AAA Method

| | |
|---|---|
| Assess | Assess the Situation |
| Analyze | Analyze the Decision |
| Act | Act with Clarity |




# CONFLICT BEHAVIORS

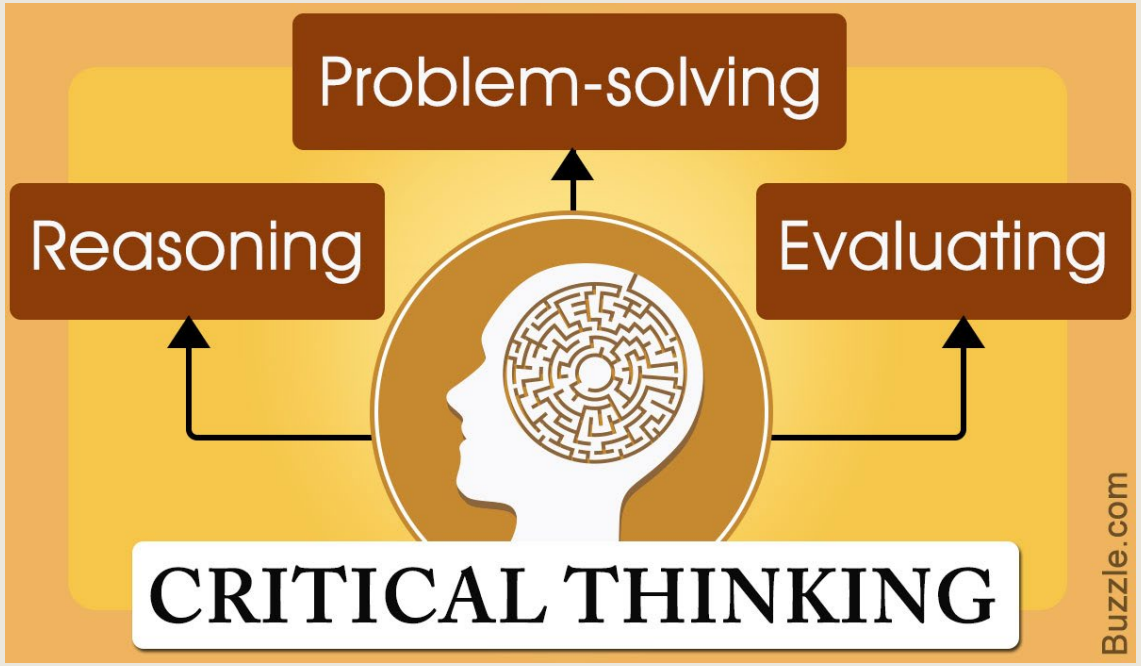
You received reports that your project scheduled to deploy is not going well. Some stakeholders want to pull back the release? As the project manager, what should you do?



Critical thinking begins with the desire to improve what we think by asking questions to construct better directions and plans for yourself

Weak-sense critical thinking is the use of critical thinking to defend your current beliefs.

Strong-sense critical thinking is the use of the same skills to evaluate all claims and beliefs, especially your own.



# Sponge vs. Panning for Gold

## Sponge

- Absorbing information to gain understanding
- Involves concentration and memory
- Provides no method for deciding which information and opinions to believe and which to reject

## Panning for Gold

- Chose for yourself what to absorb and what to ignore
- Requires you to read with a question-asking attitude
- stresses active interaction

# Panning for Gold Questions

Did I ask “why” someone wants me to believe something?

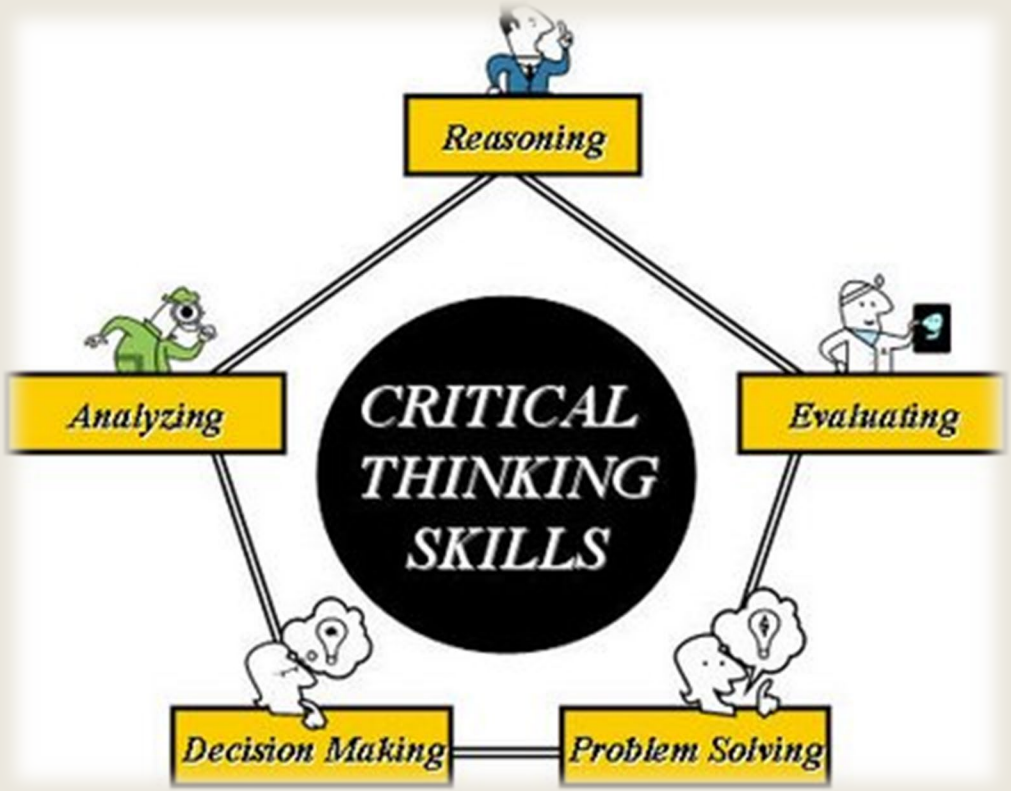
Did I take notes as I thought about potential problems with what was being said?

Did I evaluate what was being said?

Did I form my own conclusion about the topic based on the reasonableness of what was said?

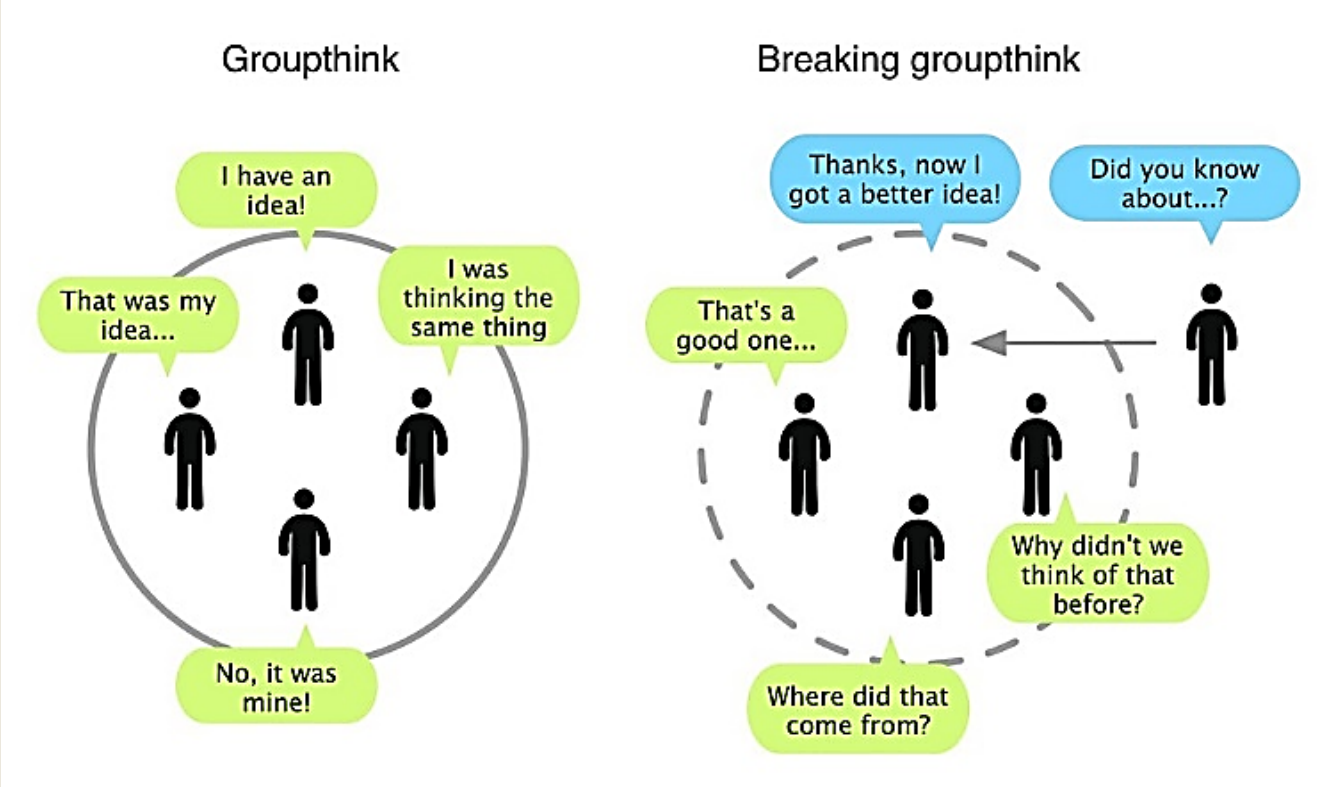
# Primary Values of a Critical Thinker

- Autonomy—requires us to listen to those with different values and priorities from our own.
- Curiosity-Panning-for-gold method. Ask questions about what you have encountered to gain insights and understanding.
- Humility-recognizing even the smartest person in the world makes many mistakes
- Respect-while we want to respect and listen to other voices, all conclusions or opinions are not equally worthwhile.
- Ask the question-Might I be wrong?



# Avoid the Danger of Groupthink

- Social interactions may harm your thinking when you are not careful
- Easy to feel pressured to go along with the group opinion
- Independent thinking may seem disloyal and rude
- Maintain your confidence of being a critical thinker
- Look for the best reasoning, regardless of what other people are doing



# Communicate with Clarity

## When to use:

### Email

- Send rules, guidance, detailed explanations
- Keep a digital record of communication
- Formal communication and status updates
- View documents
- Assist with editing and writing documents

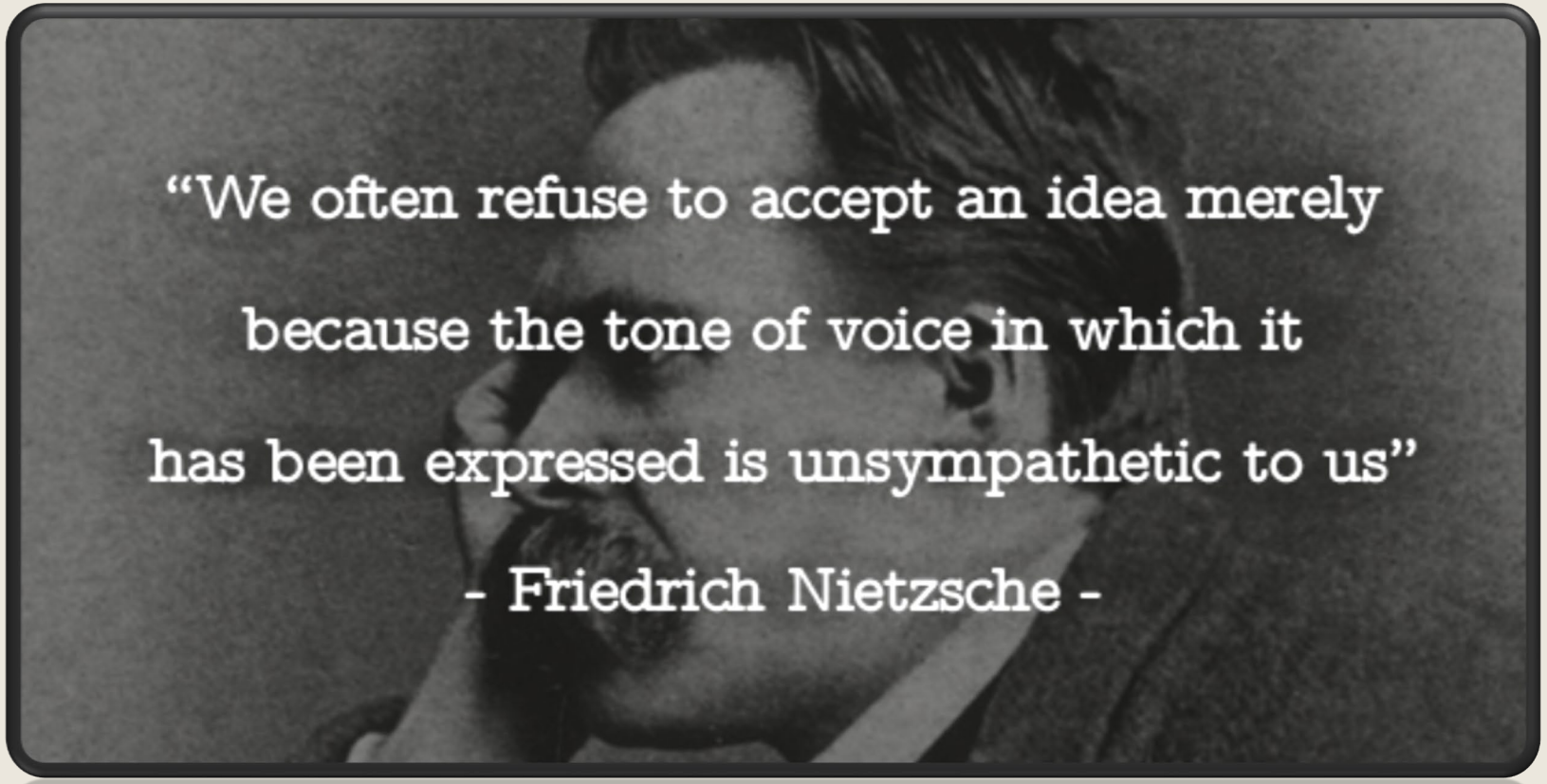
### Phone/ Face to Face

- Discuss controversial/ sensitive/ complicated issues
- Resolve issues quickly
- Lack clarity to send in an email
- Build rapport and camaraderie
- Anticipate questions

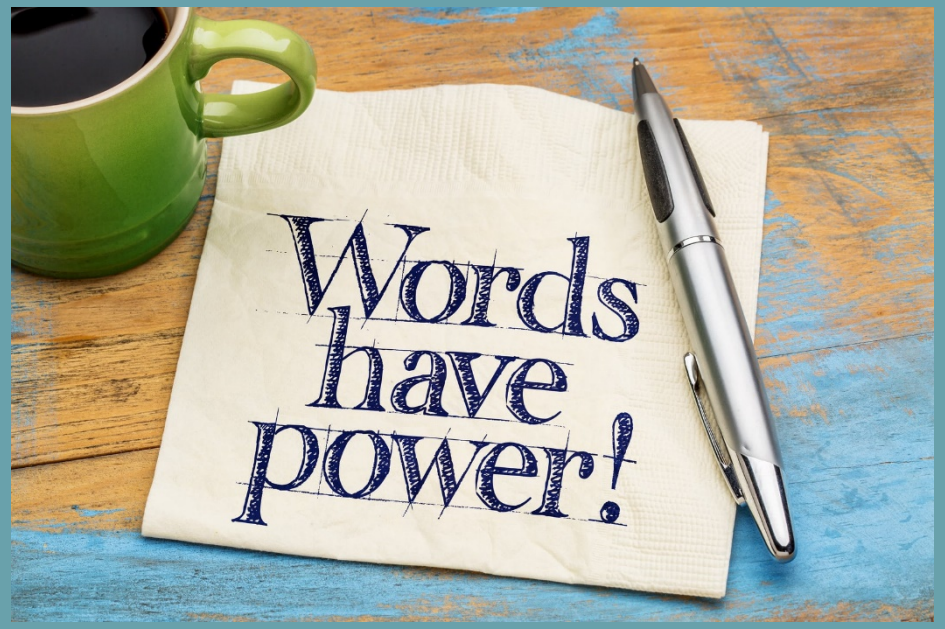
# Email Tips

- Check and respond to your work emails within 24 hours
- Write clearly and concisely devoid of grammatical errors
- Run spell-check; but don't rely on it, as it's often incorrect
- Be careful when you hit the "Reply All" button
- Make sure your e-mails are appropriate for a business setting

# Tone of Voice



# Tone of Voice




- **I** didn't tell her you were stupid. *(Someone else, not me, told her this.)*
- I **didn't** tell her you were stupid. *(I most certainly didn't tell her this.)*
- I didn't **tell** her you were stupid. (I didn't tell her; I implied it.)
- I didn't tell **her** you were stupid. (I didn't tell her; I told someone else.)
- I didn't tell her **you** were stupid. (I referred to someone else, not you.)
- I didn't tell her you **were** stupid. (You're still stupid.)
- I didn't tell her you were **stupid**. (I told her you were something else.)

# Bonus Tips

- Don’t burn bridges----Build relationships Instead
- Follow through
- Read and respond to your emails
- Ask for help
- Don’t compare yourself to others
- Own your mistakes
- Don’t be a jerk to yourself-Be kind to yourself

- Create an action plan for building your power skills and linking them with your career goals
- Build a roadmap for your career goals
- Identify power skills to refine/ focus on

# One on One Strategic Working Session

https://calendly.com/ericl-williamson/15min

www.tailoredtrainingsolutions.com

# Join the Discussion on Social Media

Power Skills FB Group

www.facebook.com/Power-Skills-106906548237581

Facebook @Tailoredtrainingsolutions
LinkedIn Eric Williamson
Twitter @TTS_Williamson

TAILORED
Training Solutions

*"No matter how talented, gifted or experienced, and no matter what role we serve or title we carry, our level of success is not measured based on the work we produce; it is measured based on the relationships we build."*

*—Eric L. Williamson*