

12 Soft Skills for Success

PURPOSE ↓	PERSONAL QUALITIES ↓	PEOPLE ↓
<p style="text-align: center;"><u>PLANNING</u></p> <ul style="list-style-type: none"> • Plan time and <u>purpose</u> • Look at priorities & make to do list • Act – on one task at a time • Note peak time & use it well • Include incoming tasks in system • Take time to review progress <p>DO: Know mission, vision, values, and purpose. Identify & focus on important AIMS: active, inspiring, & meaningful solutions.</p>	<p style="text-align: center;"><u>INTEGRITY</u></p> <ul style="list-style-type: none"> • Follow through on promises • Always be honest • Responsible & reliable • Respectful <p>DO: be consistent & committed. Keep agreements and follow through. DON'T: over commit. TED talk: Building Integrity - keeping promises by Erick Rainey</p>	<p style="text-align: center;"><u>COMMUNICATION SKILLS</u></p> <ul style="list-style-type: none"> • Concentrate on being present • Listen actively • Observe responses • Connect with empathy • Know process and methods <p>DO: be clear, concise, complete, considerate TED talk: How to speak so people will want to listen by Julian Treasure</p>
<p style="text-align: center;"><u>TIME MANAGEMENT & PRIORITIES</u></p> <p>DO: Use a system to manage tasks and plan, follow a routine to manage energy, use peak time well, focus on important AIMS. TED talk: the art of stress free productivity by David Allen DO: start with important priorities, look for big impact and high engagement</p>	<p style="text-align: center;"><u>PROFESSIONALISM</u></p> <p>DO:</p> <ul style="list-style-type: none"> • Use the greatness in you • Engage the greatness in others • Achieve and sustain extraordinary outcomes <p>TED talk: the career advice you probably didn't get by Susan Colantuono</p>	<p style="text-align: center;"><u>TEAMWORK</u></p> <p>DO: be humble, hungry (hard working), and emotionally smart. Trust: open, honest communication Results: focus on outcomes Accountability: clear expectations Conflict: handle with respect Keep commitment TED talk: Are you an ideal team player? by Patrick Lencioni</p>
<p style="text-align: center;"><u>GOAL SETTING</u></p> <p>DO: write goals down, measurable objectives, review progress Goals that WORK are:</p> <ul style="list-style-type: none"> • Written • On target with values • Really SMART • Keep you motivated <p>TED Talk: Why the Secret to Success is Setting the Right Goals by John Doer</p>	<p style="text-align: center;"><u>WORK ETHIC</u></p> <p>DO: have high standards, go above and beyond, be fully engaged Find DESIRE:</p> <ul style="list-style-type: none"> • Discipline • Exercise willpower • Steady effort • Inspire flow • Remember purpose • Exclude distractions <p>How to develop insane work ethic</p>	<p style="text-align: center;"><u>EMOTIONAL INTELLIGENCE</u></p> <ul style="list-style-type: none"> • Identify feelings • Manage emotions • Understand emotions of others • Respond with empathy <ul style="list-style-type: none"> • Consideration • Appreciation • Respect • Encouragement <p>DO: pause, understand connection of thoughts and feelings Big Think Daniel Goleman</p>
<p style="text-align: center;"><u>MOTIVATION & FOCUS</u></p> <p>DO: tailor motivation to personality</p> <ul style="list-style-type: none"> • Master distractions • Observe outcomes • Very important pursuits • Engage interest & energy <p>TED talks: the puzzle of motivation by Dan Pink, how to get your brain to focus by Chris Bailey</p>	<p style="text-align: center;"><u>CRITICAL THINKING</u></p> <p>DO: find and evaluate information from multiple sources DON'T: accept information without question</p> <ul style="list-style-type: none"> • Locate information • Evaluate sources & validity • Analyze: apply logic & statistics • Data visualization <p>BIG think video</p>	<p style="text-align: center;"><u>SELLING/INFLUENCING</u></p> <ul style="list-style-type: none"> • Prepare: know the product • Identify the target audience • Target key drivers (needs) • Communicate with confidence • Highlight the benefits (USP) <p>DO: balance familiar with novelty TED talk: the four letter code to selling anything by Derek Thompson</p>