

Solid Soft Skills, Solid Leader

WORKSHOP OVERVIEW

Purpose | Why this Matters

Goals of the Workshop

- Leaders: Know critical soft skills every leader should demonstrate
- Organizations: Know critical soft skills every organization should seek
- Leaders: Recognize how soft skills translate in your context
- Organizations: Know what's most needed in your context
- Leaders: Recognize how soft skills impact my team
- Organizations: Recognize how soft skills impact hiring

What are Soft Skills? A group of essential abilities that involve the development of a knowledge base, expertise level, and mind-set that is increasingly necessary for success in the workplace. AKA 'employability'

What is Emotional Intelligence (EQ)? The ability to identify and regulate emotions in ways that help us think more clearly and work with others more effectively.

The Three Intelligences: IQ (technical competency), EQ (soft skills), VQ(virtual navigation)

Soft Skills Example | Google

"Emotional intelligence for us is closely correlated to Googleness and how we evaluate Googleness."
Lindsey Stewart, Google Recruiting Manager

Interactive Q's & Discussion | Self AND other awareness is an important consideration:

- 1) What is one soft skill you have that has afforded you an unfair advantage in your current leadership context?
- 2) What is one soft skill you'd like to see yourself improve upon?
- 3) What is one soft skill you have seen within your organization that has clearly added positively (or added value) to the health of the culture around you?
- 4) What is one soft skill you have seen lacking within your organization that has negatively impacted (or been detrimental) the culture around you?

Soft Skills 'Buckets'

- Personality
- Communication
- Leadership
- Presence

What soft skills are MOST needed of you, for your team?

Create an environment (virtually and physically) that elevates emotional intelligence and deepens soft skills application. David Rock (of the NeuroLeadership Institute) SCARF Model

1. **STATUS:** OUR RELATIVE IMPORTANCE TO OTHERS
2. **CERTAINTY:** OUR ABILITY TO PREDICT THE FUTURE
3. **AUTONOMY:** OUR SENSE OF CONTROL
4. **RELATEDNESS:** HOW SAFE WE FEEL WITH OTHERS
5. **FAIRNESS:** HOW FAIR WE SEE EXCHANGES BETWEEN PEOPLE TO BE

Q: Consider this list: status, certainty, autonomy, relatedness, and fairness. Where do you excel in leading your team, and where could you improve?

LEADERSHIP AGILITY | Jo Maddocks, Chief Psychologist for PSI Services

- Flexibility
- Awareness of others
- Reflective learning

How do soft skills impact hiring?

“Hiring people is an art, not a science. And resumes cannot tell you whether someone will fit into a company’s culture.” Former Executive Chairman of Starbucks, Howard Schultz

1. Considering the weight of the three intelligences.
2. The most sought-after soft skills when identifying top talent.
3. Interviewing to evaluate soft skills, and what to watch for:
 - How they show up
 - Authenticity
 - Storytelling
 - Culture

Q: What is easiest for you to identify, and what is easiest for you to be blinded by/or overlook?

‘EQ is concerned with how people manage themselves to be both personally and interpersonally effective. It is the practice of making best use of who we are, our resources and our potential.’

Additional Resources

- **Why being emotionally intelligent doesn’t mean putting up with BS** - Strong leaders with a honed EQ can be both empathetic and ruthlessly decisive. BY DAVID M. M. TAFFET
- **Try this brain-based leadership model to collaborate and influence others** - David Rock’s SCARF® Model BY FARAH HARRIS
- **Truity** – Free Personality Assessments