

10 ESSENTIAL SOFT SKILLS FOR IG PROFESSIONALS

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What are Soft Skills?

- ▶ Intangible and difficult to quantify
- ▶ Self-developed and transportable
- ▶ People skills and Self-Management skills
- ▶ Involves a person's Emotional Intelligence Quotient or EQ
- ▶ "This is the cluster of communication, personality traits, personal habits, language, optimism, and friendliness, that describe your relationships with others."
- ▶ Examples: analytical thinking, work ethic, flexibility, verbal/written communication, and leadership
- ▶ Research from Society for Human Resource Management found that employers actually care more about soft skills than technical abilities
- ▶ "You can be the best at what you do, but if your soft skills aren't cutting it, you're limiting your chances for career success."

5 SKILLS FROM "THE ENERGY BUS" BOOK



1. Communication (Part 1)

- ▶ You are the driver of the bus!
- ▶ Create your Vision! Gather your team to develop a vision for where you want your bus to go.
 - ▶ Present a vision to them and ask for input.
 - ▶ Start with a blank slate and develop together.
 - ▶ Questions to ask
 - ▶ What are our goals?
 - ▶ What do we see for our future?
 - ▶ What do we hope to accomplish?

1. Communication (Part 2)

- ▶ Fuel Your Vision with Purpose
- ▶ As you create your vision, associate it with a larger and bigger purpose
- ▶ Questions to ask
 - ▶ How will our vision benefit the growth of the individuals who make up the team?
 - ▶ How will our vision benefit others?
 - ▶ What greatness can we strive for?
 - ▶ What do we stand for?
 - ▶ How can we make a difference?

2. Leadership (Part 1)

- ▶ Write down your vision
- ▶ Incorporate your vision and purpose into one powerful vision statement AND write it down



2. Leadership (Part 2)

- ▶ Focus on your vision.
- ▶ Make a copy of your Vision and hand it out to your team.
- ▶ Encourage each team member to review the Vision daily.
- ▶ Have them visualize the team achieving their Vision for 10 minutes each day.

2. Leadership (Part 3)

▶ Zoom Focus

- ▶ Identify the goals your team needs to achieve to make the Vision a reality.
- ▶ Write down the goals down.
- ▶ Identify the action steps necessary to achieve the goals.
- ▶ Write down the action steps
- ▶ Make a copy of the goals and actions steps and give to each team member.

3. Teamwork - Get on the Bus

- ▶ Identify who else needs to be on the bus to help implement the action steps to achieve the goals and vision that were set.
 - ▶ Invite them on the bus - share the Vision for the road ahead.
 - ▶ Enthusiasm attracts more Passengers and energizes them during the Ride.
 - ▶ Don't waste your energy on those who don't get on the bus.

4. Self-Motivation/Initiative/Enthusiasm (Part 1)

- ▶ Fuel your Ride with Positive Energy and Enthusiasm
 - ▶ Engage and energize your team on a daily basis. Fill the void with positive energy so negativity can't breed.
 - ▶ Incorporate practices and processes that cultivate a culture of positive energy.
 - ▶ Desire, Vision and Focus move your bus in the right direction.
 - ▶ Drive with Purpose.

4. Self-Motivation/Initiative/Enthusiasm (Part 2)

- ▶ Post a Sign that Says “No Energy Vampires Allowed”
 - ▶ Identify the negative team members who are affecting the success of your bus ride.
 - ▶ Open the lines of communication - let them know they are being negative. Is there a justifiable reason? Encourage them to get on the bus with positive energy. Give them a chance to succeed.
 - ▶ If they fail to make changes and continue to be negative, you have no choice but to let them off the bus.

4. Self-Motivation/Initiative/Enthusiasm (Part 3)

- ▶ Navigate Adversity and Potholes
 - ▶ Every great team will be tested, but great teams don't let flat tires stop them from reaching their destination. Build upon your challenges and use them to pave the road to success.
 - ▶ When faced with a challenge, ask the following questions:
 - ▶ What can we learn from this challenge?
 - ▶ What is this problem teaching us?
 - ▶ How can we grow from this adversity?
 - ▶ What opportunity does this challenge present to our team?

5. Positive Attitude (Part 1)

- ▶ During the course of your ride, as you drive toward your Vision, let your fellow passengers know you care about them
 - ▶ How can I recognize them?
 - ▶ How can I spend valuable time with them?
 - ▶ How can I better listen to them?
 - ▶ How can I bring out the best in them?

5. Positive Attitude (Part 2)

- ▶ Have fun and Enjoy the Ride!
 - ▶ Every bus trip is a journey that should be fun!
 - ▶ Ask your team how to we can be more successful and have fun in the process.
 - ▶ Remember - the goal of every journey should be to arrive at the destination with a smile on your face!
 - ▶ You only have only one ride through life, give it all you got and enjoy the ride!



Bus Stop



6. Persuasion

- ▶ Persuade: cause someone to do something through reasoning or argument
- ▶ Building buy-in to an idea, decision, action
- ▶ Influence perspectives or decision making while the people you influence think they made up their own minds
- ▶ Understand a person's motivation and leverage to reach a win-win that satisfies both sides and maintains relationships
- ▶ Requires: selling, presentation, communication, leadership, negotiation
- ▶ Examples: Support for IG Program, Records coordinators must do a records inventory in their departments, Budget to update the retention schedule

7. Problem Solving

- ▶ Definition: the process of finding solutions to difficult or complex issues
- ▶ Something goes wrong: complain or take action?
- ▶ Research the issue to get to the problem, not just the symptoms
- ▶ Companies look for top performers to navigate unexpected challenges
- ▶ Come to your boss with a solution...not a problem
- ▶ Requires: resourcefulness, analytical thinking, creativity, research
- ▶ Examples: Budget just got cut but you still need to get your IG initiative completed. Departments aren't cooperating with IG so records aren't getting filed correctly.

8. Confidence

- ▶ Definition: the feeling of self-assurance arising from one's appreciation of one's own abilities or qualities
- ▶ "Those who believe in themselves have access to unlimited power." - wisdom from Kung Fu Panda
- ▶ Confidence (internal) vs. arrogance (external) and assertiveness (voice heard and direct) vs. aggressiveness (get your way, rude, pushy)
- ▶ Not in all aspects of your life (you're a work in progress)
- ▶ Requires: calm, know you can do your job, not afraid to ask questions, self-awareness, ability to accept constructive criticism, courage
- ▶ Examples: You're getting pushback from executives on the necessity of IG in the company. You have to do a presentation to employees regarding IG and how it affects them. You've made a big mistake selecting the wrong partner and it will cost a lot of money to get the right one.

9. Patience

- ▶ Definition: the capacity to accept or tolerate delay, trouble, or suffering without getting angry or upset
- ▶ Step back in a situation so you can think clearly and take action that fulfills long term goals
- ▶ Requires: calm, positive attitude, see the big picture
- ▶ Examples: Your IG program budget has been cut so you can't implement phase 2. You can't get the executives to agree on the importance of addressing your retention schedule which you know isn't legally defensible.

10. Resilience/Grit

- ▶ Resilience: the capacity to recover quickly from difficulties; toughness
- ▶ Grit: courage and resolve; strength of character
- ▶ “Bounce back”
- ▶ Requires: can handle criticism and grow from it, coachable, learn quickly, can see the big picture, work ethic, determination to succeed, focus
- ▶ Examples: Your initial rollout of an IG program wasn't successful and you've got a lot of naysayers refusing to get on board. Your department was cut in half and moved in the corporate structure so you now have a boss who doesn't understand the importance of IG.

Resources

- ▶ https://www.amazon.com/Energy-Bus-Rules-Fuel-Positive/dp/0470100281/ref=sr_1_1?ie=UTF8&qid=1513107941&sr=8-1&keywords=the+energy+bus
- ▶ <https://www.monster.com/career-advice/article/soft-skills-you-need>
- ▶ <http://www.job-interview-site.com/soft-skills-definition-what-are-soft-skills-examples-of-soft-skills.html>
- ▶ <https://www.livecareer.com/career-tips/career-advice/soft-skills-in-demand>
- ▶ <http://bemycareercoach.com/soft-skills/list-soft-skills.html>
- ▶ https://en.wikipedia.org/wiki/Soft_skills
- ▶ <https://www.thebalance.com/top-skills-employers-want-2062481>

Questions?

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