

Soft-ish skills

A decorative graphic consisting of a horizontal line of various colored circles (solid and hollow) in shades of blue, green, yellow, orange, red, purple, and black. To the right of this line are several thick, overlapping brushstrokes in yellow, red, and blue, creating a sense of movement and energy.

Benefits of a firm foundation

Tarnjit Kaur Tiyyur

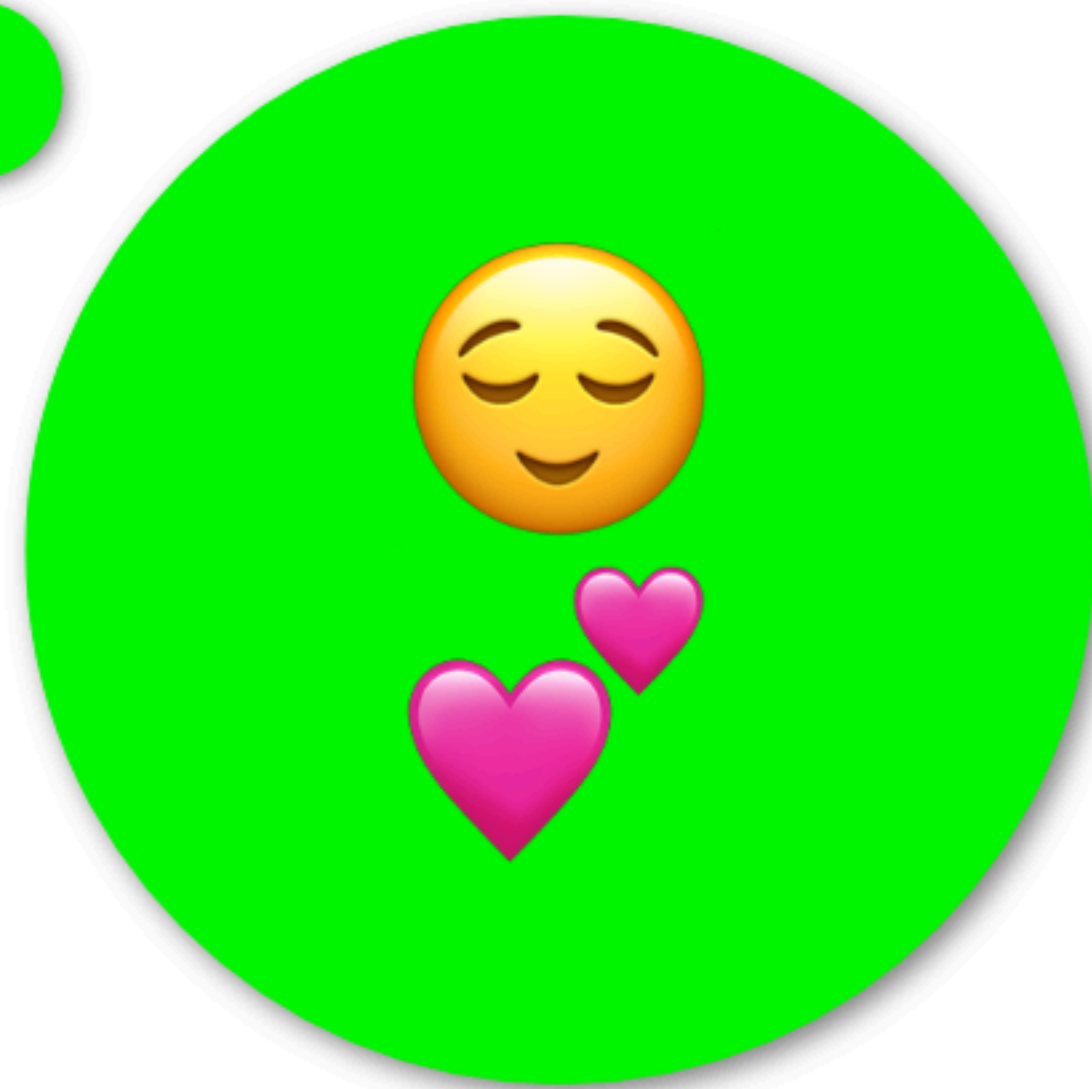
@TarnjitKT

Why



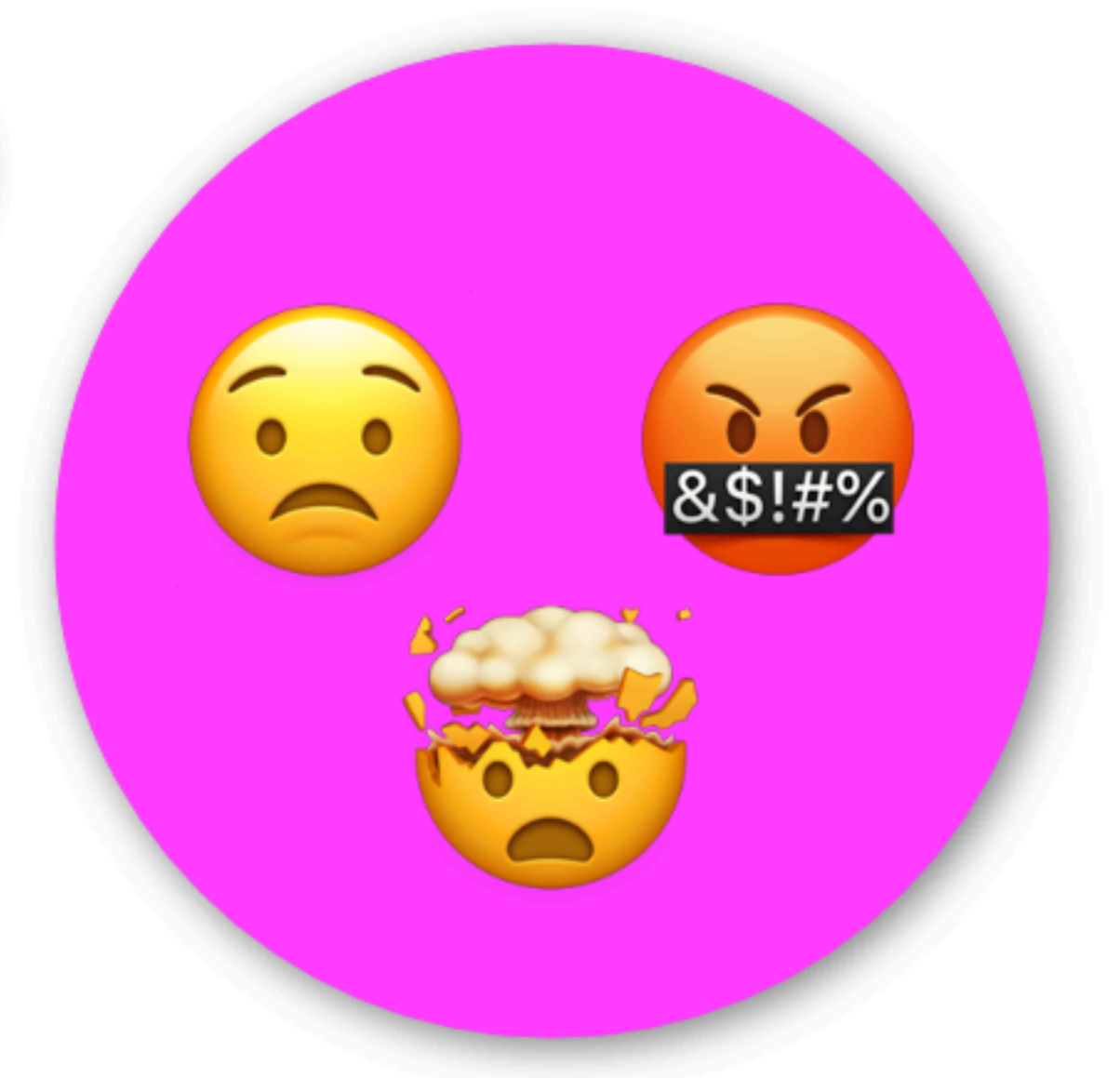
Called out

<https://emojipedia.org/ox/> and
<https://emojipedia.org/pile-of-poo/>.



Empathic leadership

<https://emojipedia.org/relieved-face/> and
<https://emojipedia.org/two-hearts/>.



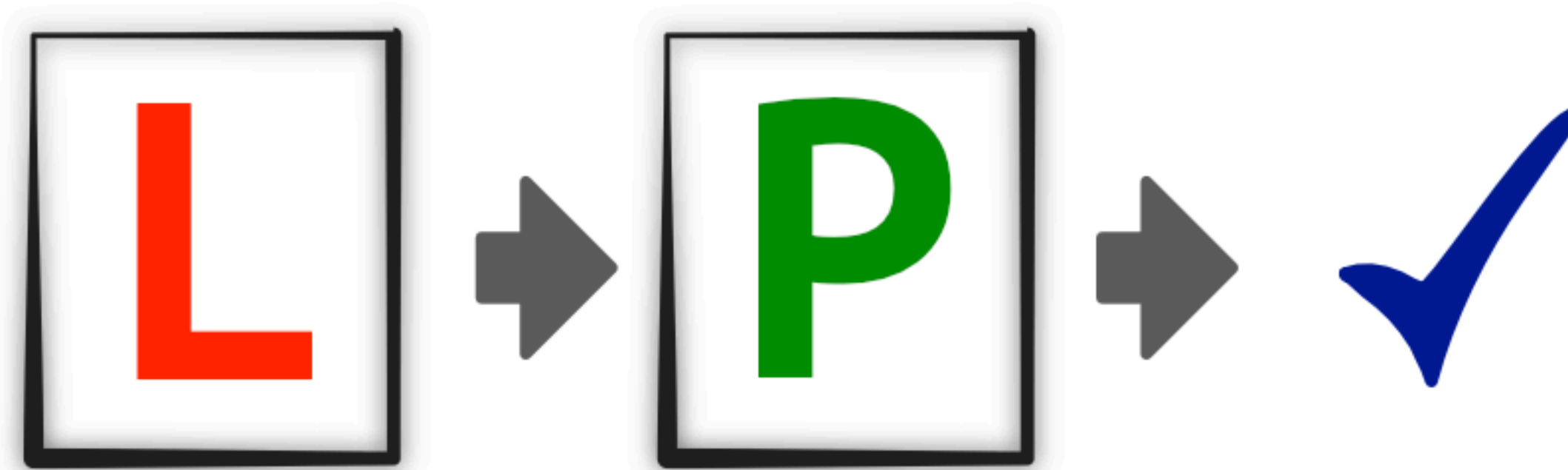
Generalised Anxiety Disorder

<https://emojipedia.org/worried-face/>,
<https://emojipedia.org/serious-face-with-symbols-covering-mouth/> and
<https://emojipedia.org/serious-face-with-symbols-covering-mouth/>.

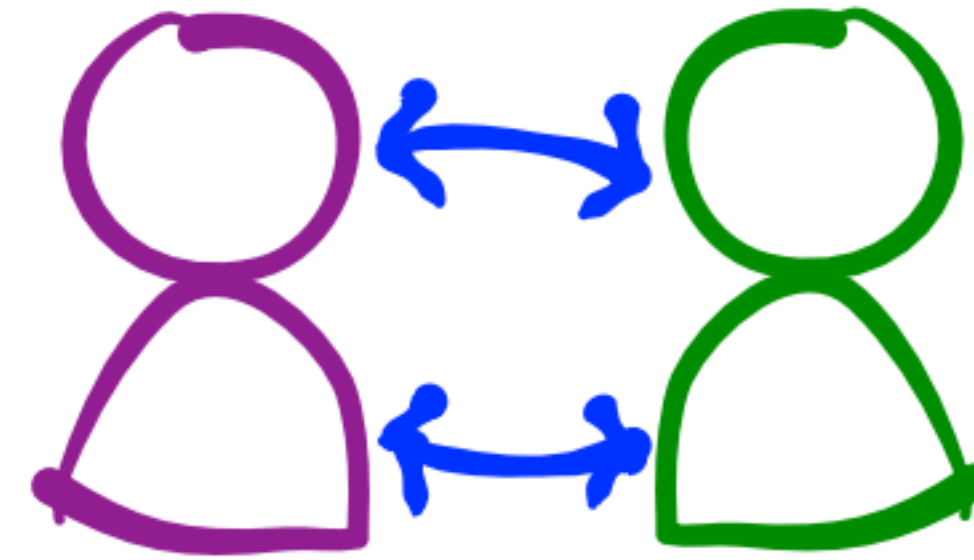
What are soft-ish skills?

Personality ↔ Behaviour

Soft-ish skills are behavioural traits and actions you deliberately choose to practice when operating in the world



Types



Adaptability/
Flexibility

Managing Time

Awareness

Problem Solving

Critical Thinking

Resilience

Empathy

Self-Motivating

Learning

Strategic Thinking

Managing Pressure

Trouble Shooting

Collaborating

Influencing

Communicating

Leadership

Conflict Resolution

Managing Others

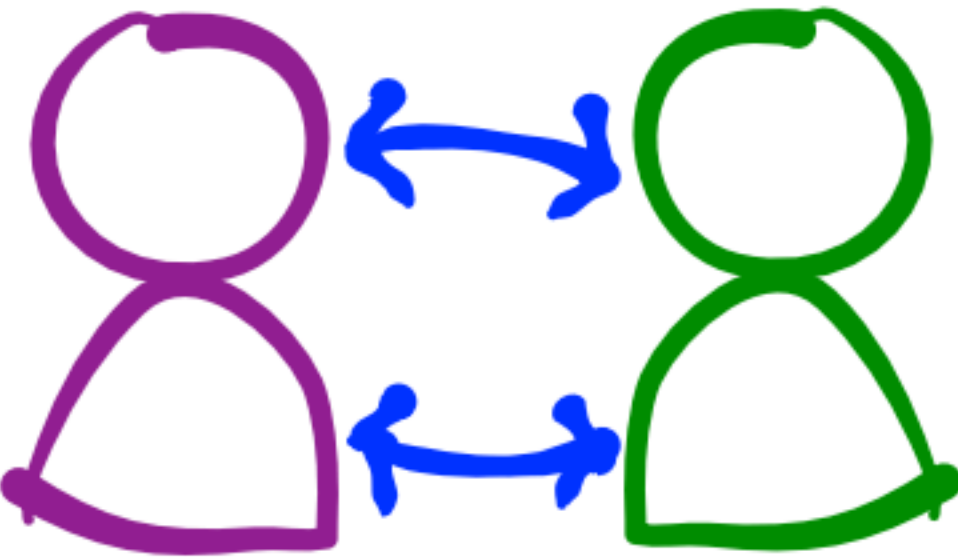
Delegating

Negotiating

Delivering

Relationship Building

Types



Adaptability/
Flexibility

Awareness

Strengths &
Weaknesses

Energy

Emotional
Intelligence

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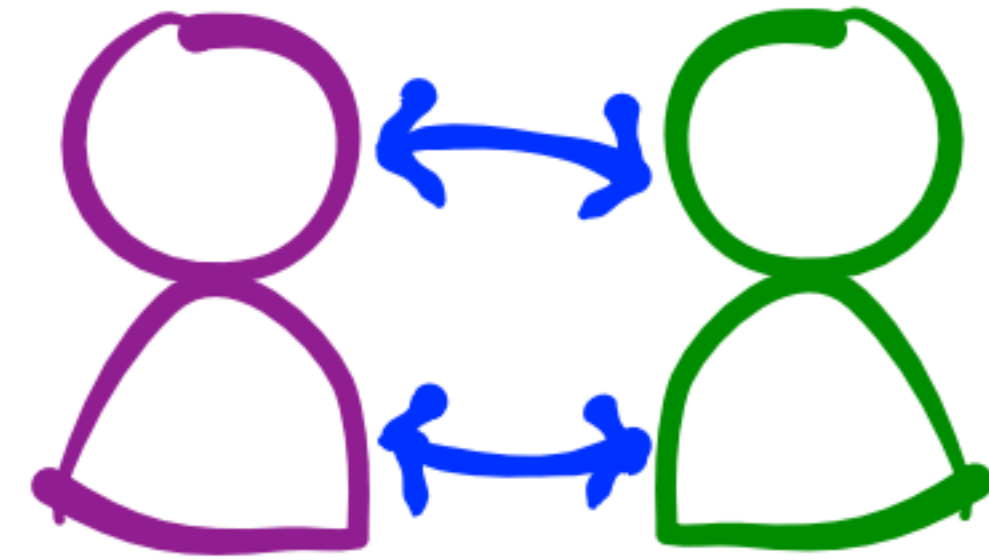
Leadership

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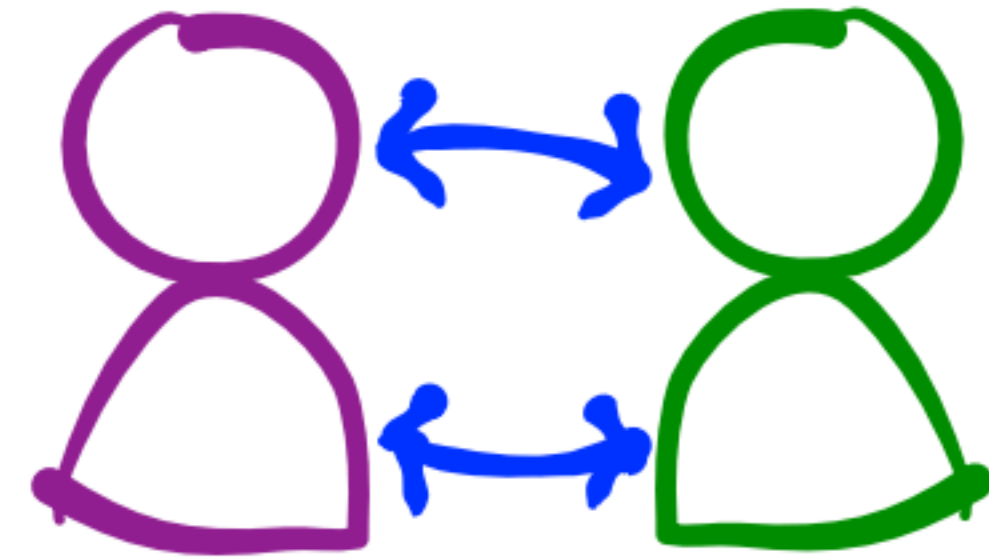
Speaking

Listening

Feedback

Relationship Building

Types



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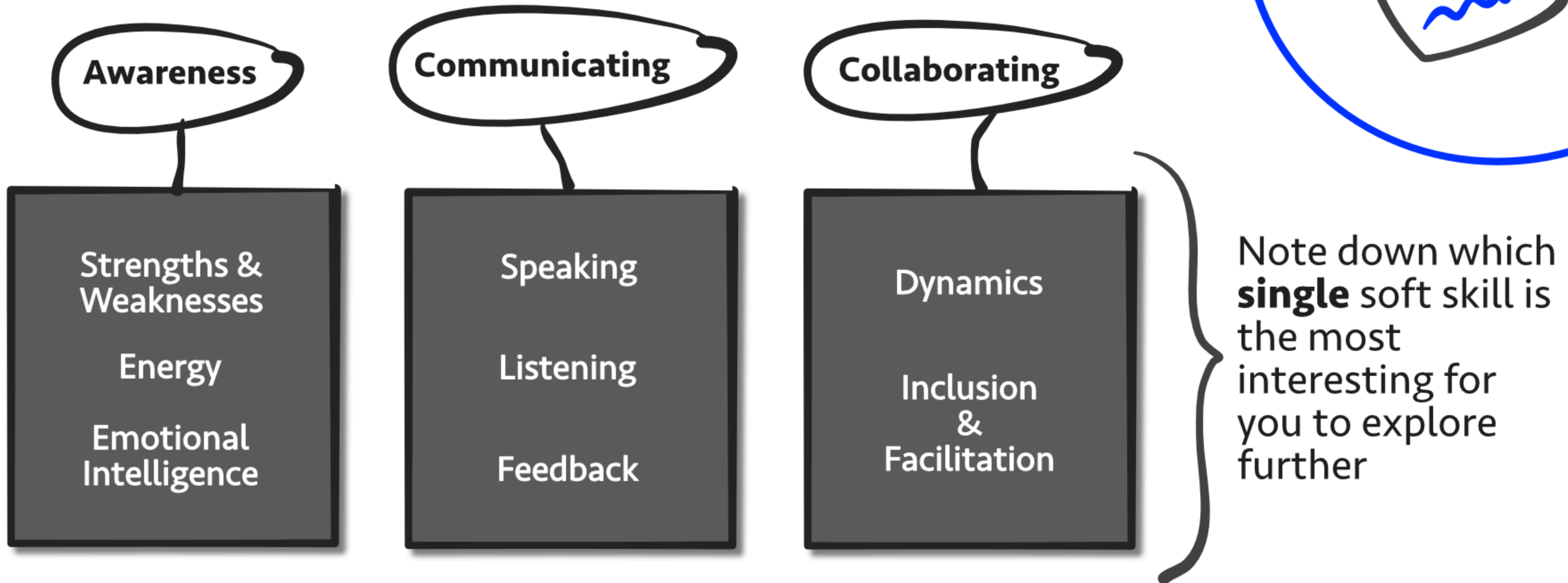
Delivering

Dynamics

Inclusion
&
Facilitation

Relationship Building

Noticing



We'll be having a check-in after going through the topics

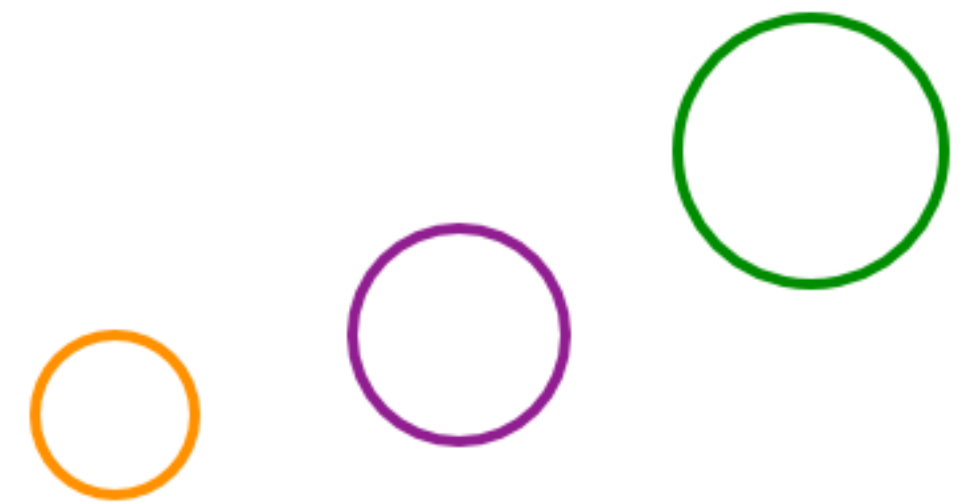
Awareness

Awareness

...Didn't go so well...

(Failing with no style)

Burnout



Awareness



If your manager primarily:	The chances of your being actively disengaged are:
Ignores you	40%
Focuses on your weaknesses	22%
Focuses on your strengths	1%

X

Talent (a natural way of thinking, feeling, or behaving)

Investment (time spent practicing, developing your skills, and building your knowledge base)

=

Strength (the ability to consistently provide near-perfect performance)

Awareness

Energy

Physical/Emotional
Mental/Spiritual

Full
Engagement

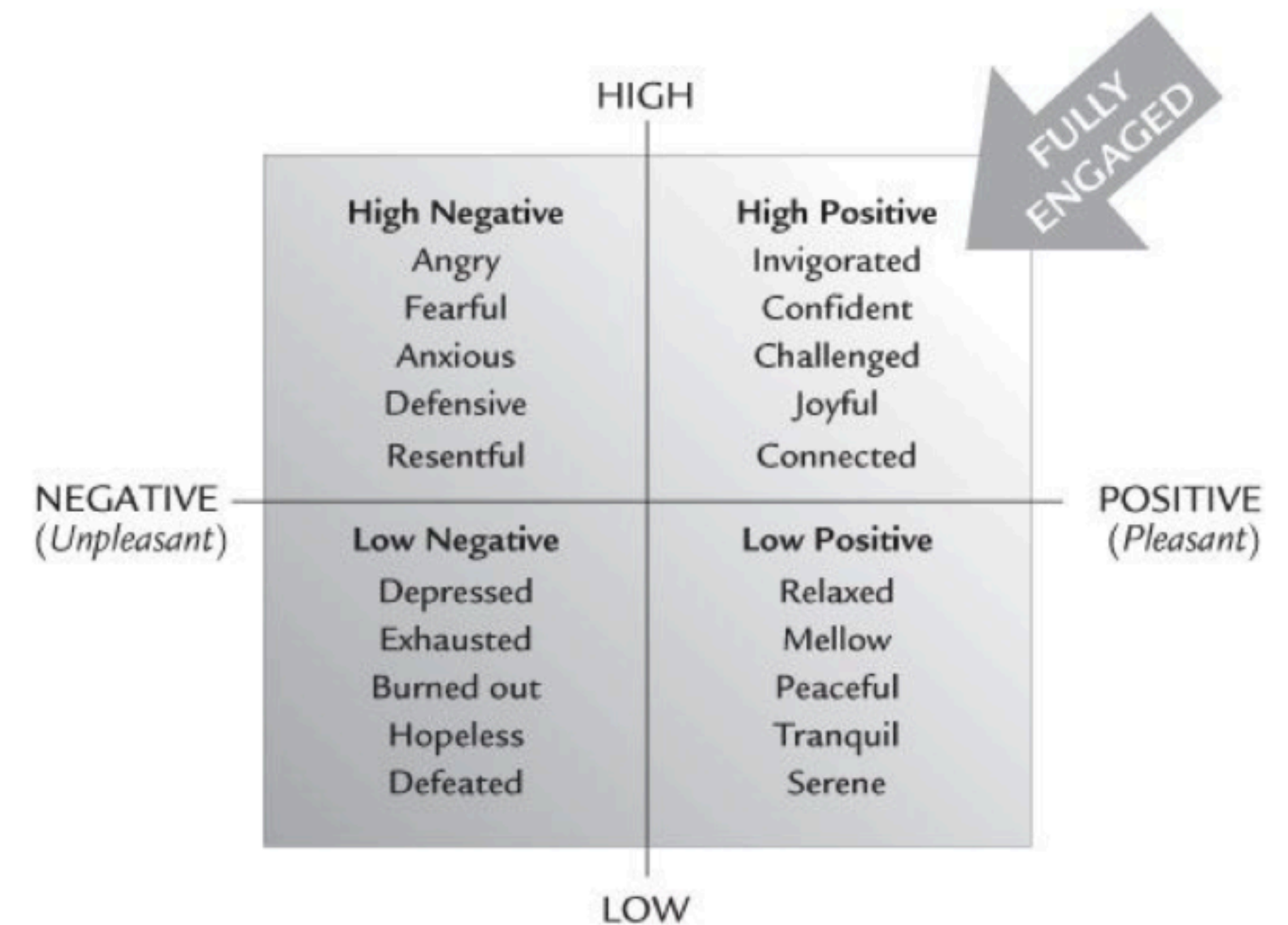
Rituals

PRINCIPLE 1: Full engagement requires drawing on four separate but related sources of energy: physical, emotional, mental and spiritual.

PRINCIPLE 2: Because energy capacity diminishes both with overuse and with underuse, we must balance energy expenditure with intermittent energy renewal

PRINCIPLE 3: To build capacity, we must push beyond our normal limits, training in the same systematic way that elite athletes do

PRINCIPLE 4: Positive energy rituals—highly specific routines for managing energy—are the key to full engagement and sustained high performance



Loehr, Jim; Schwartz, Tony. (2003) *On Form: Managing Energy, Not Time, is the Key to High Performance, Health and Happiness* (Kindle Locations 257-326). Nicholas Brealey Publishing. Kindle Edition.

Awareness

Emotional Intelligence

Distress Tolerance


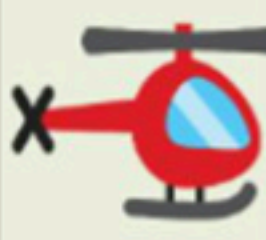






Mindfulness

Emotional Regulation

Accept

	IT WILL PASS 
DISTRACT 	DO ONE THING 
TURN THE MIND 	20 MINUTES RIGHT NOW 
SOOTHE 	VALUES 

Accept

BREATHE 	OBSERVE 
THIS MOMENT 	FOCUS 
DRIFT 	FACT OR OPINION 
WISE MIND 	KEEP CALM AND CARRY ON 

Change

SELF CARE 	THINK 
NAME THE EMOTION 	OPPOSITE ACTION 
SIEVE OR SPONGE? 	BUILD POSITIVE EXPERIENCES 
BALANCE 	PACE & PLAN 

Communicating

Communicating

...Didn't go so well...

(Failing with semi style)

Feedback

I just want to say, privately, what a wonderful customer you are. I just had a nasty situation with some people from another project I was asked to urgently help out. Really upset me because they didn't say anything during multiple demos, but then, they sent me an email (to everyone in cc) how "insufficient quality to show the prototype" was.



really upsetting. Not how I like to work .

anyway. I just had to get it out of my system.

so, if you ever think that you "are to picky" or say too much during demos, know that this is a very good thing. Because others stay quiet when they should have spoken up, and then just dump shit on you when you're in no position to do anything anymore.

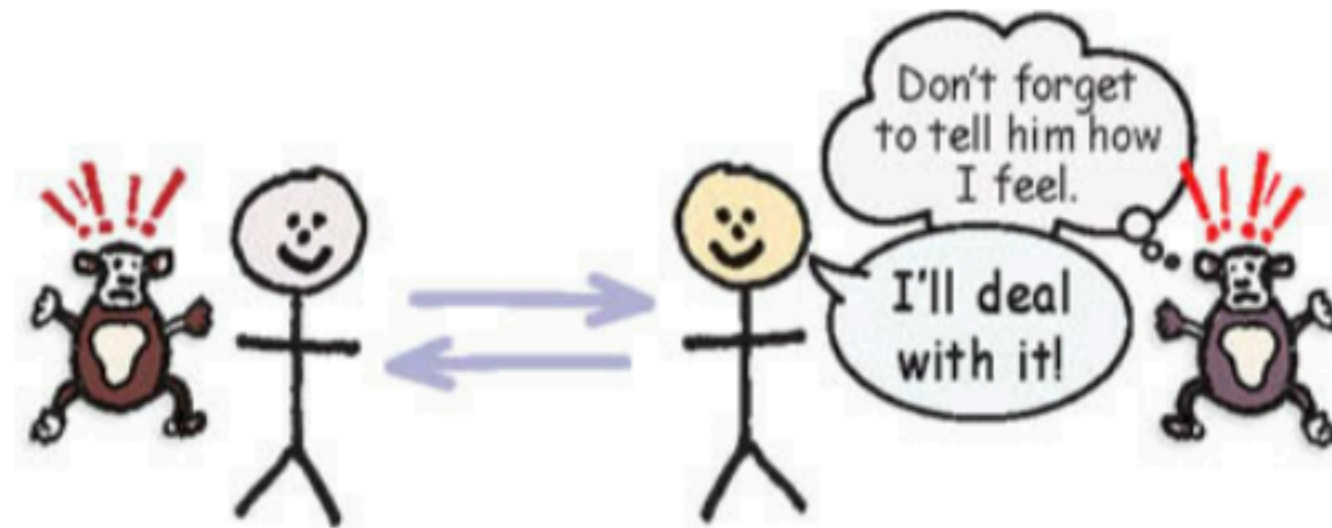
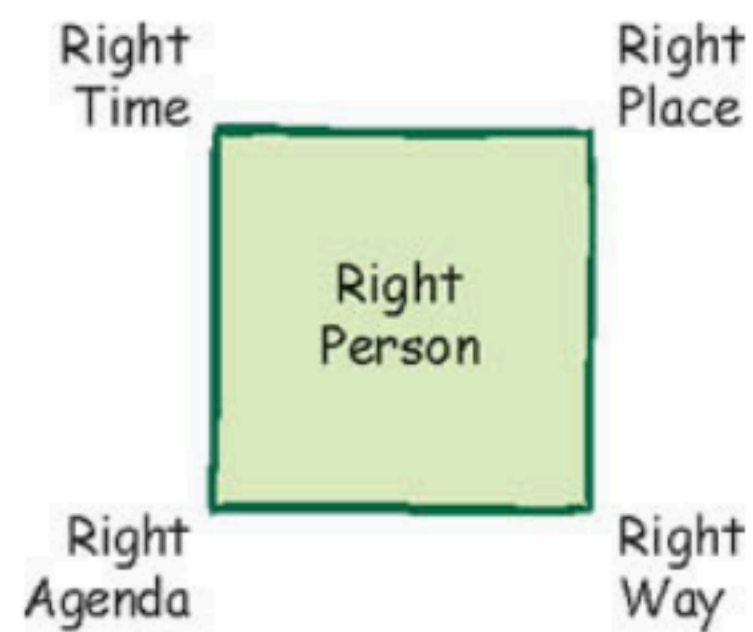
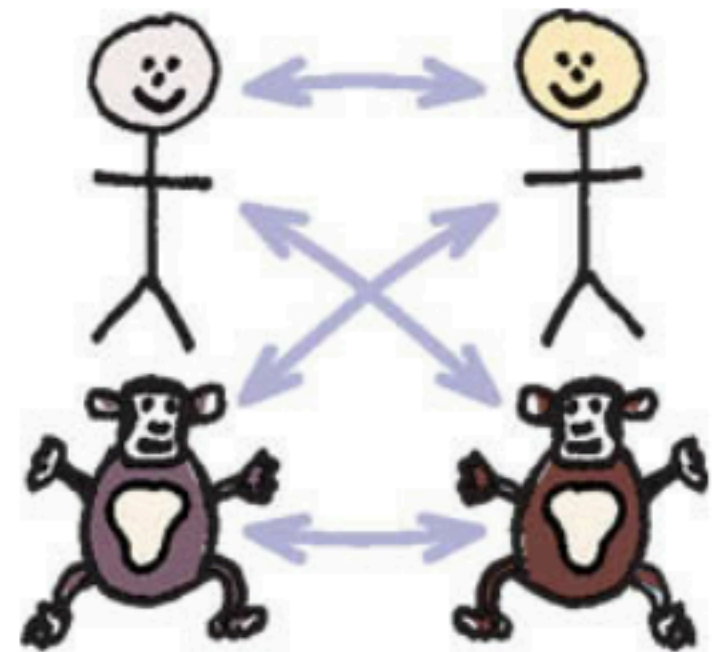
Ah that's really annoying! I can sympathise!

Yes always better to say something up front when there's an opportunity to do something rather than not say too late.



Communicating

Speaking



ASSERTIVE COMMUNICATOR

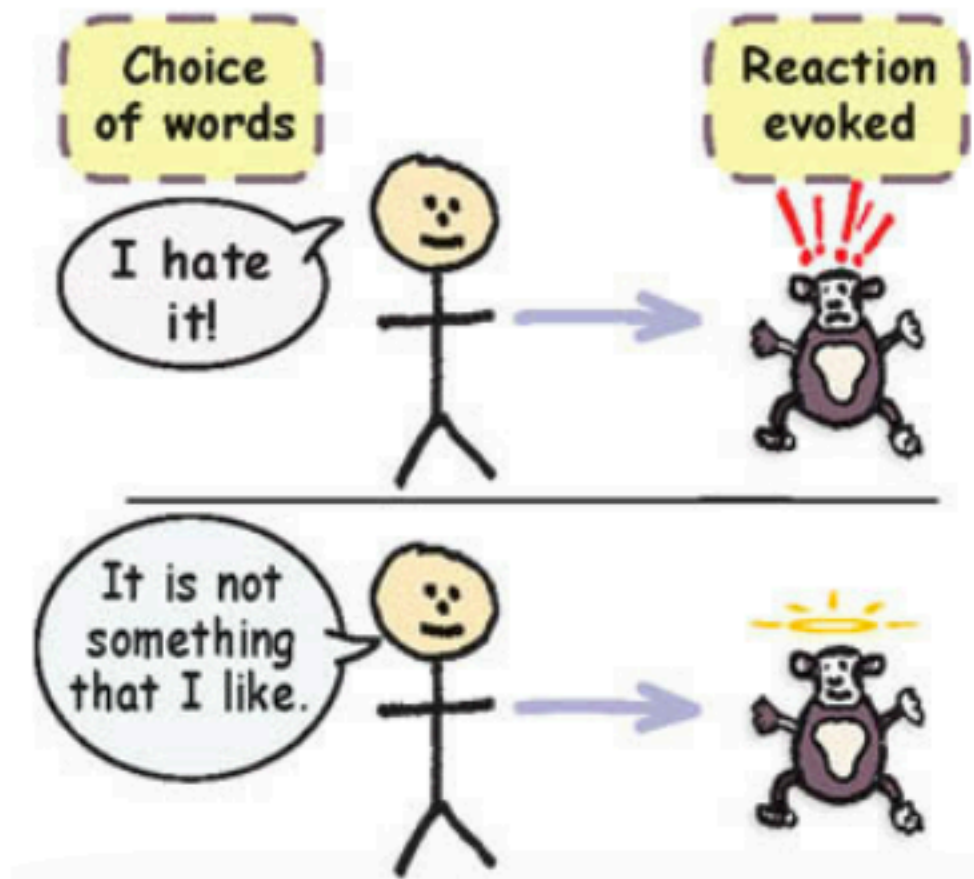
Removes emotion from speech.

Chooses words carefully.

AGGRESSIVE COMMUNICATOR

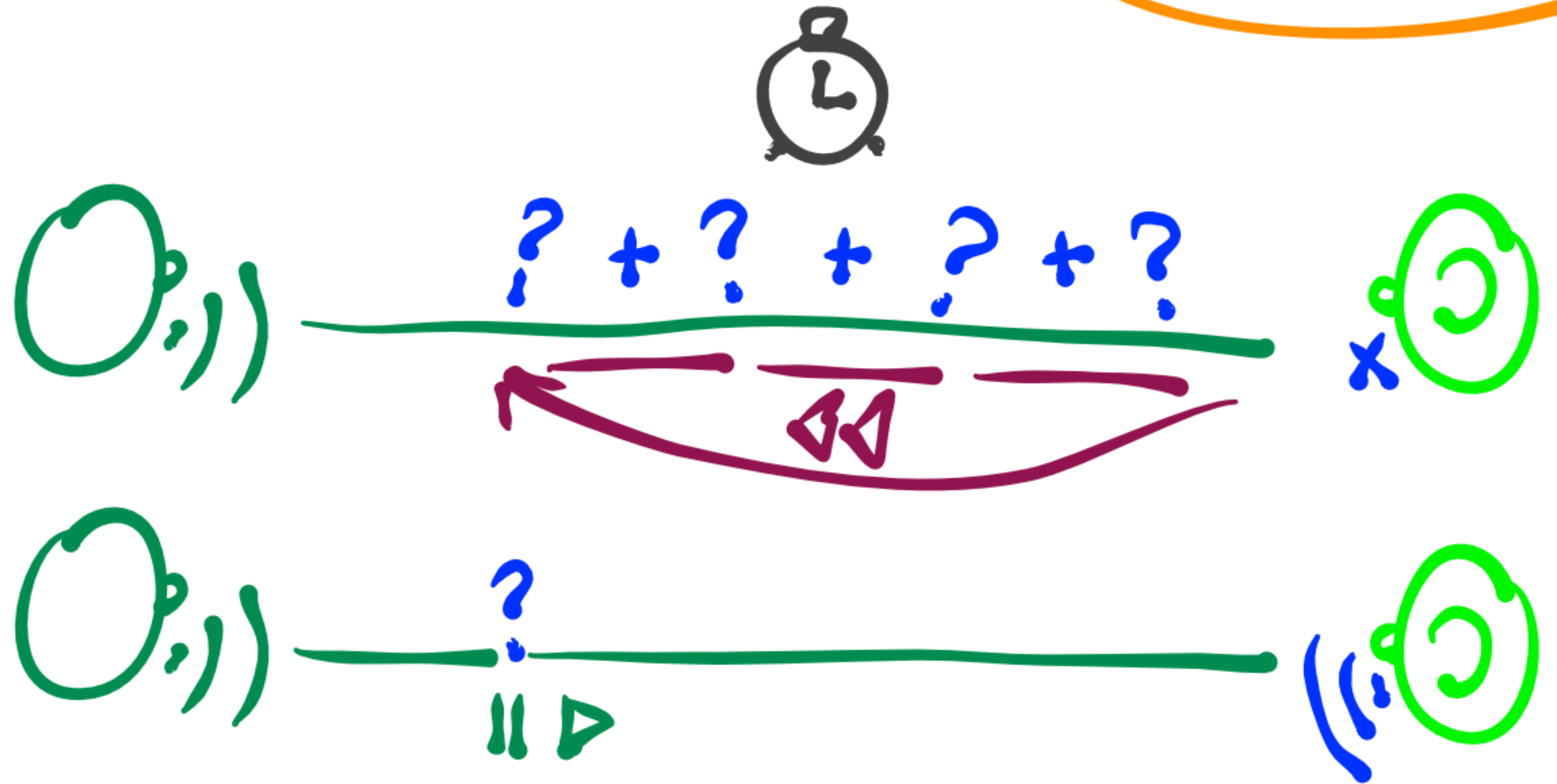
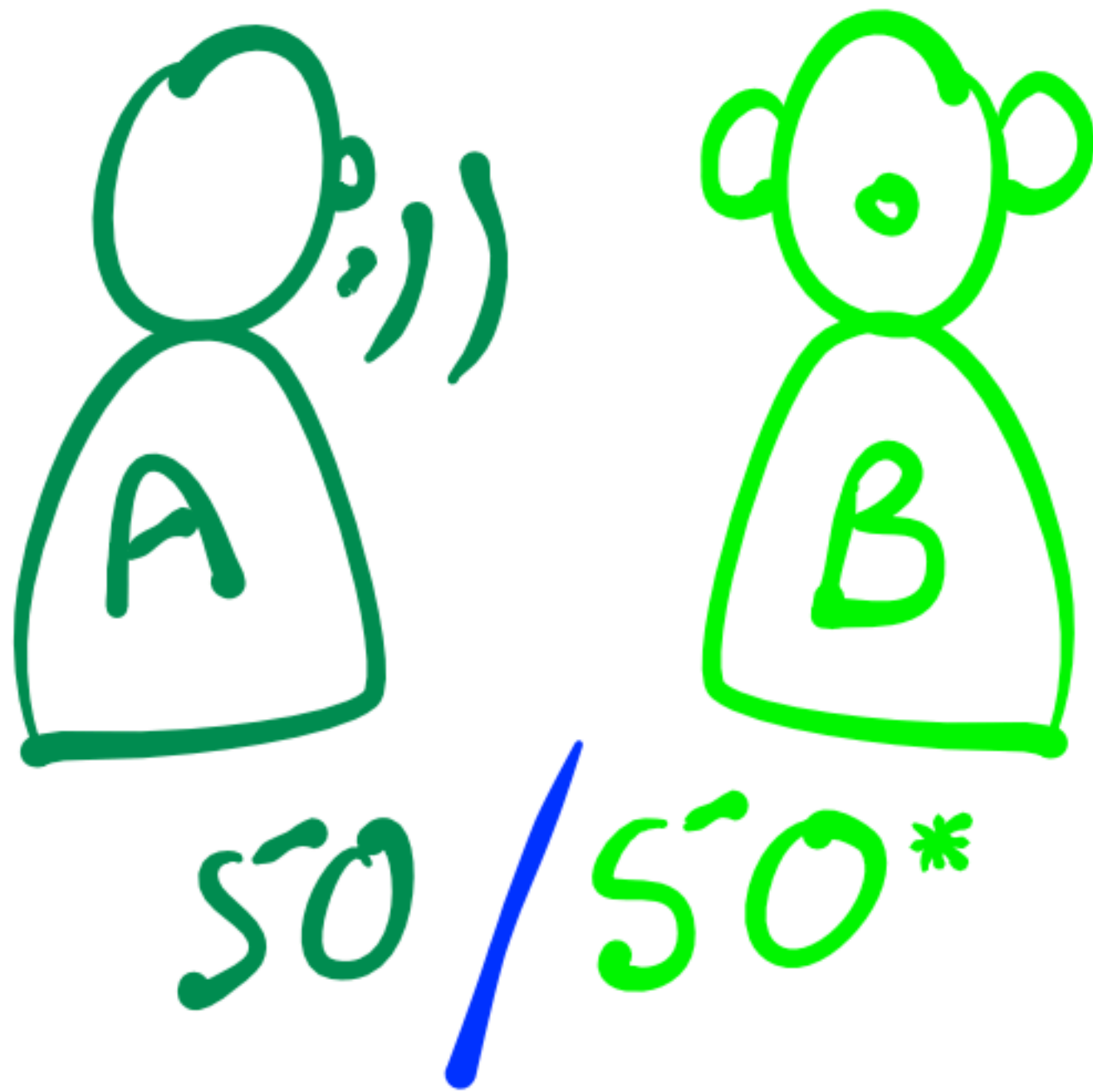
Full of emotion.

Evokes emotion in other person.



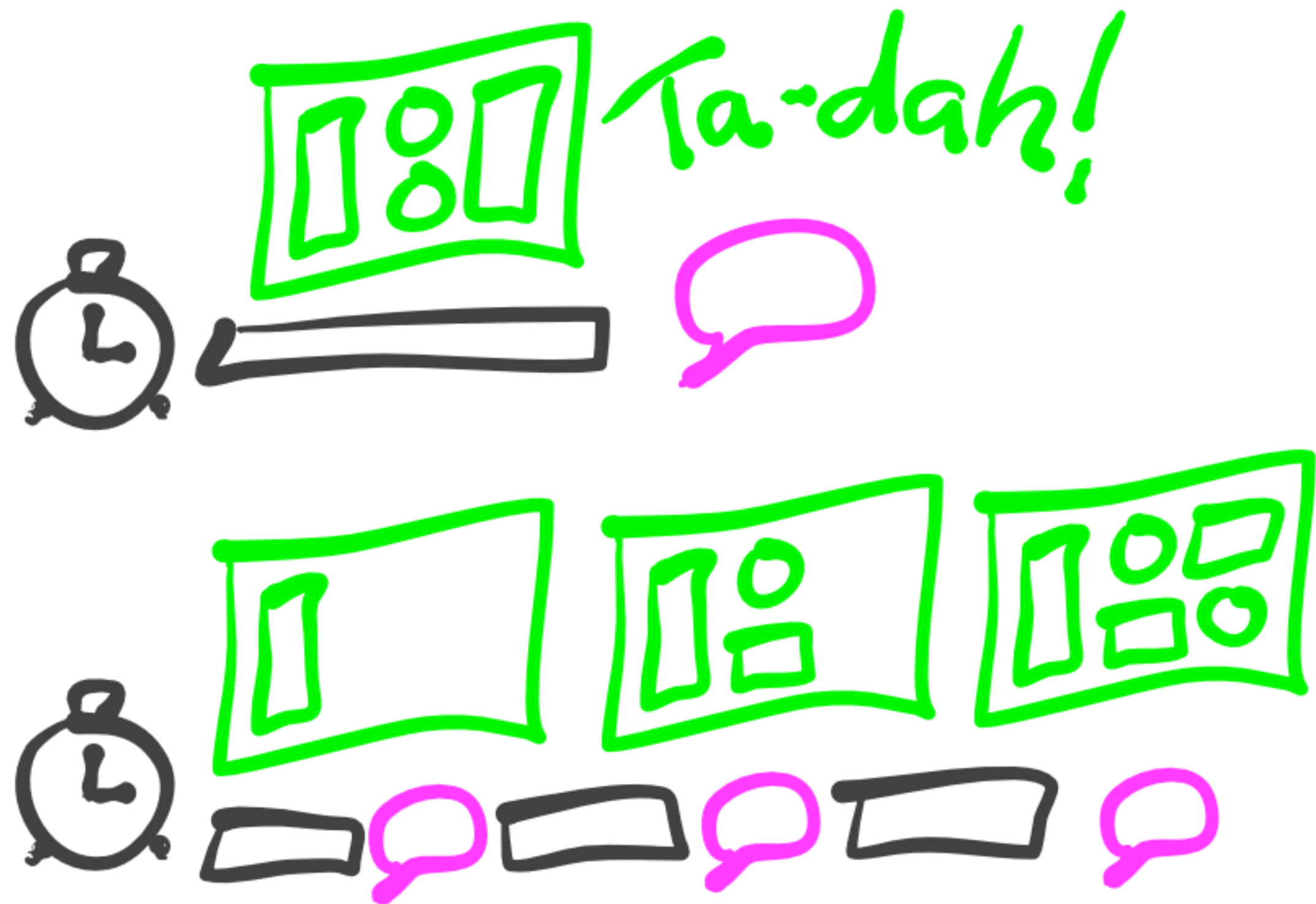
Communicating

Listening



Communicating

Feedback



Collaborating

Collaborating

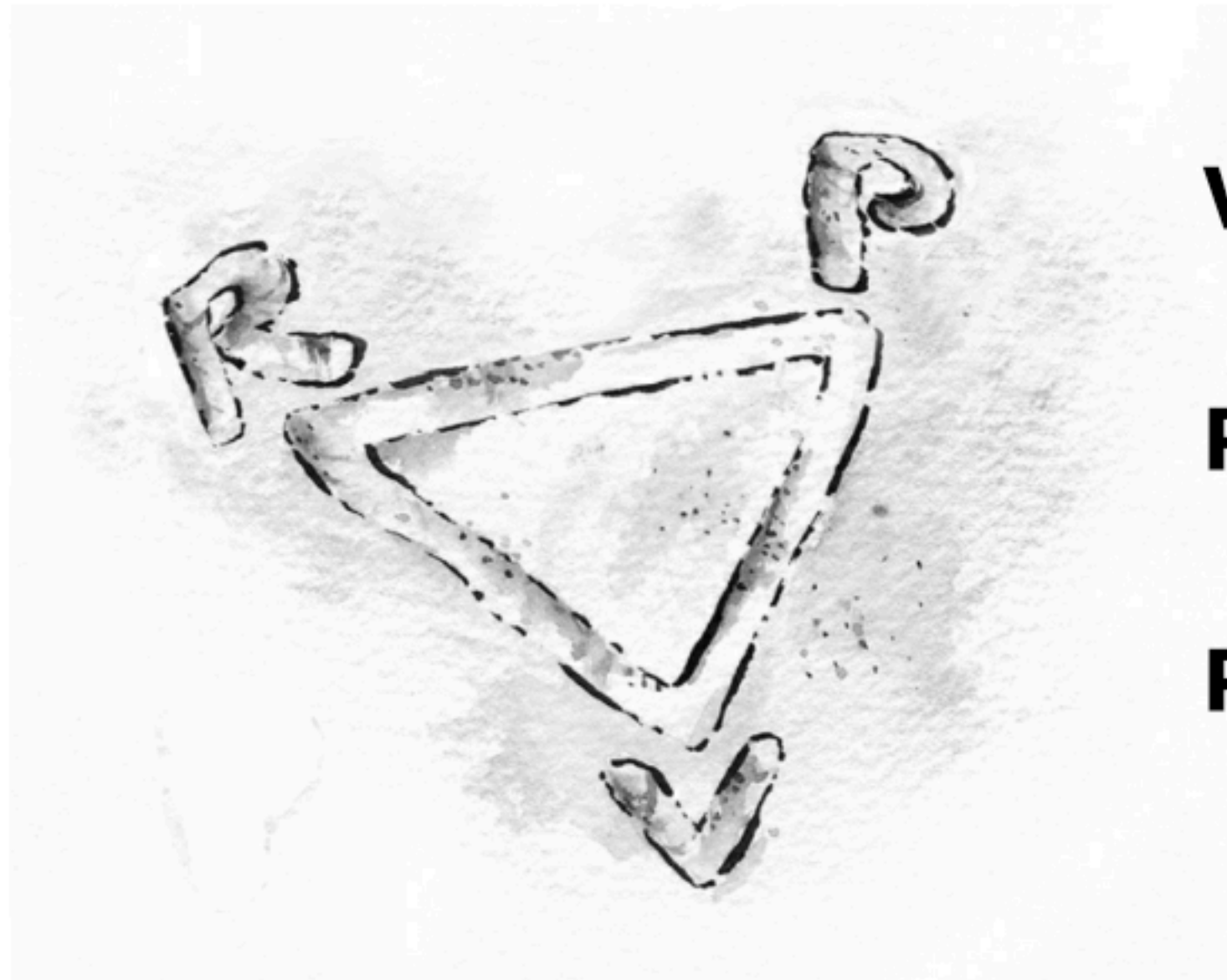
...Didn't go so well...

(Failing with semi style)

Team Leader & Nemesis

Collaborating

Dynamics



Victim



Creator

Rescuer



Coach

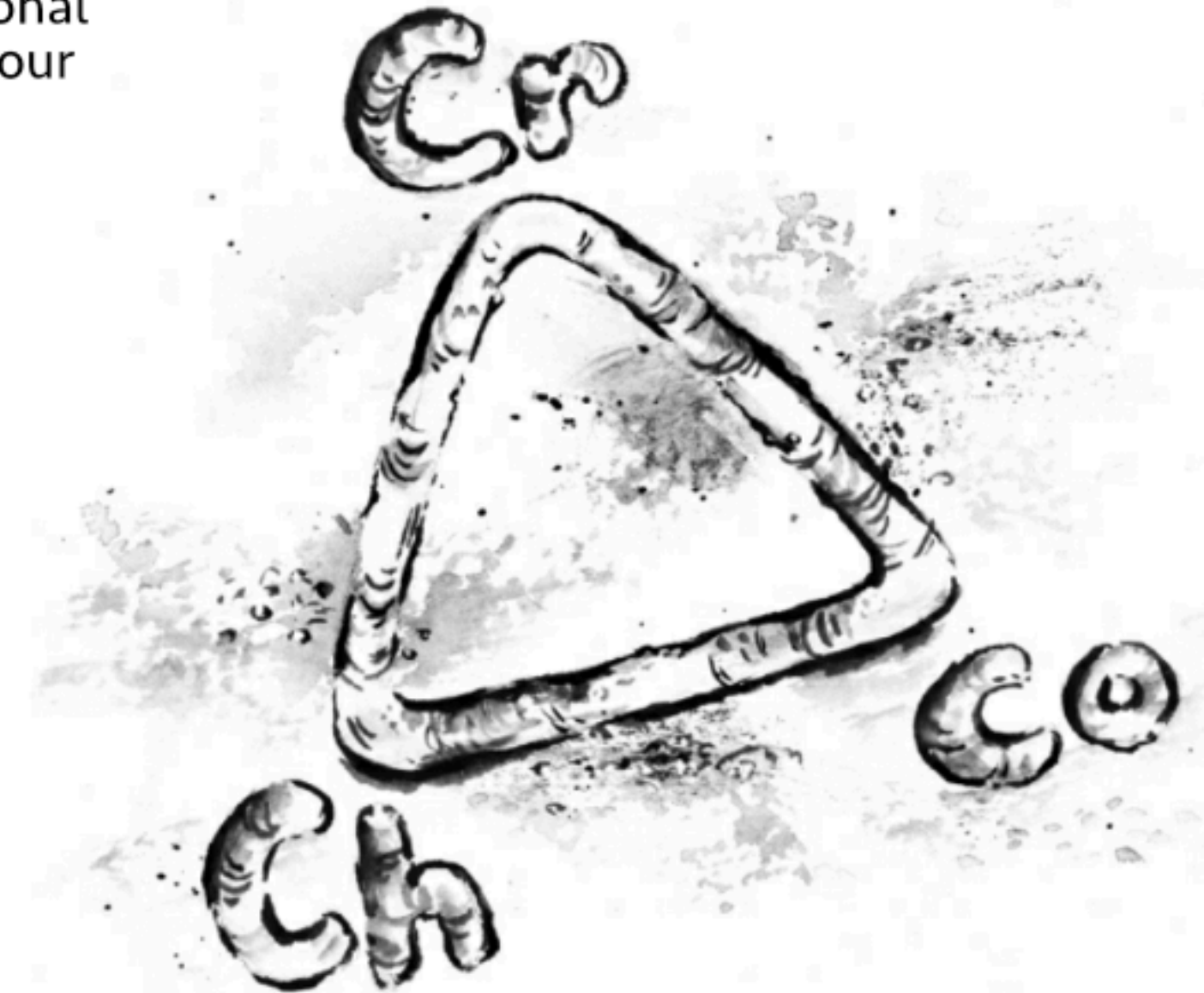
Persecutor



Challenger

AIR

Attention - on what is wanted
Intention - manifesting outcomes
Results - satisfying and sustaining

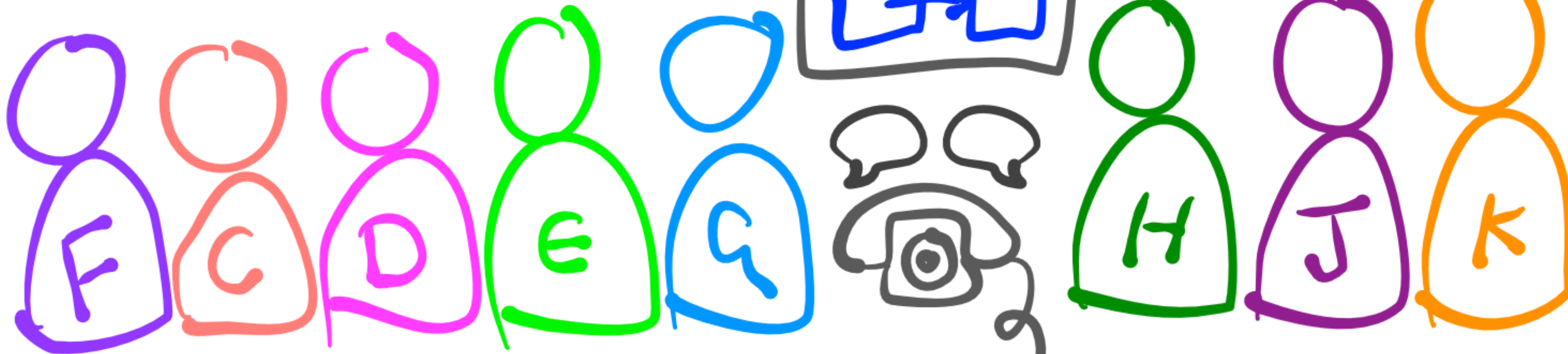
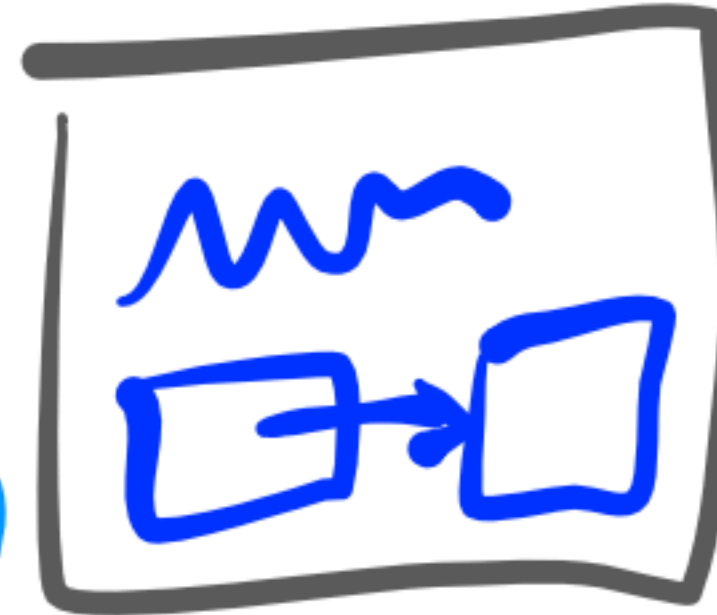


FISBE

My **F**ocus engages me in an emotional
Inner **S**tate that drives my **B**ehaviour

Collaborating

Inclusion & Facilitation

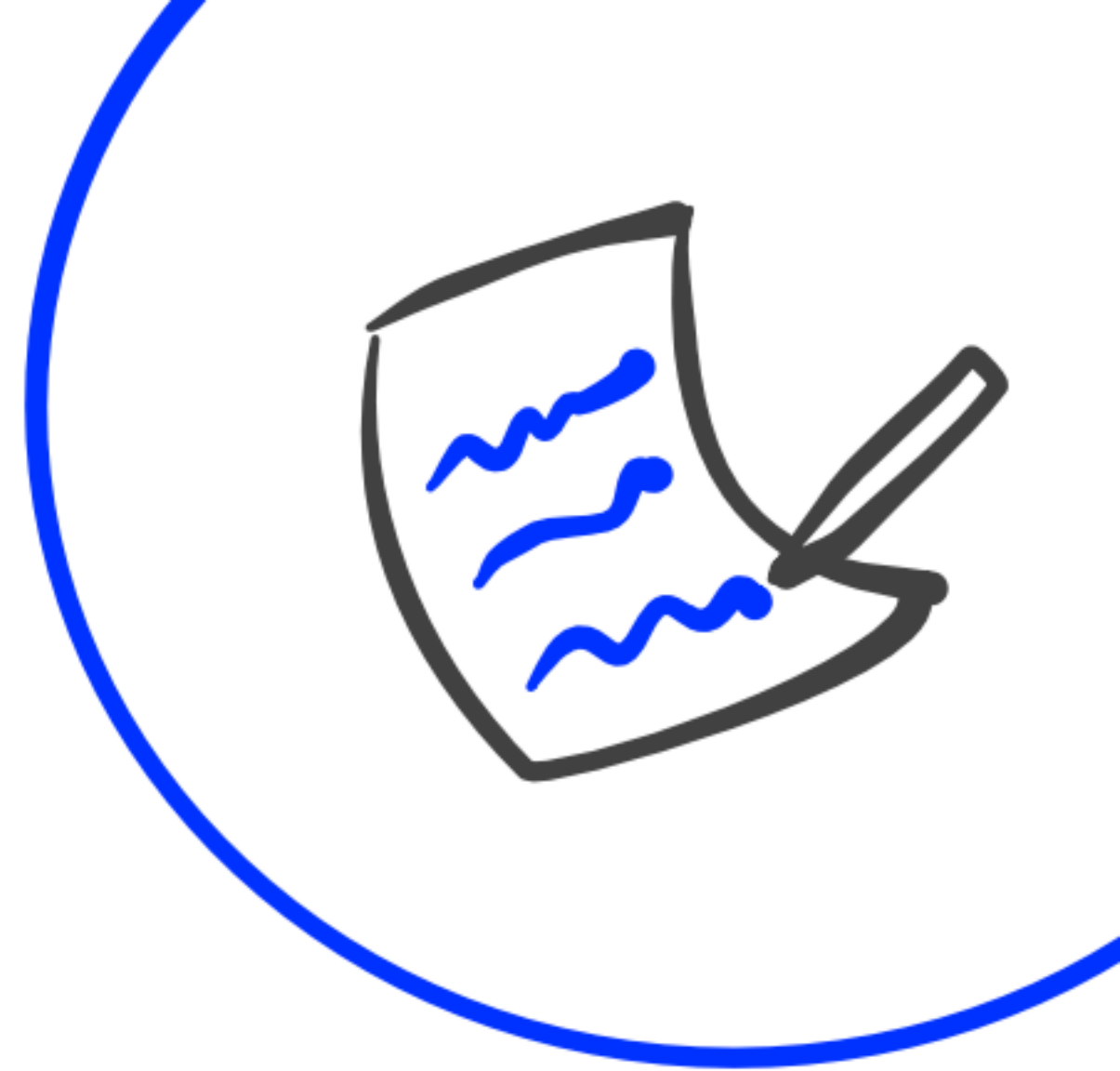


Boundary setting

Name first

Deliberate inclusion

Check in



Awareness

Strengths &
Weaknesses

Energy

Emotional
Intelligence

Communicating

Speaking

Listening

Feedback

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Which **single** soft skill would you like to explore further?



Check in

Q1: Who epitomises this soft skill for you?

This is your Role Model.

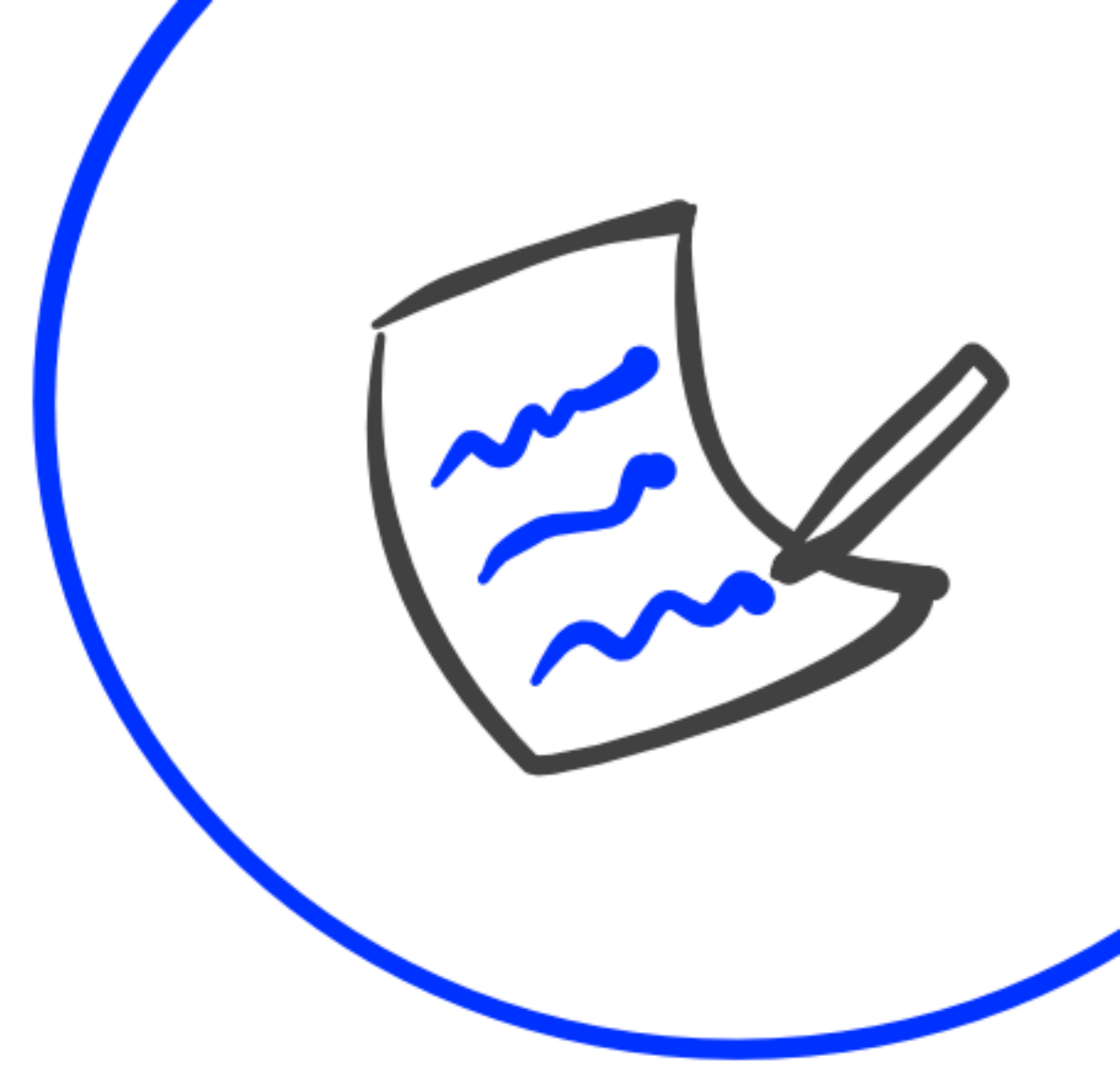
E.g.: a friend, colleague, athlete or popular figure who models it well

Q2: On a scale of 1-10, where your Role Model is at number 10, where would you score yourself currently?

E.g.: be kind/realistic to yourself

Q3: What score would you like to get to in one month's time, on the 8th of September?

E.g.: again be kind/realistic to yourself



Check in

Q4: What does reaching your score feel like?

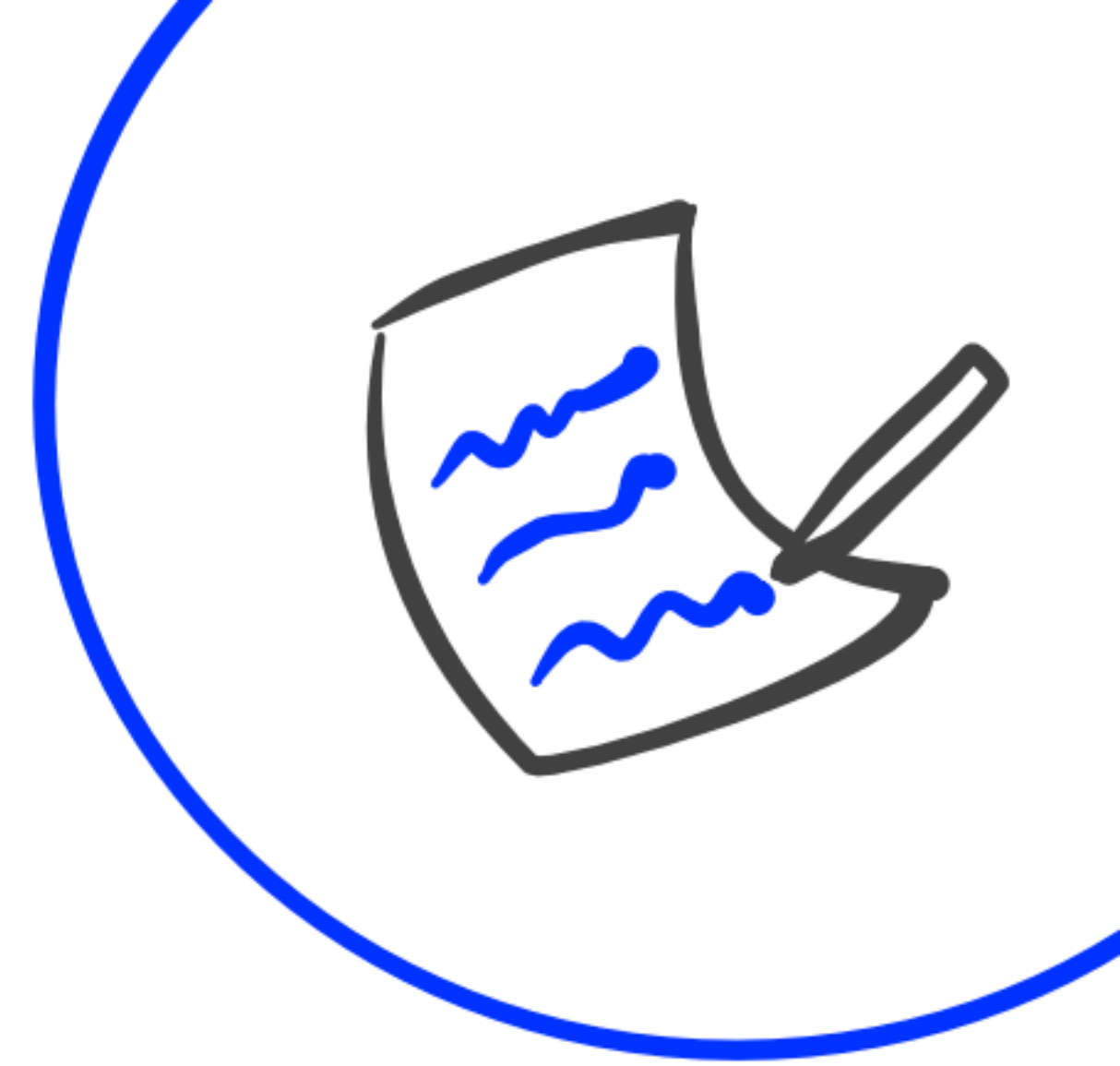
E.g.: does it feel positive, energising or calming?

Q5: What evidence do you have for reaching this score?

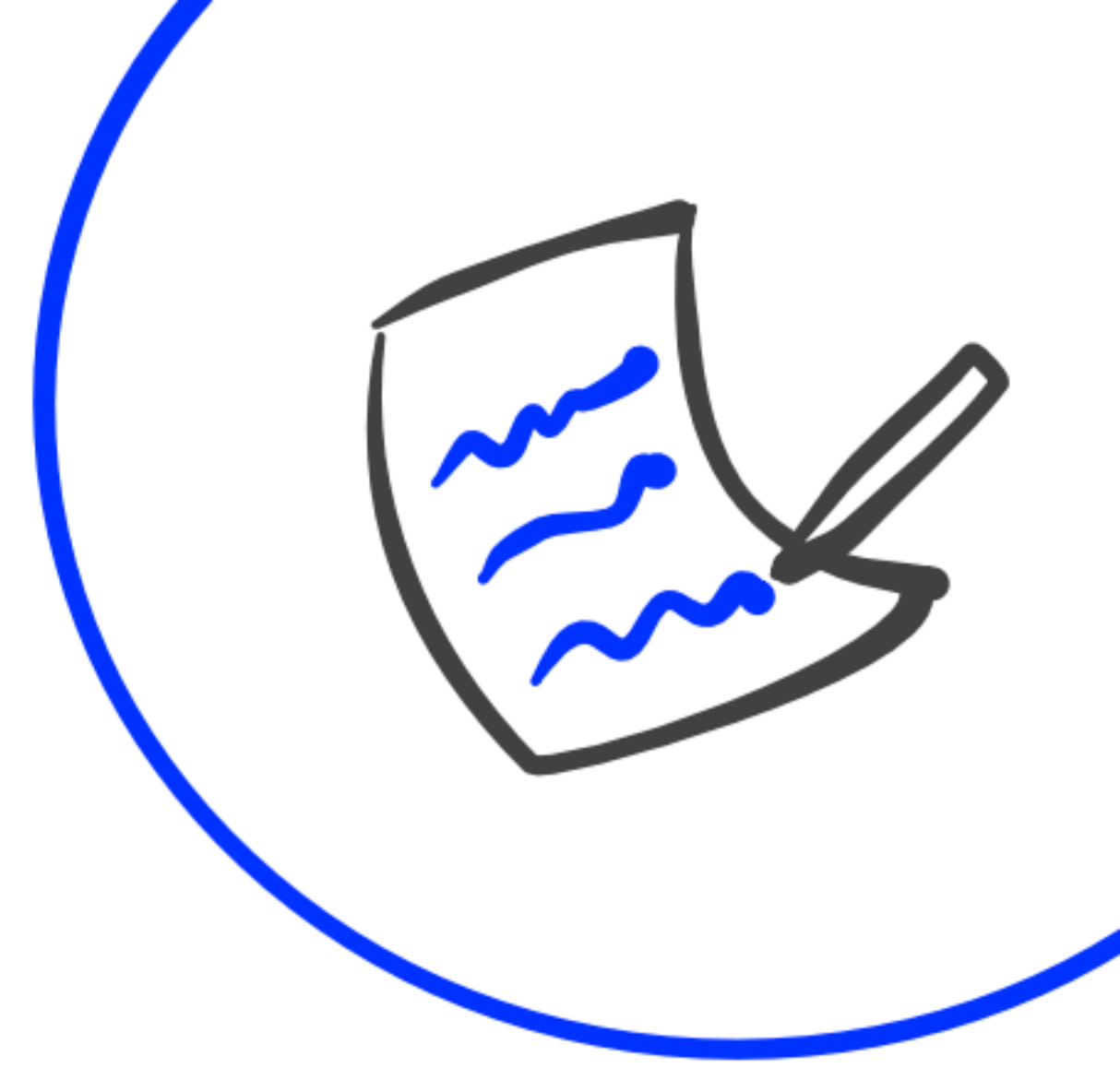
E.g.: Person A speaks up more at your workshops more than they did previously

Q6: What small do-able thing can I schedule in to do this week?

E.g.: read material, reflect on own skills, put one habit into practice



Check out statement



I **[your name]**, will improve my **[chosen soft skill]** score from **[A2: current score]** to **[A3: desired score]**.

I will do this by 8th of September 2018.

I will know I've achieved it because I feel **[A4: your feeling(s) answer]** and have evidence of **[A5: evidence answer]**.

The first thing I will do over the next 7 days is **[A6: do-able action]**.

Chosen soft skill = common sense

Thank you for listening

@TarnjitKT