

Soft Skills – Often Forgotten but Never Forgotten

*NYOUG
New York City
December 14, 2006*

Michael S. Abbey — Database Officer Oracle Practice

Worn many



ORACLE



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Independent Oracle Users Group - Mozilla Firefox

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COLLABORATE07
Technology and Applications Forum for the Oracle Community

April 15-19, 2007
Las Vegas, Nevada
Mandalay Bay Resort and Convention Center

IOUG Forum


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Presented by:




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independent oracle users group

For the Complete Technology & Database Professionals



OAUG
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Quest
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COLLABORATE 07 is THE Oracle training and education event you should attend this year. The IOUG will host the IOUG Forum providing focused, user-driven education on topics such as **database, architecture, fusion middleware, application server, BPEL, SOA, application express, security, enterprise management, disaster recovery, development and professional development**, equipping you with the tools and techniques to empower you to achieve better database performance. Plus, you will also have the opportunity to attend the educational sessions of the other two users groups.

Register today for COLLABORATE 07 -- IOUG Forum to enjoy exclusive access to key technology sessions offered by the IOUG. Register through the IOUG to make sure you have access to these activities and more! All IOUG Forum attendees will enjoy these exclusive benefits.

- ◆ Receive exclusive admittance to all of the IOUG hands-on labs being held.
- ◆ Enjoy priority seating at all of the IOUG Expert Technical Sessions.
- ◆ Receive exclusive admittance to the IOUG Opening General Session featuring enterprise architect guru, John Zachman
- ◆ And, more!

Reviewers for IOUG Sessions Needed!

Interested in reviewing presentations to be presented at COLLABORATE 07 -- IOUG Forum? If so, please complete the [Call for Reviewers Form](#). You must be a current IOUG member to be selected.

Interested in Exhibiting?

COLLABORATE 07 will give you access to 5,500 engaged Oracle users. Gain direct access to the Oracle user community at COLLABORATE 07. With 5,500 attendees, this is the place to reach engaged decision-makers. [View exhibiting and sponsorship information](#).

Learn More about COLLABORATE 07

Want to learn more information about COLLABORATE 07? Check out [COLLABORATE 07 for Beginners](#).

Get Your Company's Support to Attend

Make sure you have the budget to attend. Download the [justification document](#) to let your supervisor know why you need to attend.

Done

Start

Travel ... Syratec... pbtrk@... UltraEdit... Commen... Cognex ... Microsoft... RE: NYO... Indepen... Re: SR ... untitle... 2:37 PM Monday

Michael S. Abbey — Soft Skills — Often Forgotten but Never Forgotten



- Balance
- Personalities that can interfere
- Team building
- Move from a "B" to an "A" player
- Soft skills inventory
- Fun fun fun ...



Often Forgotten but Never Forgotten

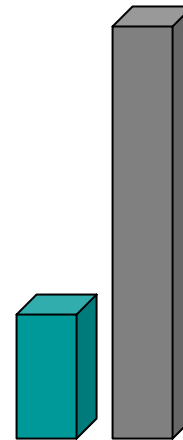
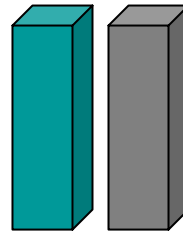
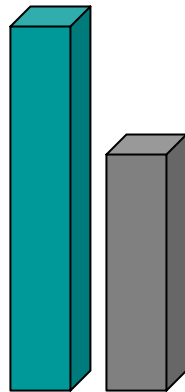
- She was a great architect, but could not put two words together to form a sentence.
- Talk about saying one thing and doing another!
- His replacement is going to have to have some balance—he just could not get along with anyone.
- In late, left early.



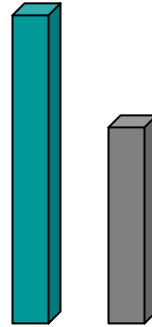
All About Balance

Technical

Soft skills



Technical

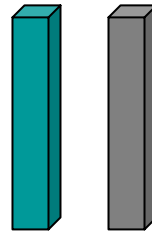


Soft skills

- Fluent in the subject
- Current
- Fluent with late-breaking features
- Industry focal point
- Early adopter / practitioner

- Weak written and verbal skills
- Communicates appropriately
- Misses deadlines
- Team member

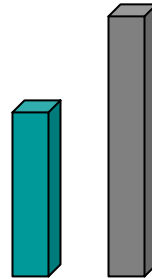
Technical



Soft skills

- Knowledgeable in the subject
 - Up-to-date in most areas
 - Aware of late-breaking features
 - In demand
 - Quick learner
- Good written and verbal skills
 - Communicates well with peers
 - Rarely misses deadlines
 - Team participant

Technical



Soft skills

- Familiar with subject
- Knowledge dated
- Heard of late-breaking features
- Gainfully employed
- Learn if and when time permits

- Excellent written and verbal skills
- Communicates well
- Never misses deadlines
- Team leader / facilitator

Personality Types

- Nervous Newman
 - will not commit to anything
 - unable to make decisions
 - caught up in "what will people think"
- Compassionate Clint
 - swaddles distressed colleagues
 - drops everything to assist
 - UN wannabe



Personality Types

- Seargant Steve
 - everything locked up tight
 - self-built empire
 - will not share anything
 - territorial
- Technology Theresa
 - always wants the latest and greatest
 - puts environment at risk



Personality Types

- Renegade Rosie
 - busy on things that do not serve the company business
 - saying one thing and doing another
 - first cousin to Officer Orlando
- Decisions Derrick
 - unwilling to decide anything
 - always pestering for input
 - "afraid of being blamed"



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Personality Types

- Shifty Suzy
 - busy on things that do not serve the company business
 - saying one thing and doing another
 - first cousin to Officer Orlando



There is no normal, whatever Jerry wants. He wants me here late, I'm here late, he wants me here early, I'm here early, he . . . Y8 Episode 18



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Building a Team

- Populate with players that complement each other's skills
- Look outwards when setting goals and expectations
- Mutual collaboration is key
- Trust one another to follow through on tasks they take on ... delegate and oversee

"B" becoming an "A"

- Steps up to the plate
 - added responsibility
 - thorough and follow through
- Work with and for other members
 - always there for colleagues
 - no conditions on supporting others' efforts
- Be flexible
 - adapt and change with the change



"B" becoming an "A"

- The big picture
 - best interests of the team
 - for the mutual benefit of all
- An active participant
 - ideas influence decisions in non-responsibility areas
 - share and be open
 - take the initiative to keep others informed



Interpersonal

- Communication
 - written
 - verbal
- Patience
- Attentiveness
- Active interest
- Self-awareness



Written communication

- Clear and concise
 - say the same thing using as few words as possible
 - read text back to yourself
 - what you "hear" as you write is different than what others read
- Spelling is very important
 - beware of spell checker shortcomings
 - no substitute for manual proof checking

The operator raced it's engine while approaching the starting gate ...

What was possibly running through there minds when that decision was made?

Please ensure all blue boxes are emptied except those found by photocopiers.



While perusing the available titles dispersed throughout the library and not finding anything, we finally came to the conclusion, as disappointed as we were, that the persons responsible for choosing the books with which to stock the shelves, had absolutely no idea what they were doing, regardless of the said materials' subject matter.

53 words	1 apostrophe
5 commas	1 negative opinion

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The material in the library was of no use.

9 words

0 apostrophe

0 commas

0 negative opinions

Verbal communication

- Vocabulary
 - reading is the strongest enhancer
 - context means almost as much as the word itself
 - beware of colloquialisms and idioms
 - good ways to identify with your audience
 - easy to get yourself into trouble
- Delivery
 - enunciate
 - English as a second language

Communication Influencers

- Body language
- Body position
- Pace of delivery
- Eye contact
- Tone of voice
- Rapport with audience
- Familiarity with subject material
- Interest and attentiveness of listeners
- Background noise
- Room temperature

Patience

- Short term pain for long term gain
- Well thought out decisions
- Nothing in the heat-of-the-moment
- Be tolerant, compassionate, and understanding
- Be realistic with expectations you have on yourself
- Break big goals and deliverables into parts

Top 10 – SSOFBNF

- 10 - Do not wear your pyjamas to work
- 9 - Document ... documentation is like sex
 - if it's good, it's really good
 - if it's bad, it's better than nothing
- 8 - Dress like an adult when you present to colleagues/clients
- 7 - Speak generic language not a specific dialect

Top 10 – SSOFBNF

- 6 - Keep up-to-date on your technology
- 5 - Spellnig and grammar is HUGE indicator ...
there is more to life than a spell checker
- 4 - Be an active listener, give feedback, respond like you hear everything
- 3 - A messy office leads to messes in your life
- 2 - However you do it, figure out a way that works for you to organize incoming email

Top 10 – SSOFBNF

1 - Be tolerant ... you will more than likely run across more people you dislike in the workplace than you like; that obnoxious lady in the mail room may be the owner's niece to whom you will be reporting in 6 months!!!

The Spell Checker

What actually happened ... did the lead in the play put up with more than he could take, or was he giving more out than receiving?

He did an about face, threw more insults than anyone should, bare, and finally left the stage.

The Spell Checker

We were led to believe that the presenter was experienced and very comfortable with large crowds ...

The professor appeared somewhat odd with the sighs of the crowd.

The Spell Checker

Did the story teller cut her presentation short, or was she uncharacteristically rough with the animal?

She shortened the tail of the cow, despite having sued the audience beforehand.

Little Known Fact

What is reported to be one of the
hardest languages to learn, if not the
hardest ...

Little Known Fact

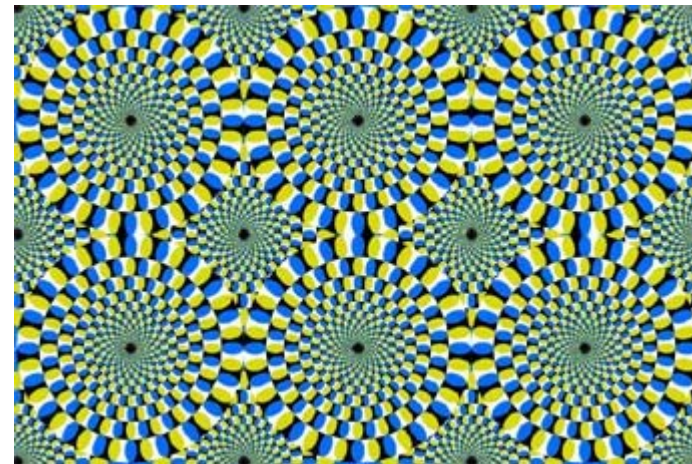
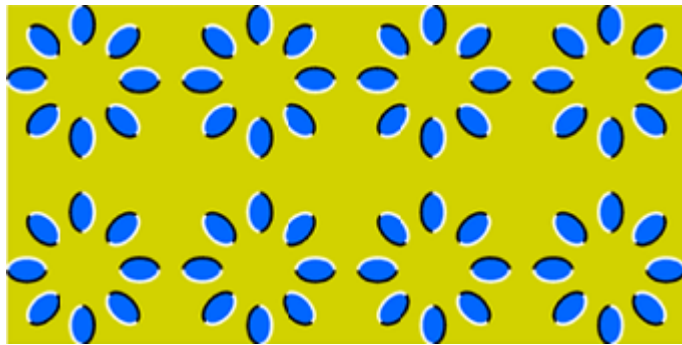
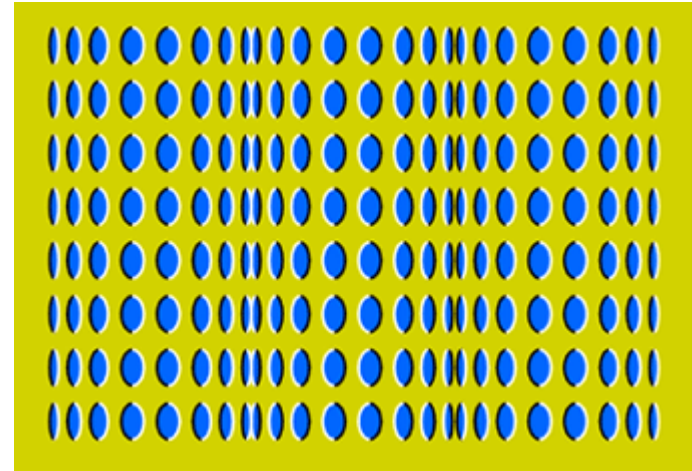
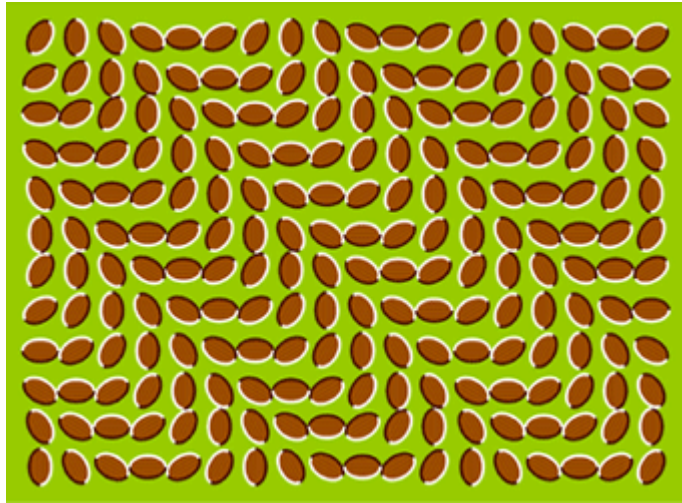
What is reported to be one of the
hardest languages to learn, if not the
hardest ...

English

Influencers

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Handling stress



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Process information

How much luck will you have reading the following?

cdnuolt blveiee taht I cluod aulacilty uesdnatnrd waht I was rdanieg. The phaonmneal pweor of the hmuan mnid, aoccdrnig to a rscheearch at Cmabrigde Uinervtisy, it deosn't mttair in waht oredr the ltteers in a wrod are the olny iprmoatnt tihng is taht the frist and lsat ltteer be in the rghit pclae. The rset can be a taotl mses and you can sitll raed it wouthit a porbelm. Tihs is bcuseae the huamn mnid deos not raed ervey lteter by istlef, but the wrod as a wlohe. Amzanig huh? yaeh and I awlyas tghuhot slpeling was ipmorantt!

Process information

The NHL has witnessed many changes over the years, but the single factor that continues to reach up the excitement quotient ...

Job satisfaction

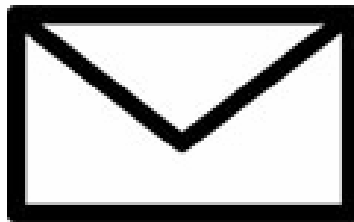
- My career reflects an interest I had as a child or young adult.
 - 1 ○ 2 ○ 3 ○ 4 ○ 5
- My job taps a special talent that I have.
 - 1 ○ 2 ○ 3 ○ 4 ○ 5
- I respect the people I work with.
 - 1 ○ 2 ○ 3 ○ 4 ○ 5
- I would do it for free!
 - 1 ○ 2 ○ 3 ○ 4 ○ 5

Job satisfaction

- I love Monday mornings.
 - 1 ○ 2 ○ 3 ○ 4 ○ 5
- There are so many options for me in this area.
 - 1 ○ 2 ○ 3 ○ 4 ○ 5
- I am confident that I am great at my job.
 - 1 ○ 2 ○ 3 ○ 4 ○ 5
- I feel like I am making a difference.
 - 1 ○ 2 ○ 3 ○ 4 ○ 5

Job satisfaction

- I am compensated generously for my work.
 - 1 ○ 2 ○ 3 ○ 4 ○ 5
- I feel great when I tell others about what I do.
 - 1 ○ 2 ○ 3 ○ 4 ○ 5



Job satisfaction

- over 30
 - You are more than likely in the right career at the right place of work. If you are restless, explore other opportunities cautiously ...
- over 20
 - You are happy at work, but may be more stimulated elsewhere. If you have options to explore, pursue what you can but do not make any hasty and rash moves without considering all the consequences.

Job satisfaction

- less than 20
 - Admit it ... you are in the wrong line of work at the wrong place. Do you want just a job to pay the bills, or do you want more?

Your value and contribution to your company increases directly in proportion to your being in the right position in a stimulating work environment.

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YAHOO!



fenderpbs



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