Soft Skills – Often Forgotten but Never Forgotten

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Michael S. Abbey — Database Officer Oracle Practice
Worn many
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 …

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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.

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All About Balance

Technical

Soft skills

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Technical

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

Soft skills

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

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<table>
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<tr>
<th>Technical</th>
<th>Soft skills</th>
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<tbody>
<tr>
<td>Knowledgeable in the subject</td>
<td>Good written and verbal skills</td>
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<tr>
<td>Up-to-date in most areas</td>
<td>Communicates well with peers</td>
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<tr>
<td>Aware of late-breaking features</td>
<td>Rarely misses deadlines</td>
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<tr>
<td>In demand</td>
<td>Team participant</td>
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<td>Quick learner</td>
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Technical

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

Soft skills

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

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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

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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"ecoming 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

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"B"ecoming 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

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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.

*It's my turn, you found the last one!!*

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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.

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The material in the library was of no use.
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

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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

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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

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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.

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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 suede 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

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Influencers
Handling stress

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Process information

How much luck will you have running the following?

cdnuolt blveiee taht I cluod aulaclty uesdnatnrd waht I was rdanieg. The phaonmneal pweor of the hmuan mnid, aoccdrnig to a rscheearch at Cmabrigde Uinervtisy, it deosn't mttaer 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

... excitement quotient...

to ratchet up the facet that continues years, but the single many changes over the NHL has witnessed

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Job satisfaction

• My career reflects an interest I had as a child or young adult.
  o 1  o 2  o 3  o 4  o 5

• My job taps a special talent that I have.
  o 1  o 2  o 3  o 4  o 5

• I respect the people I work with.
  o 1  o 2  o 3  o 4  o 5

• I would do it for free!
  o 1  o 2  o 3  o 4  o 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.
  o 1   o 2   o 3   o 4   o 5

• I feel great when I tell others about what I do.
  o 1   o 2   o 3   o 4   o 5

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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.

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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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