

The importance of soft skills in a professional environment

Soft skills

About **737,000,000** results

Emotional Intelligence

About **313,000,000** results

Soft skills (Behavior) vs. Hard skills (Academic)

Soft skills (right brain-emotional center) – Emotional Quotient (EQ)

These are the skills that enable us to engage and get along with people on a personal and **emotional** level. These skills give us the power to express ourselves effectively, and they allow us to understand and connect with others – **how we behave (interactional behavior)** and present ourselves. Rules change depending on company culture and people.

- Soft skills are attributes that govern how an employee interacts with others in the workplace. Separate from technical skills, these characteristics are more about navigating the world of work than the actual hands-on part of having a job.

Hard skills (left brain-logical center) – Intelligent Quotient (IQ)

These are the academic and technical skills (e.g., math, physics, computer programming, accounting, engineering). Rules stay the same regardless of company.

Soft skills (Behavior) – Examples

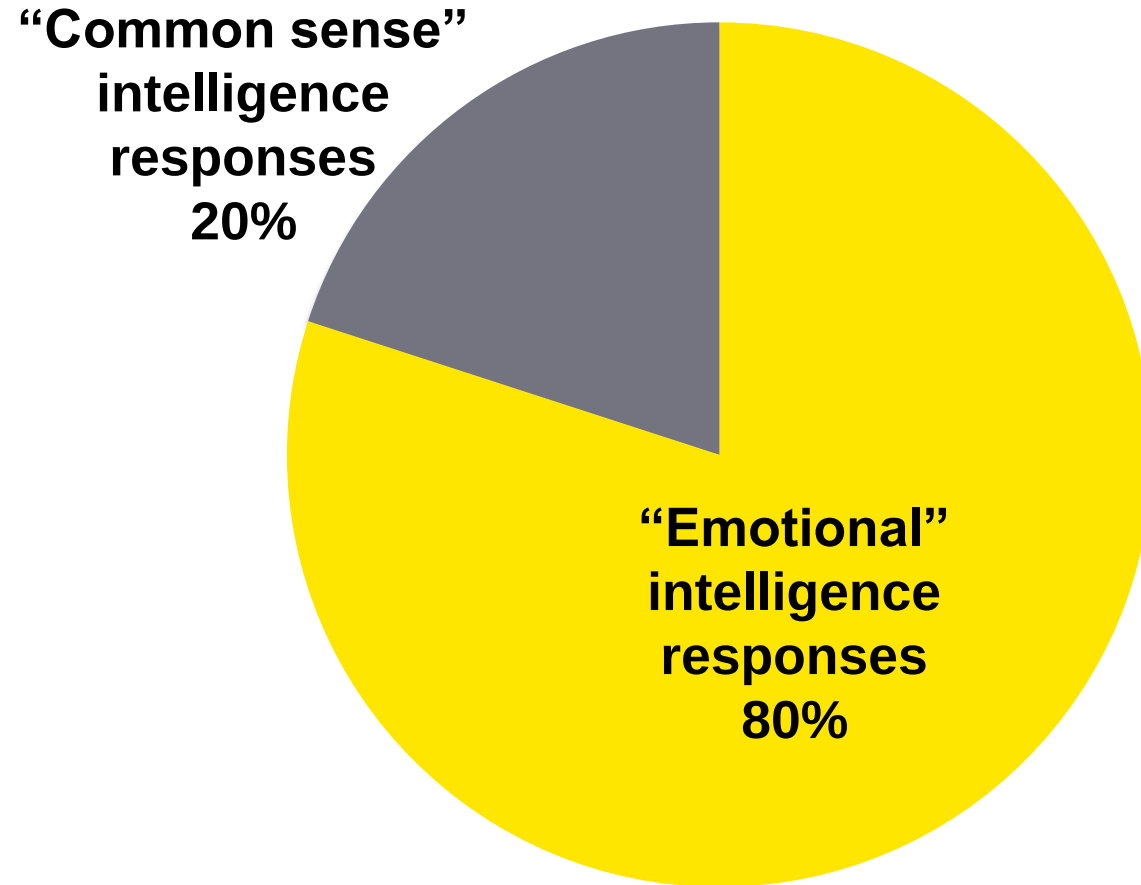
- Active listening
- Adaptability
- Change management
- Collaboration
- Conflict resolution
- Continuous learning
- Creativity
- Critical thinking
- Cultural awareness
- Empathy
- Empathy
- Emotional intelligence
- Flexibility
- Growth mindset
- Influence
- Leadership
- Non-verbal communication
- Problem solving
- Relationship building
- Reliability
- Resilience
- Self-awareness
- Self-management
- Social-awareness
- Stress management
- Teamwork
- Time management
- Verbal communication

Common sense is not always common practice



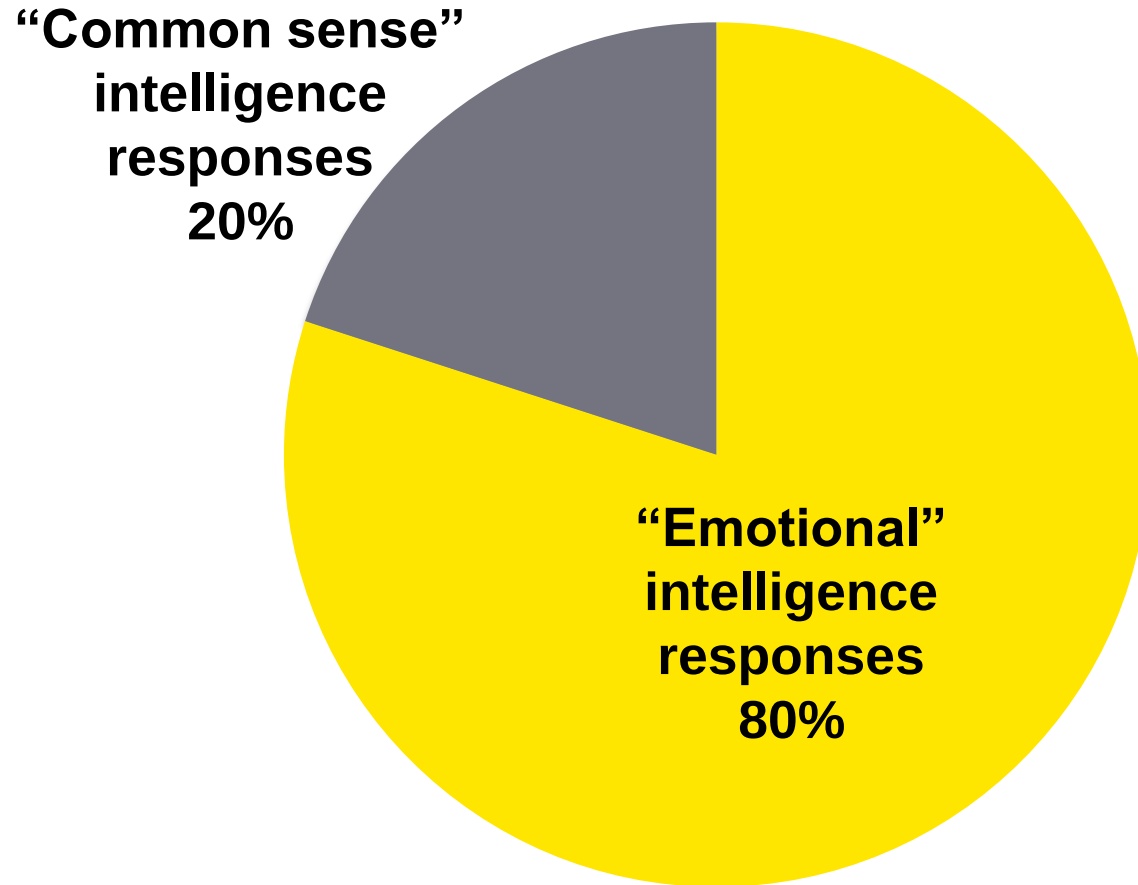
**Requires discipline,
mental and emotional
will power**

Life achievements and successes



Source: *Emotional Intelligence: A Practical Guide to Making Friends with Your Emotions and Raising Your EQ*

Life achievements and successes

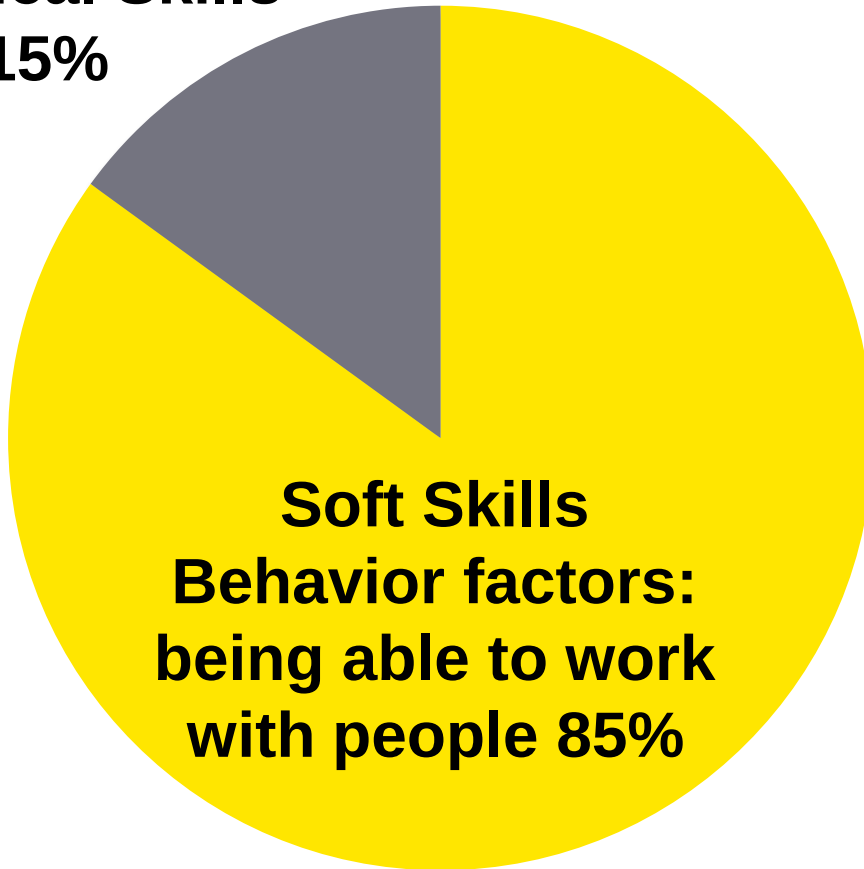


Source: *Emotional Intelligence: A Practical Guide to Making Friends with Your Emotions and Raising Your EQ*

Success on the job

Technical Skills

15%



Soft Skills
Behavior factors:
being able to work
with people 85%

According to LinkedIn's *2019 Global Talent Trends* report, 89 percent of recruiters say when a hire doesn't work out, it usually comes down to a lack of soft skills

Source: Harvard University, the Carnegie Foundation, and Stanford Research Center

My goal

- ▶ Add clarity and basic understanding of soft skills
- ▶ Offer practical and actionable guidance for enhancing your soft skills
- ▶ Offer straightforward guidance to make it easier for you to navigate in the emotional intelligence landscape
- ▶ Inform and stimulate to take further action on the ideas, tools, tips and recommendations

Why should you care: What's In It For Me? (WIIFM)

- ▶ Gain a competitive advantage – influence your success
- ▶ Increased self-confidence
- ▶ More constructive ways dealing with anger
- ▶ Improve your work relationships and create more productive conversations
- ▶ Increased joy and laughter in life
- ▶ Reduced frustration
- ▶ Improve your leadership and management effectiveness
- ▶ Smoother, more harmonious relationships
- ▶ Improve your sales and customer service skills
- ▶ Establish your professional brand
- ▶ Build and strengthen your network
- ▶ Better ways of dealing with egos of others
- ▶ Increased skill in handling difficult conversations
- ▶ Decreased stress and worry
- ▶ Exist in the emotional intelligence landscape

Why should you care? Headlines



Employers Say Students Aren't Learning Soft Skills in College

Soft skills critical when graduates enter the workplace

Emotional intelligence can help a graduate become the best at what they do, be the best colleague possible and achieve career success.

Soft Skills Are Essential To The Future Of Work

Survey: Employers Want 'Soft Skills' From Graduates

Employers Want 'Uniquely Human Skills'

THE RISE OF AUTOMATION MEANS JOB CANDIDATES WILL NEED 'UNIQUELY HUMAN' SKILLS

New Survey: Demand for "Uniquely Human Skills" Increases Even as Technology and Automation Replace Some Jobs

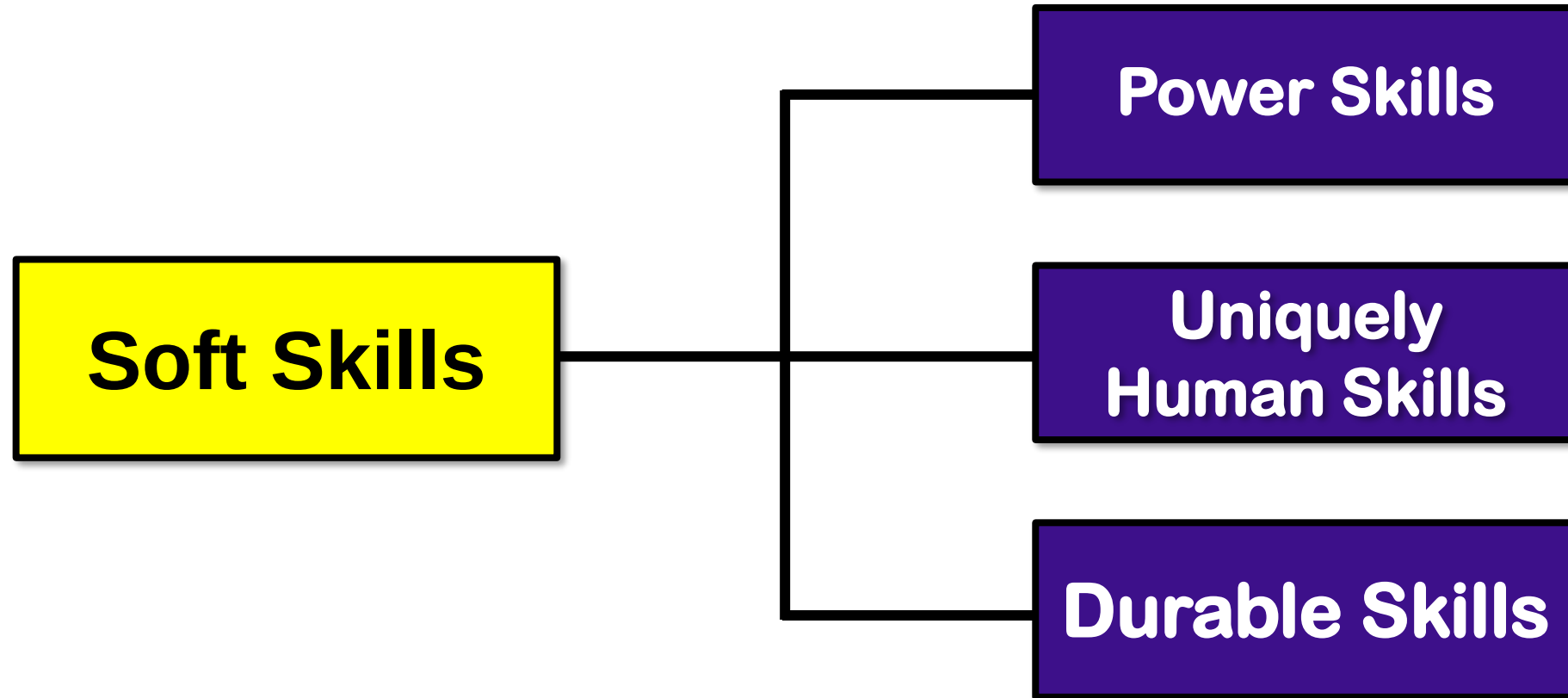
Soft Skills Needed for the 21st Century Workforce

Employers stress need for soft skills

Soft Skills: Why Businesses Crave Them

Soft Skills are the New Power Skills for Employers

The rise of soft skills – New “Buzz Words”

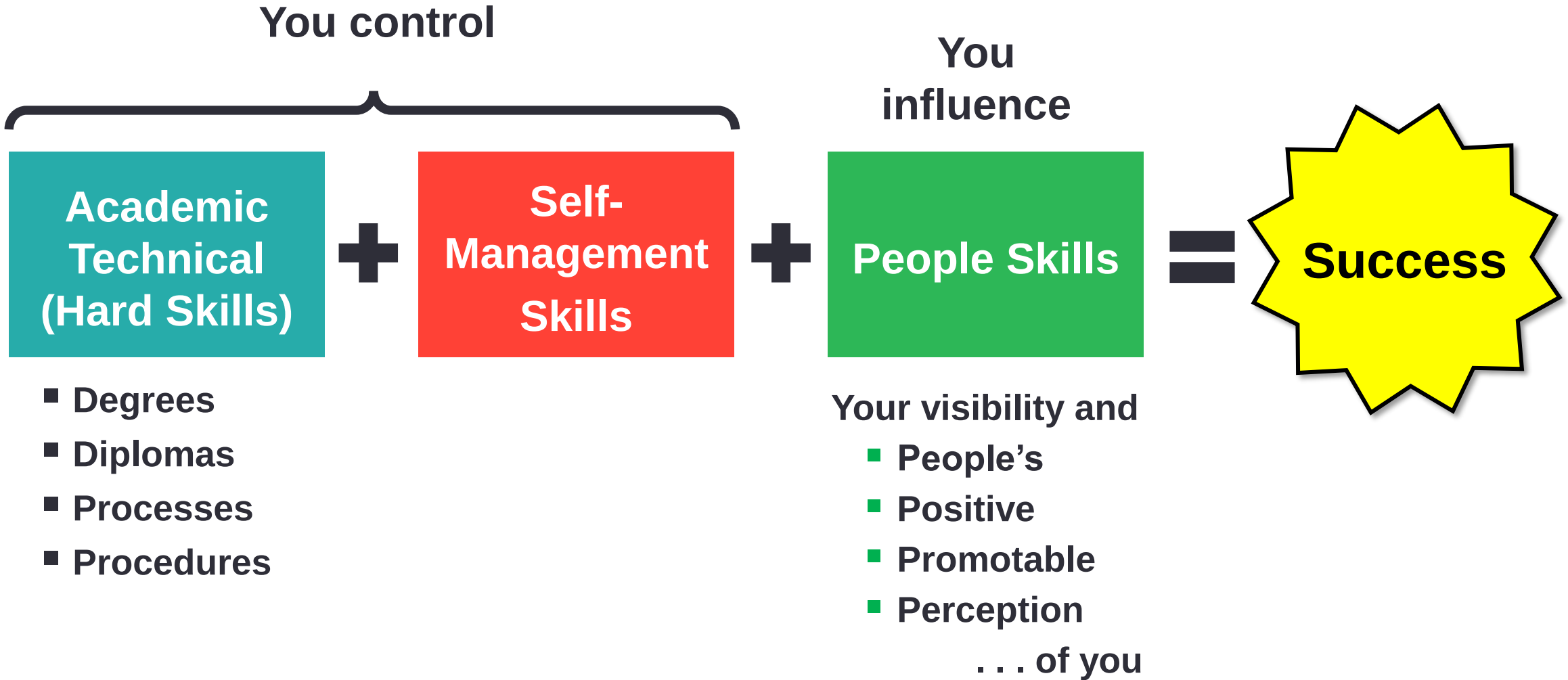


Soft skills: 2 categories

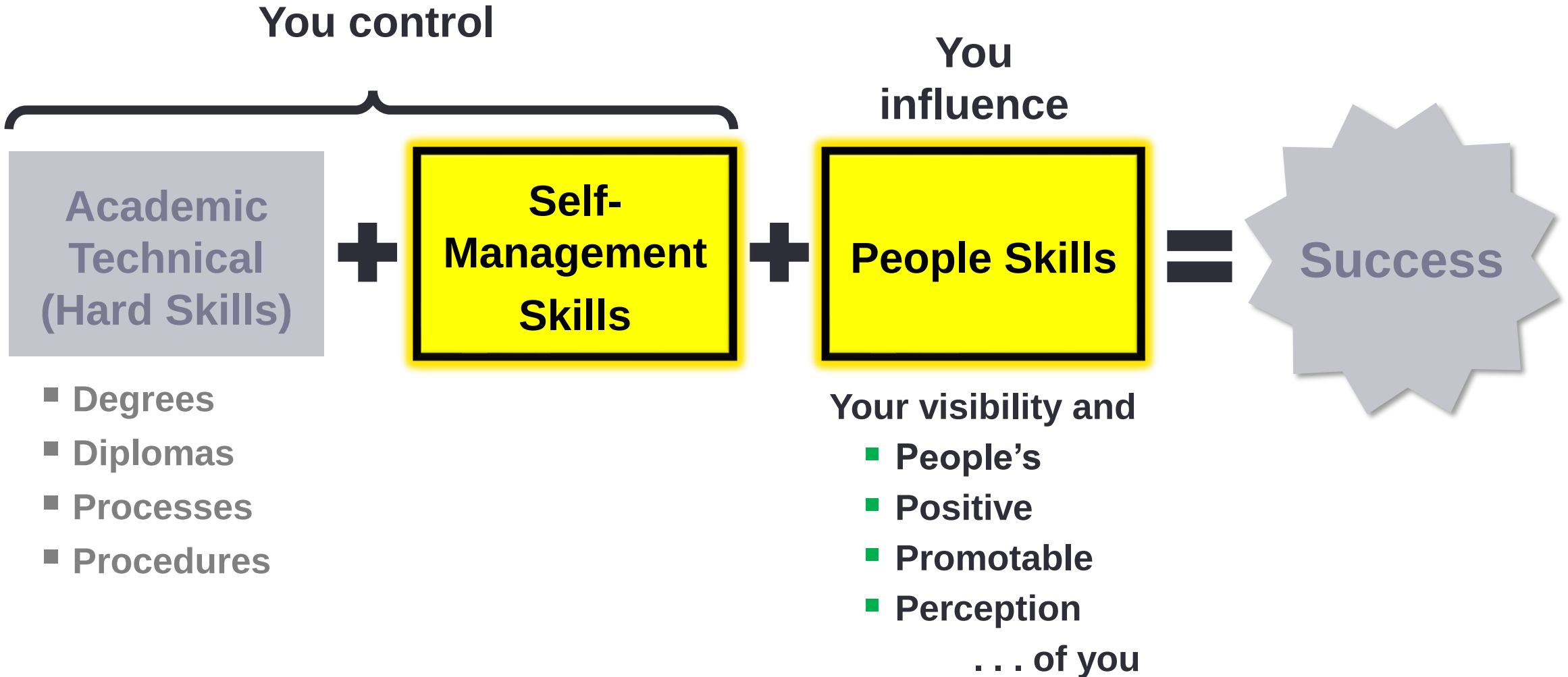
1. Self-Management Skills <i>How we manage ourselves</i>	2. People Skills <i>How we handle relationships with others</i>
Skills you use to manage your emotions (behaviors), perceptions, and reactions – in such a way as to generate positive interactions with others and motivate yourself in all situations. It also includes your ability to manage your impulses and reactions to unexpected situations Understanding your own impact on situations and people, knowing what makes you tick, understanding others' motives and feelings, and having the ability to adapt your behavior to what the situation dictates	Skills that enable you to effectively interact with other people so that you can build meaningful work relationships. It also includes your ability to influence how others perceive/receive you, your work, your ideas Being able to work with a wide range of people regardless of their personalities or talents

Source: Lei Han – Career Strategist

An equation for success



An equation for success



Soft skills: **2** categories

Emotional Intelligence is the foundation for ALL soft skills

1. Self-Management Skills *How we manage ourselves*

Emotional Intelligence

2. People Skills *How we handle relationships with others*

- ▶ Active Listening
- ▶ Building Relationships
- ▶ Change management
- ▶ Collaboration
- ▶ Communication
- ▶ Conflict Resolution
- ▶ Cultural awareness
- ▶ Flexibility
- ▶ Influence
- ▶ Leadership
- ▶ Networking
- ▶ Open-mindedness
- ▶ Patience
- ▶ Problem Solving
- ▶ Reliability
- ▶ Service Orientation
- ▶ Teamwork
- ▶ Trust

What is emotional intelligence?

Emotional intelligence is having the skill and ability to recognize, understand, and use emotions to successfully manage our day-to-day interaction with self and others.

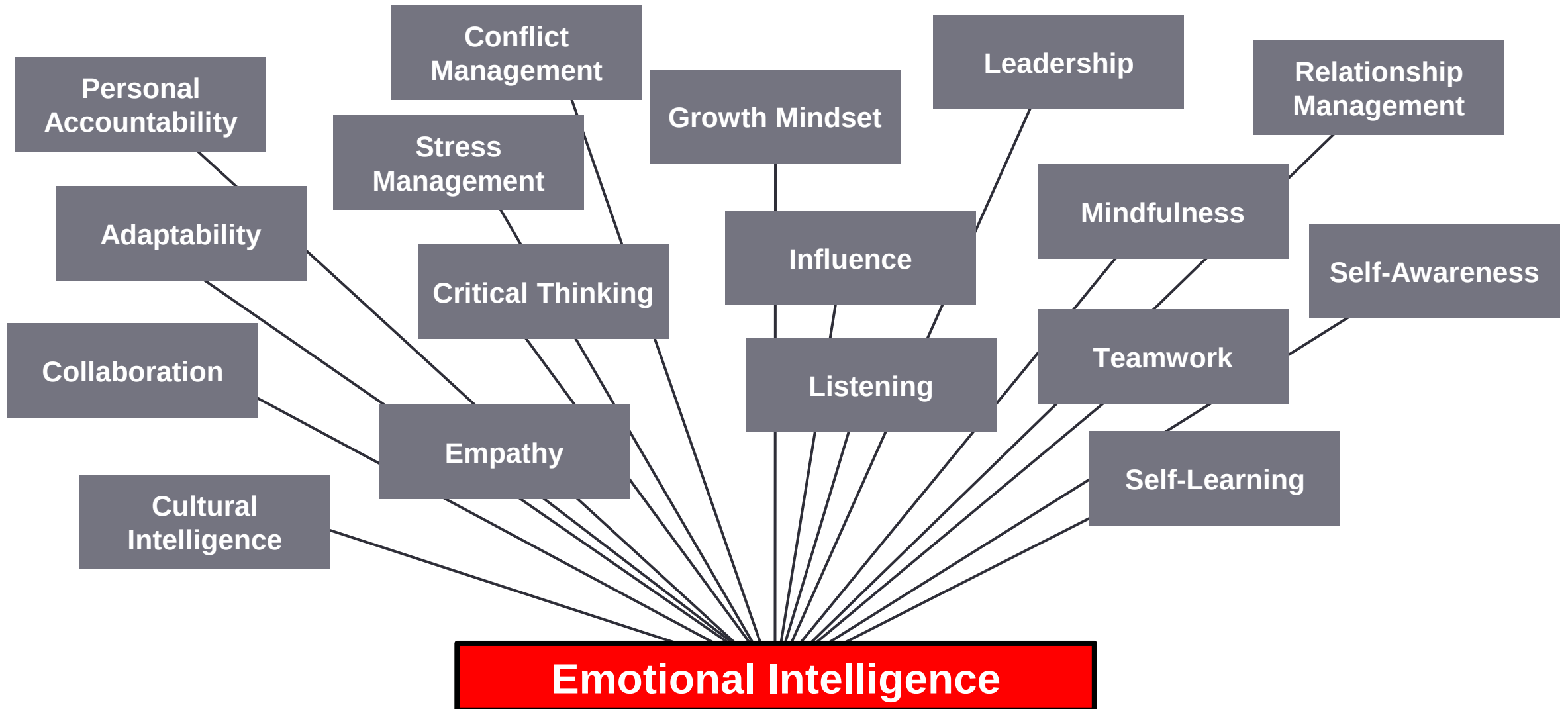
In short, emotionally intelligent people use their thinking and behavior to guide their emotions rather than letting their emotions dictate their thinking and behavior.

Source: Society of Emotional Intelligence



Mental Emotional Toolbox

Emotional Intelligence is the Foundation for ALL Soft Skills



5 areas of focus for Emotional Intelligence

Emotional Intelligence is the foundation for ALL soft skills

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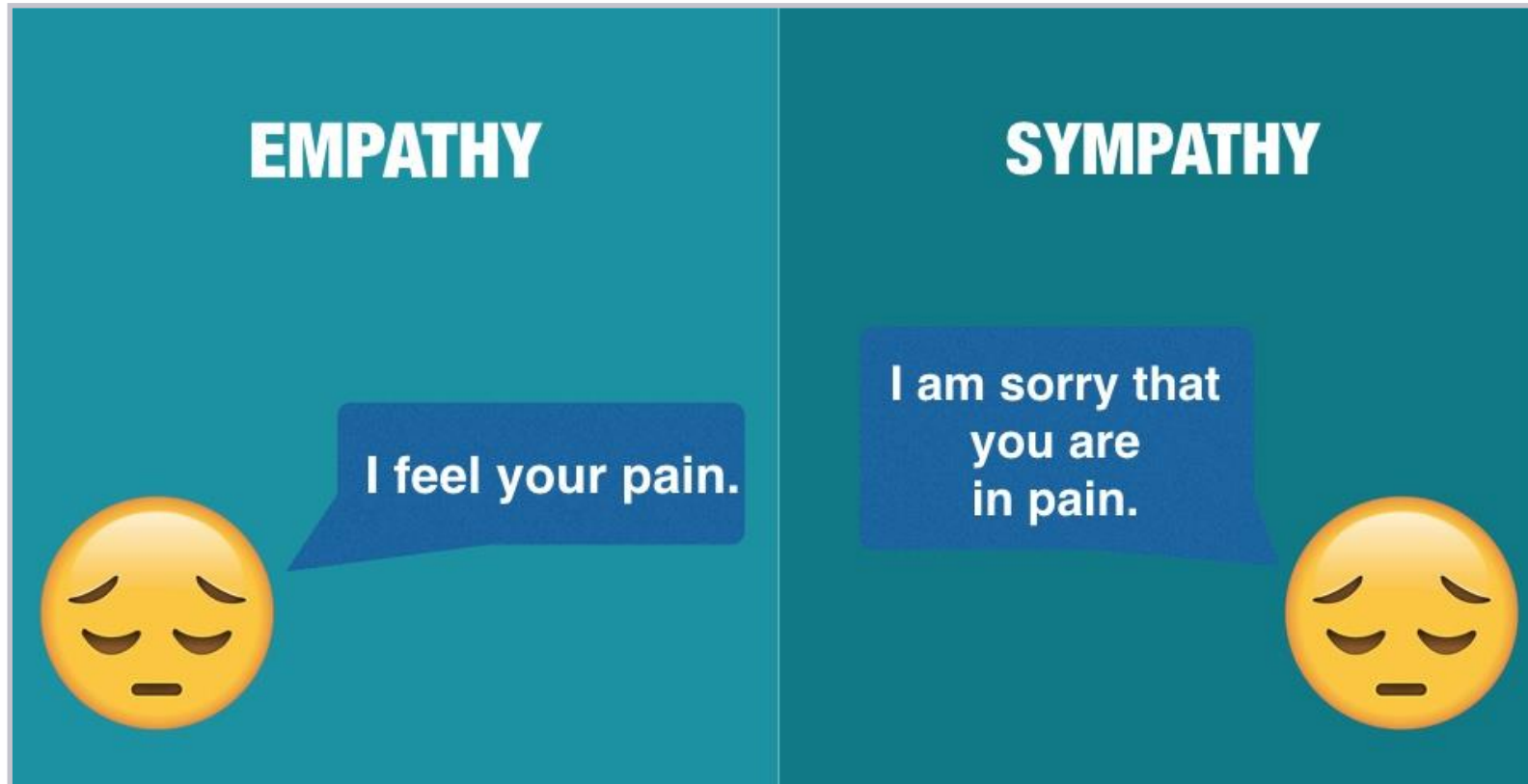
Emotional Intelligence

- 1. Self-awareness**
- 2. Self-regulation (self-control)**
- 3. Self-motivation**
- 4. Empathy**
- 5. Social awareness**

2. People Skills *How we handle relationships with others*

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Empathy



**Empathy is about feelings. Involves listening. No judgements.
Better understanding. Fuels connections between people**

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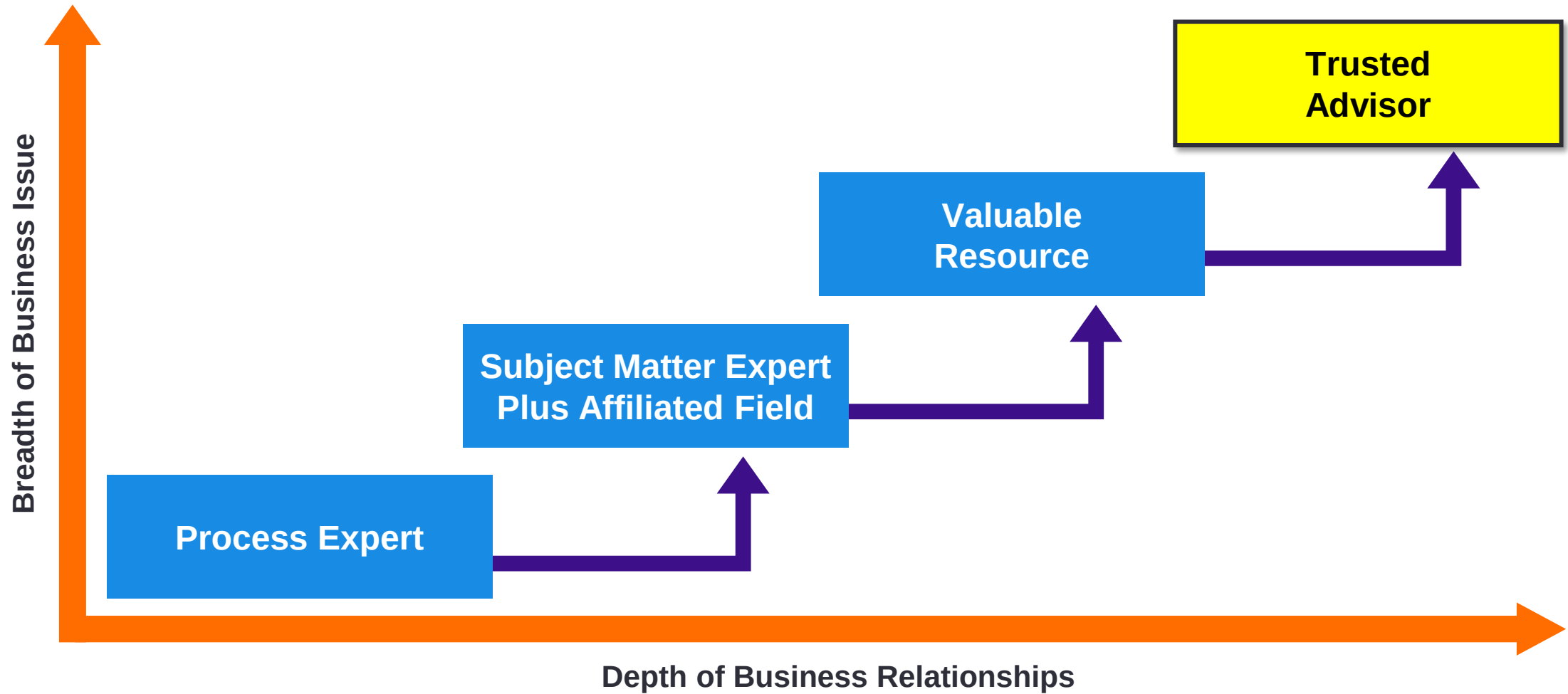
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Juggle multiple professional relationships



Evolution of a business relationship



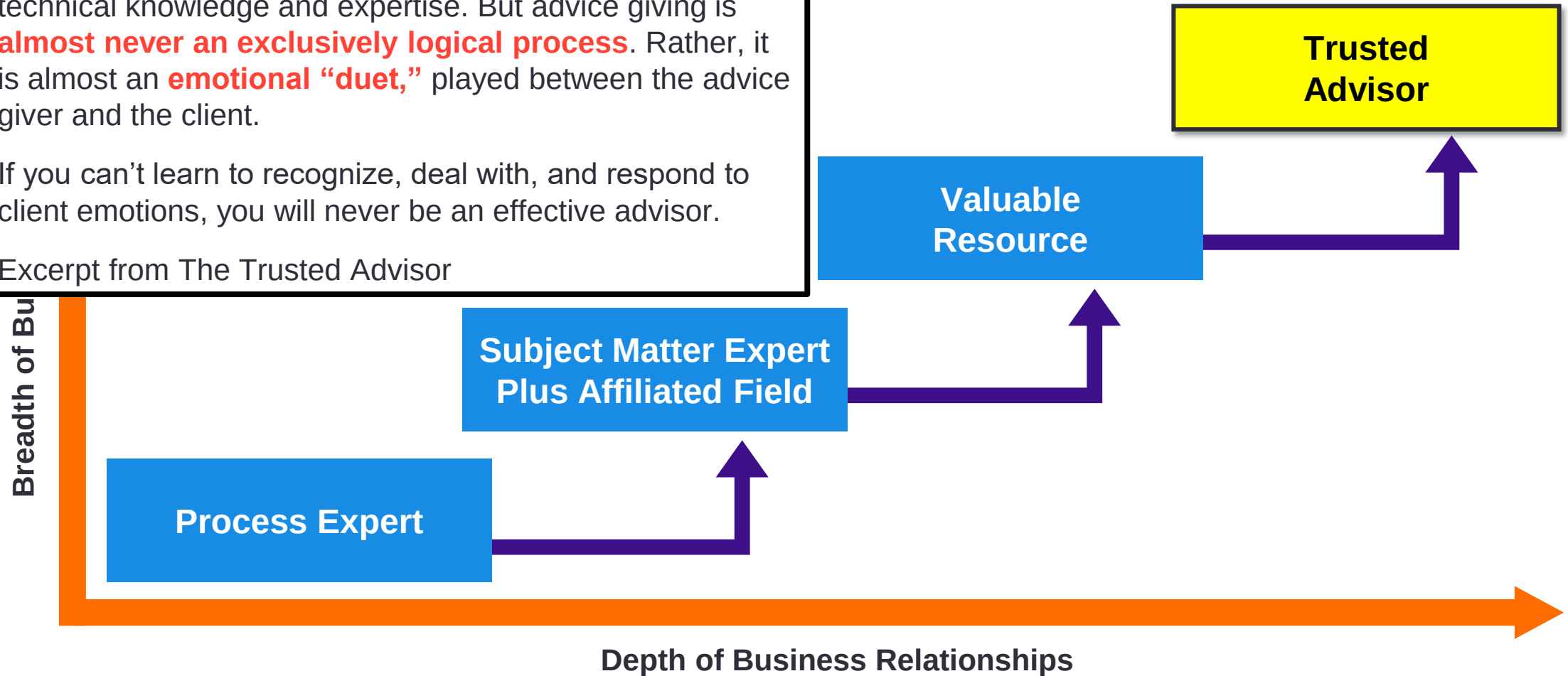
Source: Adapted from *The Trusted Advisor*

Evolution of a business relationship

Many professionals approach the task of giving advice as if it were an objective, rational exercise based on their technical knowledge and expertise. But advice giving is **almost never an exclusively logical process**. Rather, it is almost an **emotional “duet,”** played between the advice giver and the client.

If you can't learn to recognize, deal with, and respond to client emotions, you will never be an effective advisor.

Excerpt from The Trusted Advisor



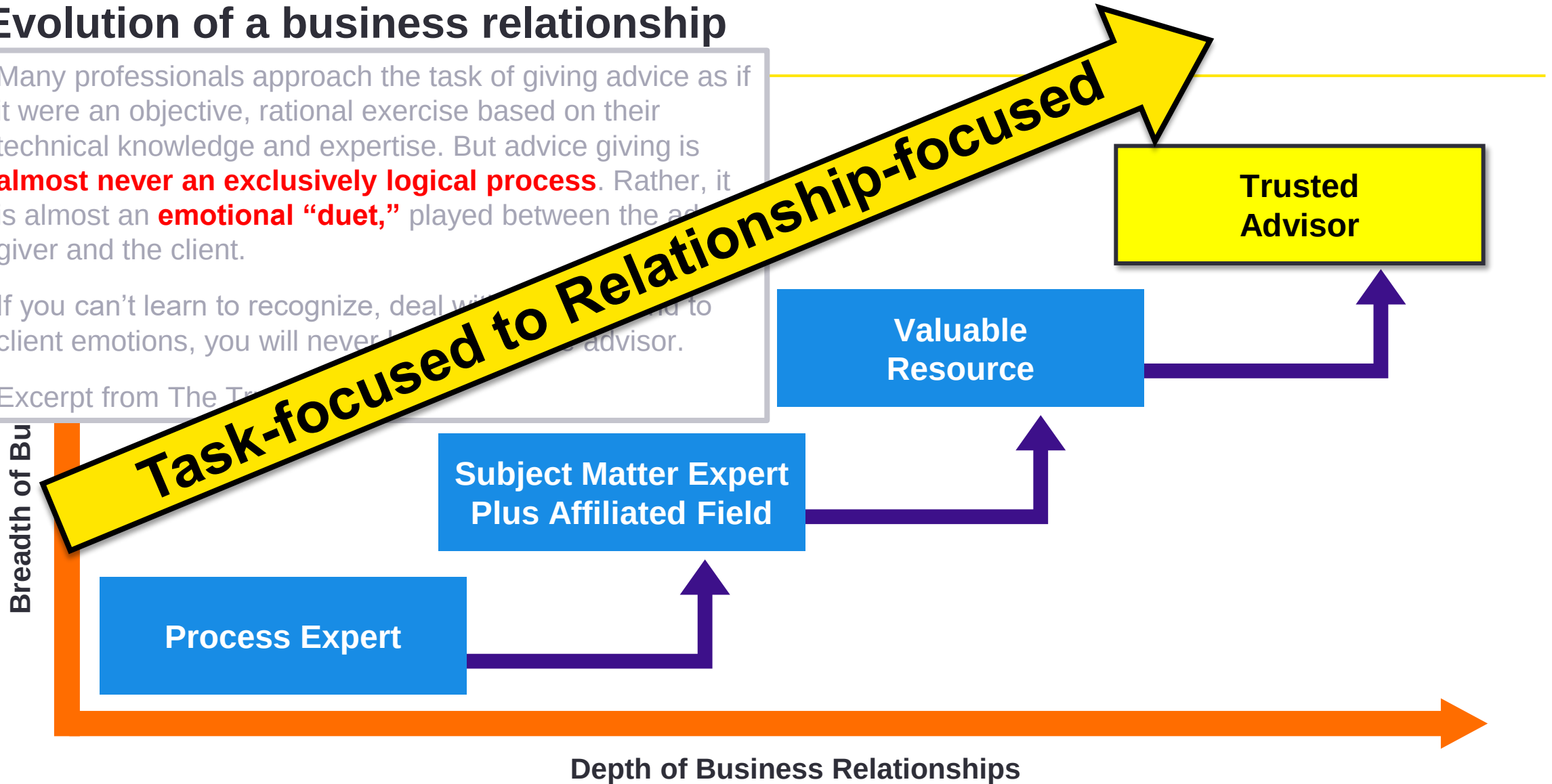
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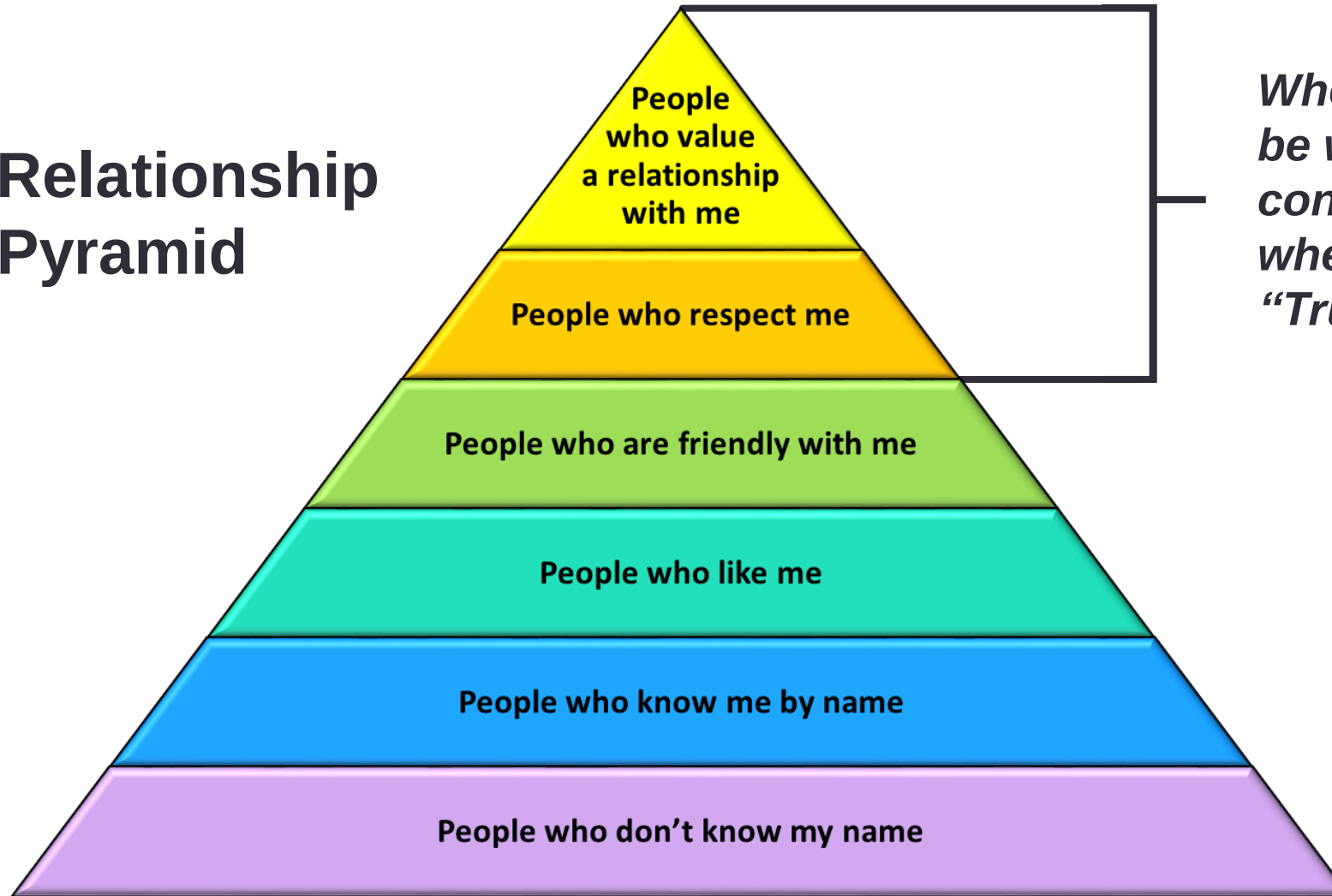
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Source: Adapted from The Trusted Advisor

Evolution of a business relationship

The Relationship Pyramid



Where you want to be with key business contacts. This is where you become a “Trusted Advisor”

Source: The Relationship Edge

EY named as GM auditor for 2018!



Following a very competitive pursuit process, General Motors (GM) named EY as its auditor for 2018.

GM has been a Deloitte audit client for 99 years, so securing this win speaks volumes about the *deep relationships* we developed, the caliber of the pursuit team, our sector expertise including sector convergence, our market-leading Assurance technology platforms, our Tax practice and the EY brand.

EY has served GM for many years in a Channel 2 capacity. We *built trust* through our work on strategic projects across the global GM network, demonstrating to them the breadth of EY's capabilities. The quality and consistency of our delivery prompted GM to

Our teams worked together to transition assignments and achieve new levels of value through the audit relationship.

The power of innovation and teaming

More than 75 professionals from across the Central Region, FSO, Automotive and Transportation Sector, Global Pursuits, Americas Assurance and Markets worked tirelessly on this proposal for more than six months. This opportunity was only possible because of the exceptional work performed across our service lines for GM, and the *strong relationships built in the many years* leading up to the audit pursuit.

Throughout the pursuit, the team demonstrated the power of thinking differently about the audit. All touchpoints — from the branding of materials, to the Insight & Innovation Day in our Detroit office, to the

ways in which we engaged GM executives — reflected their commitment to innovation and exceptional client service.

"The digital audit is having a transformative impact on EY and on our clients. The team should be commended for *building a strong foundation of client relationships*, and showing GM that our leading edge audit technology platform is, indeed, a market differentiator," says **Felice Persico**, Global Vice Chairman – Assurance.

We are incredibly proud of this opportunity to serve an industry leader like GM.

At Mercedes-Benz USA, EY wins Agile Business Transformation with SAP

EY has secured a US\$5.2m win at Mercedes-Benz USA (MBUSA) by partnering with SAP and Futura Mobility to design and replace MBUSA's vehicle inventory management system (IVIS). IVIS tracks vehicles from port arrival through inspection at the vehicle processing centers (VPCs) and supports distribution to dealers. The client's legacy system was no longer sustainable and did not meet MBUSA's expanding requirements. The new system will meet these requirements as well as enable scalable alignment with Daimler's global supply chain optimization. The win was a collaboration among our Advisory SAP practice, the Daimler/MB account team, the Southeast Region and the Automotive & Transportation sector.

EY, SAP and Futura Mobility proposed an innovative vehicle tracking system underpinned by proven SAP technology, hardware and client services. The key to the team's success was nurturing a trusted advisor relationship with a major stakeholder to gain coaching throughout the pursuit.

Building on relationships leads to win with America's top homebuilder

We're celebrating our Southwest Region Real Estate team's recent win with D.R. Horton, Inc. Here's the lowdown on the successful pursuit.

What:

D.R. Horton, Inc., the largest homebuilder in the US, selected EY as their new audit provider, replacing PwC after a decade-long relationship. The financial audit will include D.R. Horton and its recent acquisition, Forestar Group, an EY audit client based in Austin, Texas. Initial audit fees will be \$2.5m but could increase depending on continued acquisitions or significant company structural changes.

How:

Long-term relationships were key to securing this win. Particularly, Global Client Service Partner **Scott Miracle** and Assurance Partner **Dustin McWilliams** leveraged their previous experience with D.R. Horton for this engagement. Assurance Senior Manager **Mandy Wright** worked with seasoned EY alumni to create a seamless transition for the client. Industry leading insights, investments in innovation and a wealth of experience in the real estate market made EY the clear choice for D.R. Horton.

Why:

This win demonstrates the value of maintaining strong relationships and leveraging industry leading resources for clients.



Emotional intelligence

4 common myths about emotions at work

- 1. There is no place for emotions in the workplace.**
- 2. Emotional Intelligence is just common sense.**
- 3. We don't have time to talk about people's feelings.**
- 4. Other people cause our feelings. We have no control over how we feel.**

4 common myths about emotions at work

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Just calm down

Don't be such a drama queen

Don't get so upset

Just relax

Chill out

Be a big girl

Snap out of it

Suck it up

Get over it

Big boys don't cry

There's nothing to be sad about

Emotional Freedom

. . . Your goal is to reach the state where no matter if someone says something mean about you, your life or the person that is important to you, you will be able to choose to feel as great as before these words had been said. It's called emotional freedom, when you're the one to decide how you think, feel and act . . .

Excerpt from Emotional Intelligence – A practical guide to making friends with your emotions and raising your EQ

Self-awareness

Self-awareness is the foundation for emotional intelligence

Self-awareness is the secret weapon of the 21st century. As an organizational psychologist, I've found that people who understand who they are—and how they're seen—make smarter choices, build better relationships, and enjoy more successful careers.

– Dr. Tasha Eurich, author, *Insight*



Self-regulation

Self-motivation

Empathy

Social awareness

WITHOUT self-awareness

- ▶ You don't know your behavioral blind spots
- ▶ You don't know when your emotions are interfering with your thinking
- ▶ You don't have an accurate sense of your strengths and weaknesses
- ▶ You don't know how your behavior is impacting others
- ▶ You don't know what you know and what you don't know



Self-regulation

Self-motivation

Empathy

Social awareness

WITH self-awareness

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**Perform
better at work**

**More
promotions**

**Lead more
effectively**

**Stronger financial
performance**

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Self-awareness is having a clear perception of your personality, including strengths, weaknesses, thoughts, beliefs, motivation, and emotions. **Self-awareness** allows you to understand other people, how they perceive you, your attitude and your responses to them in the moment

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**95% of people think
they have good Self-awareness**

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10-15% of people actually
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95% of people think
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**WIDE
GAP**

10-15% of people actually
possess the skill

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How to increase your self-awareness

6 ways to increase your self-awareness

1. Two types – Internal and external awareness
2. Learn the truth about yourself – Reality bites. But it is essential
3. Ask for and accept feedback
4. Pay attention to how your body language and vocal tone impact others
5. Be aware of the tone of your emails
6. Practice self-reflection

1.

Two types – Internal and external awareness

1. Two sides – Internal and External self-awareness

What are the differences between how you see yourself and how others see you?

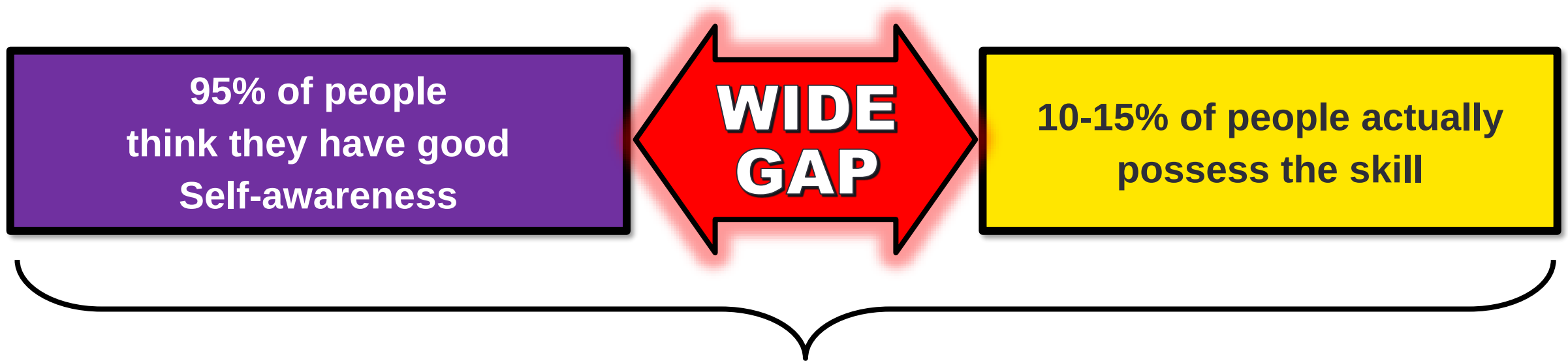
Internal self-awareness	External self-awareness
How you see yourself	How others see you
Requires soul-searching	Requires feedback

2.

**Learn the truth about yourself.
Internal self-awareness**

2. Learn the truth about yourself – Reality bites. But it is essential

The hardest victory is over self ~ Aristotle



People issues emerge when reality, and perception of reality, begin to drift apart

3.

**Ask for and accept feedback.
External self-awareness**

3. Ask For and Accept Feedback – External self-awareness

■ High level of emotional intelligence – Let go of ego

- Make it very clear: Open to getting better – receptive – take action
- Make it a safe zone
- Make it a non-confrontational zone
- Make it very clear: Able to “Adapt to Change”
- Make it a non-defensive zone: Shift from “That’s wrong to Tell me more”



Most often, we are stuck with polite versions of the truth about ourselves

3. Ask For and Accept Feedback – External self-awareness

Just a few signs your emotions are getting in the way of receiving feedback well

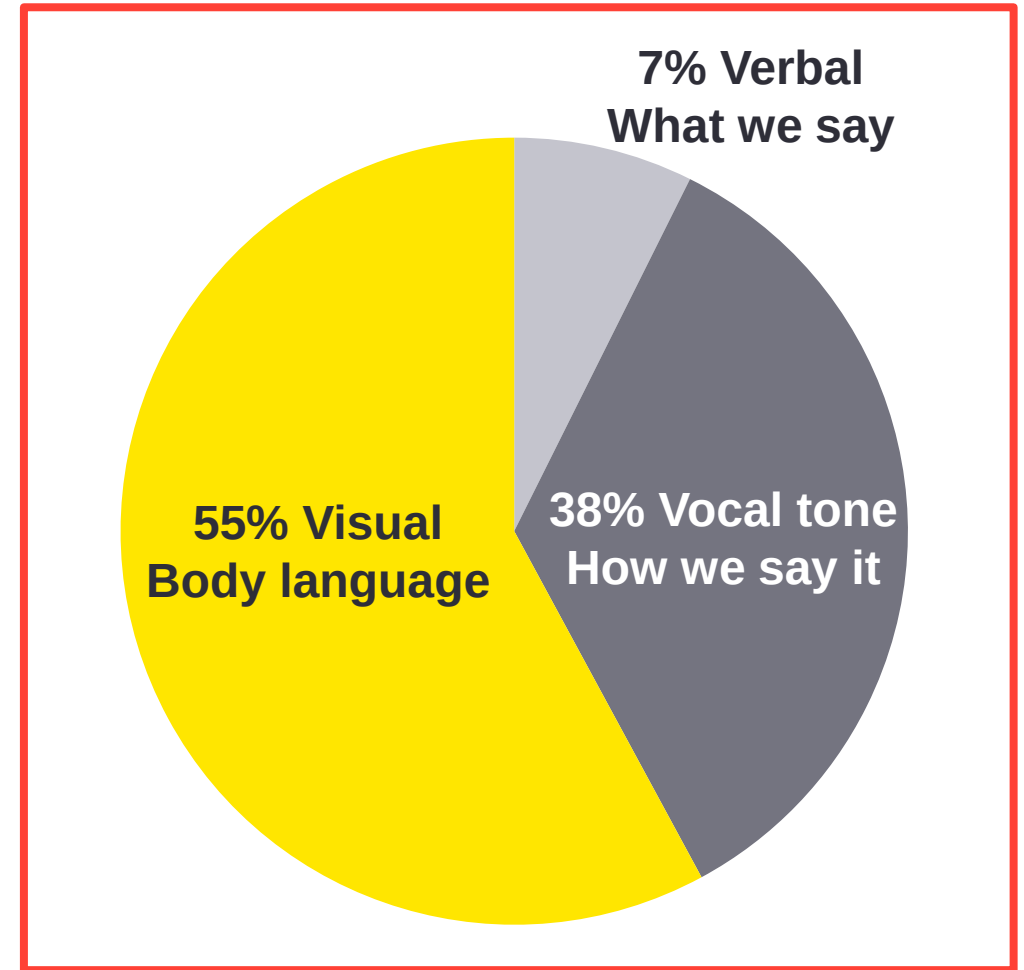
Play victim	Yes, that's true, but it's not my fault
Take pride	Yes, that's true, but it's a good thing
Minimize	It's really not such a big deal
Deny	I don't do that
Avoid	I don't need this job
Blame	The problem is the people around me
Counter	There are lots of examples of me acting differently
Attack	I may have done X, but you did X
Negate	You don't really know anything about X
Deflect	That's not the real issue
Invalidate	I've asked others and nobody agrees with the feedback

4.

**Pay attention to how your
body language and vocal
tone impact others**

4. Pay attention to how your body language & vocal tone impact others

Emotional tone



4. Pay attention to how your body language & vocal tone impact others

Nonverbal communication – collecting data

Vocal tone – emotions

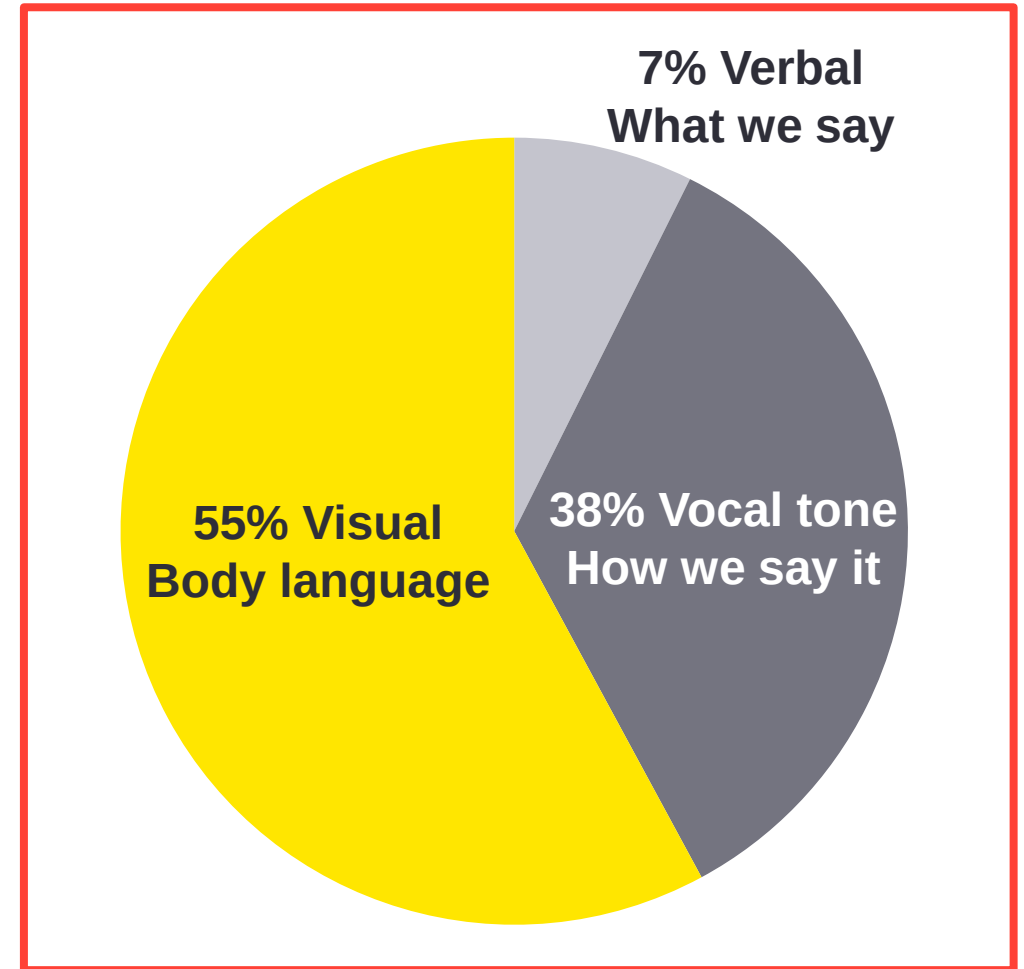
- Volume (pitch)
- Kind
- Harsh
- Sarcastic
- Bitter
- Upbeat
- Warm
- Clear/concise
- Under control
- Overbearing

Visual body language – emotions

- Facial expression
- Eye rolling
- Arms
- Aggressive
- Sighs
- Aloof
- Affirmative movements
- Invasion of personal space
- Smile through gritted teeth

***No one can see your intent, your heart.
No one can see what you meant to convey.***

Emotional tone

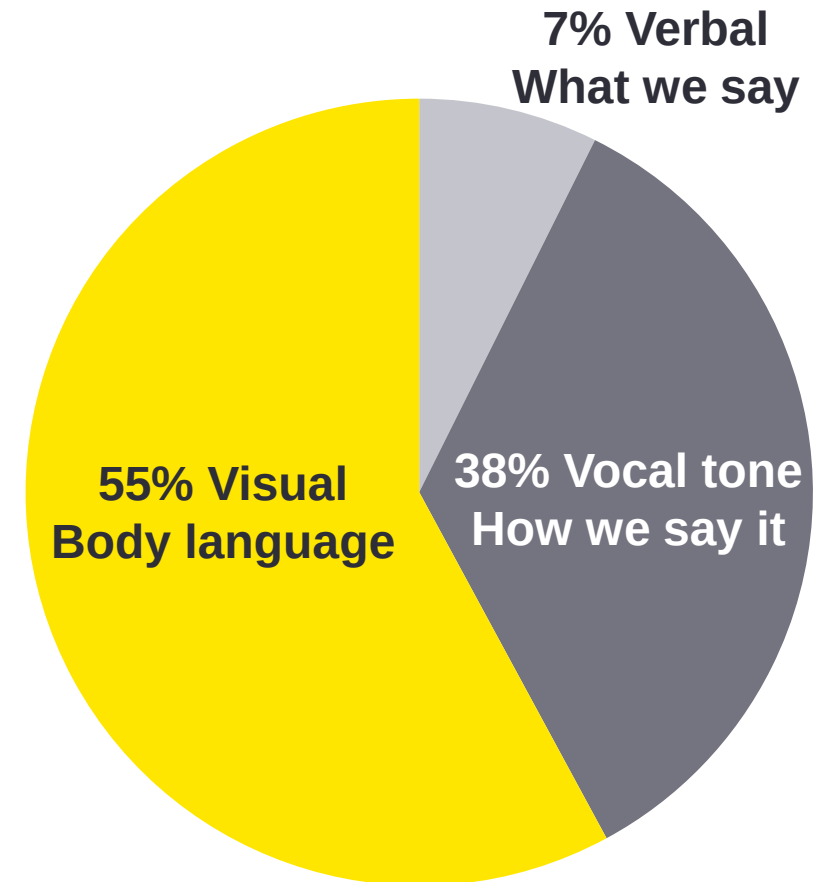


4. Pay attention to how your body language & vocal tone impact others

☐ EARS ☐ BRAIN
☐ EYES ☐ HEART

A full body experience

Emotional tone



4. Pay attention to how your body language & vocal tone impact others

☒ EARS

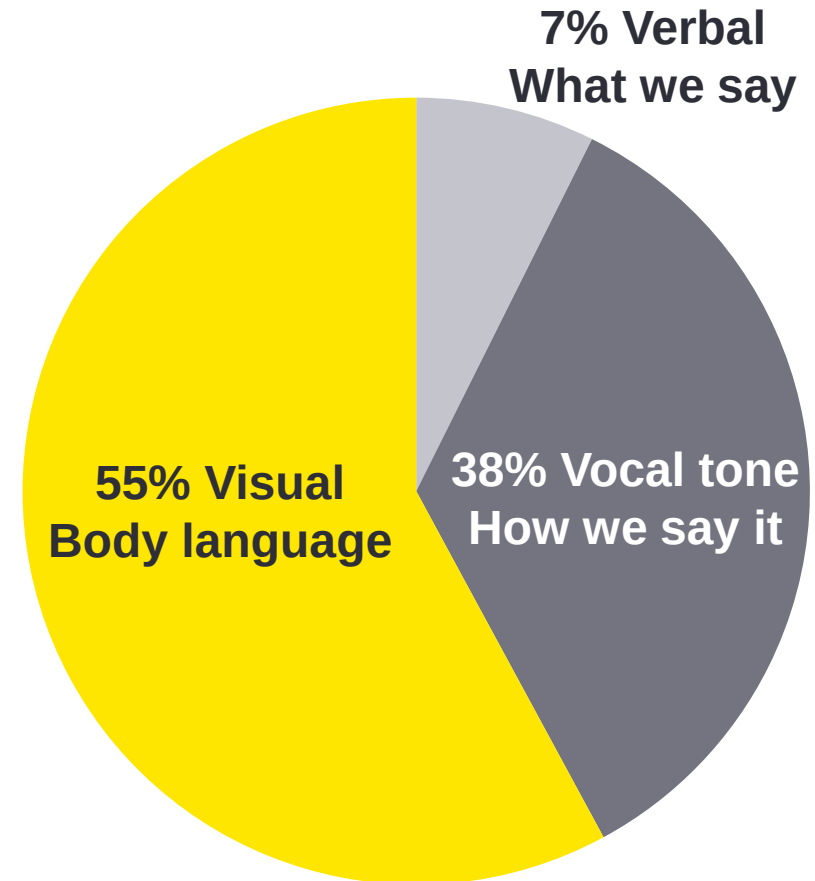
☒ BRAIN

☒ EYES

☒ HEART

A full body experience

Emotional tone

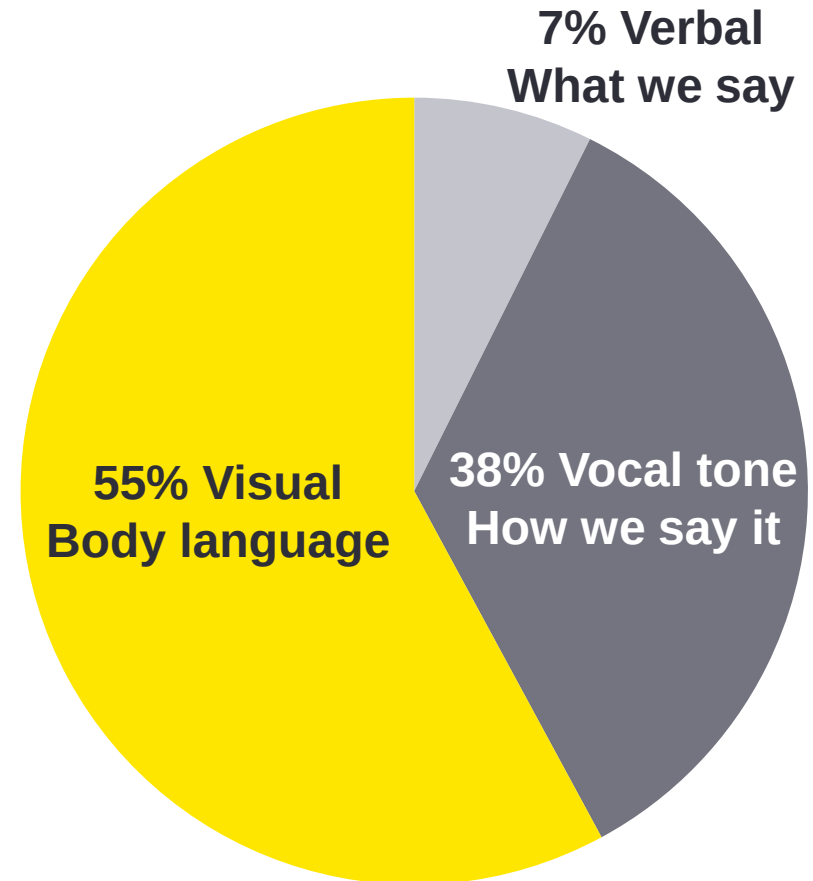


4. Pay attention to how your body language & vocal tone impact others

**Say what you mean,
mean what you say,
don't say it mean.**

**Speak the right words,
at the right time,
with the right emotional tone.**

Emotional tone



5.

**Be aware of the tone of
your emails**

5. Be aware of the tone of your emails



- Don't you type at me in that tone of voice!
 - Lack access to the sender's face and voice
 - Why they waited so long to respond?
 - Who was copied? Why?
 - Read receipt?
 - Lots of !!!!!!! or ???
 - ALL CAPS
 - Abrasive or harsh

Source: *Psychology Today*, David F. Swink

6.

Practice self-reflection

6. Practice SELF-REFLECTION – Internal self-awareness

- What is really beneath the emotion?
 - Reality-test your perspective
 - What, Why and How
- Watch yourself and learn – Emotional accountability
 - How to listen to your emotions
 - How to recognize your emotional patterns
 - How to identify and get to know your triggers
 - How to course-correct
 - What pushes your buttons



Face the truth about our emotional patterns and trends

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Signs of “**HIGH**” emotional intelligence

1. You are curious about people	11. You know your strengths and weaknesses
2. You are a good judge of character	12. You apologize when you are wrong
3. You think about your reactions	13. You are difficult to offend
4. You can modify your emotions	14. You don't hold grudges
5. You let go of mistakes	15. You neutralize toxic people
6. You can put yourself in other people's shoes	16. You know how to say no (to yourself and others)
7. You handle criticism without denial, blame, excuses, or anxiety	17. You stop negative self-talk in its tracks
8. You are a good listener	18. You embrace change
9. You are not afraid to ask for help	19. You explore the “why”
10. You ask others for perspective. You understand that others see you much differently than you see yourself	20. You practice self-reflection

Source: *TalentSmart*

Signs of “**LOW**” emotional intelligence

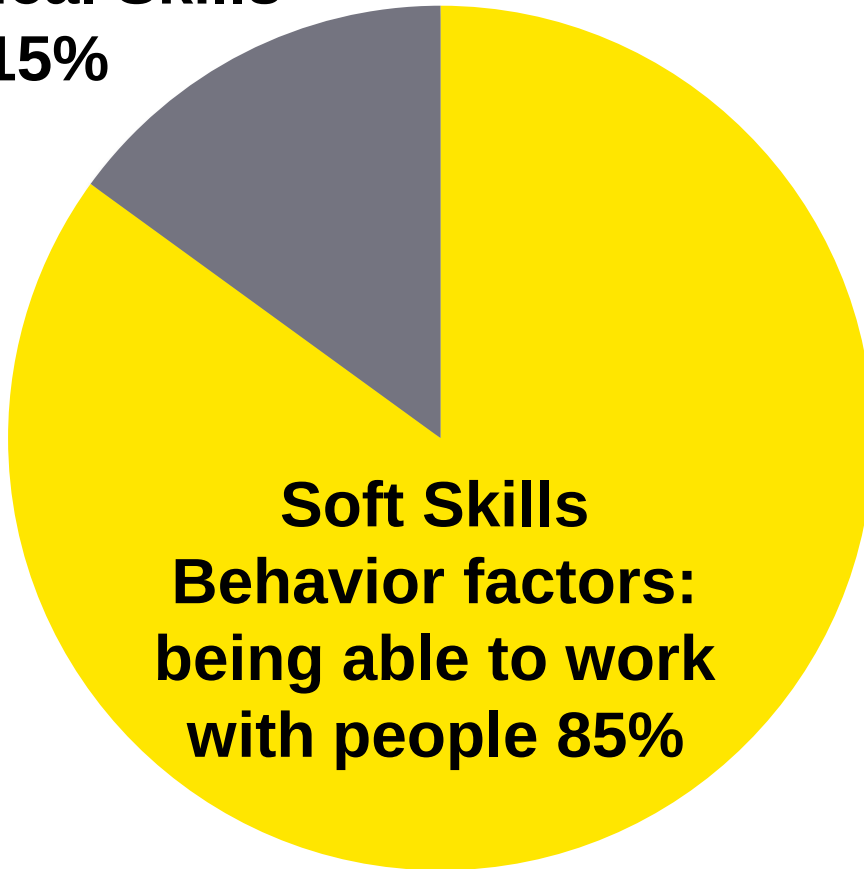
1. You lack personal accountability	10. You lack empathy – You don’t understand how others feel
2. You don’t know your triggers	11. You think other people are overly sensitive
3. You have difficulty asserting yourself	12. You often feel misunderstood
4. You make assumptions quickly and defend them vehemently	13. You blame other people for how they make you feel
5. You hold grudges	14. You blame others for mistakes
6. You don’t let go of mistakes	15. You are easily offended
7. You have a limited emotional vocabulary	16. You get in a lot of arguments
8. You have sudden emotional outbursts	17. You have an inability to cope with Emotionally-Charged Situations
9. You are resentful	18. You stress easily

Source: TalentSmart

Success on the job

Technical Skills

15%



Soft Skills
Behavior factors:
being able to work
with people 85%

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Source: Harvard University, the Carnegie Foundation, and Stanford Research Center

4 key behaviors to be successful

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1. Choose to be visible

2. Choose to be easy

3. Choose to be useful

4. Choose to be ready

Source: Bulletproof Your Job – Stephen Viscusi

4 key behaviors to be successful

1. Choose to be visible

Source: Bulletproof Your Job – Stephen Viscusi

Want stronger relationships? Change the way you listen

BE VISIBLE

- ▶ Listen like **Alexa**
 - Committed to listening
 - Listen to understand
 - Avoid bias



“Always getting smarter and adding new features and skills”

Speak up – Leverage your voice

BE VISIBLE

- ▶ Makes your presence known
- ▶ Creates a perception about who you are
- ▶ Creates a level of your contributions
- ▶ Think actively (strategy) about how you want to use your voice
 - *Do you want to use your voice to be constructive or to complain?*
 - *Do you want to use it to be supportive or to be contrarian?*
 - *Do you want to interrupt people all the time or be the one to summarize the discussion?*



Relevant, timely, intelligent, solution-focused, or containing key facts

Volunteer to lead

BE VISIBLE

- ▶ Opportunity to lead and expand your leadership skills
- ▶ Opportunity to learn how to plan, strategize and build a team
- ▶ Opportunity to increase your visibility
- ▶ Opportunity to network and build relationships - Never under estimate the value of small talk

Start right now! Get involved on campus.

**Employers Say Students Aren't Learning
Soft Skills in College**

Networking activities - Encounters

BE VISIBLE

- ▶ Your headshot on a social media profile
- ▶ Your e-mail signature line
- ▶ The wording of your out-of-office auto response
- ▶ Your voicemail message
- ▶ Your profile on a website
- ▶ An update post on your LinkedIn profile
- ▶ Participating in a Twitter chat
- ▶ Going to the break room
- ▶ Grabbing a coffee/tea
- ▶ Sharing a Uber/Lyft
- ▶ Elevator ride
- ▶ Walking to the car
- ▶ Any social media platform

Any situation that involves interaction with other people poses an opportunity for expanding your network

Source: Build Your Dream Network

4 key behaviors to be successful

1. Choose to be visible

2. Choose to be easy

Source: Bulletproof Your Job – Stephen Viscusi

Be coachable (Teachable)

BE EASY

► Wishes to grow, learn, improve and transform

1. **Self-awareness:** Aware coaching is needed. Aware of need to develop and improve
2. **Accepts feedback:** Willing to be coached. Investment in learning and growing
3. **Ask for feedback:** View input from others as a valuable tool in their development
4. **Listen:** To what you don't want to hear
5. **Reaction:** Responds positively to feedback through words and actions
6. **Behavioral change:** Take action and make behavioral changes based on feedback
7. **Vulnerable:** Willing to step out of comfort zone and try something different

Easy to work with

BE EASY

- ▶ Be the team player everyone wants to work with
- ▶ Assume good intent
- ▶ Be open to new information – Being persuaded
- ▶ Be fascinated by others
- ▶ Bring calm energy instead of tense anxious energy
- ▶ Understand that not everything that happens to you is about you
- ▶ Never underestimate the gift of a single, genuine smile

While I'm trying to find ways to get along with people, what can I do to make it easier for people to get along with me?

What is your Cultural Intelligence?

BE EASY



- ▶ Embrace diversity & inclusion
- ▶ Cultural awareness
- ▶ Be people flexible

*People with high **emotional intelligence** can pick up on the emotions, wants and needs of others.*

*People with high **cultural intelligence** are attuned to the values, beliefs and styles of communication of people from different cultures.*

They use this knowledge to help them relate to others with empathy and understanding.

4 key behaviors to be successful

1. Choose to be present

2. Choose to be easy

3. Choose to be useful

Source: Bulletproof Your Job – Stephen Viscusi

What is it like to be the manager of you?

BE USEFUL

- ▶ Have you ever thought about what it's like to be your manager?
- ▶ Are you someone who is easy to manage? Easy to coach?
- ▶ Understand their viewpoint, objectives and desired outcomes
- ▶ Anticipate their needs
- ▶ Align your goals with their goals
- ▶ Anticipate and over-prepare for their meetings
- ▶ Be their most valuable asset
- ▶ Don't be shy about taking on additional responsibility

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4 key behaviors to be successful

1. Choose to be present

2. Choose to be easy

3. Choose to be useful

4. Choose to be ready

Source: Bulletproof Your Job – Stephen Viscusi

How do you get to next before next gets to you?

BE READY

- ▶ Never stop learning
 - Don't stop learning just because you've graduated from college
 - Know what you need to know BEFORE you need to know it
 - Treat everyday like you're on a job interview
- ▶ You're either moving forward or falling backward
- ▶ Tolerance of ambiguity - Become comfortable with uncertainty and grey areas
- ▶ The truly educated, never graduate!
- ▶ Find mentors
- ▶ Own your career!

How do you get to next before next gets to you?

BE READY

- ▶ Which of the following descriptions will be applied to you?

6	Anticipator of skills needed by society as a whole
5	Anticipator of skills needed to advance to the next level in the company
4	Active initiator of training and skills development inside and outside the company
3	Active initiator of training and skills development inside the company
2	Passive recipient of training, only when directed by others
1	Person who refuses to learn new skills

Source: *Who Gets Promoted* – Donald Asher

Tips for developing soft skills before graduation

Employers Say Students Aren't Learning Soft Skills in College

- ▶ Take advantage of the organizations on campus
 - Be an active participant – Seek out leadership roles
 - Attend events – Make your presence known

- | | | |
|--------------------------|-------------------------|----------------------|
| ■ Emotional Intelligence | ■ Time management | ■ Social awareness |
| ■ Leadership | ■ Stress management | ■ Self awareness |
| ■ Teamwork | ■ Communication skills | ■ Cultural awareness |
| ■ Empathy | ■ Relationship building | ■ Adaptability |
| ■ Conflict resolution | ■ Change management | ■ Active Listening |
| ■ Critical thinking | ■ Attention to detail | ■ Collaboration |
| ■ Problem solving | ■ Networking | ■ Build trust |
| ■ Writing skills | ■ Agility | ■ Decision-making |

An equation for success

