

Tuesday, February 14<sup>th</sup>, 2023

12:00pm to 1:00pm ET

## Essential Soft Skills You Need to Master

HOSTED AND PRESENTED BY:  
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THE GREAT  
**CANADIAN**  
TRAINING & CONSULTING CO.

# Expertise



- Expertise in Technical ‘Hard’ Skills
- Expertise in Soft (Essential, Power, Core, Professional) Skills
- Collaborate
- Influence
- Growth
- Productivity

# LinkedIn Workplace Learning Reports 2018-2022



The largest skills gaps are soft skills.

- **#1** priority for talent development is soft skills.
- **20%** of CEOs spend more time learning soft skills than the average learner.
- **89%** of surveyed executives: "It is difficult to find people with soft skills".
- **64%** cited communication as the most desired skill.

# 2020 Mckinsey Global Survey on Skills

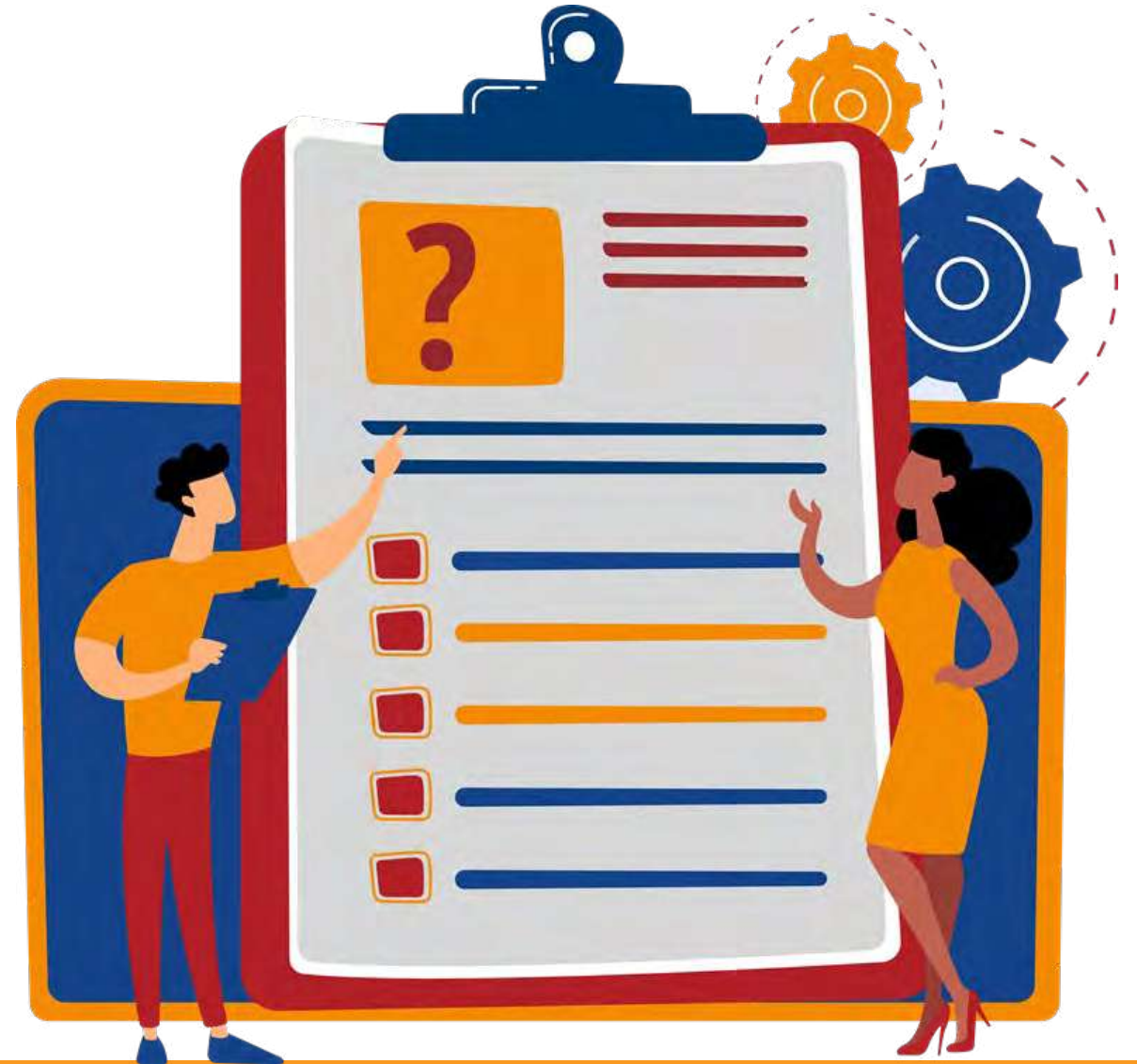
“Skill-building efforts  
focused on the soft  
and advanced  
cognitive skills.”





# Soft Skills Inventory

- ✓ Communication
- ✓ Empathy
- ✓ Emotional Intelligence
- ✓ Initiative-taking
- ✓ Adaptability
- ✓ Growth Mindset
- ✓ Time Management
- ✓ Critical Thinking
- ✓ Creativity

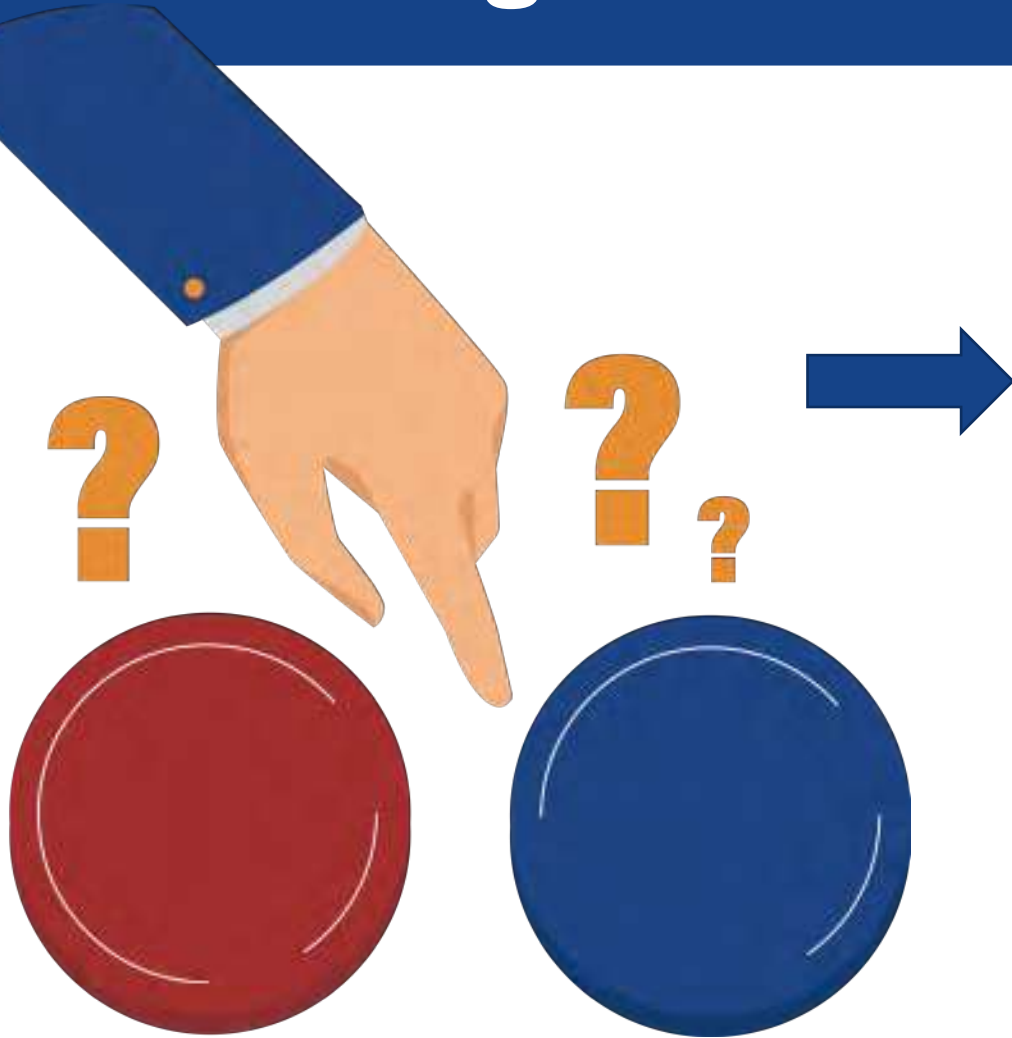


# Soft Skills Essential

**Ryan Reynolds  
reveals the No. 1  
skill that's helped  
him succeed: 'It  
really changed my  
life'**



# Influencing Skills



# Getting 'Buy-in'

1. Emotions 1<sup>st</sup>
2. Logic 2<sup>nd</sup>





# Fundamental Needs

Protection	Affection	Understanding	Participation
<ul style="list-style-type: none"><li>▪ Safety</li><li>▪ Stability</li></ul>	<ul style="list-style-type: none"><li>▪ Appreciation</li><li>▪ Empathy</li></ul>	<ul style="list-style-type: none"><li>▪ Knowledge</li><li>▪ Learning</li></ul>	<ul style="list-style-type: none"><li>▪ Cooperation</li><li>▪ Inclusion</li></ul>

Creation	Identity	Freedom
<ul style="list-style-type: none"><li>▪ Growth</li><li>▪ Stimulation</li></ul>	<ul style="list-style-type: none"><li>▪ Meaning</li><li>▪ Purpose</li></ul>	<ul style="list-style-type: none"><li>▪ Autonomy</li><li>▪ Choice</li></ul>

# Soft Skills Essential

- **80,000,000 Job Openings**
- **2/3 Required Soft Skills**
- **7/10 Most in-demand abilities**

91%  
Management

86% Business  
Operations  
roles

81%  
Engineering  
Jobs

# The Impact of Communication



## Communication

- 97% Workers agree
- 47% higher total returns

## Miscommunication

- \$420,000 per year
- 17 hours clarifying per week
- \$26,000 per employee in lost efficiency

# Three Main Ways We Communicate

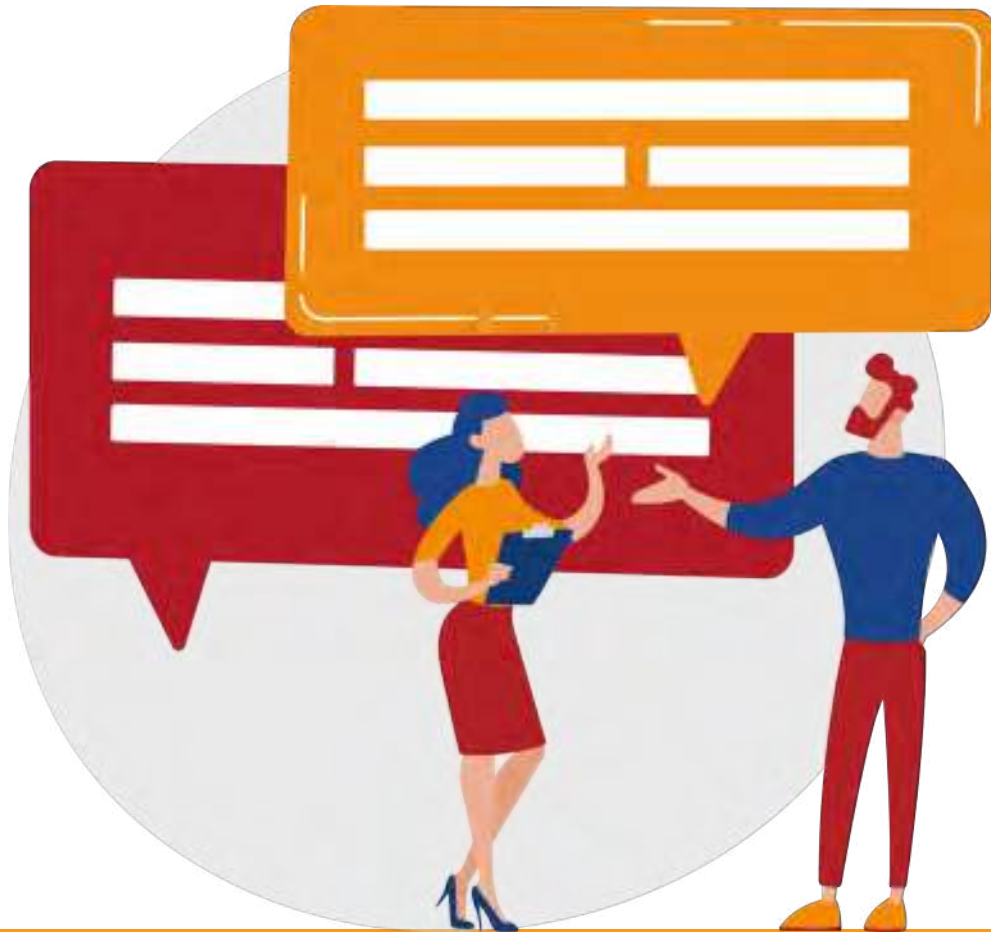


1. We Listen

2. We Ask Questions

3. We Make Statements

# Where to Start



**Seek First to Understand. Then to Be Understood.**



# Listening



- **75%** of the time we are distracted, preoccupied.
- **50%** of the time we can immediately recall what was said.
- **20%** of the time we remember less one hour later.

**LESS if we didn't like the subject or the person!**

# Listening - 5 Levels



- Level 1: Listening for the Gist.
- Level 2: Listening to Rebut.
- Level 3: Listening for Logic.
- Level 4: Listening for Emotion.
- Level 5: Listening for Their Point of View.

# Rate Your Listening 1-10



- Do you **stop listening** when you strongly disagree with the speaker on one point?
- Do you **assume** or **anticipate** regarding the other person's views?
- Do you feel **you can judge** most people quite quickly before hearing them out?
- Do you encourage others to **elaborate** or clarify points you have misunderstood?

# Practice Listening

**Next conversation:  
Rate yourself on a scale of 1-10**



Did I make them feel heard?

Feel understood?

Did I add value or was I being competitive?

# Empathy Impact

## Innovation.

When people reported their leaders were empathetic, they were able to be innovative.

**61%** of employees compared to **13%** of employees with less empathetic leaders.

## Engagement.

**76%** of people who experienced empathy from their leaders were engaged, compared to **32%** who experienced less empathy.





**EMPATHY**  
**EMPATHY**  
**EMPATHY**



**#1 Cognitive Empathy**



**#2 Emotional Empathy**



**#3 Compassionate Empathy**

**Soft on the Person,  
Hard on the Problem**



# Adaptability



- “Resilience is the capacity to adapt successfully and deal with change, coming out as strong or stronger than you were before the event”

# Examples of Open Questions



What is your opinion?



How do you think we should solve the problem?



Tell me more about...



What do you think?

# Emotional Intelligence Defined



**Emotional intelligence is our ability to:**

- Accurately identify emotions in ourselves and others
- Understand and manage emotions
- Use and effectively communicate emotional feelings



# Emotional Intelligence

## Four Elements

	<b>What I See</b>	<b>What I Do</b>
<b>Personal Competence (Me)</b>	<b>Self-Awareness</b>	<b>Self-Management</b>
<b>Social Competence (Other)</b>	<b>Social Awareness</b>	<b>Relationship Management</b>

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- ✓ Interpersonal
- ✓ Critical Thinking
- ✓ Creativity



# Upcoming Webinars

**March 10, 2023**

**How to Be a Leader, Not a Boss!**

**April 20, 2023**

**Be a Great Presenter with Microsoft PowerPoint and Presentation Skills**

**May 16, 2023**

**10 Cool Features You Should Be Using in Microsoft 365**

**June 21, 2023**

**Change Management – Turn Resistance into Resilience**





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