

SOFT SKILLS YOU HAVE NOT YET MASTERED

Very few individuals have mastered all 23 soft skills. This section of your report lists and describes the soft skills you have not yet mastered based on your responses to the questionnaire. The statements listed below describe the consistent actions of individuals who have mastered these soft skills. Read each statement and place an X next to those that describe actions you need to demonstrate in order to fulfill the requirements of your job.

DIPLOMACY: Effectively handling difficult or sensitive issues by utilizing tact, diplomacy and an understanding of organizational culture, climate and/or politics.

- * Effectively utilizes tact and diplomacy in working with people across hierarchical, functional and/or cultural borders.
- * Understands cultural, climate and organizational issues.
- * Adapts conduct and communications to "politically correct" standards.
- * Effectively leverages networks of influence to get things done.
- * Is sensitive to the needs of "special interest" groups within organizations.
- * Builds relationships and networks with key people of influence.
- * Provides advice, counsel and mentoring on organizational issues.
- * Utilizes both formal and informal networks internally to obtain support and achieve results.
- * Utilizes both formal and informal networks externally to obtain support and achieve results.

SELF-MANAGEMENT (TIME AND PRIORITIES): Demonstrating self control and an ability to manage time and priorities.

- * Effectively manages emotions and impulses.
- * Effectively manages time and priorities to meet deadlines.
- * Presents self assertively.
- * Demonstrates an ability to maintain composure in the midst of crisis.
- * Strives for continuous improvement.
- * Balances personal and professional life.
- * Takes initiative and acts without waiting for direction.
- * Accepts responsibility for actions and results.

PRESENTING: Communicating effectively to groups.

- * Organizes information to be presented in succinct, logical sequence.
- * Presents information in ways that makes abstract or complex concepts clear and understandable.
- * Effectively utilizes language, word-pictures, stories, metaphors and humor.
- * Utilizes a wide range of non-verbal communication or body language such as speech inflection, voice modulation, eye contact, facial expression and gestures.

SOFT SKILLS YOU HAVE NOT YET MASTERED

- * Implements a variety of visual and auditory devices to capture and invoke the audience's senses, participation and interest.
- * Projects authenticity, confidence, conviction and passion.
- * Appeals to and engages the heart and mind of the audience.
- * Tailors presentation to the interests, needs and wants of audiences.
- * Establishes and delivers content objectives.
- * Communicates in ways that elevate audience awareness and understanding.
- * Communicates in ways that enlighten, educate, challenge and persuade the audience to think, believe or behave in a specific way.
- * Is recognized and relied upon as an effective spokesperson.

PERSONAL EFFECTIVENESS: Demonstrating initiative, self-confidence, resiliency and a willingness to take responsibility for personal actions.

- * Possesses unwavering confidence and belief in personal capabilities.
- * Takes initiative and does what ever it takes to achieve goals.
- * Projects confidence and self-assurance.
- * Bounces back after setbacks.
- * Asserts self in personal and professional life.
- * Admits mistakes and works to avoid repeating them.
- * Accepts personal responsibility for achieving personal and professional goals.
- * Functions effectively and achieves results even in adverse circumstances.

CONFLICT MANAGEMENT: Addressing and resolving conflict constructively.

- * Readily identifies and addresses issues, concerns or conflicts.
- * Recognizes opportunities for positive outcomes in conflict situations.
- * Reads situations quickly and accurately to pinpoint critical issues.
- * Listens to gain understanding of an issue from different perspectives.
- * Diffuses tension and effectively handles emotional situations.
- * Assists people in adversarial positions to identify common interests.
- * Strives to settle differences equitably.
- * Settles differences without damaging relationships.

SOFT SKILLS YOU HAVE NOT YET MASTERED

CREATIVITY/INNOVATION: Adapting traditional or devising new approaches, concepts, methods, models, designs, processes, technologies and/or systems.

- * Notices unique patterns, variables, processes, systems or relationships.
- * Expresses non-traditional perspectives and/or novel approaches.
- * Synthesizes and/or simplifies data, ideas, models, processes or systems.
- * Challenges established theories, methods and/or protocols.
- * Encourages and promotes creativity and innovation.
- * Modifies existing concepts, methods, models, designs, processes, technologies and systems.
- * Develops and tests new theories to explain or resolve complex issues.
- * Applies unorthodox theories and/or methods.
- * Imagines new or revolutionary concepts, methods, models, designs, processes, technology, systems, products, services or industries.

EMPATHY: Identifying with and caring about others.

- * Demonstrates genuine concern for others.
- * Respects and values people.
- * Perceives and is sensitive to the emotions people experience.
- * Expends considerable effort to understand the real needs, concerns and feelings of others.
- * Advocates for the interests, needs and wants of others.
- * Demonstrates cross-cultural sensitivity and understanding.
- * Takes personal and/or professional risks for the sake of others.

FLEXIBILITY: Agility in adapting to change.

- * Responds promptly to shifts in direction, priorities and schedules.
- * Demonstrates agility in accepting new ideas, approaches and/or methods.
- * Effective in juggling multiple priorities and tasks.
- * Modifies methods or strategies to fit changing circumstances.
- * Adapts personal style to work with different people.
- * Maintains productivity during transitions, even in the midst of chaos.
- * Embraces and/or champions change.

SOFT SKILLS YOU HAVE NOT YET MASTERED

MANAGEMENT: Achieving extraordinary results through effective management of resources, systems and processes.

- * Takes risks for the sake of goals, objectives or results.
- * Demonstrates optimism and positive expectations of others.
- * Establishes high performance standards.
- * Holds people accountable and focused on goals and priorities.
- * Identifies barriers to objectives and removes them.
- * Delegates appropriate responsibilities and authority.
- * Ensures adequate resources are available to achieve objectives.
- * Makes decisions that benefit the bottom line or return on investment.

CUSTOMER SERVICE: Anticipating, meeting and/or exceeding customer needs, wants and expectations.

- * Strives to anticipate, identify and understand customers' wants, needs and concerns.
- * Responds to customers with a sense of urgency.
- * Follows through on customer requests.
- * Is patient and courteous with customers.
- * Resolves issues and complaints to the satisfaction of customers.
- * Expends extraordinary effort to satisfy customers.
- * Develops relationships with customers.
- * Partners with customers to assist them in achieving their objectives.
- * Acts as an advocate for customers' needs.
- * Takes professional risks for the sake of customers' needs.

FUTURISTIC THINKING: Imagining, envisioning, projecting, and/or predicting what has not yet been realized.

- * Demonstrates an ability to connect the dots and see the big-picture.
- * Observes and analyzes the forces driving current reality that may have long term-effects.
- * Utilizes foresight and intuitive perception as well as factual events to draw inferences.
- * Recognizes, supports and/or champions progressive ideas.
- * Anticipates future trends or events.
- * Envisions possibilities others may not.
- * Imagines and/or predicts changes in current reality based on deductive and conceptual reasoning.

SOFT SKILLS YOU HAVE NOT YET MASTERED

DECISION MAKING: Utilizing effective processes to make decisions.

- * Demonstrates an ability to make difficult decisions in a timely manner.
- * Gathers relevant input and develops a rationale for making decisions.
- * Evaluates the impact or consequences of decisions before making them.
- * Acts decisively despite obstacles, resistance or opposition.
- * Accepts consequences of decisions.
- * Willing to correct erroneous decisions when necessary.
- * Defends rationale for decisions when necessary.

PERSUASION: Convincing others to change the way they think, believe or behave.

- * Utilizes the knowledge of other's needs, wants, beliefs, attitudes, and behavior to promote a concept, product or service.
- * Builds trust and credibility before attempting to promote concepts, products or services.
- * Understands and utilizes compliance-producing behaviors to influence others such as authority, being likeable, proof of the prior compliance of others, limited availability, sampling or giving something away to create a sense of obligation.
- * Uses logic and reason to develop rational arguments that challenge current assumptions, attitudes, beliefs, and behavior.
- * Identifies and addresses the social, emotional, economic, and practical barriers that prevent people from complying.
- * Adapts techniques and approaches to the needs and wants of those being influenced.

NEGOTIATION: Facilitating agreements between two or more parties.

- * Understands both parties must get something they want before agreement is feasible.
- * Listens to identify and understand what each party wants.
- * Determines what each party is willing to accept in an agreement.
- * Establishes a non-threatening environment, conducive to open communication for discussing possible terms of agreement.
- * Develops the terms for an agreement.
- * Ensures each party understands the terms of agreement.
- * Binds agreements between parties with verbal and/or written contracts.