



L'École des sciences de la gestion

DEVELOPING YOUR SOFT SKILLS : ESSENTIAL IN AN INTERCONNECTED SOCIETY

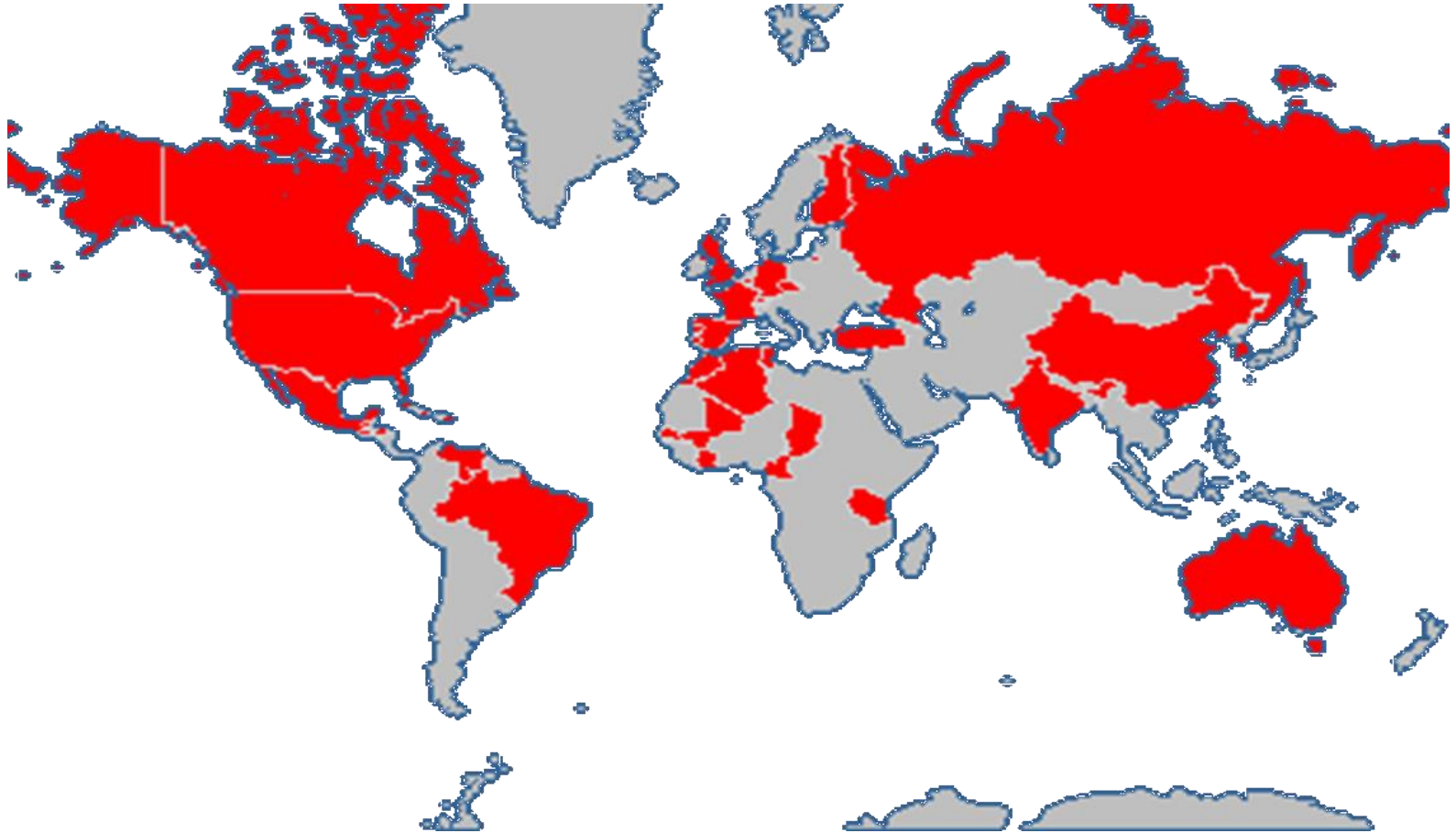
WHO AM I?



WHO AM I ?



MY GLOBAL PASSPORT



Source: <http://douweosinga.com/projects/visited?region=world>

LET ME BEGIN WITH A LITTLE STORY





A SHOCKING STATEMENT

A Worldwide Awareness

Hard Skills (Knowledge, Technical & Specific Abilities) are no longer enough:

- for ensuring a satisfying life (continuous self development)
- building blue-chip companies

WHAT EMPLOYERS LOOK FOR IN NEW HIRES

- Public Speaking
- Team Spirit and Positive Attitude
- Active Listening
- Autonomy
- Spirit of Initiative (Audacity)
- Creativity
- Self-Control and Empathy

***You have to be a very agile learner
and reinvent yourself constantly***





HOW TO REACH YOUR GOALS/OBJECTIVES?

- A maximum of 10% of technical skills
- 90% people skills

“I can tell you why we fire people: soft skills. We hire for hard skills. We fire for soft skills...”

Rick Stephens, Senior Vice President of HR, The Boeing Corporation

FUTUR OF JOBS & SKILLS

IN 2015

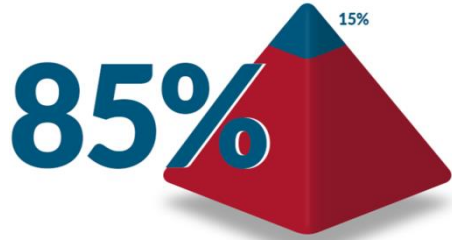
1. Complex Problem Solving
2. Coordinating with Others
3. People Management
4. Critical Thinking
5. Negotiation
6. Quality Control
7. Service Orientation
8. Judgment and Decision Making
9. Active Listening
10. Creativity

IN 2020

1. Complex Problem Solving
2. Critical Thinking
3. Creativity
4. People Management
5. Coordinating with Others
6. Emotional Intelligence
7. Judgment and Decision Making
8. Service Orientation
9. Negotiation
10. Cognitive Flexibility

SUCCESS COMES FROM SOFT SKILLS

Research conducted by Harvard University, The Carnegie Foundation and Stanford Research Center, has all concluded that



OF JOB SUCCESS

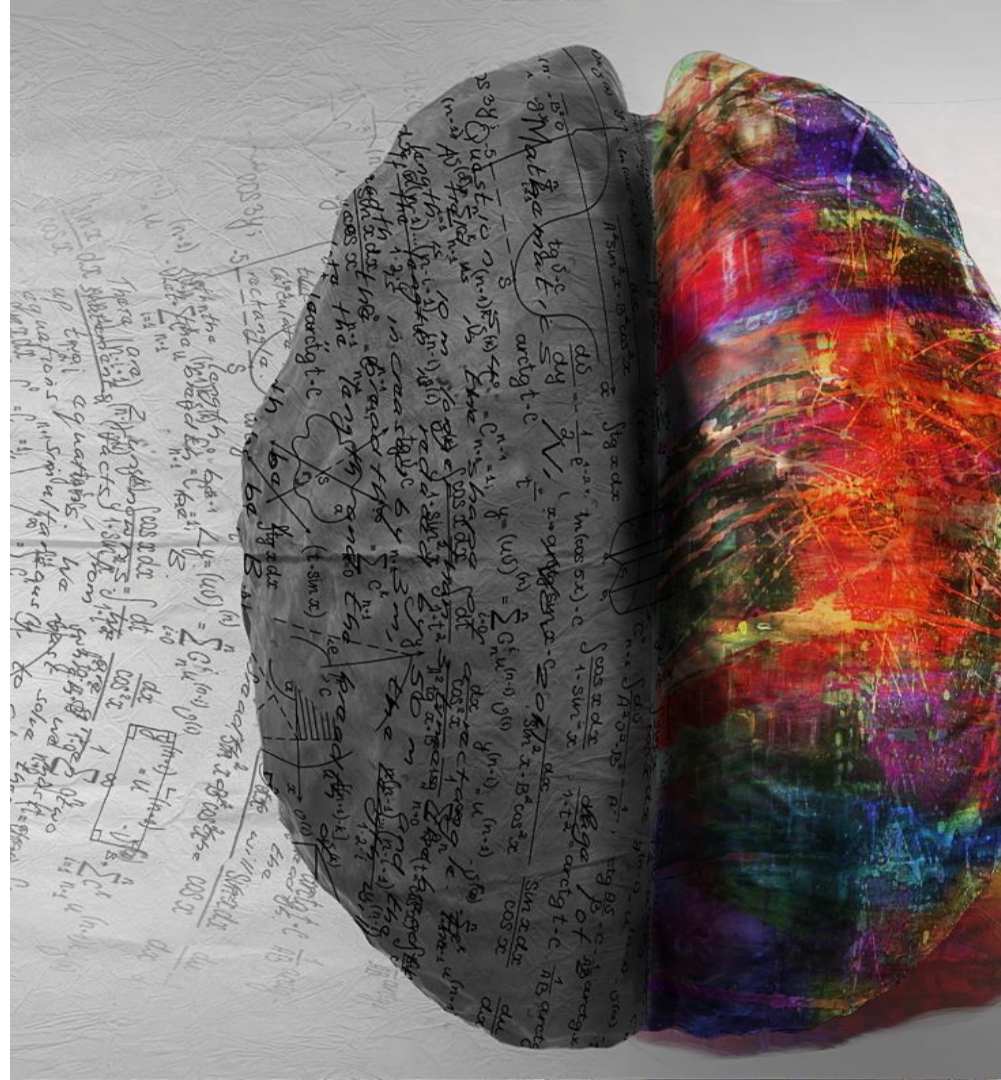
Comes from having well-developed soft skills and people skills

and only **15%** of job success comes from technical skills and knowledge (hard skills)



DO YOU HAVE STRONG EMOTIONAL SKILLS?

- Focus on the positive
- Surround themselves of positive people
- Real visionaries who put aside the past





DO YOU HAVE STRONG EMOTIONAL SKILLS?

- Always manage to make life more enjoyable around them

“They receive pleasure and satisfaction from seeing others happy”

Last Saturday in Shanghai..



DO YOU HAVE STRONG EMOTIONAL SKILLS?

- Manage their energies strategically
“Fool me once, shame on you, fool me twice, shame on me”
- Always keep growing and learning
- Learn for life, open to new ideas, constantly inclined to learn from others

Source: Fast Company, Harvey Deutschendorf



IS IT POSSIBLE TO IMPROVE YOUR SOFT SKILLS?



STEP 1

YOUR LOVED ONES

The man divorced four times
reminds us ...

I care more about my wife's
happiness than mine!



EMOTIONAL INTELLIGENCE

DISCOVERY OF **HIDDEN TREASURES**



EMOTIONAL INTELLIGENCE

AND WHAT TO SAY ABOUT THE FATHER-IN-LAW



STEP 2

GETTING OUT OF YOUR COMFORT ZONE

SPEAKING AT MY FIRST CONFERENCE



HOW TO CREATE A REAL VALUE WITH YOUR RELATIONS?

- **Help others succeed**

“Set aside your ego and help your friends succeed.”

- **Collaborate**

“Create a space of trust and friendship.”

- **Listen more to learn more**

“It’s no longer about those who know, but about those who want to know.”

- **Be vulnerable:** learn to trust yourself and to trust others **(FAIL!)**.

YOUR ARE CLOSER THAN YOU THINK:

- Six degrees of separation from any other person. Statements can be

fewer steps away
end of a friend"
imum of six steps



GOLDEN RULES

RULE NUMBER 1

Do not speak about you or
your project until you're
asked questions about it



GOLDEN RULES

RULE NUMBER 2

Do not expect something in return of your gesture/action





GOLDEN RULES

RULE NUMBER 3

When you meet
someone, **do the EXTRA**
step

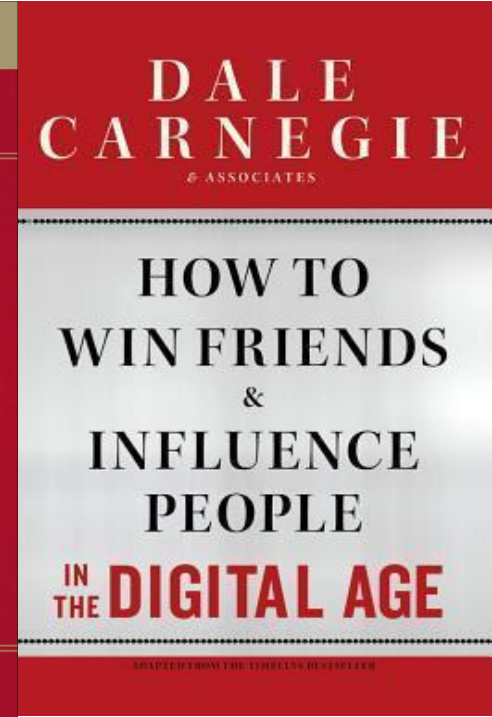
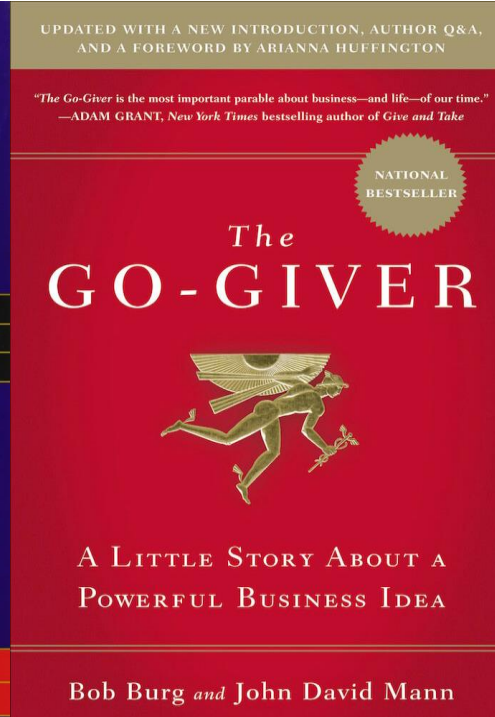
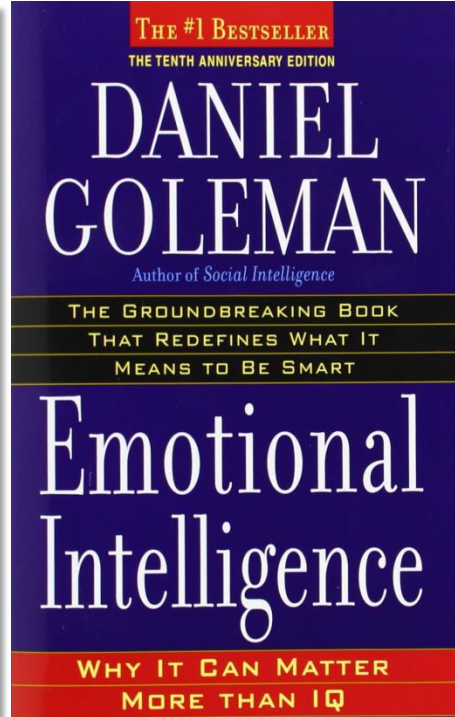
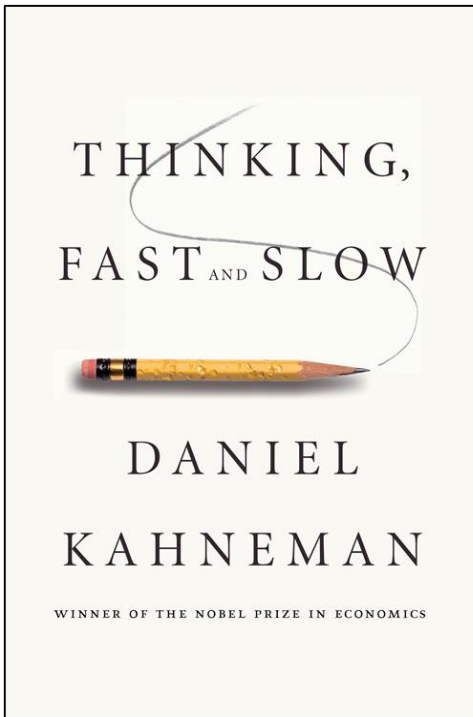
*Be obsessed about what
can you do **NOW***

IF I HAD ONLY ONE ADVICE TO GIVE YOU...



YOUR LIFE WILL BE TRANSFORMED BY PEOPLE & BOOKS

Books I recommend:



NOW IT'S YOUR TURN!

