

Elements of Leveraging Soft Skills

Take the buzz word and put
it to use.

Kyle Angjelo
Program Manager, Chemical Safety



Who am I?



Departments

- *Andlinger Center for Energy and the Environment*
- Chemical and Biological Engineering
- Chemistry
- Civil and Environmental Engineering
- Ecology and Evolutionary Biology
- Electrical Engineering
- Geosciences
- *Lewis Sigler Institute*
- Mechanical and Aerospace Engineering
- Molecular Biology
- Neuroscience
- Physics
- *Princeton Research Institute for the Science and Technology of Materials*
- Psychology



Photos: Princeton University, Office of Communications

Facts & Figures

- 500 Acres of campus
- 190 Campus Buildings
- 1238 Faculty
 - 26 Nobel Prize Winners
- 5277 Undergraduates
- 2696 Graduate Students
- 15 Environmental Health and Safety Staff

www.Princeton.edu/meet-Princeton/facts-figures. Web. Accessed 20 August 2017

Our Charge



Photo: Princeton University, Office of Communications

Promoting Health and Safety
Consultation
Facilitates
Fosters Partnerships
Enable
Service
Leadership
Information
Training

Talking Points

- What are soft skills and when are they important?
- Elements of Leveraging these skills
 - Hiring and Building your team
 - Internal Investment
 - External Interactions
 - Practice Makes Perfect



Carrot and Stick. Digital Image. Intrinsic vs Extrinsic Nature of Motivation, Coaching Journey, n.d..
Web. 17 August 2017

Definition Soft
Skills

Google

n. personal attributes that enable someone to interact effectively and harmoniously with other people.

Dictionary.com

plural n. desirable qualities for certain forms of employment that do not depend on acquired knowledge: they include common sense, the ability to deal with people, and a positive flexible attitude

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Digital images. Brad Egeland. www.batimes.com/articles/5-key-soft-skills-for-it-business-analysts.html, n.d. Web. 17 August 2017

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Photo: File:1921 Ty Cobb.jpeg. n.d. commons.Wikimedia.org, n.p.

Elements of Leveraging Soft Skills

- Incorporate screening for soft skills in the hiring process.
- Choose the right representatives to conduct your interviews.
 - Professionalism, Star, Commitment.
- Important aspects of the hiring process
 - Emotional Intelligence Questions
 - Interview Rigor and Schedule
 - Social/ Casual Time



Digital Image. *Why do jobs take.... n.d.The Futurist. Web. 20 August 2017.*

Screening for Soft Skills

- Princeton University HR provides a list of 34 Emotional Intelligence Questions
- “If we were to ask 3-4 people....strengths and weaknesses?”
- “How would you handle a situation if supervisors assign you tasks with competing priorities?”
- Make our own...
 - Goal of the Question – specific, broad?
 - Is the question fair?
 - Is it too cliché?

Interview Process

- How many?
 - Phone screens, video conferences, exams, group questions, written tests
 - 2 Phone Screens: HR, hiring supervisor
 - 2 In person Interviews: First Round and Final Round
 - Typically don't have a written test
- How long?
 - All day for the most part. Can you keep your composure?
 - Half day based on the position
- Lunch or Informal Segment is crucial
 - Could be a lunch or a tour of campus
 - Vary the atmosphere and power dynamic



Photo: Campus Interview. n.d. Higher Ed Jobs, n.p.

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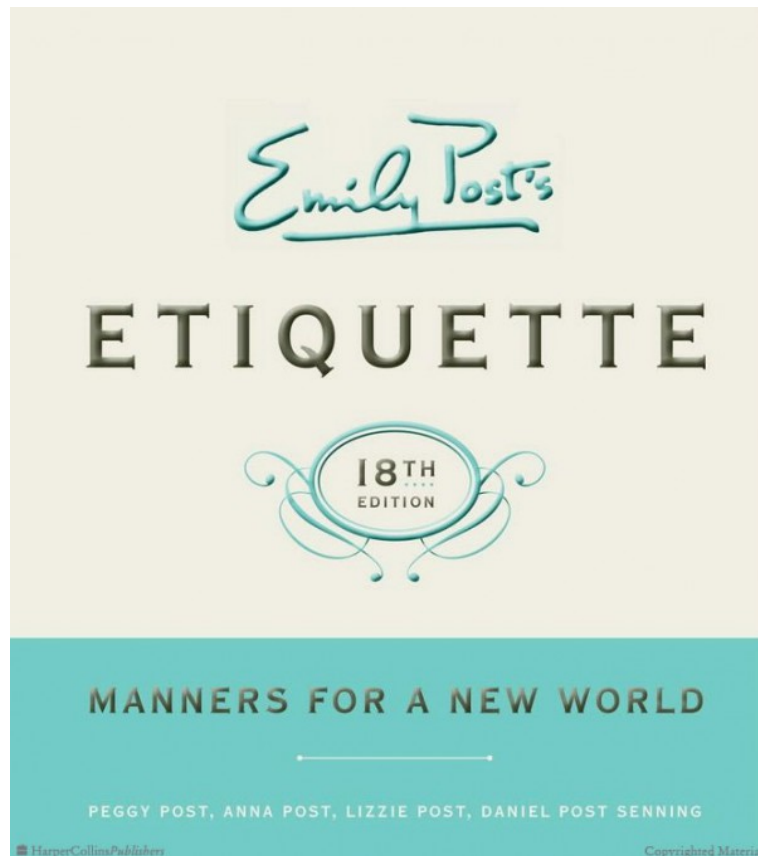


Photo: You may have... n.d. TravelPulse, n.p.

Digital Image. Emily Post's Etiquette...n.d. Barnes and Noble. Web. 20 August 2017.

Now that we have the right ones
What do we do with them?



Photo: Getty Images. Upgrade Take... 23 April 2013. Huffington Post, n.p.

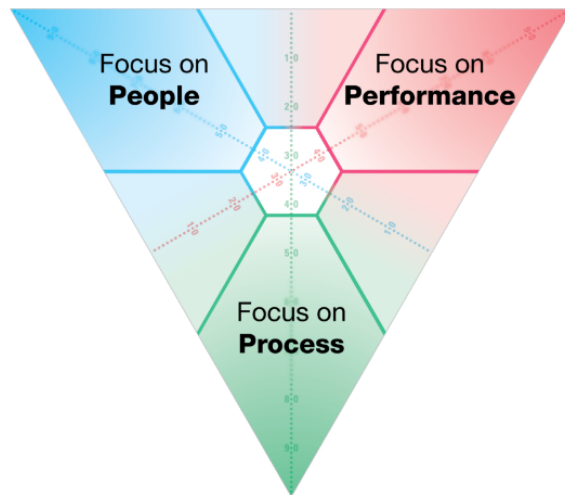
Internal Investment

- Kurt Lewin coined the term – Group Dynamics
- MindTool Editorial Team – “Improving Group Dynamics”
 - Know your team
 - tackle problems quickly
 - define roles and responsibilities
 - break down barriers
 - Focus on communication
 - pay attention.



Photo: Kurt Lewin, n.d. Psychology Today, n.p.

Grow our EQ, EI, Soft Skills



- Creative Center for Leadership
- Outside Consultant: Team Retreats, Executive Coaching
- StrengthsFinder 2.0
- Strength Deployment Inventory



Digital Image. *Discover the Strengths...*, n.d.
Excellerate Performance, Web. 20 August 2017.

Photo: *StrengthsFinder 2.0*, n.d. strengths.gallup.com, n.p.

Creative Center for Leadership

- Different Courses for Different Purposes
 - Maximizing Your Leadership Potential
- One on One coaching
- Group Exercises
 - Conflict Resolution Role Play
 - Submarine Profile
- Tools:
 - Prioritizing Relationships
 - Perspective Taking
 - SBI



Outside Consultant



Digital Image. *Facilitation Skills*, n.d. Masterful
Facilitation Institute, Web. 20 August 2017.

- Flip Charts
- Mediates
- Actively Listens
- Directs Conversation
- Objective
- Neutral
- Communication
- Soft Skill

Two Tools

StrengthsFinder 2.0

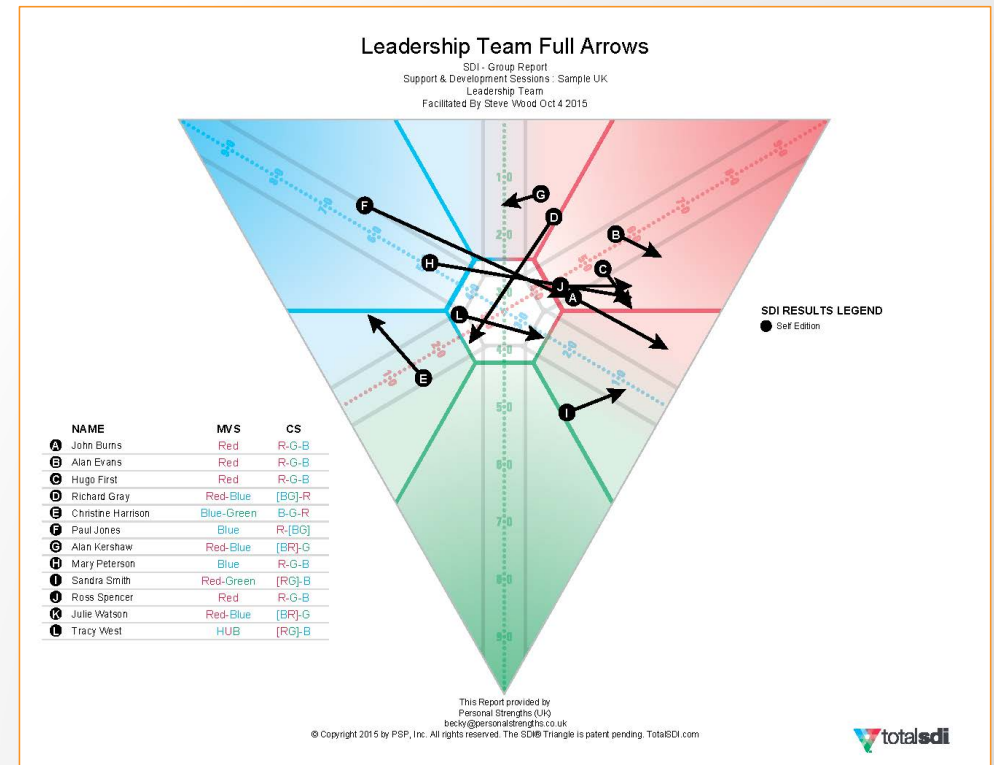
- Helps Uncover Talents and Strength
- Leverage and Use these Strengths
- Criticism from Harvard Business Review

Strength Deployment Inventory

- Used to identify motivators
 - People, Performance, Process
- Questionnaire
- Maps motivators
- Allows relational visual

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ARRANGER
POSITIVITY ACTIVATOR
ANALYTICAL
EMPATHY
DEVELOPER
HARMONY
LEARNER
FUTURISTIC COMPETITION INCLUDER
INPUT
CONTEXT INTELLECTION
CONNECTEDNESS
INDIVIDUALIZATION DELIBERATIVE
RESTORATIVE
RELATOR IDEATION
MOO CONSISTENCY
RESPONSIBILITY
ACHIEVER
ADAPTABILITY



Digital Image. Strength Deployment Inventory,
n.d. Beyond Theory, Web. 20 August 2017.

Levering Skills Externally



Personal Skills and Psychology:

- Explanations
- Shifting Responsibility
- Asking for Favors
- Making Connections
- Relationship Building

Influence. Digital Image. If You Think Knowledge.... Oxfam, 22 March 2016. Web. 22 July 2016.

Explanation

- I'm a “Why” person
- See the reasoning
- Adopt the reasoning

*The Altruistic Personality: Rescuers of
Jews in Nazi Europe*

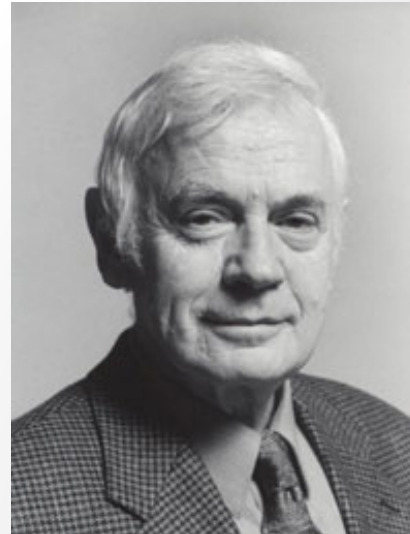


Photo: Samuel Oliner, n.d. Humbolt University, n.p.



Photo: Pearl Oliner, n.d. Humbolt University, n.p.

Shifting Responsibility

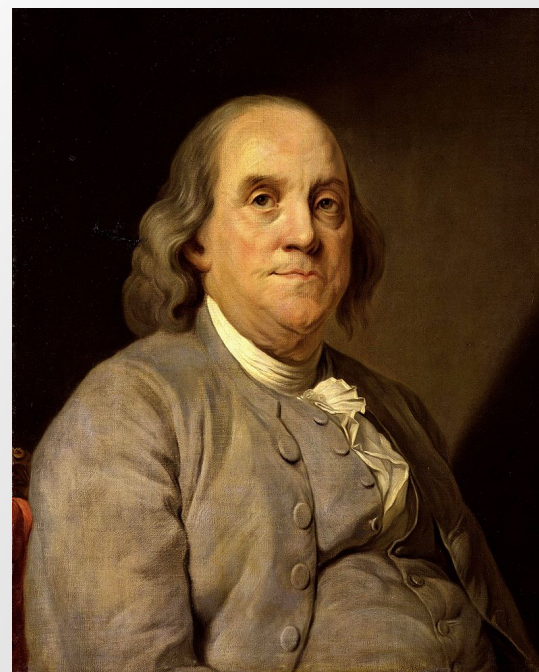
- Study on Washing Hands: Adam Grant and David Hoffman

Hand hygiene
prevents you from
catching diseases

Hand hygiene
prevents patients
from catching
diseases

Asking for Favors

- “The Favor Request Effect: Requesting a Favor from Consumers to Seal the Deal.”
- How to Ask for a Favor: A Case Study on the Success of Altruistic Requests
- The Ben Franklin Effect - “He that has once done you a kindness will be more ready to do you another, than he whom you yourself have obliged.”



Digital Image. Joseph Duplessis Benjamin Franklin, n.d.
<http://www.npg.si.edu/exh/brush/ben.htm>, Web. 20 August 2017.

Making Connections



Photo: Gil, Thomas. Police. 24 May 2015. 6iee.com, n.p.



Photo: Police Officer Helps Elderly.... 12 July, 2012. abc.net.au, n.p.



Photo: Cleveland Patrolman Holds "Beer Bong for" Browns Fan. n.d.. Thechive.com, n.p.

Outside of Meetings

- Princeton University Softball League



University Fire Fighting Program



Photo: Denise Applewhite 3 January, 2013. Princeton.edu, n.p.

Relationship Building

1. Ability to relate to others
2. strong communication skills
3. patience with others
4. ability to trust others
5. knowing when and how to show empathy
6. active listening skills
7. genuine interest in others
8. flexibility
9. good judgement
- 10.the ability to persuade others
- 11.negotiation skills
- 12.the ability to keep an open mind
- 13.great sense of humor
- 14.Honesty
15. awareness of body language
- 16.proactive problem solving
- 17.leadership skills
- 18.good manners
- 19.ability to support and motivate others.

Putting it All Together

- Psychology, Professional and Personal Growth, and Technical Acuity
- Practice, Practice, Practice....Remind yourself to Practice
- 70-20-10



Photo: Practice Does Make Perfect, n.d. Positive Psychology News, n.p.

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Thank You!

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