

~~What are soft skills?~~

soft skills

noun

plural noun: **soft skills**

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

What are hard skills?

Political Savvy

Conflict Resolution

Mentoring

Influence

Problem Solving

Negotiation

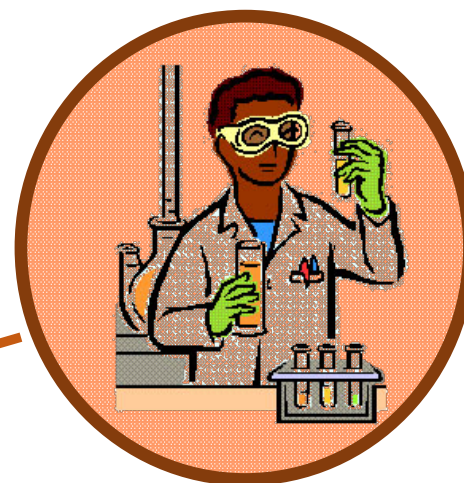
Time Management



Be Prepared: Things to do before EHS interactions with labs

Robin Izzo, Director EHS
Princeton University

BE PREPARED

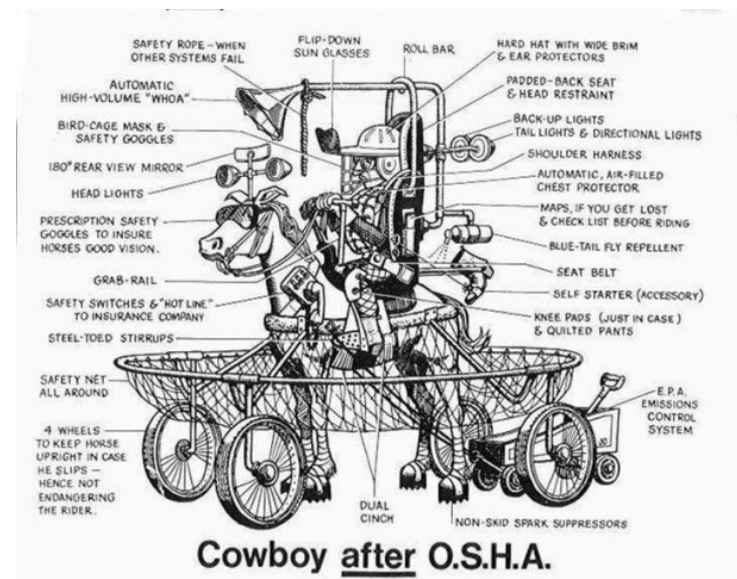


Perception of EHS/Safety

- Warm and caring
- Experts
- Problem solvers
- Enable while reducing risk
- Innovators
- Teachers
- Collaborators
- Partners
- Grace under fire
- Able to leap tall buildings



Reality



Lab Interactions

- Inspections/Surveys/Audits
- Incident response
- Incident investigations
- Consultations
- Services



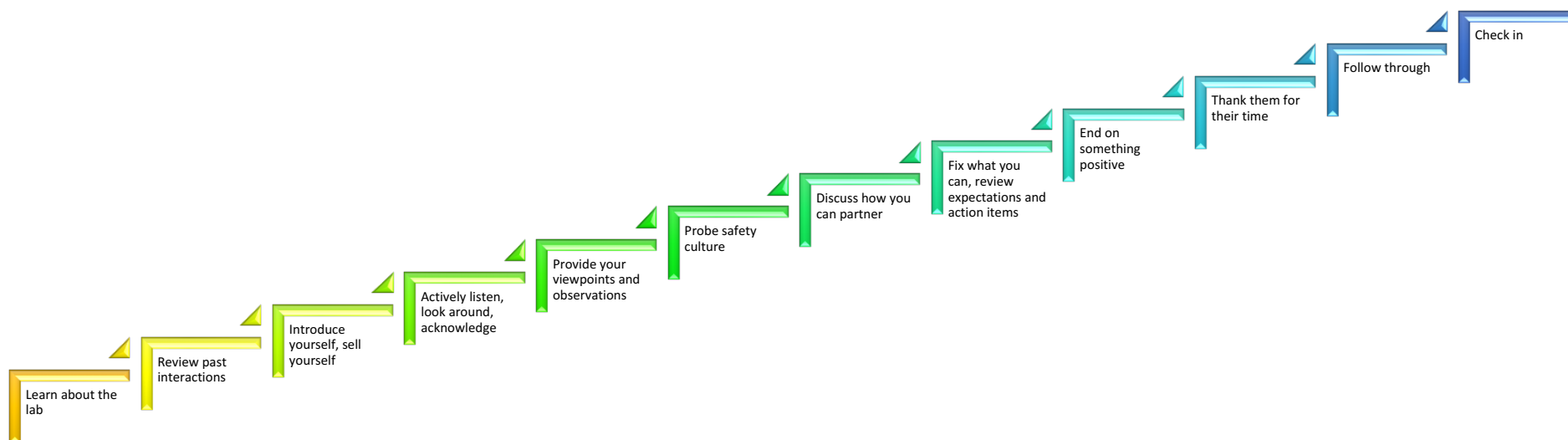
GET TO WORK: With Suzy Welch



Single best interview question:

What did you do to prepare
for this interview?

12 Step Process



1 Learn about the lab

The Muir Lab

Department of Chemistry, Princeton University

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Welcome to the Muir lab

Overview

We are interested in studying protein function by integrating the tools of synthetic organic and physical chemistry with those of molecular genetics. Driven by a series of biological questions, we have developed general chemical biology approaches that allow the covalent structure of proteins to be manipulated with a similar level of control to that possible with smaller organic molecules. These technologies, which can be applied both in vitro and in vivo, allow the insertion of unnatural amino acids, posttranslational modifications and isotopic probes site-specifically anywhere into proteins. Our methods are now used by numerous laboratories worldwide, and have allowed a large number of biomedical questions to be addressed. A summary of ongoing work in the Muir group is provided below:

The Muir lab investigates the physiochemical basis of protein function in complex systems of biomedical interest. By combining tools of organic chemistry, biochemistry and cell biology, the Muir lab has developed a suite of new technologies that provide fundamental insight into how proteins work. The chemistry-driven approaches pioneered by the Muir lab are now widely used by chemical biologists around the world.



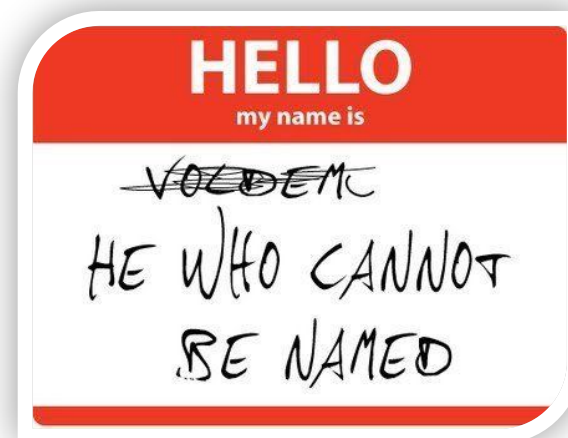
2 Review past interactions

- Problems in the past?
- Difficult people or champions?
- Open issues?
- Inspection/training history
- Injuries or illnesses
- Incident investigations
- Personal issues with EHS staff
- Known conflicts with lab members/PI



3 Introduce yourself and why you're there

- If in a lab, dress as you want them to dress.
- Hi, I'm Robin Izzo from Environmental Health and Safety.
- I am here today because...
- Before I go, I hope that we...
- Is there anything I should know about your lab before we start?
- I understand that you study... Tell me about what you do.
- I really appreciate you taking the time/ contacting us about...



4 Look and Listen



- Active listening
- Observe
 - Body language
 - Housekeeping
 - Use of PPE, techniques
 - People hiding or seeking
 - Signage

5 Provide viewpoints and observations

- Stay on point
- Stick to the significant issues
- My experience has been...
- I think this because...
- You can find more information...
- Other labs have/do...
- Compared to our peers...
- If we don't fix this...



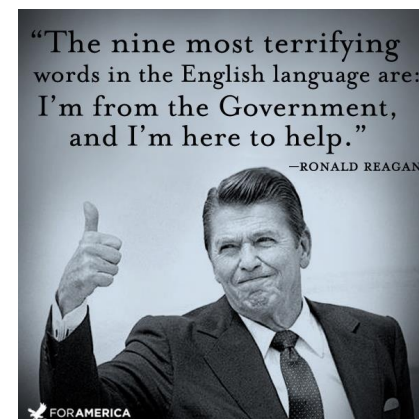
6 Probe safety culture and integration

- Do you consider this a safe lab? Why?
- How do you talk about safety in the lab?
- How does your PI promote safety?
- Do you feel supported?
- Do you have what you need to work safely?
- Are you concerned about your safety?
- Are you concerned about others in the lab?



7 Discuss how to partner

- How can we support you?
- What are the barriers to making change?
 - Financial
 - Logistical
 - Personal
 - Supervisory
 - Peers
 - Time
- What are some ways to break down the barriers?



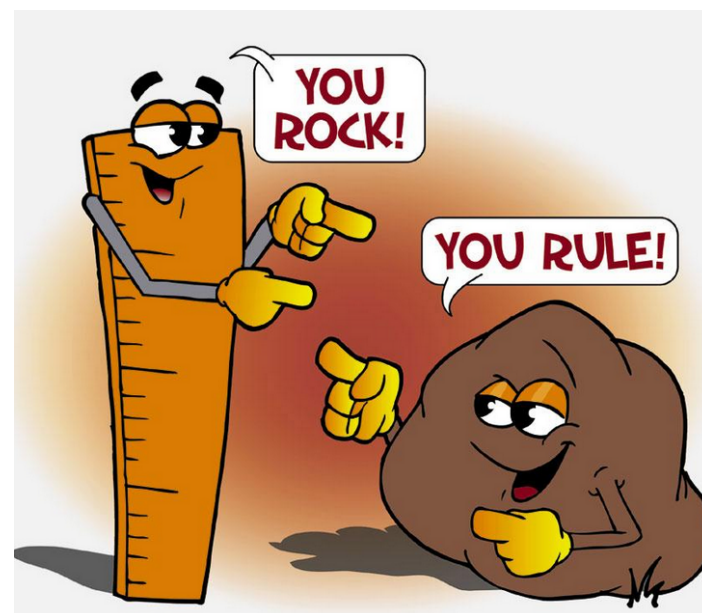
8 Fix what you can, plan for the rest

- Quick fixes
- Review needed actions
- Clarify who will act
- Designate who will follow up
- Confirm expectations from lab and EHS



9 End on something positive

- You are doing a great job with...
- You did all the right things after the incident, including...
- You have the right attitude regarding...
- This is a best practice...
- Do you mind if I use this as a good example...
- I like your socks.



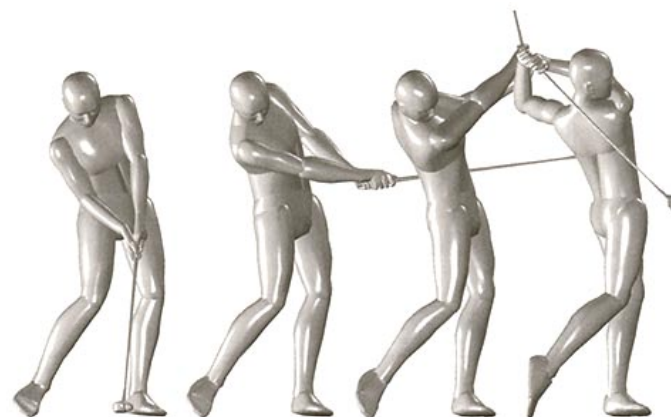
10 Say “thank you.”

- I know how busy you are...
- I appreciate that you...
- I know this was difficult...
- I can see that you care...
- Thank you.



11 Follow through and follow up

- Document what is necessary
- Send a summary of expectations
- Do what you said you'd do.
- If there are delays, keep them posted.
- If they are delaying, follow up.
- Have a realistic and retrievable method for determining resolution.



12 Check in

- Visit, e-mail, call, leave a note.
- Send a note to their supervisor or PI for good deeds.
- Casual interactions
 - Walk through the building, especially at night
 - Eat in the cafeteria or nearby restaurant
 - Pop into the lab



Words Matter

Instead of...

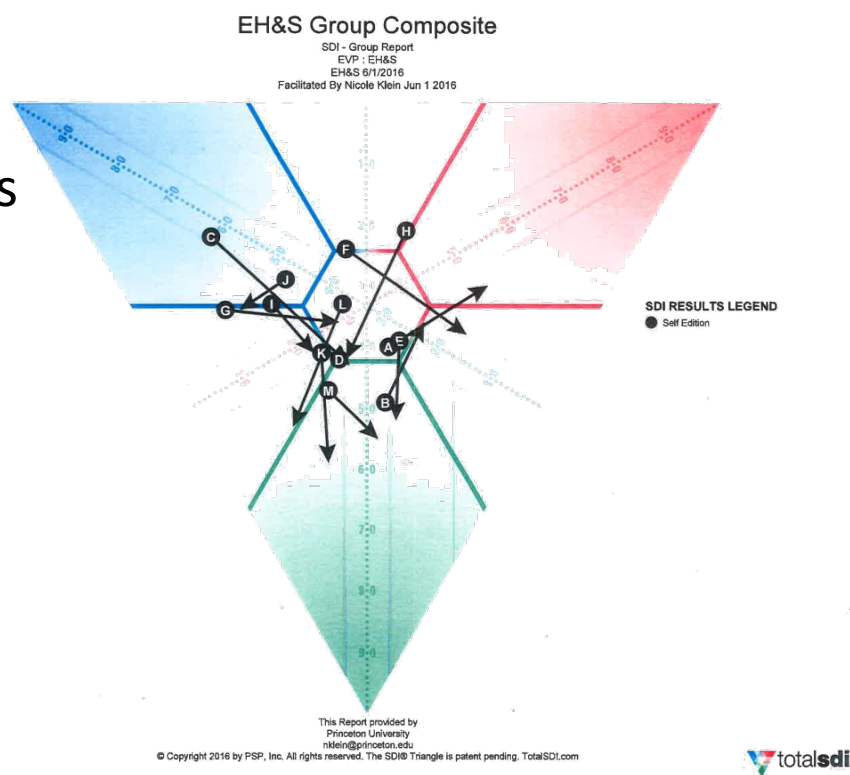
- Audit, inspection
- Training
- Violation
- Problem
- Investigation
- Fault

Consider...

- Survey, review
- Briefing
- Finding
- Challenge
- Assessment
- Root cause

Training Matters

- Understand your strengths and styles
 - Strengthsfinder
 - Strengths Deployment Inventory
 - Meyers-Briggs Type Indicator
- Active Listening
- Influencing
- Dealing with Difficult People
- Presentation Skills
- Risk Communication



Serenity Now!



- Grant me the serenity to accept that things will not always be perfect or easy
- The courage to keep trying to change the things I can
- The wisdom to see the difference and consider a new strategy.



Grant me wine to accept the things I cannot change...



Coffee to help me change what I can...



Ice cream to comfort me as I consider the difference.

Thank you!!

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