



Project Management

The "Softer" Side

November 20, 2015

Overview

- ❑ Introductions
- ❑ Why Soft Skills?
- ❑ Leadership
- ❑ Communication
- ❑ Summary

Introductions



Rabo AgriFinance

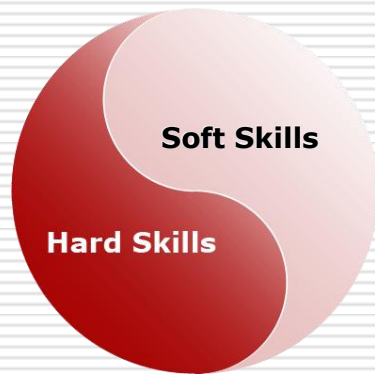
Todd Reichelt, PMP, Prince 2, ITIL,
COBIT 5, Six Sigma Green Belt

Vice President, Products and Development Manager

Bruce Tons, PMP, CISSP, ITIL,
COBIT5

Vice President, Security

The “Softer” Side of Project Management



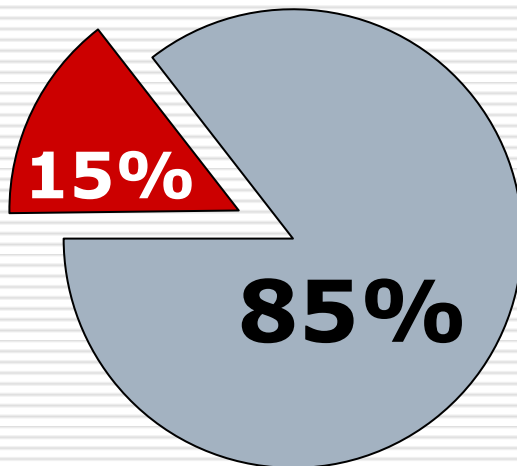
<u>Soft Skills</u> Subjective – Undefined – Harder to Teach	<u>Hard Skills</u> Technical – Specific – Can be Taught - Quantifiable
Leadership	Project Scheduling
Communication	Risk Monitoring
Inspiring & Motivating	Budgeting
Conflict Resolution	Business Analysis

The “Softer” Side of Project Management

Soft Skill Savvy

15% of your workplace / career success comes from your hard skills.

- ❑ Why should we care?
- ❑ And the next slide



85% comes from your ability to get along with people.

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The “Softer” Side

“Soft” Skills Needed for Success Now



- Communication
 - Internal stakeholders
 - External stakeholders
- Problem Solving
- Inspiring and motivating others

Q21. Please rate the importance of each of these skills in terms of how necessary they are for you to be successful as a sustainability professional.

Q22. Please rank your top 3 most important “soft skills” in order of importance.

Leadership



Leadership

“
**THE KEY
TO SUCCESSFUL
LEADERSHIP
TODAY IS
INFLUENCE,
NOT AUTHORITY.**
”
- Kenneth Blanchard

How Does One Influence?



- ❑ Walk the talk
- ❑ Don't ignore the power of being liked
- ❑ Confidence creates a "presence" factor
- ❑ Lead by example not by force
- ❑ Doubt what you say; believe what you do

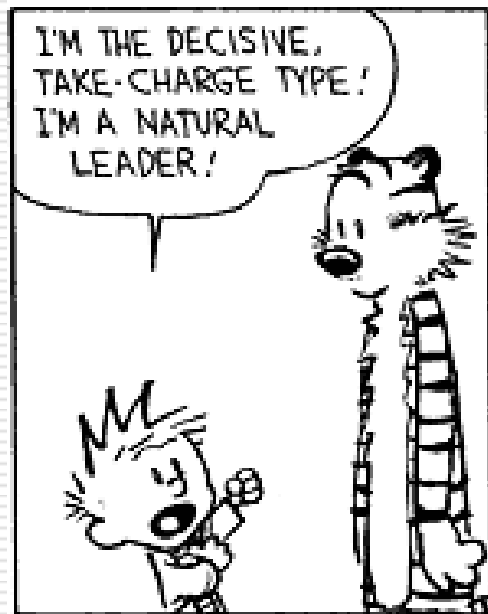
How Does One Influence?



Serving **IS** an influential behavior

Serving Is Another Way to Influence

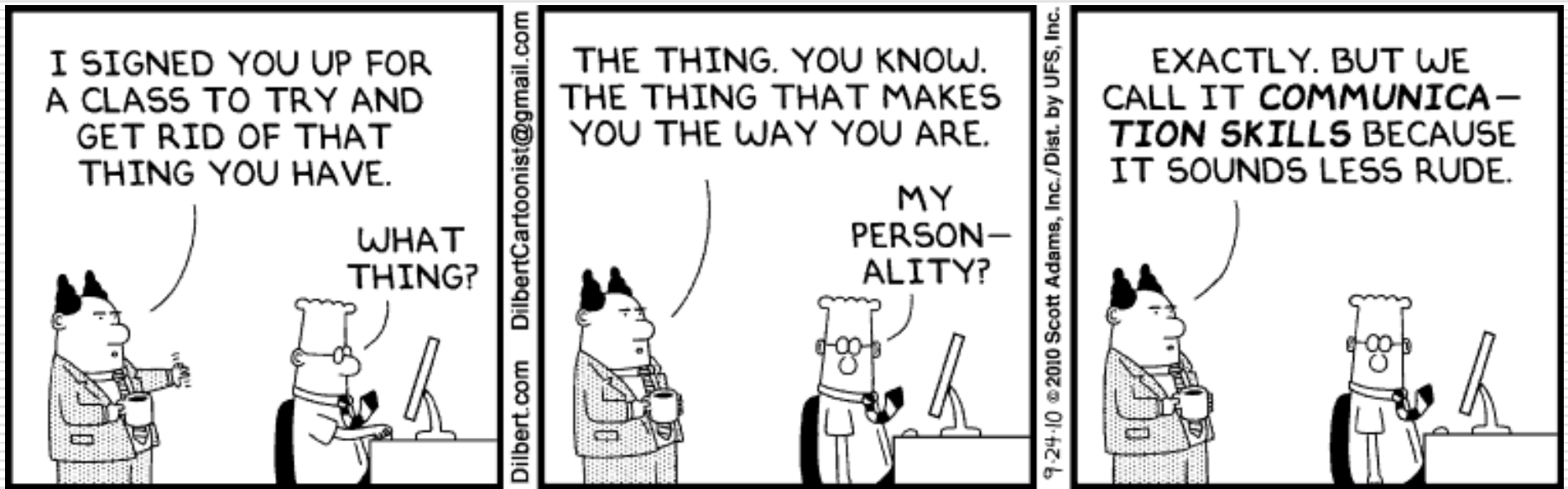
- S** See the future
- E** Engage and develop others
- R** Reinvent continuously
- V** Value results and relationships
- E** Embody the values



Communication

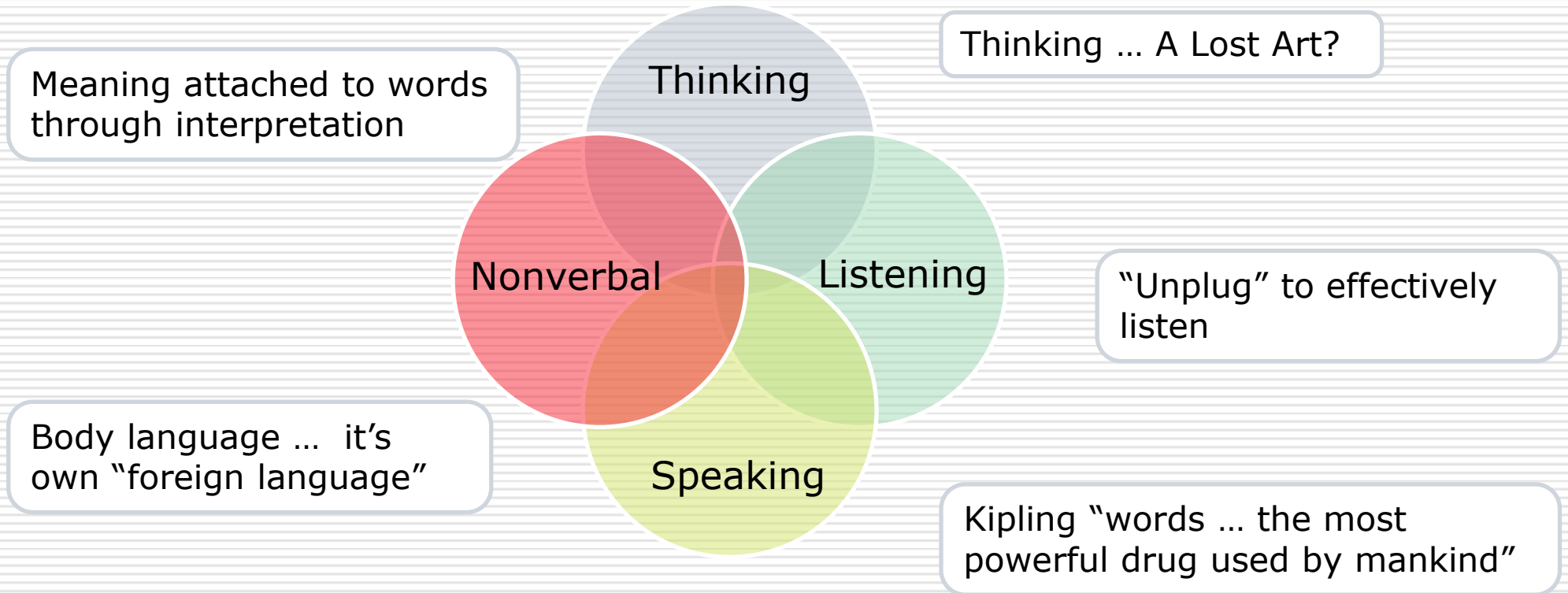
Master
Effective Body
Language Well
Business
Non-verbal
Cross
Good
Message
Active
Empathic
Cultural
Listen

Listening
Communication
Skills



Communication

The Four Communication Skills



Communication - Speaking

Your Employees'
Public Speaking



Fearful?



Confident!

Communication - Speaking

Think before you speak



Communication - Listening

❑ Listening

- ❖ Sit up
- ❖ Don't interrupt
- ❖ Show "virtual" presence
- ❖ Ask clarifying questions
- ❖ Track the speaker with your eyes
- ❖ Nod head to show you are "tuned in"
- ❖ Repeat back what you heard to clarify understanding

❑ Other Pointers

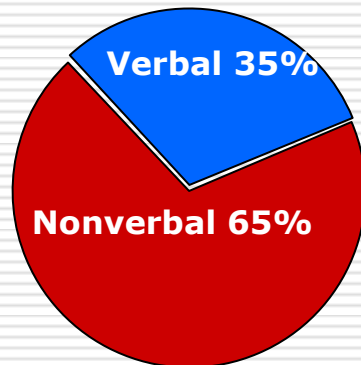
- ❖ Listen with an open mind ... don't jump to conclusions
- ❖ It's not personal or at least it shouldn't be
- ❖ Communicating with honesty and integrity
- ❖ Owning up to mistakes

Communication – Non Verbal



Non Verbal Types

1. Facial expressions
2. Gestures
3. Eye contact
4. Body language / posture
5. Touch
6. Closeness
7. Verbal sounds
8. Appearance



Graph source: www.imprinttrainingcenter.blogspot.com

Communication - Thinking



"You're the best teacher I've every had. You opened my eyes to the world and showed me how to think critically...I was *happy* until I met you."

Communication – Improvement Opportunities

- ❑ You and/or team participate in personality exercise like Myers-Briggs' or the like
- ❑ A variety of books and articles on this topic
- ❑ Join a speaking club like Toastmasters

Communication - Summary

- ❑ Soft skills matter ... not innate but can be learned
- ❑ Much harder to influence than direct/order yet, the lasting affect is priceless
- ❑ Good communication
 - = deeper relationships
 - = happier work environment
 - = increased personal happiness



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