



THREADS

THE SOFT SKILLS

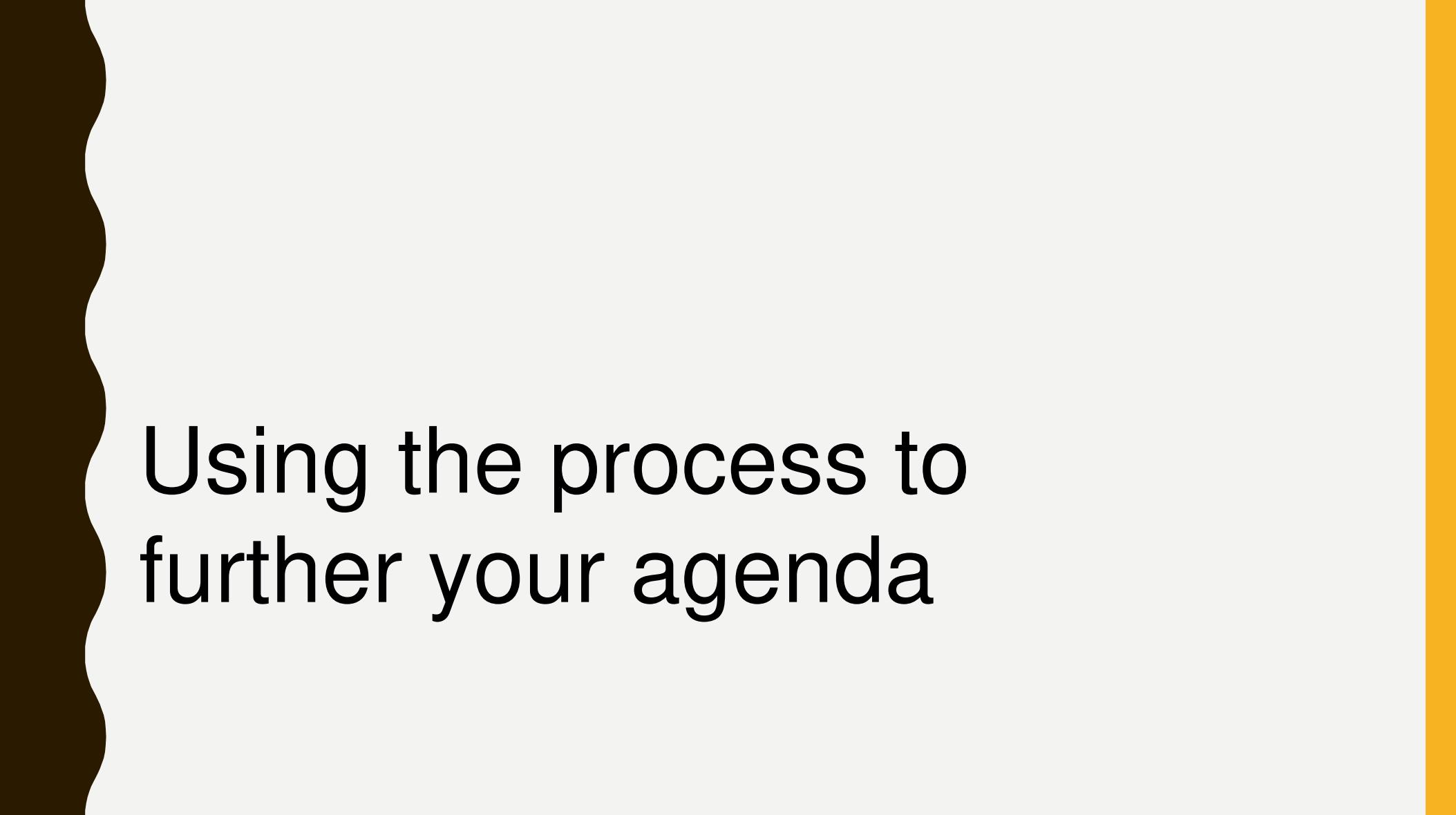
INTRODUCTION

- The further up the leadership chain you go in a community college the less important specific technical skills are and the more important the soft skills are, especially communication skills.
- On the following slides are examples of soft skills

Understanding an Organization's Culture

Understanding
constituency roles, culture,
motivations, goals, hot
buttons

Understanding, in the words of Dr. Ned Doffoney, “*In the long run in a college the process is frequently more important than the product.*”



Using the process to
further your agenda

Reading faces and other non-verbal communications

If I Understood You, Would I Have This Look on My Face?

When you are presenting to an elected board being able to:

- Know your audience
- Understand how to make members feel good about themselves
- How to help the members favorably impress their constituencies
- Earn the members' respect

Presentation Skills & Techniques

Death by Power Point

Death by reading

- *Creating a Data – Informed Culture in Community Colleges*
 - *If I Understood You, Would I Have This Look on My Face?*

MBWA - *Management by Wandering Around*

RIGHT IMPRESSIONS

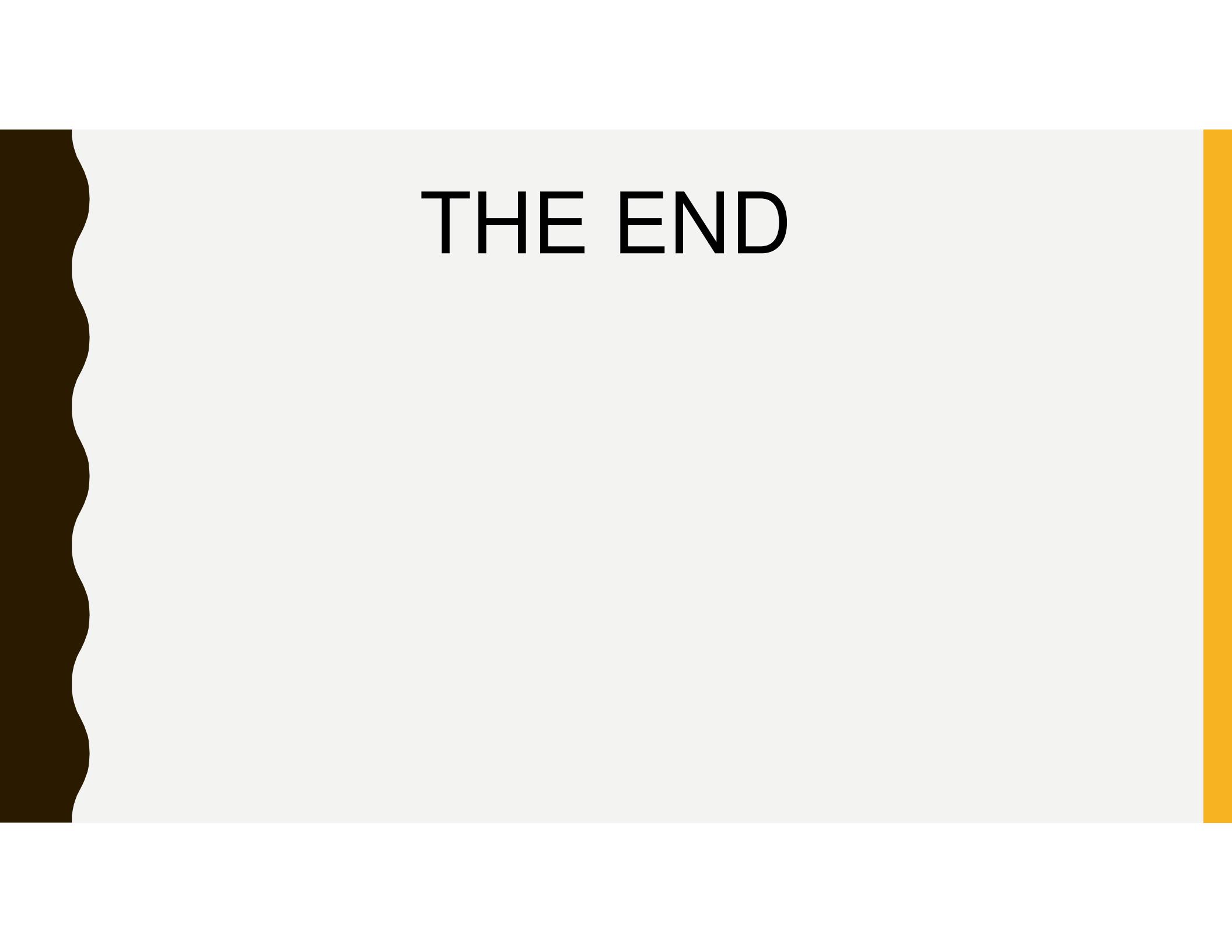
- Interested in me and what I'm doing
- Wow – she knows that about me!
- He cares
- I want to help make her a success

WRONG IMPRESSIONS

- Out to get me
- Looking for problems
- Gratuitous
- Clueless

THE ONE HAT SOLUTION

- *Wear the same hat looking up and down*
- *Treat others as you would like to be treated*



THE END