

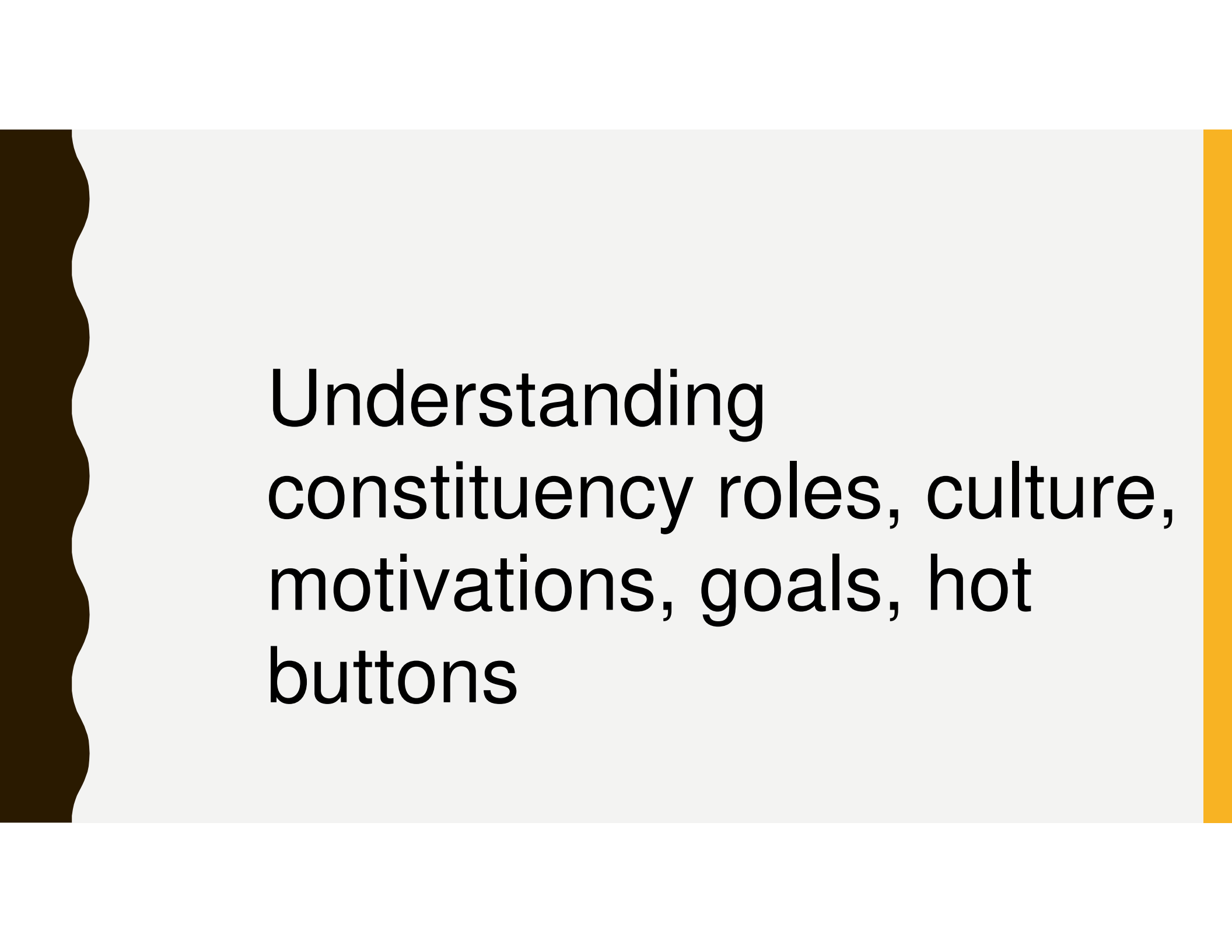
# **THREADS**

**THE SOFT SKILLS**

# INTRODUCTION

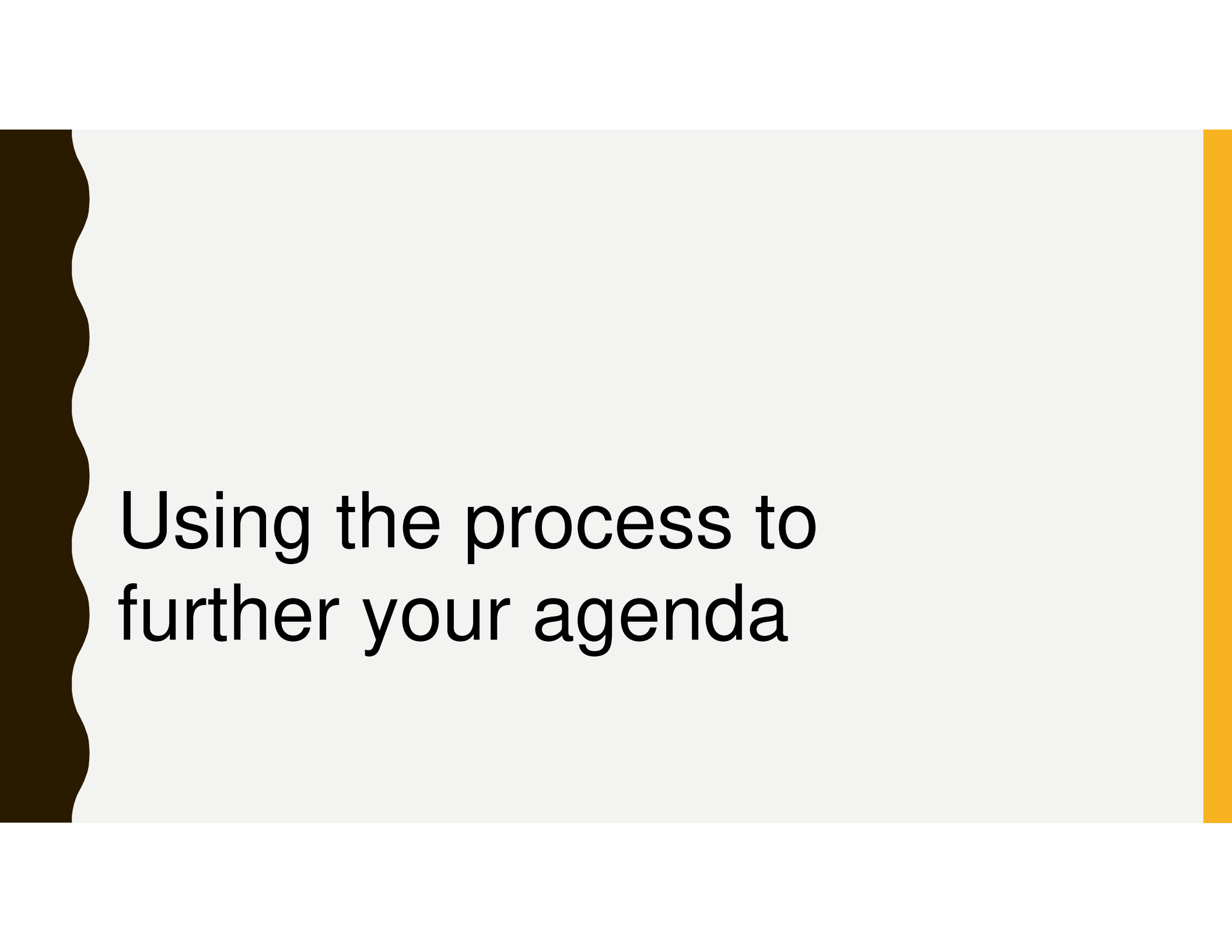
- The further up the leadership chain you go in a community college the less important specific technical skills are and the more important the soft skills are, especially communication skills.
- On the following slides are examples of soft skills

# 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