CAREER SKILLS FOR IT WORKERS: STAFF DEVELOPMENT ON A SHOESTRING

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Identify what soft skills are needed for effective IT careers
Explore creative ways to increase staff collaboration and engagement
Discover the power of knowledge sharing
What do you hope to get out of today’s session?

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- Ways to develop staff better
- Ideas on how to mentor subordinates on their lack of soft skills, gently
- Ideas for cross team collaboration
- How to encourage my team’s growth in collaboration
- How to incorporate soft skills into the midst of busy schedules?
- Networking
- Helping people develop soft skills when they don’t recognize or agree that they may need it
- Ideas for increasing collaboration on a limited budget
- Useful ways to knowledge share amongst silos within my org
Take 30 seconds right now to think of a topic you know a lot about.

Now take another 30 seconds to jot down or make a mental note of one fact about that topic.

At your table, share your topic and one fact with the group and go around the table until everyone has shared.

Congratulations, in less than 5 minutes you may have increased your knowledge times the number of people at your table!
SOFT SKILLS
What are examples of soft skills?

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Why are soft skills important?

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What you said...
What are soft skills?

• Group presentations, active listening, empathize with people, emotional intelligence, inquisitive, customer-centric, adjusting language to the audience, clarity on deliverables, open-minded to options or alternatives, find the ‘human story’
• Empathy, effective communication, and active listening
• Communication, verbally & in writing
• Teamwork
• Speaking
• Facilitation
• Relationship building
• Listening
• Listening
Why are soft skills important?

• Get more clarity, building relationships, customer satisfaction, helps you understand & delight clients/customers, you’ll achieve more by inspiring & persuading others, building trust is a pillar to collaboration.

• Build strong teams and keep customers happy.

• Learning is broader. Teaming is fostered.

• Promote better problem solving.

• Important for career success.

• Enables collaboration.

• Build real connections with people.
What the research says...
What are soft skills?

Active listening  Focus on outcomes
Candor  Humility
Creative thinking  Influence, persuasion
Communication: Verbal and written  Managing discipline
Conflict resolution  Mental agility
Constructive appraisal  Mentoring and coaching
Continuous learning  Motivation skills
Critical thinking  Negotiation skills
Cross-cultural intelligence  Problem solving skills
Decision making skills  Self-critical
Delegation skills  Team player
Dependability  Time management skills
Emotional intelligence  Trustworthiness
Emotional self-regulation  Work ethic
Etiquette
Flexibility

SOFT SKILLS: THIS IS THE BIG DEAL
Why are soft skills important?

Soft skills are rated by chief information officers, managers, and staff alike as being the most important skills for success. Technical proficiency is more important for staff than for managers and CIOs, but still not as important as the ability to communicate effectively.

Educause report on Today’s Higher Education IT Workforce
Why are soft skills important?

You have to be constantly learning. Industries have become much more dynamic — the rules are always changing, new competitors come out of the woodwork, the talent pool has expanded exponentially. To be employable you need to demonstrate a learning orientation, learning agility — defined as an... ability to acquire new skills quickly by seeking and learning from new experiences.

“It’s Harder than Ever to Be a Senior Executive,” Harvard Business Review
WORLD CAFÉ ACTIVITY
WORLD CAFÉ
group activity

SOFT SKILLS & PROFESSIONAL DEVELOPMENT
You will spend 8-10 minutes at each area of the room engaging with the question posted and collecting ideas from the group on a piece of paper.

We’ll keep time and will give you a warning when you need to wrap up conversation and move to the next area.

Remember as you answer the questions in your groups to consider not just your own experience and perspective but how the ideas you generate could be used back at your organization.
WORLD CAFÉ
results
Please don’t forget to complete an evaluation for this session. Thank you!

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Resources

ONLINE RESOURCES

https://hbr.org/2012/02/its-harder-than-ever-to-be-a-s


http://work.chron.com/top-10-soft-skills-managers-20889.html

http://www.careerealism.com/soft-skills-great-leader-needs/

ARTICLES


