

JOBREADY.

indy

social skills

EmployIndy

GUIDING MARION COUNTY'S WORKFORCE



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INDY
CHAMBER



WELCOME TO JOB READY INDY!

In the Social Skills course, you will learn effective ways to interact with others and how these interactions relate to situations in the workplace.

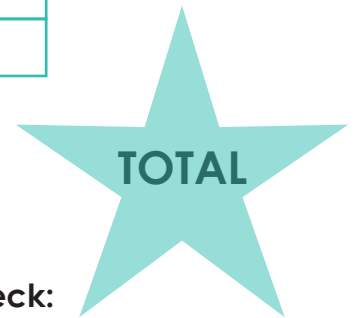
TOPIC	DEFINITION	WHAT YOU'LL LEARN
FAMILY FEUD	Work with a team to win a fun game of guessing answers to a variety of topics	<ul style="list-style-type: none"> ★ Begin demonstrating the topic you will learn in today's course
LISTENING SKILLS & ORAL COMMUNICATION PAGE: 4	LS: Accurately receives & interprets messages in the communication process; listens beyond words to understand a deeper message OC: Clearly, effectively, & convincingly expresses ideas & messages to others	<ul style="list-style-type: none"> ★ Learn the definition of listening skills & how to utilize these skills in the workplace ★ Learn the definition of oral communication & how to use it appropriately in the workplace ★ Practice applying these skills in everyday life
EMPATHY & LEADERSHIP PAGES: 5 - 9	E: Senses other people's feelings & emotions; able to imagine what someone else might be thinking or feeling L: Guides, supports, & encourages groups of diverse teams; sharing knowledge & skills when possible	<ul style="list-style-type: none"> ★ Learn the definition of empathy & its importance in the workplace ★ Learn the definition of leadership & how to apply it in the workplace ★ Learn more about one's own leadership style, including strengths & weaknesses
CONFLICT MANAGEMENT, RESPECT, SELF-ADVOCACY, & TEAMWORK PAGES: 10 - 11	CM: Negotiates to resolve or mediate conflict; avoids potential or perceived conflict R: Demonstrates ability to relate to others in ways that consider their priorities & beliefs important; acknowledges one's feelings, listening to others, & appreciates others because of their qualities, actions, & achievements SA: Asserts self when necessary T: Creates positive & responsive relationships with peers, colleagues, & customers; uses effective collaboration & cooperation skills	<ul style="list-style-type: none"> ★ Learn the definition of conflict management & its importance in the workplace ★ Learn the definition of respect & its importance in the workplace ★ Learn the definition of self-advocacy & its importance in the workplace ★ Learn the definition of teamwork & its importance in the workplace

ACTIVITY: LEADERSHIP COMPASS SELF-ASSESSMENT

EAST - VISION

check:

I am a visionary who sees the big picture	
I am a creative thinker; I am able to think outside of the box	
I am very idea-oriented & focus on thoughts of the future	
I make decisions by envisioning the future	
I usually have insight into mission & purpose	
I look for overarching themes & ideas	
I am skilled at problem-solving	
I like to experiment & explore new ways of doing things	
I appreciate a lot of information	
My value-oriented words are "option," "possibility," and "imagine"	



SOUTH - EMPATHY

check:

I understand how people need to receive information in order to act upon it	
I use other people's input to determine the direction of what's happening	
I am supportive of colleagues & peers	
I am willing to take other people's statements seriously	
I trust my own emotions & intuition	
I believe my intuition & emotions are taken seriously by others	
I consider other people's ideas; I am a team player; I build on ideas of others	
I am usually not competitive	
I am able to focus on the present moment	
My value-oriented words are "right" and "fair"	

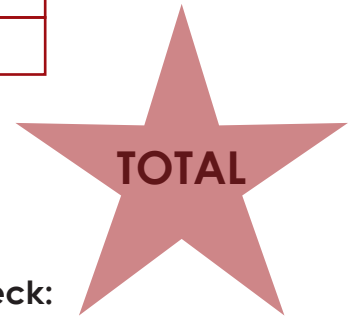


ACTIVITY: LEADERSHIP COMPASS SELF-ASSESSMENT

WEST - ANALYTICAL

check:

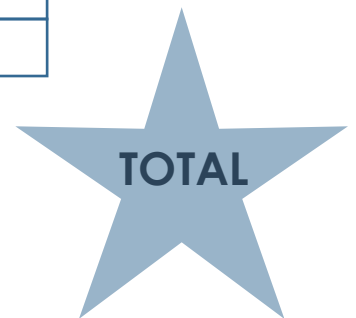
I understand what information is needed to assist in decision-making	
I am seen as practical, dependable & thorough in task situations	
I move carefully & follow procedures & guidelines	
I analyze data & use logic to make decisions	
I weigh all sides of an issue & am balanced	
I often analyze & reflect upon myself	
I am careful & thoroughly examine people's needs in situations	
I use all available resources & learn from what has been done in the past	
I am skilled at finding fatal flaws in an idea or project	
My value-oriented words are "objective" and "open-minded"	



NORTH - ACTION

check:

I am usually assertive, active, & can easily make decisions	
I like to be in charge of events & have control over professional relationships	
I am quick to act & want others to act quickly as well	
I enjoy challenges that involve difficult situations and people	
I think in terms of results or the bottom line	
I like a quick pace & fast track	
I persevere & am not stopped by hearing "no"; I push to get what I want	
I like variety & new projects	
I am comfortable being in front of a room or crowd	
Some of my value-oriented phrases include: "Do it now!" or "I'll do it!"	



ANALYZING YOUR LEADERSHIP STYLE

Write your style here: _____

VISION

STRENGTHS

- Good communication skills
- Verbalize dreams/goals & can explain how to achieve them
- Active listener; visionary
- Involve & help others
- Others are naturally drawn to you
- Risk-taker; creative; take initiative
- Think outside the box & plan ahead

WEAKNESSES

- May not take enough action because focus on vision
- May lose focus on tasks
- Have poor follow-through on projects; may have reputation for being unreliable/not paying attention to details
- Easily lose track of time
- Highly enthusiastic early on but burn out
- Find it difficult to work on project lacking an overall vision
- Easily frustrated & overwhelmed

EMPATHY

STRENGTHS

- Spend more time listening than talking
- Avoid distractions & focus solely on the person speaking
- Non-judgmental; Open-minded
- Appreciate what others are feeling
- Use professional relationships to accomplish tasks
- Supportive & not competitive

WEAKNESSES

- Lose focus on goals when relationships are compromised
- Have trouble saying “no” to requests
- You struggle internally with difficult situations & blame yourself
- Disappointed when relationships with others are seen as less important than tasks
- Difficulty with confrontation; over-compromise to avoid conflict
- Caught up in the “now”; struggle viewing things long-term
- Struggle to accomplish task because focused on process

ANALYTICAL

STRENGTHS

- Analyze data & use logic to make decisions
- Follow procedures & guidelines
- Practical, dependable, & thorough when making decisions
- Balanced; weigh all sides of an issue
- Skilled at finding flaws in ideas/projects
- Reserved/quiet
- Curious; get to the bottom of situations

WEAKNESSES

- Have trouble moving forward on a task because focused on analyzing data/information in the process
- Can become stubborn/stuck in a position
- Have trouble making decisions; spend too much time collecting unnecessary data; can get stuck in the details
- Come across as cold/withdrawn/distant
- Resist change
- Little interest in everyday concerns
- Your home & workplace tend to be chaotic

ACTION

STRENGTHS

- Take action
- Lead by example
- Focus on task at hand & see it through to the end
- Work best in small & medium sized teams
- Like quick pace/fast track
- Like variety & new projects
- “Life of the party”

WEAKNESSES

- May overlook process & strategic planning
- Get defensive quickly, argue, try to “out expert” others
- Lose patience; push for decisions to be made; avoid discussion
- May have difficulty being a team member because you want things your way
- Things are black & white
- Impulsive & disregard practicality
- May not be mindful of others feelings
- Trouble giving up control

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