

Soft Skills – It's Not Just Fluff Anymore!

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Who We Are



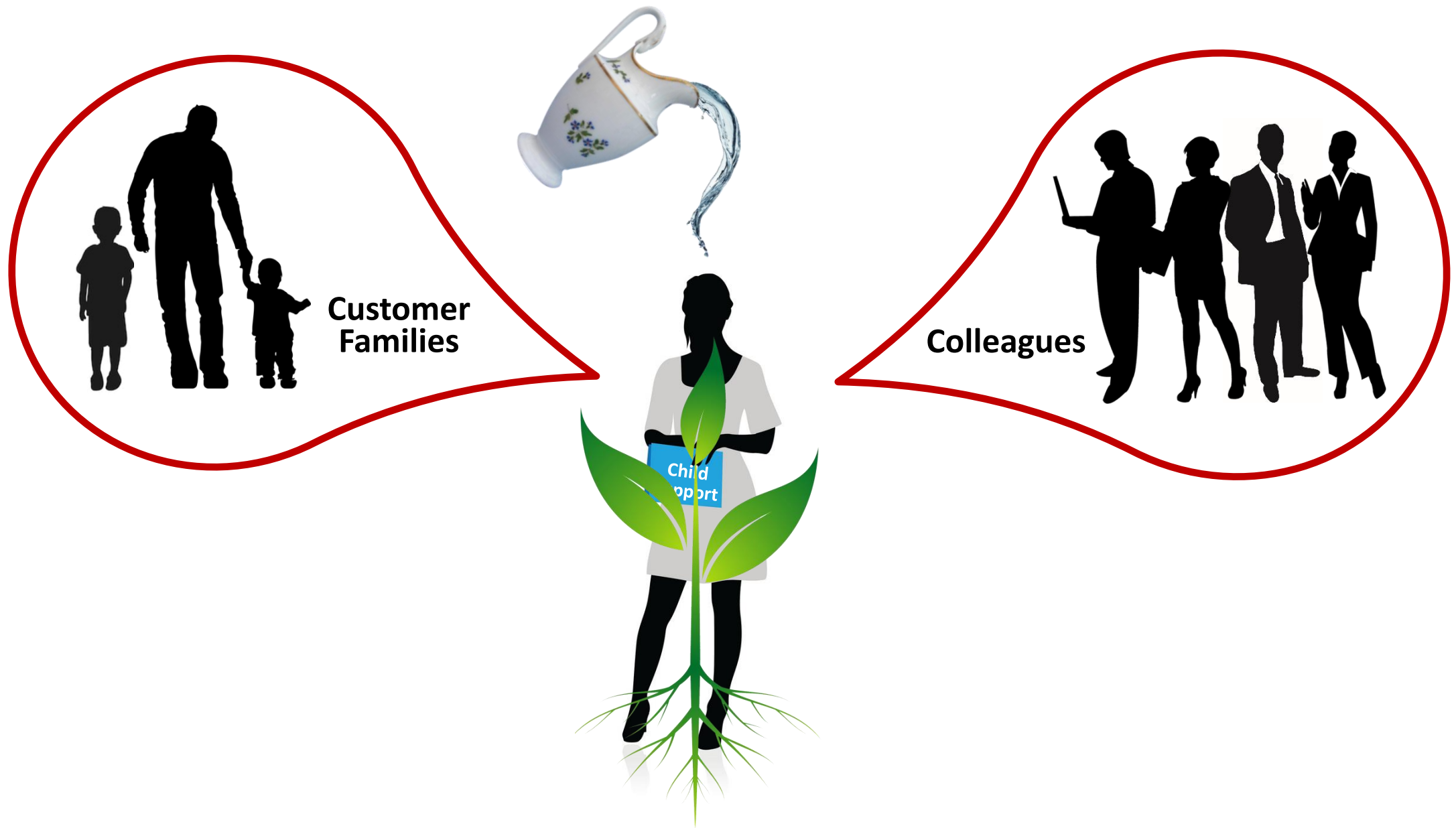
OVERVIEW



1. Why soft skills are important
2. Our history, what we've learned, examples
3. Lockbox activity
4. Colors personality assessment

Soft skills are essential...

Feed the Need for Soft Skills

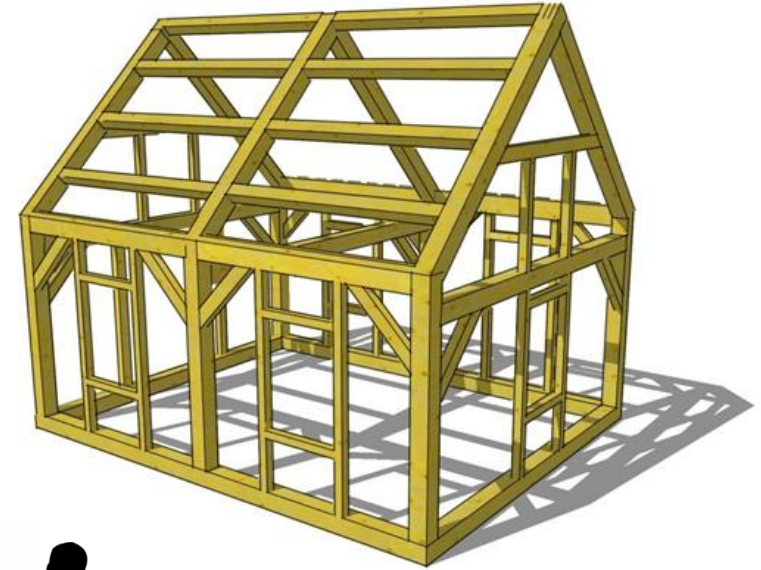


What Staff Need

Toolbox

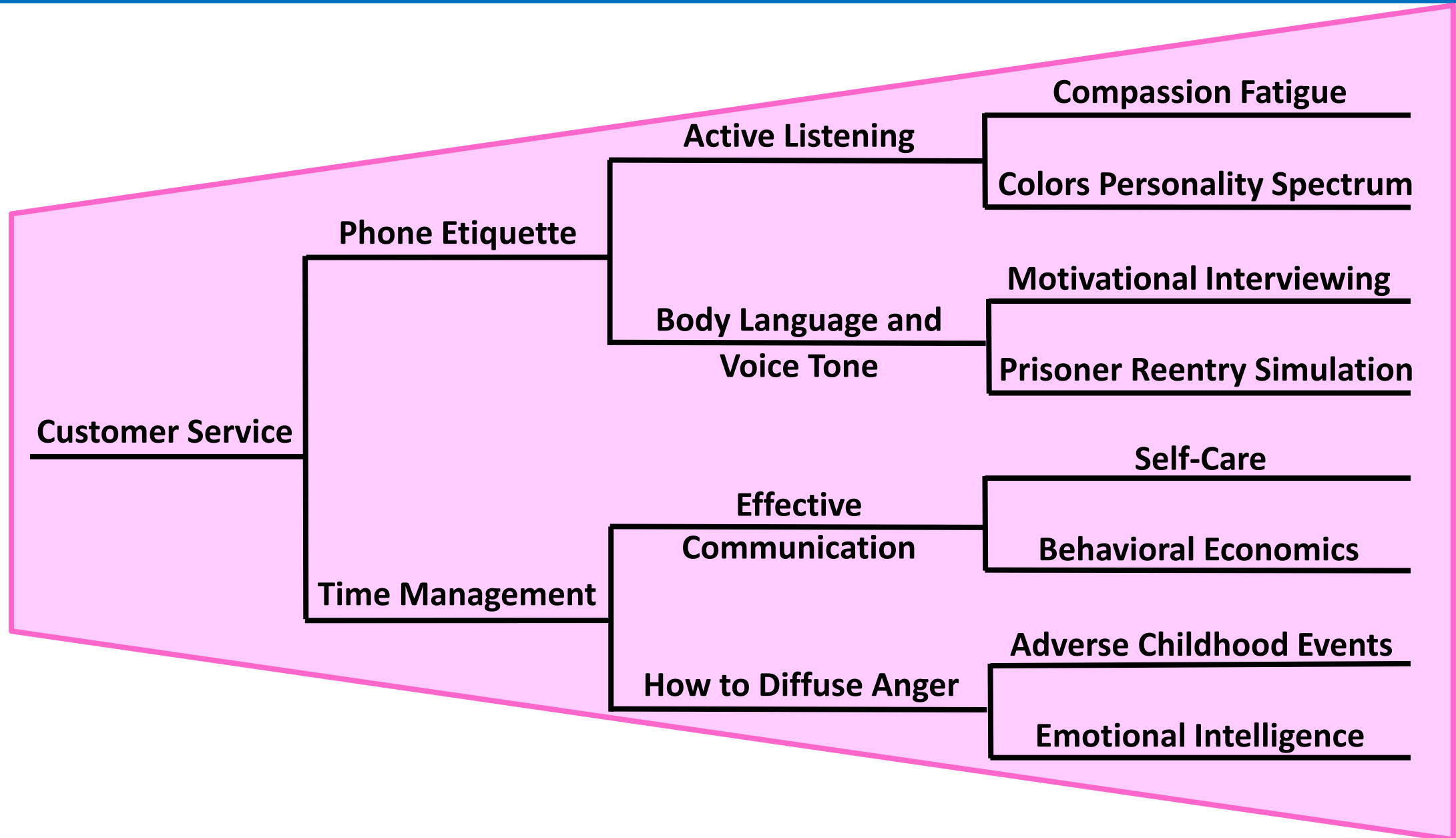


Framework



What we've done...

15 Years of Soft Skills Evolution



What Have We Learned?



Do Your Homework

- Learn what others are doing.
- Find relevant scientific research.
- Do some strategic planning.



- Use multiple presentation methods.
- Collaborate with community partners.
- Integrate soft skills frequently.

Empower Staff

- Learn about personalities.
- Pay attention to self-care.
- Promote staff engagement.



Here are some examples...

Integrate Soft Skills Frequently

IOWA STATE UNIVERSITY

Child Welfare Research & Training Project

[CWRTP Website](#)

[Staff](#)

[News](#)

[Research](#)

[Paternity Affidavit](#)

Customer Support - Keep it Going!

let's talk.

change

These newsletters started in December of 2013 and we know how much you look forward to each issue (right??), but this time you'll notice a change. After years of using Constant Contact, we've switched to MailChimp, and the new program creates a newsletter that looks, well, a little different.

I started learning MailChimp a month ago, and it's been a fairly predictable journey. In fact, it's been very similar to how we all switched over to Google mail a while back and at first it made everyone CRAZY. But remember how, after a few weeks of stumbling around, we figured things out and life was all good again? Remember that? ...no?



Well, whether large or small, change isn't always easy or comfortable, but it's part of life. In fact, you can't avoid it. But my experience learning MailChimp has been a reminder that change can also be a fun challenge - it's all in how you approach it.



So, you can take a pass and never experience the thrill of doing something kind of new and scary and surviving, you can wait to get thrown into the deep end by someone else, or you can screw up your courage and JUMP.

It's always better when you're the one in the driver's seat, so take control, accept the challenge, and give it a whirl. If it doesn't work out, at least you got to meet the lifeguard!

What Does the Research Say?

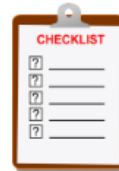
Compassion Fatigue (CF)

Compassion fatigue can be a serious occupational hazard for people in any kind of helping profession. CF is characterized by physical and emotional exhaustion and a profound decrease in the ability to empathize. It is a form of secondary traumatic stress produced as a result of helping or wanting to help those who are in need.



Symptoms of CF

- Exhaustion
- Anger & irritability
- Increased alcohol/drug use
- Heightened anxiety
- Reduced ability to feel sympathy/empathy
- Dread of working with certain customers
- Hypersensitivity or Insensitivity to emotional material
- Impaired ability to make decisions & care for customers



Tips for Managing CF

DO: Find someone to talk to,
Exercise & eat properly,
Get enough sleep,
Take some time off,
Develop interests outside of work,
Identify what's important to you.

Child Support Tips



Have you ever gone to your regular grocery store, only to discover that they've moved everything? What used to be in aisle 2 is missing-in-action and now you've got a scavenger hunt on your hands.

I heard about one grocery store that underwent a big remodel, but instead of expecting their customers to just figure things out, they dressed a couple employees in bright yellow shirts that said, "Need help? Ask me." in large letters.



These roaming helpers were in the store for several weeks - an obvious demonstration that the store understood that change is hard for customers and they needed to ease the transition.

OK, so "roaming helpers" aren't really an option for Child Support, but it's important to be aware of how the changes you experience in your job (policy/procedure changes, new forms, remodeling/reorganization, etc.) may also affect your customers' experience.

Be prepared to help your customers deal with change and remember to be patient. If you can anticipate their difficulties or confusion

Color Insights

Change Causes Stress

Workplace change happens in big and small ways. To gain support for change, it's important to include all personality types in the decision-making process, but here are some ideas for easing the stress of change by specific personality Color.



GOLDS: Change can really stress Golds, especially if it's frequent, unplanned or unanticipated. Help them adapt by consistently communicating what you are going to do, and then do it. Provide clear expectations and help them understand how they'll fit into the new reality.

GREENS: Change stresses Greens if they don't understand what's going on, if their independence is compromised, or if they can't see a logical system in place. Help them adapt by keeping them well informed, soliciting their input, and understanding their need to question what's happening.

ORANGES: Change rarely stresses Oranges unless they feel forced to function under someone else's strict guidelines. Oranges respond better if their desire for flexibility is recognized and they have options to choose from.

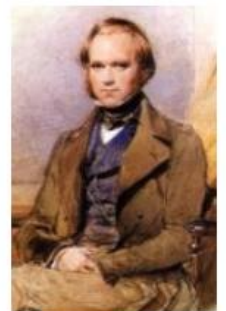
Humor Break...



"Chasing the ice cream truck does not count as a summer fitness program."

The Big Picture

(in one small piece)



Charles Darwin
(1809-1882)

"It is not the strongest of the species that survives, nor the most intelligent. It is the one that is most adaptable to change."

Collaborate with Community Partners



“In discussions with customers, it will help me ask better questions and offer helpful resources.”



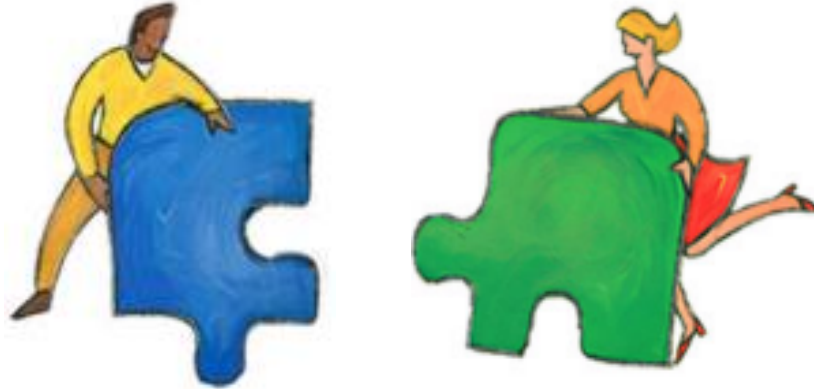
“It taught me to be less judgmental and have more empathy.”



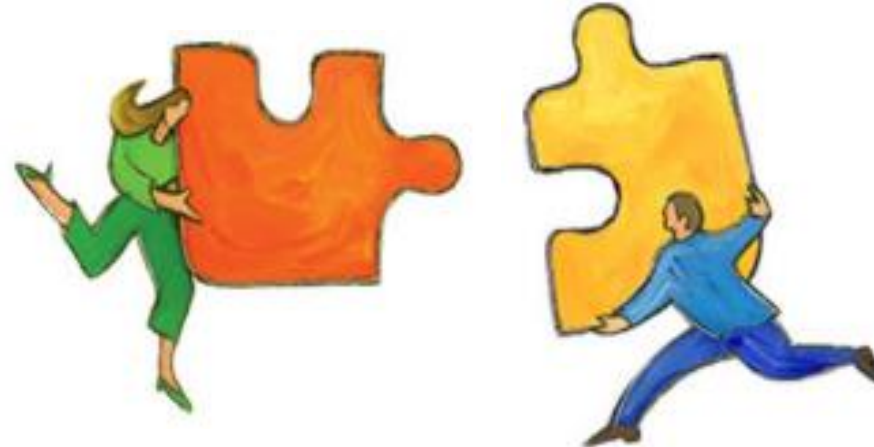
“This simulation opened my eyes tremendously. I hope all of us are more patient with our customers.”



Learn About Different Personalities



Colors Personality Spectrum



Staff Engagement and Team-Building



Lockbox Debrief – Was It Worth It?

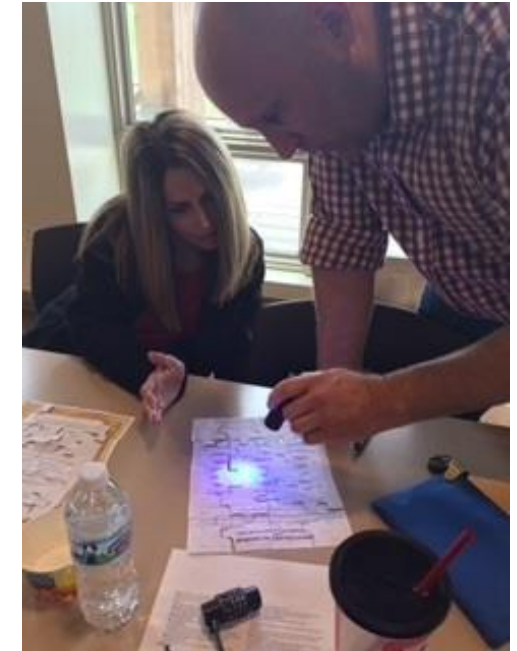
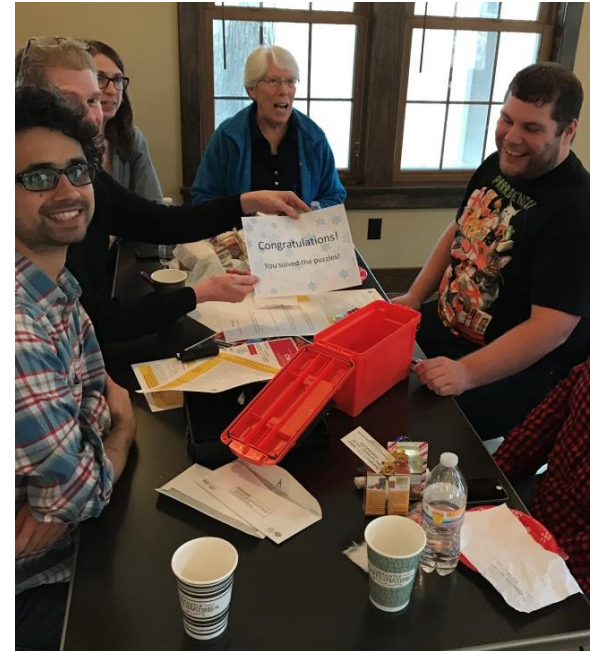
“I liked seeing how everyone worked together.”

“Provided an opportunity to work collaboratively with people you may not normally work with.”



“It was great – it let us work as a team, but also work on things alone, which was helpful for introverts like me.”

“It was a good way to shift gears from office work to a more creative mindset.”



Resources for creating a lock box team-building event.



Learning about personalities...

Colors Personality Spectrum



- Promotes self-awareness, effective communication, and team building.
- Takes the “personal” out of personality.
- Contributes to the overall success of the organization.



**Treat others the way
they'd like to be treated**

Colors Personality Survey

Choose an answer to each question that is **MOST** like you...

not what you wish you were,
not what other people think you are, but
what best represents your authentic self.

1. I like to:	Make quick decisions that impact the people around me	Think about questions people usually don't ask and develop solutions	Show empathy for the needs of others	Have others depend on me
2. The best way for someone to show me they love me is:	To surprise me with something	To allow me to be myself	To spend time with me, talking, listening and sharing feelings	To do things I've asked them to do
3. In a relationship, I like to provide:	Excitement and variety	Objectivity and independence	Love and compassion	Stability and security
4. I like to:	Be impulsive and act freely	Provide competent, intelligent input	Help maintain a sense of harmony and togetherness	Be responsible and dependable
5. The quality of strength I can be counted on to display is:	Courage	Intelligence	Understanding	Responsibility
6. When I look at things around me I seek:	Excitement	The reasons why, explanations	Peace and harmony	Order and structure
7. People who know me best would say I am:	Zealous and competitive	Reserved and methodical	Emotional and sensitive to feelings	Dedicated and traditional
8. I have a great need (desire) to be:	Free and spontaneous	Competent and logical	Accepted and appreciated by others	In control of my surroundings
9. When I'm feeling discouraged, I most often:	Become defiant and rude	Withdraw and become sarcastic	Cry or feel sad	Feel a lot of self-pity
10. In a social situation with friends (or colleagues), I usually:	Have fun and enjoy it	Talk quietly with one or two people	Make sure others are happy, accepted, and having a good time	Pitch in and do what's needed to ensure a successful event
	ORANGE	GREEN	BLUE	GOLD
TOTALS:	1	1	5	3

Add
your
circles
down.

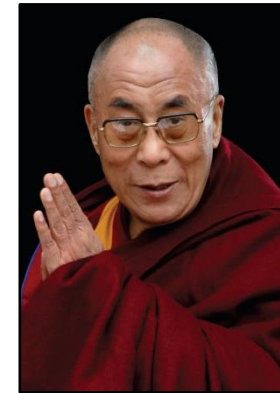


What Color Are You?

BLUES

- Friendly, helpful, empathetic, optimistic
- Expressive with emotion
- Fostering and maintaining harmony
- Creative, passionate and flexible
- Good listeners and socially insightful

Relationships

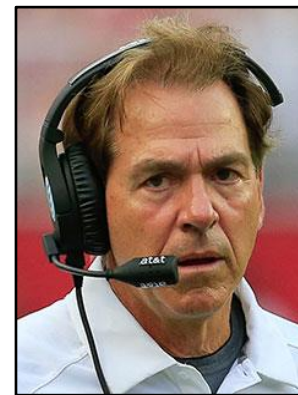


What Color Are You?

GOLDS

- Purposeful, they plan ahead
- Respectful, loyal, devoted
- Supportive of policies and rules
- Detail oriented, chronological
- Reliable and timely

Responsibility

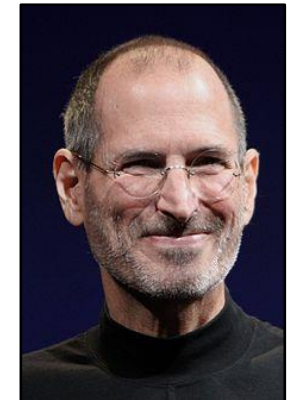
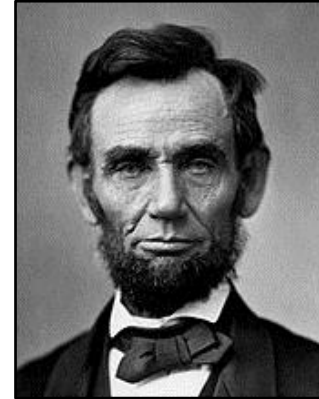


What Color Are You?

GREENS

- Logical and objective, independent
- Include facts and information
- Problem-solvers, persistent
- Big picture, conceptual thinkers
- Questioning, critiquing, self-motivated

Competence

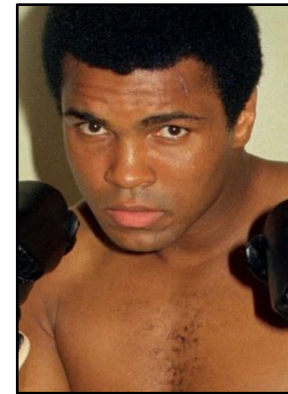


What Color Are You?

ORANGES

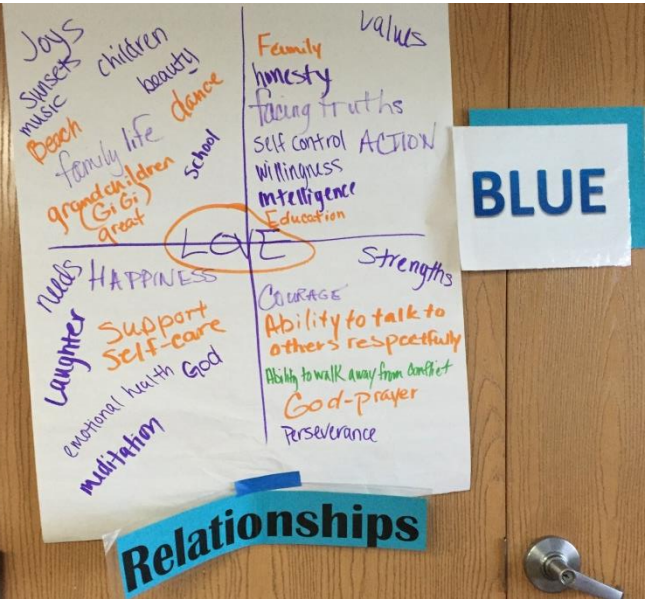
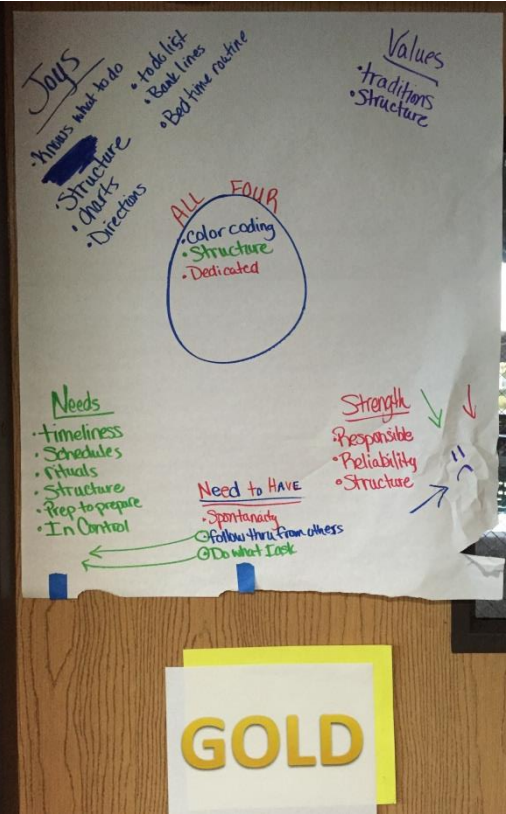
- Casual, playful, spontaneous
- Live in the here-and-now
- Multi-taskers, change subjects quickly
- Active, involved, fast-paced
- Competitive, risk-takers

Freedom



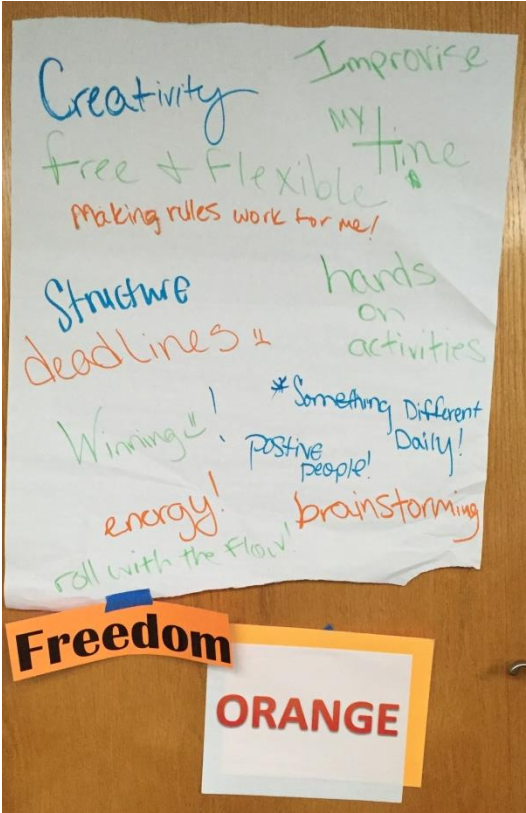
How to Explore In-Depth

JOYS



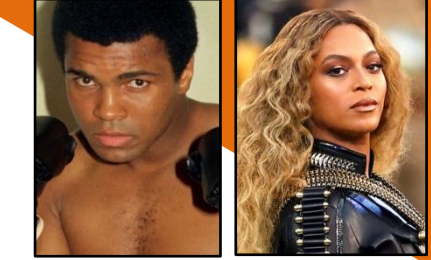
Strengths

Values



Needs

Everyone Has All Four Colors!



Where to Find Colors Resources

NEW		Solving People Problems This is our best-selling package of products and services that gives you all the tools, tests, books, and resources—both in print and online—that you need to discover your personality style and the styles of those around you, then teach you how to adjust your behaviors to treat other people the way they want to be treated. If you can only buy one thing, buy this package!
NEW		Living in the Nexus Living in the Nexus: Forming Meaningful Connections With All Types of People , is the latest course in the Classroom section. Using our new 13-minute per-day format, participants will discover their personality style, learn how to recognize the colors of those around them, and learn the most important characteristics of all four personality types. Every day participants will receive an email containing a link to a lesson, video, and homework assignment, which takes approximately 13 minutes to complete. Course content comes from our textbook, <i>Standing Naked in the Shower: Life-Enriching Insights That Expose Human Nature</i> .
NEW		The Nexus Quest The Nexus Quest video program will introduce you to the four basic personality styles and invite you to embark on a journey to find more success in life.
NEW		Making Money with Insight Learn how InsightLearning.com will supply everything you need to build a business that not only generates income, but improves the lives of those around you.
PUBLIC		Visitors Center Visit this section to explore the features of InsightLearning.com and take a video tour of its most popular resources. Learn why you need a membership and how it can solve many of your problems.
PUBLIC		Newsroom Here you'll find the latest editions of Insights , our periodic newsletter committed to providing current theory and practical information that can be used in many real-world settings. Insights is a FREE newsletter housed on our sister website, GainingInsight.com .
PUBLIC		Help Desk If you need help solving a particular problem, you've come to the right place. If you have a question about the Insight Learning Foundation and its products and services, and we're not able to answer it ourselves, we'll try to find an answer for you by consulting our worldwide network of trainers, facilitators, and personality experts.
PUBLIC		Testing Center This section will allow you to identify either your primary color or your entire personality spectrum. Some tests are free while others require a paid membership to this site. All of the assessments are based on the Insight Temperament System, the world's only patented personality testing instrument.
PUBLIC		Library The Library section contains a combination of educational resources including more information on temperament, forms, lesson plans, business guidelines, and learning activities.
PUBLIC		Media Room The media room features streaming videos and audio podcasts that explain more about the four personality styles and how to incorporate that information in your life. This is the home of <i>The Nexus Quest</i> , <i>How to Deal with Difficult Learners</i> and <i>Understanding Personality Styles: A Key to Effective Teaching</i> .
PUBLIC		Classroom Insight facilitators regularly deliver on-site training to thousands of people all around the world. However, recognizing that many organizations and individuals cannot afford the time or the money to bring in an expert for 1-3 days, we decided to place a version of these training programs on our website. While perhaps not as engaging or as dynamic as our live presentations, we believe this on-line solution is a very effective alternative for many people, plus it is available where and when you need it.
PUBLIC		Bookstore Here you will find resources that will help you purchase Insight products and services from our secure web store. Included are product listings, price lists, order forms, protected shipping and payment tracking information, and our customer service policies.
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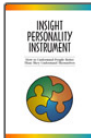


TESTING CENTER

BOOKSTORE

<http://www.insightlearning.com/>





Insight Personality Instrument
 Test booklet to self-assess your personality spectrum
 [N010C] \$15.00 1 Buy



Website Resources: Member Level Subscription
 Subscription to selected website resources
 [N890A] \$50.00 per year 1 Buy

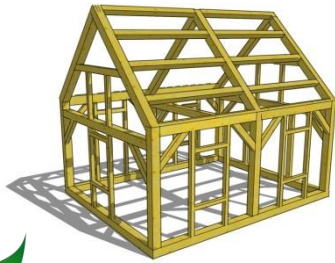


Insight Personality Instrument™
 This is the electronic edition of our original personality instrument that describes how accurately each item describes them. **After con**

<https://realcolors.org/>

Handouts

Feed the Need for Soft Skills – *It's Not Just Fluff Anymore!*



The Platinum Rule



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