WORKFORCE MANAGEMENT CHALLENGES
(i.e. How to improve Your Soft Skills in Managing People)

AN INTERACTIVE EXERCISE
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SESSION OBJECTIVES

• Have an interactive discussion where you get the opportunity to speak and to hear ideas from your fellow participants.

• Come away with at least 5 specific ideas on what you can do to improve your Soft Skills in managing people.

• Gain the confidence to implement your take-aways immediately.

• After this session, follow-up with at least one participant and talk about their idea.
WHAT ARE SOFT SKILLS IN MANAGING PEOPLE?

- Skills other than technical, knowledge or hard skills
- Skills in managing people include skills such as Leadership, Managerial, Communication, Flexibility, Interpersonal, Performance Management, Conflict Management, Problem Solving, Facilitation, Persuasion, Training, Teaching......
- “People wanted to be treated decently and want to be valued”.
SOME EXAMPLES OF SOFT SKILLS IN MANAGING PEOPLE

• Say please and thank you.
• Ask for a favor vs. give out an assignment.
• Ask how they ‘feel’ about an assignment.
• Occasionally greet your supplier groups vs. just asking for data.
• Be straight-up on performance, to let them ‘control their destiny’.
• No reason to not be continually nice, and eliminate all sarcasm.
• Include something positive along with all the negatives.
• Acknowledge their skills and accomplishments among others and pass the credit around, by naming names.
• Set a positive and energetic tone and be a teacher.
• Leave your ego at the door, along with the need to be right all the time.
YOUR EXAMPLES OF SOFT SKILLS IN MANAGING PEOPLE

- (Examples perhaps from things you do, or things that were done to you, or things that you see others do, or things that you wish you did, or things from what you read that you are supposed to do).
BONUS: ‘Managing Up’ article from WSJ of April 11, 2018
“Rules of Engagement with your Boss”

Figure out and adapt to your bosses’ communication styles by watching them interact with others.

Seek agreement on how and when to update your boss on your work.

Ask yourself whether tensions with the boss may be a problem of clashing styles rather than more fundamental conflicts.

Avoid escalating problems to the boss too quickly, before you’ve tried solving them yourself.

When you bring the boss a problem, also bring at least one potential solution.

If you must disagree with your boss, do it privately, in a calm voice during a low-stress time.

Never bad-mouth your bosses behind their backs.

Never embarrass your boss in front of others.

Avoid overload by asking your boss for help prioritizing projects, rather than saying no.