

GIVE THE GIFT OF TRANSFERABLE "SOFT" SKILLS



WORKFORCE PERFORMANCE AND DEVELOPMENT TIPS

By Abigail Mirarchi, Accelerated Instructional Media, Inc.

"What a complete waste of my time!" "Why was I invited to this meeting?" "I'm not sure what's next?" "What am I supposed to do?" "What does s/he actually want?"

AS A PARTICIPANT, HAVE YOU EVER left a meeting or conversation and thought one or more of the examples above? Let me assure you – you are not alone.

Reflect on a recent conversation you had with an employee, peer, manager, customer, client, or vendor. Have you encountered a similar outcome example when receiving a vision from leadership, working with a new team leader, requesting help, or email/phone conversation? Is it possible you are unwillingly leaving your employees or customers feeling the same way?

Workplace environments and business trends are constantly shifting, nothing new here. However, **employees at all levels** are now:

- wearing more hats
- responsible for leading/working with others
- performing tasks of varying degrees of difficulty
- working under tighter timelines
- required to deliver outcomes faster
- expected to have an extensive competency toolbox

Employees, even high performers, managers, and highly educated contributors with impeccable technical skills, are unable to apply soft skill essentials critical to executing their responsibilities and achieve business goals successfully.

Most do not have the fundamentals to know themselves to lead others besides working across boundaries and in various business matrix environments.

We continue to see a rapid increase of employees taking on "accidental" roles such as project managers, team leads, and department/customer consultants before they demonstrate they are ready.

Communication skills and capabilities have dramatically diminished because of a multitude of factors such as environmental, technological, and unguided development opportunities besides fewer role models to learn from and follow. Nevertheless, communication skills continue to surface as the most fundamental and essential life skill needed on and off the job.

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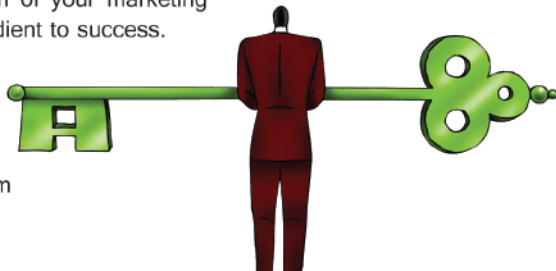
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Demonstrating a strong competency in communications influences:

- student and workforce performance
- reduces health, stress and anxiety levels
- helps build trust, rapport
- relationships and reputation
- collaboration and innovation
- learning and active listening techniques
- motivation, development
- life/career opportunities and satisfaction

Overall, communication impacts all of us regardless of industry, role, or location.

Do you agree? If so, join us and spread the word: **GIVE THE GIFT OF TRANSFERABLE "Soft" SKILLS!**

By popular request from Berks, Lehigh, and Montgomery Counties, starting January 2020, AIM is offering soft skill workshops and sessions to the public, business & educational communities!

We know soft skills are valuable and a significant slice of the career and personal development pie. AIM workshops provide practical and applicable information, giving participants resources, techniques, and abilities to make informed decisions. We feel soft skills are incredibly essential to develop; we want to make it even more easily accessible and affordable to everyone. Building confidence and skills require practice. We help your team get there in small bite-sized virtual and onsite sessions.

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Abigail Mirarchi is the owner of Accelerated Instructional Media, Inc, a workforce performance & development consulting company in Leesport, PA. For more information, call 610.730.7681; website: AIM2train.com. HR, T&D and L&D leaders are encouraged to book a free onsite or virtual consultation.



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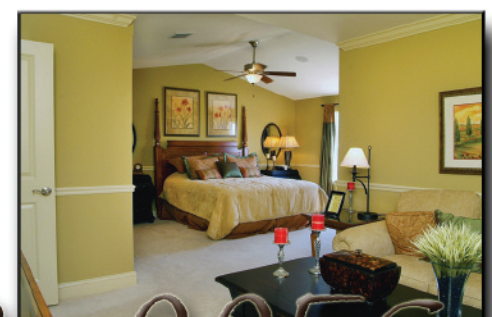
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