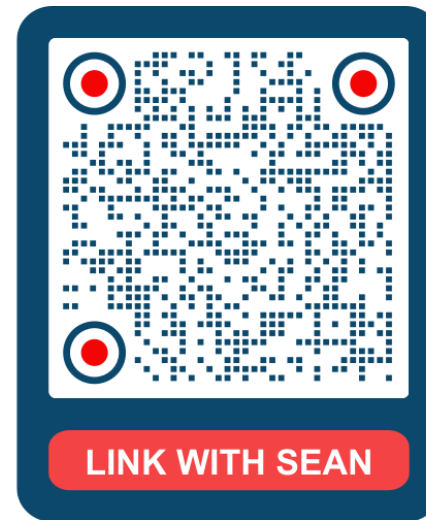


The Joy of Power Skills



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Getting and Keeping Executive Buy-in for your ITSM Program


Date: February 15, 2024
Duration: 60 minutes
Location: Online

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Lisa Schwartz
CXO and Founder



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- What the heck are power-skills, how did we get here, and why do they matter?
- How can these apply to day-to-day work and life?
- Tips, Tools, Practices, and take-aways
- Wrap it up

Today's Agenda

A Brief History of the Worl. . . er I Mean PowerSkills

- The term **Soft Skills** originated from the US Military in the 60's
 - ✓ involve "... little or no interaction with machines." (Whitmore, 1968)
 - ✓ kinda squishy
- The move to **Power Skills** attributed to Udemy in around 2022
 - ✓ publications like Forbes were recognizing the trend towards emphasizing skillsets such as communication, listening, networking, etc.
 - ✓ research is showing they are of increasing demand and value \$\$\$, particularly in IT

"Hard skills are soft
(they change all the time, are constantly being obsoleted, and are relatively easy to learn),

and soft skills are hard
(they are difficult to build, critical, and take extreme effort to obtain)."
~ Josh Bersin, 2019

OK, I'm in. . . What are they and WIFM? (What's In It For Me)

- **Power Skills** are any of a dozen different tools and skills. . . but some key skills include:
 - ✓ **Listening**
 - ✓ Communication
 - ✓ Networking, Conflict Management. . . etc
- **Power Skills** are not simply learned - they must be constantly *practiced, self evaluated, tuned and tweaked*
- Where do they apply?
(no, seriously, I'm asking. . .)



Listening - the world's most under-rated skill



- A L O E
 - ✓ Ask
 - ✓ Listen
 - ✓ Observe
 - ✓ Empathize

- Insight Resume
 - ✓ As a who (context)
 - ✓ I need what (context)
 - ✓ So that why (context)



(Here's the thing. . . the 3 aspects of insight resume are "drill-down" able WITH ALOE)

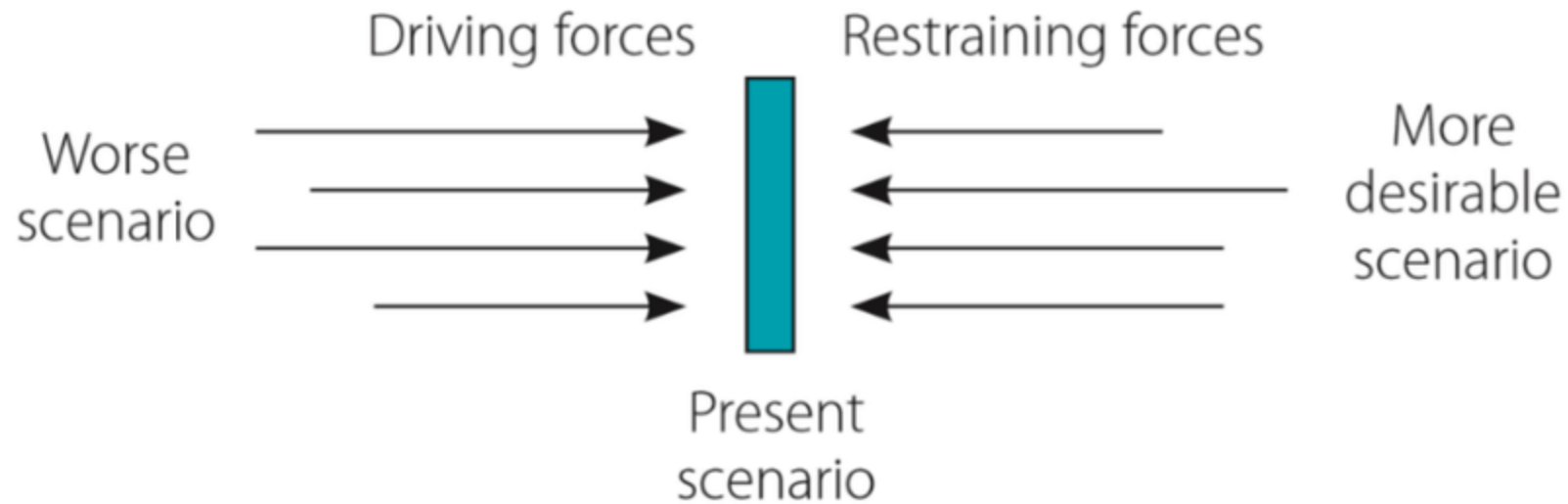
Communication - it's not just "how you talk" . . .

- Framing a Collaborative Communication Environment
 - ✓ Creating shared accountability
 - ✓ A shared doc (sample)



Communication - it's "what you talk about"...

- Lewin's Force Field Analysis
 - ✓ Status Quo Vs Change
 - ✓ Advantages Vs Disadvantages



Takeaways

- Origin of the terms **Soft Skills** and **Power Skills**
- **Hard Skills are 'Learned'** **Power skills are *Practiced, Reviewed, and Refined***
- Tools for Listening: ALOE / Insight Resume
- Tools for Communicating: Lewin's Force Field Model
- Personal Branding: Update your LinkedIn profile

Questions?

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