Soft Skills

Erica Klampfl
Ford Research & Advanced Engineering

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What are soft skills: According to Wikipedia…

- **Soft skills** is a sociological term for a person's "EQ" (Emotional Intelligence Quotient), which refers to the cluster of personality traits, social graces, communication, language, personal habits, friendliness, and optimism that mark us.

- Soft skills complement hard skills (part of a person's IQ), which are the technical requirements of a job.
Are Soft Skills New?

“How To Win Friends and Influence People” by Dale Carnegie, was published in 1936.

- Fundamental Techniques in Handling People
- Six Ways to Make People Like You
- How to Win People to Your Way of Thinking
- Be a Leader: How to Change People Without Giving Offense or Arousing Resentment
Soft Skills (Emotional Intelligence)

- Possessing self-esteem / self awareness
- Interpersonal skills
- Ability to self-manage
- Possessing Integrity
- Diplomatic in interactions
- Know when to interject humor

“Hard skills will get you an interview, but soft skills will get you the job. “
Soft Skills Interview Questions

- Tell me about a time when you were challenged by a colleague and how you handled it.
- Give me an example of a time when you demonstrated leadership.

http://www.cnr.berkeley.edu/ucce50/ag-labor/7labor/b003.htm
When using anecdotes…

Anecdotes give opportunity to be specific without bragging

- Avoid using jargon, clichés, or current buzz words
- Clearly relate your anecdote to the soft skill
- Be brief and to the point
Assessment Tests

- MBTI (Myers-Briggs Type Indicator) uses the following four Dichotomies
  - Extraversion / Introversion
  - Sensing / iNtuition
  - Thinking / Feeling
  - Judging / Perceiving

- MSCEIT (Mayer, Salovey, Caruso Emotional Intelligence Test)
  - Perceiving Emotions
  - Facilitating Thought
  - Understanding Emotions
  - Managing Emotions

- Thomas-Kilmann Conflict Mode Instrument (TKI), five different styles of conflict:
  - Competing (assertive, uncooperative)
  - Avoiding (unassertive, uncooperative),
  - Accommodating (unassertive, cooperative)
  - Collaborating (assertive, cooperative)
  - Compromising (intermediate assertiveness and cooperativeness).

- The Hard truth about soft skills by Peggy Klaus:
  http://www.peggyklaus.com/books/the-hard-truth-about-soft-skills
“Nontechnical” Critical Skills

- Project planning
- Oral Communication
- Written Communication
- Ability to apply knowledge to a diverse set of problems
- Time Management
- Fluency in more than one language
Soft Skills Videos & Articles

- http://www.youtube.com/watch?v=lcpxT9U9Ytk
- http://www.youtube.com/watch?v=_OUQz_en7mI
- http://www.youtube.com/watch?v=X0voPlW2pSs
- http://www.youtube.com/watch?v=hSmG87MOyV0
- http://www.youtube.com/watch?v=d77EjN4eyS8
- http://www.youtube.com/watch?v=C0MrHV3T-vI
- http://www.computerworld.com/action/article.do?command=viewArticleBasic&articleId=305966
Useful Websites

- **INFORMS**
  - Job Fair at Annual Meeting

- **SIAM**

- **AWM** [http://www.awm-math.org/career.html](http://www.awm-math.org/career.html)

- **IMA**: [http://www.ima.umn.edu/solicit/summergrad-solicit.html](http://www.ima.umn.edu/solicit/summergrad-solicit.html)

- **APICS** [http://www.apics.org/Resources/careercenter](http://www.apics.org/Resources/careercenter)

- **POMS** [http://www.poms.org/placement/](http://www.poms.org/placement/)
Interviewing Tips

- You are also interviewing the company
- Do your research on the company/university and those who are interviewing you
- Practice answering soft skills questions
- Write an elevator pitch (e.g. how you could contribute to the business, your thesis)
- Bring along copies of your resume
- Send a thank you email to the interviewers