

The Essential Six: Six Soft Skills That Lead To Hard Success



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Logistics for this call:

- All are muted by default

Questions and Comments?

- Use Grab Tab to shrink window or raise hand

- Ask questions in Questions box, hit Send

or

- Wait until Q&A at end (note slide number)

The screenshot displays the GoToWebinar interface with several key sections:

- Attendee List (2 | Max 201):** Shows 'Attendees (1)' and 'Staff (1)'. The list is sorted 'NAMES - ALPHABETICALLY' and currently shows 'Corena Bahr (Me)'. A search bar is located at the bottom of this section.
- Audio:** Features 'Audio Mode' options: 'Use Telephone' (unselected) and 'Use Mic & Speakers' (selected). A 'MUTED' indicator and a volume level bar are present. A link for 'Audio Setup' is provided.
- Talking:** Indicates 'Talking: Suzie Smith'.
- Questions:** Contains a 'Questions Log' with the following entries:
 - Q: Is there a volume discount?
 - A: Yes! We will send you more info after the event.A text input field contains the word 'Yes', and a 'Send' button is located below it.
- Footer:** Displays 'Webinar Now' with 'Webinar ID: 731-938-951' and the 'GoToWebinar™' logo.

Red lines and letters (a-f) on the left side of the screenshot point to specific UI elements: 'a' points to the Attendee List title bar, 'b' to the window control buttons, 'c' to the Audio Mode section, 'd' to the Questions Log, 'e' to the text input field, and 'f' to the Webinar ID.

Logistics for the call



- This call will be recorded
 - Please, first names only, no company names
- Available for download by registered participants:
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Agenda



- The DESARA Group
- The Six Essential Skills and Suggested Reading List
 - Discussion Welcome Throughout the Presentation
- Next Steps
- Getting Government Grants to fund your training



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We do:

- **Business Improvement / Project Management**
- **Training**
- **Consulting**
- **MRP Implementation Project Management**
- **Supplier Management Assistance**
- **6 σ Training, Coaching, Implementation**
- **Grant Assistance**

Business Performance

- **Operational Improvement**
- **Change Management**
- **Lean**
- **Strategy Planning**
- **Quality Strategy Planning**
- **Core Process Redesign**
- **Sourcing & Partnering Selection**
- **Technology Transfer**



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Randy Mayeux



- Broad-Based Knowledge Consultant
- Professional Speaker and Writer
- Corporate, Civic, Professional and Academic Environments
- 15+ Years of Business Book Synopses
- Problem solving, leadership, teamwork, communications, and personal development



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The Essential 6

1. Energy and Time Management



Getting Things Done

The Art of Stress-Free Productivity

New York: Penguin Books (Viking). David Allen 2001.

“Just when you learn how to enhance your productivity and decision-making at one level, you’ll graduate to the next accepted batch of responsibilities and creative goals, whose new challenges will defy the ability of any simple formula or buzzword-du-jour to get you what you want, the way you want to get it. “



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The Essential 6

1. Energy and Time Management



The Power of Full Engagement:

Managing Energy, Not Time, is the Key to High Performance and Personal Renewal

NewYork: Free Press, Jim Loehr and Tony Schwartz. 2003.

“We live in digital time. Our rhythms are rushed, rapid fire and relentless, our days carved up into bits and bytes. We celebrate breadth rather than depth, quick reaction more than considered reflection. We skim across the surface, alighting for brief moments at dozens of destinations but rarely remaining for long at any one. We race through our lives without pausing to consider who we really want to be or where we really want to go. We’re wired up but we’re melting down. We survive on too little sleep, wolf down fast foods on the run, fuel up with coffee, and cool down with alcohol and sleeping pills. Faced with relentless demands at work..., we return home feeling exhausted and often experience our families not as a source of joy and renewal, but as one more demand in an already overburdened life.”



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The Essential 6

1. Energy and Time Management



The Power of Full Engagement:

Managing Energy, Not Time, is the Key to High Performance and Personal Renewal

NewYork: Free Press, Jim Loehr and Tony Schwartz. 2003.

Continued:

“We walk around with day planners and to-do lists; Palm Pilots and BlackBerries, instant pagers and pop-up reminders – all designed to help us manage our time better. We take pride in our ability to multitask, and we wear our willingness to put in long hours as a badge of honor. The term 24/7 describes a world in which work never ends.”

“Without the right quantity, quality, focus, and force of energy, we are compromised in any activity we undertake”



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2. People Building



Encouraging the Heart:

A Leaders Guide to Rewarding and Encouraging Others

Jossey-Bass: The Jossey-Bass Business and Management Series

James M. Kouzes and Barry Z. Pozner (2003)

“This story is a constant reminder to us of the power of a very simple principle of human performance: people like to be recognized for doing their best.”

“Encouragement increases the chance that people will actually achieve higher levels of performance.”

“The best leaders... over and over again, express their belief in the innate goodness of human beings.”

“When leaders expect people to achieve, they do. When they label people underachievers, performance suffers. Passionately believing in people and expecting the best of them is another prerequisite to encouraging the heart.”



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3. Team Effectiveness



The Five Dysfunctions of a Team

A Leadership Fable

San Francisco: Jossey-Bass 2002, Patrick Lencioni

“Teamwork ultimately comes down to practicing a small set of principles over a long period of time. Success is not a matter of mastering subtle, sophisticated theory, but rather embracing common sense with uncommon levels of discipline and persistence. Ironically, teams succeed because they are exceedingly human. By acknowledging the imperfections of their humanity, members of functional teams overcome the natural tendencies that make trust, conflict, commitment, accountability and a focus on results so elusive.”



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3. Team Effectiveness



The Five Dysfunctions of a Team

A Leadership Fable

San Francisco: Jossey-Bass 2002, Patrick Lencioni

1. Dysfunction one: an absence of trust among team members.
Resulting problem: invulnerability
2. Dysfunction two: fear of conflict
Resulting problem: artificial harmony
3. Dysfunction three: lack of commitment.
Resulting problem: ambiguity
4. Dysfunction four: an avoidance of accountability
Resulting problem: low standards
5. Dysfunction five: inattention to results.
Resulting problem: status and ego



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4. Communications that are Fully Received and Embraced



Words That Work: It's Not What You Say, It's What People Hear

Hyperion, 2007, Frank I. Lutz

In **Words that Work**, Luntz proposes 10 Rules for Successful Communicators. (Yes, there is some overlap in these two lists).

The Ten Rules of Successful Communication:

Rule 1	Simplicity: Use Small Words
Rule 2	Brevity: Use Short Sentences
Rule 3	Credibility is as Important as Philosophy
Rule 4	Consistency Matters
Rule 5	Novelty: Offer Something New
Rule 6	Sound and Texture Matter (alliteration)
Rule 7	Speak Aspirationally
Rule 8	Rule Eight – Visualize
Rule 9	Ask a Question
Rule 10	Prepare Context and Explain Relevance

Made To Stick: Why Some Ideas Survive and Others Die

Random House, 2007,
Chip Heath and Dan Heath

In **Made to Stick**, the authors commend six principles for successfully communicating messages that will stick:

Principle 1	Simplicity
Principle 2	Unexpectedness
Principle 3	Concreteness
Principle 4	Credibility
Principle 5	Emotions
Principle 6	Stories

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5. Problem Solving and Decision Making



The Wisdom of Crowds:

Why the Many Are Smarter than the Few and How Collective Wisdom Shapes Business, Economies, Societies, and Nations

New York: Doubleday 2004, James Surowiecki

“Under the right circumstances, groups are remarkably intelligent, and are often smarter than the smartest people in them. Groups do not need to be dominated by exceptionally intelligent people in order to be smart. Even if most of the people within a group are not especially well-informed or rational, it can still reach a collectively wise decision. This is a good thing, since human beings are not perfectly designed decision makers.”



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6. Coaching and Mentoring



Six Disciplines Execution Revolution: Solving the One Business Problem that Makes Solving All Other Problems *Easier*

Findlay, Ohio: Six Disciplines Publishing. (2008), Gary Harpst

*“There’s no one on earth who wants to do what he or she should do all the time...
“Vision without execution is a hallucination.” (Thomas Edison).*

“Doing what we know we should requires someone who will keep us on track, to teach, direct, and encourage us to do the things we know we should do – the difficult things that we rarely, if ever, follow through to the finish, if left to our own devices.”



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Summary

What Will You Do Next?



The Essential Six: Six Soft Skills That Lead to Hard Results

1. Energy and Time Management
2. People Building
3. Team Effectiveness
4. Communications that are Fully Received and Embraced
5. Problem Solving and Decision Making
6. Coaching and Mentoring

Which skill is **most important** to your success?

What will **you** do to build your **essential soft skills**?



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Building Your Skills



- **The Virtual Book Club: The Essential 6** \$99 per individual, call for group rates
 - Continual enrollment starting January 22 at www.DesaraGroup.com
 - 1 Hour per Week (recorded for download on demand)
 - Synopses of each book along with group discussion and Randy's Presentations
- **The Virtual Book Club in Your Organization** Customized: Call for Rates
 - You choose the topics, dates and times
 - Perfect when the boss says "Everyone should read this book!"
 - The Essential Six plus Innovation, Performance Improvement, Business Trends, and many more themes
 - Audience of any size, multiple locations and time zones
- **Speeches and Workshop by Randy Mayeux** Contract Pricing
 - Perfect for strategic planning sessions, quarterly business reviews, off-site meetings



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Grant Funding Services Provided by The DESARA Group



Specifically we provide all the necessary information to:

- Identify the funding available.
- Understand the rules of the programs.
- How to apply.
- How to administer the program funds once you receive them.

Call us! We will work with your Organization



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Thank you for allowing
The DESARA Group to
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Why Grant Funding?



- The Work force Investment Act provides for grant funded training of organizations and individual workers in all 50 states plus the District of Columbia and Puerto Rico.
- The funding is administered at the state level and provides tuition assistance from 50% TO 100% depending upon the program and the specific situation of your organization and or employees.
 - Deliver training services to your employees through state grant funding at no cost to your organization and no impact to your bottom line
 - Provide employees the opportunity to hone their skills and personal development to be competitive
- Under Federal law, organizations dislocating employees thru a corporate downsizing are eligible to provide these employees 100% grant funding.
- When an organization downsizes 50 or more employees, they are required to register with their state.
 - A state representative gets assigned to the company to develop re-education programs, job search, employment training
 - The state representative fast tracks employees being downsized and puts them on a state approved list for free educational funding
- Organizations who are hiring more than 20 employees are eligible for grant funding in many states



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