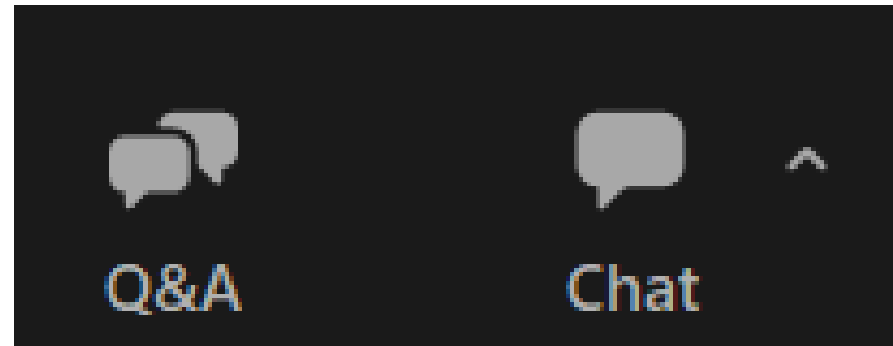


# Durable Skills Webinar

Presented by **Melissa Hill** and **Kirsty Webster**

# Before We Get Started

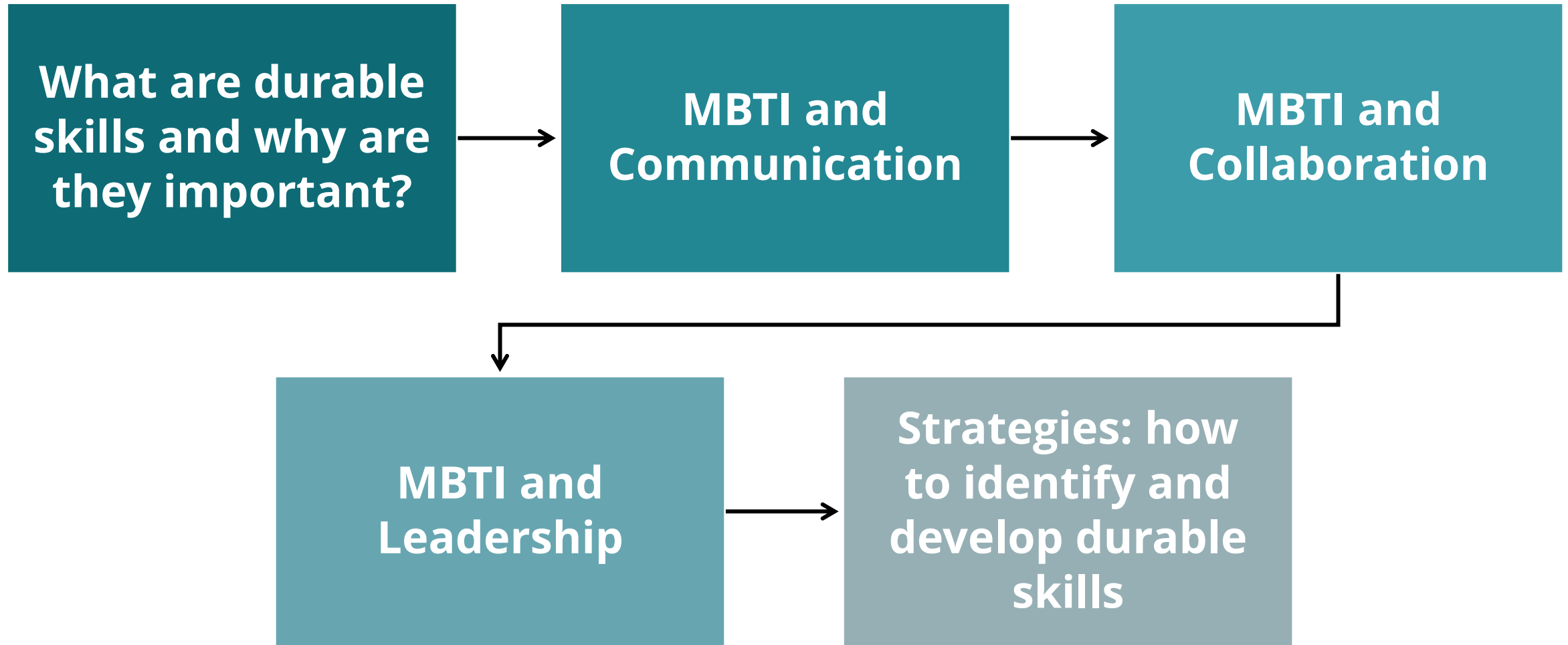
- Webinar is being recorded
- Slides will be sent out, along with resources
- Submit questions at any time using the Q&A
- Feel free to use the chat to share what you're thinking throughout the webinar



# What's your relationship with the MBTI® assessment? (Poll)

- **A:** I'm an MBTI practitioner and use it often
- **B:** I'm an MBTI practitioner but need a refresher
- **C:** I've received MBTI feedback, but am not trained to use it
- **D:** I have heard of the MBTI, but have not completed it
- **E:** What's the MBTI?

# Agenda



# What are 'durable skills' and why are they important?



# Durable Skills

Durable Skills Research (2020 – 2021)



**7** of the **10**  
most-requested skills  
were Durable Skills

The **TOP 5**  
Durable Skills  
were requested  
**4.7x** more than  
the top 5 Hard skills

Almost  
**45M**  
US postings  
requested  
Communications

\* Image and data taken from America Succeeds ([www.americasucceeds.org](http://www.americasucceeds.org))



# Communication





# Have you ever...

- Had communications where you feel like the other person/people do not understand you
- Misunderstood what someone is saying to you
- Asked a question, and the response does not answer the question

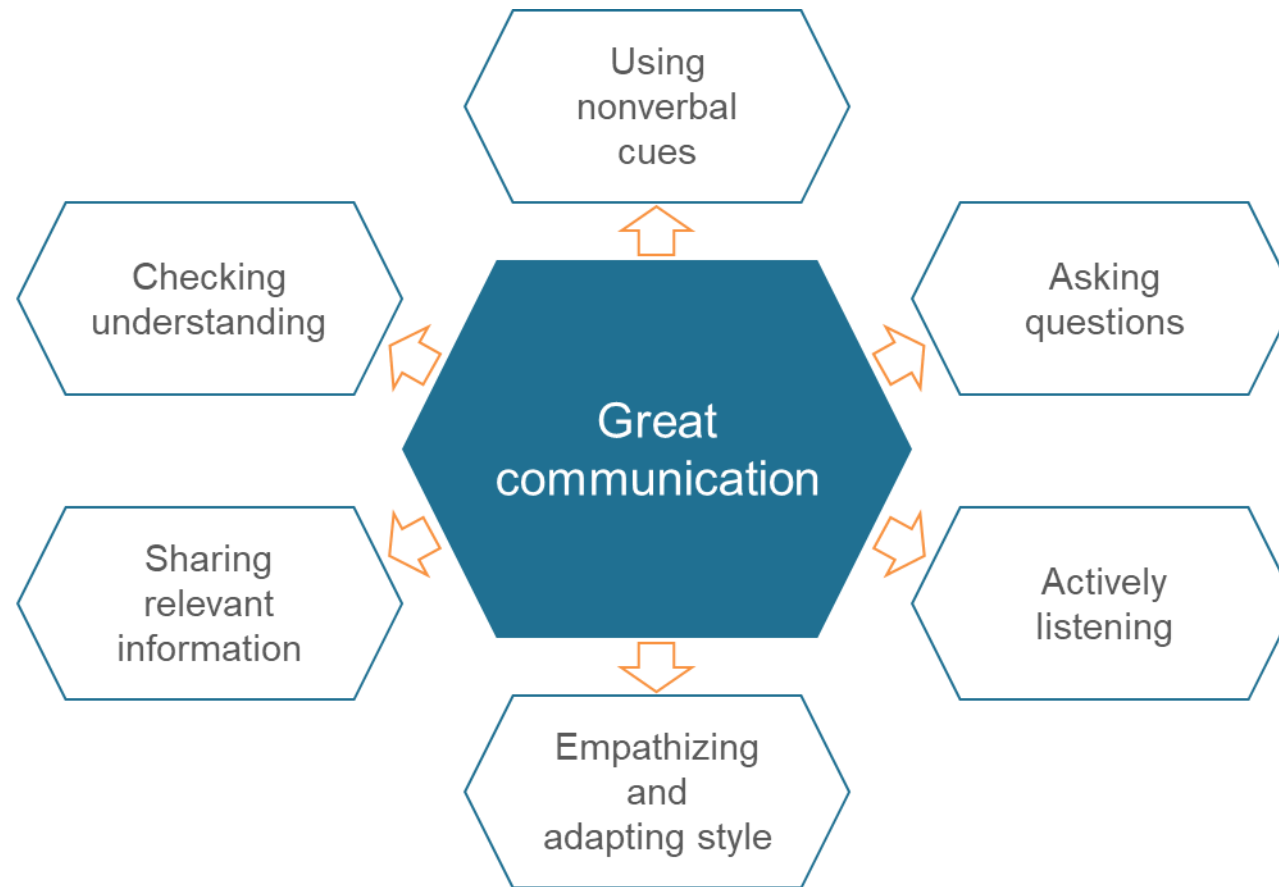


# What does great communication look like?

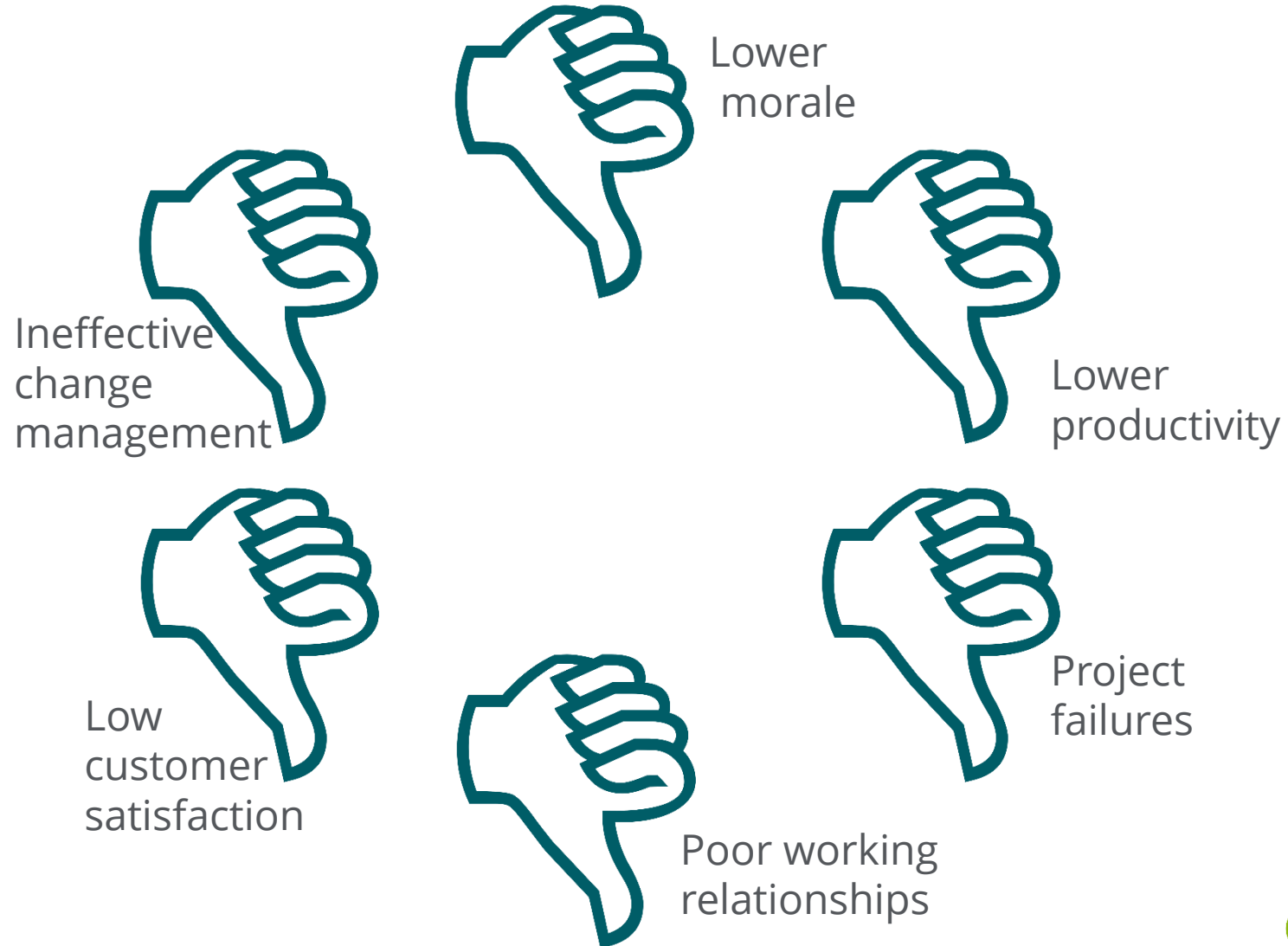
Enter your response in the chat box



# What does great communication look like?



# Impact of poor communication



# Type and communication style

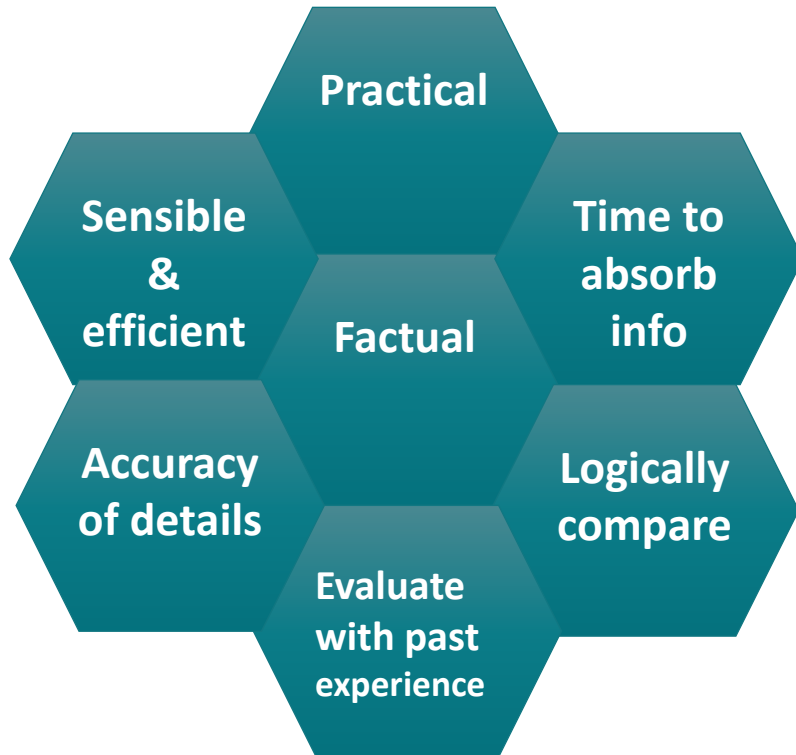
Middle letter pairings influence how

- We communicate and seek to influence
- Solve problems
- Make decisions



# ST – hints and tips

## ST's tend to like



## When communicating with ST's:



# SF – hints and tips

## SF's tend to like

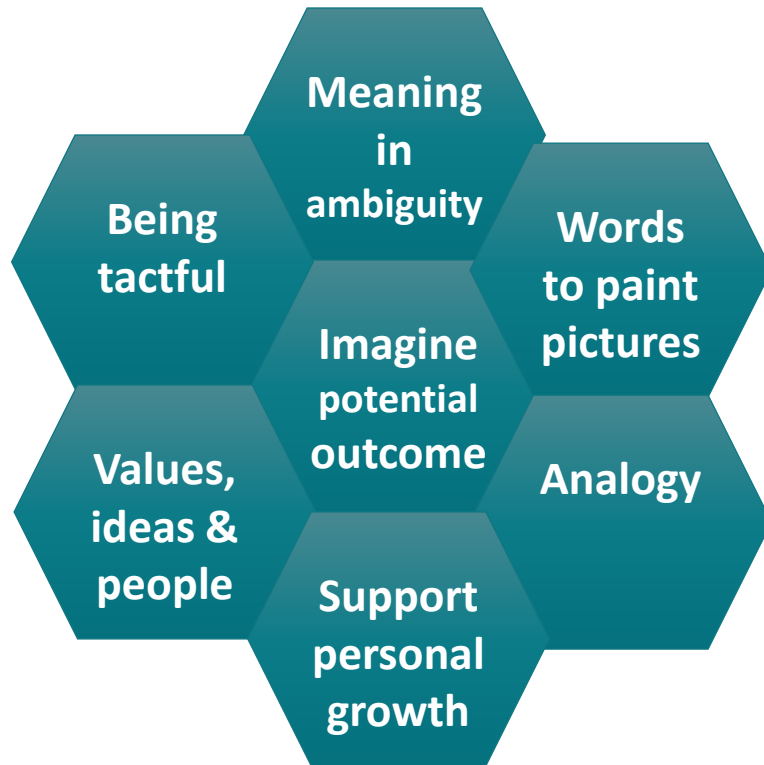


## When communicating with SF's:



# NF – hints and tips

## NF's tend to like



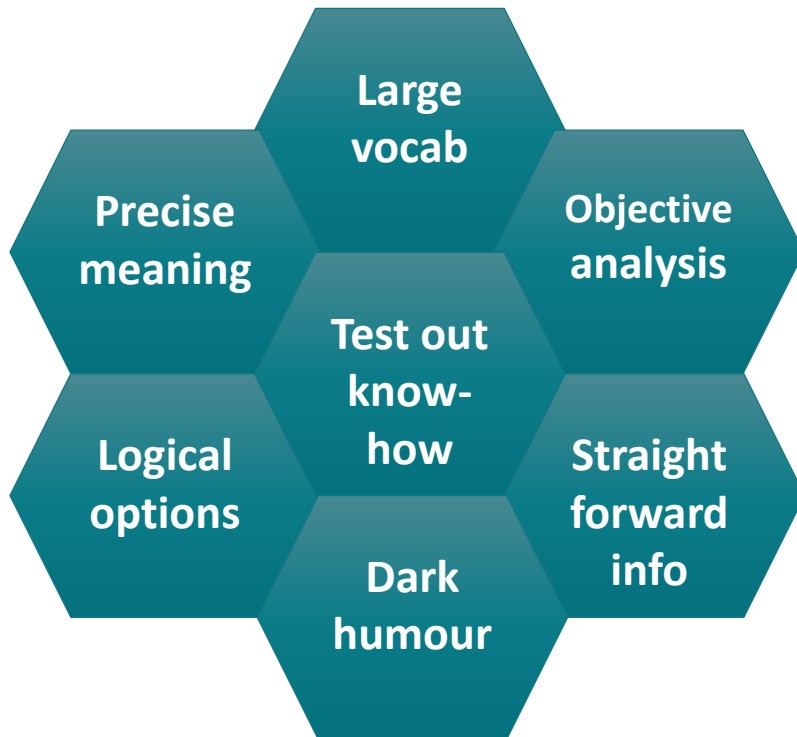
## When communicating with NF's:





# NT – hints and tips

## NT's tend to like



## When communicating with NT's:



# Collaboration



# What does great teamwork look like?

Enter your response in chat box



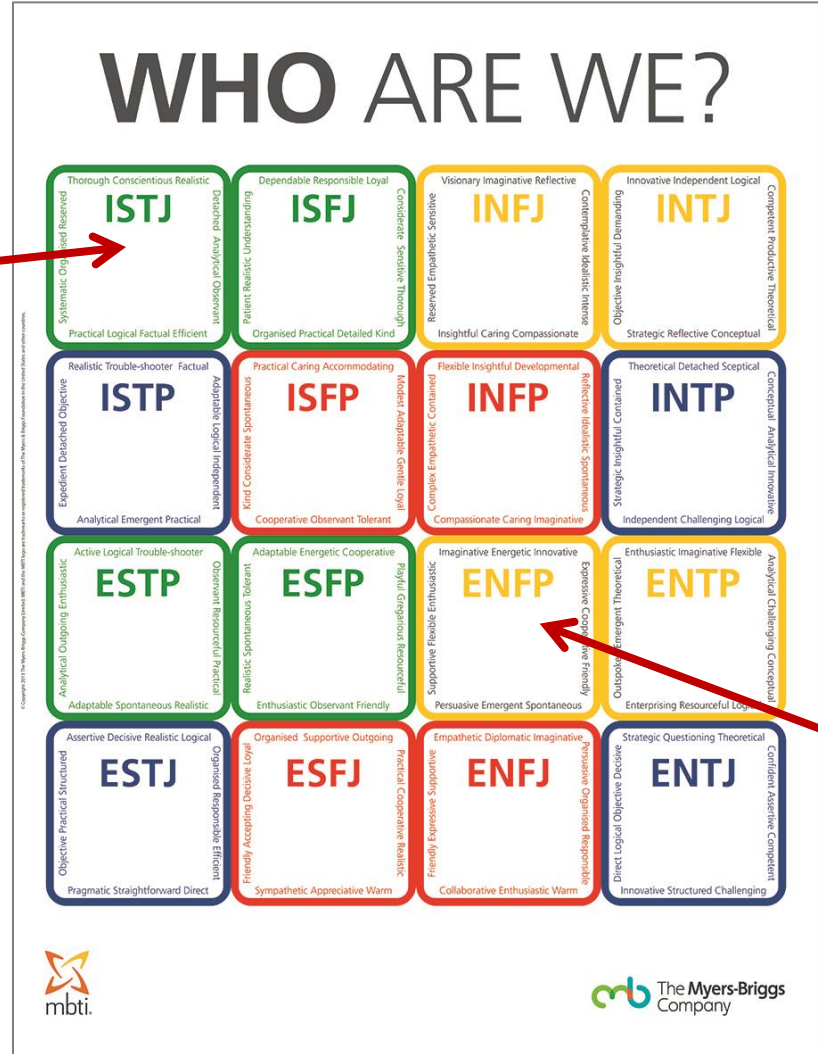
# What are some consequences of poor teamwork?

Enter your response in chat box



# The finance team

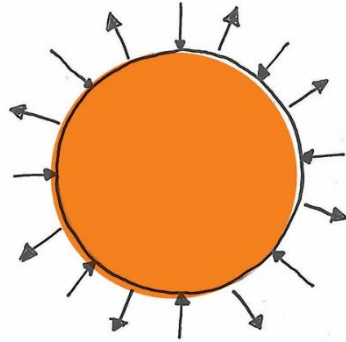
Tom  
Ian  
Ken  
Pat



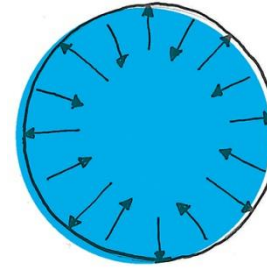
Jim



# Characteristics



Tend to act before thinking  
Prefer to get into action  
Talk things through  
More expressive when interacting  
Gain energy from interaction  
Have a breadth of interests



Tend to think before acting  
Prefer to spend time on reflection  
Think things through  
More contained when interacting  
Gain energy from concentration  
Have a depth of interests

# Some hints and tips for working with others

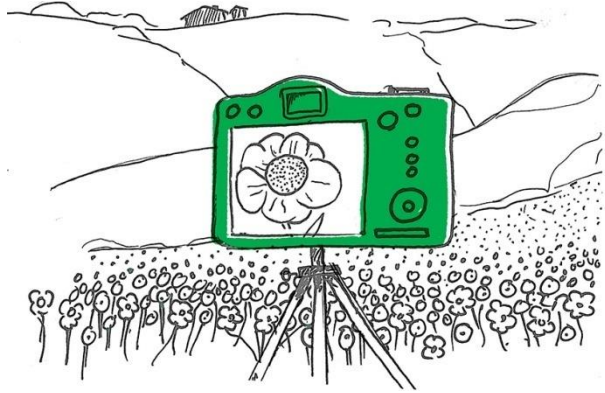
## Adapting to Extraversion

- Acknowledge you are listening and show cues you are preparing a response
- Immediate feedback and verbal acknowledgment
- Don't assume all thoughts are well thought out
- If needed ask for time to think about something
- Express overt interest and enthusiasm

## Adapting to Introversion

- Pause and wait for a response, don't fill silence
- Provide information ahead of time
- Don't demand an immediate response
- Think before speaking or say you are thinking aloud
- Summarise and share your final thoughts/direction

# Characteristics



Want to know the facts

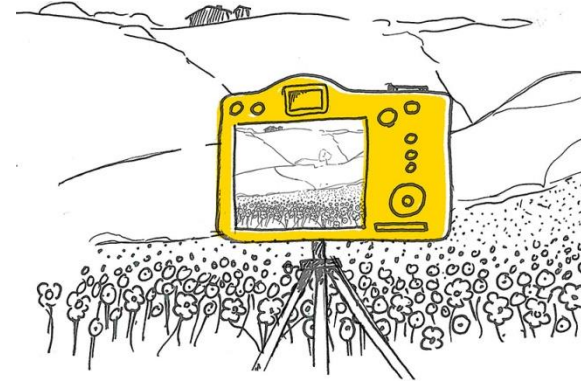
Look at the specifics

Adopt a realistic approach

Focus on the here and now

Ensure things work in practice

Collect observations



Seek out new ideas

Look at the bigger picture

Adopt an imaginative approach

Anticipate the future

Ensure things work in theory

Use conceptual frameworks



# Some hints and tips for working with others

## Adapting to Sensing

- Be practical and bring ideas down to earth
- Provide information on specifics, realities, details
- Present information sequentially
- Provide concrete examples to back ideas
- Assess what is working well and what needs changing

## Adapting to Intuition

- Suspend realities to brainstorm new ideas
- Provide an overview before going into specifics
- Don't get bogged down in details or facts
- Stretch towards taking a longer term, future focus
- Trust what works & be open to changing what doesn't

# Characteristics



Apply logical reasoning  
Use cause and effect analysis  
Seek objective truth  
Decide using impersonal criteria  
Focus on tasks  
Provide a critique



Apply individual values  
Understand others' viewpoints  
Seek harmony  
Decide by personal circumstances  
Focus on relationship  
Offer praise

# Some hints and tips for working with others

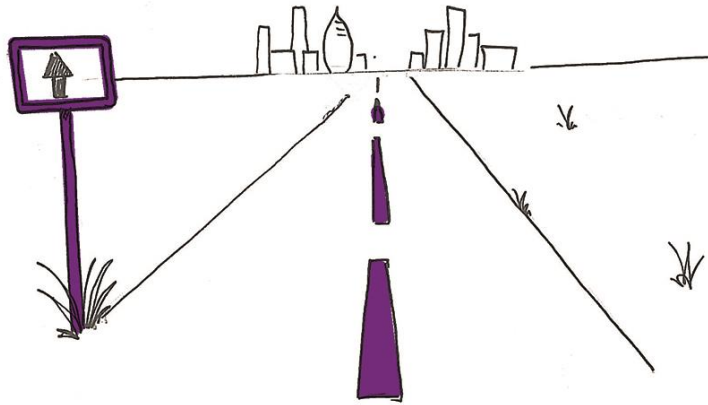
## Adapting to Thinking

- Offer honest feedback as well as positive comments
- Detach from situations to view them objectively
- Support your decisions with logical reasoning
- Don't feel attacked when others challenge
- Consider cause-and-effect and pros and cons

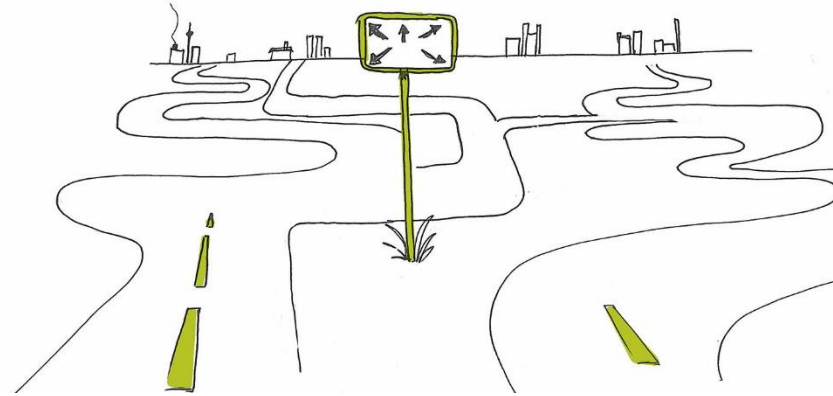
## Adapting to Feeling

- Avoid critiquing when you are listening
- Focus on people in the situation
- Consider the needs of others for harmony
- Know when to provide feedback gently and critique
- Include personal needs as criteria in decision making

# Characteristics



- Like to come to closure
- Make plans
- Act in a controlled way
- Prefer to act within a structure
- Prefer to schedule activities



- Keep a range of choices available
- Remain flexible
- Respond to emerging information
- Prefer to go with the flow
- Prefer to be spontaneous

# Some hints and tips for working with others

## Adapting to Judging

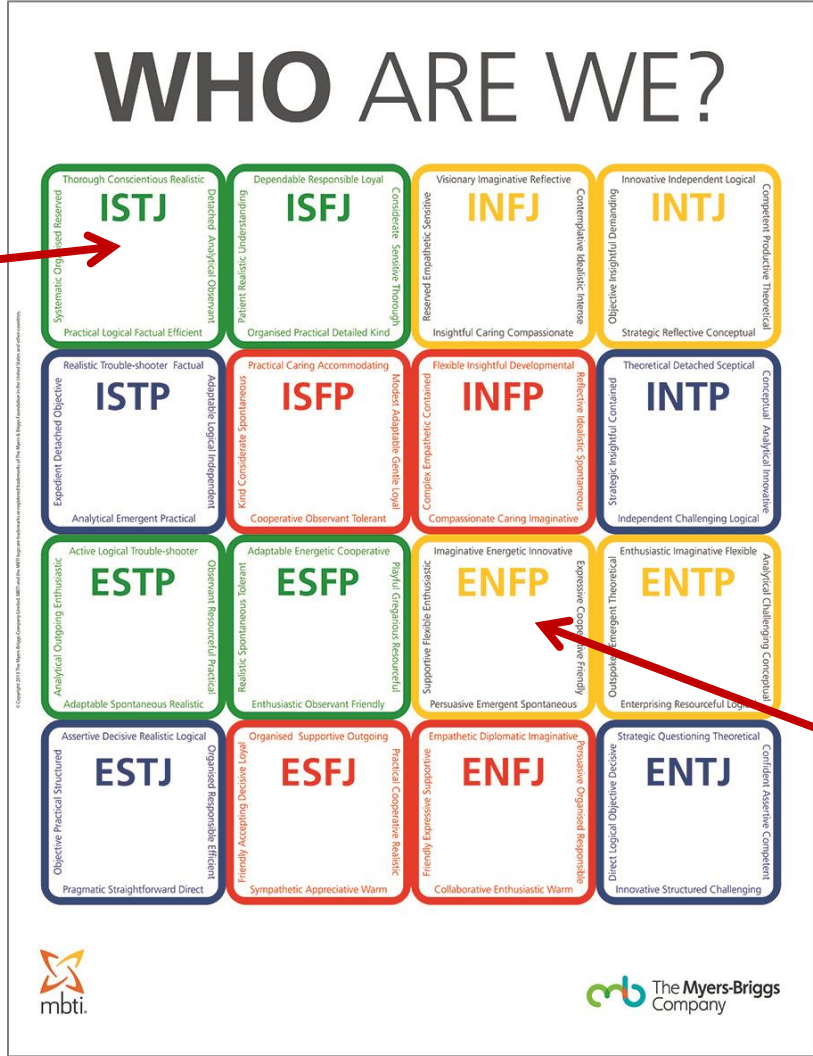
- Make decisions that affect others as soon as possible
- Know when to stop exploring & make decisions
- Avoid seeking immediate input on changes to a plan
- Narrow and focus your options before sharing them
- When sharing information provide structure

## Adapting to Perceiving

- Allow opportunities to explore before deciding
- Schedule in discussion time and plan for changes
- Avoid making decisions too quickly
- Consider multiple options and gather more inputs
- Be open to changing information or situations

# The finance team

Tom  
Ian  
Ken  
Pat



Jim



# Leadership



# MBTI and leadership styles

## **TJ** | Logical Decision Makers

Analytical, decisive leaders. Make decisions based on principles and systems, overall impacts, and rational assessment of outcomes, and can be tough-minded in implementing those decisions. Effective implementers of policies if they respect the leader.

## **TP** | Adaptable Problem Solvers

Lead by example. Value and display technical expertise and create consistent and orderly frameworks for working. Objective, sceptical, and curious. Will change course as new information comes in. Effective problem solvers, if interested.

## **FP** | Supportive Coaches

Warm, flexible, and encouraging leaders. Support individual work styles and like to involve others in decisions. Prefer collegial relationships, shared rewards, and consensus in decisions. Energetic followers if treated with respect.

## **FJ** | Values-Based Decision Makers

Warm, decisive leaders. Make decisions based on their personal values and empathy with others. Strive for harmony, consensus and a supportive environment, are expressive and often inspiring. Loyal followers if the leader honours their values.



# Strategies

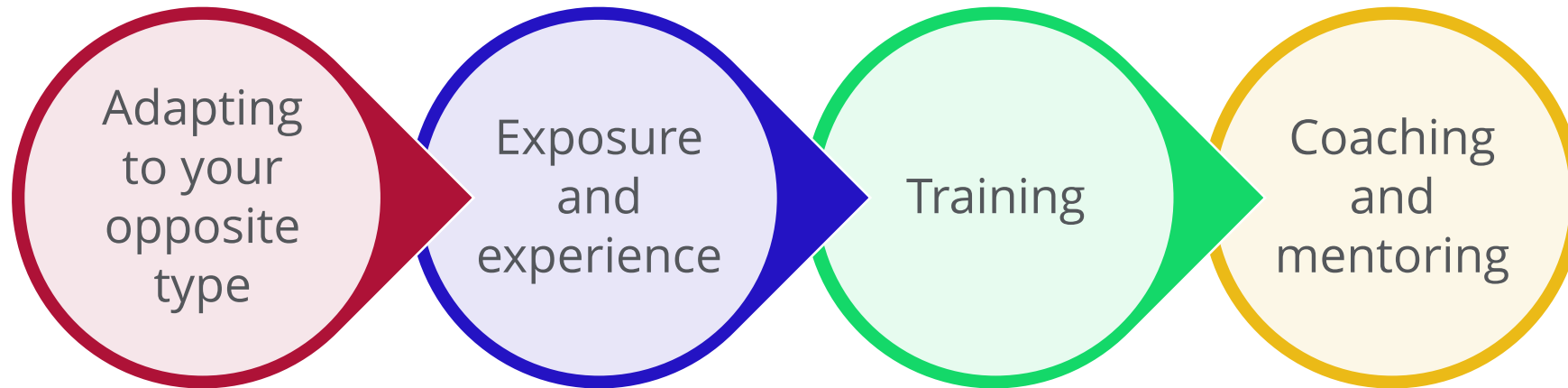


# Strategies and next steps

**Question:** what durable skills do you or your organisation already have?

- What data do you already have that could answer this question?
- Conducting a skills or training needs analysis
- What self-assessment measures do you have or could create?
- What does your organisations values or mission statement say about the skills they want (or are likely to be rewarded)?

# Strategies and next steps



**\*\* this needs to be embedded on a strategic level and become part of the organisations culture \*\***



# Questions?









