The first two days of the TBS Soft Skill module, we had the chance to work on ICARE skills. I for influence, C for communication, A for assertiveness, R for reflexivity, E for emotional intelligence.

Here is the list of skills with examples from my life.

**Influence:**

I bought a new phone and I wanted a protection for it. I realized after buying the protection that my purchase was biased, indirectly, by ads on Facebook, Instagram and other social medias. One not realizes all the indirect effect of popping ads on the internet, that we consciously don’t look at but unconsciously became aware of. It is indirect influence, but the more video one watches with Instagram promotors and discount codes to help us save money, the more you are under pressure of buying this product. This “unconscious” business is huge and could be seen more as manipulation than influence, depending on the number of ads you unconsciously watch on the different platforms for a specific product.

**Communication**

Back in my engineering school, we were split in groups of 6 to make a big programming project. No one knew each other, since it was the beginning of the year. Someone immediately took the responsibility to be the manager of the team and we kind of agree because it seems that he knew what he was doing. Unfortunately, he started to be aggressive, acting like the « Parent » in the PAC transaction system. He was insulting us because we were not working as fast as he wanted, he was putting pressure on us to finish as fast as possible, and we were acting like the « children »: agreeing with him whatever he was saying. After 3 weeks of stress and nervous work, we realized that this was not useful for us 5 and even for him. However, his attitude bring communication between us 5, because we spontaneously but ourselves in the same basket, and we thought of a way to improve the collaboration of the entire team.

I had the ability to go and talk to this aggressive member, I tried to make him understand that communication was key in engineering if we want to succeed, but as you can imagine, it is difficult to change the mind of people like that. Fortunately for us, he was comprehensive and realized that he was too aggressive and begin to act more like an adult. The transaction between Parent and children tend to become a communication between adults.

For the future, I think I will go and see the aggressive manager in the first hours of the project, because as we stayed 3 weeks with hard pressure, we couldn’t be as efficient as we would have liked to be. In reality, if people are nervous and forced to do something from an aggressive person/manager, they will definitely make the work in a bad way.

**Reflexivity – Emotional Intelligence – Assertiveness**

In my first day as a Parisian student, I took for the first the Parisian subway to TBS. 30 minutes long. Normally. As a responsible student, I left home around 45 minutes before the beginning of the lesson, to be large on time in case something happens.

Approaching the subway, I started to see more and more people, and the subway motionless, full of people waiting inside and outside the train. The more time passes, the more crowded is the place. Before talking about my personal behaviour at that moment, I will first describe the behaviours of my surroundings. In fact, different reactions of Parisian were observable. Some were angry, others were used to these situations and the last one was stressed people watching at their watch and keeping starring at their phones. As a fresh Parisian student, I faced the first day the fear of all Parisian: being late because of public transportation. My first reaction was emotionless and self-confident that the problem will be solved rapidly. I first hesitate to take another train line to be able to make it on time, but the other way was 15 minutes longer. I had the hard choice to wait for the problem to be solved, or to take the longer way without waiting. I remember to be influenced by other people, some were saying that the problem should be solved rapidly, and at the same time some were leaving the place to take the other way. I hesitated between those two choices. And finally, I decided to take the long way. Unfortunately, I knew that I would be late, so the stress became more and more important, even I could not have done anything to make it faster. Usually, I am not a stressed person, but as it was my first day of school, it totally changed and the stress became fear. I remember helping another person in the same trouble, telling them where to go and which way they should go to make it to work, something I would never do on a regular emotional situation. My “Emotional Intelligence”, directed by fear, turns out to be managing the other issues and persuading me take I will be on time.

To resume, I was acting like a rabbit in the beginning (agree the fact that I needed to wait the problem to be solved and do nothing but wait) and like a tiger at the end; running in every direction to get to the other train line and to manage other Parisian to help them go to their work.

Since this time, I take MORE time to go to school, even if I arrive 20 minutes before the lesson, and I tend to help more people lack of orientation to help them find their way. It was a very emotional day, since it was my first day in Paris and in the traffic of the Parisian metro.

PS: I was late.

On the third and fourth days, we saw the skills of the manager in a cultural and diverse environment.

I think diversity in a group is a necessity. Although we share things in common with other people, at the end of the day everyone is their own person and can bring different things to the table, which is why diversity is so important in a team. By recruiting people with different personalities and at different stages of their career, it can help to stimulate creativity and provide a range of perspectives and ideas.

People from diverse backgrounds can offer a selection of talents, skills and experiences that can benefit the organisation and its work performance. By working with people from different backgrounds, experiences and working styles, creative concepts can emerge from exchanging ideas with each other and offering feedback and suggestions. It is therefore essential to play to each other's strengths and to collaborate with others in the team. The group work we have had this year has shown that when we come into contact with someone, a kind of synchronisation takes place. Our brains align with each other, we imitate each other's facial expressions and gestures.

The relationship with one's office colleagues must be conducive to working well and feeling good in order to produce effective and timely work.

Many full-time employees spend more of their waking hours with co-workers than they do with their spouses and families. As such, it is important to allow employees the opportunity to build quality relationships with their co-workers. This can be accomplished through the organization of informal get-togethers away from work, as well as by encouraging employee interaction. There are many benefits that can be reaped by small business owners who allow and foster good relationships in the workplace.

I've been in groups before where the relationships were not good, where there was no group cohesion, no will to work and to make a clean and serious work. This project had a big impact on me emotionally. Indeed, I was the sense, in a group of 10 to work, to look for ideas, to ask questions the majority remained unanswered, by asking my colleagues to do something, to come back the next morning and to see that nothing was produced. I really struggled with the emotions, because I wanted to produce a proper piece of work, but I soon realised that I was going to have to do a project, which is normally done with 10 people, on my own.

I think the first problem was that none of the group knew each other. When people know one another well, they are much more likely to work well together. Watch teams who have a new member; typically, that new member will remain somewhat isolated until everyone else gets to know her. If you have several employees who are barely on speaking terms and you throw them together into a project, it will take some time for them to break the ice and begin to work well together. Conversely, team members who already know, like and respect each other may be more willing to collaborate for the betterment of the project.

So, here the problem was not me, but others. Maybe the problem is the others. But maybe not. Indeed, most people think that the problem does not come from them and do not question themselves. A solution to improve relationships in colleagues is to by organizing community initiatives and other non-work-related gatherings such as holiday parties.

In the previous example, I automatically turned to the role of leader. But unfortunately, the leader of myself. I would have liked to have had more clout to get these people to work instead of working alone. To have more authority, to impose my respect without making me look like the villain of the team. From my point of view, they were the bad guys, but from my point of view who was? As you can see, it was a very bad experience and I have bad memories of it. Is it a strength or a weakness to be a leader? I experienced it more as a weakness in that situation, and since then I have not taken the initiative to be a leader. Employee meetings can be an effective way to introduce workers to the entire group of existing workers and begin to establish working relationships with them. Meetings can also provide an opportunity to have existing employees speak about their experiences with the company and what is generally expected to fit in as part of the larger group. This is what should have been done, in my opinion, to improve the work.