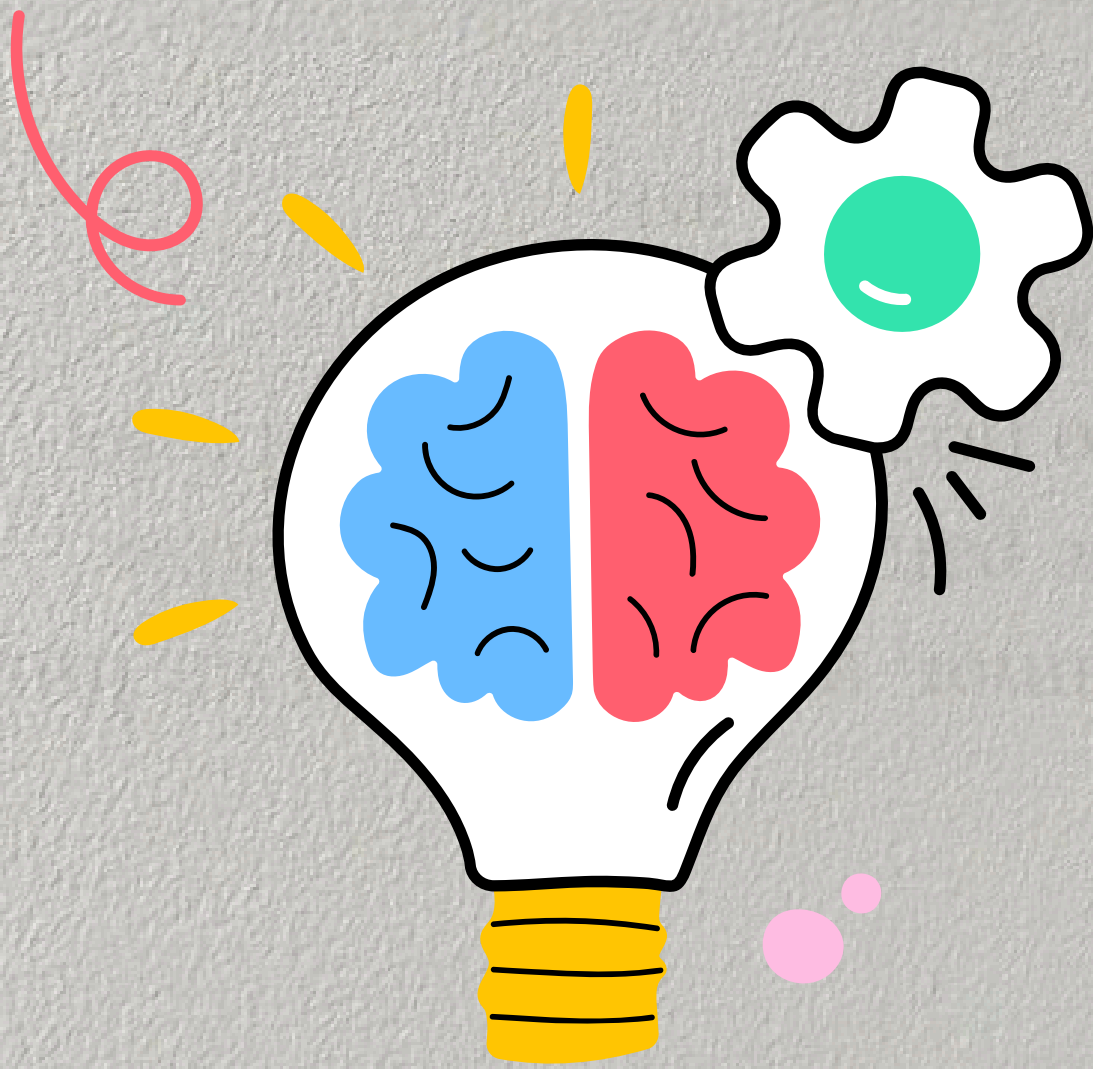


8 Soft Skills to fast track your career:



Make People Feel Important (SHR Method)

Seen

- Make direct eye contact
- Offer a specific compliment

Heard

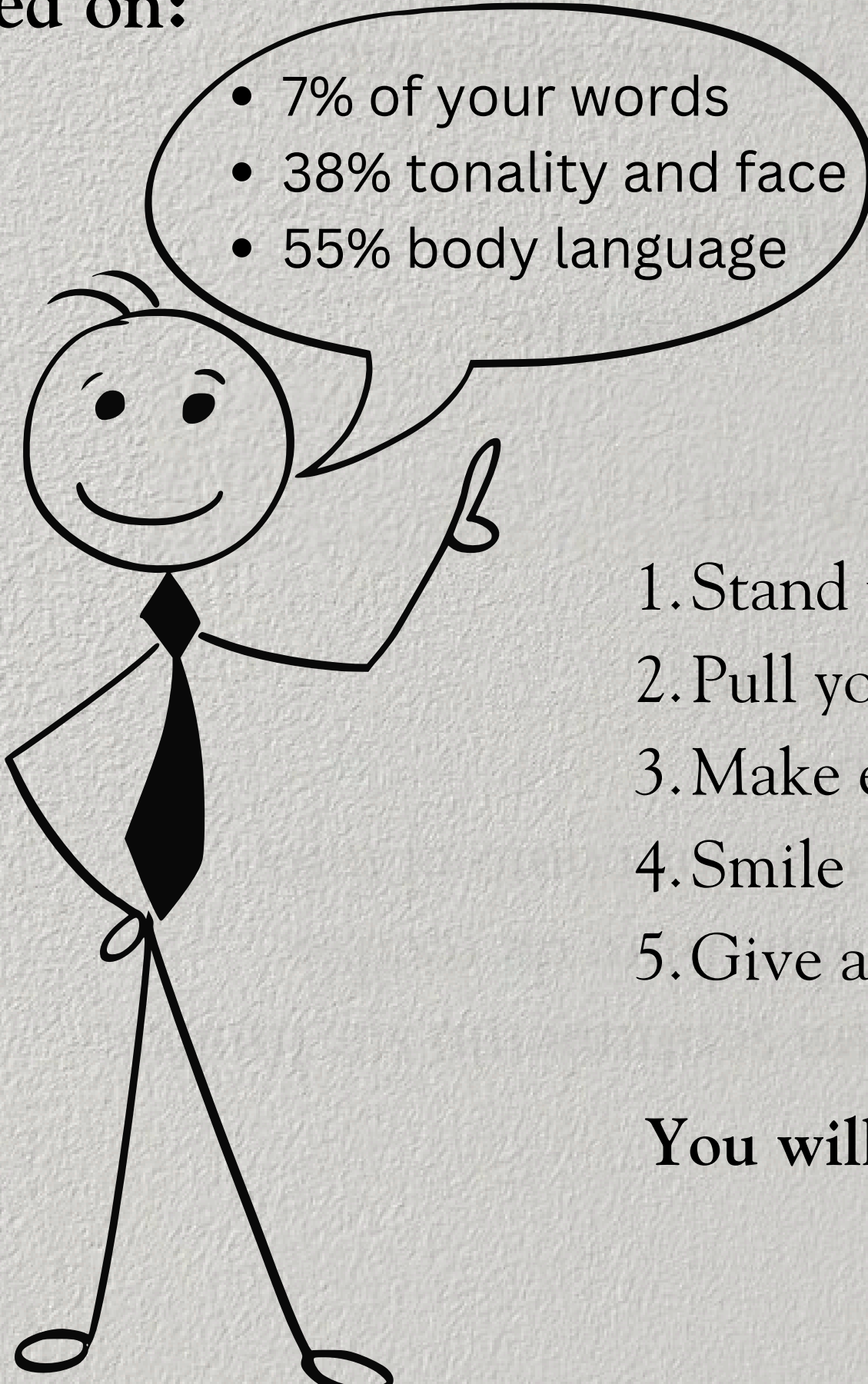
- Ask good questions
- Be interested, not interesting

Remembered

- Follow up
 - Remember name(s)
 - Recall something you discussed
-

Hone Your Body Language (7-38-55 Rules)

People will like/ dislike your communication
based on:

- 
- 7% of your words
 - 38% tonality and face
 - 55% body language

1. Stand up straight
2. Pull your shoulders back
3. Make eye contact
4. Smile
5. Give a firm handshake

You will be dangerous.

Master the 4-Bullet Update

Powerful people are busy.

(They might not remember what they asked you to do.)

Give an update with this outline:

- Here is what you asked me to to
- Here is what I did
- Here are the risks/ blockers (if any)
- If given more time, I'd do this



Record & Study Your Speaking

Record your calls, then replay them. Study them...
(like an athlete watching a game film)

You'll cut the “ums” and “likes”.

99.9% of people won't do this.

Be the outlier.

Ask Rapport-Building Questions

Your network is your net worth.

Build bonds with these Q's:

- What neighborhood are you in?
- Do you have any siblings/ kids?
- How'd you meet partner? (if mentioned)
- Any fun upcoming trips?

It is simple, but most people miss this.

Send Friday Highlights

If you're new to a team, do this to built trust.

Every Friday, send your supervisor(s) a short email.

Two Parts:

1) Highlights from the prior week

- Big tasks completed
- People networked with

2) Upcoming activities for next week

Friday highlights will help you:

- Build trust
 - Hold yourself accountable
 - Tactfully self-promote (perception is reality)
 - Have everything you need for self-reviews
-

Don't complain or gossip. Ever.

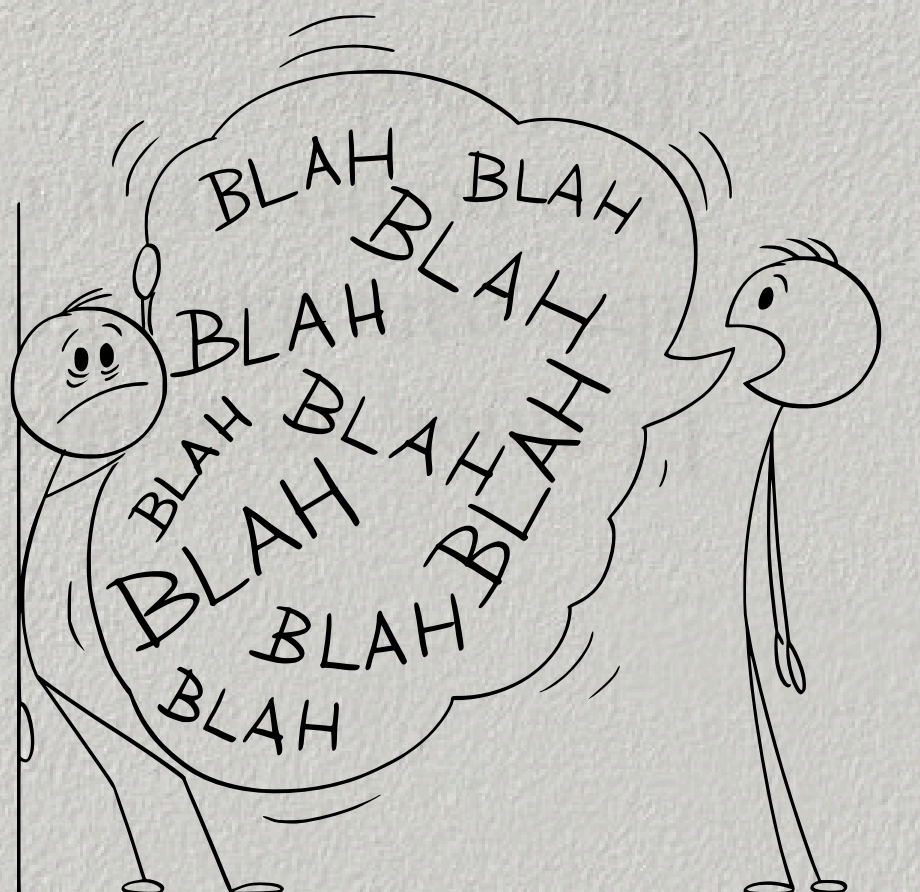
Nobody likes to hear complaints.

So why do we do it t ourselves?

(Respectfully standing up for yourself is different).

If you gossip to people about others, they will start to wonder if you gossip about them.

**Just don't
do it.**



Remember All the Names

A person's favorite sound is their name.

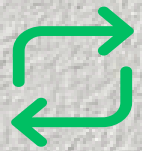
What may be their favorite second sound?

Names of their loved ones and pets.

Whenever you hear one mentioned, write it down.

You will stand out.

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