

In the beginning I was struggling to figure out what soft skills has to do with web development. But, in time, I came to realize, if you want to sell something on the Internet, soft skills are all you have. You cannot apply the high pressure techniques you might see in traditional sales.

I have been around for a long time. Early in my career I became interested in how to make a good impression on people. I read everything from Carl Jung to Carl Rogers. I even read Dale Carnegie's "How to Win Friends & Influence People". I learned to maintain a daily planner and keep track of the birth dates of everyone I knew.

Although I did not encounter anything new in this class, at first, it did leave me with an uneasy feeling. So many good points. But, I could not figure out a way to tie them all together. But, then it came to me.

The oldest skill that is unique to humans is storytelling. One of my favorite stories was made into a movie named "Amistad". In the story, men kidnapped from Africa were fighting for their lives in America's legal system. Their case went all the way to the Supreme Court. These men had none other than former President of the United States, John Quincy Adams, to plead their case before the 1841 Supreme Court. Here is a link that touches on the event: <https://www.nps.gov/people/john-quincy-adams-and-the-amistad-event.htm>

Anyway, I digress. My main concern is with the idea of putting yourself out for the whole world to see. At least, that is how I see Social Media. It is always with great concern that I entertain the idea of advertising who I am to the world. I find it comparable to standing before the Supreme Court.

I think Interpersonal Skills provides a lot of food for thought.. I was most amused by the topic of Active Listening. I recently heard someone talk about how most conversations go. The parties, rather than listening to each other, are thinking about the next thing they want to say.

I did have a thought that might interest you. You spoke a couple of times about a customer who did not know what she wanted. The thought I had, which have not heard from others, is that her inability to decide what she wants could mean she is not in want. It is one of the remarkable features of our time in history. For reasonable people, it is now possible to satisfy all ones needs and wants. I believe the Hindus call that "bliss".

One thing I have decided as a result of this class is to seek win-win solutions in all my interactions. I learned in economics that is the beauty of the market system. Everyone can win.

I find the religious communities I am involved with are rich with opportunities to develop soft skills. I believe that is what Moses, Jesus Christ, and others, were all about.

In conclusion I am reminded of the children's riddle. Is the glass have full, or is it half empty? Should we be grateful for what he have? Or, should we be resentful for what we are lacking? I think the path to success and happiness is in gratitude.