



# THE “6” BIG ONES

- Communication
- Enthusiasm & Attitude
- Teamwork
- Networking
- Problem Solving & Critical Thinking
- Professionalism



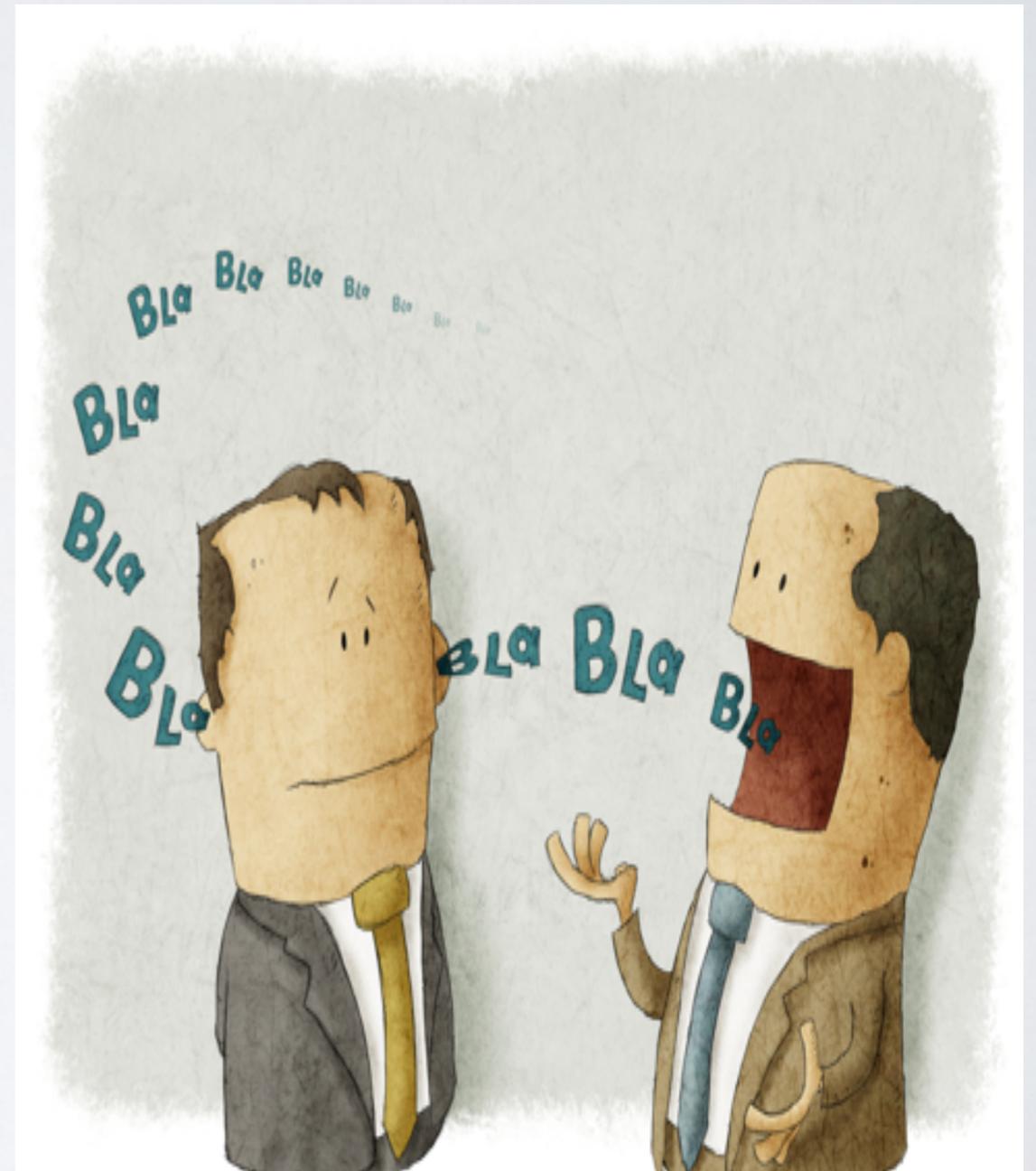
# #1 COMMUNICATION

Communication skills are ranked **FIRST** among a job candidate's "must have" skills and qualities, according to a 2010 survey conducted by the National Association of Colleges and Employers.



# EFFECTIVE COMMUNICATION

**Listening**  
**Speaking**  
**Writing**  
**Interpreting**



# ACTIVE LISTENING

## 5 Steps of Active Listening

### **S O L E R**

**S** – Squarely face the person

**O** – Open your posture

**L** – Lean towards the sender

**E** – Eye contact remained

**R** – Relax while attending



# SPEAKING

**Impressions We Make  
With Voice**

**Pitch**

**Volume**

**Tone**

**Rate**

**Enunciation**



# SPEAKING

Impressions We Make  
With Words

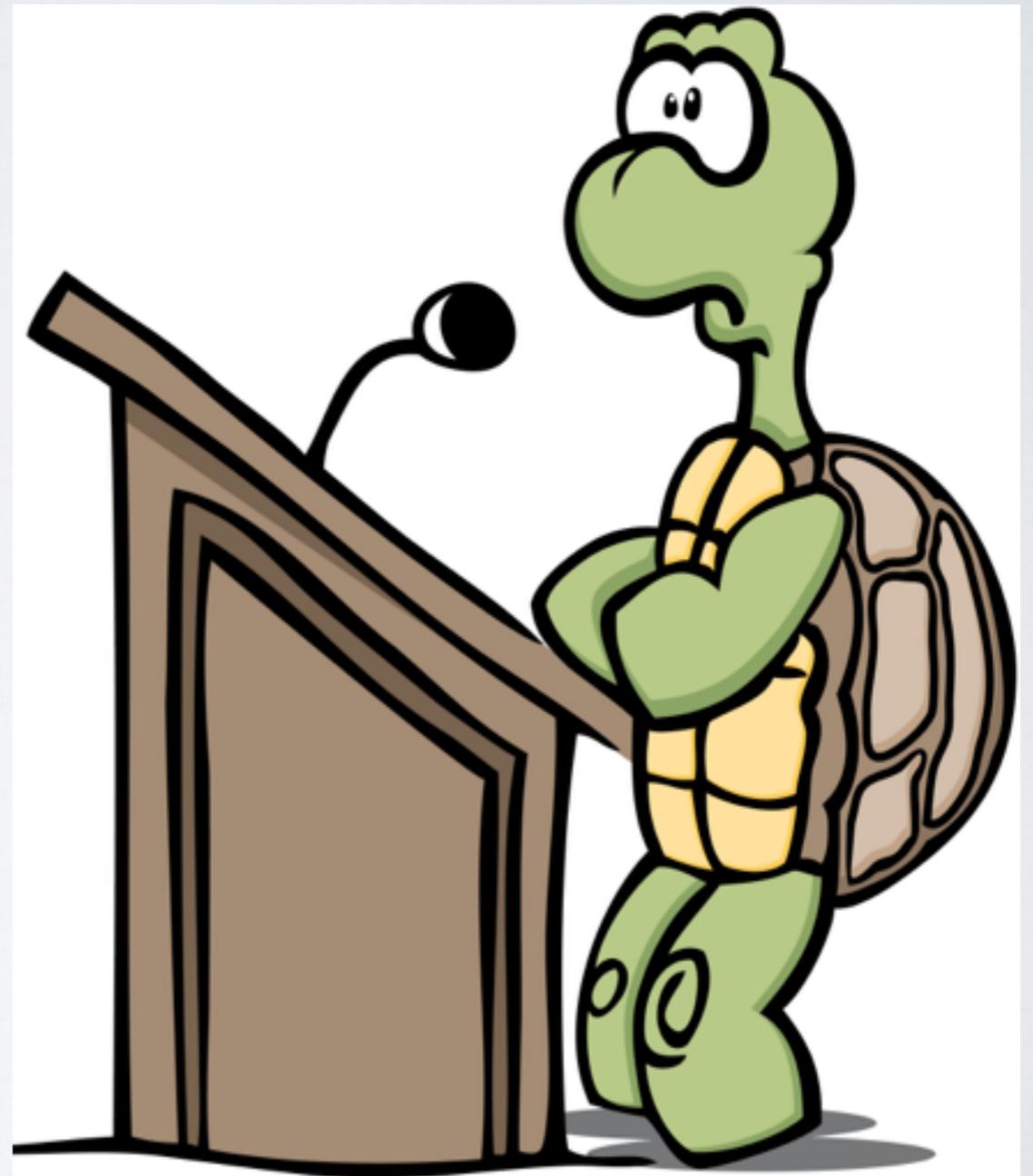
Pronunciation

Grammar

Vocabulary

The “In” Words

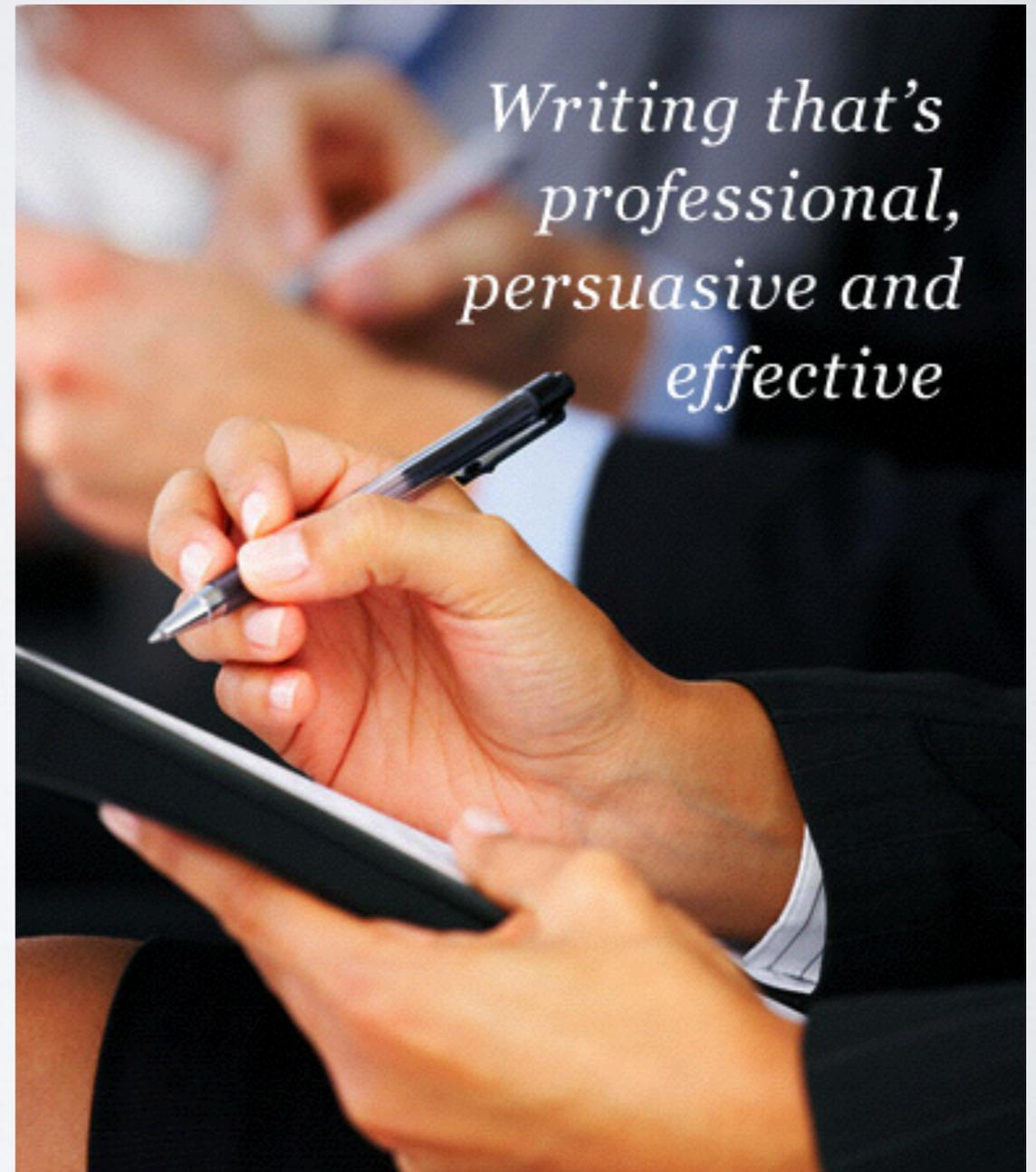
Slang and Swearing



# WRITING

## 10 Tips for Business Writing

1. Know your audience
2. Know your message
3. Think like a reporter
4. Banish buzzwords & clichés
5. Junk the jargon
6. Keep it tight
7. Make it plain and simple
8. Keep icons on your phones
9. Get active
10. Proofread



# INTERPRETING

- ✓ Look at the person.
- ✓ Pay attention to his or her body language.
- ✓ Avoid distractions.
- ✓ Nod and smile to acknowledge points.
- ✓ Occasionally think back about what the person has said.
- ✓ Allow the person to speak, without thinking about what you'll say next.
- ✓ Don't interrupt.



# COMMUNICATION IN CLASSROOM

- Communicate Respectfully
- Repeat Message in Different Ways
- Check for Understanding
- Non-verbal Communication



# COMMUNICATE RESPECTFULLY

- **Tone - honest, tactful, appropriate, noninflammatory**
- **Make eye contact with students when speaking or listening.**
- **Speak in turn as teacher and students.**
- **Model for students.**



# REPEAT MESSAGE DIFFERENTLY

- Restate information using differently words.
- Use visual tools to help.
- Handouts and charts.
- Have students practice with information.
- Repeat at least 2xs &
- Reinforce your message.



# CHECK FOR UNDERSTANDING

- 📎 “Do you understand?”  
Too Easy!
- 📎 Have students summarize and respond to questions that require them to **THINK?**
- 📎 Have students repeat the main point or outcome.



# NON-VERBAL COMMUNICATION

- Careful use of non-verbal cues.
- Rolling eyes?
- Disapproving stare?
- Bright smile?
- Gestures and animation give weight to what you are saying.



# #2 ENTHUSIASM & ATTITUDE

Attitudes to Get You  
Ahead in the  
Workplace

1. Enthusiastic
2. Efficient
3. Excellence
4. Early
5. Easy



# OVERCOMING NEGATIVITY WITH ENTHUSIASM

1. Turn barriers into opportunities
2. Replace negative self-talk with positive self-talk
3. Build relationships based on trust
4. Win people to your way of thinking
5. Disagree agreeably

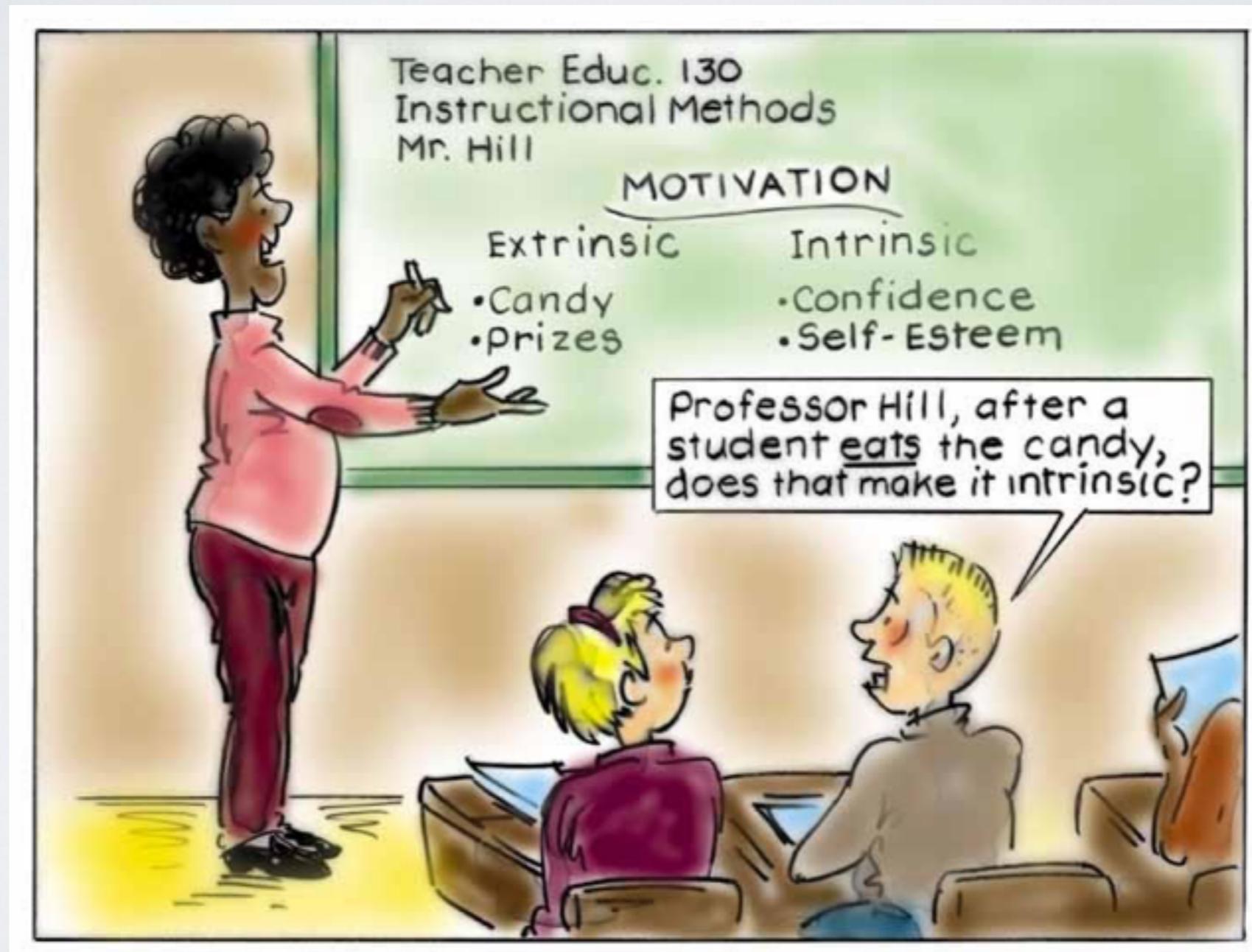


# POSITIVE ATTITUDE AT WORK

1. Report problems quickly and professionally.
2. Treat your coworkers with respect.
3. Get enough sleep.
4. Identify negative thoughts.
5. Work on your overall stress level.
6. Work towards a new job.
7. Set goals.
8. Alter your responsibilities.
9. Smile.
10. Remember that a job is just a job.

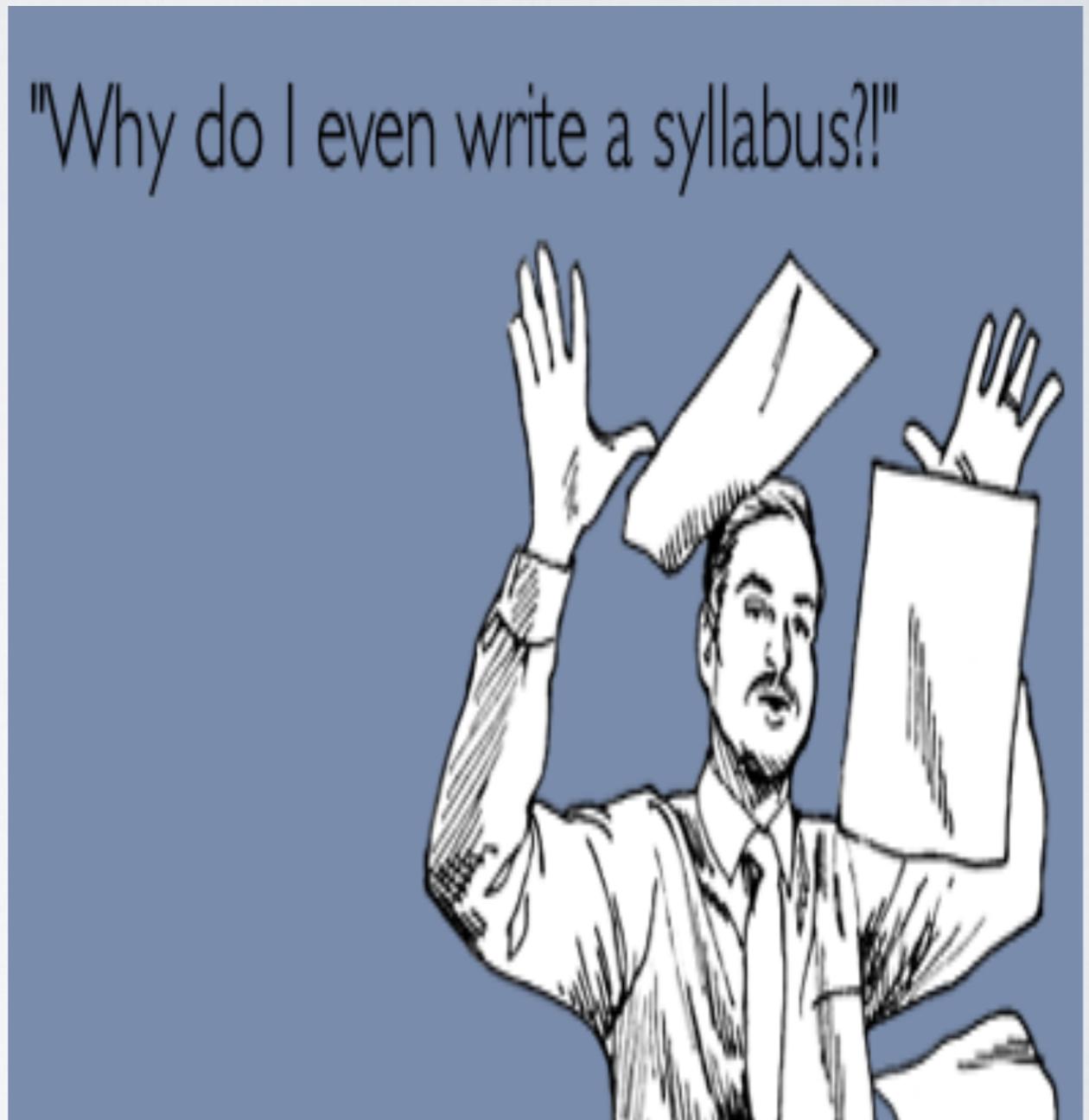


# INSPIRING ENTHUSIASM AND MOTIVATION IN THE CLASSROOM



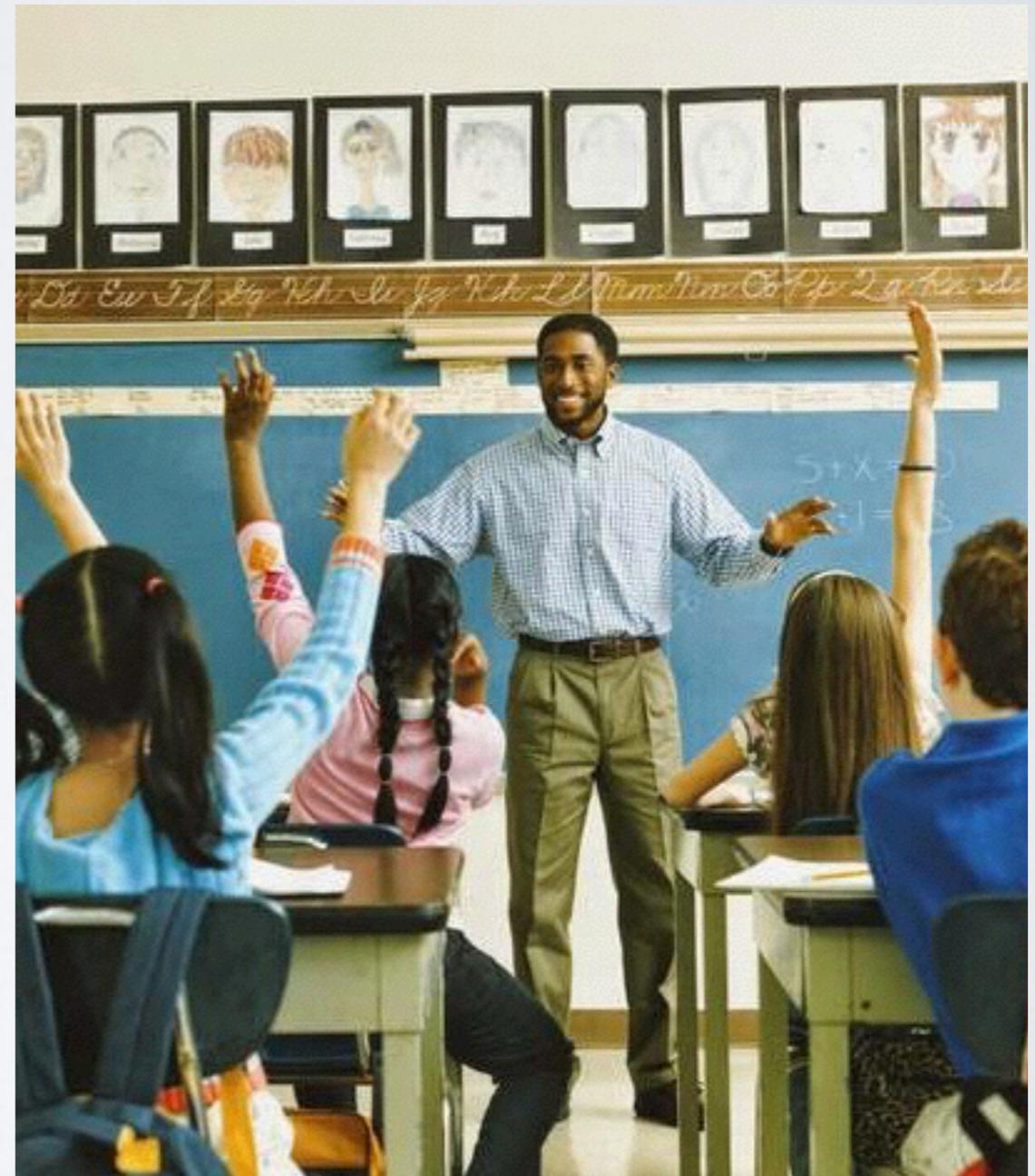
# SYLLABUS

- **Specific the learning outcomes for students**
- **Explain your class format**
- **Spell out expected behavior**



# CLASSROOM ATMOSPHERE

- Convey your passion.
- Create a welcoming environment.
- Foster a sense of belonging and respect.
- Encourage high performance.
- Promote active engagement.



# CLASSROOM INTERACTIONS

- Have interactive classroom with students and teacher.
- Call on students constantly to provide feedback.
- Encourage shy students.
- Listen actively.
- Encourage networking and peer review.
- Ask for feedback for students.



# #3 TEAMWORK

**Three Critical Factors when building a relationship with your team:**

- 1. Develop your individual strengths.**
- 2. Establish good relationships with others.**
- 3. Pursue worthwhile and meaningful goals.**



# 10 QUALITIES OF A GOOD TEAM MEMBER

1. Reliable
2. Communicates constructively
3. Listens actively
4. Active participant in group
5. Shares openly and willingly
6. Cooperates and pitches in
7. Flexible
8. Commitment to team
9. Problem solver
10. Respectful and supportive



# BUILDING A TEAM



## Build a Team

27 ways to build a team

### RECOGNIZE

Recognize the need for a team. Read, research, study, and make sure you believe a team is necessary.



### Demonstrate

Demonstrate the need for a team. Play a game or present a problem that demonstrates that a team is better than an individual.

### Show

Show the outcomes of a team work product and an individual work product. Was their more synergy with the team?





Sell the need for a team.

## ***Sell***

## **BOND**

Begin the bonding process by giving the teams a challenge. Each team will compete against the other teams. Set a time frame.

## ***Watch***

As you move around to the teams watch for people without a voice. Encourage the team to listen to everyone.

Take a pre-assessment to determine the skills and knowledge of the potential team members.

## **Assess**

## **Facilitate**

Move around to the teams and facilitate the discussion. Ask how they will begin the challenge. Ask if they need any resources.

## **Ask**

Ask if there are roles that each team member needs.

## **Create**

Create teams with diverse skills and knowledge.

Supply the teams with markers, poster paper, and access to content to research how to accomplish the challenge

## **Supply**

## **Present**

Ask each team to present. The most comfortable team member can present.

# Debrief

Spend time as an entire group and as a team debriefing. Ask them to discuss how they worked as a team and what they could do better.

Take enough breaks for the teams to be refreshed between activities.



# Break

# Discover

Spend time discovering who everyone in the group is. Play gamestorming get-to-know-you games.



Ask each team to set rules (or a code of conduct) that govern how they deal with each other and the other teams.

# Rules

Encourage the team to discuss how each member will be given a voice.

# Speak-up

# Play

Play a fun game. Have team verses team participate for a prize.





Point out good team characteristics.

## Point

## WORK

Work through team conflict. Ask other teams to intervene and give advice.



## ESCAPE

Offer all team members a safe escape if they are uncomfortable.



## Mix



Mix up the teams at the completion of projects or lessons. Let the team members try new teams.

## Grade

Be careful to let the individual be graded on their own work and not that of others.

## Reporting

Have teams create a chain of command for reporting concerns with a team member or the project.

Encourage the team to grow into a deeper understanding of other's point of view. Teach them how to ask each other questions to go deeper.

**Grow**



Reward good team work.

**REWARD**

Have a reason for the team. If you plan to talk at them, there is no point in the team. Create something for the team to do. Let them solve the problem.

**Reason**

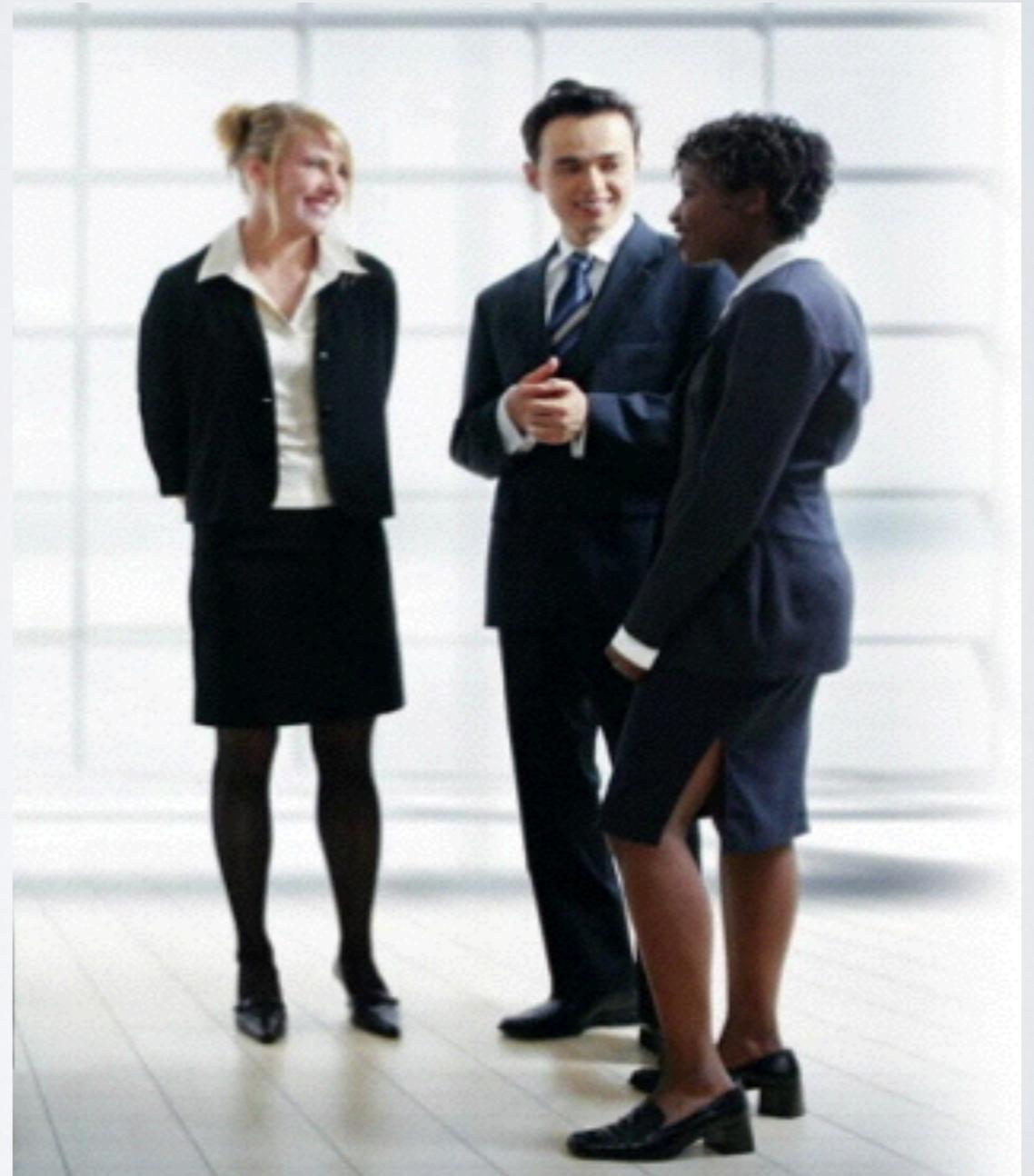
*By: Mia MacMeekin*

**TOGETHER WE ARE BETTER**

**Teamwork**

# #4 NETWORKING

1. You know more people than you think.
2. Reach out to your network.
3. Improve your communication skills.
4. Focus on building relationships.
5. Evaluate the quality of your network.
6. Take advantage of strong and weak ties.
7. Take time to maintain your network.



# NETWORKING TIPS FOR JOB SEARCH

1. Get people to vouch for you.
2. Ask for feedback from your interviews.
3. Be direct and proactive.
4. Be a self-advocate.
5. Show your interest by updating your network often.
6. Contribute to your network.



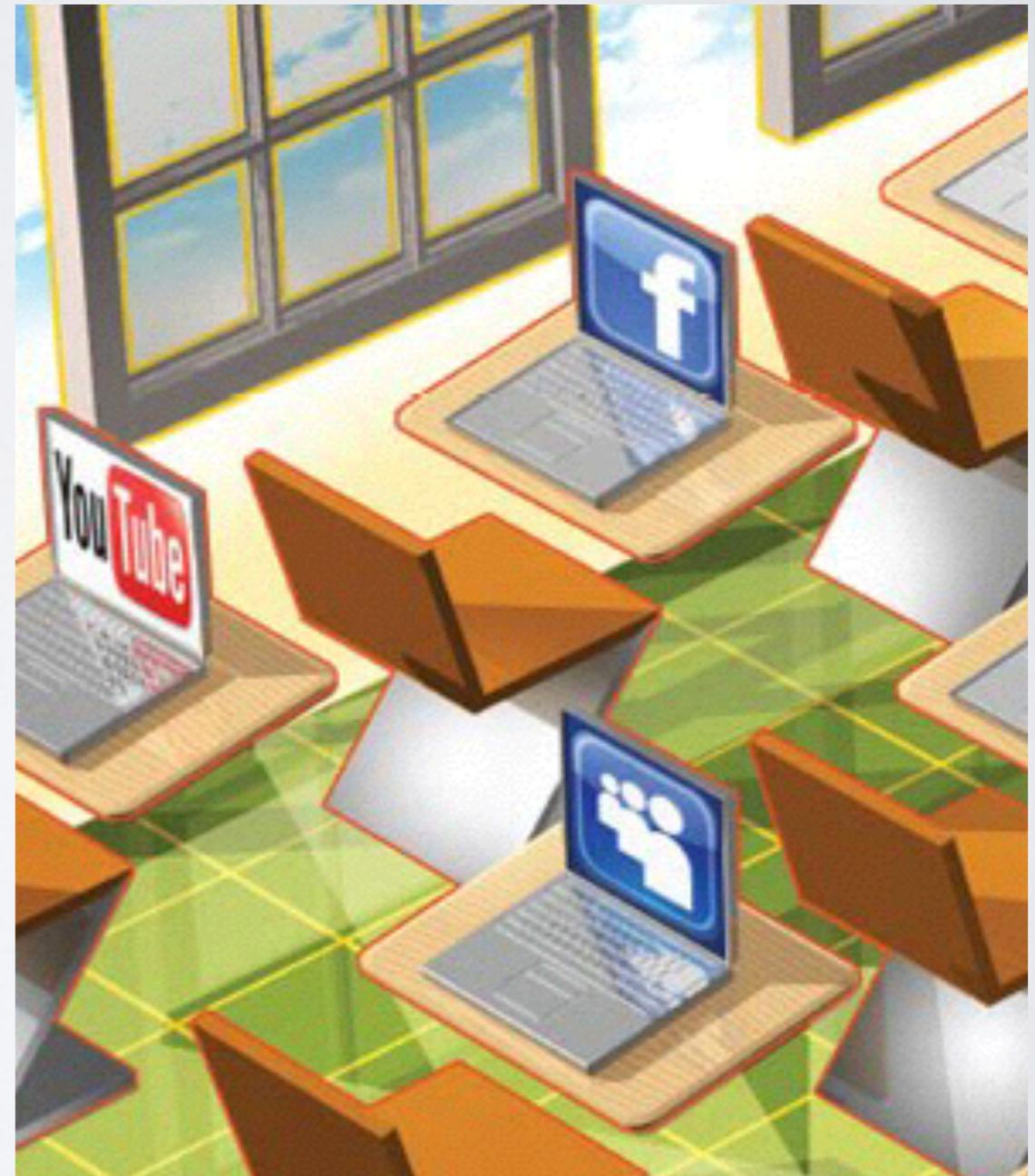
# WRONG USE OF SOCIAL MEDIA

1. Facebook Rants
2. Out of work conduct hurts company
3. Damaging work relationships through social media
4. Damaging employer's interests
5. Incompatible with employee's duties



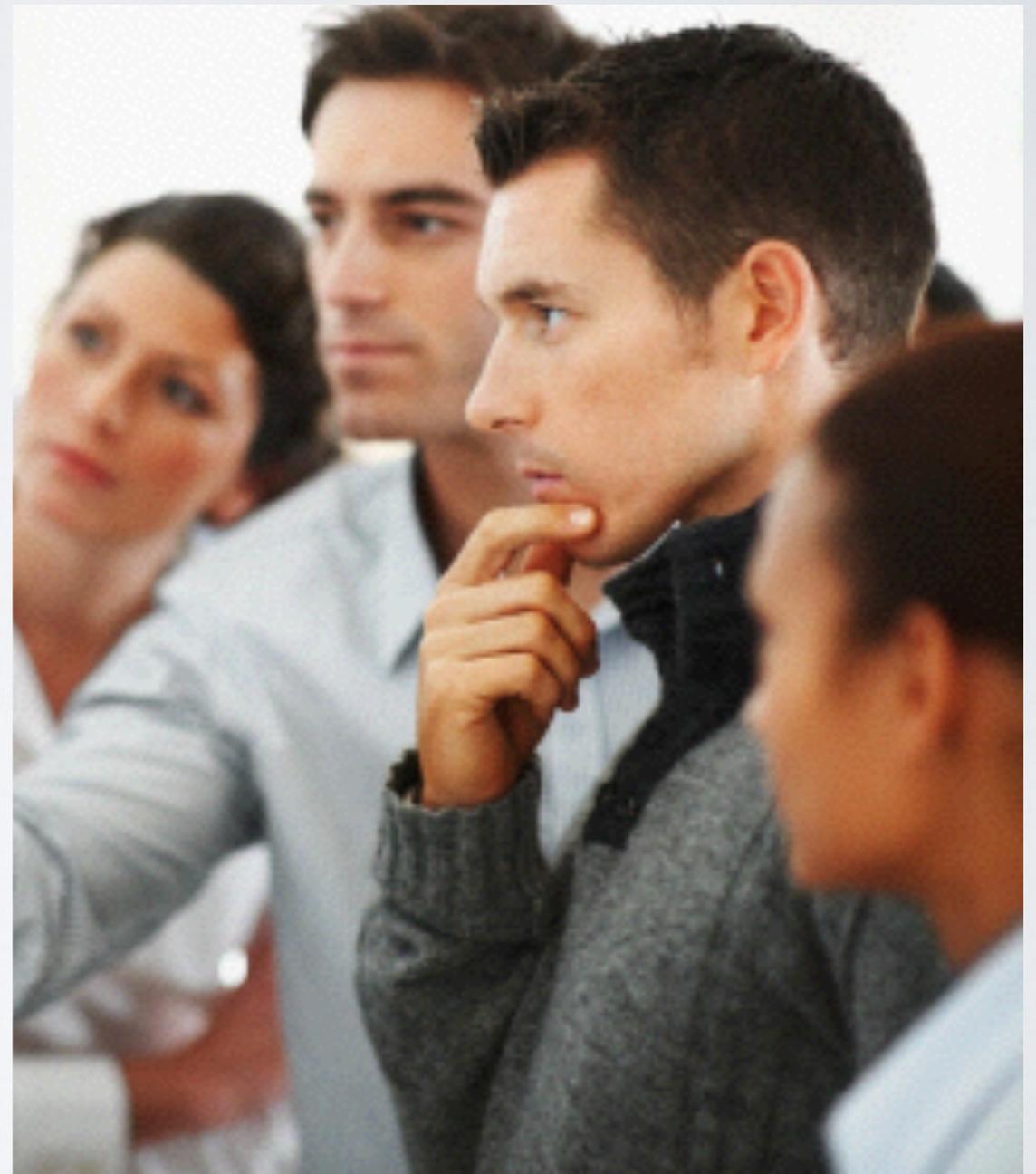
# SOCIAL MEDIA IN THE CLASSROOM

- Encourage students to share work socially.
- Use a hashtag to facilitate guest speaker discussions.
- Require students to keep a blog.
- Require original expert sources.
- Use Google Hangouts.
- Create a social classroom on Edmodo.
- Hold a class in Second Life.



# #5 PROBLEM SOLVING & CRITICAL THINKING

Employers say they need a workforce fully equipped with skills beyond the basics of reading, writing, and arithmetic to grow their businesses. These skills include critical thinking and problem solving, according to a 2010 Critical Skills Survey by the American Management Association and others.



# CRITICAL THINKING

1. Use data and information to drive decisions.
2. Do your homework and share it.
3. Examine conclusions with others.
4. Know SMEs (subject matter experts) who can help you.
5. Get past “face value” to the actual problem.
6. Build your skills.
7. Prioritize “Think Time”.



# ENCOURAGE STUDENTS TO...

## ASK Questions and LOOK for Answers

 What questions could someone have about this?

 What information answers these questions/concerns?

## APPLY What They Learn to SOLVE Problems

 Based on the material, how would you ...?

 Now that you know \_\_\_\_, how do you solve \_\_\_\_?

## LISTEN to Each Other and DEBATE Ideas

 How does John's comment relate to the text?

 What can you add to his perspective?

# AVOID LOW-LEVEL QUESTIONS

- **Address Details (facts, figures, etc.)**
- **Useful for Short-Term Memory Only**
- **Based on Memorization, Not Understanding**
- **Examples...**
  - **What are Word's default margins settings?**
  - **What does B2B stand for?**
  - **Define an asset.**
  - **What is a trademark?**

# ASK HIGH ORDER QUESTIONS

- Ask How or Why Something Happens
- Requires Application of Details to Larger Context
- Go “Beyond Facts” to Constructing a Rationale
- Requires Critical Thinking
- Examples...
  - How would you change the margins to accommodate a short letter?
  - How do B2B marketing strategies apply to EDI technologies?
  - Explain how assets depreciate. How does this impact a balance sheet?
  - What are the consequences of improperly using a trademark?

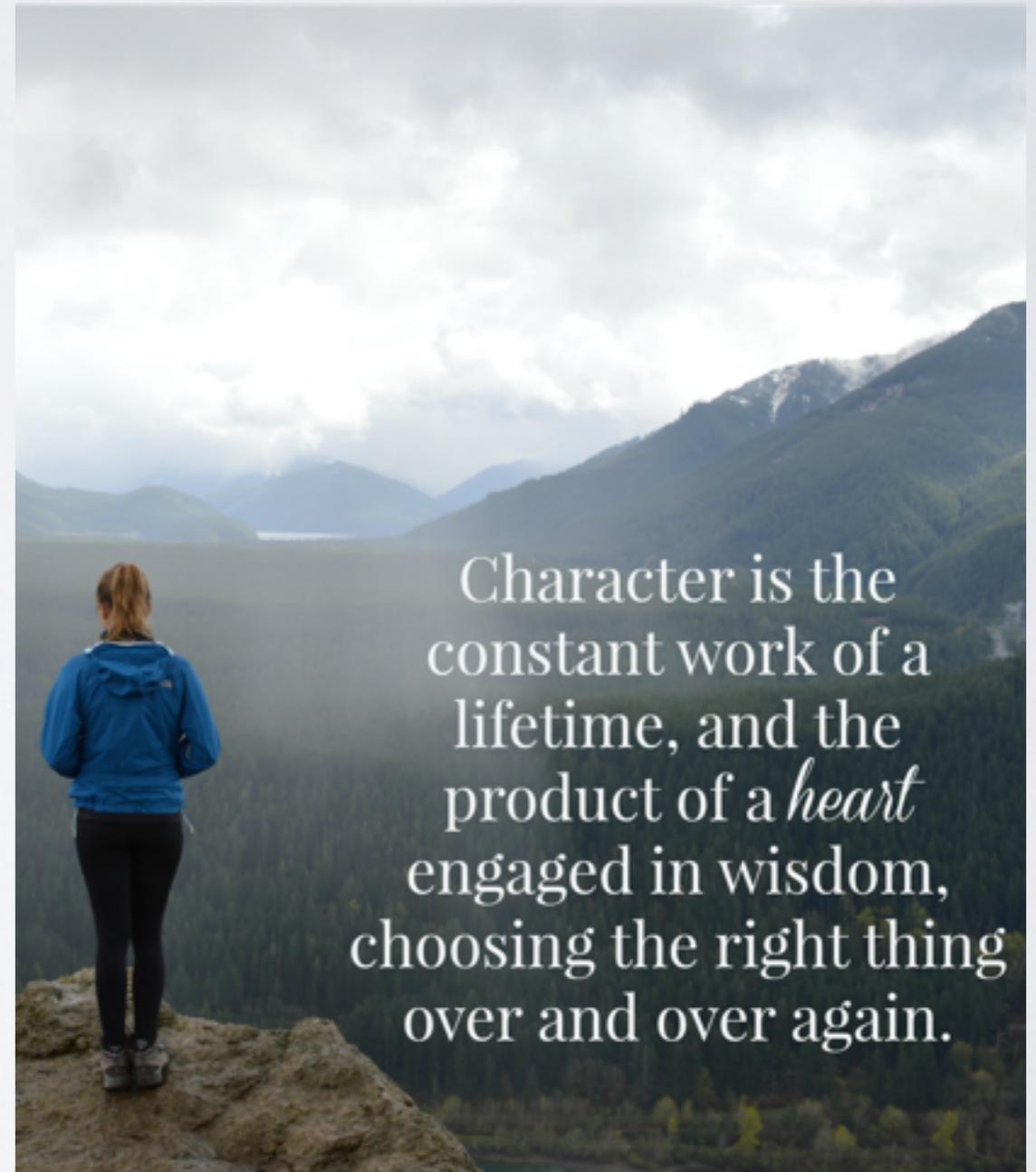
# #6 PROFESSIONALISM

1. Character
2. Attitude
3. Excellence
4. Competency
5. Conduct



# CHARACTER

1. Taking responsibility
2. Maintaining accountability
3. Arriving on time
4. Admitting and correcting mistakes
5. Being fair and truthful
6. Following through on commitments
7. Looked up to for one's personal integrity



Character is the constant work of a lifetime, and the product of a *heart* engaged in wisdom, choosing the right thing over and over again.



# ATTITUDE

- Exhibiting willingness to take on projects
- Having good humor; able to laugh at self
- Demonstrating helpfulness
- Showing respect
- Always having the best interest of others at heart
- Never greedy or arrogant
- Does not misrepresent, discriminate, or harass others



# POSITIVE CLASSROOM ATTITUDE

- Have students recognize they have a choice in their attitudes.
- Teach students to take responsibility.
- Have students assess their attitudes toward failure.
- Teach student to choose words carefully.
- Have students assess their absorption of media.
- Have students assess their approach to life's challenges.
- Have students think beyond themselves.
- Help students reflect and remember positive aspects of their lives.

# EXCELLENCE AT WORK

1. Striving to be the best
2. Not perfect, as no one is perfect, but excels
3. Exceeds others' expectations
4. Commits to life-long learning

**We are**  
• WHAT WE •  
*repeatedly do*  
**Excellence,**  
THEREFORE,  
*is not an act,*  
**BUT A HABIT**

---

- ARISTOTLE -

# EXCELLENCE IN CLASSROOM

- Interest and explanation.
- Concern and respect for teachers and students.
- Appropriate assessment and feedback for teachers and students.
- Clear goals and intellectual challenges.
- Independence, control, and active engagement.
- Learning from peers, students, and teachers.

# COMPETENCY

- Encompasses self-awareness, self-confidence, and social skills
- Controls one's self
- Displays leadership skills, decision-making abilities
- Displays team work skills
- Able to inform others of needed information
- Always up to the requirements of one's profession.
- Seeks out resources when necessary to stay competent.

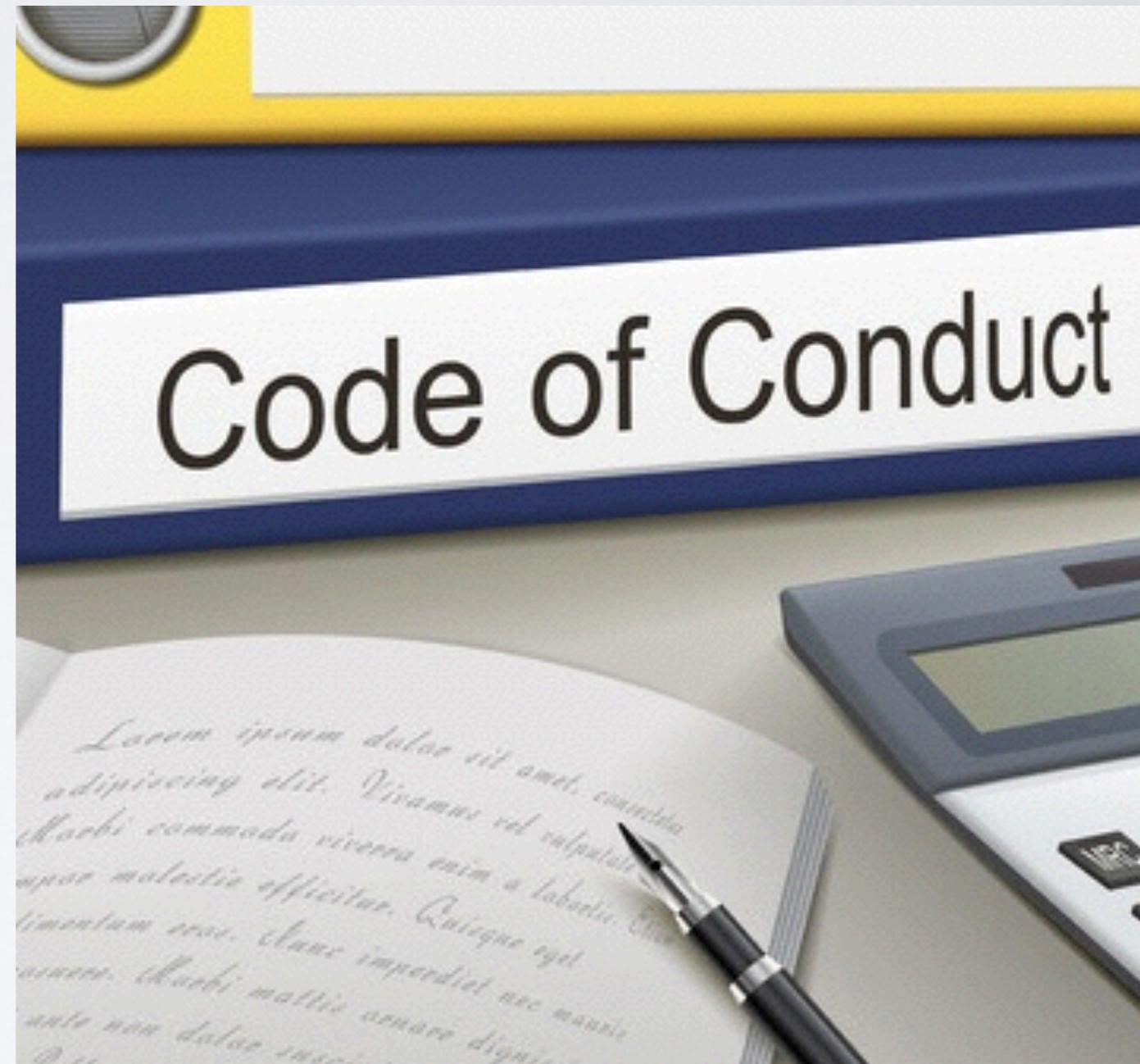


# RESILIENCE & COMPETENCY

- **Physical health supports resilience, including getting enough sleep, eating well, exercising, and enjoying good health.**
- **Social and emotional competencies that promote resilience include stress management; a sense of control over one's life; positive relationship to self including self-efficacy, self-regulation, and self-esteem; hopefulness and goal-setting with the motivation and perseverance needed to reach those goals; and social competence.**
- **Cognitive competencies that help include insightfulness and general skills such as problem-solving, information processing, and intellectual ability.**

# CONDUCT

- Conducts oneself in a way that reflects well on his/her profession.
- Maintains confidentiality
- Never abuses (verbally or otherwise) his/her clients or co-workers
- Dresses professionally (appropriate to one's work environment)
- Upholds the ethics of his/her profession
- Should be above suspicion or reproach



# TEACHERS, STUDENTS, & CONDUCT

- Love your students.
- Assume the best in your students.
- Praise what and when you can.
- Do Sweat the Small Stuff.
- Identify yourself.
- Forge a class identity.
- Have a plan.





# QUESTIONS & ANSWERS

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[www.vannray.com](http://www.vannray.com)

The screenshot shows the website for Vann-Ray LLC, a company specializing in student educational and motivational consulting. The header features the company logo, name, and social media icons for Facebook, Twitter, and LinkedIn. A navigation menu includes links for Home, About VR, Get Started, Store, Q & A, VR Team, VR Press, Contact, and Student Portal. The main content area is titled "Introducing Student Modules for Career Success" and includes a quote: "The clock is ticking; the school days are ending; and your career is on the horizon." Below this, a list of questions is presented: "Are you motivated?", "Want to be successful?", "Ready for a career?", "How about college?", and "Not sure?". The page also features images of students and a banner for "21st Century Professional Learning Academies".

**VR** STUDENT EDUCATIONAL & MOTIVATIONAL CONSULTANTS  
VANN-RAY LLC

Home About VR Get Started Store Q & A VR Team VR Press Contact Student Portal

## Introducing Student Modules for Career Success

The clock is ticking; the school days are ending; and your career is on the horizon.

Are you motivated?  
Want to be successful?  
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21st Century Professional Learning Academies