

MICHELLE PRICE ON SOFT SKILLS

PRE-LISTENING ACTIVITIES:

Instructions: You will hear a short interview with a leader of an Oil and Gas company talking about the soft skills that will help you to be successful in the Canadian workplace.

Before you listen to the recording, answer the following questions:

1. Read the list of soft skills below. Rank them from 1-10; mark #1 as the skill that you think is most important and #10 as the least important.

Problem solving Creativity Team work Organization Time Management
 Speaking Decision making Confidence Flexibility Leadership

- A. You've been asked to work with a web developer to create a website for your organization.
Skill(s):

- B. You want to create a presentation to introduce a new idea to your co-workers.
Skill(s):

- C. You have promised to pay for your employees to attend a conference, but you realize you don't have enough money in the budget.
Skill(s):

D. You are asked to organize a bowling night for your department.

Skill(s):

E. Your boss asks you to help to decide on the location of the next office party.

Skill(s):

F. Your co-worker calls in sick and your boss asks you to take her shift.

Skill(s):

G. You and your co-workers disagree about the best way to market a new product to your customers.

Skill(s):

H. You have 4 projects to complete in the next month.

Skill(s):

2. Identify the soft skill(s) you could use in each of the situations below.

Vocabulary Building Activity

Here are some words you will hear in the interview. **Match each word to its correct definition.**

LETTER	VOCABULARY WORD	DEFINITION
	impacted (simple past or past participle verb)	a. questions that a speaker asks to get more information about a topic
	responsive (adjective)	b. special skill or knowledge that an expert has
	diversity (noun)	c. to be able to adjust or change to fit different situations
	sincere (adjective)	d. able to be applied easily to another situation
	probing questions (plural compound noun)	e. to have affected or changed
	soft skills (plural noun)	f. the many different types of people in one group
	expertise (noun)	g. communication skills that make someone a good employee and easy to work with
	align (verb)	h. to put into effect; carry out; start
	operational reliability (compound noun)	i. reacting in a desired or positive way
	transferable (adjective)	j. to match; to fit with
	implement (verb)	k. honest; real
	adaptive (adjective)	l. how well a process works

Using your new vocabulary in context

Choose the correct vocabulary word to complete each of the sentences below.

1. _____ are just as important in the Canadian workplace as your technical skills.
2. A good manager must be _____ to the needs of his or her staff.

3. If you are _____ in your relationships with others, you will get along with your colleagues.
4. If you are planning to change jobs, it's important that you can be _____ to a new work environment.
5. To be a good listener, you must sometimes ask _____ to learn more about the person you are talking to.
6. Many people want the issues they care about to _____ with the job they have.
7. Michelle is in charge of _____ for her company; she has to make sure the workplace safety process works well.
8. Managers in the oil and gas industry need to hire employees with _____ in a variety of different fields.
9. Cultural _____ is increasing in the Canadian workplace.
10. All the complaints the business received on its Facebook page negatively _____ the company's sales.
11. The leadership skills from his past work experience were _____ to his new position.
12. With the help of her colleagues, she was able to _____ many changes that created a more effective workplace.

Listening for the main idea and details

Instructions: Read the following questions and then answer them as you listen to the recording.

1. What is the main idea of this interview?

2. In what 2 ways does Michelle mention that she has changed over time?

3. List 2 ways that Michelle suggests that you may have to adapt your communication to the individual you are speaking to.

4. Does Michelle's work background align with her current job? Explain.

5. What does Michelle mean by “the ability to deliver results”?
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POST-LISTENING DISCUSSION QUESTIONS:

1. For each of the job pairs listed below, choose which job you think requires more soft skills and explain why?

JOB PAIR	CHOICE (MORE SOFT SKILLS)	REASON
Architect or teacher		
Store clerk or bus driver		
Accountant or chef		
Bank teller or security guard		
Hotel manager or day care worker		

2. If you were a business owner or manager, would you prefer to hire someone who has *strong technical skills but weak soft skills* OR has *strong soft skills but weak technical skills*? Why?
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