



Soft Skills For Hard Times: How To Succeed In The Industry Downturn

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Lori is an industry professional in Soft Skills training, complemented by university study of the sciences to understand the technical aspect of working with professionals in the Oil & Gas Industry. She holds degrees in Communications, Performance, and Marketing, and is working on her Masters in Multicultural Psychology. Lori has developed a Global Multicultural Training Program for corporate management and employees called "Architecture of Communication". This training helps different cultures to understand each other based on their cultural context, allowing professionals to achieve higher levels of communication, both internal and external, which affects every global business's bottom line. She is an expert in the training of presentation skills, and one on one communication for clients who speak English as a second language.







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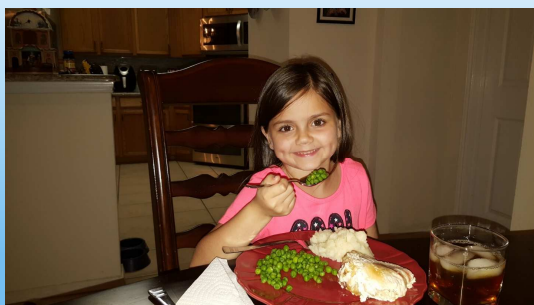
What Are Soft Skills?

Definition

Soft Skills:

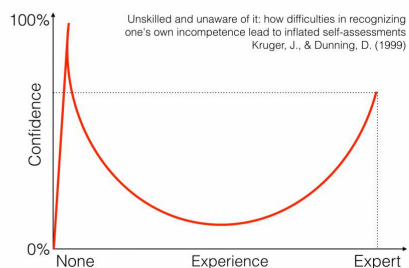
A specific set of "Interpersonal Skills" that connect you to the technical aspects of the role and enables you to achieve your key job outcomes.

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Dunning-Kruger Effect



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SOFT SKILLS

- Effective Communication
- Teamwork
- Leadership
- Adaptability
- Effective Listening
- Negotiation
- Problem Solving
- Emotional Intelligence
- Collaboration
- Time Management

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Why Are Soft Skills Important

Soft Skills enable people to function and thrive as colleagues and team members within companies...

The workplace is a space where colleagues work together, ideas are discussed, and problems have to be solved

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Ineffective Communication

DILBERT

BY SCOTT ADAMS



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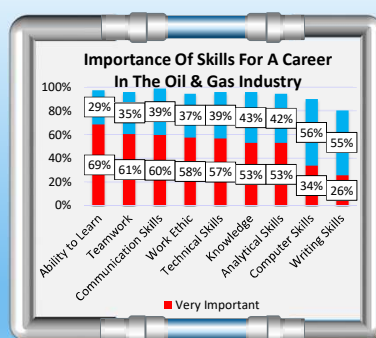
How Can Soft Skills Help

- Skills That Help People Interact More Effectively
- Broadly Applicable Across Jobs & Industries
- Promotes More Effective & Productive Workplace
- Enables Better, More Efficient Teamwork
- Encourages Idea Exchange, Fosters Relationships
- Improves Problem Solving Abilities

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Human to Human Factor

- Top 4 Were Soft Skills!
- Technical Skills Ranked 5th!!



2012 SPE Research Survey
Importance of Skills for a career in the Oil & Gas Industry

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Technology Transfer



Is A
Contact
Sport!

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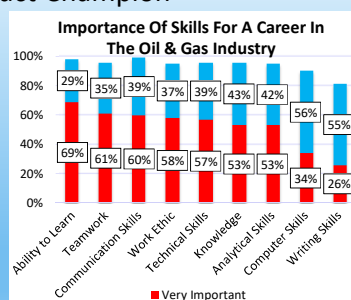
Example No. 1

- New Product / Technology
- Ready To Go
 - Detailed Instruction
 - Cost
 - Selling Price
 - Logistics
- Nothing Happens
- Why?

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Product Champion

- Internal Communication
- External Communication
- Adaptability
- Team Building



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Example No. 2

Soft Skills Could Have Prevented The Situation



- Communication (Person to Person)
- Conflict Resolution
- Problem Solving
- Critical Thinking
- Emotional Intelligence

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Emotional Intelligence

Social Skills

Interaction with others exchanged in verbal and nonverbal ways

Social Awareness

Ability to understand and respond to the needs of others

Self Management Abilities

Manage yourself, your emotions, abilities and impulses.

Soft Skills Are Teachable

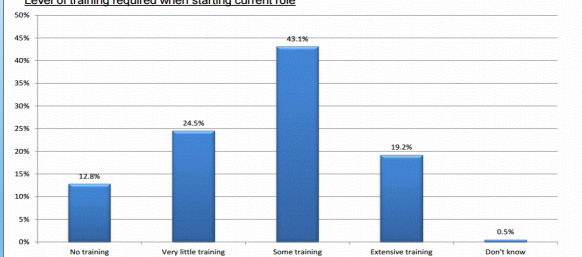
Teaching soft skills outside your employees job descriptions brings untold benefits to the company

The most successful teams consist of members who have skillsets that compliment one another

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- 86% Required Some Sort of Training
- ONLY 12.8 % surveyed needed “no training” when they started their job
- Nearly 1/5th Required Extensive Training

Level of training required when starting current role



How To Make A Difference In The Downturn

Set Soft Skills Goals In Performance Reviews

Experienced Employees Mentor Young Professionals

From Paradigm Shift To Expanding Their Paradigm

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Are Soft Skills Really That Important?

77% of employers say that soft skills are just as important as hard skills

According to the Mitchell Communications Group, MISCOMMUNICATION costs businesses \$37 billion (or \$26K per employee) in the U.S. and the UK every year

soft skills

hard skills

Leung, S (2014, Aug 19). Here Are The Soft Skills Most Important To Your Business. Salesforce

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Conclusions

- Soft Skills Are Crucial For Success
- Soft Skills Are Teachable
- Enables Problem Solving Abilities
- Enables More Efficient Teamwork
- Crucial For Successful Communication

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Take Home Message



SOFT SKILLS HELP YOU SUCCEED

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Thank You!!

In appreciation of The SPE Webinar Programs
and all of you who took the time today
to invest in your own success
HAVE A GREAT DAY!