

*Why you need more than
technical skills to achieve
business success, and what
really makes the difference*

21 OCTOBER 2019

The webinar will begin shortly...

Business & Management

20 minute webinar: Why you need more than technical skills to achieve business success, and what really makes the difference



Joanna Gaudoin

Why you and your
people need more
than technical
skills & knowledge
to achieve
business success

ICAEW

Joanna Gaudoin

Inside Out Image

21st October 2019



Today

- ✓ Why more than technical skills & knowledge is required
- ✓ Key necessary skills & professional scenarios

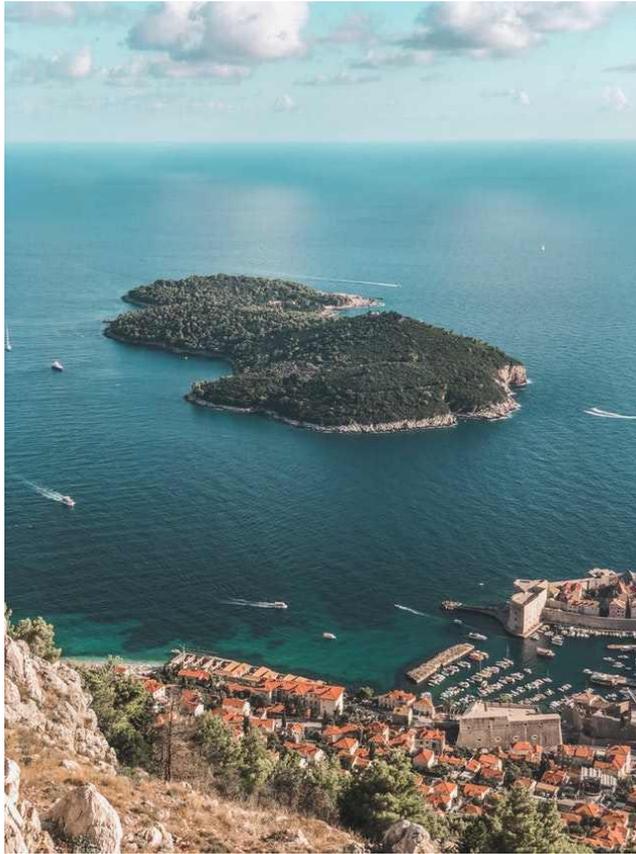
Think of...



Emotion vs. logic



We are not...



We need to build...

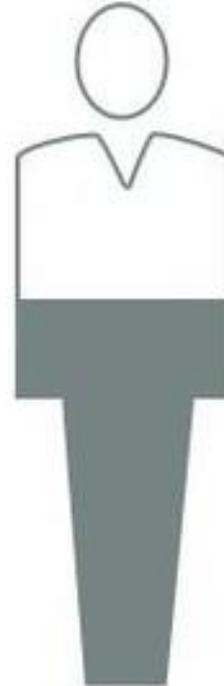


How your team relate to others cannot be ignored

EQ is responsible for

58%

*of your job
performance*



The machines are coming...



Often untaught, yet important skills

97% of UK employers believe 'soft' skills are crucial to success

YET

75% believe their employees lack the 'soft' skills they need

Skills which can be developed:

Awareness



Education



Practice

The fundamental challenge



How to achieve this



Building blocks



The Trust Equation

$$T = \frac{C + R + I}{S}$$

T = **C** + **R** + **I**

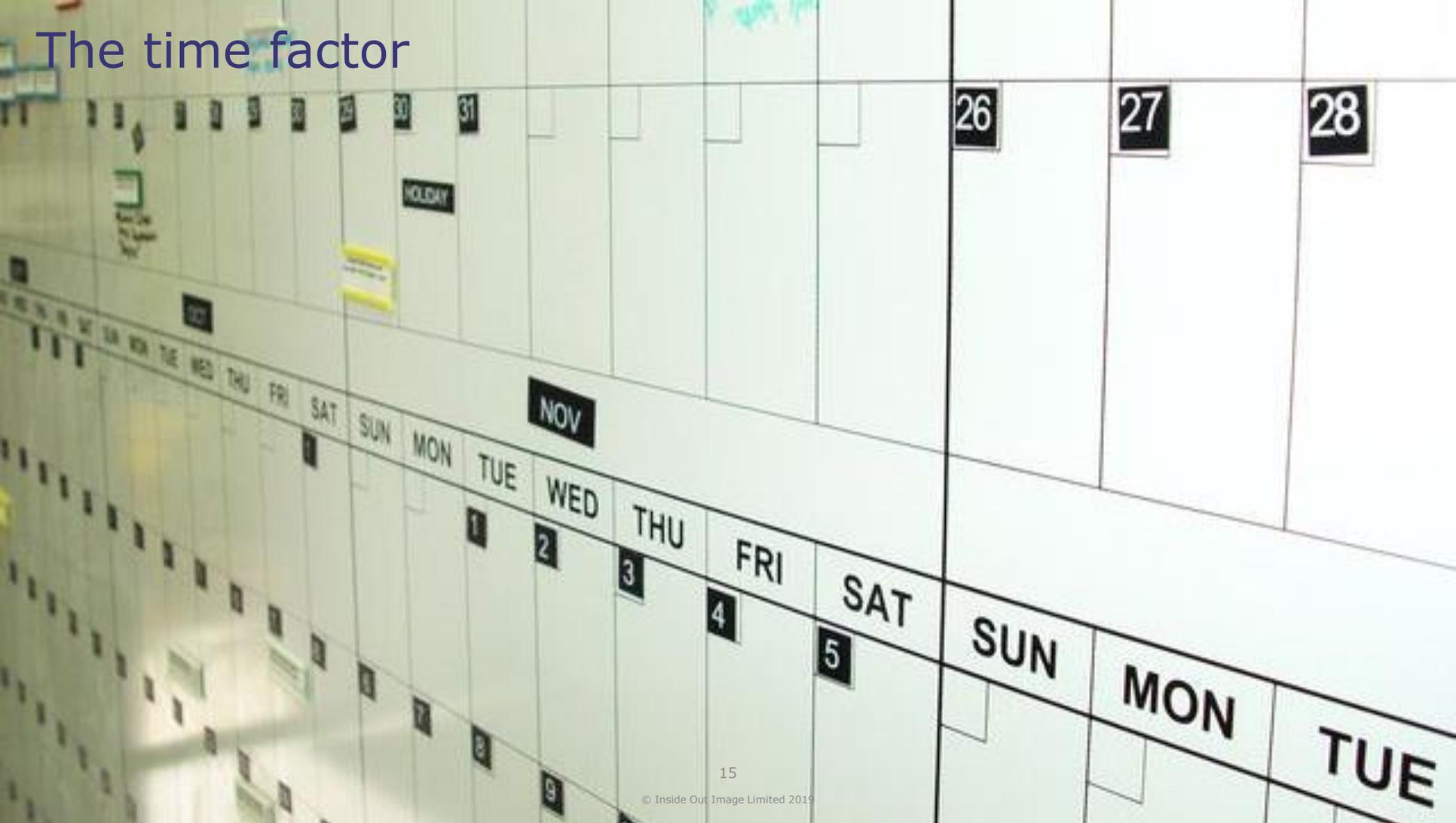
Trustworthiness *Credibility* *Reliability* *Intimacy*

S

Self-Orientation

Trusted
Advisor
[ASSOCIATES LLC]

The time factor



Who



Key skills



Skill 1



Skill 2



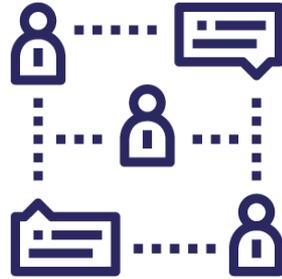
Skill 3



Skill 4



Skill 5



Skill 6



Skill 7



Skill 8



Personal Impact & Relationship Management Skills

Ultimately to:

- ✓ Retain clients.
- ✓ Gain new clients.
- ✓ Work more effectively.

Help individuals progress their careers & organisations improve their performance

What next?

- Questions?
- Top 10 reminders document
- Discuss in more detail?

What action will you take?

INSIDE OUT^{IMAGE}

people • performance

1-2-1 Consultations • Corporate Training • Speaking



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Free 60 minute webinars – 10.00am

The Macpherson Report – lessons for the private sector
20 November

Practical Excel tips
2 December

Free 10 minute webinar – 12.30pm

Networking for serious thinkers
11 November

Free evening events

Resilience and fortitude
26 November

Free 20 minute webinars – 12.30pm

Top tips on powerful presentations
6 November

E-Learning lecture – 9.00am

Transform your enterprise with winning KPIs
12/13 November

Business & Management

THANK YOU FOR ATTENDING

Contact the Business & Management Faculty

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