

Professional Skills

MBA "Survival" Skills

Agenda

- * Giving/receiving effective feedback
- * Managing Stress
- * Time management
- * Effective presentations



Feedback

- * Definition of feedback:
 - Communication regarding observations about individual and group performance made in a way that maintains good performance and improves poor performance.
- * Can be both positive and negative

Effective Feedback

✦ Effective feedback is...

- ▣ **Immediate**
 - ▣ Given as soon as possible after observation is made.
- ▣ **Direct**
 - ▣ Given face-to-face and verbally
- ▣ **Attainable**
 - ▣ Given for performance that can be improved
 - ▣ Given for skills that the individual has the skill, ability, and resources to perform at the desired level

When Giving Feedback

✦ Be DESCRIPTIVE

- ▣ Communicate performance observations in a descriptive manner so that everyone knows exactly what the desired behavior should be.

✦ Be SPECIFIC

- ▣ Provide descriptions of specific observations rather than general ones.

Performance Feedback

✦ What is the "best" way to provide performance feedback?

✦ Does the best way differ for:

- ▣ Positive feedback?
- ▣ Negative feedback?
- ▣ Group feedback?

✦ How is feedback motivating?

- ▣ (or de-motivating)

Stress and Time Management

An MBA program is stressful!

Juggling many obligations and interests can cause stress.

▣ You must master the art of multitasking!

There are techniques that can help.



Coach Perspective

Stressors

Time Stressors

▣ Change

▣ Uncertainty

▣ Being responsible without control

▣ Feeling overwhelmed or inadequate

Encounter Stressors

▣ Conflict

Situational Stressors

Anticipatory Stressors



Coping with Stress

Enactive Strategies:

▣ Eliminate stressors

Reactive Strategies:

▣ Learn temporary coping mechanisms

Proactive Strategies:

▣ Resiliency

▣ Preferred strategy!!!



Developing Resiliency

- ✦ Key is BALANCE!
- ✦ Make time for play.
- ✦ Set time limits on work.
- ✦ Playing can make you more creative!
 - Ideas on the trail.
 - Brain chemistry.
- ✦ More time does not equal better work!
 - Efficiency better than quantity.



Stress Reduction Techniques

- ✦ Develop a Time Management Plan.
 - Prioritize and organize.
- ✦ Exercise.
 - Anything you like that gets you moving and your endorphins flowing.
- ✦ Relaxation and meditation.
 - Schedule relaxation time.
- ✦ Social interaction.
 - Spending time with family and friends may reduce stress.
- ✦ Whatever works for you!



Time Management

- ✦ What do we mean when we say we "...don't have enough time?"
 - or that "other people have more time?"
- ✦ What is "time" anyhow? (Define)
- ✦ What is meant by "managing time?"



Time is...

- # A metric we use to understand the relationship among events.
- # A linear flow or stream from past to future.
 - We can ride the current, or paddle a little to steer.
- # Measured or measurable intervals.
 - A resource that is limited and finite.
 - Why do these intervals seem to go by faster as we age?

Managing time...

- # We can't alter the flow of time
- # We can manage events in time (paddle and steer through the flow)
 - We decide:
 - What happens or doesn't happen.
 - The relative order of happenings.
 - The quality of what happens.
 - Our approach to what happens.

Effectiveness and Efficiency Strategies

- # Strategy I : Know where your time is going and why
- # Strategy II: Know your specific "time consumers" (i.e. inefficient users of time)

Managing Time

‡ Prioritizing your short and long-term goals (your mission)

‡ Covey's four quadrants of time allocation:

Urgent and Important	Not Urgent and Important
Urgent and Not Important	Not Urgent and Not Important

Step I: Review your Priority System

‡ Be in touch with your priority system

- ‡ Try different methods
- ‡ Choose the one that works best for you

‡ Ask:

- ‡ What is the most important thing for me to be doing right now?
- ‡ How will what I am doing help me to achieve my goals and mission?

Step II: Know the Value of Your Time

‡ Economic value of time.

- ‡ How much is your time "worth" in terms of economic opportunity costs?

‡ Personal value of activities

- ‡ How much is your time "worth" in terms of your values (i.e. opportunity costs relating to personal values)?

Step III: Analyze Your Time Spent

- ✦ Time management data log
 - This exercise is common to all time management programs
- ✦ These data inform you of your priorities as you actually act on them
- ✦ The point of this exercise:
 - You need to know where your time is going before you set out to change your time management approach

Step IV: Time Management Planning

- ✦ A B C system
 - Evaluate tasks in terms of:
 - A - must do - important and urgent.
 - B - important but not yet urgent.
 - C - Can do if you have extra time.
- ✦ List needed actions, then assign priorities.
- ✦ NOTE:
 - The more "B"s you get done, the fewer "A"s you will have in the future.
 - Remember Gresham's Law :
 - Scheduled events take priority over unscheduled events.

Tips for Better Time Management

- ✦ Build protected time ("white space").
 - Make sure to schedule leisure time.
- ✦ Delegate what you can.
- ✦ Limit involvement in activities that are not helping you achieve what you want (and are not consistent with your mission statement).
- ✦ Do emergency scheduling
- ✦ Work from a prioritized "to do" list
- ✦ Say "NO!"

A "Say No" Plan

- ‡ If you are going to say no....
 - ‡ Say no immediately.
 - ‡ Give a reason consistent with the refusal.
 - ‡ Provide an alternative for the other person if possible.

Presentation Skills

- ‡ Qualities of a good presentation:
 - ‡ Engaging
 - ‡ Informative
 - ‡ Enjoyable
- ‡ How to accomplish this?
 - ‡ Use guidelines (content, design, delivery)
 - ‡ Practice!



Content

- ‡ Do your research
- ‡ Group information in categories
- ‡ Prepare an outline
 - ‡ Use a "brain dump" to jump-start your creativity
- ‡ Use storytelling to engage the audience
 - ‡ Visuals help support the story, not tell the story



Design

- ✦ Start in an engaging manner
 - Remember to answer the "so what?" question
- ✦ Always include an agenda and summary slide
- ✦ Vary your slide style
- ✦ End with a strong concluding statement that provides a key "take-away"
- ✦ "8 x 8" rule

Delivery

- ✦ Know your objectives
- ✦ Know your audience
- ✦ Engage the audience
 - Be creative:
 - Use ice-breakers and interactive exercises
 - Tell stories
- ✦ Maintain eye contact
 - Try not to look over people's heads
 - Use notes as an aid, not as a crutch
- ✦ Practice 5-10 times!!!
 - Get feedback



July 24th: Personal Mission Statements

- ✦ Summarize your mission statement
- ✦ Summarize the strengths you feel that you bring to this program
- ✦ Discuss the areas you would like to work on improving this year and beyond
- ✦ Give support, ideas and resources to each other!
