

Soft Skills Leadership for Managing Risk

Moving from compliance
to commitment through
leadership.

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Soft Skills Leadership for Managing Risks



What is Leadership?



TURNING GOOD LEADERS INTO GREAT LEADERS



Soft Skills Leadership for Managing Risks

Leadership is solving problems. The day soldiers stop bringing you their problems is the day you have stopped leading them. They have either lost confidence that you can help or concluded you do not care. Either case is a failure of leadership.

Colin Powell



Soft Skills Leadership for Managing Risks

“Leaders create cultures by what they systematically pay attention to. This can mean anything from what they notice and comment on, to what they measure, control, reward and in other ways systematically deal with”.

E. Schein Organisation culture and leadership.



Soft Skills Leadership for Managing Risks

The question is not how we can make better rules (**Compliance**), but how we can support teams in finding the best solution.

How can we strengthen the possibilities of the team members so they need the least amount of direction-setting from above? (**Commitment**).



Soft Skills Leadership for Managing Risks

Soft skills are a combination of people **skills**, social **skills**, communication **skills**, character traits, attitudes, career attributes, social intelligence and emotional intelligence quotients among others that enable people to effectively navigate their environment.

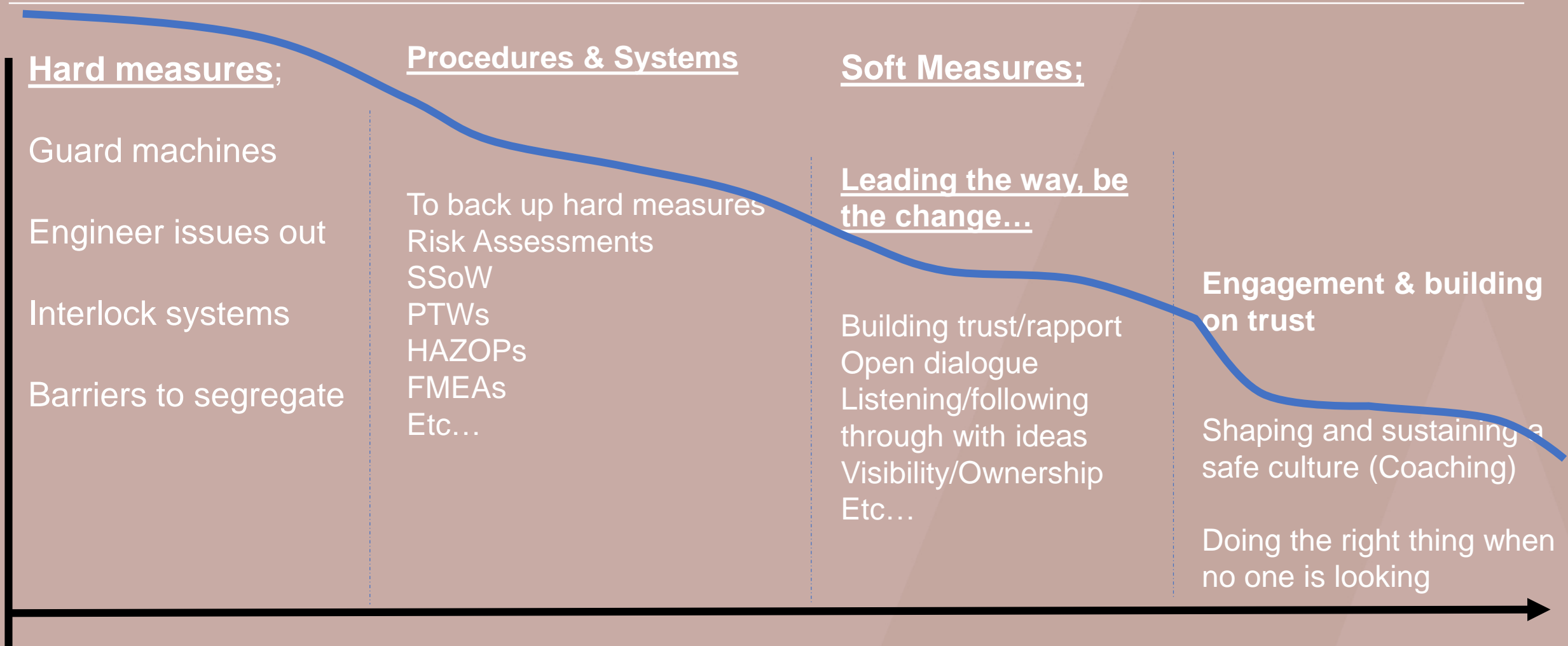


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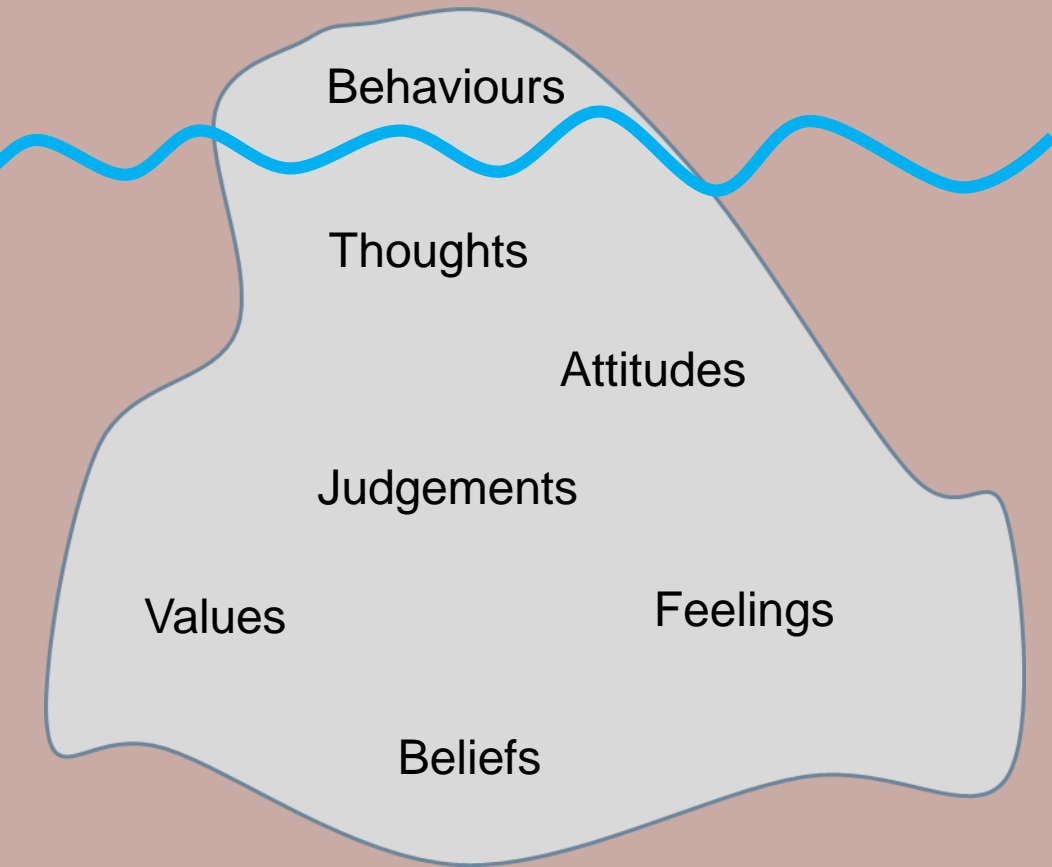
Hard Skills – Technical Skills	Soft Skills – Interpersonal Skills
Operating machinery	Communication skills
Computer programming skills	Leadership skills
Accounting	Interpersonal skills
Web design/IT	A good work ethic
Industry specific qualifications	Self awareness/emotional intelligence
Educational degrees	Empathy/rapport



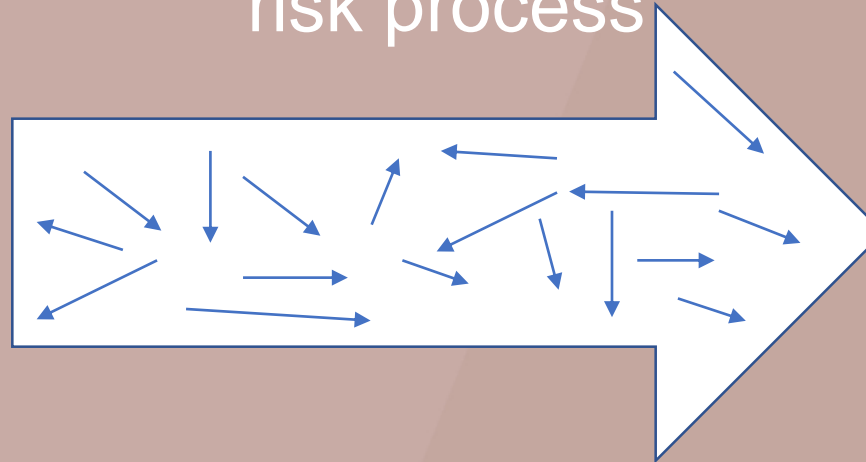
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Gaining Alignment & Engagement in managing the risk process



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Influencing Staff

To be interesting be **INTERESTED**

Good listening techniques

Shows care and concern

Mutual trust and respect

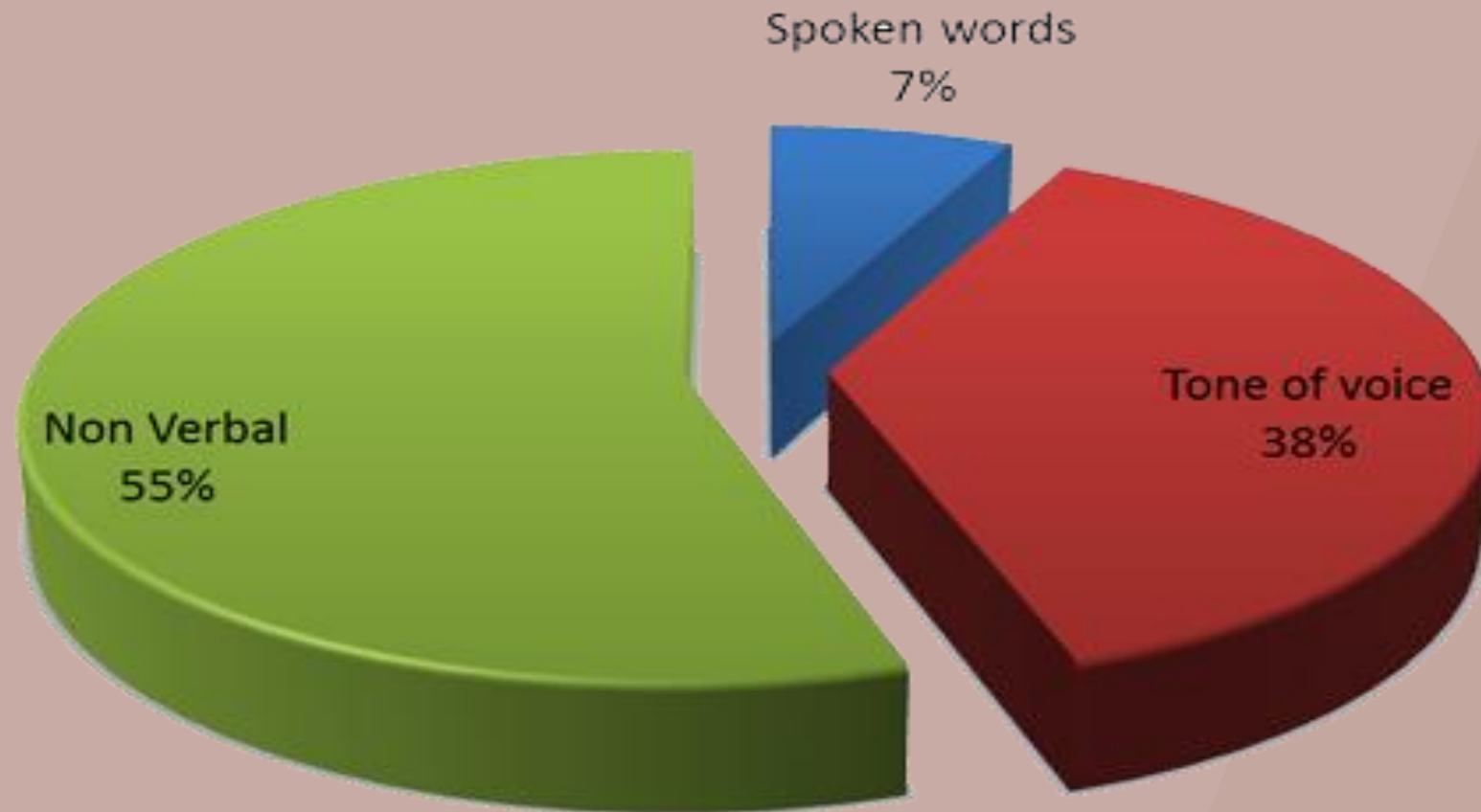
Consistency with what you say and do

Judger or learner approach



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NON VERBAL COMMUNICATION



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Some concerns or anxiety...



A little uncomfortable about the talk...

Very open and dominate stance



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Strengths of Emotional Intelligent Leaders/Managers

Benefits of emotional Intelligent leaders/managers

- Participative Management
- Putting people at ease
- Self-Awareness
- Openness and composure
- Building and mending relationships

Benefits to organisation

- Easy flow of communication, improve morale
- Creates a low stress work environment
- Having everyone on the same page, working towards the same goal
- Helps manage risks and build trust

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“Good safety means good focus, good discipline, shared vision and the professionalism of our teams and our qualities as leaders. Poor safety frankly means nothing else than a lack of leadership.”

Peter Voser – Ex Chief Executive, Shell



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Thank-you all for your valuable time today.

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Please come and see us on our stand.

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