



STAFF TRAINING 2020-21

ICOSIAM- Siam University

Speaker: Dr.Eng. Duminda Jayaranjan

Associate Dean/ICOSIAM

Lecture 1: Understanding Soft Skills for workplace

2021 Aug, 1- Sep 30

WHAT WE DO IN THIS TRAINING?

- Understand Staff Members' Motivations to work in the office
- Soft skills need to career growth



STAFF (NON-ACADEMIC) CONCERNS

**Employees Scores for motivational factors considering department (internal) and outside the department (external)
As of 24th June 2021**

	What Employee Need?	Rating (1-10)	
		Internal	External
1	nice environment (friendly)	7	5
2	Good- clear process that everyone can follow	4	2
3	Improve English communication skills	4	1
4	Learn new things	4	3
5	High salary	4.5	3
6	Help to future working skills	5	3
7	Benefits/ welfare/ insurance	5	3
8	Flexibility	5	3.5
9	Stress Free	4	4
10	Outside training and activity	2	1
11	to be fair in term of everything	4	3
12	Facility-common area gym transportation	2	1

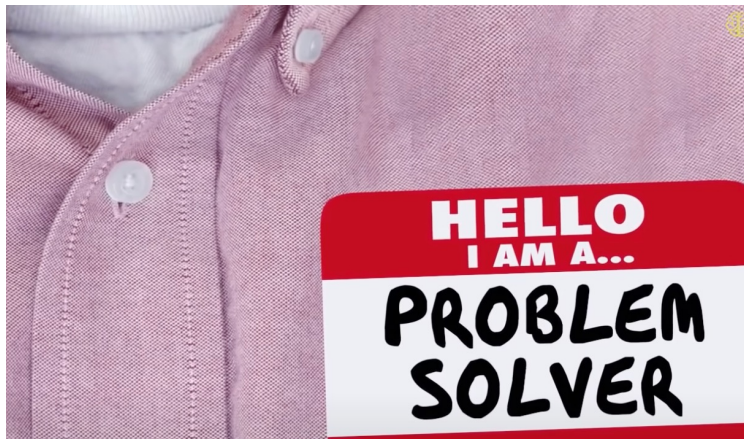




UNDERSTANDING SOFT SKILLS FOR WORKPLACE

SOFT SKILLS YOU WILL NEED TO GROW & BE SUCCESSFUL IN YOUR CAREER

1. Communication Skills (writing ,speaking, listening and understanding, about body language)
2. Active Team Player – (help to improves the office environment)
3. Adapt to New challenges ☹️ (Find solutions to problems)
4. How cool are you at problem solving? (quick solutions & make decisosins faster/always approach with a solution)
5. Skill of critical thinking (New ideas, How? Get enough knowledge, read technology and improve)
6. Self confidence (self assurance of person’s judgement on any action)



HOW TO BUILD YOUR SELF-CONFIDENCE

This is totally a psychological factor: (Thus, put your brain to active mode 😊)

Few Tricks :

1. **Confront fears** : > How ? (Crossing the road 😊 to Public speaking 😞): Answer is getting familiar with the things you do not understand.
2. **Own your strengths**: (We are naturally drawn to negativity and you are your own enemy); How? Remind your talents, and strengths every day, and try to improve them, and apply them in your life.
3. **Set attainable goals**: How? Set a weekly progress or daily progress of a goal set by you; also try to set a goal that physically seen <each individual goal as your own single project>
4. **Help Someone** : How? Volunteering, community service, free teaching
5. **Understand your weaknesses and rectify them**: (Do not try to focus to improve your bad voice 😊). (But, if you know you are lazy to wake up, improve that and utilize your time to improve something essential or help someone: learn how to accept criticism, etc)



HOW TO BUILD YOUR SELF-CONFIDENCE: CONTD....

6. Stop Comparing : (It is YOU, so useless to Compare: he has a car, good salary,many things): **How?** Think only your **own success** and practice to live with what you have 😊

7. Look Confident : show you are confident and act accordingly/ How? (wear properly depending on the situation)

A. Q& A

B .workshop: Write down one example for each from your experience. We use breakout room, and timing is 15 minutes.

C. Assignment in Moodle.



ASSIGNMENT ANSWER1:

1. Identify one of your duties in the office?
2. Write down the process to complete the activity
3. Identify any ONE inefficient or bored item in this process due to lack of “self-confidence”
4. Think what should be done to overcome or build “self-confidence”, and provide a solution to overcome the issue.



ANSWER

1. **Duty:** Submitting a **budget form** to planning department

1. **Process:**

Identify the **need** of budget



Identify the **component of the budget** (e.g. project, general expenses, services, or applicable facility etc.)



Fill the form correctly



Get necessary **approval from departmental head**



Submit to the planning department

3. **Difficult part with less confidence :** **Identify the component of the budget**

4. **Why difficult?** Lack of knowledge about budgeting and budgeting system

5. **Answer to build self confidence:** Study or get a **training about budgeting** and do the form in a correct way

HOW TO IMPROVE YOUR COMMUNICATION SKILLS?

HOW TO IMPROVE YOUR COMMUNICATION SKILLS?

First exercise

1. Read this content carefully;

Email content from your Head is as follows;

“Noted with thanks!

If the **form is wrong**, **I will not sign or submit**, and **kindly keep in mind that**. This is **not a project**, and so **I will not fill it**. (How the reimbursement of a phone bill become a project???)

You **must not share any information in IBBA group** as it is a matter to **inform only to me**. So, you can, 1. **Message to my Line + email** (Our **official communication is only email**, and thus you **must send email plus can use other media as phone or Line** etc.)

About the budgeting I will **do all in my own way**, and I **will take actions** when we need only.

Hope you **clearly understand my message to you about our office procedures**, and which **we do only right things only** ; and finally, our **main duty is ONLY to give best service to students**, so all people must think only how to give the best service to students.

Note: if “Dr.ABC , Khun EF, Khun DD”, needs more clarification from me, **kindly set up a meeting with them or let them talk to me**; then I **will explain why**?

Regards ”

2. Write-down what is your understanding from above.

COMMUNICATION SKILLS (TIPS TO IMPROVE)

1. Practice to understand the message by reading at least 2-3 times, then writedown important points.
2. If any message you got over phone, and if it is an important matter, Please inform the person to send in writing. (Speaking, and understaming capabilities of each person is different; But when write most people can understand)
3. Answer only to the question exactly and make all simple. When answering especially to an email, use proper greetings (Internal & External).
4. Listen to the person carefully and verify the matter by summarizing the conversation; and get a note on the same immediately.
5. Improve Language Skills: Need to practice (Do not use your own langauge in office if the working langauge is English)
6. Improve English listening : How? Watch news in two langauges if you are still a begginer for english (watch Thai news , and then watch same day Englsih news, and practice English)

REPLYING TO EMAILS (DO NOT DO)

Re: Portrait Photos - IBBA | August 2021 Intake



~~Kansinee Lertpanyarote <kansinee.ler@siam.edu>~~

To: ~~Rashminda Attanayake~~; Cc: ~~Duminda Javaranian~~

Noted with thanks.

On Wed, 4 Aug 2564 BE at 03:09 Rashminda Attanayake <[rashr](#)

Dear Kansinee,

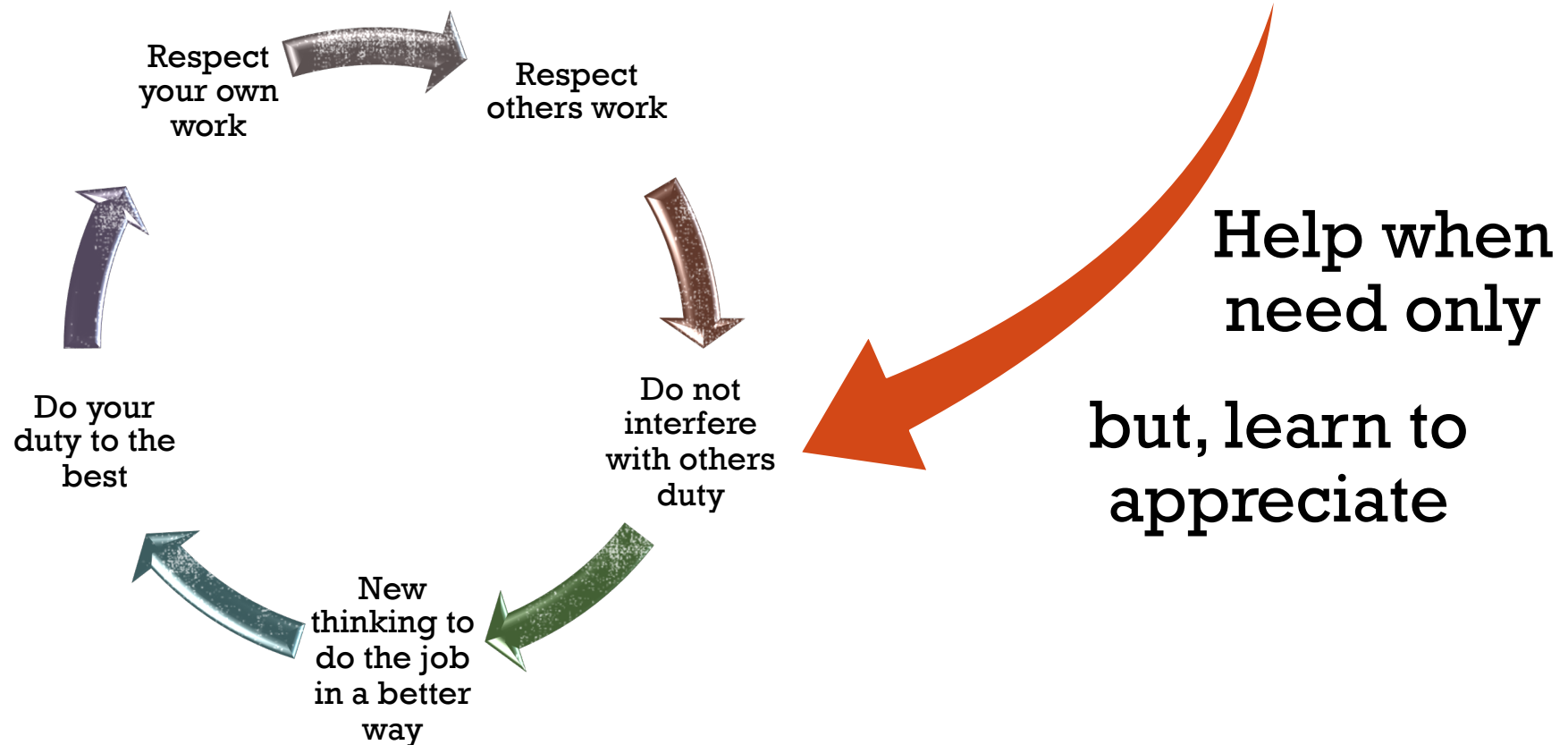
Please find the attached photos for your reference.
There are 17 new students for BBA.

Best Regards,

~~Mr. Rashminda Attanayake~~

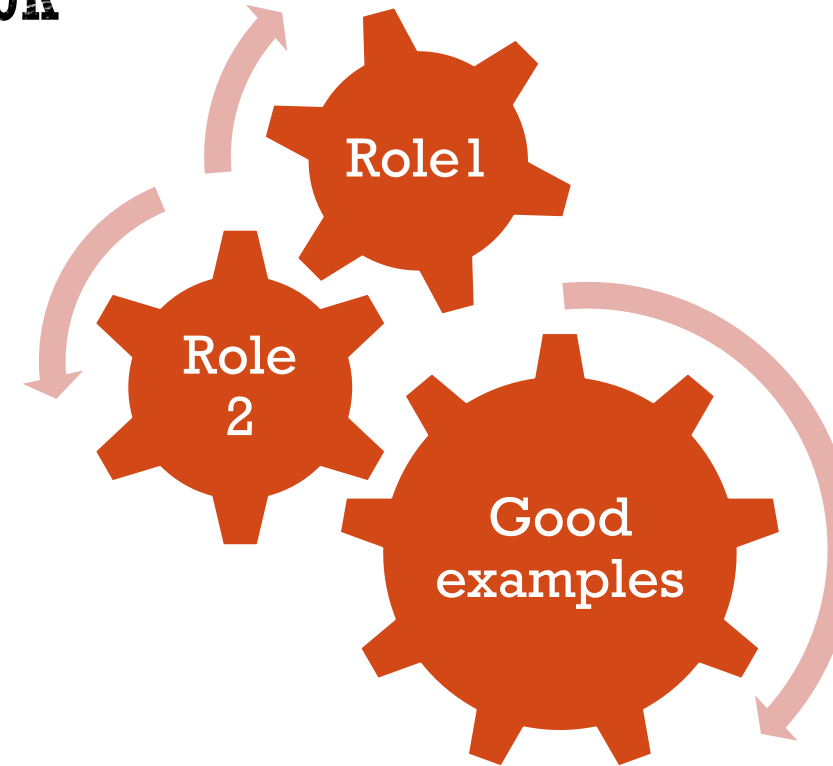
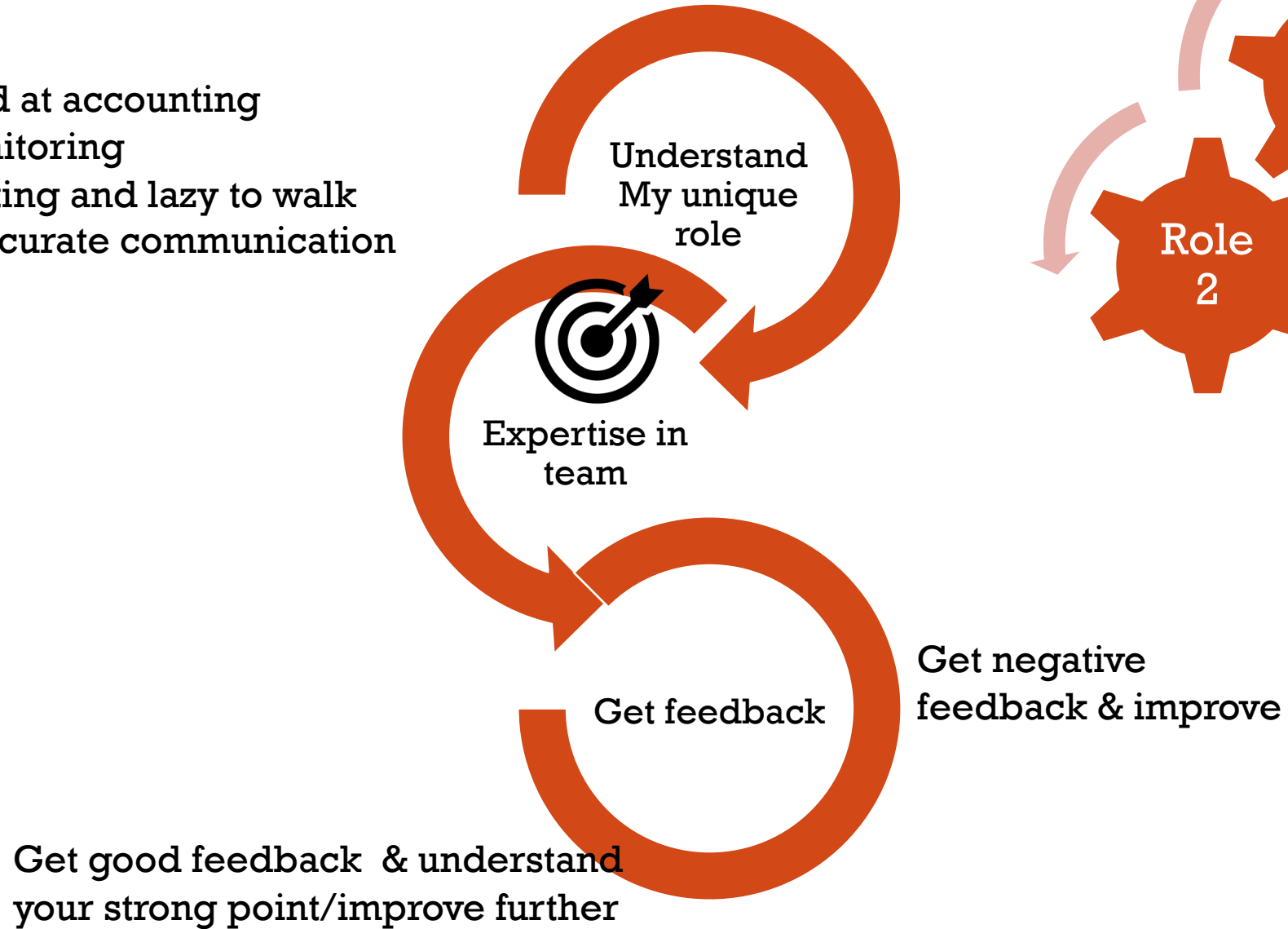
ACTIVE TEAM PLAYER 😊 : HOW?(DISCUSS ONLY 2 POINTS WHICH IS ESSENTAIL)

1. Learn to respect & Become best team mate: you and your work, not the people or saying good morning is not menaing of respect , How? By doing your work on-time, quality and accurate work: Then you will be respected by all for your work → be the best team player. Best team players are always improved by all means.



2. SETTING UNIQUE ROLES & CONSTRUCTIVE FEEDBACK

Person A: Good at accounting
B: Good at monitoring
C: Good at writing and lazy to walk
D: Art work/Accurate communication
E: ????



HOW TO BE AN ACTIVE PLAYER (???)

OPPOSITE OF ACTIVE = LAZINESS 😊

ANSWER IS “STOP LAZINESS” 😊 & DO YOUR WORK HARD

QUESTION: WRITE DOWN YOUR ROLES YOU ARE GOOD AT AS YOU FEEL? (WRITE AT LEAST 4 ROLES RELATED TO OFFICE)

YOUR ANSWERS 😊😊

Ple Ja

- 1. Not neglecting duties :
- 2. Follow up and report results
- 3. Assist in the work according to the **ability**, even if it is not a direct duty.

Polly

- 1. Alert and ready to learn new things
- 2. Open minded and be positive

ADAPT TO NEW CHALLENGES ☹️ (FIND SOLUTIONS TO PROBLEMS)

1. What is a new challenge? Everthing not easily achieve in your duty or day to day life; freqeunt mistakes, all the things not familiar with.

e.g: Transfer money to a foregin bank account from university

Create a web page

Write an email to a student

Translate Thai document to English

2. Adapt : is getting the challanege and try to do this new work

3. Find Solutions to Problems: How?

(1. assure positive mindset, 2. get knowledge on the problem, 3. Try the suggetsed solution)

***** Remember, you will get complains/ due to mistakes, then learn through mistakes**

EXERCISE

- 1. Identify ONE challenge related to your office work
- 2. write how you can adapt, and write how you are planning to achieve the goal by finding a better solution

(One page exercise, with a possible additional page flowchart)

PERSONAL SWOT ANALYSIS

1. How to conduct a personal SWOT analysis

(https://www.youtube.com/watch?v=9dLLw7_v_Do) This is an additional video for you to understand in a better way.



FILL THE BELOW TABLE AND DESCRIBE

Strengths	Weakness
Opprtunities	Threats

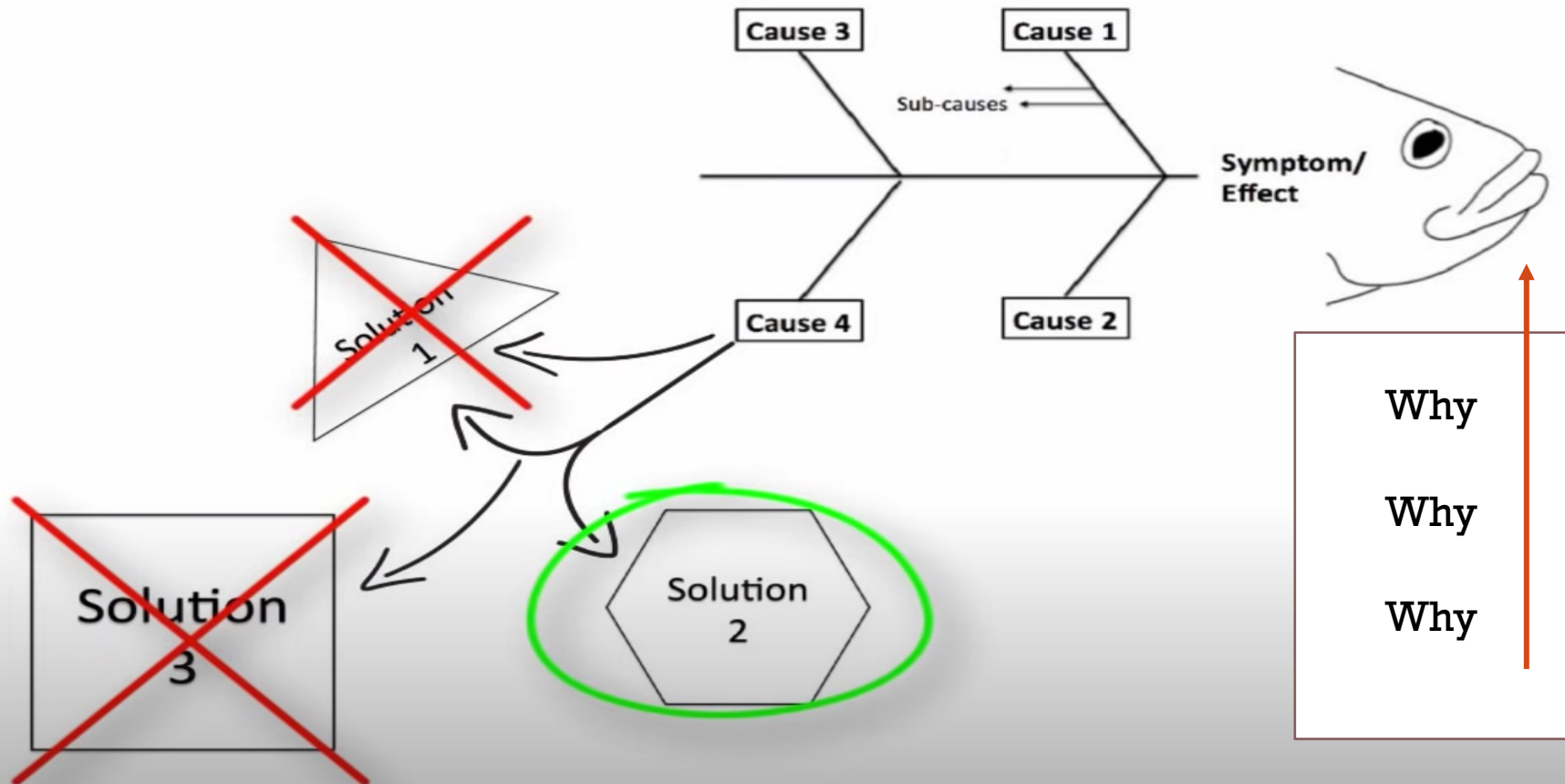
HOW COOL ARE YOU AT PROBLEM SOLVING?

“quick solutions & make decisions faster/always approach with a solution”

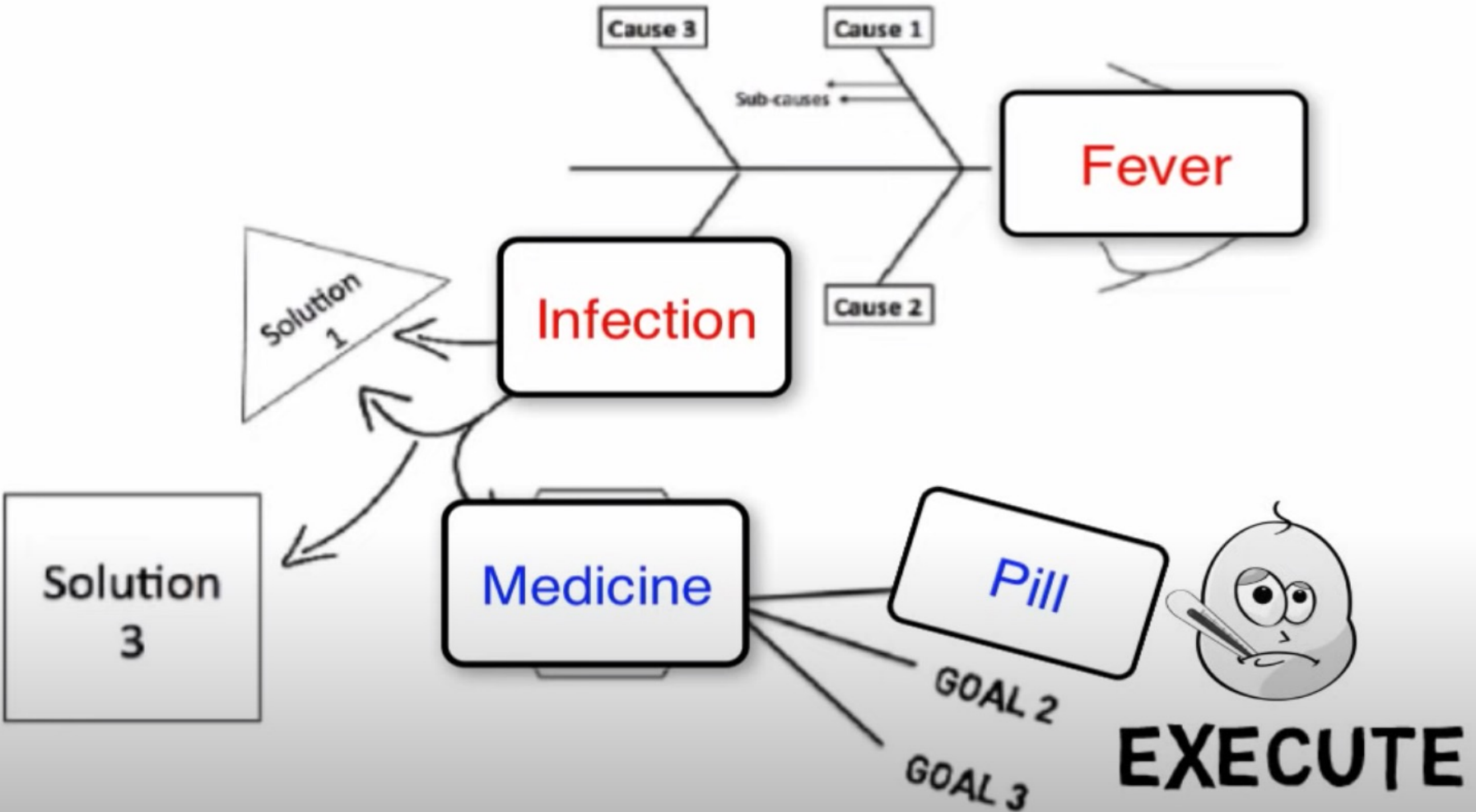
▪ Answers:

1. Keep Egos inside (should be able to deal with all kind of people)
2. Combine right feelings with right logic/ Keep Mental Health
3. Consider problems as a new challenge and an opportunity
4. Improve communication with others/Network building
5. Encourages new ideas and creativity (think for a new way/new idea)
6. Find right root cause of the problem (analyze the starting point for this problem)

CAUSE ANALYSIS (FISHBONE DIAGRAM/SOLUTION)



EXAMPLE FROM GENERAL LIFE



Q. FIND OUT A PROBLEM (OFFICE) AND ANALYZE

Step 1: Find out a Problem you can see

Step 2: Write down reasons/causes for this problem

Step 3: Write down available solutions (must write more than 1)

Step 4: Choose 1 best solution

Step 5: Think whether will it eliminate the problem after executing

If you think, execute it and see the results: Analyze again if the problem comes over and over, and our solution may not be the right answer or remedy



SKILL OF CRITICAL THINKING

- (New ideas, How? Get enough knowledge, read technology and improve)

BRIEF CONCEPTUALIZATION OF CRITICAL THINKING

- **Critical thinking is self-guided, self-disciplined thinking which attempts to reason at the highest level of quality in a fair-minded way. People who think critically consistently attempt to live rationally, reasonably, empathically. They are keenly aware of the inherently flawed nature of human thinking when left unchecked. They strive to diminish the power of their egocentric and sociocentric tendencies. They use the intellectual tools that critical thinking offers – concepts and principles that enable them to analyze, assess, and improve thinking. They work diligently to develop the intellectual virtues of intellectual integrity, intellectual humility, intellectual civility, intellectual empathy, intellectual sense of justice and confidence in reason. They realize that no matter how skilled they are as thinkers, they can always improve their reasoning abilities and they will at times fall prey to mistakes in reasoning, human irrationality, prejudices, biases, distortions, uncritically accepted social rules and taboos, self-interest, and vested interest. They strive to improve the world in whatever ways they can and contribute to a more rational, civilized society. At the same time, they recognize the complexities often inherent in doing so. They avoid thinking simplistically about complicated issues and strive to appropriately consider the rights and needs of relevant others. They recognize the complexities in developing as thinkers, and commit themselves to life-long practice toward self-improvement. They embody the Socratic principle: The unexamined life is not worth living, because they realize that many unexamined lives together result in an uncritical, unjust, dangerous world.**

~ Linda Elder, September, 2007

ANOTHER DEFINITION

Critical thinking is, in short,

- ❖ self-directed,
- ❖ self-disciplined,
- ❖ self-monitored, and
- ❖ self-corrective thinking.

It presupposes assent to rigorous standards of excellence and mindful command of their use. It entails effective communication and problem solving abilities and a commitment to overcome our native egocentrism and sociocentrism.

- (Taken from Richard Paul and Linda Elder, *The Miniature Guide to Critical Thinking Concepts and Tools*, Foundation for Critical Thinking Press, 2008)

A WELL CULTIVATED CRITICAL THINKER:

1. raises vital questions and problems, formulating them clearly and precisely;
2. gathers and assesses relevant information, using abstract ideas to interpret it effectively comes to well-reasoned conclusions and solutions, testing them against relevant criteria and standards;
3. thinks open-mindedly within alternative systems of thought, recognizing and assessing, as need be, their assumptions, implications, and practical consequences; and
4. communicates effectively with others in figuring out solutions to complex problems.

HOW TO DEVELOP CRITICAL THINKING

1. Don't Believe Everything You're Told. (The first step to critical thinking is to consider more than one point of view)
2. Don't Believe Everything You Think (leave your own opinions and embrace other information, re-think)
3. Ask Questions, 3 W, 5W1H, How, Why????
4. Research Deeper (Do more research, and gather details/data)
5. Evaluate Your Work. (always evaluate the work output, and see improvement points)

ASK QUESTIONS: 5W1H APPROACH (OUTPUT :ONLINE TEACHING WITH LOW-COST TECHNOLOGY)

Who? (Stakeholders – online teaching is for STUDENTS)

What? (Provide a way to approach students to teach without being in the class)

Why? (due to Covid-19, student/teachers cannot come and to consider safety)

When? (from this semester/immediately)

Where? (Online platform or Hybrid)

How? (By providing efficient/affordable technology and knowledge)

CHECK THIS OUT

1. <https://www.youtube.com/watch?v=Tuw8hxrFBH8>

(Write down three messages you can get to grow your life?)

2. <https://www.youtube.com/watch?v=XLPqy2oO-Eg>

3. <https://www.youtube.com/watch?v=hLtxKNgBzUg>

4. <https://www.youtube.com/watch?v=dEYv5Ckpkrw>

5. <https://youtu.be/dEYv5Ckpkrw>

6. <https://www.youtube.com/watch?v=tPA6t6HVtZFo>

7 RULES TO CONSIDER WHEN RECRUITING STAFF

Rule 1: Newcomers must be qualified than the unit head (What qualifications?? Anykind of special ability, not the educational Qualifications)

Rule 2: Attitude check

Rule 3: Honesty for all (work time, trust worthy, reliability ...)

Rule 4: level of “money orientation” |

Rule 5: Ability and willingness to learn new things

Rule 6: Ability to get challenges

Rule 7: Individuals self-confidence

Thank you