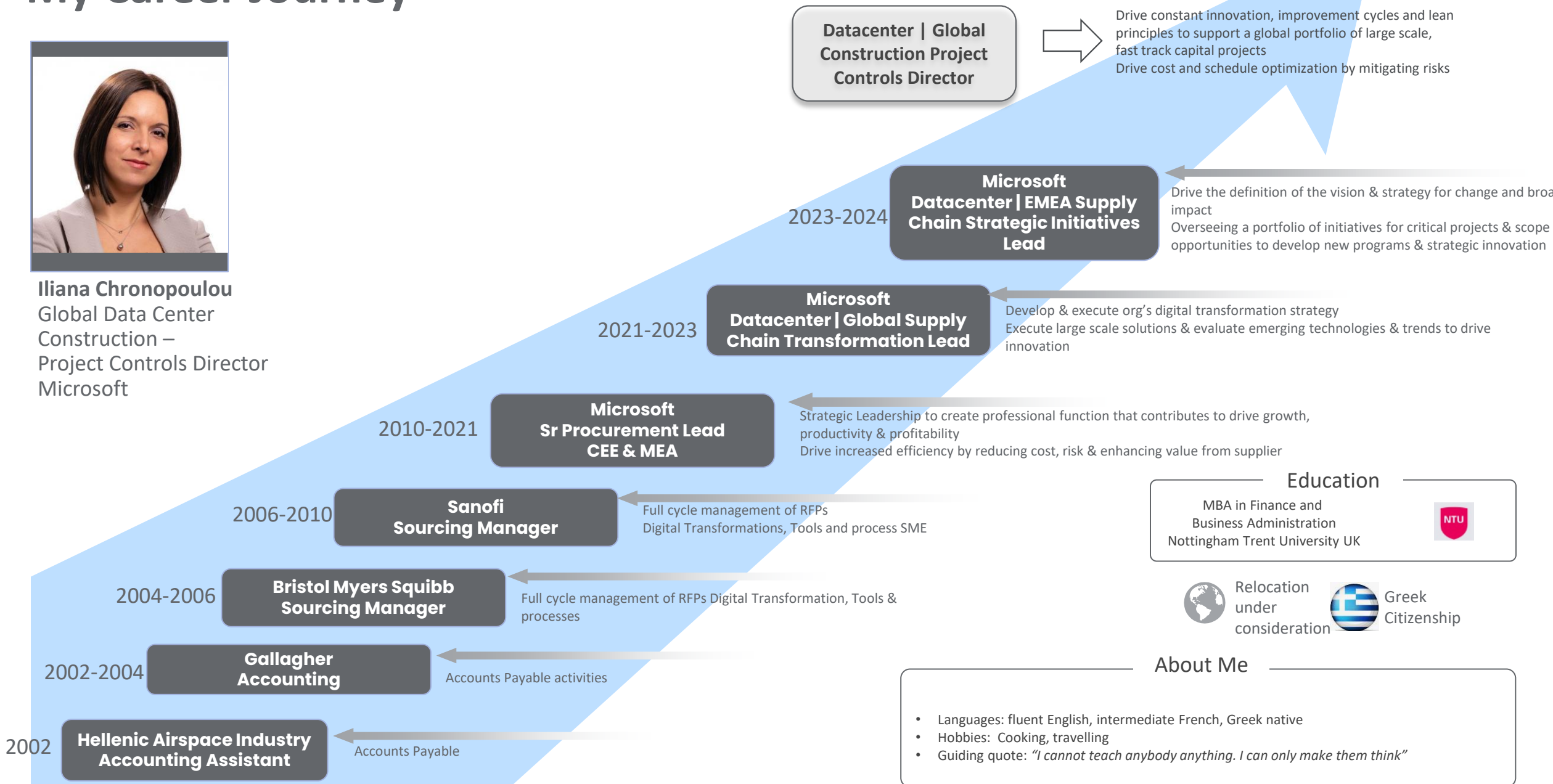


# My Career Journey



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Global Data Center  
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**Education**

MBA in Finance and Business Administration  
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**About Me**

- Languages: fluent English, intermediate French, Greek native
- Hobbies: Cooking, travelling
- Guiding quote: "I cannot teach anybody anything. I can only make them think"

# Why soft skills matter



# Soft skills



## Definition:

Soft Skills consist of a combination of people, social & communication skills, character traits, attitudes & mindsets as well as social and emotional characteristics, among other, which are sought for in all professions

adaptability

accountability

collaboration

Customer focus

integrity

Influencing for  
impact

judgement

Drive for results

Diverse & inclusive

End-to-end  
innovation

Growth mindset

Planning,  
organizing &  
executing

Continuous  
learner

respect

# But why these matters?



Gen Z (1990-1999) are proficient in hard skills may have less strength in soft skills – getting along with people, self awareness etc

Soft skills help people fit in by adjusting their behavior and attitudes to accepted standards and norms.

Workplace harmony requires that workers conform

*The robots aren't coming – they're already here. In an increasingly automated world of work, how can you stand out?*

*"If we are to survive automation, we need to shine at being human."*

*"There's not an article about the future of work that doesn't mention how massively important empathy is."*

# How to get soft-skilled?



To develop your skill set, first adopt a **growth mindset**. Adopting a growth mind-set will increase your resilience – and your attractiveness to employers. So whenever you feel that something isn't within your capabilities or just "isn't you," try shifting from this fixed mind-set to a growth mind-set.

Growth mindset: "In a growth mindset, **people believe that their most basic abilities can be developed through dedication and hard work**—brains and talent are just the starting point. This view creates a love of learning and a resilience that is essential for great accomplishment."



"People who seek constructive feedback adapt more quickly to new roles, are higher performers, are seen as more committed to their work and...stand out."

"Everyone can change and grow through application and experience." (research and psy Carol Dweck)

You'll have to take charge of your own development.

# You can recover & hone the ability to engage with people

## 5day plan

**Day one** – Choose two classmates you'd like to connect with better: one with whom you already have a warm relationship and one with whom your relationship has remained distant. Spend 10 minutes with each of these people, either in person or virtually, asking questions and listening to their responses

**Day two** – Take some time to learn about introversion, extroversion and strategies for connecting with each personality type. Find out which type describes you, if you don't already know. Choose a person who has the opposite personality type and spend five minutes with this person, practicing the strategies and getting to know the person better.

**Day three** – Focus on learning to make a strong, positive first impression. Reflect on the elements of a good first impression, including making eye contact. Practice with new people you meet as you go about your day, such as baristas and checkout clerks

**Day four** – Learn to become a positive, optimistic person who can serve as a role model. Reflect on your current levels of positivity and optimism, as well as ways you could improve them. Choose someone to be your role model for positivity until you can become your own.

**Day five** – Learn techniques to make your conversations more meaningful, and practice these techniques – first with people you already know and then with a stranger

# Listening represents a foundational skill

## 5day plan



**Day one** – Think of some people you know whom you consider to be great listeners, and reflect on their listening skills. How do your own compare? Begin a daily practice of spending three minutes in silence, paying attention to your surroundings. Reflect on your obstacles to listening better.



**Day two** – Consider how your personality type affects your listening style. You listen with your eyes, brain and gut as well as with your ears, so practice using all four when you listen.



**Day three** – Assess your active listening skills, including whether and how you use active silence, ask questions, reflect speakers' emotions and summarize what you hear. Have a conversation with a person you trust, and then ask the person for feedback on your listening.



**Day four** – Reflect on the ways you criticize yourself for poor listening, and then reframe those thoughts to make them positive. Ask three people you consider great listeners to give you suggestions for improving your own skills.



**Day five** – Spend the whole day listening without interrupting. Notice how much you want to interrupt and why. Challenge yourself to start a conversation with a stranger and listen without an agenda.

# Become a better collaborator

## 5day plan



**Day one** – Reflect on the qualities your team members bring to collaborations. Ask the people you work with to give you feedback on your own qualities and behavior as a team member.



**Day two** – Consider whether you and your team members tend more toward being highly organized or more toward adaptability. Organize a social gathering for your team, either in person or virtual, to help improve your relationships.



**Day three** – To learn about managing conflict, think about a conflict situation you encountered in the past and how you dealt with it. Reflect on your usual ways of approaching (or avoiding) conflict and how you could improve.



**Day four** – Boost your skills in giving feedback by learning to “feed forward”: Focus on the future rather than the past. Practice feeding forward by giving feedback to someone in your team.



**Day five** – Add to your collaboration skills by watching Simon Sinek’s TED Talk on purpose and learning about Edward de Bono’s “thinking hats” approach to running meetings