

SOFT SKILLS FOR BACKFLOW ASSEMBLY TESTERS

Randy Hude

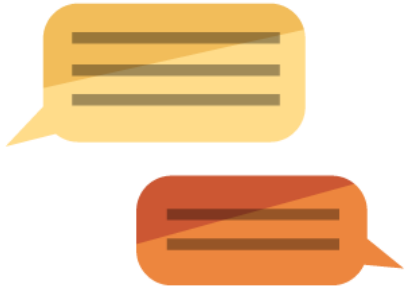




OBJECTIVE

Understand how developing
soft skills will help you
optimize your career

WHAT ARE SOFT SKILLS?



Communication



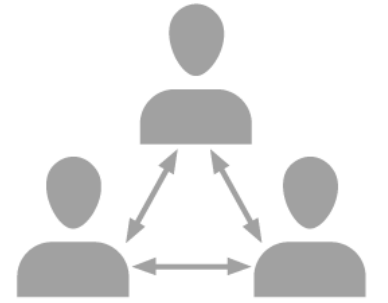
Self-motivation



Leadership



Responsibility



Teamwork



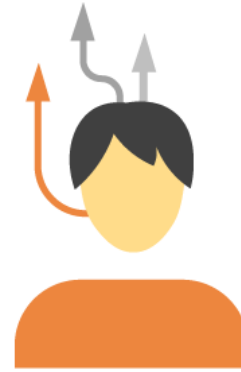
Problem solving



Decisiveness



**Ability to Work
Under Pressure
and Time Management**



Flexibility



**Negotiation
and Conflict Resolution**

NOT THE
SAME AS
PERSONALITY

PERSONALITY TYPES KEY



Extroverts

are energized by people, enjoy a variety of tasks, a quick pace, and are good at multitasking.



Introverts

often like working alone or in small groups, prefer a more deliberate pace, and like to focus on one task at a time.



Sensors

are realistic people who like to focus on the facts and details, and apply common sense and past experience to come up with practical solutions to problems.



Intuitives

prefer to focus on possibilities and the big picture, easily see patterns, value innovation, and seek creative solutions to problems.



Thinkers

tend to make decisions using logical analysis, objectively weigh pros and cons, and value honesty, consistency, and fairness.



Judgers

tend to be organized and prepared, like to make and stick to plans, and are comfortable following most rules.



Feelers

tend to be sensitive and cooperative, and decide based on their own personal values and how others will be affected by their actions.



Perceivers

prefer to keep their options open, like to be able to act spontaneously, and like to be flexible with making plans.

SOURCE: "Do What You Are: Discover the Perfect Career for You Through the Secrets of Personality Type" by Paul D. Tieger, Barbara Barron, Kelly Tieger

BUSINESS INSIDER

HOW DO SOFT SKILLS DIFFER FROM HARD SKILLS?



Hard Skills

Measurable

Job Specific



Soft Skills

Difficult to Measure

Useful for Any Job

WHY ARE SOFT SKILLS IMPORTANT?



PROFILE



PRODUCTIVITY



PROSPERITY

TESTER SPECTRUM



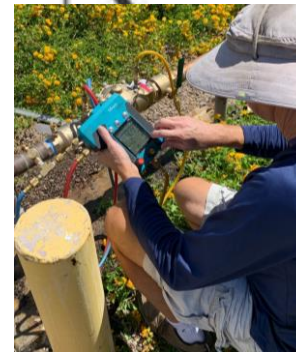
Hack



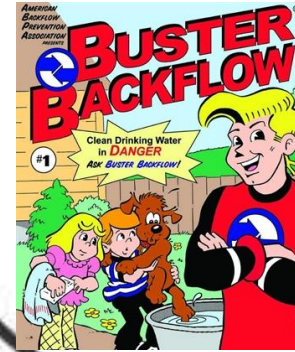
White
Shirt



Good
Tech



Senior
Tech



Unicorn

MOST CRITICAL SOFT SKILLS FOR TESTERS

Self-Awareness



Communication



Resourcefulness



Organization

SELF-AWARENESS: LIMITATIONS

CONFIDENCE



"MOUNT STUPID"

SLOPE OF
ENLIGHTENMENT

VALLEY OF
DESPAIR



WISDOM
(KNOWLEDGE + EXPERIENCE)

SELF-AWARENESS: ASCENDING “MT STUPID”



SELF-AWARENESS: ACCOUNTABILITY

Everyone makes mistakes

Few own or correct them







SELF-AWARENESS: FOCUS

- Focus attention on customer/job at hand
 - Walk with purpose
 - Listen to client concerns
 - Good eye contact



SELF-AWARENESS: CONSIDERATION

- Respect property around you
- Think who will come after

VERBAL COMMUNICATION



The need



The plan



The time



The results

VERBAL COMMUNICATION TIPS



Positive approach



Standardized Checklist



NONVERBAL COMMUNICATION

- Dress / Personal Appearance
- Facial expression
- Equipment
- Focus



NONVERBAL COMMUNICATION

- Professional appearance
- Attitude

RESOURCEFULNESS: CRITICAL THINKING



Observation and analysis



Think through the best next step

RESOURCEFULNESS: EFFICIENCY



WHERE / WHEN TO
SEEK GUIDANCE



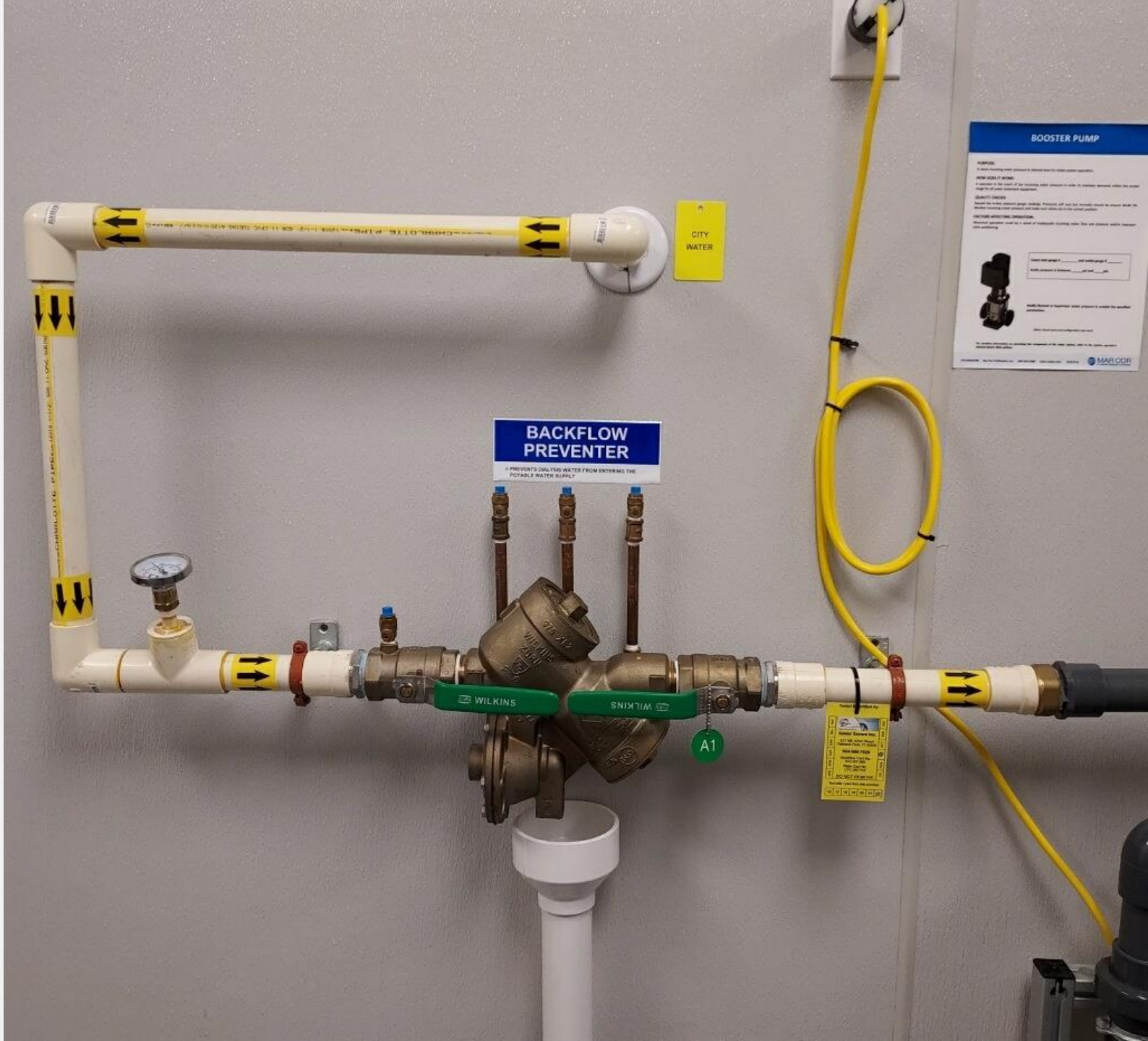
WHERE TO TURN
FOR PARTS / TOOLS

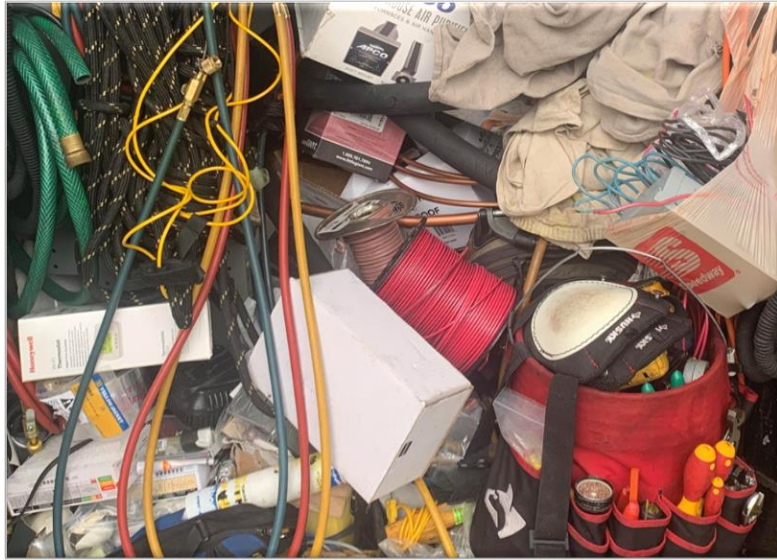


HAVE THE RIGHT
TOOLS

RESOURCEFULNESS: FLEXIBILITY

- Get the job done despite unexpected hardships
- Unicorn tech solved problem for himself and future testers



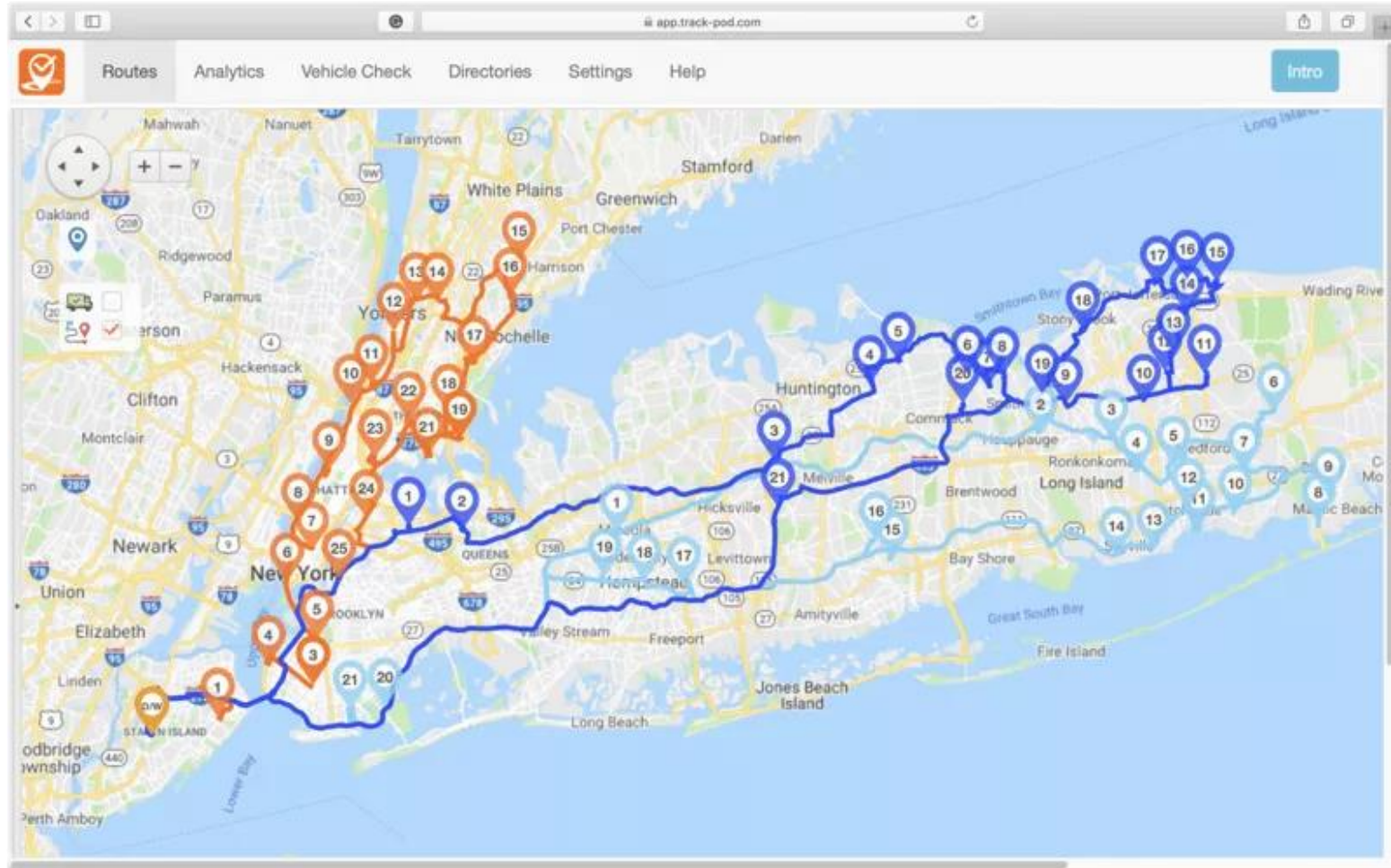


ORGANIZATION: TIDINESS

**ORGANIZATION:
TIDINESS**



ORGANIZATION: PLANNING



SUMMARY

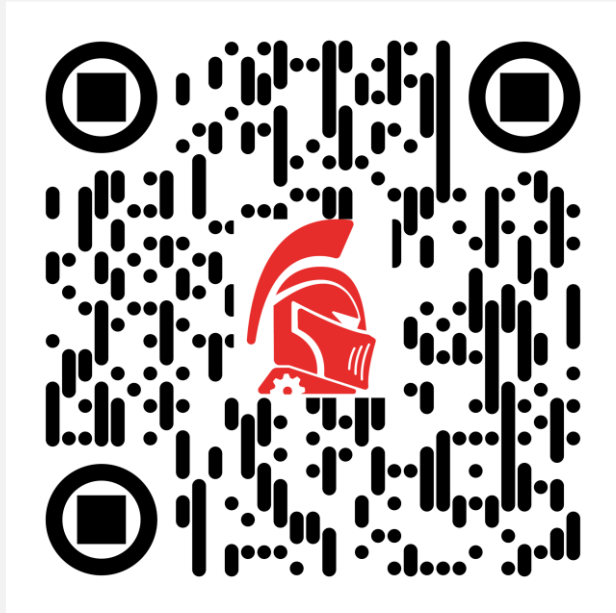
Soft skills are not merely personality

Should be categorized for ease of development

Exceptional soft skills help separate the hacks, good testers, and “unicorns”

Soft skills can be utilized in *any* type of work

THANK YOU FOR YOUR
TIME



Questions about the content of this
presentation?

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