

## **Workshop Handout for the Importance of Soft Skills and Emotional Intelligence In the Property Management Industry**

- Understand why soft skills in business are important.
- How do hard skills, and soft skills impact business
- Emotional intelligence, and how it relates to all relationships
- How emotions rule us, and what to do harness them
- Evaluating your values, yourself, and others to improve all relationships
- Learn to **SERVE Every Person You Meet**

**S.S.M = \_\_\_\_\_**

**It is Extremely Important to Develop Soft Skills if you work in the  
Property Management Industry!**

**Soft skills are abilities that relate to how you work and how you interact with other people. Popular soft skills include \_\_\_\_\_, and the following list of interpersonal skills...**

### **Positive Interpersonal Skill**

- ♦ Active listening
- ♦ Teamwork
- ♦ Responsibility
- ♦ Dependability
- ♦ Leadership
- ♦ Motivation
- ♦ Flexibility
- ♦ Patience
- ♦ Empathy

### **Opposite actions**

- ♦ Ignoring or forgetting what you are told
- ♦ Lone ranger syndrome
- ♦ Irresponsible
- ♦ Always late or cancelling
- ♦ Do as I say, not as I do
- ♦ Wet blanket or gas on the fire
- ♦ Rigid with schedule or plan
- ♦ Everything must work with your time
- ♦ No ability to wear someone else's shoes

**Those who grow \_\_\_\_\_ learn soft skills, and  
work daily to develop those skills in all their relationships!**

**Learning & Developing Soft skills are key to the growth of Emotional Intelligence!**

**RW is a "relational operating system"(like Windows or Mac OS) that impacts every aspect of our lives, including friendships, marital intimacy, parenting and job performance and advancement.\***

- ♦ Relationship trumps expertise in most areas of life\*
- ♦ Soft skills magnify or diminish the value of hard skills\*
- ♦ Soft skills can account for as much as 80% of success in the marketplace today \*

## Workshop Handout for the Importance of Soft Skills and Emotional Intelligence

RW is a "relational operating system"

$$\begin{array}{ccc} \text{HARD SKILLS} & \times & \text{SOFT SKILLS} = \text{VALUE TO THE GROUP} \\ \text{Technical} & & \text{Relational} \\ \text{Expertise} & & \text{Abilities} \end{array}$$

Soft skills magnify (or diminish) the value of hard skills, as well as those of people around us.

**SOFT** \_\_\_\_\_ bring out the best in people and produce bonds of loyalty, trust and mutual support (aka "social capital"), which produces countless benefits, including improved team \_\_\_\_\_ and \_\_\_\_\_ better balance between work and family life, \_\_\_\_\_ reduced staff and volunteer turnover, higher member and customer satisfaction, and increased productivity, growth and impact.

**Recommended Read: Emotional Intelligence 2.0 by Bradberry & Greaves** <sup>1</sup>.

- ♦ Relational skills are the single biggest predictor of performance in the workplace and the strongest driver of leadership and personal excellence.
- ♦ Ninety percent of top performers are high in relational skills.
- ♦ People with high relational skill usually earn substantially more money than people with low skills. <sup>1</sup>.

### **EMOTIONS ARE BUILT INTO ALL PEOPLE!**

**EMOTIONS \_\_\_\_\_ US! EMOTIONS CAN EVEN \_\_\_\_\_ US!**

Amgdala and Emotional Hijacking happens in the limbic system of the brain.

In high stress situations, the "emotional brain" (limbic system) can hijack the "rational brain" (pre-frontal cortex)...and your whole body along with it

Relationships are 3 dimensional S = \_\_\_\_\_ O = \_\_\_\_\_ V = \_\_\_\_\_

**RW involves six relationship-building and leadership skills or disciplines:**

- ♦ Values-Awareness is your ability to honestly identify your true personal values.
- ♦ Values-Engagement is your ability to consistently apply your values to real life.
- ♦ Self-Awareness is your ability to accurately discern your own emotions, thoughts, values, interests and abilities.
- ♦ Self-Engagement is your ability to manage your thoughts, emotions, words and actions.
- ♦ Other-Awareness is your ability to understand and empathize with the experiences, emotions, values and interests of others.
- ♦ Other-Engagement is your ability to love, encourage, serve and resolve differences with others in a mutually beneficial way. <sup>2</sup>

1. Emotional Intelligence 2.0. (San Diego: Talent Smart, 2009), 19-22

2. Values Base Version 3.0 © 2019 | Ken Sande | [www.rw360values.org](http://www.rw360values.org)

# SERVE Every Person You Meet

**Understanding, empathizing with and meeting the real interests and needs of others:** Fill in this worksheet whenever you experience a challenging relational situation.

**Smile:** Does my smile and my eyes reflect a loving and friendly heart? How can my facial expression show that I feel empathy with others? How can use my facial expressions to encourage and connect with others?

**Explore and Empathize:** What are others thinking and feeling? How can I make them comfortable opening up to me? What questions can I ask to learn about their values, interests, hopes and struggles? How can I show genuine empathy and compassion?

**Reconcile:** Is there conflict between us? Between others? What can I do to be reconciled or to help others to be reconciled?

**Value:** Am I treating others as I want to be treated? How can I express and demonstrate sincere respect, thankfulness, appreciation or admiration for every person I meet?

**Encourage:** What can I say to encourage, inspire or “give courage” to others? How can I put “wind under their wings?” Am I speaking to benefit them or myself?

Free worksheet download at [rw360values.org/worksheets](http://rw360values.org/worksheets)

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**Stacey McKay, President of Property Management University, Inc. & Broker/Owner of Rental Home Management Services, Inc** has enjoyed 36 years in the Real Estate Profession in Central Florida. She is also a RE Trainer, Conflict Coach/Mediator, Toastmaster, and Motivational Speaker. She loves helping PM's learn to deal with relational issues & conflict, and is an Advanced Relational Wisdom...Going beyond Emotional Intelligence Instructor with RW360. Value based and Faith based workshops available.

Stacey has served with NARPM the past 10 years. First, with Orlando-Central Florida, then the Florida State Chapter for 8 years, and now as the 2022 National NARPM Southeast Ambassador.

Stacey has been married for 37 years to John, and has 4 grown children and 2 grandchildren. She loves writing, and is authoring a book about overcoming Childhood trauma and grief.

Co-founder with Alex Vega-Zweydoft on Clubhouse SFR Property Management - Thurs @ 9 p.m. Est

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