



# Hard Talking about Soft Skills

June 2013

Lifeline Johannesburg: Corporate Training Newsletter

## In This Issue

- About LifeLine
- Why lifeline?
- Why Soft Skills?
- What are soft skills?
- Who does LifeLine train?
- What courses do we offer?
- Comments from a LifeLine trainer
- Course feedback from participants
- A fun Quiz

*"Success under a good leader is the people's success."*

*(Attributed to Lao Tsu, aka Lao Zi, legendary Chinese Taoist philosopher 600-400BC)*

*LifeLine Corporate Manager:*

Ami Mendelsohn

Tel: 011 728 1331 email: [ami@lifelinejhb.org.za](mailto:ami@lifelinejhb.org.za)

## About Lifeline...



Maybe you've heard about LifeLine's crisis counselling, but perhaps you don't know that based on the experience we've had over 44 years training counsellors to connect with people quickly and effectively, we also train companies in soft skills and EQ - Emotional Intelligence Quotient.

### **WHY LIFELINE?**

LifeLine is BEE compliant and is a Corporate Social Responsibility investment. Engaging with Lifeline Corporate as a supplier is more than just a for profit service. Your company will create social value, by both empowering a respected NGO to add value back into the community as well as empowering your employees to take responsibility for their wellbeing. By supporting LifeLine Corporate division, you are supporting LifeLine's community work.

### **WHY SOFT SKILLS?**

Technical and job-related skills are a must, but they are NOT sufficient when it comes to progressing up the ladder. The Boss type of leadership has become outdated and now professional managers expect their teams to be proactive and communicate openly. LifeLine can help with up skilling managers and supervisors and all staff in the soft skills.

### **WHAT ARE SOFT SKILLS?**

Any organisation is manned by people; therefore soft skills are all about how you deal with people and present yourself. Dealing successfully with people, helps you get on in the world.

Contact:  
Life Line Johannesburg  
+27 11 7281331  
+27 82 8132710  
www.lifelinejhb.org.za

### **WHO DOES LIFELINE TRAIN?**

We train the budding leadership in SA`s biggest investment bank and one of the Big 5 audit companies in effective personal communication, personal awareness and growth, assertiveness and conflict management, work / life balance and stress management. We also train many other companies and NGO`s who want to empower and develop their staff in all areas.

### **WHAT COURSES DO WE DO?**

The founder of Toastmasters International, Dr Ralph Smedley said "people learn most in moments of enjoyment," Our [website](#) shows our courses. All of them are experiential and we add humour and fun.

## **Feedback from a Lifeline Trainer & Course Participants**

---

### **COMMENTS FROM A LIFELINE TRAINER**

"Training for LifeLine is the most exciting and rewarding experience I have had. It has been surprising to note that many people in the corporate world are often unaware of how simple effective communication skills can repair/enhance relationships. There are also high levels of stress apparent in many staff members and learning to manage and contain these brings relief and control to the sufferers.



What clients enjoy is our experiential and interactive mode of training as the learning is practical and FUN! We have been training a large company on an Individual Development journey which is run once a week for 4 weeks , thereafter mentoring each member for 3 one hour sessions. This has been a great success... and has been in existence for about 12 years!

Feedback has been amazing from all the people we train, so I guess we are doing something right!"

### **FEEDBACK FROM COURSE PARTICIPANTS**

- I enjoyed all exercises and they made the course interesting.
- The discussions, exercises were all highly relevant. Applicable at work as well as home. The facilitators were



engaging, sensitive and knowledgeable. Awesome! Thank you!

- I have really learned a lot as an individual, mostly about myself, my skills and values. Also the things I have been ignoring in my life actually came out and I feel that I can now do something about them.

- Enjoyed the structure and areas dealt with in the course. Very informative.

- All discussions were relevant and extremely valuable.

- Exercises are good to internalise the points for ease in remembering.

- The exercises made everyone feel relaxed and open up.

- I found the exercises difficult in the beginning because it took me out of my "comfort zone". The lesson learned was valuable and the tools equipped me with, will assist me with my development.

- All people in the world should do the LifeLine course.

- *And a surprising one:* That not using PowerPoint really worked!

### A Fun Quiz for you...

The following short quiz consists of 4 questions and tells whether you are qualified to be a "manager." The questions are not that difficult.

1. How do you put a giraffe into a refrigerator?

*The correct answer is:* Open the refrigerator, put in the giraffe and close the door.

--This question tests whether you tend to do simple things in an overly complicated way.



2. How do you put an elephant into a refrigerator?

*Wrong Answer:* Open the refrigerator, put in the elephant and close the refrigerator.

*Correct Answer:* Open the refrigerator, take out the giraffe, put in the elephant and close the door.

--This tests your ability to think through the repercussions of your actions.

3. The Lion King is hosting an animal conference, all the animals attend except one. Which animal does not attend?

*Correct Answer:* The Elephant. The Elephant is in the refrigerator.

--This tests your memory.

*Okay, even if you did not answer the first three questions correctly, you still have one more chance to show your*

*abilities.*

4. There is a river you must cross. But it is inhabited by crocodiles. How do you manage it?

*Correct Answer:* You swim across. All the Crocodiles are attending the Animal Meeting!

--This tests whether you learn quickly from your mistakes.

*According to Andersen Consulting Worldwide, around 90% of the professionals they tested got all questions wrong. But many little pre-schoolers got several correct answers.*

Andersen Consulting says this conclusively **disproves** the theory that most management consultants have the brains of a four year old. They don't even have that level of achievement!

*Thanks for reading our newsletter, we hope you have found it informative and useful. For more information or to get a quote for your corporate training, email Ami at [ami@lifelinejhb.org.za](mailto:ami@lifelinejhb.org.za).*

*If you do not wish to receive mail from us again please click to [unsubscribe](#)*