SOFT SKILLS — THE L-SKILLS

Successful people try daily to improve their L-Skills or Likable Skills. When you are likable, you get more raises, promotions, invitations, and more fun in life. L-Skills do not come naturally to most people **because** likability is a skill that must be learned. How can you learn L-Skills to help you get raises and promotions? It is not easy to remember all the L-Skills when dealing with people, but **with practice**, L-Skills become easy and part of your personality! Here are some tips to help you learn L-Skills:

Treat every person as if they are the most important person in the world. People will feel comfortable around you because people see how you treat others, and people know that you will treat them as an important, valuable, respected person also.

Make eye contact. Eye contact is to look at a person when they are talking to you, **and** to look at the person when you are talking to them. The quality that improves your L-Skills is confidence. Confidence is people feeling that you can be trusted. Eye contact shows that you are confident — and can be trusted.

Call people by name. Remember how important you felt when someone greeted you by your name? Make others feel important: 1) Remember their names, and 2) Greet them using their names! To remember names: **a) COMMIT:** Make a decision to remember names. **b) CONCENTRATE:** Pay attention to hear the person's name. If you do not hear the name, say, "I'm sorry; I missed your name. Can you give it to me again?" If you still do not understand the name, say, "I'm sorry; Can you spell your name for me?" **c) REPEAT:** Repeat the person's name immediately: "Nice to meet you Michael. I am Jason." Repeat the name silently to yourself. Repeat the person's name when leaving: "Nice to meet you Michael." Write down the person's name afterwards in your contacts. **d) ASSOCIATE:** Make an association between the person and a picture. For example: For "Michael," remember Michael standing next to Michael Jordon; Michael speaking with microphone; or monkey on Michael's shoulder. (Do not tell the person about the picture you use to help you remember!)

Smile when speaking to others. When you smile, you throw a little "feel good" party in your brain. Your natural, warm smile allows people to feel happy around you and to feel at ease (relaxed). In addition, smiling makes you more good-looking.

Pay attention to (focus on) the person who is talking to you. Focus is: 1) listening to the person; 2) watching the person; 3) understanding what the person is saying. Likeable people enjoy speaking and expressing themselves, but do not need to be the center of attention. Likable people know the importance of **being silent** and **being a good listener**. Likable people live in the present (now) time — not worrying about the past or future. Pay attention, focus, to put you in "now" time.

Ask questions. Likeable people are good at getting others to talk about themselves! Therefore, likable people are good at asking questions that encourages others to talk. Questions show you care. When you care, people like you.

Add value. Most people are about "What have you done for me lately?" The likable person adds value by **service** such as opening a door for a person carrying packages, or saying, "I am going to get a bottle of water, would you like one also?" The likeable person adds **emotional** value by affirming others, such as "We missed you yesterday" or "I am sorry that you had an accident." The likable person adds **social** value by introducing the person to others, and including the person in future events, if possible.

Take responsibility. Likeable people admit if they make a mistake, and do not blame others.

Don't get your feathers ruffled. Likeable people keep emotions (anger, sadness, fear, surprise) under control. Controlling your emotions sends a signal that you think clearly, look for the best in person or event, and do what is right. Others like you for your confidence, inner peace, and emotional intelligence (smarts).

Show patience. Patience is the skill to accept delays, problems, bad situations, or difficult people without becoming annoyed, stressed, angry, or losing your temper. Patience is also working towards on a project with calm endurance (not giving up). Patience is a form of kindness to others. Patient people are thought to be cooperative (get along), have empathy (know how you feel), fair, and forgiving. For L-Skills, you need patience with people, situations, and projects.

Speak positive about others always. Likeable people will talk about others in a positive way. Likeable people are not gossipers. Gossiper is defined as a person who reveals secrets about others (such as faults, failings, and embarrassing details) without the knowledge or permission of the others. Speaking positive and not gossiping, lets people know they can be themselves with you, and don't have to hide who they really are.
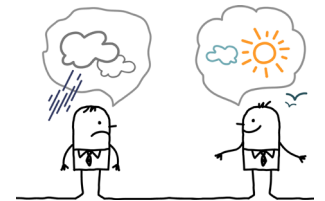
QUICK CHECK:

1. a) What 4 things do you get when likable?
   b) Why do L-Skills not come naturally?
   c) With what do L-Skills become easy?
2. a) How do you treat every person? b) For what 2 reasons will people feel comfortable around you?
3. a) What is eye contact? b) What is confidence?
   c) What 2 things does eye contact show?
4. a) List 2 ways to make others feel important.
   b) List the 4 steps to remember names (a-d).
   c) If you do not hear a name, what can you say?
   d) If you still cannot understand the name, what can you say? e) Describe the 3 times you repeat the name, and the one time you write the name.
   f) Between what do you make an association?
5. a) What do you throw when you smile?
   b) How does a warm smile allow people to feel around you?
6. a) List the 3 parts of focus. b) Of what 2 things do likable people know the importance?
7. a) Where do likable people live? b) In what time are you when you pay attention, focus?
8. a) What is the likable person good at? b) What do questions show? c) What happens when you care?
9. Describe how you show: a) service value.
   b) emotional value. c) social value.
10. a) List 4 emotions likable people keep under control. b) List 3 signals controlling emotions sends. c) For what will others like you?
11. a) Define patience. b) Define what **also** is patience. c) Patience is a form of what? d) List 4 things patient people are thought to be.
12. a) Define gossiper. b) What 2 things do you let people know by speaking positive and not gossiping?