HARD AND SOFT SKILLS FOR THE NEXT GENERATION OF IS PROFESSIONALS

By

Godfrey B. Ssemugooma
Ministry of Finance, Planning and Economic Development

EAST AFRICAN INFORMATION SECURITY CONFERENCE
Outline

- Definitions – Technical & Soft Skills
- Soft Skills for ICT Professionals
- Conclusion
ICT Career Success

- What is Success? ............

- Why are some managers considered successful and others not?

- Is it coincidence, luck, miracles....?

- What does it take to succeed as an ICT professional?
Key Drivers to Success

**Deliberate effort**

- More to do with self awareness
- Personal commitment to self development
- Priorities and choices at a personal level
- Strength of partnerships, coalitions and spheres of influence
- Management style
Typical Teams / Organisations

- Management rather than Leadership
- Good plans, never implemented
- Team Vs. Individual (We & I)
- People delivering results for fear of authority? Position or relationship
- Leaders without followers!
- Highly skilled and paid staff but still complaining.
- Time marking by staff

Team/Organisational Success = Results + Relationships
Hard Vs Soft Skills

- **Hard Skills** – Technical & functional Skills – Certified!!
- **Soft Skills** - Set of personality traits, social style, personal habits and demeanour that influence people to varying degrees, Skills for Success in the Real Business World! – “Taught in ICT colleagues?”

**Job Adverts**
- Able to Work In Teams, Able to Take and Give Direction
- Customer Focus, able to Communicate Written and Speech
- Able to quantify and relate mathematically, analyze, prioritize, evaluate – *Critical Thinking*
- Sensitive to other points of view, other cultures, gender, ethnicity, Problem Solving abilities

Technical Skills get you hired, Lack of Soft skills gets you fired”
Soft Skills - Professional lessons from the Game of Soccer
The Game of Soccer

- It is the most popular sport
- Dreams are realised and dreams are shattered
- It is a big game and big business too.
- It is a Team Sport
- There is success and failure for both players, managers, clubs and investors
- Soccer - Hard and Soft skills determine success, failure .. Greatness too.
The Team

Management is ‘Getting things done through others’ – Peter Drucker.

The Coach - Knowledge and skills

- Share Vision and strategy
- Clarity of goals and goal congruence
- Delegation of tasks and authority.

Players – Talent and attitude

No one is as good as all of us

We achieve much more if we don’t care who takes the credit
Team Management

Key team dimensions

- Leadership
- Productivity
- Commitment / Loyalty
- Team Competence and experience
- Adaptation to Change
- Personality traits and temperament
- Background

……But with Common goal.
Team leadership

- Inspirational / Role Model
- Competence/Technical knowledge
- Discipline
- Responsibility, Pedigree/Character
- Deserving

[Trust and Confidence.pptx]
UNDERSTAND YOUR TEAM
Understand your Team
Productivity Vs. Loyalty

- **Hostages** (High Loyalty, Low Productivity)
- **Apostles** (High Loyalty, High Productivity)
- **Terrorists** (Low Loyalty, Low Productivity)
- **Mercenaries** (Low Loyalty, High Productivity)
Time Management

- Common resource we all have

- Time is Money? Not quite – Time lost cannot be recovered but money can be

- Lessons from Soccer
  - The game is 90 Mins. so ....
  - Sense of Agency – 90 Minutes
  - Strategy for 90 Mins.
  - Quick wit and decision making
  - ‘Must we wait for injury time?
  - Early Retirement too
Mastery—Keeping Ahead..

- How replaceable are you on your job?
- You should only be replaced if you are going up!

Talent is 10% the rest is Hard work: 6 – 1 rule

- Not through selfishness but;
- Technical ability
- Consistence – 4 World player of the year awards
- Will for super-action – Doing things exceptionally
- Personal vision statement
- What are you good at? Perfect it – Gateway Computers...

Balancing Expectations

Expectations are a source of pressure.

- Employers / Clients
- Colleagues, Subordinates
- Family
- Public
- Friends

Each has expectations and they evaluate us.
Networking

Build endless bridges – ‘Local and Wide area networks’

- Membership – Prof. Associations, Social and Health clubs
- Seminars, conference, Social and family events
- Local and foreign networks

But.. It’s better to be alone than in bad company

– George Washington
Discipline

- Personal
- Professional Standards
- Ethical code

The difference between success to greatness is discipline - Mandela, Pele, etc.
‘The species that have crossed generations are not necessarily the most intelligent or the strongest but rather those that are more responsive to change’
Response to change

- Technology, Economic, Social, Teams, legal environment, Etc. .. SimCard Registration, Digital migration, etc.
- Information Security; what’s new, what is your readiness.
- What if you lost your current job now, what else can you do?
  - Beckham at 37 - highest earning Soccer player
  - Tevez is a celebrated DJ,
  - Brazilian Socrates was also a medical Doctor.
- Corporate response to change too - Alcatel – Wireless Vs Digital
- Personnel In Change
  - Wizards – Technical Experts, Saints - Reformers, Demons – Hostile to reforms or change
"Great leaders are almost always great simplifiers, cutting through argument, debate and doubt, to offer a solution everybody can understand”

If you can’t explain in simple terms then you don’t understand it yourself

ICT suaveness? Yes, but layer your communication to audience

Chinese Listening - Ears, eye, heart, ‘Head, King

Peer, Boss, subordinate

Physical communication - impression and expression

Silence

Language – Formal, informal, technical, native language use
Luck?

• Luck = Preparedness meeting an opportunity

  ▪ Opportunities exist even in Crisis.
  ▪ Luck is being in the right place at the right time.
  ▪ It Readiness Vision, Training, Initiative, Personality, Skills and competence
Goal Setting

- Think Big
- Write your goals down
- Make real resolutions – make them achievable and motivating
- Small results but cumulative milestones
- Graduate Annually
Managing Conflict

• Moderate
• Address the issue at hand
• Do not avoid hot issues
• Listen objectively/impartiality
• Accommodating,
• Compromising, and

Aim for a “win/win – This is not compromise! It’s the Better alternative.

Take no prisoners and

Do not forget the ‘captains hand shake’
Persistence

Keep your eyes on the ball

‘Many of life's failures are people who did not realize how close they were to success when they gave up’

-Thomas Edison
Negotiation

- This is a must for ICT professionals. Project implementations, integration, adaptation of new technologies, government policies, Licences etc.

- Interest of Psychology of Timing and Venue of negotiation

- Technical supremacy in terms of:
  - Negotiation plan – Parties and their interests
  - Presentation
  - Capitalise on your strength – Assad
  - Respect for the other party
  - Assertiveness – neither passive nor aggressive
Decision Making is risk taking

- Risk Taking?
- There is often Pressure
- Nothing will ever be attempted if all possible objections must first be overcome.
- Sometimes there is fall out and tell off.
- Only a moving car raises dust
- A ship in port is safe but that’s not what ships are built for?
Learning from Mistakes

- A person who never made a mistake, never tried anything new – *Albert Einstein*

- The greatest joy of living is not in never falling but getting up every time you fall – *Nelson R. Mandela*

- Apologising does not always mean that you are wrong. It just means that you value your relationship more than your ego.

- Ego!
Organisational Skills

What Impression do you get?
- Encryption?
- Busy ICT professional?

What others think about you
- Organisational skills
- Prioritisation
- Selfish
- Reputation
Stay Unmarked

Create thinking environment
  – Delegate
  – Take Leave
  – Free time to freshen

• Game Reading
Celebrate!

- Celebrate achievement
- ‘Individual/Team achievement.
- Project Milestones
- Recognition
Believe in your self

Attitude = Altitude

In order to succeed we must first believe that we can

Think win, win, win

Never let you ego come to close to your position
Transcending from Success to Greatness

How the mighty fall

- Do not over celebrate - Time wasting!!
- Continuous Kaizen
- Personal development - better yourself
- Don’t over estimate your capacity or under estimate the competition – Cold war, Space war
Remember

- Mind the Legacy of you leave behind
- Keep Fit
- Spirituality!
- Never sleep in Meetings!
- Read books from other disciplines
- Learn a new language.
- Go to a new place
Success is never final. Failure is never fatal. Courage is what counts.

- Sir Winston Churchill

Do what you can, with what you have, where you are.

- Theodore Roosevelt
Thank you for listening