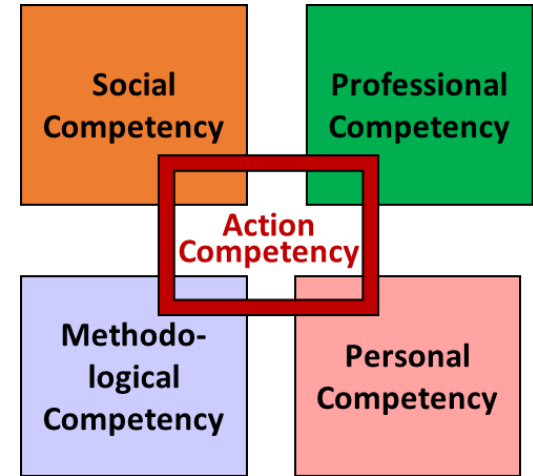


WELCOME at Anhalt University of Applied Sciences

Soft Skills, Time Management
and Presentation Skills

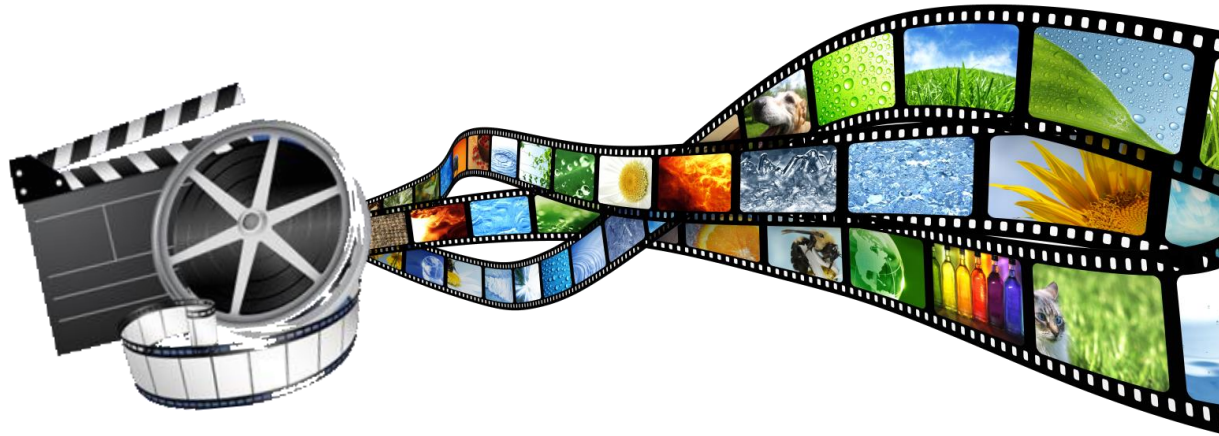
Definition- What are Key Competencies?

- Key competencies can be categorized into:
 - Social-,
 - Personal-,
 - Methodological- and
 - Professional competencies
- They create action competency
- For the use in a professional German work environment action competency is a requirement, since **independence is basis for all tasks**



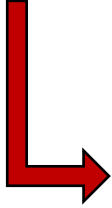
Definition- What are Key Competencies?

Watch Video 1: Identify and Analyze Your Core Competencies and Key Skills



<https://www.youtube.com/watch?v=DJfubKPZLXU>

Types of Key Competencies- Social



Particularly Important in German Companies:

- **Hierarchical structures** are directly dependent on the size and industry
- **Mittelständler (SMEs)** tend towards flat hierarchies (company has grown in a family context), whereas **large companies** often have stricter hierarchies
- Both cases require different **social competencies** and individual adaption

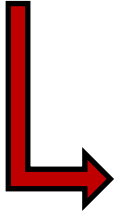


Types of Key Competencies- Personal

Personal Competencies

- General **personality attributes**, including the **classic work virtues**
 - Allow to actively manage personal (+professional) life
-
- Ability to work concentrated and disciplined
 - Ability to take responsibility
 - Ability to adapt to changing conditions
 - Diligence
 - Reflective capability
- 
- Willingness to achieve, mobility
 - Creativity
 - Time Management
 - Self-Organisation and motivation

Types of Key Competencies- Personal

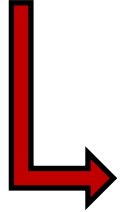


Particularly Important in German Companies:

- **Autonomy** – The independent completion of tasks without continuous micromanagement by a supervisor is normal in Germany
- **Ability to accept criticism** (even direct)
- The acceptance of personal boundaries, weaknesses. Ask for help.

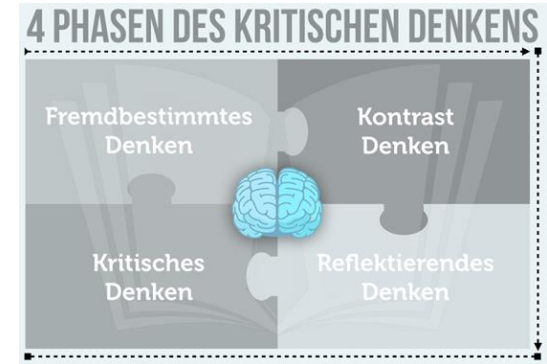


Types of Key Competencies- **Methodological**



Particularly Important in German Companies:

- **Critical Thinking and Opinion Formation.** The superior's opinion is not to be seen as an almighty dogma. It is even encouraged to actively disagree (in a respectful manner) and tell them when they are wrong, or you consider your own idea more beneficial for the company (valid arguments)
- Organisational methods are to be designed efficiently „**Work Smart, Not Hard!**“



Types of Key Competencies- **Professional**



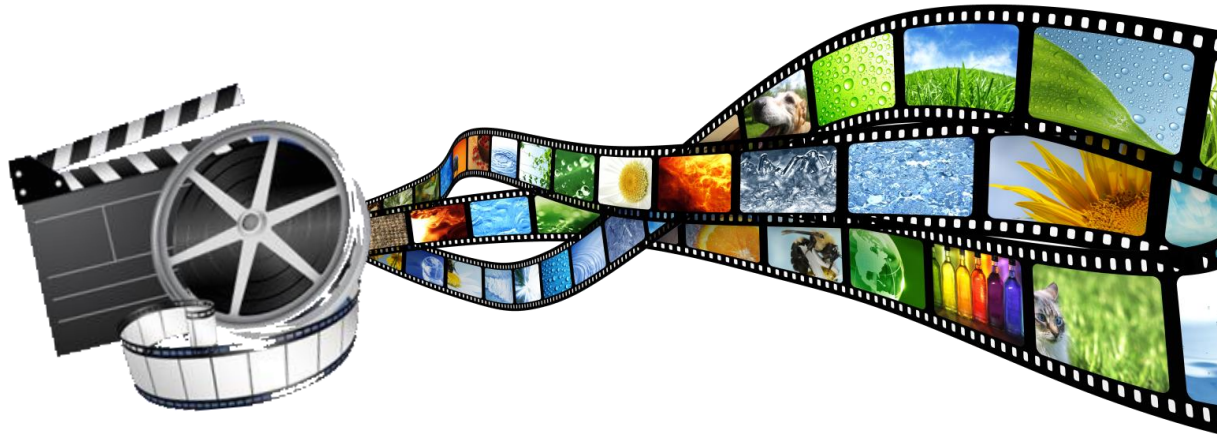
Particularly Important in German Companies:

- **Cultural Competencies:** Mentalities already vary heavily in Germany. In addition: handling distinctively different cultures with international partners/clients. Avoid embarrassments!
- **Interdisciplinary thinking** is particularly important with a growing company size, as the coordination effort between different departments needs to be minimized. Different parts of the organisation need to **understand each other**



Which Skills and Competencies are Important?

Watch Video 2: The Difference Between Hard-and Soft-Skills



<https://www.youtube.com/watch?v=YhF-Z6xSXs8>

What Key Competencies Do I Need in Germany?

(1) Interactive application of media and methods
(e.g. Language, Technology)



(2) Interacting in heterogeneous groups



(3) Autonomous ability to act



Key Competencies in a Professional Context

Interactive Application of Media and Methods

Ability to interactively apply language, symbols and text

In many companies, despite the international export orientation and global markets, **German as a conversational language** is essential. Learn about the cultural differences within Germany. (e.g. a Grüß Gott! as a greeting in Saxony-Anhalt would be considered odd.) **Language-and cultural** knowledge is particularly **important in SMEs**, as they are often still family-structured.

Ability to interactively use information and knowledge

Get to know the different departments of a company **and their motivation**. For example, the controlling department needs to understand what is happening in product development and vice versa.



Key Competencies in a Professional Context

Interacting in Heterogeneous Groups

Cooperation ability

In German every-day work life you will rarely find a team with identical opinions. Learn to empathize and understand their motives, but also to **defend your position with adequate arguments**. Cooperation is the basis for efficiency.

„Nothing is worse than employees saying „yes“ to everything!“

Ability to solve conflicts

Conflicts need to be resolved. Learn to compromise. Do not interpret **direct criticism** as an offense but rather as a **constructive suggestion for improvement**.



Key Competencies in a Professional Context

Autonomous Ability to Act

Use rights, fulfill duties, respect interests and boundaries

- The execution of tasks and projects without the continuous approval of colleagues or superiors. Learn to not only think for your own small area. „**Mitdenken**“
- But do not forget: part of good key competencies is also to **accept boundaries**, professionally and personally. Complete your work diligently and organized. Do not forget to exercise your rights as an employee

Mitdenken lohnt sich!

Das Betriebliche Verbesserungs-Vorschlagswesen



WELCOME at Anhalt University of Applied Sciences

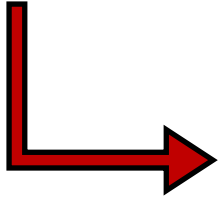
Time Management

Time Management- An Introduction



Time Management- An Introduction - What is it?

- Time management is the **systematic** and **disciplined** planning of your time

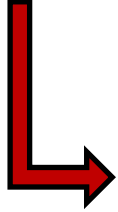


Why Time Management?

- Focus on the essentials
- More efficient and effective handling of tasks
- Early on identification of problems and hurdles



Time Management- An Introduction - What is it?



Particularly Important in German Companies:

- **Priorities.** Define them clearly, depending on the importance to the company
- **Structure leads to increased efficiency.** (More Output with less/the same input)
- **Punctuality** is the foundation for avoiding loss of time



Effective Time Management Methods - Preparation and Goal Formulation

S

Specific
(What is your goal?)

Formulate your goals positively

M

Measurable
(How much?)

Progress/ degree of completion

A

Attainable or Action Plan
(How are you going to do it?)

Goal must be influenceable

R

Realistic
(Can be done in that period of time?)

Fixed deadline

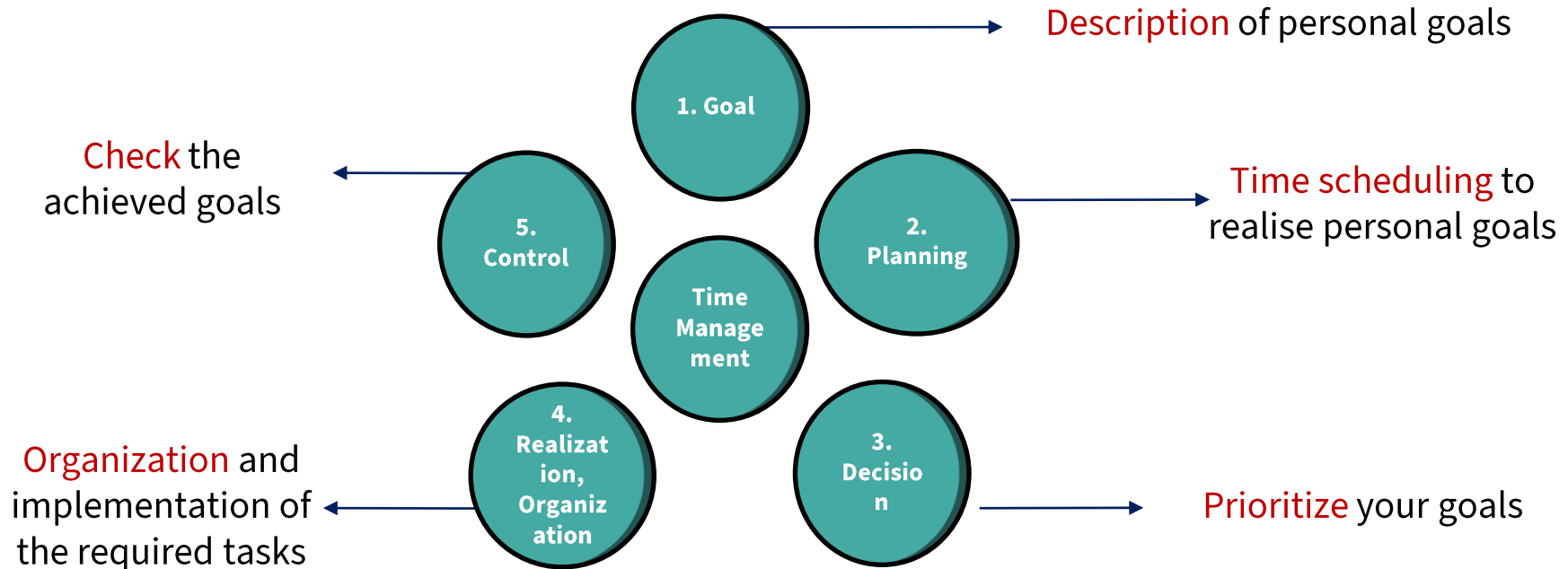
T

Time based
(How long until you reach that goal?)

Aim high but realistically

Effective Time Management Methods - The Mechanics of Time Management

- A functional time management includes **5 sub-steps**



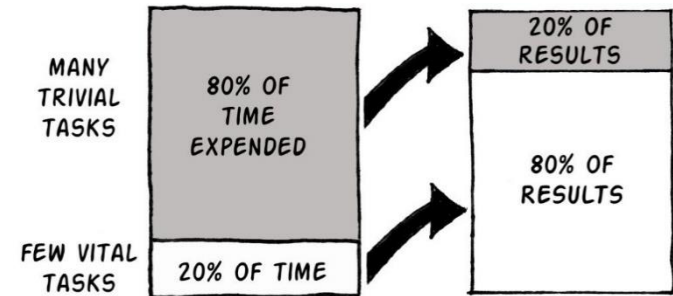
Effective Time Management Methods - Planning the Work Input Efficiently

The Pareto Principle

- Named after Vilfredo Pareto
- Only 20% of the population possess 80% of wealth
- Most companies generate 80% of turnover with only 20% of customers

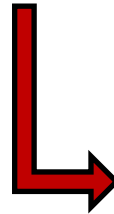


20: 80 Principle



Effective Time Management Methods - Planning the Work Input Efficiently

- The Pareto-Principle can be transferred to every work situation
- Most employees realize they can achieve 80% of results with only 20% effectively used time and energy
- However, the remaining 80% must be invested to achieve an optimal result, in case there is time left



The Pareto Principle helps to plan your personal work effort **ahead of time**, while **avoiding waste of time**.

Very important in German work environments!

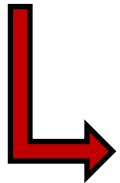
Effective Time Management Methods - Planning the Work Input Efficiently

The Eisenhower Principle

- Divide tasks into 3 categories ABC
- **A**- Tasks that are important in the long-term
- **B**- Tasks that do not yet have urgency
- **C**- Short-term important tasks
- BUT: Complete B-tasks **before they become urgent**



Time = **Resource**



The correct assessment of priority is the **core element of time management in Germany**, as not all tasks can be finished within 1 day.

Effective Time Management Methods - Planning the Work Input Efficiently

The Eisenhower Principle

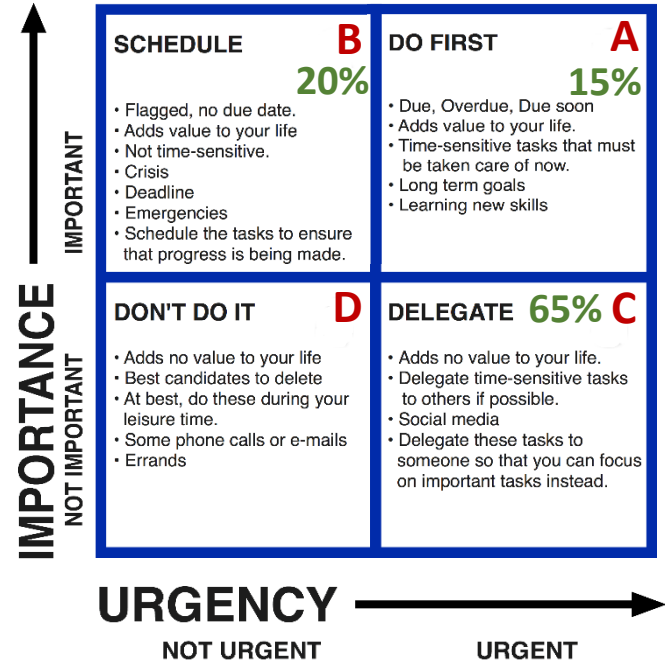
- Priority distribution according to **Urgency** (x-Axis) and **Importance** (y-Axis)
- Trash:** Neither important nor urgent

A- Problems & Crises- Immediate Action

B- Strategy- Regular Action

C- Time Killers- Reduce Quickly

D- Distractions- Avoid



Effective Time Management Methods - Decision Set Priorities

Task1: The Eisenhower Principle

- **Step 1: Brainstorm all the things you need** or want to do in the next four weeks in your studies, in everyday life and in your free time. Write down everything you can think of! Collect these points on a blank sheet of paper.



Aim: Analysing your personal planning capabilities, and improve on making a priority-decision



**10
Min.**



Individual

Effective Time Management Methods - Decision Set Priorities

The Eisenhower Principle

Here are some examples:

Study Activities



- Attendance at courses
- Preparation and follow-up of courses
- Learning and exam preparation
- Writing academic texts
- Preparing oral presentations
- Attending information events
- Meetings with study and working groups



**10
Min.**

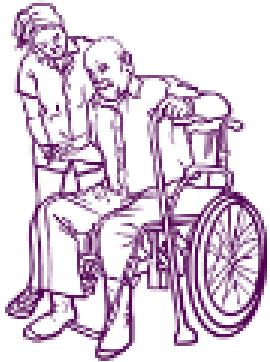


Individual

Effective Time Management Methods - Decision Set Priorities

The Eisenhower Principle

Volunteer Work



- Participation in student committees: StuRa, faculty council, Senate
- Political commitment
- Social commitment & initiatives
- Club activities e.g. Involvement in the volunteer fire brigade, student lounge



**10
Min.**



Individual

Effective Time Management Methods - Decision Set Priorities

The Eisenhower Principle

Personal Obligations



- Caring for pets
- Taking care of the household - e.g. shopping, cleaning, laundry
- Supporting / looking after the family - e.g. children, parents
- Time for work and part-time job
- Doctor's appointments & visits to the authorities
- Dealing with paperwork - e.g. paying bills, taking out insurance, answer emails



**10
Min.**



Individual

Effective Time Management Methods - Decision Set Priorities

The Eisenhower Principle

Leisure Activities



- (University) sport
- Celebrations: parties, birthdays, holidays, traditions
- Meeting friends
- Holidays and excursions
- Watching series
- Baking, cooking, trying out new recipes
- Checking and maintaining social media channels



**10
Min.**



Individual

Effective Time Management Methods - Decision Set Priorities

The Eisenhower Principle

“ME-Time”



- Body care - e.g. showering, face mask, beard care
- Preparing and eating meals
- Sleeping and resting e.g. nap and power nap
- Meditation- Reading- Massage, sauna- Walks



**10
Min.**



Individual

Effective Time Management Methods - Decision Set Priorities

The Eisenhower Principle

- **Step 2:** In a second step, you now sort your tasks into four categories according to the Eisenhower principle, which are created by spanning the two dimensions of "urgency" (x-axis) and "importance" (y-axis).



Aim: Analysing your personal planning capabilities, and improve on making a priority-decision



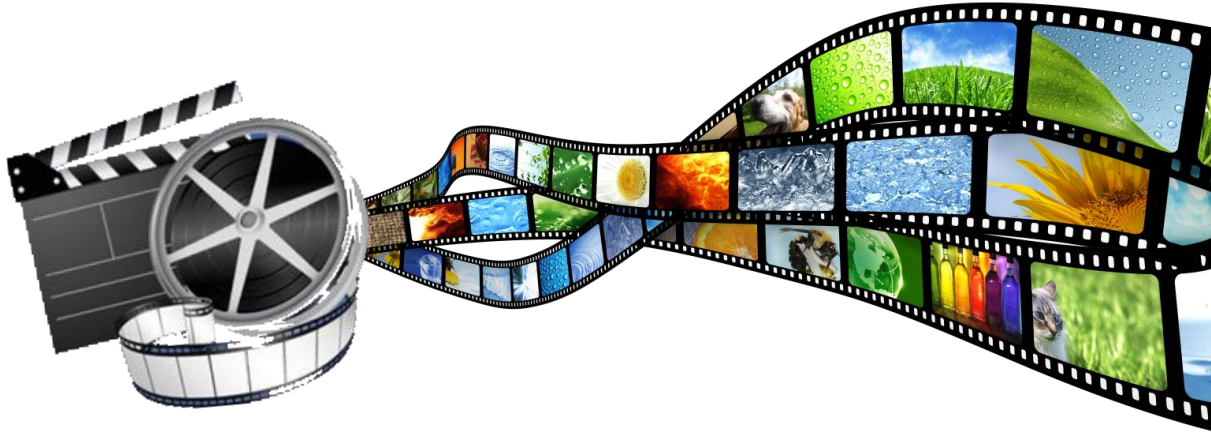
**15
Min.**



Individual

Effective Time Management Methods - Decision Set Priorities

Watch Video 3: An Extreme Example- The Elon Musk Method “Time Boxing”



<https://www.youtube.com/watch?v=fbAYK4KQrso>

The Fight Against Procrastination

- The psychological phenomenon that individuals tend to postpone unpleasant tasks again and again

Those people, who postpone something to tomorrow, are the same who postponed it yesterday.“

- Sir Peter Ustinov



The Fight Against Procrastination- Causes: **Personality vs. Psychological**

- Fear of Failure
- Perfectionism
- Fear of success
- Adrenaline addiction
- Low self-esteem
- Peter Pan syndrome
- Hoping someone else will do it

Irresponsibility: The person concerned shirks their duties. He blithely scoffs at the applicable rules and puts off completing tasks. Fun and an aversion to self-discipline are his credo. He never blames himself for failures.

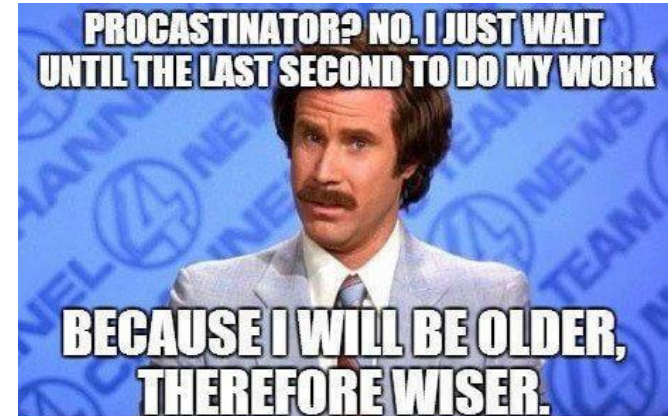


The Fight Against Procrastination- Causes: **Social vs. Situational**

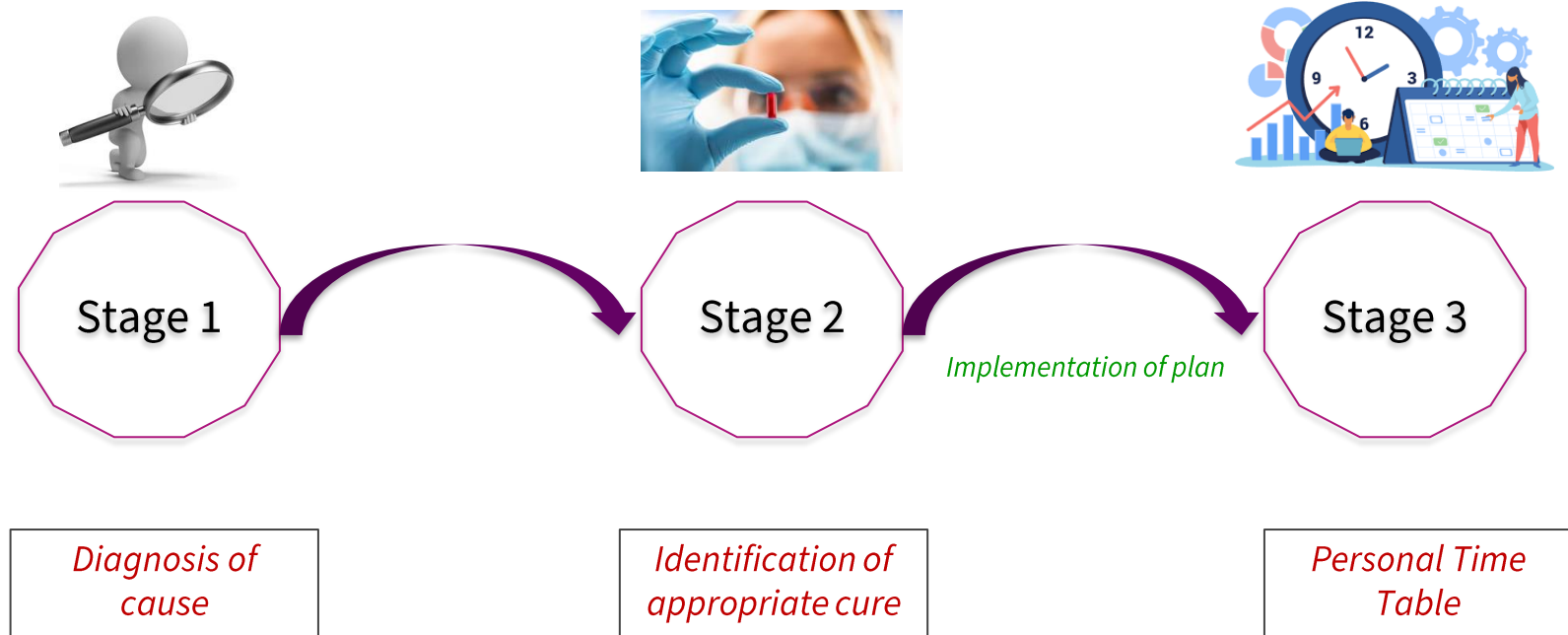
- Lack of skill
- Decision making
- No deadline
- Overwhelmed
- Wrong temperament
- Too little to do
- Authority resistance



Me waiting till the last minute to do everything then being shocked that I don't have enough time



The Fight Against Procrastination- The Process of Conquering it



The Fight Against Procrastination- The Process of Conquering it

- acknowledge what you **have** achieved
- save mental energy
- be purposeful and realistic
- meet deadlines and keep up with work
- have **effective** study time and **effective** relaxation
- Enjoy yourself without guilt and worry

Personal Timetable							
	Sun	Mon	Tues	Weds	Thurs	Fri	Sat
08:00							
09:00							
10:00							
11:00							
12:00							
1:00pm							
2:00							
3:00							
4:00							
5:00							
6:00							
7:00							
8:00							
9:00							
10:00							
11:00							
12:00							

The Fight Against Procrastination- How do I win the fight?

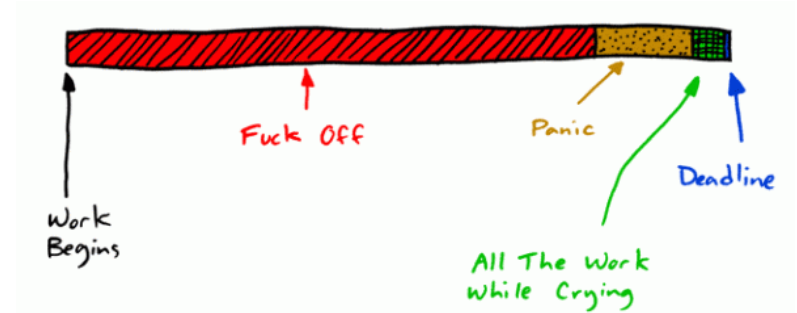
Salami-Strategy

Divide the postponed task into individual, smaller steps that are easier to complete.



The Balance Method

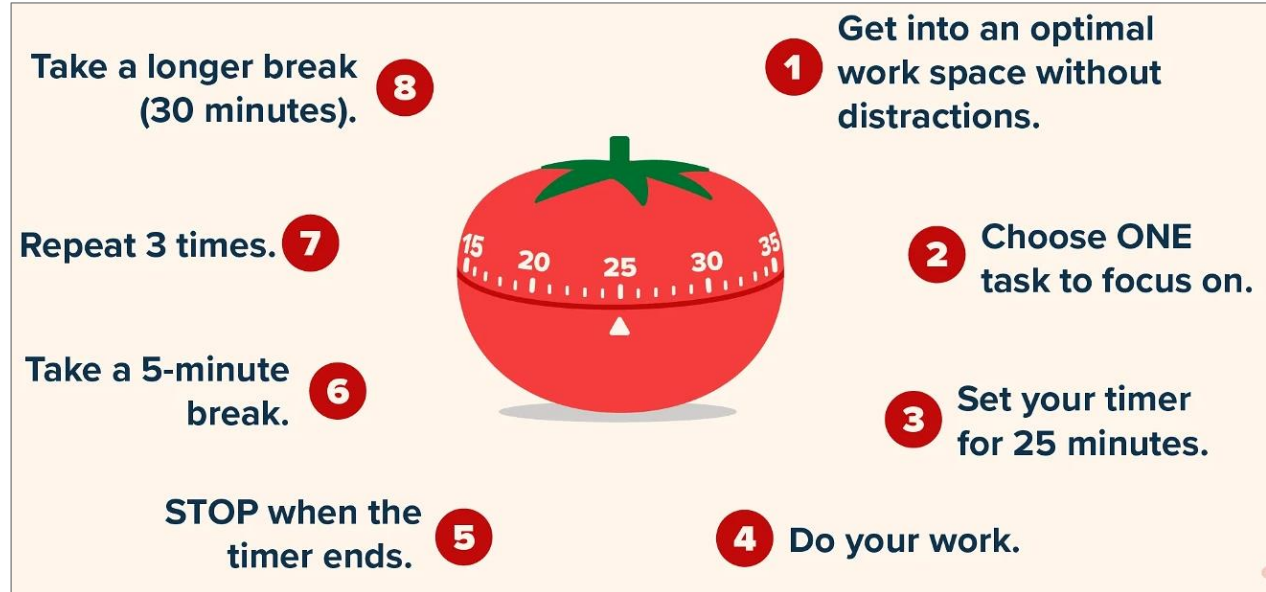
Consider the reasons for postponement in contrast to the advantages of completing the task. If the reasons to postpone outweigh the completion, set priorities! If not, do the task.



The Fight Against Procrastination- How do I win the fight?

The Pomodoro Technique

- The Pomodoro technique is developed by Italian Francesco Cirillo
- characterised by **alternating periods of work and breaks**
- This is intended to increase concentration and focus



Effective Time Management Methods - Fighting Procrastination

Task 2- Procrastination

- **Learn from your experiences:** What were the short and long-term consequences of postponing your plans and tasks above? Please enter them here in bullet points:

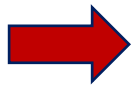
What did I postpone?	Positive Consequences	Negative Consequences



**20
Min.**

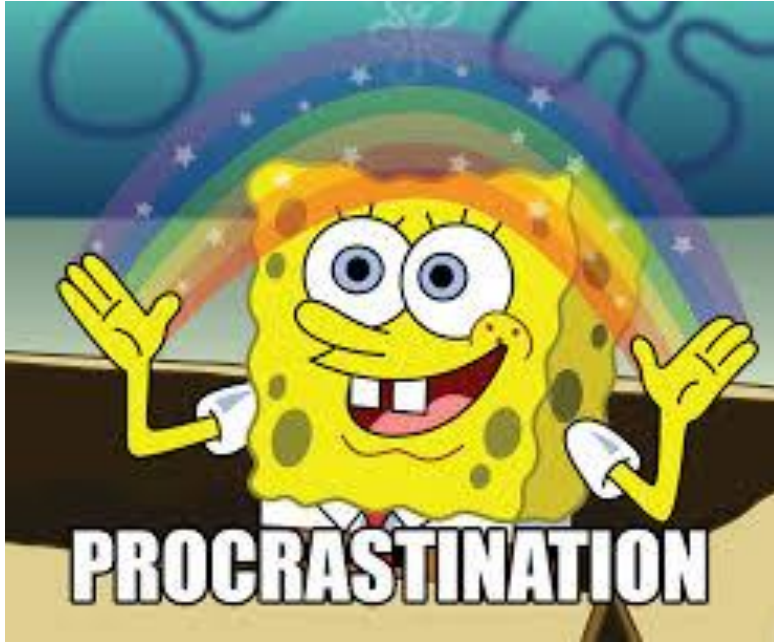


**Group of
2-3**



Aim: *Analysing your personal tendencies for postponing things and learn new perspectives of how other people handle the problem.*

Procrastination? Done!



Final Tips for Time Management

Avoid Time Killers

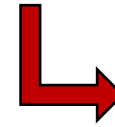
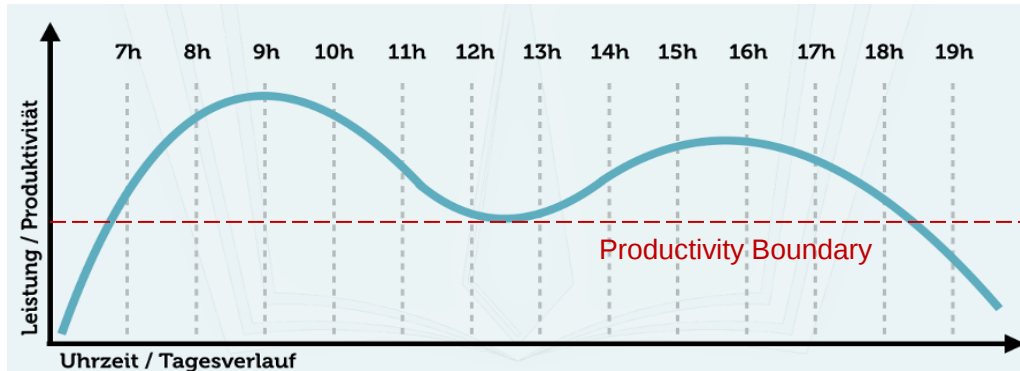
- **Fixed times** for replying to Emails
- Put the mobile phone on silent mode during important work
- Constant availability interferes with structured working
- **Plan meetings with fixed deadlines** (Time start and end with a clock)
- Move social activities to break times/after work
- **Avoid the helper-syndrome** (Learn to say no)
- **Calculate recovery phase!** (No Emails after work!)



Stick to Time Management- The Performance Curve

- Clearly visible performance-high in the morning and late afternoon
- In between: performance-low (usually after lunch break)
- In case of sickness- underperformance. Stay home!

Average Productivity Curve During the Day



**Pay attention to
performance high-and
lows when planning
your work**

Summary: Time Management in Germany

- Formulate goals
- Order tasks according to their importance (priorities)
- Plan work processes anticipatorily
- Accept not being able to do everything on your own. Delegate tasks.
- Avoid distractions (time killers)
- Do not start to postpone, as it unbalances your entire planning

"Fünf Minuten vor der Zeit, ist des Deutschen Pünktlichkeit."



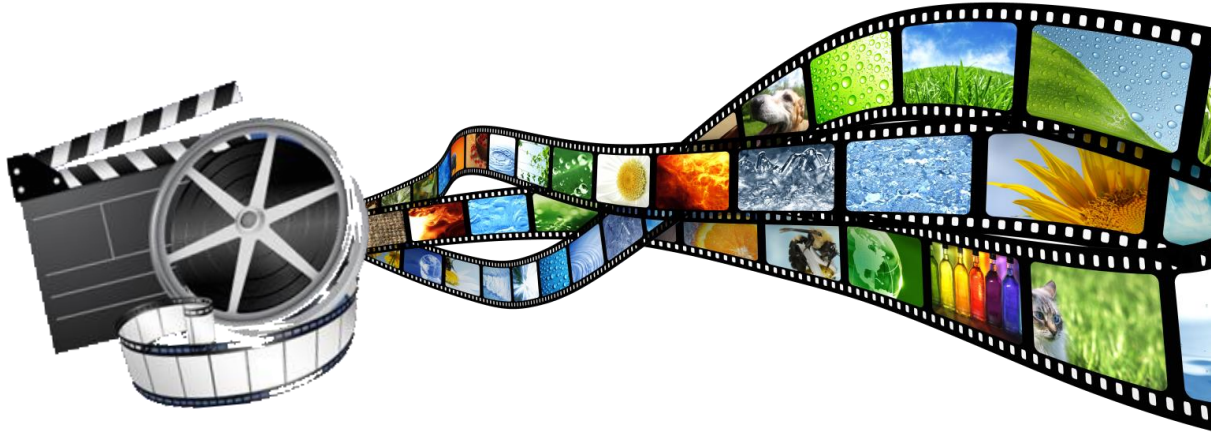
In Germany the concept of time has a significant status. **Time** is regarded a **valuable resource** (personally and for the company). To be efficient, it has to be utilized in the best possible way. This is one of the reasons for the strict division of work- and private-life.

„Erst die Arbeit, dann das Vergnügen!“



Effective Time Management Methods

Watch Video 4: Time Management Techniques for Productivity



<https://www.youtube.com/watch?v=IGVQPU-L7cQ>

Time Management Methods

Task 3- The Time Management Profile

- Fill out the questionnaire, calculate your points for part 1
- Identify the most frequent type of answer in part 2
- Combine your points and determine your “Time Management Type”
- We will compare the results



Aim: Analysing your personal planning capabilities, identify your time management type and find room for improvement.



**15
Min.**



Individual

Time Management Methods Which Time Type Are You? How can you improve?

Type 1: The Improviser

Your colleagues value your flexibility. You do not dogmatically stick to principles. Even in times of crisis you possess a talent for improvisation.



Optimization: There is nothing wrong with your preference for pen and paper. But you do want to avoid this unordered paper mess, don't you? The best solution for you is a classic planning system on paper with different categories.

Type 2: The Organizer

You put your trust in established methods and aren't easily influenced by trends. People value your prudence and clear judgement. You are optimally organized (and have been for years), particularly when it comes to your time.



Optimization: Do not rule out electronic organising methods by principle. Network-connected tools for time planning have been established in many companies. The shared access to schedules and resource planning creates transparency and simplifies work drastically.

Type 3: The Systematic

You plan your tasks and projects very systematically and consistently. Success proves you right. This however often requires a very high time effort.



Optimization: Because you are a professional planner, you should consider the possibilities of a software solution in combination with your already established system.

Time Management Methods Which Time Type Are You? How can you improve?

Type 4: The Intuitive

People value your open way of communication. When analysing a problem you do not only rely on your knowledge. Your intuition never fails you. This often leads to faster results than your colleagues.



Optimization: With a strict self-management you can considerably reduce distracting factors. For example, reserve a “silent hour” a day to concentrate on your tasks.

Type 5: The Allrounder

Your strength is your versatility. You do not have problems getting into new areas. You keep a clear focus and strict goals.



Optimization : Try a combination of paper and software planning. But beware of double bookkeeping. Bot systems should be compatible to each other.

Type 6: The Innovator

Your curiosity is the major force in our life. You are constantly looking for improvement and do not settle with achievements. You do not rest because you enjoy optimizing your personal capabilities.



Optimization : Your openness is a good thing. But beware: if you are using a mix of planning techniques, make sure they are compatible to each other. Sometimes diversity can create confusion.

Time Management Methods Which Time Type Are You? How can you improve?

Type 7: The »Inbetweener«

Your computer is your umbilical cord to the world. Even when leaving the office, your notebook is a constant companion. However, in one aspect you are conservative: Your appointments, tasks and contacts you prefer on paper.



Optimization: Stop the paper mess and entrust your planning to a software.

Type 8: The Strategist

You have a clear planning and direction but want to use as little electronic help as possible.



Optimization: To work in a connected team a computer-based solution is impeccable. You are able to see the status of different projects in real time. Let the computer work FOR you.

Type 9: The Perfectionist

Respect, you know the basic rules of self-management inside out. Your work-day is structured consistently Depending on the requirements you are able to use both systems (electronic or paper). You are constantly informed about your day-schedule, projects and employees. Congratulations!

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Presentation Skills

Presentation Skills- An Introduction



"You're not allowed to use the sprinkler system to keep your audience awake."



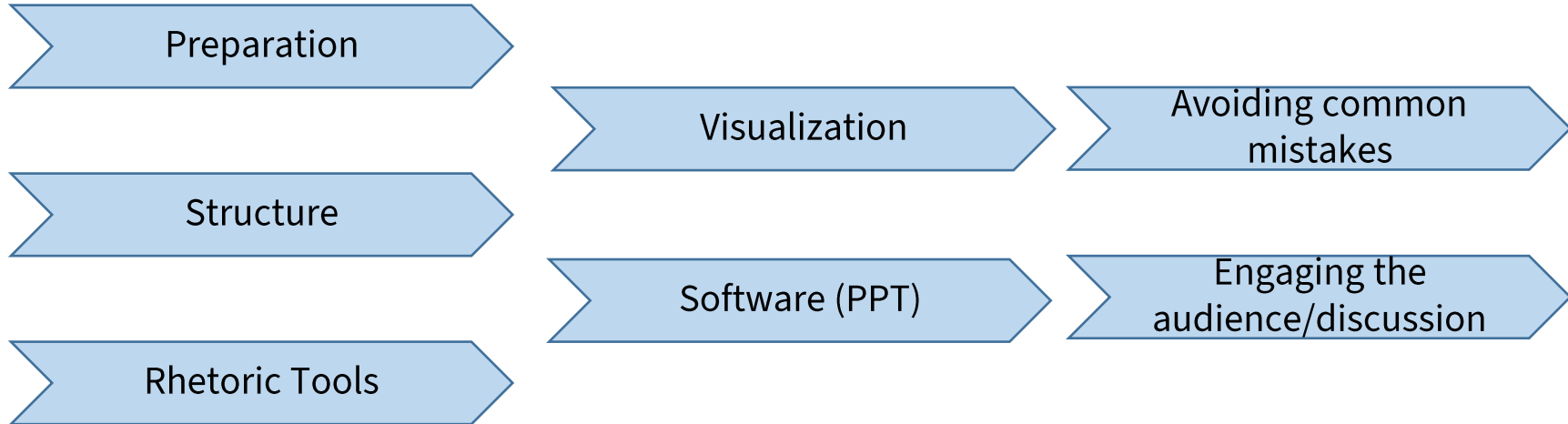
„There are only two types of presenters in this world: 1. The nervous. 2. Liars.

-Mark Twain

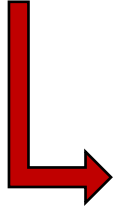
Presentation Skills- An Introduction

What Are Presentation Skills- Which Are the Important Elements?

Skills required to distribute **results, opinions or information** publicly to an audience in an **understandable** fashion.



Presentation Skills- In the Workplace



Particularly Important in German Companies:

- **Being able to speak freely**
- Being able to defend the own opinion with valid arguments
- Filter information / concentrate on the essentials
- Visual information works better than text



Presentation Skills- The Preparation

Which Things do I have to Consider **Beforehand**?

Content

Focus on the essential facts and structure logically. Ask questions in relation to the topic and relate them to the overall subject

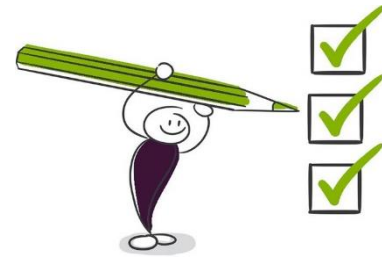


Technology

Media (notebook, flash drive, projector, cables, speaker etc.) Check if they are complete and working **in advance!** Arrive at the venue early to set up everything.

Practical Application

Practise the presentation and the structure (time yourself!) e.g. with friends/colleagues. Keep 2 versions readily available in case the meeting gets cut short. 1 detailed, 1 max. 5 minutes.



Presentation Skills- The Preparation

How Do I Structure a Presentation?

- Every presentation needs an outline/structure
 - For your own orientation
 - For the audience to follow the content
- Don't over-complicate (Not more than 1 level of sub-chapters)
- Mention the structure on each slide (heading)
- Do not forget to include a summary/conclusion (5 most important points)
- Plan the extent of your structure accordingly (less is more)
- **Ca. 2 min per slide** (Shorten if necessary)

Introduction

1/8



Main Part

3/4



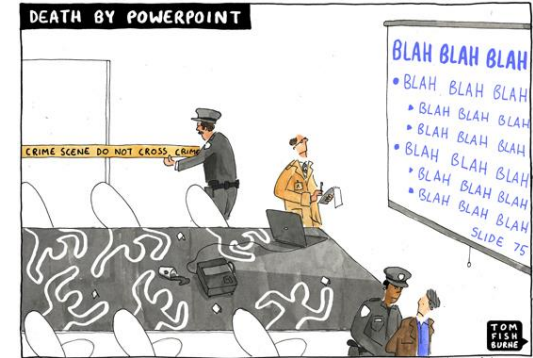
Conclusion

1/8

Presentation Skills- Formalities

Which Elements Belong in a Professional PPT?

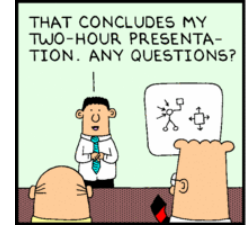
- **Font Size:** min. 8pt; Hierarchical levels according to content: bigger headings and subsequent levels smaller
- **Font Type:** subtle type e.g. (Arial, Times New Roman)
not too arty; stick to one, do not mix!
- **Accentuations:** use sparingly, not too much bold or italics
- **Design:** neat and simple; consistent
- **Colour:** not too many different styles, utilize contrasts; not too dark;
Rule of thumb: a change in colour represents a change in meaning



Presentation Skills- Formalities

Which Elements Belong in a Professional PPT?

- **Sentence structure:** short points, use notes/bullet points, no overly long quotes
- **Amount of content:** no overload! (less text is more); pay attention to consistent spacing
- **Length:** in correspondence with the given time frame, do not exceed, keep conclusion/summary available to skip to when time is running out
- **No. of slides:** rule of thumb: not more than 2 minutes per slide (in relation to max. time)



Presentation Skills- Formalities

Which Elements Belong in a Professional PPT?- Common Mistakes

Power-Point:

- [Too much text on slides](#)
- Spelling mistakes
- Exaggerated design (colours, font types, images)
- Too many special effects (use animations scarcely)

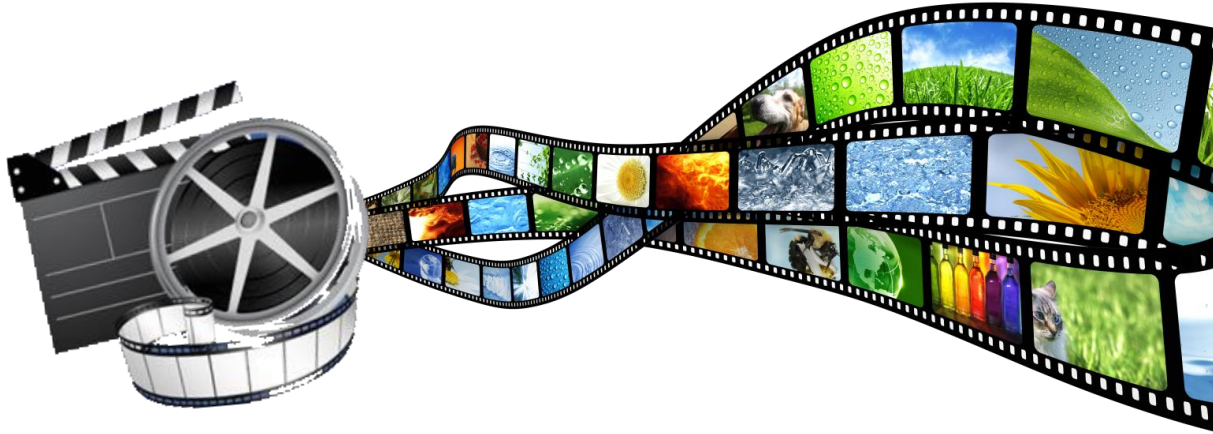
Presentation:

- Read from the slides/notes
- Run through the slides
- Ignore the audience
- Slides do not match what is mentioned in the presentation
- Speak too fast, too much, too long (time management!)



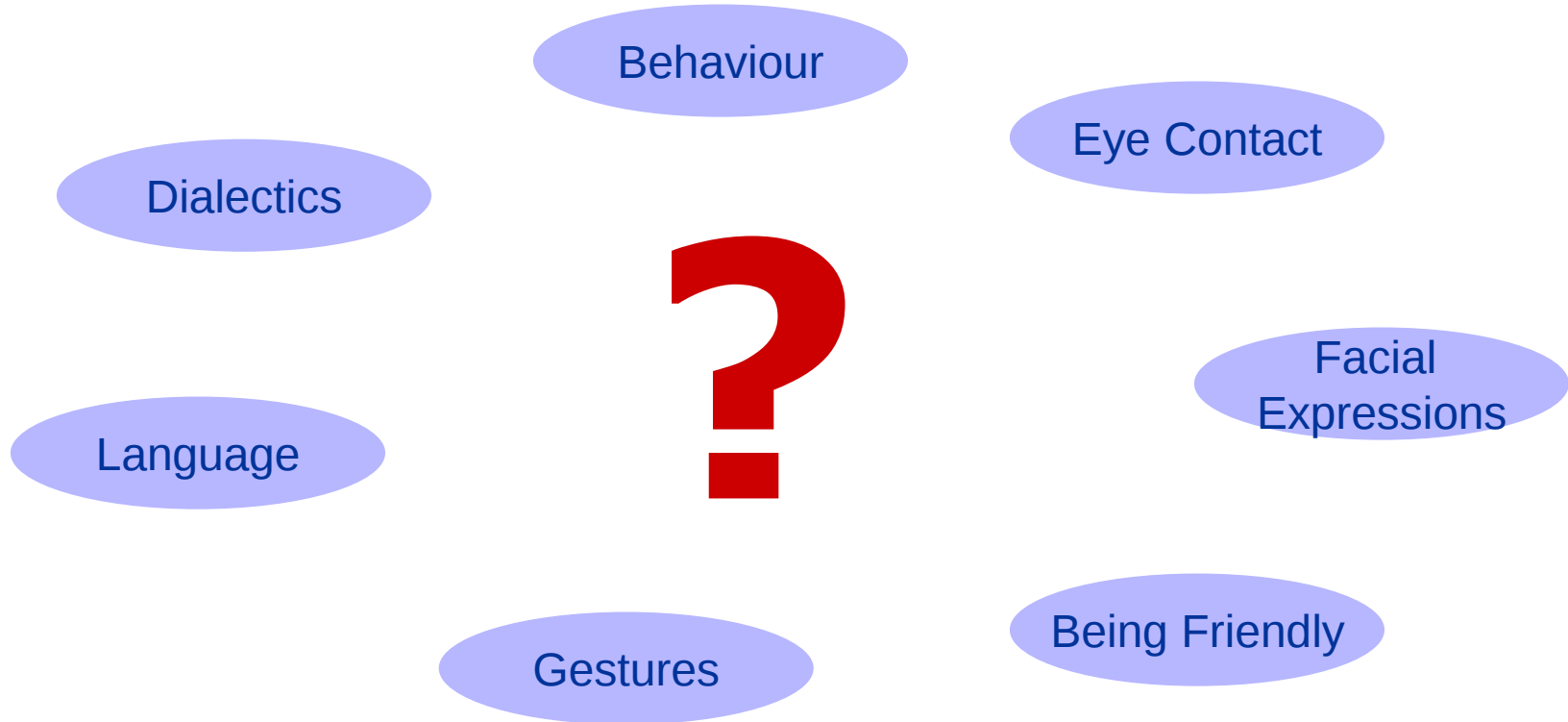
Presentation Skills- How to give a presentation

Watch Video 5: Presentation Skills to Leave an Impression



<https://www.youtube.com/watch?v=MnIPpUiTcRc>

Rhetoric- Is more than just to “speak well”



Rhetoric- Is more than just to “speak well”

Behaviour

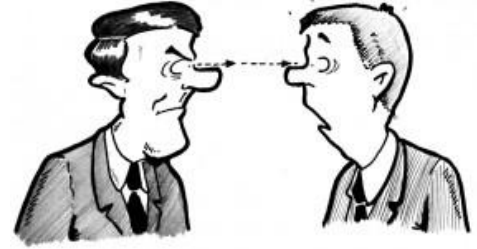
- Stand up-right, always face the audience
- Spread your legs (gives you a firm stand; you're not a pillar!)
- Convey security (know what you're doing)
- Breathing
- Tip: Keep your hands in a bent but open position



Rhetoric- Is more than just to “speak well”

Eye Contact

- Involves listeners
- Creates a personal relationship
- Allows to check if the audience understood
- Select reference-persons (2-3) to get back to for checking their reaction to content
- Never lose eye contact (e.g. look out the window)
- Don't stare!
- In case of missing eye contact from the audience, ask questions
- **Looking down/stare at your feet** in Germany is equivalent to „not interested / didn't understand“



Rhetoric- Is more than just to “speak well”

Facial Expressions



- Part of non-verbal communication and therefore immensely important to convey information
- Amplifies content
- Emphasizes statements
- Needs to match the content
- Keep neutral, not too emotional
- Avoid strong and abrupt changes in facial expressions during the presentation (decide beforehand)
- **Is mirrored by the audience**, can therefore be decisive for success/ evaluation of presentation

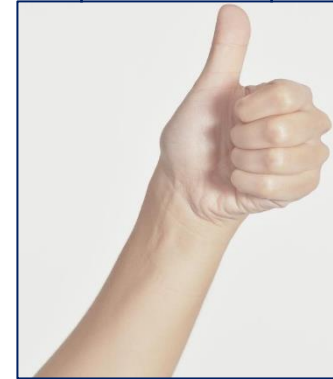
Gestures

- Makes presentation more lively/appealing
- Emphasize statements
- Provide structure
- Support the audience's imagination
- Strictly avoid aggressive gestures e.g. **direct finger-pointing**
- Too many gestures can be confusing
- Do not combine movement (walking around) with gestures= distracting
- **Understand the cultural importance of** gestures (can differ from audience to audience, avoid faux-pas)

Germany: Everything okay!, 1

Other Countries

West Africa and the Middle East, including Iran, Iraq, and Afghanistan, the gesture has the connotation of "up yours!!!"



Friendliness

- Has influence on the discussion
- Is perceived as inviting
- Do not try to be overly/artificially friendly
(**Extremely negative in Germany**)
- **Do not exaggerate-** polite, professional manner
- Stay friendly, even in case of differing opinions in the audience
- Germans are very direct and therefore frugal with friendliness (not to be interpreted negatively esp. reactions from the audience)



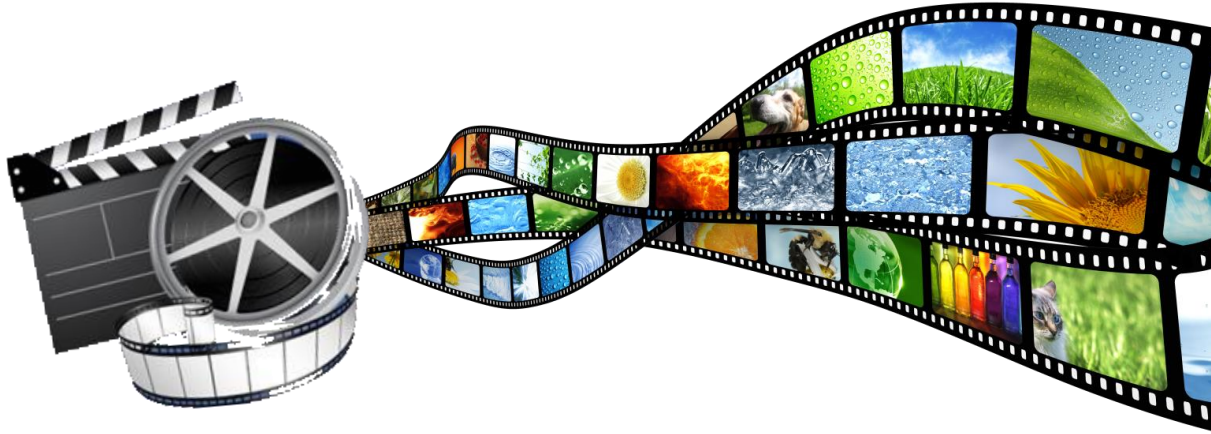
Language

- Slow, loud enough, understandable
- Vary your tone
- Fast-slow, loud-quiet, high-low
- Use pronunciation to emphasize meaning
- **Integrate pauses!**
- Helps the presenter to think and speak
- Facilitates the understanding of the audience
- It is a tool to structure the presentation
- Suspense- pauses



Rhetoric Stylistic Tools- Learn How Not to Do It- Donald Trump

Watch Video 6: Public Speaking Tips We Can (But Shouldn't) Learn From Donald Trump



<https://www.youtube.com/watch?v=05tp0VscN8A>

Presentation Skills- The Audience

Why Engage the Audience?

If you have problems starting a discussion:

- Mention a current topic (e.g. news) in relation to your presentation
- Polarize
- Have question asked through an „accomplice“
- Make up a story „I was asked during the break.“
- Ask a trivia question
- Talk to people directly



Presentation Skills- The Audience

What if something goes wrong?

- Have a pause to think
- Repeat your last statement
- Go back to the last slide
- Move on, you can come back later
- Consciously control your breathing
- Security through an accomplice in the audience (Pre-selected acquaintances that bridge blackout with questions)
- Admit a blackout (Audience will understand, move to the next point)



Presentation Skills- Mistakes to avoid

Exceed speaking time

Speak too fast

Mumble

Inappropriate gestures

Exaggerated animations

Read instead of speaking freely

Different Font Types/Sizes

Too many colours

Too much information

Not engaging the audience

No Structure

Bad Jokes

No Questions



Time Management Methods

Task 4- Spontaneous Speaking - 2 Minutes

- Draw a statement/ subject
- You have 2 minutes time to make notes and structure yourself
- Give a 2-minute presentation stating your opinion



4 min



Individual



Aim: Practise speaking freely on a specific topic under pressure. (Like in real-life meetings).