

Soft Skills in Dealing with International Students

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Soft Skills/People Skills

- While your technical skills may get your foot in the door, your people skills are what open most of the doors to come.
- Your work ethic, your attitude, your communication skills, your emotional intelligence (the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically) and a whole host of other personal attributes are the soft skills that are crucial for career success.

Soft skills

- With these soft skills you can excel as a leader.
- Problem solving, delegating, motivating, and team building are all much easier if you have good soft skills. Knowing how to get along with people – and displaying a **positive attitude** – are crucial for success.

The Soft Skills Gap – Do You Have One?

- If you're really good at getting clients or dealing with students, and not so good at retaining them, chances are you have a soft skills gap.
- If you have lots of staff turnover and have to keep retraining people, chances are you have a soft skills gap.
- When you have lots of managers but no real leaders – that's a soft skills gap.

Definition of Soft Skills (wikipedia.com)

- **Soft skills** is a term often associated with a person's "EQ" (Emotional Intelligence Quotient), the cluster of personality traits, social graces, communication, language, personal habits, interpersonal skills, managing people, leadership, etc. that characterize relationships with other people.
- Soft skills contrast to hard skills, which are generally easily quantifiable and measurable (e.g. software knowledge, basic plumbing skills).

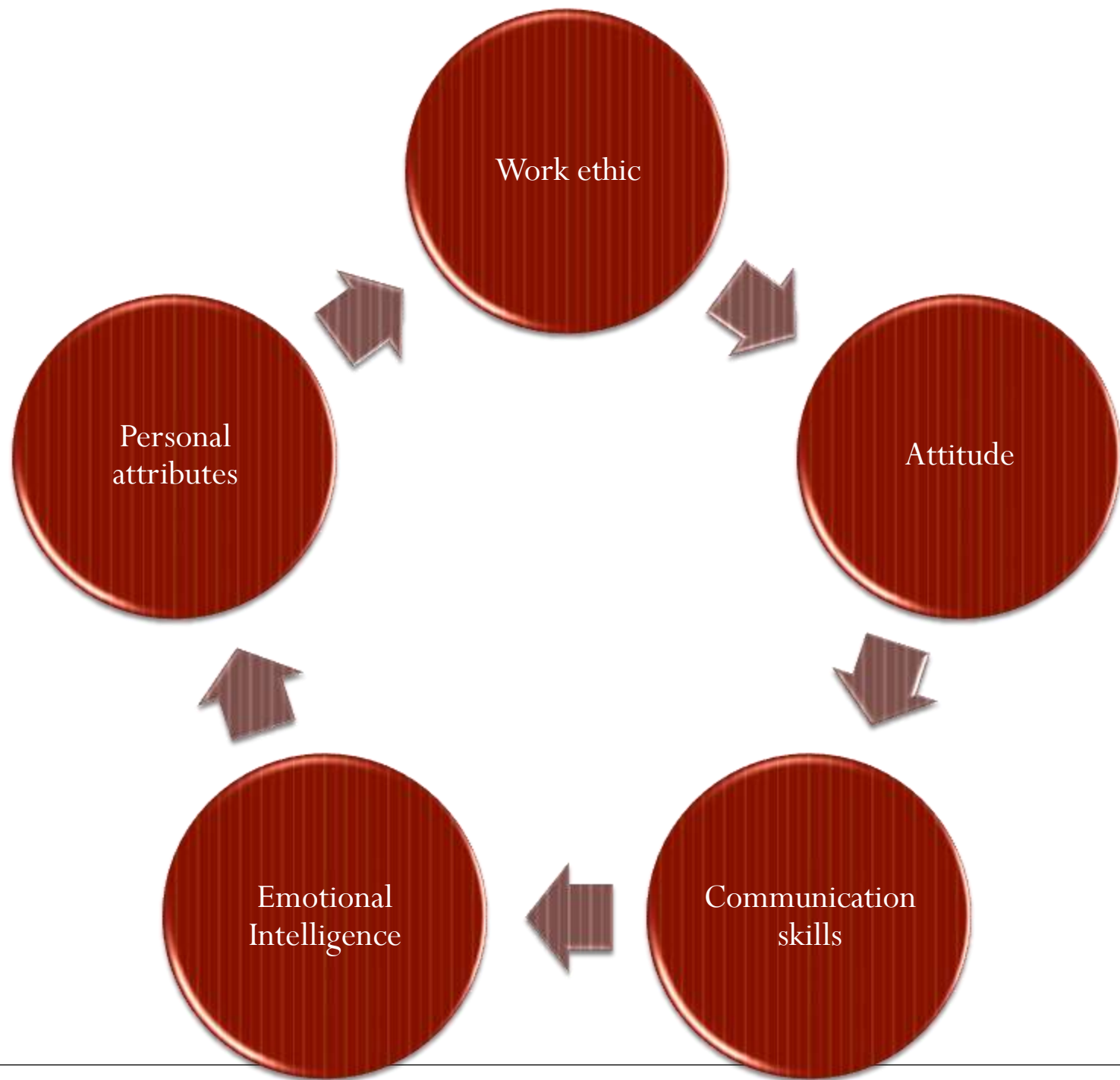
Soft Skills in Dealing with International Students

- Can be divided into 3 groups of discussion:
- International students
- International students' parents/guidance
- Embassies/higher level institutions

Soft skills with International Students

These are what required from us, the IO active staffs:

- i. work ethic,
- ii. attitude,
- iii. communication skills,
- iv. emotional intelligence (the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically) and
- v. a whole host of other personal attributes



Work Ethic and Attitude dealing with International Students (Dr. Helaine Minkus, Geography/Anthropology, UWEC)

- Speak in a way that is appropriate to the student's level of competence in English. to speak slowly and very clearly.
- A good idea to write down any information that it is critical that the student have: names of people to see, phone numbers, etc.
- Pay attention to signs that the student may not be understanding what you are saying. As a check, ask them to explain to you what you have said.

If you simply ask,

“do you understand?” they are likely to answer “yes” to avoid embarrassment.

Work Ethic and Attitude dealing with International Students (Dr. Helaine Minkus, Geography/Anthropology, UWEC)

- Malaysians/ We place great importance on being independent and self-reliant and expect people to show initiative and do things by themselves.
- In some other countries, examples Indonesia, African and Arab countries, young people are raised to be part of a group and expect that those in a superior position will take the initiative and tell them what courses to take, what to write a paper on, etc. (collectivism vs individualism cultural dimensions)
- The international students may view advisors and professors as uncaring if they are told they have to do things on their own.

Work Ethic and Attitude dealing with International Students (Dr. Helaine Minkus, Geography/Anthropology, UWEC)

- Malaysians generally expect that a person who needs help will ask for it but in many countries (China, Indonesia, Arab countries and African), people expect that others will be sensitive and will offer help.
- People in some countries speak more directly than Malaysians (Arabs and Nigerian especially) whereas people in other countries (Asian countries) speak much less directly and expect more directions from us at the IO.

Work Ethic and Attitude dealing with International Students

(Dr. Helaine Minkus, Geography/Anthropology, UWEC)

- Direct eye contact is regarded as threatening in some areas and politeness calls for only brief eye contact or looking away from the speaker. Too long eye contact with Arabs and African meaning that you are challenging them.

Japanese vs Arabs Work Attitude

- Japanese Work Attitude

If one can do it, I can do it.

If no one can do it, I must do it.

- Arabs Work Attitude

Wallahi, if one can do it, let him do it.

If no one can do it, ya habibee...how can I do it?

Emotional Intelligence

- *Emotional intelligence* (EI) or *emotional* quotient (EQ) is the ability of individuals to recognize their own and other people's emotions, to discriminate between different feelings and label them appropriately, and to use *emotional* information to guide thinking and behavior.
- Studies have shown that people with high EI have greater mental health, exemplary job performance, and more potent leadership skills

Emotional Intelligence

Dealing with Embassies and Parents

- Experiences dealing with international students' deaths:
Iran, Egypt, Saudi
- Student with mental health

USM International Students Appreciation Night



AFLES 2015: ASEAN Future Leaders Summit, collaborations with AKEPT, UiTM, PSU, USIM (2014)



AFLES 2015



AFLES 2015 at AKEPT



AFLES 2015



AFLES 2015



AFLES 2015



AFLES 2015



Coffee Hour Mega Day 2015 by USM Buddies



Coffee Hour



Coffee Hour



Asia Pacific Alliance of Postgraduate Students Association: Collaboration with UUM



Charity Work for Kelantan's Flood



SUKAD & TOT: sports and track & field



USM International Day



USM International Week



Gala Nite for USM International Week



ASEAN Youth Cultural Forum: USM will host in 2016 under AUN



Tzu Chi Summer Programme, Taiwan



USM-PSU Executive Programme



A Wedding for a Syrian Student and a Lecturer



Farewell dinner for exchange students 2015



PSA n PETAS Committee Members



2nd Asia Pacific Alliance of Postgraduate Student Associations 2015

USM International Office Staff during our visit to Chiang Mai University: Use enterprise budget to sponsor our trip



Terima kasih!

