

# How to Be Human in a Technical World

Karine Leblanc,  
Not Your Typical Engineer™





1.

THE PROBLEM







**We live in a technical world where performance  
is rewarded more than anything else we do.**

# PROFIT

**We focus almost only on technical skills**



teaches us how to keep our cool, how to learn to lose, or how to deal with team conflicts

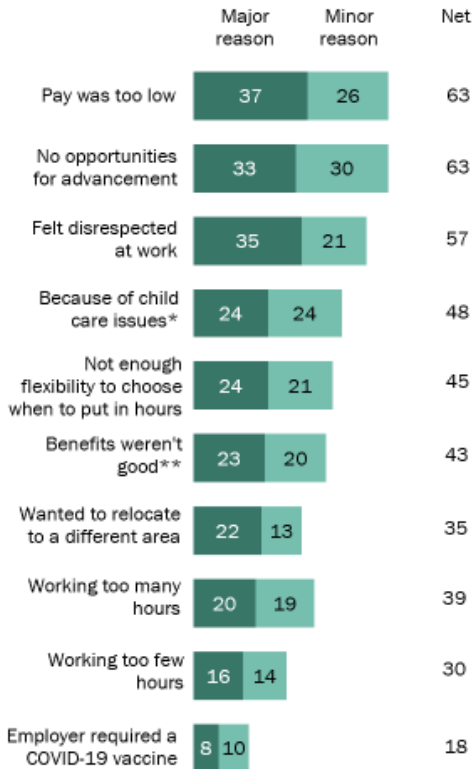
We forget  
about the

Human  
side

We are all human beings, we have feelings

**Top reasons why U.S. workers left a job in 2021: Low pay, no advancement opportunities**

Among those who quit a job at any point in 2021, % saying each was a \_\_\_ why they did so




# GREAT RESIGNATION

#3 Felt disrespected at work

\*Among those with children younger than 18 living in the household.

\*\*Question provided health insurance and paid time off as examples.

Note: Figures may not add to subtotals due to rounding.  
Source: Survey of U.S. adults conducted Feb. 7-13, 2022.

The background of the slide is a composite image. On the left, there is a solid teal-colored area. On the right, there is a photograph of a desk with various office supplies: a white keyboard, a white notepad with horizontal lines, a blue pen, and a white ruler. A white rectangular box is centered on the teal and white background, containing the text. At the bottom center, there is a small, dark blue rectangular bar.

# Signs of lack of emotional intelligence



- Gets in lot of arguments
- Lack of empathy
- Thinks people are oversensitive
- Not receptive to feedback
- Blame others for mistakes
- Struggle to manage emotions

WOULD YOU RATHER WORK WITH

# HIGHLY TECHNICAL



SUPER SMART AND  
TECHNICAL

BIG EGO. LACK  
SELF CONTROL.  
MOODY.  
OVERBEARING.

WOULD YOU RATHER WORK WITH

# ABOVE-AVERAGE TECHNICAL

ABOVE AVERAGE  
TECHNICAL

PATIENT.  
TRUSTWORTHY.  
MOTIVATING.  
EMPATHETIC





“

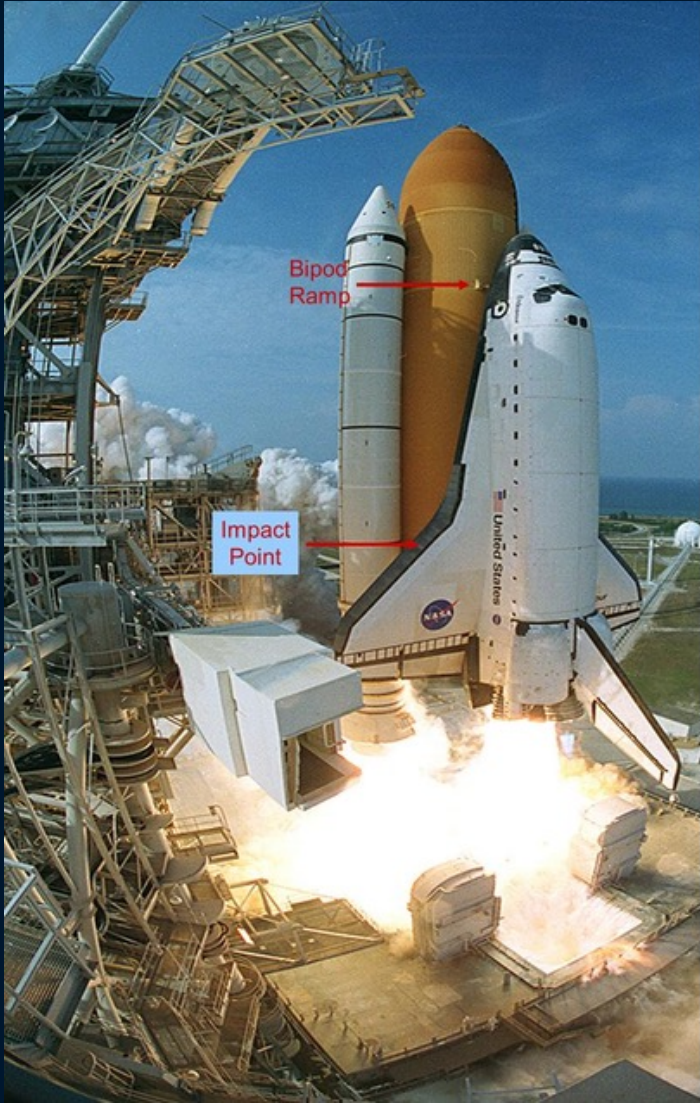
It's doesn't matter how  
smart and technical we are  
if nobody wants to work  
with us

”

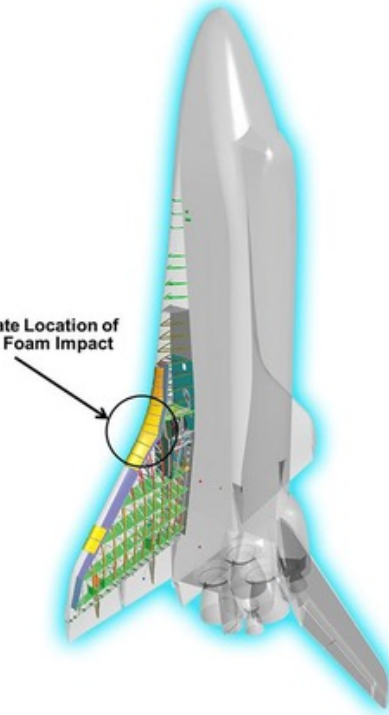
- Karine Leblanc

**It can be way more serious  
than just people not wanting  
to work with you.**





Approximate Location of  
ET Bipod Foam Impact





2.

THE SOLUTION





Tasks, methods, processes,  
procedures, techniques.

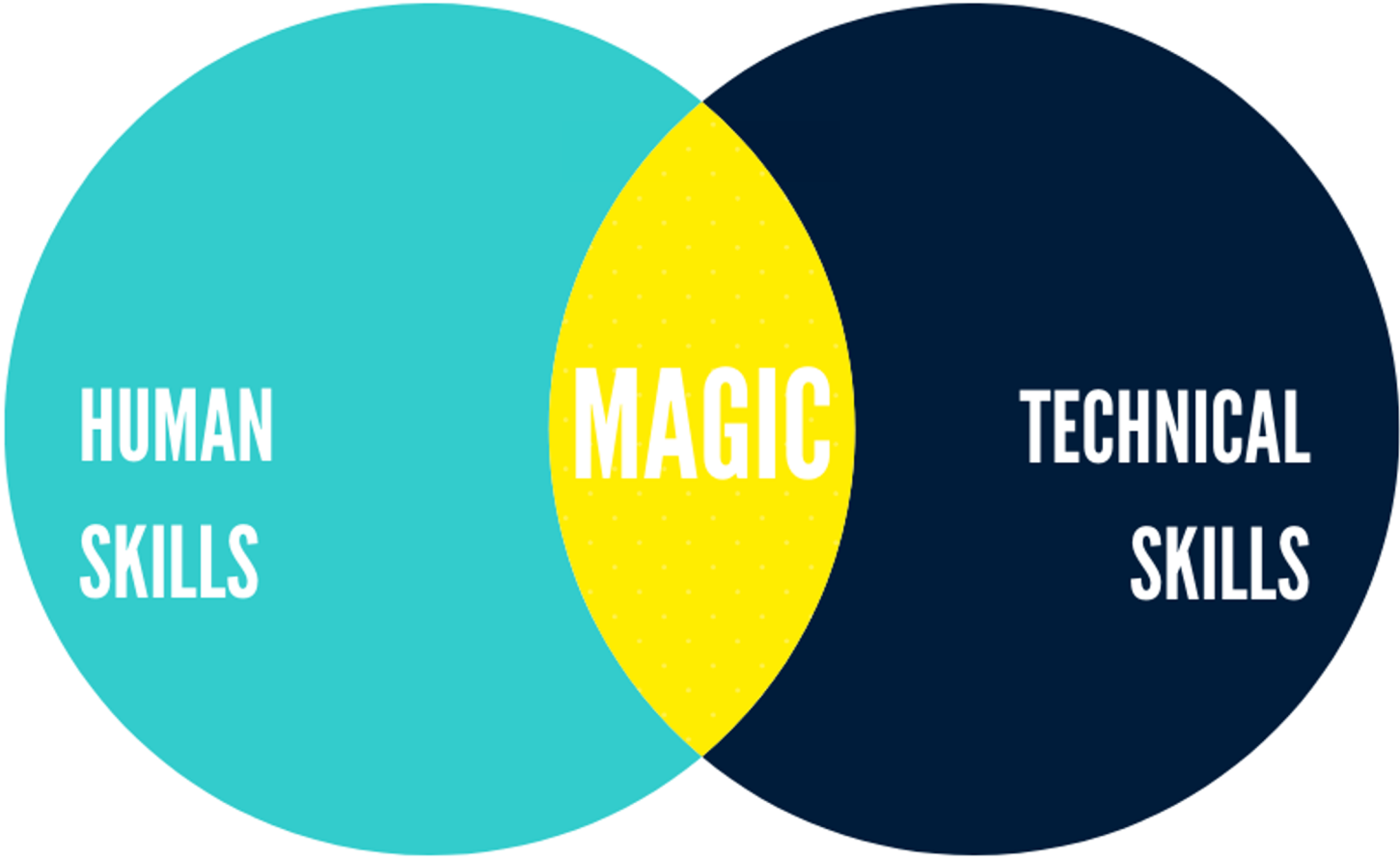
## TECHNICAL SKILLS



## HUMAN SKILLS

Mix of your personality traits,  
behaviors and social attitude





**We must develop  
our human skills**

With the Magic Six

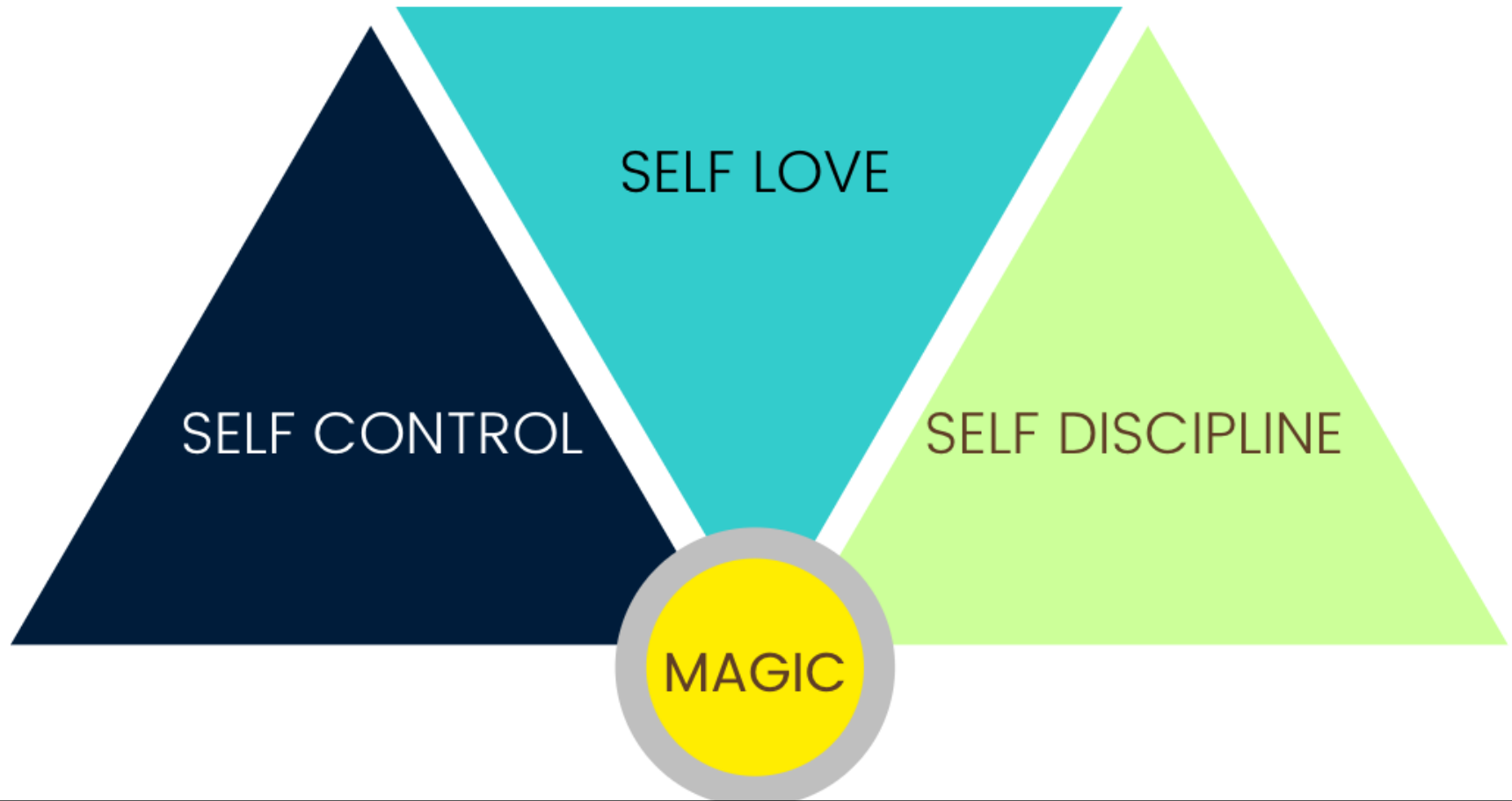


# THE SIX MAGIC SKILLS

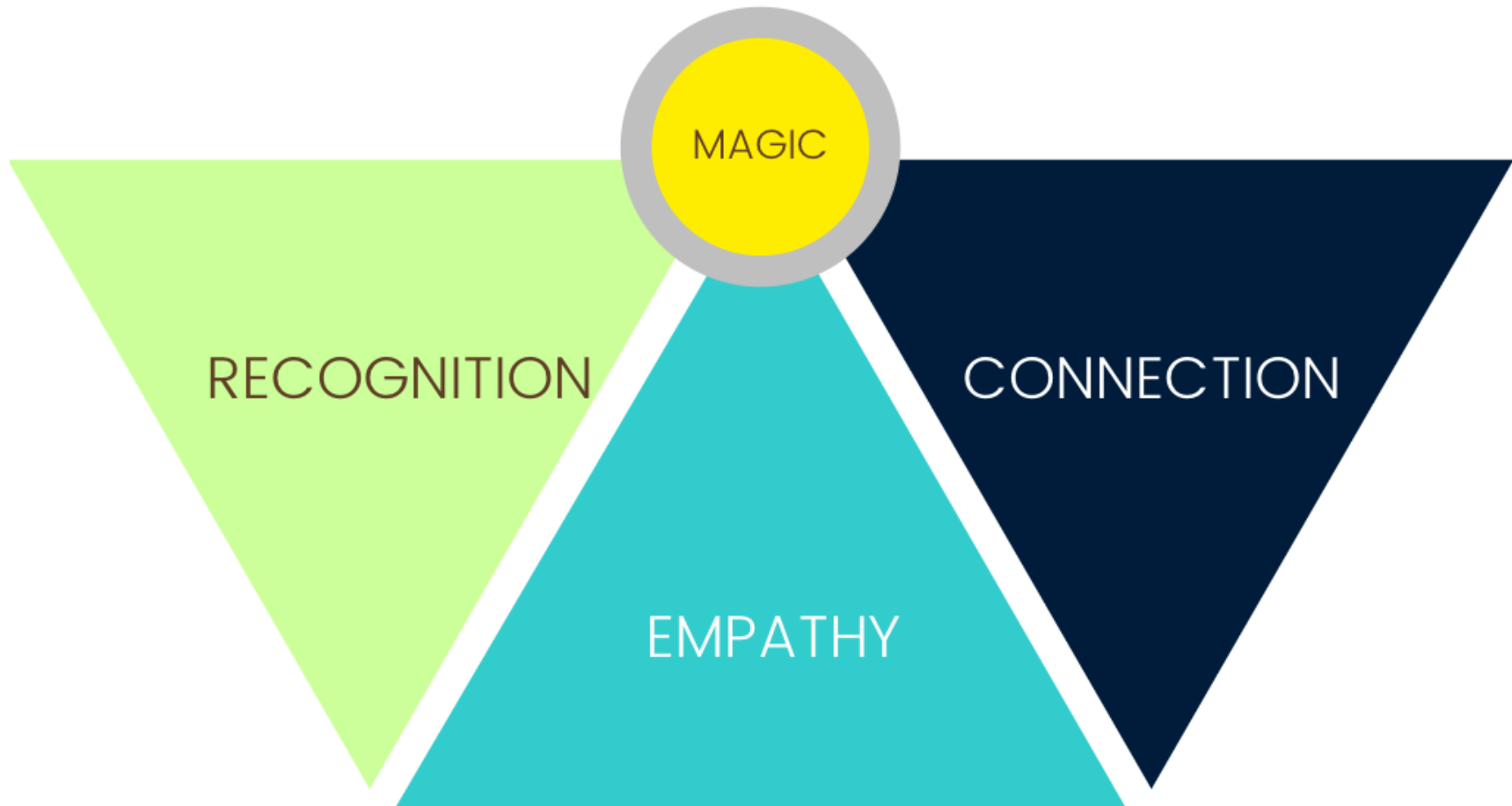




# Self Awareness



# Social Awareness



*What if* you don't  
focus on human  
skills?



# DECREASED PRODUCTIVITY

MISSED DEADLINES. LOW CREATIVITY. LACK OF COLLABORATION.



A pencil is positioned diagonally in the upper left quadrant. A magnifying glass is centered behind the text, with its handle extending to the right. The background is a dark, textured grey.

# HIGH EMPLOYEE TURNOVER

LOW MORALE. NEGATIVITY. LACK OF TRUST. POOR ENGAGEMENT.



**DID YOU KNOW?**

**43% OF WOMEN  
32% OF MEN**

**HAVE A COWORKER  
WHO MAKES THEM  
WANT TO QUIT**

**43%**

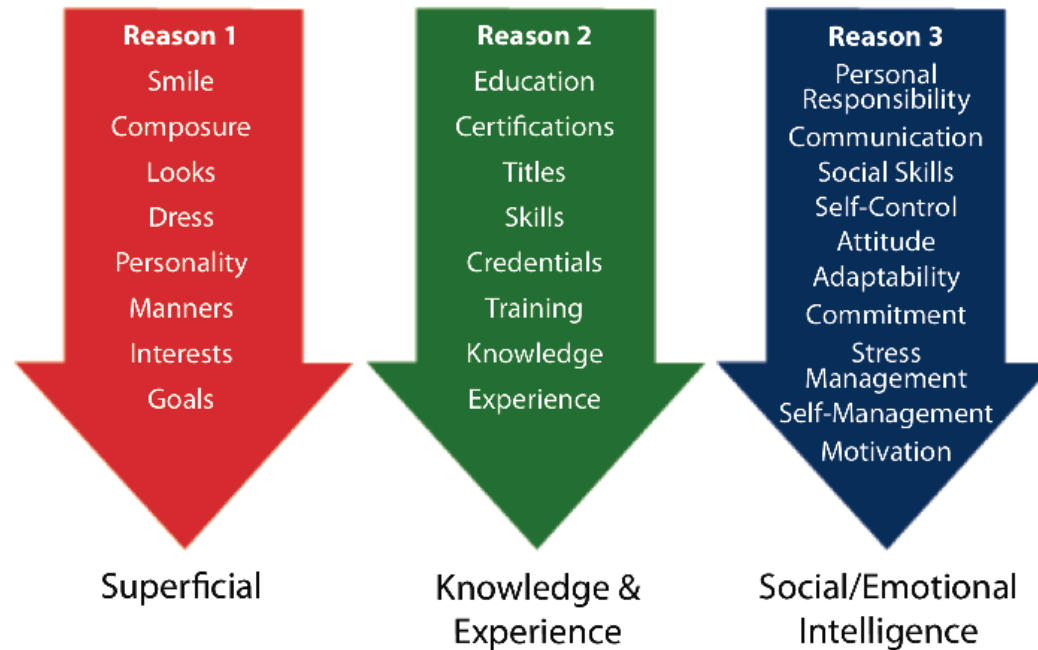
**32%**

100%

Cost of Employee Turnover

# THE TURNOVER PROCESS

Some companies hire for Reason 1, some companies for Reasons 1 and 2, but most companies lose people because of Reason 3.







# MISSED OPPORTUNITIES

PROMOTION. RAISE. LOST CLIENTS. CUSTOMER SERVICE. LOST PROJECTS.

A pair of hands is shown holding two small wooden blocks. The block on the left has a sad face drawn on it, while the block on the right has a happy face. The background is a soft, out-of-focus light color.

# MISSED CAREER ADVANCEMENT

PROMOTION. RAISE. LEADERSHIP ROLES. CUSTOMER ORIENTED ROLES.



# WORK

Human Skills can help advance your career

**“67% of HR managers said they’d hire a candidate with strong soft skills even if their technical abilities were lacking  
9% would hire some with strong technical skills but weak soft skills”**

**- IAAP, Office Team & HR.com**

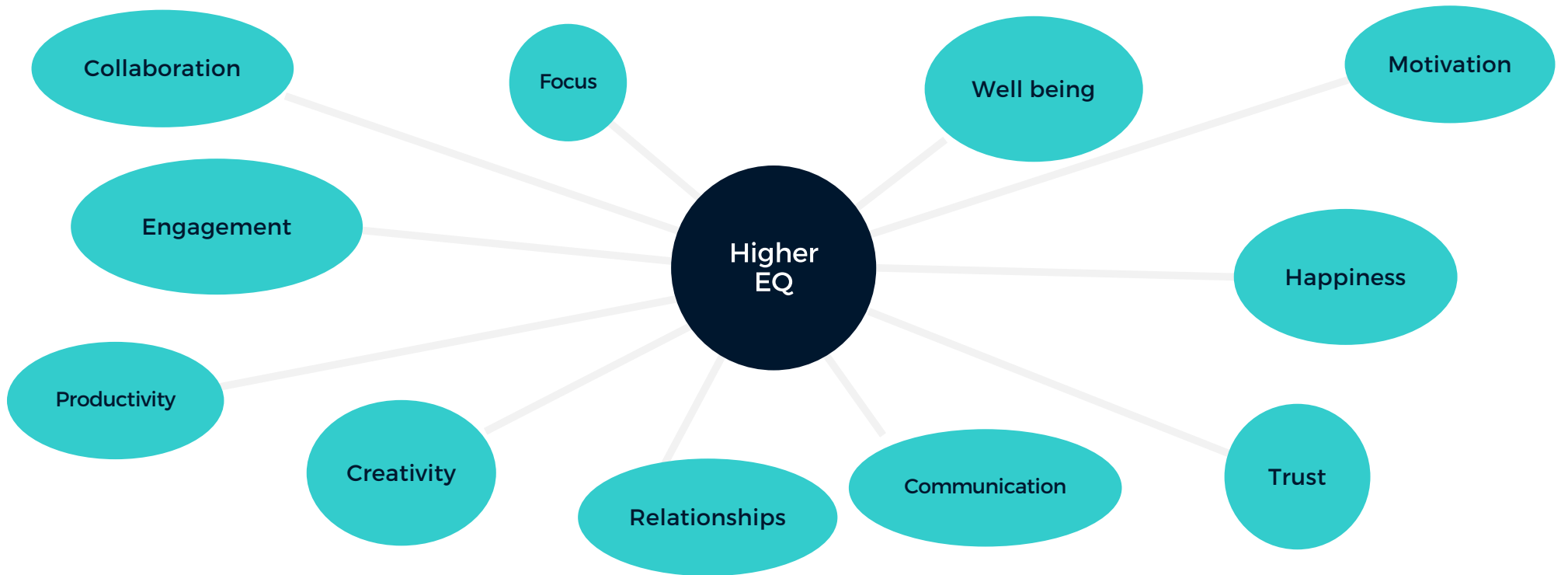
# You may be thinking:

- It's too hard to change
- It takes too much time
- Too old to change
- Your company doesn't care

= *Not true, I'm the proof*



# Emotional Intelligence ROI





**3.**

THE STRATEGIES



*How to develop your*

# **Human Skills**



**SELF  
AWARENESS**

SELF LOVE FIRST

1

YOU MUST KNOW YOURSELF  
TO GROW YOURSELF -JOHN MAXWELL

You don't know what you don't know



## SELF LOVE FIRST

- Write down your top 5 values: they guide your behavior
- Do a personality assessment: personality describe patterns of behavior, your way of thinking, feeling and behaving in any situation.

You will learn about your communication style

- Learn about your strengths, areas of improvement & blind spots
- Have self compassion, give yourself permission to make mistake, you are human.

# 2.

## SELF CONTROL

The more you develop your self control, the better you will become at managing your emotions, your behavior and your reactions in the moment

## MAINTAIN SELF CONTROL

- Practice deep breathing: Square Technique
- 24hr rule, take a pause
- Hang out with people who control their emotions: self control is contagious
  - Watching or even thinking about someone with good self-control makes others more likely to exert self-control. -  
University of Georgia
- Practice mindfulness: schedule mental breaks, yoga, meditate, go for a walk
- Practice being receptive to change, be adaptable, stay flexible, positive and open minded

# 3.

## SELF DISCIPLINE

You need self discipline to keep controlling your emotions and behaviors.

**Students who are emotionally intelligent,  
are calm, ready to learn, and disciplined.**

Their level of self discipline is positively related to their level of emotional intelligence and will give them an added advantage in their educational pursuits and career development.

## PRACTICE SELF DISCIPLINE

- Find your internal motivation to keep improving yourself:
  - Improved relationship
  - Career advancement
  - Emotional well being
- Habit tracker on daily self assessment
- Make your goals public
- Decide on a small action & watch it gain momentum
- Get enough sleep: you are 60% more reactive when sleep deprived



A gold watch with a metal link bracelet is shown inside its open gold-colored presentation box. The watch is positioned diagonally, with the face towards the bottom right. The background is a solid, warm gold color. The text 'SOCIAL AWARENESS' is overlaid in a bold, dark blue font across the center of the image.

# **SOCIAL AWARENESS**

4 ●

## GIVE RECOGNITION

Recognition creates a human workplace.  
Positive emotions energize human beings and  
improve productivity.

**Employees that have been recognized  
within the past month are over twice as  
likely to believe their leaders care about a  
human workplace**

-Globoforce

## GIVE RECOGNITION, RECEIVE APPRECIATION

- Send one personal note per week
- Be humble, remove the spotlight from yourself: it will improve your relationships and inspire others
- Be generous with your time, listen and have an open-door policy
- Spend time figuring out what makes others unique, be curious and sincere: it will signal to others around you that you are receptive and that you care

5.

## CONNECT TO COLLECT

Connection makes people more engaged, happier and contributes to better behaviors





## CONNECT TO COLLECT

- Take 15min walks to get to know better your team
- Practice listening, maintain eye contact, be patient, do not interrupt.
- Be curious, ask open ended questions
  - Find things in common
  - Greater understanding
  - Demonstrate that you value and respect them
- Watch your tone, **SMILE**, fully present and notice the difference in increasing the connection!
- Focus on others

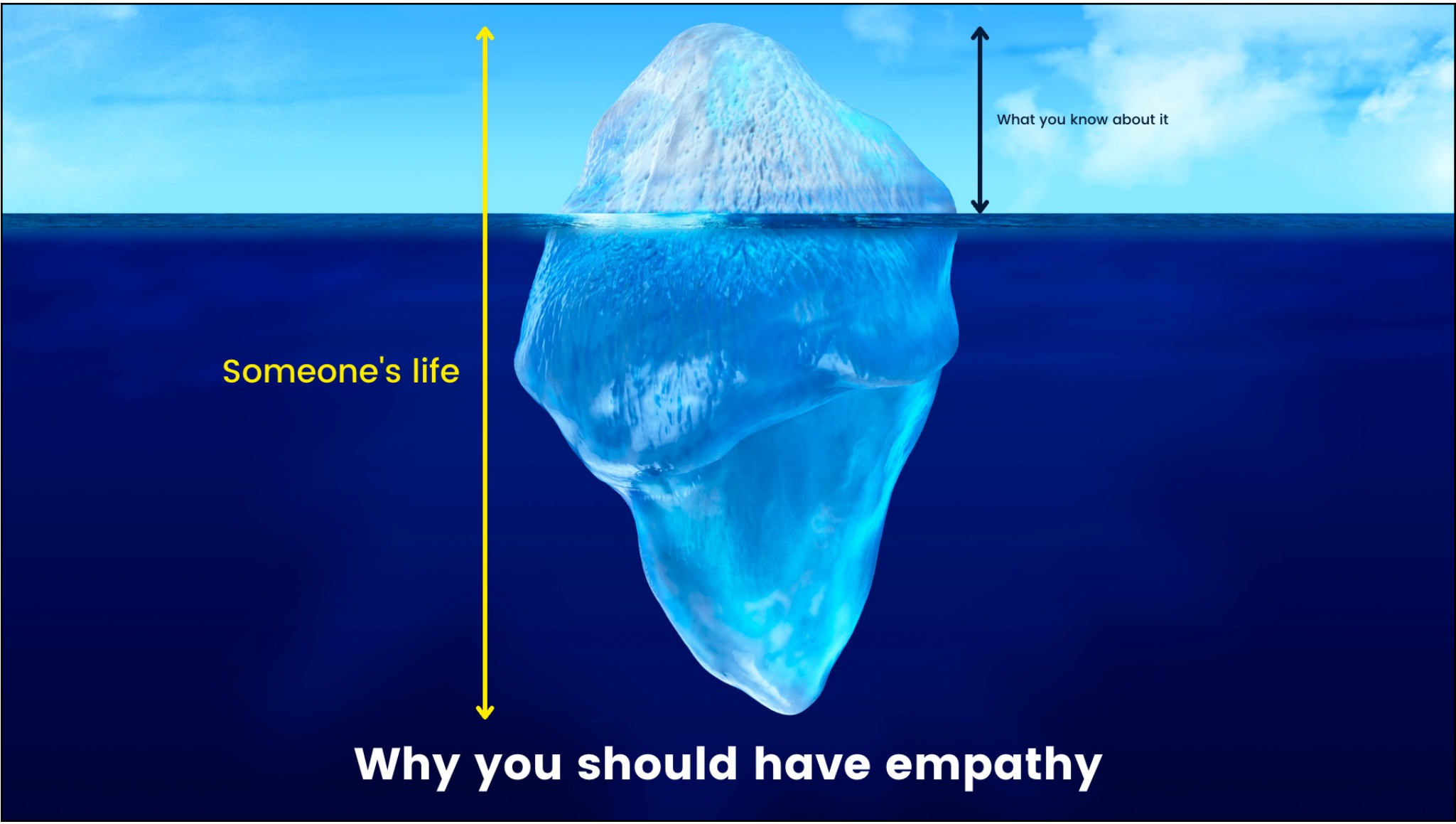
EMPATHY IS NOT FOR THE WEAK

6

## SHOW EMPATHY

**77% of workers would be willing to work more hours for a more empathetic workplace and 60% would accept a reduced salary for the same**

- 2017 State of Workplace Empathy study covering 6 industries and 4 generations



Someone's life

What you know about it

**Why you should have empathy**

## EMPATHY IS NOT FOR THE WEAK

- Put yourself in other shoes: your behavior will change, more understanding, less judgmental
- Have compassion, reach out
- Pick on emotional cues
- Schedule one on
- Pygmalion Effect: believing in others plays a huge role in performance and behavior.



# 5.

## THE ACTION PLAN





A large, leafy tree with a thick trunk and many branches, standing in a grassy field. The tree is the central focus of the image, with its roots visible at the base. The background shows a bright, sunny day with other trees in the distance.

# For Life

It's a contract for life.  
Practice what you preach.  
Est. 2012



**When you stop paddling,  
you drift back**



Learn to enjoy the discomfort







**Be intentional  
about finding a  
mentor, coach or  
role model**



Knowledge  
is power  
**Only if you  
take action**





## Give feedback to Karine

1. Scan this QR code



or go to [talk.ac/karineleblanc](https://talk.ac/karineleblanc)

2. Enter this code on the screen

BONUS

Powered By 

**Self Awareness**  
**Self Control**  
**Social Awareness**  
**Empathy**



DISCOVER THE **SIX MAGIC SKILLS** THAT WILL **CHANGE**  
YOUR BEHAVIOR AND YOUR LIFE

# HOW TO BE **HUMAN** IN A **TECHNICAL WORLD**



*Thank you!*



Text **Karine** to 88500



**Karine Leblanc**

Engineer | Speaker | Trainer | Coach | Author



CALL



TEXT



EMAIL



ABOUT ME



WEBSITE



LOCATION

Book a Call with Karine

Buy My Book: How to be human in a technical world

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