



**Euroopan unionin  
osarahoittama**

mind  
me.

## ***FUTURE SKILLS***

***Workshop: Future skills & remote ideation***

21.11.2024

Materials were acquired as a part of the activities of the  
AIMlearning project coordinated by Centria UAS.

**AIM** learning

**centria**  
ammattikorkeakoulu 

 Elinkeino-, liikenne- ja  
ympäristökeskus 

*Workshop: Future skills & remote ideation*

# WORKSHOP AGENDA

- Check in
- What skills are needed in today's work life?  
Dialogue & feedback skills, entrepreneurial mindset
- Task on the topic
- Remote ideation - how to succeed in this together?
- Group task on the topic
- Check out

*Active participation and interaction = ❤️*



# ***CHECK IN***

- **Name one skill that you would like to develop in the future.**

# CHANGING WORK LIFE

- Work life is changing faster than ever
- Lifelong careers are increasingly rare, building income from different sources has become more common

## **Certain skills are useful in all fields:**

- Interpersonal and teamwork skills
- Entrepreneurial mindset
- Continuous learning and development



# DIALOGUE AND FEEDBACK SKILLS

- Interpersonal skills are needed in all workplaces and all jobs - the more you collaborate with others, the more important they become.
- **Dialogue skills** enable high quality interaction and cooperation
- **Feedback skills** help to develop (individual skills, teamwork, ways of action..)

**We are responsible for  
our own interaction and  
what we bring to the  
work community.**



# ***DIALOGUE DIAMOND***



**DIRECT TALK**

**WAITING**



**LISTENING**

**RESPECT**

# DIALOGUE DIAMOND

- Expressing authentic thoughts and feelings, however in a way that it is not aggressive or offensive
- Requires trust and respect between the participants

**DIRECT TALK**

**WAITING**



**LISTENING**

**RESPECT**



# DIALOGUE DIAMOND

- Expressing authentic thoughts and feelings, however in a way that it is not aggressive or offensive
- Requires trust and respect between the participants

**DIRECT TALK**

**WAITING**



**LISTENING**

**RESPECT**

- Helps to build constructive and non-offensive discussion
- Unanimity vs. acceptance: You don't have to agree, but different perspectives and opinions must be respected

# DIALOGUE DIAMOND

- Expressing authentic thoughts and feelings, however in a way that it is not aggressive or offensive
- Requires trust and respect between the participants

**DIRECT TALK**

**WAITING**



**LISTENING**

**RESPECT**

- Authentic listening vs. preparing your own statement
- Aiming to truly understand other people and their views, learning from others

- Helps to build constructive and non-offensive discussion
- Unanimity vs. acceptance: You don't have to agree, but different perspectives and opinions must be respected

# DIALOGUE DIAMOND

- Expressing authentic thoughts and feelings, however in a way that it is not aggressive or offensive
- Requires trust and respect between the participants

- Enough time and space for everyone
- Refraining from making assumptions and judgements, weighing up whether one's own speech will move the dialogue forward or not

**DIRECT TALK**

**WAITING**



**LISTENING**

**RESPECT**

- Authentic listening vs. preparing your own statement
- Aiming to truly understand other people and their views, learning from others

- Helps to build constructive and non-offensive discussion
- Unanimity vs. acceptance: You don't have to agree, but different perspectives and opinions must be respected

# DEVELOPING IN DIALOGUE

This method (Me-we-us) can be used in ideation/innovation to help gather ideas!

- 1. ME:** Start by thinking individually, assess your dialogue skills. In which area are you strong? Which area would you like to improve? Plan a way to develop this area (at least one). The more precise and concrete the description of the idea, the better.

## EXAMPLE:

"My area for development is waiting. I talk over people easily, especially when I get excited. I develop this by writing down my thoughts in notes, so I don't forget them even if I don't say them out loud straight away."

DIRECT TALK

WAITING



LISTENING

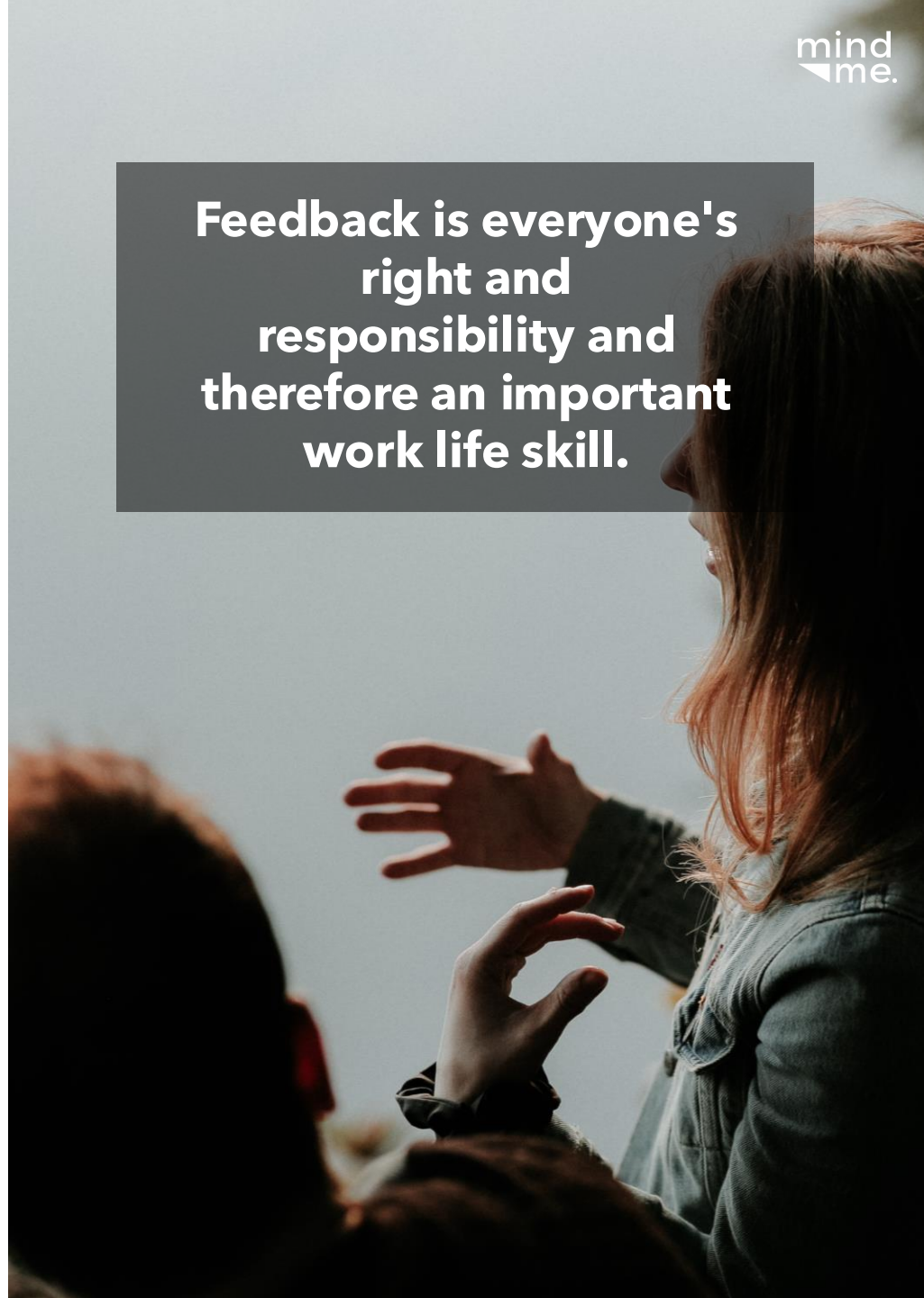
RESPECT

- 2. WE:** In the next step, share with the person next to you...
  - the area in which you would like to improve
  - the way you would develop it (if you couldn't think of anything, try to think of a way together)
- 3. US:** Finally, you can share your development plan to others, if you wish!

# WHY IS FEEDBACK IMPORTANT?

## Learning and successful organization

- Learning and development
- Success at work, sense of meaningfulness
- Identifying and utilizing strengths
- Higher level of commitment
- Identification and correction of errors



Feedback is everyone's right and responsibility and therefore an important work life skill.

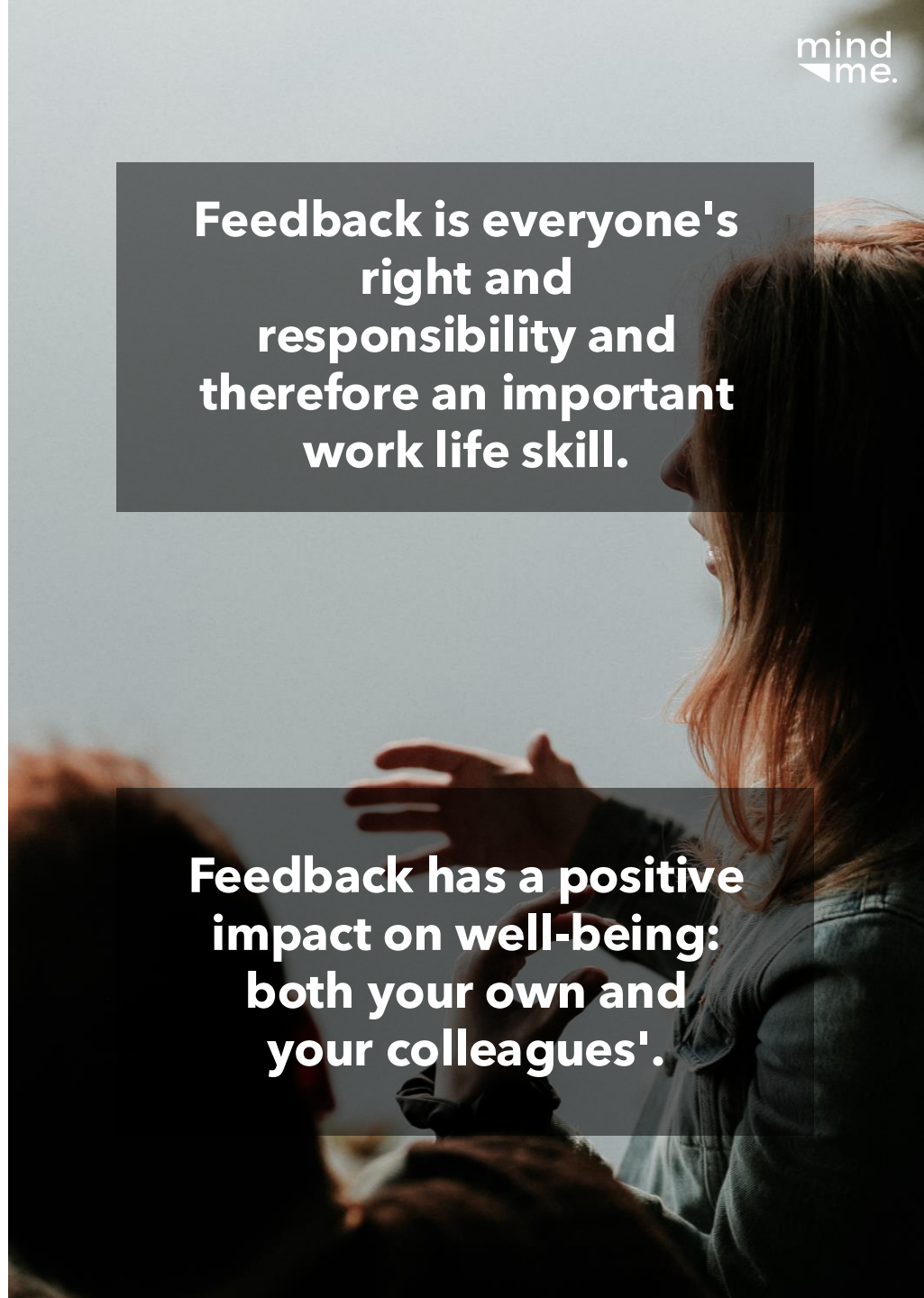
# WHY IS FEEDBACK IMPORTANT?

## Learning and successful organization

- Learning and development
- Success at work, sense of meaningfulness
- Identifying and utilizing strengths
- Higher level of commitment
- Identification and correction of errors

## Socially sustainable workplace

- Building trust between people
- Sense of appreciation
- Strengthening the sense of belonging
- Commitment to the employer/workplace



Feedback is everyone's right and responsibility and therefore an important work life skill.

Feedback has a positive impact on well-being: both your own and your colleagues'.

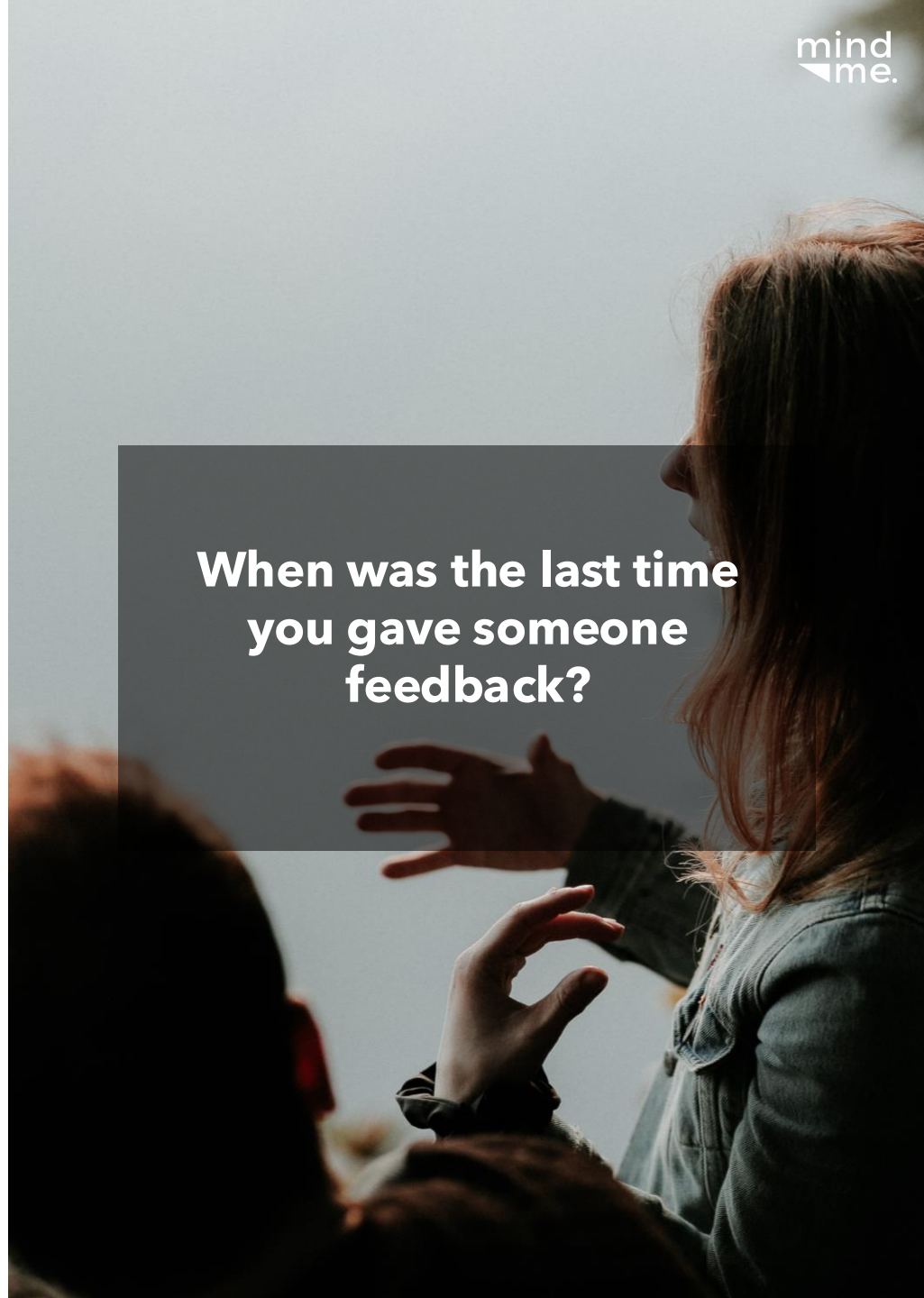
# FEEDBACK SKILLS

## Giving and receiving feedback

- Positive (for yourself and others)
- Constructive (for yourself and others)

## Motivation, skills, experience

- Desire for development and feedback
- Emotion regulation skills
- Reflection skills
- Experience / building a habit



**When was the last time  
you gave someone  
feedback?**

# ENTREPRENEURIAL MINDSET

- Responsibility and a desire to succeed in the big picture - understanding the essence of profitable business
- Enthusiasm and interest towards your own work and mutual success



## How can it be achieved?

- Identifying your strengths and interests
- Becoming aware of your own values
- Applying for a job where you get to utilize the above

- **Initiative & proactivity**
- **Creativity & innovation**
- **Problem-solving**
- **Goal-oriented vision**
- **Continuous learning**
- **Self-leadership**
- **Risk-taking**
- **Resilience**



# ENTREPRENEURIAL MINDSET

- Responsibility and a desire to succeed in the big picture - understanding the essence of profitable business
- Enthusiasm and interest towards your own work and mutual success

## How can it be achieved?

- Identifying your strengths and interests
- Becoming aware of your own values
- Applying for a job where you get to utilize the above

-> **Work generates enthusiasm and ownership for the work**

- **Initiative & proactivity**
- **Creativity & innovation**
- **Problem-solving**
- **Goal-oriented vision**
- **Continuous learning**
- **Self-leadership**
- **Risk-taking**
- **Resilience**



# IDEATION

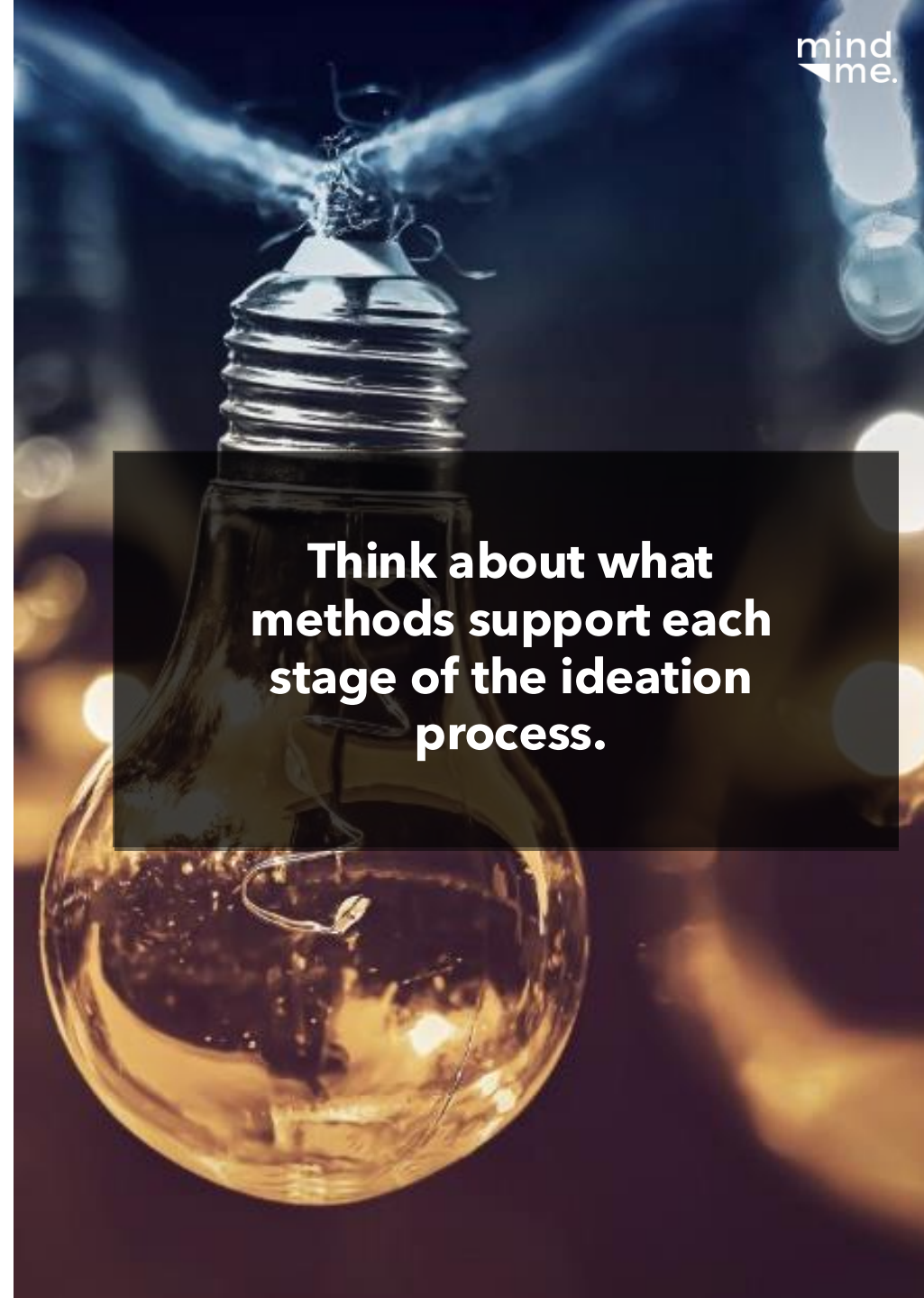
- Ideation is crucial in a world of constant change - we need everyone's brain to solve complex problems
- The ideation process is always a social phenomenon - even if an idea is born in one person's head, its implementation requires a shared reality

## Steps in the process:

**Initial phase:** Open-minded thinking and wondering, fueled by various innovative methods (requires trust between members and enough time to succeed)

**Evaluation/selection:** This stage will involve evaluating the ideas generated and how realistic they are, and a selection is made on that basis.

**Developing an action plan:** Creating a clear, step-by-step action plan; what needs to be done next, who is doing which part and are there parts where help is needed.



**Think about what methods support each stage of the ideation process.**

# ***THE IMPORTANCE OF ATMOSPHERE AND CULTURE***

## **Enablers of ideation:**

- Fast learning and testing
- Willingness to develop and improve practices
- Permission to fail - part of creating and learning something new
- High level of psychological safety
- High level of motivation and energy
- Freedom and responsibility


**Ideation doesn't happen in Fight or Flight mode!**



**What would help you to  
participate in ideation?**

# REMOTE IDEATION

- Innovation is most effective face-to-face, create opportunities for this even in a remote environment (break-out rooms, working in pairs..)
- New thinking is generated in diverse groups
- Choose an appropriate innovation method or create an appropriate set of questions
- Utilize digital tools and environments (Miro, Flinga..)
- Change the environment - give people the freedom to choose where they participate in innovation (go for a walk, choose a more comfortable setting..)
- In a remote environment, innovation may require more breaks, even guided breaks



**Ideation also happens  
unplanned - in  
conversations and  
everyday situations**

# A DREAM WORKPLACE

This method (Learning Café) can be used in ideation/innovation to help gather ideas!

**What does your dream workplace look like?**

**There are 5 papers in the room, each with a different theme, about a dream workplace. This exercise will help you to articulate what kind of workplace you would be happy to work in.**

--

- 1. Form five groups and each group goes to one of the papers.**
- 2. Brainstorm on how that paper's theme would appear in your dream work. Write one thought on one post-it note. (You will have a few minutes for each theme before moving on to the next one.)**
- 3. After each group has gone through each paper, please present the topic/post-it note of your choice from the last paper your group is at.**

## **The Learning café papers:**

**1.**

### **Workplace culture and values:**

What is it like to work in there? What kind of people are there in the workplace?

### **Skills:**

What skills can I use at work? What new skills can I learn?

### **Social impact:**

What is the social impact of the company?  
What things are important to them?

### **Work-life balance:**

How is this achieved? What does it require in terms of work?

### **Networks:**

What kind of workplaces do people I know work in? What kind of employers do I know that seem interesting to me?

# ***CHECK OUT***

- **What was the most memorable thing in today's workshop?**



***THANK YOU!***

**MARIANNE MURTO**

LinkedIn: <https://www.linkedin.com/in/mariannemurto>

[www.mindmesolutions.com](http://www.mindmesolutions.com)

mind  
me.