

ASK, TELL, MAKE:

Skills for The 21st Century Officer

Barbara L. Gould

GouldLLC@yahoo.com

- Emotions are the foundation for our motivation; they drive our decisions and actions.

- What motivates you in your career:

_____	_____
_____	_____

- Ways you can practice self-awareness/control?

- ASK: _____

- QUESTION: _____

- ASK: _____

- TELL: _____

- ASK/TELL: _____

- MAKE: _____

- Skills to help active listening: limit your talking, give your full attention, utilize empathy, ask questions, paraphrase, and exercise emotional control.

- Social skills:

- Manners

- Politeness
- Positive attitude
- Compromise
- Patience
- Appropriateness
- Listening
- Understanding
- Empathy
- Good mental health
- Empathy
- Physical representation

