

# ASK, TELL, MAKE:

## Skills for The 21<sup>st</sup> Century Officer

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

- What motivates you in your career:

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- Ways you can practice self-awareness/control?

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- 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

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