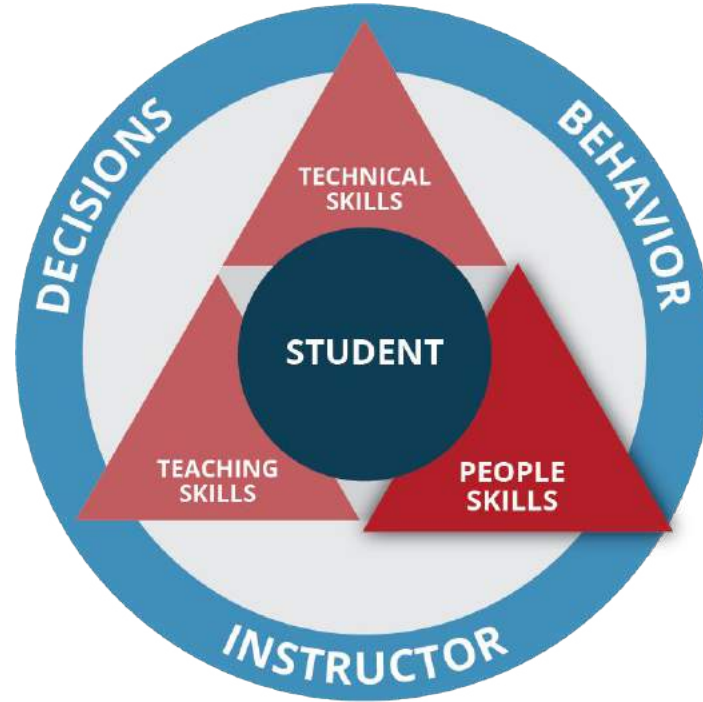


# PSIA-AASI Northwest People Skills Primer



# National People Skills Task Force



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**Katie  
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# Northwest People Skills Task Force



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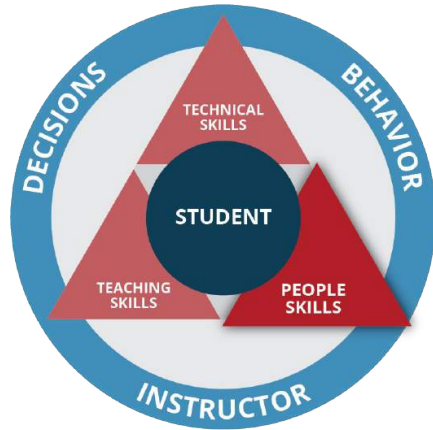


**Ryan  
McDonald**



# Session Outcomes

By the end of this session, you should be able to:



Understand the PSIA-AASI Learning Connection Model and where People Skills fit in providing optimal student educational experiences.



Relate the People Skills Fundamentals to the People Skills Learning Outcomes published in the draft 21/22 National Standard.



Connect the People Skills Learning Outcomes to what we already do as snow sports education professionals.



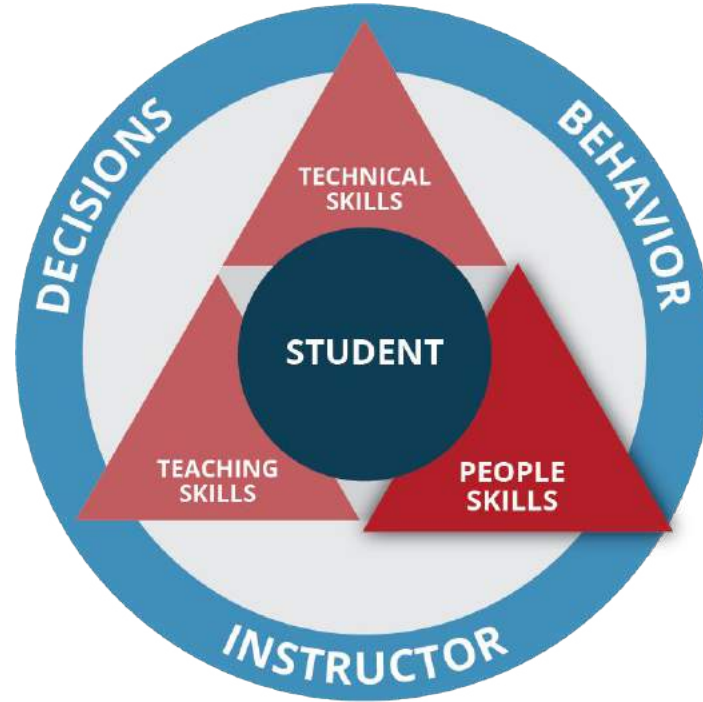
# Agenda: Session Flow

- Overview of Learning Connection Model and People Skills (10 minutes)
- Deep Dive into People Skills Learning Outcomes and how they relate to the fundamentals (30 - 40 minutes)
- Talk about the future of People Skills (5 minutes)
- Q&A if time

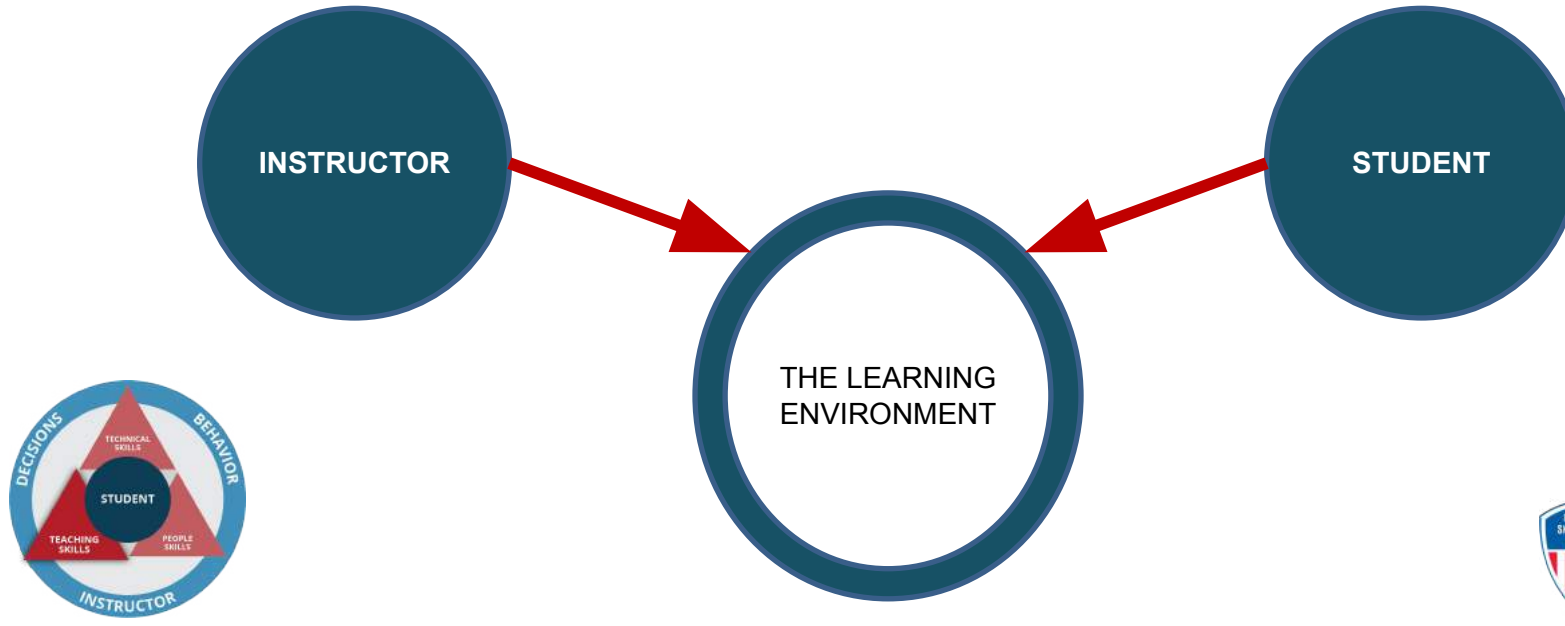




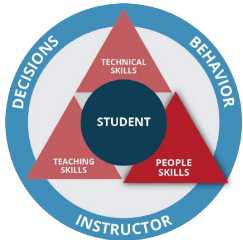
# Learning Connection Model



# TEACHING SKILLS connects the instructor and student to the learning environment.

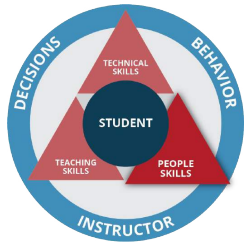
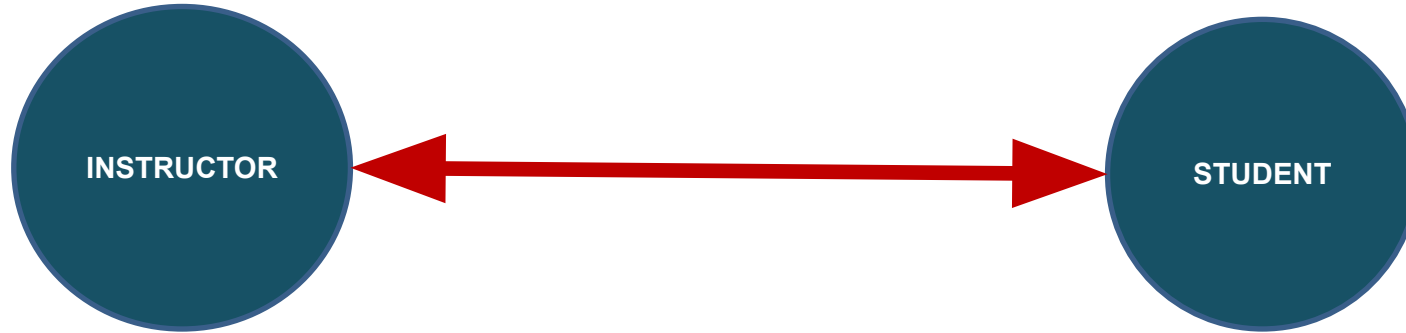


# PEOPLE SKILLS create a link between the instructor and student





People Skills ARE the ability to effectively gather information and adapt behavior to build trust.



People Skills are NOT personality or inherent traits, they are skills that can be developed and behaviors that can be observed.



# People Skills Fundamentals

- Develop relationships based on trust
- Engage in meaningful, two-way communication
- Identify, understand, and manage your emotions and actions
- Recognize and influence the behaviors, motivations, and emotions of others



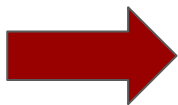
# Fundamentals to Learning Outcomes

FUNDAMENTALS			
Trust	Communication - “Us”	Me	You
Develop relationships based on trust	Engage in meaningful, two-way communication	Identify, understand, and manage your emotions and actions	Recognize and influence the behaviors, motivations, and emotions of others



LEARNING OUTCOMES		
Communication	Self Awareness & Self Management	Relationships with Others
A level I instructor is able to engage in meaningful verbal and non-verbal, communication with the group as a whole.	A level 1 Instructor is able to explain and demonstrate the basic concepts of self-awareness and self-management	A level 1 instructor is able to identify likely motivations and emotions of individuals and understand group dynamics

**21/22  
National  
Standard**



# Trust

## Fundamental

Develop relationships based on trust



## Learning Outcome

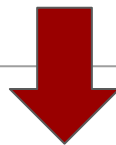
?



# Communication

## Fundamental

Engage in meaningful, two-way communication



## Learning Outcome

A level I instructor is able to engage in meaningful verbal and non-verbal, communication with the group as a whole.



# Communication - Things we already do?

Verbal & Non-Verbal | Active Listening | Feedback





# Communication - Takeaways



x2



# Self Awareness & Self Management

## Fundamental

Identify, understand, and manage your emotions and actions



## Learning Outcome

Instructor is able to explain and demonstrate the basic concepts of self-awareness and self-management



# Self - Things we already do?

## Strengths & Weaknesses | Emotions & Reactions





# Self Awareness & Management - Takeaways



# Relationships with Others

## Fundamental

Recognize and influence the behaviors, motivations, and emotions of others



## Learning Outcome

A level 1 instructor is able to identify likely motivations and emotions of individuals and understand group dynamics



# Relationships with Others - Things we already do?

Individuals | Group Dynamics | Environment & Context





# Relationships with Others - Takeaways



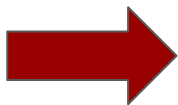
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**21/22  
National  
Standard**




## Level I – People Skills

### Overview of People Skills at Level I Proficiency

Level I instructors exhibit a basic understanding of the people-skill fundamentals, using them to develop trust within the learning environment. They show awareness of the likely needs and emotions of people new to snowsports and communicate clearly to the group, showing respect, patience, and professionalism while providing objective feedback. Level I instructors demonstrate self-awareness by reflecting on their own emotional tendencies and adapting to feedback from others.

Upon successful completion of the assessment, a Level I instructor...



	Communication	Self-Awareness and Self-Management	Relationships with Others
Learning Outcomes	Engages in meaningful verbal and non-verbal communication with the group as a whole.	Explains and demonstrates the basic concepts of self-awareness and self-management.	Identifies likely motivations and emotions of individuals and understands group dynamics.
Learning Experiences	Benefits from learning experiences that can include e-learning, videos, seminars, presentations, individual teaching sessions, small-group teaching sessions, guided debriefs of teaching sessions, and in-person training focused on: <ul style="list-style-type: none"><li>• Recognizing verbal and non-verbal communication with trainers, peers, and mentors.</li><li>• Understanding professionalism, behavioral responses to emotions, and the roles of instructor self-awareness and self-management in the snowsports learning environment.</li><li>• Identifying active listening strategies, motivation tactics, emotional needs of the group, and the role of social awareness in group dynamics.</li></ul>		
Assessment Activities	Performs assessment activities – which vary between divisions and also between examiners, depending on conditions and group experiences – that may include an online exam, an individual or group interview with examiner(s), video analysis, simulated or real lessons, and presentations (with discussion) on self-reflection to examiners, trainers, and peers.		
Assessment Criteria	Consistently demonstrates their ability to: <ul style="list-style-type: none"><li>• Use verbal and non-verbal communication in a professional manner.</li><li>• Ask questions to learn about others.</li><li>• Deliver objective feedback.</li></ul>	Consistently demonstrates their ability to: <ul style="list-style-type: none"><li>• Explain the concepts of self-awareness and self-management and identify basic tactics to manage behavioral responses to emotions.</li><li>• Exhibit positive behavior in response to feedback.</li></ul>	Consistently demonstrates their ability to: <ul style="list-style-type: none"><li>• Initiate group interaction to build group dynamics.</li><li>• Anticipate and address group and individual safety and physiological needs.</li><li>• Identify the motivations and emotions of students.</li></ul>



# What's Next

- Not included in exams until next season (21-22)
- National Standard with People Skills is available on [thesnowpros.org](https://thesnowpros.org)
- Performance Guide with detailed examples available this season
- Upcoming trainings and content for NW People Skills Task Force
- People Skills overview webinar from National People Skills Task Force
- Interactive workshops focused on training and giving feedback on People Skills





# Trainers Materials

- Recording & deck will be posted
- 2019 Fall Presentation
- People Skills FAQ
- Summer 2019 People Skills Virtual Apres
- Draft National Standards on [thesnowpros.org](https://thesnowpros.org)
- People Skills & the GREAT Instructor - January 2021


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What is the Trainer Program?

People Skills

2019 Fall Training – People & Teaching Skills Presentation (PDF)  
<https://www.psia-nw.org/wp-content/uploads/2019/10/People-Teaching-skills-PSIA-NW-Tech-Series-Fall-Training.pdf>

[People Skills FAQ \(PDF\)](#)



# Key Takeaways

Share your key takeaway in chat.

Things we want you to remember:

- The the framework is new but People Skills are not
- People Skills are NOT about personality but observable behaviors and skills we can learn and grow
- We must separate our interpretation and the story we tell ourselves from the observable impact





# Questions?

