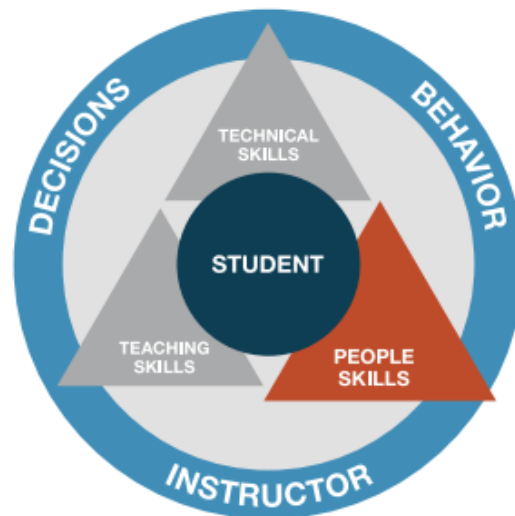


People Skills Frequently Asked Questions about People Skills, aka “What is this about?”

1. What are People Skills?

People Skills are the ability to gather information (from self, others, group, environment, circumstance) and use that information to adapt and build trust.

Learning Connection Model



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.

You can also find the People Skills Fundamentals here:

- Page 6 in the [Snow Board Certification Standards](#) and
- Page 6 in the [Alpine Certification Standards](#)

2. What is the History of People Skills?

- Watch the YouTube video from the 2019 People Skills Presentation at [Interski 2019: People Skills Fundamentals – USA Indoor Lecture](#)
- Virtual Après Interview with Dave Lyon on the history and origin of people skills, the global influence and misunderstandings about what they are. <https://drive.google.com/drive/folders/1uBw0SkLleHBBOCqLYuZ-w66-Ne7Bmczl>

3. How did PSIA-AASI develop the People Skills Fundamentals, Learning Outcomes, and Teaching Manual Material

- PSIA-AASI researched existing bodies of work in the realm of emotional intelligence, communication, and relationship management to pull together concepts most relevant and beneficial to our roles as instructors, and trainers, in the snowsports industry.
- PSIA-AASI is not re-inventing the wheel, or creating new models for people skills. As an educational body, they are pulling together research from industry and scientific experts to help our membership learn and grow in the area of people skills in order to become better instructors.

4. Will People Skills be consistent across all PSIA-AASI Divisions and Disciplines?

Yes. All divisions will reference the same National Standards and the national performance guide(s). Of course, divisions may offer courses with differing themes or focuses.

5. Are the People Skills Fundamentals permanent, or will they change over time?

As with everything in PSIA-AASI our learning, understanding, and relevance evolve over time, so in the longer term these fundamentals may change. That said, these fundamentals are unlikely to change in the foreseeable future. They create a framework for us to make sense of and talk about the broad topic of People Skills.

6. When will the People Skills be assessed in Certification exams?

The current implementation plan is for the People Skills to begin being assessed in Certification exams starting in the 2021-22 season.

Divisions define their own exam process and are currently doing [GAP analysis](#) on what may, or may not, need to change to incorporate People Skills in exams.

The performance guide has been drafted to support the evaluation of People Skills within many parts of the exam process from the riding assessment to teaching day to movement analysis and indoor interactions (it will be shared when available). Divisions will determine how to make this work best based on their current exam process, make sure and reference the certification guides based on your discipline for information on the exam process, and any changes.

7. Does the addition of People Skills affect my current Certifications? Will I have to be reassessed?

- No, if you have an existing certification, you will not have to be re-examined for People Skills, or any of the other updates in the standards.

8. I have concerns that the introduction of People Skills means people will be judged by their personality and PSIA-AASI will be dictating how people must act.

- Great comment. We sure don't want to tell anyone how to act, and your personality is your best tool in building connections and trust. People Skills are tools we can use to influence the experience of our guests. Sometimes we adapt, sometimes we adapt to the environment. The People Skills are just that, skills not personality or character traits. They are teachable and transferable.

9. What resources are available on People Skills?

- Northwest Resources: ([Resources Updated 07-01-2020](#))
 - Quick Links:
 - PSIA AASI NW calendar of events. Go here: [Education & Certification Events – PSIA-AASI NORTHWEST](#). Events will be added as they become available.
 - Virtual Après shows, hosted by Melodie Buell, find the recording database here: (Virtual [ApresTechTalk](#))
- National Resources
 - Teaching Snowsports Manual (starting on Page 19)
 - National Standards (insert link with page number)
 - Performance Guide (coming Winter 2020)
 - Trainer Toolkit (coming Winter 2020)

10. How do I practice this and help others get started?

- Here are a few thought starters (with a few answers to help guide the conversation):
 - At the core, the objective of these Fundamentals and Skills, helps us communicate clearly and provide a common language for a greater experience to the learner. People Skills are a response to a global agreement of what makes a Great Instructor. What do you think makes a great instructor?
 - How might it be helpful to speak about common experiences through the lens of People Skills. E.g. We *communicate* differently with adults and kids. Why? How? What info do you gather that tells you how to communicate (*relationships with others*)? Share examples.
 - Take reflection. Think about the lessons in which you struggled to build trust. What were you experiencing? Did you try to adapt? How? Did it work? What was the group culture like? How did you influence the group? How were you feeling that day?
 - What is the value to me, to learn these People Skills? People Skills for PSIA-AASI are designed to help us do our jobs better. We know that the



social experience of students in a lesson dramatically impacts a student's ability to learn and desire to return. Therefore, if the goal is to teach snowsports, we need to create a positive environment.

- Think about your own life, and human interactions. What impacts could People Skills have on your life? Change in communication skills? Improved ability to listen? Improving and enhancing your People Skills will inherently have a positive impact on your entire life.