Essential Soft Skills

Any Software Architect need to have 12 soft skills to be a successful architect. These skills can be grouped into 3 groups:

1. Relationship skills
2. Personal Skills
3. Business Skills

These classification are based on relative priority; that is, if you don't have relationship skills, the other two areas don't matter.

Pyramid of Skills

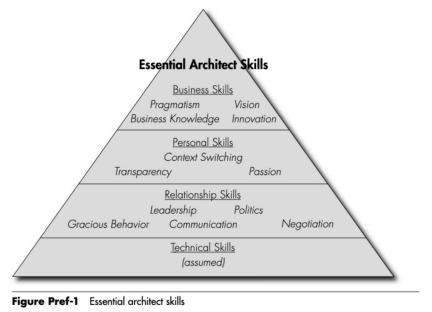


Figure Pref-1 Essential architect skills

Gracious Behavior

❝Behavior is a mirror in which every one displays his own image.❞

-- Johann Wolfgang

The Technical Ceiling

One of the challenges that the very best technology folks (the gurus) often have is that they are often a complete pain to deal with. Their approach and means of intera-cting are completely focused on correctness to the minutest detail.

The road to gracious behavior begins with the following steps:

- ✔Choosing relationships over correctness
- ✔Learning to delegate
- ✔Realizing that life is reflexive
- ✔Acting as though words are seeds
- ✔Dealing with others with integrity and honesty without bluntness
- ✔Confronting issues in a timely manner
- ✔Providing a professional service
- ✔Forgiving and forgetting past offenses

Gracious Behavior (cont)

Basics:

- 🚀Learn to smile (Be approachable)
- 🚀Learn to proper posture (Stand up or sit up straight with your feet directly under you, shoulders back, chin up.)
- 🚀Learn to engage others in small talk. (Prime the conversation, put others at ease, begin to build a relationship.)
- 🚀Learn to focus on others, not yourself.
- 🚀Be present; be where you are.
- 🚀Learn to be helpful. (What the other person needs? How can you best help the individual?)
- 🚀Learn to be concerned. (The world is not just about you.)
- 🚀Learn to be friendly. (Become a friend – the more you interact with others, the higher the likelihood that you will enjoy the work you do.)
- 🚀Learn to build trust. (If you say something, do it. If you have an issue with someone, deal directly with that person, rather than discussing it with others.)
- 🚀Learn to listen. (Repeat what you have heard; don’t draw conclusions; ask questions of genuine interest.)
- 🚀Be knowledgeable; share information not conclusions.
- 🚀Allow choice. (One of the best ways to direct a decision is not to dictate, but rather to present selectable alternatives – it allows the other person to take ownership.
- 🚀Do not stay at the point at hand and go off on a tangent.
- 🚀Be aware of the entire context of the discussion, and do not repeat unnecessary information or stay outside it.
- 🚀For the more senior architects, remember that executives are people, too. Treat them like normal people, and they will respond as such.

Communication

Learning to communicate effectively is a lifelong process – there is always rooms for improvement. Communication of Architects is based on

1. Communication Principles
2. Communication Strategies
3. Communication with Executives

📢**Communication Principles**

✔ **Listen First, Talk Later** --

✔

📢**Communication Strategies**

📢**Communication with Executives**

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