provides the opportunities, you . . . imagine the possibilities!
Professional development journey

- New to you
- A nice reminder
- A refresher
- A little nudge

provides the opportunities, you . . . imagine the possibilities.
Professional development journey

- New to you
- A nice reminder
- A refresher
- A little nudge

provides the opportunities, you . . . imagine the possibilities.
ARMA Professional Members receive:

- Weekly Updates with timely & relevant resources
- Special discounts on training and certificate programs, events and programs
- Online and Chapter Community, Industry Groups, and Mentorship programs
- Complimentary Webinars from Industry Experts
- 24/7 Access to a library of publications
- Job-seeker access to the career center

provides the opportunities, you . . . imagine the possibilities!
Not so obvious and often undervalued

- Job readiness skills
- Career development skills
- Hands-on experience
- Development of business and leadership skills

ARMA provides the opportunities, you... imagine the possibilities!
What are job readiness skills?

Skills and behaviors that are needed to:

- Keep a job
- Grow within a job
- Transition to a job
- Find a job
- Maintain a job
- Prepare for advancement

Sometimes called: Soft skills, transferable skills or employability skills

provides the opportunities, you . . . imagine the possibilities!
<table>
<thead>
<tr>
<th>Job readiness skills (Soft skills) - Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Active Listening</strong></td>
</tr>
<tr>
<td><strong>Agility</strong></td>
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<td><strong>Emotional Intelligence</strong></td>
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</tbody>
</table>

provides the opportunities, you . . . imagine the possibilities!
Volunteering can give you an opportunity to build your experience and skills, and demonstrate your employability.
Career success from volunteer success

Volunteering experiences help develop soft skills

How Volunteering Can Help You Build Skills For Your Career

Volunteering and its Surprising Benefits

How Volunteering is Useful for Career Development

The Professional Benefits of Volunteering

DEVELOPING YOUR SOFT SKILLS: HOW VOLUNTEERING CAN HELP

How Volunteering Shapes a Successful Career Path
Requests for volunteers

Volunteer with ARMA!
ARMA International is a community of records management, information management, and information governance professionals and is supported by member volunteers who share their time, talent and knowledge for the advancement of the profession and organization. By volunteering, members also have the opportunity to advance their own skills and professional development. **Click here** for a variety of member volunteer opportunities available.

ARMA VOLUNTEERS

Make a difference in our profession – volunteer!
ARMA International is the community of records management, information management, and information governance professionals who harness the benefits and reduce the risks of information. This community is supported by member volunteers who share their time, talent and knowledge for the advancement of the profession and organization. By volunteering, members also have the opportunity to advance their own skills and professional development. See below for a variety of member volunteer opportunities available.
Reactions to requests for volunteers

- Oh Nooooo! Are you kiddin me?
- Just one more “blankety-blank” thing on my plate!
- I’m busy enough – I don’t have enough time!
- They are not going to hook me into doing more!
- Volun-“told” Nightmares!
- It takes time away from work or making money
- I don’t need another chore!
- What's in it for me?
Reactions to requests for volunteers

SHIFT THE NARRATIVE
Shift your Mindset, Shift your Results
Volunteering should be a WIN-WIN-WIN-WIN!

Win 1: It helps you!
Win 2: It helps your company!
Win 3: It helps ARMA!

Requires shifting our mindset: Growth Mindset

<table>
<thead>
<tr>
<th>Growth Mindset</th>
<th>Career &amp; Professional Development Strategy</th>
</tr>
</thead>
</table>

Reactions to requests for volunteers

SHIFT THE NARRATIVE
Requires shifting our mindset.

Shift your Mindset, Shift your Results!
Chance to win the book
QUESTION
Who is the author of the book, *Mindset*?
Chance to win the book

QUESTION
Who is the author of the book, Mindset?

ANSWER
Carol Dweck
QUESTION
Who is the author of the book, *Mindset*?

ANSWER
Carol Dweck

John.spencer1@ey.com
Reactions to requests for volunteers

SHIFT THE NARRATIVE
Requires shifting our mindset: Growth Mindset
Shift your Mindset, Shift your Results

Why is a growth mindset important?

One McKinsey & Company report indicated that by 2030, as many as 800 million global workers could lose their jobs to robots. So as emerging technology threatens to eliminate jobs that can easily be completed through automation and machines, employees and job seekers are increasingly focused on developing a growth mindset.

This is where the importance of having a growth mindset comes into place: People who are motivated to reach higher levels of achievement (instead of sticking to a set of fixed skills) by learning new skills that can’t be replicated by future technology are much more likely to succeed in the face of setbacks.
<table>
<thead>
<tr>
<th>Skills that can’t be replicated by future technology</th>
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provides the opportunities, you . . . imagine the possibilities!
Success will be defined not only by your skill set, but also by your mindset: how you learn and act.

With the right mindset, you are better able to:

- Adapt and manage through change
- Spot opportunities
- Lead and leverage other perspectives

Shift your Mindset, Shift your Results

provides the opportunities, you . . . imagine the possibilities!
Reactions to requests for volunteers

SHIFT THE NARRATIVE
Requires shifting our mindset: Growth Mindset
Shift your Mindset, Shift your Results

- Prepare “Your Volunteer Learning Strategy”
- Be intentional with your time
  - When your intention is clear, it cuts through the negative self-talk and faulty assumptions
- Establish your “why” for volunteering
- Align the volunteer experience to your day job goals?
- Growth Mindset drives your volunteer learning and growing

provides the opportunities, you . . . imagine the possibilities!
Reactions to requests for volunteers

Shift your Mindset, Shift your Results

When your intention is clear, it cuts through the negative self-talk and faulty assumptions – Shift the Narrative

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provides the opportunities, you ... imagine the possibilities!
Growth mindset inspires other mindsets

- Agile mindset
- Creative mindset
- Enterprise mindset
- Leadership mindset
- Inclusive mindset
- Openness mindset
- Strategic mindset
- Transformative mindset

provides the opportunities, you . . . imagine the possibilities!
# Fixed Mindset vs Growth Mindset

<table>
<thead>
<tr>
<th>Fixed Mindset</th>
<th>Growth Mindset</th>
</tr>
</thead>
<tbody>
<tr>
<td>That's just who I am. I can't change it.</td>
<td>I'm a constantly evolving work in progress.</td>
</tr>
<tr>
<td>I already know all I need to know.</td>
<td>I know that there is more I can learn.</td>
</tr>
<tr>
<td>There is no more room for promotion, I might as well stick where I am.</td>
<td>I know I can develop further, how do I do this to take my career to the next step?</td>
</tr>
<tr>
<td>I’m too old to learn.</td>
<td>It’s never too late to learn.</td>
</tr>
</tbody>
</table>

**Shift your Mindset, Shift your Results**
How do mindsets show up when discussing feedback?

Shift your Mindset, Shift your Results
Benefits of growth mindset - What’s In It For Me (WIIFM)?

Shift your Mindset, Shift your Results

- Encourages you to invest in your future
- Improves your personal and professional abilities
- Increases your ability to spot opportunities
- Helps you to proactively self-manage your career development plan
- Helps you stay up to date with developments within your profession
- Demonstrates your commitment to continuing professional development
- Helps you stay competitive in a rapidly changing environment
- Stimulates development and innovation
- Enhances your current position
- Helps you create value in a rapidly changing environment
- Helps you recognize your blind spots
Growth Mindset = Benefits of volunteering

- Help advance your career
- Client connections
- Leadership opportunities
- Connect with leaders
- New perspective
- Relationship building
- Improve business reputation
- Gets your name out there
- Resume building
- Teaches you valuable job skills
- Gain experience outside your day job

provides the opportunities, you . . . imagine the possibilities!
Volunteer career journey – What is your strategy?

- Connect volunteering to your learning and development strategy
  - Level 1: The New/Emerging Volunteer
  - Level 2: The Learning Volunteer
  - Level 3: The New Volunteer Leader
  - Level 4: The Experienced Volunteer Leader
  - Level 5: The Strategic Volunteer Leader

Source: Mariner Management & Marketing

provides the opportunities, you . . . imagine the possibilities!
Growth mindset drives learning and growing

- Connect volunteering to your learning and development strategy – Be Intentional
- Prepare “your volunteer learning strategy” – Establish your “why”
- Ask yourself the following questions:
  - Why am I volunteering?
  - How will this help me grow?
  - What can I learn from this?
  - How can I improve?
  - What do I hope to achieve?
  - What are my goals and aspirations?
  - How does this align with my job goals?
  - Where am I on my career journey?
  - What skills do I need to learn to keep my job?
  - What skills do I need to learn to get a new job?
  - What key skills are employers looking for?
  - How will this help get me from where I am to where I want to be?

Note: If you are not asking yourself these questions, you are not in a growth mindset

provides the opportunities, you . . . imagine the possibilities!
**Growth mindset drives learning and growing**

- Connect volunteering to your learning and development strategy – Be Intentional
- Prepare “your volunteer learning strategy” – Establish your “why”
- Examples of goals:

<table>
<thead>
<tr>
<th>Develop my management skills</th>
<th>Improve my public speaking skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop my leadership skills</td>
<td>Improve my collaboration skills</td>
</tr>
<tr>
<td>Develop my project management skills</td>
<td>Improve my coaching skills</td>
</tr>
<tr>
<td>Develop my people management skills</td>
<td>Improve my skills for a promotion</td>
</tr>
<tr>
<td>Improve my networking skills</td>
<td>Improve my growth mindset</td>
</tr>
<tr>
<td>Improve my relationship building skills</td>
<td>Improve my skills within my current role</td>
</tr>
<tr>
<td>Improve my skills for a new opportunity</td>
<td>Improve my consulting skills</td>
</tr>
<tr>
<td>Gain a more in-depth perspective on other companies, industries, positions, etc.</td>
<td>Find another job</td>
</tr>
</tbody>
</table>

*provides the opportunities, you . . . imagine the possibilities!*
Growth mindset drives learning and growing

- Connect volunteering to your learning and development strategy – Be Intentional
- Prepare “your volunteer learning strategy” – Establish your “why”

Examples of goals:

<table>
<thead>
<tr>
<th>I hope to build my skills to get promoted or land a new job</th>
<th>I want to learn how to manage and coach people</th>
</tr>
</thead>
<tbody>
<tr>
<td>I want to become more involved with the association</td>
<td>I want to improve my time management skills</td>
</tr>
<tr>
<td>I want to deepen my understanding of the profession or industry</td>
<td>I am looking to gain new business</td>
</tr>
<tr>
<td>I want to improve my project management skills</td>
<td>I want to learn how to be a project leader</td>
</tr>
<tr>
<td>I want to improve my soft skills</td>
<td>I want to expand my personal/professional network</td>
</tr>
<tr>
<td>I want to improve my public speaking skills</td>
<td>I am seeking to build my professional brand</td>
</tr>
<tr>
<td>I want to improve my virtual presence</td>
<td>I want to learn how to become more strategic</td>
</tr>
<tr>
<td>I want to improve my leadership skills</td>
<td>I want to improve my relationship building skills</td>
</tr>
</tbody>
</table>

...provides the opportunities, you . . . imagine the possibilities!
Growth mindset drives learning and growing

- When you participate on a board or a committee
- From the webinar or classroom to hands-on application
  - Apply, practice and experiment
  - Learn and develop new skills
  - Sharpen current skills
  - Safe place to learn and make mistakes – Safe zone
- We can’t just use YouTube or TED Talks

This is where the magic happens

provides the opportunities, you . . . imagine the possibilities!
When you participate on a board or a committee

- Hands-on experience examples – our teachable moments
  - Lead through influence and engagement
  - Lead and advise teams
  - Lead and facilitate meetings
  - Manage and resolve conflicts
  - Present at meetings and conferences
  - Collaborate with different cultures, backgrounds and experiences
  - Perform activities that align with project management experience
  - Takes you out of your comfort zone and challenges you
  - Opens your mind to new perspectives

This is where the magic happens

Provides the opportunities, you . . . imagine the possibilities!
Job success – The rise of soft skills

Source: Harvard University, the Carnegie Foundation, and Stanford Research Center

- Technical Skills: 15%
- Soft Skills: 85%

Soft Skills can’t be replicated by future technology

Growth Mindset is a soft skill
### Skills that can’t be replicated by future technology

<table>
<thead>
<tr>
<th>Active Listening</th>
<th>Empathy</th>
<th>Patience</th>
</tr>
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<tbody>
<tr>
<td>Agility</td>
<td>Flexibility</td>
<td>People Management</td>
</tr>
<tr>
<td>Coaching</td>
<td>Focus</td>
<td>Professionalism</td>
</tr>
<tr>
<td>Cognitive Thinking</td>
<td>Foresight</td>
<td>Project Management</td>
</tr>
<tr>
<td>Communication - Nonverbal</td>
<td>Friendliness</td>
<td>Public Speaking</td>
</tr>
<tr>
<td>Communication - Verbal</td>
<td>Goal-setting</td>
<td>Relationship Management</td>
</tr>
<tr>
<td>Communication - Virtual</td>
<td>Growth Mindset</td>
<td>Self-awareness</td>
</tr>
<tr>
<td>Communication - Written</td>
<td>Influence</td>
<td>Self-management</td>
</tr>
<tr>
<td>Confidence</td>
<td>Introspection</td>
<td>Self-motivation</td>
</tr>
<tr>
<td>Conflict Resolution</td>
<td>Leadership</td>
<td>Strategic Thinking</td>
</tr>
<tr>
<td>Critical Thinking</td>
<td>Mental Agility</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Cultural Intelligence</td>
<td>Negotiating</td>
<td>Time Management</td>
</tr>
<tr>
<td>Dependability</td>
<td>Networking</td>
<td>Trust</td>
</tr>
<tr>
<td>Emotional Intelligence</td>
<td>Open-mindedness</td>
<td>Virtual Intelligence</td>
</tr>
</tbody>
</table>

*provides the opportunities, you . . . imagine the possibilities!*
Being human is the secret weapon

- Uniquely human skills – Fills in the gaps of automation
- Emphasis on being trusted advisors (Consultants)
- Emotional intelligence
- Nonroutine, nonlinear
- Diversity and cultural intelligence
- Soft skills have no expiration date
- Offer a service that can’t be automated
- Create value with human interaction
- Automation can’t handle “nuanced” conversations

Soft skills will dominate all jobs by 2030

Source: Information Age – Deloitte Access Economics
Rise of automation

- Highly routine, repetitive service functions
- Data entry
- Transactional tasks
- Predictable, mundane tasks
- 24 hours a day, seven days a week
- Improve speed, accuracy and quality of data

Soft Skills can’t be replicated by future technology
The rise of soft skills

Soft Skills

- Core Skills
- Durable Skills
- Essential Traits
- Human Skills
- Power Skills

Soft Skills can’t be replicated by future technology
Technical skills alone won’t cut it - Headlines

- Are You Developing Skills That Won’t Be Automated?
- 'Soft skills' are essential. Just ask Google.
- Soft Skills Needed for the 21st Century Workforce
- Human Up: Why Human Leadership Skills Are Critical In A Digital Age
- As Robots Threaten More Jobs, Human Skills Will Save Us
- Employers Want 'Uniquely Human Skills'
- The Need For Soft Skills Training Grows As Automation Transforms The Workplace
- How accountants can avoid being replaced by robots
- The Importance of human skills (Soft Skills) in Project Management
- Why soft skills will be in demand amid automation
- Despite robot efficiency, human skills still matter at work
- New Survey: Demand for "Uniquely Human Skills" Increases Even as Technology and Automation Replace Some Jobs
Records Management’s Interaction with Other IG Stakeholders

With its enterprise-wide scope, records management affects and is affected by the responsibilities, interests, and activities of other information governance stakeholders. As the volume and variety of information continue to increase, the need to maintain and protect records becomes more critical. Collaboration and communication among stakeholders are essential to ensure that records are managed effectively and efficiently.

Information governance must promote interaction, cooperation, and consultation among stakeholders [i.e., records management, information technology, information security, risk management, compliance, legal affairs, data science, and archival administration].

Time to Engage

RIM has never been more important to the business world. With so many technologies and processes now in place, it’s crucial to ensure that records are managed properly. The best way to achieve this is by building productive relationships with other stakeholders.

How RIM Can Influence IT and Shape IG

Phyllis Elin

Collaborate, create partnerships, and promote collaboration among other IG and RIM stakeholders. In creating a partnership with your IT partner, for example, share involvement and credit. Joining together in particular, relationship management has become a crucial skill for information professionals – the facilitator between many disparate business functions that include operational business and discovery, IT, compliance, risk, data scientists, vendor management, and more.

Forging a Partnership with IT for Technology Lifecycle Management

Developing Productive Relationships with Other IG Stakeholders in 2018

Becoming Trusted Advisors

RIM professionals are – and will continue to be – doing more than utilizing their expertise to manage physical documents. To maintain visibility and remain a business-critical component of organizational strategy, the need to identify synergies and the ability to persuade significant stakeholders will become even more important.

Records Management’s Interactions with Information Governance Stakeholders
Volunteering adds tools to your career success toolbox

- Agility
- Collaboration
- Communication
- Conflict Mgmt.
- Consulting
- Critical Thinking
- Cultural Emotional Intelligence
- Active Listening
- Emotional Intelligence
- Empathy
- Foresight
- Growth Mindset
- Influence
- Leadership
- Project Mgmt.
- Public Speaking
- Relationship Building
- Strategic Thinking
- Digital Body Language

Soft Skills can’t be replicated by future technology
Are you going to be ready for the opportunity?

Luck is what happens when preparation meets opportunity.
Luck is what happens when preparation meets opportunity.

Are you going to be ready for the opportunity?
10 Takeaways – Hidden rewards of volunteering

1. Volunteering can help you advance your career
2. Volunteering can help you learn the skills your day job might not teach you
3. Volunteering can help you work on your career development skills you need in a competitive job market – Skills employers want
4. Volunteering can help you add experience and qualifications to reflect on your resume
5. Volunteering can help you prepare for a promotion
6. Volunteering can help you create new skills and sharpen current ones
7. Volunteering can help you learn, apply and practice skills that are different from your everyday responsibilities
8. Be intentional about using your volunteer experience. When your intention is clear, it cuts through the negative self-talk and faulty assumptions
10. Shift the Narrative: Requires a shift in mindset – Growth Mindset
Volunteerism is an important and informal training ground for business leaders and many successful professionals.

Shift your Mindset, Shift your Results

ARM provides the opportunities, you... imagine the possibilities!
Are you shaping your future or is the future shaping you?

Shift your Mindset, Shift your Results

Hidden rewards of volunteering

provides the opportunities, you... imagine the possibilities!
Can Help!
By providing the opportunities.
You have to imagine the possibilities!

Thank you!
John.spencer1@ey.com