


# **Soft Skills in Science Discipline- Based Courses: Industry Needs**



**Pfizer Global Research and Development Perspective**

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# Overview

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- ❖ **What are Soft Skills?**
  - Why are they important?
- ❖ **Pfizer Values**
- ❖ **Pfizer Leader Behaviors**
- ❖ **Core Attitudes**
- ❖ **Closing Remarks**

# What are Soft Skills?

*“Soft skills refer to the cluster of personality traits, social graces, facility with language, personal habits, friendliness, and optimism that mark people to varying degrees. Soft skills complement hard skills, which are the technical requirements of a job.”*

Wikipedia

# Examples of Soft Skills

- **Personal Qualities:**
  - responsibility,
  - self-esteem,
  - sociability,
  - self-management
  - integrity/honesty.
- **Interpersonal Skills**
  - Participates as a member of the Team
  - Teaches others & Learns from others
  - Serves Client / Customers
  - Exercises Leadership
  - Negotiates
  - Works with diversity

# Why are soft skills important?

*Research suggests soft skills can be just as important an indicator of job performance as hard skills.*

*Today's fast paced environments and multicultural and multi-disciplined teams need people that are agile, adaptable and creative at solving problems.*

*Kate Lorenz (Career Builder)*

*Corporations around the world recognize that, in order to gain a competitive advantage, they also need to make sure their people know how to handle themselves at work and how to relate with their customers and peers.*

*Carol Nicolaidis (Business Know-how)*

# Soft Skills at Pfizer



# Pfizer Values & Leader Behaviors

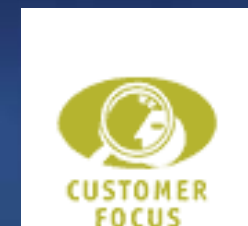
*Our success is rooted in our Values and Leader Behaviors.*

Our Values are a guide to decision-making for every colleague, everywhere.

They are the Code of Conduct at Pfizer

- Accountable
- Measured against them annually

# Pfizer Values





# Pfizer Values

## Integrity

We demand of ourselves and others the **highest ethical standards**.... We will demonstrate open, honest, and ethical behavior..

## Innovation

Innovation is **key** to improving health and sustaining Pfizer's growth... The quest for innovative solutions should invigorate all of our core businesses and the Pfizer community worldwide.

## Leadership

Leadership is **expected at all levels** of the organization. Leaders empower others by sharing knowledge and rewarding effort.

# Pfizer Values

## Respect for People

We come from many different countries and cultures and we speak many languages. We value **diversity** as a source of strength.

## Customer Focus

Deeply committed to **meeting the needs** of our customers and constantly focus on our customer satisfaction (both internal and external).

## Teamwork

We know that to be successful we **must work together**, frequently transcending organizational and geographic boundaries.

# Pfizer Values

## Performance

We strive to **continuous improvement** in our performance.... We will measure our performance carefully, **ensuring that integrity and respect** for people are never compromised.

## Community

We play an active role in making every country and community in which we operate a **better place** to live and work....

## Quality

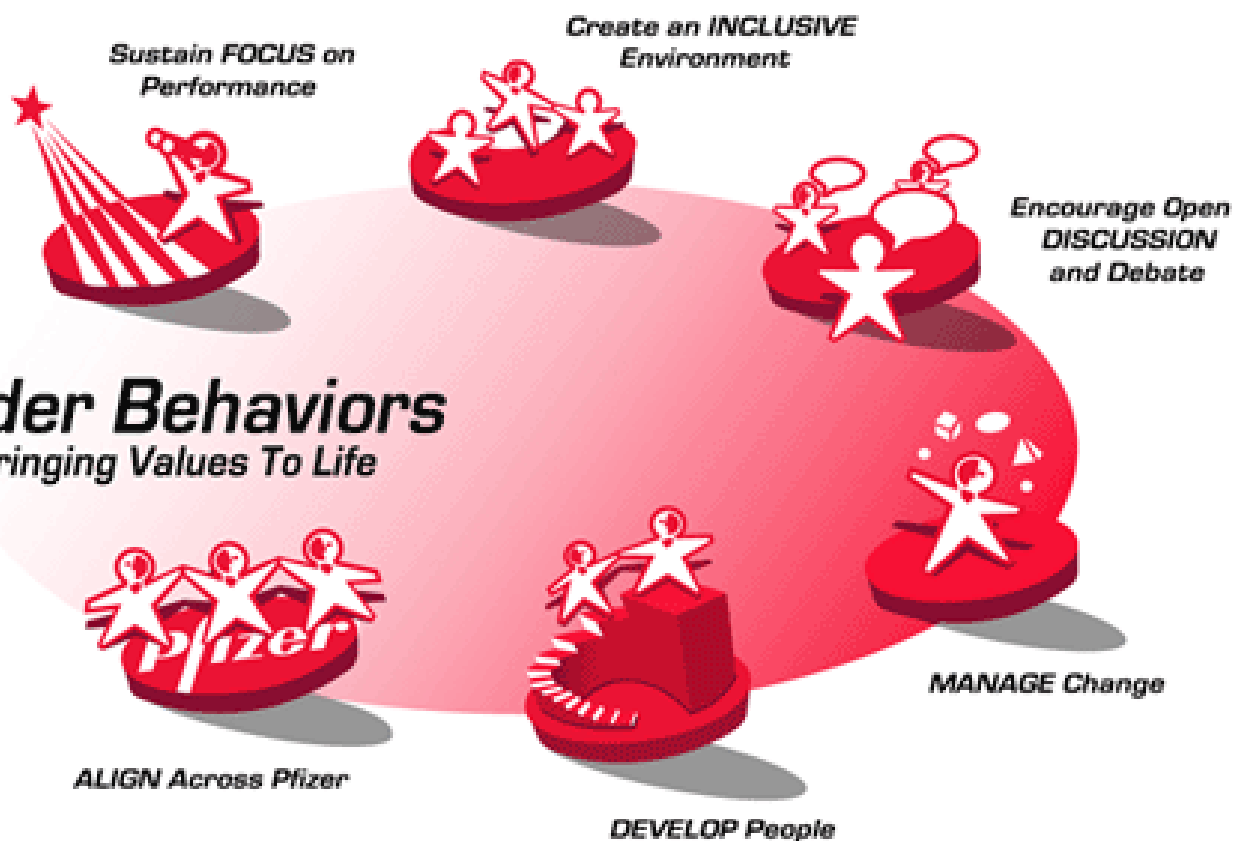
Our practices and processes are designed to achieve **quality results that exceed expectations...**

# Pfizer Leader Behaviors



## Leader Behaviors

Bringing Values To Life



# Pfizer Leader Behaviors

Our Leader Behaviors bring the Values to Life

- Help leaders build leadership in their organizations.
- Created to embed specific values-driven behaviors and attitudes more deeply in the way we work.
- They serve as a guide to personal action

# Sustain Focus on Performance

- **Strategically Opportunistic** – anticipate and leverage opportunities whenever possible
- **Guided by High Standards** – Always strive to be the best at everything we do, holding ourselves to the highest standards
- **Set the Right Priorities** – Focus on the vital areas that will have the most impact
- **Oriented to our Customers** – Anticipating and consistently meeting their expectations

# Create and Inclusive Environment

- **Open to New Ideas** – seek different ways to do things, use good ideas wherever they come from
- **Include Colleagues** – Work to include new and experienced colleagues
- **Ensure Managers do the Same** – hold managers accountable

# Encourage Open Discussion & Debate

- **Listen Actively** – manage discussions so that all points of view come out
- **Encourage Contribution** – find ways to enable colleagues to contribute in every situation
- **Accept Criticism** – develop the skills to listen to negative feedback without being defensive
- **Skillfully Manage Meetings & Discussions** – hone skills to lead open discussion where difficult issues are raised, ensure meetings are useful and outcomes supported by participants



# Manage Change

- **Anticipate Strategically** – look beyond
- **Take Initiative** – take the right risks to create change, seize opportunities
- **Plan for better ways to operate** – constantly measure progress
- **Empower People to Act** – avoid checking, controlling, set strategy
- **Train Change Agents** – Actively coach & develop people in the skills of change management
- **Seek Better Practices** – Don't let the “Pfizer Way” block better practices

# Develop People

- **Practices Helpful Feedback** – hone positive and negative feedback skills
- **Skillfully Listen** – develop skills of listening empathetically
- **Plan for development** – create pathways for colleagues to increase contributions
- **Coach & Mentor** – Helping others develop

# Align Across Pfizer

- Contributes to helping the Company as a Whole – understand how the performance of other units is affected by their own
- Communicate and Collaborate – Openly, going out of the way to help
- Utilize and Supports Governance Systems – continually fine tune governance systems



**What do our values and  
leader behaviors look  
like on a daily basis?**



# Core Attitudes


- A sense of Urgency and drive to get it done
- Believes in Accountability for self & others
- Believes in the value of diversity
- Shows empathy & is sensitive to others' feelings
- Everyone can make a difference
- Fairness in how everyone is treated
- Believes that everyone's perspective is important

# Core Attitudes

- Deep belief in continuous improvement
- Confidence to honestly evaluate shortcomings
- Humility to be truly open to new ways
- Powerful without limiting change
- Belief that talent development is a primary duty
- Believes that helping someone else become better helps us all

# Closing Remarks

- Pfizer is a global company working across all cultures
- Recruiting has a global impact
- Moving away from strictly assessing technical abilities (hard skills)
- Educational background no longer solely determines career starts and success
- Seeking candidates that FIT best in the organization
- Exemplify Values & Leader Behaviors



*"It's not that I'm so smart,  
it's just that I stay with  
problems longer."*

*Albert Einstein*





**Thank You**

*Pfizer*