

# FACEWORK SKILLS CHALLENGE



## BEING ADAPTABLE



### WHAT IS THIS SKILL?

Are you a person who can respond positively when asked to change your routine, work with different people or attempt a different task? If so, you are an adaptable person and you are probably someone who is not threatened by change.

**But we can all get better at this skill.**

In this Facework challenge we show you why this skill is in such high demand in the workplace, how you can master it, apply it to your personal life and help your friends learn the skill of being more adaptable.

**Are you up for the challenge?**





# WHY IS THIS SKILL VITAL IN THE WORK PLACE?

The world of work in India is changing. There is more job insecurity and more non-standard employment contracts. Those who have good jobs are working longer hours whilst many are under-employed.

Furthermore, anything that can be standardised or automated, may soon be taken over by machines.

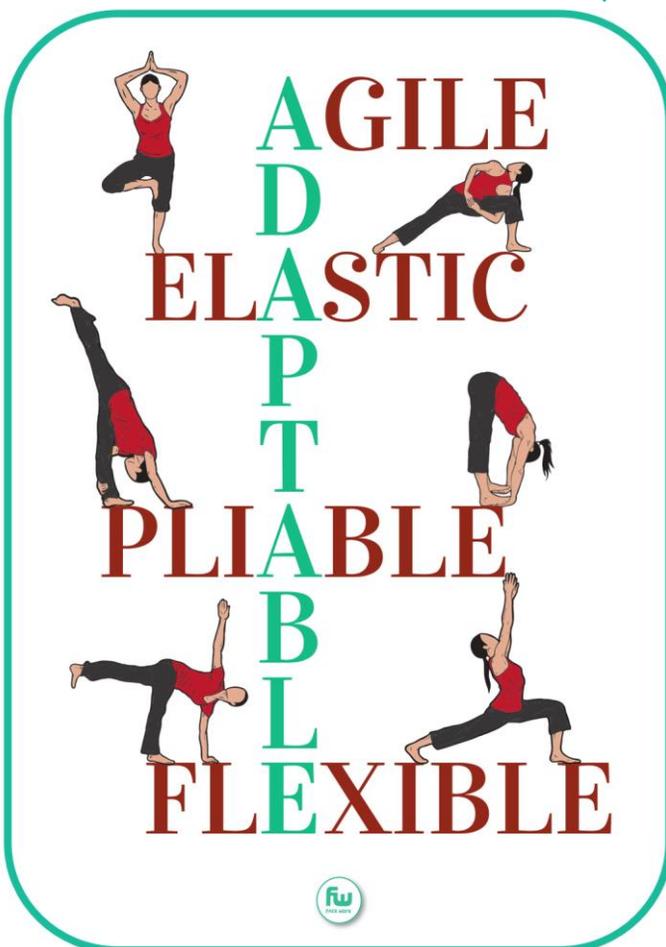
At a time of constant change, employers need staff who can be adaptable and flexible; staff who have a positive adaptable mindset.

Many companies fail because they can't adapt quick enough to changing demands and trends. Ultimately this is because they don't have leaders or staff who can be flexible in what they do and – importantly - how they do it.



*If you want to become a successful freelancer, ADAPTABILITY has to be your middle name".*

One way to think of adaptability is to think of your body and how good it responds to the changes around it.



<b>Agile</b> चुस्त	Employers need staff who can be responsive, swift to adapt and "light on their feet."
<b>Elastic</b> लोचदार	Staff have to have an attitude of being able to learn on the job and take on new roles.
<b>Pliable</b> लचीला	In the same way that quality leather is pliable and won't crack, you have to be pliable.
<b>Flexible</b> लचीला	You need to be ready and capable of changing and responding to changes.

According to research conducted by the Centre for Creative Leadership, the key success factor cited by managers is the ability to:

- Adapt to the changing external pressures facing the organization.
- Accept changes as positive.
- Revise plans as necessary.
- Consider other people's concerns during change.





## HOW IS THIS SKILL RELEVANT TO MY PERSONAL LIFE?

Think about this scenario and then answer honestly A, B or C,  
**One of your good friends has to change a pre-planned event at the last minute. Do you?**

- A) Feel frustrated and don't speak to that person for a few days?
- B) Accept the last minute change but wait for the person to re-arrange?
- C) See the change as an opportunity and pro-actively suggest another time?

Of course there is not a simple A,B or C answer. This example depends a lot on how well you know the person, how important the event was. But it does illustrate that in personal life, as in work, things often change without you being able to do anything about it. Those who are able to accept changes in a positive way, adapt quickly, take into account other people's concerns and needs are the people who can grow and generally stay more optimistic in life.

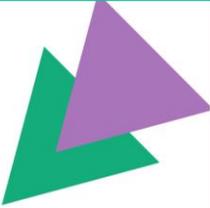
*Have you tried Adaptability?*

*The new unisex fragrance for the young!*





*Available in all good workplaces and schools*



## What's good at being adaptable ?

### 1. YOU BECOME A FUTURE-FACING PERSON

Change is now faster, global and more disruptive. If you are adaptable you can seize the positive opportunities change brings.

### 2. YOU BECOME MORE RESILIENT

When you face setbacks and are misunderstood for not doing things "the old way," you can get through this criticism, adapt and in doing so become more resilient.

### 3. YOU WILL EMBRACE CHALLENGES BETTER

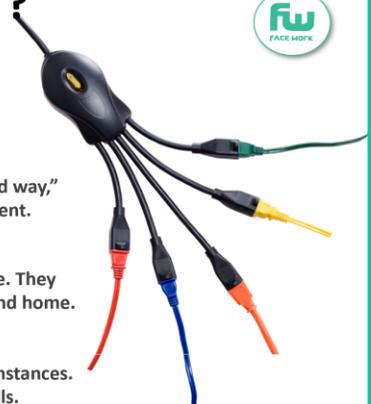
Those with an adaptable mindset don't dread challenge but embrace change. They get good at finding varied and unexpected solutions to challenges in work and home.

### 4. YOU WILL BECOME MORE CREATIVE

Creativity is not just for artists; we can be creative in adapting to new circumstances. Adaptable people engage with a wider diversity of people with different skills.

### 5. YOU WILL BECOME A LEADER

Some of the best leaders have been those who have challenged the status quo and pursued a new idea passionately. Open-minded, adaptable people realise that solutions are found in many different places.





# HOW CAN I MASTER THIS SKILL?

Job adverts often include a description of the person the company wants:

*“We are wanting to recruit for someone who is adaptable, has a positive ‘can do’ attitude and an ability to take initiative and grasp new ideas.”*



## So how do you show you are adaptable?

Below are 6 tips which will help you assess your adaptability demonstrate it to an employer.

Rate the 6 in order of importance to you

 <h3>Past Experience</h3> <p>WHAT EXPERIENCE FROM YOUR PAST DEMONSTRATES YOUR ADAPTABILITY?</p>	<p>There is so much in our lives which prepares us for work and proves we can respond to changes and be adaptable. Have you had lived in another country, had to juggle responsibilities at home from an early age? Had to balance your study commitments with part-time work?</p> <p><i>“I’ve had to juggle lots of responsibilities in looking after my younger brothers and sister, while still doing a part-time job and studying. I’ve had to be adaptable.”</i></p>
 <h3>Transferable Skills</h3> <p>WHAT TRANSFERABLE SKILLS CAN BRING TO THIS JOB?</p>	<p>Transferable skills are skills and abilities which can be applied to a wide range of different jobs and industries. You usually improve these skills over time and with practice. Just think what you have already learnt from previous positions, voluntary work, your hobbies, or even from home life? Examples include communication, listening, time management, indeed most of the skills we teach in Facework!</p> <p><i>“I may not have the knowledge to do a particular new job right away, but I am adaptable and can apply my transferable skills learnt in other fields and quickly get up to speed.”</i></p>
 <h3>Learning from mistakes</h3> <p>HOW CAN YOU SHOW THAT YOU LEARN FROM MISTAKES IN A POSITIVE WAY?</p>	<p>We often only become more adaptable and flexible by making mistakes. Think of a time when you haven’t had the courage to take a risk, not responded to a challenge in a positive way or not seized an opportunity. Could you say in an interview?</p> <p><i>“I’ve learnt to be more flexible as I’ve gained in confidence. I used to be reluctant to come out of my comfort zone, but the more I’d new things the more my confidence grew and now I really look forward to new opportunities to show my skills.”</i></p>
 <h3>Give real Examples</h3> <p>WHAT REAL LIFE EXAMPLES CAN YOU SHARE WHICH SHOW YOUR ADAPTABILITY?</p>	<p>It is important that you have ready examples to give in an interview that shows how you are adaptable and flexible. Not only do these provide encouragement for you but real examples stick in other people’s minds. Make them personal.</p> <p><i>“I remember this time when my last boss was out of the office and we had a customer who needed urgent advice. I couldn’t get in touch with my boss, so I went with the customer to his car and showed him how to fix the problem. He was really pleased with me and next time he came into the shop told my boss how pleased he was that I was flexible enough to come out and help practically”</i></p>
 <h3>Receptiveness to learn</h3> <p>WE BECOME MORE FLEXIBLE AND CAN ADAPT WHEN WE ARE RECEPTIVE TO LEARN.</p>	<p>They say employers recruit for attitude and train for skills. So, an employer wants to know that when they take you on that you will be receptive to change, eager to learn and committed to what is termed “life-time learning”. This is something which is crucial and shows that you are adaptable. An example would be.</p> <p><i>“I am currently teaching myself coding using YouTube and talking to friends. I see this as such a valuable skill and something perhaps I can bring to your business in future as more and more services will be delivered on digital platforms.”</i></p>
 <h3>Embrace Change</h3> <p>WE BECOME MORE ADAPTABLE WHEN WE EMBRACE CHANGE.</p>	<p>One of the key actions to being more adaptable is being able to actively embrace change and not be scared by it. Below are our tips to get better at this.</p> <p><i>“I talk to my parents all the time about the changes our generation are going through. I would say that there are lots of positive opportunities for businesses and new enterprises. I feel I am good at anticipating some of these changes for businesses.”</i></p>

Vertical bar for rating the tips from 1 to 6 in order of importance.



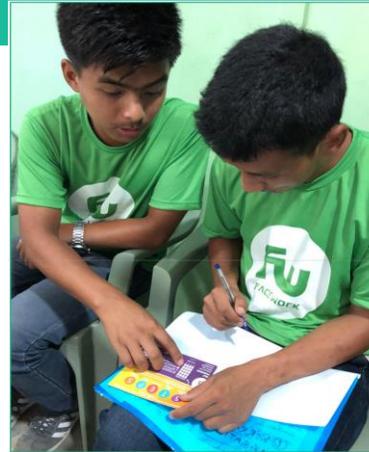
## HOW CAN I HELP OTHERS LEARN THIS SKILL?

Everything we do at Facework is about empowering learners to be able to face work positively and help their peers. One way we reinforce learning is by teaching and helping others. Indeed **“Teach once, Learn Twice”** -is a powerful reminder that when you help someone else you are:

- ➔ Proving that you know the theory,
- ➔ Improving your skills by practice
- ➔ Gaining confidence – especially if you get feedback from the learner

**There are lots of reasons why people find it hard to be more flexible and adaptable.**

Our upbringing can influence us; for example, if someone has been brought up in a family where they have not been given a lot of responsibility or freedom to try new things and make mistakes, they can become hesitant and scared of change.



TEACH  
ONCE  
LEARN  
TWICE



**However, there are ways we can help each other to become more adaptable.**



### CHALLENGE NEGATIVE THINKING

We all have fixed way of thinking: *“I’m just not like that!”* But as you become ready for work you need to consciously gain what some call *ccognitive flexibility* where you think in new ways, see things from a different perspective. Here’s a good question you can ask your friend. ***Where do you think your mindset comes from ?***



### TALK ABOUT NEGATIVE EMOTIONS

Emotions are very powerful, but they do not define us. Helping someone understand that they can act a role, despite their feelings is very important because in the workplace we have to be more less emotional about change. Here’s a question you could ask a friend.

***What are you most scared at in trying to be more adaptable?***



### EXPLORE HOW YOU CHANGE YOUR NATURAL DISPOSITION

Dispositional factors are individual characteristics and personality traits. There are some professions which clearly suit people with different dispositions, however helping someone become more curious and break out of their natural disposition can lead to change. Role play can help here. Say to your friend, ***“Pretend that you are able to step out of your comfort zone and current mindset, then describe to me what you would be doing if you were more adaptable?”***

Finally, one of the best ways you can help others is for you to record a short video about what you have learnt about being adaptable and sharing it on the Facework website. See [www.facework.in](http://www.facework.in)



# THE FACEWORK SKILL CHALLENGE



The Facework Challenge we have set is for you is a **‘Watch the worker’** exercise. This involves you going into a busy place of work a café is a good place to start. If it is busy you will soon you notice that this work environment can be stressful. Staff are on their feet all day, working with hot equipment and all the time trying to serve customers with a smile on your face. No wonder they say **“If you can’t stand the heat get out of the kitchen!”**

Watching workers is a great way to understand team life and whether staff are adaptable and flexible. However, a word of caution: This needs to be done informally. Staff will not appreciate a stranger coming into their workplace scoring them! Best to do this through simple observation and answering these questions in your head or when you get home.

## TEAM WORKING:

**Is everyone in the team respecting each other and working well in the team?**

**Do the workers look like they are working well with colleagues? What is your evidence for this? .....**



**Do the workers look like they are able to be adaptable?**

What in particular shows that they are adaptable and flexible in their work?  
.....

**From what you see do you think all the workers look out for other team members?**

What in particular do you appreciate about how the staff interact with each other?  
.....

**Who do you think would be the person who you can imagine being assigned to another job/team or responsibility within the company?**

Why have you chosen this person? .....

Finally, try to pluck up the courage and ask one of the staff or manager the following:

- ✓ What has helped you in your working life to become more adaptable?
- ✓ What advice would you give to a young person starting a job in how they can learn to be more responsive, flexible and adaptable?
- ✓ Do you believe that by taking more initiative, adapting to changes and being more flexibly minded puts you in a better position to get a promotion or advance your career? If yes, why?