



# Twin Cities ARMA Chapter

Tuesday, January 10, 2023

11:30-1:00

Webinar – Hosted by North Dakota ARMA Chapter

Go from Good to Great, from Great to Exceptional! It's all about the Soft Skills

Guest Speaker: John Spencer

We use soft skills every day at work and developing these soft skills will contribute significantly to your success in your RIM role – and their absence will generally make you less effective. With IG's enterprise-wide scope, RIM professionals must have the soft skills to collaborate, develop relationships, engage, and forge partnerships with other IG stakeholders, such as IT, Legal, Risk, Compliance, Data Privacy, HR, Business Units, etc. Soft skills, more specifically, Emotional Intelligence, is the “something” in each of us that is a bit intangible. Emotional Intelligence affects how we manage our behavior, navigate social complexities, and make professional or personal decisions that achieve positive results.

Guest Speaker: John Spencer



John is the U.S. RIM Delivery Leader for Ernst & Young. He's responsible for the management, strategy, special projects, and daily operations across the U.S. He has more than 30 years of experience in customer service, people management, and building relationships. He is a nationally recognized speaker on soft skills and emotional intelligence