



President's Communiqué

FROM THE DESK OF THUY THI NGUYEN

Why the Need for Service Leadership? Just “Google” It

Earlier this week, 80+ students attended the Google job workshop organized by **Donna Miranda** and **Jiin Liang**. Three Google employees talked about their jobs, including interviewing at Google and diversity. STEM Center **Eric Reed** sent me this picture of the workshop.



I was not able to attend the event, though I wonder whether there was mention of a major [study](#) of Google employees that was highlighted in the Washington Post last month: “[The surprising thing Google learned about its employees — and what it means for today’s students.](#)”

“Project Oxygen shocked everyone by concluding that, among the eight most important qualities of Google’s top employees, STEM expertise comes in dead last. The seven top characteristics of success at Google are all soft skills: being a good coach; communicating and listening well; possessing insights into others (including others different values and points of view); having empathy toward and being supportive of one’s colleagues; being a good critical thinker and problem solver; and

being able to make connections across complex ideas.”

The Google study affirms the value of *Service Leadership*. As I often say, “soft skills” (versus “hard skills”) are harder to obtain and require preparation and practice.

One of our student club, “We For She Club” is exemplifying such service leadership, particularly civic engagement. Tomorrow, my family and I will join the students and their advisors at the Women’s March in San Jose. Attached is information on meeting locations for the march, if you are interested in joining us.

Have a wonderful weekend!

Of Service,



Thuy

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