

Soft skill development



Module 14 Topic 8

Soft Skills: Defined

- Soft skills refer to a cluster of personal qualities, habits, attitudes and social graces that make someone a good employee and compatible to work with
- Unlike hard skills, which tend to be specific to a certain type of task, soft skills are broadly applicable
- Soft skills describe an individual's ability to interact with others. Soft skills, also known as people skills, complement hard skills to enhance an individual's relationships, job performance and career prospects
- It's often said that hard skills will get you an interview but you need soft skills to get -- and keep -- the job



Soft Skills: Defined (contd)

- Unlike hard skills, which comprise a person's technical skill set and ability to perform certain functional tasks, soft skills are interpersonal and broadly applicable across job titles and industries
- Soft skills are tied to an individual's personalities rather than any formal training, and are thus considered more difficult to develop than hard skills
- Soft skills are often described in terms of personality traits, such as optimism, integrity and a sense of humour
- These skills are also defined by abilities that can be practiced, such as leadership, empathy, communication and sociability



Importance of soft skill

- Soft skill are very important
- To handle interpersonal relations
- To take appropriate decisions
- To communicate effectively
- To have good impression and impact to gain professional development



Soft Skills: Examples of Interpersonal Attributes

- Interpersonal abilities
 - Empathy
 - Leadership
 - Communication
 - Teamwork
 - Good manners
 - Ability to teach
 - Works well with diversity
 - Self-confidence



Soft Skills: Examples of Interpersonal Attributes (contd)

- Personal Attributes:
 - Optimism
 - Responsibility
 - Sense of humor
 - Integrity
 - Time management
 - Motivation
 - Common Sense



Communication skill as soft skill

- Communication skills form the corner stone of soft skill
- Every human being has to essentially & effectively communicate with others
- Effective communication is the hallmark of one's education
- The ability to speak fluently using the right word in the right order is an good communication
- Message using appropriate vocabulary and syntax form effective communication



Body language

- Non verbal language
- Face is the index of the mind and it clearly displays the persons interest
- Body language presents to the audience what we feel & think about the particular matter
- Ex: Nodding one's head
- Body language (e.g, arms crossed, standing, sitting, relaxed)
- Emotion of the sender & receiver (e.g, speaking clearly, enthusiastic)



Written communication Skill

- Writing evaluates a person's proficiency indications, spelling grammar etc...
- Errors committed while writing circulars, reports & agenda considerably spoil the image of the writer
- Good visual presentation using graphics, color, balanced design layout- adds so much to written communication
- Keep handouts and other written materials for your presentation



Presentation Skills

- Presentation skills include planning, preparation & delivery of the message
- Making a formal speech is one form of presentation
- Presentation skills can be broadly categorized into physical oral, & electronic
- Success in life depends on presenting ideas in an appropriate manners



Presentation Skills (contd)

- Look at the eyes of audience & speak in a natural, conversational voice
- Appropriate voice will make the presentation effective and interesting
- Ask for feed back from your audience about your presentation & change accordingly
- In presentation especially, stop occasionally to ask the audience understand what you have said



Team Work

- People of either gender, different age groups, qualification, status & skills work as a team with a common objective of accomplishing the task
- The success of any organization largely depends on in the coordinated efforts of its employees
- It mainly refers to the agreeableness & co-operation among the team members



Able to Relate to co-workers in a closed environment

- Connection with people or things
- Water cooler talk
- Business retreats
- Team Activities



Professional ethics

- Professional ethics is the need of the hour in India
- When a person is at the work spot, he must think of his work only
- He must put his heart & soul into the work
- Each employee is a organic part of the organization & must strive to contribute his mite to the successful functioning of the organization



Interpersonal Skills

- Man is a social animal & his success in life largely depends on his relationship & interaction with others
- We must respect the views & sentiments of others.
- When we want to differ their views, we must very politely give hints to them without wondering their feelings



Courtesy

- Good Manners
- Considerate Behavior
- Polite
- Being kind & empathetic
- Thank you notes!



Flexibility

- The ability to adapt to new situations quickly
- The ability to change or be changed according to situations or circumstances



Common Sense

- Good judgment – sound practical judgment based on “experience” rather than theory



Good Personal Appearance

- Visual aspect of a person – with regards to personal cleanness and neatness of clothing



Time & Stress Management

- Prioritize the work & schedule your time accordingly
- Important work should be allotted more time & taken up first
- Listening to classical music & practicing Yoga will considerably reduce the physical, emotional & mental stress of an individual



Leadership

- Leadership communication skills
- Leaders, executives & managers need to be very clear about what they expect from others
- Trust your self
- Keep smiling
- Share & stay together



How to improve soft skills?

- Soft skills revolve around personal relationships, character, and attitude
- By developing these skills, you can increase your work performance, build stronger relationships, and work toward earning a promotion
- If you are finding that some of these soft skills do not come naturally to you, you need to learn how to improve soft skills so they'll become a natural reflex for you in dealing with people every day



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- Always learn new things
 - Accept responsibility for your self & your actions
 - Look at problems & challenges
 - Be grateful always
 - Love your self



Soft Skills

- One of the most difficult things to teach
- And...the most common reason for not hiring, not promoting, & poor performance evaluation



Pick one skill...work on it....PRACTICE!