

HSS401A IP project report

For my IP project of HSS401A, I have selected a book called “Soft skills: skills not taught in schools” by Dr. B. V. Pattabhi Ram. This book was suggested by my parents, as they also read it before.

As introducing the author Dr. B. V. Pattabhi Ram, his full name is Dr. Bhavaraju Venkata Pattabhiram. He studied PhD in Psychology, Philosophy and Public Administration from Osmania university. He is a writer, personality development expert, hypnotist, and magician. He has conducted many workshops on stress management, interpersonal relationships, assertiveness etc in many parts of world. He himself established and runs the Prashanthi Counselling and HRD Centre.

As in this book, he talks about 30 different main soft skills. I have selected from them because of the limited time. But I will continue the remain even after this course.

Topics I have selected to learn from this book are

- Attitude is everything
- Assertiveness
- Body language
- Communicate & connect
- Decision making
- Emotional intelligence
- Improve your leadership skills
- Public speaking
- Self-confidence
- Team building
- Time management
- Success is a choice, not a chance

These are many other soft skills he has mentioned in this book. While reading this book, I noticed that the author is communicating with us face-to-face. I think he has written these soft skills examples and information for his personal life and patient’s life as he is psychologist.

I begin with describing each soft skill and how do I develop or improve it.

1. Attitude is everything

- The author said that “It is the ATTITUDE not the APTITUDE that determines the ALTITUDE of the person in the life”
- For achieving high position in personal or professional life, attitude play a main role.



- Here attitude means positive attitude which how do we react or act to any situation.
- The author says that when we control our thoughts, then we become strong and firm.
- The author says that these are 3 important steps to update and change attitude for a better future.
 - Affirmation: positive self-suggestions
 - WOW: watch our words
 - Power of visualization
- By this, I have somewhat improved my attitude in positive way. I started control of my thoughts; I always give positive motivation and self-suggestions.
- A positive attitude can make a person to reach the higher position but in same way if a person has negative attitude, he/she will not reach higher positive. So do follow positive attitude and take control of thoughts.

2. Assertiveness

- Assertiveness is a communication technique which help us to effectively convey our message
- Being assertive means being able to stand up for your own or other people's rights in a calm and positive way, without being either aggressive, or passively accepting 'wrong'
- Being assertive means letting others know what you want in a confident and direct manner.
- The author has said that as Indian constitution provides us with fundamental rights, one should also give certain basic assertive rights to one-self to make life happy.
 - Right not to justify or explain your behaviour to others
 - Right to say 'no' even when you are forced to say 'yes'
 - Right to say 'I do not understand' when you have not really understood
 - Right to take some reasonable time before expressing your opinion
 - Right to refuse any proposals made by others
 - Right to take independent decisions in your personal matters.
- I think being assertive person in beginning is difficult, as we are thought that our decision should not hurt other, we can feel bad, sad but not making other sad.
- But being assertive is also like the one will never let them down. It is ok if we hurt others, but later we are the one who is happy for that decision.



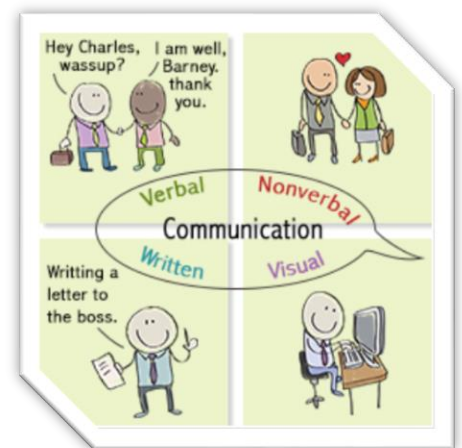
3. Body Language

- Our body communicate 60% of what we communicate.
- It is also called non-verbal communication.
- It involves many gestures, eye movement, facial expression, movement of hands, standing & sitting postures.
- If one wish to communicate well then it makes sense to understand how you should use your body to say what you mean.
- All body postures have some meaning and expressions.
- And remember that same body gestures may have different meaning in different countries, for example in India, showing two fingers in V it means sign of victory, but in Africa it means sign of accepting defeat.
- I have improved my body language, I started using hand movements, facial expression in professional and personal life.
- I start shaking hands when I see a new person and the well-known person too. I also give positive facial expression like thumb up which means well done, ok sign with hands etc.



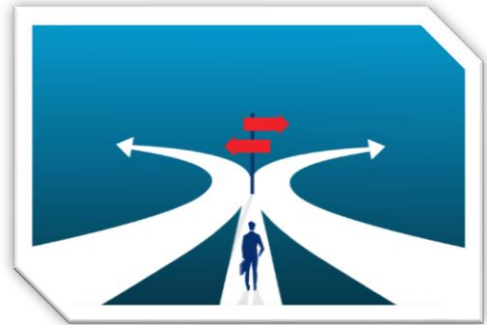
4. Communicate & Connect

- The author said that we connect with few people and communicate with few of few. That means there is something wrong in the language we use to communicate, our body language.
- Good communication skill is all about being able to convey information to people clearly and in simple manner.
- Communication skills consists of 4 important factors
 - Verbal: ability to explain and present ideas in clear and understandable language to make other person understand, using appropriate words, examples etc
 - Non-verbal: body language [I explained about it before]
 - Written: it can be email, letters, messages. It is ability to write effectively in varied range of contexts for different people and purpose
 - Tonality: ability to express ideas and feelings in a modulated tone. [example of kid, as speaker]
- Always remember communicate in SIMLE.
- Smile make us confident.



5. Decision making

- When you are in dilemma, list out benefits and drawbacks of various alternatives available and choose the one suitable for you.
- Before making any decision, we need to plan how do we can arrive a best one, that means we must plan the decision process.
- For making any decision, author suggests that we need to follow six steps to make an effective decision. It is called as “ABCDEF”
 - A – analyse the issue or the problem
 - B – bring out the condition factors
 - C- consequences of the decision
 - D – discuss the potential alternatives
 - E – explore these alternatives
 - F – focus on the final decision
- If we follow these 6 steps then we might get best one.
- I have used in many situations, in that one is course request as it has started recent. As everyone will be requesting course from upcoming semester. I made the analyse how the sir/madam is giving grades, how important or intersecting course is, how can it improve me in my upcoming career. Taking all these conditions and not clashing with other courses, we must request for course.
- Decision making is very important in every aspect of life.



6. Emotional intelligence

- The level of ability to identify, use, understand and manage emotions in positive ways to achieve success in your day-to-day work and relationships with others.
- Emotional intelligence consists of 4 main attributes
 - Self-awareness: knowing one’s emotions, strengths, weakness and how they affect the thoughts and behaviours.
 - Self-regulations: ability to manage impulsive feelings and behaviours
 - Social skills: understanding other’s emotions
 - Relationship management
- Tips to develop emotional intelligence
 - Listen attentively
 - Positive affirmations



- Notice body language
 - Communicate effectively
 - Empathy
 - Manage stress
 - Observe your own emotions
 - Teach others
 - Humour
 - Be smart
 - Forget and forgive
- I think in starting being emotional intelligence under self-awareness I identify what makes me angry, happy, sad, and depressed. I took somewhat control on it. I can identify other people emotions if I know him or her.
 - I think being emotional intelligence for instant is difficult but by practicing and learning, I can do it.

7. Improve your leadership skills

- Leaders are not born, they are made by their surroundings
- Two important points before anyone want to leader
 - Learn to understand attitude
 - Learn to understand others and try to step into their shoes so that you can help them.
- Leadership skills can be developed by these skills like positive mental attitude, convert weakness into strengths, develop self-confidence, good communication, get ready to change according to change, accept and appreciate other perspectives and opinions, interact with all group members
- A leader needs to have truth to his group members, willing to be goodness and do goodness and do useful things. He/she must show more interest in group goals than personal goal.
- I have failed before as leader I think, I do not make all our group members be prepare totally for viva. I have explained all starting part but in last because of lack of time, I could not explain all topics. But sir has asked from it, I thought I failed as leader there.
- But I learnt from it, I will make in future that all my group members be totally prepared. I have learnt a lot for this book how a leader should be, skills requested for it.



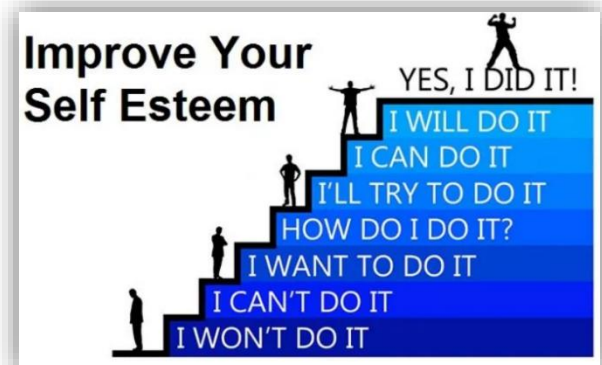
8. Public-speaking

- Around 72% of people all over the world have a fear of public speaking. Fear is inevitable but with practice and rehearsal you can turn stage fear into a positive fear.
- This fear may be due to many things like never before speak on stage, thoughts of unimpressed audience, may be people laugh because of my language and style, forgetting words etc.
- This fear can be overcome by rehearse, memorise your speech, focus on the subject, be confident
- I have never spoken in the front of more than 50 people. I have just spoken in the front of around 30-35 people till now. But also, I have some fear. I believe that I can improve myself to overcome the fear.
- I think I have overcome for fear that make me to record video and present in front of you.



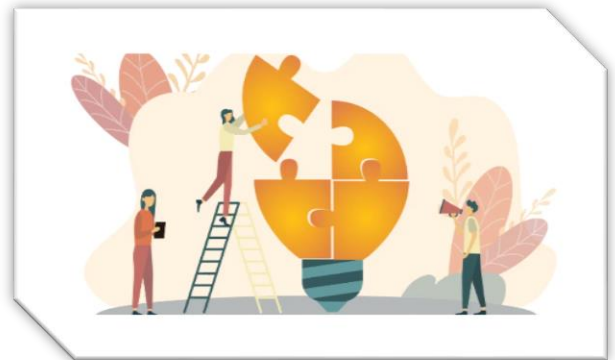
9. Self-confidence

- The author says that the thing that make someone beautiful, it is not shape, eyes, lips, it is self-confidence that make people attracts by you.
- Tips to develop self-confidence
 - Do it anyway
 - Admit the mistakes
 - Problems are not permanent
 - Identify your strengths
 - Visualisation
- Self-confidence is like a belief that you can do it ever in difficult situations.
- I feel I have self-confidence in some situations, but when it comes in taking any important or risk for long term, I feel I lack in self-confident. But I will practice to be self-confidence.
- I have improved a lot from 10th standard to now, my self-confidence graph has been monotonically increasing.



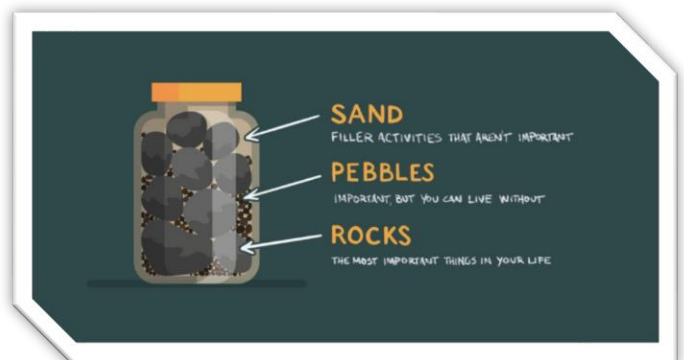
10. Team building

- Before I described about leadership skills, I think even a good leader cannot do great things if their team bonding is not good.
- So, we have a team building that last till the end.
- Team building is the process of enabling the team to reach their goal. A team is a group of people working towards a common goal.
- Best example of team work is five fingers, when all fingers work as a team we can eat and do any work.
- Development of the Team
 - Forming a team
 - Storming: discuss the problem and find solutions
 - Norming: work on different sub-tasks to achieve common goal
 - Performing
- I have worked in many projects as team. Everyone will discuss about the problem and find different solutions. Under mutual understanding and explaining we come to best solution.



11. Time Management

- Time management implies making the best use of time as the time is limited, can't get back single minute that have already spent.
- Best way to save time effectively is to plan priorities and act accordingly.
- Time wasters are of two types
 - Internal: lack of proper training, lack of determination, procrastination, lack of perfect planning, lack of sleep.
 - External: spending more time on phones, roaming with friends, watching movies, developing attachment with unknown internet friend.
- A busy man can always find leisure if he follows the 3D principle. 3D's are deal, delegate, and dump according to the demand of the assignment.
- The author said about how can we manage time and have free time by using ABC technique
 - A - tasks that are perceived as being important and urgent



- B - tasks that are important but not urgent
- C - tasks that are neither important nor urgent
- The author explained the time management using the pickle jar theory.
- He explained that in empty jar, if we fill with uneven stones. The jar is not till full. So, he adds sea sand to it that get accommodated in gap of stones, but till the jar is not full. So, he again adds water to it, then the jar is full.
- Here jar stand for time, stones for A tasks, sea sand for B tasks, and water for C tasks. If we manage it in this series order only, then we can manage time well.

12. Success is choice, not a chance

- Nobody is responsible for failure expect ourselves
- If anyone want success, they should follow these 7 P's formulae
 - Passion: strong desire, positive self-motivation
 - Positive attitude
 - Preparation: be ready internally and externally
 - Planning: think of formula in mind – ‘desire and deserved’
 - Practice: act of engaging in an activity again and again for the purpose of improving or mastering.
 - Patience: level of endurance you can take before chaos.
 - Perfection: state of flawlessness
- Life tends to shovel dirt on top of each of us from time to time. The trick is to shake it off and take a step up.



Conclusion:

Coming to end of IP project report but in the end of learning and practicing soft skills, I think whatever I wrote and said about soft skills here are less, as I only selected 12 main soft skills that I want to improve. This book can guide to learn soft skills, but it develops on us how we practice it on day-to-day life. Whatever I read in this book and taught by sir will be continuing with us if we practice it daily. As soft skills are important for cracking interviews to connecting with people. In the present world, everyone is looking for someone who are active listening, understanding them, give good and correct suggestion, good time manager, make others be joyful. These all can be inherent in ourselves if we start learning and practicing soft skills.

SKILLS + KNOWLEDGE + ABILITIES + SELF-CONFIDENCE = SUCCESS

I can say that by reading the book I understand how soft skills works, makes one's life successful, have a good relationship with others, be the person all appreciate. Soft skills are not learnt instant, they are to be learnt by regular and make them inherent in ourselves.

I want to end with quotation "What matters most is how you see yourself"