



INTRODUCTION TO SOFT SKILLS

Introduction to Soft Skills

INTRODUCTION

- ✓ A buzz word all around the world
- ✓ An umbrella term for various skills
- ✓ Soft Skills complement hard skills
- ✓ Soft Skills are people skills

Example



Patient : I have pain in my neck, in my legs, in my back, and I feel weak and sick.

Doctor : You are suffering from hypochondria.



"The doctor will see you now —
I can't promise that he'll talk
to you, but he'll see you."

Example

- ✓ *Soft Skills can help people come out of difficult situations and ensure reassurance and reliability.*

Customer Service Lesson: Helping Versus Selling



Soft skills as Behavioural skills

- Self-Awareness
- Self-Confidence
- Flexibility
- Persistence
- Perseverance

Soft skills as Behavioural skills

- **Self awareness-** ability to monitor your own emotions and reactions
- **Self confidence** - It means you **accept and trust yourself and have a sense of control in your life.**
- **Flexibility** - an ability and willingness to do new tasks and new challenges with patience and without any hustle.
- Persistence – **continues doing something or tries to do something in a determined way**
- Perseverance- **continued effort to do or achieve something despite difficulties, failure, or opposition**

- Self-Awareness
- Self-Confidence
- Flexibility
- Persistence
- Perseverance

Soft skills as people skills

- Communication Skills
- Interpersonal Skills
- Management Skills
- Leadership
- Team Dynamics

Interpersonal skills

- empathy
- active listening
- emotional intelligence
- Caring about other people.
- Collaborating and working well together with others.
- Comforting people when they need it.

Management Skills

- Project management.
- Planning.
- Delegation.
- Coaching.
- Negotiating.

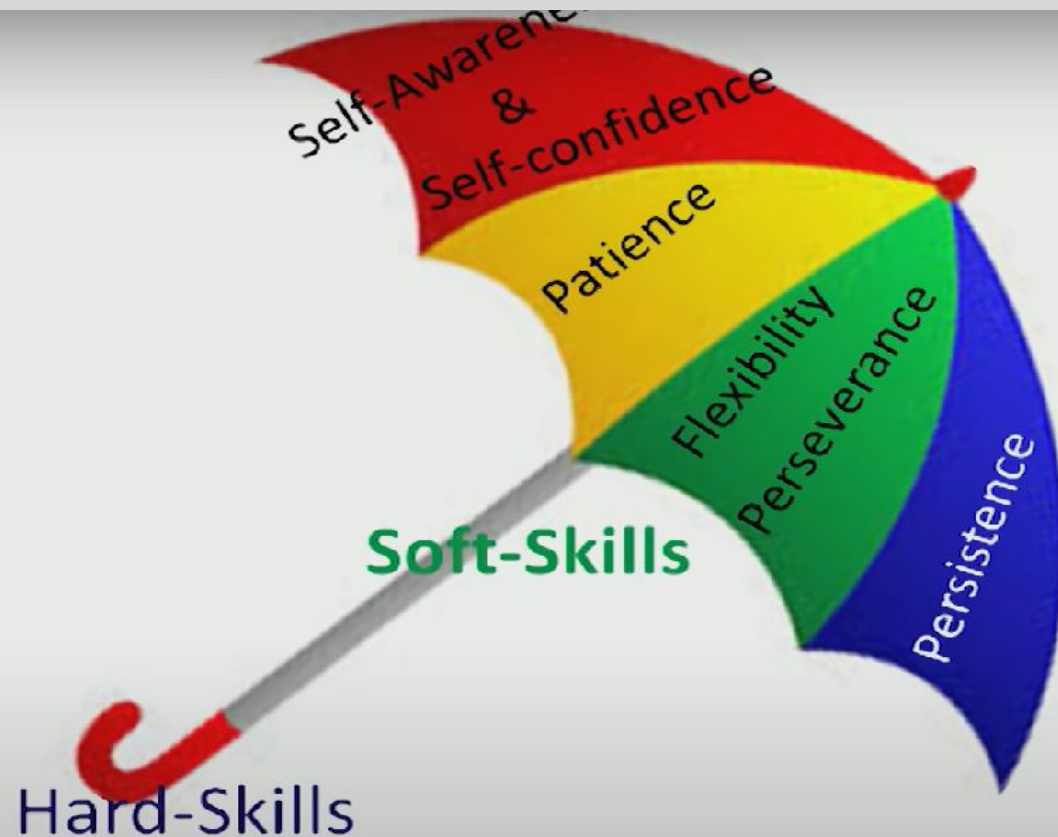
Team Dynamics

- Team dynamics are the behavioral relationships between members of any given team.
- How a team interacts, communicates, and works together has a dramatic impact on how successful a team is in meeting its goals.

Soft skills Vs Hard Skills

- Hard skills are the technical skills
- Soft skills are performance skills
- Hard skills are part of one's college/university curriculum
- Soft skills are a part of continuous learning

Soft skills Vs Hard Skills



*Technical Competence
makes you eligible but
Soft Skills makes you
excel in jobs.*

Newspapers report on Unemployment

- Data emerging from Census 2011 suggest unemployment rate is high among the better qualified. (*The Hindu*, November 7, 2015)
- 23 lakh people want peon's job in U.P, engineers and doctors included.

- *India News*, September 16, 2015

Relevance

- Soft Skills ensures better employability
- Percentage/c.g.p.a. alone not sufficient
- Bridges the gap between academia and industry
- Ensures more accountability

Successful Person

- Better employee
- - Aware, confident, negotiate
- - Pull the organization from critical situation.
- Not always written document

Soft Skills Importance

- Not always written document.
- Telephonic – business deal.
- Proper selection of words – business documents.
- Better decisions through mingling of ideas.
- Group discussion – to derive conclusions.
- Meetings – Business transaction discussion, To know view point of others
- Fear of boss, Ego problem – hide our expressions.
- Responsibilities will increase
- Interact with senior/junior/peer people.
- Represent organization – build positive image(suppress anger)
- Culturally sensitive(Listen from others, respect culturally faith of other people)