**Soft Skills and Personality Development (AOE0665)**

**Course: Open Elective**

**Unit-5**

**Introduction to Soft-Skills**

**1. Do’s and Don’ts of General etiquette: -**

**Do’s**

 Respect others

 Be Active listener

 Mind your manners

 Dress appropriately

 Be punctual

 Be considerate

 Follow social norms

 Be gracious and polite

 Demonstrate appreciation

 Know table manner

 Know usages of technical devices during meeting/interview

 Apologize sincerely

 Respect personal space

 Practise good hygiene

**Don’ts**

 Don’t be rude

 Don’t use offensive language

 Don’t gossip in workplace

 Don’t invade personal space

 Don’t criticize others unnecessarily

 Don’t interrupt

 Don’t forget to say thank you.

2. **Cubicle Etiquette**: -

 Following are the guidelines and behaviors expected in a workplace space

where employees work in individual cubicles.

**Guidelines to follow the cubicle etiquette**

 Respect personal space

 Keep the noise levels in check

 Maintain cleanliness in cubicle

 Follow the company’s policy

 Respect boundaries

**3. Do’s and Don’ts for cubicle etiquette: -**

**Do’s**

 Be courteous with phone calls

 Communicate respectfully

 Use common areas for meetings

 Respect privacy

**Don’ts**

 Don't be noisy

 Don't hold loud meetings

 Don't interrupt into focused work

 Don't invade personal space of your co-worker

**4. Mobile Etiquette: -**

 While using mobile phones you should follow the social norms and

guidelines governing in various contexts.

**5. Do’s and Don’ts for Mobile Etiquette: -**

**Do’s**

 Put your mobile in silent mode when necessary

 Use headphone

 Beware of your ringtone

 Focus on the person that should have your attention

 Keep conversation private

 Be mindful of your surroundings

**Don’ts**

 Don’t ignore those around you

 Refrain from loud conversation

 Don’t shout

 Avoid texting or scrolling during meeting/interview

 Don't fiddle with your phone

**Situation:** During an important client meeting, Sam constantly checks his phone, causing distractions.

**Soft Skills Applied:**

* **Workplace Etiquette:** Avoiding phone distractions during discussions.
* **Active Listening:** Paying full attention to the speaker.
* **Professionalism:** Demonstrating respect for colleagues and clients.

**Solution:**

* Sam puts his phone on silent mode.
* He uses a notepad for notes instead of relying on his phone.
* He apologizes for the distraction and ensures full engagement in future meetings.

**6. Workplace Etiquette: -**

 Workplace etiquette refers to the expected behaviors and manners

that individuals are expected to display while in a profession

workplace setting.

 The various aspects of workplace etiquette include good

communication skills, good behavior, decently attired, and

respecting for others.

**7. Components of workplace etiquette: -**

 Team work

 Conflict resolution

 Technology etiquette

 Meeting etiquette

 Confidentiality

 Dress code

 Personal hygiene

 Good communication skills

 Respect for others

 **Team work**: Collaborating effectively with co-workers and acknowledging

their contributions.

 **Conflict resolution**: Handling disagreements or any conflicts professionally

and constructively.

 **Technology etiquette**: Using technology responsibly and respectfully in the

workplace.

 **Confidentiality**: Respecting the confidentiality of sensitive information.

 **Good communication skills**: Engaging in clear, respectful, and

appropriate communication in the workplace.

**Situation:** A project team lacks direction, and deadlines are slipping. No one takes initiative.

**Soft Skills Applied:**

* **Leadership:** Stepping up to provide guidance.
* **Teamwork:** Encouraging members to contribute equally.
* **Problem-Solving:** Identifying inefficiencies and improving workflow.

**Solution:**

* One team member, Priya, assumes a leadership role and assigns clear responsibilities.
* She sets up regular check-ins to monitor progress.
* She encourages open communication to address issues proactively.

**8. Do’s and Don’ts at workplace etiquette: -**

**Do’s**

 Take responsibilities

 Communicate effectively

 Keep workplace tidy

 Be punctual/ Be respectful

 Dress appropriately

 Follow company’s rule and policy

 Collaborate with your colleagues

**Don’ts**

 Don’t waste time in gossiping

 Don’t interrupt

 Don’t use inappropriate language

 Don’t misuse company’s resources

 Don’t yell while attending phone calls

 Don’t ignore the boundaries

**Situation:** Two team members, Alex and Jordan, have a disagreement over project responsibilities. The argument escalates in front of colleagues.

**Soft Skills Applied:**

* **Conflict Resolution:** Both employees should acknowledge each other’s viewpoints and resolve the issue calmly.
* **Good Communication:** Listening actively and expressing their concerns clearly without aggression.
* **Respect for Others:** Maintaining professionalism instead of personal attacks.
* **Collaboration:** Finding a compromise where both can contribute effectively.

**Solution:**

* The manager facilitates a discussion where both parties explain their concerns.
* Responsibilities are clearly defined based on individual strengths.
* Moving forward, they schedule weekly check-ins to prevent future misunderstandings.

**9. Important Aspects of Personality are listed as**

 **Traits**

 Traits are enduring patterns of thoughts, feelings, and behaviors that

characterize an individual.

 **Emotions**

 Personality influences how individuals experience, express, and regulate

emotions.

 **Behavioral tendencies**

 Personality determines how individuals typically behave across different

situations.

 **Social relationships**

 Personality influences how individuals interact with others, form

relationships, and navigate social situations.

 **Psychological well-being**

 Personality traits and patterns are linked to mental health outcomes and

overall psychological well-being.

**10. How to develop a positive attitude?**

 Practice mindfulness

 Stay flexible and focussed

 Have a good communication skill

 Visualize success

 Learn from failures

 Celebrate progress and success

 Engage in various activities whatever you like

 Set realistic goal

 Limit negative influences

 Focus on solutions and practice gratitude

**11. For effective time management one should**

 Balance work-life well

 Utilize opportunities

 Improve the power of decision making

 Increase productivity

 Cope with stress management

 Enhance reputation

 Achieve goal

**12. What are the various strategies and techniques involving for effective**

**time management?**

 Always prioritize task first

 Set clear goals

 Create a schedule

 Break task into smaller ones

 Practice time blocking

 Minimize distractions

 Review and adjust

 Seek continuous improvement

 Learn to say no

 Check on bad habits

 Use journals and time-tracking tools

**Situation:** Lisa has multiple deadlines approaching but struggles to complete tasks on time.

**Soft Skills Applied:**

* **Effective Time Management:** Prioritizing tasks based on urgency.
* **Decision Making:** Identifying which tasks require immediate attention.
* **Stress Management:** Staying calm and avoiding last-minute panic.

**Solution:**

* Lisa breaks down tasks into smaller milestones.
* She follows a strict schedule using time-blocking techniques.
* She learns to delegate non-essential work to free up time for critical tasks.

**13. Importance of realising one’s strengths and limitation will help to:**

 Have a self-awareness

 Boost confidence level

 Improve relationships

 Develop leadership attitude

 Align with our goal

 Mitigate risk factors

 Have an effective team work

 Improve on the areas of weaknesses

**14. Mention some steps to help you identifying your strengths.**

 Seek feedback from others

 Observe self-reflection & self-action

 Keep a journal to track your experiences and achievements

 Experiment new things

 Explore what your like

 Seek professional guidance

15. **Mention some steps to help you overcoming your limitations.**

 Identify and acknowledge your limitations

 Develop a growth mind-set

 Skill up for professional development

 Seek knowledge continuously

 Create a supportive network

 Take consistent action

 Adapt and adjust as needed

 Focus on strengths

 Admit failure and try again