

UNIT- I

INTRODUCTION TO SOFT SKILLS

Hard Skills and Soft Skills:

The key differences between hard skills and soft skills are how they are gained and put to use in the workplace.

- Hard skills are technical knowledge or training that have gained through any life experience, including in our career or education.
- Soft skills are personal habits and traits that shapes how you work, on your own hand and others.
- Hard skills - Database management, network security, mobile development, programming languages, statistical analysis
- Soft skills - Integrity, dependability, open mindedness, problem solving, effective communication, critical thinking, willingness to learn, empathy

Aspects of soft skills:

1. **Team Work:** It refers to your ability to work well with others to achieve a common goal. A team player will always prioritise the goals of their team over individual interests. This soft skill allows you to work as a team during conversations, professional collaborations and meetings.
2. **Leadership:** Leadership skills help you encourage and organize other people to reach a shared goal. Whether you're a manager, project leader or team member, these skills allow you to motivate others. Leadership is not just one skill but a combination of several different skills.
3. **Time and space :** Practicing good time management is one the most important soft skills that you can have in the workplace. It ensures increased productivity, high-quality work, improved confidence in one's ability to do the job efficiently, and on-time delivery of timesensitive assignments.
4. **Mannerism :** Good manners are a soft skill and reflect respect, courtesy, and consideration for others. Importantly good manners are a soft skill which seem to be getting overlooked and even some would say becoming a thing of the past.
5. **Culture and Communication :** Culture is the code we learn and share and learning and sharing require communication . Communication requires coding and symbols that must be learned and shared

Communication skills:

- Communication skills is a broad soft skills category. It refers to how you communicate with clients, customers, colleagues, employees, employers, vendors, partners and almost everyone connected to the concerned business.
- Good communication skills constitute the ability to not only speak confidently but also good presentation skills and the ability to listen and empathize whenever necessary.

- Communication skills become a hard-skill when we talk about customer service jobs. For other jobs, this category is a great soft skill and includes:
 - Speaking Skills
 - Presentation Skills
 - Negotiation Skills
 - Nonverbal communication skills
 - Listening and empathizing
 - Persuasion
 - Public Speaking
 - Storytelling
 - Written Communication, etc.

Classification of communication:

Communication in an organization can be broadly classified into two types:

- **Formal Communication**
- **Informal Communication**

Formal Communication

Formal communication refers to the official communication which follows the formal channel.

Formal communication can be further classified into the following:

- **Downward communication:** It refers to communication from top-level managers to middle or lower-level managers. Any communication that moves from employees to supervisors, supervisors to managers, managers to executives, regional manager to general manager and so on, maybe categorized as upward communication.
- **Upward communication:** It refers to communication from lower-level managers to top-level managers. It travels through senior executives to junior level functionaries, from the controlling office to the branch, from the head of the division to the head of the unit.
- **Horizontal or Lateral communication:** Lateral communication generally takes place in an organization and is neither upward nor downward. It proceeds in a horizontal manner and takes place among equals and at peer level.
- **Interactive communication:** Interactive communication is essentially a two-way process. It takes place through meetings, conferences, teleconferencing, multimedia presentations, group discussions, and other such active two-way exchanges.

Informal Communication

Informal communication refers to communication between individuals and groups, which does not follow the official recognized channel.

The network or pathway of informal communication is called grapevine.

Effective Communication:

Factors of effective communication are:

- Active listening
- Simplicity
- Straight forwardness

- Feedback
- Speaking clearly/articulation
- Knowledge of the receiver / audience
- Speed and sequence of speech
- Relationship between the sender and the receiver
- Command of subject (mastery of subjects matter)
- Commanding attention

Four ways of effective communication are:

Listening

Speaking

Reading

Writing

Leadership skills:

- Leadership skills include abilities to lead a team, make decisions and work for the benefit of the company and the team keeping aside the personal viewpoints, biases, and conflicts. It stems from the experience of handling projects and teams.
- Leadership is one of the hard-skills employers look for when hiring c-level or other high ranking executives. However, it is also a very important soft skill for other positions and includes:
 - Team Management
 - Conflict Management & Resolution
 - Decision Making
 - Drafting Delegation Strategies
 - Drafting Motivation Strategies, etc.

Problem Solving Skill :

- Research
 - Researching is an essential skill related to problem solving. As a problem solver, you need to be able to identify the cause of the issue and understand it fully.
- Analysis
 - The first step to solving any problem to analyze the situation. Your analytical skills will help you understand problems and effectively develop solutions.
- Decision-making
 - Ultimately, you will need to make a decision about how to solve problems that arise. At times—and with industry experience you may be able to make a decision quickly. Solid research and analytical skills can help those who have less experience in their field.
- Communication

- When identifying possible solutions, you will need to know how to communicate the problem to others.
- **Dependability** ○ Dependability is one of the most important skills for problem-solvers. Solving problems in a timely manner is essential.

Leadership Skills:

1. **Open communication.** A good leader keeps an open line of communication with team members and can succinctly explain organizational goals and tasks using different types of communication channels, such as one-on-one sessions, email, video, chat, phone calls and social media. An effective leader also shares clear messages and makes complex ideas easy to understand for everyone.
2. **Positivity.** A great leader brings positivity into the work environment, which in turn uplifts the employees and encourages them to perform better. Positivity can be cultivated by showing care, respect, diplomacy and empathy toward the team.
3. **Time management.** This is an essential skill for leaders, as they need to delegate tasks, prioritize commitments, set attainable goals and multitask. Successful leaders practice time management skills by setting SMART goals for themselves and their team members.
4. **Recognizing potential.** Great leaders have a keen eye for recognizing potential talent and competencies in the workplace. They also don't shy away from acknowledging the abilities and achievements of their employees.
5. **Responsibility.** The success and failure of a team ride on the shoulders of a leader. Therefore, leaders should be accountable for their actions and willing to take the blame when mishaps happen. Great leaders take responsibility and devise strategies for improvement instead of pointing fingers and blaming others.

Conflict management:

- **Effective communication:** Effective communication means you take notice of who you're speaking to and adjust the language you use and the nonverbal cues you exhibit to communicate better with them.
- **Active listening:** When you practice active listening, you let others know you want to hear what they have to say and that it's important to you to understand their thoughts.
- **Practicing empathy:** With empathy you can also understand more what your counterpart's needs, wants, motivations and goals are, but you're also able to consider their pain points.
- **Problem-solving:** To display problem-solving skills, you may brainstorm solutions to the problem, collaborate with others, seek to completely understand the underlying issue and then provide a fair resolution.

- **Positive attitude:** Positivity helps you realize that mistakes happen and, therefore, you can figure out how to avoid conflict over it and move on.

Team Work Skills:

Here are some examples of on-the-job teamwork skills:

- Working as part of a team to achieve company goals.
- Working well and developing effective relationships with diverse personalities.
- Developing and maintaining good relationships with co-workers and managers.
- Maintaining open lines of communication with others.
- Observing and coaching other employees.
- Assisting with training.
- Leading, Influencing, motivating, and persuading others to achieve goals.
- Looking for ways to help others and provide assistance.
- Showing interest in others and their concerns.
- Dealing with a wide range of people with flexibility and open-mindedness.
- Listening to and considering the viewpoint of others.

Long Answer Questions :

- 1. What is difference between hard skill and soft skill with example?**
- 2. Explain communication skills with example**
- 3. What are leadership skills explain**
- 4. What are classification of communication. Explain them.**
- 5. Explain the aspects of soft skills.**
- 6. Explain the factors of effective communication. Explain the four ways of effective communication**
- 7. Briefly explain problem solving.**
- 8. What are the skills that make you a good leader**
- 9. Briefly explain conflict management.**
- 10. Explain team work skills**