

Communication Skills Assignment

Soft Skills and Etiquette

The flow of this essay is like meaning of Soft Skills and etiquettes first, following by explanations regarding Hard Skills versus Soft Skills, top Soft Skills to be a successful person, benefits of Soft Skills to an individual as well as to an Organisation, effect of good etiquettes on Soft Skills and finally the Conclusion. This essay is supported by famous quotes and analytics collected from various reports.

Meaning of Soft Skills - To begin with words of M. Scott Peck,

“What people get admired and appreciated for in community are their soft skills: their sense of humor and timing, their ability to listen, their courage and honesty, their capacity for empathy.”

According to the **Collins English Dictionary**, the term “soft skills” is defined as “desirable qualities for certain forms of employment that do not depend on acquired knowledge: they include common sense, the ability to deal with people and a positive flexible attitude.” Soft Skills is an umbrella term for defining social skills, communications skills, moral values, etiquettes, attitudes and leadership traits that help to work along with hard skills and achieve our goals.

Meaning of Etiquette - To begin with,

“Etiquettes transform a man into a gentleman”

In simple words, etiquettes are the set of rules or protocols that govern a person how to behave in various situations. These help in socialising with others in a better way. These are the most basic set of moral values that one should possess to strengthen soft skills. As we know, man is a social animal, so, etiquettes are based on kindness and consideration towards others keeping aside one's ego.

Hard Skills versus Soft Skills - Hard Skills are the technical skills or the domain related knowledge and much harder to learn than learning soft skills. In addition, these govern one's ability to tackle problems by implementing the various skills learned in life. Whereas, Soft Skills complement hard skills for increasing productivity in one's life. Till the last decade, most of the companies were focussed towards hiring people based on their hard skills. But, the intention of hiring people has now taken a 180 degrees turn. Today, more consideration is given to soft skills. It is evident from a study conducted by Harvard University that 80% achievements in one's career are determined by soft skills and only 20% by hard skills. A public interest study conducted by McDonald's in UK predicted over half a million people will be held back from job sectors by 2020 due to lack of soft skills.

Top Soft Skills to be Successful in any field-

1. **Honesty** - As it is rightly said - "Honesty is the best policy". Also, "**Telling the truth and making someone cry is better than telling a lie and making someone smile**" is rightly said by Paulo Coelho. Honesty is the fundamental skill that one needs to sustain a relation and maintain the team spirit.
2. **Interpersonal skills** - Interpersonal or Communication skills are one of the most important skills one needs to succeed in workplace. Likewise, one should train oneself in good oral speaking capabilities, presenting, listening, clear speech and writing. Furthermore, in order to a better communicator, one needs to know what the message is about, what the audience is intended to listen and controlling words and body language in an appropriate manner.
3. **Team Work** - According to Harvard professor David Deming, "As work is becoming more team-oriented, workers with strong soft skills are more able to work well with others and will be considered more valuable, since good teamwork increases productivity". Moreover, team work leads the combined effort towards success. It is rightly said that together everyone achieve more. So, one should know how to work in a team and also respect other team members.
4. **Dedication** - The three D's for success Determination, Dedication, and Discipline transform man into a complete responsible person in his career. Dedication and Confidence help man to stay motivated and accomplish big tasks in shorter duration.
5. **Manners and etiquettes** - Manners and etiquettes help in carving one into a good human being. These tell how to behave and react in certain situations. However, these cannot be learned in a single day. So, one can have a good command over them only by regular practice.
6. **Ethics** - Ethics are the principles based on our understanding of what is good, right, proper or moral in a situation. This can be better understood by an example. In Rio Olympics 2016 5000m women's race, New Zealand runner Nikki Hamblin and American runner Abbey D'Agostino helped each other to finish the race after collision. **Sometimes the most inspirational moments do not involve rewards rather ethics and moral values win hearts of millions.**
7. **Persistence** - As it is rightly said that "The two most powerful weapons are courage and persistence. Nothing can stop a person armed with both." For achieving big dreams, one needs to be endless persistent and ready to sacrifice everything to achieve that dream.
8. **Good listener** - "Research has consistently demonstrated that ineffective listening habits present the most common barriers to success in relationships and careers," according to Larry Barker and Kittie Watson. One needs to be a good listener to understand, tackle the problem and discuss openly with team members.

Benefits of Soft Skills - There are many advantages of soft skills. These help an individual to get an edge over the other competitors. In addition, it gives recognition to a person by the industry, employer and peers. New employment opportunities are given. Through this, one achieves greater sense of responsibility. With all this, promotions and increment in salary comes handy and make the life of person easier. It helps in becoming a great businessman and achieving professional accomplishment. Now, coming to benefits of soft skills from the organizations' point of view, these provide a better and increased customer satisfaction and credibility with the customers as the company or the organization becomes more trustworthy. These skills help in achieving more rewards and challenges for employees as this involves a great team effort and someone to possess immense leadership and motivational capabilities. Other companies also start investing in our organisation. So, the chances of falling out in rat-race competition is substantially reduced.

Effect of Etiquettes on Soft Skills - Both the terms etiquettes and soft skills are interrelated either directly or indirectly. The major soft skills required to sustain in an industry can be achieved by only the proper etiquettes practiced in day-to-day life. In addition, having business etiquettes help in developing ability to collaborate and communicate effectively, dealing with the customers, and coming with an elegant solution of a problem. To accomplish all this, one should learn appreciating others and recognising oneself.

Conclusion - With all, I conclude by saying that never neglect learning soft skills and good etiquettes because one day, all these will definitely help to enhance our career along with the technical skills. Be confident and hardworking to achieve milestones in career as we all know sky's the limit. To sum up with the words of Penny Klaus -

“Soft Skills get little respect, but will make or break your career.”

Thank You!

Submitted By -

Sayam Kumar

Roll no. - S20180010158

UG1







