

UNIT-1

* Soft skills : (1, 5, 6, 7, 8, 11, 13, 14, 15, 16, 20, 21, 2, 3, 4, 5, 7, 8, 9, 10)
Soft skills are character traits and interpersonal skills.

Hard skills :

It is learned abilities acquired and enhanced through practice, repetition, and education.

Soft skills in personal/prof.

- 1) Teamwork
- 2) Leadership Skills
- 3) Communication skills
- 4) Problem solving skills
- 5) Work ethics
- 6) Flexibility / Adaptability
- 7) Interpersonal skills
- 8) Empathy
- 9) Critical thinking
- 10) Listening (Active)
- 11) ~~Adaptability~~
- 11) Cooperativeness
- 12) Courtesy
- 13) Time management
- 14) Stress management

Communication skill (is soft skill)

- ↳ Verbal : use of words
- ↳ Non verbal : body lang

Hard skills :

- 1) Technical skills
- 2) Marketing skills
- 3) Management skills
- 4) Analytical "
- 5) Computer "
- 6) Typing "
- 7) Foreign language

"We are born with soft skills, but like other they can be improved / practiced over time"

Hard skills

- Job specific ability or knowledge learnt through educ. experience or training
- Can be measured
- Rule based
- Technological / scientific
- tools and technique
- specific domain
- Rules remain same

* Personality development : (2, 3, 19)

Personality can refer to a set of qualities that make an individual look distinct from other.

- 1) Gives confidence
- 2) Improve communication skills
- 3) Helps to develop the attitude
- 4) makes you credible
- 5) Improving Personality
- 6) Gain knowledge
- 7) Maintaining good health equals the personality
- 8) dress smartly
- 9) Speaking style.

Types of personality :-

- 1) Extrovert
- 2) Introvert
- 3) Ambivert
- 4) Positive
- 5) Negative

Elements of personality

- 1) Personal appearance
- 2) Intelligence
- 3) Emotional life
- 4) Temperament (person's character/mood-affecting others)
- 5) Character and moral traits

Soft skills

- Character trait that ~~positively~~ positively effect how you work and interact with others
- cannot
- Experience-based
- people-related
- Behaviour / Attitude
- no-specific domain
- changes based on environment

* SWOT Analysis (4)

- Examination of your situation by looking at strengths, weaknesses, opportunities and threats.
 - Strategic planning tools which helps to give all round-view of organization.
- Strength (positive ^{internal} factors)
Weakness (negative ^{internal} factors)
opportunities (external ^{the} factors)
Threats (external, negative factors)

* Goal settings (9, 18 / pc 6)

- Goal setting is a powerful process for thinking about your ideal future and for motivating yourself to turn your vision of this future into reality.
- Setting goals is a great way to give yourself direction, focus and motivation.

Types of goal settings

- 1) Career goal
- 2) Financial goal
- 3) education
- 4) Family
- 5) Artistic
- 6) Attitude
- 7) Physical
- 8) Public service

Mistakes

- Incorrect Assessment of present situation
- Wrong priorities
- Wrong decision
- Incorrect estimate of resources
- unreasonable criteria for success
- unwilling to seek advice of others

* Behavioral skills (10, 17)

The way individual interact, manage and deal with their external environment including people, place and situation.

- 1) Communication
- 2) Conflict resolution
- 3) Self improvement
- 4) Time mgmt
- 5) Stress mgmt
- 6) Patience
- 7) Balance btw Prof. & Personal
- 8) Empathy
- 9) Decision making
- 10) Problem solving

"People think these skills come naturally but it must be learned and practiced".

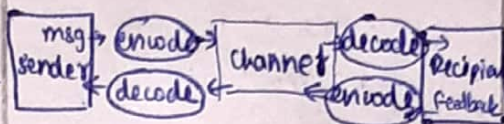
UNIT-2

Communication skills (1, 3, 8, 12, 13)
abilities you use when giving and receiving different kinds of information.

Features / Characteristics of Communication skills

- 1) Involves atleast 2 person
- 2) Message is must
- 3) Can be written / oral / gesture
- 4) Two way process
- 5) Primary purpose is to motivate a response
- 6) Can be formal / informal
- 7) Integral part of process of exchange
- 8) Completeness
- 9) Conciseness
- 10) Considerate
- 11) Clearness / correct
- 12) Concreteness

⇒ Process of communication / elements of communication



Elements

Sender, ~~receiver~~, receiver, msg, channel, feedback

⇒ Barriers of communication

- 1) Barriers of speaking skills
- 2) Physical barriers
- 3) Attitudes barrier
- 4) Physiological Barriers
- 5) Cultural Barriers
- 6) Assumptions and Jumping to conclusions
- 7) Language Barrier
- 8) Psychological Barrier
- 9) Emotional Barrier

"Barriers are the things that get in the way of a msg being received"

⇒ Verbal communication

(Spoken words)

(depends both on speaker / listener)

> Improve verbal

- 1) Be prepared
- 2) Choose your words carefully
- 3) Speak clearly
- 4) Use proper tone
- 5) Make eye contact
- 6) Check in with listener periodically
- 7) Avoid distractions

⇒ Non-verbal communication

(Body language, gestures, postures, physical movement, signs, symbols)

→ Appearance, eye contact, facial expression

Body language

1) Gestures:

> Emblems: same function as words

> Illustrators: accompany word to illustrate verb msg

> Regulators: give feedback

> Adaptors: psychological traits (biting nails, tapping fingers)

2) Postures:

> open

> close

3) Facial Expressions (smile, eye, nod)

⇒ Fear: Barrier

ppl tend to argue or become defensive

Overcome: calm, deep breath, analyze the situation.

⇒ LISTENING SKILLS

Hearings ^{ability} → Sounds you hear
listening → paying attention
↳ skill

⇒ Stages of listening:

1) Receiving

- > Avoid distraction
- > Don't interrupt the speaker
- > don't rehearse your response

2) Understanding

3) Remembering

→ Make the msg familiar

4) Evaluating

5) Responding

> don't complete speaker's sentences

> address speaker's point

⇒ Types of Listeners

- 1) Non-listeners
- 2) Superficial listeners
(hear what you say but doesn't grasp the point)
- 3) Logical listeners
(actually listen everything but don't understand your intent behind your word.
"Jump from hill" → take literally)
- 4) Active listeners.

⇒ Barriers to listening

- 1) Physiological Barriers
- 2) Physical Barriers
- 3) Attitudinal Barriers
- 4) Wrong assumptions
- 5) Cultural Barrier
- 6) Gender "
- 7) Lack of training
- 8) Bad listening habit
- 9) Bringing in emotions
- 10) Fear

⇒ Effectiveness of listening

- 1) Face the speaker and maintain eye contact
- 2) Be attentive but relaxed
- 3) Keep an open mind
- 4) Listen to words and try to picture what the speaker is saying
- 5) Wait for the speaker to pause to ask clarifying questions
- 6) Try to feel what the speaker is feeling
- 7) Give speaker regular feedback
- 8) Pay attention to what isn't said - to non verbal cues

⇒ Listening Comprehension

Comprehension means the ability to understand completely and be familiar with the situation.
Listening comp. is basis for your speaking, reading, writing.
Effective

- 1) Set the purpose
- 2) Set the stage
- 3) Provide follow up

⇒ SPEAKING SKILLS

Speaking means to converse or express one's thought and feelings in spoken language.

⇒ Essential of effective speaking skills

- 1) The audience is not enemy
- 2) Write your speech word to word
- 3) Bring life to your words with colorful images & ex.
- 4) Six words that can change the way you speak:
Make a point; Tell a story.
- 5) Six emotions that will connect with any audience.
(happiness, sadness, anger, surprise, disgust, fear)
- 6) Do not underestimate the power of laughter
- 7) Do not tell us, take us.

⇒ Effectiveness of SS

- 1) Ability to inform, persuade and direct
- 2) Ability to stand out from rest
- 3) Career enhancement

⇒ Overcoming Barriers

- 1) Working on language Barrier
- 2) Provide pictures to make communication concept easy
- 3) Be honest with person you are talking to
- 4) React positively when someone is honest with you
- 5) Calm down before having a discussion
- 6) Avoid continuing an argument just so you can win
- 7) Forgive faults in other people
- 8) Restate and summarize what the person said
- 9) Ask for clarification when you miss things
- 10) Offer emotional labels for what the person is saying
- 11) Ask for time to think when you need it
- 12) Learn to express empathy

⇒ Misconception of listening

- 1) Not same as hearing
- 2) Not an inborn skill
- 3) ~~Don't~~ do not overestimate yourself "I am good listener"
- 4) Intelligent ppl are better listeners
- 5) Gender effect listening ability