

# **Lessons on Excellence**

## **Session - 1**



# Session - 1

## SKILL INTROSPECTION



# What is knowledge?

- According to Webster's Dictionary, knowledge is "the fact or condition of knowing something with familiarity gained through experience or association". It is the information, facts, principles, skills and understanding, etc. that is acquired through education and experience.
- In practice, though, there are many possible, equally plausible definitions of knowledge, a frequently used definition of knowledge is "the ideas or understandings which an entity possesses that are used to take effective action to achieve the entity's goal(s).



# What is skill?

- An ability and capacity acquired through deliberate, systematic, and sustained effort to smoothly and adaptively carryout complex activities or job functions involving ideas (cognitive skills), things (technical skills), and/or people (interpersonal skills).
- A skill set is a particular category of skills or abilities necessary to perform a job.



# Knowledge vs. Skill

- Knowledge is **information acquired** through sensory input:
  - a. Reading
  - b. watching
  - c. listening
  - d. touching
- The concept of knowledge refers to **familiarity** with factual information and **theoretical concepts**.
- Knowledge can be **transferred** from one person to another or it can be self-acquired through **observation and study**.



# Knowledge vs. Skill

- Skills, however, refer to the **ability to apply knowledge** to specific situations.
- Skills are developed through **practice**, through a combination of sensory input and output.
- As an example, social skills are developed through interaction with people by observing, listening, and speaking with them.
- **Trial and error** is probably the best way to achieve skills mastery.
- To make it simple,
  - Knowledge is theoretical
  - Skills are practical.

Knowledge is “what to do?”  
Skill is “how to do?”





Can you explain the picture???



# Knowledge vs. Skill

- **If recipe is the knowledge, then cooking is the skill.**
- To prepare any dish the ingredients and the procedure is essential, but, knowing what to do will won't bring the results but, the doing i.e., the cooking will bring the results.





# Knowledge vs. Skill

- Similarly, if Rules and Procedures would be the Knowledge, Driving would be the Skill.



# What is introspection?

- It is our ability to **look at ourselves** from a detached view point so that we are able to see the flaws in our **thinking, acting** and **learning**.
- Our gut instinct is always active and **acts as a compass** against which we compare our actions.
- However, we sometimes fail to take that meek **‘inner voice’** into consideration. Therefore we need to look within from time to time to rectify the flaws in our inner system.
- Introspection helps an individual to identify his own skill set.



# Different types of skills

## What's skill?

- A **skill** is the **ability to carry out a task** with pre-determined results often within a given amount of time, energy, or both.
- **Types of skills:**
  - Labour skills
  - Life skills
  - Soft skills
  - Hard skills



# Three Types of Skills Classification

Skill Type	Description
Transferable/Functional	<ul style="list-style-type: none"><li>• Actions taken to perform a task, transferable to different work functions and industries</li><li>• Based on ability and aptitude</li><li>• Expressed in verbs</li><li>• Examples:<ul style="list-style-type: none"><li>◦ Organize</li><li>◦ Promote</li><li>◦ Analyze</li><li>◦ Write</li></ul></li></ul>
Personal Traits/Attitudes	<ul style="list-style-type: none"><li>• Traits or personality characteristics that contribute to performing work</li><li>• Developed in childhood and through life experience</li><li>• Expressed in adjectives</li><li>• Examples:<ul style="list-style-type: none"><li>◦ Patient</li><li>◦ Diplomatic</li><li>◦ Results-oriented</li><li>◦ Independent</li></ul></li></ul>
Knowledge-based	<ul style="list-style-type: none"><li>• Knowledge of specific subjects, procedures, and information necessary to perform particular tasks</li><li>• Acquired through education, training, and on-the-job experience</li><li>• Expressed in nouns</li><li>• Examples:<ul style="list-style-type: none"><li>◦ Personnel Administration</li><li>◦ Contract Management</li><li>◦ Accounting</li></ul></li></ul>



# Labour Skills

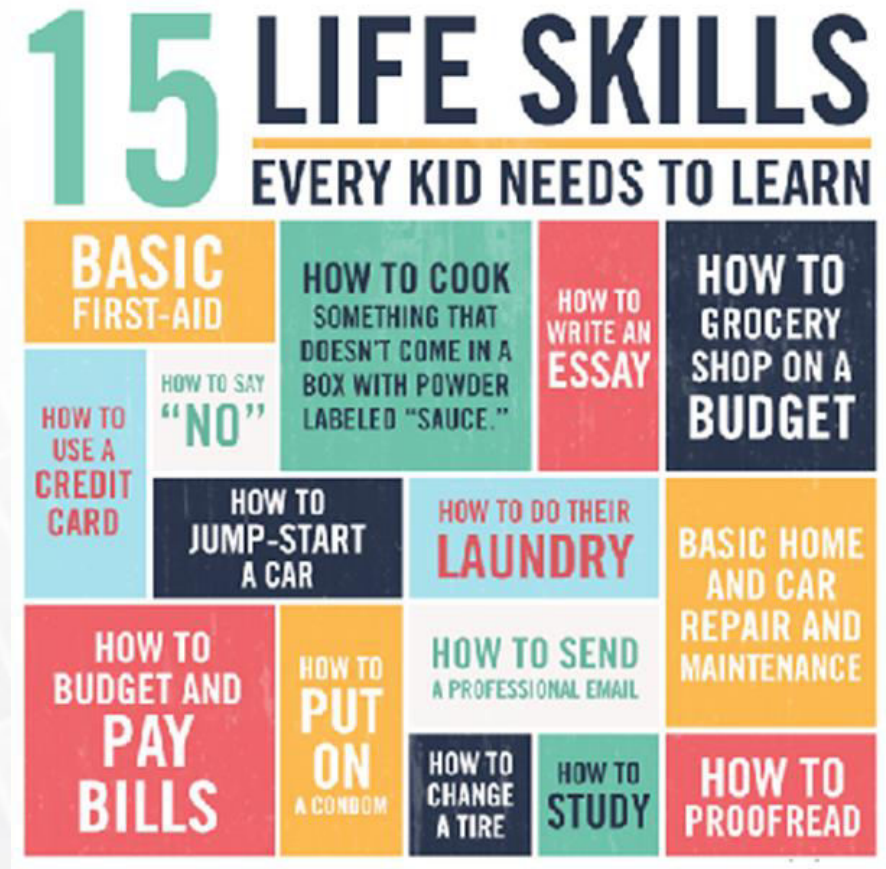
- These skills are directed towards the practical working itself.  
Example: Role of Electrician, Mechanic etc.





# Life skills

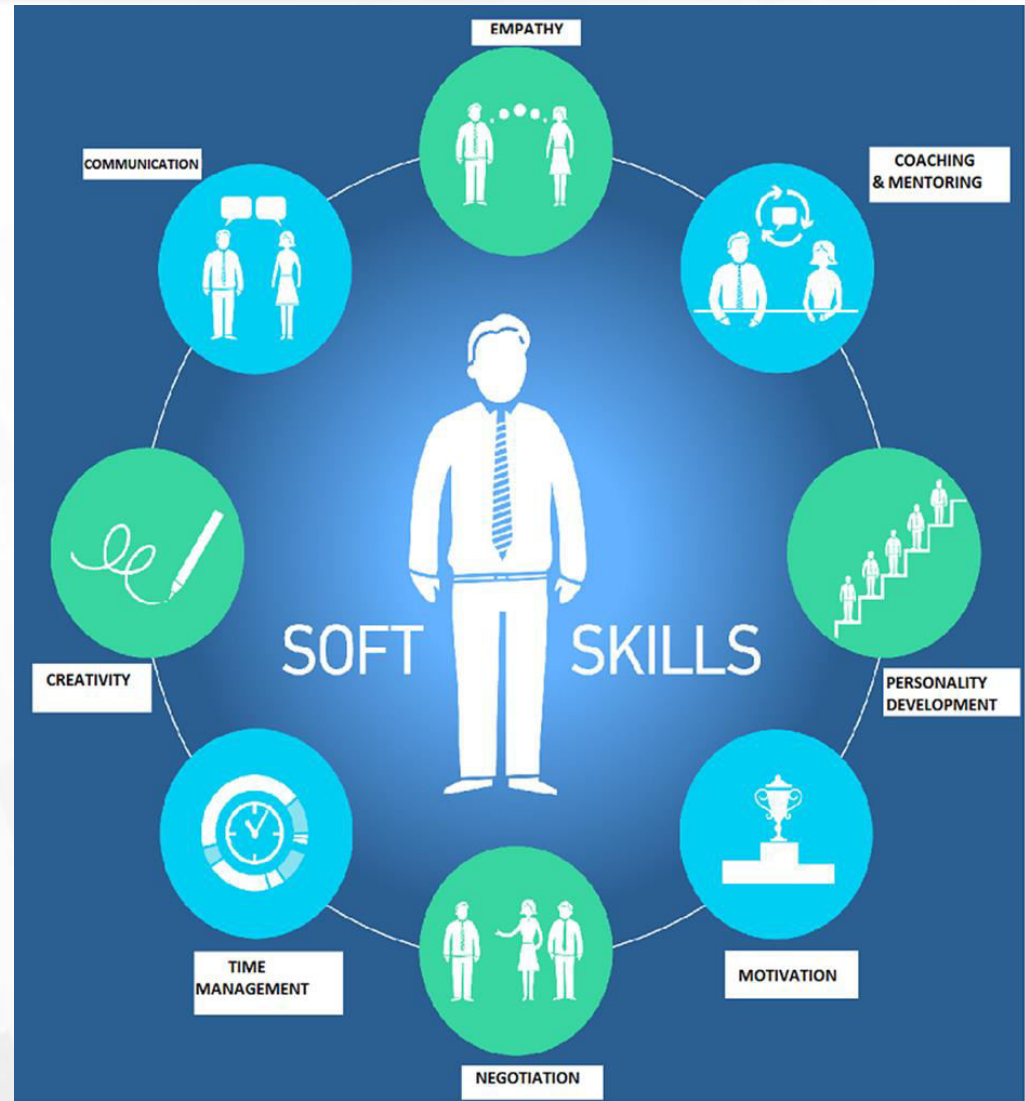
- They are a set of human skills, acquired via learning or direct experience which are used to handle problems and questions commonly encountered in daily human life.
- The subject varies greatly depending on societal norms and community expectations.





# Soft Skills

- Soft skills are a combination of interpersonal people skills, social skills, communication skills, character traits, attitudes, career attributes and emotional intelligence quotient (EQ) among others.



# Various soft skills

- **Empathy** -the ability to understand and share the feelings of another.
- **Creativity** -the use of imagination or original ideas to create something; inventiveness.
- **Communication**-the imparting or exchanging of information by speaking, writing, or using some other medium.
- **Time Management**- the ability to use one's time effectively or productively, especially at work.
- **Motivation** -Internal and external factors that stimulate desire and energy in people to be continually interested and committed to a job, role or subject, or to make an effort to attain a goal.
- **Negotiation**- discussion aimed at reaching an agreement.



# Various soft skills

- **Personality Development-** Personality development is the development of the organized pattern of behaviors and attitudes that makes a person distinctive. Personality development occurs by the ongoing interaction of temperament , character, and environment.
- **Coaching and Mentoring-** The focus is on concrete issues, such as managing more effectively, speaking more articulately, and learning how to think strategically. This requires a content expert (coach) who is capable of teaching the coachee how to develop these skills.
- Mentoring, to be successful, requires time in which both partners can learn about one another and build a climate of trust that creates an environment in which the mentoree can feel secure in sharing the real issues that impact his or her success. Successful mentoring relationships last nine months to a year.

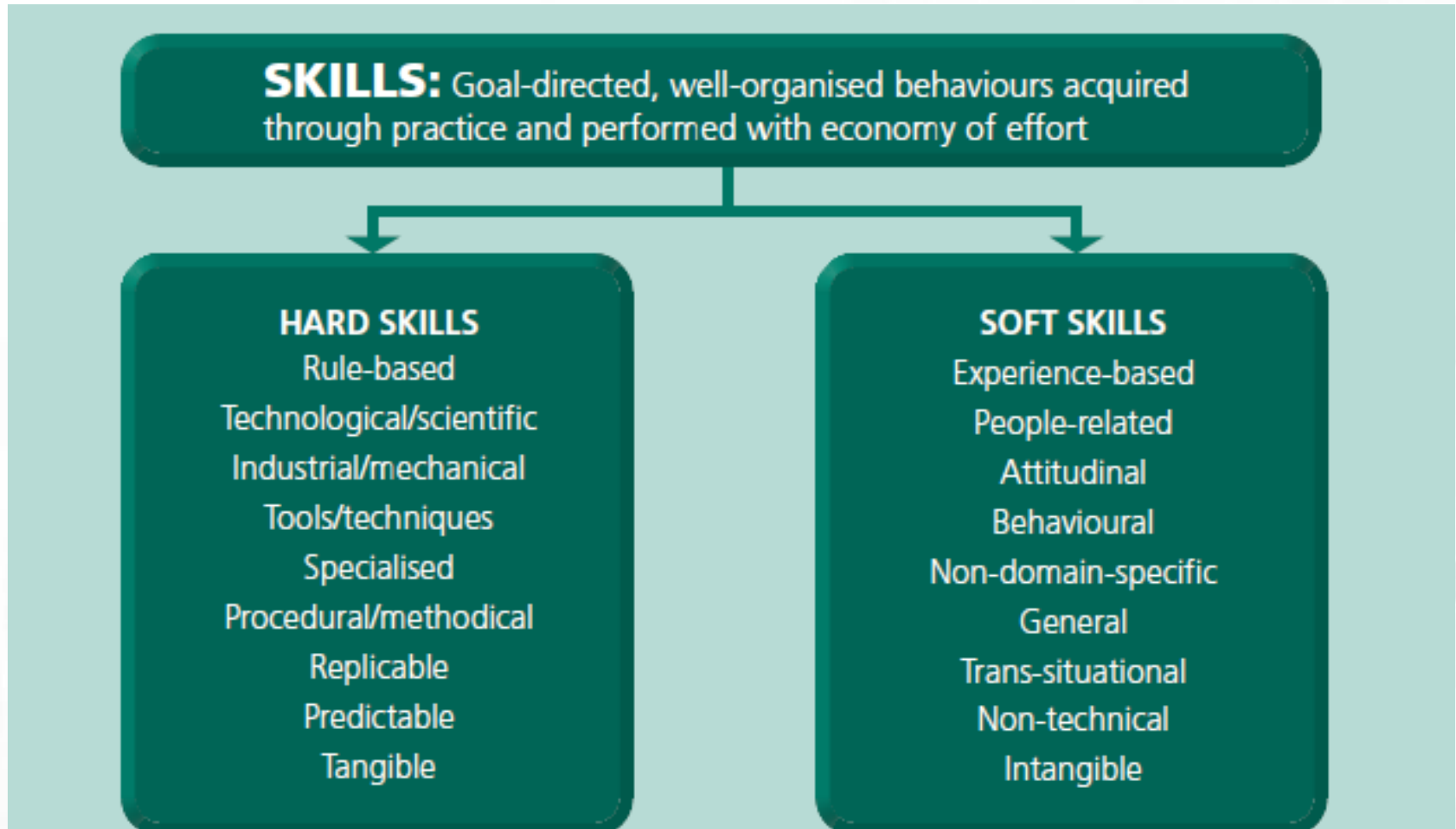


# Hard Skills

- **Hard skills** are any skills relating to a specific task or situation. These skills are easily quantifiable unlike soft skills which are related to one's personality. Usually these include technical experience and qualifications.

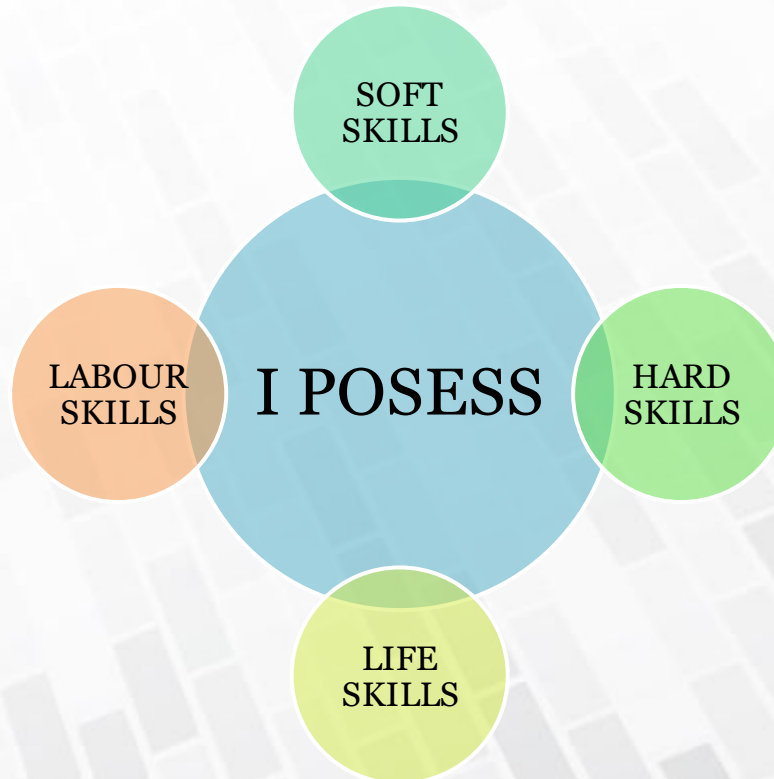


# Hard Skills Vs Soft Skills:



## Activity... When I Introspect myself?

- Students should identify their skills by analysing themselves and fill the bubble with their skills under each category through self-analysis.







**“Any other people skills, besides 400 Facebook friends?”**

**End of Session – 1**  
**Thank You...**



# Session - 2

## SKILL ACQUISITION

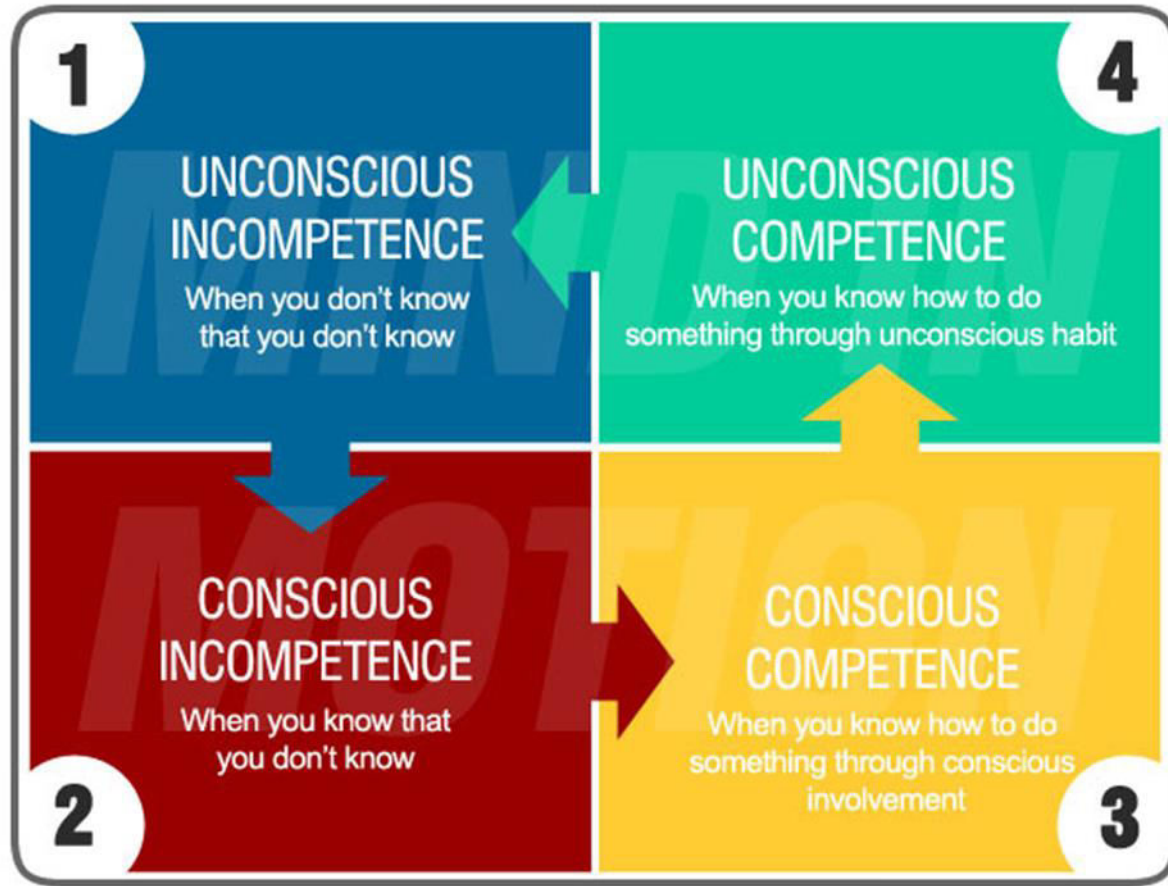


# SKILL ACQUISITION

- **Skill Acquisition is the science that underpins movement learning and execution and is more commonly termed motor learning and control - (Williams & Ford, 2009)**



## ***The 4 Stages of Learning Anything***



# Various stages for learning

## **STAGE 1-UNCONSCIOUS INCOMPETENCE:**

- It is the stage where an individual doesn't even know what he doesn't know. It means he is not aware of its mere existence.

## **STAGE 2- CONSCIOUS INCOMPTENCE:**

- It's the next stage where an individual knew that he doesn't know something, which means he needs to learn something.





# Various stages for learning

## **STAGE 3- CONSCIOUS COMPETENCE:**

- He knows how to do and what to do and he does something consciously. It's like being in the beginner mode of a process.

## **STAGE 4- UNCONSCIOUS COMPETENCE:**

- It's the final stage where one does something effortlessly. It's like being an expert in a process, still has some space to improve further.



# ILLUSTRATION:

Let's take an example of playing a pc game which requires a combination of keyboard and mouse controls. We will see how the skill required to play this particular game is acquired through all the above phases.

- **STAGE 1:** An individual is unaware of the game's existence
- **STAGE 2:** An individual is aware of the game but he doesn't know to play. And he learns to play.
- **STAGE 3:** He plays consciously with much effort to gain control over both the keyboard and the mouse.
- **STAGE 4:** Finally he plays without much effort as he has gained control over the keys and mouse.



# THE IMPORTANCE OF SKILL ACQUISITION

- **Self-employment** - A skilled man can be a self-employed man.
- **Diverse job opportunities** - Those who have many skills stand the chance of gaining job from many establishments.
- **Employment generation** - There will be a lot of jobs generated for the citizens of every country if the citizens are well equipped with skills.



# THE IMPORTANCE OF SKILL ACQUISITION

- **Effective function -** Organizations that employ skilful workers to assist in their organizational duties lose nothing at all because there will be always effective functions performed by the employee.
- This is because the employee has acquired necessary skills needed for him to perform the work as desired by the organization.



# THE IMPORTANCE OF SKILL ACQUISITION

- **Crime reduction-** skill acquisition reduces the crime rate in many nations. People begin to think on many illegal or unsocial activities they will do to make money when they do not have anything to call job of their own. But, an individual with acquired skill works and makes money from his skill set.



# 10,000 hours rule



- We are very well aware of this saying. But do we know the number of times we need to practise a skill in order to get it perfect?
- Well, a crazy attempt was made to figure out that mystery number and a psychologist named Malcolm Gladwell came with up with an interesting theory called '10,000 hours' rule.





## What does it say?

- Malcolm states that it takes about 10,000 hours of practice to become an expert at any skill, from violin to basketball to Halo.
- It was a powerful idea, based on several studies, and put some evidence behind the "practice makes perfect" argument for any skill.
- Here, the goal is not to work continuously, to finish the 10k hour quota, but to stick on to a systematic practice with an objective of improving performance every time.



## What does it say?

- It isn't just about 10,000 hours of doing the activity; it's 10,000 hours of “deliberate practice.”
- According to the paper, “deliberate practice is a **highly structured activity**, the explicit goal of which is to **improve performance**.”
- **Deliberate practice** consists of specific training activities, drills, and exercises designed to stretch the individual's skills and thereby provide growth.



# THE CONVERSE

- Though Malcolm supported his ideas with numerous experiments, it was never enough for some critics, one important critic being David Epstein.
- David Epstein in his new book '*The Sports Gene*', thoroughly disproved the theory.
- Practice is important, of course, but when it concerns physical activities, some people hold unfair advantage compared to others owing to their better physique, inherited in their genes.
- For example, Jamaicans dominate sprinting, Kenyans excel at long distance track, and tall people are much more likely to make it to the NBA, according to the book.
- Epstein also notes that the world's best in high jump, darts, and track don't need nearly 10,000 hours of practice. It's in the genes, he argues.



## TO PRACTISE OR NOT TO PRACTISE?

- Gladwell came with the defence for his theory, where he states, "Epstein has written a wonderful book. But I wonder if, in his zeal to stake out a provocative claim on this one matter, he has built himself a straw man."
- Because, Gladwell only applied the 10,000-hour rule to cognitively demanding activities that needed significant thought, unlike those runners and dart-throwers.
- Gladwell has defended the 10,000-hour rule, arguing that **the rule applies to cognitively demanding tasks such as playing chess or the violin and not to domains that rely on mostly physical attributes**, such as the runners and long-jumpers cited by most critics.



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# HARD SKILLS vs. SOFT SKILLS

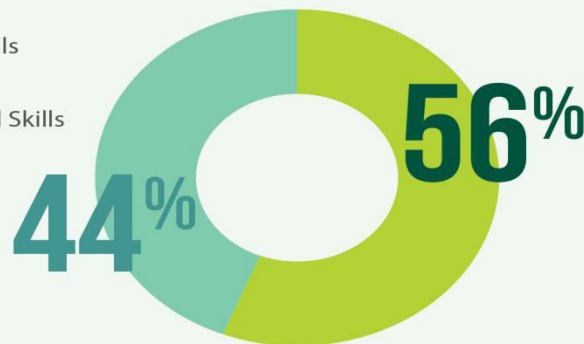
There are two types of skills required to do a job well – **hard skills** and **soft skills**.

## SO, WHAT SKILLS MATTER MOST TO RECRUITERS??

**HR Pros** value interpersonal skills over technical expertise.

Technical Skills  
(Hard Skills)

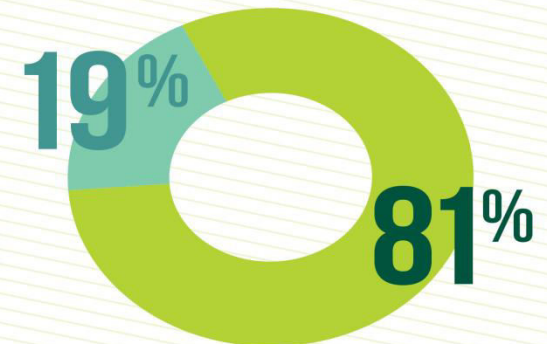
Interpersonal Skills  
(Soft Skills)



**HARD SKILLS:**  
*Adobe Photoshop,  
Microsoft Office, C++,  
Certification...*

**SOFT SKILLS:**  
*Communication Skills,  
Team Work, Problem  
Solving, Leadership  
Abilities...*

And even fewer **Job Seekers** think their technical skills matter.



**End of Session – 2**  
**Thank You...**

