

# SOFT SKILLS

(BAS 105)

## Unit-5: Work- place skills:

Syllabus : Leadership qualities; Impact, Communication skills for Leaders: Listening and Responding; Mental health at work place: Managing Stress; Techniques: Application of 4 A's; Avoid; Alter; Access; Adapt

CO 5 - Students will be able build up personal traits that will make the transition from institution to workplace smoother and help them to excel in their jobs.

### **Stress and it's Management (4 A's)The 4 A's of Stress Management**

When your stress level exceeds your ability to cope, you need to restore the balance by reducing the stressors or increasing your ability to cope or both. Try using one of the four A's:

#### **1. Avoid**

Stress can often be avoided by planning ahead, rearranging surroundings and carrying a lighter workload. Approaches include the following:

- **Take control:** Taking control of stressful, routine

tasks helps to build confidence. For example, leaving earlier for work or taking a new route can ease the stress of traffic.

- **Avoid bothersome people:** Physical distance from someone who is causing stress can relieve tension.
- **Say "No":** Most people have a lot of responsibilities and very little spare time. For personal mental health, it is good to say "no" to social invitations & extra responsibilities at work.
- **Prioritize a to-do list:** Making a to-do list helps the mind let go of stressful thoughts regarding required tasks. Scratching an item off the to-do list can create a feeling of accomplishment.

- **2. Alter**

When stressful situations cannot be avoided, behaviors, communication, and time management may need to be altered. Approaches include the following:

- **Ask others to change their behavior:** Small issues often snowball and turn into huge problems. It's okay to ask others to change bothersome behavior.
- **Communicate openly:** Honesty is always the best policy. When sharing feelings, using "I" statements rather than "you" statements helps to negate any blame on the other person.
- **Manage time better:** Grouping similar tasks together can increase efficiency, resulting in lessened stress.
- **State limits in advance:** Instead of stewing over a colleague's nonstop chatter, politely start the conversation with, "I've got only five minutes to cover this."

### **3. Access**

Many times, acceptance is the best way to avoid stress. Approaches include the following:

- **Talk with other:** Feelings are legitimate even if

frustrating situations cannot be changed. Discussing stressful situations with a friend who actively listens and understands is helpful.

- **Forgive others:** Forgiving takes practice. Learning forgiveness releases negative energy from the mind and body.
- **Practice positive self-talk:** Positive self-talk can reduce stress and help maintain objectivity.
- **Learn from mistakes:** Mistakes are inevitable and should be used as teachable moments rather than create feelings of self-loathing.

### **4. Adapt**

Adapting often involves changing expectations, which in turn, lowers stress levels. Approaches include the following:

- **Adjust standards:** Perfection is impossible. Striving for perfection can cause feelings of frustration and guilt. Adjusting

personal expectations can reduce stress.

- **Practice stopping bad thoughts:** Negative thoughts should immediately be replaced with positive ones. Refusal to replay a stressful situation in the mind may actually cause it to be less stressful.
- **Adopt mantra sayings:** Mentally repeating confident sentences, such as, “I can do this,” has a positive effect on stressful situations.
- **Create a list of happy resources:** Making a list of happy experiences, situations and thoughts can put things into perspective. Looking back on this list during a stressful situation can help calm the mind.
- **Look at the big picture:** Figuring out if something will matter in one year or in five years is important. If it won’t, letting it go can relieve stress.

## 4.1 Resilience & Work-Place Skills

**Resilience** is a key strategy that helps employees tackle stress, a competitive job market, workplace conflicts, and address challenges on the job. Improving resilience is important because employees identify work as the number one stressors in their lives.

Resilience enables a positive approach to work and outlook on life, which in turn enables better problem- solving and helps to maintain motivation. They may even gain a sense of fulfillment from being able to work through them and grow.

**Stress** is a mental situation in which people feel pressure to perform or act.

**Stress management** is a wide spectrum of techniques and psychotherapies aimed at controlling a person's level of stress, especially chronic stress, usually for the purpose of and for the motive of improving everyday functioning.

There are basically four types of resilience.

1. **Physical Resilience:** Our body’s capacity against physical challenges.
2. **Mental Resilience:** Ability to mentally cope up with a crisis.



3. **Emotional Resilience:** Ability to handle stressful and emotional situations.
4. **Social Resilience:** Ability to handle one's behaviour in society.

## **Flexibility in Thinking and Behavior**

- Flexible thinking and behavior is a characteristic of high-level resilience. This is the ability to consider multiple perspectives, to consider different possible understandings of a situation or problem, as well as resulting different possibilities for action.
- Flexible thinking gives us greater choice and so a greater sense of control, contributing to an increased sense of psychological well-being. Our thoughts thus inspire our behavior and reaction towards a situation.

## **Tolerance and Self-Belief**

- **Tolerance** helps employees build bridges and capitalize on the differences present in the workplace, such as those related to diverse cultural backgrounds. For a small business, tolerance is an essential part of working toward goals and developing creative solutions to a wide range of workplace issues and difficulties.
  - ● Tolerance means to accept everyone's opinions without fighting. Being tolerant is very necessary for a peaceful and loving environment. Those people who do not have the ability of tolerance often get angry on conflicting issues and destroys the tranquility of the place.
  - ● Demonstrating tolerance in the workplace requires a concerted effort to develop an understanding of other's background, experiences and beliefs.
  - ● **Self-belief** is confidence in your own abilities or judgment. When you believe in a person, it's because they believe in themselves and their motivation. A confident individual is an inspiring individual who leads by example. Your self-belief can bring out the best in others and help them

perform because they've seen first-hand the potential it unlocks.

### **Team-Work and Communication:**

A **team** is a group of people who work together toward a common goal.

**Teamwork skills** are the qualities and abilities that allow you to work well with others during conversations, projects, meetings or other collaborations. Having teamwork skills is dependent on your ability to communicate well, actively listen and be responsible and honest.

Here are some of the **essential Teamwork Skills** required in academic and professional field.

- 1. Communication:** Allows you to interact
- 2. Time Management:** Allows you to manage time
- 3. Problem Solving:** Allows you to find the best possible means of solution.
- 4. Listening:** Listen to others for different vision
- 5. Critical Thinking:** Allows you to think critically to take better decision
- 6. Collaboration:** Getting the help of other to do a work jointly.
- 7. Leadership:** Lead the people with their mindset but achieved by your procedures.

**Without communication we can't expect a Team to work together to achieve a common tasks.**

Here are some of the roles of communication in Team work:

- 1. Communication helps to make a Team.**
- 2. Communication helps to connect the teammembers.**
- 3. Communication helps to share ideas and suggestions with each other.**
- 4. Communication helps them to know their common goal.**
- 5. Communication helps to come up with the best solution to achieve team's vision.**
- 6. Communication built trust among team members.**
- 7. Communication shares feedback which lead themembers of the team into the right direction.**
- 8. Communication is the way to solve problems of a team and resolve disputes among them.**

9. **Communication gives the freedom to every individual to say and express.**
10. **Effective communication reduces the chances of conflicts among the team members.**
11. **Communication is a way to extract the best from the team members.**
12. **Communication gives the equal importance to the team members.**

### **Compassion in Leadership:**

- Compassion is the quality of having positive intentions and real concern for others.
- The listening process involves four stages: receiving, understanding, evaluating, and responding. Completion of all these stages successfully is necessary.
- Good listening skills make workers more productive. The ability to listen carefully allows workers to better understand assignments they are given. They are able to understand what is expected of them by their management.
- **Responding** adds action to the listening process. Oftentimes, the speaker looks for verbal and nonverbal responses from the listener to determine if and how their message is being understood and/or considered.

### **Role of Responding in Listening:**

1. **Responding is a way to add action to the process of listening.**
2. **Listening with responding creates a bond between sender and receiver.**
3. **Responding in any of the medium (verbal or non verbal) makes the speaker aware to continue with sharing.**
4. **In a way, responding properly while listening completes the process of communication.**
5. **Responses make the speaker feel comfortable.**
6. **Listening is a receptive act, responding while doing this turns Passive Listening into Active Listening.**

### **Speaking Skills:**

- • Speaking skills are defined as the skills which allow us to

communicate effectively. They give us the ability to convey information verbally and in a way that the listener can understand.

- • Speaking skills not only defines accurate delivery of words but delivery of message with correct expression and emotion. This helps in easy understanding of any message.
- • The four elements of speaking skills:
  1. Vocabulary
  2. Grammar
  3. Pronunciation
  4. Fluency
- • The ability to communicate with your peers, superiors, and colleagues is the need of the hour in every work-place. It allows us to form connections, influence decisions, and motivate change. Without communication skills, the ability to progress in the working world and in life, itself, would be nearly impossible.
- • It is said that message can be expressed accurately if sender has good speaking skills.

Compassion in leadership creates stronger connections between people. It improves collaboration, raises levels of trust, and enhances loyalty.

Importance of Compassion in Leadership: Compassion attracts agreement. Compassion create trust.

Compassion makes people responsible for duties. Compassion attracts better relationship. Compassion connects people with emotions. Compassion keeps people positive and optimistic. Compassion gives a feel to be noticed.

### **Communication Skills:**

- Workplace communication is important to your growth and success. It allows everyone to share their inputs and feel that their ideas are being valued.
- • Effective communication skills in the workplace reduce office conflicts, lower the risk of projects going sideways, and make work more enjoyable.
- • Communication in the workplace is one of the signs of a high-performance culture.

- **Exchanging information and ideas within an organization is called workplace communication. However, effective communication occurs when a message is sent and received accurately.**

**Requirement of Communication Skills:**

1. Be a Active Listener
2. Command Over a language
3. Command Over a Subject
4. Understanding to give sequence to the ideas
5. Understanding of Logical Explanation
6. Well Presenter

**Few communication skills required at workplace:-**

1. Showing respect
2. Active listening
3. Displaying positive body language
4. Be willing to ask questions
5. Understanding email etiquette
6. Remaining open minded
7. A willingness to give feedback

**Listening and Responding:**

- **Listening** is key to all effective communication. Without the ability to listen effectively, messages are easily misunderstood. As a result, communication breaks down and the sender of the message can easily become frustrated or irritated.

**Positive Thinking: Controlling Mind**

- **Positive thinking**, or an optimistic attitude, is the practice of focusing on the good in any given situation. It can have a big impact on your physical and mental health specially at workplace. That doesn't mean you ignore reality or make light of problems. It just describes a positive approach to deal with in every situation.
- Controlling one's mindset to look at things with a positive point of view is advantageous for a workplace and contributes in healthy



environment at work.

- - It impacts the way you think about your work and the way your colleagues and customers see you. These are just a few of the advantages of maintaining a positive mindset at work:
    1. Positive thinking relieves stress
    2. Positive thinking boosts productivity
    3. Positive thinking improves problem-solving
    4. Positive thinking helps decision-making
    5. Positive thinking helps increase pain tolerance
    6. Positive thinking improves our relationship
    7. Positive thinking reduces your blood pressure
    8. Positive thinkers take better care of themselves
    9. Positive thinking helps you age gracefully
    10. Positive thinking is good for your heart and head
  - **Benefits of mind Control:**
    1. Develop Self-Esteem
    2. Cure Fears
    3. Quit Bad Habits
    4. Becomes Spontaneous and Social
    5. Fight Depression
    6. Overcome painful situations
    7. Become more intuitive
    8. Add colours to your character
    9. Change your reactions
    10. Makes you more reflexive