Day 3 : Develop Soft Skills for the Workplace

◆ Course Overview

Ye ek online course hai jisme aapko yeh samjhaya jayega ki:

- Work environment mein healthy relationship kaise maintain kiya jaye.
- Soft skills aur hard skills mein kya difference hota hai.

👥 Target Audience (Kis ke liye course hai?)

Ye course un logon ke liye hai:

- Jo undergraduate hain aur job dhoond rahe hain,
- Working professionals,
- Aur entrepreneurs (apna business shuru karne wale ya kar rahe hain).

📄 Course Content (Course mein kya kya padhaya jayega?)

- Need for soft skills – Soft skills ki zarurat kyun hai?
- Importance of soft skills – Ye skills kitni important hain?
- Acquiring soft skills – Soft skills kaise seekh sakte hain?
- Difference between hard and soft skills – Hard aur soft skills mein kya farq hai?
- Summary – Course ka total review.

ℹ️ Course Information (Kuch important details)

- Ye course approx 2 ghante mein complete ho sakta hai.
- Learning material slides ke form mein hoga.
- End mein ek assessment (test) hoga.
- Assessment complete karna zaruri hoga tabhi certificate milega.

Module 3 ;

Case Study -

Yahan ek realistic aur simple **case study** di ja rahi hai jismein 4 colleagues hain, aur unmein se ek ke paas **soft skills ki kami** hai — jiski wajah se uska kisi bhi teammate ke saath achha sambandh nahi ban pa raha:

📘 **Case Study: "Team Disconnection Due to Lack of Soft Skills"**

👥 **Characters:**

1. **Ravi** – Team Leader, calm and encouraging

2. **Ayesha** – Creative and good communicator

3. **Karan** – Detail-oriented, very cooperative

4. **Vikas** – Technically strong, but lacks soft skills

🏢 **Scenario:**

Ek software development company mein ek team ek naye mobile app pe kaam kar rahi hai. Sabko unka part assign kiya gaya hai.

- **Ravi** sabko regularly guide karta hai.

- **Ayesha** design aur client communication sambhalti hai.

- **Karan** testing aur documentation mein expert hai.

- **Vikas** kaam toh achha karta hai, lekin wo kisi ki baat dhyan se nahi sunta, aggressively reply karta hai, aur kabhi help nahi karta.

⚠️ **Issues due to Vikas's Lack of Soft Skills:**

- **Ravi** chahta hai ki team harmony mein kaam kare, lekin Vikas hamesha dusron ko interrupt karta hai meetings mein.

- **Ayesha** jab bhi Vikas ko koi feedback deti hai, wo rude ho jata hai aur keh deta hai "Tum apna kaam dekho".

- **Karan** ne Vikas se testing data maanga tha, lekin Vikas ne bina jawab diye ignore kar diya. Us wajah se testing delay ho gayi.

💥 **Impact:**

- Team ka environment **toxic** ho gaya.

- Communication gap badhta gaya.

- Ravi ko manager ke paas complaint karni padi.

- Vikas ke strong technical skills hone ke bawajood, team ne usse alag kaam dena shuru kar diya.

✅ **Conclusion:**

Ye case dikhata hai ki **sirf technical knowledge kaafi nahi hota**. Agar kisi ke paas **soft skills** — jaise **communication, teamwork, respect, empathy** — nahi hote, to wo **team mein fit nahi baithta**, aur **project ki success ko affect** karta hai.

Beginning of the Module 3 :-

Soft skills, jo insani rishton ko behtar banane mein madad karte hain, unko sikhna aur improve karna aaj ki industry mein bahut zaroori hai. Iss chapter ka maqsad soft skills ki importance batana aur unhe hard skills se alag karna hai.

Soft Skills Kyu Zaruri Hain?

Aksar log jo apne kaam mein acche hote hain, woh aage badhna chahte hain. Lekin kabhi-kabhi woh kaam par khush nahi rehte, ya unke supervisor ko lagta hai ki woh job ke liye fit nahi hain. Interviews mein bhi, log technicaly capable aur passionate hone ke bawajood select nahi hote. Iski wajah soft skills ki kami ho sakti hai.

Soft Skills Kya Hain?

Soft skills aisi 'people skills' hain jinhe quantify karna mushkil hota hai. Yeh skills aapko acche rishte banaye rakhne mein madad karte hain. Kuch important soft skills hain:

- **Communication Skills**: Apni baat ko theek se kehna aur dusron ki baat sunna. Jaise, agar aapko apne team leader ko kisi project ke issue ke bare mein batana hai, toh clear aur concise communication bahut zaroori hai.

- **Time Management**: Apne kaam ko sahi samay par pura karna. Jaise, agar aapko office mein ek report submission ki deadline di gayi hai, toh usko time par complete karna time management hai.

- **Negotiation Skills**: Kise deal ya baat ko suljhane ki ability, jismein sabka faayda ho. Jaise, agar aap apne dost se movie dekhne ke liye discuss kar rahe hain aur dono apni pasand ki movie dekhna chahte hain, toh ek common ground par aana negotiation hai.

- **Critical Thinking**: Kisi bhi situation ko analyze karke sahi decision lena. Jaise, agar aapke saamne koi problem aati hai toh uske pros aur cons ko samajhkar sahi solution nikalna.

- **Self-Confidence**: Apne aap par vishwas rakhna. Jaise, agar aapko stage par presentation deni hai aur aap confident hain ki aap achha karenge.

- **Business Etiquette**: Professional setting mein sahi tarike se behave karna. Jaise, meetings mein proper dress up hona ya emails ka professional reply dena.

- **Goal Setting**: Apne liye targets set karna aur unhe achieve karne ke liye plan banana. Jaise, agar aapne decide kiya hai ki aapko is saal promotion chahiye, toh uske liye kya steps lenge, yeh goal setting hai.

- **Team Work**: Dusron ke saath milkar kaam karna. Jaise, agar aap ek team project par kaam kar rahe hain aur sab log milkar ek common goal ke liye effort laga rahe hain.

Soft Skills Ki Importance

Soft skills kai tariko se zaroori hain:

- Apne विचारों को व्यक्त करना (Express thoughts).

- Team mein kaam karna (Work in a team).

- Interview handle karna (Interview handling).

- Empathize karne ki ability (Ability to empathize).

- Self-awareness.

- Seekhna aur share karna (Learning & sharing).

- Interpersonal skills.

- Confidence badhana (Builds confidence).

- Achhi work ethic (Good work ethic).

Hard Skills Aur Soft Skills Mein Difference

Hard skills woh hote hain jinhe quantify kiya ja sakta hai aur jinhe certification ya degree se pehchana ja sakta hai. Yeh har sector mein common nahi hote, jaise accounting, computer skills, welding, carpentry, nursing, tailoring.

Soft skills woh hote hain jinhe quantify karna mushkil hota hai. Yeh aapke behave se pehchane jaate hain aur har sector mein apply kiye ja sakte hain. Jaise interpersonal skills, empathy, self-confidence, achi communication, aur team mein kaam karne ki ability.

Hard skills aur soft skills, dono ka combination career growth ke liye zaroori hai.

Soft Skills Kaise Hasil Karein?

Soft skills ko apni personality traits ko improve karke aur naye skills seekh kar hasil kiya ja sakta hai. Yeh practice aur learning se hota hai. Peggy Klaus ke anusaar, "Soft Skills ko kam respect milta hai, lekin woh aapke career ko bana ya bigaad sakte hain".

Aage ke modules aapko soft skills jaise Building Confidence, Critical Thinking, Presentation Skills, Group Discussion, Email Etiquette, Listening Skills, Communication Skills, English and Its Usage, Telephone Etiquette, Resume Writing, Interview Skills, Business Etiquette, Goal Setting and SWOT Analysis, aur Team Work ko acquire aur enhance karne mein madad karenge.

Summary

Soft skills personal aur professional relationships maintain karne mein bahut important hain. Hard aur soft skills ka combination career growth ki taraf le jata hai. Soft skills ko learning, practicing, aur observe karke acquire kiya ja sakta hai.