

# *Public speaking- Lecture 8 (Pr. El Hadari)*

## *Soft skills vs hard skills:*

✓ **Hard skills** can be defined as technical skills that people acquire and learn by using expertise to do different tasks. For example, programming a computer, fixing an air conditioner, writing a technical report, analyzing data, mastering a language and repairing a car are examples of hard skills.

✓ **Soft skills** are the non-technical, personal, interpersonal and behavioral skills which help people build healthy human relationships, work with others and develop your professionalism. They are very important to find long-term success and to prevent conflicts and misunderstandings between people.

## *Examples of soft skills:*

1. Public speaking and debating;
2. Creativity/ innovation;
3. Empathy;
4. Flexibility/ adaptability;
5. conflict resolution/ negotiation;
6. emotional intelligence;
7. critical thinking;
8. time management;
9. self-motivation;
10. Teamwork;
11. problem solving;

## *Creativity as a soft skill*

1. Creativity is the process of generating and developing new ideas with intend to increase efficiency and find solutions for complex problems. It is a very important soft skill in our ay-to-day tasks and activities.
2. It is the ability to think about how to do something successfully and how to use imagination to create original ideas. When people are creative, it means that they are unique and that they are able to see things from their own perspectives.
3. In order to be creative, it is very important to have the following skills:

### **Skill 1: Making connections**

*It is the ability to find relationships between the generated ideas and see how they can be used altogether to get the desired outcomes. It is the ability to create a link between old and new ideas and old and new contexts. It is the capacity to connect new ideas to the environment where they are created and developed. This is to say that people and their ideas do not exist in a vacuum. They are not separated from outside events and influences.*

### **Skill 2: Having an inquisitive mind/ Asking questions**

*It is the ability to ask the right questions at the right time in the right place. It is the capacity to ask the appropriate questions to get the appropriate answers. The more questions we ask, the more creative we can be. Questioning everything around you is an important step to discover new things, learn and develop.*

### **Skill 3: Observation**

*It is the process of observing how others do things around you. This observation can be done only by people who are creative. The importance of observation lies in that it gives you an idea about how people approach their problems and in the meantime help you develop your own approach.*

### **Skill 4: Networking with others**

*It simply means to be in touch with people from different sociocultural, economic, political and religious backgrounds. This skill exposes people to new ideas by socializing with others. It is based on mutual dependence in the sense that people mutually depend on each other. Thus, this mutual dependence and networking are key factors in the process of being creative.*

### **Skill 5: Hypothesizing and experimenting**

*These two skills refer to the process of putting hypotheses and then testing them to see if they work or not.*

- 4. We cannot talk about effective public speaking and debating without creativity.**

### **Building empathy as a soft skill:**

- 1. Empathy can be defined as the ability to understand other people's emotions and to consider their perspectives and opinions by *putting the self in the place or situation***

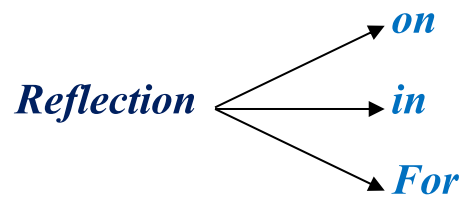
*or conditions of others. In this way, empathic people have a big picture of the world where they live.*

- 2. We need empathy in our life to prevent quick judgment of others and their actions and to avoid **jumping to conclusions**. When we put ourselves in the place of others, we start paying attention to what we should or should not say in a public speech or debate.*
- 3. Being empathic is almost a must because we are different from each other, and we need to accept each other. We live in settings where there is sociocultural, ethnic and religious diversity. This diversity should be taken into account in a public speech or debate by means of empathy.*
- 4. Talking to people who are different from you can be a very challenging experience especially in a multi-cultural context where different cultures interact in many ways. In order for this interaction to be successful, we need empathy.*
- 5. Empathy is a means to avoid conflicts, misunderstandings and shocks. When everyone is empathic, there is a room for collaboration, learning and understanding. This is to say that empathy helps people develop their awareness about differences between cultures. This is known as **cultural awareness**.*
- 6. Empathy is one of the most important qualities of true leaders. Real leaders should be empathic in order to understand the people they lead. The more we cultivate empathy, the more we make connections across cultures.*
- 7. If you want to give a public speech or participate in a debate, bear in mind that you should be empathic.*

### **Flexibility as a soft skill:**

- 1. Flexibility is the ability to embrace new situations, adapt to new contexts and face new challenges calmly and without fuss. It is the willingness to take on other responsibilities in, for example, a workplace.*
- 2. Flexible public speakers and debaters are those who don't blindly and fanatically adhere to their points of view. They are the ones who are ready to change their mindsets and strategies to fit in new situations. They can adapt their objectives to new contexts. They can make changes in their speeches and arguments while presenting or debating.*

3. *Flexibility is strongly linked to reflection. This process of reflection can take three forms:*



4. *Flexible people have the ability to listen more to decide on what to change or keep. They also prefer variety and avoid unidirectional thinking.*