

## **Soft skill**

- Softskills are commonly known as character interpersonal skills.
- Softskills play important role in professional career building.
- Hardskills deal with technical aspect of a profession while softskills deal with everything else.

### ❖ **Communication**

- Communication is a process of giving, receiving and sharing of information with another.
- In a professional career, we will require to communicate with a lot of stakeholders on a range of topics.

### ❖ **Effective Communication**

- It is a way of communicating while ensuring the message is being interpreted exactly the way it is intended.

### ❖ **Type of communication**

- Verbal communication
- Non-Verbal communication
- Written communication
- Listening
- All of this communication can be further divided into formal and informal communications.

### ❖ **Elements of verbal communication**

- Language and vocabulary
- Emphasis or stress on words
- Clear pronunciation
- Volume of the speaker
- Timely pauses and flow of content

### ❖ **Elements of Non-verbal communication**

- Body Language
- Eye contact
- Facial expression
- Hand gestures

### ❖ **Listening**

- Hearing
  - Hearing is involuntary
  - No efforts are required for hearing
  - Hearing is a non-participative activity
  - No attention is required for hearing
- Listening
  - Listening is voluntary
  - Efforts are required for listening
  - Active participation is required for listening

- Attention is required for listening

### ❖ Barriers to Listening

- Excessive thinking
- Jumping to conclusion
- Distracted due to any reason
- Multitasking is not fully attentive

### ❖ Effective Listening

- Ears: We are able to know the content and tone of the message. Also the intent of the message can be derived from the stress on words, volume and pace of the delivery.
- Eyes: We are able to observe the body language of the individual and make a fair image of the person.
- Mind: True sense of the message can be made from the inputs received from eyes and ears.
- Heart: Emotional connect to the message is established through our emotions.

### ❖ Written Communication

- Written communication can be referred multiple times.
- So extra caution should be taken to make sure the sent message is precise and accurate.
- Written communication is used in form of letters, emails and chats.
- It is important to ensure written communication is free of any grammatical and punctuation error.
- In email we write in this structure
  - Subject
  - Introduction
  - Body
  - Conclusion
  - Signing

### ❖ Assertive and Aggressive Communication

- Aggression is related to multiple feelings and behaviours such as feeling of anger, forcefulness, violent behaviour, hurting people or feelings.
- Aggressive communication is where individuals express their feelings, thoughts and needs in a way that violating rights of others often involving dominating, blaming or intimidating others.
- Assertive communication is neither aggressive nor passive or polite.
- Assertive communication is where individuals are able to present their thoughts openly, honestly, confidently and respectfully with others.

### ❖ Importance of Assertive Communication

- Fosters Clear and Honest Communication
- Builds Mutual Respect
- Reduces Misunderstandings
- Improves Decision-Making

- Reduces Stress
- Balances Rights and Responsibilities

#### ❖ Importance of saying No to others

- Protects Your Time and Energy
- Sets Healthy Boundaries
- Encourages Personal Growth
- Strengthens Relationships
- Prevents Regret and Resentment
- Promotes Self-Care

#### ❖ 3'c of Assertive communication

- Confidence: Have confidence in yourself while communicating even while saying no.
- Clarity: Your message must be clear for the listener. It is important to phrase a sentence before saying it to ensure the meaning of the message is as intended.
- Control: Keep your control. Do not get washed away by emotions.

#### ❖ Campus to Corporate

- Transition
  - Transition is a movement of one stage to other stage.

#### ❖ Skill to Emphasize personal brand

- Establishing and promoting what you stand for
- It is important to make yourself differ from others in a better way.
- Elements of personal branding
  - Etiquette
  - Body Language
  - Dressing and Grooming
  - Communication

#### ❖ Social Etiquette

- Creating first impression
- First impression is definitely a lasting impression
- First impression may not be a last impression
- It takes a lot of efforts to change a first impression

#### ❖ Phone Etiquette

- Promote yourself as a professional
- Watch your tone
- Try to introduce yourself properly during a phone call
- Think before you say, you should be very clear what you want to say

#### ❖ Email Etiquette

- 4C's for written communication
  - Complete
  - Clear
  - Courteous and polite

- Concise

## ❖ Dressing and Grooming

- You should always wear clothes appropriate for the place, situation and occasion.
- Dressing inappropriately reflects poor manner
- Dressing inappropriately also shows you are ignorant or arrogant.
  - 4A's for getting ready for any place
    - Appropriate: wear clothes appropriate for the place, situation and occasion.
    - Authentic: wear what suits you and displays your own attributes and reflects your identity.
    - Attractive: everything should be in sync and organized.
    - Affordable: it should be within your affordable range.

## ❖ Body Language

- Posture
- Use of hand
- Gestures
- Eye Contact

## ❖ Managing Interview

- Interviews are just a sampling process.
- It is possible you might not get selected for a particular role so you should go and look out for another opportunity that suits you better.

## ❖ Preparation before an Interview

- Check for the background of the company for which you will be appearing for an interview.
- Check what their industry domain is, or what the line of business is.
- Check what is the reputation of the company in its industry
- Check the vision and mission of the company
- If the information is not available online, you should ask the interview coordinator to provide further information about the company.
- Ask them if they are able to provide any source from where you are able to gather more information about the company.
- This will help you stand out from other candidates appearing for the interview.
- Carefully note down the logistics of the interview - date, time, place, whom to meet, designation of the person to meet.

## ❖ What to take with you for an interview

- Carry multiple copies of your CV.
- Keep all your documents ready, like certificates, marksheets, experience letters and any other accomplishment.
- Keep a folder containing all your documents
- Keep originals as well as a couple of copies each.

- Keep the folder organised.
- ❖ **What to wear in an interview**
  - Wear formal clothes, with neutral colors, wear conservative clothes.
  - Avoid fashionable clothes.
  - Do not wear any bright colors or wild prints. Keep it as simple as you can.
- ❖ **During Interview**
  - Always knock before opening a door
  - Seek permission before you enter
  - Walk with confidence
  - Do not sit until you are offered a seat
  - Thank the interviewer after sitting
  - Sit straight on the chair
  - Stay confident during the interview
  - Maintain eye contact
  - If there are more than one person interviewing, rotate your eye contact periodically
  - Leave only when you are sure there are no more questions to ask
  - Thank the interviewer before walking towards the door
  - Gently close the door once you leave
- ❖ **After Interview**
  - Make sure to note down any queries that you were not able to answer during the interview
  - If feedback is provided then note it down and make sure to work on it
- ❖ **How to Conduct in an Interview**
  - Tell us something about yourself
  - Highlight your achievements that suits the current job needs
  - Avoid being excessively obsessed with dates
  - Show what you are good at
  - Be consistent in your responses
  - Say your full name when asked or during introduction
  - Name, Work experience, education, Skills and strengths, family, hobbies
  - Why should we hire you?
  - Do not confuse strengths with skills
  - Highlight your achievement
  - prepare these question thoroughly
- ❖ **Managing Impressions**
  - Impression Management: Dressing as per Role
    - It is important to give a noticeable impression to all wherever we go
    - Dress to impress
    - It is called Appearance management
    - A well dressed person will gain most attention
    - It also determines a projection of a person's attitude

- It is important to dress up as our roles and goals
- Dressing inappropriately gets an impression that the person is arrogant or irresponsible
- It is necessary to be authentic in your dressing.

### ❖ How to Create a first Impression

- First impression gets automatically created in our minds within the first few seconds of an encounter
- It is a natural tendency of human brain to form a first impression, consciously or unconsciously, and judge a lot of information out of it within a first few second such as
  - Economic level
  - Education level
  - Social Position
  - Level of success
  - Level of sophistication
- Also, based on above information, the brain automatically decides a lot of things about a person such as
  - Trustworthiness
  - Compassion
  - Reliability
  - Capability
  - Humility
  - Confidence
  - Friendliness
- First impression and the information formed by it is a lasting one
- It is always very hard to change a first impression, negative or positive.
- Etiquette consists of handshake, a smile, greeting, posture(standing or sitting), open/close the door, elevator etiquette, offering a chair.
- Every move matters.

### ❖ Office Etiquette

- Understanding Office Etiquette
  - Etiquette is a formal set of rules or a code of conduct that is followed in professional or social life
  - Our behaviour or mannerism changes as per the situation and as per the company we have. It is an automatic process.
- Work Station Etiquette
  - Workstation should remain clean and organised.
  - Make sure stationary items are kept at proper place
  - Restrict to official phone calls
  - Do not disturb your neighbours
  - Do not eat at your workstation
  - Avoid too many personal belongings
- Mobile Etiquette
  - Keep the ringer and notification volume low

- Do not use embarrassing ringtones
- Use a breakout area for personal calls
- Restroom/washroom is not a place for personal calls
- Do not multitask with smart phones for personal reasons.
- Meeting Etiquette
  - Respect the time
  - Make sure the agenda of the meeting is clear beforehand
  - Come well prepared for a meeting
  - Carry a laptop if needed
  - Ask questions relevant to the agenda.
  - Always ask in case of any doubt.
  - Pay attention to the meeting
  - Make a list of your action item
- Conference Call Etiquette
  - Always open the call on time or a couple of minutes before time
  - Open with a greeting
  - Properly introduce yourself
  - Do not interrupt
  - Summarize if needed
  - Close the call warmly

## ❖ Managing Feedback

- Understanding importance of Feedback\
  - In engineering language, it means changing the machine setting for optimal performance
  - Feedback doesn't mean that what is currently going on is bad.
  - Feedback means there is a scope of improvement
  - It is aimed at achieving optimal performance
  - Feedback is based on current functioning
  - It can be considered as a response to our current person, task, performance or experience.
- Barriers of Feedback
  - Doubts or negative feelings
  - Feeling that there is no scope of improvement
  - We might have had bad experiences with feedback
  - Feedback is constructive. It should always aim for improvement
- Features of Feedback
  - Feedback should always be about a specific activity
  - It should be limited in scope
  - It is not a comprehensive check-up
  - Remember the big picture and put the feedback in context
  - Feedback is an ongoing process
- Why the Feedback
  - Feedback is an important part of the learning process
  - It triggers the learning curve
  - Feedback helps us to come back on track
  - It helps us in developing relationships at the workplace

- Feedback is used in rating and ranking as well
- Benchmark comparison is a kind of feedback
- Art of Giving and Receiving Feedback
  - Everywhere we can give feedback to people
  - Where you feel it is necessary, please give a feedback
  - Detach yourself from the process
  - Make sure that you are not stressed while giving a feedback
  - Make the receiver comfortable
  - Handle it delicately
  - Do not have a reason other than performance improvement
  - Feedback should only be given when a person knows how to provide a feedback
  - Do not be over evaluative
  - Please choose a convenient place and time for the feedback
  - Avoid potential interruption
  - Chain down your emotions
- Things to be take care of while receiving Feedback
  - Listen Actively
  - Do not get defensive or be in a Denial Mode
  - Ask for a suggestive course of action
  - Spring into action
  - Be the machine with the fine tuned settings

## ❖ Skill For New Managers

- Delegation
  - Managers cannot do everything on their own
  - Managers are supposed to get work done from others
  - Managers are responsible for developing their employees
  - Task of the manager is to develop people to do the job
  - A new manager often forgets this
- What is Delegation
  - Delegation is assigning a task to a person, along with full authority responsibility as well as accountability for results
  - It is important to understand the importance of delegation for new manager
  - Delegation is not just assigning the task, it is also to ensure that the task is been done, delivered on time, and meeting all expectations
  - A manager has to decide if a task is suitable for delegation or not
- Importance of Delegation
  - Delegation is an art
  - There is an upside to delegation
  - Employees become happier
  - Employees become more productive
  - A single person can provide a specific amount of output but this output will always remain less than the amount of output provided by a team



- It is important to understand the mindset of the team members before delegating tasks to them
- High Skill, Low Will - Excite, motivate, improve will
- Low Skill, Low Will - provide direction with specific steps
- Low Skill, High Will - provide guidance, improve skill
- High Skill, High Will - This is a proper candidate for delegation
- To get maximum output from a team, we need to ensure that all members fall in the high skill high will category
- Importance of Creating Trust and Accountability
  - Delegation is incomplete without passing on accountability and responsibility of tasks.
  - It is important to trust the person while delegating a task
  - When we base trust in a person, that person automatically feels motivated
  - There is a constant motivation to get better
- Accountability – Full Responsibility
  - When work is assigned to someone the person should be responsible for completion of the task
  - The assignee must also be held accountable for results
- How Can We Delegate Better
  - Set clear expectation
  - Keep a check on things
  - Continuous monitor and track performance
  - Delegate the right things
  - Check your attitude while you delegate
  - Plan proper feedback sessions periodically
- Skills for Tracking and Reviewing Performance
  - Tracking and reviewing performance means to ensure that everyone is performing well
  - Tracking and monitoring requires the manager to take steps to align the team and give them feedback whenever necessary
- Why to Track and Review
  - We get to know insights about the team and team member
  - We are able to understand our team members better, deeper.
  - It is important to know strengths, skills and weakness of each team member
  - The better we know these, the better we will be able to manage our team
  - Eventually we get to know the areas of improvement for each team member
- How to Track and Review
  - Hold regular meeting
  - Track subordinates till the last mile
  - Devise strategies for getting to the root causes of poor performance
  - Highlight the value of the 'dialogue' and 'exploratory' mode
  - Give constructive feedback
- Easy ways to Track
  - Decide Who

- Dose What
- By When
- How
- How will you follow up

## ❖ Negotiation Skills

- Work place Negotiation
  - Negotiation is a discussion between two parties.
  - Reason for discussion is find a solution
  - Purpose to reach a joint agreement
  - Conflict is arise because of difference in opinion
  - Negotiation helps to shapes relationships
  - Negotiations is successful when - recognize the value of relationships and want to continue it.
  - Show consideration for each other
  - Do not focus on person, Look at the situation – price, salary.
  - Work together with a positive intent
  - Mindset needs to be positive
- Myths about Negotiation
  - There is a winner and loser- it is not about winning and loosing
  - There is not necessary always a conflict
  - A good negotiator could be a person is intelligent- could be a person have a lot of common sense – could be a emotional
  - It is not a cheap
- Create Win-Win Situations
  - It is a about the mind set we carry
- Resolving Conflicts
  - Collaborating: Satisfying our needs and satisfying the others needs
  - Competing: I'm competing only my needs not others, when we competing only one person is win
  - Compromise: It is between satisfying our needs and others needs, when we compromise both are win
  - A mix of both- Ex. Price bargaining – you want to lower it as far as possible, but also want the deal to close too.
- Key to Create a Win-Win Situation
  - Focus on win-win approach
  - Have consideration for the other side
  - This isn't your last interaction
  - Plan ahead- put yourself in others shoes and think
  - Know your walk away value
  - Try to be objective, data is good, emotions aren't
- Negotiations Situation
  - Salary Negotiation
  - Timelines Negotiations
  - Terms of contract Negotiation
  - Contract Values Negotiation
- ZOPA - Zone of Possible Agreement

- It is better to win as a team, we seat and negotiating with people with open mind.

## ❖ Team Work and Collaboration

- What is Team Work and Collaboration
  - Understanding team dynamics
    - Team - A team is made of a group of people
    - A group of people with different talent but same agenda
    - This group of people it work together to accomplish a common purpose
  - Team Composition
    - Team is made up of members who may be different from each other
    - Each member has a distinct role and behavior which has an impact on others
  - What makes a winning team
    - Members should be open and honest communication
    - When people are talking openly then there are chances to conflicts grown down
    - Positive Thinking
    - Chances are synergy in the thoughts and actions
    - Synergy – my thoughts and your thoughts should be match
    - Conflict Resolution – Resolve when it is in initial stage
    - Build trust and accountability in team
  - Team dynamics is all about the behavioral relationships within the members of a group.
  - In order to ensure effective teamwork, team dynamics must be understood.
- At the work place, we often get busy our own goals, target and interest.
- It is important to see the bigger picture.
- It is essential to align our self to the bigger organization goal.
- Collaboration
  - When we collaboration, we maximize resources
  - When employees work in silos, they tend to hide information and start competing with each other.
  - Where on the one hand, competition encourages better performance, on the other hand, it can also lead to wastage of resources and lack of desired results.

## ❖ Time Management

- Time is money, respect it as you would treat money.
- It is limited.
- Time is an opportunity.
- Being timeliness and punctual shows you are a trust-worthy person.
- Being no-show build your image as unreliable.

- If it becomes a habit – take a toll on your character.
- Goal Setting
  - Goal is an aim or a target.
  - Setting a goal inspires and motivates us.
  - Goal setting is a process that involves designing an action plan in order to motivate someone to achieve a desired goal.
- Circle of Control



- Scheduling and Prioritizing
  - Once the goals are set, we need to perform tasks laid out in the plan.
  - In order to perform the tasks, it is necessary to schedule our time.
  - Scheduling
    - Scheduling helps us to plan our activities so that our goals can be achieved in the available time.
    - Scheduling helps us to think about what we want to achieve in a given day, week or month and helps us to keep a track of our goal achievement.
  - Prioritizing
    - The key is not to prioritize what's on schedule, but to schedule your prioritizes.
    - Don't look at the to-do schedule and say – oh! How will I fit it all in?
    - Instead say – What do I fit in?
    - Clear your schedule, schedule your priorities.
    - First do difficult tasks, Then do a easy tasks.

## ❖ Creative Thinking Skills

- Creativity
  - Creativity is not limited to artists and painters.
  - Creativity: Think about new ideas.
  - Innovative: It is all about execution of ideas.

- It transforms the idea into something concrete.
- Repercussion:
- Techniques of Creative Thinking
  - Brain Storming Techniques
  - Mind Mapping Techniques

## ❖ Art of persuasion

- What is persuasion
  - Persuasion is an art.
  - Art of convincing others.
  - Making people agree to what you think.
  - Influence them for a course of action.
  - Persuasion helps you to get what you want.
  - It can be an inborn skill.
  - It can be cultivated over time.
  - Persuasion is not “Coercion”.
  - Persuasion is not “Manipulation”.
  - Persuasion about convincing people to do things that are best in them.
  - Persuading someone for an idea involves clear communication.
  - Persuasion motivates people to listen.
  - Persuasion comes with persistence and consistency.
  - The study of persuasion goes back 2500 years to Aristotle.
  - Persuasion is about bringing people from their point of view to the speaker’s point of view.
  - Persuasion isn’t about completely Chang somebody’s mind 180 degrees.
- Persuasive Communication
  - Ethos, Pathos and Logos are techniques of persuasion.
    - Ethos: -
      - Ethos appeals to the character of the speaker.
      - It shows the superior character of the speaker.
      - The aim of the Ethos technique is to convince the audience that the speaker is reliable and ethical.
    - Pathos: -
      - Pathos is a persuasive technique that aims to convince the audience through emotions.
      - It appeals to the senses and experience of people.
      - It tries to build a connect with the audience through common and daily examples.
    - Logos: -
      - Logos is a technique that aim at convincing people through logic and reasoning.
      - It involves the use of data, facts, statistics, and figures.
  - While communicating with people, it is essential to know what the listener needs from us.
  - A combination of all the three techniques can also be used for powerfull, persuasive communication.

## ❖ Leadership

- Essential Leadership skills
  - Communication - Ability to adapt communication styles
  - Empathy
  - Clarity
  - Good Listening
  - Decision Making
  - Do a Root Cause Analysis
  - Envisioning
  - Compassion
  - Leading by Example
  - Self-Awareness
- Lead to Develop
  - Employee Development and Growth

## ❖ Stress Management

- Stress is when you experience tension - physical or emotional
- Stress is human reaction when we are unable to cope with certain challenges or demands.
- Types of Stress:
  - Good Stress
    - Good stress motivate us, keeps us positive and productive and give us a sense of fulfilment
  - Bad Stress
    - Bad stress gives us the fillings of anxiety and nervousness and there is hardly any relief.
- Effects of Stress of the Mind

## ❖ Art of Multitasking

- What is Multitasking
  - The ability to multitask is a brilliant way to navigate through a busy day.
  - How skilled we are at multitasking deepens on how well we are trained on it.
  - All tasks are not the same.
  - All tasks do not have the same importance.
  - Doing multiple things at a time might help in increasing our management skills.
  - Helps us to manage time better.
  - Enables to work under pressure.