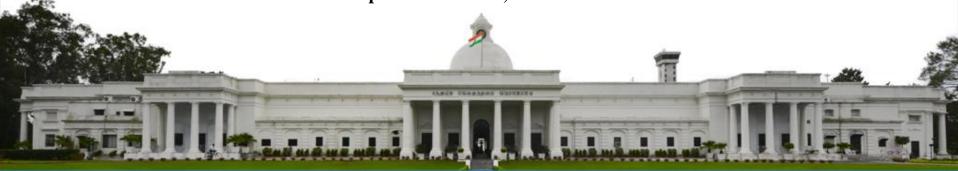




Soft Skills Lecture 02 Aspects of Soft Skills

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Classification of Soft Skills

- ➤ Effective Communication
- > Attitude
- ➤ Adaptability
- > Team work
- ➤ Conflict Management



Contd.

- ➤ Problem solving
- > Leadership
- ➤ Time & Space
- > Mannerisms
- ➤ Culture and Communication



Effective Communication

- ✓ L- Listening
- ✓ S- Speaking
- ✓ R- Reading
- ✓ W- Writing

Factors for Effective Communication

- Ensuring Cordiality & Co-operation
- Listening Skills
- Comprehending Messages
- Communicating to build a positive culture



Listening

- 60-75 percent of time spent in listening.
- Hearing is a physiological activity while listening is a mental one.
- Hearing requires no conscious effort.

Speaking Skills

- ✓ Conversation
- ✓ Group Discussion
- ✓ Interviews
- ✓ Presentations
- ✓ Negotiation



Written Communication

- ✓ Business Writing
- ✓ Principles of business writing
- ✓ Planning a document
- ✓ Organization of ideas
- ✓ Unity, Coherence & Logic



Attitude

Five emotional cancers that hamper right attitude:

- Criticizing
- Complaining
- Comparing
- Competing
- Contending



Adaptability

- ✓ Ability to change.
- ✓ Quality to facilitate accomplishment.
- ✓ Follow the flow and not run against tide.

Problem Solving Skills

Six thinking hats' techniques:

- White hat: seeing things objectively
- Red hat: patronizing emotion including anger
- Black hat: fighting against and preventing mistakes
- Yellow hat: having a positive mindset
- Green hat: generating ideas
- Blue hat: organizing and controlling thought



Team Work

"In most models of future organizations, teams, not individuals function as the primary performance unit."

Suzanne Bidlake, "Burger King's Euro Push", Marketing.20 February 1992

Conflict Management

Cognitive Conflict: Issues

Affective Conflict: feelings and personalities

Advantages

- Healthy and functional
- Encourages creative thinking
- Promotes team decision

Truth springs from argument amongst friends.

— David Hume



Leadership

- Process of influencing people to enable them to achieve the goals of the group.
- Influencing the proceeding by constructive participation, rational arguments, convincing other participants of a particular point of view, building support by working with supporters in the group logically weakening the opponents' point of view.

Communication & Culture

"Culture is a code we learn and share, and learning and sharing require communication. Communication requires coding and symbols that must be learned and shared."

— Alfred G Smith, Communication and Culture