



IIT ROORKEE



NPTEL ONLINE
CERTIFICATION COURSE

Soft Skills

Lecture 01

Introduction to Soft Skills

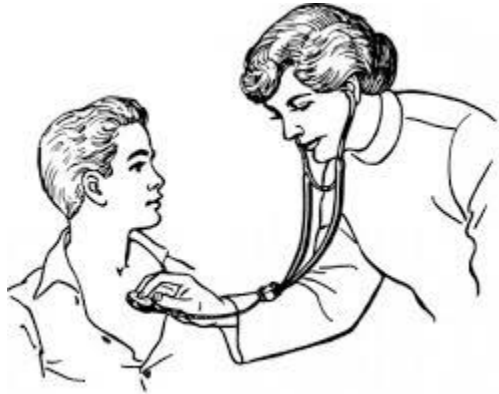
Dr. Binod Mishra
Department of HSS, IIT Roorkee



Soft Skills

- ✓ A buzz word all around the world
- ✓ An umbrella term for various skills
- ✓ Soft Skills complement hard skills
- ✓ Soft Skills are people skills





Patient : I have pain in my neck, in my legs, in my back, and I feel weak and sick.

Doctor : You are suffering from hypochondria.



"The doctor will see you now —
I can't promise that he'll talk
to you, but he'll see you."

✓ *Soft Skills can help people come out of difficult situations and ensure reassurance and reliability.*

Customer Service Lesson: Helping Versus Selling



Definition

Soft Skills comprise personality traits, social graces, facility with language, personal habits, friendliness, and optimism that mark people to varying degrees.

Soft-Skills as Behavioural Skills

- Self-Awareness
- Self-Confidence
- Flexibility
- Persistence
- Perseverance



Soft-Skills as People Skills

- Communication Skills
- Interpersonal Skills
- Management Skills
- Leadership
- Team Dynamics





*Technical Competence
makes you eligible but
Soft Skills makes you
excel in jobs.*

Soft Skills vs. Hard Skills

- Hard skills are the technical skills.
- Soft skills are performance skills.
- Hard skills are part of one's college/university curriculum.
- Soft skills are a part of continuous learning.



Newspaper Reports on Unemployment

- Data emerging from Census 2011 suggest unemployment rate is high among the better qualified.

(The Hindu, November 7, 2015)

- 23 lakh people want peon's job in U.P., engineers and doctors included.

(India News, September 16, 2015)



Relevance

- ✓ Soft Skills ensures better employability.
- ✓ Percentage/c.g.p.a. alone not sufficient.
- ✓ Bridges the gap between academia and industry.
- ✓ Ensures more accountability.



An Observation

“We have to think of ways to groom the qualified students in an effort to make them employable in the industry.”

— Kiran Karnik, Former President, NASSCOM



Need of the hour

- Serious need to invest and build skills among the youth
 - “ a complete overhaul of our education system closely integrating it with an effective apprenticeship regime”.
 - Rituparna Chakraborty, V.P. of Indian Staffing Federation

Measures

- ✓ Skill India
- ✓ Make in India
- ✓ Start up programme
- ✓ NPTEL

On Success

Arise, awake, and stop not till the goal is reached!

— Swami Vivekananda

