



IIT ROORKEE



NPTEL ONLINE
CERTIFICATION COURSE

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*

