## **SOFT SKILLS**

If future managers know how to deal with people at the emotional level (peers, subordinates, superiors, clients, suppliers, etc.) through Emotional Intelligence (EI), they can build and sustain effective relationships that will result in mutual gain.

Soft skills provide students with a strong conceptual and practical framework to build, develop and manage teams. They play an important role in the development of the students’ overall personality, thereby enhancing their career prospects. The soft skills training provides strong practical orientation to the students and helps them in building and improving their skills in communication, the effective use of English, business correspondence, presentations, team building, leadership, time management, group discussions, interviews, and inter-personal skills. This training also helps students in career visioning and planning, effective resume writing and dealing with placement consultants and head hunters.

The training in soft skills has two parts. One part involves developing attitudes and attributes, and the other part involves fine-tuning communication skills to express attitudes, ideas, and thoughts well.Crucial to successful work is the perfect integration of ideas and attitudes with appropriate communication skills in oral, written, and non-verbal areas. Attitudes and skills are integral to soft skills. Each one influences and complements the other.

The training is conducted in a very informal, interesting, and interactive manner, which gives ample scope for the students to interact with each other and face a wide variety of issues, topics, and situations that they are likely to come across as entry-level managers.

#### **Objectives of Soft Skills Training**

* **By the end of the soft skills training program, the students should be able to:**
* **Develop effective communication skills (spoken and written).**
* **Develop effective presentation skills.**
* **Conduct effective business correspondence and prepare business reports which produce results.**
* **Become self-confident individuals by mastering inter-personal skills, team management skills, and leadership skills.**
* **Develop all-round personalities with a mature outlook to function effectively in different circumstances.**
* **Develop broad career plans, evaluate the employment market, identify the organizations to get good placement, match the job requirements and skill sets.**
* **Take part effectively in various selection procedures adopted by the recruiters.**

**Soft Skills Module I: Business Communication**

In this module, students get a chance to learn the nuances of English for business purposes. Business letter writing, memos, reports and e-mails form the core of the Soft Skills Lab. Rigorous training is also given in oral communication through different modules like presentation skills, face-to-face dialogues, telephone etiquette, business and social etiquette, and conversational skills.

#### This module covers the following areas:

**Business Communication:** Communications skills, current English usage, debates, language games, situational dialogues, precis writing, essay writing, presentations.

**Presentation Skills:**Preparing for effective presentations, presentation for small groups and large groups, marketing and business presentations.

**Business Correspondence:**Principles of clear writing, often misused words, applications and requests, positive and negative responses to requests, routine messages, memos, report writing, organizing meetings, preparation of agenda and minutes, business etiquette, telephone etiquette, e-mail etiquette.

**Benefits from the Training**: The ability to communicate clearly and concisely is an advantage to a promising manager. The students will soon realize that fluency and command over speaking and writing gives them an edge while interacting with people at all levels.

**Soft Skills Module II: Behavioral Skills**:An array of skills related to personal growth for efficient functioning constitutes the training. Students are made to realize their strengths and weaknesses so that they are able to grasp the true essence of development. They are made to take part in role plays, games, and puzzles that demonstrate the attributes needed for assertiveness, interpersonal relationships, negotiations, time and goal management, leadership skills, and conflict management.

To enable the students to work on their weaknesses, trained counsellors’ services are made available. Personality assessment tests are conducted followed by regular sessions with the counsellor.

This module covers the following areas

**Psychological Tests:**Aptitude and personality assessment, suggestions for improvement.

**Team Skills:** Team building and leadership, evolution of groups into teams, group dynamics, emergence of leadership, intra-group dynamics, inter-group dynamics, conflict management, inter dependency, assessment of team-based projects.

**Time Management:** Pareto’s Principle, Parkinson’s Laws, Murphy’s Laws, Law of Clutter, prioritization, goal setting, effective time management.

**Interpersonal Skills:**Negotiations, listening skills, social skills, assertive skills, cross-cultural communications.

**Leadership Skills:** Concepts of leadership, leadership styles, insights from great leaders

**Benefits from the Training**: Self-awareness programs enhance the students’ personalities. They get to realize that punctuality, goal management, collaborative team skills, and listening skills, are important facets of a well-rounded personality. These soft skills are enormously valued in business organizations. As employment conditions become tougher, potential recruiters look for personal attributes like attitude and values.

**Soft Skills Module III : Training in Group Discussion (GD) and Personal Interview (PI)**

Before the students go through real job interviews, they are made to go through a series of practice sessions on GD and PI. These sessions are videotaped and later played back so that the students can see for themselves if their verbal and non-verbal messages are in synchrony and make for meaningful communication. For the practice sessions in personal interviews, industry experts are invited to be on the interview panels. Feedback is given to the students later for a realistic understanding of industry expectations.

This module covers the following areas :

**Career Visioning and Planning**

1. **Selection Process:**Overview of selection process, practice of psychological tests, effective resume writing, dealing with placement consultants and headhunters, references – how to get effective references from past and current employers.
2. **Group Discussions:**Concepts and Practice.
3. **Interview Techniques:**Effective interview techniques, mock interviews, stress interviews, review and feedback.
4. **Benefits from the Training**: All management students aspire to obtain fulfilling and rewarding campus placements. How the students fare in the campus placement interviews depends on how well they are able to internalize the personality development techniques. If they internalize the techniques thoroughly, they have a good chance of getting great placements