

# **Behavioural Skills**

good character, friendliness, maturity  
assess one's performance and attitude  
not restricted to your actions  
Social in nature and improves your networking

## **Why Behavioural skills are important?**

personality development, career growth  
become a better leader  
enhancing your communication skills, workplace behaviour and organisational skills  
boost your employability  
build confidence and proactivity  
become productive  
inculcate a welcoming, empathetic and inclusive workplace

## **Top 10 behavioural skills for students and employees**

### **1. Communication**

sub-skills : appropriate body language, ability to write a clear & accurate piece of information  
accuracy in listening and following instructions  
We ignore what people say & even ask for follow-ups to check their understandability, this leads to frustration at the workplace.

### **2. Conflict Resolution**

conflict of interests or disagreements  
conflicts can intensively grow and damage relationships and personal reputation  
This skill teach ways to resolve different types of conflicts

### **3. Self Improvement**

insatiable curiosity as well as a persistent attitude towards self-improvement

### **4. Time Management**

employee's ability to meet deadlines  
removing distractions such as social media  
short multiple goals

### **5. Stress Management**

From juggling multiple tasks & responsibilities at work to facing personal struggles at home  
meditation, yoga, physical activities such as running

### **6. Patience**

all you need is a little patience to hold onto your emotions and personal greed

## **7. Balance Between Professional & Personal Life**

So, it is good to devote yourself fully to your work and passionately contribute to the growth of your organisation but it is also important that you cultivate self-awareness of your limits as well as health which will only help you work in the most effective and efficient manner.

## **8. Empathy**

awareness or sensibility to understand another person's emotions  
team leader

## **9. Decision-Making**

gather the requisite information, assess alternative resolutions, learn about the pros and cons and then approach the problem

## **10. Problem-Solving**

identify the issue, prioritise, find alternative solutions and then implement those

# **Professional Communication**

involves speaking, listening, and writing in a formal tone across various workplace contexts to engage effectively with colleagues, supervisors, and customers.

## **Why Professional Communication is important?**

- § Building trust
- § Preventing or resolving problems
- § Providing clarity and direction
- § Creates better relationships
- § Increases engagement
- § Improves productivity
- § Promotes team building

## **Forms of Communication in the Workplace**

- Interviews
- Group projects
- Writing ->Emails, Reports, Business Proposals
- Presentations
- Management
- Communication matters

## **Steps to improve Professional communication**

- Understanding the Basics of Communication Skills

- Have courage to say what you think
- Practice
- Engaging Your Audience - Make eye Contact
- Engaging Your Audience – Use gestures
- Don't send mixed messages
- Be aware of what your body is saying
- Manifest constructive attitudes and beliefs
- Develop effective listening skills
- Enunciate your words
- Pronounce your words correctly
- Use the right words
- Slow your speech down
- Develop your voice
- Animate your voice
- Use appropriate volume

## Life Skills

Any skill making living life easy is termed as life skills.

These skills are required to live and we use these in our day-to-day life.

Few skills are inherited from our ancestors, and few skills are learned by us through experience.

Students require skill of absorbing content

A job seeker require skills of leadership and work skills

Learning various life skills would really eliminate unnecessary tensions in future

So schools and colleges are conducting various events to improve the life skills of students

### **Examples of life skills:**

Study life skills for students

Negotiation life skills for buyer

Employability life skills for job seeker

Leadership life skill for team leader

## **Types of Life Skills**

### **1. Willingness to learn**

Without this, we cannot absorb other skills. You should always be willing to learn new things and skills. Quit mentality does not help us in the long run. We should never stop learning. Having a mindset to learn and the nature of adaptability helps us in many situations which are problematic.

“Willingness to learn is the mark of a youthful mind.”

## **2. To think Critically**

Think rationally to make decisions. Thinking irrationally and taking decisions too fast without analysing the consequences is not encouraged. Observation, analysis, identification, and explanation are few critical thinking skills. Critical thinking will improve our thinking skills and sharpen our mind.

“It is the mark of an educated mind to be able to entertain a thought without accepting it.”

## **3. To be self-aware**

“When I discover who I am, I’ll be free”

Self awareness is the most important skill that one must have.

Knowing what your strengths are, what your weaknesses are helps us in preparing ourselves better for critical situations. This skill will eventually guide us in the direction of success and growth.

## **4. Stress management**

stay calm and motivated in the toughest of the situations

## **5. Decision making**

“Waiting hurts. Forgetting hurts. But not knowing which decision to take can sometimes be the most painful...”

Various jobs require you to make decisions in a snap of a minute. So mastering this skill would help us in our careers.

## **6. Personal skills**

This skill varies from person to person based on his personal background.

If the person is from the village he may have the skill of farming, and if the person is from the city he may have the skill of driving.

## **7. Emotional intelligence**

## **8. Creativity** It sets us apart from others

So, be creative and don’t follow others blindly.

Take inspiration, understand the work and then perform your action implementing your creativity.

## **9. Problem solving**

## **10. Communication**

## **11. Perspective**

## **12. Empathy**

People often express sympathy but not empathy.

Sometimes, pity can make things worse, but empathy will take you a long way.

## **13. Study skills**

## **14. Negotiation** “Let us never negotiate out of fear. But let us never fear to negotiate.”

## **15. Relationships**

## **Benefits of life skills**

- Makes life easier
- Enhances personal growth
- Promotes dignity in living
- Facilitates goal achievement
- Fosters adaptability
- Encourages self-awareness
- Cultivates better citizenship

## **Social Skills**

Social skills are used to communicate with others daily in a variety of ways including verbal, nonverbal, written and visual. Social skills are also referred to as interpersonal or soft skills.

### **Why Social Skills are important?**

- Gains knowledge and information from people belonging to different area of expertise
- Accomplishing tasks for a shared goal
- Providing mutual support for hard-to-negotiate problems
- Expanding your network would result in new opportunities
- Gaining feedback and improving yourself
- Makes the workspace enjoyable

### **Six examples of useful social skills**

- Effective communication
- Conflict resolution
- Active listening
- Empathy
- Relationship management
- Respect

### **How to improve social skills**

- Get feedback
- Set goals
- Find resources
- Identify areas for practice

## **Professional Etiquette and Manners**

**Professional etiquette is a set of manners that is accepted or required in a profession.** Understanding professionalism as it pertains to the workplace can be a new, unfamiliar, and overwhelming subject. **Professional etiquette is about presenting yourself with polish and professionalism that demonstrates you can be trusted and taken seriously.**

Professional etiquette is about following accepted manners in your job. It might feel new and confusing at first, but it's crucial for being trusted and respected. It's all about making people comfortable around you and reducing conflicts at work. Good workplace manners lead to a happier and more successful company, promoting respect, better communication, and improved job satisfaction.

## **Basic Professional Etiquette and Manners**

- Make a Good First Impression
- Avoid Gossip
- Communication is Key
- Understand your Work Environment
- Be Personable Yet Professional
- Small talk
- Handshake
- Lunch meetings/interviews
- Your on-line presence

# **Confidence Building & Self-Esteem**

## **Self Confidence**

Self-confidence is understanding that you trust your own judgement and abilities, and that you value yourself and feel worthy, regardless of any imperfections or of what others may believe about you.

Low self-confidence might make you feel full of self-doubt, be passive or submissive, or have difficulty trusting others. You may feel inferior, unloved, or be sensitive to criticism.

<b>Confident Behaviour</b>	<b>Behaviour Associated with Low Self-Confidence</b>
Doing what you believe to be right, even if others mock or criticize you for it.	Governing your behavior based on what other people think.
Being willing to take risks and to go the extra mile to achieve better things.	Staying in your comfort zone, fearing failure, and avoiding risk.
Admitting your mistakes, and learning from them.	Working hard to cover up mistakes, and hoping that you can fix the problem before anyone notices.
Waiting for others to congratulate you on your accomplishments.	Extolling your own virtues as often as possible to as many people as possible.
Accepting compliments graciously. "Thanks, I really worked hard on that prospectus. I'm pleased you recognize my efforts."	Dismissing compliments offhandedly. "Oh that prospectus was nothing really, anyone could have done it."

Confident people inspire confidence in others: their audience, their co-workers, their bosses, their customers, and their friends. And gaining the confidence of others is one of the key ways to succeed.