

Behavioural Skills

good character, friendliness, maturity

assess one's performance and attitude

not restricted to your actions

Social in nature and improves your networking

Y Behavioural skills are imp?

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.

Y Professional Communication is imp?

- § 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.

Y Social Skills are imp?

- 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.

Confident Behaviour	Behaviour Associated with Low Self-Confidence
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.