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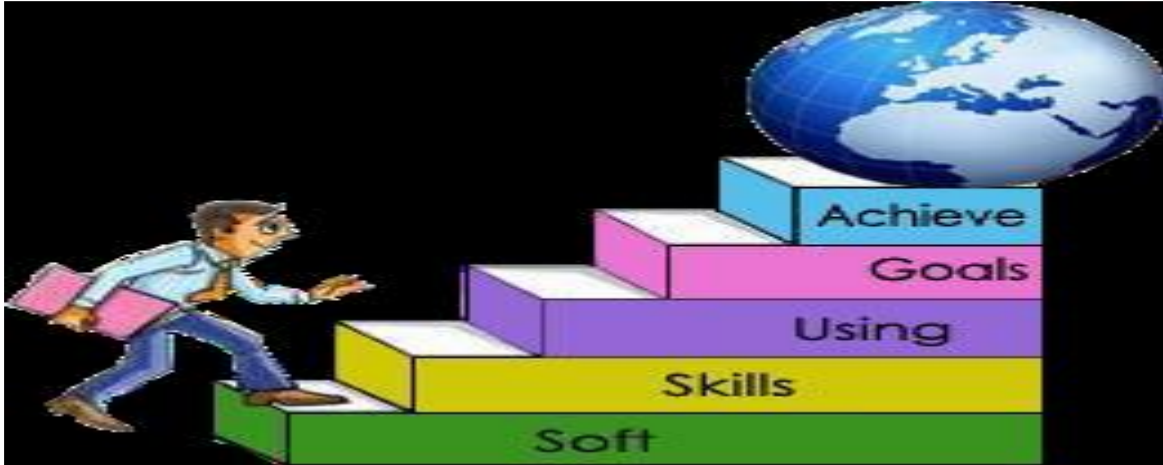
PRESENTATION ON SKILL DEVELOPMENT

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SOFT SKILLS

INTRODUCTION

Soft skills get little respect but will make or break your career -Peggy klaus



Soft skills play an important role for achieving professional growth and employment. With the knowledge of soft skills, one stand out in a crowd of job seekers with even mediocre skill and talent. There is no doubt that hard skills i.e. knowledge and technical expertise are prime requirement, for employability but without soft skills it becomes difficult for even highly talented people to corner a job. The most common traits asked by every prospective employer are positive work ethics, good attitude, and desire to learn and be trained.

Good attitude being a behavioural skill cannot be taught. But consistent practice and training can instil that in a person. Right perspective and readiness to learn and turn the situation to a positive outcome, take responsibility of one's action with the capacity to take any challenge, so the job seekers must possess soft skill to attract the employer.

The objectives of the Skills Soft Training Manual are to give each student:

- * A realistic perspective of work and work expectations**
- * To develop problem solving skills,**
- * To guide students in making appropriate and responsible decisions,**
- * To create a desire to fulfil individual goals,**

*** To educate students about unproductive thinking, self-defeating emotional impulses, and self- defeating behaviours.**

This manual is designed to develop leadership skills, communication skills, and body language skills by having the student read aloud each page and discussing the content of the material.

Soft Skills are the non-technical skills, abilities, traits that workers need to function in a specific employment environment. They include four sets of work place competencies

1. Personal Qualities and Work Ethics

2. Problem- Solving and Decision making skills

3. Oral Communication Skills

4. Impersonal and EQ skills



History

The term soft skills was created by the U.S. Army in the late 1960's. It refers to any skill that does not employ the use of machinery. The military realized that many important activities were included within this category, and in fact, the social skills necessary to lead groups, motivate soldiers, and win wars were encompassed by skills they had not yet catalogued or fully studied. Since 1959, the U.S. Army has been investing a considerable amount of resources into technology-based development of training procedures. In 1968 the U.S

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Army officially introduced a training doctrine known as "Systems Engineering of Training" covered in the document CONReg350-100-1 PG Whitmore cited the CON Reg 350-100-1 definition: "job-related skills

involving actions affecting primarily people and paper, e.g., inspecting troops, supervising office personnel, conducting studies, preparing maintenance reports, preparing efficiency reports, designing bridge structures."

In 1972, thanks to a US Army training manual, the formal usage of the term "soft skills" began.

At the 1972 Soft Skills Conference, Dr. Whitmore presented a report aimed at figuring

out how the term "soft skills" is understood in various CONARC schools. After designing and processing a questionnaire, experts formulated a new tentative definition: "Soft skills are important job-related skills that involve little or no interaction with machines and whose application on the job is quite generalized.

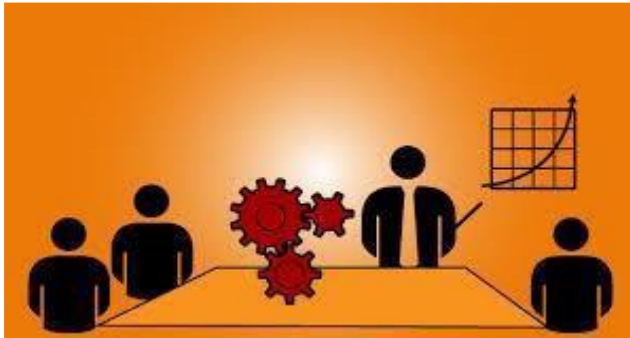
Meaning and Definition

Soft skills are personal attributes that enhance an individual's interactions, career prospects and job performance. Unlike hard skills, which tend to be specific to a certain type of task or activity, soft skills are broadly applicable. Soft skills are personal attributes that describe an individual's ability to interact with others. Soft skills, also known as people skills, complement hard skills to enhance an individual's relationships, job performance and career prospects. Soft skills differ from field to field, mostly due to different career attributes requirement though the basic people and social skills remain the same. Soft skills are the basic requirement for today's employability.

Soft skills are a combination of interpersonal people skills, social skills, communication skills, character traits, attitudes, career attributes and emotional intelligence quotient (EQ) among others. Technical knowledge of any subject is considered hard skill. Soft skills are also called corporate skills. Soft skills can be more useful and practical. A definition based on review literature explains soft skills as a cluster of productive personality traits that characterize one's relationships in a social environment with other people and the key three abilities/elements are people skills, social skills and personal career attributes, in other words social skills is an umbrella term for skills under this functional elements.

Importance of soft skill:

Soft skills are the skills concerned with working with other people, ensuring customer satisfaction, being a team player while delivering a high-quality product within budget and on time, and exceeding the expectations of stakeholders.



During our childhood days our parents probably correct us if we behave in a rude or harsh way with our friends or siblings. But if in workplace under similar situation no one will be there to correct us and the ultimate

consequence will be fired off from the organization. There is a significant difference in the perception of soft skills for a student and an employer. Instructors teach the skills students need to get and keep a job, while employers are more concerned with the skills needed to perform the task at hand.

*** Hard skills and soft skills are both important skills to have in the working world.**

*** Employers need employees who are reliable, responsible problem-solvers with good social skills who have the ability to work on a team so they seek graduates with soft skills obtained during study and work experience rather than degree-specific knowledge and often opt to hire graduates from any discipline.**

*** Soft skills are essential for those entering the working world because these workers are the business leaders of the future. Business leaders must obtain soft skills as well as hard skills in order to be viewed as effective leaders.**

*** The skills most demanded by today's employers are soft skills such as the ability to work with others, to communicate effectively, to demonstrate initiative and self-direction, to solve problems, and to demonstrate a positive work ethic.**

Soft skills describe career attributes that individuals should possess, such as team skills, communication skills, ethics, time-management skills, and an appreciation for diversity. In the twenty-first century

workforce, soft skills are important in every business sector. However, employers in business continuously report that new employees are deficient in these soft skills.



Soft skills are character traits and interpersonal skills that characterize a person's relationships with other people. In the workplace, soft skills are considered a complement to hard skills, which refer to a person's knowledge and occupational skills. Sociologists may use the term soft

skills to describe a person's "EQ" or

—Emotional Intelligence Quotient," as opposed to "IQ" or "Intelligence Quotient

Types of Soft Skills

Expert opinions have been sought in the effort to determine the specific soft skills to be implemented and used in higher institutions of learning. Based on the research findings obtained, seven soft skills have been identified and chosen to be implemented in all institutions of higher learning here. They are:

- *. Communicative skills.**
- * Thinking skills and Problem solving skills.**
- *. Team work force**
- *. Life-long learning and Information Management**
- * Entrepreneur skill**
- *. Ethics, moral and professionalism**
- *. Leadership skills**

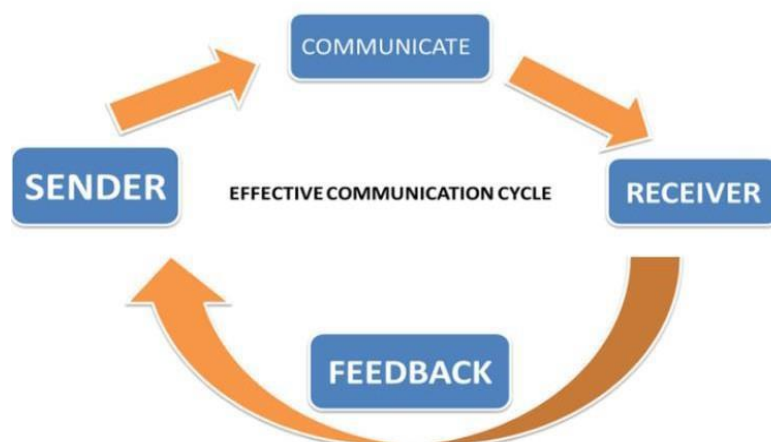
Each of the above soft skills comprised of several sub-skills. These sub-skills are divided into two categories of implementation. The first category delineates the soft

skills that every individual must have and the second category represents soft skills that are good to have. Despite the emphasis being put on the soft skills that must be present (must have), it is also encouraged to inculcate the soft skills that are good to have. All elements of soft skills must be acquired by each individual student and evaluated effectively and comprehensively. Table -1 shows the seven soft skills and the two categories of sub-skills respectively.

It can be observed that education is an essential tool for achieving sustainability. We all realized that the current economic development trends are not sustainable and that public awareness, education and training are the key elements to move our society towards sustainability

Table -1 Type / Elements of Soft Skills

“Must Have” and “Good To Have”



1.The communicative skills

involve effective communication in both the national language and English language

in different contexts and with different people. There are eight sub-skills under communicative skills of which three are the must have skills and five are the good to have skills. Communicative skills are an integral part of any education system either in higher education or lower education. As mentioned earlier, in many countries, basic education or primary education is mandatory and it focuses on reading, writing and ciphering. People learn to read books,

write letters, figure accounts and develop skills necessary to fulfil their expected roles in their households and community

(2) Critical Thinking and Problem Solving Skills

This skill includes the ability to think critically, creatively, innovatively and analytically. It also involves the ability to apply knowledge and understanding to new and different problems as well. For ESD to be successful, it must give people practical skills that will enable them to continue learning after they leave school, to have a sustainable livelihood and to live sustainable lives. The critical thinking skills, skills to organize and interpret data and information, skills to formulate questions and the ability to analyze issues that confront communities are greatly addressed in the reorientation of basic education in ESD.

(3) The Skill of Team Work

The ability to work with people from different social cultural background to achieve a common goal, students are encouraged to play their role in the group and to respect opinions and attitudes of others in the group. They are also expected to contribute to the group's plan and coordinate the group's effort besides being responsible to the group's decision. This skill is also part of ESD as stated in the reorientation of basic education: the ability to work cooperatively with other people. If the future human capital can attain these skills, we can be rest assure that the future generation will collaborate ideas and cooperate a taskforce towards the well-being of the nation.

(4) Life-Long Learning and Management of Information

This skill involves an effort to learn to be independent or self-regulated learning in acquiring skills and new knowledge. The ability to find and manage relevant information from various sources is also a criterion of this soft skill. Besides this, students are also expected to develop an inquiry mind and crave for knowledge. As mentioned earlier, these characteristics are equally important in ESD in order foran individual to be media literate and consumer knowledgeable. Life-long learning will enable individuals to accumulate as much knowledge and skills over the years. The ability to manage information well will allow an individual to distinguish between good and bad, to adopt the best practices and to make sound decisions.

(5) Entrepreneurship skill

Entrepreneurial skill is the ability to seek business opportunity and develop risk awareness. It also involves being creative and innovative in activities related to business and tasks. To design and plan business propositions and the ability to be self employed. This skill can in some ways contribute to the society if the training and practice is done for a good purpose.

(6) Ethics, Moral and Professional

The ability to practice a high moral standard in professional tasks and social interaction. This skill also includes the ability to analyze ethical problems and make problem solving decisions. Having a sense of responsibility towards society is another criterion of this soft skill.

(7) Leadership skill

Leadership skill is the ability to lead various activities and tasks in an organisation. This is an important criterion in ESD for planning and implementing ideas in a group. This skill is also important to lead in discussion and make decision.

Soft Skills Need

Emotional Intelligence

Emotional intelligence is often referred to as the ability to recognize and manage your emotions and the emotions of others. It's made up of five key elements:

- 1. Self-awareness**
- 2. Self-regulation**
- 3. Motivation**
- 4. Empathy**
- 5. Social skill**

Team Player Attitude

The ability to play well with others is a soft skill you've been working on -- unknowingly -- since your first day of pre-school or daycare. You might not have known it when you were fighting over blocks or figuring out the rules of a made-up game, but you were actually preparing for a

lifetime of workplace collaboration. Whether you're an individual contributor or a people manager, you have to work with other people – in meetings, in brainstorm, and on various cross-functional projects within your company. A positive, can-do attitude when it comes to working with others is essential to team harmony, which means you need to be able to run an effective and inclusive meeting, be open to new ideas, and work respectfully with others.

Growth Mindset

In any job, no matter what the role, you'll encounter roadblocks, disappointments, and other situations that might frustrate you. A soft skill that's critical to your ability to persevere is having a growth mindset – a term psychologist Carol Dweck coined to refer to a frame of thinking that reflects viewing your abilities, talents, and intelligence as skills you can grow and improve upon. Someone with a growth mindset might look at a failure to meet a quarterly goal as an opportunity to identify their strengths and weaknesses to tackle the next quarter's goal. A person with a fixed mindset, however, might say to themselves, "I'm not good at blogging," and let that negative outlook -- without any belief in the capability of improvement -- impact their next quarter's success, too.

Openness to Feedback

This is part of emotional intelligence, but especially when it comes to the workplace, being open and able to receive development feedback is critical to success at a job -- especially a new job.

Think about it: Constructive feedback helps you do the best job you can, and if you take it personally or react defensively, you aren't able to hear the feedback and adapt it to your current strategy.

Adaptability

No matter what your role, and no matter what your industry, the ability to adapt to change -- and a positive attitude about change -- go a long way toward growing a successful career.

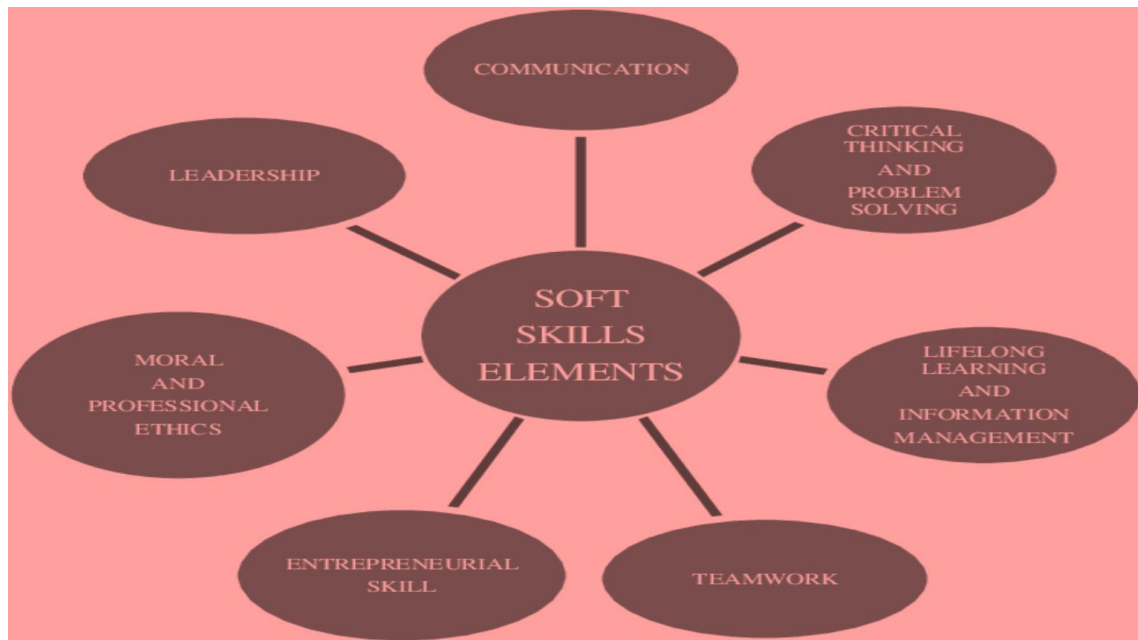
Whether it's a seat shuffle or a huge company pivot, nobody likes a complainer. It's important not only to accept change as a fact of life in the constantly-evolving business world, but as an opportunity to try out new strategies for thriving in environments of change (remember the growth mindset?).

Active Listening

You probably can tell the difference between when someone is hearing words you're saying and when they're actively listening to what you're saying. If someone is typing while you're presenting at a meeting, or they're giving you that slack-jawed look, they probably aren't really *hearing* what you're saying. Active listeners, meanwhile, pay close attention to meeting presenters, offer up clarifying questions or responses, and refer back to notes in future discussions. They don't need things repeated to them because they heard them the first time -- making active listeners not only respectful colleagues, but more effective workers, too.

Work Ethic

You can't succeed in a role without being willing to put in the time, effort, and elbow grease to hit your goals, and company leaders and hiring managers are looking for people who will put in the extra legwork to succeed *without* being asked. If you want to get a new job or get promoted, it's essential that you hone your work ethic -- so quit bellyaching and put in the extra time you need to succeed. Or, if excelling means learning new skills or tools, dedicate time to learning those outside of work hours so you can make your time in the office as effectively as possible.



Advantages Of Soft Skills

One of the biggest advantages of soft skills is that they don't limit you to working within one industry.

They are transferable skills, allowing you to demonstrate your personality and effectiveness to prospective employers, even if you have limited experience in their field.

For example, your excellent communication skills may have made you good at selling. But many other sectors outside of sales require people who can communicate well – whether it's by attracting new customers, building relationships with suppliers or working effectively in a team. Also, everyone has some form of soft skills. They require no formal training, and are usually picked up through previous positions or experiences – meaning you might already have some great attributes you can

use to your advantage.

Although they're valuable, soft skills won't always be enough to get you the job.s

Some industries require more formal qualifications or experience to get your foot in the door, and

without these prerequisites your soft skills may not be enough.

Soft skills are also extremely difficult to measure, meaning some employers don't appreciate their true value until you've actively been able to demonstrate them.

Conclusion

- It is important for all employees who aspire to obtain managerial positions – to get in touch with their soft skills.
- Soft Skills are also important to live and work well when facing the adversities within the Society and Business Environment.

