

Soft Skills: A Practice or Process

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Abstract

This paper attempts to discuss soft skills. In recent generation, companies are frequently complaining at lapse of soft skills. Soft skills are in great demand. Games are helpful to enhance soft skills. Cooperation, coordination affects the work culture at the workplace. Due to lack of communication skills every organization suffers a lot in their professional lives. It explores team skills, ethics, time management skills, soft skills improvise vision, planning effective resume writing.

Key words: Team skills, time management, soft skills.

Introduction: In the new rapid technological era, growth of business companies show importance to human resources. Life skills pave the way towards this endeavor. Acquiring skills is a great capacity to venture out the preplanned ways required to pursue a career with professional objectives in the time bound. These skills categorized as self motivation, time management, team building and leadership skills, design and operation engineering, maintenance, or research and development. Company recruiters require technological sound employees.

Soft skills are important at work place. Pink (2005) states that "in the conceptual age, what we need is a whole new mind. One that incorporates both right brain and left brain directed aptitudes. Pink's findings correspond with those of other experts and researches who have studied the changing workplace and the skills that will be needed for continued work success. The influence of

technology will go beyond new equipment and faster communication , as work and skills will be redefined and reorganized.”¹

How to develop soft skills?

Enhancement of soft skills needs practice. Text books can not be a substitute for soft skills. It is a continuous process. It has two spheres. One sphere involves developing attitudes and the latter part is fine tuning skills to express their views.

Enhancing students soft employability:-

Wipro chairman Azim Premji's words run thus : “ The challenge before the industry do not lie in the supply of talent but rather that of employability.” To enhance employability skills, students should assess the needs of companies. Those who possess soft and hard skills can shine in the job market. Education sector must implement drastic changes like practical and employment oriented curriculum which is apt for the job market. students should be motivated towards learning soft skills.

Team work : Collaborative skills play crucial role in socio-cultural back grounds for attaining goals. Students are motivated to play their roles. If humans can achieve these skills , the future generation will coordinate on ideas and cooperate with a task force towards the nation's growth. Cultivating good relationships promote the growth of team. Interaction with others varies from one person to another. Most organizations conduct team building activities.

“ An extension of relationship-building is net working, where you have a vast web of interconnected contacts. Some within your group and some even outside, which can prove to be useful resources in your group's mission.”²

Celebrate the achievement in a full manner. Team work brings the biggest benefit. Receiving feedback from the team members is a part of growth. The motivation you receive from team members is a major asset. It resolves conflicts. The team experience is beneficial to personal excellence.

Life long learning : This skill involves independence or self regulated learning in acquiring new knowledge and skills. Life long learning helps the learners to pursue the knowledge and skills over the years. It adopts the best practice and make sound decisions.

Literature teaches numerous soft skills, Chanakya's Artha Sastra emphasizes practical advice and sound common sense. He denied unwise administrative principles. Patricide of a prince, state of mortal fear of their king. Chanakya labeled them as wrong methods. The best course to be pursued under the guidance of good teachers.

Once upon a time there lived a king named 'William'. He was the king of 'Grand land of Iceland'. He wanted to marry the queen of England. Her name was 'Jennie' but a witch named Sycorax wanted to marry the king. But the king did not like the witch so the king married the Queen Jennie.

The witch was upset and decided to curse the city. The curse was nobody should come out in the evening to the forest, if anybody comes to the forest in the evening they will be dead in the forest. The king came to know about the curse through his soldiers. the king became scared of the curse.

A girl named 'ROSY' who lives in iceland lived with her mother, father and her sister 'LILY'. One day rosy and her sister lily went out to play in the evening in forest. In the forest they saw a tiger which was starving for food. The tiger tried to eat both of them but, both of them hid in the bushes and the tiger went away. Both of them went near a den where the tiger lived. They saw the tiger it was not a tiger but it was the witch trying to kill the people in the forest so, the queen 'jennie' would be dead. So, the witch could marry king 'william'.

They listened what the witch has told in the den. After some time they went to home and they narrated their adventure as a story to their parents. After having their supper ,they went to sleep. Rosy slept on the bed and was thinking about the witch to control her anxiety to kill the people who went to the forest. After some time she went to deep sleep. In the early morning , she got a dream that the queen 'Jennie' was going to the forest to meet her friend in the middle of the forest near to the den where the witch lived. The witch dressed up as the queen's friend and waiting for the queen in the forest. The queen also came to the forest without soldiers nor a servant.

The queen and her friend were chit-chatting with others. In the middle of their conversation her friend narrated the queen that her house was nearby invited her to her house. The queen expresses she is new to this forest so you go first and I come back of you. At this scene what had happened was seen by rosy and sister lily. Rosy and lily thought to save the queen from evil witch. While the witch and the queen was walking, rosy and lily draged the queen through the bushes silently. They informed the queen about the witch. The queen believed what the rosy and lily told.

They three went to the house of witch. The witch made a sweet porridge and mixed with venom and served to three of them . Lily saw the witch mixing the venom in the porridge and told rosy and the queen without the witch hearing it . After getting the porridge in their hands , the queen asked for a hot water . The witch went inside the kitchen they throwed the porridge in the flower pots by the time the witch returned with a glass of hot water. The witch was surprised "How did the they complete the porridge so fast"! the queen threw the hot water on the witch's face . The witch face has been burnt and can't show her face to anyone and died in fire .

Next day , she woke up in the morning she narrated the dream to her mother. Her mother told that early morning dreams become true. Then her father told told her mother that the queen is going to forest to meet her friend. Then rosy dressed up her fast and took her sister and went to the forest. The scene has just took what happened in the rosy's dream. The queen felt so happy of rosy and lily's braveness. The king and queen gave them a reward to their kindness and courage.

Moral : we should be so kind and brave.

Entrepreneurship skills :

These skills promote business offers and enhance risk factors. It includes creative and new activities pertain to business and tasks. It contributes training and practice to the welfare of society. Corporate Zombie is a disease in all business. Dev Gadhvi illustrates some points not turn into a zombie:

“write down your goals to remind as a human. Motivate yourself with videos, read success stories build a network of people who are hungry and want to stay motivated. Stay with hungry humans and shoot the zombie on sight- you can shoot the corporate zombie with your words or without words. Stay safe in the corporate zombie world.”³

Leadership skills : Leadership skills at work place are great need. Leaders empower their employers to attain their full potential, formulate their decisions and make strategies for the growth of organizations.

These skills facilitate important benefits to their organizations. Better financial performance, improves customer retention rates, increase business agility.

“Mandela’s powerful personality always reached the people. Waving hands with a smiling face and wearing bright colored prints showed him as a fulfilled patriarch of modern Africa. His tight fists during his run for the Presidency showed his determined resolve. Wearing fatigues and sporting a beard while he was the leader of the African National Congress’s underground wing showed his aggression.”⁴

Time Management: Procrastination is the thief of time. If you postpone your activity you will face many difficulties. If you going on postponing , you are a chronic procrastinator. In spite of good planning we miss many opportunities. We negotiate with superiors for extended deadline or more resources. Know the root cause of delay.

Multi tasking also prevents the progress. It reduces the total efficiency of any task. Cell phone usage at driving is completely avoidable one. Give priority to your tasks. Revise your schedule often. Use your free time effectively. Appreciate others valuable time.

“Some statistics on how some people spend office time on non-productive activities.

Reading news websites- 1 hour 5 minutes, checking social media- 44 minutes, discussing non-work related things with co workers-40 minutes, searching for new jobs- 26 minutes, taking smoke breaks- 23 minutes , making calls to partners/friends -18 minutes, making hot drinks-17 minutes, texting or instant messaging- 14 minutes, eating snacks- 18 minutes”⁵

Personality Development:

In day to day world we assess the other person’s talent. Effective communication is the key aspect in many companies. Career growth relies on oral skills and perceiving verbal instructions.

communication skills denote the ability to express an idea in oral or written form. Listening skills practice upgrade the presentation skills.

Attitude : “Once a bird asked a bee : After a continuous hardwork, you prepare the honey, but a man steals the honey , don’t you feel sad?

Then the bee replied... Never.... Because a man can steal my honey, but not my art of making honey or my hard work.This story reflects believe in yourself.”⁶

Study Skills: Most students especially in India, are unable to plan their work for a day, a week , or a semester. They have no patience to cope with books for studying.

Where is the best place for you to study?

Some pupils prefer Institute library, others at home.

Posture matters : Your choice may be a table, desk, sofa, or lying on the floor. Some people sit and study for long stretches of time , while others take frequent breaks.

Noise : Contrary to popular belief, not every one needs to study in a perfectly quiet environment. So you decide impartially what kind of noise environment and your efficiency will best work at.

Lightening and Temperature : Choose to study in the environments in which you feel most comfortable.

When is the best time to study? : As with the first question, the best answer to this is any time. Of course, you most likely have your favorite time of the day to study. The unpredictability of many academic situations in our country present phase, however, will almost certainly mean you will not always be able to work at an ideal time. So experiment with different studying time, you might find that once you have made the effort to get out of bed, you actually work really well in the mornings!

Soft skills Games :

Ball Game : First round of saying the names of everyone after being divided into groups. Then second round ball is passed to one person by saying I am and I pass this ball to the other person. In this way students learn to memorize the names and its an ice breaking activity.

Clap game : Four groups and four themes are given to each. Words are pronounced by teacher if that fits the theme of a group, the members of that group clap.

Guessing game : Difference between closed and open minded questions. Two teams are formed and one person from each team guess a common business object (printer, stapler, mouse) and

Object is by asking close ended questions (yes/ No questions). Have many rounds and the team with more number of wins is the winner of the game. You can have 3 rounds and a class room discussion after that.

The easy question is asking and open ended question. What is the object? It gives information fast , saves time and energy.

Closed ended questions confirm your understanding and helps control talkative customers.

One word letters: students in pairs write each word on a paper and in this way form a letter.

Letter will be interesting when read in the class. It shows how word can form letters.

Blind folded game : Students are divided into teams and one person from each team is blindfolded. He/she has to find a particular object from the table with the clues given by. The other team members. Team with more number of correct finds win the game.

Misunderstanding game: The pair students sit opposite to each other and one person gives clues of the object and the other one draws the object on the paper with the clues.

Gesture game : Teacher shows gesture and also speaks to them along with it. Students has to follow what the teacher says. At last, teacher says different from what he / she shows. And the ones what does what the teacher says wins the game. It shows the importance of non verbal signals in communication.

Delegation : Delegation is two types a) Go for delegation b) Stewardship Delegation

a) Go for delegation : Go for delegation means go for this, go for that. Some self productivity managers order like this. Do this work, that work, inform me after the completion of work. Remember tree choppers in the forest. They are producers, strive hard. If you transfer delegation monitoring, do not change their attitude. They are unable to delegate others. They keep focus on methods, responsible for the results. Direct monitoring comes under Go for delegation. Some people behave like this, but how far is it successful? If you go on monitoring, commanding them leads to failure. Organization do not get productivity.

b) Stewardship Delegation : This method elaborates some points admiring others, giving freedom, allowing others to have consciousness. It focuses on results, desired results , delegation, resources, accountability ,not on methods. These principles applicable to persons, organizations. Create a time matrix, whether matrix is satisfied or do you require any change. If you want to entrust the work to others , write their names. Create next week's plan. Allot sometime to fulfill the aspirations.

Conclusion: Interdependence brings good results for the growth of an organization. Open emotional bank account, add these six major deposits. Understanding the individual, attending to little things, keeping commitments, clarifying expectation, showing personal integrity, Apologizing sincerely when you make a withdrawal . Reflective listening shows value to the personality. Trusting your strength leads to great beginning. Social skills pave the way for a new chapter.

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