



## IMPORTANCE OF SOFT SKILLS

Zehra Bi<sup>1\*</sup>, Sk. Shaheen<sup>2</sup>

(Asst. Prof. Swarnandhra College of Engg & Technology, NSP, A.P.)

(Sk. Shaheen, Research Scholar, Acharya Nagarjuna University, Guntur, A.P.)

Zehra



Sk. Shaheen



### ABSTRACT

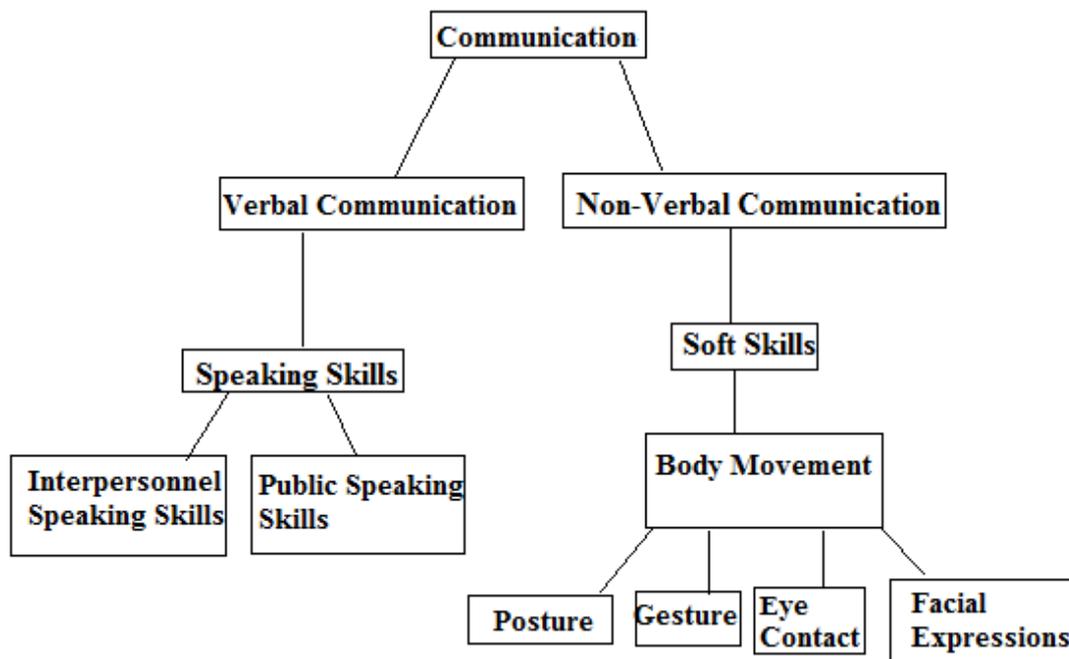
Soft skills are the personal character traits. They encompass our attitudes, habits, and how we interact with other people. They are tangible and can be gained through experience. Soft skills are useful in every walk of life. They enable us to use technical skills and knowledge effectively and enhance our sociable skills. Soft skills are transferable and can be carried. They virtually refer to the ways we carry our self in the professional world. The major contributions of soft skills are making an effective communicator and develop lateral thinking. Soft skills are playing a vital role in professional world. If we want our career path smooth we must have soft skills.

**Keywords:** *Soft Skills, Verbal Communication, Non- Verbal Communication.*

© Copyright VEDA Publication



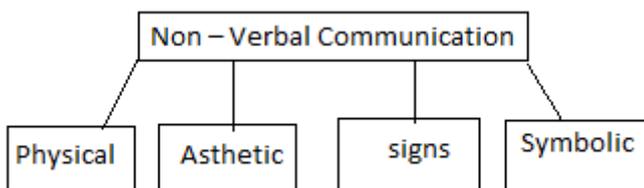
Language is a medium of expression. Communication means passing a message from person to person in comprehensible manner. There are two types of communications: Verbal communication and non- Verbal communication.



Speaking is a verbal or oral communication, which dealt with interpersonal and public speaking skills. In Interpersonal Speaking, etiquette is very important. Whereas in public speaking the speaker should keep in mind the purpose of speech and receivers or audience besides focusing on the topic. Verbal communication can be improved through listening, speaking, reading and writing skills.

**TYPES OF NON- VEBAL COMMUNICATION**

Non – verbal communication is divided by G.W.Porter into four broad categories.



**Physical Communication:** This communication deals with facial expressions and body movements.

**Aesthetic Communication:** This communication takes place through creative expressions: such as listening to music etc.

**Signs:** This is the mechanical type of communication.

**Symbolic:** This communication is used for religious symbols.

**SOFT SKILLS**

The term "soft skills" refers to skills like collaboration, problem solving etc. These soft skills have to be seen "in action". Soft skills can't be learnt by just studying about them. They have to be learnt through a process of change that can be difficult and uncomfortable at times. Soft skills, on the other hand, are subjective skills that are much harder to quantify and known as "people skills" or "interpersonal skills," soft skills relate to the way you relate to and interact with other people.



Soft skills deal with body language, which plays a vital role in non- verbal communication. Wordless communication conveyed through facial expressions, body language, pace, intensity, and tone of voice. Non- verbal communication speaks louder than words. Charles Darwin in his book *The Expression of the Emotions in Man and Animals* (1872) defined non – verbal communication. Soft skills play a vital role in non – verbal communication. It includes body movement such as postures and gestures, eye contact, and facial expressions.

**POSTURE**

The posture of a human being plays an important role in communication. Our emotions make us adopt a posture that is unintentional and gives a cue to others about our feelings. The manner in which an individual positions his body while speaking to someone else often speaks a different set of words than what he actually speaks. For instance, hands in pocket means disrespectful.

**GESTURE**

Movements of hands and other body parts convey different meaning. For instance, pinching the bridge of the nose means person in deep thought or engaged in decision – making process.

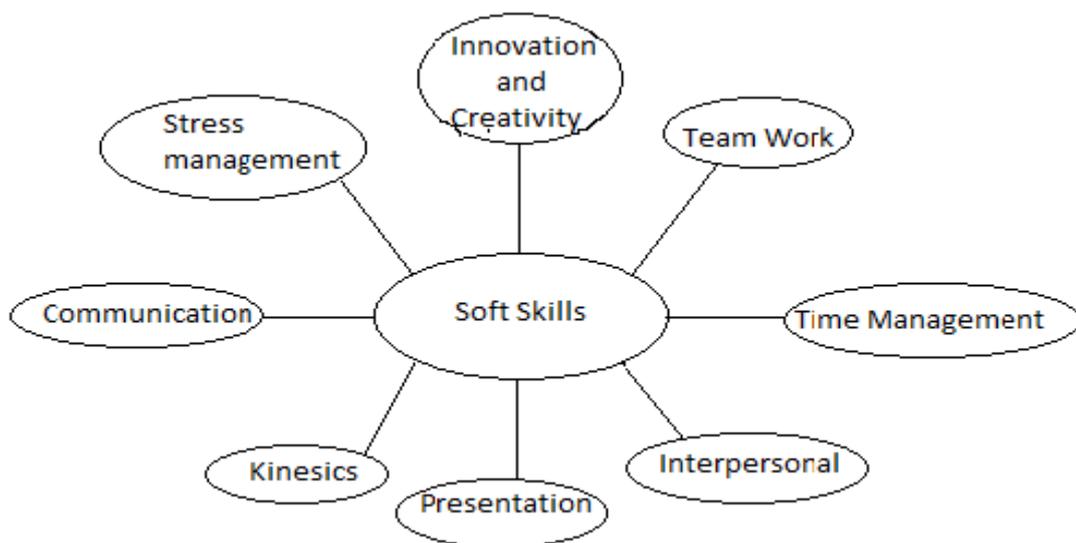
**EYE CONTACT**

Eye contact indicates degrees of attention, influences attitudes change or persuasion, regulates interaction, communicates emotion, define power and status. It is a general feeling that by carefully looking at the eyes of a person, we will be able talk about his character. For example, someone who is lying or a thief or convict does not look directly into others eyes.

**OPEN AND CLOSED GESTURES**

Open gestures can be used when a person is ready and willing to communicate. Whereas closed gestures can be seen in the way of honest, complete communication.

**HOW SOFT SKILLS ENABLE US:**



**TEAMWORK**

According to Aristotle man is a social animal. So it is mandatory to us to be sociable to everyone. Soft skill develops team work environment.

**FLEXIBILITY**

Adaptability and adjustment according to the circumstances is also considered as soft skill.

**PATIENCE**

Tolerance and patience to others is one of the aspects of the soft skill.

**PERSUASION**

Convincing others with their smart explanation is part and parcel of soft skills. Persuasion in the workplace entails convincing others to follow a course of action, to agree to a commitment, or to purchase a product or service. Persuasive skills are used to impress prospective employees.

**TIME MANAGEMENT**

There is a beautiful proverb "Time and tide wait for none". In modern scenario time management is playing a vital role in one's career development. Employees who manage their time well are more productive, more efficient and more likely to meet deadlines. Effective time management requires staff to analyze their workload, assign priorities and maintain focus on productive endeavors. Employees who are excellent time managers can eliminate distractions and enlist support from colleagues in accomplishing their goals.

**MOTIVATION**

Motivational skills in the workplace can be defined as actions or strategies that will elicit a desired behavior or response by a stakeholder. Motivational tactics will be the indicator of the style of the motivators, their relationship with the target of the motivation and the personality of the individual to be motivated.

**DECISION MAKING**

It is considered as an important aspect of the soft skill. Taking a right decision in right time is considered one of the best skills in advanced world.

**PROBLEM SOLVING**

We cannot expect the sea without tides, in the same we can find any field without a problem. But every problem has a solution. Problems are at the Centre of what many people do at work. So, being a confident problem solver is really important to success.

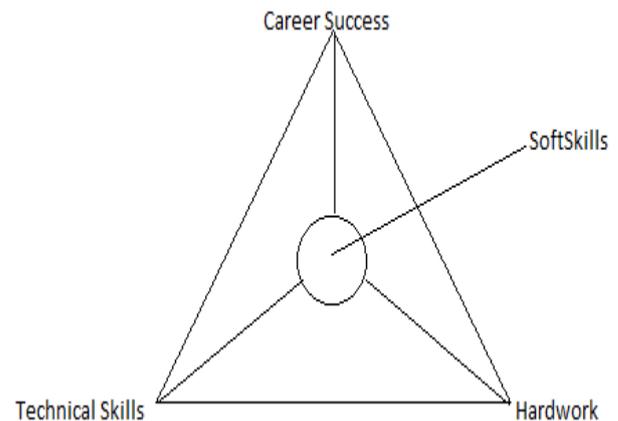
**CREATIVE THINKING**

It involves calling into questions and the assumptions underlying our customary, habitual ways of thinking and being ready to act differently.

**EMPATHY**

It is an important soft skills and essential element of emotional intelligence. It develops ability to understand others' emotions.

It is obvious that mere having good technical knowledge and working hard never fetches success.



To get hundred percent success in career one must possess soft skills.

Therefore soft skills enable students with a strong conceptual and practical fame work to build and develop their career. These skills play an important role in enhancing their career prospects.

**REFERENCES**

Srinivasa Krishna. K, Kuberudu.B. Business Communication and Soft Skills, Excel Books Publication.2008.

[http://en.wikipedia.org/wiki/Soft\\_skills](http://en.wikipedia.org/wiki/Soft_skills)