

**SOFT SKILLS**

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In today's working environment demanding more importance of soft skills. In order to gain a competitive advantage it is necessary to know how to behave and perform at the workplace and to negotiate with others. Even individual develops a set of soft skills from childhood onwards depending on the needs, awareness, and availability of correct instruction in this regard.

Soft skills are personal skills, which make person a more polished and more successful. Soft skills are about projecting oneself and one's professional skills in the best possible way, and taking a holistic view of things. They are about how to receive and reciprocate with others. The fine tuning of character is done with soft skills.

Keywords: *Personal Skills, Holistic View, Individual Development.*

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Employability Skills

Employability skills include the hard skills related to our knowledge of our subject's qualification. But the skills are not adequate. We have to develop certain other skills related to our workplace. They are called Soft-skills.

They include:

- Good communication skills
- Positive attitude
- Problem solving
- Social skills

Good communication skills

Is an important skill that not only reveals our personality but also our domain knowledge, etiquette and soft skill?

- Role in situation

- Domain knowledge
- Presence of soft skills

Example: Indira Gandhi "Abdul! We would like to hear your speak"

Problem solving

In various situations at work place things are not going properly which we want and desire.

- Take initiate step to solve rather than controlling others
- Identify the problem
- Make others to identify it.
- Instill a sense of confidence and co-operation among colleagues/subordinators.



- Have control on Emotions and be Professional.

Profession: Is concerned with knowledge which is for the good of society.

- **Professionalism:** to involve doing things for people, but not in an egocentric way.
- In a nutshell he/she must love people and possess basic values.
- **Social skills:** it does not end with office hours but extends beyond office hours also; when we are found to be dynamic, productive, and acceptable by team members/colleagues, certainly, strengthen our personality, confidence and career aspects.

Socializing skills

- We meet and interact with varied people internally as well as externally. The list of occasions is unlimited and in every context we must be alert in order to achieve the good results.

To achieve this following things are must be required:

- Team work skills
- Emotional intelligence skills
- Assertive skills
- Adaptive skills

Team work skills

Team work is an activity or series of activities undertaken by a group of individually talented people, working collaboratively to achieve a common goal.

Example: Whatever the nature of work, whether it is a large business organization (or) a small village co-operative, and teamwork can be used to produce good results because the productivity ratio of several minds working as the same task is greater than that of an individual.

Effective team work depends on the team member's skills and commitment. The word TEAM can be expanded as follows:

- T - Together
- E - Everyone

- A - Achieves
- M - More

Proverbs on Teamwork Skills

- Gnats, in great numbers, can beat an elephant.
- Sticks in a bundle are unbreakable.

Emotional Intelligence Skills

Emotional Intelligence is the capacity to use and channelize emotions so as to achieve ones Goal. It is ability to understand and recognize our own feelings, manage them and also empathize with the feelings of others. Now –a- days we have more high-paying jobs, better facilities, and greater buying capacity, there is also an increase of suicide, crime substance abuse and divorce.

If we improved Emotional Intelligence directly contributes to our mental and physical well-being, and that people with high emotional intelligence are known to have a healthier, happier and longer life.

Proverbs on Emotional Intelligence:

- Be civil to all, serviceable to many, familiar with few, friend to one, enemies to none.
- Faults are thick when love is thin.

Assertive Skills

Assertiveness is the ability to express one's opinions, feelings and views freely and without letting emotions dictates the manner of expression and communication. There are many situations in life when there are a need to asset our selves, both in our personal and our profession lives.

Example: On the train if someone tries to occupy a berth that you have reserved, you will have to assert yourself to occupy your seat.

There is a distinction between assertion and aggression. When asserting oneself, one does not give offence to (or) hurt the person one is in conflict with. The body language of an assertive person is open, confident, empathetic, and warm and trustworthy.



- Use natural gestures and make eye contact.
- Be aware of our rights
- Try to define the problem to the other person.

Proverbs on assertive skills

- Seek till you find and you will not lose labor
- Kill your enemies with kindness

Adaptability Skills

- Adaptability is the ability to change oneself when necessary, and also to be changed by circumstances.
- Adaptive responses are an important skill set.

Example: If my bus does not come on time, I go with other choice.

Adaptability is a mindset. Part of adapting is also finding creative solutions to problems. In order to adapt, we should think 'out of the box' approach the problem from a different direction, ask others to give solutions to suit a problem. It is important for leaders. This is because they frequently have to analyze the consequences of their decisions, and then change their thinking if the results are not favorable. However, it is important to mention that adaptability does not mean that one should compromise on one's basic principles or values.

Example: If I have to make a strong table with imported wood. I cannot find the wood required. I go round in the local market. Wood A is soft and will not bare weight; however, it is immediately available. Wood B is strong and suitable for my needs, but there is not ready stock and I will have to wait a week and face the consequences of the delay. How do I decide which to use? Since my basic aim is a strong table I should select wood B.

- Be open to ideas from everyone, do not let hierarchy limit your vision
- Be creative in finding solutions.
- Change your strategy whenever necessary and as many times as the goal requires

Proverbs

- Time change and we with time
- To exist is to change, to change is to mature, to mature is to create one endlessly.

CONCLUSION

An old man teaching his grandson about life. He said to the boy:

"A fight is going on inside me. It is a terrible fight and it is between two wolves. One is evil. He is anger, envy, sorrow, regret, greed, arrogance, self-pity, inferiority, lies, false pride, superiority and ego."

"The other is good. He is joy, peace, love, hope, serenity, humility, kindness, empathy, generosity, truth, compassion and faith." Said the old man and which one will win? Surely the one we feed.

Unlike core subjects which can be easily taught in a classroom, soft skills need more of practice and less of theory. Hence, it has become indispensable to get trained in soft skills; otherwise, we would be lagging behind in many ways. Soft skills can be developed over time.

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