SOFT SKILLS FOR SUCCESS

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Abstract

Soft skills are gaining momentum day by day as they become more important than technical skills whatever may be the profession. Everyone has some form of soft skills already in them and it only needs some training to hone up these skills.

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Soft skills play a vital role for professional success and it has become the need of the hour in the era of information and knowledge. Good soft skills are a cluster of personality traits, social graces, communication, language, personal habits, friendliness, and optimism that characterize relationships with other people.

In a number of professions soft skills may be more important over the long term than technical skills. For this reason, soft skills are increasingly sought out by employers in addition to standard qualifications. The organizations dealing with customers generally train their staff to use these skills. Most of the organizations are ready to hire workers who demonstrate a high level of "soft skills".

Discussed below are some of the soft skills the employers seek in their employees.

Communication Skills

Communication is central to human existence and it is the ability to communicate well that distinguishes one individual from another. Apart from the basic necessities, one needs to possess good communication skills to be a happy and successful social being.

Communication is successful only when both the sender and the receiver understand the same information which they share. When not successful, the communication will fail its purpose causing a communication breakdown.

The term communication in the present world beyond doubt refers to ‘communication in English’ as it has become the tool in the global employment scenario. English language is accepted globally as the language for communication making it the world’s lingua-franca.

In the field of education communication plays a major role as it is a
must for the teacher to check whether the student has understood the concepts and for the students to clarify doubts. From the examination point of view and to excel in co-curricular activities like paper presentation, preparing speeches, seminars, debates etc. good communicative skill is essential. The message or survey of the researchers is conveyed to the world only through effective communication.

In the job market, the employers expect the candidates to communicate clearly and fluently and this can be understood from the fact that we never come across an advertisement which does not mention that candidates should possess good communication skills. While interviewing candidates, they are judged by the interviewers on the basis of the way they communicate.

In business, to be the best one has to communicate exceptionally well as it plays a vital role in the smooth functioning of an organization. Communication skill is the fundamental to any business transaction. Surveys often cite communication skills as the single more important decisive factor in recruiting candidates. Communication skills, including written and oral presentations are the main factor contributing to success in business.

**Interpersonal Skills**

Interpersonal skills enable a person to work with others harmoniously and efficiently. Employers appreciate employees who get along with people and hence they seek employees who have good interpersonal skills, such as communication, problem solving, and teamwork abilities.

If you cannot associate yourself with the people who work around you, your professional life will suffer. Developing consciously the social skills will make you become closer to your colleagues and will help you succeed in your work place.

**Analytical Skills**

Analytical skill is the ability to visualize and solve complex problems and make sensible decisions based on the available information. Such skills include demonstration of the ability to apply logical thinking to gathering and analyzing information, designing and testing solutions to problems, and formulating plans.

Nowadays, testing the analytical skills of a person forms part of the interview process as it is believed that a person who is analytical will have all of the facts about something before doing it.

**Report Writing Skills**

Formal reports help in communicating information or to explain the work to others. Effective reports are vital as they will give you a professional image and get others to take your work and thought process seriously. It will also leave a permanent record of your ability. On the contrary, a badly written report risks remaining unread and its objectives not being reached.

**Preparation of a Resume**

A resume is designed with one purpose - to "sell" your skills, knowledge, and experience to an employer and what you have to offer to the needs of the employer and it will take you to the next step that is interview. It is a summary of
information like your educational qualification, technical skills, unique qualities, work experiences and other accomplishments.

The employer will just only scan your resume to decide whether to proceed to the next step or not and you might never get a second chance to make a first impression. You should get the attention of the employer among a dozen of other resumes.

**Group Discussion**

Group Discussion is a part of personal interview for the final selection of candidates. It plays a main role in selecting the academically superior achievers, the best among the best. The reason why Group Discussions are organized even after testing the technical skills of the candidate is to get to know a person and to test how he/she acts in a group as a part of a team.

**Personal Interviews**

Personal interviews are the final part of the selection process where the candidate sits for a one to one dialogue with the authority concerned. It is the performance at the personal interview that decides whether the candidate is eligible for a particular job. And the primary purpose of personal interviews is to gauge the suitability of the person for the job and also they are a way to determine the attitude of the candidate. Sometimes even though a candidate may have all the requisite qualifications he/she may fail at the personal interview for reasons such as bad attitude, lack of confidence and other personal shortcomings.

**Body Language**

Body language is the posture that changes depending on the internal emotions and mental states of a person. Body language is an important part of communication which can constitute 50% or more of what we are communicating.

**Dress Code**

It shows professionalism and respect, and more importantly, that you know how to dress for various occasions considering the location.

**Effective Time Management**

Initially time management referred to just business or work activities, but eventually the term broadened to include personal activities also. Poor time management leads to less concentration or focus on the efforts, leading to a frenzy of activity, but a very little achievement. Personal time management skills are essential skills to become highest achievers in all walks of life.

Effective time management will help a long way in improving the quality of life. You will not only get a lot more done in less time, but also you’ll feel more relaxed in your life.

**Stress Management**

Stress is what we feel when we think we've lost control of events. A lot of research has been conducted into stress over the last hundred years. We experience it almost any time we come across something unexpected or something that frustrates us. We become excitable and anxious and this actually reduces our ability to work effectively and we find it difficult to execute precise, controlled skills.
Stress not only affects our ability to execute our work in an effective manner but also in the long run it brings along with it problems of poor health and burnout. Stress at the workplace results in absenteeism, higher attrition, and decreased productivity. Stress also leads to fatigue, irritability, poor communication, and quality problems. Stress could lead to stress-induced health problems and there is the possibility that it could push the person towards habits such as smoking and drinking.

There are many proven skills that we can use to manage stress. These help us to remain calm and effective in high pressure situations, and help us avoid the problems of long term stress.

Role Playing

The Oxford English Dictionary defines role-playing as "the changing of one's behavior to fulfill a social role". Role-playing refers to the changing of one's behaviour to assume a role, either unconsciously to fill a social role, or consciously to act out an adopted role. A situation based on a problem that needs a solution, a situation that needs to be more closely examined, or a case or issue that demands a different perspective is usually taken for role playing.

Business Etiquette

Etiquette is about being comfortable around people and also making them comfortable around you. Practice of etiquette is a valuable advantage, because in a lot of situations, we may not get a second chance to create a good impression.

Disrespectful and discourteous treatment or unintentional breach of manners may lead to loss of potentially worthwhile and profitable alliances. Most behaviour that is perceived as disrespectful, discourteous or abrasive is unintentional, and could have been avoided by practicing good manners or etiquette.

Attitude

The Advanced Learner’s Dictionary of Current English defines attitude as "a way of looking at life; a way of thinking, feeling or behaving." Attitudes are generally positive or negative views of a person, place, thing, or event. At times a person may have both positive and negative attitudes toward the item in question. A person needs to possess a positive attitude towards things to perform at a higher level and achieve success. High achievers are always the people who have trained themselves in this vital attitude. SUCCESS is a matter of having a positive attitude.

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