



## SOFT SKILLS FOR SURE SUCCESS

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### Abstract

The olden days witnessed the less job availability but there were more qualified candidates. The employers were limited. The cost of living was tolerable. Man's qualities were on the areas of the domain subjects. The selection processes were limited to personal interviews only, as far as private entrepreneurs were concerned. For the jobs in Government and Bank, there were written tests and personal interviews conducted to select the candidates. Recommendations to certain job opening were also a fashion of those days. Of course, still it is in persistence. But, one could seek a job but the selection processes are many and not as it were.

My article is depicting the required and essential skills to get identified by the prospective employers, what are those qualities, how to acquire those skills and settle-down in life with a lucrative job.

No doubt, the Employers seek candidates with knowledge of soft skills not only at the entry level opening, but also for all middle and senior level opening. This is also considered as prime qualities in Personality Development requirement. Let us see in this Article the significance of Soft Skills.

**Key Words:** *English, Language, Communication skills, Leadership, Listening, Planning, Etiquette, Conflict, Inter-personal, Personality, Creative-thinking and Socializing.*

### Introduction

We all know that, nowadays, English Language is gaining its momentum. That does not mean that English Language was diminishing in its standard in Indian context. It is realized through the various global standards and business relations between India and other countries; the English Language is occupying a vital status. In olden days, I mean before Independence was acquired, English was in the soil of India. But the British have become a pilot to bring English into India, thanks to them to an extent. The British as because their verbatim was English, they were forced to pick-up other Indian languages in which they dwell. For example, the British who have their domicile in West Bengal, they picked-up Bengali and the other Indian national Language Hindi. Almost all the British population residing in India, were well conversant with the Regional or Local or National Language as the case may be.

As the British became conversant with the Indian languages of their domicile, simultaneously, Indians too picked up the English Language and became Master in the Language. During the war of Indian Independence with the British, our Indians felt comfortable in communicating with the British on all matters related to freedom struggle. This paved the path for the growth and development of English Language in India. English occupied the place in the curricula of Education next to the Regional Language in Academics.

### Transformation in English Language:

When the English Language began growing in India, it occupied a sufficient place in Schools and Colleges in the name of English as a medium of instructions in all subjects. The Kinder Garten (KG) School Education was the forerunner of English Medium. All the parents felt very proud and exalted that their wards are pursuing their education in English Medium educational institutions. The regional language schools became losing their name in the wake of English Medium Schools were gaining momentum. Observing this trend, the other schools who were imparting "mother-tongue" (MT) related education gradually introduced English Medium sessions also in their campus to achieve educational standards. Central School Syllabus and curriculum too began attracting the parents to go forward in securing admissions to their ward and wards in English Medium schools.

It was felt as a prestigious one to the in trumpeting to others that their children are studying in English Medium Schools. Then, English Language became very popular among the general and educated masses. But it had its limited significance and not a specific interest. It was felt that the English Language of those days, i.e., just fifty years ago, had its own significance and glamour, though the scope of the language was limited only with professionals and who were in Government services and but not with all, as per the various researches reveal the facts accordingly.

The scenario gradually changed during the mid-eighties. The standard of English speaking folks began deteriorating. The mother-tongue related education became dominant. The students began adhering to the words and sentences and advices of their beloved political leaders and began revolting against the English Language. Mother-tongue education offered additional benefits by way of fee reduction or fee- waive scholarship etc., to those who pursue their courses.

English Language, then, received its step-motherly treatment in the educational institutions. The standard of English and the learning enthusiasm of students on the job.

## Rejuvenation of English Language:

When the Software Industry became putting its foot-and-feet firmly on the Indian Corporate Sectors, in between 2002 to 2005, it became very inevitable to the Indian students and job-seekers to learn the language under any cost. The entry of multi-national companies/organizations in India, further graded the necessities of English Language. The status had arrived now that without English knowledge, one cannot secure a job in any good or reputed organization, if a dream organization is in one's mind. If one has a vision of securing good job opening in an organization, it is a must that one has to be good at and excel Soft skills and Employable Skills.

When the language was on its development path, it further began pervading into all walks of life. Indian Authors became flourishing in contributing to the English Language and Literature in their own styles of writing. Spoken English Language took its place as "Neutral Accent". American Accent and British accent were given importance in the spoken language aspects. Writing in English Language was considered as an additional quality to students of all kinds.

The globalization and the growth in English Language have brightened the students with an awakening call that English Language only would offer them a livelihood if they wish to secure position as such.

## Preparations

If a student wishes to secure a job in a Corporate/Industry, it is a must that she/he should possess the basic qualities which are very much required as a competency. The skill development is required to be a basic yardstick which is comprising of the following, known pretty well as Soft Skills:-

1. Communication Skills
2. Speaking Skills
3. Listening and Observation Skills
4. Body Language
5. Inter – personal Relations
6. Conflict Management
7. Working in Teams
8. Leadership Skills
9. Time Management
10. Planning Skills
11. Creative Problem Solving
12. Public Speaking Skills
13. Self Introduction and Hand Shake
14. Etiquettes and Grooming
15. Socializing Skill

The following have, being the essential qualities for an individual, much enunciated to undergo rigorous practice on the above parameters. These skills are certainly akin to skill development and without that, it would be very difficult for an individual to get placed with an Employer, nowadays.

Let us understand in detail as to how these qualities are leading a student to get placed, if he or she has a dream organization of them.

## SOFT SKILLS MODULES:-

### Communication Skills:

As we all know well that communication skills is taking a prime place in every Country, Region, and Society as a whole. The communication is working in all directions in order to get inter-related. The communication-skills is undergoing a great change through various channels. The communication processes are flourishing in large scale and the corporate/organizations are on their best efforts to reach the end-user or public through various media of communications. To engage themselves in communication activities, the managers of the organization must be good or sometimes excellent in the processes. The communication skills are to be equipped by the Manager concerned, not after assuming the office, but during the studies itself. Therefore, as aspiring manager has to take extra-ordinary initiative in improving the communication skills. Therefore, the spoken and written form of communications are to be well equipped by the job aspirants and also by the persons who wish to excel in their professional life. Simply speaking in English Language Is not Communication Skills or Soft Skills.

### Spoken Skills:

The managerial functions of an Organization are taking place maximum in spoken form only. The Manager is organising his functions in the managerial functions mainly in communicating with his team members and other department functionaries. The usage of language may be the one which is being used locally as a regional language. But during the meeting of all managers, professionals and other related categories, the usage of language is expected to be in English, so that all the participants are finding themselves in conversing comfortably. Therefore, it is stressed that spoken English must be a prime quality for a manager in putting the matters forward. The spoken English is inclusive of grammar, right and correct formation of sentences for utterance, voice and accent followed by vocabulary

It is very much expected that a Manager is to speak in English without the Mother Tongue Influence (MTI) for the reason that the English language has its own qualities and is being spoken in American and British Accents. Being Indians, taking a special interest towards English language, it is expected to speak the language in neutral accent, that is, in Indian style of expression, which is not to be under-estimated by anyone.

**WRITTEN LANGUAGE SKILLS:**

Subsequent to spoken English language, it is also expected highly to be a competent person in written language too. The spoken language and the written language are totally different from each other. Spoken Language is somewhat easy for utterance by any means, but when the expression is to take place in written form, it requires a special skill in formatting the sentence with correct grammar, spelling and right words/vocabulary to communicate the message/content. A Manager has to be well-versed in those aspects to be an effective communicator. The messages, where ever, are required to be communicated in the required form only and if it is deviated, the charm of the methodology is lost and the communication content is also loses it's charm.

It reminds us the proverb in English Language "The written words live and spoken words die".

Planned communication with good delivery in any language, whether spoken and/or written, is known as effective communications, as perceived in Communications Management.

**Listening and Observation Skills:**

It is generally believed that the human qualities are envisaged in listening and observing the activities, human-beings, circumstances and environment only through good listening skills possessed by an individual, the decision skills are arrived in. If one does not pay attention to listening to others contention, and the decision is taken, the decision goes totally led- astray. Listening is by the ears and the observation by the eyes. If both are united at a particular time towards a good listening of a matter of interest, then the decision taken is found good. If proper attention is not paid towards the matter, then, the decision is also expected to be haphazard.

When the change effects in the organizational policies or in structural or in human resource or in marketing or in finance, the matters for change must be understood through various listening of the matters and keen observance.

Therefore, a Manager should be good at listening and is expected to arrive at a good decision which should speak about the Manager concerned, who took the decision on a matter of regular occurrence or on a special interest.

For example, the Honourable Judge of a Court of Law listens and observes very carefully, during the cases argued in the Court of Law, because the Judge has to deliver the right and lawful decision. If the improper listening takes place, it is leading the Judge to a corner.

Good Listeners are Good Decision- makers.

**Body Language:**

Body Language means "to communicate without the use of a language" The sender and the receiver are communicating without the use of the verbal language to express their ideas. The body language is known as Non-verbal communication. There is no specific objective of the body language but is to understand where the spoken is opportunities are absent.

Body Language is practiced in sports and games, road- traffic, aerodrome, hospitals etc., The body language is very much being practised by the persons who are deaf and dumb to communicate their messages and to understand others' messages. In Door- Darshan we come across an exclusive news hour is contributed to such persons who are deaf or dumb or both, though they are able to read and write, the body language methods of expression is helping them to have more access to their update of worldly matters.

In our daily life, we maximum use body-language related communications along with our verbal communications. Body Language signifies one's mental attitude and how he/she is prepared mentally to communicate effectively. In Job Interviews, the Body Language of the candidate is observed, measured and evaluated by the Interveners. Body language depicts the attitude of an individual.

Therefore, it is very much emphasized that communicating through body language is to be adhered to by all.

**Inter-Personal Relations:**

Relationship is uniting the individuals and groups in a society. Without relations one cannot live in the world. Man is a social animal. He cannot live in seclusion. In an organization a manager or employee cannot function in isolation. How all drops of water make a river, similarly all individuals make an organization. In that environment, inter-personal relations are very much helping the employees to achieve their personal and professional goals and the organization as a whole.

If the employees are living united in an organization, there, the operational problems are mitigated. The good industrial relations is practiced. The minor issues are eliminated and, if any, they are being brought under control. Owing to that, the productivity of the employees has enhanced.

Therefore, it is the responsibility of all the employees to learn to live in harmony. Once the relationship is framed well within the organization for a better work achievement, then the productivity of the employees would never be compromised at all.

Therefore, everybody, whoever may be or whatever may be their hierarchy in the organization, must cultivate a habit of maintaining excellent inter-personal relations by keeping the productivity in mind.

**Conflict Management:**

The word Conflict is defined in Oxford English Dictionary as "disagreement" that means, in an organization also disagreements are feasible between one employee and other, and one manager to another and so on. The conflicts are perennial in any organization but those conflicts are to be resolved amicably and that should not lead to any other ego clashes, but it may prevail for that particular matter of disagreement only.

If the inter-personal relations are maintained, there the chances of conflicts are remote.

Human Resource Management deals with this subject at length and addressing the various issues that are taking place in the day-to-day.

### **Working in Teams:**

It is usual that every individual is responsible for his/her performance anywhere, irrespective of the functions, be it academics, corporate, politics etc., But at the same time an individual must be confining himself/herself in a team of individuals who are functioning in the same organization to accomplish the task/s, as entrusted. Therefore, team functions are very much required to be in concentration.

If we go into little analysis oriented, the Team management is enforcing every team member to contribute effectively and to share their experience as per the tasks to be performed by them. The task-target is distributed to all members and collectively one and all are paving their path for achievement.

Needless to say that the team leader is to be accepted by the team members, then only, the team functions would take place effectively. Soft Skills is shaping the team members to be with the Team Leader. If any ego clashes arise among the team leader and members, it is not taking a further shape adversely. Soft Skills is making the productive qualities in working in teams.

### **Leadership Skills:**

Leader is not A person, but he is THE person who takes initiative, plans, guiding, directing, motivating, supervising, correcting the team members and above all he is expected to be with the Team Members till the desired task is accomplished. Since Tasks are perennial in every organizations, it is meant that the Leaders responsibilities are also on the continuum. The Leader is never expected to leave the functions assigned to him under any circumstances. Leadership styles are very many in practical. All the styles of the Leaders whatever it may be put to force in achieving the desired goals. The Goal-orientation is the primary one which leads the Leader to keep his targets for achievement with the help of his team members. Therefore, Team with the Leadership is travelling together with it and never a pole-apart.

Success or failure is with the functions of the Leader. A Leader must be ready to face the challenges, if not, his/her Leadership becomes null and void.

Soft skills is offering a great thrust on Leadership Skills.

### **Time Management:**

Time is precious than gold. Once your time is Lost, it is lost for ever and cannot be regained at all – are the sayings in every language.

The Time Management is always considered as a vital aspect in our day to day activities. To utilize the time effectively, one should plan meticulously for it. The time plan is to be made by keeping the activities in mind to be done for the day. The plans in scheduling the hour or hours must be executed as planned and the time must not be wasted and it is to be utilized prudently.

All the individuals are personally responsible for the time management and it is not expected to be done by any other person to chart out the time plans for other individuals. Important functions are to be given the first place and not vice-versa.

A Manager has to plan her/his time very effectively and also to monitor the time spent or utilized by the team-members of her/his team. If the time is spent productively, the team goals are achieved.

The time-usage by Top- Managers, though they are not performing their day-to-day functions on the chair and table, the productivity is counted for the betterment of the organization. The Top- Managers of an organization are managing their time with the assistance of Time Planner devices. The change in the time and the reduction in time, or the enhancement of time are the primary functions in time management.

Soft Skills is paying more importance to time management as one among the other qualities of a Manager.

### **Planning Skills:**

Planning is a continuous procedure. The planned life is considered as a successful life. The life without a plan is an unproductive one. All the plans that are chartered out are not expected to be successful. But at times, there could be successful events and results even though a prior plan was not in shape.

Plans are of three kinds:- 1. Short- term plan, 2. Mid-term Plan . 3. Long Term-plan.

A Manager makes all the above three kinds of plans, as per the exigencies and requirement of the environment which warrants him to do. When making a long term plan, the Manager has to foresee himself/herself with the ensuing trend as to what could yield the result and response. Short term Plan is for a quick deadline and short-span of time. Usually, all are capable of planning for a short time, but in this aspect, quick information feasibility is the criterion. The Manager should have the skills in planning in a hectic time-schedule. Mid-Term Plan is considered as an occasional one and hence Managers do not pay much importance to it. But all the plans, whatever be the terminology, it is to be adhered to professionally.

Plan and Time are the two professional eyes of a Manager.

### **Creative Problem Solving:**

Every problem has its own way of finding out a solution to it. No problem is for non-care. The problems that are left-off have no end and an amicable solution is not arrived at.. The unsolved problems are always a viral to the Organization and it may erupt at an unexpected level. Therefore, the Manager has to apply his/her creative thinking qualities, which is to be in possession of the manager, if not, it is to be acquired prudently. There is a saying that if you

ignore a problem, it gets solved by it itself and the problems are subsided, without anybody's intervention. But this is an incorrect ideology.

A Manager has to ensure that no unnecessary issues get propped-up. But the problems which have the professional relations must be handled by observing the pros and cons and not just like that.

### **Public Speaking Skills:-**

Many have the spoken qualities in a particular language or in couple of languages, on colloquial expressions. But if an individual is asked to address the masses or a tiny gathering at a time, he/she might not be comfortable enough to face the situation, irrespective of the age, qualifications, experience etc.,

Soft skills is stressing that one should be bold enough to address the gathering irrespective of the situation that takes place. Fear of addressing others, nervousness, shyness etc., are considered as a disqualification of a Manager.

A Manager, with his Public Speaking Skills, must be in a position to face any number of persons whether they are in good mood or in pensive mood or in an aggressive mood.

### **Self Introduction and Hand-Shake:**

Introducing oneself to another person is exposing the human relations skills and inter-personal skills (it has been discussed earlier) It is also considered as Body Language, that is non-verbal communications. But it is to be observed while shaking hands with another individual, the verbal expressions such as, "Pleased to Meet You", or Glad to Meet You" or Nice to Meet You" etc., The hand-shake is to be exercised with all the smiling on the face with pleasing gestures.

The hand-shake expresses a good will between the two individuals. The Hand-shake should be soft and both the hands must be clubbed with each others and absolutely, no stubbornness to be exercised. While hand-shake with other opposite gender, say Man verses Woman shake hand with each others, strictly the culture is to be maintained and gentleness must be prevailed.

Soft Skills is stressing about an individual's relations with another person and with the group altogether.

### **Etiquette and Grooming:**

Grooming is about personal development. Soft Skills is talking about personal grooming to adopt the personal development and personification. . Grooming talks about individual's dressing methods, wearing pleasing attire, wearing the clothes with cleanliness, etc., are expected by the educated society. On the day-today dressing sense, nowadays, the jeans and tee-shirts have replaced the trouser and slack-shirt or bush-shirt, particularly in students community. Though the University and the College Authorities are stressing the importance of wearing professional attires, the messages are reaching the deaf- ears of the students, which conveys their rigidity. .

But the Corporate/Industry is anticipating the good dress culture amongst their employees; therefore, Soft Skills is also trying to inculcate the same.

Etiquette: It is about general mannerisms. It speaks about how is it important for an individual to possess behavioural mannerism in the society so that one's general knowledge is perceived.

Etiquettes are inclusive of General Etiquette, Public-Place Etiquette, Rendezvous-Etiquette, Dining Etiquette, Meeting Etiquette, Corporate Etiquette, Professional Etiquette and so on. It is essential to know and practice all etiquettes as per the necessities accordingly.

### **Socializing Skills:**

Man is a Social Animal. He/She has to get civilized to make a living with others. In order to be living in togetherness, one has to learn the socializing skills. This socializing skills are making the mankind to have better understanding of other religions, culture, languages, customs and traditions and over all awareness. By understanding this, the gap in between one entity to another would get narrowed down and because of that social misunderstanding is eliminated.

For example, a Manager, who is hailed from one region of India, when he happens to work in another region, on his professional-orientation, he/she must be in a position to adopt and adept the new environment.

Soft skills is also paving a path for good socializing skills for Managers under the new circumstances.

### **Learning Skills from Soft Skills:**

The soft skills has occupied a unique place in the educational sector which encompassing on the life skills development, employability skills, pursuing the curriculum in a better manner, devoting required time for studies, understanding and analyzing the social set-up, contributing for the professional development, communicating in 360 degrees and not in docile nature, researching on communication related matters, making good team functional environment, eloquence skills in language deliverance etc.,

### **Conclusion:**

"Soft Skills is for Sure Success," is not only proven in placement tests, or interview, but it is entirely changing the mental balance of an individual to act positively. The qualities that have been acquired through the Soft Skills practices are leading an individual to the zenith. Soft skills are to be adhered-to by all personalities in every walk of life.

Business Managers should acquire the above narrated skills by themselves and the same must be transformed into the day-to-day activities of his team members. Such qualities of the team members would certainly yield the required results within a short span of time.

Soft Skills is not at all to be perceived as Hard Skills.