

WHAT ARE SOFT SKILLS?

Unit:2

WHAT ARE SOFT SKILLS?

- "Desirable qualities for certain forms of employment that do not depend on acquired knowledge, they include common sense, the ability to deal with people and a positive flexible attitude."
- રોજગારના અમુક પ્રકારો માટે ઇચ્છનીય ગુણો કે જે પ્રાપ્ત જ્ઞાન પર આધાર રાખતા નથી, તેમાં સામાન્ય સમજ, લોકો સાથે વ્યવહાર કરવાની ક્ષમતા અને હકારાત્મક વલણનો સમાવેશ થાય છે."

LIST OF SOFT SKILLS

- Communication Skills
- Interpersonal Skills
- Time Management
- Personality Development
- Conflict Management
- Creativity
- Teamwork Skills
- Adaptability
- Problem-solving Skills
- Leadership Skills

IMPORTANCE OF SOFT SKILLS

- Professional development
- To maintain good relations
- To achieve success in career



THANK YOU



COMMUNICATION SKILL

Unit 2.1

WHAT ARE COMMUNICATION SKILLS?

- Communication skills are the ability to interact with others.
- It involves sharing of:
 - Thoughts
 - Ideas
 - Feelings



TOP 10 COMMUNICATION SKILLS

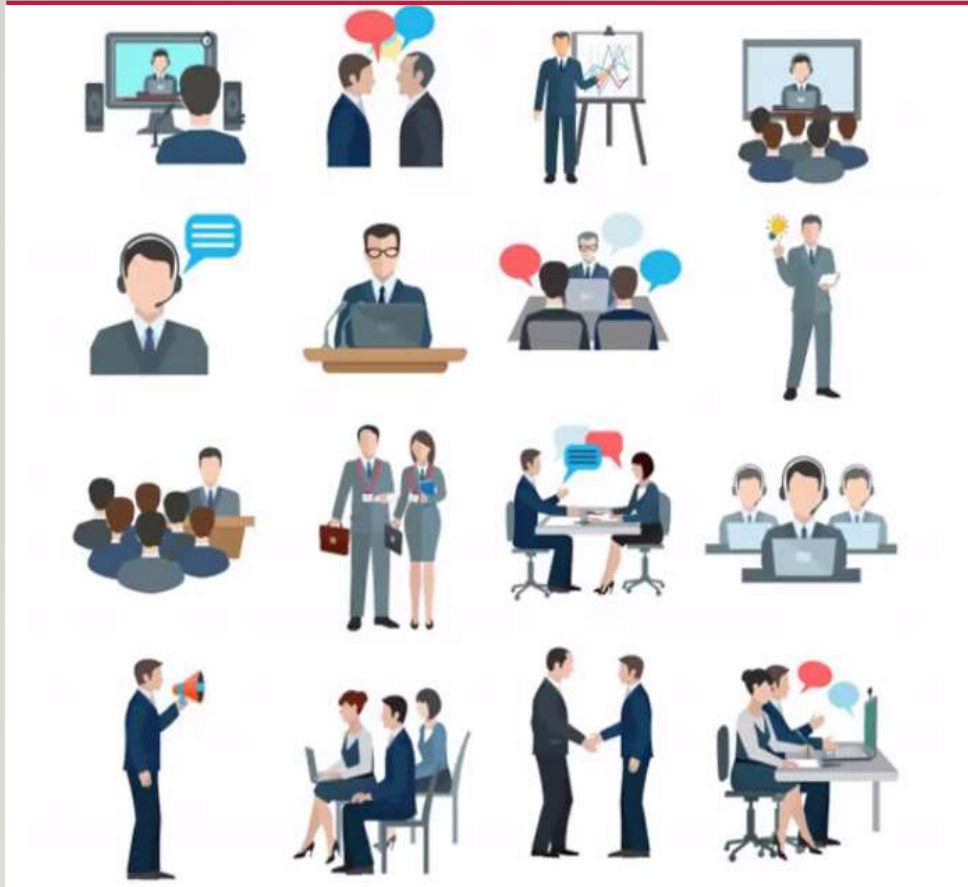
- 1. Listening
- 2. Verbal communication
- 3. Non-verbal communication
- 4. Clarity
- 5. Friendliness
- 6. Confidence
- 7. Written communication
- 8. Open-mindedness
- 9. Respect
- 10. Feedback



LISTENING



VERBAL COMMUNICATION



NON VERBAL COMMUNICATION



CLARITY



MASTER CLASS



CONFERENCE



PRESENTATION



TRAINING

FRIENDLINESS



CONFIDENCE



WRITTEN COMMUNICATION



OPEN-MINDEDNESS



RESPECT



FEEDBACK



KEEP IT SHORT AND SIMPLE

- Keep your written communication concise and frame so it can easily understand
- There are some other guidelines that you should keep in mind while writing your E-mails, reports etc.
- We can summarize these guidelines using 6 cs of business.
- These guidelines will be useful in any type of job at any level.

SIX CS

- 1. clear
- 2. concise
- 3. complete
- 4. concrete
- 5. constructive
- 6. correct

I. CLEAR

- Be sure that your prospect understood exactly what you are saying
- Highlight message
- Don't assume your colleague familiar with tech language of your trade.

2. CONCISE

- Eliminate all an unnecessary words .
- Brief communication will be read and remembered.
- Put the necessary sentences or words only in emails.
- Time is at a premium in the work place today.

4.CONCRETE

- Use specific terms that can not be misunderstood
- Identify names and numbers and refers to real activities ,people and places, rather than abstract ideas.

5. CONSTRUCTIVE

- Use words that set a positive tone.
- Constructive words are like smiling when you greet someone.
They leave a good impression

6. CORRECT

- Proofread your writing for spelling, grammatical and errors, which detract from your message and leave a negative impression of your qualification.
- Before sending your written communication, re-read it and ask your self what your reaction would be if you received it.

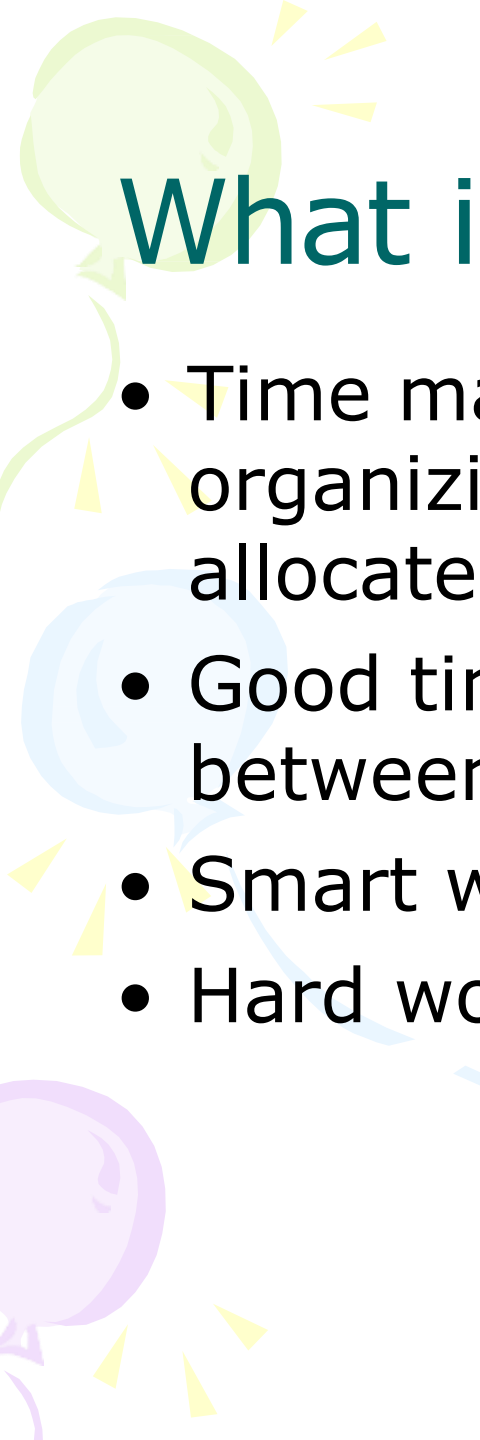
THANK YOU



Time Management

Unit 2.2



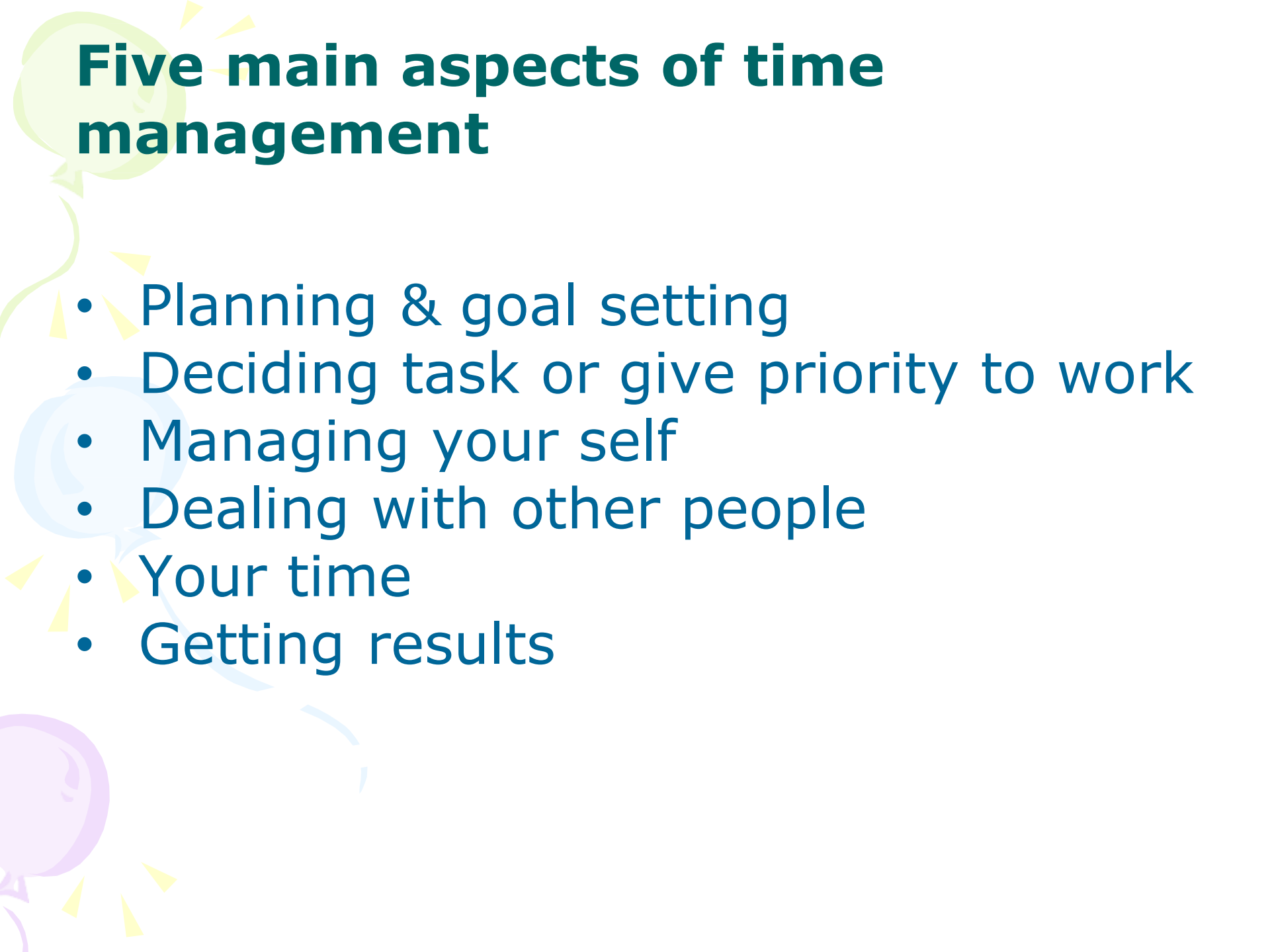


What is time management?

- Time management is process of organizing your time and deciding how to allocate time between different task.
- Good time management is different between smart work and hard work
- Smart work: more work in less time
- Hard work: less work in more time

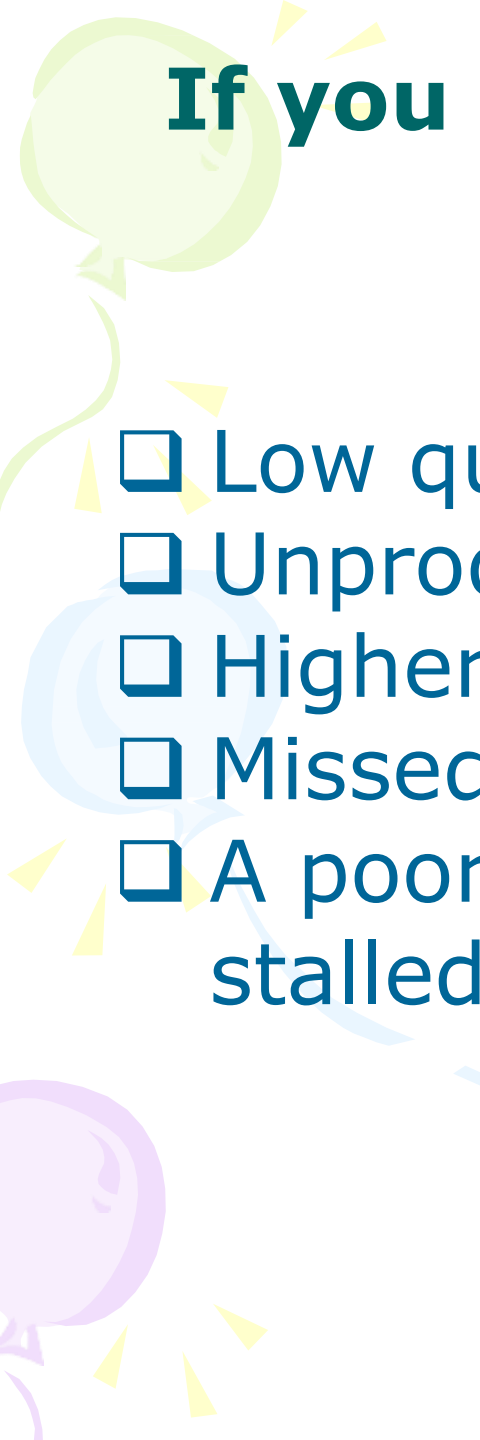
Why do we need time management?

- ☐ Greater productivity
- ☐ Higher efficiency
- ☐ Better professional reputation
- ☐ Reduced stress
- ☐ Higher chances for career advancement
- ☐ Greater opportunities to achieve goal



Five main aspects of time management

- Planning & goal setting
- Deciding task or give priority to work
- Managing your self
- Dealing with other people
- Your time
- Getting results

A decorative graphic on the left side of the slide featuring a green balloon at the top, a blue balloon in the middle, and a purple balloon at the bottom, all with yellow streamers and triangular flags.

If you don't manage time

- ☐ Low quality work output
- ☐ Unproductive workflow
- ☐ Higher stress level
- ☐ Missed deadlines
- ☐ A poor professional reputation and stalled career



Essential Habits for good time management

- 
- Know where the hours are going
 - Keep focused on the end result
 - Work to defined priorities
 - Schedule time for important issues
 - Take the stress out of work
 - Keep applying the essential Habits
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Types of time

Fast time : when good things happen

Slow time : when bored , scared

Over & Under-estimating time

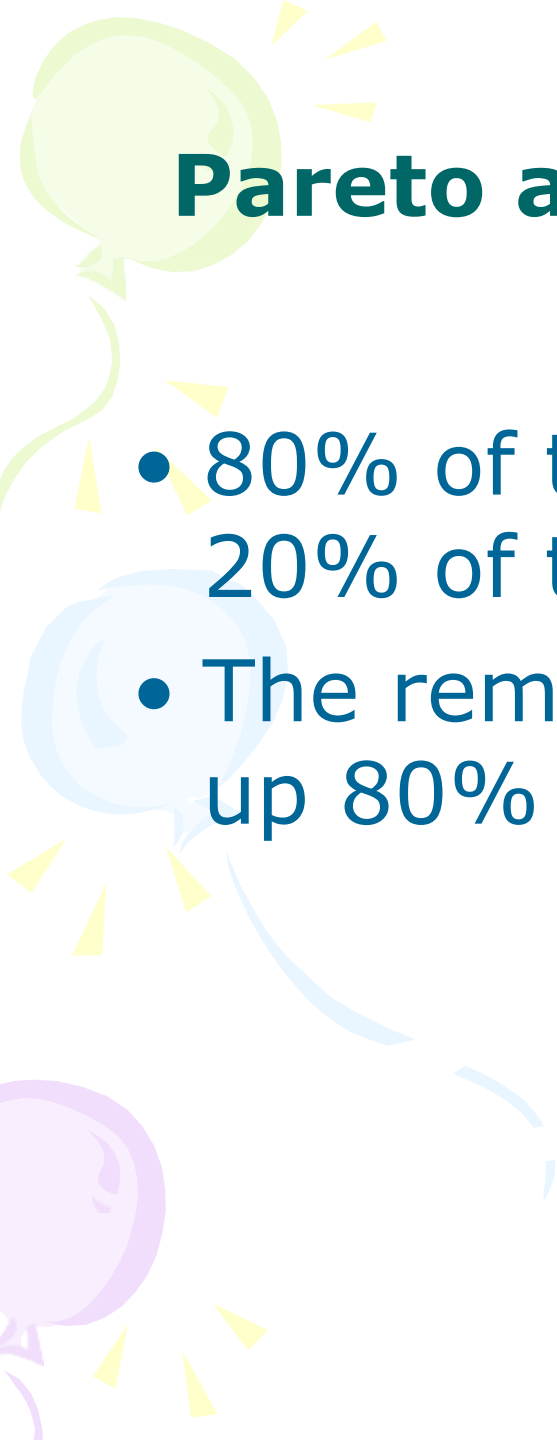
Time for task can be over due to level of brain function fear etc.

Techniques for setting priorities:

ABC analysis:-

- **A- Tasks that are perceived as being urgent and important.**
- **B – Tasks that are important but not urgent.**
- **C – Tasks that are neither urgent nor important**

used in business management for a long time

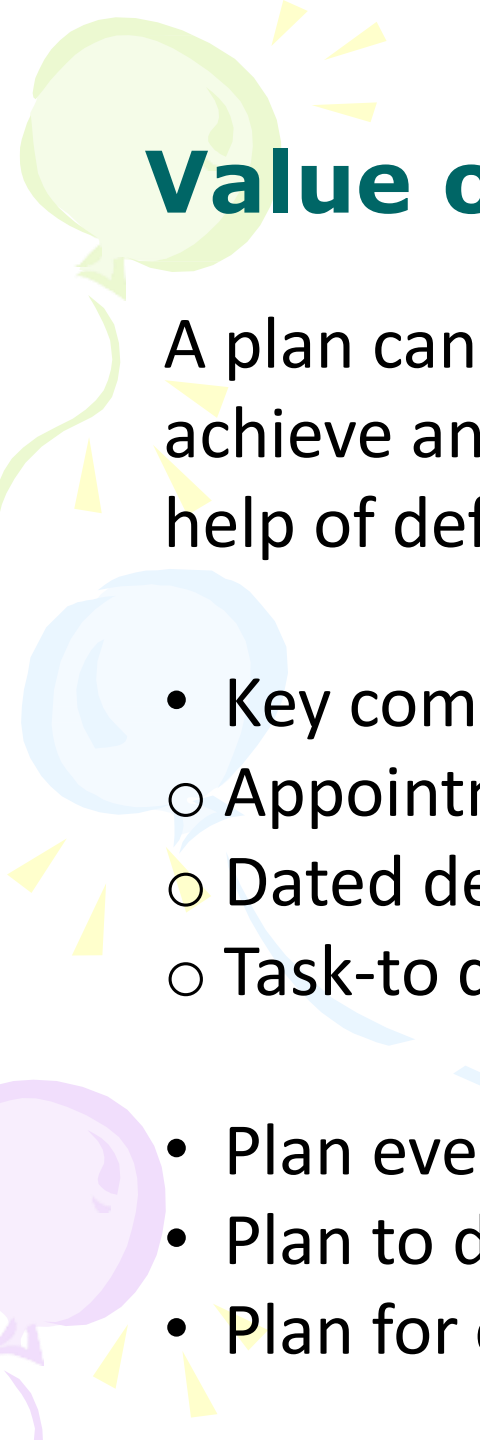


Pareto analysis: -

- 80% of tasks can be completed in 20% of the disposable time.
- The remaining 20% of tasks will take up 80% of the time.

The Eisenhower Method :-





Value of planning

A plan can be explained as a detailed timeline to achieve an objectives or set of objectives with the help of defined resources

- Key components
 - Appointment
 - Dated deadline
 - Task-to do and work in progress
- Plan every day in advance
- Plan to do paperwork every day
- Plan for emergencies

Conclusion:-

- Be aware of how your time is spent.
- Set a realistic schedule for yourself.
- Make daily review of course materials.



Thank you

LEADERSHIP SKILL

Unit 2.3

WHAT IS LEADER ?

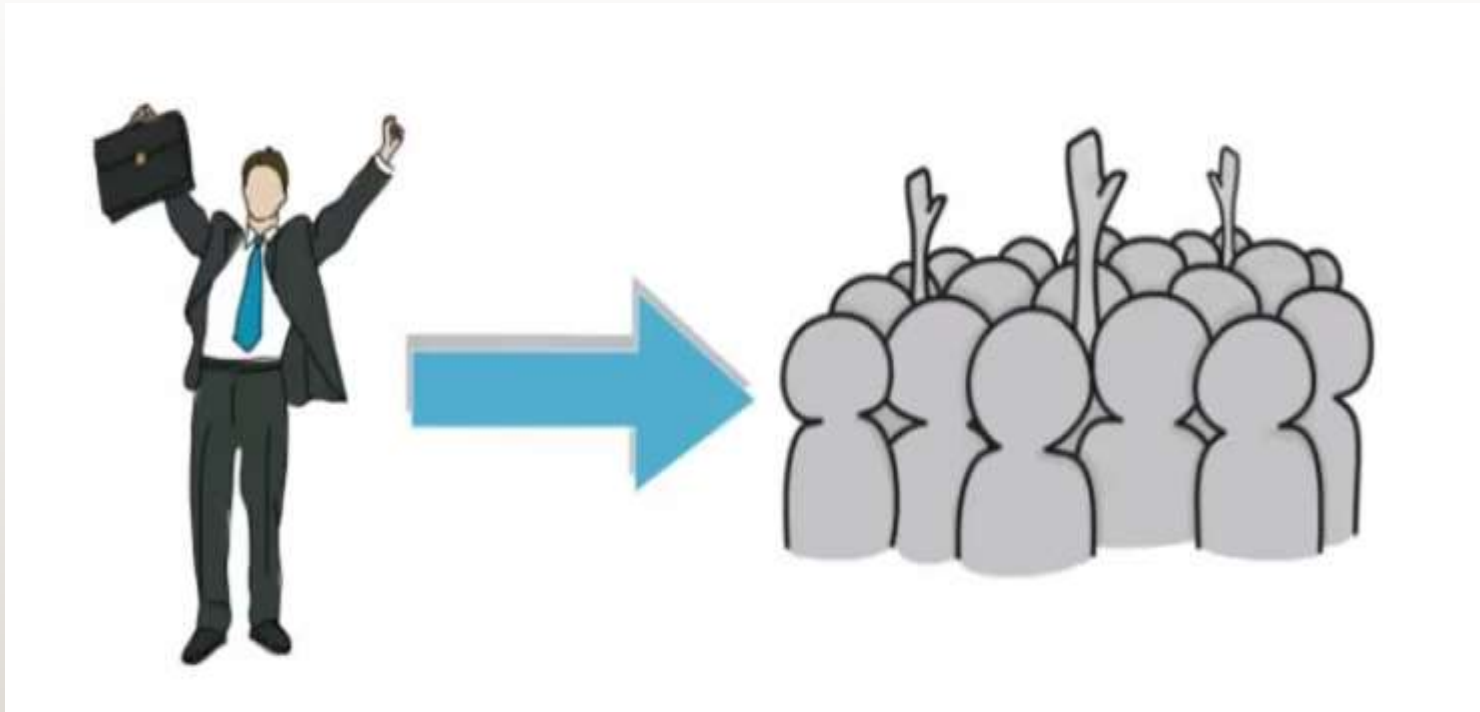
- “ A leader is one who influences or leads others “
- “ leader એક એવો વ્યક્તી હોય છે, જેના સિદ્ધાંત અને વાતો ને બધા અનુસરણ કરે છે
- A normal person want some special qualities to be a leader

QUALITIES OF LEADER

- Lead by example
- ‘ If I don’t have experience , I can’t lead properly

ENTHUSIASTIC

- Excitement can do everything in the world



AMBITIOUS

- Leader should ambitious to achieve goal

Set their goal

All team work for Goal



My Goal

DETERMINE

- Leader should be determine about their goal
- A good leader does not change his goal frequently

ENCOURAGE OTHERS

- A good leader always encourage the team members



READY TO LEARN & TEACH

- Always ready to learn and teach what he know and create good leaders on his team



Always ready to learn

and teach what he know ✓

And create good leaders in his team ✓

L



Lead by example

E



Enthusiastic

A



Ambitious

D



Determined

E



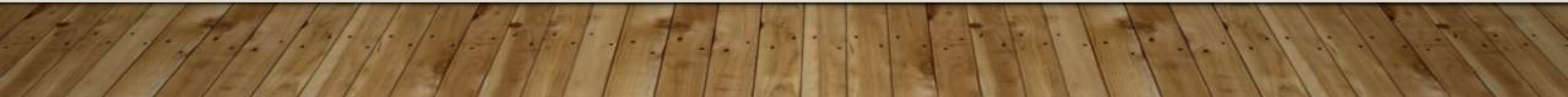
Encourage others

R



Ready to learn and teach

THANK YOU



PERSONALITY DEVELOPMENT

Unit 2.4

WHAT IS PERSONALITY?

- Personality is totality of an behaviour, ego, individuals attitude, interests, emotional responses and social roles.



GOOD PERSONALITY.

- Good physique
- Pleasing manners
- Appearance
- Intelligence
- Smartness
- Trustworthiness
- Reliability
- Responsibility
- Personal integrity
- Professional front



GOOD PERSONALITY NEEDS..

- Healthy body
- Healthy mind



HEALTHY BODY...

- Nutrition
- Personal hygiene
- Exercises
 1. Yoga, pranayama
 2. Gym, Aerobics
 3. Walking
 4. jogging



HEALTHY MIND

- Try to be Stress Free
- Be Calm and cool
- Do meditation
- Positive attitude
- Don't worry about small things
- Be focussed and clear



WHAT IS PERSONALITY DEVELOPMENT ?

Personality development is the improvement of behavioural traits such as communication skills, interpersonal relationships, professional front and attitude towards life and restoring our ethics.



PERSONALITY DEVELOPMENTS IS ALL ABOUT....

- **Public Speaking**
- **Body Language.**
- **Behaviour**
- **Anger Management**
- **Physical Fitness**
- **Food Habit**
- **Friends making skills.**
- **Learning skills**
- **Relationship skills**
- **Communication skills.**
- **Dealing with problems**



WHAT TO DO ?

- 1. Read a lot about it
- 2. Watch successful persons
- 3. Attend Personality development classes
- 4. Work on skills improvement



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CONFLICT MANAGEMENT

Unit 2.5

DEFINITION OF CONFLICT

- A process that begins when one party perceives that another party has negatively affected, or is about to negatively affect, something that the first party cares about.

ENCOMPASSES A WIDE RANGE OF CONFLICTS THAT PEOPLE EXPERIENCE IN ORGANIZATIONS

- Incompatibility of goals
- Differences over interpretations of facts
- Over Expectations

THREE VIEWS OF CONFLICT

- **Traditional View of Conflict**
 - The belief that all conflict is harmful and must be avoided
- **Human Relations View of Conflict**
 - The belief that conflict is a natural and inevitable outcome in any group
- **Interactionist View of Conflict**
 - The belief that conflict is not only a positive force in a group but that it is absolutely necessary for a group to perform effectively

FUNCTIONAL VERSUS DYSFUNCTIONAL CONFLICT

- **Functional Conflict**
 - Conflict that supports the goals of the group and improves its performance
- **Dysfunctional Conflict**
 - Conflict that hinders group performance

FUNCTIONAL CONFLICT OUTCOMES

- Increased group performance
- Improved quality of decisions
- Stimulation of creativity and innovation
- Encouragement of interest and curiosity
- Creation of an environment for self-evaluation and change

DYSFUNCTIONAL CONFLICT OUTCOME

- • Development of discontent
- Reduced group effectiveness
- Retarded communication
- Reduced group cohesiveness
- Infighting among group members overcomes group goals

CONFLICT RESOLUTION TECHNIQUES

- Communication
- Bringing in outsiders
- Restructuring the organization
- Expansion of resources
- Avoidance
- Compromise

THANK YOU



WORKPLACE ETIQUETTE AND MANNERS

Unit 2.6



WORKPLACE ETIQUETTE AND MANNERS



DEFINITION OF ETIQUETTE

- • Etiquette - rules governing socially acceptable behavior.
- The practices and forms prescribed by social convention or by authority.
- The word "Etiquette" is derived from French which actually means "Ticket". your ticket to getting anything & any place you want.
- It is defined as a good behavior which distinguishes human beings from Animals.

THE WHY'S OF ETIQUETTE?

- To avoid negative confrontation
- To avoid politics, i.e., in the office or work place
- To communicate effectively with an opposing opinion of another person(s).
- To be organized and in a uniformed way.
- Avoid work-place tension / Conflicts To avoid employee stress

CONTINUE....

- • Avoid misunderstandings.
- Employee job satisfaction
- Increase productivity
- Get the job done
- To make the workplace a happy, stress-free place



ETIQUETTE BASICS

- Behavior: Exhibit a positive attitude and pleasant demeanor Use a firm handshake
Maintain good eye contact
- Appropriate introductions introduce someone by I their title and last name (Ms. Mrs. Mr. Dr.), unless otherwise specified Rise when you are introducing someone or you are being introduced
- Be a good Listener & Soft spoken.
- Show common respect and consideration for others

SENSORY REMINDERS OF HOW TO GET ALONG IN THE WORKPLACE

- Monitor the volume of conversations
- Keep personal telephone conversations and emails to a minimum
- Maintain privacy - keep all workplace conversations professional
- Avoid interruptions
- Use appropriate tone of Voice

CONTINUE.....

- Remove slang terms and use good listening skills
- Do Not Gossip !!!!!
- Keep your personal workspace clean and neat at all times
- • Cell phone - Turn it on Silent or Vibration•
- Find out what the organization values, philosophy of conducting Business, work ethic etc.

MAKING A POSITIVE IMPRESSION

- Arrive on time
- Remember your manners.
- Be ready to learn , adapt & change.
- Exercise professional maturity by showing good judgment & build good relationship.
- Show a healthy respect for your colleague's experience & expertise.
- Do not laugh at others weakness.
- Respond properly to your co-workers, supervisor & clients.
- Proper posture is important.

CONTINUE.... ..

- "PLEASE & THANK YOU" use it often
- Willingness to help
- Mutual respect & Punctual
- Teamwork
- Show appreciation & give credits for job well done
- Treat everyone equally
- Try not to step on anyone's toes, or hurt anyone's feelings
- Be Kind, Be Courteous, Be Respectful

CONTINUE

- Keep in mind that others work around you
- Remember cubical conversations and calls can be heard by others.
- Do not smoke or drink at your work place
- Do not Spit
- Do not use your cell phone when you are in business meeting.

THANK YOU

