

## Soft skills and its application in work place

Mousumi Das Pattanaik<sup>1</sup> Manisha Panda<sup>2</sup>

<sup>1</sup>Assistant Professor, Department of English, Gandhi Institute For Technology (GIFT), Bhubaneswar

<sup>2</sup>Assistant Professor, Department of English, Gandhi Engineering College, BBSR, Odisha

### **Abstract**

*Soft skills refer to a cluster of personal qualities, habits, attitudes and social graces that make someone a versatile professional and compatible to work with. There are two types of skills such as hard skill and soft skill. Soft skills are necessary for professional growth and effective Communication. Soft skills include inter personal and intra personal attributes that enhance an individual's personality, efficiency and career prospects. There are many key soft skills that must be applied in work place .Hence Soft skills training should be imparted for a person when they are students so that they perform efficiently in their academic environment as well as in their future workplace.*

**Keywords:** Soft skill; Hard skill; Communication; Soft skill training.

### **I. INTRODUCTION**

It's often said that hard skills will get you an interview but you need soft skills to get and keep the job. What makes one stand out from others? Soft Skill will help one to stand out in a crowd of mediocrity. Soft skills are a synonym for 'Peoples' Skills', 'Interpersonal Skills' and also 'Life Skills'. Unlike the "Hard Skills" that define your technical skills, "Soft Skills" are your human, personal and social skills, they directly refer to our emotional intelligence. Soft Skills can make the difference during a job interview. Recruiters are increasingly more interested in Soft Skills and a candidate with fewer qualifications but with lots of soft skills can be preferred over another more qualified. Soft Skills are very important because they'll help define one a team player, able to build a good relationship with teammates and customers.

Literature review on significance of soft skills in work place

- Studies by Stanford Research Institute and the Carnegie Mellon Foundation among Fortune 500 CEOs established that 75% of long term job success resulted from soft skills mastery and only 25% from technical skills.
- Researchers at Boston University, University of Michigan's Ross School of Business found that workers with soft skills training are 12% more productive than those without them.
- Harvard University reported that 85% of success at the work place is attributed to Soft skills and only 15% to technical skills.
- A public interest study conducted by McDonald's in UK predicted over half a million people will be held back from job sectors by 2020 due to lack of soft skills.

### **Types of soft skills in work place**

Hard skills are the technical skills individual use each day to perform the job. Some examples would be computer skills or procedural knowledge applied in job.

Unlike hard skills, which can be proven and measured, Soft skills are intangible and difficult to quantify and they help

Facilitate human connections. Hard skills, tend to be specific to a certain type of task, soft skills are broadly applicable.

### **Importance of soft skill.**

- To handle interpersonal relations
- To take appropriate decisions
- To communicate effectively
- To have good impression and impact to gain professional development

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Soft Skills are very much necessary for a person to be a good human being as well as to succeed in his/her profession. The position one gain in society will depend on his/her social skills that will facilitate interpersonal behaviour. They will not help us if we do not interact positively with others. A person who has a smile on his face and is helpful will always gain more respect than a person who is harsh and rude to others. CEOs and HR Managers today are suggesting that companies can do better if they hire people with good soft skills and then train them to develop their hard skills in the area of specialization. Lack of soft skills has been pointed out by MNCs as a reason for not preferring Indian candidates.

#### **Soft Skills: Examples**

- Interpersonal attributes  
Empathy, Leadership, Communication, Teamwork, Good manners, Ability to teach, Works well with diversity, Self-confidence
- Personal attributes  
Optimism, Responsibility, Sense of humor, Integrity, Time management, Motivation, Common Sense.

Soft skills used in work place.

Here are the most important soft skills to have for both interviewing and in the workplace.

- Acting as a team player – It means not only being cooperative, but also displaying strong leadership skills when necessary.
- Flexibility – It is an extremely valuable asset to employees. Those who can adapt to any situation are dependable no matter what's thrown at them.
- Effective communication – This is paramount to almost any job. Communication involves articulating oneself well, being a good listener and using appropriate body language.
- Problem-solving and resourcefulness – no matter what your profession, these skills are critical when unexpected issues inevitably arise.
- Accepting feedback – not only accepting feedback gracefully but also applying that feedback, fosters professional growth.
- Creative thinking –It means being able to come up with unique solutions or alternatives is invaluable; it drives innovation and increases efficiency.

How to Let Employers Know the Skills You Have

- Show off your positive attitude and enthusiasm throughout the interview.
- Don't just say that you have the skills the company needs – prove it to them
- Prepare thoroughly for your interview, and have a few examples of instances when you used your soft skills effectively.

## **II. CONCLUSION**

Hard skills help to acquire employment and Soft skills helps to ensure the employability skill. Hence it is essential to integrate hard skills with soft skills to fast track the career. Soft skill is an umbrella term for skills under three key functional elements: people skills, social skills, and personal career attributes.

Experts say soft skills training should begin for a person when they are students, to perform efficiently in their academic environment as well as in their future workplace.

- Communication skills, Body language
- Team skills
- Ways to manage time
- Stress Management strategies – Changing one's Focus (diversional activities)
- Leadership strategies
- Critical thinking - Now a day's no need to think there is a box but simply realize there is no box
- Showing kindness and courtesy
- Being Flexible and Adaptable
- Maintaining Eye contact, Using common sense
- Intelligence quotient (IQ)
- EI-Emotional intelligence
- Positive work ethics and attitude
- Maintaining good personal appearance
- Understanding what the world is about (what's going on in the news?)
- Willingness to take instruction and responsibility
- Able to relate to co-workers in a close environment
- Not expecting to be promoted within the first six

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- Membership and Volunteered to be successful at work place [6, 7, 8]
- You are responsible for yourself
- Don’t be afraid of something. Learn about it!
- Skill and Technical competency is the core of your career!
- What you don’t know may hurt you, or hold you back
- Develop important soft skills
- Build on your strengths; target weaknesses
- What you don’t know may hurt you, or hold you back
- Don’t be afraid of something. Learn about it!
- Build on your strengths ; target weaknesses
- Develop important soft skills
- Skill and Technical competency is the core of your career!
- The Choice is yours
- With a Bad attitude you can never have a positive day
- With a Positive Attitude you can never have a bad day

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