



## Soft skills resolve practical problems in professional crisis

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### Abstract:

Human communication is the process by which thoughts and feelings of one person are conveyed to others with the help of verbal and non-verbal symbols. This process also involves giving and receiving information, persuading others and improving human relationships. In spite of many technologically advanced tools used in communication, language remains the most important element in the process of communication. Communication has been in existence since pre-historic times, as it is a basic human need. As the skills of writing developed, the use of signs and symbols to transmit messages also developed and later, these were replaced with words that led to written script

**Key Words:** pre-historic times, Communication, human need

Now -a- days Soft skills plays a vital role in our day to day life and in achieving success in any area. It throws light on how to project oneself at the entry level of employment and search for dreaming career. It builds a bridge between the campus and corporate. It helps in achieving excellence through personal and work effective. It is the ability to project your image. It is the soft skills that get you the job. Soft skills are universally applicable and enhance employability soft skills are personal characteristics that enhance an individual's interactions, personality, personal habits, friendliness language, job performance and career prospects. The people who have soft skills can successful in their career. Soft skills training will insure that a professional is equipped with tools to handle challenging work situations and pressure. There are eight soft skills that students need to develop today as it is the need of the hour.

- 1) Good communication
- 2) Team player
- 3) Problem solver
- 4) Interpersonal skills
- 5) Active listener
- 6) Enjoy learning
- 7) Flexibility
- 8) Effective time management

Being a student requires many skills and abilities it is not a one day job it needs to grab out the skills by practicing everyday and takes a long time.

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human need. As the skills of writing developed, the use of signs and symbols to transmit messages also developed and later, these were replaced with words that led to written script.(1)

In my view today's world and its economic and political systems depend heavily on communication. How one communicates one's thoughts, ideas and emotions to others is integral to striking a deal, negotiating a business and conveying one's intentions. It is important that what one wants to communicate is conveyed in lucid, simple, precise and matter-of-fact manner without any miscommunication or misunderstanding.

*You need to define exactly what success means to you so you know what you are working toward. Whatever success is for you, pursue it with all of the passion and energy you have. Set your goals high and work hard to create a life that you can ultimately look back on with pride, satisfaction and joy and be able to stay, "I did my best. I have no regrets. (2)*

*"I feel that my life is successful if I can live each day with a positive outlook, have a feeling of contentment with my circumstances, have balance in all the important areas of my life, and have the time and resources to pursue what I am passionate about."*

*The art of speaking professionally comes from critical thinking, changing and creating new idea. Incorporating new learning and practicing these methodologies in our day to day lives, creates a more conscious and potent life full of possibilities. This realm of possibilities is called creation. So let's start creating and transforming ourselves by way of words, language, thoughts, and ideas. Life is all about making choices and believing that those choices work for*

*your betterment. Communication is a very powerful tool and how one creates a language that is understood with clarity depends on today's learning and tomorrow's possibilities.*

It is very important to have great soft skills to establish ourselves like a great person. It has many advantages to it, like becoming a great speaker. A person has to be a very good speaker so that he or she will never be interrupted when they are making their point. Being good with soft skills also means being a great listener. A good listener will never interrupt the conversation unless it is very important to do so. Let us talk about the importance of effective conversations if we want to get something done perfectly the way we want it to be, we have to be very clear when we explain the quality of output. We must be able to describe thing's very clearly in order for them to be perfectly executed. At same time we have to exhibit the best of our soft skills to get the best out of people. With a bit of encouragement and good choice of words we can make people go for that extra mile to help us. When it comes to professional life we must be pretty good with our soft skills to prove that we possess all the knowledge that we carry on our documents for instance we must be able to tell them how good we are.

In an interview to impress a panel of judges, apart from speaking, listening, reading, and writing modules of a traditional English test we have brought to you few qualities that are great to possess. They are not taught to us in a regular test environment. We have made these points after having interesting conversations with wise



successful people. We have listed these qualities below.

This is one of the important areas of advantage that we always have to look up to, please understand the importance of requesting or asking. We all might have been through this situation when we did not get for something when we asked for it for the first time, then after a while or may be right away we request for the something and we get it.

When we requested them the second time may be we impressed them with our soft skills. So it's all about asking nicely, politely, requesting or appeasing. Some people who are hard to impress will only be impressed when we request them twice or multiple times.

Hence it is the key to getting things done. Because at the end of the day we all want to get the job done and we don't mind requesting them politely. If we are into sales and marketing this quality to impress them with soft skills is more than other areas of work. Because the clients or potential customers may not be impressed the very first time we present an idea to them. Sometimes we have to do it time and again in fact we all have been through this situation when sales people ask us to buy something multiple time. Again we always have to bear in mind that we do not ask them too many times.

It is also very important to have kindness in everything we do. The kindness we possess is shown in the way we speak. People who have a kind tone and voice are always good to talk with. This kind quality is not just a part of soft skills it's applicable to every part of our

life. It should be rewarded if not instantly may be at a later point in our lives we will be rewarded for being kind. Especially in a professional work environment our kindness is highly appreciated after all it is a quality known to be easy to remain God's Angel. We know it is not so possessed by kind and patient all the time but when we do possess this quality it clearly shows that we could get things done pretty easily, making it easy for everyone.

Imagining ourselves in a situation when we desperately need help and some responds to us in a kind attitude, how does it make us feel? It may make us think twice it was god talking to us through that person.

That is the kind of kindness we are talking about. We all have to try to incorporate this quality in our soft skills for a positive personal and professional life.

We must say it is more than important for us to appreciate someone for a favour they do, no matter how small the help is or how big it is, we always have to remember to appreciate them.

When we speak to other people we have to display empathy, show them we care for their feelings, we understand them, appreciate them accordingly. These are the kind of soft skills we are looking up to in a person. So all together it has to be a great combination of Speaking, Listening, Caring, Understanding, Empathy, Grammar, Accent and Patience. There are no hard and soft rules, having kindness is an advantage for great soft skills or communication skills.



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