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SOFT SKILLS & ITS IMPORTANCE IN WORKPLACE

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ABSTRACT

we as an individual residing in a competitive world which require adaptability, effective communication, leadership quality, teamwork etc to be remain as a successful person. All these attributes are included in soft skills. Soft skills are important as it improves one's ability to work with others & it also has positive influence on the career of the individuals. A lack soft skills can limit the potential of individuals. Soft skills are important for the individuals as it is essential for the success of person at the workplace as well as for your personal life. Timely steps should be taken to improve soft skills , as it is essential along with hard skills to achieve success in your professional life. Attempts have been made in this paper to highlight the need and importance of soft skill at workplace in current scenario .The study in this paper is based on exploratory research based on the secondary data and information.

KEYWORDS:- Soft skills, workplace, Success.

I INTRODUCTION

In this competitive world it is not just enough to have educational degree, along with that person should have skills. Skills are usually is an ability to do an activity or work in a well manner. Skills are the expertise, talent and understanding needed to do a job or work. Previously those individuals who had a good academic record and work experience were chosen by the corporate sector. But today the scenario has changed, so along with hard skills they also require soft skills. Soft skills are the combination of those qualities which help us to build, maintain and strengthen relationships. Most of the soft skills can be learned through training, but some of them came through naturally.

II LITERATURE REVIEW

According to Wats and Wats (2009), success in the work environment depends on 85% of soft skills and only 15% on hard skills. Wagner's (2008) research, presented in the Global Achievement Gap, highlighted the seven « survival skills » that students need to attain in order to overcome today's workplace challenges mainly: Critical thinking and problem solving, initiative and entrepreneurialism, collaboration across networks, agility and adaptability, accessing and analyzing information, effective oral and written communication, curiosity and imagination. "Skills refers to the level of performance of an individual on a particular task or the capability to perform a job well which can be divided into technical element & behavioural elements" (Noe, Hollenbeck & Geshart, 2015). 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 workplace 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. There is a shift in business to focus on workers' knowledge to gain a competitive advantage (Wu, Lee & Shu 2013). 50% of employees surveyed globally identified workers with a skill gap to be deficient in soft skills (Hurrell, 2016). To achieve career advancement one has to excel in both hard skills and soft skills. Meenu Wats & et al. (2009, p.1) put forth the importance of soft skills as "hard skill contribute to only 15% of one's success while remaining 85% is made by soft skills. Wheeler (2016, p.29) rightly opined the present context in nutshell as, "employers hire people for their hard skills, but they end up firing people for their lack of soft skills."

III Objectives of the Study

1. To elaborate the concept of soft skills.
2. To analyze the benefits of soft skill.
3. To understand the need of soft skills in work place.
4. To find the steps taken to improve soft skills.

IV Research Methodology

The study in this paper is based on exploratory research based on secondary data and information sourced from the books, journals, magazines, various websites, newspapers, research papers etc.

V Concept of soft skill

Soft skills are those qualities which enable someone to interact effectively. According to the leadership professor Robert Lavasseur, most of the researchers he interviewed in this field "rated soft skills higher than technical skills." Soft skill includes any skill that can be classified as personality trait. Soft skills separates the successful candidate from the job seekers.

VI Need of soft skill at work place

In today's competitive work environment, the need of soft skill has become more important. Soft skills always help individual to provide better customer service as empathy and patience is included in it. Soft skill always complement technical skill as well as improve job performance which makes an individual to perform effectively their roles. It also increases the value of the employees which lead to career advancement opportunities to them. Soft skill helps an individual to communicate more effectively in order to build better relationship and also helps in collaboration with colleagues & clients.

VII Steps taken to improve soft skills

Improving soft skill is essential for success in the workplace. The steps taken to enhance the soft skills among the individuals are as under:-

1. Self awareness:- It is essential to find out areas where you can improve. Mostly stress was given on communication, empathy or teamwork.

2. Feedback :- Feedback should be collected from the colleagues , heads to find how you perceived in terms of your soft skill, so that it helps in improving yourself.

3. Training and development:- Seminars, workshops should be attended which focuses on communication, leadership, conflict resolution. It helps in developing your soft skill.

4. Build relationships:- Healthy relationship with colleagues & clients are the foundation of successful career . Developing interpersonal connections can help to improve your soft skills.

5. Set goals :- Always try to set goals for improving soft skill ,so that you can track your progress .They can help you in focusing on your.

VII Conclusion:-

Soft skills are important for success in the workplace. Along with technical skill, soft skills are an indispensable part of today's individual. By taking corrective & timely steps to enhance their soft skill, individual can improve their relationship & position for career advancement. Investing in soft skills development is a worthwhile endeavour that can lead to greater success & fulfillment in the workplace.

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