



SOFT SKILLS AND COMMUNICATION SKILLS

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Abstract:

Today in every sector of the economy, be it a primary sector, secondary sector, tertiary sector or quaternary sector, the communication plays the significant role. The ability to communicate effectively with superiors, colleagues, and staff is essential.

Employees in the digital age must know how to effectively convey and receive messages in person as well as via phone, email, and social media.

Soft skills are particularly important in customer service industry where employees are in direct contact with customers. It takes several soft skills to be able to listen to a customer and provide that customer with helpful and polite service.

This research paper highlights the importance and features of a good communication skill and soft skills. It also explains the its significance in the professional life.

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Introduction:



Life Skills

In our day to day professional, personal and social life, there are many things upon which we rely to manage our daily life, to manage our stress, to overcome the obstacles. These things have an impact on our physical and emotional health. They are known as LIFE SKILLS.

It can include the ability to manage human emotions, physical as well as mental health, finances, relationships, academic performance, social engagement etc. One's ability to master these things has a direct impact on self awareness and self esteem, emotional balance and independence.

NICEF, UNESCO and WHO list the ten core life skill strategies and techniques as: problem solving, critical thinking, effective communication skills and soft skills, decision-making, creative thinking, interpersonal relationship skills, self-awareness building skills, empathy, and coping with stress and emotions.

Among all these skills, soft skills and communication skills are important in every sector -personal, professional and, academic and social life.

Communication Skills:



Today in every sector of the economy, be it a primary sector, secondary sector, tertiary sector or quaternary sector, the communication plays the significant role. The ability to communicate effectively with superiors, colleagues, and staff is essential. Employees in the digital age must know how to effectively convey and receive messages in person as well as via phone, email, and social media.

The communication skills helps to get hired, to get promotions, and be a success throughout your career. Communication is the most important of all life skills. It enables to convey information to other people, and to understand what is said to us.

Communication may be defined as the act of transferring information from one place to another or from one person to another. It can be done verbally, written (using printed or digital media such as books, magazines, websites or emails), visually (using logos, maps, charts or graphs) or non-verbally (using body language, gestures and the tone and pitch of voice). In practice, it is often a combination of several of these.

Communication skills may take a lifetime to master. It is not a syllabus of a particular time period. There are many ways through which communication skills can be improved.

Good communication skills improves the quality of life, smoothens the official and personal relationships with others.

Poor communication skills can sour relationships from business to personal, and make your life path difficult. or simply sending out information.

The Importance of Good Communication Skills:

Good Communication skills helps all aspects of life, from professional to social. The ability to communicate information accurately, clearly and as intended, is a vital life skill. It is a two-way process which involves both the sending and receiving of information. It requires both speaking and listening, but also—and perhaps more crucially—developing a shared understanding of the information being transmitted and received. It is, therefore an active process. There is nothing passive about communication, in either direction.

Features of good Communication Skills

Want to stand out from the competition? These are some of the top communication skills that recruiters and hiring managers want to see in your resume and cover letter. Highlight these skills and demonstrate them during job interviews, and you'll make a solid first impression. Continue to develop these skills once you're hired, and you'll impress your boss, teammates, and clients.



1. Listening

Active listening is the key feature of communication skill. If you're not a good listener, it's going to be difficult to understand what you're being asked to do. It involves paying close attention to what the other person is saying, asking clarifying questions, and rephrasing what the person says to ensure understanding. Through active listening, you can better understand what the other person is trying to say, and can respond appropriately.

2. Nonverbal Communication

Your body language, eye contact, hand gestures, and tone of voice all color the message you are trying to convey. A relaxed, open stance, and a friendly tone will make you appear approachable and will encourage others to speak openly with you.

Eye contact is also important; you want to look the person in the eye to demonstrate that you are focused on them and the conversation.

3. Clarity and Concision

Good verbal communication means saying just enough clearly and directly what is required. Too much or too little talk is not a sign of good communication skill. Try to convey your message in as few words as possible. Thinking before saying will help to avoid talking too much or too less.

4. Friendly approach

Through a friendly tone, a personal question, or simply a smile and in a polite manner one can encourage the audience to engage in open and honest communication.

5. Confidence

Be confident in interactions with others. It shows the belief in what is being conveyed.

6. Empathy

Using phrases as simple as "I understand where you are coming from" shows that you have been listening to the other person and respect their opinions. Active listening can help you tune in to what your conversational partner is thinking and feeling, which will, in turn, make it easier to display empathy.

7. Flexibility

Be flexible for the conversation. Be open to listening to and understanding the other person's point of view, rather than simply getting your message across.

8. Respect

People will be more open to communicating with you if you convey respect for them and their ideas.

Simple actions like using a person's name, making eye contact, and actively listening when a person speaks will make the person feel appreciated. On the phone, avoid distractions and stay focused on the conversation.

9. Feedback

Being able to give and receive feedback appropriately is an important communication skill. Managers and supervisors should continuously look for ways to provide employees with constructive feedback, be it through email, phone calls, or weekly status updates.

10. Picking the Right Medium

An important communication skill is to simply know what form of communication to use. Forexample, some serious conversations are almost always best done in person.

Types of Communication:

Communication skill is a process through which a message is exchanged from the sender to the receiver and vice versa. A good communication skill is reflected in verbal, non-verbal and written communication. It is explained



as follows

A. Verbal communication: is essential to communicate appropriately with colleagues, seniors and subordinates to avoid any sort of misunderstanding and misinterpretation at the workplace. In verbal communication, following contents need to be up to the mark.

- 1. Language** - It is a tool which is used to communicate a message from one to another of the same group. It is also called as verbal communication. Important facts about language. The grammar has to be properly used to during all the conversations. Always think before you talk Use simple and short sentences to convey your messages. Avoid using complex and long sentences. Don't use verbal and nonverbal fillers during the conversation.
- 2. Grammar** - It is a set of guidelines which tells us clearly how, when and where to use the words of any given language.
- 3. The rate of speech** - To communicate clearly, a rate of speech plays a vital role. An average rate of speed should be maintained to deliver the message clearly. The average speed of a perfect speaker is around 130 to 160 words per minute

B. Non-verbal communication

Body language also called as a nonverbal communication. It presents to the audience what we feel & think



about the particular matter. It is a natural representation which is inbuilt within each and every living organism in this world. It is also known as the first language of the world. Non verbal communication can be depicted diagrammatically as follows:

C. Written Communication Skill

Writing evaluates a person's proficiency indications, spelling, grammar etc. Presentation skills Include planning, preparation & delivery of the message. Making a formal speech is one form of presentation. Presentation skills can be broadly categorized into physical, oral, & electronic.



Soft skills:



Soft skills are non-technical skills that relate to how you work. It comprises of interaction with colleagues, problem solving techniques and for every type of job.

Soft skills are particularly important in customer service industry where employees are in direct contact with customers. It takes several soft skills to be able to listen to a customer and provide that customer with helpful and polite service. To understand the soft skills in a better manner, it is important to understand hard skills also.

Hard Skills refer to the knowledge, capability and ability that an individual needs in order to perform his duty in the job. Hard Skills may mean the ability to conduct research in the field, fund raise, design and implement projects, create curricula, or even undertake marketing for an NGO and their cause.

Soft Skills are the interpersonal skills that people need in order to do well in their jobs. This can mean having the ability to work well in teams, manage time, and multi task. While soft skills are a necessity if one wants to do well in any field,



Soft skills include the following elements :

- Adaptability
- Communication
- Compromise
- Creative thinking
- Dependability
- Leadership
- Listening
- Work ethic
- Teamwork
- Positivity
- Time management
- Motivation
- Problem-solving
- Critical thinking
- Conflict resolution
- Negotiation

Ways to learn soft skills:

Soft skills are similar to emotions. They are harder to learn, measure and evaluate. Following are the ways to learn the soft skills.

1. Job Training Programs

Many employers include soft skills training in the training syllabus designed for their new joiners.

2. On-the-Job Training

In various customer based sectors, employees learn the soft skills while performing their day to day job responsibilities.



3. Education and Volunteering

Various School and college level academic and non academic activities teaches the basic soft skills which proves helpful in professional life.

Importance of Soft Skills:

The importance of these soft skills is often undervalued, Training, Tutorials to teach the soft skills are also less in numbers. Organizations seem to expect people know how to behave on the job and the importance of skills such as taking initiative, communicating effectively and listening, which rarely found. It helps to handle interpersonal relations, for time management and to gain professional development.

1. Career progression and promotion

ICIMS Hiring Insights (2017) says that "Ninety-four percent of recruiting professionals believe an employee with stronger soft skills has a better chance of being promoted to a leadership position than an employee with more years of experience but weaker soft skills"

2. Interpersonal workplace

Skills such as active listening, collaboration are all highly valued in the modern workplace. Strong soft skills ensure a productive, collaborative and healthy work environment.

3. Customer service

Communication is the key to retain the customer for a longer period of time. Therefore it is a vital factor in an organization's success.

4. Soft skills are hard to automate

soft skills such as emotional intelligence are hard to automate and unlikely to become automated. soft skills can be difficult to teach and track improvements on. Companies.

5. Soft skills are in high demand by recruiters

Importance of soft skills in the labour market, jobs requiring high levels of social interaction grew by nearly 12 percent as a share of the U.S. labour force.

Ways to improve your soft skills:

To Become a better communicator means focusing on listening skills and non- verbal communication, practicing emotional awareness, building empathy and professionalism. Following are the ways through which communication and soft skills can be improved.

1. Prior preparation and practice

If you're presenting an idea or having a meaningful talk with your supervisor, take some time to prepare what you'll say. By organizing your thoughts, your conversation should be clearer and lead to a more productive interaction.

2. Simplify and stay on message

Proofread and eliminate anything that strays from your message as you prepare your thoughts. One of the best ways to improve communication is to work on creating concise and clear conversations, emails, and presentations.

3. Record yourself communicating

Use your smart phone to record yourself giving a presentation or practicing a tough conversation you need to



have with a teammate about their lack of participation. Review the recording and lookfor places to improve.

4. Engage your listeners

Keep your listeners engaged in the conversation. Effective communicators ask questions and encourage participation. An interactive conversation is an ideal way to keep everyone's attention.

5. Don't respond quickly

Don't respond quickly when it comes to giving feedback or suggestion or judgment.

6. Body language

Straight posture, avoid slouching use of natural hand gestures while speaking, Making eyecontact with everyone who's listening can be helpful.

7. Be respectful

Earn the respect from the audience for their time, keep your presentation within its set timeframe.

8. Manage emotions.

Keep your emotions in check. If you have trouble managing your emotions, take a moment for a few deep breaths before speaking or writing an email.

9. Small talk.

To provide inspiration, focus on topics included in the FORD method: family, occupation, recreation, and dreams, make use of Small talk.

10. Be a story teller.

Incluse stories in your communication that helps keep your audience engaged and makes it easier for people to understand the point.

20. Tailor your message to your audience.

Way of communication should change according to the audience. It should be personalized as an email. Message, tone, and body language should also be paid attention. for example, should be authentic yet adapted if you're talking with your manager as opposed to talking with an intern.

Conclusion:

Among various life skills, Hard skills help to get employment and Soft skills helps to ensure the employability. Therefore it is important to enhance soft skills and communication skills for growth and development of the career path.

It can be said that soft skill is an umbrella term for skills under three key functional elements, people, social and personal career attributes. Importance to soft skill and communication skill should be given right from the school level. The academic portion should include these terms in their syllabus. It will be certainly proved helpful in professional life ahead

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