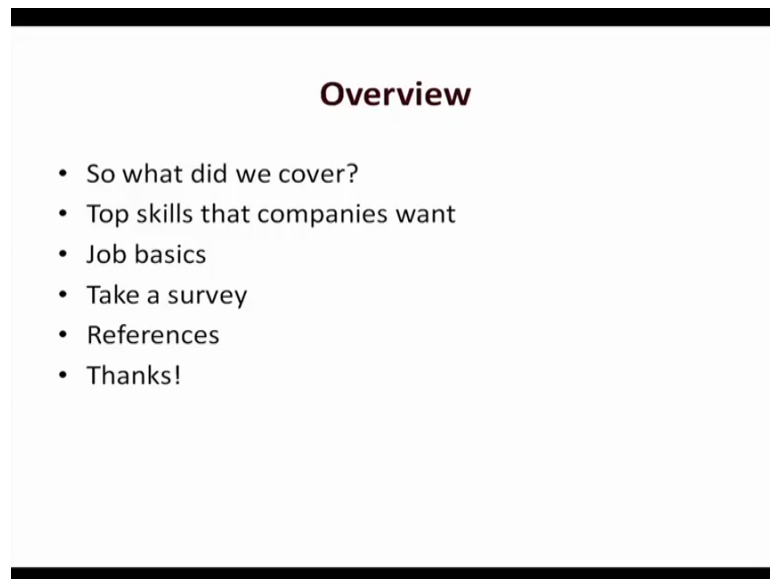


**Soft Skills Development**  
**Prof. P. Patnaik**  
**Department of Humanities and Social Sciences**  
**Indian Institute of Technology, Kharagpur**

**Lecture - 40**  
**Applying Soft Skills to Workplace**

Hello friends. Today is the last session of this particular soft skill course. And we will be dealing with applying soft skills to workplace. This is concluding talk, a concluding lecture, and in this we are going to talk of what we have done so far their relevance in the context of soft skills, new things that we have explore together, and things that we have not explored but for which we are going to definitely give some links and provide some material.

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**Overview**

- So what did we cover?
- Top skills that companies want
- Job basics
- Take a survey
- References
- Thanks!

And then we would be looking at taking a survey, sharing with you the references and thanks.

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**So what did we cover? Why?**

- Communicative environment
- Listening and speaking
- Conversation skills
- Presentation skills
- Group dynamics
- Nonverbal communication
- Relationship building
- Conflict resolution
- Emotional intelligence
- Change management



So, the first thing that we are going to do today is look at what we have covered so far, which are the broad areas that we have covered and why have we covered them a kind of a recapitulation in order to understand this significance of what we have done. In that sense you can consider this as a summary of all the 40 lectures that we have done. And anybody who goes through this would be able to identify which areas a need to be covered again maybe from the prospective of the examination, maybe if you intend to do specific things or intend to achieve specific let us say skills which lectures will have to be again revisited and which points need to be discussed.

So, the first point I would like to make use that we started off with a communication environment. And I believe that, that was very relevant since we realize that the communication environment consists of a wide range of channels like, voice, text, nonverbal communication, and facial expressions, even our dress code so many channels through which we communicate. We looked at different models of communication like the finite model, the linear model, but the more complex infinite model as well where we discussed how the communication process continues. And lastly we also identified what hinders communication, what newest communication, what encourages communication.

We looked at the concept of ambiguity, looked at the possibilities of various kinds of

interpretations, how the same thing can be understood in various different ways. And we kind of contextualized and conceptualized this right at the beginning. So, I hope that that was necessary and I hope that you agree with me that that kind of created a base and kind of justified why is it that in the context of soft skills. Understanding the communication environment is so very relevant.

Then we moved on to listening and speaking skills. Listening and speaking skills we focused primarily on techniques which later on got related to the concept of empathy. And listening and empathetic listening for instance was one area which we focused on to a very great extent. Because we talked about other kinds of listening which are appropriate for let say professional contexts like group discussion and meetings, but we sincerely focused on a kind of listening which is more appropriate for inter personal communication. And as you will discuss as we precede that kind of listening is very, very relevant in the context of development of your soft skills and your abilities and your sensitivities.

We moved on to conversation skills where you were told about how is it that you respond to specific people so that we made a transition from listening to speaking. And how is it when to speak, how to speak, what are the elements to be touched upon, how to be sensitive to other people, how to be assertive in the in certain context. And in the context of conversation process here also spoke about speaking in groups, speaking styles communication styles. And these were relevant because they might you aware of how we are different in the different ways that we speak based on different relations, let say basic inherent features, orientations and attitudes.

And what works in which context that was the key ingredients in those talks which told as where and how conversation works. We looked on to presentation skills and I must say that in the context of presentations skills we looked at the entire model in a very holistic way. We talked about the presentation context, the audience, the theme that has to be taken up how it has to be developed. We talked about body language, voice, and other parameters in the context of presentations. We also talked about something which took a slightly in a different direction exploring the concepts of multimedia. And we will take that up and we will justify why it was relevant and why it will be relevant in the

future as well. We talked about group dynamics, how different components of a group behave, how we have social and pro social behavior. And which are the components which have to be taken into consideration. And I believe the talks by processed and processors who are in related areas made us aware of the fact that understanding group dynamics is very, very important because that makes us better communicators better at handling different kinds of situations. For instance, conflicts persuasions and various other places when working in a various other components when working in a team.

We moved on to nonverbal communication and we did that fairly elaborately, because we talked about nonverbal communication in the context of presentation. And we talked about nonverbal communication even before that in the presentation in the context of listening and conversation. And we talked about two distinctively different components of nonverbal components, communication, the body language, gestures, and postures and facial expressions. And I hope that you benefited from the service and the various interactions that we had. And in all these cases we learned a lot of things together we are shared ideas together.

We moved on then to relationship building. And in that context probably something which we did which generally people do not cover under soft skills could have been relevant like empathy. So, relationship building was taken care of again by our professors; Professor Suar and Professor Giri different components of it. And I hope that you benefited from the various theories as well as the application and dimensions that you learned from these which tell us how is that we build up relationships, what are the different significant components is in the context of relationship building and what succeeds, what fails.

And hopefully they can be applied in the context of work. We talked about conflict resolution a very, very important component which takes into consideration a lot of things that we learned earlier like, listening skills and speaking skills, group dynamics, nonverbal communication, because through these you understand when aggression is taking place and you are realize how you are suppose to respond to that. And conflict resolution to a very great extent can be depend on your emotional intelligence your ability to understand people other people's emotions, guess what would work with them.

Hence, those areas which were covered must have been of great news to all of you.

Because you see that the earlier lessons kind of help you in understanding conflict resolution in a more significant way and add to that emotional intelligence and you are able to understand things again in a more significant way. Change management is something which has to do with an ability to cope with change in the world where things move very fast. I remember a long time back when I started reading Alvin Toffler and read about future shock I read some of it, it was very, very radical new idea. Today we live within the framework of future shock and what it basically means is that change is very rapid and it is an accelerating change, change which is happening more fast.

Interestingly, you see that that brings us back to remind us the Buddhist concept of change because the Buddha told us that everything is impermanent everything is perpetually changing. However that realizes in that everything is perpetually changing and experiencing it in life everyday where you see that if you have not used a point for 2 years then probably your old fashion you have forgotten what has happened and you do not really know the new things that have come up. I remember that a long time and that 10 years back I used to do animation with hand-drawn and flash and today it is absolutely greet me because the new software; the basics remain the remaining the same time and other few of the things like that. So many things have changed. How is that we cope with this change. How do we understand, how do we position ourselves, how is that stabilizes something which one has to find from within oneself within this change.

Now, this becomes a very important ingredient. And Professor Suarez has looked deeply into this particular area. And as I told you emotional intelligence empathy which will be looking at a little later all these help in the context of change management. Ability to cope with change, ability to come up with radical new measures, new strategies in the context of changes are something which is very relevant in the context of soft skills.

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- Creativity
- Critical thinking
- Problem solving
- Motivation
- Persuasion
- Negotiation
- Stress management
- Time management
- Resilience
- Work life balance

Creativity, we talked about creativity and I believe that change management and creativity are very closely intellect, because you see that the ability to cope with conformity as against non-conformity. That which is stable is what we call consider, that which is kind of patterned that which we have been using routinely that is conformity non-conformity thinking differently. Now you see that being creative is a way of developing your ability to cope with change in a more effective way.

So, these two sections though it has not been made explicitly in our talks are very closely link together and you can link the two and come up with me interesting ideas. We create about how you can link change management, emotional intelligence with creativity, because in our talks we did talk about emotional intelligence and creativity.

Critical thinking, is something which definitely is link to creative thinking, but it is directed at problem solving and you have specific methods, specific way of doing that and I am sure that whatever process was shared with you was relevant in that particular context. Motivation again is something which is very, very important in the context of soft skills, because you see that the very act of your listening to these videos and even listening to the last video talks speaks about your motivation. Your motivation can be of various kinds, it could be as simple as being motivated to complete this course and take

an exam or it could be a motivation which is let say different in the sense that you are motivated to just learn and improve yourself in certain ways. So, motivation is a very very important aspect and I hope that our presentations and video lectures were relevant in those contexts.

And we moved on to persuasion and negotiation again, is clearly closed link with one another, very relevant in the context of groups, very relevant in the context of let say conflict resolution and management. So you see that where all these things are come into play, so although we may not have network them which we will try to put in the last slide. These concepts are linked together, you see that persuasion negotiation would definitely get linked with areas like conflict resolution relationship building group dynamics. So, I hope that you would be able to link these limits together and come up with interesting let say solutions when you actually apply whatever you have learned here in your work place, in your college, in your university or in your job in your company wherever you are.

So, stress management is another area which gets link to the area of change tolerance ability to manage change, because you see that stress is something which is again a part of our everyday life, generated to a very great extent because of change, generated to a very great extent because of conflicts, generated because we are not able to understand ourselves and it is a process which gets aggravated unless we take care of it. And I hope that it can get link to the concept of resilience, where resilience is not only about resilience to change, resilience to stress, and resilience to the various kinds of things which trouble us disturb us conflicts and all that. I hope that you have understood the concept of resilience.

In general although this is a little out of context resilience is something which is a significant component of most Indian people, because within change we live in lot of uncertainties and I have found a significant amount of resilience when it is comes to self assessment in our students and to very great extent resilience are reduction of stress all those things get link to relationship building, friends, families ties of love communication. So, you see that they are stress management and problem solving and all these things again get link to the earlier lectures on communication and resilience also

gets link to communication. Because if you communicate you share then it becomes resilience because your problem is solved by others. That is what we have found it in many of our students.

And I hope that the service that we do it did with you and the findings which we have said would also convince you of that. Work life balance is a very, very important component and you might say that it is inwardly reflected because you see that at the end of the day whatever you are learning you are learning a lot of it for the workplace, but then work has to have its own space in your lives. Your lives are not all work, your lives consist of work as well as certain other qualities and there has to be a balance between two.

And this is something which we all see and which we all find very difficult to manage, but the people who really manage to find work life balance are happy people. And I hope that some of you have benefited from the talk on work life balance as well.

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- New areas
    - Visual communication
    - Image, text, multimedia
    - Social network and media
    - Empathy

We talked about certain new areas which generally are not a part of many of these soft skills programs, but we thought that. They were relevant visual communication will highlighted to a significant extent and we did that with idea that we live in a visual world



and essential world of multimedia. And in that context we talked about images, texts, we talked about sound in although we have not mentioned it kept it under the category of multimedia. We talked about music and the way these communicate. And I felt that these are important because we live in a world where all these components interact in a very very complex with us and do manage to modify our understanding, modify our communication, modify our interactions with others.

And work with the advent of social media and networks which are mediated by social media, very complex networks rapid communications throughout the world fast communication. We find that a different kind of set of relationships, different way of understanding these relationships is probably required. I hope you benefited from my very brief introduction to the field, where I wanted to make you at least familiar with the fact that this is an area which is very, very relevant, whether we are talking about Facebook, whether we are talking about Twitter, the way that significantly influence our lives. And I hope that that also adds to soft skills. Empathy is something which again is involved pointing gets linked in a significant way to work life balance, but as we have already discussed empathy is also something which plays a very interesting role when it comes to understanding others, and hence a very, very important components of soft skills.

Now, before we end this discussion what I would like to share with you is that as we develop the course we did lot of brain storming, we searched a number of websites to find out which was the soft skills which you have considered very significant. I will share with you the significant soft skills that were listed in various places as very relevant in the context of work, and let us find out what we have done and what we have not covered.

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### **Other skills in high demand...**

And how to link it to what we have learned

- Being dependable
- Coaching coworkers
- Fitting the company culture
- Flexible and focused
- Developing new work processes
- Taking initiative
- Critical observation
- Project management skills

These are some of the other skills in high demand which we have not directly touched upon, but what I would like to do here is to share with you how these can be interpreted or understood in the light of what we have already done. Being dependable, now being dependable obviously gets link to listening skills, your understanding of the fundamentals of let say negotiations skills, your understanding of ability to motivate others and all that. But then you see that it being dependable also has an ethical consideration, being dependable is about being honest, being reliable, being consistent. Now to certain extent these can happen with emotional intelligence and it can also happen when you have a moral or ethical attitude towards life.

Now ethics or morality which is very, very important in most work places something which we could never touch up on, although it is a very, very important component. And ethics or morality is not something which can be taught, we can persuade you to we can try to convince you that it is very, very important. It is very significant, but in the complexity of work life we find that there are various situations where the conflicts between our morality and what we are force to do and all such kind of things and becomes a very problematic area.

We did not take it up, but as I said emotional intelligence is something which can be get

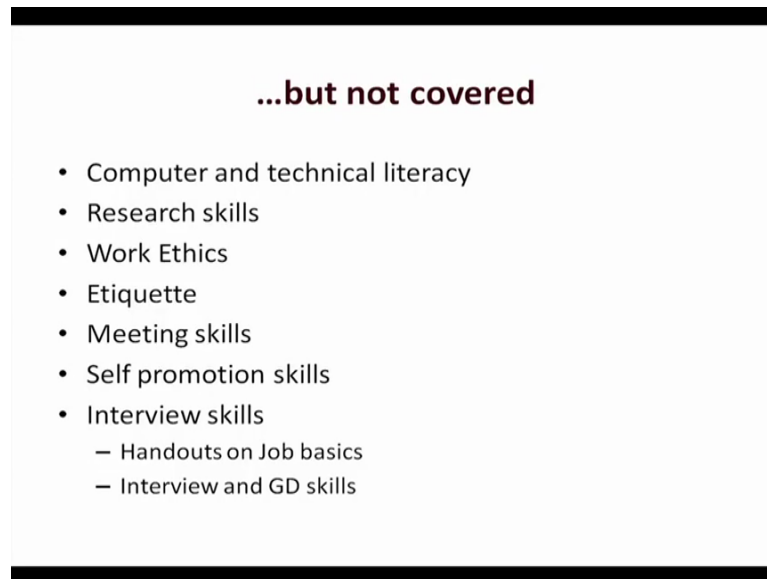
link to being dependable. It can also get link to the ethical qualities which some places, some people, some books, some authors, some sights highlight as significant, and we agree that it is very significant.

Coaching coworkers improving their skills is something which can happen when we start focusing on empathy, when we start looking at other people's interest and when we are good communicators a combination of these will teach us how to become good coaches. However, because we have not covered it in a detailed way you might Google and search for certain sights which talk about coaching and try to link it with whatever we have done so far. As I told you coaching would get linked with empathy, coaching link would get link with communication skills, coaching would get link to the ability to manage other people, managerial skills.

Fitting the company culture is something which is about change management, ability to understand change to cope with change, empathy to understand what the company wants, intelligence and basic communication skills. This is a skill which need not and cannot be really taught, but it can be greened from many of the things that we have done together. Being flexible and focused again has to do with resilience; it has to do with many of the other things we have shared so far. But focusing is something which is a different area and we have not touched upon focus in a very distinctive way. However, many of the talks that we have already given as I told you our presentation on motivation and our presentation on empathy can help you in this particular area.

Developing new work processes get very strongly link to creativity, critical analytical thinking and problem solving and can be applied over here. Taking initiative is about motivation, you can get it link to that. Critical observation again is get link to critical thinking process to empathy and many other various other communication skills we have learned. And project management skill is something which has to be outside scope of our work. Although many of the things that we have the components we have discussed. Do get link to project management in certain ways, but still we feel that probably that something which has to be persuade as different specific course or at least a sub set of a course. And we agree to that that you need to explore that separately.

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**...but not covered**

- Computer and technical literacy
- Research skills
- Work Ethics
- Etiquette
- Meeting skills
- Self promotion skills
- Interview skills
  - Handouts on Job basics
  - Interview and GD skills

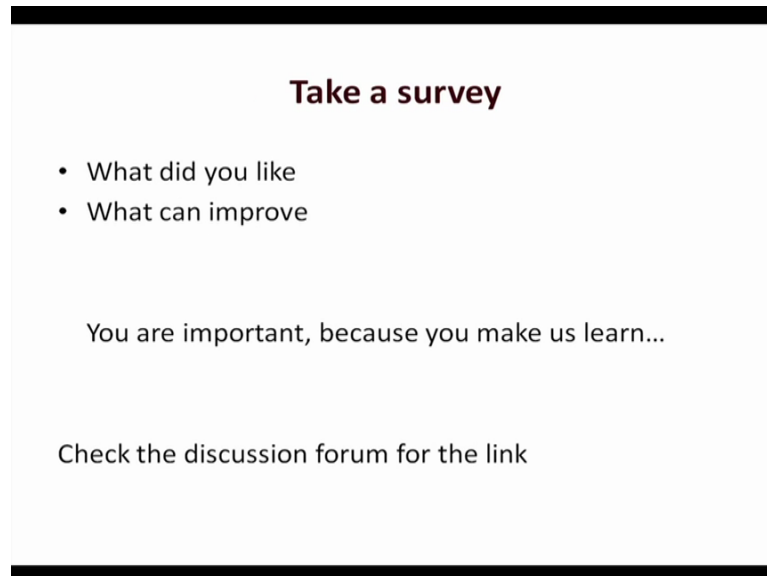
Computer and technical literacy is something which is a course by itself. It is relevant as a very important component soft skill, a very fact that you are having a part of this internet course and you are completing the assignments, interacting learning, tells us that you are fairly completed in computers and technical literacy. Research skill is an entire different area. However, critical and creative thinking and problem solving skills can help you there. Work ethics as I told you morality ethics and work ethics say something which we may not able to cover, but it is a relevant area you might look it up. As I told you it is a personality orientation it is a question of getting motivated, it is a question of having some specific ideology and the reason much we can do about changing those.

Etiquette, again is a vast area it can start from etiquette like, etiquette is foods, etiquette in dress codes to etiquette of what to say and what not to say. However, the fact that we have dealt with communication tells us that you have probably developed a certain degree of sensitivity to the concept over ticket and need to explore it may be in a comprehensive way or a fragmented way as well.

Self promotion skills is something which we have not touched upon here you might have to look elsewhere as to how to promote yourself, but the fundamentals of communication skills which tell you how you are able to communicate effectively with others, how you

are able to impress others, how you are able to persuade others will to certain extent help here. Interview skills it was not within the framework of our course. However, we are trying to de generates and develop certain hand outs and job ethics interview and GD skills which you might read and benefit from.

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**Take a survey**

- What did you like
- What can improve

You are important, because you make us learn...

Check the discussion forum for the link


So what do we want you to do? We want you to definitely take a survey which is there in the links and the reason for the survey is we can learn from you. You see that the process of learning is a process of cooperative learning all these while the surveys that we have done with you the various discussions we have had with you teaches a lot of things.

So, as hopefully you are learning a little bit from us, we are also learning a lot from you. So, if you tell us where went right and tell us where things can improve, then we can go ahead long way when the next time the course is evolved in making changes and making it more beneficial for other people or even you who be taking it again.

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For these links please check the discussion forum, and here are the reference that I have used to search for sights which talk about various kinds of soft skills that we were talking about and which we have discussed elaborately and some of the skills the majority of the skills we have covered. And some skills were not covered. And we were all like to thank you.

I am Priyadarshi Patnaik I hope you have been introducing to Professor Vijayanath Giri to Professor Damodar Suar. And we have a team of silent scholars, students who have worked with us and you might have seen them on the discussion forum answering the questions, sharing ideas with you, and analyzing your surveys and so on. I would like to quickly introduce them to you. So, the five of them Suchitra, Raju, Rashmikiranjan and we have Junmoni and we have Shravani. So, these are the five people who have helped in making these entire soft skills courses success. Thanks for being with us thanks for being with this course throughout these 8 weeks.

Thank you.