

# THE ROLE OF SOFT SKILLS IN THE DEVELOPMENT OF EMPLOYEE IN AN ORGANISATION

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**Abstract:-**“Soft Skill is an organized activity for increasing the knowledge and skills of people for a definite purpose. It involves systematic procedures for transferring technical know-how to the employees so as to increase their knowledge and skills for doing specific jobs with proficiency. “

Politeness and Soft Skills are the act of increasing the knowledge & skills of an employee for doing a particular job. Soft Skill improvement means growth of the individual in all respects. While giving training involves the development of skills that are usually necessary to perform a specific job. The purpose of soft skill is to bring about improvement in the performance of work.

“The use of soft skills the terms training & development in today's employment setting is far more appropriate than 'training' alone since human resources can exert their full potential only when the learning process goes far beyond simple routine. Therefore the soft skills improvement is an important part of every organization”.

Soft Skills improvement is a continuous process and not a one-shot affair, and since it consumes time and entails much expenditure, it is necessary that a training program or policy should be prepared with great thought and care, for it should serve the purposes of the establishment as well as the needs of employees. A successful training program presumes that sufficient care has been taken to discover areas in which it is needed most and to create the necessary environment for its conduct.

Key words:- Soft skill, Self-Management skill, Feedback system, Development, skill training program Assessment, type of soft skill

## **Introduction**

Presenting to adults is very different than presenting to children. Time is a precious commodity for working adults. They generally want to do things efficiently and quickly the path of least resistance. This includes learning about software where the learning presentation must be clear, concise, organized and to the point in order to make the maximum use of time. Adults also want to know how something will benefit them personally, especially in relation to their job. The soft skill guidelines within this job aid have been developed from business literature and are specifically designed for adults.

The section on creating effective presentations is designed to be generic with tips and suggestions that can be applied to a variety of presentation situations. This portion of the job aid includes developing presentations and visual aid design. For the section on communication process this job aid will touch on issues such as interpersonal skills, barriers to communication, giving and receiving feedback and, most importantly, rehearsal and practice. The final portion of this job aid includes a presentation.

A person's soft skill is an important part of their individual contribution to the success of an organization. Particularly those organizations dealing with customers face-to-face are generally more successful, if they train their staff to use these skills. Screening or training for personal habits or traits such as dependability and conscientiousness can yield significant return on investment for an organization. For this reason, soft skills are increasingly sought out by employers in addition to standard qualifications.

## **What are soft skills?**

Before going any further in debating the importance of soft skills we have to clarify the question "What exactly are soft skills?" This basic question is not easy to answer, because the perception of what is a soft skill differs from context to context. A subject may be considered a soft skill in one particular area, and may be considered a hard skill in another. On top of it the understanding of what should be recognized as a soft skill varies widely. Knowledge in project management for instance is "nice to have" for an electrical engineer, but it is a "must to have" for a civil engineer. Training in cultural awareness might be useful for a chemist, but it is an absolute necessity for public or human resources management in societies of diverse cultures.

Interesting enough the internationally renowned encyclopedias has little to say about soft skills. The online encyclopedia "Wikipedia" gives a very broad definition of soft skills, which leaves much room for discussion:

"Soft skills refer to the cluster of personality traits, social graces, facility with language, personal habits, friendliness, and optimism that mark people to varying degrees. Soft skills complement hard skills, which are the technical requirements of a job."

## **Examples of soft skills**

- Communication skills

- Critical and structured thinking
- Problem solving skills
- Creativity
- Teamwork capability
- Negotiating skills
- Self-management
- Time management
- Conflict management
- Cultural awareness
- Common knowledge
- Responsibility
- Etiquette and good manners
- Courtesy
- Self-esteem
- Sociability
- Integrity / Honesty
- Empathy

### **Why are soft skills important?**

After having elaborated so much on soft skills, the answer to why they are considered as being so important is still open. There are numerous reasons for having a critical look at a person's soft skills. One straightforward reason is today's job-market, which in many fields is becoming ever increasingly competitive. To be successful in this tough environment, candidates for jobs have to bring along a "competitive edge" that distinguishes them from other candidates with similar qualifications and comparable evaluation results. And where do they find this competitive advantage? In bringing along additional knowledge and skills, added up by convincing personal traits and habits. This sounds familiar.

Understandably, employers prefer to take in job candidates who will be productive from a very early stage on. If a graduate from university first has to be trained on putting more than three sentences together, how to do a proper presentation, or how to chat in a pleasant and winning manner with colleagues and customers,

1. **Conflict Management:** Conflict is natural and inevitable. Project Manager should know techniques to manage conflicts & use them appropriate to the situation. I dealt about this topic in [this post](#).
2. **Coaching:** This is similar to competency skill I pointed out in the blog theme. Project Manager need to have necessary competency so that they can develop competency in team members which help them to perform their project activities in the expected level.
3. **Negotiation & Team Building:** These skills need more personal involvement from a Project Manager than just focus on output. This one identified under “Relationship & Recognition” in Leadership Rubik Cube. Better relationship with the team & other stakeholders creates a positive environment towards successful execution of the project. All other skills like Communication, Trust Building, Conflict Management, Influencing helps in doing better negotiation & team building activities.
4. **Decision Making:** A decision by organization’s management gives birth to a new project :-) Facing challenges, finding options, deciding to go with one particular option – are part and parcel of a Project Manager’s day-to-day life. Decisions of a Project Manager at each level affects the project outcome. Therefore it is essential skill for a PM.
5. **Political & Cultural Awareness:** Politics in organization is as long as it creates healthy competition among different groups that leads to organization’s growth. PM need to create awareness about the organizational politics & use it appropriately for project success. With increase in global projects, it is inevitable for PMs to understand the cultural differences in the team around the world and work with them accordingly.

#### Soft Skills List – Self Management Skills

Self-Management Skills address how you perceive yourself and others, manage your emotions, and react to adverse situations. Only when you build an inner excellence can you have a strong mental and emotional foundation to succeed in your career.

1. **Growth mindset** – Looking at any situation, especially difficult situations, as an opportunity for you to learn, grow, and change for the better. Focusing your attention on improving yourself instead of changing others or blaming anyone.
2. **Self-awareness** – Knowing and understanding what drives, angers, motivates, embarrasses, frustrates, and inspires you. Being able to observe yourself objectively in a difficult situation and understand how your perceptions of yourself, others, and the situation are driving your actions.
3. **Emotion regulation** – Being able to manage your emotions, especially negative ones, at work (e.g. anger, frustration, embarrassment) so you can think clearly and objectively, and act accordingly.

4. **Self-confidence** - Believing in yourself and your ability to accomplish anything. Knowing that all you need is within you now. “Those who believe in themselves have access to unlimited power” – wisdom from Kung Fu Panda
5. **Stress management**- Being able to stay healthy, calm, and balanced in any challenging situations. Knowing how to reduce your stress level will increase your productivity, prepare you for new challenges and supports your physical and emotional health, all of which you need for a fulfilling, successful career.
6. **Resilience** – Being able to bounce back after a disappointment or set back, big or small, and continue to move onward and upward.
7. Skills to **forgive and forget**- Being able to forgive yourself for making a mistake, forgive others that wronged you, and move on without “mental or emotional baggage.” Freeing your mind from the past so you can focus 100% of your mental energy on your near and long-term career goals.
8. **Persistence and perseverance** – Being able to maintain the same energy and dedication in your effort to learn, do, and achieve in your career despite difficulties, failures, and oppositions.
9. **Patience** – Being able to step back in a seemingly rushed or crisis situation, so you can think clearly and take action that fulfills your long term goals.
10. **Perceptiveness** – Giving attention and understanding to the unspoken cues and underlying nuance of other people’s communication and actions. Often times, we are too busy thinking about ourselves and what we are saying, we leave little room to watch and understand others’ action and intentions. If you misinterpret other’s intention, you can easily encounter difficulties dealing with people and not even know why.

#### **IMPORTANCE OF SOFT SKILLS:-**

Soft Skills plays an important role in human resource development. It is necessary, useful and productive for all categories of employees and supervisory staff. Soft Skill is important as it gives various benefits to employers and employees. It is very important in the present age as developments in science and technology are introducing radical changes in the industrial field. Soft Skill is actively and intimately connected with all personnel or managerial activities. It is an integral part of the whole management program, with all its many activities functionally inter-related. Soft Skill is a practical and vital necessity because it enables employees to develop and rise within the organization, and increase their “market value”, .Soft Skill , moreover, heightens the morale of the employees, for it helps in reducing dissatisfaction, complaints, grievances and absenteeism, reduces the rate of turnover. It moulds the employees’ attitudes and helps them to achieve a better co-operation with the company and a greater loyalty to it. The importance of Soft Skill has been expressed in these words.

## **HOW SORT SKILL BENEFIT TO THE ORGANIZATION**

Be kept to the minimum by the skillful employees. These will lead to lower cost of production per unit. The major benefits of Soft Skills to the organization are:

- + Behave Politely
- + Good Communication.
- + Standardization of procedures + Less quarrel.
- + Economical operations + Higher morale
- + Preparation of future managers + Better management

## **OBJECTIVES OF THE STUDY**

- 1) To understand the need of soft skills in the development of HR.
- 2) To study the useful soft skills method which are useful to improve the politeness of employees?
- 3) To understand the performance of the employee after attending soft skill training program.
- 4) To know the best soft skill training given to the employee.

## **SCOPE OF WORK**

- 1) The study will help to understand the need of soft skills in the development of HR.
- 2) This study will try to know awareness and involvement of the organization in the respect of training and development functions.
- 3) To study the HRD functions undertaken by organization.
- 4) It aim to cover the effective training& development activities under taken at. For the sake of improvement development of efficiency and activity
- 5) Lead to improved probability and more positive attitudes towards profit orientation.

## **RESEARCH METHODOLOGY**

Research is a search for facts. It answers the questions and gives solution to the problems. Research is an organized enquiry. it seeks to find explanations to unexplained phenomenon to classify doubtful facts and to current the misconceived facts.

## **METHOD OF DATA COLLECTION:**

### **1) Primary data:**

**The primary data was collected through:**

- 1) Observation
- 2) Interview schedules
- 3) Personnel visit to obtain the necessary information.

### **2) Secondary data:**

Secondary data was obtained from

- 1) Company records
- 2) Magazines
- 3) Annual reports etc.

## **DATA ANALYSIS:**

### **Sampling unit:-**

Employees of 'SONAI INDAPUR DAIRY & MILK PRODUCTS LTD'

### **Sampling technique:-**

Simple random technique.

### **Sample size:-**

A sample of 60 employees was selected for this survey.

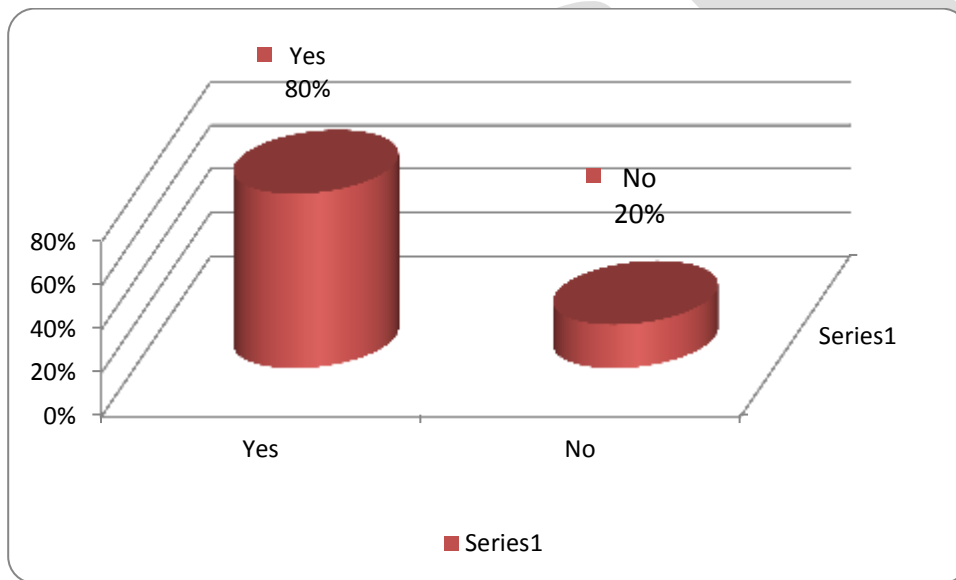
### **Tool for analysis:-**

- 1) Percentage method.

### DATA ANALYSIS AND INTERPRETATION

#### 1. Have you attended any soft skill training programs?

Sr. No.	Options	Frequency	Percentage
1	Yes	48	80%
2	No	12	20%
	<b>Total</b>	<b>60</b>	<b>100%</b>



From the above table it is found that 80% employees attended soft skill training programs arranged by the organization while 20% of them have not attended such programs.

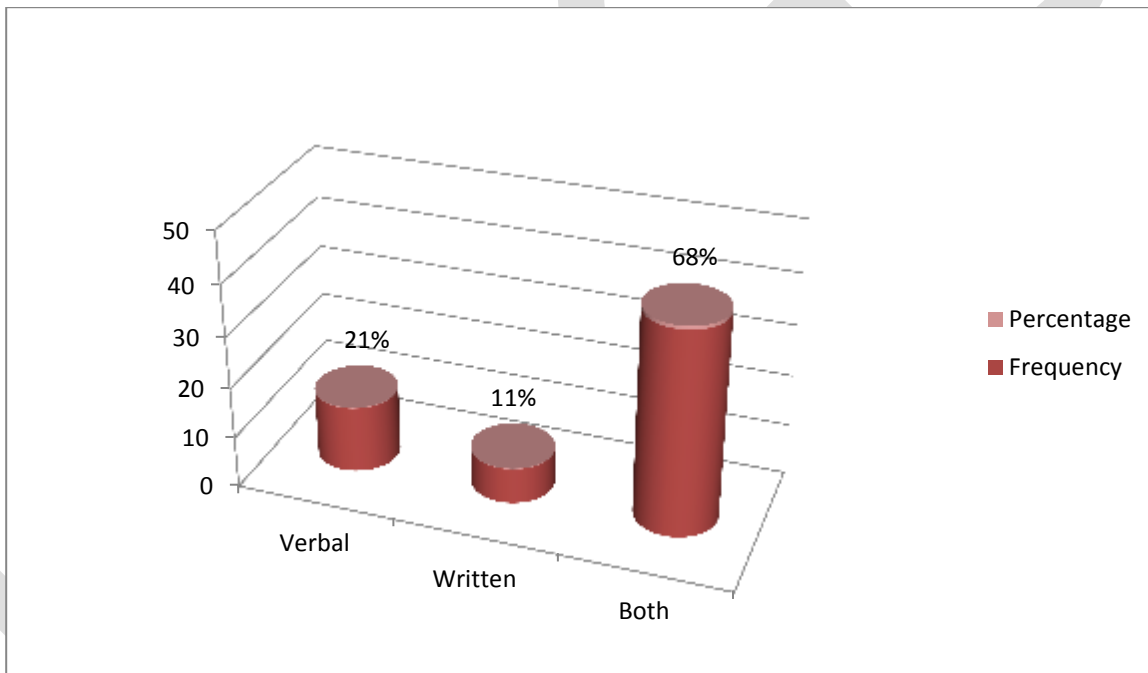
Hence maximum employees have attended soft skill training and development program organized by the company.



2) Which are the channels of communication used in the program's are :-

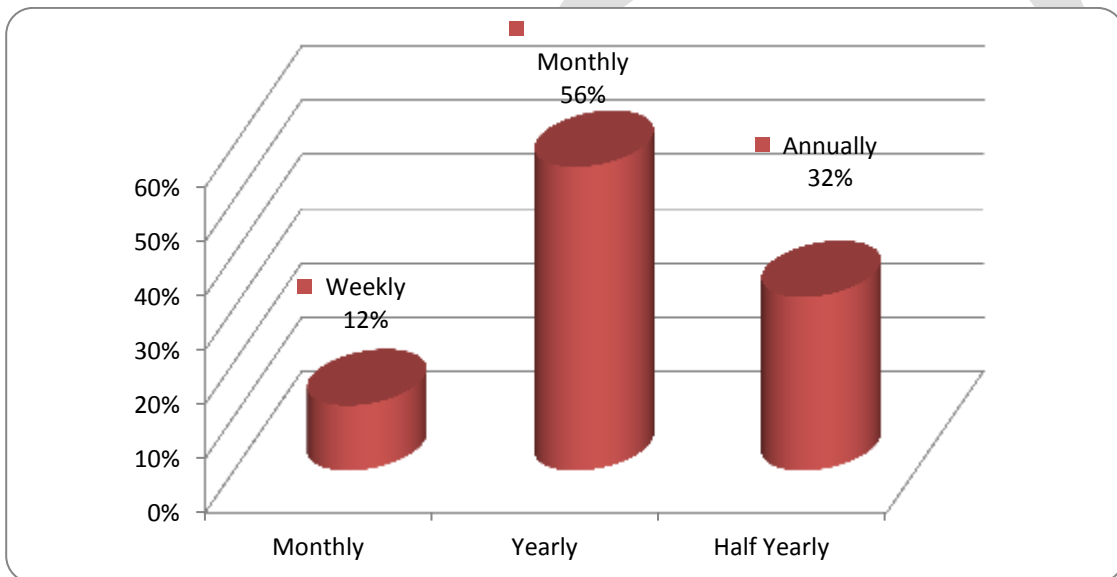
Sr. No.	Options	Frequency	Percentage
1	Verbal	13	21%
2	Written	07	11%
3	Both	40	68%
	<b>Total</b>	<b>60</b>	<b>100%</b>

From the above table it is found that 21% of employees said that verbal communication is used in program, 11% said that written communication is used while 68% selected both the options i.e. both verbal and written communications are used in soft skill training and development programs of the organization.



### 3) How many times soft skill training program in arranged in your organization?

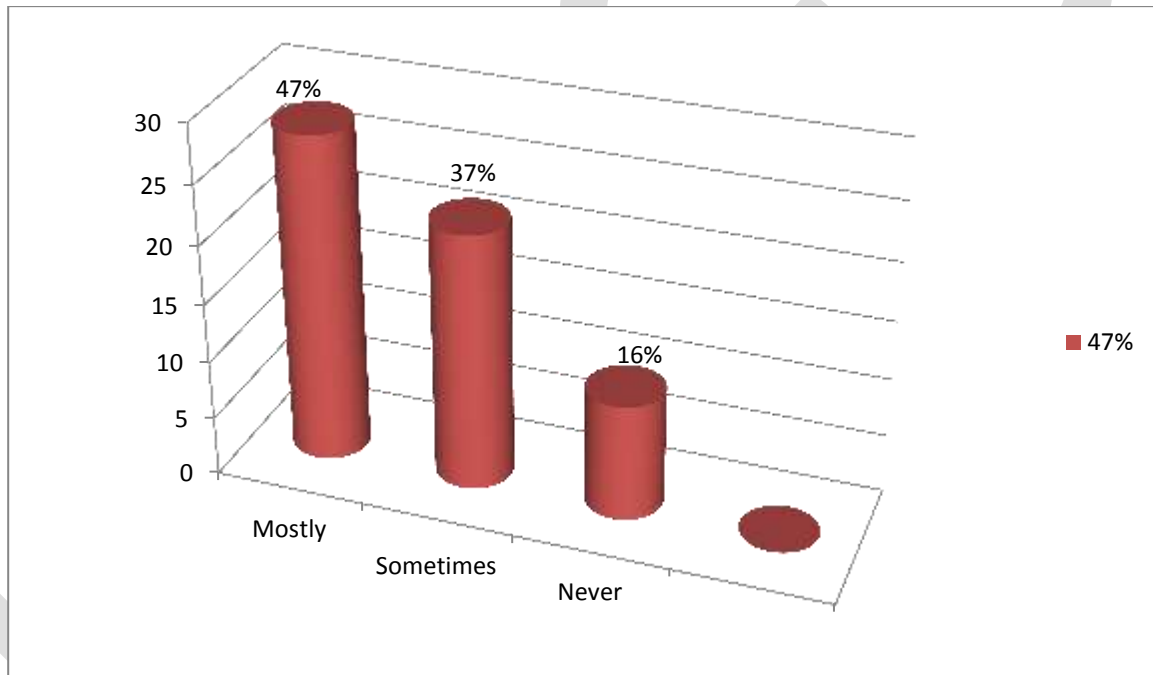
Sr. No.	Options	Frequency	Percentage
1	Weekly	07	12%
2	Monthly	34	56%
3.	Annually	19	32%
	<b>Total</b>	<b>60</b>	<b>100%</b>



From the above table it is found that 56% employees said that Soft Skill Training program are arranged Monthly in their organization, 32% said that these programs are arranged half yearly while 12% employees said that soft skill training program is arranged in their organization Weekly.

**4) You were able to pass on knowledge and skills provided from the soft skill training programmes to your subordinates.**

Sr. No.	Options	Frequency	Percentage
1	Mostly	28	47%
2	Sometimes	22	37%
3	Never	10	16%
	<b>Total</b>	<b>60</b>	<b>100%</b>

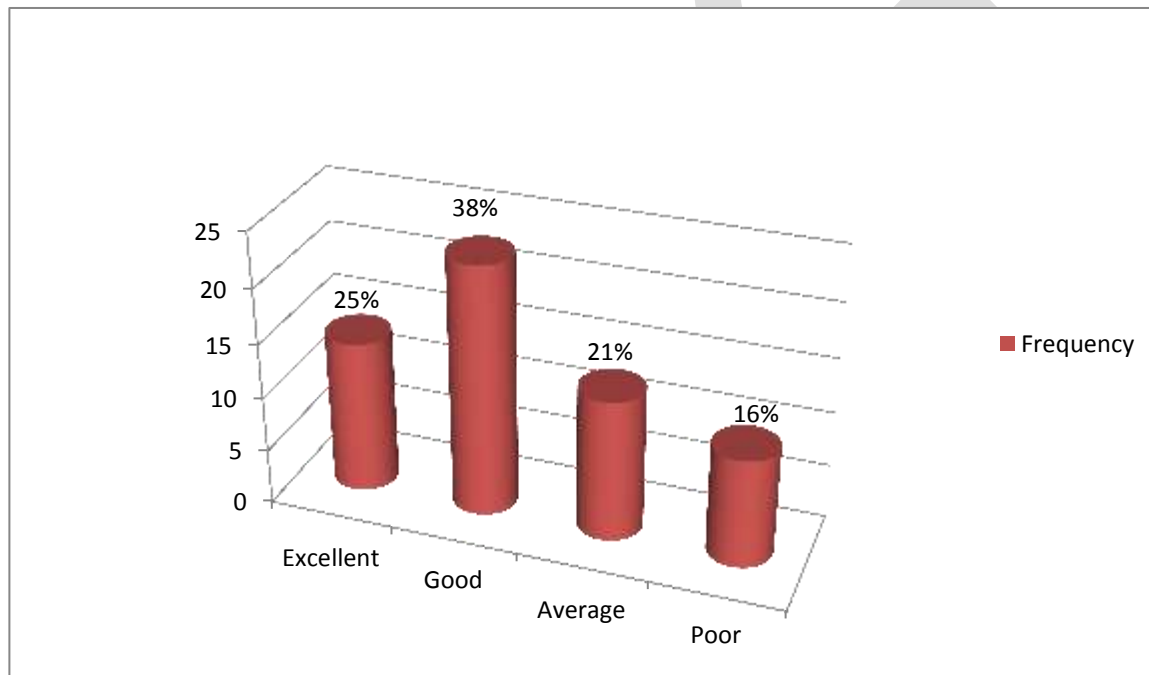


From the above table it is found that 47% employees mostly pass on knowledge and skills to their subordinates, 37% do this some times and 16% do not do this any time.

Hence maximum employees pass on knowledge and skills provided from the soft skill training to their subordinates.

### 5) How would you rate the soft skill training programme?

Sr. No.	Options	Frequency	Percentage
1	Excellent	14	25%
2	Good	23	38%
3	Average	13	21%
4	Poor	10	16%
	<b>Total</b>	<b>60</b>	<b>100%</b>

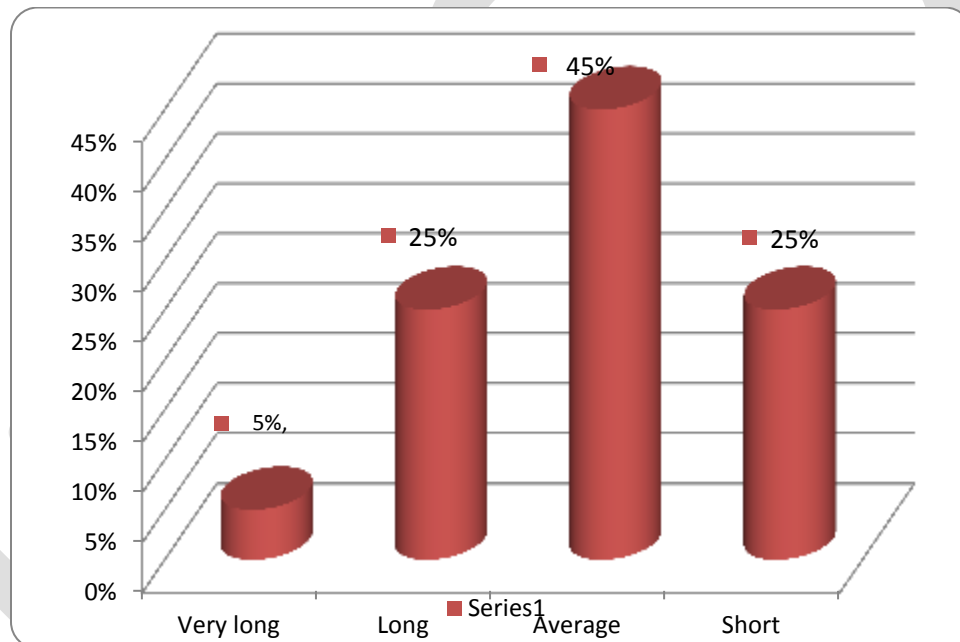


From the above table it is found that 25% employees rate soft skill training as excellent, according to 38% it is good, 21% says that it is average and 16% rate soft skill training as poor.

Hence maximum employees say that soft skill training in their organization is excellent.

### 6) Time period of soft skill training ?

Sr. No.	Options	Frequency	Percentage
1	Very long	03	05%
2	Long	15	25%
3	Average	27	45%
4	Short	15	25%
	<b>Total</b>	<b>60</b>	<b>100%</b>

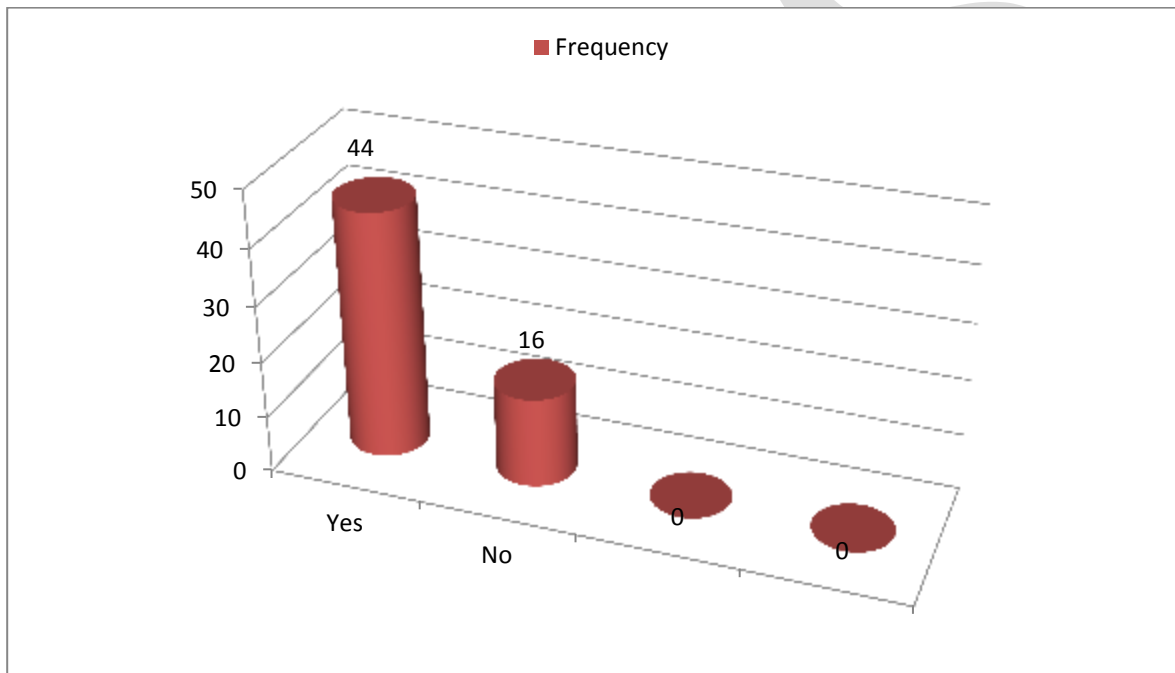


From the above table it is found that 5% employees said that soft skill training period of organization is very long, 25% thinks it is long, 45% said that soft skill training period is average while 25% said that soft skill training period of organization is short.

Hence maximum employees said that the soft skill training period in their organization is short.

**7) Is there a system of feedback?**

Sr. No.	Options	Frequency	Percentage
1	Yes	44	73%
2	No	16	27%
	<b>Total</b>	<b>60</b>	<b>100%</b>



From the above table it is found that 73% said that there is feedback system available while 27% are not agree with that.

Hence maximum employees said that there is a feedback system in their organization.

## CONCLUSION

- 1) Conclude the results of the study have been quite a satisfactory one.
- 2) The employees seem to be quite satisfied with the soft skill training process at Dairy and are keen to attend more soft skill training in the future.
- 3) However, there have been found certain loopholes in areas like the Soft Skill Training Needs Identification and the Feedback System adopted in company.
- 4) Also, the post evaluation of the Soft Skill training is almost missing in the Dairy.  
Recommendations have been provided in the study, which if implemented, could help the Dairy to quite an extent in improving the system.
- 5) To assess the need of training and according to the need training should be given.

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