PROSPECTS OF SOFT SKILLS IN THE GLOBALIZED WORLD

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ABSTRACT

In an increasingly global, technological economy it is not enough to be academically strong. One needs to be more focused for other skills also and soft skill is one them. This paper highlights the prospects of soft skills in this globalized world. It refers to a person's knowledge and occupational skills. It helps in highlighting an individual's ability to acquire any job. Soft skills are very important for those professionals who are ready to enter in the professional world.

KEYWORDS- Technology, Professionals, Globalization, Soft Skills

[1] INTRODUTION

A skill is a learned ability and capacity to carry out pre-determined steps needed to pursue career in professional objectives with minimum of time and effort. Skills are needed in every area of human endeavor. Individuals need a broad range of those (skills) for attaining their career objectives to suit every fast changing technology they need to work with in their respective organizations. There are two types of skills.

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- Soft Skills: These skills are non-technical which describe how you work and interact with others. Unlike hard skills they are not necessarily meant to be taught and learned within any course.

- Hard Skills: These skills can take variety of forms e.g: operating a machine, taking a photograph, reading a GPS, 'driving a vehicle', 'performing surgery' etc.

Soft skills or behavioral skills basically relate to behavioral aspects such as managing individual behavior, action or reaction under a given situation. They refer to a group of psycho - social and interpersonal skills which can help individuals make informed choices, communicate effectively, develop coping-up mechanisms, and self-organizing skills that may help them lead a healthy and productive life.

Dentists need to know how to fill cavities. Secretaries need to type 100+ words per minute. Beyond the technical skills, though, which dentist do you go to? The one who is pleasant and takes time to answer your questions; or the one who treats you like a number in a long line of numbered mouths? Which secretary do you retain when times are lean? The one whose attitude is positive and upbeat, and who is always willing to help; or the one who is inflexible and has a hard time admitting mistakes?

In these situations, it's the soft skills that matter. HR departments rate soft skills, such as interpersonal skills, communication skills and management skills, as some of the most valuable skills they look for when selecting new employees. However employees with well-developed soft skills are hard to find, and once people have joined the organization, employers struggle to provide training in these areas.

[2] ADVANTAGES OF SOFT SKILLS

One's soft skills decide how fast and well one climb the ladder of success. Here are some of the advantages of soft skills.

☐ it helps to grow in your career

☐ it gives an eye to identify and create opportunities

☐ it helps in developing relationships with colleagues and clients

☐ it develops good communication and leadership qualities

☐ it helps people to adapt changing circumstances

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☐ it helps in taking appropriate decisions.

[3]SOFT SKILLS THAT HELP YOU GROW

Communication Skills - Every individual is confronted daily with numerous communicative situations with colleagues, employees, managers. The success of a person is therefore strongly linked to his communication skills. Professionals who are proficient in communication skills have a considerable edge over those who have not. Lack of communication skills will certainly make a professional short of resources. It has been revealed that professionals face several tough challenges in the global job market if their communication skills are not up to mark. The major segments that need to be worked upon to enhance communication skills are:

- Written Communication - Writing evaluates a person's proficiency. Indications: spelling, grammar etc. Errors committed while writing circulars, reports & agenda considerably spoil the image of the writer.

- Verbal Communication - Verbal communication is about communicating your thoughts through words. Such thoughts may be ideas, opinions, directions, dissatisfaction, objections, your emotions and pleasures. When it comes to business, it is very important for the reason being that throughout the day dealings are with people. It has been cited that verbal communication is 10% what you say and 90% how you say it.

- Body Language or Non-Verbal Communication - Face is the index of the mind and it clearly displays the person's interest. Body language presents to the audience what we feel & think about a particular matter. e.g.: head. Nodding one's head Body language (e.g., arms crossed, standing, sitting, relaxed), Emotion of the sender & receiver (e.g., speaking clearly, enthusiastic).Technical and Business institutes that keep themselves well stocked and well equipped in terms of communication will only be able to meet the language requirements of the globalized world.

- Interpersonal Skills - Interpersonal skills are the ability to relate to others in a socially appropriate, meaningful way. They are a set of skills that enables one to get along well with others.

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Teamwork Skills – Teamwork has become a very important part of corporate work culture today. Forming the right kind of team, causing the right chemistry to work and creating the right working atmosphere is an important part of getting the desired results. The famous quote, attributed to Tom Wilson, *'Many of us are more capable than some of us, but none of us is as capable as all of us'.* Teamwork may be defined as 'any work that is accomplished through cooperation and coordination of individuals'. The success of any organization largely depends on in the coordinated efforts of its employees. It mainly refers to the agreeableness & co-operation among the team members.

Negotiation Skills – In organizations of today, with the increased need for collaboration and cooperation, negotiations have become a must for managers and for all people in decision making positions. Webster's dictionary defines negotiation as 'to deal with some matter or affair that requires ability for its successful handling'. It is an act of discussing an issue between two or more parties with competing interests with an aim of coming to an agreement. It involves the process of reaching an agreement by conferring or discussing and the transfer of rights in a negotiable instrument by endorsement and delivery or merely by delivery. There are two types of negotiation approaches:

*) Integrative or win/win approach – In these negotiations, prospects for both sides are encouraging. It is characterized by open and empathetic communications and is commonly referred to as partnership agreements.

*) Distributive or win/loose approach – In these negotiations, each of the parties seeks maximum gains and therefore usually seeks to impose maximum losses on the other side. Practically, negotiations tend to involve a combination of both.

Leadership Skills - Leadership is the key. According to Fortune's Most Admired Companies in 1998, "the truth is that no one factor makes a company admirable, but if you were forced to pick the one that makes the most difference, you'd pick Leadership." Leadership is one of the key soft skills along with communication, creativity, learning and teamwork. A leader is a person whom people are ready to follow.

Control your sense of humor- When you are working with people from various cultures you need to be extra careful with your sense of humor and gestures. Behavior that is acceptable among

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Indian colleagues might be considered obscene or disrespectful by people from other cultures. Stay away from controversial topics or ideas in the office.

A never-say-die attitude - Any task that comes to you or your team, undertake with a can-do attitude. Slowly you will observe that you and your team have become the favorite of the management. Every accomplished task boosts your self-confidence and pushes you one step closer to success.

These are only some reasons why a specific training concept should be implemented in today's engineering, business degree programs. The image of the engineer in the German speaking world is still that of a "specialist" sitting all day in front of his computer without interacting with people. This image has only very little to do with the actual job characteristics. Once these soft skills are developed along with technical skills you will find opening of most of the doors to come.

[4] CONCLUSION

NAASCOMM has come out with a study which states that some of the world's most admired and respected companies such as Accenture, Convergys, Dell, Google, HP, IBM, ICICI, Centurion Bank, Microsoft, Verizon, to name a few across industry verticals, are in search of industry ready candidates. All concerned need to utilize this opportunity and make best use of delivering skilled candidates – engineering or management graduates, by making them ready for immediate selection without need for induction training in communication and soft skill development. Accordingly, curriculum, methodology and education system need be changed, in keeping with the present ongoing overhaul of higher education system in the country. A technical and professional school apart from teaching all major and minor core need to equally emphasize for development of communication and soft skills of the students. Apart from imparting technological knowledge engineering colleges also need to focus on nurturing employability skills so that they can further enrich the talent pool. The other major challenges for the teaching community is to place themselves neutrally giving needed inputs on the skills imbibed by the students through scientifically designed curriculum and measured through assessment tools to meet the present-day industry needing technologies.

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