

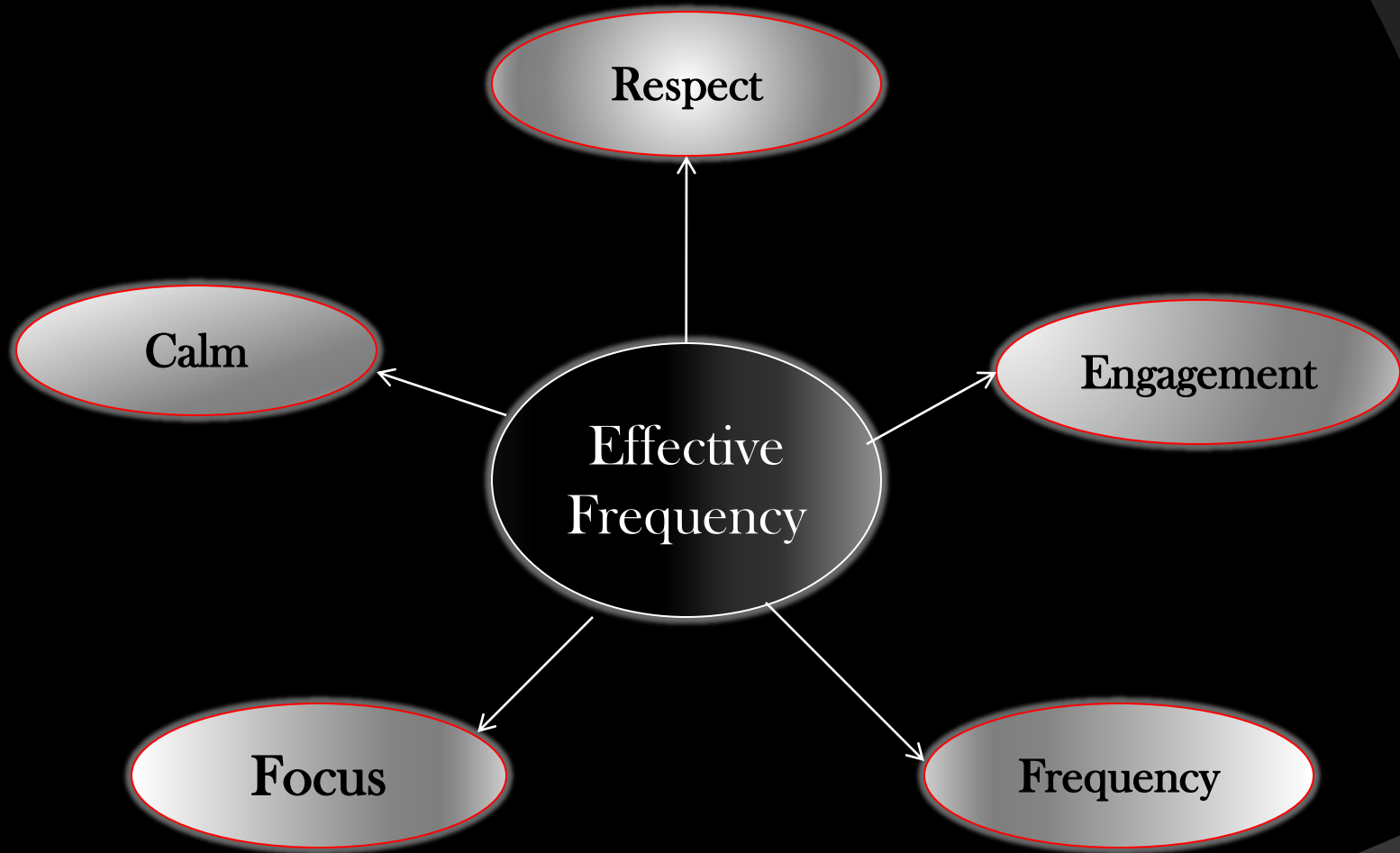
# SOFT SKILLS

# I. INTRODUCTION

Soft skills more to do with who we are than what we know. It decide how well one interacts with others, and are usually a definite parts of ones personality, it is the ability required and expected from person for finding a suitable job and grow in life.

## II. EFFECTIVE COMMUNICATION

- It is two information sharing process which involves one party sending a message that is easily understood by the receiving party.
- Effective communication is the glue that help you deepen your connection with other and encourage team work , decision making , problem making.



### III. COMMUNICATION SKILLS AND CALL HANDLING SKILLS

*“ We all use language to communicate, to express ourselves, to get our ideas across, and to connect with the person to whom we are speaking. When a relationship is working, the act of communicating seems to flow relatively effortlessly. When a relationship is deteriorating, the act of communicating can be as frustrating as climbing a hill of sand”.*

The way you speak to a person, in terms of the language used, tone of voice and clarity are also important and often referred to as the 'soft skills'. Being in a position to communicate comfortably is the most important of all life skills. Communication is simply the act of transferring information from one location to a different, whether that is vocally, written, visually or non-verbally.

## **Bad Practice in Call Handling**

- Inconsistency
- Stationery or documentation not to hand for taking notes
- Not taking complaints seriously
- Putting calls on hold (long periods)
- Wasting time during pauses
- Using jargon

# IV. LISTENING SKILLS

➤ *It is most important skills one can have, how well you listen has a major impact on effectiveness with others. The way to improve listening quality of relationship with others. The way to improve listening skills is to practice “active listening”.*





# ✓ Types of Listening

➤ Six types of listening , starting with basis discrimination of sounds and ending in deep communication.

1. *Discriminative Listening*
2. *Comprehension Listening*
3. *Critical Listening*
4. *Biased Listening*
5. *Evaluative Listening*
6. *Appreciative Listening*

# ✓ Tips of Effective Listening

- Keep quiet while listening.
- Focus on what speaker says rather than on his / her looks.
- Control and screen out the distractions.
- Show interest in the speaker.
- Be friendly and patient toward the speaker.
- Listen first and take notes afterwards.
- Look for the main theme and main ideas.
- Let the speaker finish whatever he / she has to say without interrupting him / her.
- Find an area of interest in the speech; look interested In the speech and act interested in listening.
- Try to look into the eyes of the speaker.

## ✓ Academic Listening (Lecturing)

*Lecturing is not simply matter of standing in front of a class and reciting what you know. The classroom lecture is a special form a communication in which voice, gesture, movement , facial expression, and eye contact can either complement or detract from the content. No matter what your topic, your delivery and manner of speaking immeasurably influence your student's attentiveness and learning. When you attend lectures , you need to apply the highest level of listening skills you have.*

# Lecturing Basics

- Grab student's attention with your opening.
- Incorporate anecdotes and stories in your lecture.
- Maintain eye contact with the class.
- Keep track of time.
- Pause occasionally.

# ✓ Listening to Talks and Presentation

People talk to you everyday-sometimes effectively, often not. If you want others to hear really what you have to say, you have to recognize how to say it in the most efficient manner possible.

Here are some ideas on encouraging the other person to talk so you will listen:

➤ **Begin by asking the person's name:** Not only will this make you a listener first, but it will also set up a pattern for listening more and talking less. When people give you their names, often you will get information, such as where they are from or they do.

➤ Follow any short comment you make after getting the name by asking an open question: Usually these questions begin with "What", "How", or "Why". If you are uncertain about what question to ask, you can connect the question to why both of you are at the same gathering.

➤ Keep your own spoken contributions short when possible: Avoid telling a five-minute story or giving a three minute opinion. Talk in 30 second segments, not three minutes. When it seems natural, end your comment by asking a question. Thus the other person will stay engaged and continue to provide you with information.

# ✓ Listening to Announcements

It is a written or spoken statement that tells people about something: public or formal words that announce something. It is a public statement that's usually formal and has a specific purpose. There are many kinds of announcements, but they're all public and meant to inform.

In school, the announcements might say whose birthday it is and where we are meeting after school. In a store, an announcement might mention a sale or a lost kid who's looking for her parents. So basically, if it is announcing something, it is an announcement.

# V. CORPORATE CULTURE

It refers to the beliefs and behaviors that determine how a company's employees and management interact and handle outside business transactions. A company's culture will be reflected in its dress code, business hours, office setup, employee benefits, turnover, hiring decisions, treatment of clients, client satisfaction and every other aspect of operations.