

The background features abstract, overlapping geometric shapes in various shades of pink and purple, creating a modern, layered effect. The shapes are primarily triangles and polygons, some with soft gradients and others with solid colors. The overall composition is clean and professional.

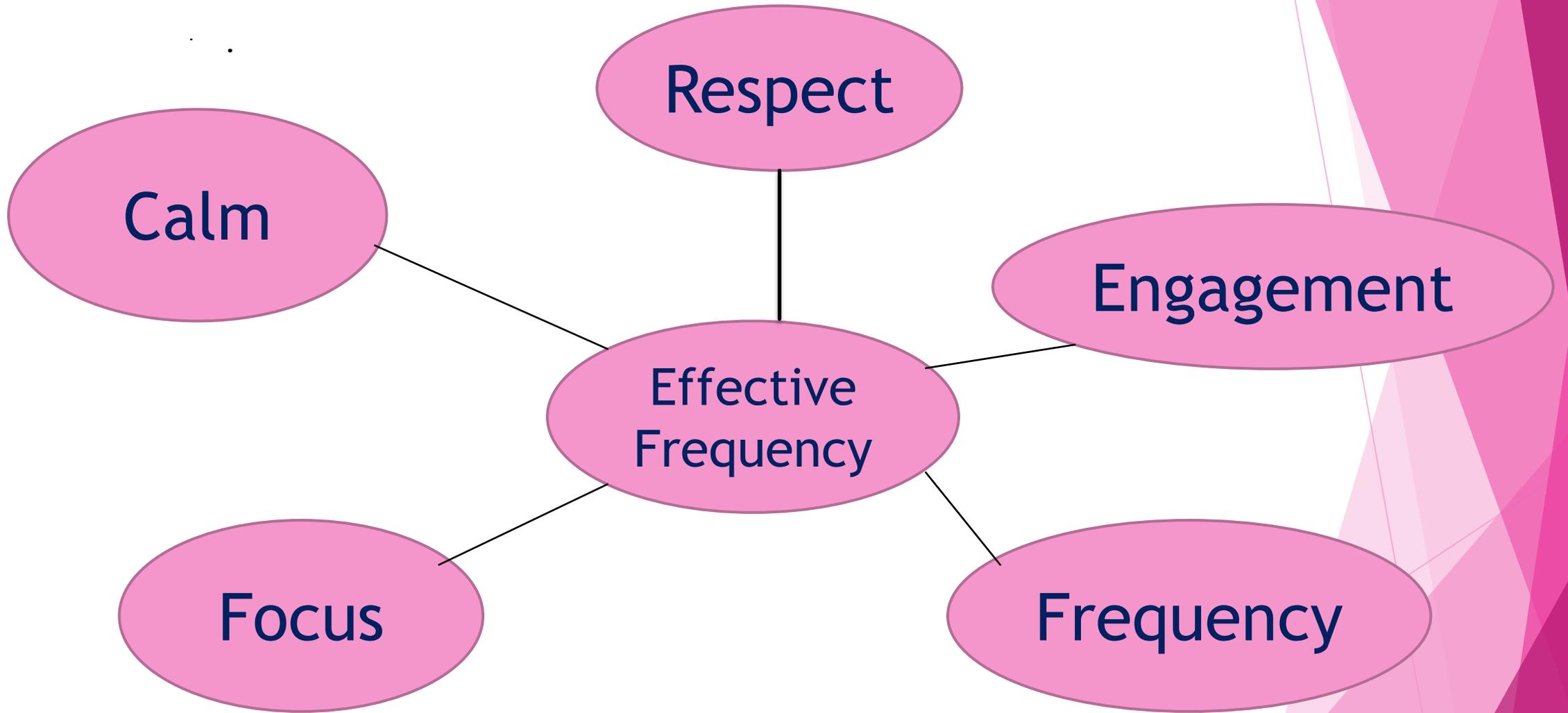
SOFT SKILLS

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.

EFFECTIVE COMMUNICATION

- ▶ IT IS TWO WAYS 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 ENCHANCE TEAM WORK, DECISION MAKING , PROBLEM MAKING.



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 skills to person to whom we are speaking .when a relationship is working , the act of communication seems to flow realtively is working , the act of communicating seem to flow relatively effortlessly.

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 LIS QUALITY OF RELATIONSHIP WITH OTHERS . THE WAY TO IMPROVE LISTENING SKILLS TO PRACTICE ACTIVE SKILLS

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**



SUMMARISING

PARAPHSARING

REFLECTION

ACTIVE LISTENING

LISTENING FOR FEELING

NEUTRAL TECHNIQUE

OBSERVING BODY LANGUAGE

HEARING CONTENT

QUESTIONING

TIPS OF EFFECTIVE LISTENING

- **KEEP QUIET WHILE LISTENING**
- **FOCUS ON WHAT SPEAKER SAYS RATHER THAN HIS LOOKS**
- **CONTROL AND SCREEN OUT THE DISTRACTIONS**
- **SHOW INTEREST IN SPEAKER**
- **LISTEN FIRST AND TAKE NOTES AFTERWARD**
- **LOOK FOR MAIN THEME AND MAIN IDEAS**

LISTENING TO TALKS AND PRESENTATION

- ▶ **PEOPLE TALK TO YOU EVERY DAY SOMETIME EFFECTIVELY , OFTEN NOT. IF NOT WANT OTHER TO HEAR REALLY WHAT YOU HAVE TO SAY , YOU HAVE TO RECOGNIZE HOW TO SAY IT IN THE MOST EFFICIENT MANNER POSSIBLE .**
- ▶ **IN ANY GIVEN SITUATION A PERSONS PRIMARY MOTIVE IS, 'WHAT'S IN IT FOR ME ? THAT SUGGEST WHATEVER YOU SAY HAS TO BE FILTERED TOWARDS ANSWERING THAT VERY QUESTION FOR YOU LISTENER**

LISTENING TO ACCOUNCEMENT

- ▶ IT IS A WRITTEN OR SPOKEN STATEMENT THAT TELLS PEOPLE ABOUT SOMETHING PUBLIC OR FORMAL WORDS THAT ANNOUNCE SOMETHINGS IT IS A PUBLIC STATEMENT THAT USUALLY FORMAT AND HAS A SPECIFIC PURPOSE . THERE ARE MANY KINDS OF ACCOUNCEMENT , BUT THEY ALL PUBLIC AND MEANT TO INFORM

CORPORATE CULTURE

- ▶ IT REFERS TO THE BELIEF AND BEHAVIOUR THAT DETERMINE HOW A COMPANY EMPLOYEE AND MANAGEMENT INTERACT AND HANDLE OUTSIDE BUSINESS TRANSACTION ,. A COMPANY CULTURE WILL BE REFLECTED IN ITS DRESS CODES , BUSINESS HOURS , OFFER SETUP, EMPLOYEE BENEFITS , TURNOVER , HIRING DECISIONS , TREATMENT OF CLIENT .

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END