

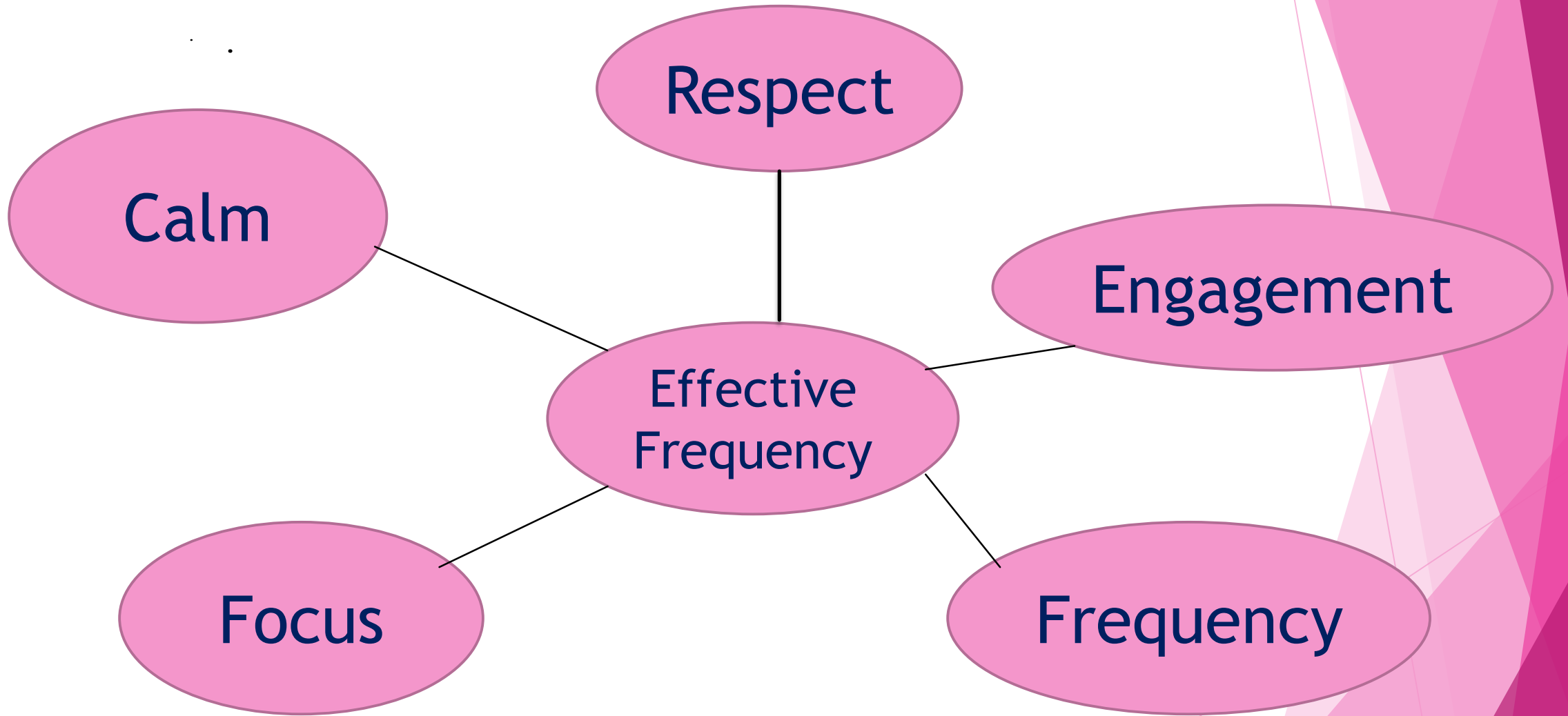
# SOFT SKILLS

# 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**





# 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  
SY HAS TO BE FILTTED 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 .

**END**