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# Study of Soft Skill Development Programme in Higher Education System

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***Abstract:*** ***Soft skill development programme has been implemented in colleges and universities in India. The moral value created by soft skill development programme among all students in colleges and universities enhances emotional intelligence and inculcate the rational values. Soft skill development programme nurtures the personality development in college students. The vital role of skill development programme lies to perform and to construct a stage or forum between students and society through teachers or mentors. Soft skill is fundamental and type of training education given to students and employers so that they will act as potential carrier of manpower to commercial and market scenario. The human skill works mainly through intellectual and emotional level; if a skill based education is given to students in their early level definitely it completes the needs of society. Hard and soft skill based training gives a bright future to student's life through management of different things and soft skill components like time, communication, presentation, skill to establish and maintain interpersonal relationships. It increases positivity and adaptability among students, as a result soft skill development programme provides a tool to live and livelihood to students at an early stage for their life.***

***Keywords: Soft skill development programme, training, hard and soft skills, higher education, presentation skill etc.***

## I. INTRODUCTION

Soft skills are people's skills or personality skills. Soft skills are "non-technical, intangible, personality specific skills" which determines the individual strength as leader, listener and negotiator [1]. Soft skills are the traits and abilities of attitude and behavior rather than of knowledge or technical aptitude [2]. Skill development programme has two main coins viz; skills which are soft and hard in nature. There are different soft skill components like oral or spoken skills, written communication, honesty, teamwork, self-motivation, work ethic, critical thinking, risk taking, flexibility or adaptability, leaderships, interpersonal, questioning skills, creativity, influencing skills, research skills, organization skills, problem solving skills, multicultural skills, computer skills, academic skills, detail orientation, qualitative and quantitative skills, teaching or training skills, time management, ability to analyze strength and weakness[3]. In development of soft skills and hard skills, many of the soft and hard skills parameters are under considered like communication skill, teamwork skill, interpersonal relationships, meeting management skills, facilitating skills, selling skills, leadership skill, mentoring skills, presentation skills, self-management skills, growth management, self-awareness, emotion regulation, self-confidence, stress management, resilience, skills to forgive and forget, patience, persistence and perseverance, perceptiveness and SWOT analysis.

## II. LITERATURE SURVEY

Soft skills are essential to students as well as employers in bureaucratic society. Between students and employers, soft skills are also important for job seekers. Soft skill is needful not only enhance carrier graph but also interpersonal development, teamwork, removing communication gap. The educational eligibility certificate is not the means of wages to obtain at regular time. The personal, professional and practical qualities developed due to soft skills are also an important part. The top five soft skills that employers want to their employees are as under,

1) Communication-oral, speaking capability, written, presenting and listening.
2) Courtesy-manners, etiquette, business etiquette, gracious, says please and thank you, respectful.
3) Flexibility-adaptability, willing to change, lifelong learner, accepts new things, adjusts and teachable.
4) Integrity-honest, ethical, high morals, has personal values, does what is right.
5) Interpersonal skills-nice, personal, sense of humor, friendly, nurturing, empathetic, has self-control, patient, sociability and warmth [4].

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Soft skill is essential in workplace for handling interpersonal relations, for taking appropriate decisions, for effective communication and for good professional development. There are different methods and sources have been reported to collect data in comprehension of soft and hard skills are as under,

*A.* Primary data source where data obtained from source in which data is observed, synthesized and recorded
*B.* Secondary data source is the data compiled by researchers
*C.* Tertiary data source is the field work and research where all data is compiled by observation [5].

## III. MATERIALS AND METHODS

This article specifically focuses on concept of soft skill, Types of soft skills and importance of soft skill for education and career success.
The article suggests different advantages of learning and training of soft skills for different sectors like academic governing bodies, industrial seekers, marketing managements, administrative officials, guides and counsellors.

## IV. SOME FUNDAMENTAL CONCEPTS, DEFINITIONS AND TYPES OF SOFT SKILLS

### *A. Communication Skill*

A well communication skill is body structure of coordination, information, accuracy, timeliness and confirmation. Types of communication are as under

*1)* Verbal communication: At the workplace verbal communication is essential to communicate with seniors, juniors, colleagues and subordinates and to avoid any sort of misunderstanding and misinterpretation.
*2)* Non-Verbal communication: it is nothing but to do with body language. It is our work-culture and gesture which represents to the audience.
*3)* Written communication skill: Writing is a passage to evaluate spelling, grammar and sort of pronunciation[6]

### *B. Presentation Skill*

It includes planning, preparation and delivery. It is effective message and way that should be reaching to audience. Presentation skill is term related to delivery of ideas, concept, issues, opinion, points and views to audience. Necessary framework for presentation skill as under

*1)* *Beginning:* as is said well beginning is always half done. Beginning should be carefully designed. Always motivate audience to listen. It is better to start with story, humour and question.
*2)* *Preparation:* The most important key parameter for presentation skill is preparation. Contents are important for good delivery and knowledge. It is always advisable to collect data for preparation from internet, reference books and relevant magazines.
*3)* *Audience:* presentation skill can fulfill knowledge hunger of audience, their interest, wants, needs to know and expectations.
*4)* *Effective Delivery:* for good effective delivery, presenter should be active, purposeful, and careful about vocal, good pitch volume rate, natural, good in direction.
*5)* *DO'S and DON'T':* Presenter should be keep in mind some points regarding what to do and what should be not to do in his presentation. It is related with stress, direction, posture, looking, and dress of wearing.
*6)* *Language:* A selected presentation is effective in audience language. It is a medium to reach the ear as well as heart, presentator should be language expert. He should give conclusive remark to presentation[4-5].

### *C. Personal Habit*

If somebody has natural talent with his best hobby, one can divert his good hobby to best soft skill.
*1)* *Writing Skill:* These are professional writing skills and business writing skills. It includes grammar, punctuation, spelling or words, vocabulary, clarity, brevity, engagement, proofreading, revising, letter writing, e-mail writing, MS office [8].
*2)* *Speaking Skill:* Speaking skill is skill that gives the ability communicate with many peoples [9-10]

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*D. Friendliness*

The nature of friendliness will bring two or more minds together to give more effect and impact on work culture. This can be attributed in industrial growth, academic perspective in collaboration for research, counseling and guidance.

*E. Team Work*

Team work is significant tool to achieve any goal irrespective of age groups, qualification, status, and skills. The integrated efforts of any team to achieve target in cost effective and less time is possible.

*F. SWOT Analysis*

It is a method by which one can realize his/her strength, weakness, opportunity and threats. Everyone has different strength, just realize it and make sure to develop his/her opportunities in different ways or methods.

*G. Perceptiveness*

It is self-management skill. The person which is characterized by sympathetic understanding or insight is said to be have perceptiveness in his nature.

*H. Mentoring or Counseling Skill*

Mentoring or counseling skill is people skill. When the paths of life get miss from his/her destination, the essential skill is needed to recover on track is mentoring or counseling skill.

*I. Positivity*

the positive nature and positive attitude towards any approach or difficulties will cross over any solution to bring on one's own path. Positive minds are always good to treat bad problems in life or when circumstances around is not so good. The problems, interruptions raised in life are well encountered with the help of positivity or with positive attitude.

*J. Adaptability*

adaptability and flexibility are related to one another. They are important when working in fast-pace or constantly changing work environments such as public relations, event managements, nursing and advertising. The important structure of adaptability consist of following parts,

*1)* Curiosity
*2)* Self-management
*3)* Decision making
*4)* Calmness
*5)* Optimism
*6)* Open-mindedness
*7)* Analysis
*8)* Self-confidence
*9)* Self-motivating

*K. Creativity*

It is a broad type of soft skill useful to develop innovative solutions to different problems at work place. The important parts of creativity are as under

*1)* Divergent thinking
*2)* Imagination
*3)* Reframing
*4)* Mind mapping
*5)* Innovation
*6)* Experimenting
*7)* Questioning
*8)* Design

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*L. Interpersonal Skills*

Interpersonal skills are those you use constantly to interact and communicate with management and co-workers. It includes,

*1)* Empathy
*2)* Humour
*3)* Mentoring
*4)* Networking
*5)* Sensitivity
*6)* Patience
*7)* Tolerance
*8)* Public speaking
*9)* Diplomacy
*10)* Positive reinforcement[7]

## V. DIFFERENCE BETWEEN HARD SKILL AND SOFT SKILL

Soft skills are related with emotional intelligence and are natural abilities that help us interact well with others. They are useful all across industries and needed in different job types. Hard skills on the other hand job specific skills and learned through education and training, sometimes hard skills are also referred as a technical skills. Hard skills are based on technical knowledge and soft skills are related to emotional intelligence [9-10].

## VI. CONCLUSION

The sowing and cultivating of soft skills into minds of youth students is need of time. It completes and fulfills the demands of field of unemployment and efficacy to social reformations. Soft skill development programme is useful in advancement of work ethics in various jobs of government and non-government sectors. It is useful in value based education. The acceptance of soft skill development programme into society through different platform is useful to inculcate the national values of nation among peoples.

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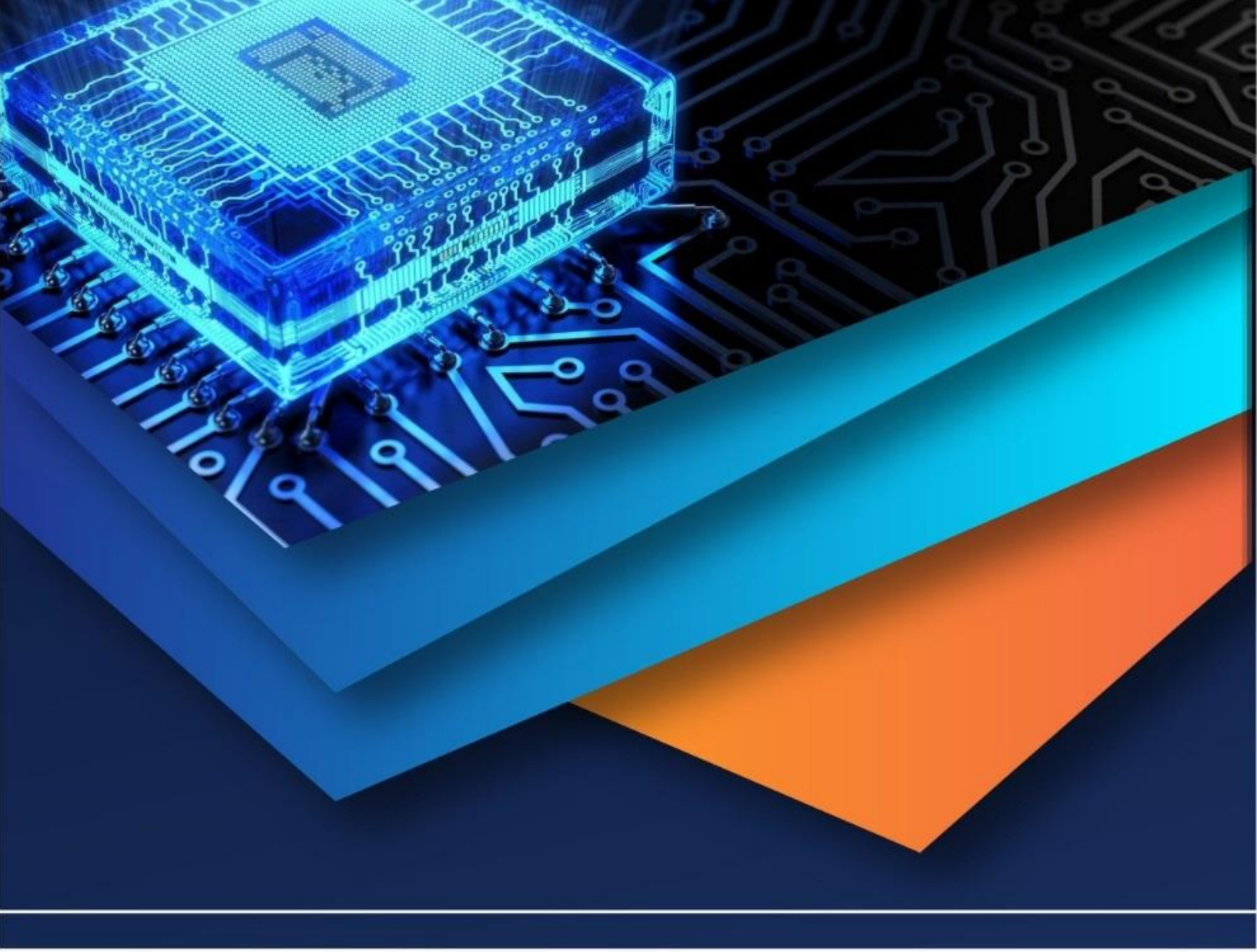
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