

## **Managing Self And People Through People’s Skills – Soft Skills**

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**ABSTRACT:** *Life is a continuous journey of learning and it’s vital for survival as well. If you don’t learn you become stagnant and don’t evolve in the ever changing world. People’s skills or soft skills are those interpersonal skills which define our behavioral patterns and the way we interact with people around us. They are also reflected by our image and how we present ourselves in our professional and personal life. They can also be characterized by our personal traits, personal attributes and communication abilities.*

*In the highly competitive environment of today only unique set of skills can help you survive and sustain (25 Self Development Skills to Build Strong Personality). But for imbibing those skill set one has to cultivate within eagerness, inquisitiveness and discipline to acquire these self developmental special skills. As they rightly say that ‘the change starts with you’ and to bring the change, you have to be the change. One has to adapt these developmental skills vital to face the volatile fast paced global world.*

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### **I. INTRODUCTION**

**Soft Skills**, are also known as “**people skills or interpersonal skills**”; it is the way you interact with other people (BEQIRI, 2018). In today’s world, most of the people have knowledge but what really differentiates them from others is the way they represent themselves by using their soft skills. Soft skills improve interaction within the organization at different levels. In day to day life as well as in the corporate world, the people who cannot gel well with others often lag behind. Most of the corporate working depends on how you communicate with your network. Presenting yourself aptly among your peers and competitors speaks volumes about your personality.

It would not be least incorrect if we say that soft skills is the “**Key to Manage Self and People**”. Soft skills inculcates that emotional intelligence within that helps oneself to understand, adapt and manage his and others emotions and actions in tandem. It adds value to our persona and image management by broadening our vision and decision making abilities. Soft skills help us as a better team player and ethical professional, thus motivating self and others in the team. It further enhances our leadership skills by being an efficient listener, speaker and problem solver. Soft skills also imbibe within us patience to handle complex situations, be creative in our thinking and the value to time management. Being a manager, it has never been adequate to be technically proficient always. You have to have those added management skills to counter untoward instances and often excel at soft skills as well. Soft skills are the personality traits, behaviors, attitudes, and habits you display when working with others or when being with others. We can say that good soft skills are most important for employees, but at the same time they are vital and more critical for managers and for all those who want to be better managers.

### **II. SOFT SKILLS AND HARD SKILLS**

Soft Skills is an enhancement to your hard Skills and formulate yourself actualization Success Story, which further leads you towards your ultimate goals (HAN). Hard Skills are those skills which one acquires through education and work experience and reveals that whether you have the required knowledge and skills to get the prospective work done. They are reflective set of benchmarks for a particular field. We can also say that hard skills are those particular abilities that are assessed and developed through learning well defined competency sets which are judged by teachers through a quantifiable component to measure their proficiencies. These judged proficiencies are carefully measured and worked upon to further identify need of improvement and level of development needed in accordance. Soft Skills, also known as People’s skills help you differentiate from regular employees to excellent employees. It’s an art of interacting, presenting and building the right professional relationships by attaining the ability to adapt and think creatively to solve problems in a given

scenario. These skills encompass interpersonal communications, collaborations, personality & behavioral development, cross-culture management, Presentations, professionalism and adhering to meet critical deadlines.

### III. WHY HARD SKILLS NEED TO BLEND WITH SOFT SKILLS

You can say that hard and soft skills are our two hands, legs, eyes and ears and they also blend and complement each other perfectly as our body parts. **“Technical skills get you noticed, but its interpersonal skills that get you promoted on average.”** Soft skills are those vital skills which help learners to prepare life beyond classrooms(Gomez, 2017). In school and college most curriculums that we undergo is technical or scientific in a way and only enhances our hard skills. Like students having proficiency in software programming will fare better than other while applying for IT programming jobs, but just having that proficiency in technical skills will not guarantee them job security or long term success. Their hard skills edge might have landed them the job but to survive and sustain in the organization and other similar industry is another ball game altogether. You cannot befriend the computer and sustain the organizational work culture without developing the prerequisite interpersonal skills essentially required to build meaningful professional relationships with colleagues and to forge bonds in the specific industry and beyond. People missing on soft skills become obsolete and stagnant in life and professional integrations and thus are often found posted in the same job and profile for decades. Managing life and profession in tandem requires the perfect blend of people's skills like empathy, ethics, motivation and adaptability to overcome societal blushes. When you merge the soft skills to your hard skills you are able to maintain the required trajectory to fly high and prolong your professional and personal success graph. This is the ultimate mantra to achieve work life balance.



### IV. THE MOST IMPORTANT SOFT SKILLS THAT MANAGERS NEED TO MASTER FOR BECOMING MENTORS:

**Effective Communication Skills:** Communicating effectively is foremost in your professional journey. It's all about how well you communicate with your boss, your peers and your subordinates. Are you able to communicate with flow while writing and expressing your thoughts verbally. This is an area in which everyone could use some improvement. Luckily, there are all sorts of methods for managers to hone communication skills and best is working on your soft skills.

**Clarity:** Having clarity helps individuals and later professionals to introspect clearly their inner self, strengths and weaknesses, growth tracks and carrier goals. Having judged their motivational, mental and physical attributes, they can positively use them as their professional values to articulate organizational goals through

strategic thinking and impact decision making. This will help you focus and see where you excel and the career path where you will enjoy foremost. You will be able to think creatively, have the courage to experiment and innovate. Also this will help in improving performance and reflect leadership effectiveness by identifying areas of development and treading on the path of achieving impactful results.

**Work Ethics:** Follow a dedicated work ethic by managing time and giving best output to delegated work. Time management comes into foreplay for complying with continuous and committed work ethics. One has to be ethical in our professional and personal journey to be successful. We cannot sit back on our duties and enjoy working and gossiping about others. One has to strive hard to deliver and attain a reputation among others. The one thing that the resource manager will never have enough is time and output integration. To succeed as a manager, it is significantly important that you develop and continually improve your time management skills. One has to be well versed in prioritizing work while delegating the same to teams for best results and time scalability. To achieve the same one has to be patient and aggressive at the same level, this balancing of people's skills is vital for any organizations growth and sustainability.

**Dependability:** We should be reliable and committed to be professionally viable and dependent among our peers, juniors and seniors. The ability to multitask and take correct decisions in complex situations makes us dependable. This helps us while at leadership positions and also while being delegated authority from seniors. The confidence comes from within and our showcased actions to added responsibilities while at work. Without these traits you cannot be a dynamic leader as your teams support depends on your vision and the confidence they have in your decision making abilities.

**Leadership:** One of the most important personality traits is leadership, it evolves with learning and listening and further implementing your decisions. You have to be a complete team player, respecting others decisions and involving every member of the team in all projects undertaken. One has to lead by example and delegate effectively as per the team strength. Leaders are effective speakers, good negotiators, dealmakers and mentors who lead the change management in impactful work environments.

**Honesty:** Tell it like it is, never try to sugarcoat things as per situations. Don't say what you think the boss wants to hear. In the workplace or general life, people tend to respect people who are candid and express themselves naturally. Face tough situations as they are part of the professional journey and teach you the hard part of life. Honesty is the best policy as it will always help you in the long run. Honesty teaches you to deliver your services and products with an ethical value and ultimately wins you miles in work places and life.

**Teamwork:** In successful organizations only great teams win. No wonder how brilliant and enterprising one is, he loses even without a cohesive team. A lot has been written about the need to demonstrate your ability to work well with the other members of your team and be a complete team player at any level. It is a skill that is becoming more important as the business world moves toward more cross functional teams in the cross cultural professional environment of today. But it is also important that a manager builds community through those teams as business is fast moving on time and impactful work frames. Don't just be part of your team, but understand how it fits in the larger organization and work to strengthen those connections to achieve mutually evolving roles.

**Goals:** Visualizing goals and taking correct decisions to achieve them is top priority for any manager and organizations. Better managers are able to prior analyze what needs to be done as they have better insights of the roadmaps to achieve the same. Don't just drift through the day dealing with what lands on your plate, but learn to prioritize things and achieving the objectives by contributing fruitfully to tide over them. This can only be done by figuring out what needs to be done and setting specific goals for yourself and for your team.

**Mental Framework:** Always be flexible in your approach towards work as rigidity leads to mental blockages in life. Think out of box for better strategies and innovative pedagogies to be implemented for better results. Critical thinking and flexibility will always bore better results in tough situations. In today's highly competitive and complex business scenario which changes dramatically every passing day, the need of the hour is to change with the change or become obsolete. To adapt change one has to be flexible as it gives organizations ample time to react quickly, recover and minimize disruptions that sudden change can bring along. Better managers always plan in accordance for any untoward eventually and counter the same by planning timely.

### **Communication Skills are the most Vital Skills to Evolve in the Fast Paced Working Environments**

Communication skills is the most vital skill set to be honed and imbibed, so as to be heard, adhered and make your presence felt among your peers and adversaries. An effective and formidable speaker is always heard respectfully no matter who the listener is. We all have to learn to speak well as we are not born speakers. It's a fact that we all must have experienced the hesitation to speak when among friends, class, stage and public in general at some point of our lives. We have all felt the body perspiration, cracking throats, sweaty foreheads and wet hands, adding weight to our weak knees and shaking legs while expressing self to others (Simmons). There has been an inbuilt consciousness among each one of us while delivering something among others at some stage of our worldly journey. Many got stuck and have still not broken free from that hitch which often prevails among most of us while communicating freely at home or work. As we grow mature and sensible, we learn better ways to express ourselves and learn to communicate better and effectively. Same goes with our writing skills, we need to be well versed in writing to express ourself clearly, freely and precisely. If we don't read and write correctly, the whole essence of communication is lost. The interpretation goes haywire and the whole objective goes for a toss. Good writing skills help us formulate deals, proposals, appraisals and drafts. When this communicative learning grows manifold, it turns to effective communication skills and better adaptability with the outer world. This outer world involves people around us, our colleagues and the society in general. The better your skills are advocated at your workplace, your respect and acceptability level grows to unmatched levels. This helps you grow and sustain professionally.

### **V. VITAL COMMUNICATION SKILLS:**

**Self Adaptability:** The communication skills you adapt give you the unmatched confidence to express yourself in any field without the inbuilt fear of being interrupted, interjected and ridiculed at any point of time. The more you communicate freely the more confident you become as stumbling and further understanding is all part of the linguistic acquiring journey in life. Proficiency makes you go miles and accustomed to professional work culture.

**Business Communication:** In communication delivery tone is important but most important is the use of right words at the right time. When in a professional environment, it's vital to use the correct framework of words and jargons which suit the business environment and work culture. There are dedicated business terms and words which complement the day to day professional working environments. To be a successful working professional it's highly important to be well versed in the use of flawless business communication. Different sectors in business like Finance, Marketing, Production, Human resource, IT etc. use diversified and industry centric communication conversing pedagogy while interacting verbally and non verbally.

**Body Language:** This form of non verbal communication relating to our behavioral and reflected body patterns defines our efficacy in terms of our communication skills. How we dress, sit, stand and present self while greeting and meeting others reflect the image management that we have instilled within. No matter how good your vocabulary is, it's going to fall flat if you don't have the prerequisite body language to complement. In a professional environment its vital to have the positive body language traits of greeting, manner of speaking, eye contact, pitch while speaking, eye contact and physical gestures etc.

**Technological Awareness:** Technology is one of the most essential tools of communicating widely and timely. Innovation is forging the industry ahead at a much faster rate and change in technology is playing the vital part in this evolution. Use of social media and IT amalgamations has given a new twist to communication strategy. Today one has to adapt quickly and use technology effectively to be a formidable leader in the industry. Time is money in business and technological advances are helping industries in scalability.

**Cross Culture Understanding:** Global organizations work with global teams to sustain global businesses. Everyone is busy making tie-ups and forging alliances as per geographical needs and social centric demands. Cross cultural communication has to evolve as per the needs of the clients and servicing industry. It's imperative to learn and gel with the concerned culture you are integrating with globally. Every country has a different and diversified culture, body language, greeting pattern which might not match your expectations. One has to learn to adapt and work in tandem to grow and seek mutually beneficial roles as per organizational objectives.

**Consistency & Conclusion:** One has to learn to avoid redundancy while communicating. The use of simple and easily expressible language is a must, rather than using fancy words. Complex and outrageous words often make you look like a dictionary or fool. Always maintain the right consistency while communicating with others. It reflects signs of negativity if you rattle at the speed of 200 miles per hour whether undertaking a dialogue, speech or presentation. The ideal way is to pause, breathe and let the audience reflect on your speech at regular

intervals. Small breaks let the people reflect on what you have spoken and it helps them relax, rather than being annoyed. Most important is to learn to conclude with dignity and respond to any suggestions with maturity.

### **Professional & Personal Evolution through Soft Skills**

The crux being that your technical skills may be what got you noticed and promoted, but they are not enough. To succeed as a professional you need to be as talented in your soft skills and well versed in these vital set of people's skills. In those areas where you have a well-developed skill, keep it up. In the other areas, work harder to improve. That's how to improve your chances for success and sustainability. The corporate scenario deeply acknowledges these skills and looks positively towards such career aspirants who have acquired such winning skills or strive to acquire them in the due process of professionalism. For organizations the winning mantra is simple in the testing times, they look to hire faster, smarter and cheaper people with adequate people's skills. Horizontal cultures are prevailing over the prior vertical cultures and so are the command and control managerial hierarchy being replaced by collaborative practices. To achieve common company oriented goals, the core competencies are increasingly becoming Team driven. Thus, we can positively say that soft skills are playing a vital role in evolving a person professionally and personally.

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