

E Contents made by Sh.Shakti Raj Singh,programmer at G.P Jhajjar soft skills

A soft skill is a personal attribute that supports situational awareness and enhances an individual's ability to get a job done. The term soft skills is often used as a synonym for people skills or [emotional intelligence](#). Unlike [hard skills](#), which describe a person's technical ability to perform a specifically-defined task, soft skills are broadly applicable across job titles and industries. It's often said that while hard skills might get someone an interview, soft skills will help that person get and keep the job.

Business executives and leaders are making soft skills more of a priority when hiring, as they are often essential for workers to succeed in modern organizations. In 2018, LinkedIn listed leadership, communication, [collaboration](#) and time management as the top four most in-demand soft skills. Technology company iCIMS Inc., which develops recruiting and other employee management-related software, analyzed its proprietary data and found that problem-solving, adaptability and time management were the top three soft skills recruiters sought in candidates. Other important soft skills include adaptability, diplomacy and respect, even during disagreements.

In-demand soft skills

When an employee with a high level of emotional intelligence has good communication skills and interpersonal skills, they are more likely to be able to clearly articulate goals and lead a team in a positive manner.

For businesses that have a [customer service/relations component](#), strong soft skills are a way to ensure a positive relationship between customer and company without providing extensive training. Here are several other examples of soft skills that company leaders value:

creativity

appropriate use of humor

confidence

honesty and integrity

friendliness

time management

good manners

enthusiasm

positive attitude

good listening skills

attention to detail

ability to grasp the big picture

self-motivation

common sense

ability to make good decisions

empathy for others

communication skills

willingness to see a difficult job through to the end

willingness to change direction when something isn't working

ability to negotiate

ability to deal with conflict gracefully



Why are soft skills important?

Business projects often require employees to work as a team, making employees' abilities to have positive interactions with others just as valuable as the technical tasks they're asked to accomplish. As a result, business leaders are seeking workers who possess teamwork, collaboration, communication, and problem-solving skills as well as other emotional and cognitive capabilities to work in multimember, multidisciplinary teams that are geographically and/or cultural dispersed.

Soft skills training

Businesses and individuals can [help close the soft skills gap through training](#). Individuals should start by asking family and trusted colleagues for feedback, which can help individual employees to identify the soft skills which require improvement.

Individuals can also improve their soft skills through mentoring and classes as well as by simply observing and emulating how others successfully interact with peers and handle difficult interpersonal situations.

How to improve your presentation skills

Whether you are at university or a workplace, presenting to an audience is something you will have to do many times throughout your life. At university, presentations are a common way for your teachers to see how much you have learned.

Why are good presentation skills important?

From convincing a potential new client to sharing your knowledge with your peers, presenting helps you get key ideas and beliefs across to a large audience. However, how you deliver that information is important. It's one thing to present information, but presenting it well takes practice; lots of it. It's a skill used by many but mastered by few.

Presenting is a skill and something you can improve with time, practice and patience. If you're looking to get started in developing effective presentation skills, these handy tips will allow you to level-up your presentations.

Know your subject and audience well

The first step to improving your presentation skills is to consider what you're presenting and who you're presenting it to. This will influence the type of presentation you are going to give. A presentation on biology to a group of university students will have a very different approach than a business pitch aimed at your company boss.

What you say, how you say it and the level of detail you go into are all decided by your target audience. Know them, and your subject, inside out.

Take your time

One of the biggest mistakes people make when delivering their presentation is that they speak too quickly or quietly. There is no rush when giving your presentation (so long as you are prepared and know when you're stopping). Speaking more slowly shows confidence in both yourself and the subject you're talking about. If you speak too quickly, people will find it hard to understand you.

It's also important to make sure that your voice is loud and clear (known as projecting your voice). This allows everyone, from the front to the back of the room, to still hear you. Every member of your audience is important.

Use open, friendly body language

If you want a quick way to improve your presentation skills, open and friendly body language is a great starting point.

There are more subtle ways to show your confidence and friendliness than what you say and how it's said. Do not stand at the front of the room and cross your arms or keep your hands in your pockets. This body language suggests that you would rather be somewhere else, which is the last thing you want your audience to think!

One way to include come across as more friendly is using gestures to keep your audience engaged. You can use your hands if referring to something that is big or small, or direct your audience and point to your slides if there is something you want them to see.

If you have a lot of room to move, consider moving around to create visual interest.

Practise, practise, practise!

The easiest way to improve your presentation skills is to practise. Practising alone in front of a mirror, even if a little embarrassing, can help you identify what you're doing well and what needs improving. Consider recording audio of your presentation to give you an idea of how long the presentation is, or if some sections need changing. Most modern smartphones allow you to do this and it is a great way to identify areas for improvement.

You might even feel brave enough to practise in front of a small group of friends!

Keep it engaging and structured

You may have a great idea for a presentation, but unless you present it in an engaging, exciting way, people will be less likely to listen to you.

Think about how you're going to deliver your information. Do you have any stories to share? A video or images? A joke or two can help relax your audience and keep them interested.

A good presentation is well-paced, moving forwards before the audience loses interest. Make sure you ensure each section does not run for too long.

Keep your presentation slides simple

While not essential, supporting slides (created in an app like Microsoft PowerPoint) can help reinforce your points, giving audience members a visual summary of what you're talking about.

However, too much information on a slide can prove distracting, or even discourage people from looking at it. Don't fall into the trap of sharing your entire script on your slides.

When designing slides to accompany your presentation, stick to bullet points that cover what is being discussed. Visual aids, like pictures, can help you reinforce a point you are making.

Make eye contact with your audience

One way to help keep your audience engaged and invested in what you're saying is to connect with them on a personal level. Something as simple as eye contact shows you are engaged and talking to them, not the wall at the back of the room.

When the people you're speaking to see that you're noticing them, they will pay more attention to what you're saying. If this makes you uncomfortable, remember that you don't have to maintain eye contact for too long!

Avoid filled pauses when speaking

Filled pauses (umm, err) are the sounds we make when we're talking, but we're not sure how to respond. You will use them a lot when you're with friends or family, as it gives you time to think of what to say. Using these in a presentation, however, suggests that you aren't confident.

Remember: we only use filled pauses when we're not sure what to say.

If you practise and rehearse your presentation, you'll know what to say and when. This will help you come across as confident, knowledgeable, and charismatic.

Be yourself

The most important thing of all is to be authentic. While it's good to watch other presentations to get ideas you can use, don't become someone you're not. Your presentation should be as unique as you, showcasing all your strengths in a way that nobody else could copy.

Types of presentation

There are many presentation styles to choose from, each with their own unique strengths:

Visual Style: Heavy use of images on slides to get your point across.

Freeform Style: Use of stories and a loose structure. Good for shorter presentations.

Instructor Style: An approach used by university lecturers. You have the information; you are imparting it to your audience.

Coach Style: Energetic and inspirational, used when trying to get across what an idea is, rather than how the idea might happen.

Storytelling Style: Use of examples and personal anecdotes (things that have happened to you) to emotionally connect with your audience.

Connector Style: Connect with your audience by showing how similar you are to them. Good when you feel you're learning and growing with your audience, or presenting to your peers at work or university.

Lessig Style: Keep it short and snappy. Talk about each slide for no longer than 15 seconds!

Takahashi Style: Use of large, plain text on slides. No images, typically 1-2 sentences. A good style to use if you're short on time and want to get straight to the point.

What skills do you need for a presentation?

Presenting requires a lot of skills. As well as knowing a lot about your subject, you need to be prepared. Include slides (visual content) and use stories and jokes, where appropriate, to keep the audience engaged. Positive, open body language will show that you are friendly and charismatic.

All these elements together will ensure your presentation will be the best it can be.

What makes a good presentation?

A good presentation is one you have practised and keeps the audience interested throughout. You can achieve this by researching your chosen topic, so you have the required knowledge, as well as speaking clearly and confidently to ensure your audience wants to keep listening to you.

Make sure your presentation has a clear aim. What do you want your audience to know?

How can I be less nervous during a presentation?

Be organised. If you know exactly what to say and when to say it, you will feel more confident. Know your content inside and out.

Focus on what you're saying and not on the audience. They are more focused on the information you're giving them.

Do not fear silence. If you lose track of where you are in your presentation, use silence to not only let the audience take in what you're saying, but also as a chance for you to take a deep breath and get your focus back.

Practise!

Remember that everyone watching has likely had to do a presentation themselves at some point. They know how scary it feels and understand you might be nervous.

14 Tips To Improve Your Resume Writing Skills

There are various resume styles that you can customise to display your unique and relevant abilities. You can even use multiple resume versions to suit the job requirements. Here are some tips that might help you improve your resume writing skills:

1. Study top resume examples from your industry

You can get inspired to craft a better resume after studying various resume examples from your industry and understanding the best practices for resume writing. High-quality resumes generally are simple, straightforward and easy to read, with clear fonts and concise, quantifiable information. It can often be a good idea to compare the final version of your resume with the examples of the best resumes and make necessary changes to improve it further.

2. Create a basic resume template

Since you are likely to make frequent job applications during your professional career, it might be a good idea to create a basic resume template that you can reuse. The template can include the main sections you consider relevant for your position in your industry. Every time you send a job application, you can adjust these sections as required to highlight specific qualifications and abilities for the specific job you are applying for. It can save your time and make it more convenient to dispatch job applications.

3. Decide on a resume format

There are several format types you can use for creating your resume, such as the chronological, functional, combination, infographic, profile and targeted resume formats. You can choose a format that is suitable for the company you want to work with and which can best highlight your educational background, skills and work experience. Spend some time customising it so that it can reflect your unique abilities and make your application stand out. Create word document, PDF and online versions to make it easier to send to employers.

4. Select an easy-to-read basic font

Selecting the right font can improve the readability of your resume and make it look more professional. The common practice is to use basic fonts like Arial or Times New Roman and keep a font size of 10 or 12 points. It is advisable to use only one font or not more than two, and use the headline, bold and italic features to make the content stand out where necessary.

5. Choose proper margins

You can improve the appearance of your resume by choosing the proper margins. Generally, strong resumes often have one or two-inch margins at all sides and single spaces between the lines. It is also essential to reduce unnecessary white space since that can give the resume a sparse look and may lead the employer to think that you lack experience for the available position. Consider increasing the font size to 12 points and adding more optional sections to reduce the amount of white space. That can enable the recruiters to focus more on your resume content.

6. Use the keywords in the job advertisements

Before writing your resume, read the job advertisement carefully and [note the keywords and key phrases](#) in the job description, especially in the responsibilities and requirements sections. These words and phrases indicate what the employer is looking for in ideal candidates. For example, if you are applying for a [graphic designer](#) position, the advertisement might have keywords and phrases like creative, marketing design, brand identity, design concepts and visual strategy.

You can also research the keywords that are prevalent in your industry. Keep in mind that keywords are liable to change, so you may require to update them frequently. Using them intelligently in your resume can improve the chances of your resume getting noticed by the applicant tracking systems that many employers now use and by recruiters.

7. Write concisely using active voice and power words

Keeping your content concise can reduce the resume length and make it more readable. Most employers prefer resumes that they can scan through to get an idea of the qualifications, abilities and experiences of candidates. By writing short, concise sentences in the active voice and using power words, you can make it easier for them to review your resume and understand your accomplishments. For example, you might use power words like accomplished, achieved, completed or earned and write sentences like, Led a design team and increased brand visibility by 25% in the target market.

8. Include only relevant professional information

When including professional information in your resume, provide only the details that are specifically relevant to the available job position. Aside from keeping the resume concise, it can show the recruiters that you have the exact qualifications they require in candidates. Keep in mind that recruiters spend only a few seconds on each resume. So, even if you have extensive experience and qualifications, it is better to prioritise and draw attention to the key information.

9. Add a personal profile

A personal profile at the top of the resume can provide the [recruiter](#) with quick and pertinent information about your career objectives. Try to keep it to three or four sentences. To improve your chances of getting selected for an interview, it is advisable to customise it to align with the job requirements and include the relevant keywords.

10. Highlight key achievements

Even if you have extensive educational qualifications, work experiences and skills, it might not be necessary to list all of them in the resume. Depending on the job requirements, select a few of the most relevant achievements, write them in bullet points for better readability and, if possible, provide

quantifiable details. For example, you might write, Improved brand identity design and increased conversions by 25%. By providing numbers that demonstrate the measurable value that you brought to your role, you can enable employers to understand your capabilities and make a better impression.

11. Provide contact details

It is customary to provide contact details such as your email address, phone number and website address in your resume so that employers can get in touch with you easily. Since most employers may contact you via email or phone for the initial screening, it might not be necessary to provide your complete mailing address until later in the recruiting process. Depending on the job requirements, you can include or not include social media links. For example, if you are applying for a marketing position, it might be a good practise to include the links to demonstrate your ability to build connections.

12. Check if sections and subheadings are essential

After writing your resume, you can review its various sections and subheadings and determine if all are relevant to the job requirements. Some of them may be superfluous, such as including both a resume summary and a resume objective. Select only one of the two and reduce the length of your resume. If you are a fresher with no work experience, you can replace the work experience section with job-relevant sections about coursework, academic achievements, internships and extracurricular activities. List the information in bullet points for better readability.

13. Proofread and edit your resume

Mistakes and errors in the resume can detract from its content and make the employer doubt your abilities. That is why it is essential to make sure that it is as perfect as possible before sending it. Once you are satisfied with the overall formal and content of the resume, proofread it a few times to ensure there are no spelling or grammatical errors.

You can also run the resume through grammar check software to catch any mistakes you might have missed. Additionally, consider asking a family member or friend to review it and give you their objective opinion. Their honest feedback may enable you to make necessary corrections or improvements to the resume.

14. Customise the resume for different jobs

Since the purpose of the resume is to convince employers that you have the unique abilities and qualifications they seek in candidates for the available position, it is advisable to tailor it to suit the job requirements. You can also create multiple versions of your resume to suit the different roles you are interested in pursuing. For example, if you work as a writer and a graphic designer, you might want separate resumes to highlight the different capabilities for these jobs.

What Are Communication Skills?

Communication skills are the abilities you use when giving and receiving different kinds of information. Some examples include communicating new ideas, feelings or even an update on your project. Communication skills involve listening, speaking, observing and empathising. It is also helpful to understand the differences in how to communicate through face-to-face interactions, phone conversations and digital communications like email and social media.

Examples Of Communication Skills

There are different types of communication skills you can learn and practice to help you become an effective communicator. Many of these skills work together making it important to practice communication skills in different contexts whenever possible.

Active listening

Active listening means paying close attention to the person who is speaking to you. People who are active listeners are well-regarded by their co-workers because of the attention and respect they offer others. While it seems simple, this is a skill that can be hard to develop and improve. You can be an active listener by focusing on the speaker, avoiding distractions like cell phones, laptops or other projects and by preparing questions, comments or ideas to thoughtfully respond.

Adapting your communication style to your audience

Different styles of communication are appropriate in different situations. To make the best use of your communication skills, it's important to consider your audience and the most effective format to communicate with them.

For example, if you are communicating with a potential employer, it's better to send a formal email or call them on the phone. Depending on the situation, you may even need to send a formal, typed letter over other forms of communication. In the workplace, you may find it's easier to communicate complex information in person or via a video conference than in a long, dense email.

Friendliness

In friendships, characteristics such as honesty and kindness often foster trust and understanding. The same characteristics are important in workplace relationships. When you're working with others, approach your interactions with a positive attitude, keep an open mind and ask questions to help you understand where they're coming from. Small gestures such as asking someone how they're doing,

smiling as they speak or offering praise for work well done can help you foster productive relationships with both colleagues and managers.

Confidence

In the workplace, people are more likely to respond to ideas that are presented with confidence. There are many ways to appear confident such as making eye contact when you're addressing someone, sitting up straight with your shoulders open and preparing ahead of time so your thoughts are polished. You'll find confident communication comes in handy not just on the job but during the job interview process as well.

Giving and receiving feedback

Strong communicators can accept critical feedback and provide constructive input to others. Feedback should answer questions, provide solutions or help strengthen the project or topic at hand.

Volume and clarity

When you're speaking, it's important to be clear and audible. Adjusting your speaking voice so you can be heard in a variety of settings is a skill and it's critical to communicating effectively. Speaking too loudly may be disrespectful or awkward in certain settings. If you're unsure, read the room to see how others are communicating.

Empathy

Empathy means that you can understand and share the emotions of others. This communication skill is important in both team and one-on-one settings. In both cases, you will need to understand other people's emotions and select an appropriate response. For example, if someone is expressing anger or frustration, empathy can help you acknowledge and diffuse their emotion. At the same time, being able to understand when someone is feeling positive and enthusiastic can help you get support for your ideas and projects.

Respect

A key aspect of respect is knowing when to initiate communication and respond. In a team or group setting, allowing others to speak without interruption is seen as a necessary communication skill. Respectfully communicating also means using your time with someone else wisely—staying on topic, asking clear questions and responding fully to any questions you've been asked.

Understanding nonverbal cues

A great deal of communication happens through nonverbal cues such as body language, facial expressions and eye contact. When you're listening to someone, you should be paying attention to what they're saying as well as their nonverbal language. By the same measure, you should be conscious of your body language when you're communicating to ensure you're sending appropriate cues to others.

Responsiveness

Whether you're returning a phone call or sending a reply to an email, fast communicators are viewed as more effective than those who are slow to respond. One method is to consider how long your response will take. Is this a request or question you can answer in the next five minutes? If so, it may be a good idea to address it as soon as you see it. If it's a more complex request or question, you can still acknowledge that you've received the message and let the other person know you will respond in full later.

How To Improve Your Communication Skills?

With experience and practice, you can learn and improve communication skills. Start by identifying your strengths and then practice and develop those areas.

Ask a close friend or colleague for constructive criticism. It can be hard to know how you are perceived as a communicator. To get an objective opinion, ask a trusted friend for their honest feedback. Understanding your areas of improvement for communication can help you identify what to focus on.

Practice improving communication habits. Many communication skills are habits you have developed over time. You can improve those skills by practising new habits that make you a better communicator. That might include being more responsive to communications when they are sent, reminding yourself to make eye contact, practising giving positive feedback and asking questions in conversations.

Attend communication skills workshops or classes. There are several online and offline seminars, workshops and classes that can help you become a better communicator. These classes may include instruction, role play, written assignments and open discussions.

Seek opportunities to communicate. Seek opportunities, on and off the job, that require you to use communication skills. This will help you improve existing skills and allow you to practice new ones.

Communicating Effectively In The Workplace

While there are several communication skills you will use in different scenarios, there are few ways you can be an effective communicator at work.

Be clear and concise. Making your message as easy to consume as possible reduces the chance of misunderstandings, speeds up projects and helps others quickly understand your goals. Instead of speaking in long, detailed sentences, practice reducing your message to its core meaning. While providing context is helpful, it is best to give the most necessary information when trying to communicate your idea, instruction or message.

Practice empathy. Understanding your colleague's feelings, ideas and goals can help you when communicating with them. For example, you might need help from other departments to get a project started. If they are not willing to help or have concerns, practising empathy can help you position your message in a way that addresses their apprehension.

Assert yourself. At times, it is necessary to be assertive to reach your goals whether you are asking for a raise, seeking project opportunities or resisting an idea you don't think will be beneficial. While presenting with confidence is an important part of the workplace, you should always be respectful in conversation. Keeping an even tone and providing sound reasons for your assertions will help others be receptive to your thoughts.

Be calm and consistent. When there is a disagreement or conflict, it can be easy to bring emotion into your communications. It is important to remain calm when communicating with others in the workplace. Be aware of your body language by not crossing your arms or rolling your eyes. Maintaining consistent body language and keeping an even tone of voice can help you reach a conclusion peacefully and productively.

Use and read body language. Body language is a key part of communications in the workplace. Pay close attention to the messages people are sending with their facial expressions and movements. You should also pay close attention to the way you might be communicating (intentionally or not) with your body language.

The role of personality

The role of personality in organizational behavior is a critical aspect that can't be overlooked. Through extensive research and analysis, it's been found that the Big Five Personality Traits play a significant role in shaping an individual's behavior within an organization.

These traits include openness to experience, conscientiousness, extraversion, agreeableness, and neuroticism. Understanding these traits can help organizations in various aspects such as hiring and training strategies.

Emotional intelligence is another important factor that influences organizational behavior. Individuals with high emotional intelligence are better equipped to handle workplace dynamics, build effective relationships, and manage conflicts. This demonstrates how emotions impact decision-making processes and overall team performance.

Furthermore, recognizing individual differences and their influence on workplace dynamics is crucial for effective management. Each employee brings unique strengths and weaknesses based on their personality traits. By leveraging these differences, managers can create diverse teams that are more innovative and productive.

Hiring and training strategies should also be tailored to consider an individual's personality traits. Research has shown that matching job requirements with specific personality traits leads to higher job satisfaction and performance for employees. This highlights the importance of understanding the relationship between personality traits and job fit during the hiring process.

Lastly, managing employees based on their personality traits can enhance employee engagement and satisfaction levels. By acknowledging each employee's strengths and weaknesses related to their personality traits, managers can provide targeted feedback, assign suitable tasks, promote career growth opportunities, and foster a positive work environment.

In conclusion, the role of personality traits in organizational behavior can't be underestimated or ignored by organizations seeking success in today's dynamic business landscape. It's evident from extensive research that understanding an individual's personality can have a profound impact on

various aspects of organizational behavior, including hiring decisions, training strategies, and overall team performance.

By considering factors such as the Big Five Personality Traits, emotional intelligence, and individual differences, an organization can create a more inclusive and productive work environment.

By leveraging personality traits in hiring and training, organizations can ensure a better job fit and higher employee satisfaction.

Overall, effective management based on an individual's personality traits can lead to improved employee engagement and contribute to the success of the organization.