

# Exploration of Soft skills for their classification, characteristics and significance

Dr (Major) Shishir Basarkar

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**Abstract-** In today's viable eco-sphere soft skills requisite upgrading. Delegate skills are the common skills which are required for attainment in any discipline of life. This paper is about soft skills concept, its types and characteristics. This article studies the soft skill concept along with its characteristics. The role model is key for development of soft skill. Every individual who wish for developing soft skills need to observe the role model. The objectives of the paper are to bring forward the concept of soft skill and its types; to analyses its characteristics; to check soft skill's importance and to suggest the ways of conquering soft skill. Soft skills are vital in today's extremely competitive business life. soft skills possess multiple advantages to enhance the individual's personality and make way for moving forward. To mature in common skills one need to follow long path of practice as there is no short cut to success.

**Index Terms-** soft skills, leadership, communication, behavior, decision making, team work, positive attitude.

## LEARNING OBJECTIVES

1. To be aware of concept of soft skill in its completeness
2. To analyses their characteristics
3. To examine soft skill's significance
4. To submit the ways of getting the better of soft skill

## I. INTRODUCTION

Humans have voluminous skills. Some of them are learned to have better life in multiple contexts. While some skills are inherent to human (smile) but some need to be developed during the life time (communication). These are subjective and therefore may or may not be true. The soft skills reflect personal attributes and individual's character hence these soft skills are well-known as "people skills" or "interpersonal skills," these skills denotes the way one relate to something and interrelate with others. Interpersonal skill is required to meet social obligations of the people.

These skills are intangible in nature and can be easily observed but cannot be measured. They shape the personality of individual. Reputation of people skill is huge and many time they became the basic reason for the success or failure of a person. This

article studies the soft skill concept along with its characteristics and importance.

## II. CLASSIFICATION OF SOFT SKILLS

1. **Language proficiency skill:** Language proficiency means ability to read, write and speak a particular. The most proficient language of any one is her/his mother language. In country like India there would be many mother languages however the Hindi language is National Language which in various parts of hindi speaking differ in its pattern of speaking though it is written in Devnagari lipi and has same alphabets. In global scenario the English is the International language and all the business communications are in English. Therefore everyone has to be proficient in English Language.
2. **Communication skill:** everyone has the knowledge but few can express it effectively. The same is with the language and its use for communication. Hence it is an important element of soft skill. Communication skill is way we interact with each other.
3. **Conversation skill:** the process with which people chat with each other is termed as conversation. The listening is the main stay of the effective conversation. Conversations can be through various media eg face to face, on phone etc. There are various formats in which written conversation can be done.
4. **Public speaking skill:** Public speaking is an element which is considered important fragment of soft skill. By virtue of public speaking one can communicate with a large number of persons.. In today's education system schools and colleges are making valiant effort to improve public speaking skills so that in future these children are not hesitant to face the large gathering of people and can put forward their point.
5. **Behavior skill:** Behavior is share of communication skill which is correlated to way one acts. The behavior has various vital elements with it like esteem, etiquette and culture etc. Individual's behavior is the way one conducts himself or herself in front of others.
6. **Willingness to acquire skill:** Human life is an endless struggle and with this saying goes that person should be

considered as dead if he stops learning. Acquiring new skills is sort of learning one should strive for. The best way to learn skill is by observing others for that particular skills

**7. Time management skill:** Time moves on continuously and does not wait for any one. The wise man utilize time as precious possession because once it is lost can not be regain. Lifespan of individual is the period between birth and death and it is demonstrated by the term time. Time has a great influence in our life. The aptitude to perform various tasks in life along with living the life is core purpose of time management.

**8. Personal presentation skill:** Personal presentation can also be termed as personal bearing and is about dressing, conducting himself or herself in the social circle. The dressing up varies from time to time, job to job and forms function to function. Self-presentation reflects the confidence of individual and certainly a way to gain the respect from others.

**9. Media management skill:** Now a day's all are exposed to variety of media of which most important is social media followed by others. One should always keep in mind to use these media to their optimum but never overuse them as this may result in counterproduction. Individuals have misused these valuable modes of communication and in return have proved mismanagement of time.

**10. Confidence skill:** This skill equalizes the level of mastering other skills. The confidence in an individual makes him comfortable in front of others.

**11. Leadership skill:** Leadership skill is what one makes people to lead others to a particular task. This skill is the bundle of contributed other elements. It was being thought that leader are born but not it clear that by mastering various skills and contributing factors one can become good leaders though person does not belong to the family of leaders. Leadership skills differentiate individual from others.

**12. Team work skill:** Team work is decisive. Team work should be easy-going and this can be achieved only when every member respect each other personally and professionally. The size of the team does not affect the work skills. People must have skill of negotiation and courage of convection then only team work is possible in real sense.

**13. Positive Attitude skill:** Attitude towards life must always be positive and this is very helpful in day to day business practice. Positive attitude attract other people. One must look at scenario in positive manner and accordingly they will gain supremacy to give their excellence towards the job. The main stay of the positive attitude is not to think much about the problem but to think about its solution.

### III. CHARACTERISTICS OF SOFT SKILLS

**1. General:** They are realistic in nature and applicable to any discipline of life. They are common and have universal application. Whatever man does needs the backing of common skill

**2. Intangible:** Soft skill are intangible in nature so that they cannot be measured or quantified. They are remote to any specific measurement gadgets.

**3. Behavioral:** These skills are of behavioral nature. They are allied to the way people behave in a society per se. The body language, confidence, communication skills are essence of excellently adopted skill.

**4. Non- technical:** soft skills are non technical. They are driven by simple logic and do not need any complex formulas and procedure to either acquire or express them. They are shadowed by one's own consent and logic.

**5. Trans- situational:** These skills are realistic to any situation. Whatever is the level of situation soft skills will help to negotiate situation and it will keep it moving.

### IV. SIGNIFICANCE OF SOFT SKILLS

**1. Impressive personality:** Anyone who is having impressive personality denotes confidence in whatever task he/she performs. The soft skills like speaking, writing, behavior etc enhances personality and makes a person confident which gets reflected in the personality of individual.

**2. Leadership:** All the leaders have mastered soft skill at their level and one of them which is most important for leader is oratory. The person having command over soft skill gives leaders to the society.

**3. Inventiveness:** Possession of these skills boost creativity of persons. The creativity needs courage, positive attitude etc which are the key ingredients of soft skills

**4. Decision making:** In every organization at every level the staff need to take some sort of decision which is corroborating to the vision and mission and core values of the organization. Person has to choose the best alternative from available sets. The selection of best and befitting alternative needs courage, time management etc. hence the effective verdict creating is conceivable only when people have mastered art of soft skills

**5. Effective learner:** The proverb says person is equals to dead body if he stops learning therefore learning is a continuous process. Effective learner is continuously engaged in learning something new. This learning is possible only when person has communication skill, media management skill, written skills etc

**6. Competitive edge:** Having competitive edge means upgrading self over opponents. In today's business competitive era everyone is overflowing with loads of information, educational qualification. But unfortunately they cannot give the desired results. This facilitates folks to motivate towards a common goal. People having better soft skill are able to make themselves to express more vibrantly

**8. Employability:** In Indian education system everyone has educational qualification but significant is that what a candidate is able to contribute towards common organizational goal. In such situations soft skills like communication skills, time management skill, positive attitude etc are crucial for employability.

## V. DIFFERENCE BETWEEN SOFT AND HARD SKILLS

Hard skills refers to the skills which a person must possess to perform a specific kind of job for example to get the job of the programmer, a person needs to have coding skills.

Soft skills are not associated with a particular job, rather they are general in nature and includes the basic skills i.e., communication skills, leadership skills and work ethics to name few.

## VI. CONCLUSION

At this juncture it is notable that soft skills are vital in today's life. There are voluminous individuals who are willing to master this art. Soft skills in them possess multiple advantages and one need to practice and practice regularly to have mastery other them. For this achievement one need to go beyond his/her comfort zone. The role model is the key for development of soft skill and

anyone who wish to master the soft skills need to observe the role model.

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## AUTHORS

**First Author** – Dr (Major) Shishir Basarkar