



IMPORTANCE OF SOFT SKILLS TRAINING

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ABSTRACT

Soft skills are difficult to appraise, but not impossible. This report will show you how to analyze through applicant files to find employees who have existing skills as well as how to render agent soft skills training for call center agents to encapsulate these characteristics.

Both employees on boarding and professional development training should have soft skills components. However, soft skills exercises should be incorporated into the agents' everyday regime as well.

Soft skills were once seen as intangible subjects that were difficult to teach from the beginning of 21st century soft skills need has emerged.

KEY WORDS : *Soft Skills, Encapsulate, Professional Development, Regime*

EXAMPLES OF SOFT SKILLS

- Communication skills.
- Leadership skills.
- Teamwork skills.
- Problem-solving skills.
- Critical thinking skills.
- Time management skills.

The main motive of this paper to know the soft skills requirement and impact of learning soft skills at organization level. Do they affect directly or indirectly on the companies requirements?

If the employees are not trained well what will be the process or recruiting efficient people?

Lack of soft skills many employees are unable to fulfill their goals.

Is it necessary to train them before offering a job?

The Role of Soft skills in any organization to facilitate to do it smartly.

These days' multi task jobs will be handled due to training in different aspects.

Questionnaire is submitted to 20 different company's employees to know how far soft skills were essential in Hiring.

How organization will recruit the Manpower and how their skills are utilized at different levels of their work area.

If any employee will excel in the skills does his /her performance will be appraised in the team or not?

OBJECTIVES OF THE STUDY

1. To identify need of the soft skills in Hiring.



2. To understand what kind of skills are required to attain a better position.
3. How these skills are involved in accomplishment of goals.
4. To observe the skilled people.
5. To find the productivity towards organization.

SCOPE OF THE STUDY

1. At what range students are benefited in learning Soft skills during their academics.
2. While recruiting an employee knowing one's skill set.
3. Does outsourcing employees also get the soft skill training programme?
4. Does organization consider skill excellence as career path?

METHODOLOGY

Aim of the Study

This paper aims and focuses on the soft skills trained by different organizations like software, government employees, part time and full time employees. To understand whether Organizations were keen to find the best among the available people?

To understand the impact of soft skills in Recruitment.

Research Design

The study was made in the form of descriptive survey consists of a questionnaire. The goal of the study is to know people who work at different industries and enterprises. At what consistency organization prefer to provide training in various Soft skills.

Consent and Ethical issues

The respondents of different organizations have given their opinions. This information kept confidential and no information among the survey is shared.

RESEARCH METHODOLOGY

Aim of the study

The above research gives us the clear picture of usage and importance of soft skills in different organizations at different work places like service-oriented and start-up and public sector. To know the employee's pulse regarding training of Soft Skills.

Research Design

This study is based on the descriptive research survey design. The main objective of research is to identify the need of importance of Soft skills.

Scales Used

The questionnaire mainly consisted of multiple-choice questions. The survey contained questions based on importance of Soft Skills, i.e. "What are soft skills? Are soft skills really necessary? Does Organization pay monetary benefits to employees when employees excel in their work? What are the most important soft skills while recruiting?" and much more. Most of the questions were closed-ended, but they were given the option to comment.

Questionnaire

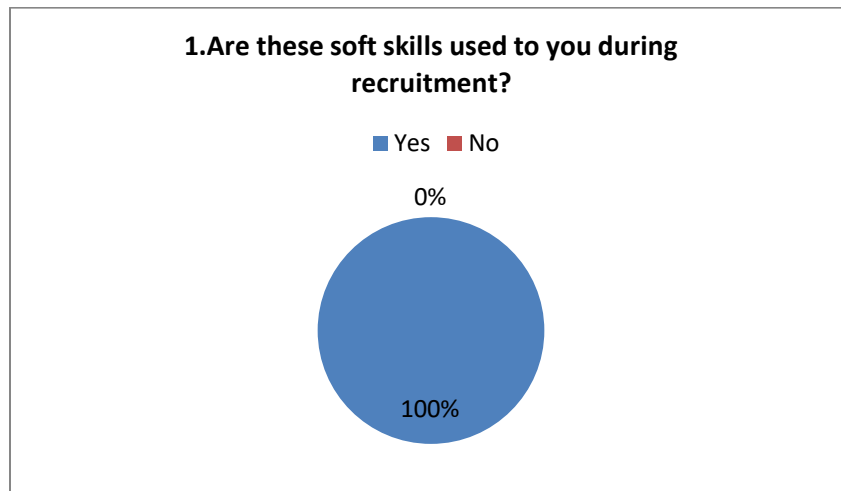
1. Are these soft skills used to you during recruitment? ()
 - a. Yes
 - b.No
2. What kind of Soft skills are asked when they are hiring you? ()
 - a. Leadership skills
 - b.Communication skills
 - c.Team-work skills
 - d.Time management skills
3. After placement did your company offers you training? ()



- a. Yes
- b. No
- 4. Do these soft skills made you in top list? ()
- a. Yes
- b. No
- 5. Any Monetary benefits are given if employees have reached target? ()
- a. Yes
- b. No
- 6. Do general soft skills have any prominence in training? ()
- a. Social skills
- b. Emotional skills
- 7. What is the hiring strategy in your Organization? ()
- a. Implement an employee referral program
- b. Consider past candidates
- c. Use social media
- d. Check resumes posted online
- 8. Which is the utmost soft skill used in the recruitment? ()
- a. Critical thinking
- b. Adaptability
- c. Project management
- d. Decision-making
- 9. Why do think Soft skills are required in hiring? ()
- a. Monetary benefit
- b. Technical growth
- 10. Does the requirement of skills have changed in current Scenario? ()
- a. Yes
- b. No

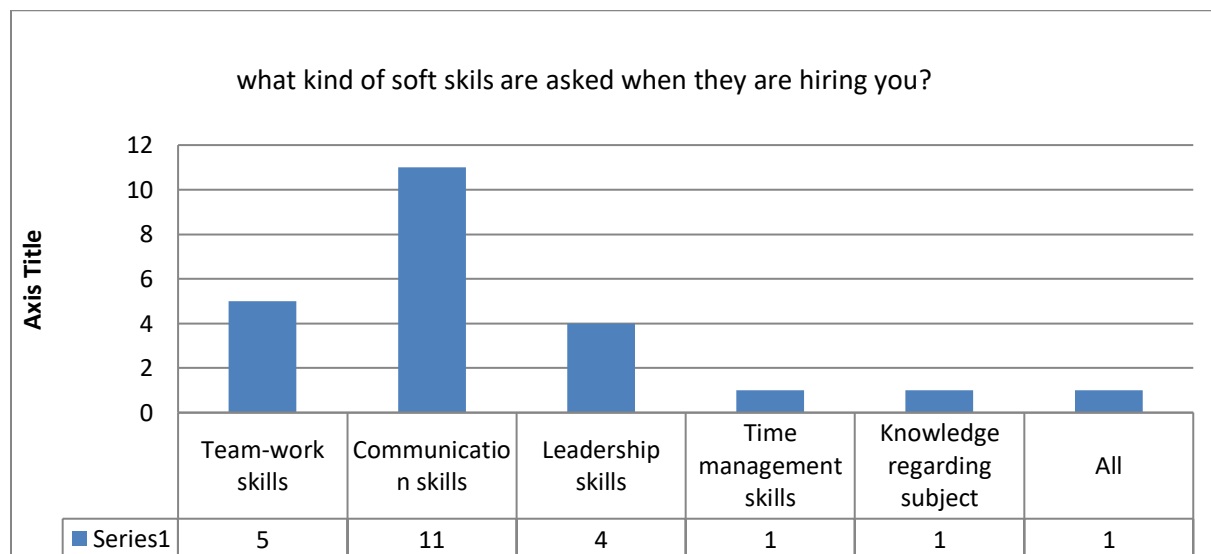
RESULT ANALYSIS

S.No	Questions	Responses
1	After placement did your company offer you training?	Yes
2	Do these soft skills made you in top list?	Yes
3	Any Monetary benefits are given if employees have reached target?	Yes
4	Do general soft skills have any prominence in training?	Social Skills
5	What is the hiring strategy in your Organization?	Implement an employee referral program
6	Which is the utmost soft skill used in the recruitment?	Decision-making
7	Why do think Soft skills are required in hiring?	Technical growth
8	Does the requirement of skills have changed in current Scenario?	Yes
9	Are these soft skills used to you during recruitment?	Yes
10	What kind of Soft skills are asked when they are hiring you?	Communication skills



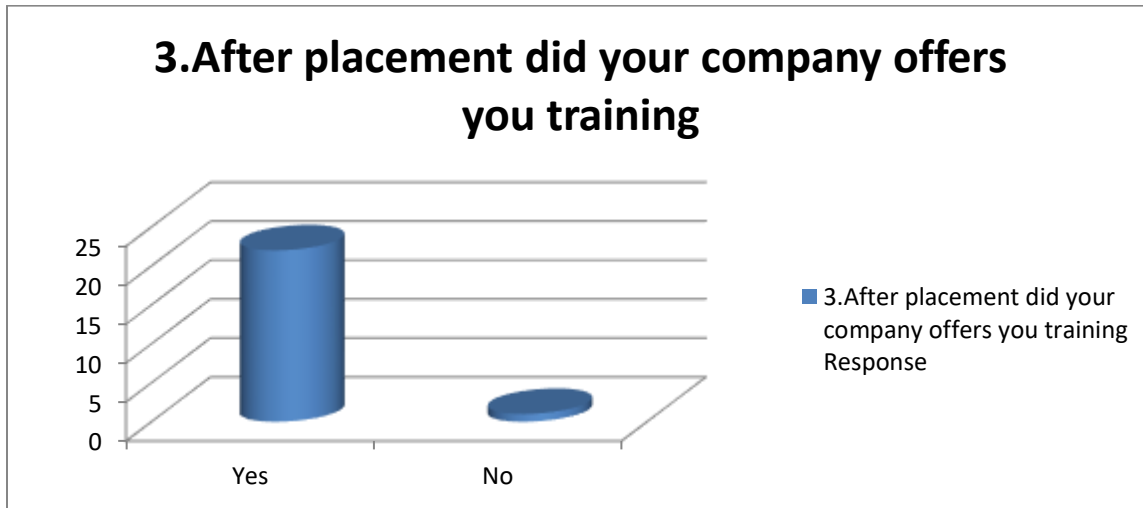
Interpretation 1

Most of the Employees have given a response that soft skills were used while the Recruitment process.



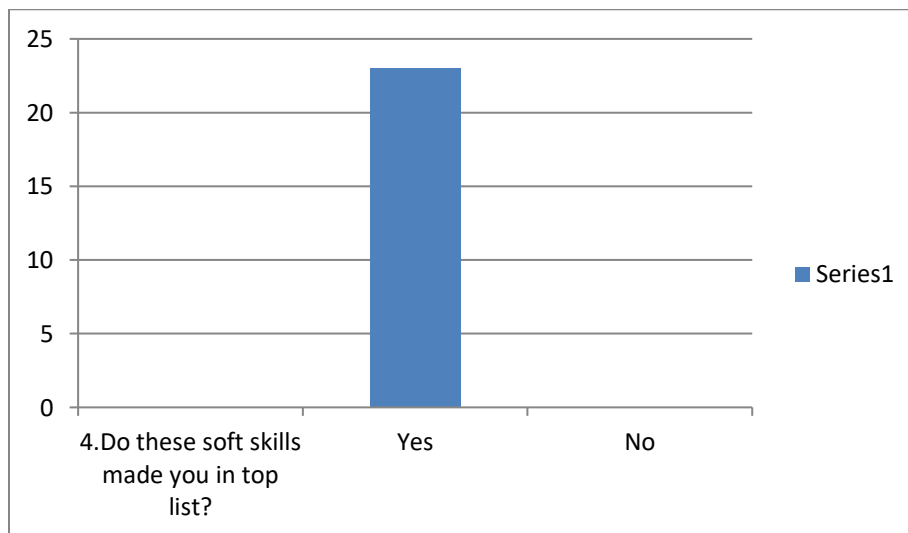
Interpretation 2

Communication skills were given first priority later on team work skills, leadership skills, time management skills and knowledge regarding the subject also equally important.



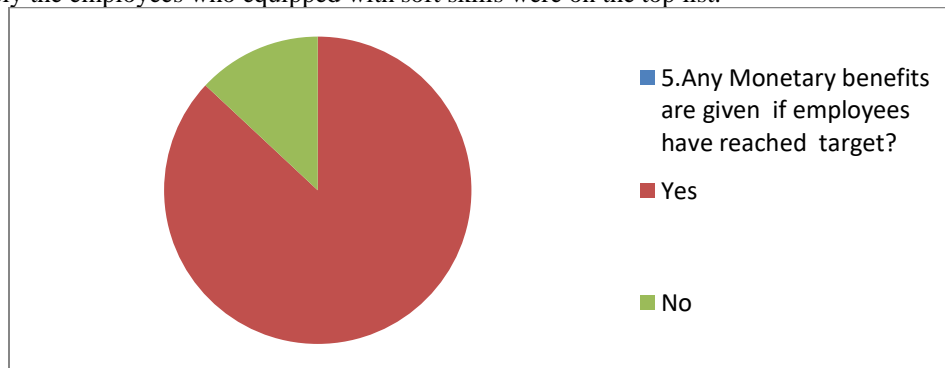
Interpretation 3

Employees confirmed that they underwent training in soft skills.



Interpretation 4

Yes, absolutely the employees who equipped with soft skills were on the top list.



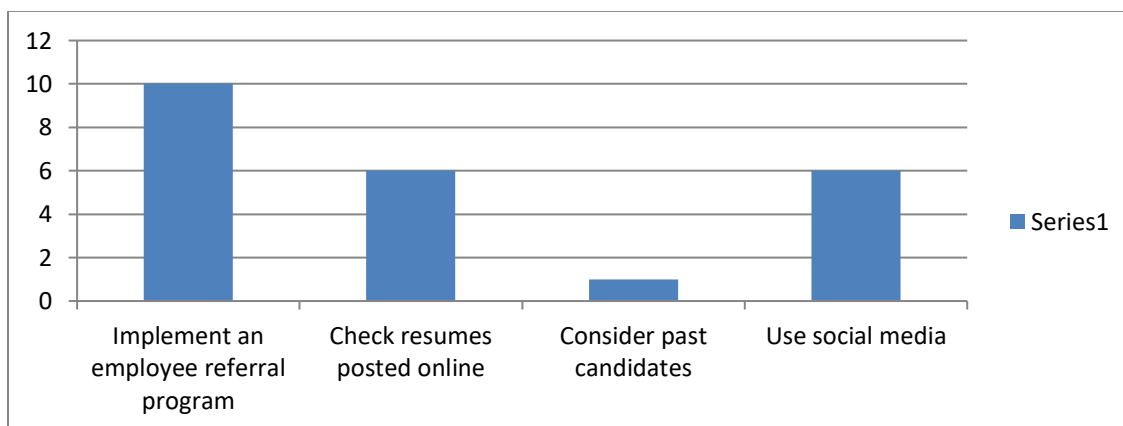
Interpretation 5

Many of the Employees have answered that they were given monetary benefits if they have attained their target with the help of Soft skills.



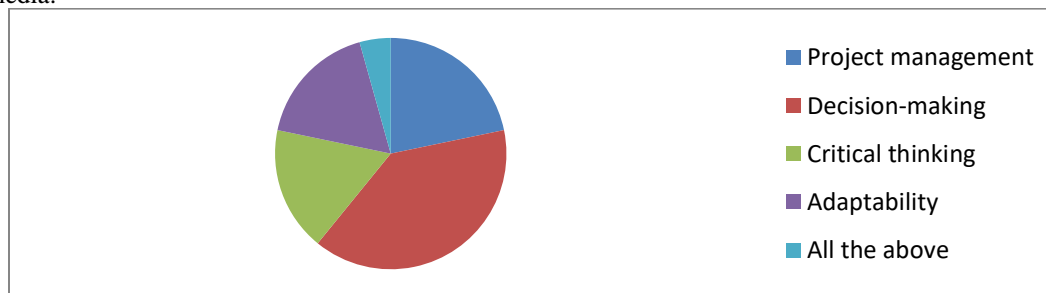
Interpretation 6

Generally Social skills have more impact on Employees rather than Emotional skills



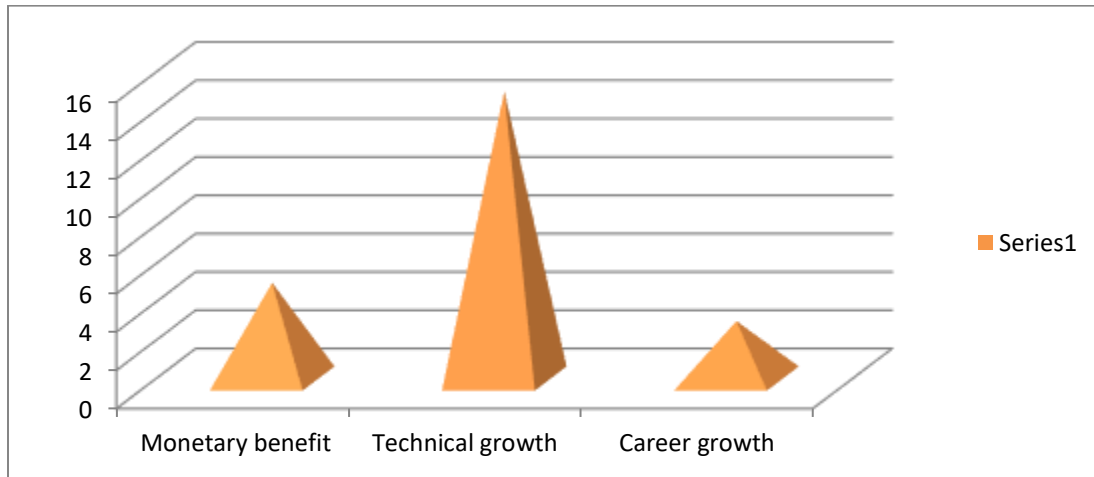
Interpretation 7

Employees recruited on the basis referral program, few people got selected through online, rest of them through Social media.



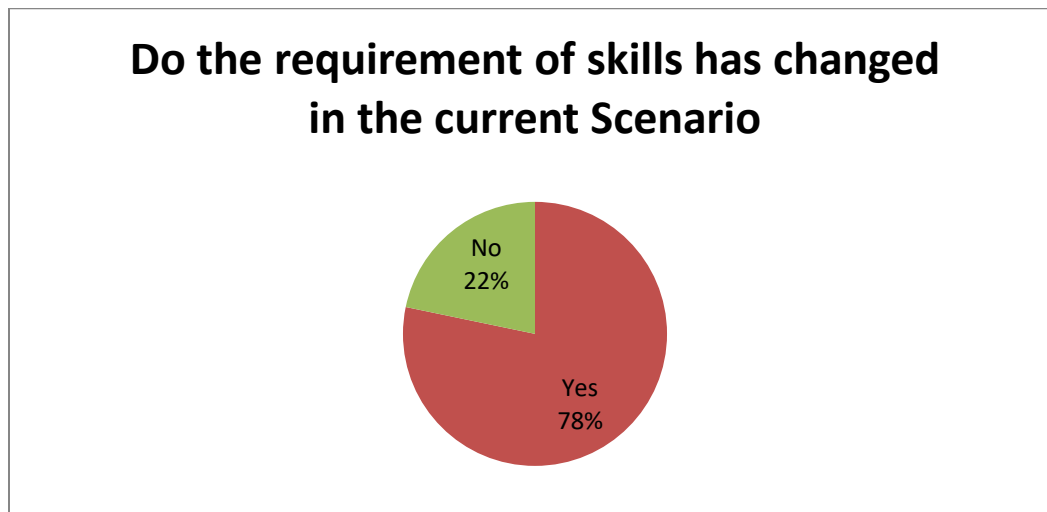
Interpretation 8

Decision-making is the important skill, Project management, Critical thinking, and Adaptability skills were most commonly asked in the organization.



Interpretation 9

For technical growth mainly employee strive .Few were motivated with Monetary benefit and some for career growth.



Interpretation 10

The requirement of skills has changed in the current scenario according to the survey.

ALLUSION

The above research declares the importance of Soft skills in the present scenario. It also gives a clear picture of the value of Soft skills and knows the applicability of skills in various departments by employees. To beat the competitors and assessing the skills, not only that it also renders the awareness among the employees.

LIMITATIONS OF THE STUDY

This survey is limited to only a few software, private sector and few government employees. Due to time constraint study is limited. The sample size is 50 among 20 different companies.

CONCLUSION

Among all the opinions most of them have stated that communication skills, emotional skills, leadership qualities and decision-making skills were important in the perspective of organization. Later on other Soft skills were also



getting the importance. Some skills will create congenial environment to all employees. Interpersonal skills too can build better people towards the society.

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