

NEW PERSPECTIVES PORTFOLIO PROJECTS FOR SOFT SKILLS BY BEVERLY AMER

SOFT SKILLS
SOFT SKILLS FOR CAREER SUCCESS
SOFT SKILLS - ENHANCING EMPLOYABILITY
THE ACE OF SOFT SKILLS: ATTITUDE, COMMUNICATION AND ETIQUETTE FOR SUCCESS
SOFT SKILLS: KEY TO PROFESSIONAL EXCELLENCE
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10 THINGS EMPLOYERS EXPECT THEIR EMPLOYEES TO KNOW
SOFT SKILLS
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THIS BOOK SOFT SKILLS IS LIKE A COMPANION GUIDING THE STUDENTS YOUNG MEN AND WOMEN AT EVERY STEP IN THE JOB MARKET AND CORPORATE PERSONNEL SOFT SKILLS HAVE BECOME ABSOLUTELY ESSENTIAL BOTH FOR THE GROWTH AND SUCCESS OF AN INDIVIDUAL AS WELL AS THE ORGANIZATION

THE BOOK SOFT SKILLS FOR CAREER SUCCESS PLAYS A VITAL ROLE IN THE SOFT SKILL DEVELOPMENT AND CAREER SUCCESS OF YOUNG TALENTS SINCE MOST OF THE COMPANIES ARE GIVING MORE IMPORTANCE TO SOFT SKILL OF THEIR EMPLOYEES ALONG WITH THE TECHNICAL SKILLS THE TOPIC SOFT SKILLS BECOME MORE IMPORTANT THAN EVER TODAY AS COMPANIES INCREASINGLY NEED TO BECOME MORE DYNAMIC INTERCONNECTED AND FLEXIBLE SOFT SKILLS ARE CRITICAL THESE SKILLS IMPORTANT TO FOSTERING EMPLOYEE RETENTION IMPROVING LEADERSHIP AND BUILDING A MEANINGFUL CULTURE THE GOOD NEWS IS THAT SOFT SKILLS ARE LEARNABLE THIS BOOK COVERS ALL THE TOPICS RELATED TO THE AREA SOFT SKILLS THAT YOU RE SURE TO GET SOME INTERESTING NUGGET OF WISDOM FROM IT EACH TOPIC HAS A CLEAR DESCRIPTION WHICH WOULD ENABLE THE READERS TO COMPREHEND EASILY THIS BOOK WILL ALSO SUPPORT YOUNG PEOPLE IN CHOOSING REWARDING AND SUCCESSFUL CAREERS CONSISTENT WITH YOUR PERSONALITY AND CHARACTER THIS BOOK IS AN EXCELLENT TOOL FOR INDIVIDUALS PREPARING TO LOOK FOR OR START NEW JOBS AS WELL AS INDIVIDUALS WHO ARE CURRENTLY WORKING BUT NEED TO STEP BACK AND EVALUATE THEIR PERFORMANCE IT IS A PRACTICAL HELPFUL BOOK ABOUT THE EMPLOYABILITY SKILLS WHICH ARE ABSOLUTELY NECESSARY TO ATTAIN GLORIOUS CAREER SUCCESS THE BOOK STYLE IS CHALLENGING AND PLAYFUL SERIOUS AND ENGAGING AND A STEPPING STONE TO DEVELOPING THE SOFT SKILLS INDISPENSABLE TO CLIMB HEIGHTS IN ONE S CAREER

THE DIRECTION IN WHICH EDUCATION STARTS A MAN WILL DETERMINE HIS FUTURE PLATO CURRENTLY THERE IS A WIDE CHASM BETWEEN THE CAMPUS AND THE INDUSTRY THERE IS VAST GAP BETWEEN THE ART AND THE CRAFT THE BOOK HELPS IN CONNECTING THE CAMPUS WITH THE CORPORATE BY BRIDGING THE GAP BETWEEN THE CAMPUS AND THE INDUSTRY AND BY BLENDING BOTH THE ART AND THE CRAFT IT HELPS YOU UNDERSTAND AND APPRECIATE BOTH SOFT AND HARD SKILLS IT DIFFERENTIATES BETWEEN UNEMPLOYABILITY AND UNEMPLOYMENT IT ENLIGHTENS YOU ABOUT THE EXPECTATIONS OF EMPLOYERS IT EQUIPS YOU WITH TOOLS AND TECHNIQUES TO ENHANCE YOUR EMPLOYABILITY FINALLY IT BUILDS YOUR CONFIDENCE AND COMPETENCE TO BAG YOUR COVETED JOB THE BOOK IS DIVIDED INTO THREE SECTIONS SECTION I DEALS WITH VARIOUS ASPECTS OF SOFT SKILLS AND WHAT CONSTITUTES SOFT SKILLS SECTION II OUTLINES THE CURRENT CHALLENGES IN THE INDIAN EDUCATIONAL SYSTEM SECTION III EMPHASIZES ON OVERCOMING THE CHALLENGES IT UNVEILS THE SECRETS AND STRATEGIES IN ENHANCING EMPLOYABILITY THE BOOK CONCLUDES THAT AN INTEGRATED AND COORDINATED APPROACH BY ALL THE STAKEHOLDERS SUCH AS EDUCATIONAL INSTITUTIONS EDUCATORS STUDENTS RECRUITERS AND PARENTS IS ESSENTIAL IN ENHANCING EMPLOYABILITY AMONG YOUTH THE BOOK IS BENEFICIAL TO ALL THOSE WHO WOULD LIKE TO ENHANCE THEIR EMPLOYABILITY SKILLS AND ALSO TO EDUCATORS EMPLOYEES EDUCATIONAL INSTITUTIONS RECRUITERS AND ABOVE ALL STUDENTS

OUR WORLD IS WITNESSING A MAJOR CHANGE IN COMMUNICATION PATTERNS WITH EXPANDING SOCIAL

SPHERES OPENNESS IN COMMUNICATION AND PROFESSIONALS WORKING IN MULTICULTURAL ENVIRONMENTS IT IS CRUCIAL THEREFORE THAT INDIA S WORKFORCE REMAINS WORLD CLASS THROUGH RE TRAINING AND CONTINUOUS IMPROVEMENT TO REMAIN COMPETENT COMPETITIVE AND SUCCESSFUL TO CREATE AND NURTURE SUCCESSFUL PROFESSIONALS THE ACQUISITION CULTIVATION AND FINE TUNING OF SOFT SKILLS ARE HIGHLY ESSENTIAL IN THE GIVEN BUSINESS PARADIGM THE ACE OF SOFT SKILLS IS A PART OF THIS EDUCATIONAL PROCESS THAT PRODUCES TOP NOTCH PROFESSIONALS DIVIDED INTO THREE PARTS ATTITUDE COMMUNICATION AND ETIQUETTE THIS UNIQUE BOOK PROVIDES A BROAD BASED COVERAGE OF WHAT CONSTITUTE SOFT SKILLS THE FOUNDATIONS OF SOFT SKILLS LIE IN A STRONG ATTITUDE THIS ATTITUDE GETS MANIFESTED AS COMMUNICATION WHICH GETS FURTHER REFINED AS ETIQUETTE THIS BOOK COVERS A WIDE RANGE OF TOPICS A GAMUT OF NEARLY 40 ESSENTIAL SOFT SKILLS INCLUDING PERSONAL ACCOUNTABILITY LISTENING SKILLS BUSINESS PROPOSALS AND THE ROLE OF SMALL TALK AND HUMOUR AT WORK THE NUMEROUS CASE STUDIES CARTOONS FIGURES TABLES AND QUOTATIONS NOT ONLY OFFER AN INSIGHTFUL PRACTICAL AND WELL ROUNDED PERSPECTIVE INTO SOFT SKILLS BUT ALSO MAKE READING A JOYFUL EXPERIENCE

ABILITY TO EXPRESS ONESELF CLEARLY AND CONFIDENTLY IS A VERY IMPORTANT PERSONALITY TRAIT AND THIS IS GIVEN THE HIGHEST IMPORTANCE DURING THE EVALUATION PROCESS IN RECRUITMENT MANY PEOPLE FAIL MISERABLY IN THIS ASPECT EVEN THOUGH THEY HAVE VERY STRONG TECHNICAL SKILLS COMMUNICATION SKILLS CAN BE CATEGORIZED INTO ORAL COMMUNICATION SKILLS AND WRITTEN COMMUNICATION SKILLS COMMUNICATION IS VERY IMPORTANT FOR ANY PROFESSIONAL BECAUSE DURING ONE S CAREER EVERY PROFESSIONAL HAS TO TALK TO A NUMBER OF PEOPLE OF VARYING BACKGROUNDS AND TECHNICAL KNOWLEDGE THERE IS AND AXIOM IN BUSINESS CIRCLE WHICH SUGGESTS THAT HARD SKILLS WILL GET A PERSON AN INTERVIEW BUT SOFT SKILL WILL LAND THAT PERSON A JOB THIS MEANS AN APPLICANT WITH YEARS OF EDUCATION AND EXPERIENCE IN THE FIELD MIGHT HAVE THE HARD SKILLS NECESSARY TO FILL THE POSITION BUT LACK SOFT SKILLS SUCH AS LEADERSHIP ABILITY OR SELF MOTIVATION NECESSARY TO PERFORM WELL ON THE JOB THIS IS TRUE AT OTHER LEVELS AS WELL THUS THIS BOOK PRESENTS A BALANCED VIEW OF SOFT SKILLS KEY TO PROFESSIONAL EXCELLENCE AND HAS FOCUSED ON CURRENT THINKING IN THE FIELD IN THIS BOOK ON HUNDRED

SOFT SKILLS MAKE THE HARD SKILLS WORK SOFT SKILLS ARE THE PERSONAL QUALITIES THAT MAKE YOU A GREAT COMMUNICATOR PROBLEM SOLVER AND LEADER ON THE JOB AND IN YOUR PERSONAL LIFE SOFT SKILLS FOR DUMMIES HELPS YOU HONE IN ON THE TRAITS YOU ALREADY HAVE OR FINE TUNE THE ONES THAT MAY NEED SOME EXTRA ATTENTION TO MARKET YOURSELF AS A WORKPLACE LEADER WHO S IN TOUCH WITH WHAT TODAY S EMPLOYERS ARE LOOKING FOR PEOPLE WHO CAN LEAD AND INSPIRE THROUGH INTERPERSONAL COMMUNICATION CULTURAL AWARENESS TIME MANAGEMENT TEAMWORK CRITICAL THINKING AND PROBLEM SOLVING SHARPEN THE SKILLS YOU NEED FOR A

SUCCESSFUL CAREER IMPROVE YOUR ABILITY TO WORK WITH OTHERS BECOME A MORE CONFIDENT JOB SEEKER AND LEADER GRASP THE CONCEPT OF SOFT SKILLS THROUGH REAL WORLD APPLICATIONS INSPIRATIONAL STORIES AND INDUSTRY SPOTLIGHTS WITH CONTENT BASED ON A TIME TESTED CURRICULUM DESIGNED TO PREPARE YOU FOR WORK AND LIFE SUCCESS THIS BOOK IS PACKED WITH EVERYTHING YOU NEED TO BUILD YOUR SOFT SKILLS TO MAKE THE STRONGEST IMPACT POSSIBLE

THIS ACCESSIBLE TEXT LOOKS AT THE RANGE OF SOFT SKILLS SOUGHT AFTER BY EMPLOYERS AND PROVIDES A PRACTICAL GUIDE TO DEVELOPING AND EFFECTIVELY DEMONSTRATING THESE SKILLS SOFT SKILLS INCLUDING COMMUNICATION CUSTOMER SERVICE TEAMWORK PROBLEM SOLVING AND PERSONAL MANAGEMENT REPRESENT A MAJOR COMPONENT OF ANY WORKER S PROFESSIONAL IDENTITY THIS BOOK ANALYZES MAJOR SOFT SKILLS INCLUDING BOTH INWARD FACING SOFT SKILLS HOW WORKERS MANAGE THEMSELVES TO EFFECTIVELY PERFORM THEIR WORK AND OUTWARD FACING SKILLS HOW WORKERS EFFECTIVELY INTERACT WITH OTHERS AND IN GROUPS IT EXPLORES HOW THESE SKILLS ARE ROOTED IN FUNDAMENTAL AREAS OF LIBERAL ARTS INCLUDING INTERPERSONAL COMMUNICATION PSYCHOLOGY AND ETHICS IT PROVIDES AN ACTIVE LEARNING PEDAGOGY INCLUDING CREATIVE EXERCISES AND CASE STUDIES THROUGH WHICH STUDENTS CAN ASSESS THEIR UNDERSTANDING OF UNDERLYING CONCEPTS AND THEIR APPLICATION IN REAL WORLD SITUATIONS THE BOOK CAN BE USED AS A SUPPLEMENT FOR COMMUNICATION BUSINESS AND CAREER ORIENTED COURSES AND IT WILL BE OF INTEREST TO INDIVIDUAL STUDENTS AND JUNIOR PROFESSIONALS AS WELL AS CAREER COUNSELORS POSTSECONDARY INSTRUCTORS ACROSS THE CURRICULUM AND PROFESSIONALS IN HUMAN RESOURCES AND LEARNING AND DEVELOPMENT

THIS HIGH IMPACT BOOK HAS BEEN WRITTEN BY AN EXPERIENCED INDUSTRY PROFESSIONAL WITH A CORPORATE PERSPECTIVE THE AUTHOR IS A MASTER TRAINER WHO APPROACHES THE SOFT SKILLS TRAINING FROM THE POINT OF VIEW OF A CORPORATE SOFT SKILLS TRAINING WRITTEN IN A BUSINESS STORYTELLING FORMAT THE TRAINING IN THE BOOK IS IMPARTED BY A SKILLFUL INDUSTRY LEADER THIS HAS NOT BEEN WRITTEN AS THE THEORETICAL EXERCISE NO BORING THEORY NO WASTED TIME RATHER EACH CHAPTER HAS BEEN APPROACHED AS A WORKING SESSION IMPARTING SOFT SKILLS BY SOLVING REAL PROBLEMS AND DISCUSSING WORKABLE SOLUTIONS WHICH THE READER CAN APPLY IMMEDIATELY AND KEEP FOR LIFE THE STRUCTURE OF THE BOOK IS IN THE FORM OF A PERSONAL DEVELOPMENT COMPASS DEVELOPED BY THE AUTHOR JUST AS A COMPASS GUIDES TRAVELERS THROUGH THEIR JOURNEY AND HELPS THEM TO REACH THEIR DESTINATION IN THE SAME WAY THE PERSONAL DEVELOPMENT COMPASS TOO GUIDES THE READER TO NAVIGATE THEIR WAY THROUGH THE MAZE OF THE DIFFERENT SOFT SKILLS AND HELP THEM TO POLISH THEIR PERSONALITIES THE METHODOLOGY APPLIED IS LEARNING BY DOING THIS APPROACH CAN BE SUMMED UP AS FOLLOWS EDUCATE BRIEFLY THEN TRAIN AT LENGTH ON OTHER WORDS LESS FOCUS ON THEORY MORE REAL WORLD ACTION AND SOLUTIONS THE TRAINING IMPARTED IN THE BOOK STARTS WITH THE

PERSONALITY DEVELOPMENT OBJECTIVE IN MIND AND THEN FACILITATES AND DEMONSTRATES METHODS TO ACHIEVE THOSE OBJECTIVES

VERTICAL 1 THEME CONFIDENCE

HEADINGS RELATIONSHIPS WELL BEING

THIS VERTICAL HELPS THE READER IN GAINING THE MENTAL STRENGTH MOTIVATION CONFIDENCE TO APPROACH THEIR LIVES WITH A POSITIVE MENTAL ATTITUDE THE ABILITY TO BE OPTIMISTIC EVEN IN DIRE SITUATIONS ENABLES THEM TO DEVELOP EMOTIONAL INTELLIGENCE AND HAVE MEANINGFUL RELATIONSHIPS WITH THEIR PEERS AND COLLEAGUES PAVING THE WAY FOR THE NEXT LEVEL OF COMPETENCE

VERTICAL 2 THEME COMPETENCE

HEADINGS COMMUNICATION CAREER

GOOD COMMUNICATION IS A HUGE DEMAND FROM RECRUITERS AND EMPLOYERS TODAY IN FACT IT IS A PRE REQUISITE FOR SUCCESS EFFECTIVE COMMUNICATION HELPS THE READER TO GET A HEAD START IN THEIR CAREERS THEY ARE ABLE TO THINK FAST AND CREATIVELY IMPRESS AND CONVINCE OTHERS OF THEIR POINT OF VIEW THEY DEVELOP GOOD LISTENING SKILLS THEREBY GAINING AN EDGE OVER OTHERS THEY BECOME THE CANDIDATES OF CHOICE FOR PROMOTION AND PROGRESS

VERTICAL 3 THEME COURTESY

HEADINGS ETIQUETTE HABITS

THERE IS A POPULAR SAYING THE FIRST IMPRESSION IS THE LAST IMPRESSION A GOOD FIRST IMPRESSION IS CREATED THROUGH EFFECTIVE HABITS AND AN ABILITY TO SAY THE RIGHT THING AT THE RIGHT TIME TO THE RIGHT PERSON TO DEVELOP THESE SKILLS THE READER LEARNS TO EXHIBIT APPROPRIATE BEHAVIOR IN ALL SITUATIONS PERSONAL AND PROFESSIONAL SUSTAINED BEHAVIOR BECOMES A HABIT THIS THEN BECOMES PART OF THE READER S BASIC NATURE A GOOD PROFESSIONAL NEED TO HAVE STRONG LANGUAGE SKILLS RECOGNIZING THIS NEED THE BOOK HAS A SECTION IN EVERY CHAPTER THAT HIGHLIGHTS IMPORTANT WORDS AND BUSINESS PHRASES USED IN THE CORPORATE INDUSTRY ALONG WITH THEIR MEANINGS

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THIS WORKBOOK IS A COMPILATION OF THE SOFT SKILLS CLASS MATERIAL I HAVE DEVELOPED OVER AN EIGHTEEN YEAR PERIOD I HAVE USED THIS MATERIAL WITH GREAT SUCCESS AND HAVE TAUGHT SOFT SKILLS IN SCHOOLS INNER CITY CHURCH PROGRAMS NONPROFITS AND GOVERNMENT FUNDED JOB TRAINING PROGRAMS IT IS A UNIQUE COLLECTION OF ESSAYS EXERCISES QUOTES AND MAXIMS THAT WILL GIVE STUDENTS A REALISTIC PERSPECTIVE ON WORK RELATED EXPECTATIONS AND THE EXPECTATIONS OF THE SUPERVISORS WHO HIRE THEM IT WILL HELP STUDENTS DEVELOP THEIR PROBLEM SOLVING SKILLS GUIDE THEM IN MAKING APPROPRIATE DECISIONS AND CREATE A DESIRE TO PLAN OUT GOALS AND ACHIEVE THEM THE WORKBOOK STYLE IS CHALLENGING AND PLAYFUL SERIOUS AND ENGAGING AND A STEPPING STONE TO DEVELOPING THE COGNITIVE SKILLS NECESSARY TO QUASH UNPRODUCTIVE THINKING AND SELF DEFEATING EMOTIONAL BEHAVIORS

BACK COVER

THIS BOOK DEDICATED TO MY FATHER AND MOTHER WHO INSPIRED ME TO WRITE THIS BOOK AND MY

FRIEND MR SHAJEEVB U WHO WAS PROFESSOR IN MCA AND ALSO AN H O D OF COMPUTER APPLICATION WHO INSPIRED ME TO WRITE THIS BOOK AND THIS BOOK IS USE FULL FOR ALL PROFESSIONAL AND STUDENTS WHO CAN BENEFIT FROM READING THIS BOOK AND THEY CAN USE IT THROUGHOUT THEIR LIFE FOR CAREER ENHANCEMENT

SOFT SKILLS FOR HARD TIMES IS A HAND BOOK FOR THE OVER ACHIEVER IT IS WRITTEN FOR PEOPLE WHO UNDERSTAND THAT WHEN COMPETENCE IS PRESENT IT IS ONLY THE TICKET TO THE GAME IT DOES NOT MAKE ONE A PLAYER IT IS A BOOK FOR THOSE WHO WOULD INVEST RESOURCES IN GETTING GOOD AND NO TIME IN GETTING CHOSEN IT IS A BOOK FOR THE POTENTIAL HIGH PERFORMER WHO CONSTANTLY WONDERS WHY SINCE THEY ARE SO SMART WHY IS IT THAT THE SEEMINGLY AVERAGE PERFORMER KEEPS GETTING AHEAD THESE ARE HARD TIMES WE NEED SKILLS TO NAVIGATE THE COURSE

WHAT WILL YOU LEARN LEARN ABOUT KEY SOFT SKILLS THAT CONTRIBUTE TO CAREER SUCCESS UNDERSTAND THE IMPORTANCE OF SOFT SKILLS IN PROFESSIONAL DEVELOPMENT LEARN HOW TO BE A SUCCESSFUL LEADER UTILIZE SOFT SKILLS TO BUILD YOUR PERSONAL AND PROFESSIONAL NETWORK LEARN PROBLEM SOLVING CONFLICT RESOLUTION AND BE A BETTER LEADER APPLY SOFT SKILLS TO SPECIFIC SITUATIONS AND BRING ABOUT SOLUTION PROBLEM SOLVING REQUIREMENTS FOR THE COURSE AN OPEN MIND WILLING TO LEARN HAVING SELF AWARENESS A NOTEBOOK AND PEN TO MAKE NOTES A STRONG WILL READY TO ACCEPT CHANGE IN HABITS WHO IS THIS COURSE FOR THIS COURSE IS IDEAL FOR PROFESSIONALS MANAGERS AND LEADERS WHO WANT TO IMPROVE THEIR SOFT SKILLS ANY PROFESSIONAL WHO WISHES TO TAKE UP MORE CHALLENGING ROLE IN MANAGEMENT AND LEADERSHIP IN FUTURE A QUICK INTRODUCTION HAVING THE TECHNICAL SKILLS AND KNOWLEDGE TO SUCCESSFULLY EXECUTE YOUR TASKS IS ONE PART OF YOUR SUCCESS AT WORKPLACE TECHNICAL KNOWLEDGE TO DO A JOB IS CALLED HARD SKILLS AND THIS IS VERY MUCH NEEDED FOR YOU TO GET A JOB AND BE EFFICIENT AT WORK HOWEVER IN ORDER TO BE SUCCESSFUL IN CAREER ONE NEEDS TO HAVE GREAT SOFT SKILLS SOFT SKILLS ARE THOSE SKILLS THAT ALLOW US TO WORK EFFICIENTLY WITH OTHERS BE IT CO WORKERS TEAM MEMBERS OR MANAGEMENT NO MATTER WHAT YOUR POSITION ORGANIZATION OR INDUSTRY IS YOU WILL CONTINUE TO WORK WITH OTHER EMPLOYEES INVESTING YOUR TIME AND THOUGHTS IN DEVELOPING AND IMPROVING YOUR SOFT SKILL WILL CONTRIBUTE TO A MORE EFFICIENT AND MORE PRODUCTIVE YOU AT THE WORK PLACE HAVING BETTER SOFT SKILLS WILL GIVE YOU AND YOUR TEAM A SENSE OF HAPPINESS AND BETTER JOB SATISFACTION CONCEPT OF SOFT SKILLS HARD SKILLS REFLECT ONES KNOWLEDGE SOFT SKILLS INDICATE WHO THE PERSON REALLY IS WHEN WE LOOK AT ANY RESUME WE SEE IT IS GENERALLY FILLED WITH DETAILS OF WHAT THE PERSON KNOWS THESE ARE SKILLS THAT A PERSON MAY ACQUIRE BY EDUCATION OR PROFESSIONAL WORK EXPERIENCE OR ANY OTHER TRAINING RECEIVED AS PART OF WORK HARD SKILLS ARE IMPORTANT HARD SKILLS MAKE YOU QUALIFY TO BE CALLED FOR AN INTERVIEW OR MEETING FOR AN EXAMPLE IF A COMPANY

WISHES TO HIRE SOFTWARE ENGINEERS THE MINIMUM QUALIFICATION WOULD BE KNOWLEDGE OF SOFTWARE CERTAIN DEGREE DIPLOMAS AND CERTIFICATIONS WOULD BE KEPT AS A MINIMUM QUALIFIER FOR SELECTION TO INTERVIEWS SAME WAY IT IS VERY DIFFICULT FOR A MECHANICAL ENGINEER TO BE CALLED FOR AN INTERVIEW OF FINANCIAL ANALYST WHATEVER YOUR CAREER ASPIRATIONS MAY BE DOMAIN KNOWLEDGE AND DEPTH IN THE CERTAIN AREA OF WORK IS CRITICAL FOR YOU TO BE SUCCESSFUL HOWEVER ONLY THE DOMAIN KNOWLEDGE IS NOT ENOUGH IN A FAST CHANGING WORLD THE EXPECTATIONS OF EMPLOYER IS CHANGING RAPIDLY AS WELL HARD SKILLS CAN BE YOUR ENTRY TICKET TO INTERVIEW BUT YOU MAY REQUIRE SOFT SKILLS TO GET THROUGH THE INTERVIEW WE MUST KEEP IN MIND EVERYONE WHO IS APPEARING FOR THE INTERVIEW HAS CERTAIN MINIMUM QUALIFICATION AND MOST OF THE CANDIDATES THAT HAVE BEEN CALLED HAVE SIMILAR QUALIFICATION AND EXPERIENCE WHAT MAKES SOME OF THEM GET SELECTED IN SOME CASES DOMAIN KNOWLEDGE OR HARD SKILLS CAN GET YOU SELECTED FOR A JOB HOWEVER TO BE SUCCESSFUL IN THE JOB YOU WOULD REQUIRE SOFT SKILLS IN TODAY S WORLD OF FIERCE COMPETITION AND GLOBALIZATION ORGANIZATIONS ARE PAYING HIGH ATTENTION TO EVERY MINUTE DETAILS THEY ARE INCREASINGLY LOOKING AT WHAT VALUE ARE YOU ABLE TO BRING TO THE ORGANIZATION NOT ONLY IN TERMS OF YOUR DOMAIN BUT ALSO TEAM SPIRIT INTERPERSONAL SKILLS COMMUNICATION SKILLS PRIORITIZING THE WORK HOW WOULD YOU BE ABLE TO FACE DIFFICULT SITUATION COMMUNICATION SKILLS BOTH WRITTEN AND VERBAL ABILITY TO REMAIN CALM DURING PHONE CONVERSATIONS VIDEO CONFERENCE OR PRESENTATION SKILLS WILL ADD TO YOUR CHANCES OF GETTING SELECTED FOR THE JOB AND ALSO HELP YOU GET SUCCESS IN YOUR ROLE

THIS BOOK IS AMONG THE FIRST OF ITS KIND TO COMPREHENSIVELY EXAMINE THE IMPLEMENTATION OF SOFT SKILLS IN UNIVERSITIES IN THE DEVELOPING COUNTRY VIETNAM THE CONTEXT IS UNIQUE AS THE IMPLEMENTATION IS TAKING PLACE WITHIN THE DISTINCTIVE SOCIO ECONOMIC CULTURAL AND POLITICAL CHARACTERISTICS OF THE COUNTRY AMIDST SEVERAL SIMULTANEOUSLY EXECUTED EDUCATIONAL REFORMS TRAN LAYS DOWN THE FOUNDATION FOR DISCUSSION BY PROVIDING READERS WITH A COMPREHENSIVE REVIEW OF HOW SOFT SKILLS IMPLEMENTATION HAS COME INTO EXISTENCE IN HIGHER EDUCATION ACROSS THE GLOBE BEFORE DIVING INTO THE IMPLEMENTATION OF SOFT SKILLS IN VIETNAMESE UNIVERSITIES HE GOES ON TO HIGHLIGHT THE INTERESTING DIFFERENCES IN THE CONCEPTUALIZATION OF SOFT SKILLS BETWEEN VIETNAMESE UNIVERSITIES AND THOSE IN THE WEST THE BOOK DEPICTS AND COMPARES HOW UNIVERSITY LEADERS AND MANAGERS TACKLE CONTEXTUAL FACTORS SUBMIT TO CONSTRAINTS ENFORCED BY POLITICAL FORCES AND HOW THEY USE INSTITUTIONAL ADVANTAGES AVAILABLE FOR IMPLEMENTATION IT GOES FURTHER TO EXAMINE HOW PERSONAL AND CONTEXTUAL FACTORS AFFECT TEACHERS AND STUDENTS ENGAGEMENT WITH THE IMPLEMENTATION AND HIGHLIGHTS THE ROLE OF WORK INTEGRATED LEARNING AND EXTRA CURRICULAR ACTIVITIES IN DEVELOPING SOFT SKILLS FOR STUDENTS FINALLY THE BOOK INVESTIGATES THE

CONTRIBUTION OF EXTERNAL STAKEHOLDERS SUCH AS ALUMNI EMPLOYERS SKILLS EXPERTS AND LOCAL AUTHORITIES TO THE IMPLEMENTATION AND OBSTACLES THAT PREVENT THEIR PARTICIPATION THIS BOOK WILL BE A VALUABLE REFERENCE FOR THE IMPLEMENTATION OF SOFT SKILLS IN HIGHER EDUCATION AROUND THE WORLD

IF YOU LOOK FOR A BOOK DEALING WITH SOFT SKILLS WITH A DIFFERENCE HERE IT IS YES YOU ARE AT THE RIGHT PLACE FOR THE RIGHT MATERIAL THIS SPECIAL BOOK DEALS WITH NOT ONLY THE IMPORTANCE OF SOFT SKILLS ALSO THE USE OF IT BOTH AT YOUR WORKPLACE AND AT YOUR HOMES THE CONCERN IS THAT YOU ARE GOING TO MAKE A DIFFERENCE NOT ONLY IN YOUR WORKPLACE ALSO IN YOUR FAMILY AS THE BOOK EMPHASIZES THE IMPORTANCE OF SOFT SKILLS FOR MAKING YOUR PROFESSIONAL CAREER HIGHLY ON DEMAND IT ALSO SHOWS WAYS TO MAKE YOUR FAMILY LIFE MORE PLEASANT AND HAPPY A SEARCH FOR A HOMELY RELATIONSHIP WITH YOUR WIFE AND CHILDREN SOFT SKILLS ARE INTERPERSONAL AND INTRA PERSONAL SKILLS AND THEY OBJECTIVELY REFER TO A TERM RELATING TO A PERSON S EQ EMOTIONAL INTELLIGENCE QUOTIENT THIS IS A PACKAGE OF SKILLS RELATED TO PERSONALITY DEVELOPMENT THAT INCLUDING SOCIAL SKILLS COMMUNICATION AND LANGUAGE SKILLS INTERPERSONAL HABITS ASSERTIVENESS FRIENDLINESS AND OPTIMISM THAT DEMONSTRATE THE RELATIONSHIP WITH THE OTHER SOFT SKILLS REMAIN ESSENTIAL TO ANY PERSON WHO WANTS TO DEMONSTRATE THE MATURITY OF THINKING AND RESPONDING TO THE PEOPLE AND SITUATIONS SOFT SKILLS ARE PERSONAL SKILLS WHICH MAKE A PERSON MORE POLISHED AND MORE SUCCESSFUL SOFT SKILLS ARE PART OF INTERPERSONAL AND INTRA PERSONAL SKILLS THAT PLAY A CRUCIAL ROLE IN DEMONSTRATING THE CHARACTERIZED RELATIONSHIP WITH THE OTHER SOFT SKILLS DIFFERENTIATE A PERSON FROM THE OTHER BASED ON HIS HER INTERPERSONAL RELATIONSHIP WITHIN THE GROUP OR OUTSIDE OF IT BEHAVIORAL EXPERTS SAY THAT THERE ARE MANY SOFT SKILLS WHICH NEED TO MAKE OUR INTERACTION WITH PEOPLE OR THE ENVIRONMENT FRIENDLY AND PRODUCTIVE ANOTHER REASON FOR TRAINING OURSELVES IN SOFT SKILLS IS THAT THEY ARE NOT TAUGHT IN SCHOOLS OR COLLEGES TO AN EXTENT COMPARABLE TO THE REGULAR ACADEMIC STUDIES SOFT SKILLS MAKE YOU ASSERTIVE IN YOUR APPROACH TO YOUR PEERS OR CUSTOMERS ASSERTIVENESS CAN BE DEFINED AS THE ABILITY TO EXPRESS YOURSELF WITHOUT BEING RUDE OR AGGRESSIVE THE FINE TUNING OF CHARACTER IS DONE WITH THE SOFT SKILLS SOFT SKILLS ENABLE THE EMPLOYEE TO FOCUS ON REAL TIME PROBLEMS AND CHALLENGES THAT HE SHE FACES ORDINARILY AT THE WORK PLACE SOFT SKILLS ARE NOT THOSE WHICH ARE IN DEMAND ONLY IN WORK PLACES OR WITH COLLEAGUES OR WITH BOSSES IT IS NOT THAT AS AN EMPLOYEE WITH A DREAM TO GO UP ON YOUR PROFESSIONAL LADDER YOU SHOULD NOT BE DEMONSTRATING YOUR SOFT SKILLS PROFESSIONALLY IN YOUR WORKPLACE OR WITH YOUR PEERS AND SUPERIORS RECOGNIZING THE INDIVIDUALITY OF THE OTHER AND VALUING THEIR PERSPECTIVES ARE IMPORTANT QUALITIES OF INTERPERSONAL RELATIONSHIP HOWEVER IT IS ALSO IMPORTANT TO DISTINGUISH THE DIFFERENCE

BETWEEN BEING ASSERTIVELY FRIENDLINESS AND SUBMISSIVE IT MEANS YOU SHOULD NOT PERMIT THE OTHER TO TRAMPLE OVER YOU AND CRUSH YOUR DIGNITY STRONG INTERPERSONAL SKILLS IMPLY THE ABILITY TO INTERACT WITH CONFIDENCE AND SOFT SKILLS MAKE THIS POSSIBLE FOR YOU IN YOUR LIFE THIS BOOK IS WRITTEN KEEPING IN MIND THE CONTEMPORARY TREND ON SOFT SKILLS AND THEIR IMPORTANCE IN TODAY S WORLD ILAND BUSINESS PUBLISHING SPECIALISES IN THE AREA OF REFERENCE GUIDES FOR READERS SEEKING PRACTICAL INFORMATION TO IMPROVE THEMSELVES IN CAREERS FINANCE AND OTHER RELATED CORE BUSINESS TOPICS WE BRING OUR READERS THE INFORMATION THEY NEED TO STAY IN STEP WITH REQUIRED SKILLS AND TECHNIQUES OUR AUTHORS ARE EXPERTS IN THEIR FIELDS AND DELIVER WELL WRITTEN EASY TO FOLLOW YET COMPREHENSIVE BOOKS THAT INFORM ADVISE AND EDUCATE

SOFT SKILLS ARE EXTREMELY IMPORTANT IN TODAY S DYNAMIC WORKPLACE AS THE LINE BETWEEN TECHNICAL EXPERTISE AND INTERPERSONAL EFFECTIVENESS BLURS THERE IS A GREATER DEMAND FOR PEOPLE WITH A DIVERSE SET OF SKILLS THIS BOOK IS A SOURCE OF MOTIVATION EMPOWERMENT AND PRACTICAL ADVICE FOR INDIVIDUALS LOOKING TO DEVELOP THE CRITICAL SOFT SKILLS THAT WILL LEAD TO SUCCESS AND FULFILLMENT DIVIDED INTO TWELVE PARTS EACH PORTION FUNCTIONS AS A FULL MANUAL PROVIDING A COMPREHENSIVE RESOURCE ON SOFT SKILLS FOR WORK CHAPTER ONE LAYS THE GROUNDWORK BY PRESENTING THE CONCEPT OF SOFT SKILLS FOR EMPLOYABILITY KICKING OFF A TRANSFORMATIVE EXPLORATION OF THESE CRITICAL QUALITIES REQUIRED FOR SUCCESS IN TODAY S COMPETITIVE WORKPLACE CHAPTERS TWO AND THREE GO FURTHER INTO THE INTRICACIES OF COMMUNICATION SKILLS AND INTERPERSONAL INTERACTIONS EMPHASIZING THEIR IMPORTANCE IN ESTABLISHING EFFECTIVE PROFESSIONAL INVOLVEMENT CHAPTERS FOUR AND FIVE FOCUS ON TIME MANAGEMENT ORGANIZATIONAL SKILLS ADAPTATION AND RESILIENCE ALL OF WHICH ARE REQUIRED FOR LONG TERM SUCCESS IN TODAY S FAST PACED PROFESSIONAL ENVIRONMENTS CHAPTERS SIX THROUGH ELEVEN FOCUS ON DEVELOPING PROBLEM SOLVING SKILLS CRITICAL THINKING LEADERSHIP COMPETENCIES EMOTIONAL INTELLIGENCE COOPERATION COLLABORATION NETWORKING AND PERSONAL BRANDING THE VOYAGE CONCLUDES WITH CHAPTER TWELVE WHICH DELVES INTO THE CORE PRINCIPLES OF PROFESSIONALISM AND EMPLOYMENT ETHICS UNDERSTANDING AND EMBRACING THESE IDEALS IS CRITICAL IN FOSTERING AN INTEGRITY BASED CULTURE IN A SOCIETY THAT VALUES MORAL INTEGRITY HIGHLY THIS BOOK SERVES AS A COMPASS FOR NAVIGATING THE COMPLEX WORLD OF SOFT SKILLS GUIDING READERS TOWARD A FUTURE IN WHICH THE HARMONIC MERGER OF COMPETENCE CHARACTER AND TEAMWORK SERVES AS THE CRITERION FOR PROFESSIONAL SUCCESS SURPASSING MERE TECHNICAL APTITUDE

CORPORATE SOFTSKILLS PROVIDES FRESH INSIGHT ON TOPICS SUCH AS BUSINESS COMMUNICATION SKILLS TIME MANAGEMENT LEADERSHIP SKILLS TIME MANAGEMENT LEADERSHIP SKILLS NEGOTIATION SKILLS NEGOTIATION SKILLS AND BUILDING AND MAINTAINING SUCCESSFUL RELATIONSHIPS WITH CUSTOMERS

COLLEAGUES AND EFFECTIVE WAYS OF DEALING WITH STRESS

THIS SOFT SKILLS WORKBOOK IS AN EXCELLENT TOOL FOR INDIVIDUALS PREPARING TO LOOK FOR OR START NEW JOBS AS WELL AS INDIVIDUALS WHO ARE CURRENTLY WORKING BUT NEED TO STEP BACK AND EVALUATE THEIR PERFORMANCE IT IS A PRACTICAL HELPFUL GUIDE ABOUT ACTING APPROPRIATELY AND PROFESSIONALLY ON A JOB AND ADDRESSES REALITIES OF THE WORKING WORLD AND HOW TO COPE WITH THEM AND NOT JUST IDEAL SITUATIONS SOFT SKILLS ARE THE NONTECHNICAL SKILLS AND TRAITS THAT AN INDIVIDUAL NEEDS TO FUNCTION IN THE WORKPLACE THEY INCLUDE FOUR SETS OF WORKPLACE COMPETENCIES ORAL COMMUNICATION SKILLS INTERPERSONAL AND TEAMWORK SKILLS PERSONAL QUALITIES AND WORK ETHIC AND PROBLEM SOLVING AND OTHER COGNITIVE SKILLS TWO VERY IMPORTANT SOFT SKILLS ADDRESSED IN THIS WORKBOOK ARE WORK ATTITUDE AND WORK BEHAVIOR WORK ATTITUDE IS THE WAY AN EMPLOYEE FEELS ABOUT HIS OR HER JOB AND THE APPROACH TO THE JOB IT IS INTERNAL AND CANNOT BE SEEN BY OTHER EMPLOYEES A POSITIVE WORK ATTITUDE IS THE ABILITY TO CARRY OUT JOB TASKS AND WORK ASSIGNMENTS WITH PRIDE WORK BEHAVIOR IS THE WAY AN EMPLOYEE DOES HIS OR HER ACTUAL JOB AND HOW THE JOB GETS DONE IT IS USUALLY A DIRECT RESPONSE TO HIS OR HER WORK ATTITUDE IT CAN BE SEEN BY OTHER EMPLOYEES A POSITIVE WORK BEHAVIOR INCLUDES THE KNOWLEDGE HARD WORK DEDICATION AND SKILL PUT INTO THE FINISHED PRODUCT

THE ULTIMATE GUIDE TO UNLEASH YOUR POTENTIAL KEY FEATURES BOOK AIMS TO BE THE PROFESSIONAL GUIDE COACH AND MENTOR TO ALL THOSE WHO WANT TO UPGRADE THEIR SOFT SKILLS TO GET A HEAD START IN THEIR CAREERS BOOK IS DESIGNED TO GIVE ALL INDIVIDUALS THE ALL IMPORTANT PERSONALITY DEVELOPMENT SOFT SKILLS REQUIRED BY THEM TO BECOME SUCCESSFUL AND POWERFUL PERSONALITIES BOOK HAS BEEN DESIGNED TO BE A BRIDGE BETWEEN ACADEMIC CURRICULUM EDUCATION AND THE INDUSTRY EFFECTIVE COMMUNICATION AND PERSONAL DEVELOPMENT TRAINING CONCEPTS GIVEN IN THIS BOOK IMPART KNOWLEDGE THAT IS GEARED TOWARDS ENHANCING THEIR SOFT SKILLSDESCRIPTIONIS IT POSSIBLE TO GET HIGH IMPACT COMMUNICATION SKILLS AND SOFT SKILLS IN A VERY SHORT PERIOD IS THERE A WAY TO BUILD EXECUTIVE PRESENCE TO GET PROMOTION PROGRESS AND VISIBILITY FOR YOUR EFFORTS FROM YOUR LEADERS AND RECRUITERS CAN YOU DEVELOP MENTAL STRENGTH MOTIVATION CONFIDENCE TO APPROACH YOUR LIVES WITH A POSITIVE MENTAL ATTITUDE CAN YOU DEVELOP EMOTIONAL INTELLIGENCE AND HAVE MEANINGFUL RELATIONSHIPS WITH EVERYONE TO LIVE YOUR DREAM LIFE DO YOU WANT LEARN FROM A CORPORATE EXPERT S 20 YEARS EXPERIENCE SO THAT YOU CAN AVOID COSTLY AND TIME CONSUMING MISTAKES AND MAKE THE RIGHT DECISIONS YES THROUGH THIS BOOK YOU CAN DO ALL THE ABOVE AND MORE WELCOME TO THE ULTIMATE GUIDE TO UNLEASHING YOUR POTENTIAL A GOOD PROFESSIONAL NEEDS TO HAVE STRONG LANGUAGE SKILLS RECOGNIZING THIS NEED THE BOOK HAS A SECTION IN EVERY CHAPTER THAT HIGHLIGHTS IMPORTANT WORDS AND BUSINESS PHRASES USED IN THE

CORPORATE INDUSTRY ALONG WITH THEIR MEANINGS THE ATTACHED CD HAS ALL NEW CONTENT ESSENTIAL SOFT SKILLS TRAINING FOR LIFE SUCCESS THROUGH A SERIES OF VIDEOS THE AUTHOR SHARES CORPORATE TIPS AND PROVIDES COACHING FOR CAREER ADVANCEMENT AND REALISATION OF PERSONAL GOALS HACKS USED FOR SPEED LEARNING EXPERTS QUOTES LEARNING MILESTONES LEARNING MASTERY THE ESSENTIALS OF THE TOPIC CASE IN POINT REAL WORLD EXAMPLES FOR APPLICATION OF THE CONCEPTS ILLUSTRATIONS AND GRAPHICS KNOWLEDGE CHECK CASE STUDIES APPLIED KNOWLEDGE BASED ON THE CASE STUDIES BUSINESS JARGON AND START UP TERMINOLOGIES ENGLISH VOCABULARY BUILDING WHAT WILL YOU LEARN THIS BOOKS AIMS TO IMPART HIGH IMPACT SOFT SKILLS LIKE EXECUTIVE PRESENCE TIME MANAGEMENT PUBLIC SPEAKING FIRST IMPRESSION PROFESSIONALISM ETIQUETTE NEGOTIATION JOB INTERVIEW GROUP DISCUSSION LEADERSHIP TEAMWORK COMMUNICATION CREATIVITY INTERPERSONAL SKILLS EMOTIONAL INTELLIGENCE AND MUCH MORE WHO THIS BOOK IS FOR THROUGH THIS BOOK ANYONE WISHING TO DEVELOP POWERFUL PERSONALITIES WILL BE ABLE TO CHOOSE AND ATTAIN A CAREER OF THEIR CHOICE THEY WILL DEVELOP WELL ROUNDED PERSONALITIES ATTAIN SELF CONFIDENCE AND AN ABILITY TO SUCCESSFULLY OVERCOME ANY CHALLENGE THAT LIFE THROWS AT THEM

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PRASHANT SHARMA

LIFE COACH MASTER SOFT SKILLS FACILITATOR AND BEHAVIORAL TRAINER

ED TECH ENTREPRENEUR CONDUCTED HIS FIRST TRAINING PROGRAM IN 1996 WHEN HE WAS INVITED BY THE NEW DELHI YMCA TO LEAD A COURSE IN PUBLIC SPEAKING EFFECTIVE COMMUNICATION THE TIMES OF INDIA TOO HAS RECOGNIZED THIS ACHIEVEMENT PRASHANT HAS EXTENSIVE EXPERTISE IN MENTORING LEADERS INSPIRING PROFESSIONALS AND HAS HELPED THOUSANDS OF STUDENTS REALIZE THEIR TRUE POTENTIAL PRASHANT IS A FIRST PRIZE DIPLOMA HOLDER IN PUBLIC SPEAKING FROM THE NAZARETH S SPEAKERS ACADEMY MUMBAI AND A B COM FROM THE SYDENHAM COLLEGE MUMBAI UPON COMPLETION OF HIS MASTERS IN MANAGEMENT FROM THE UNIVERSITY OF MASSACHUSETTS USA HE RETURNED TO INDIA TO BE PART OF THE INDIAN POST LIBERALIZATION STORY

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BY BEVERLY AMER. WE ARE OF THE OPINION THAT EVERYONE SHOULD HAVE ACCESS TO SYSTEMS STUDY AND PLANNING ELIAS M AWAD eBooks, COVERING DIVERSE GENRES, TOPICS, AND INTERESTS. BY OFFERING NEW PERSPECTIVES PORTFOLIO PROJECTS FOR SOFT SKILLS BY BEVERLY AMER AND A VARIED COLLECTION OF PDF eBooks, WE ENDEAVOR TO ENABLE READERS TO DISCOVER, DISCOVER, AND PLUNGE THEMSELVES IN THE WORLD OF WRITTEN WORKS.

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AN AESTHETICALLY APPEALING AND USER-FRIENDLY INTERFACE SERVES AS THE CANVAS UPON WHICH NEW PERSPECTIVES PORTFOLIO PROJECTS FOR SOFT SKILLS BY BEVERLY

AMER PORTRAYS ITS LITERARY MASTERPIECE. THE WEBSITE’S DESIGN IS A DEMONSTRATION OF THE THOUGHTFUL CURATION OF CONTENT, PRESENTING AN EXPERIENCE THAT IS BOTH VISUALLY ATTRACTIVE AND FUNCTIONALLY INTUITIVE. THE BURSTS OF COLOR AND IMAGES COALESCE WITH THE INTRICACY OF LITERARY CHOICES, SHAPING A SEAMLESS JOURNEY FOR EVERY VISITOR.

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