RESPONSIBILITY
POSITIVE ATTITUDE
PROFESSIONALISM
COMMUNICATION
SKILLS
FLEXIBILITY
SOCIAL SKILLS
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EMOTIONAL INTELLIGENCE
COURTESY
INTEGRITY

Essential Soft Skills At Workplace

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Empathy

- The Ability To Identify With another person's experience
- Helps Create Connections With Others(building network)
- Forges Stronger Interpersonal Connections

Emotional Intelligence

- The Ability To Recognise And Manage Feelings

- Self-Awareness
- Self-Management
- Social Awareness
- EQI(Emotional Quotient Intelligence)

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Professionalism

Is Not

- Cold
- Distant
- Not Empathetic

Is

- Responsible
- Of Integrity
- Accountable
- Excellence
- Communicate To Be Productive

Qualities:-

- Being Punctual
- Dressing Appropriately
- Being Neat And Clean
- Speaking Clearly And Politely
- Striving to meet High Standards
- Offering Empathy
- Not Tearing Others Down
- Its Ok To Be Wrong(Accept Feedbacks Positively)
- Leading From Front

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Problem Solving

- It Is Important For Every Industry
- It Should Be Practised On A Daily Basis
- It Enhances Productivity
- Cultivates Relationship

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Steps Of Problem Solving:-

Define a problem → Generate alternate solution → Evaluate the plans → Implement and Re-evaluate

Learnings From Criticism

CRITICISM IN WORK

- Accept It As A Feedback And Act Positively On It
- Recognize Your Mistakes And Keep The Focus On Improvement
- Don't Be Defensive (Do Not Focus On Correcting or proving yourself right)
- Accept That You're Not Perfect , Nobody Is Perfect
- Have A Thick Skin
- Train Yourself On The Field's You Lack On
- Speak to Your Seniors/Mentors For Improvements
- Clear The Air And Don't Hold Any Grudges

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Adaptability & Flexibility

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- Adaptability & Flexibility Are The Ability To Change According To The Needs Of A Situation
- Adaptability Yields More Success In Less Time
- Get Over The "Good old days " Syndrome.
- Learn To Change When Process Changes
  - Adapt to changing circumstances
  - Adapt to learn new skills
  - Adapt to work with different types of people
- Highly Adaptable People Are Valued More Than Highly Skilled People
- Adaptability Gives You Chance To Take New Roles
- Always Expect The Unexpected

Team Building Techniques

Team Work

- Identifying Capabilities
- Get Into Your Role
- Learn The Process
- Find The Flow State
- Having Clear Goals
- Focusing On The Process
- Minimizing Interruptions
- Higher Quality
- Most Imp.

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Time Management Techniques

Effective Time Management

➢ The Art Of Scheduling/Blocking:-

- We often do whatever comes to hand fast
- Works as reminder
- Keep track of the time spent on a specific task

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➢ Prioritizing:-

Most Important	Takes Much Time
↕	↕
Least Important	Takes Less Time

Time Management Techniques

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Effective Time Management

- Managing Distractions:-

- Distractions can be managed , minimized but can never be eliminated altogether
- Identify and analyse your distractions and plan your time accordingly

- Multitasking Is A Myth:-

- Makes us lose 30-40% of our time
- Divides attention leading to errors

Self Confidence

➢ Self-Confidence Is The Belief That:-

- You know what to do and how to do it .
- You are good at what you do
- You can handle whatever comes your way
- You stay up without tearing down others

➢ Traits Of Confident People:-

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- They are not afraid to be wrong
- They take a stand even if they end up falling
- They do not seek the spotlight
- They ask for help when they need it
- They think in possibilities and not in obstacles
- They do not put others down
- They acknowledge their mistakes
- They seek feedbacks
- They "WALK THEIR TALK"

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Communication

- Sending And Receiving A Message
- Listening Actively
- Hear What Is Being Said
- Speaking Or Writing Clearly
- Ways We Communicate :-

- Non-verbal communication(eye,posture)
- Verbal communication(words,spoken)
- Body language(gestures,personal touching)
- Visual communication(video,image)

Communication

- Non-Verbal Communication:-

- 70% of the communication is non verbal
- Gestures , body language , eye contact
- “Awareness”
- Pay attention to how you use your body
- Be open or approachable
- Impatience (Body & Gesture)
- Notice your verbal as well as Non verbal communication response to others

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Attitude And Work Ethics

Attitude & Work Ethics:-

- Creating a positive attitude leads to happiness in workplace
- Builds strong relationship
- Better problem solving
- Clarity on your goals

Build Trust(always be honest & Trustworthy):-

- Lack of trust destroys productivity
- Trustworthy people are:-

✓ skilled
✓ passionate
✓ have strong work ethics
✓ self aware

- Practise Gratitude & Be Thankful(Love Your Work)

THANK YOU