

Impact of Soft Skills Training in the Workplace: A Study

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Abstract

Both the market and the educational landscape are changing rapidly. Earlier soft skills were not given that importance as today it is given in a workplace, previously only experience and knowledge matters to the organization for an employee but today with the experience and knowledge soft skills also matters a lot in a workplace. As hard skills indicates employers value your technological expertise and experience but soft skills indicates your capacity to advance within a firm and collaborate well with others also it helps in building connections and resolving the issues so that we can make a positive contribution to our team and organization. Despite the fact that soft skills are so important, many colleges of management are reluctant to include soft-skills instruction in their management degree curricula. This essay is based on a comparative empirical study between students who frequently participate in soft skills training and those who don't.

Keywords: Soft skills, soft skill, straining, interpersonal, empirical study

INTRODUCTION

Recent years have seen a rapid change in the educational landscape. Despite how good an individual is perfect with technological abilities still he/she won't succeed in the business world, if the person struggles to effectively communicate with clients or colleagues. The ability to communicate effectively is a crucial component of soft skills and is crucial in the corporate world.

In general, skills refer to a person's capacity to do a specific work or their given assignment. It can also mean having the ability to carry out a task flawlessly. These abilities will help people complete the tasks, [1] which will help them become more competent at their own speed. It is the capacity to accomplish the task at hand within the allotted time frame. Technical, interpersonal, social, and life abilities are the broad categories into which skills are separated. Technical abilities are those needed to complete a task.

The ability to inspire people, plan ahead, be organized, solve problems creatively, and other traits are examples of personal abilities. Leading a group of people, engaging in negotiation, motivating others, and other social skills will be included. Time management, training, techniques for striking a work-life balanced, and other life skills are among them.

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In the contemporary corporate landscape, organizations prioritize candidates who can bring value through its soft skills and possess the capacity to create and use these skills. The possession of refined soft skills can be the differentiating factor between receiving a job offer and enjoying long-term employment. As a result, the competition for securing and sustaining jobs has intensified. Candidates aspiring to gain a competitive advantage beyond their counterparts are anticipated to enhance their soft

skills, enabling them to triumph over obstacles encountered during the recruitment process and throughout their employment tenure.

Soft skills encompass a combination of various competencies, including abilities in self-control, communication, leadership, and interpersonal relations. Personality traits specifically involve the capacity to effectively communicate with and understand others, as well as the ability to influence them [2]. On the other hand, self-management skills refer to an individual's aptitude for managing their own thoughts, attitudes, perceptions, and emotions, which significantly impact their performance in the workplace. Other closely related terms used to describe the ideas behind soft talents comprise "employ ability skills," "life skills," "social skills," "personal skills," "interpersonal skills," and "transferable skills."

Characteristics and social abilities that affect a person's ability to work or interact with others are referred to as soft skills. The phrase "soft skills" refers to a broad range of abilities, including delegation, time management, teamwork, and empathy [3]. The value of developing soft skills is growing every day. Soft skills are character attributes that indicate how amiably and skillfully you interact with people. Complex problem-solving, critical thinking, creativity, people management, and emotional intelligence were among the top skills listed as essential for the workplace by 2022, according to the World Economic Forum's Future of Jobs report. Intangible and non-technical talents are what employers look for in candidates:-

For Example:

- Communication
- Teamwork
- Resolving issues
- Leadership
- Responsibility

Compared to hard abilities like coding, the value of these soft talents is frequently under estimated and they receive much less training. Organizations appear to assume that employees understand proper workplace conduct and the value of abilities like initiative, effective communication, and listening, but this is frequently not the case.

Soft skills are personality qualities and social abilities that define a person's interactions with others. Soft skills are seen as an addition to hard skills in the job, which are knowledge and practical abilities. As opposed to the level of intelligence (IQ), an individual's emotions quotient (EQ) is referred to as having "soft skills" by sociologists.

Soft skills are highly influenced by the individuals around them and their knowledge. As a result, they cover the personality features that determine how well one gets along with others and are typically a defined aspect of a person's personality. Employees that exhibit a strong blend of hard and soft talents frequently experience higher demand for their employment in a competitive labor market [4].

Today's management professionals need to receive training as an aspect of their institution's curriculum to help them develop soft skills. They will then be able to develop all aspects of their personality and compatibility, which will help them acquire a decent job in the corporate sector.

RESEARCH METHODOLOGY

A descriptive and qualitative paper in nature and data collected from the secondary source of information. To better understand the impact of soft skills training in a workplace various books and papers have been viewed.

DEFINITION

Soft skills refer to the characteristics of the self that affect the way you can collaborate or communicate with others. Building relationships, building dependability and trust, and leading teams are all made

easier with the help of these abilities. They are crucial for your success at work, the achievement of your business, and your personal life, in essence. They can include, or relate to, the following:

- Negotiating
- Consumer Assistance
- Networking
- Presentation
- Conflict Management
- Efficacy of Communication
- Teamwork
- Resolving issues
- Under pressure work

In essence, soft skills are personality- or people-specific skills. Soft talents, according to Hewitt Sean, are non-technical, intangible, personality-specific skills that indicate a person's aptitude for leadership, listening and negotiating, or mediating conflicts [5]. Instead of information or technical ability, soft skills are the characteristics and aptitudes of attitude and behavior.

SIGNIFICANCE

- Soft Skills Training helps in gaining proficiency in oral and written communication.
- Soft Skills Training improves their presentation abilities, gives them the tools for productive business correspondence, and teaches them how to write business reports.
- Soft Skills Training helps in developing managerial skills, management of teams, and interpersonal abilities.
- Soft Skills Training helps in enhancing their skill sets, this may also help the students and employees become competent with regard to the current Job requirements.
- It is important to enlighten people about the various soft skills training elements that have a big impact on how well employees perform.

HOW MUCH SOFT SKILLS TRAINING IS ESSENTIAL?

Soft skill training is highly essential and should be provided to individuals from all fields. Interactions with others in the business world are a crucial aspect of soft skills. Whether we are negotiating contracts, presenting ideas to colleagues, networking for job opportunities, or engaging in other professional activities, our non-technical skills play a significant role in achieving our objectives. Soft skills are applicable in our daily lives and workplaces and developing them can lead to increased business success and accelerated career growth.

Conversely, the absence of soft skills can limit our potential as well as has detrimental effects on our businesses. By enhancing our leadership abilities, delegation skills, teamwork proficiency, and communication prowess, we can ensure smoother project execution, provide outcomes that satisfy everyone involved, and strongly impact our personal lives by developing our interactions with others.

Regardless soft skills training programmers, depending on the institution or target group aim to enhance various competencies such as communication, compromise, negotiation skills, and the capacity to establish and sustain connections with others.

Soft abilities are commonly considered as inherent capabilities possessed by individuals. These proficiencies exist within each person to a certain degree [6]. However, if these skills remain dormant or if individuals are unaware of their presence, they will never be able to harness their innate abilities. Eliminating hurdles or barriers that prevent people from using their skills successfully is the main goal of any soft-skill training program. Soft skill development aims to bring about awareness of one's latent capacity and enhancement for overall success and personal growth. Regardless of the skills individuals have naturally acquired, everyone can derive benefits from soft skills training.

Let's look at some concrete examples that illustrate the value of soft skills.

- *A career's advancement and promotion:* This statement emphasizes that an employee who possesses robust soft skills has a higher likelihood of advancing to a leadership position role compared as a worker who may have greater experience but lacks strong soft skills. Developing these skills becomes crucial if one desire career advancement, as they serve as a distinguishing factor during job interviews and in the workplace. Enhancing your soft skills sets you apart from others, enabling you to stand out and excel in your career journey.
- *The contemporary workplace is social:* Competencies that are attentive listening, teamwork, idea presentation, and effective communication hold significant importance in today's professional landscape. Well-developed soft skills guarantee a productive, cooperative, and harmonious work atmosphere, all of which are vital characteristics for organizations in an ever more cutthroat global arena.
- *Customers and clients demand soft skills:* In the present era, customers are faced with a vast array of purchasing options facilitated by the internet and smart phones. With convenience and competitive pricing being readily accessible, customer service plays a significant role in influencing their decision to patronize a specific business [7]. The capability to engage with customers on a personal and empathetic level thus becomes a crucial element in determining the success of an organization.
- *In the future, employers will value soft talents:* The rise of artificial intelligence (AI) and automation is expected to shift a significant portion of job roles towards a reliance on soft skills. Technological advancements have led to a decline in duties that predominantly call for hard skills, thereby developing soft talents a pivotal factor in the workplace. According to a study conducted by Deloitte Access Economics, it is predicted that by 2030, two-thirds of all jobs will be in occupations that heavily rely on soft skills. As robots become more affordable and as the capabilities of synthetic intelligence improve, jobs like those are held by workers on production lines will be automated. In this context, traditional competencies such as critical thinking, cooperation, and communication will become more crucial unlike ever before.
- *Recruiters place a high value on soft skills:* In the present work market, soft talents are highly valued. The value of social skills in the workforce has increased significantly, with jobs necessitating extensive social interaction growing by approximately 12 percent in relation to the overall U.S. labor force. Among the most highly sought-after soft skills are effective communication, efficient organization, collaborative teamwork, analytical critical analysis, strong social abilities, creative innovation and interpersonal interaction abilities, and adaptability to change. Employers highly value these skills as they contribute to successful collaboration, problem-solving, flexibility, and fostering positive relationships within the workplace. Possessing these skills can greatly enhance an individual's employability and pave the way for career advancement [8].

FORMULATING AND IMPLEMENTING SOFT SKILLS

Soft skill development holds the utmost significance as an essential educational endeavor. Undoubtedly, the cultivation of soft skills should commence early on, ideally in the primary academic level. The process of developing soft skills initiates even before a child enters formal education, beginning at home. In an uncertain twenty-first-century job market, it becomes crucial to instruct and guide the youthful generation about the value of these abilities when looking for employment, attending interviews, and eventually working in professional environments. Acquiring soft learning skills is instrumental in leading a peaceful and fulfilling life. Therefore, Institutions of higher learning and training should focus on adopting diverse techniques and methods to foster the development of soft skills among students. These skills will prove beneficial to individuals in any situation they encounter. To support this notion, recent research emphasizes the importance of nurturing a well-rounded set of social, children's cognitive and emotional abilities, equipping them to handle the countless difficulties of the cur-

rent age. It is noted that possessing a balanced skill set enhances abilities and reduces disparities. Importantly, the education system should prioritize the growth of soft skills not only for securing employment but also for personal growth as better social beings. Alternatively, soft skills become a source of pleasure in individuals' lives. Nearly all nations recognize the demand for training in soft skills, as it boosts national income and fosters harmonious coexistence among individuals. To excel in soft skills, every individual must necessarily cultivate emotional intelligence.

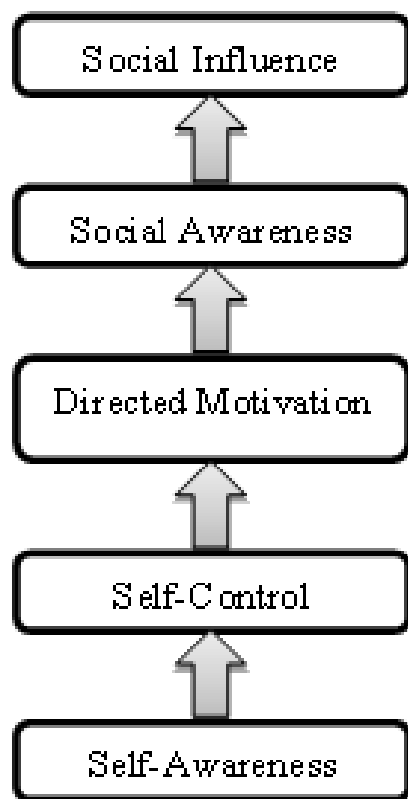


Figure .1 The Five Crucial Factors of the Learning Success Ladder

The ladder is made up of five crucial factors, including social awareness, self-control, focused motivation, self-awareness, and influence. Teachers can better direct students' learning by putting these five principles into practice in the classroom. In figure 1 Additionally, using the ladder method enables students to identify their learning gaps and fill them at their own pace. In addition to this, there are more resources for educating students or employees on soft skills. The recommended mechanisms are:

- Work on projects
- A Case Study
- Collaboration/Assignments
- Seminar
- Lab Practical
- Thought Provoking
- Presentations using PowerPoint.

Other cutting-edge strategies for building soft skills include:

- Educational Writing
- Programmers for Professional Development
- Programmers for seminars on soft skills

- Learning collaboratively
- Cooperative education
- Programmes for Solving Problems

THE MODERN ERA REQUIRES SOFT SKILLS

Here are the primary justifications and explanations for why Soft Skills are necessary in the present world.

- A Soft skill is essential as they give value and purpose to hard skills. Technical expertise alone is insufficient; it must be complemented by interpersonal skills and job-specific abilities. Take, for instance, the role of a teacher. In addition to subject knowledge, a teacher requires listening skills, effective communication, reading proficiency, managerial capabilities, decision-making aptitude, also resolving issues acumen. These character traits and abilities enable individuals to engage and connect with others. In the majority of job positions, success necessitates a combination of both technical skills and soft skills. Without soft skills, technical skills lose their effectiveness and relevance. Therefore, it is crucial to cultivate and enhance soft skills alongside job-specific competencies.
- Soft skill learning presents a unique challenge as it is not entirely inherent, yet it is not overly burdensome to obtain. These abilities can be gradually gained and developed with relative slowly eased. It is considered among the most demanding endeavors as it requires a deliberate and systematic attempt to cultivate the desired skills. Put simply, it entails a voluntary commitment to self-improvement and continuous personal development.
- In recent times, there has been a growing emphasis on soft skills in workplaces, including the ability to actively listen, engage in effective communication, collaborate with colleagues, and more. Fostering such a scenario in the workplace can contribute to a harmonious, tranquil, and balanced lifestyle.
- Soft skills continue to be in high demand in the current market scenario. With customers having unrestricted access to smart phones, the internet, and a wide range of products, persuading them in this modern era is no easy task. Consequently, individuals responsible for selling products, goods, and services must possess the ability to converse persuasively with clients and persuade them to make a purchase. It is basically through such effective communication and convincing skills that a business can thrive and generate substantial profits.
- Lastly, it is crucial to acknowledge that future employment prospects will heavily depend on soft skills. Hard skills, on the other hand, are gradually becoming less prioritized and devalued over time.

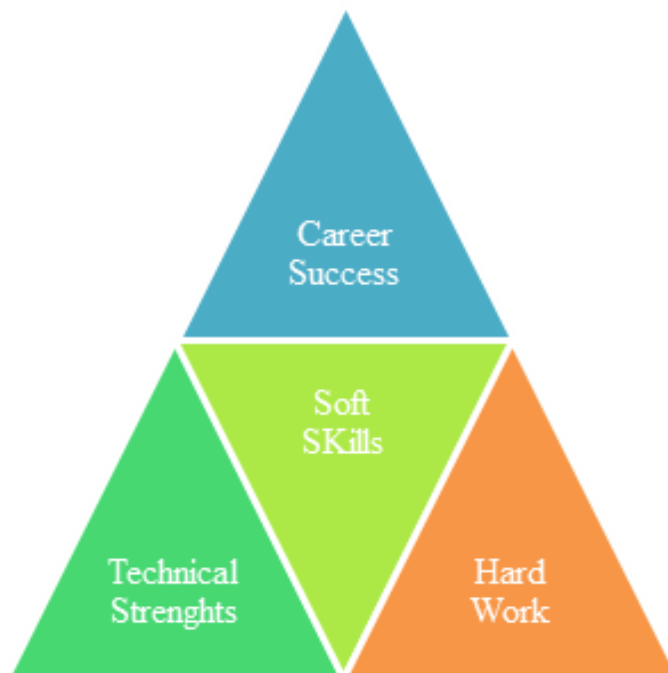


Figure.2 Model for Soft Skills Emphasizing People Over Processes

Figure 2 displays the model for soft skills. Thus, it may be said that soft skills place more of an emphasis on people than on processes. Even businesses examine candidates before choosing personnel based on their qualifications, diligence, and hard skills.

RESEARCH METHODOLOGY

A descriptive and qualitative paper in nature and data collected from the secondary source of information. To better understand the impact of soft skills training in a workplace various books and papers have been viewed.[9,10]

CONTRIBUTION TO THE FIELD

- Our awareness of the importance of soft abilities in the workplace is improved by research. It supports the notion that developing soft skills should take precedence over developing technical skills because they are not only complementary to one another but also essential.
- The results provide insightful information about how soft skills can affect career advancement. This information can be used by businesses and people to fund skill-development initiatives that improve teamwork, communication, and leadership skills.
- The study's emphasis on the expanding significance of soft skills in upcoming job markets aids businesses and educational institutions in preparing people for the changing nature of the workplace. It emphasizes the necessity of skill development that is balanced.
- The study supports the value of soft skill development initiatives. It offers proof that funding these programs can result in noticeable advancements in staff members' interpersonal and leadership abilities, helping both individuals and organizations.
- The paper makes the case that curricula for institutions of higher education should include instruction in soft skills. It stresses that in order for students to succeed in the corporate world, they must be prepared with both strong interpersonal skills and technical knowledge.

FINDINGS

- The study found that soft skills are becoming more and more important in today's job. Employers increasingly place a high importance on individuals who have both hard and soft talents. Technical

knowledge was found to be strengthened by soft skills, increasing an individual's total performance within an organization.

- The study emphasized how having good soft skills has a big impact on career advancement. Even when compared to individuals with more extensive hard skills and experience, people with well-developed soft skills were more likely to ascend to leadership roles. The significance of soft skills in professional growth is highlighted by this research.
- Employers place a high priority on good communication, teamwork, problem-solving, leadership, and the capacity to settle conflicts, according to the report. They were thought to be necessary for fostering a productive and cooperative work atmosphere.
- The study emphasized the growing significance of soft abilities in the future job market. Soft skills will become more important as robotics and artificial intelligence advance because conventional hard skills are predicted to receive less attention.
- The study also discovered that soft skill development programs had a big impact on improving people's soft skills. Participants in these programs reported having better bargaining, teamwork, and communication skills. This outcome highlights the importance of rigorous soft skills training.

CONCLUSIONS

- Everybody's life depends on having the right soft skills. These skills characterize a person in relation to their environment.
- The development and the advancement of corporate executives are undoubtedly impacted by the executive's capacity for teamwork and interpersonal effectiveness.
- The corporate world has a significant need for employees who possess the capability to effectively and adeptly engage with others. This entails the ability to interact with colleagues and stakeholders in a respectful and transparent manner.
- Contemporary corporate managers are expected to possess certain essential skills. They should demonstrate proficiency in comprehending complex situations, effectively bridging communication gaps, fostering connections and collaboration, and successfully garnering support from others. These abilities are crucial for their role in leading and managing teams within the dynamic corporate environment.
- Learning soft skills is a lifetime endeavor. It is a lengthy and exhausting process. It is also a source of life, in certain ways.
- Soft skills are roughly categorized as a collection of personality traits, behaviors, and social attitudes that enable individuals to interact with others productively, communicate clearly, and resolve conflicts.
- Individuals possessing strong soft skills often exhibit a high level of situational awareness and emotional intelligence. These qualities enable them to effectively navigate challenging work environments while consistently achieving favorable outcomes. Their ability to understand and adapt to various situations, coupled with their adeptness in managing emotions and relationships, empowers them to thrive even in demanding professional settings.
- An individual can only develop his soft talents once he has established himself. Individuals should be dedicated to the learning component, in other words.
- It is crucial for anybody, whether or not they are in a leadership position, to work with others when problems aren't immediately visible or to interact effectively during a period of uncertainty.

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