



# **SRI AKILANDESWARI WOMEN'S COLLEGE, WANDIWASH**

**SOFT SKILLS  
UG ENGLISH**

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- UNITS
- UNIT 1 CAREER SKILLS
- UNIT 2 WRITING SKILLS
- UNIT 3 READING SKILLS
- UNIT 4 LISTENING SKILLS
- UNIT 5 EXERCISE

# What is a skill?



- It is something that you are good at
- e.g. Being good/skilled at playing the piano, the guitar, playing a sport, fixing an engine, using a computer, writing a song etc.

# How do you become skilled?



- Some skills, we learn/acquire through life experiences from watching/listening to other people
- Others can be learned through work experience, involvement in sports clubs, youth clubs and societies (**extracurricular activities**)
- THESE ARE CALLED **TRANSFERABLE SKILLS**

# Career Skills



- More and more employers are looking for these transferable skills in their employees
- This is why it is so important to list these on your **CV** and to prepare well for an interview so that an employer can see that you have good **intrapersonal** and **interpersonal** skills

# Academic Skills



- Remember academic skills which you learn in school and in college are also very important for career progression

# Intrapersonal Skills



- These are the skills that one develop as part of their **personality**.
- In other words, they are **personal skills**
- It is one's ability to understand themselves
- E.g. I am....**Kind, Caring, Good Listener, Friendly...**

# Interpersonal Skills



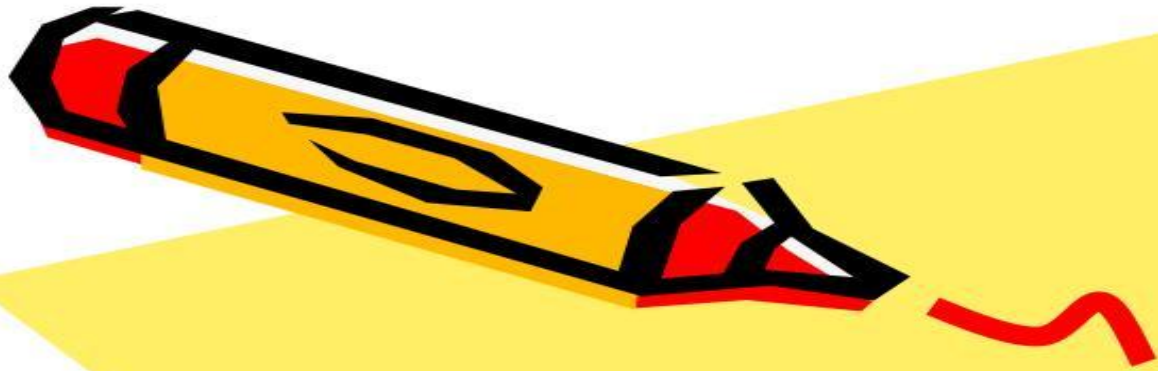
- This measures how well one can get on with others (**sociability**),
- how well we can **communicate assertively** with others,
- what **leadership skills** a person has,
- one's **problem-solving** capacity,
- how good a **team-player** someone is etc.



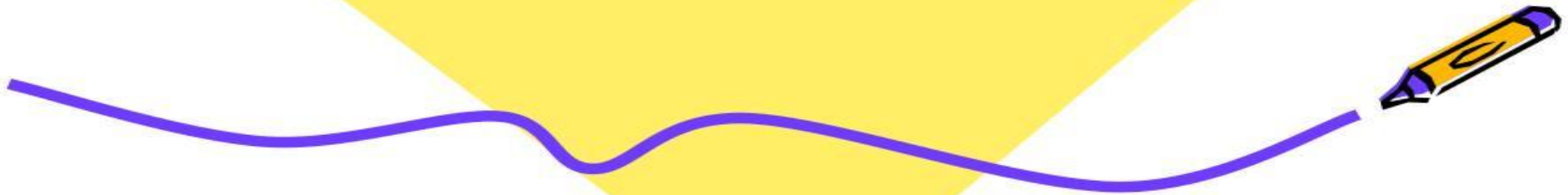
# Skills Audit



- Now take the Skills Test Audit and see how well you would rate your interpersonal, intrapersonal and technical/practical skills
- This should also help you in making a good career decision



# Writing Skills



# BASICS OF WRITING

- Decide on your topic.
- Prepare an outline or diagram of your ideas.
- Write your thesis statement.
- Write the body.



# WRITING

**Definition**-The process of writing can be defined as the arrangement of letters ,symbols or sequences to express defined and expressed meanings

- Formalism
- Generating ideas
- Mapping the argument
- Suspend judgement
- Composing a draft
- Problematize
- Contextualize
- Revision



# WRITING PARAGRAPH

- **WHAT IS A PARAGRAPH?**
- **WHY USE PARAGRAPHS?**
- **HOW IS A PARAGRAPH STRUCTURED?**
- **HOW DO YOU WRITE A PARAGRAPH?**
- **HOW DO YOU MAKE YOUR  
PARAGRAPHS FLOW?**

# HOW IS A PARAGRAPH STRUCTURED?

1. **Topic Sentence** This is the **first** sentence and it expresses the **main idea**.
2. **Supporting Sentences** details that expand your main idea.
3. **Concluding Sentence** a rounding off, possibly by summarizing what has been said or drawing a logical conclusion from it.



# WRITING AN INTRODUCTION

- What should an introduction do?
- The content of the introduction
- The structure of the introduction
- Making it interesting
- How long is an introduction?

# WRITING A CONCLUSION



- Purpose of conclusion
- Content of conclusion
- Analysis of conclusion





# Listening

- ❖ **Listening is the most important communication skill**
- ❖ **We probably spend more time using our Listening Skills than any other kind of skill**
- ❖ **Like other skills, Listening takes practice**
- ❖ **Real Listening is an active process**
- ❖ **Listening requires attention**



# Effective Listening

**Effective Listening is the process of analyzing sounds, organizing them into recognizable patterns, interpreting the patterns and understanding the message by inferring the meaning**

**Many of the problems we experience with people in our daily lives are primarily attributable to ineffective listening or lack of listening**





# Listening Comes First

The First and the foremost communication skill that we learn in our lives is nothing but "LISTENING"





# Listening is not Hearing

## **ACCORDING TO THE ELMHURST COLLEGE LEARNING CENTER:**

**Listening and hearing are not the same. Hearing is the first stage of listening. Hearing occurs when our ears pick up sound waves which are then transported to our brain. This stage is our sense of hearing.**

**Listening is a communication process and, to be successful, is an active process. In other words, we must be an active participant in this communication process. In active listening, meaning and evaluation of a message must take place before a listener can respond to a speaker. Therefore, the listener is actively working while the speaker is talking.**

**How can this happen? It is simple. Our thought speed is much faster than our speech speed. But be careful! Don't allow the thought speed to race into daydreaming. This habit will defeat our attempt to become an active listener.**



## Basic Communication Skills Profile

Communication	Order Learnt	Extent Used	Extent Taught
—			
<b>Listening</b>	<b>First</b>	<b>First</b>	<b>Fourth</b>
<b>Speaking</b>	<b>Second</b>	<b>Second</b>	<b>Third</b>
<b>Reading</b>	<b>Third</b>	<b>Third</b>	<b>Second</b>
<b>Writing</b>	<b>Fourth</b>	<b>Fourth</b>	<b>First</b>



## **Fallacies about Listening**

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- **Listening is not my problem!**
- **Listening and hearing are the same**
- **Good readers are good listeners**
- **Smarter people are better listeners**
- **Listening improves with age**
- **Listening skills are difficult to learn**

# **Objectives of Listening**

- ❖ **To learn**
- ❖ **To increase one's understanding**
- ❖ **To advise or counsel**
- ❖ **To relieve one's boredom  
(listening to music)**



# Research Findings

## One quarter of our waking time is spent in listening

Research shows that at the workplace, on an average, personnel spend about:

- **32.7 percent of their time listening**
- **25.8 percent of their time speaking**
- **22.6 percent of their time writing**



**Effective Listening is the most crucial skill for becoming a successful manager. It requires paying attention, interpreting and remembering sound stimuli.**





# Importance of Listening

- **Communication is not complete without effective listening**
- **An attentive listener stimulates better speaking by the speaker**
- **A good listener learns more than an indifferent listener**
- **A good listener can restructure vague speaking in a way that produces clearer meaning**
- **A good listener learns to detect prejudices, assumptions and attitudes**



# Real Listening

## Real listening has three basic steps:

- **Hearing** Hearing just means listening enough to catch what the speaker is saying. For example, say you were listening to a report on zebras, and the speaker mentioned that no two are alike. If you can repeat the fact, then you have heard what has been said.
- **Understanding** The next part of listening happens when you take what you have heard and understand it in your own way. Let's go back to that report on zebras. When you hear that no two are alike, think about what that might mean. You might think, "Maybe this means that the pattern of stripes is different for each zebra."
- **Judging** After you are sure that you have understood what the speaker has said, think about whether it makes sense. Do you believe what you have heard? You might think, "How could the stripes be different for every zebra? But then again, the fingerprints are different for every person. I think this seems believable."



# Reading Skills

# Introduction

- ▶ Reading skill is the ability to understand information presented in a written form.
- ▶ Effective reading skills are always essential in our academic as well as professional career. They are more necessary these days among the phenomenal advanced technology globalization , increasing cultural diversity , and adoption of team-based structures in work places.
- ▶ Time spent by professionals on communication activities on receiving information(listening and reading).Reading is as important as other communications skills. But most of us ignore importance of acquiring this communication skill involved in a receiving a broad spectrum of the messages .

# Purpose of reading



The purpose of reading is to connect the ideas on the page to what you already know.

If you don't know anything about the subject then pouring word of the text into your mind is like pouring into your hand. You do not retain much.

For example:

Try reading these numbers

4236157 this is a hard to read and remember

423-6157 this is a easier because chunking.

Similarly if you like sports , then reading the sport page is easy. you have framework in your mind for reading, understanding and storing information. During reading you need to be alert and grasp the message quickly.

Reading without purpose is sauntering not exercise.  
(Edward Bulwer-Lytton)

# Improving Reading skill

- ▶ Read a variety of materials. Do not limit yourself to a text-book.
- ▶ Read a fairly long portion of material. Try to read an entire section or chapter instead.
- ▶ Circle unknown familiar words as you read.
- ▶ After reading, recall as much as information possible.
- ▶ Considered how interesting the subject matter is and how much you already know about the subject.
- ▶ Answer questions about the material after reading it.

# Conclusion

- ▶ These slides will give you to increase awareness of the various aspect of reading comprehension and guidelines to help you improve your skills in this area of communication.
- ▶ Skimming and scanning is used when reading all types of documents.