

# **SOFT SKILLS**

**NEST Programme of WIRC of ICAI**

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# **‘SOFT’ SKILLS – MEANING & PURPOSE**

- **Skills other than ‘Technical’ or ‘Formal’ Skills**
- **Combination of :**
  - **Personality Traits**
  - **Behaviours**
  - **Social Attitudes**
- **Allow people to:**
  - **Effectively Collaborate**
  - **Communicate**
  - **Successfully Manage Conflict**
- **We need:**
  - **Empathy**
  - **Curiosity**
  - **Solution Oriented Approach**

# **THE 'A' to 'Z' of SOFT SKILLS**

- **A - Attitude, Adaptability**
- **B - Brevity, Being There**
- **C - Critical Thinking, Communication**
- **D - Decisiveness, Do it!**
- **E - Empathy**
- **F - Flexibility, Forgiveness**
- **G - Go getter, Go Giver**
- **H - Humour**
- **I – Imagination, Introspection**

# **THE 'A' to 'Z' of SOFT SKILLS contd...**

- **J - Joining the dots**
- **K - Keep Giving**
- **L - Leadership, Liberal Approach**
- **M - Managing Time**
- **N - Networking, Negotiation**
- **O - Open & Honest (communication & Behaviour)**
- **P - Problem Solving, Public Speaking**
- **Q - Questioning (intelligently)**
- **R – Responsibility, Remembering good deeds**

# **THE 'A' to 'Z' of SOFT SKILLS contd...**

- **S - Sharpening the Saw (Skilling & Reskilling)**
- **T - Teamwork (also Time Management again...)**
- **U - Understanding (No unconscious bias)**
- **V - Validation & Verification**
- **W - Work ( 'Work' and 'Other Commitments')**
- **X - 'X' Factor**
- **Y - You (not 'I' or 'Me')**
- **Z - Zeroing in (on developmental areas)**

# Recommended Reading (& Rereading)

- *The Ramayana and The Mahabharata*
- **The Go – Getter by Peter B Kyne**
- **The Go – Giver by Bob Burg**
- **The One Minute Manager by Ken Blanchard & Spencer Johnson**
- **Whoi Moved my Cheese – By Spencer Johnson**
- **The Noticer – By Andy Andrews**
- **The Ultimate Gift by Jim Stowall**
- **Winners Never Cheat (Even in Difficult Times) by John M Huntsman**
- *The Difficulty of Being Good by Gurcharan Das*

# Thank You. Stay Blessed!

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