



Soft Skills in Virtual Era

WIRC WEBINAR

BY KRUNALI SHAH

WHY SOFT
SKILLS?



85% of one's success at work is attributed to soft skills and 15% to technical skills

AS PER A STUDY CONDUCTED BY HARVARD UNIVERSITY, CARNEGIE FOUNDATION AND STANFORD RESEARCH CENTRE

2016

Content

- Team Alignment
- Virtual Presentation
- Interview Tips
- Body Language in Meetings
- Building Relationships
- Closing Slide & Background

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Team Alignment

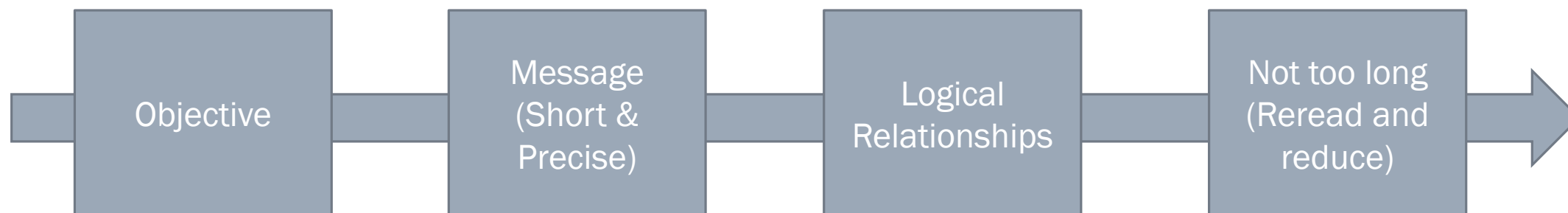
Urgent and most important problem to be addressed first

- Case Study 1: **Communication gap** within the team (inefficiencies in communication, lack of clarity on workstreams, unclear effective communication mode) – best practices...
- Case Study 2: How to have a **healthy debate or get doubts** solved?
- Case Study 3: Team thinks **you are not working** (because you are not virtually visible)
- Case Study 4: **Top down communication** challenges
- Case Study 5: **Whatsapp** is the dominant strategy (groups / personal messages)
- Case Study 6: What are your **office hours?** Lack of demarcation
- Case Study 7: What to do when **seniors suddenly become unavailable?**
- Case Study 8: Working with **different managers** & their priority expectations

Team Alignment

Drafting effective emails to convey the message

Think of it like an executive summary



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Virtual Presentation

Before we start.. Where will you present? ☹️

- ICAI Conferences
- BCAS Elocution competition
- Paper Presentation
- Outside CA competitions
- Government competitions
- Toast Masters
- Maybe form a club amongst yourselves 😊

Virtual Presentation

How to start working on the presentation?

Build a WIP version on an easy to change and alter medium :

- Option 1 – Word Doc on the story with headline and key points
- Option 2 – PPT with only headings or storyline (content page)
- Option 3 – Draw slides on papers
- Option 4 – List key findings on a sticky note & connect them to build a story



EXECUTION

Priceless yet hard to follow tip:

- 15 minutes to reduce
- 15 minutes to think about : Narrative, Elevator pitch, 'SO WHAT', follow up!

Virtual Presentation

How to make a visually appealing & understandable presentation

Three very simple tips to remember

1. Logical flow [overall + on each slide] (use markers & arrows generously)
2. One message on one slide (Avoid clutter & prefer blankspace)
3. Utilize visuals, but don't overdo (use colours sparingly)
4. In case of team work – consistency in look & feel
5. Flow charts make your life easier

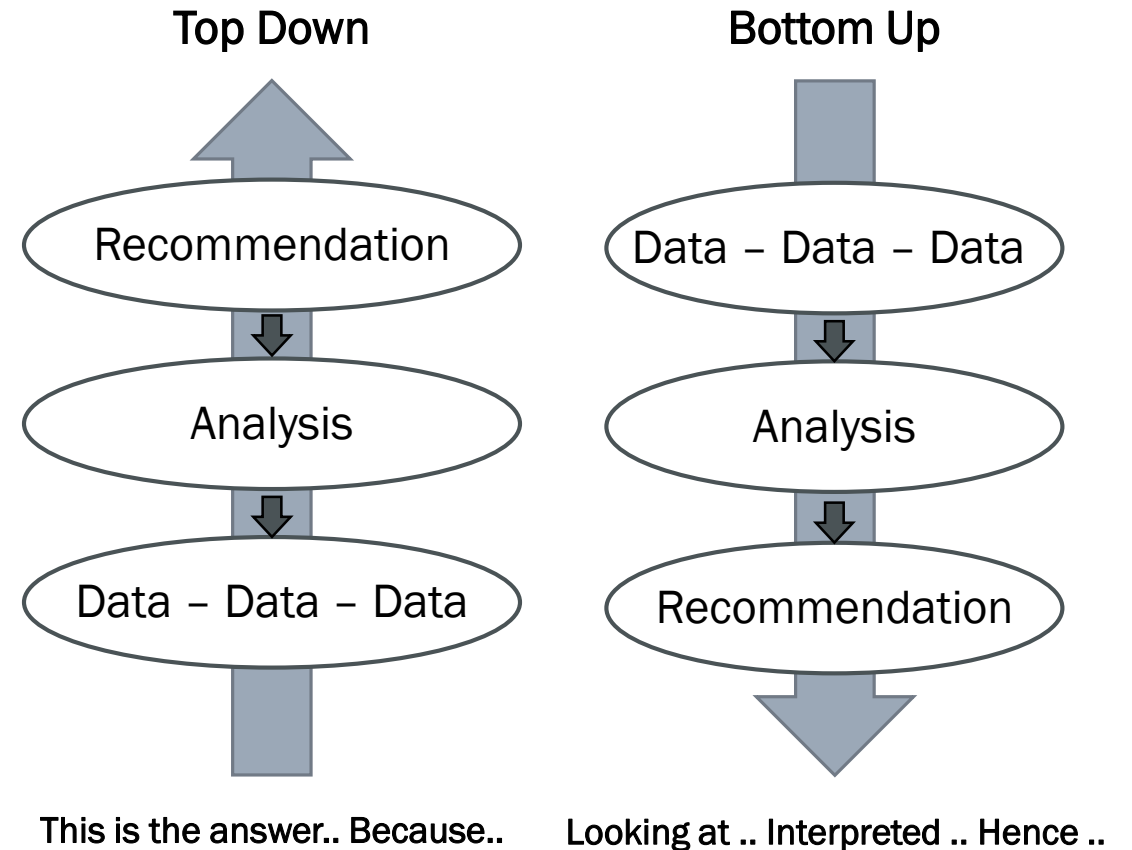
Critical tip : Don't forget to give references wherever used

Virtual Presentation

Becoming a good story teller!

- Story should flow fluidly
- Emotions, Conflicts, Solution, Crisis
- So what?? – key question
- How you execute versus how you present
- Audience is the king
- Compelling story
- Key takeaway
- Points – McKinsey way of three!

Choice



Virtual Presentation

Finally, the presentation ...

GENERAL ADVICE

- Set up your Virtual Stage well in advance
 - Microphone
 - Background
 - Face angle
 - Lighting
 - Platform & presentation (try & test)
- Be cautious about your voice pace and clarity, Internet can backfire at times
- Respond to the Audience's body language [Conduct engagement activities, but do not force-fit]

PERSONAL LEARNINGS

- Point the cursor to denote
- Verbally saw – left part of the slide, right part, bottom left etc – instead of saying here and there
- Say slide number, in excel saw worksheet named XXX and cell number/ row/ column XXX
- Set time for Q&A
- Practice, practice, practice

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Interview Tips

Preparation remains the same, delivery changes

PREP BEFORE INTERVIEW BEGINS

- Do a dry run
- Remember it's a great opportunity – better than in-person interview
- Clothing – all rules applicable
- Get familiar with the platform
- Avoid distractions in front of you (for yourself) and behind you (for interviewer)
- Kids will be kids!
- Practice with a friend or coaching buddy

PERSONAL LEARNINGS

- Login at least 20 minutes before (NOT ALWAYS – check if it's a shared link?)
- Double check date, time and timezone
- Show your real background (if it's suitable)
- Engage the interviewer with eye contact and connection
- Watch the recording of your mock interviews
- Tell everyone in your house that it's your interview
- Watch your expressions – everything is zoomed in

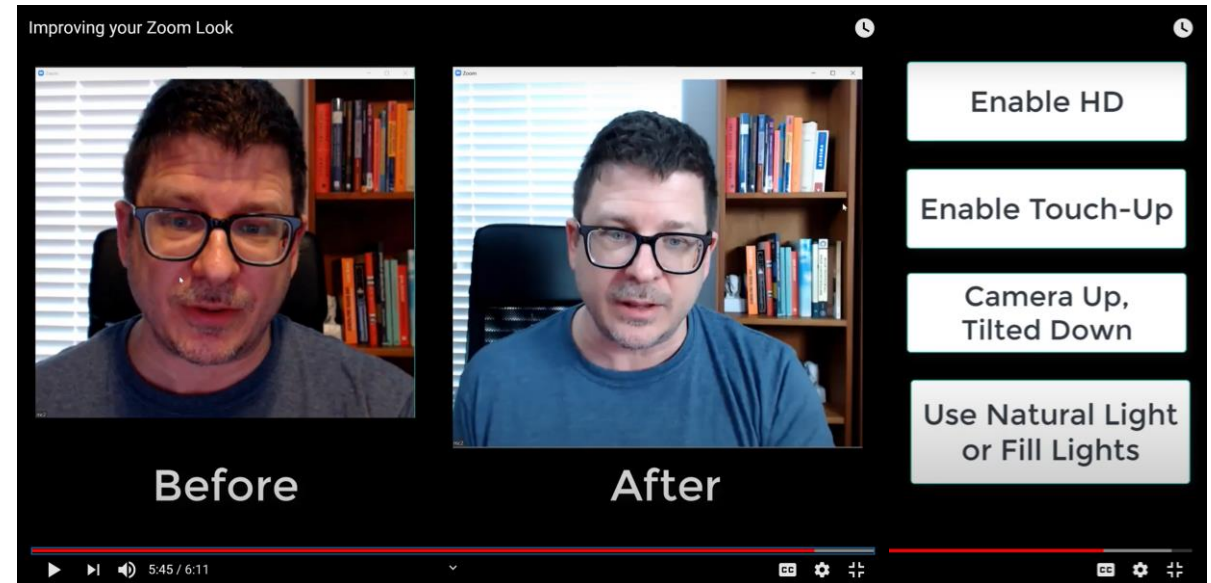
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Body Language

Basics need to be right even in a virtual set-up

- Plain wall/ books - pay importance to background
- Right angle of face & screen
- Good window lighting – natural / artificial
- DON'T USE PHONES
- LOOK AT THE CAMERA
- Don't lean in, maintain appropriate distance
- Formal attire – denotes sincerity



Source: https://www.youtube.com/watch?v=_8YB8fqRNOU

<https://magneticspeaking.com/9-important-tips-for-virtual-presentations/>

<https://www.forbes.com/sites/kathycaprino/2020/07/03/10-key-tips-for-acing-your-video-interview/#f11f7a350036>

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Building Relationships

You might find some of the best set of people at your workplace

- Empathy towards team members
- Basic courtesy – good time to talk? Please, sorry, thank you
- Attitude and approachability of other person
- Clear communication of your preferred mode of communication – ask the opposite person the same
- Set aside time to just catch-up
- Virtual 10-15 min Coffee Sessions with peers & immediate juniors + seniors
- Help junior articles !!

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Thank You for your time!



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Krunali Shah

About Myself:

Professional Experience:

- Current - Investment Associate at A91 Partners
*A91 Partners is a Venture Capital firm based out of Mumbai.
We partner with founders who are building meaningful and fast growing businesses to change the landscape of our country.
Current portfolio – Sugar cosmetics, Paperboat & Swing (Hector beverages), Digit, Aye Finance, Atomberg, Pushp Masale*
- Past – Associate, Boston Consulting Group

Education:

- MBA from IIM Ahmedabad (Batch of 2020)
- CA Final, All India Rank 23 (May 2017)
- B-Com from Narsee Monjee College, Mumbai (June 2016)

Before we end ...

...QUESTIONS ?