**Introduction:**

Soft skills play a vital role for professional success; they help one to excel in the workplace and their importance cannot be denied in this age of information and knowledge. Good soft skills -- which are in fact scarce -- in the highly competitive corporate world will help you stand out in a milieu of routine job seekers with mediocre skills and talent.

Soft skills are learned behaviors which require training and focused application. Soft skills will enable students with a strong conceptual and practical framework to build, develop and manage teams. They play an important role in the development of the students’ overall personality, thereby enhancing their career prospects. Training in soft skills provides strong practical orientation to the students and help them in building and improving their skills in communication, the effective use of English, business correspondence, presentations, team-building, leadership, time management, group discussions, interviews and interpersonal skills. It also helps students in career visioning and planning, effective resume writing and dealing with placement consultants and head hunters.

In an age when relationships between individuals and organizations are getting more and more complex, it is not enough to only have an excellent IQ. Being good at number crunching and scoring high marks in subjects are not the only criteria for success in professional or personal life. The ability to deal with one's feelings and understand the feelings of others in any given situation helps one to complement academic intelligence/ cognitive capacities (IQ) with a humane understanding of issues. This ability is known as Emotional Intelligence or Soft Skills.

Soft Skills have two parts. One part involves developing attitudes and attributes, and the other part involves fine-tuning communication skills to express attitudes, ideas and thoughts well. Crucial to successful work is the perfect integration of ideas and attitudes, with appropriate communication skills in oral, written and non-verbal areas. Attitudes and skills are integral to soft skills. Each one influences and complements the other.
Companies are looking for candidates who are smart and can present themselves well. Soft Skills training has become a must for the students who want to go for job or higher studies. Soft skill is not a visible skill like the domain subject content in a student but it helps in improving the personality of the person. It gives finishing touch to the personality. It includes communication skills, interpersonal skills, group dynamics, team work, body language, etiquettes, selling skills, presentation skills, confidence building etc. Soft skills along with grammar, pronunciation and vocabulary exercises will boost the confidence of students.

Hard skills are academic skills, experience and level of expertise while soft skills are self-developed, interactive, communicative, human and transferable skills. Literature suggests that hard skills contribute to only 15% of one's skills success while remaining 85% is made by soft skills. Most employers these days want to hire, retain and promote persons who are dependable, resourceful, ethical, self-directed having effective communication,

Instead of just focusing on meeting academic requirements and earning their diplomas, students would do well to strive towards mastering soft skills, too, such as good time management, being accountable and having a strong work ethics. Soft skills will help the students increase their employability potential and face the challenges of the present time. The students will develop diverse range of abilities such as communication skills, strategic-planning skills, self-awareness, analytical thinking, leadership skills, team building skills etc.

Soft skills help in improving human potential. Soft skills for students increase their comfort level. It is the acronym for situational awareness, presence, authenticity, clarity and empathy. Team debates, team presentations and self-reflections are essential for developing soft skills. Soft skills play a crucial role in making students employable as it enables them to be flexible, positive to change, handle ever-increasing expectations of employers and to stay globally competitive.

Soft skills include concepts such as problem solving, team work and adaptability to change. These skills are not necessarily graded in a traditional sense but might be assessed with analytical rubrics. The workforce profile defines 'Soft skills' as personal traits and skills that employers seek in employees for jobs of any type. Soft skills are intangible qualities required for
full development of an individual. Grooming of the students with soft skills will enable them to successfully take part effectively in various selection procedures, and very many situations they are likely to come across in their professional careers and make them ready to get a head start in the corporate world.

It has been observed that the students who performed well in group discussions, mock interviews and oral presentations and who demonstrated communication, critical thinking and group skills during the practice sessions were successful in campus recruitment.

Over the past decade the importance of soft skills such as communication, presentation and negotiation for b-school students has been emphasized by b-school departments in the developed countries. In this rapidly changing globalized world b-schools do not belong to any particular nation. The students should have the globalized multi skills including communication skills, critical thinking skills, group skills and interpersonal skills.

In the world of work, hard skills normally refer to technical or administrative procedures related to an organization’s business. Examples include financial procedures and sales administration, using tools, operating machinery, typing, proficiency with software applications and computer protocols, mathematical ability, safety standards. These skills are typically easy to observe, quantify and measure. They are also easier to train, because most of the time the skill sets are brand new to the learner and no unlearning is involved. By contrast, soft skills are typically more difficult to observe, quantify and measure. Some people make friends easily, for example, which would be considered a valuable soft skill in the world of sales. Others are extremely punctual, or able to make rational decisions under pressure. A person may also have the ability to work with co-workers from other cultures, or learn a new language quickly. These would all be often considered as innate skills. As a matter of fact, soft skills refer to a cluster of qualities, habits, personality traits, attitudes and social graces which everyone possesses in varying degrees, and are needed for everyday life as much as they are needed for work.

Communication refers to the exchange of thoughts and ideas with the intention of conveying information. As Robert Gately says, “Effective Communications starts with listening”. A teacher, who is able to communication well with students, can inspire them to listen and participate in class. Students learn at their own pace and assess their proficiency by listening to
audio and video materials to develop their listening, speaking, reading and writing skills. Language Laboratories are necessary for the effective teaching of English pronunciation and communication skills.

A language lab acts as a platform for learning, practicing and producing language skills through interactive lessons and communication mode of teaching. The uses of Language Research Centers are considered to be a radical shift from the teacher-centered approach to an independent and enjoyable learning experience. Learners can act and respond in a variety of ways at their own pace. The language laboratory exists to help one to use technology effectively to communicate.

According to numerous surveys, approximately 85% percent of our success in life is directly attributable to our communication and relationship building skills. When you're trying to connect with the majority of people, you feel hesitating. Sometimes you got stuck between two: Open Environment and Closed Environment. Open Environment is characterized with the trust to express different opinions and disagreements, all ideas are seriously considered here, Communication flows in all directions etc. On the contrary, a closed communication environment involves fear to express what they really think. There is One-way and top-down communication. Moreover, there is lack of true dialogue in it. So there is a need to Ask yourself Five Questions for effective communication:
- Are you finding a common ground between you two?
- Are you making them feel comfortable?
- Are you making them feel understood?
- Is your relationship clearly defined?
- Are they feeling positive emotions as a result of interacting with you?

Communication skills are often taught in interactive group settings that involve practical training and critical reflection. These complex learning processes demand students’ awareness of their learning strategies, defined as the “ability to reflect, understand and control one’s learning”27, including cognitive activities like goal setting, planning, self-monitoring, self-evaluation, and reviewing of the learning content. Awareness of learning strategies can be assessed with the
Metacognitive Awareness Inventory (MAI), which includes the “knowledge of cognition” and “regulation of cognition” scales