

Traversing Through Positive Attitude As Valued Soft Skill

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Abstract

Skills are the expertise or talent needed in order to do a job or task. Job skills allow you to do a particular job and life skills help you through everyday tasks. There are many different types of skills that can help you succeed at all aspects of your life whether it's school, work, or even a sport or hobby. Skills are what makes you confident and independent in life and are essential for success. It might take determination and practice, but almost any skill can be learned or improved.

1. INTRODUCTION

As a soft skill, communication is not about multiple syllables or rousing speeches. Able communicators can adjust their tone and style according to their audience, comprehend and act efficiently on instructions, and explain complex issues to colleagues and clients alike. Communication is also an important aspect of leadership, since leaders must be able to delegate clearly and comprehensibly.

➤ Self-Motivation

Having the positive attitude and the initiative to work well without round-the-clock is a vital soft skill for any employee. Not only does it demonstrate reliability and commitment, but it shows that you can fit efficiently into an organisational structure without the need for constant oversight.

➤ Leadership

Leadership is a soft skill you can show even if you're not directly managing others. Leadership can be thought of as a collection of various other soft skills, such as a general positive attitude and outlook, the ability to communicate effectively, and an aptitude for both self-motivating and motivating others.

➤ **Responsibility**

Self-awareness is a seldom talked about but highly valued soft skill; knowing when to accept responsibility for any mistakes you have made demonstrates a healthy level of humility, and a willingness to learn and progress.

➤ **Teamwork**

Like leadership, good teamwork involves a combination of other soft skills. Working in a team towards a common goal requires the intuition and interpersonal acumen to know when to be a leader, and when to be a listener. Good team players are perceptive, as well as receptive to the needs and responsibilities of others.

➤ **Problem Solving**

Problem solving does not just require analytical, creative and critical skills, but a particular mindset: those who can approach a problem with a cool and level head will often reach a solution more efficiently than those who cannot. This is a soft skill which can often rely on strong teamwork too. Problems need not always be solved alone. The ability to know who can help you reach a solution, and how they can do it, can be a great advantage.

2. ABILITY TO WORK UNDER PRESSURE AND TIME MANAGEMENT

Many jobs come with demanding deadlines and occasionally high stakes. Recruiters prize candidates who show a decisive attitude, an unfaltering ability to think clearly, and a capacity to compartmentalise and set stress aside. Time management is closely related to the ability to work under pressure, as well as within tight deadlines. Employees who manage their time well are able to efficiently prioritise tasks and organise their diaries, while adopting an attitude which allows them to take on new tasks and deadlines.

➤ **Flexibility**

Naturally, people can be wary of leaving the comfort zone formed by their repertoire of hard skills. Flexibility is an important soft skill, in as much as it demonstrates an ability and willingness to acquire new hard skills, and open-mindedness to new tasks and new challenges. Employers often seek candidates who can show a willing and upbeat attitude, since many jobs come with the possibility of secondments.

➤ **Negotiation and Conflict Resolution**

This is another of those soft skills which employers look for in potential leaders. To be an adept negotiator is to know how to be persuasive and exert influence, while sensitively seeking a solution which will benefit all parties. Similarly, conflict resolution depends on strong interpersonal skills and the ability to establish a rapport with colleagues and clients alike.

➤ **Soft Skills in the work place**

"Soft skills" refer to a cluster of personal qualities, habits, attitudes and social graces that make someone a good employee and compatible to work with.

Companies value soft skills because research suggests and experience shows that they can be just as important an indicator of job performance as hard skills.

3. COMMON SOFT SKILLS ARE AS UNDER

- ❖ Positive Attitude
- ❖ Good Communication
- ❖ Problem Solving
- ❖ Acting as Team Player
- ❖ Self- confidence
- ❖ Ability to Accept and Learn from Criticism
- ❖ Flexibility
- ❖ Working well under pressure

4. POSITIVE ATTITUDE AS A VALUED SOFT SKILL

A positive attitude in the workplace can help you whether you own your own business, work as an employee, or manage others within a business environment. You'll enjoy your work more and achieve your workplace or business related goals more easily and faster. While you may not be able to control the mood of the entire workplace, you are always in control of your own attitude each day.

Ten tips for developing a positive attitude in the workplace:

- i. **Gratitude** – Be appreciative of everyone who does a good job and gets things done on time. Be especially appreciative of those who go above and beyond what they're required to do. Appreciation feels good for both the giver and the receiver. See my page on gratitude for more information.
- ii. **Celebrate the Victories** - For some reason, many people tend to focus on everything they don't like and that's going wrong. Try instead to focus your attention on things that are going well by taking time often to celebrate the victories at work. Reward yourself or praise another individual for a job well done. If you're part of a team that does something successfully, arrange a get-together to celebrate it. If you're a manager, send frequent notes out to your staff outlining things that are going well for the company.
- iii. **Turn Problems into Opportunities** – If problems are encountered, don't just focus on them. Instead, change your focus by asking yourself or your team, "How can we solve this issue, and what can we learn from it?" Every problem, or challenge, is an opportunity to learn and grow. Don't wallow in the issue; focus on the potential to become better instead.
- iv. **Keep Healthy and Well Rested** – It's tough to have a positive attitude when you're feeling run down and tired. Make sure you're getting enough sleep, eating lots of fresh fruits and vegetables, drinking enough water, and getting regular exercise. This may all sound time-consuming, but you'll end up having much more energy and focus and

you'll actually be able to get more done in less time. You'll also feel much better mentally, which will help you maintain that positive attitude.

- v. **Smile** – Force yourself to smile, even if you don't feel like it. A smile will actually shift how you feel internally. And when others see you smiling, they feel better as well.
- vi. **The “No Complaining” Policy** – No one likes a complainer. If you're a manager, tell your team that you would like them to not come to you with an issue unless they have a proposed solution to go with it. If you report to someone else, refrain from whining to them. Instead, go to your boss and explain that you have a challenge and would like to offer a way to solve it. This both minimizes complaining and turns the focus away from the issue and to possible solutions instead, thereby maintaining a constructive work environment.
- vii. **The Win-Win Policy** – Make it your own personal philosophy or make it a requirement in your workplace that each agreement reached must be win-win. Agreements and negotiations must never favor one party. There is always a way to make agreements positive for both parties involved. Ask “What would be good for you?” Once they and you have answered that question, do your best to work out a solution that implements as many of the good ideas for both sides as possible.
- viii. **Put People into Positions that Use Their Strengths**– What better way for people to enjoy their job than to have them doing things they're good at and that they enjoy. People will be more motivated and get better results when they enjoy what they do. Some people like crunching numbers: get them to work on the spreadsheets that need to be done. Others like talking to people: maybe they would like working in customer service. Some people are natural problem solvers: put their skills to use. If you play on people's strengths, you'll see a dramatic shift toward a positive attitude in the workplace.
- ix. **Trust others and Evaluate People Based on Their Results**– If you are a manager, trust your people to do the jobs they were hired for. If you give people the authority to do their jobs, you will get amazing results, much better than if you hover over them. Tell your people what you want them to achieve, and then let them go do it. When you trust them to do it well, they will want to honor that trust. Most people will do the best they can to live up to the confidence you're placing in them, and they will appreciate you for it. There might be the occasional person who takes advantage of this policy, but their attitude will show itself quite quickly.
- x. **Focus on What You Enjoy**. Improve the Things You Don't Enjoy– Make a list of the things you enjoy about your job and your workplace. Make it a point to review this list often as a reminder that there are good things about your workplace. For the things you don't enjoy, ask yourself how you could make them tolerable. Could you do them at a different time, in a different location, maybe with some music going? Can you speak to your manager about them, and offer a possible solution? Can you see anything good about them? If so, focus on that instead. Do whatever you can think of that might make those tedious tasks more enjoyable. Keep challenging yourself with the question of

how you can make things better until you feel a noticeable difference in your attitude toward those tasks.

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