



Soft Skills – Part II

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Personal Traits and Soft Skills Assessment

Understanding and evaluating your personal traits alongside your soft skills is essential for professional growth. This assessment helps you identify strengths and areas for development in both innate characteristics and learned abilities.



Confidence

Self-assurance in your abilities and decisions, enabling you to take initiative and face challenges head-on.



Adaptability

The capacity to adjust to new conditions, embrace change, and thrive in dynamic environments.



Emotional Intelligence

Understanding and managing your emotions while recognizing and influencing the emotions of others.

01

Communication

Articulating ideas clearly and listening actively across various channels and audiences.

02

Teamwork

Collaborating effectively with others, contributing to shared goals, and supporting team success.

03

Leadership

Inspiring and guiding others toward achieving objectives while fostering growth and innovation.

These skills can be expressed and demonstrated through both written communication and visual presentations, making them essential tools in your professional toolkit.

Professional Communication and Proposal Writing

Mastering professional communication is critical for workplace success. Whether drafting emails, reports, or business proposals, clarity and structure ensure your message resonates with stakeholders.

Features of Professional Communication

Formal Tone

Maintains professionalism and respect in all business interactions.

Clear Structure

Organizes information logically for easy comprehension and action.



Business Proposal Structure

A well-crafted business proposal follows a proven framework that guides your reader from problem identification to solution acceptance.



Title

Captures attention and sets the proposal's focus.



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-  **Title**
Captures attention and sets the proposal's focus.
-  **Introduction**
Establishes context and builds credibility.
-  **Problem**
Identifies the issue requiring resolution.
-  **Solution**
Presents your approach to addressing the problem.
-  **Benefits**
Highlights the value and positive outcomes.
-  **Conclusion**
Reinforces key points and calls for action.

Trust-Building and Non-Verbal Communication

Communication extends far beyond words. Non-verbal cues often convey more meaning than spoken language, and building trust through these signals is fundamental to effective interpersonal relationships.

The Power of Non-Verbal Communication

Research shows that up to 93% of communication effectiveness comes from non-verbal cues. Understanding and mastering these elements enhances your ability to connect authentically with others.



Facial Expressions

Your face reveals emotions and reactions, conveying sincerity, enthusiasm, and engagement in conversations.



Gestures

Hand movements and gestures emphasize points, express emotions, and add clarity to verbal messages.



Eye Contact

Appropriate eye contact demonstrates confidence, interest, and trustworthiness while establishing connection.



Posture

Body positioning reflects confidence, openness, and professionalism, influencing how others perceive you.

Interactive Trust-Building Activities

1

Trust Walk

A partner guides a blindfolded participant through obstacles, building reliance and communication skills.

2

Silent Expression Game

Convey messages without words, strengthening non-verbal communication awareness and interpretation.



These experiential activities help you recognize the profound impact of non-verbal signals and develop the trust essential for effective collaboration.