

Soft Skills – 24EN451

Unit V (Business Skills)

Part II

Course Title: Soft Skills – Unit V Business Skills Part II

Course Code: 24EN451

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Slide 2: Module 4 – Personal Traits and Soft Skills Assessment

Evaluating your combination of personal traits (innate characteristics) and soft skills (learned abilities) is crucial for identifying personal strengths and development areas.

Key Personal Traits & Soft Skills

Confidence: Possessing self-assurance in your personal decisions and abilities, allowing you to take the initiative and confront challenges head-on.

Adaptability: The capacity to successfully adjust to new conditions, embrace organizational change, and thrive across dynamic environments.

Emotional Intelligence: The practice of understanding and managing your own emotions while recognizing, validating, and influencing the emotions of others.

Communication: Articulating ideas clearly and listening actively across a variety of channels and diverse audiences.

Teamwork: Collaborating effectively with peers, contributing meaningfully to shared group goals, and supporting overall team success.

Leadership: Inspiring and guiding others toward reaching collective objectives while actively fostering individual growth and innovation.

Note: These skills can be effectively expressed and demonstrated through both written communication and visual presentations, making them vital tools in a professional toolkit.

Slide 3: **Module 5 – Professional Communication and Proposal**

Writing

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

Core Features of Professional Communication

Formal Tone: Maintains a standard of professionalism and respect throughout all business-related interactions.

Clear Structure: Organizes informational data logically to allow for easy comprehension and subsequent action.

Slide 4: **Business Proposal Structure**

A well-crafted business proposal follows a proven framework designed to seamlessly guide your reader from problem identification to solution acceptance.

The 6-Step Structural Framework

1. **Title:** Captures the reader's attention and clearly sets the focus of the proposal.

2. Introduction: Establishes necessary context and builds baseline credibility.
3. Problem: Explicitly identifies the core issue requiring a resolution.
4. Solution: Presents your specific strategic approach to addressing the identified problem.
5. Benefits: Highlights the tangible value and positive outcomes resulting from the solution.
1. Conclusion: Reinforces the key points of the proposal and provides a clear call to action.

Slide 5: **Trust-Building and Non-Verbal Communication**

Communication extends far beyond spoken words. Non-verbal cues often convey far more meaning than spoken language, and building trust through these signals is fundamental to establishing effective interpersonal relationships. Research shows that **up to 93% of communication effectiveness** stems from non-verbal cues.

Elements of Non-Verbal Communication

Facial Expressions: Reveals emotions and immediate reactions, conveying sincerity, enthusiasm, and active engagement during conversations.

Gestures: Involves hand movements that emphasize key points, express underlying emotions, and add clarity to verbal messages.

Eye Contact: Demonstrates confidence, interest, and trustworthiness while actively establishing a connection with the listener.

Posture: Reflects body positioning that projects confidence, openness, and professionalism, deeply influencing how others perceive you.

Interactive Trust-Building Activities

Trust Walk: An exercise where a partner guides a blindfolded participant through obstacles, directly building reliance and mutual communication skills.

Silent Expression Game: An activity centered on conveying messages entirely without words, which strengthens non-verbal communication awareness and interpretation skills.

Summary: Experiential, hands-on activities help individuals recognize the profound impact of non-verbal signals and develop the necessary trust essential for effective workplace collaboration.