

SOFT SKILL TRAINING “30 HOURS” COMMON TO ALL COURSE

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INTRODUCTION

We all live together in this world with others, where we want to share our thoughts, feelings, ideas and beliefs with them. We exchange information with them through words, gestures, expressions, tones etc. This interaction is called communication. In this lesson you will learn about communication, its kind and uses also about how we can use communication effectively in our day life.

Objectives

After learn this lesson the learner will able to:

- Define communication and diagrammatic representation of the communication.
- Components of effective communication
- Method of presentation
- Self management
- Time management
- Motivation techniques
- Ethics & values
- Interpersonal skill.

Q-What is communication?

Communication is a process of interaction with people and environment. Two or more individual interact and influence the idea, beliefs and attitude of each other. We exchange information with them through words, gestures, expressions, tones etc. This interaction is called communication. In this lesson you will learn about communication, its kind and uses also about how we can use communication effectively in our day life.

Concept of effective communication

Components of effective communication –conviction, confidence & enthusiasm, listening

Effective Communication – communication is the process of sharing information, thoughts and feelings between people through speaking, writing or body language. Effective communication extends the concept to require that transmitted content is received and understood by someone in the way it was intended .The goals of effective communication includes creating a common perception, changing behaviours and acquiring information. So, you know now, now that communication is the basic need of life. We cannot imagine a day without some kind of verbal or non- verbal communication.

When we look our surrounding or when we talk to people in person or on telephone, or when we write a letter or send e-mail or when we read a book or listen to radio or watch a programme on T.V. we are communicating with the world in which we live. Thus communication is an integral part of our life. But, sometimes, it happens that the receiver of information does not receive it as we want to send it. We are either misunderstood or understood incompletely. In both the cases the purpose of communication is defeated. So let's, now, look at some of the points that we need to take care of in order to make our communication effective.

Conviction: A conviction is something certain: a judgement of guilty in court and strong beliefs are both convictions.

In the legal world, when a judge or jury *convicts* someone of a crime – finding them guilty – this is called conviction. Prosecutors try to get convictions, and defence attorneys try to prevent them. Also, convictions are beliefs – principles.

An unshakable belief in something without need for proof and evidence.

Confidence & enthusiasm:

Confidence: confidence is a really personal thing that isn't the same for everyone.

Different people have different levels of confidence, but there are some signs of a confident person which can give insight into where confidence comes from. Even if you're not naturally confident, there are a number of ways you can build on your confidence over time.

Confidence is a pretty broad term and can be difficult to define as it's so personal. Most people see confidence having a belief in yourself another person or an idea. When a person is confident, they are showing that they have faith in their talents, abilities and personal strength.

Having confidence can have a really positive impact on your day to day life, as well as your ability to achieve the things you want to do. The cool thing about confidence is that there is no official measure of a person's confidence; if you feel confidence then you probably are.

Enthusiasm: Enthusiasm a feeling of energetic interest in a particular subject or activity and an eagerness to be involved in it.

Strong feeling and excitement about something of active interest in something that you like or enjoy. Something causing a feeling of excitement and active interest: a hobby that someone feels enthusiastic about. Enthusiasm applies to lively or eager interest in or admiration for a proposal, cause, or activity.

Listening: listening is receiving language through the ears. Listening involves identifying the sounds of speech and processing them into words and sentences. When we listen, we

Hence, to have an effective communication, let your speech be precise, simple and sweet. I am sure; you'll be amazed to analyze the results!

Barriers to communication – int & ext barriers: - intrinsic motivation, perception, language, fear, power of speech etc:

There are many barriers to communication that exist in any organization, but some are more pervasive and more common environmental or personal and may include such things as noise (real or internal), bias, culture differences or even differences in roles, or level of authority, within the organization.

Barriers are influencing factors which impede or breakdown the continuous communications loop. They block, distort and applying countermeasures, team members can effectively communicate. Barriers are include:

- Non assertive behaviour
- Task- preoccupation
- Anger or frustration
- Personal bias
- Team diversity
- Lack of confidence
- Inappropriate priorities
- Organizational structure
- Distraction
- Tunnel vision
- Interruptions
- Rank differences.

Intrinsic Motivation: intrinsic motivation involves performing an action because you enjoy it, not because you are trying to earn a reward.

Intrinsic motivation refers to behaviour that is driven by internal rewards. In other words, the motivations to engage in behaviour arise from within the individual because it is intrinsically rewarding. This contrasts with extrinsic motivation, which involves engaging in behaviour on order to earn external rewards or avoid punishments.

Perceptions: perception is the way you think or understand someone or something. The ability to understand or notice something easily is perception. The way that you notice or understanding something using one of your senses.

Language: The system of words or signs that people use to express throughout and feelings to each other. Anyone of the systems of human languages that are used and understood by a particular group of people or words of a particular kind.

Fear: fear is simply because you are not living with life, you are living in your mind. Your fear is always about what's going to happen next. That means your fear is always about that which does not exist. If your fear is about the non-existent, your fear is hundred percent imaginary. If you are suffering the non-existential, we call that insanity. So, people may be in just socially accepted levels of insanity, but if you're afraid or if you're suffering anything which does not exist, it amounts to insanity, isn't it?

Power of speech: A spoken expression of ideas, opinions, that is made by someone who is speaking in front of a group of people. An individual manner or style of speaking and the power of expressing or communicating thoughts by speaking.

Listening: listening is receiving language through the ears. Listening involves identifying the sounds of speech and processing them into words and sentences. When we listen, we use our ears to receive individual sounds (letters, stress, rhythm and pauses) and we use our brain to convert these into messages that mean something to us. Listening in any language requires focus and attention. It is a skill that some people need to work harder than others. People who have difficulty concentrating are typically poor listeners. Listening in a second language requires even greater focus.

Like babies, we learn this skill by listening to people who already know how to speak the language. This may or may not include native speakers. For practice, you can listen to live or recorded voices. The most important thing is to listen to a variety of voice as often as you can.

Bad Listening: Bad listening is common, but is seldom really intended. The way that it effectively works is that we fall into the thoughtless repeating patterns of habits.

Here are some of the bad habits as suggested by several authors. It is scary how many of these may be recognized in oneself...

Nichols and Stevens (1957) offer the following list as poor listening habits.

1. Calling the subject uninteresting
2. Criticizing the speaker &/or delivery
3. Getting over-stimulated
4. Listening only for facts (bottom line)
5. Not taking notes or outlining everything
6. Faking attention
7. Tolerating or creating distractions
8. Tuning out difficult material
9. Letting emotional words block the message
10. Wasting the time difference between speed of speech and speed of thought

Good Listening: The first habit of listening is to pay attention to the person who is speaking. Give them your full attention -- and visibly so. Attend not only with your ears but with your whole body. Turn to face them. Gaze intently at them.

The trick to full attention is to do it from inside your head, not just by moving your body. If you can be truly interested (which is often just a matter of attitude) then your body will happily follow your mind.

Good or bad listening:

A bad listener	A good listener
is easily distracted	fights distractions
daydreams	makes an effort to focus
fakes attention	uses body language to show attention
tunes out dry subjects	Considers the facts and data and asks, "What's in this for me?"
tunes out if delivery is poor	judges content over delivery
tends to challenge the speaker	interrupts only to clarify; gives speaker a chance

1. Non-Verbal Communication: It's well known that good **communication** is the foundation of any successful relationship, be it personal or professional. It's important to recognize, though, that it's our **nonverbal communication**—our facial expressions, gestures, eye contact, posture, and tone of voice—that speak the loudest. . Behaviour and elements of speech aside from the words themselves that transmit meaning. Non-verbal communication includes pitch, speed, tone and volume of voice, gestures and facial expressions, body posture, stance, and proximity to the listener, eye movements and contact, and dress and appearance. Research suggests that only 5 percent effect is produced by the spoken word, 45 percent by the tone, inflexion, and other elements of voice, and 50 percent by body language, movements, eye contact, etc.

2. Concept of 4 step method for presentation

Preparation & introduction, presentation:

Preparation: State of making something ready for use. Preparations are typically done in anticipation of an event occurring in the near future. The activity of putting or setting in order in advance of some act or purpose. A substance prepared according to a formula

Introduction:

the act of introducing or the state of being introduced.

A formal personal presentation of one person to another or others.

A preliminary part, as of a book, musical composition, or the like, leading up to the main part

An elementary treatise:

An act or instance of inserting.

Something introduced.

The **introduction** in a document, usually the first or several paragraphs, provides a brief synopsis of the document's contents. It may also provide insight as to why the document was written and its purpose. For example, our computer definition gives an introduction to a computer and then follows with further information and related information.

Presentation: A speech or talk in which a new product, idea, or piece of work is shown and explained to an audience. The formal presentation of information is divided into two broad categories: **Presentation Skills** and **Personal Presentation**.

These two aspects are interwoven and can be described as the preparation, presentation and practice of verbal and non-verbal communication.

This article describes what a presentation is and defines some of the key terms associated with presentation skills.

A presentation is a means of communication that can be adapted to various speaking situations, such as talking to a group, addressing a meeting or briefing a team.

A presentation can also be used as a broad term that encompasses other 'speaking engagements' such as making a speech at a wedding, or getting a point across in a video conference.

To be effective, step-by-step preparation and the method and means of presenting the information should be carefully considered.

A presentation requires you to get a message across to the listeners and will often contain a '*persuasive*' element. It may, for example, be a talk about the positive work of your

organization, what you could offer an employer, or why you should receive additional funding for a project.

Evaluation: The making of a judgement about the amount, number, or value of something; assessment. In communication the meaning of evaluation is to increase the ability of communication. Like, in 2000 there are 361 million users make up 5.8% of the world's population, who used internet for communication but now 2015 there are 3,122 million users and counting making up 42.7% of the world's population.



Feedback: process in which the effect or output of an action is 'returned' (fed-back) to modify the next action. Feedback is essential to the working and survival of all regulatory mechanisms found throughout living and non-living nature, and in man-made systems such as education system and economy. As a two-way flow, feedback is inherent to all interactions, whether human-to-human, human-to-machine, or machine-to-machine. In an organizational context, feedback is the information sent to an entity (individual or a group) about its prior behaviour so that the entity may adjust its current and future behaviour to achieve the desired result.

Summarization/conclusion: Summarization is the restating of the main ideas of the text in as few words as possible. It can be done in writing, orally, through drama, through art and music, in groups and individually.

3. Self management:

Self-Management brings organizational structure to an enterprise spontaneously. Individual Colleagues, directed by their Personal Commercial Mission, are principally responsible for organizing their relationships. Their Personal Commercial Mission is their "boss." The managerial functions of planning, organizing, staffing, directing and controlling are the personal responsibility of each Colleague.

Self-Management is an alternative to the traditional, hierarchical method of organizing we see most often in modern organizations. There are a few key ideas that are central to the Self-Management philosophy, namely that:

- People are generally happier when they have control over their own life (and work)
- It doesn't make a lot of sense to give the decision-making authority to the person that furthest (literally) away from the actual work being done
- When you give good people more responsibility, they tend to flourish
- The traditional hierarchical model of organizations is not scalable—in fact, it's a recipe for a slow painful death
- There's an undeniable link between freedom and economic prosperity in nations around the world—and, further, an undeniable link between lack of freedom and corruption at the national level. The same is true of human organizations in general.

Some principles practices of Self-Management are reasonably commonplace—self-directed work teams, employee empowerment, distributed decision making, "flattening" the organization, elimination of bureaucratic red tape. These concepts are widely accepted as desirable goals in our respective organizations, and all of these have flavors of Self-Management.

But true Self-Management is more than just a set of "flavor of the month" business trends; it's a fundamental mind-shift in the way we view human organizations, management and organizational strategy. We can talk about freedom in the workplace and we'll be talking about something that is a part of Self-Management, but we aren't really talking about Self-Management; we can talk about employee empowerment, and we'll be talking about something that's fundamental to Self-Management, but employee empowerment alone doesn't get you Self-Management.

Self-Management, simply stated, is an organizational model wherein the traditional functions of a manager (planning, coordinating, controlling, staffing and directing) are pushed out to all participants in the organization instead of just to a select few. Each member of the organization is personally responsible for forging their own personal relationships, planning their own work, coordinating their actions with other members, acquiring requisite resources to accomplish their mission, and for taking corrective action with respect to other members when needed.

This manifests itself as a total absence of formal hierarchy. Formal hierarchy implies that there are those within the organization who have authority to direct the actions of others, and that there are others within the organization who have only limited authority. The principles of Self-Management acknowledge that those who would traditionally be viewed

as the "employees" are, in fact, the ones who have the greatest insight into the management of their day-to-day functions and who are, further, in the best position to take immediate action when circumstances demand a response or a change in course. Those principles extend the rights and resources required to take action and make decisions out to those who are best suited to take action and make decisions rather than arbitrarily extending those rights to a select few individuals who we anoint with the title of "manager".

- 1. Live By Your Values, Whatever They Are. You Confuse People When You Don't, Because They Can't Predict How You'll Behave.**
- 2. Speak Up! No One Can "Hear" What You're Thinking Without You Be Willing To Stand Up For It. Mind-Reading Is Something Most People Can't Do.**
- 3. Honor Your Own Good Word, And Keep The Promises You Make. If Not, People Eventually Stop Believing Most Of What You Say, And Your Words Will No Longer Work For You.**
- 4. When You Ask For More Responsibility, Expect To Be Held Fully Accountable. This Is What Seizing Ownership Of Something Is All About; It's Usually An All Or Nothing Kind Of Thing, And So You've Got To Treat It That Way.**
- 5. Don't Expect People To Trust You If You Aren't Willing To Be Trustworthy For Them First And Foremost. Trust Is An Outcome Of Fulfilled Expectations.**
- 6. Be More Productive By Creating Good Habits And Rejecting Bad Ones. Good Habits Corral Your Energies Into A Momentum-Building Rhythm For You; Bad Habits Sap Your Energies And Drain You.**
- 7. Have A Good Work Ethic, For It Seems To Be Getting Rare Today. Curious, For Those "Old-Fashioned" Values Like Dependability, Timeliness, Professionalism And Diligence Are Prized More Than Ever Before. Be Action-Oriented. Seek To Make Things Work. Be Willing To Do What It Takes.**
- 8. Be Interesting. Read Voraciously, And Listen To Learn, Then Teach And Share Everything You Know. No One Owes You Their Attention; You Have To Earn It And Keep Attracting It.**
- 9. Be Nice. Be Courteous, Polite And Respectful. Be Considerate. Manners Still Count For An Awful Lot In Life, And Thank Goodness They Do.**
- 10. Be Self-Disciplined. That's What Adults Are Supposed To "Grow Up" To Be.**
- 11. Don't Be A Victim Or A Martyr. You Always Have A Choice, So Don't Shy From It: Choose And Choose Without Regret. Look Forward And Be Enthusiastic.**
- 12. Keep Healthy And Take Care Of Yourself. Exercise Your Mind, Body And Spirit So You Can Be Someone People Count On, And So You Can Live Expansively And With Abundance.**

4. Time Management Concept

Time management is the act or process of planning and exercising conscious control over the amount of time spent on specific activities, especially to increase effectiveness, efficiency or productivity. The Key to Good Time Management

Understanding The Difference Between Urgent and Important

'*Urgent*' tasks demand your immediate attention, but whether you actually give them that attention may or may not matter.

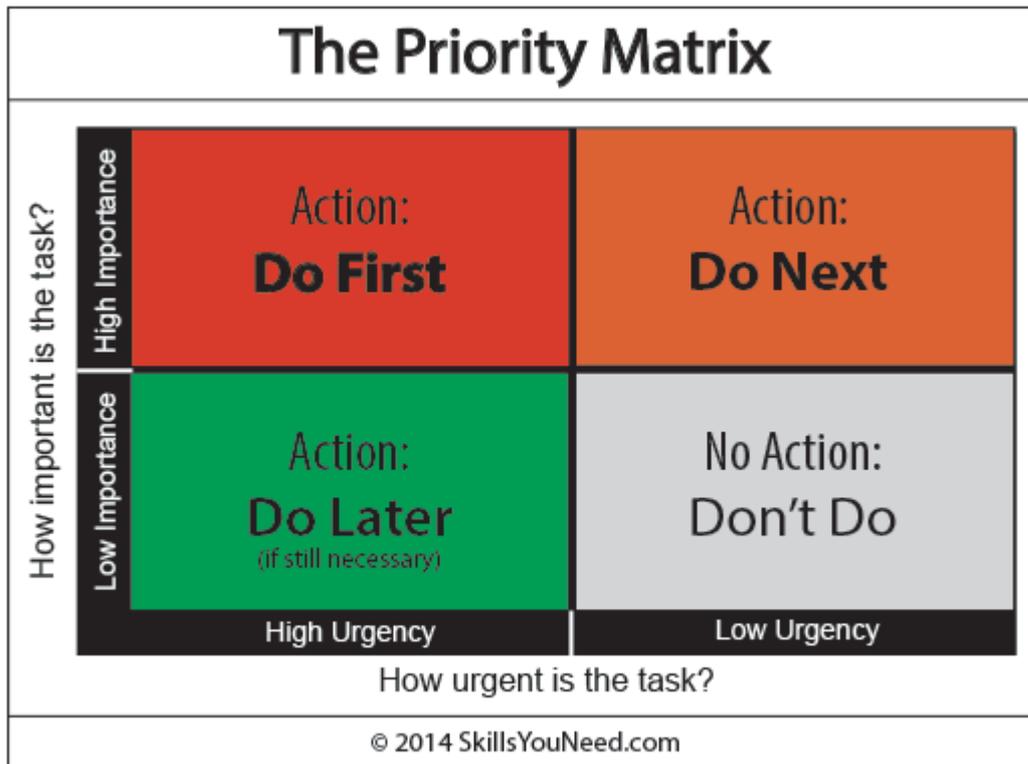
'*Important*' tasks matter, and not doing them may have serious consequences for you or others.

For example:

- Answering the phone is urgent. If you don't do it, the caller will ring off, and you won't know why they called. It may, however, be an automated voice telling you that you may be eligible for compensation for having been mis-sold insurance. That's not important.
- Going to the dentist regularly is important (or so we're told). If you don't, you may get gum disease, or other problems. But it's not urgent. If you leave it too long, however, it may become urgent, because you may get toothache.
- Picking your children up from school is both urgent and important. If you are not there at the right time, they will be waiting in the playground or the classroom, worrying about where you are.
- Reading funny emails or checking Facebook is neither urgent nor important. So why is it the first thing that you do each day? See our page [minimising distractions](#) to help you recognise and avoid other things that may distract you from getting your urgent and important tasks done.

This distinction between urgent and important is the key to prioritising your time and your workload, whether at work or at home.

Try using a grid, like the priority matrix, to organise your tasks into their appropriate categories:



Remember, too, that you and your health are important. Just because you have lots to do doesn't mean that doing some exercise, going for a 10-minute walk or making time to eat properly is not important. You should not ignore your physical or mental health in favor of more 'urgent' activities.

5. Motivation techniques

Communicating openly with your employees is a reliable way to motivate them and improve office morale. If you feel like you already communicate adequately with your employees, think again — your definitions of effective communication may differ from those of your employees. By allowing your employees to determine the boundaries of communication as much as you do, you give them a sense of power, belonging, camaraderie and responsibility that are crucial to fostering a sense of motivation. When the lines of communication are open and your employees feel comfortable with your relationship, their motivation improves.

Step 1

Schedule communication-oriented meetings. A once-a-week meeting with no purpose other than opening lines of communication gives your employees the sense that you care about their opinions and take their input seriously. In these meetings, open the floor to questions, concerns and opinions.

Step 2 Ask your employee questions. Don't count on them to come to you if they have concerns or need explanations. Instead, ask employees if you can help them with anything.

Check in on them after delivering messages or instructions to make sure that they were understood.

Step 3

Show interest in concerns, and show an interest in addressing these concerns. For example, when an employee expresses unhappiness, ask what you can do to help address the issue, or ask for more information about why she's concerned. Your commitment to solving your employees' problems makes them feel taken care of.

Step 4

Offer solutions to the issues that frustrate your employees. For example, if two employees have to share a space during renovations, explain that you understand their frustration and how much better their situation will be when the renovations are complete. Empathizing with your employees, as well as offering a timeline for when their frustrations or concerns will be solved, keeps your relationship positive.

Step 5

Keep communications positive. For example, instead of threatening or scolding an employee for poor performance, offer rewards and opportunities for improvement. When employees feel attacked, motivation suffers, but when offered reward, they may feel galvanized.

6. Ethics & value:

A communications strategy for the ethics programmer would aim to raise awareness of the organization's values, its code of ethics, what ethical practices look like and why they are important for the success of the business.

It will also guide employees towards sources of advice and where to raise concerns, and it will provide examples of how the organization is living up to and being challenged on its values.

The IBE's Good Practice Guide: **Communicating Ethical Values Internally** offers in-depth assistance with case studies from leading companies.

1. Provide a copy of the code, or a summary of it, to all employees in the company and to new employees as part of induction. Some companies require staff to acknowledge receipt of the code.
2. See that the code is translated for use in overseas operations and businesses where English is not the principal language. Ensure that the code is communicated in a way that is compatible with local culture. See **Globalizing Your Business Ethics Programmers** for more information.
3. Use all communication channels to raise awareness of and promote the values and code. For example, in internal newsletters and staff meetings use cases of ethical issues and dilemmas faced by the organization and its employees and how they were resolved. **Developing and Using Business Ethics Scenarios** has more information.
4. Make copies of the code available to business partners (including suppliers etc.) and explain its significance to your organization's relationship with them.
5. Consider the use of desktop and other gimmicks to remind staff of ethical values.

6. Ensure that employees are aware of the consequences of breaching the code.
7. Ensure that employees are aware of how to make enquiries or to report suspected breaches of the code, and the support they can expect when doing so.
8. **Communication ethics** is the notion that an individual's or group's behavior are governed by their morals which in turn affects communication. Generally speaking communication ethics deals with the moral good present in any form of human communication. This includes interpersonal communication, mass mediated communication, and digital.
9. Communication ethics concerns not only the individual, but is of great concern to businesses, corporations, and professional entities. A business with unethical communication practices is not as effective as one with ethical communication practices. For example, a business with unethical communication practices may withhold evidence that it is harming the environment or breaking a law through a lack of transparency; while a business with ethical communication practices will immediately press a release to the affected parties. In this example, transparency makes the business more effective because it notifies its clients, prospective or established, providers/suppliers, or other affiliates of the potential environmental hazard or law violation. In other words, in this example, transparency will encourage trust and good faith, that the effective business will not conceal what is in the interest of its audience. For the sake of counterexample, there may be a time when censorship is the more effective business practice: take the case of trade secrets, when a design method or management tactic is not openly revealed in the name of competitive advantage; or when terms of agreement/use that a business may have with a service provider forbids transparency. In the latter counterexample, a business may use social media to advertise, but the social media service provider may limit the conduct of its users. Here, if the business considers social media to be a valuable service to achieve its advertising, it may have to censor its product or service to preserve its agreement with the social media provider.
10. Communication ethics is also a division of the NCA (National Communication Association) which was established by Western Michigan University in 1985 as well the NCA has adopted a Credo for Ethical Communication. The Communication Ethics Conference has been held every year for the last 13 years, and has various speakers from Communication Studies backgrounds.

7. Interpersonal skill:

Interpersonal skills are the skills used by a person to interact with others properly. In the business domain, the term generally refers to an employee's ability to get along with others while getting the job done.

1. SELF CONFIDENCE

How confident are you that you are the best person for this job?

The answer to this question is easy: research the company and the position you are applying for. When you have done your homework, you get that inner sense of assuredness. In the interview, you are fully prepared and nothing can throw you off balance. In the job itself, you are totally confident.

A meticulous 2003 study by the Cornell psychologist David Dunning and the Washington State University psychologist Joyce Erlanger honed in on the relationship between female confidence and competence. It found that, "the less competent people are, the more they overestimate their abilities."

When in an interview, the recruiter might ask you a tricky question and you struggle to get the right words. Failing to leave a good first impression tells the prospective employer that you are not qualified and will not be able to carry out the duties. The interview is the place to prove to the person on the other side that you have what it takes to deliver.

2. POSITIVE ATTITUDE

"The largest part to your overall health is from your mental health. Having positive mental health gives us the motivation to do our best. It also makes us strive to do better."

How can you show your interviewer that you have a positive attitude?

Easy – be positive during the whole process, from writing the cover letter, to appearing in the interview and to nailing that job.

Never say anything negative about your past employer. Someone with a positive mental attitude is considered likely to treat others with unconditional positive regard, a method of client-centered therapy developed by humanist psychologist Carl Rogers.

3. COMMUNICATION

This skill is particularly important: the ability to read, write and speak clearly is essential.

Subscribers to the Harvard Business Review rated "the ability to communicate" the most important factor in making an executive "promotable," more important than ambition, education, and capacity for hard work. Graduates (as measured by both career advancement and salary) shared personality traits and critical thinking skills that distinguish good communicators: a desire to persuade, an interest in talking and working with other people, and an outgoing, ascendant personality.

Your cover letter

Write a personalised letter for all the job openings. Highlight your interests and relevant work experience. Infuse your personality and be professional at the same time. End with a strong close.

Your resume

Begin with a specific objective. Emphasize all relevant experience and play up any awards or recognition you received. Don't use big words to try and impress the recruiter. Don't be overly formal.

4. TEAM PLAYER This one is especially useful if you are applying for a highly technical position and/or requires independent work like IT, design, writing etc. People who can go

beyond working in their area of expertise, demonstrate big picture thinking, take leadership roles when necessary and work for the greater good are considered a great asset to any organisation.

Ability to work in a culturally diverse environment and get along fairly well with people from different nationalities is also a plus.

5. CRITICAL THINKING AND PROBLEM SOLVING

Are you generally a resourceful person? Even if you don't have all the answers, would you be able to look for them? Know what to do? People who take ownership and are ready to own up their mistakes are highly regarded by the organisation.

They like to hire big picture thinkers and those who can be accountable for problems, if required.

6. TIME MANAGEMENT SKILLS

"It's important that you develop effective strategies for managing your time to balance the conflicting demands of time for study, leisure, earning money and job" Kent University

"Time management skills are valuable in job hunting, but also in many other aspects of life, from revising for examinations to working." You should aim to make time management into an art form. Know when to prioritise and when to let go. Good time managers multitask or understand the importance of tacking one issue at a time.

7. COPING WITH PRESSURE

"In 2013, Australians reported significantly higher levels of stress and distress compared with findings in 2012."

According to the Stress and wellbeing in Australia survey. Significantly more Australians reported moderate to severe levels of distress compared with findings of 2012.

Also, similar to previous years' findings, younger adults continued to report much higher levels of stress and distress compared with older Australians.

Some jobs are easy-going where some demand a high level of pressure tolerance: Jobs where you are working to meet strict deadlines or where things can get turned around at the last minute. The employer might prefer you over others if you are known for crisis control and staying calm when all hell breaks loose.

Have you got a colourful story to demonstrate your past experience of working under pressure? Maybe you constantly had deadline stress or maybe you were working in a busy emergency department for the local hospital. Bringing that experience to light won't hurt.

8. FLEXIBILITY

The demand for flexible working arrangements, as well as flexible methods of study, has grown in recent years. The Australian Bureau of Statistics reports that nearly 150,000

students are studying online or “off-campus” in higher education alone – and that number is much higher when you include VET students.

8. ABILITY TO ACCEPT CONSTRUCTIVE FEEDBACK

Some people take any form of criticism personally.

Are you coachable and open to training or advice?

If a senior manager made a suggestion, how would you react?

If the interviewer pointed out an error and suggested something, would you thank them?

Accepting negative feedback gracefully speaks volumes about your character and makes you extremely interesting in the eyes of the interview panel.

11. STRONG WORK ETHIC

A survey conducted by the Society for Human Resource Management compared the skills gap between older workers approaching retirement and younger workers starting work found that “professionalism” or “work ethic” is the top skill that younger workers lack. It said that companies are finding it harder to find punctual, reliable workers today.

All these skills are crucial to develop to get the job of your dreams. But what if you are lacking in some of these areas, what should you do? You cannot change your personality overnight or develop traits that take a lifetime. You can't change your temperament. That being said, here are some ways you can speed up the process.

1-Number one on this list is to do a skills inventory and identify areas where you need to improve. Enlist family and friends to help you out.

2-Be more active in team activities, especially if you normally are very independent in the way you work and make your decisions.

3-Think about how you spend your time, both at work and home.

4-Reflect on how you react to criticism. Do you lash out, get defensive or just refuse to listen?

5-Do you ask people tough questions? Are you confident enough to raise thorny issues?

6-Ponder some high level questions like what your life purpose is and how your career fits in the greater scheme of life.