

Soft Skills for Engineers through Literature

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Abstract:

Literature is a wide range collection of Novels, Plays, and Poetry which describes the nook and corner elements of the world. The one who raptures with Literature can learn everything out of it, even the Soft Skills are not exempted. There are many number of Soft Skills available in the market, but to a Technical Students the numbers are prior, what I firmly believe being a Student of Technology there are some most important identities of Soft Skills which can't be neglected especially the Soft Skills that comes under Communication like (i) Voice, (ii) Accent, (iii) Pronunciation, (iv) Rate of Speech, (v) Flow of Speech, and (vi) Stress & Intonation, and also the Soft Skills that comes under Personality like (i) Attire, (ii) Eye contact, (iii) Gestures, and (iv) Subjects of Kinesics (Gupta 2006, p-112). This Paper describes about how these set of Skills can be achieved to summit through Literature.

Keywords: Soft skills, Literature.

Abbreviations: eg – example.

Introduction:

International management for Academic Council has claimed that there are sixty Soft skills measured for professionals in the globe, but to a Technical Students there are not merely so, among those there are some set of Skills which are desperate especially the skills that travels under Communication and Personality (Chandra 2004, p-137). The unique identities of one specialized Skill are known as Soft Skills, under the specialized Skills Communication the identities are (i) Voice, (ii) Accent, (iii) Pronunciation, (iv) Rate of Speech, (v) Flow of Speech, (vi) Stress & Intonation and under Personality the identities are (i) Attire, (ii) Eye contact, (iii) Gestures, (iv) Subjects of Kinesics. In the current scenario Literature has got a no role to play in technical studies. In this Paper I discovered how these set of Skills can be insisted to a technical Student with reference to Literature. As Klaus writes “Soft skills get little respect but can make or break your career. Yet unfortunately, most people learn them the hard way” (http://www.peggyklaus.com/downloads/Release_Klaus_HardTruth_General.pdf).

Understanding Soft skills:

The character traits and interpersonal skills characterize a person's relationships with other people. In the workplace, soft skills are considered a complement to hard skills, which refer to a person's knowledge and occupational skills. Sociologists may use the term soft skills to describe a person's "EQ" or "Emotional Intelligence Quotient" (as opposed to "IQ"). As substantiated by Real Bergevin:

“Soft skills have more to do with who we are than what we know. As such, soft skills encompass the character traits that decide how well one interacts with others, and usually a definite part of one's personality” (2005: p- 197).

Whereas hard skills can be learned and perfected over time, soft skills are more difficult to acquire and change. The soft skills required for a doctor, for example, would be empathy, understanding, active listening and a good bedside manner. Alternatively, the hard skills necessary for a doctor would include a vast comprehension of illnesses, the ability to interpret test results and symptoms, and a thorough understanding of anatomy and physiology.

Soft skills measured for Engineers:

- i. Skills in terms of fluency, pronunciation, accent and articulation.
- ii. Ability to work without tiring easily must be a go-getter and hard worker, the last call of the day should be as good as the first one was.
- iii. Should have a clear view of the target to be achieved, how focused to achieve goals in life.
- iv. Should be innovative to have creative solutions for the problems and ability to create new thought process and generate enthusiasm and support for the same.
- v. Ability to identify and grab upcoming opportunities should have a powerhouse of energy and enthusiasm and to be self started and believed in taking up responsibilities.
- vi. Should be able to manage crisis situation and have zest to achieve target and focuses on meeting deadlines.
- vii. To have the ability to analyze customer concerns and find out satisfactory solutions at the speed of thought.
- viii. To get well along with people and capable to influence the process.
- ix. Ability to recover quickly from previous customer interaction and continue with the next call.
- x. Should be curious about new ideas and emerging technologies and keen and prompt to adopt them.

- xi. Must be soft spoken, courteous and ethical with customer of all sorts.
- xii. Must possess the quality of working in a group or team, should be able to handle internal and external customer efficiently.
- xiii. Versatility: the agent daily handles numerous calls of the customer with diversified needs and queries. The agent should follow the approach of versatility in handling each call. Handling of diversified need of different customers should be the basic trait that he or she is supposed to demonstrate.
- xiv. Good modulator: An agent must be good in modulating his behavioral traits promptly while handling different categories of customers and also with their colleagues in order to work successfully with others.
- xv. Adaptive: Adaptive attitude helps the agent to break the monotony of calls and is also beneficial in gaining customer satisfaction.
- xvi. Soft skill knowledge: The agent must have the basic knowledge of computer with good typing speed. He must have a pleasing personality. He must be a good communicator; good at English, both spoken and written knowledge of any other language will be an added advantage.
- xvii. An extrovert person can be very useful for such a type of organization, a shy or introvert will not be useful. They should have the desire to meet people and talk to them. Every agent starts his journey as a part of a team. He should respect his/her peers' advice he should be taken as a self-improving tool. The individual rights of privacy should not disturb the customer by calling at their leisure time or odd hours of the day. The government has framed rules on these issues; the agent should follow them and not misuse them.

Soft skills through Literature:

Soft Skills are nothing else but the culture that expressed in our language, gestures and in body language, only after the beginning of western domination people begin to talk about soft skills, hence it's very clear that these identities were invaded our culture recently, It's been said that every nation has got its own superstition in the same manner 'Every nation has got its own culture' sometimes we feel by complying these kind of terms we bound to lose our original identity, but functionally since we are in the process of Globalization we must opt for these skills. Literature has got a big role to play in every domain of the globe even Soft skills are not exempted, the person who attains summit in Literature or else in a language will discover cent percent of Soft skill within themselves not only in the words but also in the action because if our action doesn't talk Soft skills then our words will never not. Literature is the collective body of literary productions embracing the entire results of knowledge and fancy preserved in writing: also the whole body of literary production or writings upon a given subject or in reference to a

particular science or branch of knowledge or of a given country or period, as the literature of bible criticism: the literature of chemistry.

The class of writings distinguished for beauty of style or expression as Poetry, Essays, or history in distinction from scientific treatises and works which contains positive knowledge; according to John Adair:

“Literature adds to reality and does not simply describe it. It enriches the necessary competencies that daily life requires and provides respect; it irrigates the desert that our lives have already become, the beauty of literature can be identified and sensed through the process of reading and listening about it” (2005: p- 204).

From Chaucer to Twenty first century, literature has got wide collection of works in various aspects like Drama, Poetry, Essays, Fiction and Non Fiction, each of these terms has got its own readers, people those who are attracted towards a particular kind of reading will educate themselves through the focused work, for eg if a reader is more focused towards Chaucer’s The Canterbury Tales will definitely get some sort of inspiration towards any of the Characters occur in the work by identifying the nature of the character the reader might amplify those identities which presented in the Character. For eg the character of the knight that appears in the ‘The Pilgrim’ Chaucer describes in general prologue, the Knight represent the ideal of medieval Christian man at arms. He has participated is no less than fifteen of the great crusades of his era, the narrator greatly admires him for the banner he holds and the character he explores, those things are identified as unique identities in old days which we call as Soft skills in the present scenario.

‘The night of Thoreau spent in jail’ by Jerome Lawrence and Robert E.Lee can be studied at once for its dramatic merit, historical illusions, and insight into self-motivation and communication, John Knowles ‘A Separate Peace’ can be a means of exploring Abraham Maslow’s concepts of self-actualization and synergy. ‘The Grass Harp’ offers some of Truman capote’s best language imagery and merits study as Literature. In addition the short novels illustrate complex patterns of Communication. The current popularity of Science Fiction and fantasy provides an opportunity to introduce students to excellent Literature and the truths that are sometimes presented in mythical form”. ‘Pygmalion’ by George Bernard Shaw illustrates the concept of self fulfilling prophecies, even Francis Bacon and William Shakespeare derives out the application of life and character through their writings.

Conclusion:

To survive in the globalized world one must be regular updating himself towards the world and current affairs, by means I rightly figure out that the unique identities which was called as Soft skills can be acquired through Literature.

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