

## **Redefining the twenty first century Soft Skills and Personality Development Course Outline for Graduate Students**

---

**Dr Richa Tripathi**  
A P( English), JEMTEC  
IP University, Delhi

---

### **Abstract**

Globalization is making the world more closely knitted but also challenging for existing and coming generations, as they must be smart and competent enough to tackle the hardships of the current challenges with the help of their proper proportion of Intelligence and emotions. The current Era is moving forward towards smart work from hard work. To understand the concept of personality, we must understand that it is the blend of intrinsic and extrinsic aspects of it. To work on it and to enhance the overall persona, one must keep alignment between the two. Being the trainer of personality development and soft skills, educators must make sure that students are capable of changing themselves in a better way not only outwardly but also inwardly. Therefore, the question is how they can do that as a guide to the students of technologically advanced eras. To make these real, educators must ensure proper training sessions of the A to Z of personality development and soft skills, which mean no scope of missing any part of it or one, cannot find himself competent to sustain in these global competitions. The point discussed in this paper guarantees the holistic development of both the students and educators and helps them in adding value and quality to their lives.

**Keywords:** Soft Skills, twenty first century, Globalization, Graduate Students

### **Introduction:**

Personality determines success and to work on it is one of the prime essential responsibilities. As reflected in the inspiring words of Swami Vivekananda, 'a versatile personality—a personality that touched all shores of human life, not only by his prophetic appearance and gesture but also equally by his conversational powers.' (Swami Vivekananda: Select Speeches 138).

Cambridge International Dictionary of English, 'your personality is the type of person you are, which is shown by the way you behave, feel and think.' The biggest challenges in the current type of education system in India are to find the right topics to serve its definite

purpose connected to the needs of the learners. When it comes to the teachings and pieces of training of personality development and soft skills, trainers sometimes find themselves clueless about the inclusion and exclusion of certain topics. Therefore, this work will be proven helpful to establish as an efficient guide for developing personalities and enhancing soft skills. Further, the study encompasses the edge of knowledge, fine language-expression skills, critical thinking skills, analytical skills, among students by including enormous such topics that help students dealing with the practicality of the situation, circumstances, and problems.

We all are aware of the fact that in India, job seekers have to face a lot of competition in terms of getting a job due to the second largest population in the world. This Famous proverb about being deserving first and then desire for more depicts the true story of today's condition seeing that a lot of unemployed people are there seeking a job without having the required skills and abilities. Employers and interviewers witness this lot, as applicants are having degrees but they are unable to justify when it comes to having the right personality and compulsory soft skills. Hard skills are incomplete without having a special set of people skills, social skills, communication skills, character or personality traits, right attitudes, focused mind, career attributes, social intelligence, and above all emotional intelligence quotients. The Collins English dictionary defines the term "soft skills" as "desirable qualities for certain forms of employment that do not depend on acquired knowledge: they include common sense, the ability to deal with people, and a positive flexible attitude."

No one can deny the fact that in today's digital world, one cannot survive in the end without empowering oneself with these necessities. Not only obtaining a good academic qualification is necessary but presenting and expressing them visually, verbally, and vocally is equally essential. These fundamentals to be included in the pedagogy at a college level by the universities for the holistic development of learners.

Serial Number	Topics	Sub Topics
A	A New Approach to Education, E-learning and learning	Education, E-learning, Types of Learning Resources, How it functions and advantages and probable limitations
B	Career Planning and Goal-Setting	Meaning, Need, Importance, Procedure and various stages
C	Personalities, Intelligence and Mindsets (Fixed and Growth)	People, Categories and varied Types of personalities, determining factors, Mindsets: Definitions, Types, Learning mindsets, and Secrets of Developing Growth

		Mindsets and understanding human Perceptions, managing minds and memory effect
D	Mindfulness-Self- Realization, Self-awareness, and Self-Management	Who am I, Attributes, Importance of Self Confidence, Self Esteem. Aiming For Excellence: Developing Potential and Self-actualization
E	Non-Verbal Communication and vocal cues	Introduction And Importance, Issues And Types, Basics and Universals, Interpreting Non-Verbal Cues, Understanding, and applying right Kinesics and correct paralanguage
F	Self Management :-Love and Anger	Knowing Love in a true sense, Analyzing Reasons and Controlling Anger
G	Positive and Negative Thinking and Humour	Ways of Thinking: positive and Negative Thinking, Humour in Communication, Humour in the Workplace, Function of Humour in the Workplace
H	Interpersonal Skills-	Developing Trust and Integrity Understand Self – Different Categories; Diagnosis of Type of Self Identifying own type of self; Effect of Interpersonal Behaviour of Interpersonal Relationship
I	Verbal Communication Skills: LSRW	LSRW -Meaning, types, levels, flow, Barriers to Communication
J	Handling Pressure and Managing Stress	Causes of Stress and its impact, how to manage & distress, Circle of control, Stress Busters.
K	Time Management	- Importance of Time, and Understanding Perceptions of Time, Chronemics, Dos and Don'ts, Importance, perceptions, Utilization of time and Overcoming the habit of Procrastinations

L	Habits: Good and Bad Ones and addiction	Guiding Principles, Identifying Good and Bad Habits, Habit Cycle, Breaking Bad Habits, Forming Habits Of Success
M	Communication Technology	Meaning, Importance and Classification Netiquette, E-Mail Etiquette, Mobile Personality, Telephone communication and Etiquette.
N	Confidence and Motivation	Definition, types, the difference between over and under confidence, ways to have and raise confidence. The role of motivation, barriers in motivation
O	Leadership Skills, Team Building, Group Dynamics	Explanation; Role & Functions of a Good Leader; The criticality of Team Leadership; Traits of Leadership; Leadership styles, Career Growth
P	Financial Literacy and Money management	Meaning, Importance, Necessities, Steps to be taken
Q	Analytical Thinking Skills - Decision Making and Problem Solving ability	Meaning, Importance and necessity of Decision Making, Process and practical way of Decision Making, Weighing Positives & Negatives
R	Morality, Ethics, and Humanism	Definition, meaning, need importance, and types.
S	Multi- Quotient:- Emotional Quotient, Physical Quotient, Spiritual Quotient, Adversity Quotient, Creative Quotient, Spiritual Quotient	Meaning, types need, ways and methods, Importance and balance.
T	Argumentative and Negotiation Skills	Definition, types and effective ways to negotiate. Difference between good and bad negotiation skills, barriers to good negotiation skills.
U	Health and happiness	Managing Health, Importance of Exercises, Managing Health, Diet and Sleep.
V	Conflict Resolution	Conflicts in Human Relations – Reasons Case Studies, Approaches to conflict resolution.
W	Group Discussion	Meaning, types, requisites, Importance
X	Presentation Skills	Effective strategies:

Y	Interview Skills	Introduction, Resume Writing, Dress Code, Mock-Interview, How to be Successful in an Interview
Z	Creativity and Understanding Nature and Being Environment Friendly	Meaning, definition, need, importance, various ways, and tips to care for Environment and nature.

Developing this holistic set of skills is a dire need for the new bees of the future generation who are going to help in building nations because they are going to be the representatives of our country globally if they will get the opportunities.

### **Outcome and Objective**

#### **A New Approach to Education and learning**

A new approach to education and learning determines today's requirement. Technology has control over education. Electronic Education is one of the greatest examples. Now learning has no boundaries because of Technology. Every student must be aware of those smart ways and strategies to find out resources and material. According to Karavakou and Neofotistos, 'Visual education today is more than mere sighting. It implies perception and critical analysis of visual information. Increased visual intelligence of an electronically educated person means easier understanding and critical understanding of the importance of the information that is visually represented. Visual intelligence enhances the action of human intelligence, essentially by expanding the creative spirit.' Their conclusion explains, 'the MOOCs platforms represent the most advanced method in distance learning. They host and offer educational programs that have been enriched with all the capabilities and tools ensuring, as much as possible, the successful design of highly specialized programs. Designers and managers of academic and educational institutions are invited to exploit this wealth of tools and design and implement programs that are both pedagogically and technologically oriented and friendly, focusing on the uninterrupted and successful flow of educational materials.' Therefore, the basic requirement for every learner is to be familiar with these new approaches to education and learning.

#### **Career Planning and Goal-Setting**

'Career' is in the Oxford dictionary as follows: "An occupation undertaken for a significant period of a person's life and with opportunities for progress." (Career, n.d.). The term 'Career' is a progressive word, as it could not be found truly without proper planning and development. As Ivancevich (1994) states that career development is a combination of processes that rebuild individuals throughout his/her professional journey. Any learner must not go ahead without having proper planning and goal. According to Rogers, Creed and Glendon (2008), career planning is a decision-making process which must be taken wisely at

the right time. Inclusion of a proper goal demands proper planning and afterward a proper preparation doubt practice. Making the learner aware of his or her planning and goal setting is important as the awareness helps them in heading towards the right direction in life.

### **Personality, Intelligence and Mindsets (Fixed and Growth)**

Personality development trainer must inform learners about Personality, intelligence and its impact on influencing mindsets so that one can raise his and her understanding of human nature and its society. However, Personality traits are considered relatively stable individual differences in effect, behaviour, and/or cognition (Johnson, 1997). Lauri (2009) categorizes 'personality orientation as Power, People, Perfection and Peace.' Developing understanding regarding all three will positively affect the survival and success ratio in the society and heighten the sense of coexistence. ``Fixed intelligence that can be measured using an IQ test which is termed as Fixed Mindset or Intelligence that is a fixed trait and Growth Mindset-Intelligence is an altered quality which could be developed' (Dweck, 2008). According to Cambridge International Dictionary of English, "your personality is the type of person you are, which is shown by the way you behave, feel and think." Personality is combination of physical, spiritual, mental and professional.

### **Mindfulness -Self- Realization, Self-awareness, Self-Management, Self-Control and Self development**

Brian Tracy is true about mindfulness that you cannot control what happens to you, but you can control your attitude toward what happens to you. Under mindfulness, there are five topics and they are self-realization, self-awareness, and self-management, self-control and self-development. Most learners are unaware of themselves that is why they are unable to answer certain questions related to their personality traits, areas of improvement, strengths and career goals. This topic helps learners to identify who they actually are as individuals. In the process of self-realization, being aware of self is compulsory, it helps learners to increase their hold on their self- control, and it encourages them for establishing self- development. It result in the sense of self-satisfaction and provides the opportunity to grow as everyone as a person or being. As per the beginning paragraph of the text, *Right mindfulness: Memory & ardency on the Buddhist path*, It is depicted that, 'The Buddha adopted the term sati from the languages of his culture. It is related to the Sanskrit term smriti, which means remembrance or the act of calling to mind. However, there is no record of his having defined the term per se. Instead, the texts depict him as observing that there are two types of sati when viewed from the perspective of a person trying to put an end to suffering: right and wrong (MN 117; MN 126; AN 10:108). The one who knows his sati in a right way, it is easy for that person to experience self-awakening.

Table 1: The impact of emotional intelligence in personality, and leadership skills

DEVELOPMENT OF PERSONAL TRAITS	DEVELOPMENT OF SOCIAL SKILLS
<p>Self-awareness</p> <ul style="list-style-type: none"> <li>• Emotional self-awareness: the ability to read and understand your emotions as well as recognize their impact on work performance, relationships.</li> <li>• Accurate self-assessment: a realistic evaluation of your strengths and limitations.</li> <li>• Self-confidence: a strong and positive sense of self-worth</li> </ul>	<p>Social awareness</p> <ul style="list-style-type: none"> <li>• Empathy: skill at sensing other people's emotions, understanding their perspective, and taking an active interest in their concerns.</li> <li>• Organizational awareness: the ability to read the currents of organisational life, build decision networks, and navigate politics.</li> <li>• Service orientation: the ability to recognize and meet customers' needs.</li> </ul>
<p>Self-management</p> <ul style="list-style-type: none"> <li>• Self-control: the ability to keep disruptive emotions and impulses under control.</li> <li>• Trustworthiness: a consistent display of honesty and integrity. <ul style="list-style-type: none"> <li>• Conscientiousness: the ability to manage yourself and your responsibility.</li> </ul> </li> <li>• Adaptability: skill at adjusting to changing situations and overcoming obstacles.</li> <li>• Achievement orientation: the drive to meet an internal standard of excellence.</li> <li>• Initiative: a readiness to seize opportunities.</li> </ul>	<p>Social skill</p> <ul style="list-style-type: none"> <li>• Visionary leadership: the ability to take charge and inspire with a compelling vision.</li> <li>• Influence: the ability to wield a range of persuasive tactics.</li> <li>• Developing others: the propensity to bolster the abilities of others through feedback and guidance. <ul style="list-style-type: none"> <li>• Communication: skill at listening and at sending clear, convincing and well-tuned messages.</li> </ul> </li> <li>• Change catalyst: proficiency in initiating new ideas and leading people in a new direction.</li> <li>• Conflict management: the ability to deescalate disagreements and orchestrate resolutions.</li> <li>• Building bonds: proficiency at cultivating and maintaining a web of relationships.</li> <li>• Teamwork and collaboration: competence at promoting cooperation and building teams.</li> </ul>

Source: Adapted from Goleman, Boyatzis and McKee, 2002, p. 265.

Lazovic, Svetlana. "The role and importance of emotional intelligence in knowledge management." *Management, Knowledge and Learning International Conference*. 2012.

### Non-Verbal Communication and vocal cues

Most human communication without words is known as nonverbal communication and with the help of vocal cues. non-verbal communication refers to communication that is

produced by some means other than words (eye contact, body language, or vocal cues, for example) (Knapp and Hall, 2002). Sometimes, one is having good command over the language but when it comes to understanding how our body communicates, they fail. Communication is the social process, which is, based on not only the human social experience but also the most important role-plays the linguistic experience during his life (Borozina, 1998). For overall personality development, it is very important to teach about the power of to work on micro and macro body language and also upgrade paralinguistic features such as pronunciation, articulation, pauses, pace, pitch, and volume of voice. Even Peter Bull on 'how our bodies can speak volumes' claims it as a State of the art to master.

### **Emotional Intelligence and Management:-Love and Anger**

Emotional intelligence involves the ability to perceive accurately, appraise, and express emotion; the ability to access and/or generate feelings when they facilitate thought; the ability to understand emotions and emotional knowledge; and the ability to regulate emotions to promote emotional and intellectual growth (Mayer & Salovey, 1997, p. 5). "Emotional intelligence refers to the ability to process emotion-laden information competently, and to use it to guide cognitive activities like problem solving and to focus energy on required behaviours" (Salovey, Mayer & Caruso, in press). Love and Anger Management is the most negligible topic during soft skills classes, as they seem natural and obvious emotions of humans. To be successful and to remain successful, one must know how to manage love as well as anger. Do love is considered as a positive emotion but it is hard to manage famous in anger which is filled with regret and remorse. The topic is essential, as it will teach students to differentiate between knowing love in a true sense without generating any negative tendencies. As we are aware, that anger management is one of the greatest requirements of college students. It is the duty of any soft skills trainer to talk about ways to analyze reasons for aggression and on controlling and calming anger.

### **Positive and Negative Thinking and Humour**

Positive and negative thinking and humour the topic of discussion during personality development and soft skill sessions. Students are in great need of knowing the ways out from the Trap of negative thinking and importance of positive thinking. They must importance of positive thinking as there determines the quality of their life as well as their mental and physical health. It is easy for any teacher, to find out traces of negative approaches towards life among students. College students mostly face paradigm shifts in their age hormonal changes, peer pressure, career making challenges so it is important to tell them all the requisites to fight against the negativity of life to praise the beauty of positivity. Humour is also one aspect of thinking and making others happy and cheerful. However, humour has different meanings in different places such as in the workplace or personal spaces. The use of humour in communication comes with certain terms and conditions otherwise it may affect a

person negatively. It is the utmost necessity to understand how it functions in the workplace and how one can manage it during communication. Students must be trained in using humour with zero ambiguity in communication.

### **Interpersonal Skills- Human Relations:**

Theodore Roosevelt once said that the most important single ingredient in the formula of success knows how to get along with people." According to Dr. Tony Wagner "There are three basic skills that students need if they want to thrive in a knowledge economy: the ability to do critical thinking and problem-solving; the ability to communicate effectively; and the ability to collaborate." Interpersonal skills are very important as they teach you how to connect with family and friends more strongly. Interpersonal skills are people skills in which a person develops a better understanding of other people and learns how to respond rather than react. Lacking interpersonal skills may affect one's career as well as personal life. Developing trust and integrity is the outcome of good interpersonal skills. It helps you to face difficulties in life by improving social Networks and building relationships. Corporations have consistently ranked IPS as one of the most important requirements for success in positions with both international and no international responsibilities (Beamish & Calof, 1989; Porter & McKibbin, 1988; Waner, 1995)

### **Verbal Communication Skills: Listening, Speaking, Reading and Writing**

Effective verbal Communication is standing on four pillars known as LSRW, which is listening speaking reading, and writing. The very basic and most ignorant factor with LSRW is that these set of skills could be learned through execution and practice only like any cycling, swimming, horse riding or driving, as you have to enter in to the water to know swimming or you have to sit in the car to learn driving or cycle for cycling. Mere giving lectures will not help student to make them understand the phenomenon. Execution and practice is the key. Speaking would be learned through dare to speak, writing could be learned through practicing writing, listening could be practiced through listening only and reading could be done through reading only.

Dustmann and Fabbri (2003) and Tainer (1988) argue that proficiency in English plays an influential role in career opportunities with higher earnings. One must not only know how to speak but also how to listen carefully and actively as well as one must not only be a good reader but also develop himself as an proficient writer. About listening Michael Rost expresses, "Listening refers to a complex cognitive process that allows a person to understand spoken language." The habit to listen keenly helps a person to grow as a person to increase the sense of empathy. It helps a person to understand varied perceptions and to grow as a person. Blocking listening is like blocking information flow. It happens mostly with the student that they encounter unbalance among all four skills, as some are good in writing but

find he weak in speaking or sometimes they are good in speaking but finds he bad in listening skills or reading skills. Balancing all four is a unique finding in any personality. Teachers must ensure developing these skills in students, as all four are the basis of communication. According to Peter Watkins, 'both social and work contexts language may also be used to discuss options and solve problems and to manage the interaction itself and to invite others to speak, and so language is used to ensure that the interaction proceeds smoothly.'

About reading, Muriel Saville-Troille reminds us "in the case of a language that is used for wider communication, reading also provides significant input related to technological developments, world news, and scientific discoveries. Reading ability in general is needed not only for access to printed resources such as books and journals but may also be needed for access to computers and internet. Non-academic situations which require reading range from those which involve receiving news from friends in letters or e-mails." Same with writing skills as per Muriel Saville-Troike: "Writing is the most important productive activity for learners to develop if they will use the language for academic purposes or in certain types of service functions eg- providing reports to supervisors or clients.

### **Stress Management**

In today's scenario, it is very hard to manage stress and anxiety. Many people are suffering from depression and students are no exception to it, as they are unable to manage the amount of stress they have in their life and cutthroat competition as well as pressure in career goal related to the professional domain. According to Motah and Pointe, 'A stressful situation can spur us on greater effectiveness and achievement. In fact whether we like it or not we can't escape stress for complete freedom from stress is death.' Stress, anxiety and depression could take away happiness from life. It is the duty of an educator to teach their students how to handle pressure and manage stress, as it has become the obvious part of our lives. For that first, they must work on understanding the causes and their impact so that they can control them. In today's society, not only the physical health of youngsters is important but also their mental health. We must teach them that happiness is a choice and it must not be dependent on materialistic or temporary things. This part will teach them to understand the greater value of happiness and choice to live in the present rather in past or future. It is high time that personality development and soft skill trainers must talk and discuss this one of the major hinder to be or hinder already so that learners could not feel burden while dealing with one of the major mental health related issue of modern times.

### **Time Management**

It is a wrong narrative that time is passing thus it is we who are passing not time. According to the World English Dictionary, time refers to the continuous passage of

existence in which events pass from a state of potentiality in the future, through the present, to a state of finality in the past. We need to manage ourselves as per time. We all are assigned a definite duration of time. It is very important for learners to understand the timely understanding of time management. Time is finite, and cannot be manufactured - it is a finite resource that we have to manage (Decker, 2011).

The term "time management" became familiar in the 1950's and 1960's as referring to a tool to help people make better use of available time. According to Mind Tools Content Team (2014), time management leads to greater productivity and efficiency; better professional reputation; less stress; increased opportunities for advancement; greater opportunities to achieve important life, career, and organizational goals.

Time management is one of the greatest habits of every successful person who is an achiever, motivator, leader or performer. According to Irikefe (2017), the skills that will enable an individual manage time effectively and efficiently are what is referred to as "time management skills." Knowing the art of time management is a skill. This section will teach them the importance of time, understanding different perceptions of time as well as it will help them to fight with the habit of procrastination. Utilization of time is today's need. Development of the personality and enhancing soft skills come with the habit to manage time.

### **Habits: Good and Bad Ones and addiction**

Another aspect of working on soft skills is working on habits. As per William James in his book *Habit*, 'we look at living creatures from an outward point of view; one of the first things that strike us is that they are bundles of habits. In wild animals, the usual round of daily behaviour seems a necessity implanted at birth in animals domesticated, and especially in man, it seems, largely, to be the result of education. The habits to which there is an innate tendency are called in- stints; some of those due to education would by most persons be called acts of reason. It thus appears that habit covers a very large part of life, and that one engaged in studying the objective manifestations of mind is bound at the very outset to define clearly just what its limits are.' He further adds that the moment one tries to define what habit is, one is led to the fundamental properties of matter. The laws of Nature are nothing but the immutable habits, which the different elementary sorts of matter follow in their actions and reactions upon each other. In the organic world, however, the habits are more variable than this. Even instincts vary from one individual to another of a kind; and are modified in the same individual, as we shall later see, to suit the exigencies of the case. The habits of an elementary particle of matter cannot change (on the principles of the atomistic philosophy), because the particle is itself an unchangeable thing: but those of a compound mass of matter can change, because they are in the last instance due to the structure of the compound, and either outward forces or inward tensions can, from one hour to another, turn that structure into

something different from what it was. Learners' life must be under the control of good habits. Habits are addictive as well as very hard to leave students must focus on unlearning breaking bad habits and forming the cycle of good habits as near future their habits are going to determine the success and quality of their life.

### **Communication Technology**

In today's modern world technology is closely knitted with communication where all the communication is done through Technology such as direct messages voice messages videos pictures and many more. It is important to understand the DNA of Technology and communication. Navigates email etiquettes mobile personality telephonic communication and etiquettes are very important to follow when we are into Technology whether in a professional field or personal field. Learners must know how to make communication effective while using technology. According to Leach(2005), "an essential aspect of teaching's cultural toolkit in the twenty-first century, affording new and transformative models of development that extend the nature and reach of teacher learning wherever it takes place"

The entire education system has changed drastically over recent years Due to expanding prospects exponentially by e-books, apps, readymade power-point presentations, Wikipedia, multiple search engines, e libraries, etc. A striking visible and speedy change in technology provokes students to beat this race so that they could make themselves compatible for the change. Due to covid-19, It become the utmost necessity to move side by side in learning with technology, as education has crossed it boundaries from real world to virtual world. Sukanta Sarkar mentioned in the paper The role of information and communication technology (ICT) in higher education for the 21st century, "In the past 10 years, online instruction has become extremely popular as is evident in the rise of online universities, such as University of Phoenix Online and Athabasca University (Canada), and on-campus universities offering online courses and degrees, such as Harvard University and University of Toronto. For many students who find it difficult to come to campus due to employment, family responsibilities, health issues, and other time constrains, online education is the only option." He further adds, "Computer-based systems have great potential for delivering teaching and learning material. The rapid development of Information and Communication Technology (ICT), particularly the Internet, is one of the most fascinating phenomena characterizing the Information Age. ICT powers our access to information, enables new forms of communication, and serves many on-line services in the spheres of commerce, culture, entertainment and education. Over the last decade in the United Kingdom, there has been growth in support for the use of technology within teaching and learning in Higher Education (HE). In particular, since 1993 the Teaching and Learning Technology Programme (TLTP) has promoted the creation of technology-based materials for use across the HE sector."

### **Building Confidence and promoting Motivation**

Confidence and motivation are the keys to boost you towards the attainment of the goal. Sometimes it is very hard to feel motivated for confidence due to lack of required skills or opposite circumstances. Thomas J. Romace mentions, "A child's confidence may be the primary consideration in the development of effective movement skills. When teachers recognize behaviours which spell lack of confidence, they can take positive and specific remedial action." This part of soft skills teacher-student how to remain confident truly by working on areas of improvement and at the same time to feel motivated when surroundings and circumstances are filled with the demotivating environment. According to, Hamid and Jabbari, Motivation has been found to be an important element in the concept of Andragogy (what motivates the adult learner). To be self-motivated, encouraged, and interested is an important aspect of building a positive personality and creating fortune 30 and chances out of negativity and opposition. As per Stirling, Diana's "Motivation in education "According to the tenets of Self-Determination Theory, humans have an intrinsic desire to learn, and this desire is fuelled by the basic psychological needs for autonomy, competence, and relatedness. If we want to engage individuals at all levels of our educational systems in meaningful growth and learning experiences, we need to design environments and systems that support these needs. We can do that by developing educational policies at the governmental level that support the creation of systems that encourage autonomy and competence rather than imposing rewards and sanctions that undermine intrinsic motivation. At the system level, we need to encourage shared leadership, which leads to mutual ownership of the educational culture, supporting autonomy, competence, and relatedness within the academic system and in conjunction with the communities they serve. At the site level, be it in physical or in digital space, we must support teacher autonomy and create non-threatening environments for enhancing competency. We need to facilitate community building between and among teachers, learners, and families. The support of those learning communities must create safe places in which learners can take the necessary risks that nurture the intrinsic desire to learn and grow."

### **Leadership Skills, Team Building, Group Dynamics**

During the teachings of personality development and soft skills it is important to talk about leadership qualities, team building, and group dynamics as this part is meant to teach students the key roles and major functional traits of leadership style and the art of building a great and effective team having a similar group dynamics. One cannot survive as a leader without having the knowledge of being the strong link as a team player as well as a team leader. But as per Astin & Astin, "the concept of leadership and the educational goals of leadership development have been given very little attention by most of our institutions of higher learning". They further add, "Our rapidly changing society desperately needs skilled leaders who are able to address complex issues, build bridges, and heal divisions". Leadership development, as defined by the Center for Creative Leadership, is "the expansion of a

person's capacity to be effective in leadership roles and processes. Leadership roles and processes enable people to work together in productive and meaningful ways in groups. Both roles, being a team leader and team member are important to learn for being the part of a successful team, ready to take higher and harder roles and responsibilities for making the team undefeatable. In the book, 'Group dynamics and team building' Nazzaro, Ann-Marie, and Joyce Strazzabosco termed "group dynamics" as 'the interactions between people who are talking together in a group setting. Group dynamics can be studied in business settings, in volunteer settings, in classroom settings, and in social settings. Any time there are three or more individuals interacting or talking together, there are group dynamics'. They further discussed about team building as, 'It is a group that achieves cohesiveness; a team's strength is found in the relationships among the team members. It is a group with a common objective, whose members are very clear about working toward one purpose. It is a group whose members are interdependent. Whereas other groups may recognize the strengths of each member, team members rely on the strengths of each member to accomplish the objective.' Being the personality enhancer and soft skill trainer, one must ensure inculcation of these topics, which is the surety of successful implementation of coordination, association and oneness while sharing one objective.

### **Financial Literacy and Money management**

It is high time that trainers do not see the relevance among financial literacy, Social Security and self-confidence as it is related to the principles of self-direction and responsibility. In her research study, 'College students and financial literacy: What they know and what we need to learn' Angela Lyons begins "Financial literacy seems more important now than ever – and not just to family and consumer economics professionals. Financial institutions, the student loan community, financial professionals and educators, and others have identified personal financial management education as a priority." Money management is the most neglected topics, which determine the solidity in the base of any personality. Students need to understand its importance as early as possible no matter which domain they study. Mason and Wilson (2000) defined financial literacy as a "meaning-making process" in which individuals use a combination of skills, resources, and contextual knowledge to process information and make decisions with knowledge of the financial consequences of that decision. The money management skills must cover all the basic requirements and some worthy steps to be taken as early as possible among students. Another important aspect to learn is to know how to manage money while maintaining value and worth at the same time.

A student must not be confused between value and worth of it. Knowing how to manage money is equally important because the one who understands its importance will certainly multiply it. Managing money comes with saving and right investment and without being wasteful. This aspect is very crucial to teach coming generation, as they must understand the value of it at the right time at the right age as quickly as possible. Vitt et al. (2000) defined it as the ability to read, analyze, manage, and communicate about the personal

financial conditions that affect material well-being. It includes the ability to discern financial choices, discuss money and financial issues without (or despite) discomfort, plan for the future, and respond competently to life events that affect everyday financial decisions, including events in the general economy (p. xii). Money management is an important activity of daily living that presents problems for individuals so it needs to be eradicated during early stages so that they could prevent its side effects prior to moving forward its cures.

### **Analytical Thinking -Decision Making and Problem solving ability**

As Robert Frost wrote in his famous poem 'The Road Not Taken': I shall be telling this with a sigh somewhere ages and ages hence: Two roads diverged in a wood, and I – I took the one less travelled by, and that has made all the difference. Soft skills allow the learners to be analytical thinkers who are great at critical thinking, while dealing with conflict resolution and negotiations. The concept of teaching must be centered towards learning by doing when it comes to developing analytical thinking. 'Analytical thinking is a process of thinking that leads us to a better decision. First, we use the process of creative thinking by leafing through possible options for the problem we are dealing with, and then we use the process of analytical thinking to come up with better alternative solutions. The fundamental of analytical thinking is to push us to have alternative options, and then gradually focuses more on the best of those alternatives.' (Harto Nuroso , Joko Siswanto, Choirul Huda, 2018) One who is an analytical thinker develops the phenomenon to resolve problems in the right manner and lands up taking the right decisions in life because they sort the problem systematically. This aspects talk about the importance and necessity of decision making while being positive and practical at the same time, which has become the need of an hour. Analytical thinking is required in the teaching of science. An analytical thinking skill is a strong way of understanding a defined element of the situation. It is an ability to analyze facts and ideas, and come up with the smart solution for a problem, data analysis, and use of information. Teachers must conduct all sorts of activities, which help students to improve their decision making and problem solving abilities.

### **Morality, Ethics and humanism**

Technology is to human society, a good slave and a bad master, depending upon the ability to use. It has become the need of an era to teach students about morality, ethics and humanism, as they will be deciding factors in their lives. Students must be taught that compromising morality, ethics and humanistic approach will end in ruin. It is important for the educator to encourage discussion related to morality, ethics, and humanism with the students, as they must be aware about human and moral values, professional ethics, and the importance to practice humanism. These traits in a human being determine the quality of life in every way as it is important to follow morality in life and to follow professional ethics in the professional field and at the same time without forgetting the core of humanness as a

human being. These things will help the coming generation to know the difference between right and wrong.

### **Multi- Quotient: - Emotional Quotient, Physical Quotient, Spiritual Quotient, Adversity Quotient, Creative Quotient, Spiritual Quotient**

Another aspect that must be taught during soft skills classes is known as multi quotient such as emotional quotient, intellectual quotient, physical quotient, spiritual quotient, adversity quotient, creative quotient, etc. Emotional intelligence – the ability to manage our relationships and ourselves – consists of four fundamental capabilities: self-awareness, self-management, social awareness, and social skill. Each capability, in turn, is composed of specific sets of competencies (Goleman, Boyatziss & McKee, 2002, 263–265). **Adapted from Goleman, Boyatziss and McKee, 2002, p. 265.** Now it is high time not to talk about it because the balance of all is needed in everyone's life. According to Swami Vivekanada, 'Sense-happiness is not the goal of humanity. Wisdom (Jnana) is the goal of all life. We find that man enjoys his intellect more than an animal enjoys its senses; and we see that man enjoys his spiritual nature even more than this rational nature. Therefore, the highest wisdom must be this spiritual knowledge. With this knowledge will come bliss?' Coming generation and learners must understand that it is time for the multi quotient era where everything is needed such as one must be intellectual enough at the same time emotionally balanced enough so that one can value once physical mental Wellness. One must know how to deal with adversity and how to be creative. Therefore, it is the time for multi-quotient people. If you want to live a successful life, equal importance must be given to all the quotients at the same time.

### **Argumentative and Negotiation Skills**

Argumentative and negotiation skills are important as professionals and counter certain situations where they have to put their views effectively and counter-argue their valid points so it is must for an educator to a student into certain practices which in is there argumentative and negotiation skills. These skills are not only important during oral communication but also very effective during formal written communication.

### **Health and Personality**

Another important feature of soft skills is to teach students to care about their health and not only physical health but also mental health as well as emotional health. A healthy mind lives in a healthy body. This phrase is known by all but followed by a few. It is our duty to take it seriously when it is about our health. All the other aspects of personality are dependent on it because when one's mind and body are healthy only after rest is taken care of. In addition, to teach this skill at the right is equally important for a personality development trainer this awareness is very important to generate at the right time.

### **Conflict Resolution**

Conflicts are very common among humans due to the complexity of human relations at a personal level or professional level. Resolving them is not an easy task but in the teachings of personality development and soft skills, one must learn this is to resolve the conflicts. Conflicts can be resolved if one is good at analytical thinking and negotiation skills. Having the practical approach as a logical approach is the requirement to resolve any issue. To end the conflict in a Win-Win situation is a difficult task and only very few having that convincing power among them while dealing with conflicts.

### **Group Discussion**

This process cannot finish without teaching learners how to be active and positive speakers during group discussions. Students have to participate in GD/Debates during the interview process so teachers must ensure to conduct group discussions on diverse topics to encourage them for expressing their ideas, views, and opinions during the sessions. It will help them to remove their fear and hesitation for public speaking and it will boost confidence in them to compete successfully.

### **Presentation Skills**

To expert in presentation skills is the top-notch priority, which is required by the employers from their prospective interviewees. Soft skill trainers must ensure giving proper training to the students during soft skill training. This could be done via various ways such as PowerPoint presentations, oral presentations, poster presentations, and picture presentations, etc. This will help learners to present their knowledge on either spontaneous or planned topics. This practice must be done without fail.

### **Interview Skills**

This part of the soft skill and personality development is considered very pivotal as most of the learners and students opt for the training for being successful in the interviews of their desired companies, organizations, and positions. Mock sessions must be done for practice. This part helps students to feel confident at the final round of their interview such as one on one interviews, group interviews, panel interviews, etc.

### **Understanding Nature and Being Environment Friendly**

This aspect of personality comes with being aware of the roles and responsibilities; one has towards the nature and environment. No personality is enhanced if one is limited to self. Students must take interest in being the responsible being of the planet earth. It is expected from the teachers and trainers to make students aware of the welfare of their surroundings. This helps learners to develop holistically without being self-centered towards their benefits only.

## Conclusion

In Indian philosophy, five dimensions are needed to be developed for personality development and that is physical self, energy self, intellectual self, mental self and bliss self. This study helps the students, personality development, and soft skills trainers to develop an outlook regarding the topics related to the domain. Sometimes during the sessions, one can be confused regarding the beginning, middle, and closing of the process. This study will help learners to conduct their SWOT analysis based on these aspects and to work upon their weaknesses and narrowing their threats in lives. Completing all the topics and practicing them will certainly help to achieve the goals. Teachers will get the idea about the topics covered and included in the sessions and students can easily identify their area of improvement.

## References

- Chauhan, Abnish Singh. Swami Vivekananda: Select Speeches. Bareilly: Prakash Book Depot, 2004.
- Vivekananda, Swami. Personality Development. Kolkata: Advaita Ashrama, 21st Impression, July 2009.
- Karavakou, Vasiliki, and Vasileios Neofotistos. "The Importance of Visual Education in E-learning." *Studies in Humanities and Social Sciences* (2018): 141.
- Savin, Nuți. "The importance of educational resources using online platforms in pre-university education." *Scientific Bulletin" Mircea cel Batran" Naval Academy* 23.2 (2020): 1-3.
- Career. (n.d.). Oxforddictionaries.com. Retrieved November 15, 2017 from <https://en.oxforddictionaries.com/definition/career>.
- Ivancevich, J. M. (1994). *Human Resource Management*. Boston: Irwin.
- Rogers, M.E., Creed, P.A., & Glendon, A.I. (2008). The role of personality in adolescent career planning and exploration: A social cognitive perspective. *Journal of Vocational Behavior*, 73, 132– 142. <https://doi.org/10.1016/j.jvb.2008.02.002>.
- Johnson, J. (1997). "Units of analysis for the description and explanation of personality," in *Handbook of Personality Psychology*, eds R. Hogan and S. Briggs (San Diego, CA: Academic Press), 73–93. doi: 10.1016/B978-012134645-4/50004-4.
- Dweck, C. S. (2008). *Mindset: The New Psychology of Success*. New York, NY: Ballantine Books.
- Thanissaro, Bhikkhu, and Geoffrey DeGraff. "Right mindfulness: Memory & ardency on the Buddhist path." (2012): 12.
- Lazovic, Svetlana. "The role and importance of emotional intelligence in knowledge management." *Management, Knowledge and Learning International Conference*. 2012.
- Borozina G.V. (1998) *Psychology of business communication*, Moscow., chapter 7,
- Bull, Peter. "Nonverbal communication." *The*

*Psychologist* 14 (2001): 644-647.

Goleman, D., Boyatzis, R., & McKee, A. (2002). *Primal Leadership: Realizing the Power of Emotional Intelligence*. Ljubljana: GV Založba. 2002, p. 265.

Mayer, J.D. & Salovey, P. (1997). What is emotional intelligence? In P. Salovey & D. Sluyter. *Emotional development and emotional intelligence: Implications for educators*. New York: Basic Books.

Salovey, P. & Mayer, J.D. (1990). Emotional intelligence. *Imagination, Cognition and Personality*, 9(3), 185-211.

Dustmann, C., & Fabbr, F. (2003). Language proficiency and labour market performance of immigrants in the UK. *The Economic Journal*, 113(489), 695-717.

Tainer, E. (1988). English language proficiency and the determination of earnings among foreignborn men *The Journal of Human Resources*, 23 (1 ), 108-122.

Rost, Michael. L2 Listening, "Handbook of Research in Second Language Teaching and Learning," pp 503,504.

Watkins, Peter. Developing Speaking skills, "Learning to Teach English: A Practical Introduction for new teachers" p 77.

Muriel, Saville-Troike. Acquiring knowledge for L2 use, "Introducing Second Language Acquisition", p 162.

Watkins, Peter. Developing Writing skills, "Learning to Teach English: A Practical Introduction for new teachers" p 71.

Motah, M., & Pointe aux Sables, M. (2007). Study of the Relationship between Multiple Intelligences and the use of Soft Skills in Project Write-up among IT and Non-IT Students: A Research Paper. In *Proceedings of the 2007 Informing Science and IT Education Joint Conference*.

Decker, D. (2011). Time is Finite. Are You Using Yours Effectively? Retrieved September 10, 2018, from [http:// www.danieldecker.net/time-is-finite-are-you-using-yours-effectively/](http://www.danieldecker.net/time-is-finite-are-you-using-yours-effectively/)

Arumugam, Amuta, et al. "THE IMPORTANCE OF TIME MANAGEMENT FOR THE SUCCESSFUL OF TEENAGERS' IN EDUCATION: AN OVERVIEW." *EPRA International Journal of Multidisciplinary Research* 7.8 (2021): 330-339.

Irikefe, B. O. (2017). *Handbook of Skill Acquisition Training and Empowerment Programmes* (1st ed.). Abuja: International Centre for Sustainable Development, Nigeria.

James, William. *Habit*. H. Holt, 1890.

Sarkar, Sukanta. "The role of information and communication technology (ICT) in higher education for the 21st century." *Science* 1.1 (2012): 30-41.

- Leach, Jenny. "Do new information and communication technologies have a role to play in achieving quality professional development for teachers in the global south? 1." *The curriculum journal* 16.3 (2005): 293-329.
- Tohidi, Hamid, and Mohammad Mehdi Jabbari. "The effects of motivation in education." *Procedia-Social and Behavioral Sciences* 31 (2012).
- Stirling, Diana. "Motivation in education." *Learning Development Institute* 31 (2014).
- Astin, A. W., Astin, H. S. (2000). *Leadership reconsidered: Engaging higher education in social change*. Battle Creek, MI: W. K. Kellogg Foundation.
- Nazzaro, Ann-Marie, and Joyce Strazzabosco. *Group dynamics and team building*. Montreal: World Federation of Hemophilia, 2009.
- Cude, Brenda, et al. "College students and financial literacy: What they know and what we need to learn." *Proceedings of the Eastern Family Economics and Resource Management Association* 102.9 (2006): 106-109.
- Mason, C., & Wilson, R. (2000). *Conceptualizing financial literacy*. Research Series Paper 2000:7. Business School, Loughborough University, London.
- Vitt, L.A., Anderson, C., Kent, J., Lyter, D.M., Siegenthaler, J.K., & Ward, J. (2000). *Personal finance and the rush to competence: Personal financial literacy in the U.S.* The Fannie Mae Foundation.
- Nuroso, Harto, Joko Siswanto, and Choirul Huda. "Developing a learning model to promote the skills of analytical thinking." *Journal of Education and Learning (EduLearn)* 12.4 (2018): 775-780.
- A. Amer, "Analytical Thinking". Center for Advancement of Postgraduate Studies and Research in Engineering Sciences, Faculty of Engineering-Cairo University, Cairo, 2005
- D. F. Barone, J. E. Maddux, and C. R. Snyder, "Social Cognitive Psychology: History and Current Domains". The Springer Series in Social Clinical Psychology, 1997
- Aurthur, John. *Personality Development*. Lotus Press, 2006.