

## SOFT SKILL TRAINING - A METHOD OF IMPROVING ORGANIZATIONS PRODUCTIVITY

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**Abstract :** Soft skill training has become one of the most vital component of any training program in an organization. Training is provided to improve skills, knowledge and social behavior of an individual. In the past training was stressed more on learning how to perform jobs but in recent times training on soft skills has become mandatory in many companies. Soft skills is associated with an individuals emotional intelligence.

**Keywords:** Skill Development , Employee Retention , development and entrepreneurship .

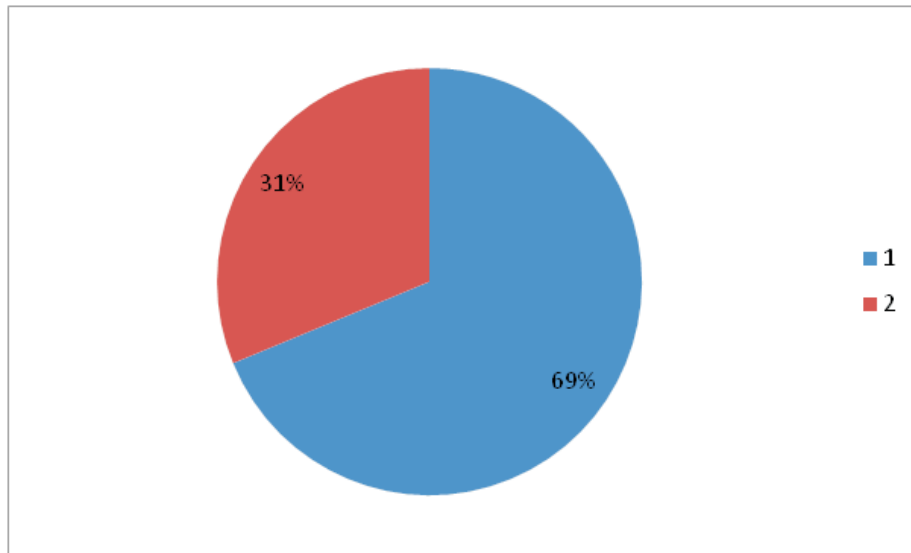
### INTRODUCTION

Today most companies provide training for improving the soft skills of an individual. Some of the training in soft skills are assertive training, stress management, time management, communication, team building, group dynamism, leadership etc. This paper attempts to study the impact of soft skills training on productivity. It will help us to understand the significance and also promote soft skill training in organizations where it is not implemented.

### RESEARCH METHODOLOGY

30 respondents were asked questions from 30 different organization. The organization were Infyosys, NPCL, TCS, Grey group, HDFC Bank Ltd, Proactive, Bharat bijlee, NIIT, RB onesource, Comart, Dchilles info, Thomson Reuters, Jet Airways , CMA - CGM Shipping Co, MSource Tech Ltd, Ray Consultant, Bryka Electro, Adharsh Vidyalaya, NBFC, Cognizant, ICICIBank, Pareikh Integrated Services Pvt. Ltd. , JCT, General Mills, Axis Bank, Phillip Capital India Pvt. Ltd., Viral Technologies, Quintesense, BI, Oil and Gas, Proxn etc.

#### 1.Does your organization provide soft skill training?

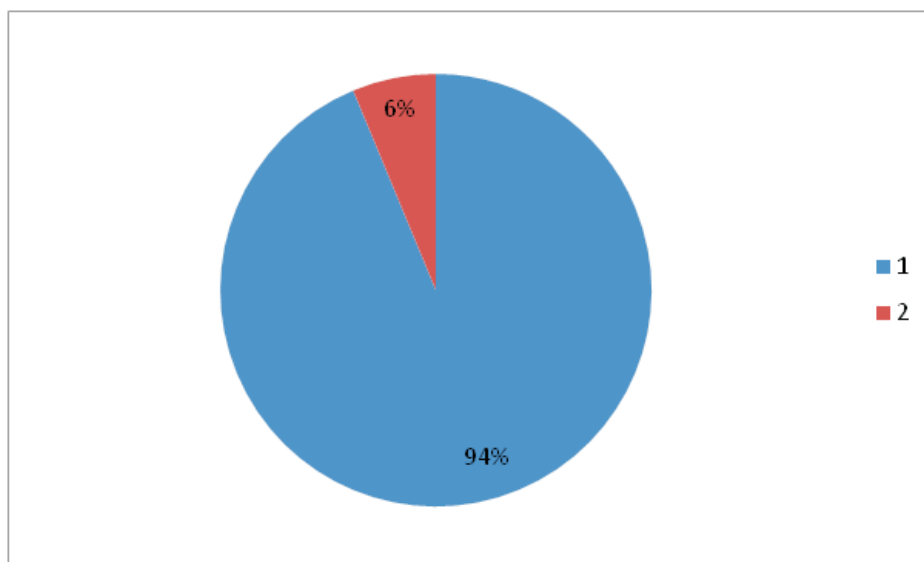


69% of the respondents said that they have soft skills training in their organization  
31% of the respondents said they do not have soft skills training.

**2. Which are the type of soft skill provided by your organization?**

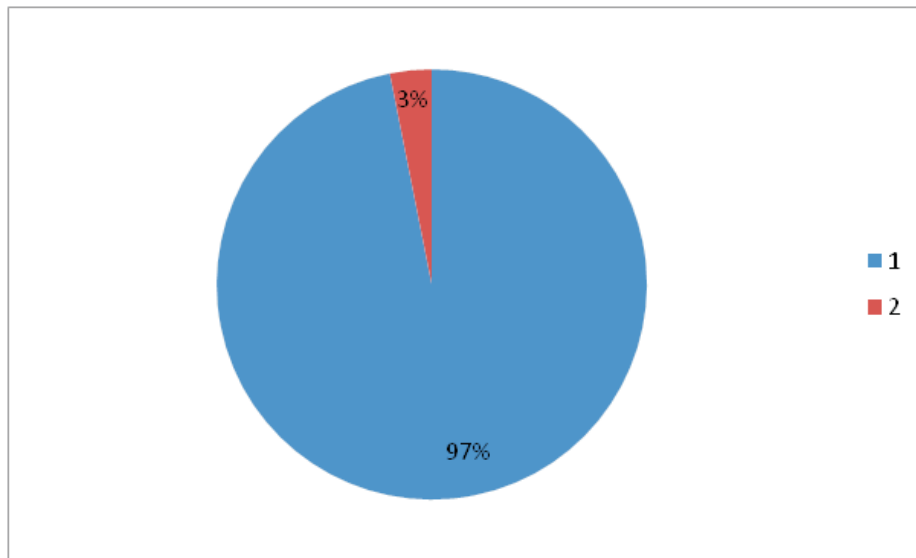
Effective communication, Personality development, Leadership skills, Presentation skills, Team building, Negotiation skills, Email writing, Stress management, Time management, Inter personal skills

**3 Do you think such type of training improves productivity?**



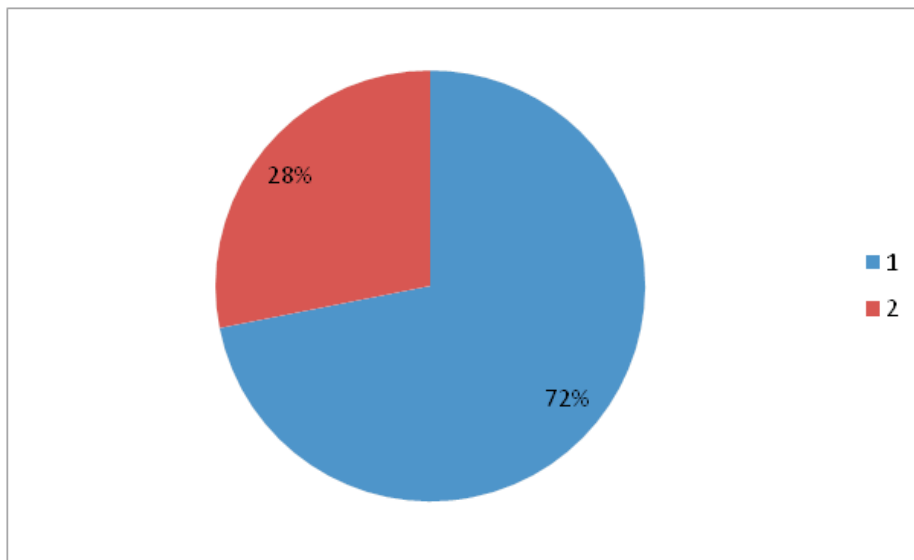
94% of the respondents felt that it improves productivity  
6% of the respondents felt it does not improve productivity

**4. Do you think it is important to have soft skill training in organization?**



97% of the respondent felt it is important to have soft skill training for the organization  
3% of the respondent felt it is not important

**5 Does high emotional quotient increase the rate of job success of an individual?**



72% of the respondent felt EQ improves productivity  
28% of the respondent felt EQ does not improve productivity

**Analysis and Finding**

69% of the respondents said that they have soft skills training in their organization. This means soft skill has become a mandatory training in most organisation. Effective communication, Personality development, Leadership skills, Presentation skills, Team building, Negotiation skills, Email writing, Stress management, Time management, Inter personal skills

94% of the respondents believed it improved productivity  
72% of the respondent felt that EQ improves results into high job success

## CONCLUSION

Training improves the skill, knowledge and social behavior of an employee. It bridges the gap between where we are and where one needs to reach. Training is basically provided to improve productivity of an employee. The above study clearly shows that soft skills is one of the key factor of an individuals success on job. High EQ guarantees high success. Today companies are stressing on soft skills apart from job knowledge. Hence the companies who do not provide soft skill training has to now start training their employees on soft skill to improve organizational effectiveness