

## The Importance of Interpersonal Skills 'Impact on Engineers a Study on Soft Skill



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### Abstract:

The managers are back bone of an organization so that managers and engineers must know soft skills to maintain and for smooth running business. The Practice of interpersonal skills role is crucial in an organization. The difference between good employees and great employees is not always something we can put a finger on. If they're a pleasure to work with, why? If they exceed every expectation, what are their secrets? The answer is as common as ever: interpersonal skills. But because these are technically "soft skills," which means the best way to attain them is to be born with them or to develop by practice. They are extremely valuable and require unique methods to learn. The significance of listening, speaking, reading and writing skills in learning English in order to get a perfect achievement of the business. Communication Skills play a crucial role among individuals and managers. All the four language skills in English i.e. listening, speaking, reading writing in learning English are very essential for the managers. The managers have been giving more importance to Reading & Writing since the beginning of learning English and neglecting or giving less position to Listening & Speaking. As a result, the Engineers who are learning English are good at reading and writing but lagging in speaking. Furthermore, unable to ask a question confidently in front of the subordinates, to ask a doubt for clarification that is not a good business practice. If the engineers do not concentrate on speaking good English, it will result in doubts and misunderstandings. Observations show that soft skills are equal important in relation to the acquisition of good business results apart from hard skills. The status of listening in communication is enormous. People often focus on their speaking ability believing that good speaking equals good communication. The ability to speak well is a necessary component to successful communication.

The ability to listen is equally as important to engineering and management professionals to take proper decision making. We have studied professionals speaking styles why do we still have trouble understanding. Nothing is wrong with us. Something is wrong with the schools we went to, and the textbooks we used. English textbooks and audio tapes are horrible. We never learned real English, we learned Textbook English only. In the final stages of B.Tech and MBA, sentence making and concept wise teaching, more importance is given to Reading and 'Writing' skills than 'Listening and 'Speaking skills just to complete the degrees.'" One cannot learn swimming, if he/she sits on the bank of a pool and may refer a hundred books about swimming. One must get into the water and swing limbs, and then only one can learn swimming more or less". Similarly, without listening and speaking one cannot acquire a language learning or fluency. Listening is the key factor to get English fluency; managers unable to understand properly communication go to failure. Managers must have a lot of understandable repetitive listening. That is the ONLY way. To be a fantastic English speaker, it is common to train the engineers tense and ignore Modals. Verbs are the most important words in a sentence. "A verb is said to be the heart of a sentence whereas the Modals are considered the lungs of English language". The trainer must give equal preference or more preference to Modals than tenses. English trainer must teach the Modals in sentence making and follow the sequence of Subject + Modals + Verb + Object in bilingual method by using a single verb or the same example sentence to different expressions in sentence making and all these comes with practice and experience. Now, the managers have to leave the method of listen and repeat, practice the idea of listen and answer. They must listen to understandable English. They need to listen to English every day to overcome the communication barriers what they are facing right now. Otherwise the company won't grow up to national and international level.

Consequently, It will become a sick company or if the owners take a proper decision, the managers may lose their jobs due to lack of soft skills especially communication and interpersonal skills.

## Introduction:

Courses in communication skills have a protuberant place in language programs around the world today. Ever-growing needs for articulacy in English around the world business because of the role of English as the world's international language have given precedence to finding more effective ways to understand to speak English. It is therefore timely to review what our current assumptions and practices are concerning the practising of these crucial language skills. Our understanding of the nature of listening and speaking has undergone considerable changes in recent years, and in teaching of listening has attracted a greater level of interest in recent years than it did in the past. Listening came to be seen as an interpretive process. At the same time, the fields of discourse analysis and conversational analysis exposed a great deal about the nature and organization of spoken discourse and led to a realization that reading written texts aloud could not provide a suitable basis for developing the abilities needed to process real-time authentic discourse. Hence, current views of listening highlight the role of the listener, who is seen as an active participant in listening, employing approaches to facilitate, monitor, and evaluate his or her listening. In recent years, listening has also been examined in relation not only to conception but also to language learning. Since listening can provide much of the input and data that learners receive in language learning, an important question is: How can attention to the language the listener hears facilitate second language learning? This raises the issue of the role "noticing" and conscious awareness of language form play, and how noticing can be part of the process by which learners can incorporate new word forms and structures into their developing communicative capability. Methodologies to the teaching of speaking in English Language Teaching have been more strongly influenced by fads and fashions than the teaching of listening. "Speaking" in traditional methodologies usually meant repeating after the trainer memorizing a dialogue, or responding to drills, all of which reflect the sentence-based view of proficiency predominant in the audio-lingual and other drill-based or repetition-based methodologies. The emergence of communicative language teaching in the 1980s led to changed views of syllabuses and methodology, which are continuing to shape approaches to teaching speaking skills today.

Grammar-based syllabuses were replaced by communicative ones built around notions, this is the best practices, functions, skills, tasks, and other non-grammatical units of organization. Fluency became a goal for speaking courses and this could be developed through the use of information-gap and other tasks that required learners to attempt real communication, despite limited proficiency in English. In so doing, learners would develop communication strategies and engage in negotiation of meaning, both of which were considered essential to the increase of oral skills. The notion of English as an international language has also prompted a revision of the notion of communicative competence to include the notion of intercultural competence. This shifts the focus toward learning how to connect in cross-cultural settings. To examine what applied linguistics research and theory says about the nature of listening and speaking skills, and then to explore what the implications are for classroom teaching. We will begin with witnessing the teaching of listening.

## OBJECTIVES OF THE STUDY:

The main objective of this section is to explain need of soft skills [communication & interpersonal skills and the difference between listening and speaking skills and to justify their importance in a business language acquisition process. To do this, the section has been divided into different subsections to have a general overview about the listening-speaking processes, the way of learning English through them and their assessments. Realizing and understanding a language is necessary when managers are practicing a new language due to the fact that people always need to communicate and act together with others in different moments in an organization.

- 1) To study on listening and speaking skills, united with grammar, as a way of helping managers to understand the language system and to develop their ability by using to communicate effectively inside and outside the organization.
- 2) To Study Communication skills and productive skills. Listening and reading are receptive skills while speaking and writing are productive skills.
- 3) To examine significant differences between listening and speaking skills impact on engineers possible to incorporate them.
- 4) To evaluate the practices and implementation of soft skills improving individual, group and in an organization.

## Methodology

## Primary data

**Sample study** 500 executive engineering and management personnel.

**Observation.**

**Interviews.**

**Survey**

**Questionnaire**

**Data analysis and interpretation**

Taking into account the results obtained through the study, it can be said that listening and speaking are two important skills, which must be practiced thoroughly in order to confront them as they do with soft skills. The first stage of the research demonstrates that it is very difficult to develop these two skills because it is necessary to devote more time to them to do a suitable practice with all the clients and the managers. The second stage regarding listening and speaking skills. It is proved that they are important as to include them design day by day even though it is difficult due to many factors. The most important one is the lack of time, which prevents to develop interesting soft skill programmes. The third stage consists of an life skills and interpersonal skills. Analyzing evaluate their results and suggestions, managers and engineers are aware of the importance of acquiring these skills. So, through several questions contained in the survey (appendix 1), managers reflected their thoughts in relation to these skills that allowed us to study their problems and difficulties in learning listening and speaking and writing skills. The following information shows that segmentation of engineering graduate at twin cities of Hyderabad.

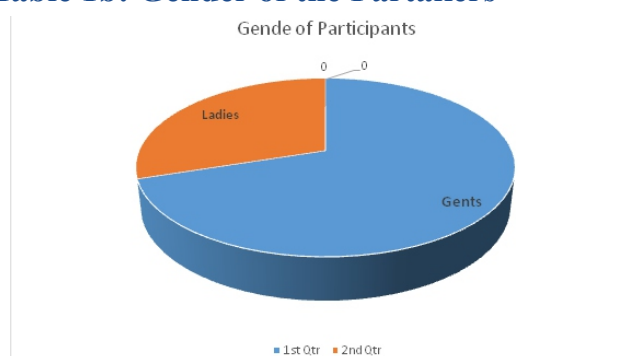
## Table 1a: Gender of the partakers

Number Of Respondents

Management 300

Engineering 200

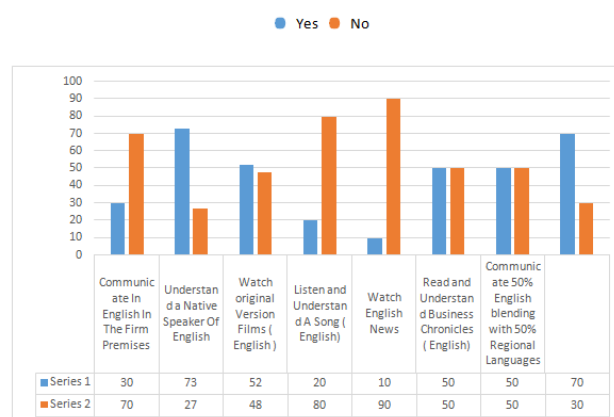
## Table 1b: Gender of the Partakers



Gender of the partakers management and engineering professionals. The graph shows that the number of boys and girls who answered the survey. It is important to take into account that there is a great difference between the amount of ladies and gents but this doesn't affect our study. Respondent's answers to questions 1, 2, 3 and 4.

**Table 2a: Communication** Yes No

Speak English In The office	30	70
Communicate In English In The Firm Premises	73	27
Understand a Native Speaker Of English	52	48
Watch original Version Films ( English )	20	80
Listen and Understand A Song ( English )	10	90
Watch English News	50	50
Read and Understand Business Chronicles ( English )	50	50
Communicate 50% English blending with 50% Regional Languages	70	30



Most of the respondents (70%) assure that English is not spoken during their working time. They say that the boss speaks Telugu except for some explanations or some comments. Only a 27 per cent of the respondents feel incapable of communicating in English with other person whereas a 73 per cent is able to speak English, with some difficulties, but can maintain a conversation in English. In relation to the possibility of understanding a native speaker, the results are very varied. A half of the managers (52%) think that they would understand a native speaker but a 48 per cent consider that it results very difficult or almost impossible. They admit that they usually listen to their boss and, in some cases; they listen to the CD player. A possibility to solve this problem would be to invite native speakers to come to their English conversation. A few of the participants (20%) declare that they can watch original version films and understand what the film is about or what the characters are saying whereas a 80% of the participants of the survey sometimes watch original version films.



## Suggestions to improve Listening and Speaking Skills Listening Skills:

According to the International Listening Association, only about 50% of what we hear is retained immediately after we hear it and only 20% after that. So in honor of International Listening Awareness Month, I've compiled a list of ways to become a more effective listener:

1. Maintain eye contact – eye contact keeps you focused on the conversation at hand and keeps you involved
2. Focus on using inviting body language, such as making eye contact, uncrossing your arms, and turning your shoulders so you're facing the person speaking. Use your body to show your interest and concern such as nodding year head.
3. Avoid thinking about what you're going to say next. Try not to get ahead of the speaker by finishing his or her thoughts in your mind before the person is finished speaking
4. Participate in active listening by encouraging the speaker with nods and affirmative words.
5. Paraphrase and repeat what you heard when it's your turn to talk. Don't interrupt – If you're interrupting the person speaking to get your point across, you're not listening.
6. Ask questions or request examples for clarification and to get a better understanding of what is being said.
7. Stop doing other things — fidgeting, texting, reading, etc., — while someone is speaking to you.
8. Focus on content, not delivery. If you find yourself counting the number of times someone clears their throat, touches their nose or says uh, your attention is not on the subject matter and you need to refocus more on the message.
9. Ask open ended questions. Closed questions close the door to further conversation by giving a yes or no answer. Whereas, open questions allow for access to further dialogue. For example, the speaker might say, "I don't like my hair" The listener might respond, "What about your hair don't you like?" or, "Tell me more about your feelings regarding your hair".
10. Pay close attention to a speaker's body language – posture, eye movement and facial expressions. This will give you cues to the meaning behind the words being spoken and what he or she is really trying to convey.

## Suggestions to develop Speaking Skills:

- 1) Practice speaking every chance you get! (Example: ordering coffee, shopping, asking for directions, etc.).
- 2) Read English-speaking newspapers or online articles. (Free newspapers like Metro and 24Hrs are a good place to start – lots of pictures!)
- 3) Read children's books, the grammar and vocabulary are easier. Get a library card or buy them from the Dollar Store.
- 4) Listen to English songs, google the lyrics and sing along (you might want to do this in private unless you're a really good singer;
- 5) Watch English movies and TV shows – with Sub titles to No subtitles!
- 6) Make friends with people from other countries so you're not tempted to speak in your own language.
- 7) Participate in ILAC's social events, join a salsa class, or a free yoga class.
- 8) Join a free conversation group or language exchange. (Maybe your co-worker is dying to learn Spanish to impress the cute guy in the office downstairs – you can help each other!)
- 9) Talk to your teacher for advice on any specific things you need to work on, for example, maybe there's one word you always say wrong.
- 10) DON'T BE AFRAID TO MAKE MISTAKES! The more you speak, the faster you learn.

## Integrating Listening and Speaking:

Due to the lack of time managers have per week for their subject, the best way to practice listening and speaking is integrating them. According to Bueno, Madrid and McLaren: "Listening is important for speaking because it establishes the good basis for successful communicative exchanges" (2006:344). There are several activities that integrate listening-comprehension with speaking: - Integrated skills work (jigsaw-listening, for example) - Using video - Using the language laboratory - Using computers and CD-ROMs - During games - Using pop songs (probably the most popular listening activity with adult learners) - Listening as free time work. These activities integrate speaking because the songs, videos or listening text-topic is the springboard for a discussion, drill or pronunciation practice. Integrated activities also provide opportunities for much needed managers' behavioral-interaction described by Lynch (1997) earlier. Dictations integrate listening and speaking.

Although they have not been very fashionable dictations are at the moment once again seen as relevant. Dictations may also be used as a means to evaluate one's listening comprehension, as long as the scoring is carefully done.

## Conclusion:

According to the results obtained, we can notice that listening and speaking competences are complex skills that need to be developed consciously. They can best be developed with practice in practical activities, which promote interaction between managers and clients. This study has tried to show that it is easier to obtain managers' participation and motivation when the suggested materials are entertaining, original and surprising. The key is to motivate and change their negative attitude towards English giving managers a chance to speak about exciting topics, which can result easy for them and for their level. How can managers get that? First of all, managers should use the English language from Primary level so, if managers are accustomed to this language at an early time, it will be easier to communicate and understand English better and their fears will disappear. Nowadays, there are few language schools where managers do this, and the results are very good although recently, the situation has improved due to the creation of bilingual schools and on-line classes in English but it is still necessary do more for the future, if the managers want to obtain similar levels of English as many other countries. Day by day office life is when managers really learn the mentioned skills previously. Sometimes, it is only when a managers spontaneously uses vocabulary or expresses his/ her own opinion related to a previous listening or reading aloud carried out in the daily situations. An idea would be giving managers opportunities to use their speaking and listening skills in real life situations, giving them the sense of what they are learning in situations that they do not have in the classroom. For example, doing more activities outside office, participating in events or inviting people from an English speaking country as a way of comprehending its practical use. Another way would be using new technologies, which are very useful and motivate the managers because they consider them something different and real. It is desirable to say that managements must support managers in their language and communication skills and encourage them to use English, and at the same time, managements need to be in constant contact with new techniques and materials in this changeable competitive world. Finally, no business firm or industry tries to step back and every firm or industry must rise for international level in other

words tries to emerge a multinational company. Soft skills can be very diverse depending on the methodology followed by each manager but what it is really important is to develop English language to get managers precise entirely. Due to this, some suggestions have been offered, which can be put into practice during the office hour in order to motivate managers to participate in various programmes and to do interaction activities to develop listening and speaking skills. These activities allow managers to feel more comfortable and sure when they have to hold a conversation in English and they make the skills more effective in order to get a perfect business deal by covering all the skills: listening. Speaking, reading and writing without any barrier.

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## Emotional Intelligence

Many people have characterised soft skills as those relating to Emotional Intelligence, the ability to recognise and manage your own and others' emotions. ...

Communication Skills.

Making Decisions.

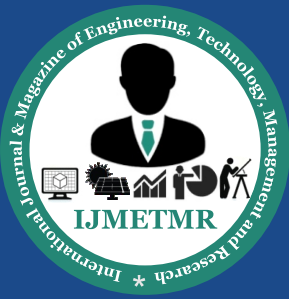
Self Motivation.

Leadership Skills.

5.Team-Working Skills.

Creativity and Problem Solving Skills.

1.Rules for mastering this skill is not black and white – Unlike hard skills, like math, where the rule for doing it perfectly is always the same, how effective you are at a



soft skill changes depends on your emotional state, external circumstance, and the type of people you interact with.

2.This skill is portable and valuable to any job/career – Because soft skills are about your inner strength and interpersonal effectiveness, as long as you work with people, these skills are valuable to your career.

3.Mastering this skill is an ongoing journey – You can reach a level of competency in it but you can always encounter new situations or people that will test your soft skills and push you to learn more.

More items...

The difference between good employees and great employees is not always something you can put a finger on. If they're a pleasure to work with, why? If they exceed every expectation, what are their secrets? The answer is as common as ever: interpersonal skills. But because these are technically "soft skills," which means the best way to attain them is to be born with them, they are extremely valuable and require unique methods to learn. Following is a list of the most important interpersonal skills an employee can possess. Start developing yours today with these 7 tools to immediately improve your ability to communicate tactfully.