

# TEACHING SOFT SKILLS IN BUSINESS ENGLISH CLASS ROOM FOR TERTIARY EDUCATION

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## Abstract

This research paper deals with the importance of the recent notion of soft skills for work-related language coaching, especially its role in Business English. It is argued that soft skills form not only a crucial and increasingly important topic in careers and career negotiations, but are also part and parcel of adult language teaching and learning which tries to take seriously learners' and teacher's personalities. Both a number of general principles and concrete examples of making Soft Skills 'work' in the class-room are discussed.

**Objective of the Study** : To lure the language practitioner to feel the importance of soft skills and make the learners fit for career negotiations.

**Methodology** : Qualitative

**Results & Conclusion** : Notion of soft skills is greatly expected by employers and thus the job seekers should update themselves with this notion to make them fit for the competitive employment opportunities.

**Key Words** : Business English, Soft Skills, Career negotiations, personality development.

## INTRODUCTION

In today's fast growing world, certain issues demand the youngsters to make them fit for employment other than proficiency in second language or computer literacy. Each company looks for a different mix of skills and experience depending on the business it's in. Thus it's no longer enough to be a functional expert. To complement these unique core competencies, there are certain "soft skills" every company looks for in a potential hire.

Soft skills are "Skills, abilities, and traits that

pertain to personality, attitude, and behavior rather than to formal or technical knowledge" (Moss and Tilly 2001)

"Soft skills" refer to a cluster of personal qualities, habits, attitudes and social graces that make someone a good employee and compatible to work with. Companies value soft skills because research suggests and experience shows that they can be just as important an indicator of job performance as hard skills.

The very essential phenomena that are to be cleared here are the difference between hard skills and soft skills. Hard skills are usually