



THE ROLE OF SOFT SKILLS IN PERSONALITY DEVELOPMENT

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ABSTRACT :

Soft Skills is a very popular term now a days, used to indicate personal transversal competences such as social aptitudes, language and communication capability, friendliness and ability of working in team and other personality traits that characterize relationships between people. Soft Skills are traditionally considered complementary of Hard Skills, which are the abilities to perform a certain type of task or activity. Soft Skills are strategic to be successful in personal and professional life ,rendering them essential for a candidate trying to obtain any kind of job.



KEYWORDS : Motivation, soft skills, Personality, organization.

INTRODUCTION

The conceptual model of Skills developed by John Dewey in the book “The Human Nature and Conduct” defines the personality as the interpretation of his habits, which are not pure repetitions but dispositions that the person expresses as specific ways of acting in different challenging situations. Dispositions motivate, activate, and direct abilities. Then the model of soft skills, revisited like dispositions, looks like a complex construction in which many components interact and are developed over time, showing performances based on a coherent set of knowledge, abilities, attitudes and values. In the concept of disposition three interacting components can be distinguished:

Attitudes and values

Knowledge and abilities involved

A set of coherent behaviours

The disposition can only be inferred evinced, from repeated congruent behaviours and performances (Pellerey, 2015).

Following another approach, competences can be distinguished in three categories:

Knowing-why competences

Implied Reflectiveness

Understanding and Self-awareness

Knowing-What, When, Where

Competencies implying Pro-activity

Further Soft Skills important to be considered regard the capacity to develop and take advantage of an extensive network of relationships, the Knowing-How, Whom competences implying Reactivity and the Transferable competences in terms of knowledge and employability improving skills.

OBJECTIVES OF THE STUDY

1. To Discuss the importance of Attitude in personality development.
2. To explain the role of motivation in soft skills.
3. To establish the need for motivation and goal setting in personality development.

ATTITUDE

According to Allport, attitude can be defined as “A mental and natural state of readiness organized through experience, expecting and situation with which it is related” is known as Attitude.

In other words it can be defined as “Learned pre-dispositions towards aspects of our environment they may be positively or negatively directed towards certain people, service or institution” is known as Attitude.

Attitude is an evaluation of a thing, object or a person in a specific way. It is a psychological phenomenon and forms a basis for human behavior. It is a tendency or predisposition to evaluate an object or symbol of that object in a certain way.

Characteristics of attitude:

- Attitudes tend to result in behavior.
- Attitudes allude to emotions and convictions of people or gatherings of people.
- The sentiments and convictions are coordinated towards other individuals, articles or thoughts.
- Attitudes are not natural. They are step by step obtained over some undefined time frame.
- All individuals, regardless of their status and knowledge hold dispositions.
- An frame of mind might be unwittingly held.
- Attitudes have emotional and motivation aspects.
- Attitudes are evaluative statements ranging from favourable to unfavourable.

What is positive attitude and negative attitude?

Positive Attitude:

Positive attitude implies “positive optimistic thinking”. Positive attitude helps to cope more easily with the daily affairs of life. It is a state of mind that is well worth developing and strengthening. A positive attitude leads to happiness and success and can change one’s entire life.

Negative attitude:

A negative attitude is self defeating and reflects a state of mind that has negative emotions. A negative attitude is a gateway towards the darker side of life and the pain of depression.

1. Explain the various types of Attitudes?

Attitude is a hypothetical construct that represents an individual’s degree of like or dislike for an item/idea/person: based on which attitude can be broadly classified into two types.

They are:-

1. Positive Attitude
2. Negative Attitude

➤ Positive Attitude:

Positive attitude implies “positive optimistic thinking”. Positive attitude helps to cope more easily with the daily affairs of life. It is a state of mind that is well worth developing and strengthening. A positive attitude leads to happiness and success and can change one’s entire life.

It means to keep a set of ideas, values and thoughts that tend to look for the good, to advance, to overcome problems, to find the opportunities in every situation.

➤ Negative attitude:

A negative attitude is self defeating and reflects a state of mind that has negative emotions. A negative attitude is a gateway towards the darker side of life and the pain of depression.

Various steps in developing positive attitude:

There are 5 steps in developing a positive attitude:

1. Imagine, visualize and keep thinking of things that you would like or prefer to happen for your problem: Imagine your problem is solved. Use your imagination you can do it.
2. Pursue wisdom. Have a habit of always learning: seeking wisdom.... Pursue it. If it means reaching out for help from a wiser person or friend, just ask for help. Read to find if others have faced similar problems. We can learn from others.
3. Affirm out loud daily with a positive attitude: say aloud to yourself "I will solve my problem today" or "I will earn Rs5000/day in my online business". You could write down your affirmations in a notebook which tells you clearly what you are going to do.
4. Have a great attitude! Act and behave motivated even if you do not feel like it: quite often we let our subconscious mind dictate our attitudes and take off the right track. Have you heard that "your attitude determines your attitude in life". Keep a right attitude.
5. Do something so that your mental or physical resources can be stretched: when you are dwelling on negative thoughts, do something so that your mental or physical resources can be stretched. Go for a swim or jog. Learn to play a musical instrument.

Formation of Attitudes:

1. Direct experience:

The personal experience of an individual whether it is positive or negative will affect his attitude. Rewarding experience leads to development of positive attitude and punishing experience leads to negative attitude.

Disposition dependent on close to home experience are hard to change. In organization employees develop impressions or attitudes about salary, working conditions, superior's behaviour etc. Continued experience with these factors leads to formation of attitudes.

2. Association :

Associating is comparing two objects or situations. Now and again an individual goes over another mentality which might be related with an old frame of mind. In such a case the frame of mind towards the old mentality might be exchanged towards the new demeanor.

Eg:- If another laborer stays more often than not in the organization of a specialist, who is in the great books of the administrator, and towards whom the manager has an inspirational disposition, the chief is probably going to build up a good demeanor towards the new specialist too.

3. Family, Peers and Neighbors:

Individuals acquire attitudes like values from parents, teachers and friends and also from neighbors. We watch the manner in which our family and companions act and we shape our demeanors and conduct to line up with theirs.

The area in which we live has certain social and ethnic contrasts and religious groupings. People belonging to different cultures have different attitudes and behaviours. Some of these we accept and some we reject.

4. Mass Communication:

Publicizing messages endeavor to modify the demeanor of the general population towards a specific item or administration. For instant, inspired by films, our attitude towards a individuals may be altered.

Importance of positive attitude?

Positive attitude is a very important as it will make our life easier. In life, not everything goes a smoothly as we want it to be. There will be times when we will face problems and obstacles. The most challenging part is not when our life goes smoothly but how we react when we experience problems and difficulties.

- A positive attitude can make you success. Some of the most successful people have had many setbacks.

- It helps achieving goals and attaining success.
- Success achieved faster and more easily
- More happiness
- Greater inner power and strength.
- More energy.
- The ability to inspire and motivate yourself and others.
- Life smiles at you
- People respect you
- You can encounter difficulties a long way.

Ultimately, having a positive attitude is very important. It makes life more fun and we will be able to achieve anything that we want as long as we have a positive attitude.

The benefits of a positive attitude:

- ✓ Helps achieving goals and attaining success
- ✓ Success achieved faster and more easily.
- ✓ More happiness
- ✓ More energy
- ✓ Greater inner power and strength
- ✓ The ability to inspire and motivate yourself and others.
- ✓ Fewer difficulties encountered along the way
- ✓ The ability to surmount any difficulty
- ✓ Life smiles at you

People respect your MOTIVATION

The term 'motivation' has been derived from the word 'motive'. Rationale might be characterized as an internal condition of our mind that initiates and coordinates our conduct. It makes us move to act. It is constantly inside to us and is externalized by means of our conduct. Inspiration is one's readiness to apply endeavors towards the achievement of his/her objective. Give us a chance to consider a couple of essential definitions on inspiration that will enable us to comprehend the significance of inspiration all the more plainly.

Definition:

Fred Luthans characterized inspiration as a "process that starts with a physiological or psychological deficiency or need that activates behaviour or a drive that is aimed at a goal or incentive".

According to Stephen P. Robbins "motivation is the willingness to exert high levels of efforts toward organisational goals, conditioned by the effort ability to satisfy some individual need".

Motivation Cycle or Process:

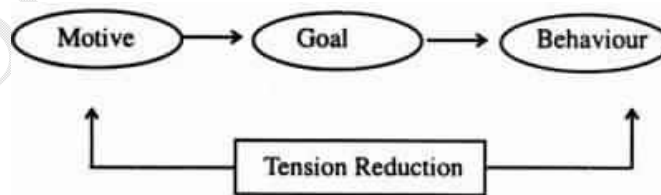


Fig. 17.1: Motivation Process

As expressed before, inspiration is a procedure or cycle gone for achieving a few objectives. The basic elements included in the process are motives, goals and behaviour. A brief mention of these follows:

Motives:

Almost all human behaviour is motivated. It requires no motivation to grow hair, but getting a hair cut does. Motives prompt people to action. Hence, these are at the very heart of motivational process. Motives provide an activating thrust towards reaching a goal. The examples of the needs for food and water are translated into the hunger and thirst drives or motives. Similarly, the need for friends becomes a motive for affiliation.

Goals:

Motives are generally directed towards goals. Motives generally create a state of physiological or psychological imbalance. Attaining goals restores balance. For example, a goal exists when the body of the man is deprived of food or water or one's personality is deprived of friends or companions.

Behaviour:

Behaviour is a series of activities to be undertaken. Behaviour is directed to achieve a goal. For example, the man goes to saloon to cut his hair. Diagrammed simply, the cycle or process of motivation is presented in Figure 17.1 as follows:

Importance of motivation:

The need for and importance of motivation can be imbued with multiplicity of justifications as follows:

1. Organisations are run by people. Thus, troughs can't stand to evade a worry with human conduct at work. This is on the grounds that the persuaded workers are more profitable and quality-cognizant than impassive ones.
2. Inspiration as an unavoidable idea influences and is likewise influenced by a large group of components in the hierarchical milieu. It empowers administrators to comprehend why individuals carry on as they act.
3. Authoritative viability moves toward becoming, to some degree, the subject of the executives' capacity to spur its representatives. Subsequently, an energy about inspiration encourages the supervisors how to persuade their representatives.
4. Machines become vital if there should be an occurrence of complex innovation. Be that as it may, these stay wasteful vehicles of powerful and proficient tasks without man to work them. Along these lines, associations need workers with required capacity and ability to utilize the propelled complex innovation to accomplish the hierarchical objective.
5. With the acknowledgment that associations will keep running in progressively complex milieu in future, an expanding consideration has been given to create representatives as future assets (an 'ability bank'). This encourages the directors to draw upon them as and when associations develop and create.

Some of the characteristics of motivation are as follows:

1. Inspiration is a Psychological Concept: Inspiration needs to originate from inside every person. There are two wanting variables in inspiration (a) Fundamental needs, for example, sustenance, garments and safe house and (6) Ego-fulfillment including confidence, acknowledgment from others, open doors for accomplishments, self-improvement and self realization which go about as incredible however oblivious, help of conduct. Inward inspiration can be more definitive for conduct than any outer impact.

2. Inspiration influences the Whole Individual, not part of Him/Her: An individual's essential needs decide, all things considered, what he will attempt to do at some random time. Every one of these necessities are between related in light of the fact that every individual is an incorporated composed entirety.

3. Inspiration is never an Unending Process: Man is a social creature. As a social creature he has endless needs which prompt him to work. On the off chance that one fundamental need is sufficiently fulfilled for a given individual it loses control as a helper and does into decide his present conduct and yet others needs keep on rising.

Needs are multitudinous and can't be fulfilled at one time. It is an unending procedure so the procedure of inspiration is likewise unending to actuate the individual to fulfill his countless needs. The significance of inspiration is to keep it alive and not to give it a chance to diminish.

4. Non-satisfaction of Basic Needs Makes a Man Sick: *On the off chance that anyone flops in attempting to address an issue which he feels is fundamental for him, he moves toward becoming to some degree rationally sick and such disappointed man can't be propelled any further until his basic need is fulfilled.*

5. Objectives are Motivators: *Objectives and thought processes are indivisible. Man attempts to accomplish the objectives. As soon as the objective is accomplished he would be never again inspired by work. Along these lines, it is fundamental for the administration to realize his objective to push him to work.*

6. The Self-idea as a Unifying Force: *As indicated by Geller-man, binding together powers go through every individual's history. Bringing together power implies the drive to actuate his/her picture of him-herself. The blueprint of an individual's mental self view is genuinely all around checked in early youth and from there on does not act customarily change. Accordingly, two things that individual is continually endeavoring to do are (a) to demonstration like the individual; he supposes he is, and (b) to get what he wants to.*

7. Inspiration is an unpredictable marvel: *Inspiration being an inner inclination can't be watched straightforwardly. Since intentions themselves are dynamic, it further adds to intricacy.*

8. Inspiration is unique in relation to Satisfaction, Inspiration, and Manipulation: *Inspiration alludes to the drive and endeavors to fulfill a need or objective, though fulfillment alludes to the satisfaction experienced when a need is fulfilled. Interestingly, motivation is realizing an adjustment in the reasoning example. Then again Manipulation is completing the things from others in a foreordained way.*

GOAL SETTING

Goal setting involves establishing specific, measurable and time – targeted objectives Goal setting features as a major component of personal development literature. Goals perceived as realistic are more effective in changing behaviour.

What is goal?

An objective is an anticipated situation that an individual or a framework plans or expectations to accomplish an individual or hierarchical wanted end-point in a type of accepted improvement. In other words “it is a specific, measurable and time targeted objectives of an individual is called Goal.

What is Goal Setting?

It can be defined as “establishing specific, measurable and time targeted objectives”. Goal setting is a process that allows people to specify work towards their own objectives.

Importance of Goal Setting:

Goal setting is important for the following reasons:

- **Save Time:** Save time by setting goals, you will be able to cut out a huge chunk of wasted time each day.
- **More Productive:** More productive setting goals helps you to determine what needs to be done and when. You will get more things done in a fair amount of time, rather than wasting precious moments trying to figure out what hasn't been done yet.
- **Eliminate Questions:** when you have a solid list of goals, you will always be prepared. There will never be a question about tasks or appointments. You will know exactly what needs to be done and when.
- **Feel less Stressed:** Setting goals can totally eliminate the stress factory from your life. It's probably when you are unsure of what lies ahead.

Advantages of Goal Setting:

- You will save time, rather than waste time on a lot of different things, with the help of goals everything will go faster.
- Focused energy anyone who did not have goals was faced with a shortage of energy because he does not know on what to focus energy.
- More Joy with using goals you will have something to concentrate on. You will have a reason to hope and something be thrilled.

Disadvantages of Goal Setting:

- It is possible to underestimate the time for your goal. If you make a bad estimate for the time required to achieve your goal, you will experience a lot of disappointment.
- Wrong goal many people make the wrong goal, and do not change it even though they do not like it anymore. In this way, you lose time for important tasks.
- Failure many people are afraid of failure. Although failure is not anything wrong because you can learn from it. However, reality is that any goal can bring failure.

TYPES OF GOAL SETTING:**Short Term Goal:**

Short – term goals are ones that you will achieve in the near future, within a week, or possibly within a few months.

Medium term goals:

Medium term goals are a stepping stone that will help you achieve you long term goal. For example the short term goals above will help you achieve the medium term goal of overcoming shyness. You want to overcome shyness to achieve your long – term goal of helping adults overcome illiteracy.

Long – term goals:

Long term goals are one that you will achieve over a longer period of time. Long –term goals are often most meaningful and important goals. One problem, however, is that the achievement of these goals is usually far in the future. As a result, we often have trouble staying focused and maintaining a positive attitude toward reaching these goals. This is why it is helpful to set up what we call enabling goals.

Features of Goal

Specific, measurable and time-targeted objectives of an individual is called Goal. By the meaning goal has three features they are:-

1. Specific
2. Measurable
3. Time – targeted

Different ways of setting Goal:**Set achievable Goals:-**

Do not dream of buying luxury car in a month if you are barely making a thousand dollars each month. While it is important to dream big, having “Big Jump” goals are more likely wishful thinking than reality.

Be Specific:-

By specifying the little ways how to achieve your big dream, your mind is also mapping out the outcome of your goal. For example instead of saying you want to start a business after graduation, write down the specific details of the business you are planning to set up, how to set it up, where will you get the finances to support your business, the specific time when you want to accomplish this goal, etc...

Make your Plans detailed:

Break your big goals to smaller goals that you must reach within a certain time. for example: your ultimate goal is to lose 30 pounds within a year, break this goal into several goals which can be losing 3 pounds per month.

Treat yourself or reward yourself:-

Every after little achievement you made, treat yourself. If your smaller goal is to be able to compose a good article with in the day, you can treat yourself with a piece of cake after achieving the goal. Treating yourself after every job done is a way of motivating yourself to reach ultimate go

EMOTIONAL INTELLIGENCE

Many people do not yet grasp the concept of emotional intelligence. It is because of this fact that people tend to forget to practice and enhance it. It is not only your intelligence quotient that makes the world go round. Attaining the right emotional intelligence will help you remain standing strong even when the world keeps going round you. A Soft Skill that most experts recognize such as a very important one is Emotional Intelligence. A possible definition of this transversal skill is the ability to perceive and express emotions, to understand and positively use them, and to effectively manage emotions in ourselves and others. Thus Emotional Intelligence is central to performance. It can be considered connected to individual personality but it can also be developed through attention and development .

What is emotional intelligence?(EI)

E I stands for "Emotional intelligence" is the area of cognitive ability traits and social skills than facilitate interpersonal behaviour, which tries to describe the ability, capacity, skill to identify assess, and control the emotions of one's self, of others, and of groups.

Name the factors of EI?

Factors of Emotional Intelligence are Empathy, recognition, good judgment, personal responsibility, insight mental flexibility, integrity, impulse control and defer gratification.

How to attain emotional intelligence?

1. The first step is to differentiate your thoughts from your feelings. Your thoughts do not play any role in attaining emotional intelligence is in becoming emotionally literate. You have to know what you are feeling and you have to know what's causing it rather than blaming certain people or certain situations.
2. The second step is to differentiate your thoughts from your feelings. Your thoughts does not play any role in attaining emotional intelligence, it is your feelings. You have to prevent your thoughts from dictating what you should or should not feel. Feelings come from within and are stimulated by person or a circumstance. It cannot be dictated, it just appears.
3. Lastly, try to avoid people who are negative towards you. This will not help you develop your emotional intelligence, it will only hamper it. Give your emotional intelligence room to grow and develop by surrounding yourself with positive people willing to support you.

Discuss various types of abilities in Emotional Intelligence?

The Emotional knowledge incorporates four kinds of capacities:

1. Perceiving feelings: The capacity to recognize and translate feelings in faces, pictures, voices, and social antiques – including the capacity to distinguish one's very own feelings. Seeing feelings speaks to an essential part of feelings speaks to a fundamental part of passionate insight, as it makes all other preparing of enthusiastic data conceivable.

2. Using feelings: the capacity to bridle feelings to encourage different psychological exercises, for example, considering and critical thinking. The candidly insightful individual can underwrite completely upon his or her changing dispositions so as to best fit the job that needs to be done.

3. Understanding feelings: the capacity to fathom feeling language and to acknowledge convoluted connections among feelings.

4. Managing Emotions: the capacity to control feelings in both ourselves and in others. In this way, the sincerely smart individual can bridle feelings even negative ones, and oversee them to accomplish proposed objectives.

Discuss various elements of emotional intelligence? Or write a note on Emotional Intelligence?

Various elements of emotional intelligence are as follows:

- ❖ The first element of emotional intelligence is empathy.
- ❖ The second element of emotional intelligence is *the recognition that your actions have consequences*.
- ❖ Third on the list is good judgment.
- ❖ Number four is personal responsibility.
- ❖ The fifth is insight.
- ❖ The sixth element of emotional intelligence is mental Flexibility.
- ❖ The seventh element is Compassion.
- ❖ The eighth element is integrity.
- ❖ Ninth is impulse control. Thinking before speaking or acting gives you a chance to make deliberate, even sophisticated choices about how you present yourself to others.

The tenth is the ability to defer gratification. Its one thing to want something but the ability to put off having it is empowering, mastery of your needs allows you to prioritize around life goals

ANXIETY, FEAR AND ANGER

Sometimes when people talk about "anger", what they actually mean is aggression, says *Dr James Woollard, a consultant child and adolescent psychiatrist*.

"Often when people experience or appear to show anger, it's because they're also feeling fear or perceive a threat, and they're responding with a 'fight' response to this."

"Asking yourself 'what might I be scared of?' can give you a different set of choices about how to respond," says Dr Woollard.

"You might be angry that something hasn't gone your way. But you may also be scared that you might be blamed or hurt as result. Recognising this might allow you to think and act differently."

Find out how to manage your anxiety

"Managing your anger is as much about managing your happiness and contentment as your anger,"

"You can control your anger, and you have a responsibility to do so," says clinical psychologist Isabel Clarke, a specialist in anger management.

Dealing with anger

"Everyone has a physical reaction to anger. Be aware of what your body is telling you, and take steps to calm yourself down," says Isabel Clarke

Recognize your anger signs

Your heart beats faster and you breathe more quickly, preparing you for action. You might also notice other signs, such as tension in your shoulders or clenching your fists. "If you notice these signs, get out of the situation if you have got a history of losing control," says Isabel.

Count to 10

Counting to 10 gives you time to cool down, so you can think more clearly and overcome the impulse to lash out.

Breathe slowly

Breathe out for longer than you breathe in, and relax as you breathe out. "You automatically breathe in more than out when you're feeling angry, and the trick is to breathe out more than in," says Isabel. "This will calm you down effectively and help you think more clearly."

Managing anger in the long term

Once you can recognize that you're getting angry and can calm yourself down, you can start looking at ways to control your anger more generally.

Exercise can help with anger

Bring down your general stress levels with exercise and relaxation. Running, walking, swimming, yoga and meditation are just a few activities that can reduce stress. "Exercise as part of your daily life is a good way to get rid of irritation and anger," says Isabel.

Looking after yourself may keep you calm

Make time to relax regularly, and ensure that you get enough sleep. Drugs and alcohol can make anger problems worse. "They lower inhibitions and, actually, we need inhibitions to stop us acting unacceptably when we're angry," says Isabel.

Get creative

Writing, making music, dancing or painting can release tension and reduce feelings of anger.

Talk about how you feel

Discussing your feelings with a friend can be useful and help you get a different perspective on the situation.

CONCLUSION

The individual himself plays a fundamental role in Soft Skills development, because he must be first of all aware of his skills and able to active strategies and actions to improve his competences. A precise measurement of Soft. Skills is impossible, it is more correct to talk about a disposition or a probability to act in a certain way. Soft Skills imply a long-life. Learning approach. It means that they can be learned and developed during the whole life of the individual, through Educational Institutions but also in personal and professional experience. In order to effectively teach Soft. Skills an updating of the didactic programs at School and Universities is wished. But not all the Soft Skills can be developed at Educational Institutions, some need a work context to grow. Soft Skills teaching can effectively be integrated in each discipline using didactic tools to help students to develop them, such as project work, simulation, case study, learning game etc. Other specific initiatives such as seminars and workshops focusing this topic can be activated.

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