Soft Skills for Success

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Address to TPC Representatives, IIT (BHU), Varanasi, 14th October, 2023
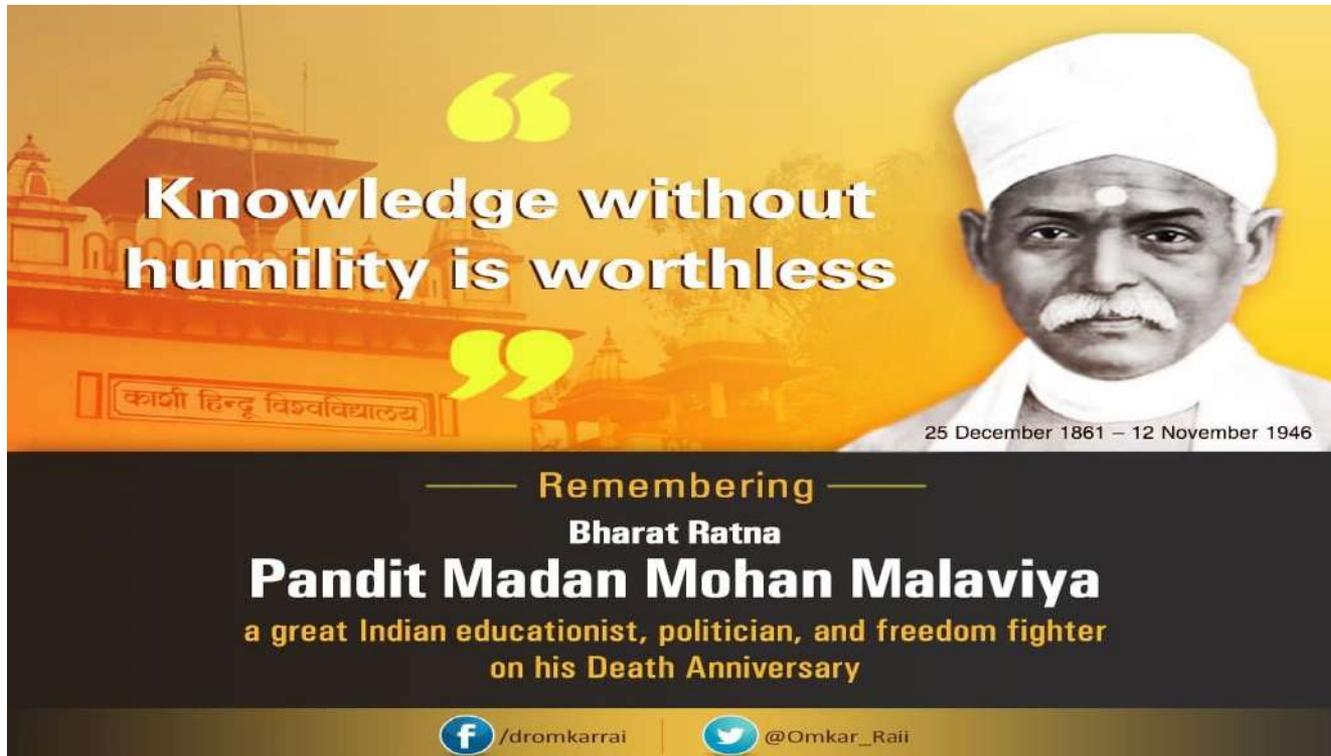
Outline

- Importance of Education per Mahamana
- Importance of Soft Skills
- Soft Skills Program (SSP) Highlights
- Community Service for Nation Building
- Blind Foundation for India Project Highlights
- Motivational Talk by Coach Lou Holtz
- Recommendations
- **Two Key Takeaways from the Session**

Importance of Education

"I have no desire for Kingdom, no desire for Heaven,
no desire for Moksha.
The only desire I have is to mitigate the sorrow of
the living beings who are ridden with sorrow.
I want to shine light into the darkness before people's eyes."

Knowledge without humility is worthless

काशी हिन्दू विश्वविद्यालय

25 December 1861 – 12 November 1946

— Remembering —
Bharat Ratna
Pandit Madan Mohan Malaviya
a great Indian educationist, politician, and freedom fighter
on his Death Anniversary

/dromkarrai   @Omkar_Raii

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Mahamana's Message

https://internet.bhu.ac.in/mmak/vids/mmstudents1.mp3 (3.34 min)

Importance of Soft Skills

- **92%** of all executives say that **Soft Skills are just as important-or more important-than Hard or Technical Skills** (LinkedIn's 2019 Global Talent Trends report)

- **92%** of Deloitte's executives **rated Soft Skills as a Critical Priority** (Deloitte's 2016 Global Human Capital Trends report)

- **90%** employers believe that **graduates with Soft Skills will become increasingly important** (Talent Q survey)

- **67%** of all jobs in Australia will **rely on Soft Skills by 2030** (Deloitte Access Economics)

- **44%** of US executives say **lack of Soft Skills is the biggest gap in the US workforce**

- In 2015, National Association of Colleges and Employers (NACE) survey of employers listed **"Ability to Work in a Team"** as the **most desirable attribute of new college graduates,** ahead of problem solving and analytical/quantitative skills

Ref. The Growing Importance of "Soft Skills" in the Workplace (Ray Williams, March 22, 2020)

The LES Project Approach

A **12 topic** Leadership Excellence Series **(LES)** Topics:

1. *Leadership excellence*
2. *Effective teamwork*
3. *Effective time management*
4. *Effective meeting management*
5. *Effective decision making*
6. *Effective project management*
7. *Effective risk management*
8. *Effective talent management*
9. *Voice of the customer management*
10. *Operational excellence*
11. *Effective supply chain management*
12. *Sustainable change management*

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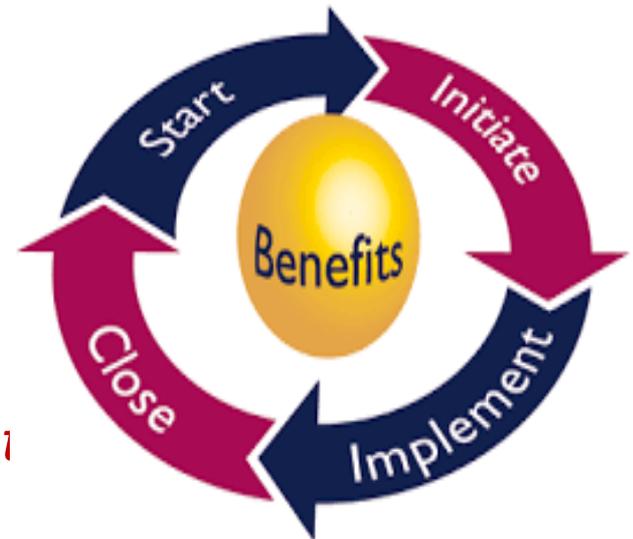
Soft Skills (6 topics); Quality Management Knowledge (6 topics)

ASQ India LES Project: http://bit.ly/2lpCdsX **(Pilot at IIT BHU TPC)**

The LES Program deployed at 100 Colleges/Universities in India benefiting 675,000 people (2013-2016). *Now total 1.2 Million people (2013-2023).*

The Project Team

Ciby James(Co-Leader)	Dr. Manu Vora (Co-Leader)	Dr. Suresh Gettala	Singanallur Viswanathan	Dr. Awadh Dubey	Dr. Alok Jain
Prof. Anil Kumar Agrawal	Prof. Ashim K. Mukherjee	Dr. Navin Singh Rajput	Rutuja Chhajed	Aditya Veer Jain	Nikhil Jain
Bharat Kashyap	Vishal Khandelwal	Utkarsh Sharma	Abhimanyu Soni	Sweta Suman	Venkatavaradan Sunderarajan

Commissionerate of Higher Education, Government of Gujarat (03-18-16)
(https://www.youtube.com/watch?v=z_fvgG8uwus)
Satellite connection with 450 Colleges and 500,000 students benefited

LES Project - QCI D. L. Shah Silver Quality Award (8-20-2016)

SSP Session Links

1. **Leadership Excellence**   **https://youtu.be/7RigpEbuTYQ**
2. **Effective Decision Making**   **https://youtu.be/-EgOmMfYxk4**
3. **Effective Time Management**   **https://youtu.be/NP9LBxJzdL0**
4. **Effective Teamwork**   **https://youtu.be/Vtd7ki1KdRo**
5. **Effective Project Management**   **https://youtu.be/oTrkgn66Jwo**
6. **Career Development Guidance**   **https://youtu.be/RDBOpLCHqDc**

All 6 Sessions: https://tpc-events-app.vercel.app/

The six topics covered in SSP are all synergistic, leading to mastery in project management and then applying project management skills to solve Society's real problems. This SSP initiative will strengthen the Unnat Bharat Abhiyan 2.0 which requires Community Based Participatory Research.

In Association with:

SSP Effectiveness/Reach

Program Effectiveness: There was an excellent feedback from IIT (BHU), Varanasi attendees:
1. Overall Sessions - 99.5% satisfaction
2. Learned New Concepts - 98.7% satisfaction
3. Applicability in Study and Work - 96% satisfaction

Program Reach: The **Reach of SSP has been good with over 91,623 combined views from all 6 sessions**

SSP Session Links

1. **Leadership Excellence**   **https://bit.ly/3W2FXm1**
2. **Effective Decision Making**   **https://bit.ly/3I6fGO9**
3. **Effective Time Management**   **https://bit.ly/42wgrbj**
4. **Effective Teamwork**   **https://bit.ly/3BqLR7f**
5. **Effective Project Management**   **https://bit.ly/42X02g5**
6. **Career Development Guidance**   **https://bit.ly/3M12kE6**

Overall Link: https://www.youtube.com/@vmsbutu1/live

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SSP Effectiveness/Reach

Program Feedback (Effectiveness): There was an excellent feedback from VMSBUTU Dehradun attendees:

1. *Overall Sessions - 99.4% satisfaction*
2. *Learned New Concepts - 99.1% satisfaction*
3. *Applicability in Study and Work – 99.1% satisfaction*

Program Reach: The **Reach of SSP has been good with over 3,000 combined views from all 6 sessions**

"*Let Us Light a Lamp of Knowledge to Eliminate Darkness of Ignorance.*"

Thanks!

Communication

Verbal	Written	Presentation
• Appropriate • Clear • Concise • Effective • Non-Verbal • **Practice**	• Clear • Concise • Effective • Impactful • Meaningful • **Practice**	• Appropriate • Clear • Concise • Coverage • Effective • **Practice**

No matter what job you have in life, your success will be determined 5% by your academic credentials, 15% by your professional experiences, and 80% by your communication skills.

Leadership Lessons

- **Leadership is all about Influencing, Igniting, and Inspiring Ordinary People to do Extra-Ordinary things**
- **Leaders define Purpose, create Vision, identify Key Strategies, Allocate Right Resources, and Achieve Results through People**
- **Leadership is about Walking the Talk (Practice)**

Decision Making – Tree Diagram

DECISION 3

OUTCOMES

DECISION 2

DECISION 1

Go on Vacation		

Go to Europe
- Visit Spain → See new things, have a good time.
- Visit Germany → Have a great time revisiting sites we've already seen.
- Visit Hungary → Visit family, save money, have a good time.

Visit Family
- Visit Parents → Spend quality time together. Celebrate mom's birthday.
- Visit In-laws → No more guilt trips, no need to visit for another year.

Go Camping Instate
- Go to Redwoods NP → Have a long drive, spend a night in a beautiful forest.
- Go to Joshua Tree NP → The closer drive will allow us to spend more time here.

Effective Teamwork — "Five Dysfunctions of a Team" Patrick Lencioni (2002)

Inattention to Results

(Status & Ego)

Avoidance of Accountability

(Low Standards)

Lack of Commitment

(Ambiguity)

Fear of Conflict

(Artificial Harmony)

Absence of Trust

(Invulnerability)

Time Management

THE EISENHOWER BOX

	URGENT	**NOT URGENT**
IMPORTANT	**DO** *Do it now.* Write article for today.	**DECIDE** *Schedule a time to do it.* Exercising. Calling family and friends. Researching articles. Long-term biz strategy.
NOT IMPORTANT	**DELEGATE** *Who can do it for you?* Scheduling interviews. Booking flights. Approving comments. Answering certain emails. Sharing articles.	**DELETE** *Eliminate it.* Watching television. Checking social media. Sorting through junk mail.

Very Nice Definition of TIME

Time is slow when you wait !
Time is fast when you are late !
Time is deadly when you are sad !
Time is short when you are happy !
Time is endless when you are in pain !
Time is long when you feel bored !
Every time, time is determined by your
feelings and your psychological conditions
and not by clocks. So have a nice time Always.

laughingcolours.com

Problem Solving

Tackle Next
Important Problem

Make Solution(s)
Permanent

Find Possible Solutions to
Address Root Causes

Determine Root Causes

Determine Magnitude of
the Problem (use data)

Properly Define the Problem

How Project Leaders Can Overcome Crisis of Silence
(Grenny et. al., MIT Sloan MR, Summer 2007)

Are team members
pulling their
weight ?

Are we honestly
assessing progress & risks ?

Are we faithful to the PM process?

Is the Project Sponsor
providing support?

Are we planning around facts?

Change Management

- **Decisions you make as a Student or Professional at a given time changes due to <u>new circumstances, changing dreams, and variety of experiences.</u>**

- **You need to be <u>Flexible</u> with your decision making, so you continue to make progress under changed conditions.**

BEGINNING · MIDDLE · END

DREAM · LEAP · FIGHT · CLIMB · ARRIVE · ∞ (re)DREAM
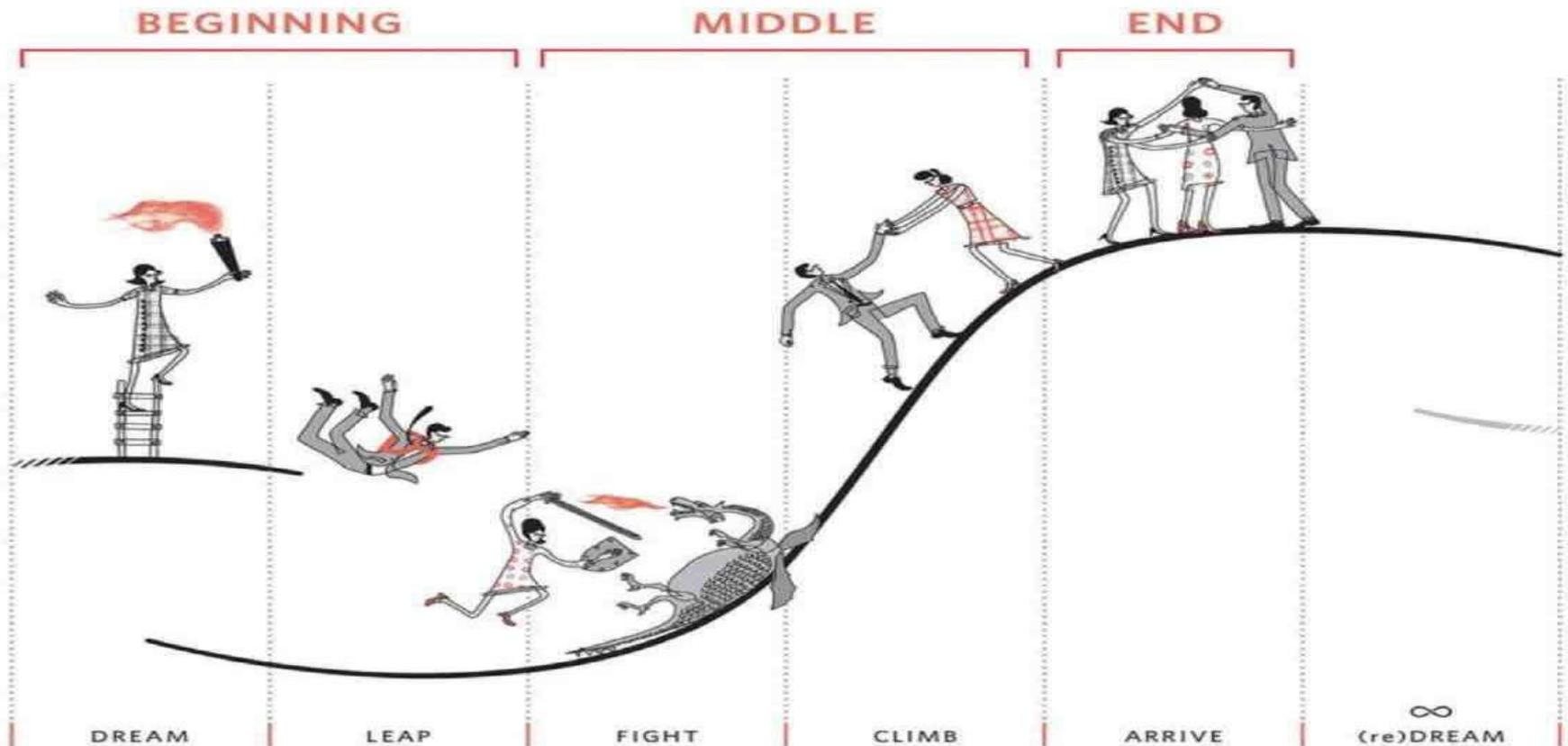
Benefits of Community Service

- Community Service helps connect to the Community
  - Learn the significance of helping others in need
  - Help improve the community making a better place for all
- It benefits your Career Prospects
  - Help build experience and skills (communication, planning, teamwork, problem-solving, task management, etc.)
- Community Service raises Social Awareness
  - Broadens your horizons by helping you understand the needs of the society and the population you are trying to help
- Community Service establishes Contacts & Friendship
  - The easiest way to make friends is through activities you perform together and have fun
- Community Service helps Improve Your Skills
  - Students are advised to do community service in order to get work-related knowledge and skills including time management
  - It also increases their chances of getting a job since their community involvement creates good references for potential employers

Ref: Here's Why Community Service Is Important – Top 5 Benefits, Habitat for Humanity, February 20, 2020

Swami Vivekananda

**"This life is short,
the vanities of the world are transient,
but they alone live who live for others,
the rest are more dead than alive."**

Community Service for Nation Building

India's Youth Potential for Community Service:

➢Assume 2 hrs/wk x 32 wks = **64 hrs/yr/student**

➢Statista 2021 – 250 million x 64 hrs/yr = **16 billion hrs** (51,649 HEIs)

➢Statista 2020 – 1.26 million Faculties x 64 hrs/yr = **80.6 million hrs**

A HUGE untapped potential for Nation Building!

➢Make it a **compulsory requirement** for getting their degree

➢Each HEI can **develop projects** in surrounding communities by understanding their issues/needs in the areas of:

    ➢Education, Healthcare, Water, Sanitation, Agriculture, etc.

➢It will teach students **to work on real projects** in a **team setting and work with adults to give back** and help in the Nation Building

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My both sons did 300-400 hours in 4 years at a High Schools to get admission at Stanford, UC Berkeley, and Northwestern University

Blind Foundation for India

35th Year of Dedicated Service

Serving Over Two Million Blinds

Mission

- **To Prevent and Cure blindness**
- **To provide Education and Rehabilitation to permanently blind people in India**

Staggering Statistics

- **Over 15 Million blind individuals in India (Accounts for 1/3 of World's blind population)**

- **2.3 Million people develop cataracts every year**

- **2 Million blind children - only 5% receive any Education**

Ramakrishna Mission Varanasi Vans

BFI Impact so far ….

- **Over $6 million raised since 1991**
- **250,000** free **Cataract** operations
- **One Million** people got free eyesight checkups
- **One Million children examined for their eye sights,** provided **glasses, vaccinated against Measles, and provided Vitamin A**
- **10,000 Braille Kits** given to blind children
- **140 Mobile Vans** donated in 18 States of India
- **15 major projects** done with **Rotary Matching** *(1 to 3 match → $500,000)*

Tamaso Ma Jyotirgamaya!

"God Kindly Lead Us From Darkness to Light!"

Social Work Accolade
World Book of Records, London, 3-17-2022
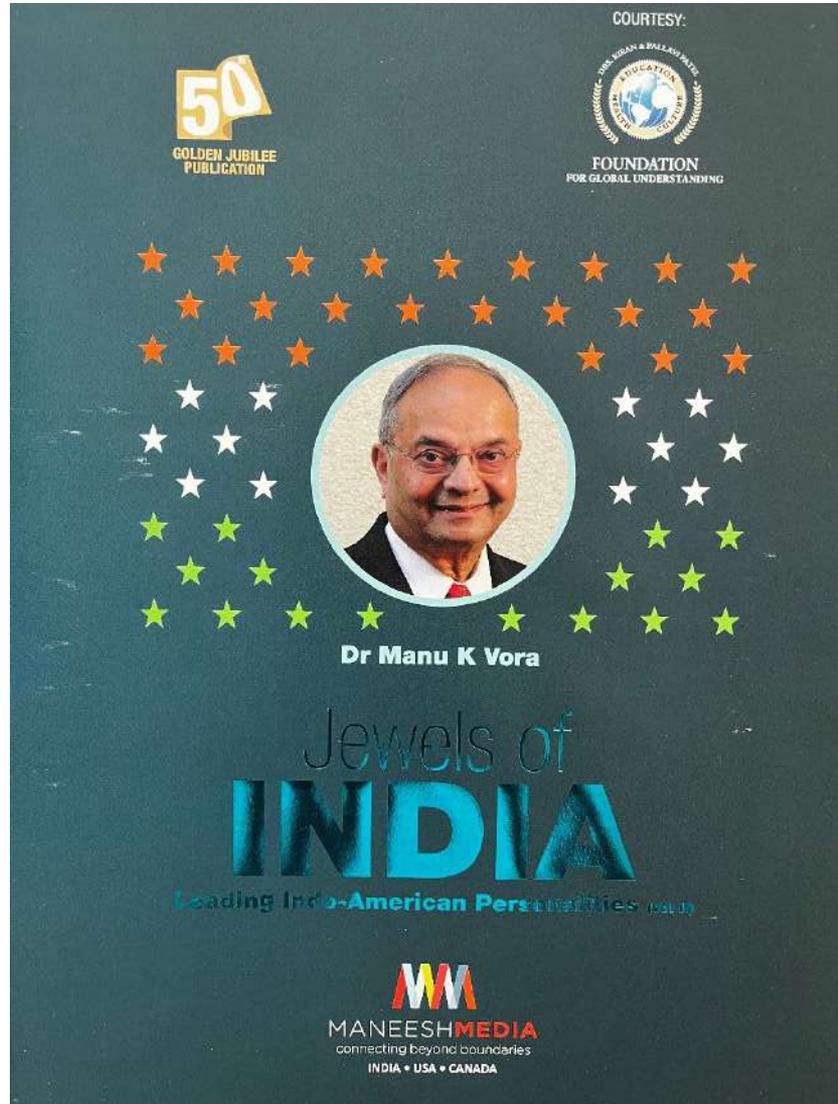
Public Life Accolade
IIT (BHU), Varanasi, DAA, 10-06-2023

Giving Back Impact (1989-Present) – $12 Million raised

Free Gift of Knowledge (2013-Present)	Results
# of People Benefited	1,200,000

Free Gift of Sight (1989-Present)	Results
# of Adults and Children Eyesight Checkups	2,000,000

Motivational Talk by Coach Lou Holtz

Coach Lou Holtz Inspirational Talk (6:27 min.):

https://www.youtube.com/watch?v=0wMmcoPTmAs
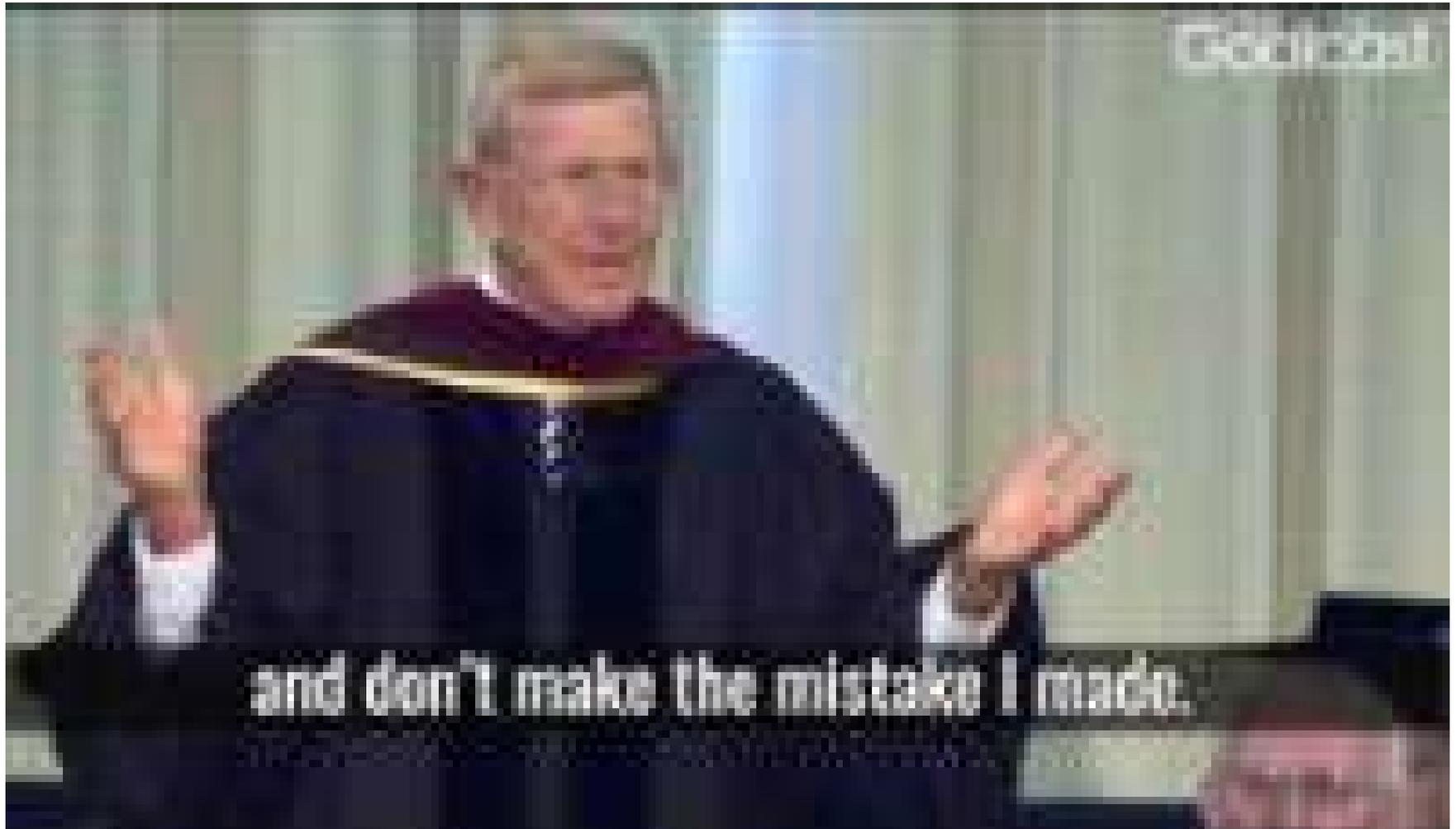
Recommendations

- Master your Soft Skills along with Technical Skills
- **Communication, Leadership, Decision Making, Time Management, Teamwork, Problem Solving, and Project Management skills will make you an Effective Engineer**
- **When you master your soft skills, you master your destiny!**
- Consider helping others in need throughout the Life
- **Career Development Guidance - 4 Pillars of Success:**
  - ✓Importance of Planning
  - ✓Leveraging your Strengths
  - ✓Mastery of Soft Skills
  - ✓Community Service
- **Manage your Career for Happiness and Success!**
- **Action Item – TPC, DOSA, and DORA to sponsor Career Development Guidance webinar for all Students at IIT (BHU), Varanasi on a Pro-Bono basis**

Your Two Key Takeaways from the Session

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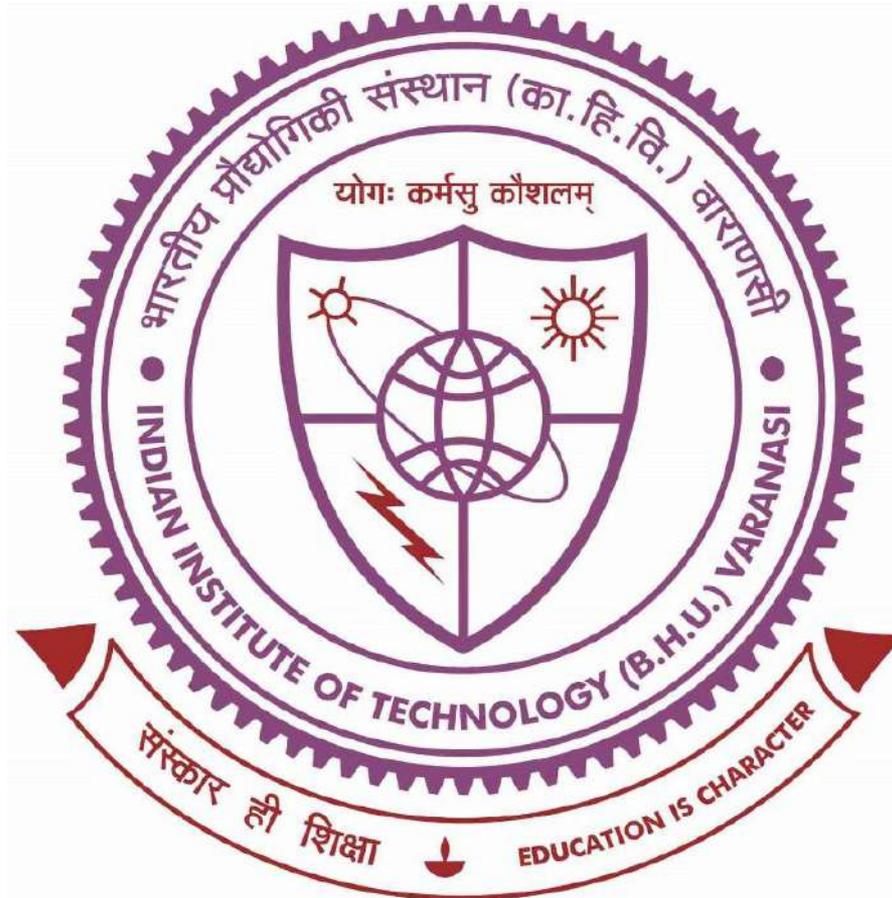
Thanks!
Questions?

Dr. Manu K. Vora, MBA, ASQ Fellow

(Member, AICTE NEP 2020 Implementation Plan Committee,
Expert Peer Reviewer, AICTE ATAL Academy FDPs, 2021-2022,
Member, AICTE ATAL Academy FDPs Redesign Committee, 2022)

- **Chairman and President, Business Excellence, Inc., USA since 2000**
- **48 years Leadership Experience Guiding Fortune 500 Companies**
- **30 years as Adjunct Faculty Globally in Operations Management**
- Contributed at **680 Educational Institutions World-wide**
- Delivered **1,280 Presentations and Published 75 Scholarly Articles**
- Wrote **50 Blog Posts on Quality Management**
- Gave **Two TEDx Talks in 2013 in India (IIT BHU) and USA (IIT Chicago)**
- **Designed and Delivered Soft Skills Program to over 1.2 Million People**
- Appointed **Fulbright Specialist, U. S. Dept. of State, 2016-2023**
- **President, Blind Foundation for India, 1989-present, raised $6 Million**
- **B. Tech., IIT BHU, Varanasi, M.S., and Ph.D., Chem. Eng., IIT Chicago**
- **MBA with Marketing Management, Keller GSM, Chicago**
- **Delivered 48 sessions at AICTE ATAL Academy FDPs in 2021-22**
- **Peer Reviewed 68 AICTE Atal Academy FDPs in 2021-22**
- **6 Medals for Quality and 4 Medals for Philanthropy**, 2000-2015
- **60 Awards for Outstanding Professional Contributions**
- **40 Awards for Life-Long Selfless Community Service**
- **World Book of Records, London, UK Recognition for Social Work, 2022**
- **Jewels of India, Vol. II Book with 75 Indo-American Personalities, 2023**