

SOFT SKILLS: A STEP TOWARDS SUCCESS

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ABSTRACT

A new India is emerging .This is an India with an ascending economic trajectory, rising foreign exchange reserve, global recognition for our technological competence, and about 20 million people of India origin abroad .The Business process outsourcing (BPO) market includes a wide range of services such as design, architecture, management, legal services, accounting and drug development, Quietly but with breathtaking speed, India and its millions of world-class engineering, business and medical graduates are becoming enmeshed in America's New Economy in way most of us barely imagine .(Business week, 8th December 2005).

Indian ranks high in areas such as quality of work, ethics soft skills, the rules of formal relation or polite social behavior among people, in a class of society or a profession, are like a double edged tool which can be used for healing as well as wounding .Wielding the etiquette at the right time and right place works wonders for people, especially the professional one, for it is a world of specified codes. Gaffers are liable to bring awkward moments Savior-faire can help one get an extra edge .Common courtesies like, greeting, politeness, respect, concern, etc,. Which establish trust and credibility, are by all means timeless. However, the adherence to them keeps on fluctuating, sometimes too drastically.