

Importance of Employees Soft Skills Training for Organizational Performance

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Abstract

Soft skills becoming more demanded and important for everyone in organizational activities. Professionals people well-developed in soft skills with their requirements as needed based on organization policy. Young professional people involved throughout emphasizing ability by obtaining technical skills. These skills also impact on careers as professionals or personal whether engineers or experts bear great contributions most of the time. Knowledge based employee skills included with self-motivation to learn, leadership, flexibility and ability to work with time management become an important part of soft learning. Soft skill-based employee's positive impact assist to organization on higher productivity and results of improvement. Teaching methodology in organization hold the active learning for entrepreneur or novice learner whether soft skill's play vital role. In some case, more responsibility from the employee driven from knowledge instructional method which involve students directly with these soft skills techniques. In this article, directly discuss about the importance of soft skills in organizational level. Various factors that involve in organizational performance whether upskill workforce, teaching experience between teacher and students as well as software tools that how much effect throughout the creativity also explain details in this article.

Keywords: Soft Skills Training, Employee Training, Organizational Performance

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I. Introduction

Soft skills are personal characteristics that are important for success and job advancement. They are often tied to find how work and interact with others inside organization. Soft talents make it simpler to create bonds with others, making employee more noticeable for the right reasons. Soft skill increasingly rewards to the job market especially in organization [1]. Job offers success dependent on the use of soft skills which can more contribute to the job. [9]. Employee might need soft skills regardless of where to work or what job have organizational offer to them. Many people found that, developing soft skills is the most challenging task. Hard talents, on the other hand, are teachable abilities or skills that are simple to quantify and measure. Hard skills are typically learned through online programs, in-person training, books, or other materials job [11]. Different types of soft skills as exist based on organization, such as: Adaptability, Customer service, Communication, Decision making, problem-solving, Leadership, Listening, Networking, Negotiation, Organizational skills, Teamwork, public speaking, Time-management etc. Human occupations, not only depend on low-skill jobs, are being replaced by machines. Various soft skill as considers for these tools elements that related to generic skills, essential or basic skills, people skills [8]. Certain circumstances, machines have performed as well or better than financial reporters, dermatologists, psychological testers, and other professionals. Future technological advancements are likely to replace more occupations, so it's more important than ever to hone the solely "human" talents. Using psychological skills training methodology also adapted the employee's and companies needed. Since software training tools improve employees' soft skills as well as general well-being [12].

II. Study Background and Research Methodology

Soft skills are frequently disregarded when it comes to workplace training because they aren't as concrete as project management or software usage. As a result, training someone to gain these critical business skills is more difficult to deliver and track. Although delivering this type of training is more difficult than ever, it is also more vital than ever. Businesses that engage in employee soft skill training are the ones that are rising in revenue and leading their industry. Providing training content that helps to organization for staff those have soft skills demonstrate commitment to a bright future for company and individuals in these times of change and uncertainty. Some may believe that upskilling people are become pointless due to computers are taking many human jobs. However, typical technology underscores with the fact that a computer unable to perform many jobs those are traditionally associated with soft talents. The report *Harnessing Revolution: Creating the Future Workforce* was released by Accenture Strategy. They suggest in their paper that firms should assist employees

in upskilling since soft skill training will considerably minimize by the number of jobs lost to automation. Sometimes, it is often difficult to make measurement for soft skill [2]. However, truly human abilities, such as leadership and creativity, will remain vitally relevant, and winning firms will find the proper balance, harnessing the best of technology to elevate, rather than remove, their people. According to a McKinsey report, up to 30% of worldwide working hours as automated by 2030. According to the World Economic Forum's "Future of Jobs" study, 5 million jobs will be obsolete by 2020 as artificial intelligence and robotics replace human workers. However, as a result of this transition, more than 2 million jobs might be created, and distinctively human abilities will become more valuable. Typical project done with several methods based on VR and AR. Like conceptual research found that features of IVR and potential strengths of limitation for interpersonal skills that aims to investing training resources [4]. Another method presented the innovative system for teaching quality tools, that make for decision making with the scope of solving quality problems to the production process [5]. Some review and case studies found that multimodal teaching and learning of pedagogical strategy that increase researcher attention and inspire to design VR experimentations which help to build scientific knowledge in industrial sectors from the concept of soft skills [6]. IVR with HMDs used for the soft skills training of the employee in organizations as found some researcher who helped to make more confidence of learning capabilities of employees in organization. It can also contribute on learning capabilities that contain valuable information. Acceptance of VR is no longer just important for an individual but also measures the company level as long as it helps basically immersive virtual soft skills learning and training for employees [7]. Methodological limitations and strengths of the study consider for interpreting the results where IVR with HMDs for soft skill training and learning in organizations is very relatively new to emerging field [1]. Organization based training skills improve the performance by giving privilege of one year graduation scores as consider by monitoring training with typical software tools like IVR or VR [13]. Business organizational also get benefit from this soft skill in this globalization age [14]. Competitive job market and related expertise or academic knowledge much valuable with this skill from the view of recruiters [15] [16] [20].

III. Important of Soft Skill in Organizational Performance

Soft skills to be automated anytime soon, thus employees in organization likely become more valuable. Employers will seek applicants who already possess these capabilities in most cases. Basic soft skills course needs every organization that need to deploy today. E.g., Communication with impact, effectiveness business writing, problem solving and creativity, influencing and persuading, time management, Presentations skills in public, Negotiation skills, Decision making, Giving, and receiving feedback, conflict management etc. These elements are very important and part of improving one's ability to work with others that able to positive influence on furthering employee career. High developed presentation skills, networking abilities and etiquette awareness also help employees to win clients that able to gain more work from existing clients for organization or business. Many ways improving the soft skills for organization and its employees. These help to influence positively that interact also with other. Briefly describe as below where important for professional, vendors and colleagues to build strong relationships as well as provide excellent customer service.

a) Learning Ability

Employee learning ability is very important. It will be more vital to swiftly adapt to new conditions, surroundings, programs, and so on. Employers always striving to improve on what they have done before, so things will change quickly and frequently. Don't get too attached to old practices; it's critical to keep up with rapid technological improvements. Employee must be willing to change his/her talents and wish to do so. Because it is estimated that 8-9 percent of the world's workforce will be in new occupations by 2030, and this employment will be in specialized areas such as computing, engineering, architecture, and so on, willingness to learn new skills is critical, especially for lower-skilled employees. That's why they must make an effort to learn new things on a regular basis.

b) Flexibility in Cognitive

The World Economic Forum interviewed 350 executives for "The Future of Positions," and the findings suggest that higher-level cognitive talents, such as logical thinking and creativity, will be required for many jobs.

c) Critical Thinking

Employees need to constantly examine problems, think about solutions, and that make conclusions through logical thinking as integration of automation with soft skills that isn't trusted to make executive decisions on behalf of humans. While artificial intelligence is increasing in some areas of critical thinking, humans can still provide insightful interpretations and conceive concepts. For example, a lawyer can determine the best stance to argue in this case.

d) Coordination and Collaboration

Working together has grown increasingly crucial in the business world, and this will become even more so as future fields become more complex and interwoven.

e) Communication

In most case, employees must convey their thoughts and ideas with their skill in order to be effective. So, people must do so with zeal, conviction, honesty, and emotion; machines are incapable of doing so. As more people communicate through videos, such as recorded presentations or presentation skills are becoming increasingly important. In order to adapt to varied audiences, so, in most cases employee must be adaptable improve in his/her communication skills with soft skills techniques.

f) Customer service and Orientation

Although it may be more convenient to delegate many processes to robots, customers will still prefer to interact with real people. People seek meaningful interactions, thus dealing with humans will continue to be valuable for creating client relationships. If people provide personalized human communication, it will be beneficial to human firm. According to Matter sight's research, only 1% of Millennials prefer to communicate with customer care via a digital interface, while the rest prefer to connect with a live person.

g) Problem Solving Skills

To stay competitive, businesses must constantly improve their products, operations, and services. As technology advances, new issues will arise, necessitating strong problem-solving skills to find solutions. People would think that machines give better performance at this stage because they can solve issues that humans unable to do, indeed humans can also solve problems whereas machines can't, and they frequently work backwards to find solutions.

h) Negotiation

Humans must carry out negotiations because they require good interpersonal and communication abilities. Even if there is compromise and people don't obtain exactly what people set out to get, they must be able to reach a solution that makes all parties pleased.

i) Intelligence in Emotions

Emotional intelligence distinguishes people from machines in a keyway. It offers numerous advantages, like assisting employees as in recognizing how actions affect to others, adapting to change, reacting appropriately to situations, understanding why someone feels a certain way, and so on. Emotional intelligence primarily facilitates the formation of bonds and collaboration with others. This is critical because a company's success is often dependent on people cooperating. Since machines cannot replace the way people think and feel, there isn't much concern about machines developing emotional intelligence.

j) Creative Risk Taking and Initiative

When no chances are taken, businesses suffer. It is critical to go outside the box and come up with new ideas and concepts. Because humans are driven to brands, concepts, and other entities that are confident and choose to lead, there will be even less room in the future for staying in the safe middle.

k) Creativity and Curiosity

The workforce is changing because of people's ingenuity; for example, robots were conceived by humans. An architect's design of a skyscraper, for example, demands some intuitive unpredictability that robots cannot now mimic with soft skills. Things can feel curiously right to us at times. It will be beneficial to search across the world for ideas and opportunities that people will believe to become relevant in the future and need to notice opportunities that others might overlook. Stop letting people practicality and possibility judgments get in the way and instead perceive potential.

IV. Upskill Employee Workforce with Software

With AI, cloud services, virtual reality, and big data continuing to grow in popularity, businesses will have additional chances to upskill employee personnel in 2022. Many businesses overlook the need of upskilling, or at the very least fail to do it successfully. Most employees' abilities are out-of-date faster in an ever-changing technical working world, with automation undermining conventional forms of employment. Organizational loyalty is also weaker. The need for employers to upskill, train, and nurture their employees is more vital than ever, as 43 percent of employees quit their jobs within the first two years. Identifying the skills of

employee team may have lacks and providing them with an efficient training solution may boost employee retention, job satisfaction, and morale, as well as attract new talent. Individuals, fortunately for businesses, are also keen for digital and soft skill development. According to LinkedIn's Workforce Learning Report, 94 percent of employees responded that if they were given opportunities to learn and improve, they would remain at a firm longer. As these technologies become more widely available, businesses will have access to an even broader selection of innovative software tools to aid in the growth of employees. The possibilities are boundless thus it come from virtual reality training to chatbots, gamification, and the ever-increasing usage of AI. Learning and development software can require a long time, money, and resources to install in large organizations. As a result, it's critical to be aware of what's available as well as what will work best with as employee personnel. Some software tools as given below, and details based on organizational activities that also reskills to employees as well.

A. *VR Training*

In the future years, emerging technologies like virtual reality, augmented reality (AR), and mixed reality (XR) are projected to become commonplace in training of employee. Employees may learn via experience with these technologies as necessary of their training, and because they are free of distractions, recall rates for VR also learning can be 75 percent, compared to less 10 percent for traditional workshops and e-learning. Many people have taken Virtual Speech classes, which focus on soft skills including public speaking and interviewing, leadership. Employees study tips and techniques online and practice with them in virtual reality, as if they were executing the assignment in the real world. Learners may upload their own slides, design custom questions, and analyze keywords, as well as get real-time AI feedback on features like hesitation words, perception, and listenability. This feedback loop is crucial in speeding up learning since both employees and management can track a learner's progress and so immediately assess ROI.

B. *E-learning Library Tool*

Employees may use a platform to browse subjects and possible development areas and upskill themselves in their own time, knowing how beneficial it is. Employees may increase their expertise in a range of areas with this adjustable option, which allows for company-specific training while not being limited to internal programs.

C. *Task Tracking Tool*

Unlike eLearning software tools, that could be reduce procrastination and much give productive way that working amongst workforces. It's normal for teams to get trapped in a monotonous work pattern, resulting in unproductive and disgruntled staff. Innovating ways of working can successfully re-energize a staff and boost productivity. Individual able to take responsibility for change that work. However, large companies' employee doesn't spend much time on that. For this reason, it helps to come from the top. Through managing implementing and encouraging different working group techniques of similar software tool become more comfortable figuring that how work.

D. *Emotional Intelligence*

Roche Martin is kind of a software program that teaches employees how to recognize and improved their emotional intelligence. People get the power to manage our sentiments and behaviour when people genuinely comprehend to them. Higher self-awareness, control and empathy are all indicators of emotional intelligence, so it's no wonder that emotional intelligent individuals make better leaders.

E. *Video Training Tools*

Panopto is an all-in-one video application that allows employees to capture, edit, host, and share videos. Video communications may be centralized, and playlists can be created to make content more accessible. This program automatically transcribes all versions of a video, resulting in a format that is suitable for every device or viewer. According to the findings of the study, it is possible to increase the reach of in-person training events or seminars. Internal streaming may be done easily with Panopto. A software application that automatically transcribes every version of video and optimizes it for whatever device or viewer may be employed. It also monitors viewer involvement to see where iteration and improvement can be made. For the latest edition, there is an integrated learning and development medium that might potentially be a terrific software tool for the workforce.

F. *Digital Skills*

More developers are needed now than ever before. By investing in upskilling, it can be demonstrated that existing employees are given the option to pursue futureproof jobs, hence increasing the pool of technical and computer skills ability. Individuals may begin on specialized technical courses, enhance learning routes,

and take additional examinations for their success on a technology skills platform for businesses. Pluralsight is a technological skills platform for businesses that allows employees to enroll in technical courses that expand their learning paths and provide evaluations to measure their progress. Software program also use for purpose specially for teams and team members. Over 6000 courses the organizations can find a range of program that able to upskill for their workforce that bear the most beneficial to them as well as digital set up. Indeed, employees and employers both get much benefited by using of this.

G. VR Training Tool

Virtual Reality (VR) is a computer technology that allows individuals to immerse themselves in a virtual environment by allowing them to see, interact, and engage with material through 360-degree films or animation [3]. Emerging technologies like as virtual reality (VR), augmented reality (AR), and mixed reality (XR) are expected to become more widespread in employee training in the coming years. This can assist employees in gaining more experience through learning, including distant learning. VR learning can also increase retention by up to 75 percent when compared to other learning methods such as traditional learning and learning.

VII. Recruiters Suggestions and Perfect for Soft-Skill Training

Recruiters suggest and provide responses with questionnaires from some research showing that potential candidate as hunting those who have hard skills beside the soft skills. Monitor can be responded throughout candidate's careers, hard skill whether soft skill most needed beside of this [18] [19]. Nowadays, most essential tools in workplace for soft-skill is e-learning. Where employees spread out within multiple locations and easy to train in large groups that just by offering effective soft skills training. Internal communication culture, teamwork, service orientation, personal productivity and many more involved in it. New technologies make online experiences lifelike interactive, engaging training experience which give meaningful as in person training. Among these soft skills grow withing organizations emphasis the perfect platform for organization. Because e-learning as modern platform let people create immersive learning modules. This turning topic bear conflict resolution as well as interpersonal communication into interactive and activity's role on scenario based. For example, microlearning building habits in soft skills are about to develop better habits. It gives also right direction on their soft skills [17]. This useful learning tools serving small nuggets of beneficial information that offer in the form of push up notification throughout mobile learning. E-learning become more interactive than training in classroom. Since it bears much broader with interactive so it easy to available via could to learners throughout the organisation.

VIII. Conclusion

Increase tremendous number of soft skills has improve and perceived the importance in recent decades. Most recruiters much give high priorities to soft skills job holders. Essential soft skill may not increase for employee performance also boost the value of organizations. In some case, it may not be easy to measure soft skills to new employees but quickly clear when employee is lacking in sector-based organization. Lack of soft skills employee able to generate more concept how much gap exist in between non soft skills employee and skilled based employee on this particular sector while helping the bottom line. Every organization usually looking for implementation of soft skills learning techniques whether employee increase training accessibility and efficiency. Since such kind of skills diverse to employee so online and personal training module appropriately diverse the employee pool as well as providing consistent of on-demand learning that help new hires employees. This skills as seen from discussion that defined non-technical skills which enable to someone that interact harmoniously and effectively as vital to organizations that also impact on culture, mindsets attitude, leadership and behaviours.

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