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EFFECTIVE TOOLS TO ENHANCE SUSTAINABLE EMPLOYABILITY

C. PRIYA | Assistant Professor / Dept. of English,Periyar Maniammai University,Vallam, Thanjavur – 613 403

ABSTRACT

This paper focuses on the effective tools to enhance sustainable employability. It aims to assist the young job aspirants with various effective tools required to face the challenges and beyond, in the job market. The paper has made an attempt to make substantial difference among the readers to have sustainability in the workplace by developing the key tools required for workplace management. In other words, the one who seeks job which is done for salary or profit is 'Profession'. The word 'Professionalism' is usually defined as the qualities, skills, conduct and aspirants that a professional person should have in a workplace. The invention of electronic gadgets and the tremendous developments in industrialization, information technology and all other fields have reduced the job opportunities. Since an employee's or job seeker's ideas and thoughts to be presented innovatively and creatively to the employer, this paper discusses the emerging tools such as Soft Skills, Personality Development, Innovation, Creativity and Lateral Thinking, Eye contact, Leadership Skills and Seven C's, Problem Solving Skills, CATWOE Checklist, Workplace Management, Cross-Cultural Intelligent (CCI), Communication Skills and few basic etiquettes.

KEYWORDS : *Personality, Leadership, Problem Solving Skills, Soft Skills, Workplace Management, Cross-Cultural Intelligence, sustainable employability.*

OBJECTIVE

The objective of presenting this paper is to emphasize that a business's sustainability lies upon the sustainable employability. It is undeniable that any business's basic requirements is human resource. The employers' expect multi-skilled manpower. This paper lists out the various key tools to facilitate the employers, job seekers and students to develop the skills required to enhance sustainable employability. In the world of gadgets, the employers struggle to have sustainable employability. The advancements in Information Technology have reduced the opportunities of getting a job tremendously. This paper discloses the effective tools to get a job, to sustain in a job with greater ease.

EFFECTIVE TOOLS
1.SOFT SKILLS:

Soft Skills is a sociological term projecting oneself and one's professional skills in the best possible way. Soft skills are *personal skills* needed to perform jobs where job requirements are defined in terms of expected outcomes. Soft skills are *people skills* backed by our emotional intelligence, social intelligence and cross-cultural intelligence.

Effective soft skills reduce stress and conflict, improve relation building ability, enhance intimacy, intimacy, increase understanding and also promote joy. These skills consist of *communication skills, assertive skills, conflict resolution and anger management.*

They involve:

i. Our ability to function harmoniously with others

ii. Our openness to learning new ideas

iii. Our tolerance to not-so-pleasant situations and differences in opinions

iv. Our readiness to accept people from different cultures

v. Our willingness to make things work in our personal and professional life

vi. Our ability to manage others by mapping their mood

vii. Our ability to manage our own emotions

viii. Our ability to manage a situation by weighing its sensitivity and attuning our actions accordingly

1. a. Importance of Soft Skills:

Soft Skills are the combination of our IQ (Intelligence Quotient) and EQ (Emotional Quotient). IQ is a numerical representation of intelligence. For any individual, it is derived by dividing his or her mental age (a result obtained from an intelligence test) by the chronological or the real age and then multiplying the quotient by 100. An average IQ is between 85 and 115. On the other hand, EQ is our ability to manage our emotions that arise involuntarily, depending on a pleasant or not-so-pleasant situation, in a composed and matured manner that eventually makes others comfortable, at least not uncomfortable.

According to Dr. Richard E. Boyatzis, "At its most basic, emotional intelligence is, literally the intelligent use of emotions." EQ comprises one's: a) Adaptability Quotient (AQ),

b) Influence and Persuasion Quotient (IPQ) and c) Motivation Quotient (MQ). EQ is dynamic and keeps growing all one's life.

AQ is a result of our self-awareness, self-regulation and flexibility. IPQ rests on our interpersonal communication skills, empathy and perseverance. MQ rests on our leadership skills, initiative taking and negotiating skills. Our EQ is not complete without our power to motivate others and bring about the change desired in other people's lives, and that brings us to our MQ.

1. b. Soft Skills – a Competitive Weapon:

Psychologists, management experts and spiritual leaders, ranging from Raniel Goleman to Donald Trump agree that a balanced hard and soft skills have a great impact on one's level of success in life. Each of these may use a different vocabulary but they are all stressing on the same thing. A research conducted among Fortune 500 CEOs by the Stanford Research Institute and Carnegie Mellon foundation inferred that 75 per cent of long-term job successes depends on people skills and only 25 per cent on technical knowledge. Researches also show that it is the interpersonal skills of a person that determine everything - from getting promoted to being happy at the workplace.

2. PERSONALITY DEVELOPMENT:

Personality Development is a must tool for growth in one's career. The word 'personality' comes from the Latin word 'persona', which means a mask. The personality of a person is how he presents himself to the world; it is how others see him. It is concerned with the psychological pattern of an individual – the thoughts, emotions and feelings - which are unique to a person.

Different temperaments of individuals play an important role in determining their personality. According to this categorization, human

temperaments have been classified into four categories. They are as following:

·Sanguine temperament - caused by excess of blood

·Melancholic temperament - caused by excess of spleen

·Phlegmatic temperament - caused by excess of phlegm

·Choleric temperament - caused by excess of bile

Individual attributes of these temperaments are given below in 2.1.

Table 2.1. Attributes and Temperaments

S. No.	Attributes	Temperaments
1.	Sanguine temperament	Optimistic, confident, hopeful, cheerful
2.	Melancholic temperament	Sad, miserable, gloomy
3.	Phlegmatic temperament	Placid, indifferent, apathetic
4.	Choleric temperament	Angry, irritable, hot tempered

Thus, personality is a *multi-dimensional issue* with the following characteristics:

a) One's personality sends out a signal that others read.

b) Consciously different personalities can be powerful.

c) There is no 'one right personality'; it differs by role.

Personality, unlike what many people believe, is not in-born and static. It can be consciously developed and changed. With conscious effort, one can project the desired personality.

3. LEADERSHIP SKILLS:
Leadership is an ability to motivate a group of people towards a common goal. Successful management requires more than just assigning tasks to the team. It calls for a leader who is trusted by others.

3.1. The Seven C's of Leadership Skills:
a.Compatible Character: Compatibility in character makes you acceptable among people.

Leaders have to be trustworthy to produce sustainable results.

b. Constant Confidence: Leaders not only know what their goals are; but also demonstrate confidence in achieving them through their actions.

c. Credible Conviction: The credibility of your conviction makes others want to go with you.

d. Clear Conception: Leaders have a clear compelling vision. This leads them to set goals for their team.

e. Care and Compassion: Real leaders need to show they care about their team, both personally and professionally.

f. Continuous Commitment: A leader's commitment towards the set goals is food for thought for his/her team members.

g. Captivating Communication: A leader's ease in communicating ideas to others help them have confidence in him and his ideas. This makes them extend their unconditional support to him and his strategies.

4. PROBLEM SOLVING SKILLS
Henry Kaiser, an American Industrialist rightly says, "Problems are only opportunities in work clothes." A problem is an opportunity for improvement. It differs between the actual state and the desired state which results from the recognition of an imperfect present the

belief in the possibility of a better future.

4.1. Root Cause Analysis: It is one of the ways to solve problems amicably. It helps us:

a. determine what happened

b. determine why happened

This type assumes that systems and events are inter-related. An action in one area triggers an action in another, and another and so on. There are three basic types of causes:

4.1.a. Physical Causes - Tangible, material items failed in some way

4.1.b. Human Causes - Human causes typically lead to physical causes

4.1.c. Organizational Causes - A system, process or policy that people use to make

decisions or do their work is faulty

4.2. CATWOE Checklist: It is a great tool to use. With this process, we can analyze potential problems by looking at them from the following six perspectives:

4.2. a. C – Customers
i. Who is on the receiving end?

ii. What problem do they have now**?**

iii. How will they react to what you are proposing?

iv. Who are the winners and losers?

4.2. b. A – Actors
i. Who are the actors who will 'do the needful', carrying out your solution?

ii. What is the impact on them?

iii. How might they react?

4.2. c. T – Transformation Process
i. What is the process for transforming inputs into outputs?

ii. What are the inputs? Where do they come from?

iii. What are the outputs? Where do they go to?

iv. What are the steps in between?

4.2 .d. W – World View
i. What is the bigger picture into which the situation fits?

ii. What is the real problem you are working on?

iii. What is the wider impact of any solution?

4.2. e. O – Owner
i. Who is the real owner or owners of the process or situation you are changing?

ii. Can they help you or stop you?

iii. What would cause them to get in your way?

iv. What would lead them to help you?

4.2. f. E – Environmental Constraints
i. What are the broader constraints that act on the situation and your ideas?

ii. What are the ethical limits, the law and regulations, financial con-

straints, limited resources and so on?

iii. How might these constrain your solution? How can you get around them?

5. WORKPLACE MANAGEMENT
Workplace Management is the essential tool to sustain in a job for a long period. It requires the skill of Cross – Cultural Intelligence (CCI). CCI is based on the clear understanding of our own self, our culture, people around us and their culture. It is a developed skill that we develop over a period of time. To understand the term cross-cultural intelligence even better, let's break it up further into smaller units, 'cross-cultural' and 'intelligence'.

Cross-cultural aspects are the ethical beliefs based on the societal frameworks, legal sanctions and prohibitions, attitudes, values, expectations and norms for behavior acceptable in one culture that might not be the same as other cultures. While 'intelligence' is our ability to learn, reason, recognize patterns, compare, contrast and solve problems.

CCI refers to our capacity to recognize, comprehend, respect and reconcile with ours as well as others' cultures to ensure the overall productivity in our business and personal relationships. It is multi-layered in nature and has Four matrices. (Fig.5.1)
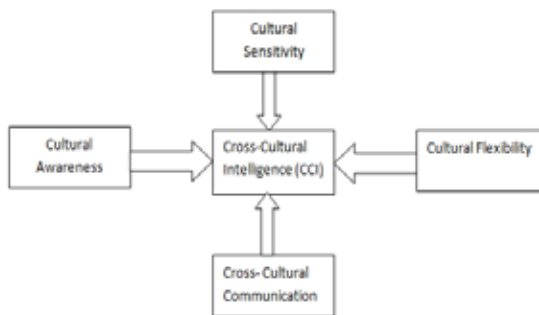
tions are in the rigorous race and opening new markets, recruiting employees of varying cultural backgrounds in the process. This kind of aggressive globalization poses a sort of challenge for leaderships of organization in terms of finding and developing employees with high CCI. No longer are employees restricted to in-country transfers such as from Pune to Bangalore and Chennai to Canada. This trend is more evidently seen in MNCs, BPOs and other outsourcing processes as KPOs, LPOs etc. as more and more customer oriented jobs are being outsources to India. For example, a customer service employee located in India could just as easily receive call from Germany, Russia, Spain, Los Angeles or Singapore. This rapid growth in the number of employees work in a cross-national context to provide service to their international clientele necessitates a greater focus on the concept of CCI.

Though the concept is relatively new, its importance in any trans-national business, which operates in multinational contexts, is predominant.

6. COMMUNICATION SKILL
According to a report published by National Communication Association, Washington, DC, "Good Communication in professional settings helps individuals and groups size up and deliberate issues, leading to more effective organizational outcomes. It will be no surprise that communication is associated with effective leadership… For instance, research shows that managers maintain greater credibility when denying subordinates' request if they communicate the reasons the request is not meritorious, rather than indicating and inability to grand it, such as one's 'hands being tied' by higher-ups."

 John Mason Brown, an American writer and recipient of Pulitzer Prize 1963, has rightly said, "A good conversationalist is not one who remembers what was said, but says what someone wants to remember." In a recent survey conducted by University of Pittsburg's Kats business School of recruiters from companies with more than 50,000 employees, communication skills were cited as the single most important decisive factor in choosing managers. It was found that communication skills, including written and oral presentations, as well as an ability to work with others, are the main factors contributors to job success. Rudyard Kipling, Indian born British author of *The Jungle Book,* said the following: "Words are, of course, the most powerful drug used by mankind." It is made clear the communication Skill is also plays a vital role for getting the sustainable employability.

CONCLUSION
The paper has discussed all the key tools to enhance sustainable employability of job seekers, employees. Isn't this time to develop yours now?

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