

## Chapter 6

# Soft Skills: An Effortless Interview Strategy for Selecting the Cream of the Crop

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### ABSTRACT

*This chapter focuses on the development of an effortless interview strategy for selecting the cream of the crop. While selecting the candidate for the institute, the management needs to look beyond the papers and documents. They need to look for skills that sets the candidate apart from the rest. Soft skills are the set of qualities that provide assurance to the management on the candidate chosen. The author throws light on the intricate details to be kept in mind by the interviewer while processing an interview. It takes a lot of effort to select the very best candidates from the lot. The chapter highlights the soft skills needed to be considered carefully by the management while selecting the candidate who would do justice to the seat that they will acquire. The research is based on the author's experience and discussion with the students.*

### INTRODUCTION

In a world that has an enormous pool full of talented people, possessing the best of degrees, the best of knowledge and coming out from the excellent universities, how does one decide to select the most suitable candidate who can turn out to be an asset in the growth of the management institute. A good student not just adds to a steady increase in the output of the institute but also ends up adding substance to it.

While selecting, the main purpose of the interviewer still remains to bring out the best and the worst side of the candidate, which would have a crucial effect on the working and the development of the education system. Here comes the role of a smart interviewer. It is important to understand that as professionals we focus on the candidate's best attributes and try to buy those things from the potential student. Almost every single candidate applying for the course has similar skill (hard skill) set and technical knowhow. So what sets chosen few apart from the crowd of aspirants? Soft skills are the brownie points that the candidate brings to the table which sometimes the interviewer tends to neglect. It should be kept in mind that these are the skills that define the candidate's personality and their attitude towards the workplace

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## **Soft Skills**

environment. Proficiency in the broad range of generic skills has become the main requirement for the modern management institutes.

The personal interview round plays a crucial role in the process of selection of the right candidate by the management colleges. It is the first physical interaction with the student. This makes us question the very foundation of soft skills in a management interview. How does the interviewer identify the candidate with the perfect skill set? Hard skills can be judged easily by going through a document which has all the past experiences and achievements of the student, but is identifying soft skill really that simple or easy? This is where the interviewer needs to put on a detective's cap and start noticing and identifying the peculiar traits of each candidate. Having noticed carefully the interviewer will realize that there is a lot more to each candidate than just his CV on a piece of paper. Soft skills like having a positive attitude, confidence, etiquettes, professional attire, the correct body language and facial expressions, not just make a lasting impression on the interviewer but it also makes it easier for the interviewer to identify the candidate who would do justice to the institute and the management course.

These soft skills play a very important role in almost all hiring decisions. Hiring criteria does not stop at technical ability. Hiring managers say they can recognize a possible candidate for the position within the first 30 seconds based on the quality of soft skills. Hiring managers want to hire people who can become leaders, and leadership relies heavily on soft skills. The management wants to hire a candidate who not only possesses the qualities of a leader but also looks like one by their physical appearance and power dressing. Power dressing can completely change the perspective of an interview. Professional attire gives more confidence to the management institute that the student can not only act as the face of the institute but also carry forward the institute's name with pride and honor. The management should start looking for the right candidate by not just going through their degrees but also the soft skills they possess. This would result in taking out the cream from the crowd.

## **BACKGROUND**

If you want to hire the best people for your business, put soft skills first, Forbes reports.

According to Mind Tools (2018), While of course, the candidates need their technical skills by their side to get and keep a job but beyond the technical skills, it's the soft skills that truly matter in the long run. They may get their foot in the door through their hard skills but their soft skills are what that's going to open doors for them. Soft skills like work ethic, communication skills, Emotional Quotient along with the attitude are crucial for one to be successful in a career.

Steve Jobs famously insisted that technology alone is not enough. We desperately need the expertise of those who are educated to the human, cultural and social as reported by The Washington Post. Jobs was also known as favoring passion over experience in his employees. After all, as stated in Reader's Digest, passionate employees can manage themselves, understand the company's mission and earnestly strive for a common goal. (Goncalves, 2018)

Soft skills not only help in delegating, motivating, problem-solving and team building in the work environment but also help one to excel as a leader. Displaying a positive attitude always and knowing or at least trying to get along with different kinds of people ensure that they are on the path to success. (Mind Tools, 2018)

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