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<td>Date of Confirmation</td>
<td>5th July, 2011</td>
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<td>Title of the Research</td>
<td>Development of Verbal and Non Verbal Skills among Rural and Urban Learners of English</td>
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SYNOPSIS ON

“Development of Verbal and Non-verbal Skills among Rural and Urban Learners of English”
PROJECT PROPOSAL

TITLE: “Development of Verbal and Non-verbal Skills among Rural and Urban Learners of English”

Background:
The researcher is keen on doing research on this particular topic as the researcher has been in trainings and has observed the need of the same in not only the rural students but also in the students from urban areas. At
times it happens that though technically sound a student is not able to
perform well at the time of interview or when has to interact with others
and the result is loss of confidence level. This situation has been
observed by the researcher and even the guide’s observation is the same
so, the topic has been selected for the research study.

The study of the soft skills is of great significance in today’s
professional world. It is the topic about which much has been said but
still quite less is known to many people in general and even by many of
the professionals. The study on this particular topic about ‘Verbal and
Non verbal skills (Soft skills) - and its importance’ is very relevant today
as for decades the complete focus was on “Hard Skills” and these we
reconsidered to be the one’s that were required for the effective working
and success of and in any organization. These skills were more about the
actual tasks to be performed.

There is drastic change in the requirement of the skills today, as critical
soft skills have become the need of the employees today as with the time
there is change in the nature of the work and the skill set required. A
person without basic Soft skills is like a teacher without a teaching aid. A look around speaks volumes about its dire need in the people around us. One of the important aspects about the soft skills is that they are the source of empowerment.

A constantly changing work environment – due to technology, customer driven markets, information based economy and globalization that have a great impact on the structure of the workplace and are leading to an increased reliance on, and demand for, Soft Skills. Soft skills in no way are replacement for hard or technical skills. They are, actually complementary, and work towards unlocking the potential for highly effective performance in people qualified with the requisite hard skills.

**What are Soft Skills?**

Verbal and Non verbal skills (Soft Skills) are the ones that make the difference between closing the deal and losing it, creating a cohesive, efficient team or a malfunctioning one, getting the promotion or missing out. Verbal skills and Non verbal skills are those great people skills that give a competitive edge and help to create a positive relationship that
means one can get more from people, both internally and externally. Many times it happens that someone of exemplary brilliance is not hired or promoted because he or she was difficult to get along with, not a team player, too rude for words or an embarrassment to the group. A person who is hostile and not conciliatory is observed to be browbeating colleagues, fails to speak up and defend his or her ideas, refuses to negotiate, is cold, detached, and indifferent to other people.

The scope of the Verbal and Non verbal (Soft) Skills is not just limited to the work place of a professional but extends to other spheres of one’s life i.e. to social and family life. The term Soft Skills has multiple facets and is not only related to communicating, but also includes the ability to manage stress, ability to organize, ability to provide solutions. Many times when the importance of verbal and Non verbal Skills is ignored and is not get adequate attention by the professionals from various fields the result is depressing. Even the education that goes in to make a hard core professional, does not concentrate on the people skills of which the verbal and non verbal skills have a major part and even the curriculum tends to ignore the fact that the student ones’ into the profession would
be working in a team, reporting to someone, taking reports, dealing with work pressures, giving presentations, attending phone calls, sending mails just to specify a few. In all such situations along with technical skills, experience and psychological maturity of an individual is going to play an important role.

The various Soft skills that have become important for every individual are:

- Communication skills
- Body Language
- Interpersonal skills
- Grooming
- Business Etiquettes
- Business Ethics
- Team spirit
- Time Management
- Leadership skills
- Emotional Intelligence
The Soft skills actually can be considered as an umbrella under which such a wide variety of Life skills find shelter and the Verbal and Non verbal skills are a part of it. The use of these skills and their importance for the individuals makes it all the more interesting and necessary to study and pursue research in this field.

**Rationale**

The detailed study of the Soft skills reveals the various hues in it. This vastness of the subject makes it necessary to limit it to some extent and concentrate on particularly two Soft skills which are considered to be the major ones. This research study will help in justifying relevance and importance of Verbal and Non verbal (Soft) skills in the professional life.

The research focuses on two soft skills.

1. **Verbal/ Oral skills** – The way one communicates plays a vital role in every person’s success and well being in the society. As Herbert Simon puts it, “Without communication there can be no organization, for there is no possibility then of the group influencing
the behavior of the individual.” Communication is the ingredient that makes organization possible. In this fast changing world, every organization is becoming more and more sophisticated. So, communication being an integral part of the process of change needs to be given due recognition, the realization about which needs to be brought.

Although communication is a necessary condition of human existence and social organizations still many times the required importance is not given to it. So, the study concentrates on it.

2. Non-verbal skills/Body Language – Body Language plays a very important role conveying exact views of the person. In the present, the importance of Body Language has been widely recognized. According to Birdwhistell, a pioneer in the field of Non-verbal communication, ‘more human communication took place by the use of gestures, postures, position and distance than by any other way’.

As it has been observed that the Communication skills and Body Language play a major role in the Soft Skills, the focus of study of the researcher is on these two. They are the basic and important
skills for all, especially for the students of all levels irrespective of to which area they belong whether rural or urban.

**Significance of the Study**

A look around in the society speaks volumes about the dire need of the soft skills in and around. The personal experience in the training and teaching has given a chance to interact and observe many students and the faculties in the rural and urban areas. The observations that were made during these interactions were that there is limited knowledge about even the basic soft skills i.e. Verbal and Non verbal skills and in practical they do not have any awareness about the impact that they have in present and in future its going to have in their personal and professional life. So, it becomes all the more necessary to make an attempt to see that the basic Soft Skills are imbibed.

The specific objective of this study is to bring the realization about need of the soft Skills among the students of rural as well as urban background.
1. Students: The basic soft skills are a must to survive in the better way and enhance the chances of their employability.

2. Teachers: The teaching faculties are looked upon as the role model by their students and so it becomes a need for the teaching faculties to present themselves in the appropriate way. So, Soft skills are a necessity for them too.

Past work done in the area:

Review of the work done by University of Pune in Soft Skills program.

**Aims and Objectives:**

1. To study the awareness about verbal and non-verbal skills & their Importance among students and their Teachers in rural and urban areas.
2. To understand the existing methods and existing efforts undertaken for Development of verbal and non-verbal skills in the institutes in rural as well as urban areas.
3. To identify the gap in the existing method and existing efforts undertaken for verbal and non verbal skill Development in the institutes in rural as well as urban areas.
4. To develop a model for development of oral skills and awareness about Body Language in institutes in the rural and urban areas or to sketch a new model for development of these skills on the basis of research findings.
**Scope of the study:**

1. The focus is on learning of basic oral communication skills and appropriate Body language.

2. The sample group for the study will be selected from various institutes and their awareness about Soft skills with special focus on Oral communication Skills and Body Language will be assessed on the basis of questionnaires.
   
a) Rural – Rural areas are those areas which are not developed and appropriate awareness is lacking. As a result the required guidance is not available.

   b) Urban - Urban areas are those areas which are developed and there is required awareness about the growth and guidance to some extent available.

Note: Though Rural and Urban have been taken as separate identities they are not to be considered as water tight compartments.
The training modules prepared for the purpose of research may be helpful in bridging the gap between the rural and urban students.

Limitations of the study

1. There are varieties of Soft Skills. The study is bound to focus on Two, Namely, Communication Skills and Body Language. As a result other elements are not included.

2. It is restricted only to Five Talukas of Pune district. The situation might be different in other areas.

Methodology:

Awareness regarding the Soft skills will be tested among the students and Teachers with the help of

1. Questionnaires for the Students from various Academic fields.

2. Data – Analysis (Significance of difference)

Tentative Chapterization:
1. Introduction (What are Soft skills?, Rationale, details, Research Methodology, standard Hypothesis, aims and procedures for data collection)

2. Significance of Soft Skills

3. The present Scenario of Soft Skills Development.

4. Analysis of Data and its (Progress after Training)

5. Possible Conclusions

**Possible Conclusion:**

To bring awareness in the students as well as their parents about the need and importance of soft skills. Once there is realization about soft skills and its importance is there even in some of the students seeing their improvement and increased level of confidence It will encourage others to work on it and develop in them.

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2. Body Language – A guide for professionals – Hedwig Lewis

3. Body Language – Allan Paes


6. The Art of Effective Communication – Charles J. Margerison

2. Journal Articles: The ICFAI University journal of Soft Skills
