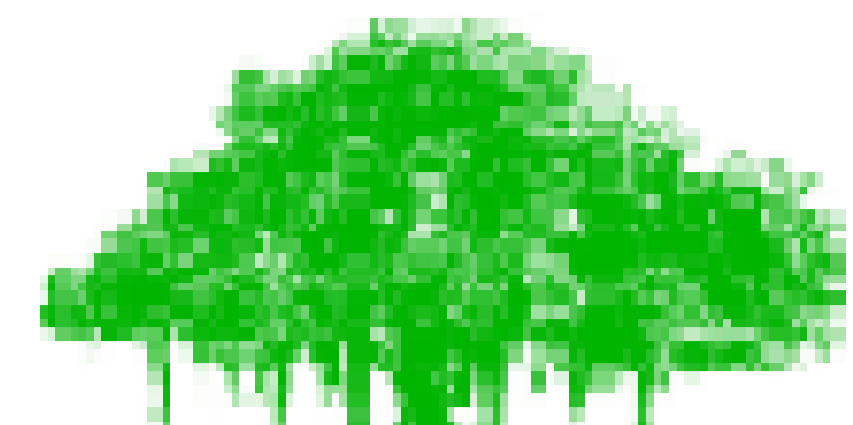




# Bridging Skill Gaps: Soft Skills training at MSIT



## Abstract

➤Employability skills of young university graduates are a cause of serious concern.

➤NASSCOM-McKinsey report indicates that only about 25% of technical graduates, and 10-15 % of general college graduates in India (McKinsey report 2005), are suitable for employment in ITES and BPO industries.

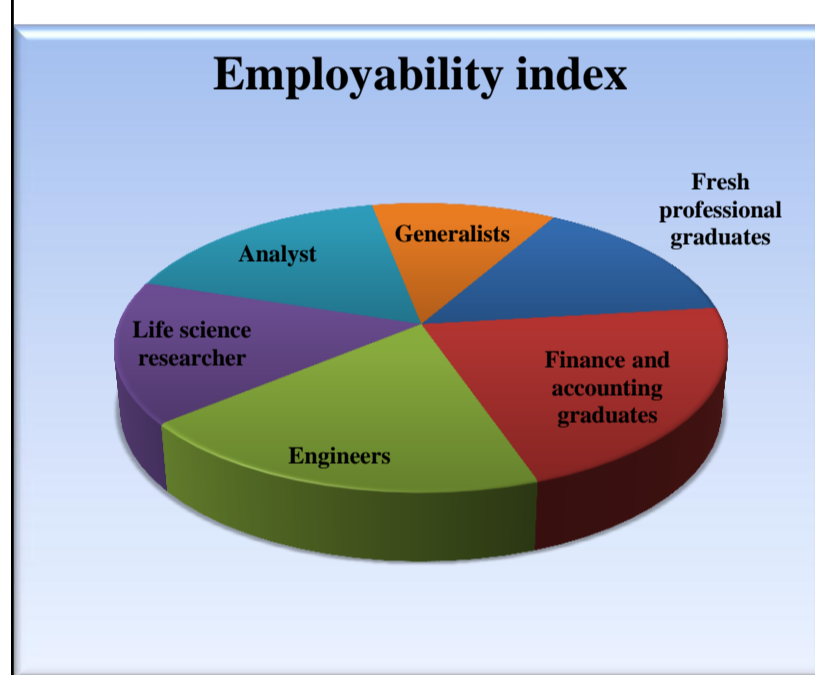
➤Poster aims at identifying skill-gaps that ail employability of graduates and talks about soft skills training deployed successfully in a post graduate program, MSIT offered at two premier universities IIT-H and JNTU-H in Andhra Pradesh, India.

## Introduction

➤By 2013, India could face a shortfall of 5,00,000 IT professionals due to the talent crisis that the country is going through.

➤A talent pool that is tailor made, readily deployable to business projects is required

➤Need of the hour is to bridge the skill gap and improve the quality and competencies of the workforce.



### 21<sup>st</sup> Century Skills:

➤Table 1.1 succinctly summarizes critical skill gaps in entry level workforce, collated from different surveys .

➤The deficiencies largely being on the soft attitudinal factors emphasizes soft skills training.

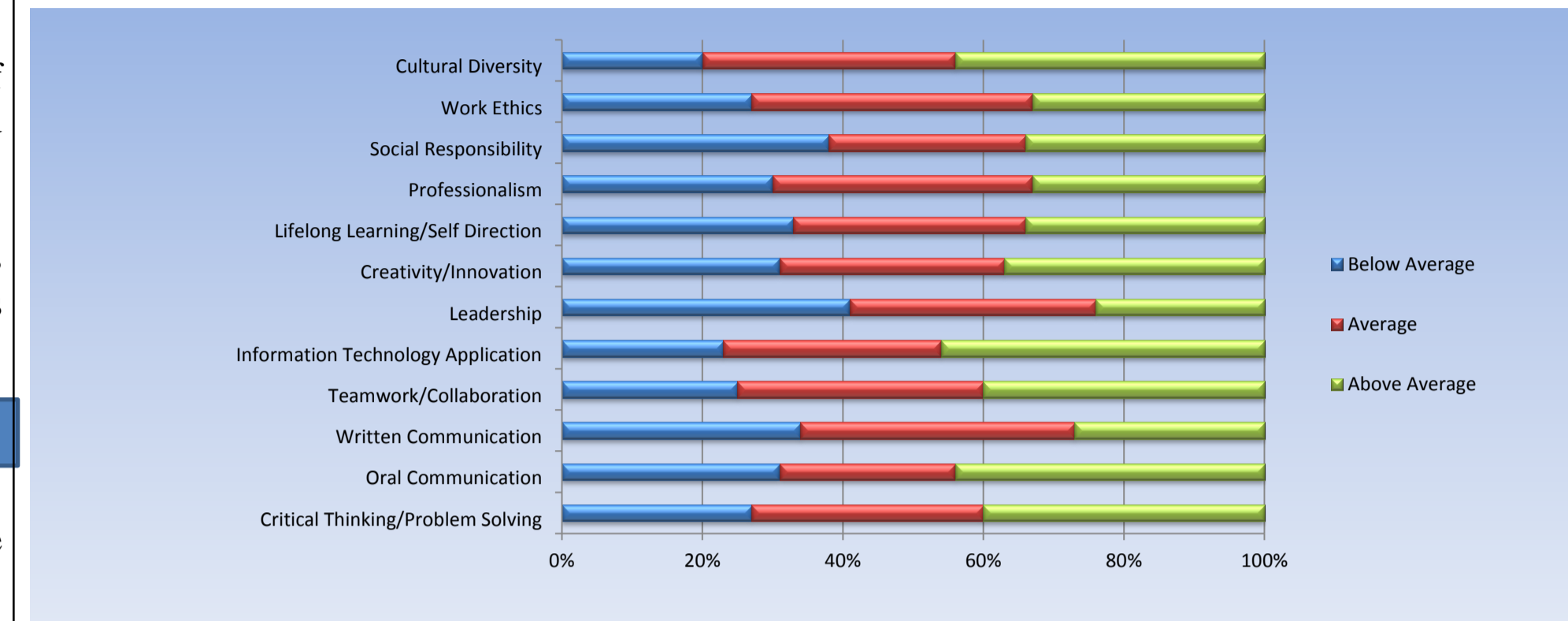
➤It is not qualification alone that translates into employability, while qualification constitutes 40%, it is the skills and attitude that constitute the remaining 60% of employability chances.

Exhibit 1: Employability of professionals

Knowledge requirements	Skill Requirements	
Technical Knowledge	Intellectual	Social
Domain orientation	Critical thinking and creativity	Communication and interpersonal skills
Conceptual reinforcement	Problem solving and decision making	Team work and proactiveness
Cultivation of applied skills	Planning and organizing	Cross cultural communication
Quality consciousness	Learning and self management skills	Motivation and positive attitude

## Attributes of skill survey conducted by author

Exhibit 1.2 Ratings on Professional Attributes of College Grads Joining Industry by HR Managers across different organizations



## An overview of Soft Skills Training at MSIT



Exhibit 1.2: Spectrum of soft skills training offered in MSIT

## Insight into Soft Skills training offered at MSIT

➤An extensive soft skills training with a blended learning model is practiced in the program to bridge the skill gaps.

➤A gamut of soft skills courses are offered in a blended learning model where e-modules supplemented with finely integrated class based activities reinforcing the e-content is used to help internalizing the concept.

➤In academic year, 700 learning hours are earmarked for soft skills training, 40 learning hours are catered to assimilate the e-module content and 100 hours for workshop based training sessions with formative and summative evaluations.

## Training offered

Training offered	Methodology
Soft Skills e-Modules	Supplied by Skill Soft, the modules provide extensive conceptual knowledge
Instructor-led Workshops	Offered by corporate trainers, activity based training along with feedback and evaluation
LSRW Module	Listening assignments, presentations, writing assignments and reading assignments rolled out to enhance the written and oral presentation skills
Placement module	Group discussions and debates conducted every week
MSIT News@6	Daily updates everyday to help them stay well informed and improve their articulation skills
MSIT Journeys	Speaker series serves as a platform of learning from the speaker's experiences
MSIT Classics	Skits and role plays enacted by students to strengthen the concept of theater based learning in soft skills.

Table 1.2 Soft Skills training Capsule at MSIT

Author conducted a survey with MSIT students to find the efficacy of soft skills training offered and to obtain their response on the new initiatives started in the year 2010. Exhibits below depict the details

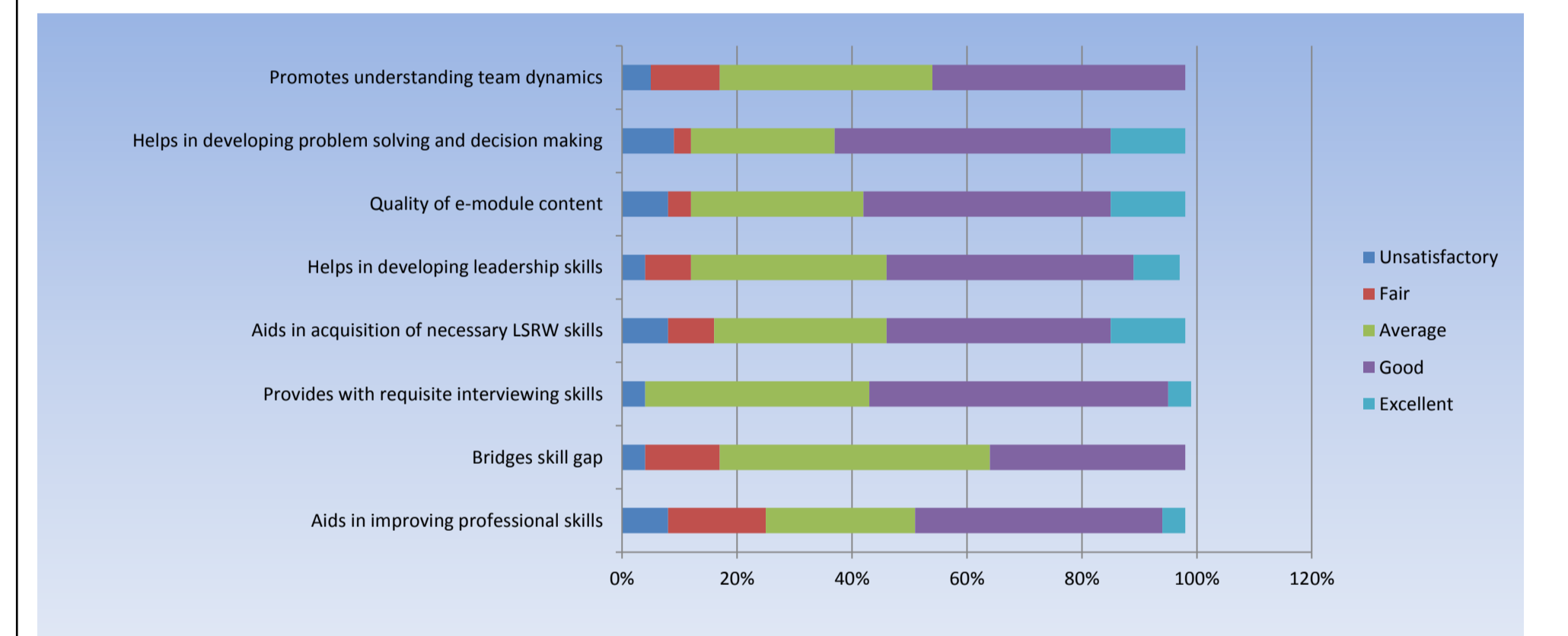


Exhibit 1.3 Priorities attributed to skills of entry level workforce by HR Managers

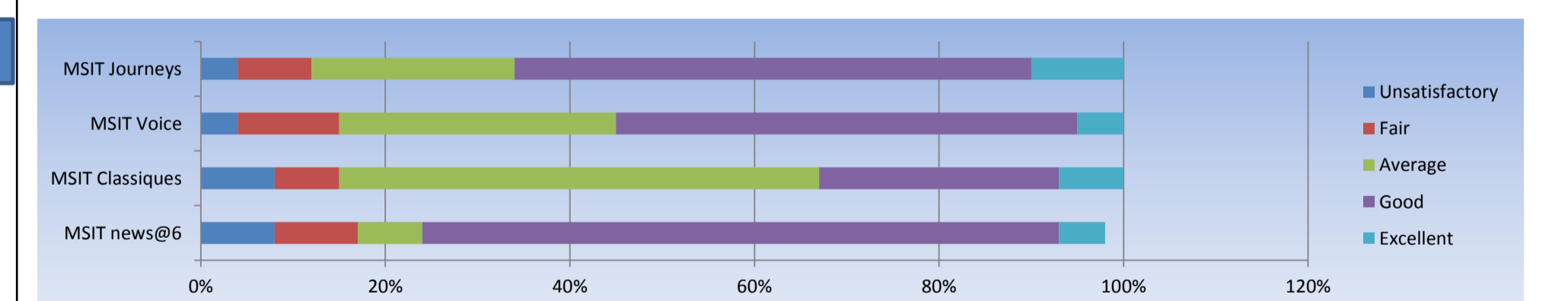


Exhibit 1.4 Soft Skills initiatives as rated by students of MSIT

## Conclusion

➤Workforce demands of 21<sup>st</sup> century have got realigned

➤An effective learning intervention of soft skills training implemented at the academic level would enable to generate leaders of tomorrow who are articulate, efficient and motivated