A STUDY ON USING HUMAN RESOURCE MANAGEMENT
METHODS IN SOFT-SKILLS TRAINING

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ABSTRACT

Without dialogues, there is no communication and without Business English dialogues, there are no Soft-skills. Skills are a knack for doing something or know-how which needs to acquire by different training methods, where lot of interactive activities have to be conducted related to behavior. Only then it helps in bringing out behavioral changes in Trainees.

Keywords: Stimulation; Role-Play; Human Resource; Business English; Communication Skills

INTRODUCTION

Role play simulation is a method of training that allows to makes students from passive to active learners. Developed and directed by the trainer to meet specific learning objectives, are approximations of “the real thing” carried out in the safety of the structured learning environment.

OBJECTIVE

To prove that Role-play stimulation from Human resources management can be used in Soft-skills Training.

The Cognitive Domain

It can be called as thinking domain involving Recalling or retrieving the previously learned subject knowledge, the ability of grasping the meaning from the subject, the ability to apply the learnt subject in new situations, the ability to synthesize and critically evaluate the subject. Role play stimulation method of soft-skills training helps students to practice a subject in real life professional situations even before joining workforce. In a role play the participants take up the imaginary characters, when the script is supplied to each character for grasping, applying and practicing the subject.

Examples: Reciting the company’s recruitment policies, Quoting prices by recalling from own memory to the customer. Recalling the business English grammar rules, revision of subject matter. Stating a problem in one’s own words, creating an analogy, taking notes, applying what was learnt in the classroom to new situations in a work place, distinguishing between facts and inferences. Building a pattern from different materials,
The Affective Domain

It can be called as feeling domain as it involves growth in feelings, emotional areas, or attitudes. Receiving willingly, responding by motivation to learn, valuing and experiencing the selected attention.

Examples: Receiving phenomena of listening to others, knowing the company policies and practicing them, the valuing a person attached to particular attitude, informing the management on matters that one feels strongly about, having value system that controls own behavior.

The Psychomotor Domain

It can be called as Kinesthetic Domain, it is concerned with the physically expressing in action with verbal encoding of information, with body action where the gross and fine muscles are utilized for expressing or interpreting information

Example: the ability to use sensory cues to guide motor activity, readiness to act in mental, physical and emotional sets that determines response to different situations, creating new movement patterns to fit a particular situation.

Role-Play Example

In an effort to improve customer support, Veronica, Customer Service Manager for Myneni Technologies, sets up a team role-playing session. Acting as the leader/trainer, Veronica brings together a group of software developers and customer support representatives.

Veronica divides the 12 people into two groups: Group A represents the customer support representatives; Group B represents the customer. She tells Group A that the customer in this situation is one of Myneni Technologies longest-standing customers. This customer accounts for nearly 15 percent of the company's overall annual revenue. In short, the company cannot afford to lose her business!

Veronica tells Group B that the customer has recently received a software product that did not live up to expectations. While the customer has a long-standing relationship with Myneni Technologies, this time she's growing weary because Myneni Technologies has previously sold its faulty software on two separate occasions. Clearly, her relationship with Myneni Technologies is in jeopardy.

Veronica now allows the groups to brainstorm for a few minutes. Next – with this particular approach to role-play – each group sends forth an "actor" to take part in the role-play. The actor receives support and coaching from members of the team throughout the role-playing process. Each team is able to take time-outs and regroup quickly as needed.

Veronica runs through the scenario several times, starting with the "customer" behaving gently and ending with the customer behaving aggressively. Each time, a best solution is found. Of course, Veronica can always ask for additional role-playing and suggestions if he feels that the process needs to continue, or that the team has yet to uncover the very best solutions. Once it's clear that they cannot identify any more solutions, Veronica brings the two groups together and discusses the session. During this, they discuss the strategies and the solutions that the actors implemented, and how they could apply them to a real-life situation. Veronica also asks each team to write a short summary of what they learned from the exercise. He then combines the summaries and provides a copy of everything learned to all participants.

Sample Dialogue:

INTRODUCING YOUR COMPANY

A: Excuse me. Is this seat taken?
B: No, it isn’t. Please have a seat.
B: Jenny Myers. Are you heading for Chicago?
A: Yes, I have some business there. I work for a law firm. Henderson and Marly.
B: Henderson and Marly? I’ve never heard of them.
A: We’re a small firm. We specialize in intellectual property rights? Mostly copyrights and trademarks. That kind of thing. We are based out of Detroit, but we have offices in New York and Toronto.
B: What do you do for them?
A: I’m a lawyer. How about you? What brings you to Chicago?
B: I have some business there as well? I work for . . .

Role-Play Using Cue Cards

<table>
<thead>
<tr>
<th>Name/Position</th>
<th>Type Of Firm/Name Of Firm</th>
<th>Specialty/Examples</th>
<th>Base/Offices</th>
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</thead>
</table>

CUE-CARD - A
You are on a plane heading for Australia. You have some business there. Introduce yourself and your business to the person sitting beside you. These are the business details: You work for a **Software company**. The name of your company is **WIPRO**. You specialize in SAP such as **ERP** and **HCM**. You are based in **New Zealand**. Your company has offices in **Peru** and **Helsinki**. You are a **IT-Project Manager**.

CUE-CARD - B
You are on a plane heading for Australia. You have some business there. Introduce yourself and your business to the person sitting beside you. These are the business details: You work for a **Construction company**. The name of your company is **LANCO**. You specialize in commercial development such as **shopping malls** and **Apartments**. You are based in **Kuala Lumpur**. Your company has offices in **Jakarta** and **Hanoi**. You are a **Civil engineer**.

DATA ANALYSIS
80 - MBA and B.TECH Students were selected in St. Marys Womens engineering college - Guntur and Vishwa Bharathi College of Engineering - Hyderabad was trained respectively and separately for period of one month. Role play stimulation method was used as Soft-skills Training methodology.

FINDINGS
1. The role play method includes all the learning domains.
2. It is best suited for practicing business education.
3. It is one of the best methods of training for acquiring Soft-skills.

CONCLUSION
By using Role-play method from Human Resource management for Soft-skills, a real life environment is created and trainees can be trained in a simulated environment through several role plays, activities, exercises and participation.

REFERENCES
