Inculcating Soft Skills as a Component in Professional Courses for Sustainable Development

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Abstract: *The modern-day scenario of professional education is experiencing an archetype change, the increasing recognition of Soft Skills, as an integral course of study is playing a pivotal role in shaping accomplished and successful professionals. The prerequisite of this paper is to investigate the domineering influence of integrating Soft Skills as an obvious component of professional courses, contributing to Sustainable Development in various domains, which stresses a balanced approach to the four pillars of sustainability that addresses human, social, economic, and environmental dimensions, and in the context of professional education, this comprises educating a cadre of professionals armed not only with technical prowess but also with the nuances of Soft skills, which, with its blend of interpersonal communication, teamwork, adaptability, leadership skills and emotional intelligence, stands tall as an essential trait for earning success in an extremely dynamic and interlinked global marketplace.*

1. Introduction

Professional education today is experiencing a profound alteration and to be abreast with these evolving demands of the 21st century, professionals need to exhibit and project multifaceted professional skills to sustain in the job market for long. Initially, the conventional models that once stressed Hard Skills development solely for sustenance and success in the job market, are today, paving the way for a more holistic approach that identifies and appreciates the critical role of Soft Skills, as an inevitable constituent of Professional Grooming. As the industries are becoming more and more progressively interconnected and dynamic, professionals are also being encouraged to navigate diverse and multifaceted social, cultural, and economic landscapes for better goal orientation, decision making and teamwork and the posing of these incessant challenges have consequently cultivated the need and importance of inculcating Soft Skills as a cornerstone in preparing individuals for the impending challenges presented by the metamorphosed Industry-Academia terrain.
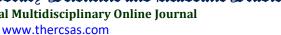
The post-pandemic era has signaled a clarion call, echoing the immediateness of actuating 'Go Green,' into reality, and this slogan has not only emphasized the environmental and the economic aspects of the globe but has also highlighted the importance of societal cohesion extending from personal space to professional domain. The agreement with which each needs to contribute today, actually increases proficiency and teamwork, similarly, the attitude towards work, knowledge, appropriate communication and etiquette also ensures sustenance and develops permanence by promoting an edifice of 'Green Skills,' and here, to heighten the outcome and the dividend of such skill application, trending methodologies with experiential learning, workshops, and interactive pedagogical methods are being experimented in fostering a wholesome development of a professional where the importance of inculcating soft skills acts as a key driver of sustainable development within the framework of professional education.

Recognizing Soft Skills as a crucial factor in professional growth is deeply rooted in considering that technical expertise alone is not sufficient to ensure overall success in any career. On one hand where expertise of the domain subject remains fundamental, on the other hand, the ability of effective communication, seamless collaboration, and rapid adaptability to the fast-changing environment stands equally crucial. In this contemporary global scenario, where diversity and innovation are spiking high, in such a scenario, professionals armed with a robust set of Soft Skills stand at a distinct advantage, exhibiting themselves as an inevitable choice of employers and organizations where they recognize these added values of interpersonal attributes not only as a contributing factor to their personal career development but also to the overall success and sustainability of the organizations they are engaged with.

2. Literature Review

A comprehensive literature review serves as the foundation of this research, offering insights into the existing body of knowledge on the integration of Soft Skills in Professional Education and its connection to sustainable development. Several erudite journals have been referred to, where the portions of knowledge acquired have furthered the dimension of discussion of this paper. In a paper titled, 'Realizing sustainable development of higher education in Malaysia through 'Soft Skills,' (Maria Salih, 2008), primarily addresses three very pertinent questions, viz. What are the eminent Soft Skills that need to be identified and developed in higher education? How can Soft Skills help realize Sustainable Development goals? What may be the probable models for implementing Soft Skills Training into higher education curricula? The addressing of the above-mentioned queries has modelled an insight to carve a niche for its futuristic implementation. This article discusses how implementing Soft Skills into higher education curricula in Malaysia can help promote Sustainable Development. It defines education for Sustainable Development and explains its importance. Seven key Soft Skills as identified in the paper are: communication skills, critical thinking, teamwork, lifelong learning, entrepreneurship, ethics and leadership. Two models for developing these skills have been outlined as standalone subjects and embedding them across courses. The embedded approach has been recommended as it allows holistic student-centric learning. Developing students' Soft Skills supports producing graduates with knowledge, values and attitudes appropriately needed for sustainable development and a quality society.

In a paper titled, 'Soft Skills as a Component of Sustainable Development in Modern Society,' (Gulnara Shamilevna Pavlova, et.al, 2022), discussed on the need and importance of developing Soft Skills for Sustainable Development in modern society today. It has outlined in detail the 11 key Soft Skills identified by the World Economic Forum as imperative skills for future success, the focus including creativity, critical thinking, problem-solving, emotional intelligence, people management, and effective job hunting have been prioritized as the imminent necessities of the future. The authors have also proposed assessment techniques of students' Soft Skills through an appraising questionnaire to evaluate their social abilities better. The paper also pointed at the current higher education assessment emphasis which is more on hard skills than soft competencies. This paper stresses on integrating Soft Skills evaluation to improve the quality of education and bring assessment practices in line with the changing market needs.

In another discussion titled 'Critical Issues of Soft Skills Development in Teaching Professional Training: Educators' Perspectives,' by (Tang Keow Ngang, et. al., 2015) where the study investigates the critical issues in developing Soft Skills through professional training from the perspective of two experienced educators in a Malaysian public university. The educators when interviewed about Soft Skills responded that it needed more focus and attention, they also hinted at the neglect of Soft Skills and discussed about the key challenges faced regularly in its implementation. The challenges commonly encountered for the smooth conduction of a Soft Skills session were big class sizes, insufficient training periods and lack of academic focus were mentioned as factors obstructing Soft Skills development. Integrating Soft Skills into higher courses was proposed as a better solution than a stand-alone subject. This paper also aimed at facilitating future research scopes that should focus on appropriate assessment methods to facilitate and upgrade Soft Skills Training.

Tang Keow Ngang, et, al., 2014 in their paper titled: 'Soft Skills Integration in Teaching Professional Training: Novice Teachers' Perspectives,' explored the novice teachers' perspectives on integrating Soft Skills into their teaching professional training programs. It defined and discussed the seven key Soft Skills viz. communication, critical thinking and problem-solving, teamwork, lifelong learning and information management, entrepreneurship, ethics and professionalism, and leadership, this paper also discussed the challenges of integrating them through a survey where 15 novice teachers were interviewed to understand their views. The interview revealed very significant data where it was seen that six out of the seven skills were consented as relevant, but they also felt that they did not acquire enough during training. This paper also recommends including and utilizing an integrated Soft Skills training module.

3. Objectives

The objectives of this paper are defined distinctly to explore and elucidate the multi-layered kinship between Soft Skills and Sustainable Development within the domain of professional education. These objectives are crafted to provide clarity and direction for the following discussion:

- *Understanding the Changing Percept of Professional Education:* This paper aims to investigate the modifications and trends in professional education, exploring how traditional paradigms are

changing to a more comprehensive understanding of skills needed for success. It probes into the factors driving this change and the implications for students, educators, and professionals.

- *Examining the Significance of Soft Skills:* An essential objective is to emphasize the undoubted importance of Soft Skills in the modern-day global market. By examining academic literature, case studies, and real-world examples, this paper aims to understand how Soft Skills contribute to professional growth, organizational effectiveness, and societal advancement.

- *Exploring the Interconnectedness Between Soft Skills and Sustainable Development:* This objective focuses on establishing a clear association between Soft Skills Development and Sustainable Development goals. This paper focuses on how cultivating Soft Skills in professional courses contributes to creating socially responsible and ethically conscious professionals who are accomplished of addressing the complex challenges characteristic of Sustainable Development.

By addressing these objectives, this paper aims to contribute to the unending discussion on the integration of Soft Skills in Professional Education and also emphasizes its role in shaping individuals into successful professionals fortified and accomplished with not only technical expertise but also Human-Life-Social skills making them adept and poised to contribute meaningfully to a sustainable future.

4. Need and Importance of Soft Skills

Soft skills are a bouquet of assorted skill sets ranging from interpersonal skills, and communication skills, to cognitive abilities that empower individuals to communicate effectively with others and navigate complex professional milieus. These skills are often intangible and difficult to measure, yet they play a pivotal role in shaping successful professionals.

- *Communication Skills:* Effective communication is a key component in shaping an accomplished professional, which involves both verbal and non-verbal elements, enhancing the ability to articulate ideas clearly, listen actively, and interpret non-verbal cues. Proficient communication nurtures collaboration and understanding, essentially required in diverse and dynamic professions.

- *Adaptability and Flexibility:* The ability to adjust to changing environments and remain flexible is an essential Soft Skill. In this rapidly evolving job market, professionals must navigate uncertainty and embrace changes. Adaptability ensures resilience and flexibility endowing the capability to thrive in dynamic environments.

- *Emotional Intelligence:* Emotional intelligence comprises self-awareness, self-regulation, empathy, and operative interpersonal relationships. Professionals with strong emotional intelligence can understand and comprehend office dynamics, understand others' perspectives, and manage interpersonal conflicts and issues constructively and creatively.

- *Critical Thinking and Problem-Solving:* Soft skills extend to enhancing cognitive abilities, including critical thinking and problem-solving. These skills are fundamental and empower professionals to analyze situations, make informed decisions, and address challenges strategically. They are crucial for innovation and continuous improvement.

- *Teamwork and Collaboration:* In the contemporary scenario, collaboration is essential. Soft Skills in teamwork heighten the dimension of working harmoniously with various teams, sharing responsibilities, and contributing positively to collective goals. It promotes a collaborative spirit, essential for innovation and problem-solving.

- *Leadership Skills:* Leadership extends beyond hierarchical roles. Soft leadership skills involve motivating and influencing others, fostering a positive and creative work environment, and guiding teams towards collective goals. Effective leaders stimulate trust and motivate collaboration.

The need and importance of these Soft Skills lies in their capacity to balance technical proficiency. While hard skills are essential for definite jobs, Soft Skills enhance communication, teamwork, adaptability, leadership and overall workplace efficiency. Soft Skills contribute to building an accomplished professional who can succeed in varied and challenging settings.

5. Sustainable Development in the Professional Context

Sustainable development, within the context of professional education, incorporates an all-inclusive approach that addresses social, economic, and environmental dimensions. It identifies the connection of these facets and aims for practices that endure over time, benefiting present and future generations.

- *Social Dimension:* Professionals are to be groomed in a way that, when contributing to Sustainable Development should be aware and conscious of the social implications of their actions. This dimension accentuates inclusivity, social responsibility, and the well-being of communities. Soft skills such as effective communication, cultural sensitivity, and empathy play a crucial role in nurturing positive social impact.

- *Economic Dimension:* Sustainable Development involves economic practices that endorse long-term prosperity without compromising the well-being of individuals or communities. This includes fair employment, ethical business practices, and a strong commitment to economic growth that considers societal and environmental impacts.

- *Environmental Dimension:* The environmental aspect of Sustainable Development focuses on responsible resource use, conservation, and minimizing ecological footprints. Professionals must be trained to integrate environmental considerations into their decision-making processes. Soft skills like adaptability, flexibility and innovation are predominantly pertinent in addressing environmental challenges.

A balanced approach to Sustainable Development in professional education very consciously though subtly acknowledges the interplay of all these dimensions. It involves preparing professionals who not only possess technical expertise but also manifest ethical values, social responsibility, and environmental stewardship. The amalgamation of Soft Skills into professional courses becomes a strategic pathway to foster professionals capable of contributing consciously and meaningfully to a sustainable and interconnected world.

6. Integrating Soft Skills into Professional Courses

Experiential Learning: As an innovative pedagogy, 'Experiential learning,' stands out distinct as an obvious approach to enhancing Soft Skills within professional terrain. This methodology accentuates hands-on experiences that transcend conventional classroom teaching. By engaging and exposing students to real-life scenarios, experiential learning moderates the practical application of Soft Skills. It has been observed that practical examples and case studies heighten the effectiveness of this approach.

For example, a real-life simulation was conducted in a B-school where students were tasked with managing an e-company. This all-inclusive exposure required them to plan, collaborate, create, make strategic decisions, and communicate effectively. This simulation not only enhanced their technical competencies but also boosted their team spirit, persuasive skills, negotiation skills, adaptability, and leadership skills. Through reflective and analytical discussions and probing sessions, students gained insight into enhanced Soft Skills and their application in fostering sustainability through self-awareness and continuous improvement. In addition, co-op programs and internships provide students to actuate their training and learning of Soft Skills in real-life professional settings.

Interactive Pedagogical Methods: Innovative and creative teaching approaches help in nurturing Soft Skills Development within the ambit of Professional Courses. Traditional lecturing styles are eclipsing to give way to more interactive pedagogical approaches thereby encouraging critical thinking, problem-solving, and collaboration, and enhancing diverse acquaintance of Soft Skills to manifestation.

In addition, Project-Based Learning (PBL) is an exemplary method of engaging students with real-world projects, where they learn the application of theory to practical set-ups, learn and earn the exposure and experience to face problems and glitches in reality and the art of deriving to a solution by applying an amalgamed resolution resonating from technical and soft skills domain.

Integration of Flipped classrooms is gaining popularity on a large scale, where students are being tasked to review content before class and later engage in discussions and lectures during class, facilitating active participation, engagement and communication. Flipped Classroom mode promotes a better interactive-learning environment, encouraging students to articulate their ideas, and thoughts, respond to peers, and engage in constructive discussions and debates. Such interactive models foster the development of effective

communication, critical thinking, and adaptability integral components of Soft Skills. Furthermore, incorporating case-study-based analysis also allows students to understand, analyze and solve practical problems thereby exposing them to diverse perspectives and challenges to consider with ethical implications, hence, contributing to the development of ethical reasoning and emotional intelligence.

Workshop-Based Approaches: The concept of Sustainability largely advocates sharing, collaboration, teamwork, adaptability etc., where, only bookish knowledge stands incomplete without any hands-on experience or exposure, to live and workable situations. Professional courses are getting more and more dynamic, interdisciplinary and goal-oriented, in such a context, workshop-based approaches offer a wholesome and interactive situation for learning and applying specific Soft Skills. By providing creative exercises and activities, workshops allow students to enhance their problem-solving skills, communication, and interpersonal skills in an incubated environment. The productivity of workshops lies in addressing particular skills by promoting communicative engagement and collaboration.

Practical implementation strategies include a harmonious Industry-Academia collaboration, where, industry professionals need to preside as workshop facilitators, exhibiting their real-world experiences to bring authenticity to the sessions, also offering real-world insights and liaising the gap between academic concepts and professional realities. Additionally, utilizing technology & AI for conducting virtual workshops and simulated activities ensures user-friendliness and inclusivity, enabling outcome-oriented participation.

Integration of Soft Skills into Professional Courses through experiential learning, interactive pedagogical methods and workshop-based approaches, proves not only to be inevitable but also instrumental in preparing students for the multifaceted demands of the contemporary job market. These novel teaching methodologies not only augment technical capabilities but also foster a holistic skill set, essential for success in the professional world. These teaching pedagogies also celebrate the symbiotic fusion of Hard Skills and Soft Skills, essentially integral for Sustainable Development.

7. Challenges in Integrating Soft Skills

Though Soft Skills Development comes with its evident benefits, still, educators still encounter numerous challenges when attempting to integrate soft skills into professional courses.

- *Limited Resources:* Limited budgets and time constraints sometimes act as an impediment to the incorporation of initiatives like integrating workshop-based approaches or experiential learning which demands additional resources for designing and employing these activities. Institutions often face resource constraints, both in terms of funding and time.

- *Resistance to Change:* Reluctance and resistance to change within the traditional educational framework are some of the most common challenges posed in this domain. Conventional curricula often prioritize technical content, making it extremely challenging to introduce concepts like interactive learning, PBL ESD etc. Educators often face repulsion from both faculty and students who are accustomed to traditional teaching methods.

- *Faculty Training and Awareness:* T3 Model-Train the Trainer is a concept that stands inevitable and indispensable, when it comes to Soft Skills Training, not many educators are adequately trained to impart Soft Skills Training as it requires exhaustive Training before an educator decides on training students/professionals in this domain. Lack of awareness or training can hamper effective implementation, as trainers may struggle to generate attractive, engaging, interactive, and skill-oriented training materials.

- *Assessment Difficulties:* Assessment Difficulties in Soft skills is another important challenge faced by educators as Soft Skills is inherently a subjective paper which poses difficulty when it comes to quantifying certain skills in numerical form. Unlike technical skills, marking and grading skills like leadership, teamwork or communication are difficult. The absence of standardized assessment methods challenges educators to accurately evaluate students on their soft skills development.

8. Recommendations and Strategies

Cultivating a Culture of Innovation: Resistance to change is a persistent challenge, and to overcome it, institutions need to foster a culture and environment, that values creativity, innovation and continuous

development. Leadership here plays a decisive role in promoting an outlook shift towards recognizing the need and importance of infusing Soft Skills in professional courses, also by creating committees and task forces assigned to improve and augment curriculum enhancement by facilitating open discussion, debates and deliberations to harvest support for transformative initiatives.

Developing Standardized Assessment Tools: Assessment difficulties necessitate the development and proliferation of standardized tools for evaluating diverse Soft Skills components. Collaborative efforts between educational institutes and industries can help in the development of universally accepted assessment standards. These tools should emphasize on Trainer's assessment of observable behaviours, self-assessment based on SWOT, self-reflection/assessment and peer evaluations, providing a better understanding of any student's Soft Skills Development.

Allocating Resources for Experiential Learning: Institutions should shoulder the initiative of allocating dedicated resources for the implementation of experiential learning and workshop-based approaches. This may involve securing grants, creating IIP cells with industry stakeholders, or investing in budgets to prioritize initiatives that enhance Soft Skills development. Cost-effective solutions to this teaching-learning initiative may be achieved by investing in technology platforms and AI for virtual workshops and activities for compactness.

Faculty Development Programs: Institutes should take good care and initiative to address faculty training and awareness challenges, by implementing workshops, seminars, comprehensive faculty development programs and ongoing training sessions to prepare and equip educators with the adequate training and knowledge to effectively integrate Soft Skills into their curricula. Inspiring interdisciplinary collaboration can also strengthen the exchange of best practices and visions.

Integration into Existing Curricula: Integrating Soft Skills into the existing curricula is both challenging and innovative, therefore, implanting Soft Skills effortlessly into the existing syllabi is a practical approach rather than creating standalone Soft Skills courses, educators can creatively infuse Soft Skills components into group projects, case studies, and discussions related to the core subject. This integrated academic approach ensures an all-inclusive development of Soft Skills in amalgam with technical skills and is not treated anymore as isolated entities but as an integral component of professional education.

Collaboration with Industry Partners: In recent times, the industry-academia Interface is a very common agenda for discussion in promoting sustainability, furthering which several academic institutes have also formed Industry-Institute Partnership Cells where collaborating with the industry partners have provided valuable insights in understanding and highlighting specific Soft Skills demanded by the industries at large. Experience and expert opinion of industry representatives may also be taken to collaborate as contributors to the curriculum design, invite them as guest lectures, and expose the students to real-world scenarios for experiential learning as shared by the guests. These partnership collaborations strengthen the relevance of Soft Skills Training, aligning with the industry expectations.

9. Implications for Sustainable Development

Soft Skills, when impeccably permeated into professional education, carry a profound implication for sustainable development. The discussion here explores the larger impact on professionals, organizations, and society at large, accentuating the role of socially responsible professionals in addressing complex societal problems.

Holistic Professional Development: The integration of soft skills into professional courses contributes to holistic professional development, other than technical proficiency, professionals acquire an all-round skill set constituting effective communication, adaptability, leadership, teamwork, and emotional intelligence. This all-inclusive development when aligned with the principles of sustainable development, emphasizes a wholesome and balanced approach that considers social, economic, and environmental dimensions.

Enhancing Employability and Workplace Dynamics: Professionals equipped with strong Soft Skills attributes are more adaptable and employable in this dynamic job market. Employers undoubtedly value professionals who not only possess technical proficiency but also exhibit robust interpersonal and problem-solving skills. This inclination nurtures workplace dynamics where innovation, collaboration, and effective

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communication are prioritized, thereby creating a feedback loop that is positive and supports sustainable development.

Building Ethical and Socially Responsible Professionals: Soft skills, particularly stress skills that relate to emotional intelligence and ethical reasoning, thereby contributing to the development of socially responsible professionals. An in-depth understanding of the societal impact of one's actions becomes entrenched in the educational experience thereby endowing professionals with far-sighted vision to investigate ethical dilemmas, make socially responsible decisions, and contribute positively to the communities, to assure alignment with the social dimension of sustainable development.

Fostering Innovation and Entrepreneurship: Innovation and Entrepreneurship are the two most trending terms where Soft Skills stand as an integral ingredient in fostering the duo, which stands as essential components of sustainable development. Professionals capable of collaborating creatively, thinking critically, and adapting to changes are better positioned to initiate innovation in various sectors. Entrepreneurial ventures, guided by accomplished professionals fortified with effective communication and leadership skills, can contribute to economic development while maintaining and considering diverse social and environmental responsibilities.

Improving Stakeholder Relationships: Improving relationships with stakeholders requires the basic nuances of effective Soft Skills Training where traits such as effective communication and empathy become vital for constructing and maintaining positive relationships with them. Be it business, healthcare, or public service, professionals having strong Soft Skills traits can liaise multifaceted interactions with clients, customers, and community members, and this relational liaising is another essential attribute for organizations targeting to operate sustainably by considering the needs and requirements of diverse stakeholders.

Encouraging Lifelong Learning and Adaptability: Lifelong learning and adaptability, are the key attributes in a fast-changing world, and Soft Skills Development endorses a positive attitude and mindset in promoting the two. Professionals who ratify continuous learning are much better equipped to address emerging challenges and contribute positively to sustainable development. The importance of adaptability aligns with the environmental dimension of sustainability thereby acknowledging the need and requirement for flexibility in the face of evolving ecological concerns.

Strengthening Global Citizenship: The world is a Global Village,' has been a widely spread expression, and the role of Soft Skills here stands outstanding in contributing positively to the development of global citizens who respect and appreciate cultural diversity, and also advocate a sense of interconnectedness. In a globalized world, professionals displaying strong interpersonal skills and effective communication skills can seamlessly collaborate across borders, contributing to international cooperation for sustainable development goals. This interconnection aligns with the global dimension of sustainability thereby identifying the shared responsibility of addressing worldwide challenges.

Addressing Complex Societal Challenges: The role of professionals cannot be overstated. Soft skills empower socially responsible professionals to address critical societal problems and engage with multifaceted issues such as inequality, poverty, gender issues and climate change. Effective communication skills enable professionals to advocate for social justice, while cultural sensitivity and empathy facilitate collaboration in various communities. The association of Soft Skills with sustainable development goals positions professionals to contribute actively to the resolution of global challenges.

Recommendations for Education and Industry Collaboration

To maximize the outcome of sustainable development, partnerships between educational institutions and industries are essential to attain mutual goals. Recommendations include:

- *Curriculum Alignment:* Collaboration with industries to design curricula incorporating the growing needs of the job market and emphasizing Soft Skills Development along with technical competencies is an imminent requirement to ensure an overall development in targeting sustainable development.

- *Internship Programs:* Internship Programmes help facilitate a constant alignment between educational institutes and industries to offer students real-world experiences which invariably

becomes a must in ensuring an overall development of Soft Skills and other technical attributes in a professional setup.

- *Industry-Embedded Projects:* Integrating industry-embedded projects into the curricula and coursework, actually allows students to practically apply Soft Skills in solving practical problems under the expert guidance of industry professionals.

- •*Continuous Feedback Mechanisms:* Developing and implementing mechanisms for continuous feedback exchange between educators and industry partners need to be mandated to ensure and assess the appropriate application of Soft Skills acquired by an individual aligning with the industry standards and expectations.

10. Conclusion

In conclusion, it may be inferred that a detailed understanding of the topic has elucidated the basic findings that emphasize the significance of this paradigm shift in education. From understanding the nuances of various Soft Skills components to the practical execution tactic, challenges encountered by educators, and a deeper implication for sustainable development, this paper has tried delving deep into the versatile discussion that aligns with the sprouting demands of the 21st century.

The overall development of professionals, the enhancement of employability, and the making of socially responsible professionals constitute the larger narrative of sustainable development where soft skills act as a catalyst in propelling professionals towards success, simultaneously contributing to the larger good of the society and planet. By developing a generation of professionals equipped with not just technical proficiency but also the ability to collaborate, communicate, and lead ethically, we are planting the sapling for a future that prioritizes both self-development and societal well-being. The integration of soft skills into professional courses, therefore, epitomizes a powerful step towards sustainable development and a harmonious future.

Further, it may also be said that the integration of soft skills into professional education is not simply an educational inclination but a mission that should extend beyond educational establishments to encompass a broader societal understanding of their values, where, employers, policymakers, and the general public need to diagnose and appreciate the need and importance of soft skills in determining a sustainable and resilient taskforce. Soft Skills being a very essential trait play a pivotal role in addressing the ever-evolving wants of a globalized and unified world. As we propel deep into an era defined by diversity, innovation, and sustainability, the training and application of soft skills not only becomes a strategic imperative but also a moral responsibility.

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AUTHOR'S BIO-NOTE

Debadrita Sen, a teacher and trainer of Soft Skills and Business Communication for the last 22 years, completed her schooling from Loreto Convent, Asansol and then graduated with Honours in English and thereafter her Masters in the same, from the University of Burdwan in 2002. She has worked as a Soft Skills Trainer at ICFAI National College Asansol and her journey as a Trainer of Soft Skills has been accentuated with a number of training programmes from several prestigious institutes like INC, Hyderabad, IIT, STEP-CACM-ISILS, Kharagpur, Infosys, British Council, CUPA Kolkata, etc. Her role presently as an Assistant Professor of English, in Dr. B.C Roy Engineering College, Durgapur, have helped her grow and mature as a mentor and facilitator. A learner by birth, believes, that every class and every student have something inimitable to offer in the growth of a teacher, and also "a hundred years from now, it will not matter what kind of car I drove, what kind of house I lived in, how much money I had in the bank … but the world may be a better place because I made a difference in the life of a child."- *Forest Witcraft.*