



# ***Presentation on Personal Grooming, including Behavioral, Interpersonal and Soft Skills***

***Karachi Tax Bar Association  
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Presented by:  
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*Partner*  
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# *Personal Grooming*



A large, stylized graphic of a hand in light blue, with the fingers slightly curled. The hand is positioned behind the title text.

## ***What is Personal Grooming?***

# *Personal Grooming*

How people learn?



# *Grooming Levels*

**Personal Level**

**Group Level**

**Organization Level**

# *Importance of Personal Grooming*

**Why personal grooming is important?**

**For positive self-image, and**

**to encourage and assist to maintain**

**pleasing and attractive appearance**

## ***Personal Grooming***

**Clean hair and styled appropriately**



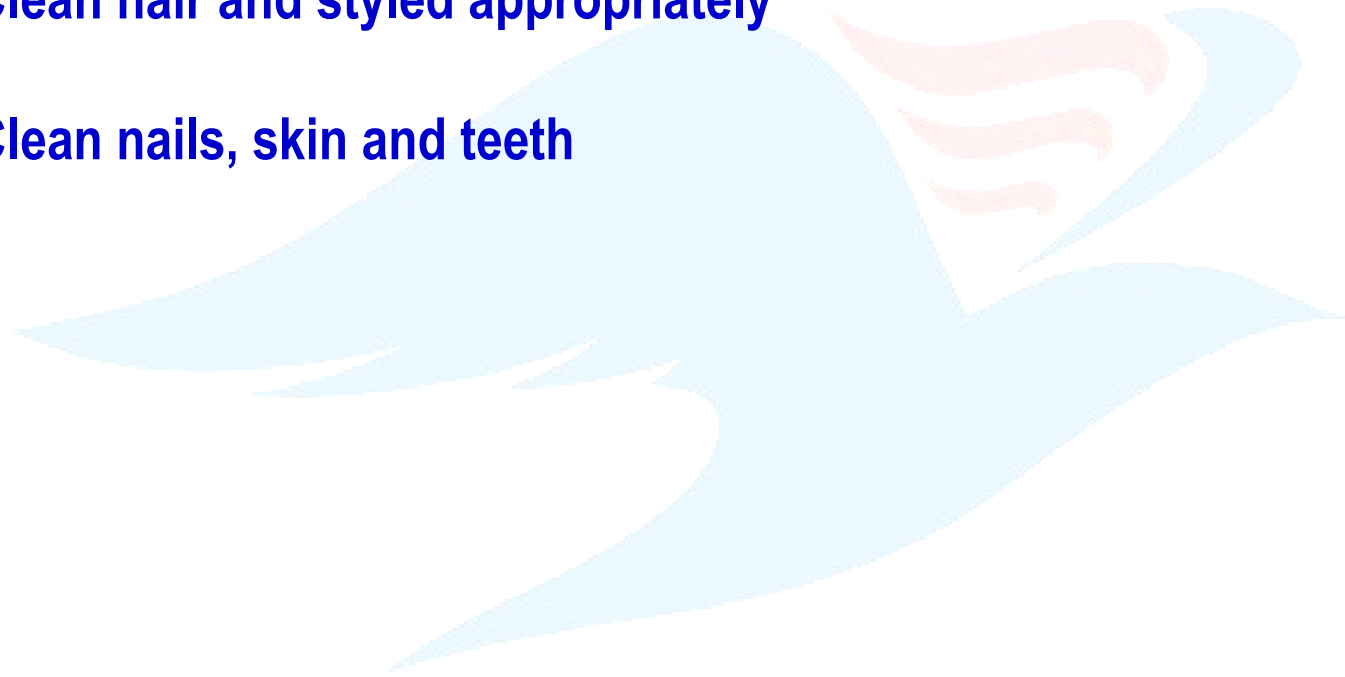
# ***Personal Grooming***

(Contd...)



**Clean hair and styled appropriately**

**Clean nails, skin and teeth**





# ***Personal Grooming***

(Contd...)

**Clean hair and styled appropriately**

**Clean nails, skin and teeth**

**Dress, and**



# ***Personal Grooming***

(Contd...)

**Clean hair and styled appropriately**

**Clean nails, skin and teeth**

**Dress, and**

**Women wear make-up  
(depends on field)**

# ***People Perceptions from Groomed Appearance***



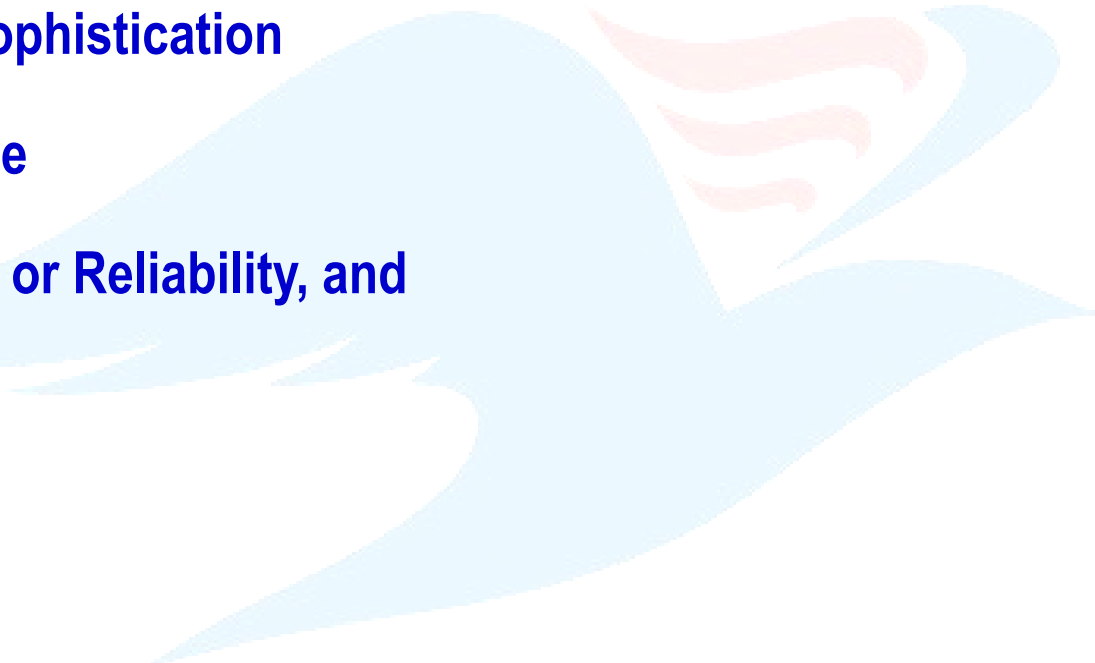
**Professionalism**

**Level of sophistication**

**Intelligence**

**Credibility or Reliability, and**

**Respect**



A large, stylized graphic in the background of the slide. It depicts a hand in light blue, cupped and holding a flame or fire in shades of orange and red. The entire graphic is semi-transparent, allowing the text to be seen through it.

## ***Behavioral and Interpersonal Skills***

# *Interpersonal Communication*

*is an art rather than a science*



## ***Nine Behavioral Skills***

- 1. Eye communication**
- 2. Posture and movement**
- 3. Gestures and facial expressions**
- 4. Dress and appearance**
- 5. Voice and vocal variety**
- 6. Language and pauses**
- 7. Listener involvement**
- 8. Humor**
- 9. Natural self**

# *Eye Communication*

**Look sincerely with other person**

**Intimacy, Intimidation and Involvement**



# *Eye Communication*

(Contd...)

**Look sincerely with other person**

**Intimacy, Intimidation and Involvement**

**Five seconds for more effectiveness**



# ***Eye Communication***

(Contd...)

**Look sincerely with other person**

**Intimacy, Intimidation and Involvement**

**Five seconds for more effectiveness**

**Beware of an eye dart**

# *Eye Communication*

(Contd...)

**Look sincerely with other person**

**Intimacy, Intimidation and Involvement**

**Five seconds for more effectiveness**

**Beware of an eye dart**

**Beware of slow-blink, and**

# ***Eye Communication***

(Contd...)

**Look sincerely with other person**

**Intimacy, Intimidation and Involvement**

**Five seconds for more effectiveness**

**Beware of an eye dart**

**Beware of slow-Blink, and**

**Look on the nose bridge right in the middle of the eyes**

# *Posture and Movement*

**Stand tall**



# ***Posture and Movement***

(Contd...)

**Stand tall**

**Watch lower body**



# *Posture and Movement*

(Contd...)

**Stand tall**

**Watch lower body**

**Use the “Ready” position**



# *Posture and Movement*

(Contd...)

**Stand tall**

**Watch lower body**

**Use the “Ready” position**

**Move, and**

# *Posture and Movement*

(Contd...)

**Stand tall**

**Watch lower body**

**Use the “Ready” position**

**Move, and**

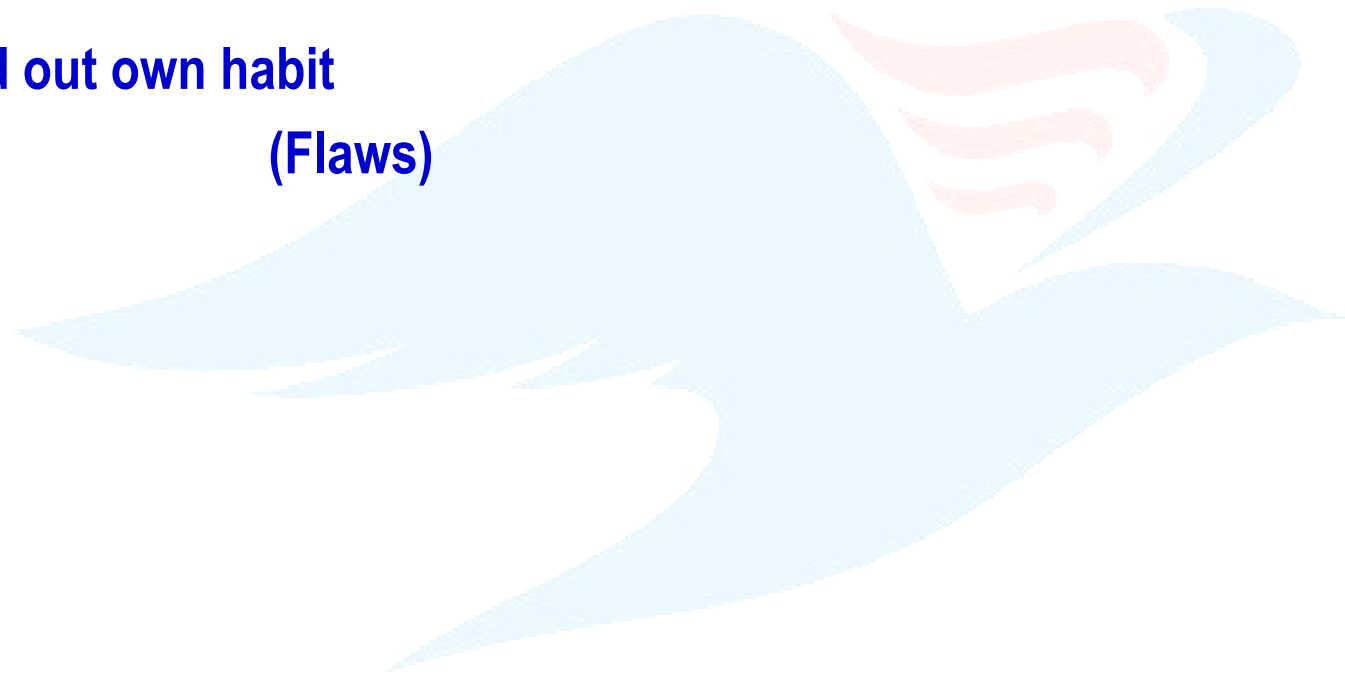
**Use your own style**



# ***Gestures and Facial Expressions***

**Learn to be relaxed and natural when you speak**

**Find out own habit  
(Flaws)**



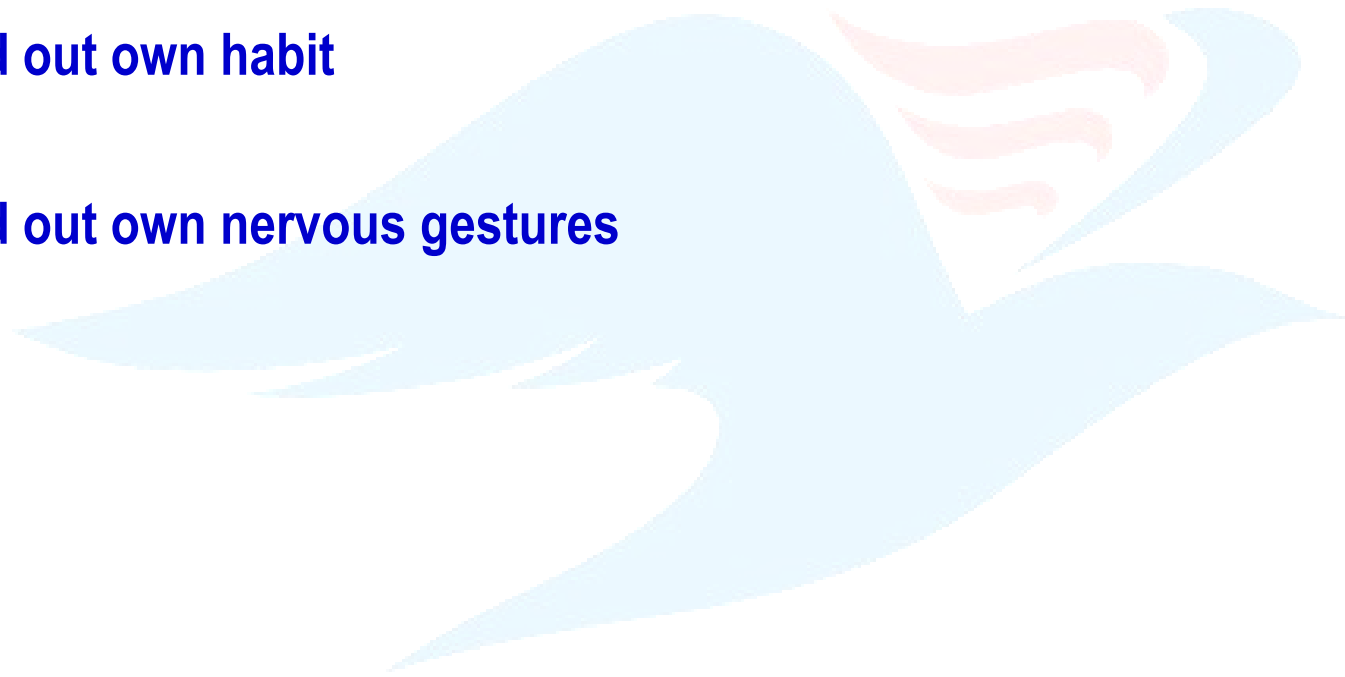
# ***Gestures and Facial Expressions***

(Contd...)

**Learn to be relaxed and natural when you speak**

**Find out own habit**

**Find out own nervous gestures**



# ***Gestures and Facial Expressions***

*(Contd...)*

**Learn to be relaxed and natural when you speak**

**Find out own habit**

**Find out own nervous gestures**

**Do not over-exaggerate**

# ***Gestures and Facial Expressions***

*(Contd...)*

**Learn to be relaxed and natural when you speak**

**Find out own habit**

**Find out own nervous gestures**

**Do not over-exaggerate**

**Smile, and**

# ***Gestures and Facial Expressions***

(Contd...)

**Learn to be relaxed and natural when you speak**

**Find out own habit**

**Find out own nervous gestures**

**Do not over-exaggerate**

**Smile, and**

**Remember personality factor  
(Buy idea)**

# ***Dress and Appearance***

**Be appropriate**



# ***Dress and Appearance***

(Contd...)

**Be appropriate**

**Dress at conscious level**

## ***Dress and Appearance***

***(Contd...)***

**Be appropriate**

**Dress at conscious level**

**Dressing means a lot to audience**



# ***Dress and Appearance***

(Contd...)

**Be appropriate**

**Dress at conscious level**

**Dressing means a lot to audience**

**Pick few people to know well**

# ***Dress and Appearance***

(Contd...)

**Be appropriate**

**Dress at conscious level**

**Dressing means a lot to audience**

**Pick few people to know well**

**Nobody will tell you, and**

# ***Dress and Appearance***

(Contd...)

**Be appropriate**

**Dress at conscious level**

**Dressing means a lot to audience**

**Pick few people to know well**

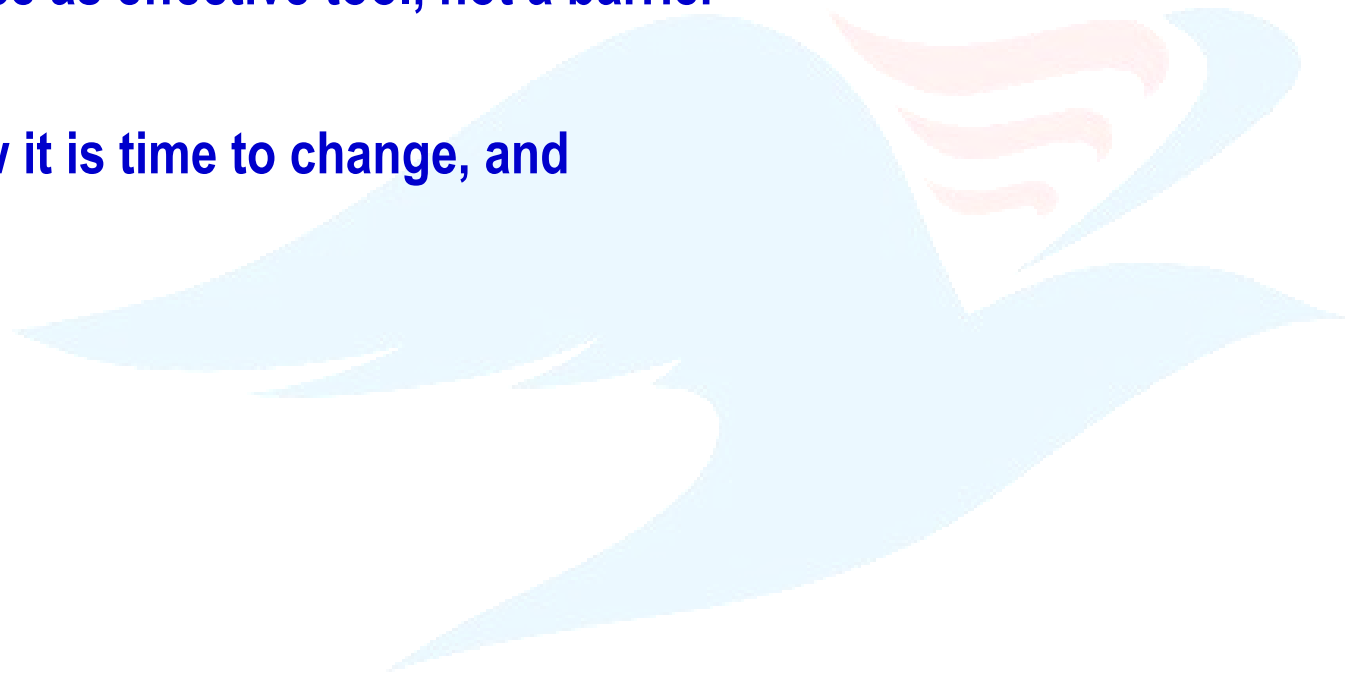
**Nobody will tell you, and**

**Pick new outfit, try a new look**

## ***Voice and Vocal Variety***

**Use voice as effective tool, not a barrier**

**Now it is time to change, and**



# ***Voice and Vocal Variety***

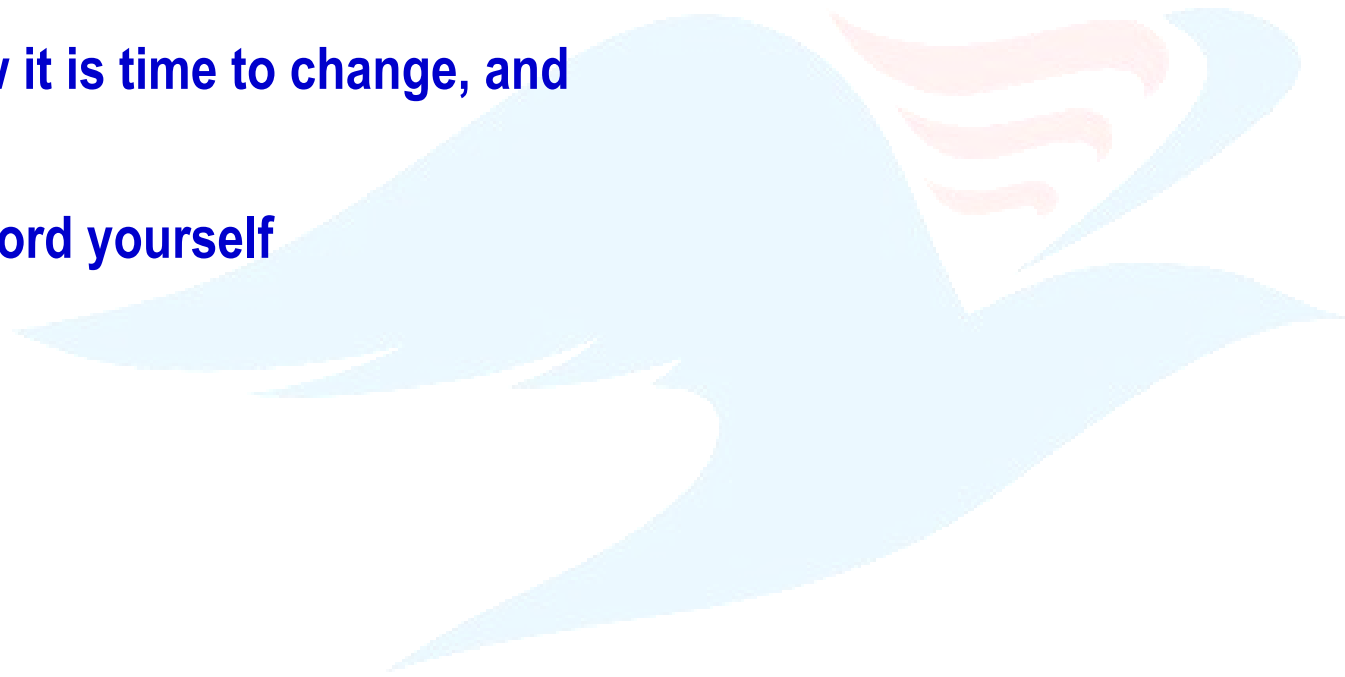
(Contd...)



**Use voice as effective tool, not a barrier**

**Now it is time to change, and**

**Record yourself**



# ***Voice and Vocal Variety***

(Contd...)

**A single change in variation may change the meaning**

**Example:**

**I was born in Pakistan**

# Voice and Vocal Variety

(Contd...)

A single change in variation may change the meaning

Example:

I was born in Pakistan

- You were born somewhere else

I **was** born in Pakistan

- How dare you imply that I wasn't?

I was **born** in Pakistan

- I'm a native – not a newcomer

I was born **in** Pakistan

- Not outside Pakistan

I was born in **Pakistan**

- Not in New Zealand

# *Language and Pauses*

**Use appropriate and clear language with planned pauses**

**Use direct language**

- **I will try to submit the progress report this afternoon, OK?**
- **I will submit the progress report before 4PM today, is that alright with you?**



# *Language and Pauses*

(Contd...)

**Use appropriate and clear language with planned pauses**

**Use direct language**

**Vocabulary increases with use**

# *Language and Pauses*

(Contd...)

Use appropriate and clear language with planned pauses

Use direct language

Vocabulary increases with use

Beware of Jargon, and

# *Language and Pauses*

(Contd...)

Use appropriate and clear language with planned pauses

Use direct language

Vocabulary increases with use

Beware of Jargon, and

Pause- an important tool

# *Listener Involvement*

**Maintain active interest**



# ***Listener Involvement***

(Contd...)



**Maintain active interest**  
**Involve each person**



# ***Listener Involvement***

(Contd...)



**Maintain active interest**  
**Involve each person**  
**Enhance your style**



# ***Listener Involvement***

(Contd...)



- Maintain active interest**
- Involve each person**
- Enhance your style**
- Engage in interaction, and**

# ***Listener Involvement***

***(Contd...)***



- Maintain active interest**
- Involve each person**
- Enhance your style**
- Engage in interaction, and**
- Plan contents ahead**



# *Humor*

**Create a bond with listeners**

**Enable them to enjoy listening**

**Don't tell jokes**

**Do tell stories, and**

**Be aware of feedback**

# *Natural Self*

**Be authentic**

**Understand your strength**

**Convert your weaknesses into assets**

**Learn like a juggler, and**

**Communication is a lifelong process**

A large, stylized graphic of a dove in flight, rendered in light blue and pinkish-red colors, serving as a background for the title text.

# ***Soft Skills***

## ***What are Soft Skills?***

***Wikipedia defines soft skill as  
cluster of:***

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• <b>Personality traits</b></li><li>• <b>Social graces</b></li><li>• <b>Communication</b></li><li>• <b>Language</b></li></ul> | <ul style="list-style-type: none"><li>• <b>Personal habits</b></li><li>• <b>Friendliness,<br/>and</b></li><li>• <b>Optimism</b></li></ul> |
|---|---|

***that characterize relationships with other people***

# ***What are Soft Skills?***

**(Contd...)**

**MindTools defines soft skill as**

**Work ethic**

**Attitude**

**Communication**

**Emotional intelligence, and**

**A whole host of other personal attributes**

## *Wikipedia*

(Contd...)

- Personality traits
- Social graces
- **Communication**
- Language

- Personal habits
- Friendliness, and
- Optimism

### MindTools

Work ethic

Attitude

**Communication**

Emotional intelligence, and

A whole host of other personal attributes

# Soft Skills

(Contd...)

- ❖ **Self Motivation Skills**
- ❖ **Interaction Skills**
- ❖ **Development of Personal Traits**

A large, stylized graphic of wings in light blue and pink, positioned behind the title text. The wings are spread wide, with the pink section forming the upper part and the light blue section forming the lower part, creating a sense of upward motion and aspiration.

## ***Self Motivation Skills***



(Contd...)

## 1. Growth Mindset



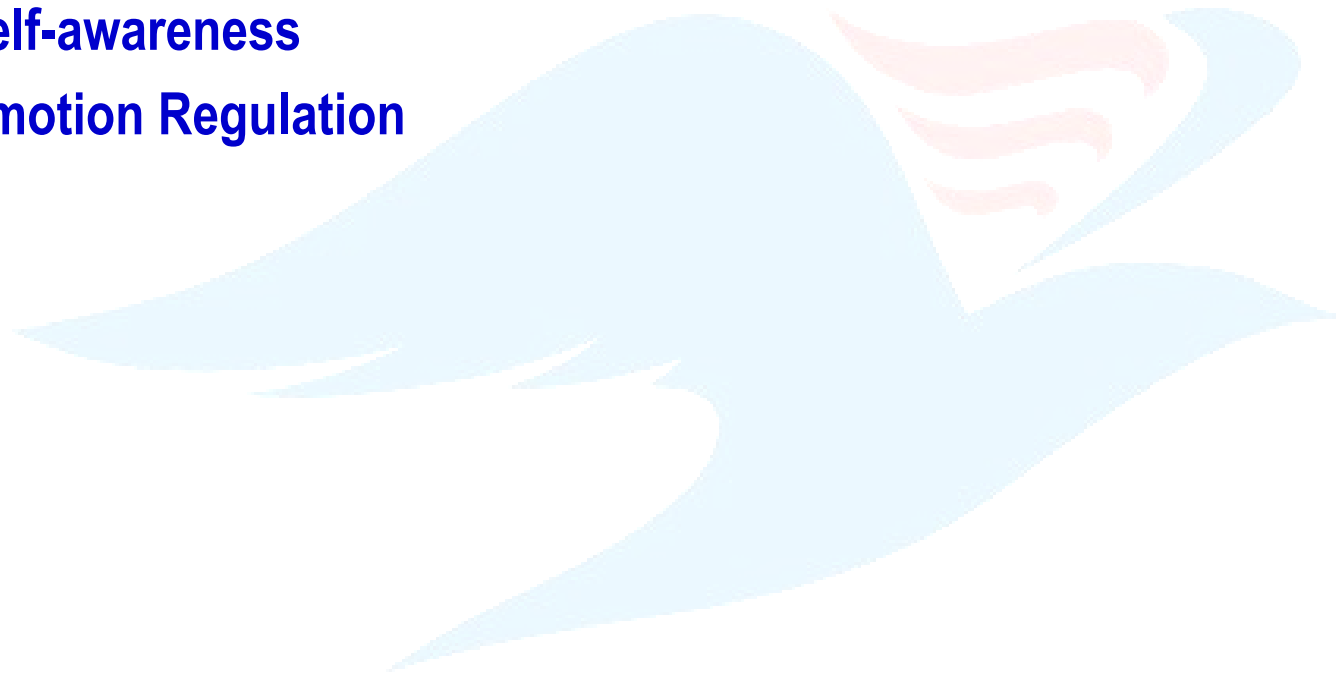
(Contd...)

1. **Growth Mindset**
2. **Self-awareness**



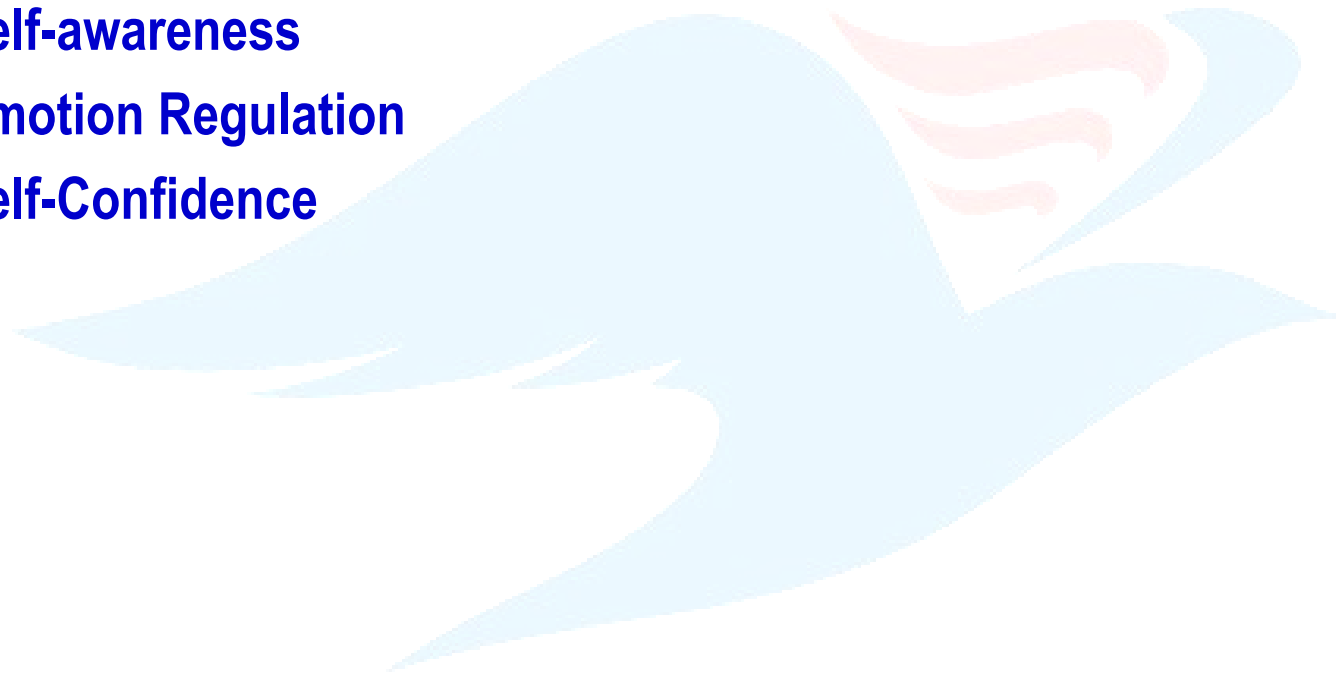
(Contd...)

1. **Growth Mindset**
2. **Self-awareness**
3. **Emotion Regulation**



*(Contd...)*

1. **Growth Mindset**
2. **Self-awareness**
3. **Emotion Regulation**
4. **Self-Confidence**



*(Contd...)*

1. **Growth Mindset**
  2. **Self-awareness**
  3. **Emotion Regulation**
  4. **Self-Confidence**
  5. **Stress Management**
- 
- A large, stylized graphic in the background of the list. It consists of a light blue, flowing shape that resembles a wing or a stylized letter 'S'. Overlaid on this shape are three horizontal, wavy lines in a light pink color, positioned towards the upper right of the blue shape.

*(Contd...)*

1. **Growth Mindset**
  2. **Self-awareness**
  3. **Emotion Regulation**
  4. **Self-Confidence**
  5. **Stress Management**
  6. **Resilience**
- 
- A large, stylized graphic of a bird in flight, rendered in light blue and pinkish-red colors, positioned behind the list items.

*(Contd...)*

1. **Growth Mindset**
  2. **Self-awareness**
  3. **Emotion Regulation**
  4. **Self-Confidence**
  5. **Stress Management**
  6. **Resilience**
  7. **Skills to Forgive and Forget**
- 
- A large, stylized graphic of a bird in flight, rendered in light blue and pinkish-red colors, positioned behind the list.

*(Contd...)*

1. **Growth Mindset**
  2. **Self-awareness**
  3. **Emotion Regulation**
  4. **Self-Confidence**
  5. **Stress Management**
  6. **Resilience**
  7. **Skills to Forgive and Forget**
  8. **Persistence and Preservance**
- 
- A large, stylized graphic of a bird in flight, rendered in light blue and pinkish-red colors, positioned behind the list of skills.



*(Contd...)*

1. **Growth Mindset**
2. **Self-awareness**
3. **Emotion Regulation**
4. **Self-Confidence**
5. **Stress Management**
6. **Resilience**
7. **Skills to Forgive and Forget**
8. **Persistence and Preservance**
9. **Patience, and**

*(Contd...)*

1. **Growth Mindset**
2. **Self-awareness**
3. **Emotion Regulation**
4. **Self-Confidence**
5. **Stress Management**
6. **Resilience**
7. **Skills to Forgive and Forget**
8. **Persistence and Preservance**
9. **Patience, and**
10. **Perception**

A large, stylized graphic of wings in light blue and pink, positioned behind the title text.

# ***Interaction Skills***

(Contd...)

## 11. Communication Skills



(Contd...)

**11. Communication Skills**

**12. Teamwork Skills**



(Contd...)

**11. Communication Skills**

**12. Teamwork Skills**

**13. Interpersonal Skills**



(Contd...)

**11. Communication Skills**

**12. Teamwork Skills**

**13. Interpersonal Skills**

**14. Presentation Skills**



*(Contd...)*

**11. Communication Skills**

**12. Teamwork Skills**

**13. Interpersonal Skills**

**14. Presentation Skills**

**15. Meeting Management Skills**



*(Contd...)*

**11. Communication Skills**

**12. Teamwork Skills**

**13. Interpersonal Skills**

**14. Presentation Skills**

**15. Meeting Management Skills**

**16. Facilitating Skills**


*(Contd...)*

- 
- A large, stylized graphic of a bird in flight, rendered in light blue and pinkish-red colors, positioned behind the list of skills.
- 11. Communication Skills**
  - 12. Teamwork Skills**
  - 13. Interpersonal Skills**
  - 14. Presentation Skills**
  - 15. Meeting Management Skills**
  - 16. Facilitating Skills**
  - 17. Selling Skills**


*(Contd...)*

- 
- A large, stylized graphic of a bird in flight, rendered in light blue and pinkish-red colors, positioned behind the list of skills.
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  - 12. Teamwork Skills**
  - 13. Interpersonal Skills**
  - 14. Presentation Skills**
  - 15. Meeting Management Skills**
  - 16. Facilitating Skills**
  - 17. Selling Skills**
  - 18. Management Skills**

*(Contd...)*

- 
- A large, stylized graphic of a bird in flight, rendered in light blue and pinkish-red colors, positioned behind the list of skills.
- 11. Communication Skills**
  - 12. Teamwork Skills**
  - 13. Interpersonal Skills**
  - 14. Presentation Skills**
  - 15. Meeting Management Skills**
  - 16. Facilitating Skills**
  - 17. Selling Skills**
  - 18. Management Skills**
  - 19. Leadership Skills, and**

(Contd...)

- 
- A large, stylized graphic in the background of the list. It consists of a light blue, flowing shape that resembles a wing or a ribbon, with a pink, flame-like or feather-like shape emerging from its center. The graphic is positioned behind the list of skills.
- 11. Communication Skills**
  - 12. Teamwork Skills**
  - 13. Interpersonal Skills**
  - 14. Presentation Skills**
  - 15. Meeting Management Skills**
  - 16. Facilitating Skills**
  - 17. Selling Skills**
  - 18. Management Skills**
  - 19. Leadership Skills, and**
  - 20. Mentoring / Coaching Skills**

A large, stylized graphic of a bird in flight, rendered in light blue and pink colors, serving as a background for the title text.

# ***Development of Personal Traits***

(Contd...)

## 21. Managing Upwards



(Contd...)

- 21. Managing Upwards
- 22. Self-promotion Skills





*(Contd...)*

**21. Managing Upwards**

**22. Self-promotion Skills**

**23. Skills in Dealing with Difficult Personalities**



*(Contd...)*

**21. Managing Upwards**

**22. Self-promotion Skills**

**23. Skills in Dealing with Difficult Personalities**

**24. Skills in Dealing with Difficult/Unexpected Situations**

*(Contd...)*

**21. Managing Upwards**


**22. Self-promotion Skills**

**23. Skills in Dealing with Difficult Personalities**


**24. Skills in Dealing with Difficult/Unexpected Situations**


**25. Ability to Handle Office Politics**

*(Contd...)*

- 
- A large, stylized graphic of a bird in flight, rendered in light blue and pinkish-red colors, positioned behind the list of skills.
- 21. Managing Upwards**
  - 22. Self-promotion Skills**
  - 23. Skills in Dealing with Difficult Personalities**
  - 24. Skills in Dealing with Difficult/Unexpected Situations**
  - 25. Ability to Handle Office Politics**
  - 26. Influence / Persuasion Skills**

*(Contd...)*

- 
- A large, stylized graphic of a bird in flight, rendered in light blue and pinkish-red colors, positioned behind the list of skills.
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  - 24. Skills in Dealing with Difficult/Unexpected Situations**
  - 25. Ability to Handle Office Politics**
  - 26. Influence / Persuasion Skills**
  - 27. Negotiation Skills, and**

- 
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  - 24. Skills in Dealing with Difficult/Unexpected Situations**
  - 25. Ability to Handle Office Politics**
  - 26. Influence / Persuasion Skills**
  - 27. Negotiation Skills, and**
  - 28. Networking Skills**

## *Take Home*

- ❑ Soft Skills list is daunting one
- ❑ Don't worry if you don't have all of them
- ❑ Most of us don't
- ❑ Important thing is to
  - ❖ understand why soft skills are important to
    - ❖ your career success
  - ❖ ask yourself
    - ❖ what soft skills do you already possess, and
    - ❖ which ones do you want to develop next

***Any Questions***





***Thank You  
for Your  
Time and Participation***

