



اونيورسيتي مليسيا فميج
UNIVERSITI MALAYSIA PAHANG

SOFT SKILLS

NURTURING ALTRUISTIC LEADERS

2nd Series



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PREFACE



In the name of Allah the Most Gracious and The Most Merciful

Alhamdulillah, finally, our dream of publishing an e-book, Soft Skills (2nd Series), has turned into reality. The publication of this e-book is more meaningful as it is the second publication by the Center of Human Sciences, UMP. This e-book was written especially for UMP students.

Soft skills have become one of the university's compulsory subjects in an effort to nurture holistic students who are not only excellence in knowledge and skills but also possess good personality. Therefore, the topics discuss in this book are spiritual intelligence, emotional intelligence, manners and positive values as a leader in terms of communication and attitude in daily life and at work place.

Congratulations to all authors and editors who contributed a lot of ideas and worked hard to prepare and review their writing in order to produce high-quality content presentation. Many thanks also to the Center for Human Sciences (CHS) management team, led by Dr. Mohd Hilmi Mad Said for giving us full support in this noble endeavor. May this success inspire all of us to publish more quality books as a reference for benefit of UMP's students and society.

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INTRODUCTION

Soft Skills has been recognized as an important credential for a competent worker. This e-book provides a **comprehensive guide to learners in shaping themselves to be better leaders**. The guide provides an essential information on leadership, teamwork, lifelong learning and critical thinking and problem solving.

This guide will help you to:

- Discover and develop your self-leadership skills.
- Cultivate the spirit of a good followers in teamwork.
- Encourage self-worth by understand the true meaning of lifelong learning.
- Overcome challenges by understanding deeply on critical thinking and problem solving.

All the information and discussions are **equipped with an interesting skills builder to help learners tap and harness the soft skills qualities**.