



# Soft skills and Office etiquette

14 June 2019

Vile Parle

CA Jatin Lodaya

Orientation  
Programme for  
CA Students



Estd 1926

**The Chamber of  
Tax Consultants**



Estd. 1926

92<sup>nd</sup>  
Year

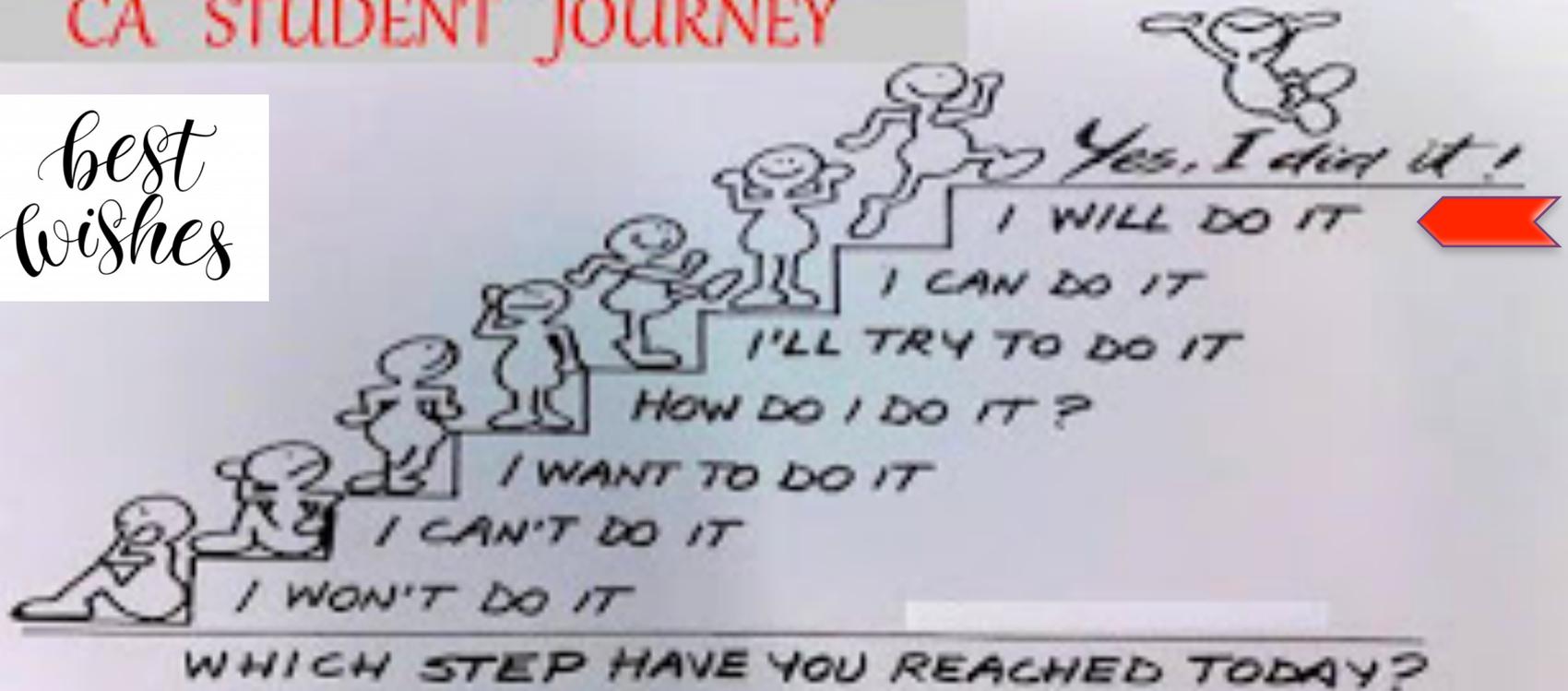
ज्ञानं परमं बलम्

# + Welcome to the world of professionals



## CA STUDENT JOURNEY

best wishes



# + Best wishes to each of you in Q for the coveted prefix “CA”

- You are already in **REAL** world
- You **REPRESENT** the FIRM
- Join the **RAT** race!
- Strengthen your **F&C**, rest will fall in place
- Perform your **SWOT** analysis

We are all different – background, language,  
upbringing, mannerisms, experiences,  
incidents, priorities, challenges, will power,  
potential

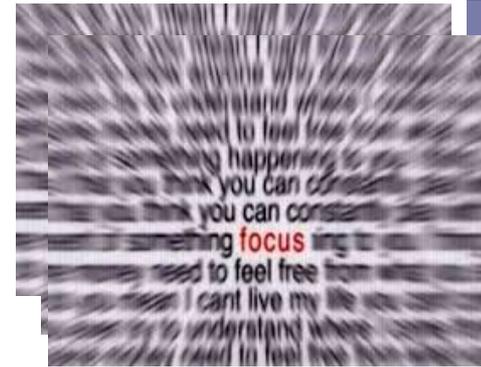
## Do you agree?

RAT: Responsibility, Accountability, Trustworthy

F&C: Fundamentals & Concepts

SWOT: Strengths, Weaknesses, Opportunities, Threats

# + Fight distractions



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# + Equip yourself

**PATIENCE**  
IS THE  
**SETTLED REALITY**  
THAT WE ARE NOT  
**IN CONTROL**



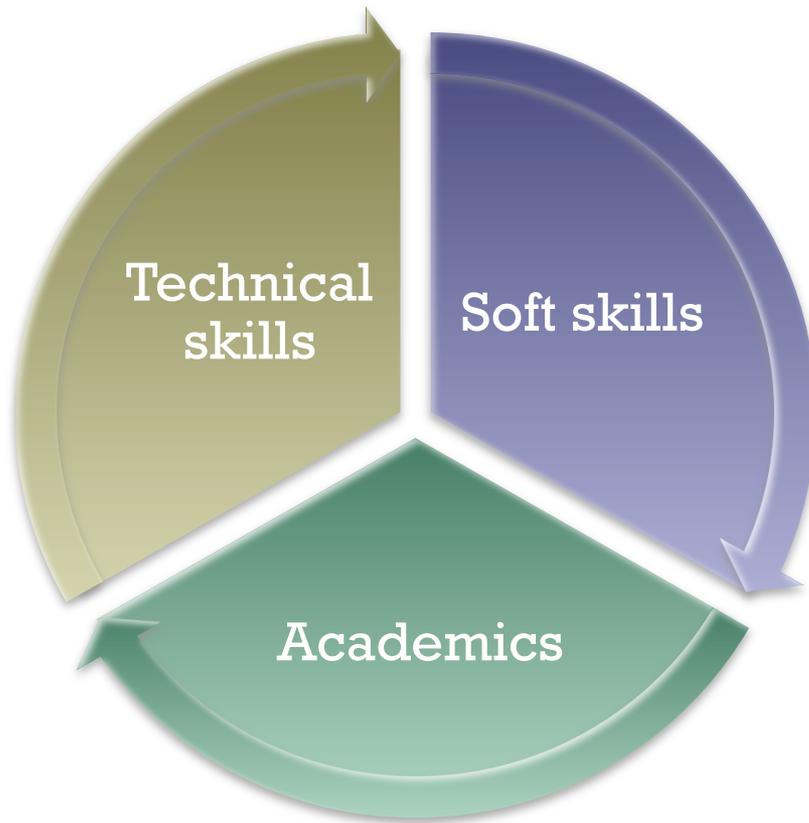
**NEED**  
to know

**GOOD**  
to know

**WANT**  
to know

- **LEARN** from every opportunity you get
- Work **SMART** and not just HARD
- It is not **WHAT** & **WHEN** but **HOW** you do it – that differentiates!

# + Set the right priorities



**KEEP  
CALM  
AND  
PASS YOUR  
EXAMS**

ICAI EXAM



IPCC



CPT



CA Finals



Article-ship



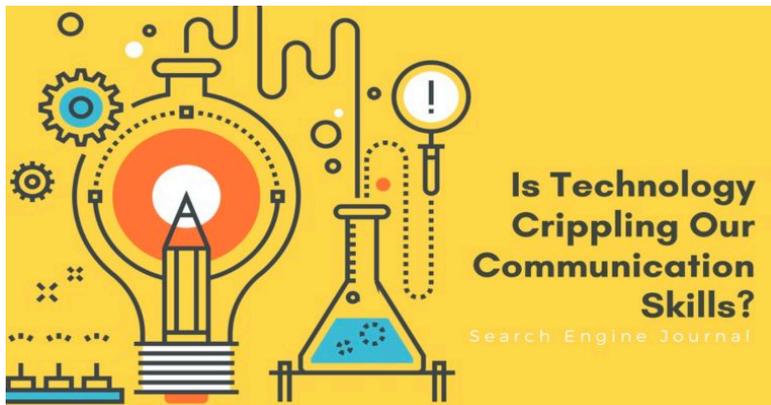
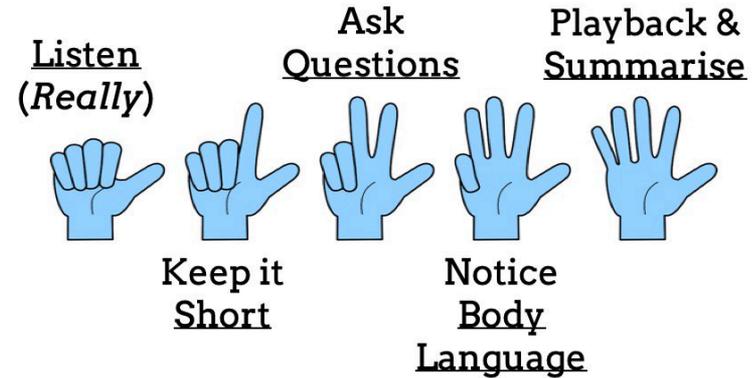




# + Stakeholders



# + Soft skills - Communication



# Advantages

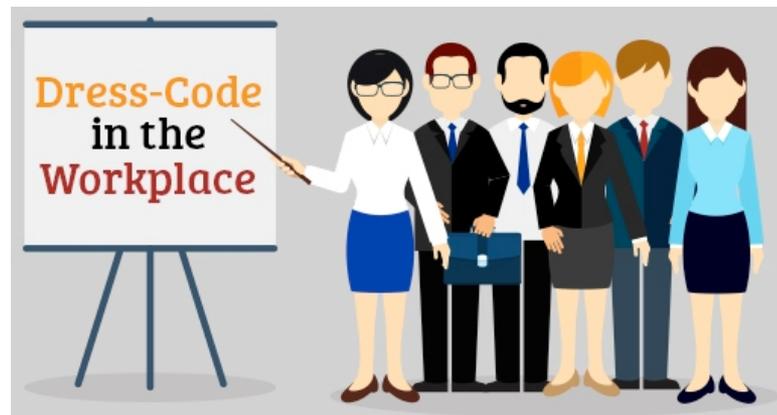
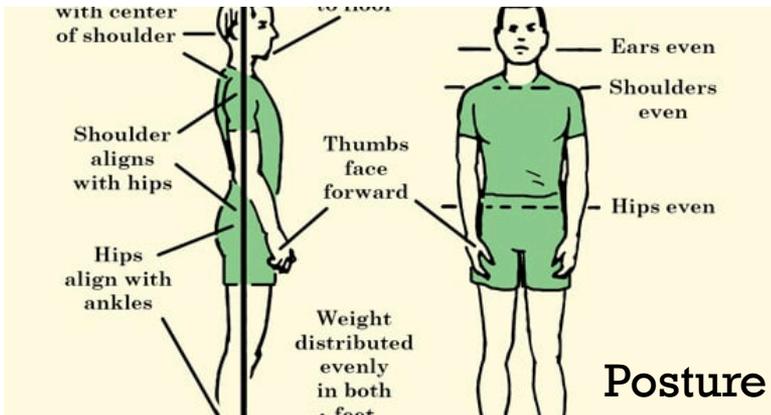


# + Respect your work place

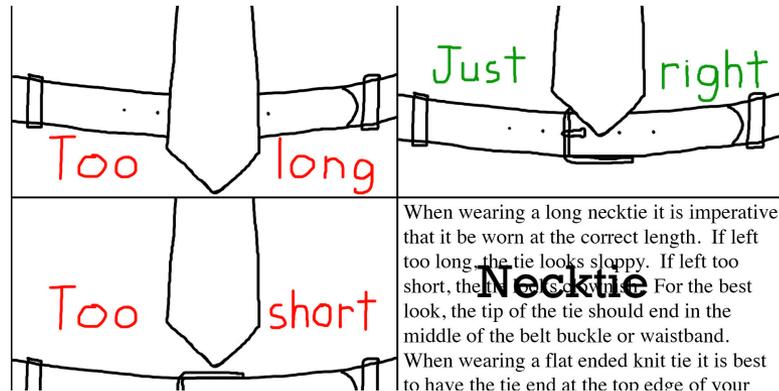
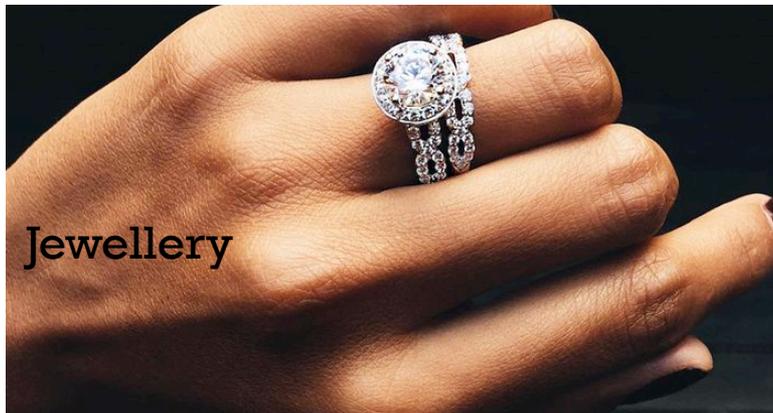


Do not put your legs on your working desk

# + Soft skills - Etiquette



# + Etiquette



# + Etiquette





# Lets summarise

- We are in the real world
- Apart from technical skills, soft skills are equally important
- We need to differentiate between need to know and want to know
- It takes lot of time to build relationships, but not much to break them – one of the reasons could be miscommunication
- Communication is a critical component of the journey
- It does matter HOW we present ourselves – what we wear, what & how we eat, how we stand, how we speak, how we conduct
- Learning is a continuous journey



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Have a **PASSION** and enjoy it alongside the routine work & studies. Do not wait for “some day”!



**THANK YOU** for this opportunity

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**TODAY**

Do what others won't

+

**So TOMORROW**

You can do what others can't