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## “Evaluating the role of AI in enhancing soft skills for professionals .”

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### ABSTRACT:

Incorporating artificial intelligence (AI) technology into human resource management practices has attracted increasing interest in recent years. Given that artificial intelligence is able to alter how the sector runs, this trend is especially noticeable in the field of soft skills assessment. AI-driven soft skills automation might reveal observable differences over present techniques. Natural language processing and machine learning enable artificial intelligence systems to quickly and precisely analyse vast amounts of data with little human involvement. This tackles the problems of bias, inconsistency, and subjection usually present in human-centred assessments.

### INTRODUCTION:

The subjective nature and complexity of soft skills make their evaluation a continuous interesting challenge. Unlike soft skills, which are more abstract and context-sensitive, hard skills such as teaching, teamwork, and self-regulation have an emotionally quantifiable standardized test or performance evaluation metric system based measurement, so their assessment is difficult.

Deficient conventional methods overlook the whole range of soft skills under conventional criteria. One of the gaps is the absence of efficient self-evaluative surveys or observation-based assessments designed with an attuned degree of discrimination able to detect subtle variations in a person's soft skill level. People's skills competency is therefore soft over or underreported, which increases the likelihood of false outcomes

### RESEARCH OBJECTIVES:

- Examine Scalability and Accessibility
- Evaluate the Impact on Professional Performance
- Look for and Investigate Soft Skills Development AI Tools
- Assess how effectively artificial intelligence enables soft skills development for individuals.
- Look at Ethical Challenges and Concerns
- Assess user acceptance and perception

### LITERATURE REVIEW:

#### Integration of AI in Business Education

Artificial intelligence tools in business education have changed dramatically by means of custom teaching and fast feedback. For example, the AI assistant "All Day TA" at the University of Toronto's Rotman School of Management could manage thousands of student inquiries and AI abuse in education. On the other hand, using artificial intelligence as a tool has catastrophic effects such over-spending, over-dependence, and extreme lack of judgment. Teachers are split on the relief or concern of artificial intelligence tools in academic dishonesty and critical awareness of students' learning. Artificial intelligence creates new opportunities and raises unmatched challenges.

#### Ethical Problems and Limitations of AI

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## RESEARCH METHODOLOGY:

### Research Design:

The research design is a mixed-methods approach combining qualitative and quantitative analysis.

#### • Data Collection:

• Surveys and interviews with professionals employing AI-based soft skills training tools.

Secondary research comes from academic publications, business studies, and case studies.

Sampling is a concentrated group of staff members, HR professionals, and trainers using artificial intelligence for skill development.

#### • Data Analysis:

Statistical methods to evaluate the impact of AI tools and thematic analysis for qualitative insights. .

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## DATA ANALYSIS AND INTERPRETATION:

Most of those polled feel that AI-driven coaching helps them to improve their communication and leadership abilities.

• Case Studies: Artificial intelligence powered virtual reality simulations show improved conflict resolution and decision-making ability.

Many consider artificial intelligence remarks chilly and emphasize the need of a mixed AI-human coaching approach.

### The Emergence of AI in Soft Skills Development

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### The Importance of Soft Skills in the Modern Workplace

Soft skills are a range of interpersonal and intrapersonal traits that enable individuals navigate challenging work environments. Emotional intelligence, problem-solving, adaptability, communication, and team building are among these skills. In a world where rapid technological changes can make technical skills obsolete, soft skills are still ageless assets that foster collaboration, innovation, and leadership. Employers are increasingly giving these skills top priority since they help to enhance team dynamics and support corporate success.

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## FINDINGS:

• Perceived Importance of Soft Skills Amidst AI Integration: Eighty percent of those polled by Wiley believe that as artificial intelligence develops, soft skills are more crucial than ever. Though artificial intelligence can help, 84% would rather have tough talks in person than rely on its tools.

• Eighty percent of those polled by Wiley believe that as artificial intelligence develops, soft skills are more crucial than ever. Though artificial intelligence can help, 84% would rather have tough talks in person than rely on its tools.

• Companies like Accenture and Unilever have used AI-driven systems to simulate real-world scenarios, therefore enhancing employees' emotional intelligence and interpersonal communication skills. These initiatives highlight how artificial intelligence could provide immersive and customised soft skills training.

• A Skillssoft poll found that 35% of employees lack confidence in their current skill set and 41% are concerned about job security owing skill gaps. Notably, 31% said their greatest lack was in leadership skills; 43% cited artificial intelligence/machine learning. .

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## CONCLUSION:

A significant advancement in professional development is the application of artificial intelligence to develop soft skills. By offering individualised, scalable, and interesting learning experiences, artificial intelligence overcomes many of the limitations natural in traditional training methods. Yet, if businesses are to fully use its potential, they must negotiate concerns including data privacy, algorithmic bias, and the balance between human and technological components. Careful execution helps artificial intelligence to be a strong partner in producing

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## RECOMMENDATIONS:

### 1. Develop a Comprehensive AI Integration Strategy

Develop a clearly defined strategy outlining the aims, extent, and anticipated outcomes of integrating artificial intelligence into soft skills development. This approach should complement corporate goals and address particular soft skills development needs. Include individuals from various departments to ensure a complete approach.

### 2. Select Appropriate AI Tools and Platforms

Look into and choose AI-powered tools offering interesting and personal learning experiences. Platforms like Disco provide tailored learning paths, interactive simulations, and real-time feedback to enhance communication, teamwork, and emotional intelligence.

**3. Ensure Data Privacy and Ethical Use**

Use robust data governance techniques to protect staff information processed by artificial intelligence. Be honest about data collecting and use; ensure relevant privacy laws are followed.

**4. Address and Mitigate AI Bias**

Regular audits of artificial intelligence algorithms will help to identify and correct biases that could affect training outcomes. Support fairness and inclusiveness in soft skills development projects by training AI models on diverse datasets.

**5. Combine AI Training with Human Interaction**

The growth of complex soft skills depends on human interaction even if artificial intelligence can provide interesting analysis and opportunities for practice. Adopt a mixed learning approach comprising AI-driven exercises, mentorship, and peer-to-peer interactions.

**6. Monitor and Evaluate Training Effectiveness**

Constantly assess the impact of AI-enhanced training programs using staff evaluations, performance metrics, and comments. Use this knowledge to improve and refine training techniques to ensure they meet evolving corporate needs.

**7. Foster a Culture of Continuous Learning**

Including artificial intelligence tools offering flexible, self-paced learning opportunities will enable staff members to engage in ongoing soft skills development. Platforms like IBM SkillsBuild help to support continuous professional development by providing a range of courses in areas including communication and leadership.

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