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## **Corporate Social Responsibility as a tool for soft skills enhancement: Stakeholder engagement approach**

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### **ABSTRACT**

Soft skills are widely acknowledged as vital for achieving organisational objectives and success in the modern workplace. However, challenges such as reluctance to change and limited training resources have hindered their development, leading managers to underestimate their significance. Training in soft skills is essential for managers, leaders, researchers, and stakeholders aiming to build productive relationships and achieve goals efficiently. Corporate Social Responsibility (CSR) programmes offer a valuable avenue for enhancing soft skills by providing practical learning opportunities where individuals can practice and refine these critical competencies. This study investigates the impact of CSR programmes on soft skills development among managers, employees, and stakeholders, highlighting their role in improving CSR outcomes. Through a systematic review of recent literature and case studies, the paper examines how skills such as communication, teamwork, and empathy can enhance policy development and community-focused programmes. It further identifies best practices and tools for integrating soft skills into organisational strategies.

**Keywords:** Communication; Competencies; Leadership; Soft Skills; Teamwork