

UNIT-III

Communication Skills/Communication with others

Art of listening-Art of reading-Art of speaking-Art of writing-Art of writing e-mails-Email etiquette.

Communication Skills/Communication with others

Communication skills are the abilities you use when giving and receiving different kinds of information. Some examples include communicating new ideas, feelings or even an update on your project. Communication skills involve listening, speaking, observing and empathizing. It is also helpful to understand the differences in how to communicate through face-to-face interactions, phone conversations and digital communications like email and social media.

Art of listening

Most people think that to become a good communicator they have to focus on becoming great speakers, but listening is just as important as speaking in the communication process. Whether you're dealing with coworkers, managers, or clients, being a good speaker and a great listener are crucial workplace skills. Our ability to listen properly can give us insight into the rationale behind decisions and a better understanding of what the speaker is trying to accomplish.

BENEFITS OF LISTENING

Listening better to one another can:

- 1 **Build relationships.** Attentive listening can help your workforce come closer together. As communications improve among employees, so will their teamwork, leading to increased productivity and business.
- 2 **Foster learning.** The art of listening is about finding out what the speaker thinks about something. When employees listen to one another, they learn from one another. A free flow of ideas that are truly listened to can lead to a workplace where employees are constantly learning from each other.

- 3 **Encourage respect.** Respect is crucial in any workplace. Fostering attentive listening can help establish respect, as managers and employers listen not only to their employees' ideas but also to their issues or concerns.
- 4 **Establish a culture of communication.** By fostering attentive listening, you establish a company culture in which employees know how to speak and listen to one another. This raises the communication expectations between employers and employees.
- 5 **Facilitate conflict resolution.** When issues or conflicts arise, listening is essential to clarifying disagreements. Attentive listening helps employees get to the root of a problem, come up with solutions, and decide the best course of action to take.
- 6 **Promote open-mindedness.** Employees all have different viewpoints. Encouraging them to listen to each other can help promote an environment of open-mindedness and inclusion, where everyone can feel that their opinions are heard and valued.
- 7 **Further progress.** Employees are more likely to be creative and share their ideas if they feel they are listened to and their ideas are taken into account. Actively listening to employees' input can reinforce the acceptance of future contributions.
- 8 **Improve decisions.** Making decisions and judgments based on assumptions can cause many workplace problems. By encouraging attentive listening, you will find that employees are more likely to ask questions, clarify understanding, and make better decisions based on a more accurate understanding of a given situation.

Source:[https://www.eskill.com/blog/art-](https://www.eskill.com/blog/art-listening/#:~:text=The%20art%20of%20listening%20is,constantly%20learning%20from%20each%20other.)

[listening/#:~:text=The%20art%20of%20listening%20is,constantly%20learning%20from%20each%20other.](https://www.eskill.com/blog/art-listening/#:~:text=The%20art%20of%20listening%20is,constantly%20learning%20from%20each%20other.)

DIFFERENT KINDS OF LISTENING

There are three basic modes of listening. 1) Competitive listening 2) Passive listening 3) Active listening

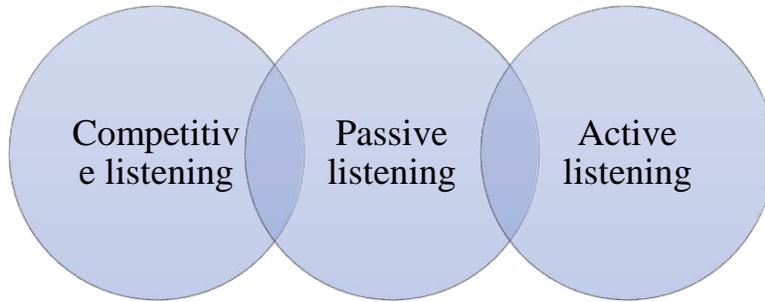


Fig.1. DIFFERENT KINDS OF LISTENING

Competitive listening

- Competitive or combating listening happens when we are more interested in promoting our own point of view than in understanding or exploring someone else, s view.
- A person either listens for an opening to take the floor, or for flaws and weak points he can attack.
- As he pretends to listen, he waits for an opening or a point that will destroy the argument and make him the victor.

Passive listening

- In passive or attentive listening we are genuinely interested hearing and understanding the other person's point of view.
- We assume that we heard and understand correctly, but stay passive and do not verify it.

Active listening

- Active or reflective is the single most useful and important listening skill.
- We are genuinely interested in understanding what the other person is thinking, feeling, wanting or what the message means and we are active in checking and understanding before we respond with our own new message.
- We restate or paraphrase our understanding of their message and reflect it back to the sender for verification.

- This verification or feedback process is what distinguishes active listening and makes it better.

Types of listening

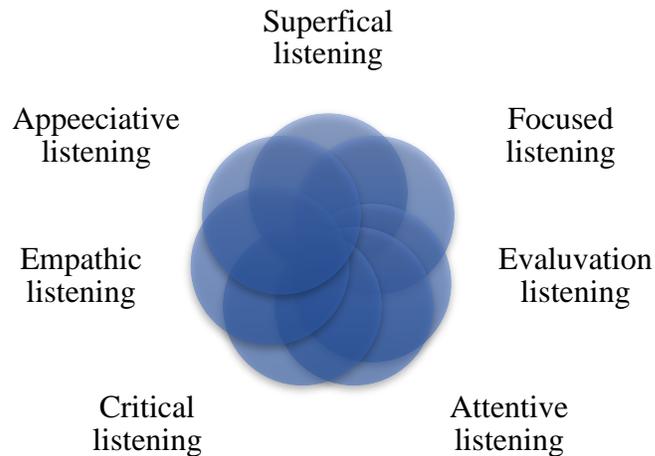


Fig.2. Types of listening

Some important types of listening are as following:

1. Superficial listening
2. Focused listening
3. Evaluating listening
4. Attentive listening
5. Critical listening
6. Empathetic listening
7. Appreciative listening
8. Content listening

Superficial listening:

In this type of listening the listener has little awareness of the content, what is being said. The output in this type of listening is zero because the listener tends to ignore the message, and is not able to concentrate on the theme, main points supporting details of the message. Focused listening: It involves listening for specific information. This is the most common type of listening that we practice in non-formal and communicative situations.

Evaluating listening:

It involves evaluation of oral message and developing a line of thought. The listener interprets and analysis what he or she listens to in order to understand both the explicit as well as implicit mean of the oral message. Attentive listening: It demands the complete attention of the listener. It is basically active and intelligent listening is situations such as group discussions, meetings,

job interviews and so on. The listener pays attention to all parts of the message, that is, the central theme, main points, supporting details, examples and illustrations.

Critical listening:

It is to understand and evaluate the meaning of the speaker's on several levels. It is done when the purpose is to accept or reject the message and to evaluate it critically. Empathetic listening: When we listen to a distressed friend who wants to share his feelings, we provide emotional and moral support in the form of empathetic listening.

Appreciative listening:

The main purpose of appreciative listening is to get enjoyment and pleasure. The output may be taking part in the entertainment process. Content listening: It is to understand and retain the speaker message. You may ask questions, but basically information flows from the speaker to you. It doesn't matter that you agree or disagree, approve or disapprove the information or material.

Source:<https://www.slideshare.net/ummarazulfiqar/listening-skill-42483008>

FACTORS THAT HAMPER LISTENING

There are many things that get in the way of listening and you should be aware of these barriers, many of which are bad habits, in order to become a more effective listener. Barriers and bad habits to effective listening can include:

Trying to listen to more than one conversation at a time, this includes having the television or radio on while attempting to listen to somebody talk; being on the phone to one person and talking to another person in the same room and also being distracted by some dominant noise in the immediate environment.

You find the communicator attractive/unattractive and you pay more attention to how you feel about the communicator and their physical appearance than to what they are saying. Perhaps you simply don't like the speaker - you may mentally argue with the speaker and be fast to criticize, either verbally or in your head.

You are **not interested in the topic**/issue being discussed and become bored.

Not focusing and being easily distracted, fiddling with your hair, fingers, a pen etc. or gazing out of the window or focusing on objects other than the speaker.

Feeling unwell or tired, hungry, thirsty or needing to use the toilet.

Identifying rather than empathising - understanding what you are hearing but not putting yourself in the shoes of the speaker. As most of us have a lot of internal self-dialogue we spend a lot of time listening to our own thoughts and feelings - it can be difficult to switch the focus from 'I' or 'me' to 'them' or 'you'. Effective listening involves opening your mind to the views of others and attempting to feel empathetic. (See our page: What is Empathy? for more information)

Sympathizing rather than empathizing - sympathy is not the same as empathy, you sympathise when you feel sorry for the experiences of another, to empathise is to put yourself in the position of the other person.

You are **prejudiced or biased by race**, gender, age, religion, accent, and/or past experiences.

You have **preconceived ideas or bias** - effective listening includes being open-minded to the ideas and opinions of others, this does not mean you have to agree but should listen and attempt to understand.

You **make judgments, thinking**, for example that a person is not very bright or is under-qualified so there is no point listening to what they have to say.

Previous experiences – we are all influenced by previous experiences in life. We respond to people based on personal appearances, how initial introductions or welcomes were received and/or previous interpersonal encounters. If we stereotype a person we become less objective and therefore less likely to listen effectively.

Preoccupation - when we have a lot on our minds we can fail to listen to what is being said as we're too busy concentrating on what we're thinking about. This is particularly true when we feel stressed or worried about issues.

Having a Closed Mind - we all have ideals and values that we believe to be correct and it can be difficult to listen to the views of others that contradict our own opinions. The key to effective listening and interpersonal skills more generally is the ability to have a truly open mind - to understand why others think about things differently to you and use this information to gain a better understanding of the speaker.

Source:<https://www.skillsyouneed.com/ips/ineffective-listening.html>

TIPS FOR LISTENING.

Ten steps to effective listening

- Step 1: Face the speaker and maintain eye contact.
- Step 2: Be attentive, but relaxed.
- Step 3: Keep an open mind.
- Step 4: Listen to the words and try to picture what the speaker is saying.
- Step 5: Don't interrupt and don't impose your "solutions."
- Step 6: Wait for the speaker to pause to ask clarifying questions.
- Step 7: Ask questions only to ensure understanding.
- Step 8: Try to feel what the speaker is feeling.
- Step 9: Give the speaker regular feedback.
- Step 10: Pay attention to what isn't said—to nonverbal cues.

ADVANTAGES OF ACTIVE LISTENING

- Reduce tension
- Learn by listening
- Can win friends
- Solve problems for other persons.
- Better work and cooperation from others.
- Stimulates the speaker
- Grasp things quicker and better.
- Increased your confidence.
- Enhance your thinking.

POOR LISTENING HABITS

- ❖ Listen with emotions.

- ❖ Intervenes later.
- ❖ Invites distraction.
- ❖ Looks but doesn't listen
- ❖ Get upset and triggers emotion.
- ❖ Moves away from.
- ❖ Pseudo listening.
- ❖ Rehearsing.
- ❖ Interrupting.
- ❖ Feeling defensive.
- ❖ Listening from the point

Art of reading

BENEFITS OF READING

- Reading develops a person's creativity.
- Good reading skills can improve student's ability to comprehend concepts and ideas.
- Reading develops critical thinking thus ensuring that students will be able to think and make good decisions for themselves.
- Reading introduces students to new things.
- Reading increases the vocabulary.
- Develop positive values in students.
- Increases student's ability to concentrate

TYPES OF READING

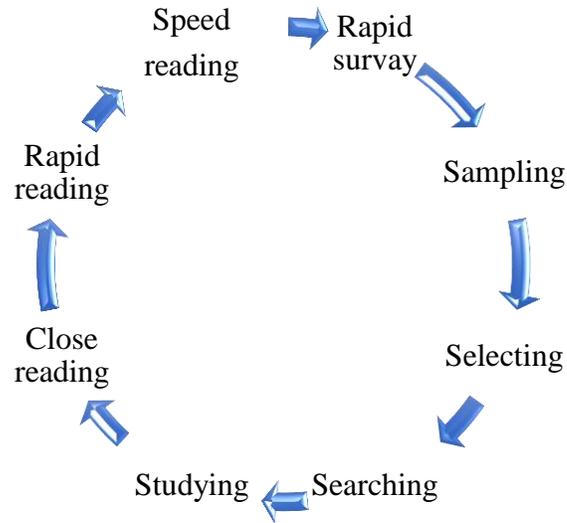


Fig.3. TYPES OF READING

✓ **Rapid survey**

A rapid glance is all that is necessary. All the contents relevant-or only some? Are they written at right level for you? Answer these questions quickly. This is known as previewing.

✓ **Sampling**

Here we explore the contents in a little more detail. Look at the chapter headings or the introduction just read a page or two in various chapters keep asking yourself is this book is suitable for me if the answer is no move on to something else.

✓ **Searching**

Here you are looking for a single piece of information. Go straight to the contents or the index or locate the page. Look up the item you need and write it down.

✓ **Selecting**

This is focusing your attention on one part of book. Only one part is important for what you need. read the section get the idea and leave the rest alone.

✓ **Studying**

Here you are reading to understand the content of a book. It is the most common approach in any serious form of study.

✓ **close reading**

This is reading for appreciation. This approach is used in subjects such as literature and religious studies. In this reading you will have a deep understanding of the book.

✓ **Rapid reading**

Here you are reading to find out what happens next. This reading is for pleasure or entertainment. You don't need to pay attention to every word.

✓ **Speed reading**

This may be useful for observing information at a surface level. It is not really suitable for understanding and retaining information

TIPS FOR EFFECTIVE READING.

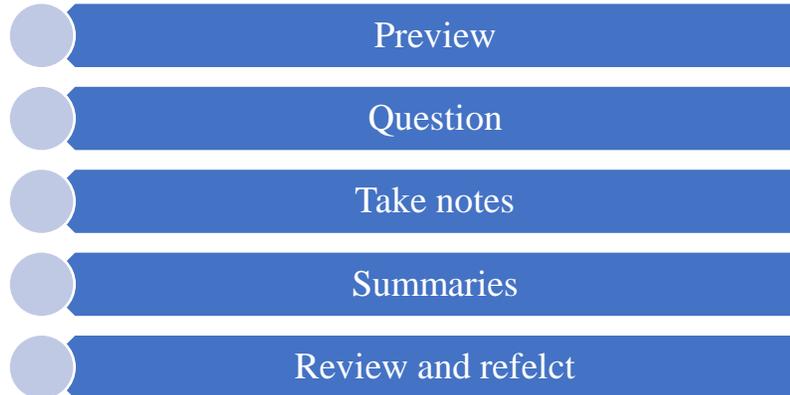


Fig.4. TIPS FOR EFFECTIVE READING.

Here are some guidelines for effective reading

1. **Preview**
2. **Question**
3. **Take notes**
4. **Summaries**
5. **Review and reflect**

Preview

- ✓ Why skimming you should follow the procedure below
- ✓ Read the title

- ✓ Note the writers' name
- ✓ Note the date and place of publication
- ✓ Read the first paragraph completely.
- ✓ Read subheadings and first sentences of remaining paragraphs.

Question

Effective reading is active reading. To turn reading from passive into an active exercise, always ask question. if you are gathering material for an essay, formulate some ideas about the approaches you might take, modifying them as you accumulate material.

Take notes

Reasons for taking notes are to maintain attentiveness as you read, to focus your attention, to familiarise yourself on a given subject, to provide you with the summary of material.

Summaries

Making a summary from your notes has two main benefits

- ✓ It allows you to test yourself on your understanding of the material you have been reading.
- ✓ It provides you with a compact account of the text for further reference

Review and reflect

It is important to review and reflect upon what you have read. This enhances your understanding and helps you to commit important facts and ideas to your long term memory.

DIFFERENT STAGES OF READING

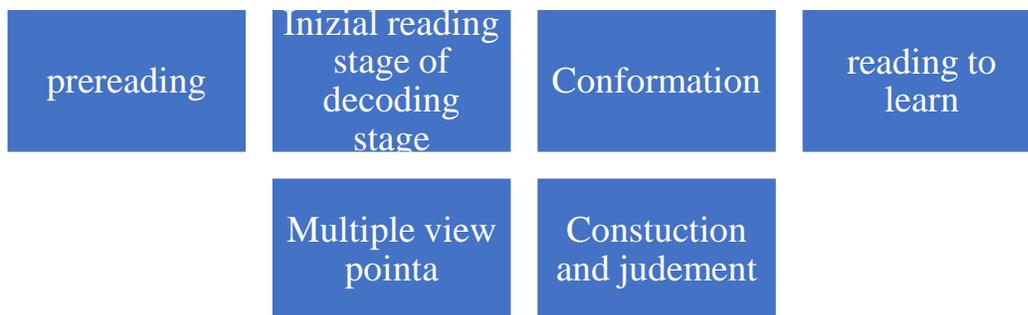


Fig.5. DIFFERENT STAGES OF READING

There are different stages of reading and each stage is built on skills master in earlier stages.

Pre-reading:

The learners gained Fame morality with the language and its sounds in the stage person became aware of sound similarities between words learn to predict the next part in a familiar story. Typically developing readers achieved this stage about the age of 6.

Initial reading stage or decoding stage

The learner became aware of relationship between sound and letters and begins applying the knowledge to text. Developing readers usually reach this stage by the age of 6 or 7.

Confirmation

The stage involves confirming the knowledge acquired in the previous two stages and gaining fluency in those skills. At this point The Reader should be able to give attention to both meaning and the print, using them interactively to build their skills and fluency. Typically developing riddles usually reached the stage around the age of 8.

Reading to learn

At this stage the motivation for reading changes. Reader's vocabulary development accelerated at this point resulting from increased exposure to the written word. Developing children usually achieved the stage around the age of 9.

Multiple viewpoints

The Reader at this stage begin to be able to analyze what they read, understand different points of view and react critically to what they read. Readers are developing the skills that during the high school years around the age of 14 to 19.

Construction and judgment

At this stage readers have learnt to read selectively and form their own opinions about what they read; they construct their knowledge from that of others. This stage can be achieved only by those who have an intellectual inclination.

Art of speaking**COMMUNICATION PROCESS**

The communication process refers to a series of actions or steps taken in order to successfully communicate. It involves several components such as the sender of the communication, the actual message being sent, the encoding of the message, the receiver and the decoding of the message. There are also various channels of communication to consider within the

communication process. This refers to the way a message is sent. This can be through various mediums such as voice, audio, video, writing email, fax or body language. The overall goal of the communication process is to present an individual or party with information and have them understand it. The sender must choose the most appropriate medium in order for the communication process to have worked successfully.

PARTS OF THE COMMUNICATION PROCESS

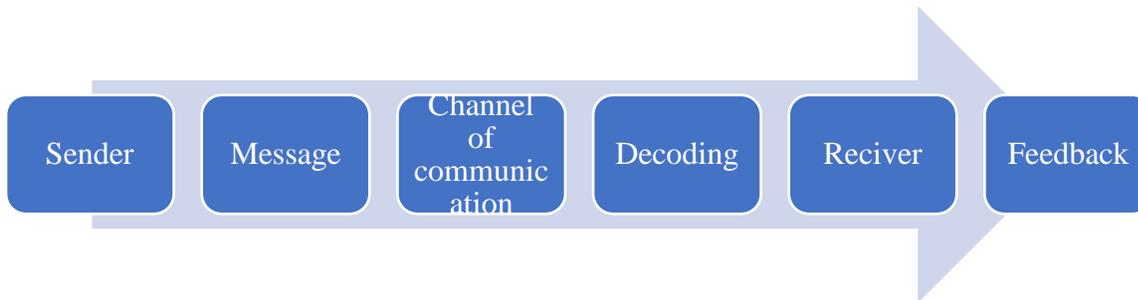


Fig.6. PARTS OF THE COMMUNICATION PROCESS

The communication process has several components that enable the transmission of a message. Here are the various parts:

1. **Sender:** This is the person that is delivering a message to a recipient.
2. **Message:** This refers to the information that the sender is relaying to the receiver.
3. **Channel of communication:** This is the transmission or method of delivering the message.
4. **Decoding:** This is the interpretation of the message. Decoding is performed by the receiver.
5. **Receiver:** The receiver is the person who is getting or receiving the message.
6. **Feedback:** In some instances, the receiver might have feedback or a response for the sender. This starts an interaction.

Source:<https://www.indeed.com/career-advice/career-development/communication-process>

BARRIERS OF COMMUNICATION

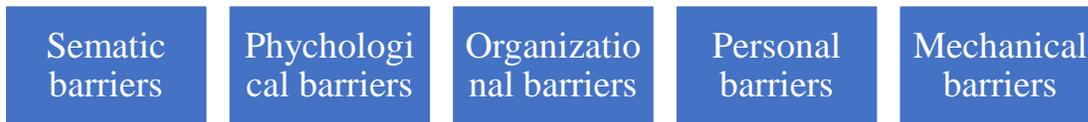


Fig.7. BARRIERS OF COMMUNICATION

1. Semantic barriers,
2. Psychological barriers,
3. Organizational barriers,
4. Personal barriers, and
5. Mechanical barriers.

1. Semantic Barriers:

This denotes barriers of language and symbols and their interpretation. Every language consists of symbols used to transmit meaning from one person to another. Even the Morse code and mathematical symbols are used in a language for communication purpose. The barriers are from the linguistic capability of the individual involved in the communication.

2. Psychological Barriers:

In interpersonal communication, the psychological state of mind of the sender, as well as that of the receiver makes lot of difference. When an individual is under emotion, his tone overpowers the script of the message. This creates an obstacle in normal communication leading to emotional barriers.

3. Organizational Barriers:

This depends upon the general organizational policy governing the communication network of the organization. Such policy might be a written text explaining various aspects of communication, especially the upward, downward and lateral since it is desirable to bring an effective communication flow in the organization.

4. Personal Barriers:

These barriers are those, which occur in communication, according to personal constraints at various levels of organization such as:

5. Mechanical Barriers:

Mechanical barriers are another group of factors putting barriers in the smooth flow of communication.

They are:

- i. Inadequate arrangements for transmission of message
- ii. Poor office layout
- iii. Detective procedure and practices
- iv. Use of wrong medium.

Source:<https://www.economicdiscussion.net/management/communication/what-are-the-barriers-of-communication/31864>

TIPS FOR EFFECTIVE COMMUNICATION

1. An intention for connection.

Aim for a respectful and compassionate quality of connection, so that everyone can express themselves, be heard and understood. Connection means to try to be open and stay in touch with what matters to the other person – and to yourself – in each present moment.

2. Listen more than you speak.

We have two ears and one mouth – a reminder of what is important! Listening is key to a healthy relationship. Often we are only half listening, waiting for our chance to speak, wanting to make our point. Listening means to enter into the world of the other person, to intend to understand them, even if we disagree with what they are saying.

3. Understand the other person first.

When another person feels you understand them, they are far more likely to be open to understanding you. Willingness to understand involves generosity, respect, self-control, compassion and patience.

4. Understand needs, wishes and values.

Everything people say and do expresses an underlying need, longing or value. We can learn to identify and ‘hear’ these needs, even when they are not expressed explicitly. Because all human beings share these needs, they are our magic key to unlocking mutual understanding.

5. Begin with empathy.

Refrain from:

Immediately telling your own similar story
Interrogating with lots of data-type questions
Interpreting the other's experience
Giving advice

Generally people appreciate receiving empathy more than anything else.

6. Take responsibility for your feelings.

What someone else says or does is not the cause for how we feel, it is the trigger. Our feelings are stimulated by what's happening. For example, if someone does not do what they say they will do, we might tell them, "You make me so angry, you are so unreliable!" This inflammatory accusation could be rephrased as, "I feel frustrated because it's important to me that we keep to agreements we have made."

7. Make requests that are practical, specific and positive.

Make requests that will help fulfill our needs. This stops us just complaining, and allows the situation to change. Don't ask things of others that are too vague or too big, or are expressed as a negative request, e.g. "Stop making so much noise." Be positive and specific, e.g. "I am working. Can you please use the headphones while playing video games?"

8. Use accurate, neutral descriptions.

When we are upset, we often interpret what has happened, using judgmental language, rather than accurately describing what has triggered us. This can get us into a fight immediately! For example, instead of saying, "That's a really stupid idea!" you might say, "If we all go to a movie which ends at midnight [neutral description], I'm worried [feeling], because the children need to get a full night's sleep [need]. Can we go to the 2 p.m. show instead [specific request]?"

9. Be willing to hear "No".

Even with these guidelines, our carefully expressed requests might still elicit a "No" from the other person. Why would this upset us? Is it that our request was actually a demand that we expect the other person to fulfill? We have a choice in how we hear that "No". It could be that something else is important to the other person; that they had a different need or value alive in that moment.

10. Ways we communicate other than words.

Everything that is in our heart and mind is expressed through our body, our facial expressions, the tone of our voice, and the vibrations that emanate from us. All these are intuitively picked up and understood by others. Are our words in harmony with these subtler elements? We are manifesting our consciousness at every moment. To have connection, understanding and harmony in our relationships, we need to nourish those aspects deeply within ourselves.

Source:<https://www.dailygood.org/story/1366/10-tips-for-effective-communication/>

TIPS FOR POWERFUL PRESENTATION

1. Show your Passion and Connect with your Audience.
2. Focus on your Audience's Needs.
3. Keep it Simple: Concentrate on your Core Message.
4. Smile and Make Eye Contact with your Audience.
5. Start Strongly.
6. Remember the 10-20-30 Rule for Slideshows.
7. Tell Stories.
8. Use your Voice Effectively.

IMPORTANCE OF COMMUNICATION.

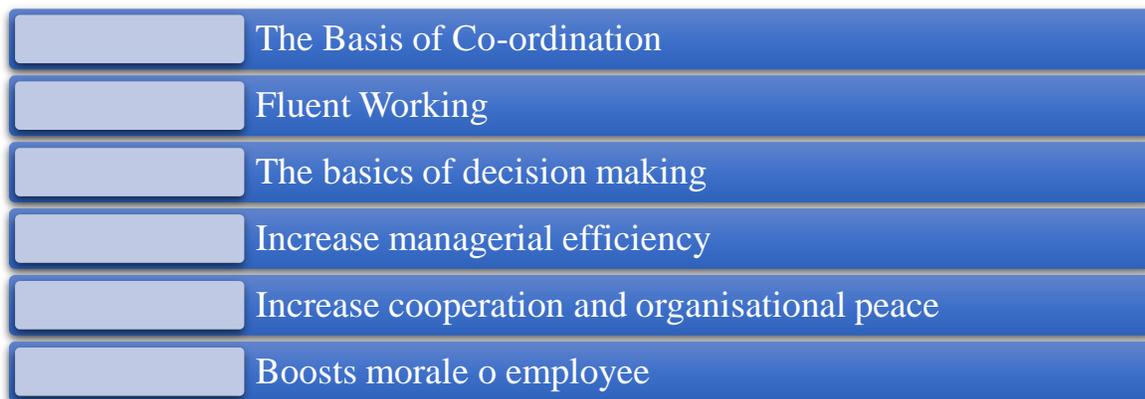


Fig. IMPORTANCE OF COMMUNICATION.

1. The Basis of Co-ordination

The manager explains to the employees the organizational goals, modes of their achievement and also the [interpersonal relationships](#) amongst them. This provides coordination between various employees and also departments. Thus, communications act as a basis for coordination in the [organization](#).

2. Fluent Working

A manager coordinates the human and physical elements of an organization to run it smoothly and efficiently. This [coordination](#) is not possible without proper communication.

3. The Basis of Decision Making

Proper communication provides information to the manager that is useful for [decision making](#). No decisions could be taken in the absence of information. Thus, communication is the basis for taking the right decisions.

Learn more about [Barriers of Communication here in detail](#).

4. Increases Managerial Efficiency

The manager conveys the targets and issues instructions and allocates jobs to the [subordinates](#). All of these aspects involve communication. Thus, communication is essential for the quick and effective performance of the managers and the entire organization.

5. Increases Cooperation and Organizational Peace

The two-way communication process promotes co-operation and mutual understanding amongst the workers and also between them and the [management](#). This leads to less friction and thus leads to industrial peace in the factory and efficient operations.

6. Boosts Morale of the Employees

Good communication helps the workers to adjust to the physical and social aspect of work. It also improves good human relations in the industry. An efficient system of communication enables the management to motivate, influence and satisfy the subordinates which in turn boost their morale and keeps them motivated.

Source:<https://www.toppr.com/guides/business-studies/directing/communication/>

BENEFITS OF PUBLIC SPEAKING

- Career advancement.
- Boost confidence.
- Critical thinking.
- Personal development.
- Improve communication skills.
- Make new social connections.
- Personal satisfaction.
- Expand your professional network.

TIPS FOR PUBLIC SPEAKING

1. NERVOUSNESS IS NORMAL. PRACTICE AND PREPARE!

All people feel some physiological reactions like pounding hearts and trembling hands. Do not associate these feelings with the sense that you will perform poorly or make a fool of yourself. Some nerves are good. The adrenaline rush that makes you sweat also makes you more alert and ready to give your best performance.

2. KNOW YOUR AUDIENCE. YOUR SPEECH IS ABOUT THEM, NOT YOU.

Before you begin to craft your message, consider who the message is intended for. Learn as much about your listeners as you can. This will help you determine your choice of words, level of information, organization pattern, and motivational statement.

3. ORGANIZE YOUR MATERIAL IN THE MOST EFFECTIVE MANNER TO ATTAIN YOUR PURPOSE.

Create the framework for your speech. Write down the topic, general purpose, specific purpose, central idea, and main points. Make sure to grab the audience's attention in the first 30 seconds.

4. WATCH FOR FEEDBACK AND ADAPT TO IT.

Keep the focus on the audience. Gauge their reactions, adjust your message, and stay flexible. Delivering a canned speech will guarantee that you lose the attention of or confuse even the most devoted listeners.

5. LET YOUR PERSONALITY COME THROUGH.

Be yourself, don't become a talking head—in any type of communication. You will establish better credibility if your personality shines through, and your audience will trust what you have to say if they can see you as a real person.

6. USE HUMOR, TELL STORIES, AND USE EFFECTIVE LANGUAGE.

Inject a funny anecdote in your presentation, and you will certainly grab your audience's attention. Audiences generally like a personal touch in a speech. A story can provide that.

7. DON'T READ UNLESS YOU HAVE TO. WORK FROM AN OUTLINE.

Reading from a script or slide fractures the interpersonal connection. By maintaining eye contact with the audience, you keep the focus on yourself and your message. A brief outline can serve to jog your memory and keep you on task.

8. USE YOUR VOICE AND HANDS EFFECTIVELY. OMIT NERVOUS GESTURES.

Nonverbal communication carries most of the message. Good delivery does not call attention to itself, but instead conveys the speaker's ideas clearly and without distraction.

9. GRAB ATTENTION AT THE BEGINNING, AND CLOSE WITH A DYNAMIC END.

Do you enjoy hearing a speech start with "Today I'm going to talk to you about X"? Most people don't. Instead, use a startling statistic, an interesting anecdote, or concise quotation. Conclude your speech with a summary and a strong statement that your audience is sure to remember.

10. USE AUDIOVISUAL AIDS WISELY.

Too many can break the direct connection to the audience, so use them sparingly. They should enhance or clarify your content, or capture and maintain your audience's attention.

Source:<https://blog.dce.harvard.edu/professional-development/10-tips-improving-your-public-speaking-skills>

OVERCOME FEAR OF PUBLIC SPEAKING

Fear of public speaking is a common form of anxiety. It can range from slight nervousness to paralyzing fear and panic. Many people with this fear avoid public speaking situations altogether, or they suffer through them with shaking hands and a quavering voice. But with preparation and persistence, you can overcome your fear.

These steps may help:

- **Know your topic.** The better you understand what you're talking about — and the more you care about the topic — the less likely you'll make a mistake or get off track. And if you do get lost, you'll be able to recover quickly. Take some time to consider what questions the audience may ask and have your responses ready.
- **Get organized.** Ahead of time, carefully plan out the information you want to present, including any props, audio or visual aids. The more organized you are, the less nervous you'll be. Use an outline on a small card to stay on track. If possible, visit the place where you'll be speaking and review available equipment before your presentation.
- **Practice, and then practice some more.** Practice your complete presentation several times. Do it for some people you're comfortable with and ask for feedback. It may also be helpful to practice with a few people with whom you're less familiar. Consider making a video of your presentation so you can watch it and see opportunities for improvement.
- **Challenge specific worries.** When you're afraid of something, you may overestimate the likelihood of bad things happening. List your specific worries. Then directly challenge them by identifying probable and alternative outcomes and any objective evidence that supports each worry or the likelihood that your feared outcomes will happen.
- **Visualize your success.** Imagine that your presentation will go well. Positive thoughts can help decrease some of your negativity about your social performance and relieve some anxiety.
- **Do some deep breathing.** This can be very calming. Take two or more deep, slow breaths before you get up to the podium and during your speech.

- **Focus on your material, not on your audience.** People mainly pay attention to new information — not how it's presented. They may not notice your nervousness. If audience members do notice that you're nervous, they may root for you and want your presentation to be a success.
- **Don't fear a moment of silence.** If you lose track of what you're saying or start to feel nervous and your mind goes blank, it may seem like you've been silent for an eternity. In reality, it's probably only a few seconds. Even if it's longer, it's likely your audience won't mind a pause to consider what you've been saying. Just take a few slow, deep breaths.
- **Recognize your success.** After your speech or presentation, give yourself a pat on the back. It may not have been perfect, but chances are you're far more critical of yourself than your audience is. See if any of your specific worries actually occurred. Everyone makes mistakes. Look at any mistakes you made as an opportunity to improve your skills.
- **Get support.** Join a group that offers support for people who have difficulty with public speaking. One effective resource is Toastmasters, a nonprofit organization with local chapters that focuses on training people in speaking and leadership skills.

Source:<https://www.mayoclinic.org/diseases-conditions/specific-phobias/expert-answers/fear-of-public-speaking/faq-20058416>

Art of writing

STATE FEW TIPS FOR WRITING

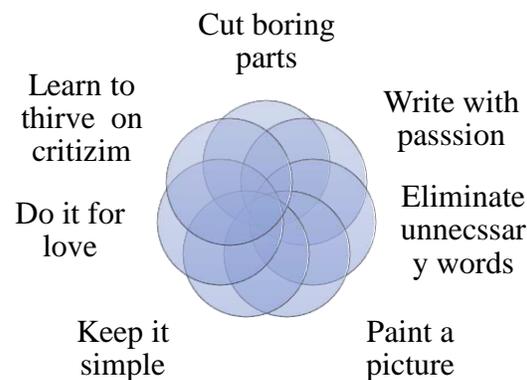


Fig.7. STATE FEW TIPS FOR WRITING

Cut boring parts

Unless you are writing for personal reasons you need to consider the attention of your readers. There is no point in writing content that is not useful interesting or both.

Eliminate unnecessary words

Avoid using words like really actually or extremely. They only distract The Reader.

Write with passion

It is important to realize that unless your excited about your writing no one else will be.

Paint a picture

Simply stating something is fine but when you need to capture attention, using smileys, metaphors and vivid imaginary to paint a picture create a powerful emotional response.

Keep it simple

Keep your message short and sweet

Do it for love

When you are just starting out it is hard to decide where to begin. So dont just start writing. You should develop a passion for writing.

Learn to thrive on criticism

Writing means putting yourself at the mercy of anonymous reader. Learn to make the most of the insult and distrust the praise.

Write all the time

The way you define yourself as a writer is that you write every time you have a free minute. Constant writing improves the quality of writing.

Write what you know

If you are confident of a topic you can think of writing otherwise it is better you stay away from writing.

Be unique

Your writing should be unique and should not replicate anyone's. Successful writing is all about trust and authority.

BENEFITS OF WRITTEN COMMUNICATION

- It is suitable for long distance **communication** and repetitive standing orders. ...
- It creates permanent record of evidence. ...

- It gives the receiver sufficient time to think, act and react.
- It can be used as legal document.
- It can be sent to many persons at a time.

DRAWBACKS OF WRITTEN COMMUNICATION

Written communication is time-consuming as the feedback is not immediate. The encoding and sending of message takes time. Effective **written communication** requires great skills and competencies in language and vocabulary use.

Art of writing e-mails

- Don't over communicate by **email**.
- Make good use of subject lines.
- Keep messages clear and brief.
- Be polite.
- Check your tone.
- Proofread.

Email etiquette.

1. Don't be sloppy in an attempt to be friendly.

Play it safe - a balance between formal and friendly is ideal for the first contact. Writing in a conversational manner can come across as too casual, while a formal approach can seem stern or impersonal. In short, be reserve your attempt to write like you are addressing a close business contact for later communications.

2. Watch your grammar, spelling and punctuation.

Spelling, grammar and punctuation should be one of your top concerns in writing business emails. Remember, how you write reflects your total professionalism and personality. If you do not take these things into consideration, it may appear that you are too lazy to communicate with them and thus will give them the perception that you are not going to be a good person to deal business with. Always double check your email before sending.

3. Avoid talking aimlessly in emails.

Rule of thumb in composing a professional business email is to focus on one subject per email. If an email conversation has exceeded two emails on both sides already - pick up the phone! It does not only save time, it is also more professional and convenient.

4. Choose your subject wisely.

As much as possible, relay your email message by indicating a more specific email subject. Your subject must indicate the purpose of your message.

5. Keep your emails organised.

Do not just leave message threads. Make it a habit to organise your emails so you won't have a hard time finding a certain message again in the future, if the need arises.

6. Reply to emails promptly

Within reason, an email should be treated like a phone call and returned in a reasonable time frame.

7. Delivery requests and sending receipts

There aren't many people who appreciate these, so give them a miss.

8. Send smaller files, compress them.

It is more preferable to send compressed files than sending large attachments. That makes it easier for the recipient to download the file easily.

9. Watch your tone.

Tone of voice can often be misinterpreted via email - watch your tone and adopt a matter-of-fact approach and avoid sarcasm.

10. Avoid sending an email for discussions which are better done face to face.

Delicate messages are not appropriate to be discussed via email. If there are issues between you and the recipient, it is better to discuss it personally, face to face rather than exchanging bitter conversations via email.

Source:<https://www.myrtec.com.au/blog/top-10-rules-of-email-etiquette>

Questions

1. Explain the different kinds of Listening.
2. What are the factors that hamper Listening?
3. Explain the communication process.
4. What are the benefits of public speaking?
5. How will you overcome fear of public speaking?
6. State the benefits of written communication.

7. Explain the advantages of active listening.
8. Explain the different stages of reading.
9. Explain the tips for powerful presentation.
10. Enumerate the e-mail etiquette rules.

Unit 4

Corporate Skills /Working with Others

Developing body language-Practice etiquette and mannerism –Stress management.

1.Body language:

- Body language refers to any kind of bodily movement or posture, including facial expression, which transmits a message to the observer.
- Body language is the communication of personal feelings, emotions, attitudes, thoughts through body movements consciously or unconsciously, voluntarily or involuntarily.

1.1 Forms of body language:

- Aggressive body language: showing physical threat.
- Attentive body language: showing real interest.
- Bored body language: just not being interested.
- Close to Padi language: Main reasons are closed.
- Deceptive body language: seeking to cover up lying or other deception.
- Defensive body language: dominating others.
- Dominant body language: dominating others.
- Emotional body language: identifying feeling.
- Evaluating body language: judging and deciding about something.
- Greeting body language: meeting ritual

1.2. Parts of body language:

You can send signals with individual parts of the body as well as together. share or details of the contributions of each part of the body.

1.3. Facial expression:

- Facial expressions are responsible for a huge proportion of nonverbal communication. Consider how much information can be conveyed with smile or a frown.

1.4. Gestures:

- Common gestures include waving, pointing and using fingers to indicate number. Other gestures are arbitrary and related to culture.

1.5. Paralinguistic:

- Paralinguistics refer to vocal communication that is separate from actual language. This includes factors such as tone of voice, loudness, inflection, and pitch. Consider the powerful effect that tone of voice can have on the meaning of a sentence.

1.6. Body language and posture:

- Posture and movement can also convey a great deal of information.
- While these nonverbal behaviors can indicate feelings and attitudes, research suggests that body language is far more subtle and less definitive than previously believed.

1.7. Proxemics:

People often refer to their need for “personal space”, which is also an important type of nonverbal communication. The amount of distance we need and the amount of space we perceive as belonging to us is influenced by a number of factors including social norms, situational factors, personality characteristics, and level of familiarity.

1.8. Eye gaze:

Looking, staring, and blinking can also be important nonverbal behaviors. Looking at another person can indicate a range of emotions, including hostility, interest, and attraction.

1.9. Haptics:

Communicating through touch is another important nonverbal behavior.

1.10 Appearance:

- Our choice of colour, clothing, hairstyles, and other factors affecting appearance are also considered a means of nonverbal communication.

1.11 Eye contact:

- Eye contact is an important aspect of social interaction, and it is something that many shy and socially anxious people have difficulty with.

2. Uses of eye contact:

- There are different purposes of eye contact,

They are;

Showing attention, Showing interest, Inviting interaction, Providing feedback, Revealing attitudes.

3. Facial expression:

The concept of face, thus includes:

- Characteristics of a person that is represented
I.e. the signified
- A visual configuration that represents these characteristics
I.e. the signifier
- The physical basis of this appearance, or sign vehicle, e.g. the skin, muscle movements, fat, wrinkles, lines, blemishes, etc.; and
- Typically, some person or other perceiver perceives and interprets these signs.

3.1. Uses of facial expression:

- Facial expression can be used to express the following emotions and feelings.
- Facial expression showing happiness
- Facial expression showing sadness
- Facial expression showing displeasure
- Facial expression showing anger
- Facial expression showing fear
- Facial expressions showing interest/ disinterest

4. Gestures and body movements:

- Gestures communicate as effectively as words- maybe, even more effectively. We use Gestures every day, almost instinctively.
- Nor will people of the same culture act in a predictable, uniform fashion.
- Body language is extremely important, particularly in non-literate or semi-literate societies in which commitment is made through ritual Gestures formal spoken words, and simple objects.
- Gestures mean making expressive movements with hand and arms. Gestures can be used as a vehicle to send a variety of messages.

5. How to improve your posture?

5.1.Steps:

- Know what good posture is believed to be. e most people think that to “ to stand up straight” means tensing your back to heave your chest “ in and up’ , and pulling your head back into your chest. This is not so.
- Using a mirror, align your ears, Shoulders, and hips.
- Do exercise that strengthen the muscles across your upper back and Shoulders.
- Doing yoga is also excellent for posture.

5.2.Sitting:

- Align your back with the back of the office chair. Avoid slouching or leaning forward, especially then tried from sitting in the office chair for long periods. Keep your shoulders straight.
- Make sure your neck, back, and Heels or aligned.

5.3.Standing:

- Keep feet slightly apart, about shoulder- width.
- Let arms hang naturally down the side of the body.
- Stand straight and tall, with Shoulders upright.

Walking:

- Keep the head up and eyes looking Straight ahead .Avoid pushing your head forward.

5.4.Driving:

- Sit with the back firmly against the seat for proper back support. The seat should be at a proper distance from the pedals and steering wheel to avoid leaning forward for reaching.
- The headrest should support the middle of the head to keep it upright. tilled the headrest forward if possible to make sure that the head -to -head rest distance is not more than 4 inches.

5.5.Carrying objects:

- Always bent at the knees, not the waist.
- Use the large leg and stomach muscles for lifting, not the lower back.
- If necessary, e gets a supportive belt to help maintain good posture while lifting.

5.6.Sleeping:

- A relatively firm mattress is generally best for proper back support, all through individual preference is very important.
- Sleeping on the side or back is usually more comfortable for the back than sleeping on the stomach.
- Use a pillow to provide proper support and alignment for the Head and Shoulder.

5.7. Warnings:

- Do not keep doing exercise until you feel pain for more than a flight fatigue! This will not get you there faster.

5.8. Proximately and social distance:

- We like to keep our distance from others and therefore specific social rules about how close we can go to others in particular situations. this social distance is also known as body space and comfort zone and the use of these space is called proxemics.

6. Four territories zones:



Fig.2. Four territories zones:

6.1. Intimate zone:

This is the zone in which people are actually touching are able to touch each other. The distance is(0.5m) approximately one and half feet.

6.2.Personal zone- this is the one where people are able to shake hands or at arm's length from each other. The distance is(1-2) approximately one and a half to four feet.

6.3.Social zone- This is the Rio where people are at and audible distance. The distance is(2-3) approximately 4 to 10 feet. This is this own used in every days business activities. This is a comfortable distance for people who are standing in a group but maybe not talking directly with 1 other.

.6.4 Public zone- This is the reason that people are at a Seeable distance the distance is(3m) is approximately over 10 feet.

7. Who should reach first to shake hands?

- All through a handshake is a welcome sign you have to be cautious to take the initiative. If you are talking to your superior, you should not initiate a Ye handshake. Similarly, if you meet a woman particularly Asians, wait for them to initiate a handshake.

7.1. Shaking hands with women:

- In traditional social etiquette, when two people meet, the person with the higher rank gets to choose whether or not to shake hands.
- “Should earworms shake hands? Definitely!” Thompson says. “Nowadays, we don't make a distinction based on sex. Socially, yes, it is nice to perform common courtesies, but in business, women should be treated as equals and women should shake hands. A lot of men think this is a gray area because they were brought up to be respectful and courteous 2 year women, and not shake a woman's hand until the woman office hers, and so forth, so if the CEO is a man , and this woman is a junior, then he should extend his hand first.”
- How firm should a man’s handshake be when he is shaking hands with a woman? It possible for a year man's hand shakes to be too firm? On the other hand, if a man does not shake firmly enough, will he appears weak? It should not be difficult for a gentleman of ordinary digital and manual sensitivity to adjust his handshake in response to the strength of fair lady’s.

8. Personal Etiquette:

- study the mouth movements of native speakers
- speak slowly until you learn the correct intonation
- listen to the music of English
- use your dictionary to you familiarize phonetic symbols

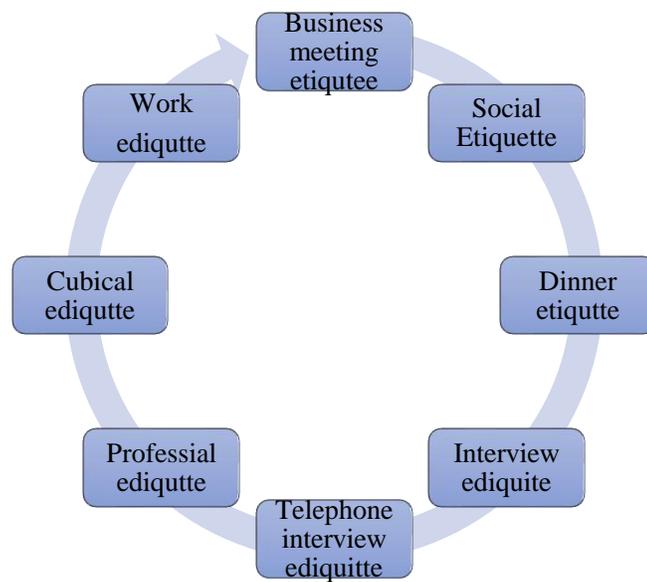


Fig. 3. Personal Etiquette:

8.1. Business meeting Etiquette:

- reach the Venue well in advance, ensure you have everything you need for the meeting, remember to carry the business cards, dress appropriately maybe a little better than you go to work .

8.2. Social Etiquette:

- begin softly saying ‘ hello’, introduce yourself, in case of poor connections call back, in case of leaving a voice mail message repeat your name twice.

8.3. Dinner Etiquette:

- switch off your cell phone before entering the dining hall.place your napkin on your lap after being seated.wait until everyone is served.Cut a bite- size piece and it.

8.4. Interview Etiquette:

- shake hands and introduce.wait to be invited to sit down.avoid making noise while sitting.use60% of your chair so that you can sit erect .Do not hesitate to ask questions.

8.5. Telephone interview Etiquette:

- do not smoke, chew, eat or drink during conversation.keep your glass of water in case of running dry.speak slowly and pronounce correctly.do not interrupt the interviewer.

8.6. Professional Etiquette:

- keep your cell phones ringtone at the minimum.keep your cell phone switched off during meetings and presentations.be punctual for meetings do not make others wait.do not interrupt the speaker when you don't agree with his points.avoid using strong perfumes

8.7. Cubical Etiquette:

- Avoid making under receiving personal call.respect others privacy.avoid looking at others computers.

8.8.Work Etiquette:

- be timely,be pleasant,be flexible,be polite,beware off office policies,beware of office politics,keep the boss informed,appear professional in your approach,Develop ‘ I can do’ attitude,.give credit to everyone

9.Poor manners noticed in youth:

- biting nail when in stress,picking teeth in public,making sound while eating,Digging nose,spitting in public,talking loudly over telephone,crossing the roads ignoring rules.

- sitting with your back facing someone, sitting on the office table, Cracking vulgar jokes in the presence of women, walking on grass in the park, ridiculing physical disabilities, occupying the street in group, jumping queues, using seats reserved for others, smoking in protected areas.

10. Manners to get respect from others:

- Sometimes even educated people behave in an unnatural way even in trifles in matters and become cheap in the eyes of others. So how to avoid such embarrassing situations, it is well and good to observe the following points and be dignified.
- Never read the letters of even your closest relatives, friends, and family members like brothers/ sisters.
- Never show interest in other personal matters and don't read their personal Diaries.
- Never see their SMSs in their cell phones and also their money purses
- Don't see their albums, unless they request you to see them and also not pass your comments about the album's nature and external appearance.
- Which of these cell phones or keep them in silent, when you are attending the official meetings, cultural programs and also during dinner times in the presence of guest?
- Whenever guest come to your home, mop door and invite them politely and walk behind them and make them be seated comfortably on the chairs for sofas.
- Whenever you go to your friend's house, take with you, sweets, and fruits and for the children biscuits and chocolates, extra.
- Whenever you have taken help from others, express your gratitude by saying words like, "thanks for please", extra. Give tips to buy theatres in hotels or restaurants.
- During parties are in functions take the food items along with the guests.
- While talking coffee, tea cool drinks in the office, always keep the files on your left side.
- Yes simple love space drinks laurels and creates impression on you in others' minds, more over it costs nothing but fetches everything.

11. Annoying office habits:



Fig.3. Annoying office habits:

There are so many things that can be found annoying in that one person in office such as overbearing, abusali, rude, noise, and opinionated.

Office drummers:

- There are lesser annoying office habits than the person who has two tape out here read them while waiting for their brain to submerge into the work there are assigned.

Foghorn Phone voice:

- There are some office worker who raises dialer tone several disciplines as soon as they pick up the phone.

Pod pong:

- These are those people who used excessive perfumes and cause giddiness to others.

Key smashers:

- Invariably in our office there is at least one person who appears to think that to type a little simple on the keyboard to appear on the screen, he/she needs to Exit the force of an atomic pump, in other words, there for individuals who bang the keys to type a letter.
- paid for nothing- there for employees who are paid for standing out in the sunshine chatting with colleagues while the fresh work force or endorse putting their mind to work.

Snot funny:

- There are the people, who bring lunch from their homes which are spicy are and smelling. Egg. Stand sandwich, fish fry, potato with extra onion and chips with salt and vinegar- all food items should be banned from the workplace, thanks to you thanks to their sum their smell.

Ringtone hell:

- This section includes all those people who play bytes of their favorite ringtones. From a speaker on the desk, via their mobile phone, unmindful of the place and time.

Space invaders:

- Everyone enjoy the space of privacy. It is advisable not to nontrade into other persons space be it a desk or room.

Eau de undreams:

- There are fewer things more obnoxious than a dame-shirted male who, after working up a sweat running for the bus, is left to “mature” over a keyboard for eight hours.

12.Stress management:

Meaning:

- Stress is scientific concepts which have suffered from the mixture blessing of being too well noun and too little understood.
- Stress easier feeling of emotional physical tension.
- Stress is a person's experience of emotional that is painful.

Effect of stress:

Physical Stress

The positive Effects	The Negative Effects
✓ Success comes through	✓ Bodily exhaustion
✓ Inspires others to take effort	✓ Life span is reduced
✓ Health benefits	✓ Reduction in efficiency
✓ Provides certain values	✓ Leads to mental stress

Mental Stress

The positive Effects	The negative Effects
✓ Enables to understand the problem	✓ Ability gets analyze reduced
✓ Helps to find correct solutions	✓ Cannot analyze correctly
✓ Avoids future mistakes	✓ Wrong solutions are offered
✓ Creative method of finding solutions	✓ Mistakes prove costly in the future

Psychological Stress

The Positive Effects	The negative Effects
<ul style="list-style-type: none"> ✓ Makes a man alert ✓ Motivation ✓ Makes sensitive ✓ Makes a person human 	<ul style="list-style-type: none"> ✓ Disappointments ✓ Cannot analyze correctly ✓ Wrong solution are offered ✓ Mistakes prove costly in the future

Kinds of stress:

A stressor is stimulus and distress is a response.

- Eustress also involves successfully managing stress even if one is dealing with in a negative stressor.
- Distress refers to the negative effects of stress that drain toys of energy and surface our capacities to cope.

Acute stress chronic stress:

Acute stress:

- Stress can be acute or chronic. Acute stress is the result of sharp- term stressors. Acute stress is the usually quite intense, and then disappears quickly.

Chronic stress:

- Chronic stress is long- term stress resulting from those nagging problems that just don't seem to go away. This is the grinding Truss that can wear you down Day After day, year after year. Chronic stress can result from long- term health problems, emotionally draining relationships, or from staying in and unfulfilling, Energy- e draining job.

13. Source of stress:

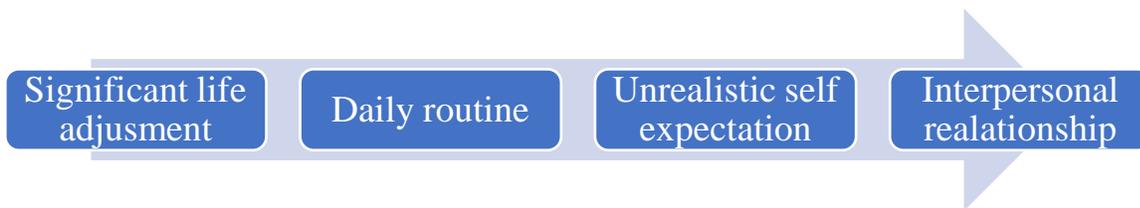


Fig.4. Source of stress:

Significant life adjustments:

- Any critical life changes, both pleasant and unpleasant taking place in one's life can cause stress.

Daily routines:

- Daily routines such as fighting the Rush Hour traffic on meeting the deadline on and important project zap you are energy. You become accustomed to your daily activities and easily overlook their cumulative effect on you.

Unrealistic self expectations:

- while pass the self Expectations motive you to realize your goals, and realistic Expectations can lead to sitting yourself up for failure and a lowering of self esteem.

Interpersonal relationships:

- Both personal and professional relationship Korean significant amount of effort to maintain.
- Poor communication and inability to work with others lead to conflicts that can escalate into increased frustration and open hostility, thus leading to stress.

What are the signs of stress?

- to get a handle on stress, you first need to learn how to recognize it in yourself. stress affects the mind, body, and behavior in many ways_ all directly tied to the physical logical changes of the fight- or- flight response. the specific signs and symptoms of stress vary widely from person to person .

14.Stress warning signs and symptoms:

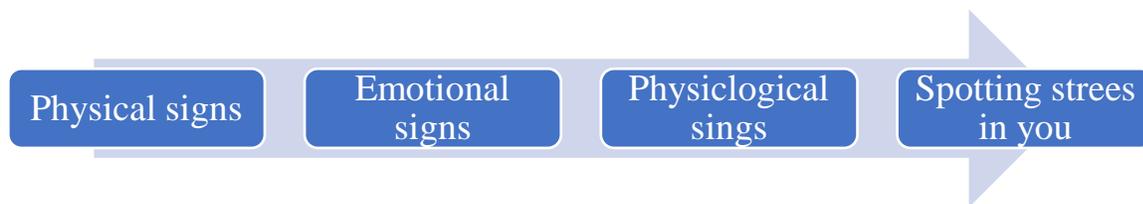


Fig.5. Stress warning signs and symptoms:

- The signs of stress vary from person to person. The signs of stress are also categorized in the following ways. Check out if you have any of them in yourself.

Physical signs:

- Headache,muscle pain,Stomach problem,Sweating,feeling dizzy,Bowel problem ,Breathlessness,dry mouth,Tingling in body,sexual problem.

Emotional signs:

- feeling irritated,feeling anxious,feeling in low mood,feeling of apathy,feeling low in self esteem,feeling tense.

physicallogical signs:

- temper outburst,drinking to much,smoke excessively,changes in eating habits,withdrawing from usual work,becoming and reasonable,Being forgetful,rushing around.

Spotting stress in you:

- Do you lie awake during?
- ,Do you feel guilty when you are not working?,
- do you get frustrated easily,
- do you grit or grind your teeth
- Do you regularly eat in a hurry?
- Do you smoke or drink to and unwind?
- Do you have sign like irritability/ e Peer fullness/ moodiness
- Do you flare up easily at other people?
- Do you get a dry mouth/ sweaty hands/nausea?
- Do you drop or break things frequently?

15. Stress management tips:

- breathe easily,visualize calm,make time for a mini self message,try a tonic,say cheese,do some mathematics,stop greeting your teeth,Compose a Mantra,check Your chi,Be afighter,put it on paper,count to 10,avoid coffee/ tea,just say no,take whiff,warm up,say yes to pressure,schedule worry time,Shake it up,much some snacks,Boost Your vitamin intake,admit it,Space out,try tea,take a walk,Soak it up,listen to music,fall for puppy love ,practice mindfulness,dial a friend,Stretch,say a little prayer,make plans,good off,Straighten up,Teenage stress

16. Causes of teenage stress include:

- School demands, learning disability, family, e friends for relationship issues,the end of a friendship or relationship,trouble making friends,high Expectations of selfffa,mily financial issues,balancing work and school,living with a tight schedule- involved in too many ,ctivities always on the go,changing schools, Divorced parents, bodily change,death of a loved one, chronic illness, living in an unsafe community, persistent negative thoughts and emotions, peer pressure, being bullied

Questions

1. What are the different forms of body language?
2. What are uses of facial expression?
3. What are the four territory zones?
4. Who should reach first to shake hand?
5. Bring out few annoying office habits which everyone should avoid.
6. Explain the different ways to improve your postures.
7. Bring out the manners which everyone should follow to get respect from others.
8. Explain the mobile phone etiquettes in detail.
9. Explain the signs and symptoms of stress.
10. . Enumerate few stress managements tips.

Unit 5

Selling self

Writing resume /CV – interview skills-Group discussion.

1. Difference among bio-data CV and resume:

- There are also people who are of the opinion that the terms resume, CV and bio-data are altogether a different one. Let us discuss the difference in detail.

Bio-data

- Bio-data the short form the biographical data, is the old fashion terminology for resume or C.V. the emphasis in a Bio data is on personal like date of birth ,Religion, sex,race,nationality,residents, marital Status, And the like. Next comes chronological listing of education and experience. Bio data also includes applications made in specified formats as required by the company.

- the term bio-data is mostly used in India while applying to government job, or when applying for research grants and other situations where one has to submit descriptive essays.
- A bio-data could still perform this rule, especially if the format happens to be the one recommended by the employer.
- Personal information such as age, sex, religion and others, and hobbies or Never mentioned in resume. Many people include such particular in the CV. Bio-data on the other hand always include such personal particulars.

CV curriculum vitae:

- CV is a Latin word meaning “course of life” curriculum vitae is there 4 year regular or particular course of study pertaining to education and life. a CV is more detail than a resume, 2 to 3 pages, but can’t Run even longer as per the requirement.
- A CV regulatory list out skills, jobs, degrees, and professional affiliation the applicant has accused usually in chronological order. A CV displays general talent rather than specific skills for any specific positions.
- A CV, is the preferred option for fresh graduates, people looking for a career change, and those applying for academic position.

Resume:

- Resume is a French word meaning “summary” signifies a summary of one's employment, education, and other skills, used in applying for a new position. Your resume does not exceed one page of an A4 sheet. They do not list out all the education and qualification.
- But only highlight specific skills.
- Resume is usually broken into bullets and written in the third person to appear objective and formal. a good resume starts with a brief summary of qualifications, followed by areas of strength or industry expertise in keywords, followed by professional experience in Reverse chronological order.
- Focus is on the most recent experience, and Prior experiences summarized. The content AIMS at providing the reader a balance of responsibilities and accomplishments for each position. After work experience come professional of affiliations, computer skills, and education.

- Resume is ideally suited when applying for middle and senior level positions, their experience and specific skills rather than education is important. Resumes present a summary of highlights and allowed the prospective employer to scan through the document to see if your skills match their available positions.

2. Types of resumes:

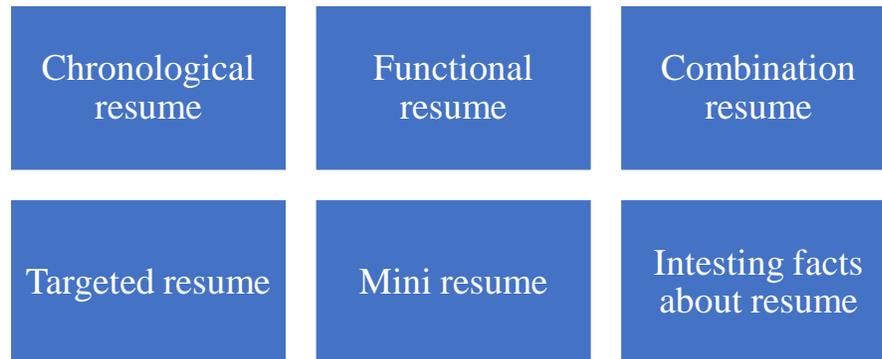


Fig.1. Types of resumes:

- There are several basic types of resumes used to apply for job openings. Depending on your personal circumstances, choose a chronological, functional, combination, or a targeted resume.

Chronological resume:

- Chronological resume starts by listing your work history, with the most recent position listed first. The jobs are listed in Reverse chronological order with your current, or most recent job, first. Employers physically prefer This type of resume because it's easy to see what job you have held and what you have worked at them. This type of resume works well for job seekers with a strong, solid work history.

Functional resume:

- a functional resume focuses on your skills and experience, rather than on your chronological work history. it is used most often by people who are changing Carriers or who have gaps in their employment history.

Combination resume:

- A combination resume list your skills and experience first. Your employment history is listed next. With this type of resume you can highlight the skill you have that are

relevant to the job you are applying for, or and also provide the chronological work history that employers prefer.

Targeted resume:

- A targeted resume is a resume that is customized so that it specifically highlights the experience and skills you have that are relevant to the job you are applying for.

Mini resume:

- A mini resume contains a brief summary of your career highlights and qualifications. it can be used for networking purposes or shared upon request from a prospective employer for a reference writer who may want an overview of your accomplishments, rather than a full-length resume.

Interesting facts about resume:

- In completely or in accurately address CVs and CV cover letters were rejected immediately by 83% of HR departments.
- CVs and cover letters addressed to a named person were significantly favored over those addressed to a generic job title by 65 percentage of HR departments.
- Over 60 percentage of HR departments said that the inclusion of photograph with the CV adversely affected their opinion of the applicant.

3. CV writing tips:

- Do your research, use action verbs, write clear and concise sentences, Restrict your use of articles to a minimum, never use “I” or other pronouns to identify yourself, use professional language, use area-specific terminology, tailor your qualifications to the job
- Prioritize the content to your resume, Use “PAR” statements, screen out unnecessary or irrelevant information, be positive, be as specific as possible, proofread your resume many times, have a trusted friend or family member proofread your resume, in short.

Remember the following while writing your CV:

- Include your profile, keep the resume short, give importance to both contents and looks, clearly identify your skills, list your educational and professional qualifications, focus on your job responsibilities in case of mentioning experience, add related qualifications and interests, be honest with your resume, never say a lie, always attach a covering letter, proofread your resume.

4. CV/ resume preparation- the dos:

- The considered a bulleted style to make your resume as reader- friendly as possible, Consider a resume design that is different from others., List your qualifications in Reverse chronological order, Quantify whenever possible- use number and percentage, List your achievements, trophies, medals won, proofread carefully, remember to sign.

5. CV/ resume preparation- the don'ts

- Don't go beyond two pages with your CV/ resume
- Don't ever lie on your CV/ resume
- Don't use personal pronouns(I, Me, myself, my)
- Don't list too much experience on your CV/ resume
- Don't list High School unless asked for
- Don't include your height and weight
- Don't list references unless asked
- Don't mention words that might frustrate the employer
- Don't mention the reasons why you left your last employment

6. Common resume blunders:

- Flowery or general objective statement
- Too short or too long
- Using personal pronouns and articles
- Using irrelevant information
- Where are the keywords?
- Reference available

Fig.2. Common resume blunders:

- too focus add on job duties:
- Your resume should not be a boring listing of job duties and responsibilities.

Flowery or general objective statement:

- Statements like “ok a challenging position enabling me to contribute to organizational goals while offering an opportunity for growth and advancement” are overused, too general and waste valuable space. Avoid using statements of this kind.

Too short or too long:

- Many people try to squeeze their experience onto one page, because they have heard resumes should not be longer. By doing this, you mien delete impressive achievement.

Using personal pronouns and articles:

- There should be no mention of “I” or “me” and only minimal use of articles.

Listing irrelevant information:

- Personal information, such as date of birth, marital status, height and weight, should not be on the resume.

Where are the keywords?

- With so many companies using technology to store resumes, the only way is to include relevant keywords spread throughout the resume.

Reference available:

- Employers know you have professional reference. Do not use this statement to signal the end of a long resume or to round out the design.

7.Cover letter Tips:

- Address your cover Letter to a specific person, Explain why you are sending the cover letter ,Customize Your cover letter to each position you are applying to, State the elements of your background that are relevant to the position,provide or refer to any information specifically requested, market yourself, increase your potential employer’s interest in your resume, keep to the facts, let the employer judge your skills, Phrase your letter positively, keep the tone and content professional, be clear, concise, and focused, avoid discussing salary, Make sure that the format is easy on the the reviewer’s eyes. Don’t repeat your resume.be different, end your letter on a positive note, end with a call to action, make yourself available and tell employers how to reach you,Proofread,keep copies of everything you send.

8.Sample a resume

RESUME

1065 sunstream lane anaheim ca 92808

Objective

Place your career objective in this area (optional). Consider changing the font color to black when submitting a resume for printing.

Education

- School, San Francisco** 1980
 - Completed degree in sample resumes
 - Earned highest grade in formatting, text and placement
- University, San Francisco** 1985
 - Completed degree in sample resumes
 - Earned highest grade in formatting, text and placement

Employment Highlights

- Head Designer** 2009
Resume and Resume
 - Created 55 resumes a day
 - Increased resume output by 45%
 - Oversaw new accounting system
- Head of Finance** 2010
Premier Resume Company Experts
 - Created new layout for resumes
 - Increased customer retention rate by 20% after increasing advertising

Selected Skills and Abilities

- Highly skilled in resume software such as Word and Google Docs
- Advanced software design for resume software

Activities

- Founded Resume Development Club
- Uploaded 200 free resumes across 20 different websites

9. Why group discussion?

It helps you to understand your subject more deeply. It improves your ability to think critically. It helps in solving year particular problem. It helps the group to make a particular decision. It improves your listening skills. It increases your confidence in speaking. It can change your attitudes.

10.Characters tested in a GD:

Generally a GD is conducted to assess if the candidates have the following trades as expected in the workplace.

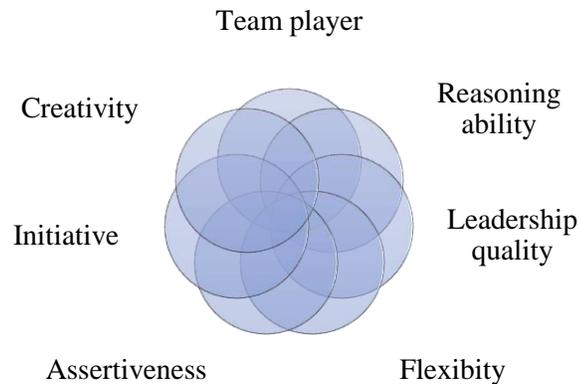


Fig.3. Characters tested in a GD:

Team player:

in the beginning of one's career, a person has to work in a group and only at a later stage s/he starts working as a leader independently. Person's lacking team skill cannot be good managers.

Reasoning ability:

Its place and important role while expressing your openings or ideas.

Leadership quality:

at times, you may have to direct the group, facilitate these situations, inspire individuals and guide in coming to a conclusion.

Flexibility:

You must be open to others' ideas as well as to the evaluation of your ideas. It is advisable that you don't start your group discussion with a yes stand or conclusion, because you may have to change or alter.

Assertiveness:

You must put forth your views in yet polite way. You should be able to tell others that you are assertive and non aggressive as otherwise.

Initiative:

you must be the first one in the group to initiative the group discussion. but there is a risk in it, that is, is if you are not well versed with the topic, it can backfire you.

Creativity:

You should be able to think out of the box. if you are ideas open new Horizons for the discussion in a group it is always appreciate.

Inspiring ability:

When you find some team members want to express their ideas but are not getting the chance to do so, giving them a chance to speak will attract the attention of both the participants and the evaluator.

Listening:

The bigger part of communication is listening. You must strike a balance between expressing your ideas and listening to others ideas.

Awareness:

You are awareness about the topic both at the micro and macro level is assessed. Besides the above-mentioned traits, other trites like Communications, self confidence, logical thinking, and sense of responsibility are tested.

11. Types of GD:

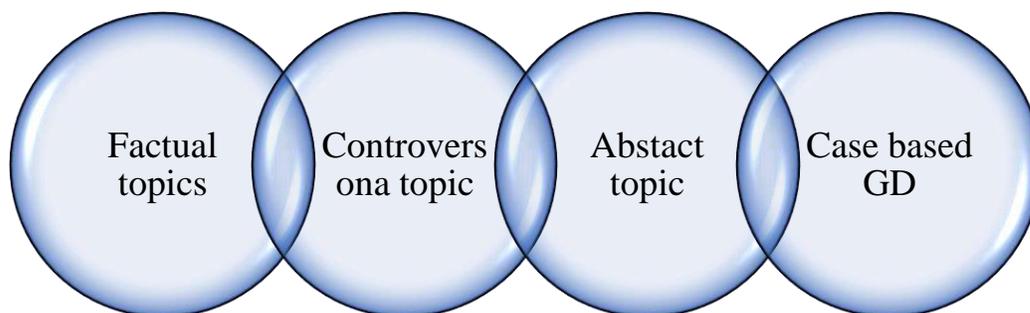


Fig.4. Types of GD:

Factual topics:

Factual topics are about practical things, which an ordinary person is aware of in his day to day life. Difficulties are about socio economic topics. An effective topic for discussion gives a candidate a chance to prove that he is aware of and sensitive to his environment.

Controversial topic:

Controversial topics are the ones that are argumentative in nature. They are meant to generate controversy. The idea behind giving a topic like this is to see how much maturity the candidate is displaying by keeping his temper in check, by rationally and logically arguing his point of view without getting personal and emotional.

Abstract topic:

Abstract topics are about intangible things. These topics test a candidate's lateral thinking and creativity.

Case based GD:

Information about the situation will be given to you and you would be asked as a group to resolve the situation. In the case study there are no incorrect answers, only perfect solutions. The objective in the case study is to get you to think about this situation from various angles.

12. Skills required in a GD:**Communication skills**

- knowledge and ideas regarding a given subject. Leadership and coordinating capabilities
- exchange of thought. Addressing the group as a whole. Through preparation.

13. Essential elements of GD:

Initiating a discussion- If you are familiar with the given topic, it would be wise to initiate the discussion and exhibit your confidence and knowledge of the subject. In case you are not familiar with the topic, better wait for others to start.

Processing requisite knowledge- Processing knowledge with essential data and statistics will provide opportunities to capture the attention of the participants and the organizers.

Communicating effectively- In a group discussion your variability to arrange all relevant and significant information in an organized way matters a lot.

Role of body language- Your body language must send the right signals to coincide with what you speak, because gestures mirror one's state of mind.

Maturity and Mutual respect- purpose of group discussion is only to generate light and not heat. so it is important to keep an atmosphere of cooperation. You are also expected to demonstrate maturity by way of showing mutual respect.

Making an impact-it is not enough you only process knowledge on the subject but also you have a long lasting impact on others.

Technique of interruption- you get a very short span of time to leave your mark. This does not mean that you interrupt others as you like. you must learn the art of interrupting others.

Reaching consensus- if you are confident of the topic under discussion you must take initiative to persuade others to reach a consensus.

14. Different character in GD:



Fig.5. Different character in GD:

Task-oriented:

- information and opening giver. Information and opening Seeker. Direction and roll definer. Summarizer. Energizer: Comprehension checker.

Person oriented:

- Encourage. Communication facilitator, tension releaser, process observer, interpersonal problem solver, supporter and praise.

Traits tested in a GD:

- ability to formulate the problem. Ability to interpret given information. Ability to communicate effectively. Ability to persuade others. Ability to relate with others. Ability to think creatively. ability to summaries a discussion.

15. GD etiquette:

Dos:

- Be as natural as possible .do not try and be someone you are not. be yourself.
- A group discussion is your chance to be more vocal. The evaluator wants to hear you speak.
- Take time to organize your thoughts. Think of what you are going to say.
- Seek clarification if you have any doubts regarding the subject.
- Work out various strategies to help you make an entry.
- Opening the discussion is not only way of gaining attention and recognition.

Don'ts:

You should never:

- Lose your temper. A discussion is not an argument.
- use too many gestures when you speak. Gestures like finger pointing and table thumping can appear aggressive.
- Draw too much on personal experience or anecdote.
- Interrupt. Wait for your speaker to finish what they are saying before you speak.
- Shout. Use a moderate tone and medium pitch.

16. Techniques to initiate a GD:

Quotes:

- Quotes are an effective way of initiating a GD.

Definition:

- Start a GD by defining the topic or important terms in the topic.

Question:

- Asking a question is another way of starting a GD. Ask a question, and answer it yourself.

Facts, figures and statistics:

- If you decide to initiate your GD with facts, figures and statistics, make sure to quote them accurately.

Short story:

- Use a short story in a GD topic like, attitude is everything, winners never quit no work and so on.

General statement:

- Use a general statement to put the GD in proper perspective.

Nonverbal communication in GD:

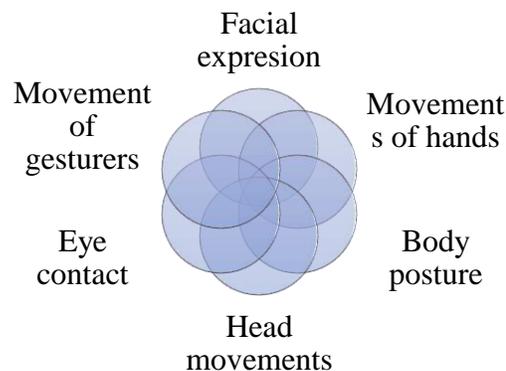


Fig.6. Nonverbal communication in GD:

Facial expression:

- A relaxed look always goes in your favour as it projects you as a confident person.

Movements of hands:

- Do not move your hands excessively while expressing yourself. Slight movements of hands once in a while is acceptable. Never point fingers towards others as it is considered as bad manners.

Body postures:

- Ensure that you sit with your head erect and soldier back. leaning forward a little would indicate you are interested in the discussion. Leaning backward too much would reflect your disinterest in the proceedings.

Head movements:

- Excessive nodding of head would mean you are experiencing anxiety. Not moving your head at all would mean you are disinterested in the proceedings. Nodding of head should be done in a subtle manner.

eye contact:

- a good eye contact indicates your attention and interest in the other person, because you are is reflect a your mind. But do not forget to break your eye contact occasionally.

Movements and gestures:

- You are gestures reveal a lot about your state of mind. Therefore avoid unnecessary movements and gestures.

Questions

1. What is a cover letter? What is the purpose of a cover letter?
2. Why do we need Group Discussion?
3. What are the different types of Group Discussion?
4. Explain the difference between Bio-data, CV And Resume.
5. Explain the tips for writing CV (Curriculum vitae).
6. Explain the do's and do not's in CV/ RESUME preparation.
7. Explain the characters tested in Group Discussion.
8. Explain the tips for writing cover letter.
9. Explain the do's and do not's in a Group Discussion.
10. Bring out the different types of resume.

