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CONTENTS :-

1. Conversation Skill for interviews through correct display of the English language.
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 - C Dressing up, introducing yourself, Shaking hands)
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- * Stress Management
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⇒ Self Introduction formant for B-Tech Student :-

- Good Morning.
- My name is Daksh Jain.
- I am from Alwar Rajasthan.
- I am Pursuing B-Tech in Computer Science from LTFT college.
- I completed my schooling from Carrier vision SR. Sec. School with 72%.
- My Technical skill are C and C++ language.
- I am interested in A.I. field.
- I have participated in District level Musical instrument like Harmonium etc.
- My Strength are team works.
- I believe in Personal value.
- In my free time, I would like to coding.
- I interest in coding in C++ and Java language.

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1 Handling Question

Handling question is an Important Part of communication, especially during interview, seminar, or presentation.

Guidelines For Handling Question

1. Listen carefully - Pay full attention to the question without interrupting.
2. Understand the question - If unclear, Politely ask for repetition or clarification.
3. Pause before Answering - Take a moment to frame your response.
4. Be Polite and Respectful - Even if the question seems critical.
5. Answer Briefly and clearly - Avoid long; irrelevant explanations.
6. Admit If you don't know: Say ~~if~~ you'll check and get back after them giving wrong information.

Star Method for Situational Questions :-

- S - Situation
- T - Task
- A - Action
- R - Result

Practice common Questions :-

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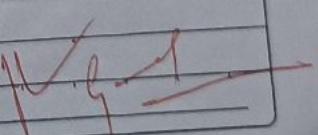
- Tell me about yourself.
- Why should we hire you?
- What are your strength and weakness?

Do's :-

1. Be Prepared : Keep resume and notes handy.
2. Answer Promptly and Politely - Greet the interviewer.
3. Speak clearly and slowly. Avoid a slang and filler word.
4. Use a Professional Tone ; Sound confident and enthusiastic.
5. Listen carefully - Don't interrupt.
6. Find a Quiet Place - Avoid background noise.

Don'ts :-

1. Don't chew or eat while speaking.
2. Don't multitask.
3. Don't keep answers too short or too long.

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2. Answering Strategies :-

Answering correctly and confidently creates a good impression

Effecting Answering Strategies :-

- Be Relevant : Stick to the Point
- use Positive language : Avoid Negative or depressive tone
- Structure of your Answer :
- Introductory line → Start with a clear statement
- Supporting materials → Add Explanation / Example
- Closing line → End confidently

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• Telephone Interview conversation :-Meaning :-

A telephone interview is a job interview conducted over the phone, often used as the first step in the hiring process. It helps employers quickly screen candidates before scheduling face-to-face interviews.

Key Features :-

- conducted remotely (no travel required).
- focus is on voice clarity, confidence, and listening skills.
- usually shorter than face-to-face interview (15-30 minutes)
- test communication skills, subject knowledge and suitability

Guidelines and Candidates :-

- Research about company and job role.
- Keep your resume, notes and pen paper handy.
- Find the quiet place with no background noise.
- Answer politely: "Hello, this is 'Daksh Jain' speaking."
- Speaking clearly and confidently.
- Listen carefully before answering.
- Avoid long pauses or filler words.

Simple Telephone Interview conversation

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- Interviewer :- Good morning, am I speaking to Daksh Jain?
- Candidate :- Good morning, yes this is Daksh Jain speaking.
- Interviewer :- I'm calling from ABC LTD regarding your application
is this good time to talk
- Candidate :- Yes, certainly. Thank you for calling.
- Interviewer :- Can you tell me something about yourself?
- Candidate :- Sure, I have recently completed my Diploma in
Computer Science
- Interviewer :- Why do you want to join our company?
- Candidate :- I admire your company's work in [field] and
believe my skills match the role
- Interviewer :- Thank you, we will contact you for the
next round.
- Candidate :- Thank you very much for the opportunity.
Have a great day

Email Etiquettes :-

Meaning :-

Email etiquette refers to the set of rules and guidelines for writing professional email effectively, politely and clearly.

Importance :-

- Creates a positive professional image
- Avoids misunderstanding and miscommunication
- Saves time and improve work place communication.

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Guidelines for Email writing

- Subject lines - be clear and specific
- Salutation - Start with dear Sir/Madam or Respected [Name]
- Body of email - keep it short, clear and polite.
- Tone - be formal and respectful. Avoid slang on emails.
- Attachments - Mentioned if you attached a file.
- Closing - End with thank you & regards / sincerely.
- Signature - include your name, contact no., and email id.

Example of a Professional Email

Subject : Application for Computer Science to internship.

Dear Sir, Madam,

I am writing to apply for the Internship Program in Computer Science at your organization. I am currently pursuing my B-Tech 1st year from BTU, Bhopal. I am eager to learn and contribute to your team.

Please find attached my resume for your reference.

Looking forward to your kind response.

Thank you.

Regards,

Rahul Sharma

Mobile : 90664076308.

Email : daksh.jain332211@gmail.com.

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* Email Format - Right vs wrong

→ Correct Email format (Right)

Subject :- Application for Internship in Computer Science

Dear Sir / madam,

I am waiting to apply for the internship Program in civil engineering at Computer Science Engineering at your organisation. I am currently Pursuing My B-Tech 1st year from BTU Bhopal and I am Eager to learn and contribute to your Team.

Please find attached my resume for your kind reference.

Looking forward to your message response.

Thank you.

Regards

Daksh Jain

mobile - 9664076308

Email. - dakshjain332211@gmail.com

→ Incorrect Email format (Wrong)

Subject :- Hey Plz see my CV.

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Hi,

I want job in ur company, Plz check of CV attached. I am waiting for ur reply fast

Thanks,

Rahul

→ Key Differences :-

- Subject line : clear and Professional vs casual and unclear
- Salutation : formal (Dear Sir / Madam) vs informal (Hi)
- Body : Polite, Structured, and Professional vs Short, casual, etc and demanding
- Tone : Respectful vs care less.
- Closings : Personal Signature with full detail vs Just first Name.

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Business Etiquettes - Detailed Lab Notes

These detailed lab notes are prepared for B-Tech first year student of the technical communication lab. They explain the importance of business etiquettes in professional life understanding and practicing these etiquettes will help student present themselves effectively in formal situation such as interviews, group discussions, seminars and work place interaction.

1. Dressing up :-

The way we dress is the first impression we make in a professional environment. Dressing properly conveys respect, seriousness and professionalism. For men, formal wear usually means well-ironed shirt, trousers, ties, and polished shoes. Women may wear formal suits, sarees, or kurties and trousers. Paired and with neat footwear, avoid wearing flashy colours, casual wear like jeans or T-shirt, and heavy perfumes, as they may look unprofessional. It is also important to dress according to the company's culture while maintaining a professional look.

2. Exchange Business Cards :- Business cards are a formal way of introducing oneself in a professional environment. Getting them, represent your identity and position.

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Always carry clean and updated business cards when attending meetings or conferences. Offer your cards with your right hand or both hands. Presenting it in such a way that receiver can read it without rotating. When receiving a card accept it with respect, take a moment to look at it and then keep it safely. Avoid folding or writing on the cards in front of the person who gave it to you, as it shows disrespect.

3. Shaking Hands :-

A Handshake is one of most common form of getting in the business world. A good handshake should be firm but not too strong, showing confident without being aggressive. Maintain eye contact and smile while shaking hands to make a positive impression. Always stand up when greeting someone with a handshake. I ~~not~~ should not last too long - 2 to 3 seconds is considered appropriate. In cases where culture nations differ, be respectful and adapt to alternatives, such as a simple nod or a folded-hand gesture.

4. Introducing oneself :-

Self-introducing is an important business etiquette skill. When introducing yourself, stand confidently with a good posture. Begin with a polite greeting such as 'Good morning' or 'Hello' followed by your name.

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by your full Name Speak clearly. Mention your role, department, or academic background if the situation demands it. While introducing yourself, maintain eye contact and speak in a pleasant tone. When introducing two people, always mention the senior-most person's name first to show respect for example: - Mr. Sharma, may I introduce my classmate, Mr. Verma.

Conclusion :-

Business etiquettes are essential for developing a professional personality. They help in building confident and improving communication skill in formal situations, by practicing proper dressing, polite exchange of business cards, professional handshakes, and effective self-introduction. Students will be better prepared for interviews, meetings and professional growth in their careers.

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Life skills in Technical communication lab

1. Time Management :-

Time Management is the ability to use time effectively and productively. It involves planning, prioritizing tasks, setting goals and avoiding procrastination. Students must learn to balance study, assignments and personal life. Tools like timetable, to-do lists, and setting deadlines help in effective time management.

→ Key Strategies :

- Create a daily / weekly schedule.
- Prioritize tasks using the 'Urgent Important' matrix.
- Break large tasks into smaller steps.
- Avoid distraction and procrastination.

2. Stress Management :-

Stress Management refers to techniques and strategies that individual use to cope with stressful situations. Stress is common among students due to exams, assignment, and career pressure. Effective stress management improves focus, health, and performance.

→ Ways to Manage Stress :-

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- Practise relaxation technique like deep breathing and meditation.
- Maintain a healthy lifestyle with proper sleep and exercise.
- Manage time effectively to reduce last minute pressure.
- Share feelings with friends, family and mentors.

3. Decision Making and Problem Solving :-

Decision making is the process of selecting the best option among alternative. Problems solving involves identifying issues, analyzing them, and finding workable solution. Both are essential life skills for students to face academic and personal challenges.

→ Steps in decision making and Problem solving :-

- Identify the problem clearly
- Gather information and analyze options
- Evaluate the pros and cons of each option
- Select the best solution and implement it.
- Review the outcome and make improvement if needed.

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Technical Communication Lab - Life Skill

Activity ① - Time Management.

Exercise : Prepare a daily Time table to manage your Study , Health and leisure time effectively

Answer (Sample Time Table) :

- morning (6:00 - 7:00) → Exercise and yoga
- morning (7:00 - 9:00) → STUDY and Revision.
- Day time (10:00 - 4:00) → College / classes
- Evening (5:00 - 6:00) → Rest & Snacks.
- night (8. Evening (6:00-8:00) → Assignment & Project.
- night → (8:00 - 9:00) → Reading / Next day PreParation.
- Night → (9:00 - 10:00) → family time / Dinner.
- Night (10.30) → Sleep.

The Time table balance , Study , Health and relaxation , Showing effective time management .

Activity ② - Stress Management

Exercise - Practise deep breathing / meditation for 5 minute and write your experience

Answer :

- Before Activity → I was anxious and tense due to Exam Pressure.

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- After Activity → I felt calm, My breathing was normal, and focus Improved.
- Conclusion → Deep breathing and Meditation are useful in reducing stress.

3. Activity - (3) - Decision making & Problem Solving

Exercise - your class has to organise a seminar with • 2000 budget. Plan and decide

Answer -

- Problem → Limited budget of • 2000
- Option →
 - Projector rent - • 1000
 - Handouts - • 500
 - Refreshments - • 500
- Conclusion → used classroom facilities, kept expenses under budget.
- Conclusion → Seminar was successfully organized within • 2000.

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Assertiveness or Self Control :-

1. Passive :-

Definition :- ^ The Person avoid expression their feeling needs, opinion.

→ They usually stay quiet or agree upon what they are not comfortable.

2. Aggressive :- The Person express their word in a forceful or rude manner.

→ It often hurt other's feelings or cause conflict.

3. Assertiveness → The Person Express their feeling and needs clearly, confidently, and respectfully.

→ The balances self respect with respect for others.

Example :- "I understand your Problem but I have my own. Let's find another way".

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Q A friend ask you to do their ^{Project} work.

Q friend force you to go out when you ^{have} your studies.

Passive :- Okay let's go for outing through studies are important for incoming exam.

Aggressive :- No way ! I am not going to sacrifice my studies for your outing.

Assertive I understand you wanted me to join your guys and have fun but studies are be given priority right now but next week surely we can plan outing.

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Activity :-

Objective :- To help student to identify Passive, aggressive and assertive communication style and practices self-control in real life situations.

Instruction to Student :-

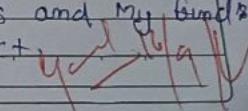
1. Read the given situation.
2. Write how can you response in each case in three ways

Situation :- (Student's work)

your friend asks to copy your assignment, but you worked hard on it and don't want to share

- Passive response ⇒ "Okay Take it but don't kill anyone I gave it to you."
- Aggressive ⇒ "No way ! Do your own, don't disturb me!"
- Assertive ⇒ "I understand you need help, but I worked hard on this. I can explain the topic to you, but I can't give my copy"

Reflection :- Assertive response is best because it respects both my efforts and my friend's need without creating conflict.

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Time Management Activity :-

Objective :- To help Student identify How they spend their time and Plan a balanced schedule.

Instruction :-

1. Draw a circle (like a clock) divided into 24 hours.
2. Now you spent your last 24 hour like :
Sleeping, classes, Social media, Study, travel, meals etc.
3. After completing the actual chart, make another circle showing how you would like to spend your next 24 hours effectively.
4. Compare the two charts and write three changes you will implement to manage your time better.

Sample Answer :-

Actual 24 Hour (yesterday)			
Sleep	8 hrs		
College & Classes	6 hrs		
Mobile / Social media	3 hrs		
Study / Assignment	2 hrs		
Meals & Refreshment	2 hrs		
Travel	1 hrs		
Other (wasting time)	1 hrs		

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Planned 24 Hour (Tomorrow)	
Sleep	7 hrs
college and classes	6 hrs
focused study / assignment	4 hrs
Skill development	2 hrs
Social media / Entertainment	1.5 hrs
Exercise / walk	1 hr
meals & Refreshment	2 hrs
Travel	0.5 hrs.

- Three changes I will make :
1. Reduce mobile (social media Time from 3 hours to 1 hour)
 2. Add 2 hrs for skill development.
 3. Sleep Early to get 7 hrs instead of wasting 1 hr at night.

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Stress Management Activity :-

Objective :- To make Student aware to their Personal Stressors and Practice healthy coping Strategies

Instrument :-

1. Think about a recent stressful situation you faced college works, exam, Personal issue, etc
2. Write down :-
 - what caused the stress (stressor)
 - How did you react (Emotionally / Physically) ?
 - What action did you take (Coping Strategy) ?
 - What could you have handled it
3. Now write How could you will adopt better using Positive Strategies you will adopt from today.

Sample Answer :-

Stressful Situation I had is assignment due in same week along with exam Preparation.
I procrastinated and rushed at last coping strategy I minute which increased my stress used

to run night using a time table. But when to handle Take small break Practice deep breathing

start assignment early instead of delaying I will prepare a weekly planner and follow it to reduce last minute stress I will adopt

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Now you turn : fill the Table below with your own Stressful Situation.

Stressfull Situation

Raction

coping strategy used

Button way to handle

Positive Strategy
I will adopt

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Decision Making and Problem Solving Activity

Objective :- To develop Structured decision :- Making and Problem Solving skills for academic and Personal challenges.

Instrument :-

1. Think of a real Problem you faced recently (Academic or Personal or Professional)
2. Apply the 6 Step of Problem Solving to it.
 - Define the Problem
 - Gather Possible Solutions information
 - Generate Possible Solution.
 - Evaluation Options.
 - Choose the best Solution.
 - Implement and review.
 - Present your Problem and its Solution in Short work.

Summative Answer :-

Define the Problem	I wanted to Improve my coding skill, but failed. Training Club
Gather Information	Club Activities : 4 hours per week. Academic Schedule : 6 hours class -> 2h Study Talked with seniors.
Generate Possible Solution	1. Train Club and reduce entertainment time 2. focus on academics. 3. Train the Club, but during important lessons.

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Evaluate Options.	Option 1: balance , option 2: grades don't meet skill growing, option 3:-	
choose best option	option 1: Join club , cut down on social media	
Implementation Review	I Joined the club , manage time , not grades safe , stress reduce , still ImProve	
Now you can fill in Table below with your own Problem Solving Steps.		
Define the Problem		
Motivator		
Information		
Intermediate		
Possible Solutions		
Evaluate Options		
Choose best option		
Implementation & Review		
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Group Discussion (G.D) — Do's and Don'ts.

Definition :- Group discussion is the method of communication where the group of students sit together and discuss a given topic within a time limit (usually 10-15 min.) It tests communication skills, knowledge, confidence, leadership and teamwork.

Do's of Group Discussion :-

- Be well Prepared with general knowledge and current topic.
- Listen carefully to others before speaking.
- Speak clearly and confidently.
- Maintain eye contact with your member (not only moderator)
- Respect others' opinion even if you disagree.
- Use Polite Phrases like "I agree with your Point ..." or "I would like to add..."
- Support your Ideas with facts & example, on logic.
- Encourage shy members to participate.
- Encourage Positve (sit straight, no fidgeting)
- Keep body language Positive If you get a chance.
- Summarize discussion Point If you get a chance.

Don'ts of Group Discussion :-

- Don't Interrupt others while they are speaking.
- Don't speak so loudly, aggressively, or dominate the group.

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- Don't go off-topic or bring irrelevant Point.
- Don't use slang, abusive, or casual language.
- Don't Show Poor body language (crossed arms, yawning)
- Don't keep silent for the whole discussion.
- Don't repeat the same Point again and again.
- Don't argue Personally or disrespect group members.
- Don't rush to conclude without hearing all view.
- Don't read directly from notes; speak naturally.

Sample Group discussion :-

Topic :- "Is Technology making us less social?"
Student 1 (Initiator) :- Good morning friends, I would like to start. In my opinion, technology is reducing face to face interactions. People spent more time on mobile phones them with family.

Student 2 :- I agree with you, but I also think technology connect people across the world through video call and social media.

Student 3 :- Yes, that's true. But social media is addictive. Student waste hours

scrolling instead of studying.

Student 4 :- I partly agree. Technology can be good or bad depending on how we use it. For example, during COVID, online classes were possible only due to technology.

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Student S (Summarizer) :- Friend, from the discussion we saw two sides : Technology connect us globally, but it also reduces real-life interaction. So, it depends on using it wisely.

Conclusion for Student : A good GID Participant is not the loudest, but the one who listens, respects, shares balance views and help the group reach a conclusion.

Practice Activity :- choose any one of the following topics & conduct a short group discussion in class. Write down your point in the space provided below:

1. Online Education vs Offline Education.
2. Impact of Social media on youth.
3. Is Artificial Intelligence a threat to jobs?
4. Should Mobile Phones be allowed in classrooms?
5. Role of Engineers in nation Building.

your Points / notes

Summary of discussion

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Group Discussion Activity :-

Objective :- To Improve communication, critical thinking, team work, listening and leadership.
To Practice articulation, confidence, and etiquette in a professional discussion etc.

Procedure / Steps :

1. Divide the class into group of 6-8 students.
2. Assign the moderator (Teacher or Student)
3. follow the rules of discussion.
 - Listen carefully to others.
 - Speak politely and do not interrupt.
 - Present arguments logically with example.
 - Respect differing opinions.
 - keep language formal and clear.
4. Pre Preparation Time : 3 minute (Student Note down key Point.)
5. Discussion Time : 10 - 12 minute
6. conclusion : 2 minute (one student summarize)

Sample Topics :-

- Is Artificial Intelligence a boon or a threat?
- Should Exam be the only way to Judge student Performance?
- Is Climate change the biggest challenge for Engineers?

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- Does Social media make Student More connected or distract~~ed~~ ?
- Online Learning vs offline Learning - which is better?

Sample demonstration :-

- Topic : Is Artificial Intelligence a boom or a threat

Student A (Initiator) : I believe AI is a boom because IT help health care, industry.

Student B : Yes, but over-dependence may reduce Human Creativity.

Student C : AI can create unemployment in some sectors, which is a threat.

Student D : However, it also create a new job in data Science and robotics.

Student E (Summarizer) : So, we discussed both sides, AI is beneficial if used

properly.

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Effective Presentation Skills - Delivering with clarity and confidence (focusing on Kinetics and Paralinguistic features)

Objective :- To develop the ability to deliver presentation effectively by using clarity, confidence, body language (kinetics), and Paralinguistic features.

1. Effective Presentation Skill :-

Theory / notes :- Presentation is the art of communicating ideas to an audience clearly and effectively. A Good Presenter organizer content logically and engages the audience through confident delivery.

2. Delivering with clarity and confidence :-

- Clarity : use Simple language, Structured Points and Examples. Avoids unnecessary Jargon.
- confidence : Maintain Eye contact, Speak at an audible Pace, and well-Prepared, confidence grows with Practice.

3. Kinetics (Body languages) :-

- Kinetic means communication through body movement.
- Posture : Stand Straight and balanced.
 - Gestures : use Natural hand movement to emphasize Point.
 - Eye contact : involve the whole audience.
 - Facial Expression : Match your expression with the message.

4. Paralinguistic features :-

Paralinguistic refers to the vocal aspect of speech other than words.

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- Tone : use a Pleasant and appropriate tone.
- Pitch : Avoid monotony ; vary Pitch for Emphasis
- volume : Speak loud enough for all to hear.
- Pace : Neither too fast Nor Too Slow.
- Pauses : use Pauses to highlight important idea

Activity (Lab work) :- Each Student will Prepare a short 3-5 min. Presentation on any topic (technical / general). deliver the presentation with clarity of speech and confidence. use effective body language (kinetics) focus on Paralinguistic features (tone, Pitch, Pace, volume .)

Learning outcome :-

- Organise and deliver ideas clearly.
- Present confidently in front of an audience.
- Use body language effectively to support communication.
- Control voice and tone for better impact.

Sample Presentation :-

Topic :- The importance of Time management for Students.

Introduction :- Good Morning Everyone. Today, I am going to speak on the topic "The Importance of Time Management for Students". Time is one of the most valuable resources of our life and as student how we manage our time decides our success.

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Body :-

1. why time management is important - it helps us to balance studies, assignment and personal life. Proper Planning reduces stress and incr. Productivity
2. How to manage time effectively - Make a daily Schedule and Set Priorities Avoid Procrastination - do not delay important task. Use break Smartly to refresh your mind
3. Benefit for student - Better academic Performance, more confidence in handling exams and deadline, more free time for hobbies and relaxation.

Conclusion:- To conclude, I would say that time management is not just a skill but a habit that every student should develop. If you learn to manage time today, we will be better professional and successful individual tomorrow. Thank u.

Delivery Notes for Students :-

- Clarity: Speak each Point slowly and clearly.
- Confidence: Speak Straight, make eye contact with classmate
- Kinesics: Use hand gestures while explaining benefit and Posture while concluding
- Paralinguistic: change tone for importance, Raise Pitch for emphasis, use Pauses before main Point

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