**Unit- 1**

**Professional Presentations**

Power Point can be an effective tool to present material in the classroom and encourage student learning. It helps to effectively structure the thoughts, present the ideas in a compelling, influential manner that resonates with the audience.

Stages in a presentation

There are five stages in a presentation. They are

1. Planning
2. Preparation
3. Organizing
4. Rehearsing
5. Presentation: Preparation is key to success.

**Unit-2**

**Report Writing and Email Writing, Letter Writing**

**Report Writing**

A report is a formal document that presents information, findings, or research results of an investigation or research on a specific topic written for a specific audience. It’s a factual and systematic account of a specific business or professional activity.

**Parts of a formal report:**

* 1. **Tittle page :** Sample

|  |
| --- |
| A Report on  ---------------  Submitted to  ---------------  Submitted by  --------------  on |

* 1. **Preface:** It is an optional element in a formal report. It introduces the report by mentioning the salient features and scope.
  2. **Letter of Transmittal:** it is a brief covering letter from the report writer explaining the causes for writing the report.
  3. **Acknowledgement**: it contains the names of the people who helped in writing the report. It is just a thank you note.
  4. **Table of contents:**
  5. **List of illustrations:** information about graphs, charts, tables, and figures etc.
  6. **Abstract/Executive Summary** summarises the essential information in the report
  7. **Introduction:** Provides background information, defining its aims, objectives, and discussing the scope and limitations
  8. **Methodology:** it summarises the methods of data collection like through interviews, internet surfing, survey etc.
  9. **Discussion:**
  10. **Conclusion:**
  11. **Recommendations**
  12. **Appendices:** contains supporting material or data which is given separately to avoid interrupting.

(Write example report that you wrote in the class room)

**Email writing**

The way one communicates through email can have a big impact on how others perceive the one. By following these tips and taking the time to craft a professional email, one can present oneself in the best possible light.

Here are some tips for writing professional emails:

1. Use a clear and concise subject line: The subject line should accurately reflect the content of the email and help the recipient understand the purpose of the email.

2. Use a professional tone: The tone of the email should be polite, respectful, and professional. Avoid using informal language or slang, and use proper grammar and spelling.

3. Keep it brief and to the point: Be clear and concise in your message. Get to the point quickly, and use bullet points or numbered lists if necessary to make your message more readable.

4. Use a proper greeting and closing: Use a professional greeting such as "Dear [Recipient's Name]" or "Hello [Recipient's Name]," and use a professional closing such as "Best regards," "Sincerely," or "Thank you."

5. Include all necessary information: Make sure to include all relevant information in the email, such as dates, times, and any specific details or instructions.

6. Use a professional email signature: Include your full name, title, and contact information in your email signature.

7. Proofread before sending

**Example-** Request mail to reschedule interview

Dear Sir,

This is to inform you that due to an unexpected technical issue with webcam of my laptop, I will not be able to attend the meeting scheduled for 02 May, 2023. Therefore, I was wondering if you could reschedule the interview on a later date.

I apologize you for throwing a wrench in your schedule at the last minute. But I am still really enthusiastic about this opportunity. I request you to kindly reschedule my interview to next week as per your preferred date and time. I am eagerly looking forward to speaking with you.

Thank you for considering my request

Best regards

( your name)

**Letter Writing:**

A formal letter is defined as “a letter communicating a professional purpose by following a particular format.” Ability to write a formal letter is a necessary skill.

First paragraph should be short and introduce purpose like to make an enquiry, complaint, bring to notice, request, inform etc...

Second explains the reason behind the letter in a clear and logical manner

The last para should state the action you expect like to refund, provide information, and send information.

EX:

Date:

To

The Head of the Department

CSE

Campus-3

RGUKT-SRIKAKULAM

AP

Sir,

Sub: Requisition for leave-Reg.

With all due respect, I, the student of E-3 CSE, would like to request you to sanction leave for two days i.e on ------ and -------. As my brother’s marriage is going to be held on ------ I have to look after the arrangements and participate in the different ceremonies around the date. Therefore, I earnestly request you to grant permission for leave.

I would highly be obliged to you.

Thank you for your time and consideration.

**Unit-3**

**Meeting Minutes**

Meeting Minutes or Minutes of the meeting (MOM) can be defined as a written record of everything that’s happened during a meeting. The purpose of writing meeting minutes is to inform the people who didn’t attend the meeting about what happened, and keep them as records for future decisions and references.

**Meeting minutes typically include the following information:**

1. Date, time, and location of the meeting.
2. Names of attendees and absentees.
3. Approval of previous meeting minutes, if applicable.
4. Discussion of agenda items and decisions made.
5. Action items and responsibilities assigned to individuals.
6. Deadlines for completing action items.
7. Any announcements or other important information.
8. Next meeting date, time, and location.

**Sample Minutes**

A meeting was convened by the chairman on 2 May, 2023 at Chairman’s Chamber to discuss the following agenda.

**Absentees:**

None

**Agenda:**

* Approval of previous meeting minutes
* Update on fundraising campaign
* Discussion of upcoming events
* Any other business

The agenda for the meeting was approved without any modifications

The Chair called the meeting to order and asked for approval of the previous meeting minutes. The minutes were approved unanimously.

**Discussion:**

The Chair gave an update on the fundraising campaign, stating that we have reached 75% of our goal. He requested that everyone continue to reach out to potential donors and promote the campaign on social media.

The group discussed upcoming events, including the annual gala and a charity run. Susan Lee offered to lead the organizing committee for the charity run and David Garcia volunteered to help with the gala.

**Action Items:**

* John Doe to send out a reminder email to all members about the fundraising campaign.
* Susan Lee to form a committee for the charity run and provide updates at the next meeting.
* David Garcia to connect with potential sponsors for the gala and report back at the next meeting.

**Announcements:**

The next meeting will be held on May 8th at 2:00 PM in Conference Room 2.

The Chair thanked everyone for their participation and adjourned the meeting at 3:30 PM.

Respectfully submitted,

Jane Smith (Secretary)

**Unit-4**

**Small Talk**

Small Talk has always been an important ‘Social Lubricator’ that builds trust and relationships across cultures. Big relationships are built on small talk. Small talk makes a difference in getting a job, impressing boss at work place and encouraging good relationships.

**Strategies to make small talk:**

* Begin with compliments
* Ask relevant questions to encourage the talk
* Ask for advice and opinions

( Write a small talk conversation on your own)

**Unit-5 Corporate Etiquettes**

1. **Learn how to greet, introduce and greet people :**

* Introduce yourself with a handshake and a smile. Then offer your name and ask for theirs. Give your name with a quick description of your work and ask a relevant question to establish connection.
* Make eye contact and share a genuine smile
* Use open body language to show confidence and demonstrate interest.

**Ex:**

**Sunil:** My name is Sunil Savarkar and I am an assistant engineer at TCS

**Jessica:** Hello I am Jessica, I am working as a Testing manager

**Sunil:** It’s a pleasure to meet you Jessica

**Jessica:** It’s nice meeting Sunil

1. **Learn how to say yes/no at office:** Saying no at work place is very tough. Yet, sometimes saying yes is a terrible choice. It is important to learn how to say yes or no to others.

* Take time and think about the consequences of saying no and the price of saying yes. The reason for no should either be you don’t have adequate time or required skill.
* Help them in finding the alternative and offer indirect support by contributing to other areas of the project.
* Meet them in person and politely convey the reason for no

EX: I would love to help, but I am busy. I have some resources I can forward to you.

1. **Be punctual and Dress formally**
2. **Listen attentively**
3. **Maintain personal hygiene**
4. **Say please with each request, thank you for help, and apology for error**
5. **Don’t leave personal belongings in others’ space**
6. **Don’t interrupt when somebody is busy**
7. **Be kind, considerate, Trustworthy, polite and respect everyone**
8. **Regulate yourself**
9. **Avoid gossip**
10. **Support fellow team members**
11. **Practice proper dinning manners like** placingnapkin in your lap, not making sound while eating and avoiding work related conversations.