

Email

Date:

Page No:

email in 2 pages - i.e. aage and piche

- # Email is the medium of communication that sends and receives message through specially designed computer networks, it has high speed, low cost, and high efficiency.

Purpose of Mail Writing

- 1) Conveying routine information
Ex new services or products launched, new policy introduced, introduction of new procedure, new market strategies etc.
- 2) Requesting information or additional resources.
- 3) Inviting readers to business meeting, seminars, conferences, workshops
- 4) Containing proposal or request for proposal.
- 5) Seeking clarification.
- 6) Describing your problems.
- 7) Persuading reader to take action.
- 8) Giving feedback or suggestion or recommendation.

Q Explain in 200 words upward
& downward communication

Date: _____

Page No: _____

Advantages of Email

- ① Time Saving
- ② Anywhere it can reach
- ③ 90% privacy, safe
- ④ Attachments are easy (pdf, images etc.)
- ⑤ can send to various people.
- ⑥ it is 24 hrs available can open anywhere, anytime.
- ⑦ ~~cost~~ less cost.
- ⑧ Preserved, safe way to preserve documents.
- ⑨ Easy upward & downward communication
(Lower to higher officials)
(Notices, circulars)
- ⑩ Flexible way to send messages,
edit, revise before sending.
- ⑪ Priority feature is available.
- ⑫ Spam facility is available.

Disadvantages

- ① need network
- ② prone to virus attacks — attachments
- ③ So many mails come daily thus difficult to look through all of them.
- ④ not 100% privacy or safe. Thus not share through it private documents.
- ⑤ Can't see non-verbal intentions.

Format

mail
ids

From:

To:

Cc:

(carbon copy)

bcc:

sub:

_____ matter → 3 parts
_____ →
_____ →

Attachments (if any).

cc & bcc ~~not~~ may be written may
not be but i.e. i.e. have to

Email Attiquetes :

- ① Write a meaningful subject line.
(it should explain completely).
- ② keep the message focus & readable
(don't use technical words more)
- ③ Avoid attachments. (cause they can be
hacked and occupy space).
- ④ Identify yourself clearly
- ⑤ Be kind, don't flame.
- ⑥ Prefeed your message (before reading)
- ⑦ don't assume privacy (check again)

- ⑧ Distinguish b/w formal & Informal situations.
- ⑨ Respond promptly.
- ⑩ Use propriety feature with care.
- ⑪ Write short email messages.

Resume (Curriculum vitae (CV))

6 pages : atleast 5 pages.

① Job application letter.

⑤ Resume

(Resume is not 100% true, some exaggeration ^{and lying})

Definition : Also known as CV which means course of one's life, it is known by several names like Resume, ~~personal~~ personal profile sheet, biodata; qualification sheet and some others.

It focuses on your skills, credentials, accomplishments, experiences and strengths.

CV is a written statement of your personal history like biographical details, educational qualifications, work experience, achievements and other strong points that make you suitable for getting selected for a job. As short CV or resume is a self introduction to promote yourself &

to be able to sell yourselves successfully

Certain things about CV.

② Job application letter.
you came to know about the vacancy
and you are sending your resume,
your credentials are there and that

③ Suppose you can do just 2 things

HRM

MM

Human resource
manager)

(Marketing manager)

↳ you found vacancy for this
post.

then focus on this post, all your
curriculum and activities related
to it and second post will be
secondary.

④ has no format and should be short.

Resume

①

②

③

① Personal details

Name, age, DOB, gender,
height, weight, blood
nationality, mother's
father's name, siblings no,
address (permanent),
email id, medical status.
Don't provide very personal
details as children etc.

② Educational qualification

- make a table, highlighting year
- Reverse chronological order.

Year, university, marks(%)
scored

If got distinctions make separate column.

don't mention failure or bad marks, dummy school etc.

③ Work Experience

- Reverse chronological order

Kind of work

never write no experience

don't provide false information

④ Reference

mention atleast 2 or 3 names of people to whom you know. They can't be your relatives, friends, parents, they are some in management, teachers.

Avoid name of VIP person in your resume.

Name, id, designation, mobile. to consult them about you.

And they must support you +vely.

④ Objectives : very Imp.

keeping in mind your education & work experience, how you will achieve objectives of the company you are applying for.

atleast 5-6 objectives pointwise likhna hai, according to the aim of the company and needs of it.

Your objectives are completely different from your ambitions, as ambitions are personal while objectives are not.

(5) Extra curricular activities
hobbies

(6) Strength and Weakness

bilingual
multi tasker,
communication,
adaptive etc.

can't frequently
travel
can't work more
than 8 hours.

(8) Attachments

marksheets, certificates

(9) Name, designation, signature

#

If you were an employer you would certainly look at the following qualities in the candidate you would like to select.

(1) The institute from where the candidate has passed out.

(2) what course he/she has attended, professional or educational.

- (3) Your experience
 - (4) Names of organisations where you have worked.
 - (5) Outstanding achievements
 - (6) Any Extra Curriculum activities
 - (7) Any special skill or hobby.
 - (8) Age, marital status, address for communication, email id, mobile no.
 - (9) References.
- Never ask what salary he is giving you.

Do's & Don't's

- (1) Indicate a specific job objective or summary of qualification.
- (2) Highlight accomplishments
- (3) Emphasise any education training experience related to your job objective.
- (4) Give details of your professional activities supportive of your career objectives.

Don't's

- (1) Don't use uncommon CV format
- (2) Don't mention salary you expect.
- (3) Don't leave gap in your experience.
(gap in year)
- (4) Don't give reason for changing previous job.
- (5) Don't have too lengthy or short.

Ques) As a 4th year fresh graduate you are applying for the post of finance manager in TCS. Mumbai. Make Resume, linked highlighting of your preidental also write job Application letter.

Resume

① Personal ~~Exp~~ Information

Name :- XYZ

Age :- 24 years

DOB :- 12/12/2002

Weight :- 58 kg

Height :- 5' 4"

Gender :- Female

Blood Group :- A⁺

Nationality :- India

Father's Name :- ~~ABC~~ ABC

Mother's Name :- DEF.

Siblings :- No

Permanent Address :- 29, Vijay Nagar, Indore, (MP)

Address of Correspondence :- 201, Andheri, Mumbai (Maharashtra)

Marital Status :- Un-married.

email-id :- iteam123@gmail.com, mobil No - 919XXXXXX

Educational Qualification

	Year	University/School	% Secured
Graduation	2022 2025	IET DAVV, Indore	86.04%
12 th	2020 2017	SICA School	92.8%
10 th	2015	SICA School	92.3%

③ Work Experience

In college, I have been a part of IET-Ecell which is the India's Best Entrepreneur - Club. I have also taken part in coding competitions, hackathons. I am currently ~~clan~~ enhancing my improving to my coding with code-chef coding competition. In my school life, I have taken part in many functions like, Ganesha Chaturthi, ~~Tantra~~ Tanmashmi, Diwali function's dance. I have won many prizes in Mehendi, Rangoli, Thali decoration, diya decoration competition (Internship).

④ Objectives

classmate
Date _____
Page _____

⑤ Extra - Curriculum Activities

I like to make drawings, paintings, sketching, listening to music boost to my mood and it helps me feel relaxed. I am a fitness person so I like to play badminton, do jogging and exercise daily.

⑥ Strength & weakness

Strength :- ~~My ~~strong~~~~ I can speak English, Hindi, ~~Marathi~~ Marathi and French language. I can travel and meet frequently for the company meetings.

Weakness :- I can't leave Mumbai and can't go far (Indore, Jaipur) for meetings as my parents live with me.

Reference

Pamila Sharma	—	HOD, Physics Finance (University), 91XXXXXXX
Rakhi Sharma	—	HOD, Economics (University) 88XXXXXXX
Pensanna Nair	—	HOD, Accountancy (School) 97XXXXXXX

XYZ

~~250~~

Unit - 1 Communication

Technical Communication -

4 to 5 definition of communication

Process of Technical Communications

General	Technical
① ^{to go} General Content.	while in this we have Technical Content
② General vocabulary	Technical vocabulary
③ Informal elements	Formal elements
④ Formal & informal style of writing.	Formal style of writing
⑤ May not be factual	always factual
⑥ Not always structured	logically organised sequenced & structured
⑦ No specific audience	Target Technical audience.
⑧ May or may not involve graphics	involves graphics

② No specific explanation
Techniques

Complex explanation
Techniques

Process of Technical Communication :-

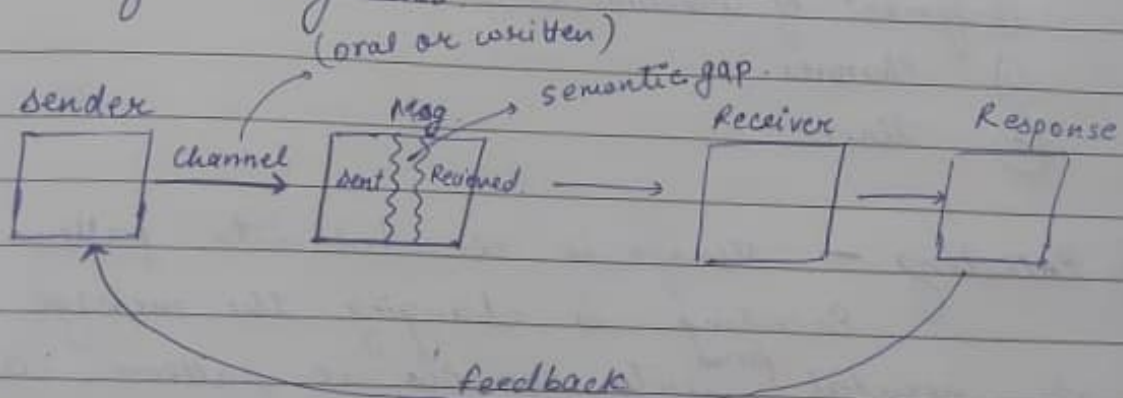
Ascent time communication — No feedback (disadv.)
Time ↑, cost ↑ (")

Keith Davis → Theory of 5

1. Receive
2. Understand
3. Accept
4. Use
5. feedback (main element).

Modern

Process of Management



what do you understand by Semantic gap? situation is given

- ① outside noise — Reasons
- ② lack of Conc.
- ③ know all attitude. (just all attitude)
- ④ Biased toward the teacher.
- ⑤ Internet problems.

Elements of Communication Process

① Message - It is information written or spoken which is to be sent from one person to another. ^{Hence} the word person stands for the 2 ends of a system and may represent an individual or a group of individuals or even a electronic device.

Ans. The message should be properly organised, structured shaped and selective.

② Sender - The person who transmits, spreads or communicates a message or operates an electronic device is the one who conceives and initiates with the purpose of informing the receiver.

① Symbol of Communication

② Channel

③ Time

③ Encoding - Message is converted into pattern. Encoding is changing the message from its mental form into symbols i.e. pattern, words, gestures, pictorial form or signs.

④ Channel - Channel is the vehicle or medium which facilitates the sender to convey message to the receiver. The medium of communication can be written, oral, audio-visual or live projection.

- ⑤ Receiver - It is the a targetted audience of the message. He understands, interprets & tries to perceive the meaning of message as given by the sender.
- ⑥ Decoding - The act of translating symbols of communication into their ordinary meanings.
- ⑦ Acting - It means to act in a desired manner on response.
- ⑧ Feedback - It is the loop that connects the receiver in the communication process with the sender who in turn acts as a feedback receiver and thus get's to know that communication has been done (accomplished).
- ⑨ Semantic gap - when there is a gap b/w msg sent and msg received. There is a failure of communication & this is called semantic gap.
 - ① Medium is incorrect — Reasons
 - ② Objectives are not clear
 - ③ Timing are wrong

Aspects of tech Commun
Essential of Technical Comm.

6 technology has that made our life easier
internet, computer, video calling, e-commerce
mobiles (regarding comm)

Barriers in the process of Communication (2-10)

(Examples, prevention)

- ① Sender
 - ② Receiver
 - ③ Internal Barriers (present in company)
 - ④ External Barriers (external environment)
 - ↳ ① Climatic condⁿ
- { (first unit, unit 2)
Verbal & Non-verbal → ETC }

① Muddled Message - Objectives are not clear (confused)
& due to sender or Receiver
language issues

② Weak delivery of the message - There is no push while sending the message

③ Improper Channel - Channel is not proper
You don't know the ~~chan~~ channel

④ Language Problem -

⑤ Poor listening as a Barrier → don't listen
① due to monotonous
② difficult to understand

③ too philosophical ④ technical

⑤ Judging a whole by part ⑥ Lack of interest

⑦ knowing all attitude

⑧ Biased toward the speaker

Barriers of Communication (9-10 barrier)

(350-words)

(Examples, prevention) (250-words)
 ↓
 mst

present in company)

Internal environment)

↳ ① Climatic condⁿ

ETC }

(confused)

Objectives are not clear
 due to sender or Receiver

- ⑥ Incorrect filtration process -
direct approach → to remove filtration process
- ⑦ Vary Attitude & Perception - upbringing b/w
a person
- ⑧ Lack of feedback
- ⑨ Varied Background - Age, education, gender, social
status, economic position, cultural
Bg, temperament, b/c health, popularity, religion,
personal beliefs, beauty & mood swings
- ⑩ Distracting Envi - too many people talking outside
police & ambulance siren.
mobile ringing, slow internet
- ⑪ Psychological factors → closed minds, rigid Beliefs
non-flexible approach toward
receiving new information or idea,
- ⑫ Prejudice against the speaker, distrust, Biasness
you doubt the credibility of message resp
of the content
- ⑬ Illness or know it all Attitude,
judging the whole by a part

Types of Communication

Verbal

↳ done through
oral or written word

Non-Verbal

↳ anything i.e. outside NOT
spoken & written

facial express
gesture
way you speak
walk
talk
appearance
Body language

Type of Non-Verbal

- ① Kinetics - your facial expressions, posture, gestures
- ② Oculastics - anything that is through eyes
staring, looking into the eye
rolling eyes here & there
- ③ Lingu Paralinguistic - the tone & pitch
- ④ Artifacts - ^{carry} mobile, shoes, hairstyle, socks
_{as boys}
perfume, things you carry, stings of socks
- ⑤ Taping Hand / feeting - show anxiety
- ⑥ Silence - (imp communication) {deny}
- ⑦ Time - shows discipline
- ⑧ Tactilits - touch
- ⑨ Proxymity - Personal space, social distance
- ⑩