

Soft Skill Development Lab

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Fulfilment of the Degree of

MASTER

In

COMPUTER APPLICATION

Year 2022-2023

By

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(Application Id-172047)

Semester-II

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CERTIFICATE

This to certify that, “**Ravishankar Jaiswal**” appearing **Master’s in computer application (Semester II) Application ID: 172047** has satisfactory completed the prescribed practical of **MCAL22 -Soft Skill Development Lab** as laid down by the University of Mumbai for the academic year 2022-23.

Teacher In Charge

External Examiner

Coordinator – M.C.A

Date:

Place: -

INDEX

Exercise	Topic	Date	Signature
1	Soft skill		
2	Communication		
3	Written/ Business Communication		
4	Presentation Skills		
5	Effective Public Speaking		
6	Group Discussions		
7	Interview Techniques		

Exercise 1 - Soft skill

Soft skills comprise personality traits, social graces, facility with language, personal habits, friendliness, and optimism that characterize a person's relationships with other people.

In other words, soft skills are those qualities that help us build, maintain, and strengthen relationships. Maintaining strong relationship with people strengthens our ability to do our work best.

Significance of Soft Skills

To have positive influence soft skills are essential. They are essential part of improving one's ability to work with others and have a positive influence.

- Soft skills help you read people and situations, adapt accordingly, build trust, and connect more effectively with others.
- People with good soft skills tend to have strong situational awareness and emotional intelligence.
- It helps you find, attract and retain clients and also gain confidence.
- In the workplace soft skills such as communication skills, presentation skills, conflict resolution, emotional intelligence, time management, working well under pressure, being a good team player helps employees to fully utilize their hard skills.
- Improved productivity enhanced employee satisfaction and increased workplace communication leads to better development of company.
- Being able to communicate effectively during a time of uncertainty or collaborate with others when solutions aren't immediately obvious is hugely important whether someone is in a leadership position or not.
- Helps people to adapt to changing circumstances.
- Builds ability to influence peers and relationship building.
- Gives courage to make recommendation, will show your commitment and courage to be a problem solver and solution seeker.
- Soft skills differentiate between adequate candidates and ideal candidates.



May be a computer whiz, a scientific genius, or a Master of Mathematical Theories. However, to be successful, we need more than just expertise in our given specialty. In fact, according to the National Association of Colleges and Employees (NACE), when participating employers were asked to name the attributes they seek in candidates, they gave their highest scores to the following three traits:

- Written Communication Skills (82%)
- Problem Solving Skills (80.9%)
- Ability to Work in a Team (78.7%)

The 7 Soft Skills - Need in Today's Workforce

1. Leadership Skills

Companies want employees who can supervise and direct other workers. They want employees who can cultivate relationships up, down, and across the organizational chain. Leaders must assess, motivate, encourage, and discipline workers and build teams, resolve conflicts, and cultivate the organization's desired culture. Understanding how to influence people and accommodate their needs is an essential element of leadership.

All too many companies overlook when they place someone with the most technical expertise in a position of authority. Soft skills development is often a key component of leadership training.

2. Teamwork

Most employees are part of a team/department/division, and even those who are not on an official team need to collaborate with other employees. You may prefer to work alone, but it's important to demonstrate that you understand and appreciate the value of joining forces and working in partnership with others to accomplish the company's goals. This shows that you possess the soft skills necessary to engage in productive collaboration.

3. Communication Skills

Successful communication involves five components. Verbal communication refers to your ability to speak clearly and concisely. Nonverbal communication includes the capacity to project positive body language and facial expressions. Written communication refers to your skilfulness in composing text messages, reports, and other types of documents. Visual communication involves your ability to relay information using pictures and other visual aids. Active listening should also be considered a key communication soft skill because it helps you listen to and hear what others say. You need to be able to listen to understand how to best communicate with someone. Without strong listening skills, any communication efforts will be one-way and probably ineffective.

4. Problem-Solving Skills

Many applicants try to minimize problems because they don't understand that companies hire employees to solve problems. Glitches, bumps in the road, and stumbling blocks are all part of the job and represent learning opportunities. The ability to use your knowledge to find answers to pressing problems and formulate workable solutions will demonstrate that you can handle – and excel in – your job. Discussing mistakes and what you learned from them is an important part of building a soft skills resume.

5. Work Ethic

While you may have a manager, companies don't like to spend time micromanaging employees. They expect you to be responsible and do the job you're getting paid to do, which includes being punctual when you arrive at work, meeting deadlines, and making sure that your work is error-free. And going the extra mile shows that you're committed to performing your work with excellence.

6. Flexibility/Adaptability

In the 21st century, companies need to make rapid (and sometimes drastic) changes to remain competitive. So they want workers who can also shift gears or change direction as needed. As organizations have become less hierarchical and agile over the last decade, it's more important than ever for employees to be able to handle many different tasks and demonstrate a willingness to take on responsibilities that might lay outside their area of expertise.

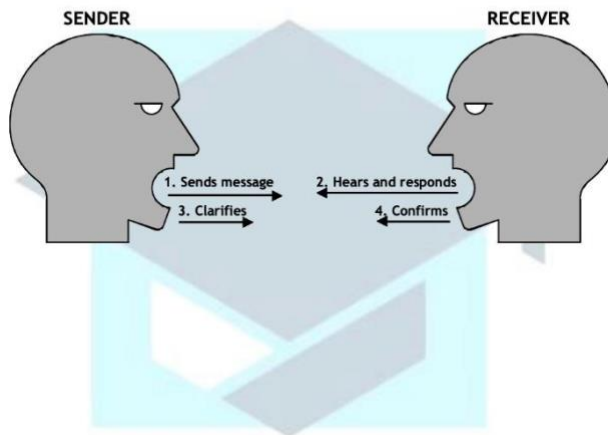
7. Interpersonal Skills

This is a broad category of “people skills” and includes building and maintaining relationships, developing rapport, and using diplomacy. It also includes giving and receiving constructive criticism, being tolerant and respectful regarding others' opinions, empathizing with them. This is among the most important of all the soft skills examples because it is central to building teams with a strong foundation of trust and accountability.

Exercise 2 – Communication

Communications is the key to achieving all our goals.

An Effective Communications Model



7C's of communication Source:

It has been noted that 30% of the time we are spending our work on emails for communication at any organization, beyond that for meetings, conferences calls, etc. So, it becomes more important to know about these 7C's of communication which is as follows:

Clear, Correct, Complete, Concise, Concrete, Coherent, Courteous.

1. Clear:

Any message we want to communicate should be clear as the recipient should not assume our message and get back to us for more detail's information will lead to more wastage of time.

Example:

Dear John,

As you may know, we have signed up PS Pvt Ltd as our new client. I had a meeting with the managers yesterday and had discussed the budget requirements for this project. Jay Roy from your team had done a pretty good job last time doing the social media campaign for XYZ and so I would like him to work on our campaign too. Would you be available sometime tomorrow to discuss this further?

Regards Kavya

As the information of these is well structured and clear to understand by the recipients.

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Application Id:170507

2. Correct:

As in while writing hundreds of emails in a day we need to focus on the spelling and we need to write the names of the people to whom it will be mailed properly when we type the spelling wrong even sometimes the spellchecker is not able to catch the words, it's important we pronounce the words properly and correctly. we must ensure the reader has sufficient knowledge about technical terms which are used in the communication. For example, as mentioned in the above mail example, if the technical terms are not understood properly the entire communication, doesn't have any further effects of it.

3. Complete:

A complete message has all the information the reader must know to respond. If we need to make an urgent call of action, we must mention the same on the mail which we are forwarding to a recipient, as an incomplete message leads to lots of confusion.

Example:

Hi all,

Let us meet tomorrow at 10 am in Conference room 1 to discuss the college event. We will have to decide on the keynote speakers and complete the event invite draft tomorrow. Please be there on time.

Thanks Clara.

4. Concise:

We must try to write the message more concisely instead of increasing the number of lines, where it can be communicated by using only 2 lines by doing so the time is not wasted and work is done effectively carried out. Always we must try to avoid fillers such as 'I mean', 'sort of', 'for instance', 'basically', etc. Our message in writing mode must be precise and crisp.

Example:

Hi Suraj,

I need to discuss the Vacation campaign with you. Let us take the kids out this time to nearby tourist places. We'll talk in detail tomorrow.

Regards

Jenni

5. Concrete:

We must have full confidence in us what we are about to communicate, example during marketing we must concrete what we speak with customers. It must capture the attendance for them it must not bore them.

Example:

"Hilton Resort is the jewel of the western hills. Take a break from your work. Relax and make yourself stress-free". These statements give the recipient a clear image of what you are about to concrete.

6. Coherent:

The message that we are communicating must have a logical flow. What we try to communicate through emails must have a link to previous email connectivity.

Example:

Dear Ram,

Thanks for submitting the industry sales report. Fine will give you some feedback on it. You will be receiving an email from him with detailed comments.

Regards

Shreya

7. Courteous:

It's an important part of any corporate setting. As the colleagues working with us are not actual friends so maintain courtesy is very important to us. Hidden insults cause trouble among individuals.

Example:

Hi Drew,

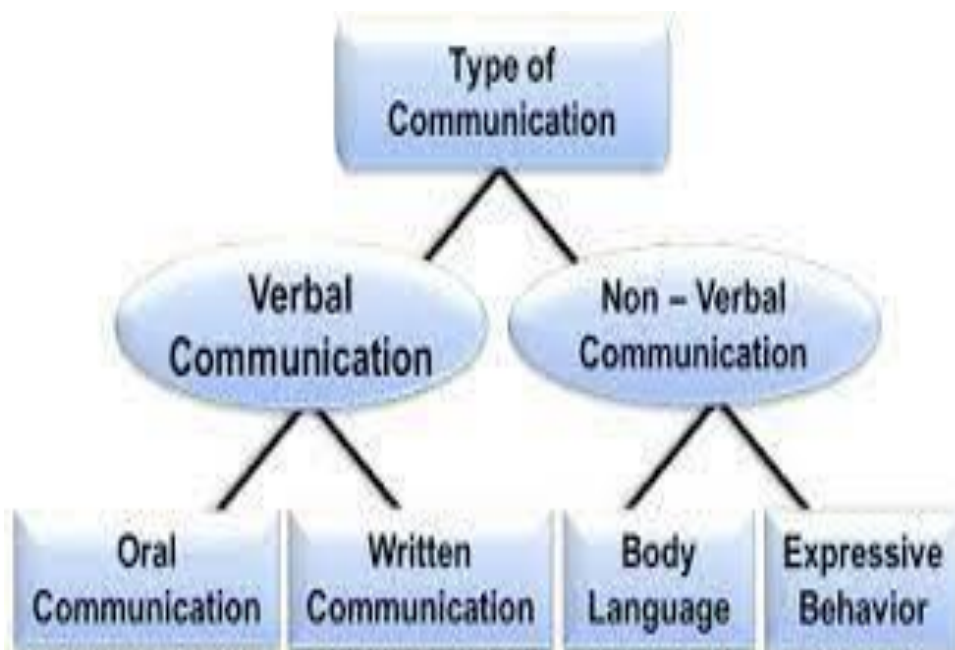
I understand that the finance team is swamped with work and gets requests from every department in the organization. My team, however, is working on a high-priority project and I would greatly appreciate it if you could ask your team members to respond to my team's queries promptly and help us complete this project on time. Please do let me know if you need anything from me.

Regards

Stanley

Hence, communication becomes an important skill in a place where we are working as when we do effective communication, we tend to receive respect and maintain a healthy relationship.

Types of Communication:



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Types of Verbal Communication



Intrapersonal Communication



Interpersonal Communication



Small Group Communication



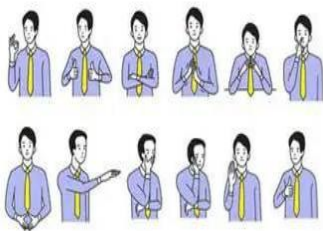
Public Communication



Mass Communication

Nonverbal Communication

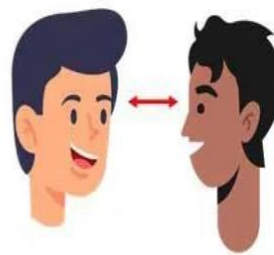
Nonverbal Communication Refers to Communication that is Produced by some Means other than Words (Eye Contact, Body Language, or Vocal cues. In other words, communication without using words, such as gestures, body language, the facial Expressions is Called Non-Verbal Communication.



Body Language



Facial Expression



Eye Contact



Hand Gestures

Exercise 3 - Written/ Business Communication

WRITTEN COMMUNICATION

- Written signs or symbols are used to communicate.
- **Written Communication is most common form of communication being used in business.** So, it is considered core among business skills.
- Influenced by the vocabulary & grammar used, writing style, precision and clarity of the language used.
- **Internal Purpose-** Memos, reports, bulletins, job descriptions, employee manuals, and electronic mail.
- **External Purpose-** Email, Web sites, letters, proposals, faxes, postcards, contracts, advertisements.



WRITTEN COMMUNICATION

Written communication is an effective way to convey information or express emotions through the use of words, sentences, and paragraphs.

PROS & CONS

Strengths

1. Accuracy
2. Clarity
3. Efficiency


Weaknesses

1. Hard to convey emotion
2. Delay in communication
3. Potential for misinterpretation

EXAMPLES

- Resumes
- Essays
- Invoices
- Receipts
- User guides
- Recipes
- Shopping lists
- To-do lists

Invoices:

			
[Your Business Name]			
Invoice For [Customer Name] [Customer Email]		[Invoice Number] Sent: [Send Date] Due: [Due Date]	
<hr/>			
[Add a note or instruction for your customer]			
<hr/>			
Item	Quantity	Price	Amount
Subtotal			
Tax			

User Guides:

BROWSER-BASED AUDIO & VIDEO (WEBRTC) PROBLEMS

Examples: appear.in, Hangouts, UberConference, Lucid Integrated Audio

Problem	Try
You don't see buttons to join the audio or video	<p>Unsupported browser: Safari, Internet Explorer, others</p> <p>FIXES TO TRY</p> <p>Web audio and video only works reliably using Chrome or Firefox. Some services will attempt to substitute a Flash-based audio connection for Internet Explorer users and others who join using an unsupported browser. The quality of these alternatives is lower.</p> <ul style="list-style-type: none">• Re-join the meeting using Google Chrome or Firefox
Your audio or video doesn't start	<p>Browser Permissions</p> <p>FIXES TO TRY</p> <p>The browser needs permission to use your microphone and camera, and you may have missed the pop-up. You'll find these settings in the URL bar of your browser.</p>
You click the button to join the call and nothing happens	<p>Browser or Javascript Errors</p> <p>FIXES TO TRY</p> <p>The software didn't load correctly or encountered an error.</p> <ul style="list-style-type: none">• Hold down the shift key and refresh the page to reload the software from scratch.• Try joining the meeting with a different browser.
Your call freezes or drops unexpectedly	<p>Accidental page reload or Internet connection problem</p> <p>FIXES TO TRY</p> <ul style="list-style-type: none">• Refresh the meeting page and rejoin the call.• Switch to a phone and dial-in that won't be impacted by Internet bandwidth problems.

Recipes example:

CHOCOLATE CAKE

You will need

1 cup granulated sugar

125 g butter

2 eggs

1/2 cup milk

1 cup wheat flour

2 tbsp chocolate liquor

chocolate and fruit to serve

Method

- 1 Add all the ingredients in a medium sized bowl.
- 2 Mix with an electric mixer for about 2-3 minutes or until the mixture is smooth.
- 3 Line a 20 cm round cake tin with baking paper. Pour the cake mixture into the tin.
- 4 Preheat the oven to 180°C. Bake for approximately 45 minutes.
- 5 When you remove the cake from oven, let it cool in the pan for about 5 minutes. Leave to cool on a rack.

To-do list example:

To-do List							
To-do list	Importance	State	Start date	Planned completion date	Deadline	Percentage of completion	Note
Project1	Medium	Not Start				0%	
Project2	Low	Have in Hand				50%	
Project3	Senior	Delay				100%	
Project4	Medium	Completed				75%	
Project5	Medium	Not Start				25%	
Project6	Medium	Not Start				100%	
Project7	Medium	Completed				50%	
Project8	Medium	Have in Hand				25%	
Project9	Medium	Have in Hand				75%	
Project10	Medium	Delay				25%	

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Shopping list:

GROCERY SHOPPING LIST *Mums Make Lists*

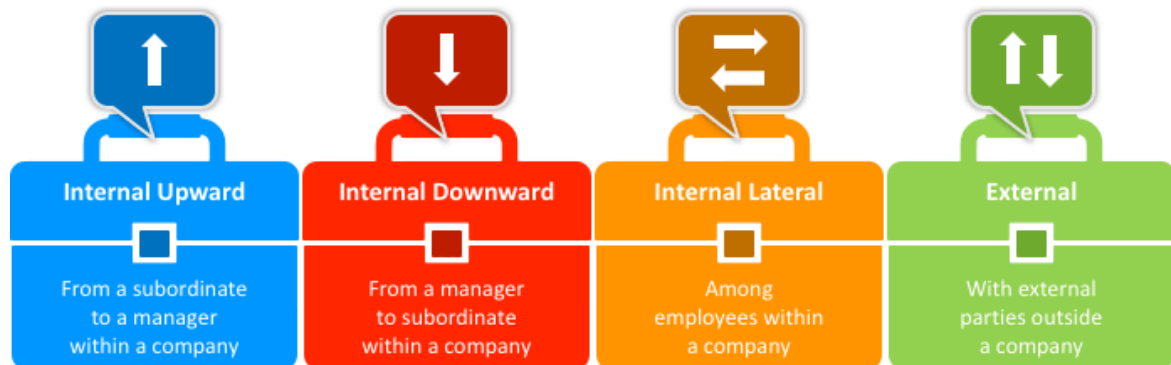
1. DAIRY Milk Eggs Butter Cheese Yogurt	6.CONDIMENTS/PRESERVES Salt Pepper Cooking oil Vinegar Honey Stock cubes
2. MEAT/PROTEIN Chicken/poultry Red meat White fish Oily fish Charcuterie Tofu	Herbs: Mixed herbs Basil Oregano Coriander
3. PRODUCE Potatoes Carrots Onions Garlic	Spices: Chilli powder Paprika Cumin Cinnamon Ginger Nutmeg
4. CANNED & DRIED PRODUCE Chopped tomatoes Soup Pulses Fruit, nuts, and seeds	7. FREEZER Peas Mixed vegetables Fish fingers
5. BAKING Sugar Flour: self-raising & plain Baking powder Vanilla extract	8. BREAD/PASTA/GRAINS Pasta Rice Bread Breakfast cereal

Business communication:



TYPES OF BUSINESS COMMUNICATION

Enter your sub headline here



Application Letter:

October 7, 2022

Jenny Johnson
Human Resources
IHeartjobs
55 Bixby Way
Manchester, NH 40344

Dear Jenny,

I hope all is well! As I mentioned in our LinkedIn chat, I'd love to hear your perspective on the industry and career opportunities.

As you know from our time together at ResumesRock, I love client-facing positions and anything that allows me to directly help job seekers. Lately, I've been helping over 250,000 job seekers optimize their resumes here at Jobscan.

I'm currently looking for a new career venture helping job seekers one-on-one and would love to hear your take! Would you like to meet for coffee or have a short Zoom meeting soon?

Hope to hear from you soon,

Sara Paulson

Name: Vaishnavi Vitthal Sawant
Application Id:170507

Email Etiquette:

- Draft a clear, simple subject line
- Use a standard font
- Address your recipient formally
- Use CC and BCC appropriately
- Structure your message clearly
- Make it short, meaningful, complete
- Provide a call to action at the end
- Include a professional closing
- Proofread your email carefully
- Followup after a considerable time



Notice Format:

<p align="center">Name of the issuing agency/authority</p> <p align="center">NOTICE</p> <p>Date of issue/Release of the notice</p> <p align="center">Title/Subject of the Event</p> <p align="center">BODY (Date/time/duration/Place/Venue)</p> <p>Authorized signatory (Name, Designation and signature)</p>
--

Minutes of Meeting:

Page 1 of 1

Meeting Minutes - [Organization Name]

Location: [Location]

Date: [Date]

Time: [Time]

Attendance

[List attendees if necessary]

Agenda Items

1. Agenda Item / Presenter Name / Due Date
- 2.
- 3.
- 4.

Action Items

1. Item Description / Responsible / Due Date
- 2.
- 3.
- 4.

Other Notes

Other important details discussed during the meeting can be entered here.

Exercise 4 - Presentation Skills

PRESENTATION SKILLS

Tips and Techniques for Effective Presentation Skills (Female Infographic)



Presentation Skills Training Questions

- Who is your audience?
- How many attendees do you expect?
- Why are the attendees there?
- What is the goal of the presentation?
- How should you structure your presentation?
- What is the presentation environment?
- Is your presentation time-bound?
- Will you be able to set up your presentation?

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Effective Presentation Techniques

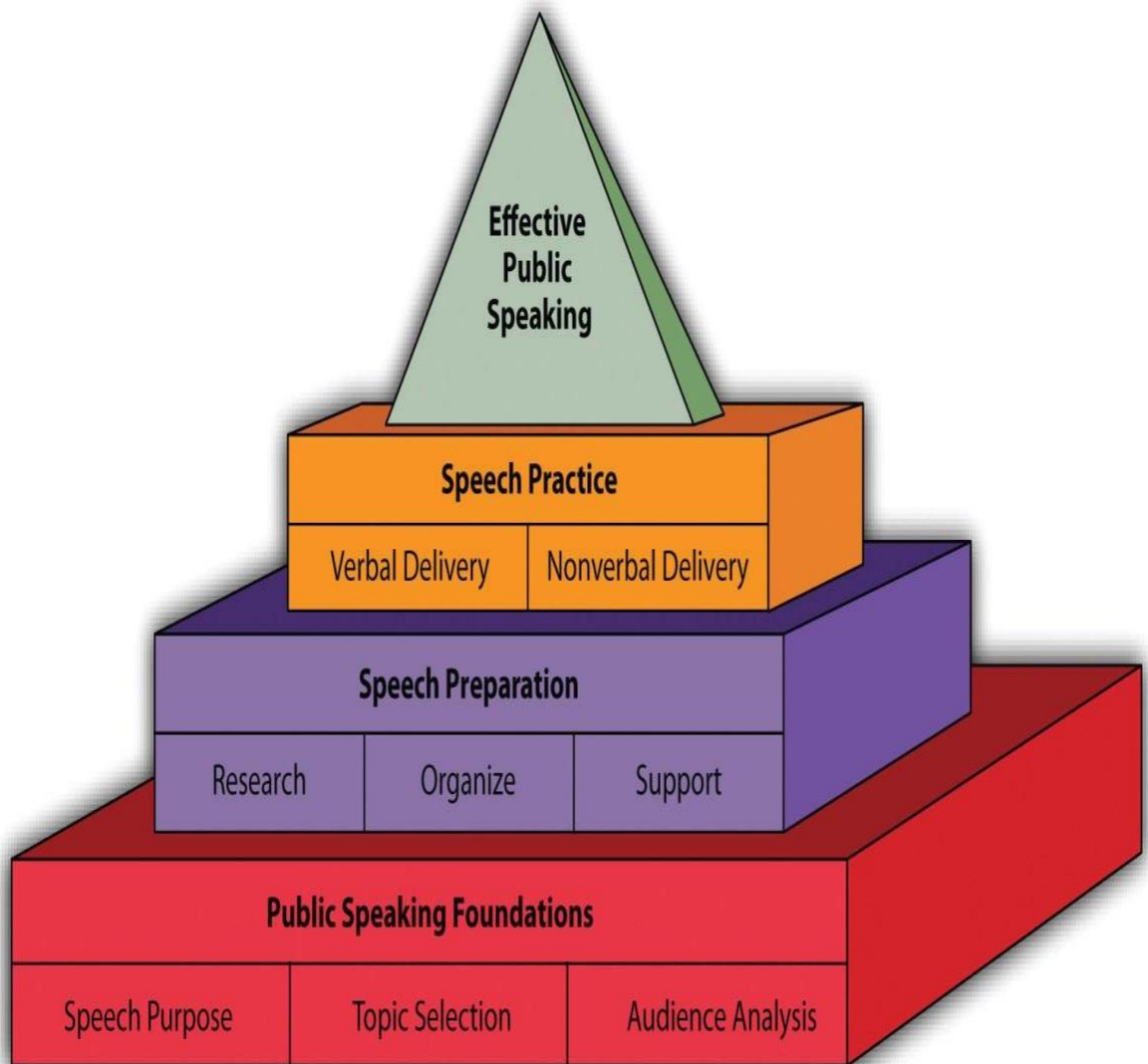


- Do not memorize or write out your entire presentation.
 - Don't read it
 - Avoid note cards or long pages of notes
- Rehearse your presentation until you are comfortable.
 - Try walking around and speaking
 - Time your presentation so not to exceed time
- Know how to wrap up your presentation rapidly if needed

OUR 5 TOP TIPS FOR BUILDING EFFECTIVE PRESENTATION SKILLS



Exercise 5 Effective Public Speaking



	<h2>PUBLIC SPEAKING</h2> <h3>TIPS & TRICKS</h3>	
Familiarize yourself with your content, visuals, & logistics of your presentation.		
Create a strong outline for your speaking notes with your key messages & call to action.		
Practice your presentation several times to build confidence.		
Ensure AV components of presentation are working properly.		
Manage nerves with positive thinking & breathing exercises.		
Start strong with a contextual & attention-grabbing opening.		
Be strategic with body language & how you use your space to keep a positive tone.		
Use consumable & impactful visual aids.		
Keep your audience engaged with questions, informal polls, etc.		
Give opportunities for questions & finish strong by circling back to your key message.		

Exercise 6 - Group Discussions



Do's and Don'ts to Consider While Appearing for Group Discussion



Exercise 7 Interview Techniques

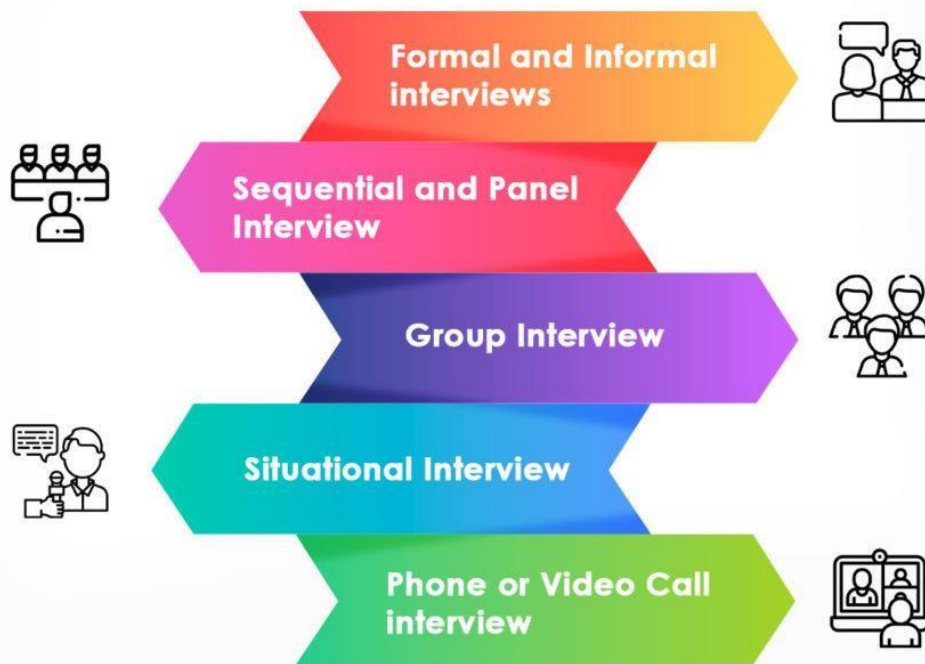
The Interview

- Face the interviewer; maintain good posture and body language
- Always be positive with your attitude and answers
- Know your resume and be prepared to answer questions about it
- Be honest with your answers
- Be thorough with your answers, one word answers won't get you very far
- If you don't understand the question, ask for an explanation
- Organize your thoughts before speaking
- Take a moment to think before answering tough questions

The STAR Method



TYPES OF INTERVIEW



Where do you see yourself in 5 years?

Answers to Entry Level Job Interview Questions

"I would like to be doing meaningful and engaging work that makes a significant contribution to the company. My immediate goal is to become a productive and valued team member as quickly as possible. Longer term, I aim to make the most of opportunities and challenges to broaden my knowledge and skill set and expand my role."





**How do you
define success
in your job?**

Answers to Typical Interview Questions

"Accomplishing goals, set by others or myself, is how I determine my success. Making a worthwhile contribution to achieving company objectives and in the process having grown in my job, added value to the team and exceeded my manager's expectations is my measurement of success at work."



**What
motivates
you?**

How to answer motivation job interview questions

Your answer should match up with the requirements of the job.

"Using my problem-solving skills, hard work and perseverance to overcome a challenge is personally satisfying. Successfully completing a task accurately and on time gives me a sense of accomplishment and motivates me to do a good job."

www.best-job-interview.com

6 Smart Questions to Ask About the Company in Your Interview



"What are the company's biggest challenges and how is it placed to meet those challenges?"

"What are the future plans for growth and development?"

"How would you describe the work environment at the company?"

"What type of employees are most successful at this company?"

"How does the company measure success on the job?"

"What sort of opportunities are there for advancement within the company?"

