

LIFE SKILLS – II

(HST – 3201)

.... Notes

ART OF CONVERSATION

- Principle of Good Conversation
 1. Be Brief
 2. Show interest in other's talks
 3. Be alert
 4. Be sincere and direct
 5. Be considerate to other views
 6. Be tactful
 7. Be skillful
 8. Be clear in expression
- Whenever professional conversation happens its always brief and concise i.e. point to point. In such cases, unnecessary or political talks are not required.
- PESTEL Environment
 - P – Political
 - E – Economic
 - S – Social
 - T – Technological
 - E – Environmental
 - L – Legal
- Creating a good inspiration
 1. Overall personality and grooming
 2. Body language (posture, gestrure, attitude, attire, behaviour, etiquette)
 3. Knowledge (replying, knowledge field)
 4. Communication Skills (verbal / non-verbal)
 5. Other Things (money, popularity, power, etc.)
- Small talk
 - Informal type of discourse that doesnot cause any functional topics of conversation or any transactions that need to be addressed.
 - When you dont want to talk but dont want to offend others either, therefore you have small talks.
 - With strangers, with people from which we want to distance (like boss) or you know that the person is of a senior professional
 - One timer or pleasantries (like, how are you, hello, nice meeting you etc.)

NEGOTIATION

- 4 main approaches :
 1. Bargaining Orientation
 - Win-Lose
 - Competitive and ill will
 - One party tries to take advantage of other
 2. Lose-Lose Orientation
 - Both lose
 3. Compromise Orientation
 - Both agree to win partially and lose partially
 - Each compromises with some things
 - Essential things are not compromised
 4. Win-Win Orientation
 - Both win
 - Best option
 - Steps to win-win orientation :
 - Determine the need of both the parties
 - Develop a list of possible solution
 - Choose the most appropriate solution
 - Implement the solution
 - Follow up on the solution

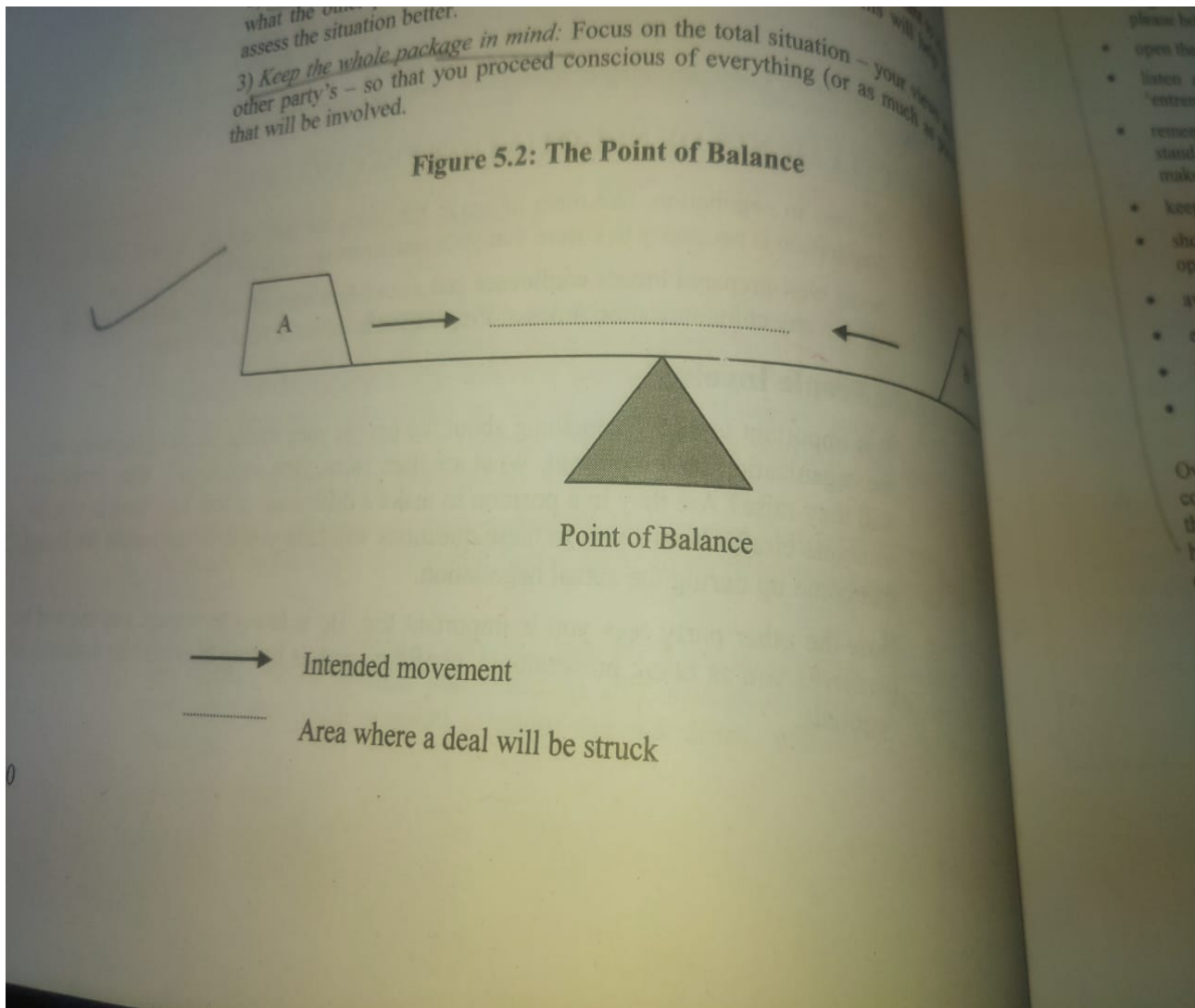
Figure 5.1: Characteristics of Negotiating Styles

Bargaining	Compromise	Win-Win
Controlling orientation exists (us versus them).	Recognition that it is impossible to control other party.	Problem orientation exists (we versus the problem).
One party's gains are viewed as other party's losses.	Recognition of linkage between one's own goal and satisfaction of other party.	Mutual gain is viewed as attainable.
Argument over positions leads to polarization.	Parties accept one another's positions, however grudgingly.	Seeking various approaches increases chances for agreement.
Each side sees issue only from its own point of view.	Partial understanding of other party's position.	Parties understand each other's point of view.
Short-term approach focuses only on immediate problems.	Recognition of need for civil outcome.	Long-term approach seeks good relationship.
Only task issues are usually considered.	Focus on task issues.	Both task and relationship issues are considered.

Source: Adler & Elmhorst, *Communicating at Work* (New York: McGraw-Hill, 1996) 144

PIC : comparison between different things

- The three elements of negotiation preparation
 1. Understand the people involved
 2. Know your objective (SMART)
 3. Conduct (behaviour, interpersonal skill, etc.)
- The 4 important principles
 1. Aim high (aim must be very high)
 2. Get the shopping list (clearly know what you want)
 3. Keep the whole package in mind (not arguing on small things)
 4. Keep mind searching for variables (backup plan must be ready)



PIC : keeping the whole package in mind

- While negotiating if your position is high then you crack the best deal.
- Concept : MUST IDEAL & LOOSE LEADER
 - MUST IDEAL – not compromising the ideals
 - LOOSE LEADER – leaders willing to compromise on inessential things

As negotiation is essentially a communication process, its success, to a great extent, will depend on how well the two parties can build what are called 'bridges of rapport.' These bridges help them to see each other's point of view and to relate to each other. To build these bridges to an acceptable agreement you must

- do your homework beforehand – research the opposition, the topic, and your own team's blind spots or hang-ups – so you don't waste anyone's time.
- identify your priorities, your needs, and your top and bottom line beforehand.
- come prepared with all necessary documents and agreements.
- generate a range of options before deciding upon one; don't try to determine a single, correct solution. Instead, think of a wide range of possibilities that could please both sides.
- open the discussion on a neutral note to allay any hostility.
- listen actively and keep an open mind rather than deal from a position of 'entrenched antagonism.'
- remember the likeability factor (like likes like). If the opposing side likes you, you stand a much better chance of achieving your goals within reason. However, don't make that your primary goal.
- keep your emotions in check; ignore, rather than respond to personal attacks.
- show respect for the other person's views; don't browbeat, denigrate, or insult the opposing team.
- avoid manipulating because it creates bitterness rather than harmony.
- encourage the other party to look at the issue from your perspective.
- look out for positive signals of cooperation from the other side and build on these.
- state the areas where agreement has been reached and list the issues that are still being negotiated.

Overall, success in negotiation comes largely from good listening skills, the ability to communicate persuasively and good interpersonal skills. Negotiations will not produce the desired effect unless those involved consciously address both the solid facts and the human dimension. Communication can be described as an exchange of what we might call "messages," and it has been found that such "messages" have both a factual and an interpersonal dimension. It is the interpersonal dimension that governs the factual one in human communication.

Now that we've considered some of the aspects of negotiation, let us look at an actual negotiation. This will give you some idea of the strategies adopted by successful negotiators.

MAKE PRESENTATION

- Three types of speech :
 1. Informative Speech (giving information)
 2. Persuasice Speech (persuading someone)
 3. Entertaining Speech (entertaining speech , comedy jokes, etc.)
- Pupose of a speech (things that must be kept in mind before making a speech) :
 1. Money involved in making the show (budget)
 2. Clientail (who are audience ; age , IQ, occupation etc.)
 3. Audio / Video aids (sounds, video etc.)
 4. Others things supporting the idea (charts, surveys, stats etc.)

Figure 9.2: Guidelines for Selecting Visuals

Visual	Optimum Audience Size	Degree of Formality	Design Complexity	Equipment and Room Requirements	Production Time	Cost
Handouts	Fewer than 110	Informal	Simple	Typed text and photocopying machine	Typing or drawing time; photocopying time	Inexpensive
Boards and Flip Charts	Fewer than 20	Informal	Simple	Chalkboard or whiteboard or easel and chart, with writing implements	Drawing time only	Inexpensive
Over Heads	About 100	Formal or informal	Simple	Text, photocopying machine, plastic sheets, and projector screen	Drawing or typing time; photocopying time	Inexpensive unless professional designed or typeset
Slides	Several hundred	Formal	Anything that can be photographed	Slides, projector, and screen; dim lighting	Design and photographing time; at least 24 hours production time	Relatively expensive

Source: C. L. Bovee and J.V Thill, *Business Communication Today*, IV Edition. (New York: McGraw Hill, 1995)

- Patterns of Speech :
 1. Chronological Order (in a proper sequence)
 2. Casual Order (in a random sequence)
 3. Topical Order (topic wise ; finance ppts)
- Structure of Speech:
 - Introduction
 - Body
 - Conclusion
- Organising the Speech :
 1. Motivated Sequence (casual)
 2. Problem Solving Order (Chronological)
 3. Deductive and Inductive Structure (Spatial or Topical)
- Methods of Speaking :
 - Speaking from manuscript
 - Speaking from memory
 - Impromptu Delivery
 - Extemporaneous Delivery or Middle Course

GROUP COMMUNICATION

- Factors :
 1. Size
 2. Longevity
 3. Leadership
 4. Perception of self concept
 5. Status
- Group Decision
 1. Reflective Thinking (you want to make decision)
 2. Brainstorming (discussion)
 3. Nominal group technique (ranking style)
 4. Other ways (consensus)
 5. Compromise (do not agree but still)
 6. Majority Vote (voting is held and majority wins) (rank decision)
 7. Decision by Leaders
 8. Arbitration
- Meeting :
 - Notice
 - Agenda
 - Minutes of Meetings

Groups formed for short-term assignments may devote a lot more time to the task at hand, rather than on maintaining relationships among members.

Figure 7.1: Roles People Play in Groups

SELF-ORIENTED ROLES

Controlling: dominating others by exhibiting superiority or authority.

Withdrawing: retiring from the group either by becoming silent or by refusing to deal with a particular aspect of the group's work.

Attention seeking: calling attention to oneself and demanding recognition from others

Diverting: focusing group discussion on topics of interest to the individual rather than those relevant to the task.

GROUP MAINTENANCE ROLES

Encouraging: drawing out other members by showing verbal and nonverbal support, praise, or agreement.

Harmonizing: reconciling differences among group members through mediation or by using humor to relieve tension.

Compromising: offering to yield on a point in the interest of reaching a mutually acceptable decision.

TASK-FACILITATING ROLES

Initiating: getting the group started on a line of inquiry.

Information giving or seeking: Offering (or seeking) information relevant to questions facing the group.

Coordinating: showing relationships among ideas, clarifying issues, summarizing what the group has done.

Procedure setting: suggesting decision-making procedures that will move the group toward a goal.

Source: C L Bovee and J V Thill, *Business Communication Today* (New York: McGraw Hill, 1995)

PIC : roles played by different people in the group

REPORT

- Business reports are used by stakeholders (client , board of directors , shareholders , vendors etc.)
- Elements of Report (Research Reports):
 1. Letter of Transmittal (purpose / content)
 2. Title Page / Title Fly (author's details)
 3. Abstract (summary of the whole research with the keywords)
 4. Table of Contents (chapterisation)
 5. List of Illustrations (any figure , theorems etc.)
 6. Executive Summary (all major finding and implications)
 7. Glossary and List of Symbols (acronyms and definition of symbols)
 8. Appendix (figures or tables used in reports)
- Reason for making reports :
 - Regulatory requirements (gst ,tax etc.)
 - To implement policy and procedures
- Three Sections :
 1. Introduction
 - Main Purpose
 - Background
 - Problem Statement
 - Scope
 - Various authorisations
 2. Body
 - Analysis
 - Interpretation of Primary and Secondary data
 - Sample size
 - Research Methodology
 - Stats
 3. Conclusion / Summary
 - Summary
 - Conclusion
 - Recommendation and Limitation
 - Bibliography
- Types of Report :
 - Formal / Informal Reports
 - Short / Long Reports
 - Informative / Analytical Reports
 - Proposal Reports
 - Vertical / Lateral Reports
 - Internal / External Reports

- Periodic / Functional Reports
- Four steps in writing reports (Research Reports) :
 1. Defining the problems and purpose
 2. Identifying and Organising issues for investigation
 3. Conducting actual Research
 4. Analysing and Interpreting data and findings ; Drawing conclusions ;
Recommending

INTERVIEW

- Interview happen when :
 - Professional Scenario
 - Professional Synergy
 - Formal atmosphere
- Types of Interview :
 - Discipline Interview
 - Performance Appraisal Interview
 - Employment Interview
 - Counselling & Mentoring Interview
 - Exit Interview
 - Introductory Interview
 - Admission Interview
 - Persuasive Interview (when you are at a lower side and strongly want the help of the other person who is at an advantageous position, so you persuade them)
 - Close Ended (Yes / No)
 - Open Ended (where descriptive answers are present)
- Planning an Interview :
 - Interviewee :
 - Purpose
 - Back Up Plan
 - Proper Information and Data Collection about the company
 - Know the Board of Directors , Stakeholders etc.
 - Decide structure of Interview (directed interview , interviewee leads the interviewer)
 - Possible Questions (FAQs)
 - Plan the physical setting (if possible i.e. places where and how it can be held)
 - Anticipate Problems
 - Interviewer :
 - Initial / Opening
 - Body
 - Concluding
- Interview stages :
 - Preparation (Pre – Interview)
 - Conduct (At Interview)
 - Follow Ups (Post Interview)
- Ethics of Interviewing (things that must be avoided)
 - Interviewer

- Illegal or Unrealistic questions
- Confidential
- Dominating / Overboard
- Unethical
- Personal Data
- Interviewee
 - Data forgery
 - Document Manipulation
 - False Document Production