

SRINIVAS UNIVERSITY

INSTITUTE OF COMPUTER SCIENCE & TECHNOLOGY

**CITY CAMPUS, PANDESHWAR,
MANGALORE-575 001**

Study Material on

SOFT SKILLS - II

B.C.A - IV SEMESTER



Compiled by

Dhanusha

Syllabus Teaching Plan	
Unit I : Report writing	
1.1	Reports and it's salient features
1.2	Objectives of reports
1.3	The differences between Report Writing and Literary writing
1.4	The advantages and disadvantages of telephonic interview
1.5	Personal interview, Observation, The cautions during observations
1.6	The hints on how to conduct interviews
1.7	Routine report and special report
1.8	Informative report
1.9	Assignment
Unit II : Structure of Reports	
2.1	Glossary, Index, Bcakmatter
2.2	An example for cover.
2.3	Frontispiece, Forwarding letter
2.4	Choice of words and phases in report writing.
2.5	Difference between a group and a team
2.6	The characteristics of a group or a team
2.7	The types of group
2.8	Disadvantages of working in a group Advantages of working in a group
2.9	Assignment
Unit III : Leadership Skills	
3.1	The qualities of the leader
3.2	Democratic leader
3.3	How leadership varies from one culture to another
3.4	The difference between group discussion and debate.

3.5	The types of group discussion The language and style used in group discussion
3.6	The advantages and disadvantages of group discussion
3.7	The functions of meeting Plan meetings
3.8	Make meeting effective
3.9	Assignment
Unit IV : Advanced speaking skills	
4.1	The various forms of speaking
4.2	The importance of speaking skills
4.3	How is speaking different from writing
4.4	Voice and vocabulary as components of effective speaking.
4.5	The difference between the speech and presentation.
4.6	How debate is different from speech and presentation, The certain things which you should also do on the day of the debate
4.7	Nervousness, The facts of nervousness
4.8	How to overcome nervousness
4.9	Assignment
Unit V : Making Effective Presentations	
5.1	The features of Effective Presentation
5.2	The things to do during presentation, The cautions during presentation
5.3	What to do after your presentation
5.4	The ingredients of speech, Types of speech
5.5	Interviews, Types of interviews
5.6	Resume, Requirements of standard resume,
5.7	Some of the do's and don'ts of resume, The special skills
5.8	Explain about education and experience in resume.
5.9	Assignment
	Question Bank

Total Hours: 40 Hours**4 Hours/ Week****COURSE OUTLINE:**

Soft Skills, a buzz word today has attracted the attention of students, professionals and entrepreneurs all over the world. Employability, being the major concern today, every individual aims at getting coveted jobs. Employability today is commensurate with proving multiple skills in varied situations in a fast changing world. Hence, everyone aspiring for jobs today has to prove one's mettle in various situations where one requires to be armed with different skills, which, collectively come under Soft Skills. One may be armed with good competence of one's subject but one cannot compete with his peer groups unless one has the potential of performance. Performance can be ensured with the demonstration of certain abilities that can help a professional communicate, corroborate, convince, evaluate and look into the continuing as well as the upcoming trends of the corporate world from time to time.

Paper : 21CAE-4 Theory/Week: 4 Hours Credits: 4	Soft Skills – II	Hours: 40 IA : 50 Exam: 50
UNIT – I Report Writing		8hrs
Report writing, Type of reports, Strategies for report – Writing part I, Strategies for report – Writing part II, Evaluation and organisation of data		
UNIT – II Structure of Reports		8hrs
Structure of Reports Part – I, Structure of Reports Part – II, Report Style : Part I, Report Style : Part II, Group Communication		
UNIT – III Leadership Skills		8hrs
Leadership Skills, Group discussion: Part I, Group discussion: Part II, Meeting Management, Adaptability and work ethics		
UNIT – IV Advanced Speaking Skills		8hrs
Advanced speaking skills, Oral Presentations Speeches and Debates, Combating Nervousness, Patterns and methods of presentation, Oral Presentation: Planning and Preparation		
UNIT – V Making Effective Presentations		8hrs

Making Effective Presentations, Speeches for various occasions, Interviews, Planning and Preparation Part I, Planning and Preparation Part II

REFERENCE BOOKS

1	Soft Skills - Dr. Binod Mishra
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UNIT- I**Report writing****8 Hours****Session 1: Reports and it's salient features****Session 2: Objectives of reports****Session 3: The differences between Report Writing and Literary writing****Session 4: The advantages and disadvantages of telephonic interview****Session 5: Personal interview, Observation, The cautions during observations****Session 6: The hints on how to conduct interviews****Session 7: Routine report and special report****Session 8: Informative report****UNIT II****Structure of Reports****8 Hours****Session 9: Glossary, Index, Backmatter****Session 10: An example for cover****Session 11: Frontispiece, Forwarding letter****Session 12: Choice of words and phrases in report writing****Session 13: Difference between a group and a team****Session 14: The characteristics of a group or a team****Session 15: The types of group****Session 16: Disadvantages of working in a group, Advantages of working in a group****UNIT III****Leadership Skills****8 Hours****Session 17: The qualities of the leader****Session 18: Democratic Leader****Session 19: How leadership varies from one culture to other****Session 20: The difference between group discussion and debate****Session 21: The types of group discussion****Session 22: The language and style used in group discussion****Session 23: The functions of meeting, Plan meeting****Session 24: Making meeting effective****UNIT-IV****Advanced speaking skills****8 Hours****Session 25: The various forms of speaking****Session 26: The importance of speaking skills****Session 27: How is speaking different from writing****Session 28: Voice and vocabulary as components of effective speaking.****Session 29: The difference between the speech and presentation****Session 30: How debate is different from speech and presentation, The certain things which you should also do on the day of the debate****Session 31: Nervousness, The facts of nervousness**

Session 32: How to overcome nervousness**UNIT-V****8 hours****Making Effective Presentations****Session 33: The features of Effective Presentation****Session 34: The things to do during presentation, The cautions during presentation****Session 35: What to do after your presentation****Session 36: The ingredients of speech, Types of speech****Session 37: Interviews, Types of interviews****Session 38: Resume, Requirements of standard resume****Session 39: Some of the do's and don'ts of resume, The special skills****Session 40: Explain about education and experience in resume****REFERENCES**

1. Soft Skills - Dr. Binod Mishra

Scheme of Examination:**Scheme of Evaluation:**

The paper carries 100 marks out of which 50 marks will be allotted to external examination and 50 marks will be allotted to the internal assessment. Internal assessment marks will be calculated as follows:

1. Performance in 2 IA examinations will be converted out of 30 marks
 2. Attendance 10 marks
 3. Assignment 10 marks
- Total 50 marks

External examination marks will be as follows

1. 1 marks questions 10 out of 12 $1 \times 10 = 10$ marks.
2. One full question out of 2 full questions in each unit carries $8 \times 5 = 40$ marks
Total 50 marks. **In order to clear this paper minimum 50% marks must be scored both in internal and well as external examination.**

UNIT- I**Report writing****Session 1: Reports and it's salient features****Session 2: Objectives of reports****Session 3: The differences between Report Writing and Literary writing****Session 4: The advantages and disadvantages of telephonic interview****Session 5: Personal interview, Observation, The cautions during observations****Session 6: The hints on how to conduct interviews****Session 7: Routine report and special report****Session 8: Informative report**

UNIT I

Reports and it's salient features:

A report is a formal communication written for a specific purpose. It includes a description of procedures followed for collection and analysis of data, their significance, the conclusions drawn from them and recommendations if required.

Salient Features are:

- A formal piece of writing
- A factual account
- Objective data
- Specific audience
- Specific purpose

Objectives of report

- To update the progress
- To produce result in written forms
- To guide the organization to correct path
- To spread information
- To provide with cross fertilization of ideas
- To evaluate and compare the progress
- To record findings and recommend action
- To create awareness

The differences between Report Writing and Literary writing

Differences between Report Writing & Literary Writing	
Technical Reports	Literary Writings
Written on demand	Written on one's own initiative
Specific Audience	Audience not assured
Fixed Structure	No fixed structure
Objective in approach	Subjective in approach

The advantages and disadvantages of telephonic interview**Advantage :**

- Helps in saving time and rigors of travel
- Less chance of refusal by respondents
- Covers wide range of people
- Requires proper planning and knowledge of non verbal cues

Disadvantage:

- Detailed data not available
- No observation
- Age, nationality, income hidden
- Not much time to orient
- Difficult to secure privacy

Personal interview

Personal interview can be defined as a process of seeking information directly through a conversation with the individual

- Conversation with a purpose
- Direct exchange of information
- Voice, Facial Expression and general behaviour

Observation

The word observation is actually a blend of two words ob and servation. So, the observation in its origin can be understood as seeing with a purpose.

The cautions during observations are:

- Ignore obstructions
- Avoid being prejudiced
- Be specific while recording
- Keep pen and paper ready

The hints on how to conduct interviews

- Clarity about time and information
- Standardize your questions
- Bring the interviewee back to the point
- Be unobstructive in note talking
- Seek appointment in advance
- Be courteous and tactful
- Take advantage of immediate feedback

Routine report and special report**Routine report:**

- It is regular but at fixed interval
- It deals with regular matters such as production, sales performance, inventory etc
- It makes less use of language
- It has fixed proforma

Special report:

- It is written during critical hours
- It has no standard format
- Objectives should be clear
- Meticulous use of language

Informative report

Conveys information : It conveys some information

Develops understanding of aims and objectives: It simply allows you to understand the aims and objects.

Presents information as it is: An informative report presents information as it is, there is no further analysis

No analysis and recommendation: Suppose we went to see the flow of traffic on a road, we will simply go there and watch and after watching we will come and we are not going to recommend any action.

Multiple Choice Questions:

- 1.The word report derives from the Latin word _____
 - A. Report
 - B. Rebuke
 - C. **Reportare**
 - D. Reperetoir
- 2.A report can only be written based on the _____
 - A. information
 - B. **Demand**
 - C. reports
 - D. Request
- 3.A report can be defined as a _____written for a specific purpose.
 - A. verbal communication
 - B. visual Communication
 - C. **Formal communication**
 - D. interpersonal communication
- 4.The main objective of a report is to _____
 - A. Update the degrees of the organization
 - B. **update progress of the organization**
 - C. update the guidance of the organization
 - D. update the business of the organization
- 5.Another task of a report is to _____
 - A. reject.
 - B. convolute
 - C. **evaluate**
 - D. Retaliate
- 6.Another objective of a report is to _____
 - A. guide the organization to a progress path
 - B. guide the organization to a business path
 - C. guide the organization to a specific purpose
 - D. **guide the organization to a corrective path**
- 7.One of the main ingredients of a report _____
 - A. **to spread information not only internally, but also externally**
 - B. to spread information not only externally, but also internally
 - C. to spread information in an organization
 - D. to spread information in an management
- 8.When a report is short, it has a _____
 - A. **sort of Limitation.**

- B. sort of exception
 - C. sort of defication.
 - D. sort of definition
9. technical report will require lots of _____
- A. Observation and materials
 - B. Efforts and skills
 - C. Illustrations and supporting material**
 - D. abbreviation and supporting material
10. A short report can be sometimes between _____
- A. 2 to 3 pages.
 - B. 5 to 7 pages
 - C. 6 to 8 pages.**
 - D. 5 to 6 pages**
11. A technical report has to have a _____
- A. proper documentation**
 - B. proper writing
 - C. proper procedure
 - D. proper attributes
12. If the informative report is from one period to another it is known as _____
- A. Non periodic reports
 - B. periodic reports**
 - C. functional reports
 - D. Non functional reports
13. _____ are very important in an analytical report.
- A. Definition.
 - B. Abbreviation
 - C. illustration**
 - D. defication
14. Routine report has got a sort of _____
- A. acceptability
 - B. quality
 - C. Probability.
 - D. regularity**
15. The term Routine in Routine report itself suggests that such a report is of _____ nature
- A. routined.**
 - B. Non routined
 - C. common
 - D. uncommon
16. Annual reports are nothing, but a _____
- A. Collection of data.
 - B. compilation of data**
 - C. optimization of data.

D. projection of data

17. Reports actually help you not only convey, but it actually helps _____

- A. you communicate for organizations
- B. you communicate for business
- C. you communicate for further business**
- D. you communicate for small organization

18. In _____, they should come to know what things are needed and what things usually have got to be abandoned.

- A. Stock minimization
- B. Stock analysis
- C. Stock Extension.
- D. Stock verification**

19. In _____ you actually want to check in big organizations you will find from time to time they actually change certain things in certain products

- A. inspection report.**
- B. information report
- C. analytical report.
- D. Annual report

20. If an employee is to be promoted or is waiting for a promotion for them also we actually require a sort of _____

- A. statutory report.
- B. confidential report**
- C. sales report.
- D. operational report

21. Full form of ACR is _____

- A. annual confinement report
- B. annual costing report
- C. annual confidential report**
- D. annual conference report

22. ACR helps in _____

- A. analyzing or in understanding the capability of an organization
- B. analyzing or in understanding the capability of an research
- C. analyzing or in understanding the capability of an management
- D. analyzing or in understanding the capability of an employee**

23. Management Report is _____ in Nature.

- A. Non-technical**
- B. technical
- C. personal.
- D. non personal

24. Special reports which are written only during _____

- A. Non critical hours.
- B. critical hours**
- C. technical hour.

D. non technical hours

25.The abbreviation of TOR is term of _____

- A. conference.
- B. acceptance
- C. **reference.**
- D. preference

26.TOR or Terms of Reference, it actually gives you an _____

- A. indication.
- B. implexion
- C. extension.
- D. **instruction**

27.The first is _____ of data collection is we have personal observation and investigation.

- A. **primary source.**
- B. secondary source
- C. tertiary source.
- D. literary source

28.The _____ of data collection is library or Google

- A. Tertiary source.
- B. **secondary source.**
- C. primary source.
- D. literary source

29.The word _____ is actually a blend of two words ob and servation

- A. observance
- B. obligation
- C. **observation**
- D. observsable

30.Primary reader, naturally, will be your _____ who has assigned you the task of report writing

- A. HR.
- B. Manager
- C. employee
- D. **boss**

31.In _____ the answer will be either yes or no

- A. **closed question**
- B. open question
- C. Multiple choice question
- D. Questionnaire

32.In _____ you are actually giving a choice to your respondents to express their own opinion

- A. closed ended questions
- B. **open ended questions**
- C. Questionnaire.
- D. multiple choice questions

33. In _____, you provide four multiple answers and the answers are provided in such a manner that the requisite answer is given by the respondent

- A. Open ended questions
- B. close ended questions
- C. **multiple choice questions**
- D. Questionnaire

34. _____ can be defined as a process of seeking information directly through a conversation with the individual

- A. panel interview.
- B. group interview
- C. informal interview.
- D. **personal interview**

35. Which condition for Questionnaire is not true?

- A. Used to survey large number of people
- B. Saves time
- C. **waste of time**
- D. To seek clarification

Long Answer Questions :

1. **What is report? What are the salient features of report?**
2. **What are the objectives of report?**
3. **What are the differences between Report Writing and Literary writing?**
4. **What are the advantages and disadvantages of telephonic interview ?**
5. **What is personal interview?**
6. **What is observation? What are the cautions during observation?**
7. **Write advantages and disadvantages of telephonic interviews.**
8. **What are the hints on how to conduct interviews ?**
9. **Explain about routine report and special report?**
10. **What is informative report?**

UNIT II**Structure of Reports****8 Hours****Session 9: Glossary, Index, Backmatter****Session 10: An example for cover****Session 11: Frontispiece, Forwarding letter****Session 12: Choice of words and phases in report writing****Session 13: Difference between a group and a team****Session 14: The characteristics of a group or a team****Session 15: The types of group****Session 16: Disadvantages of working in a group, Advantages of working in a group**

UNIT II

Glossary:

Glossary provides you a list of all the technical terms and it is also provided in an alphabetical manner.

If the terms are more than 10, it is included in the glossary.

It less, it is included in introduction/footnotes.

Index:

Index is also arranged in an alphabetical manner, but it is given as a main topic and then a subtopic.

Extremely long reports only can have index.

Backmatter.

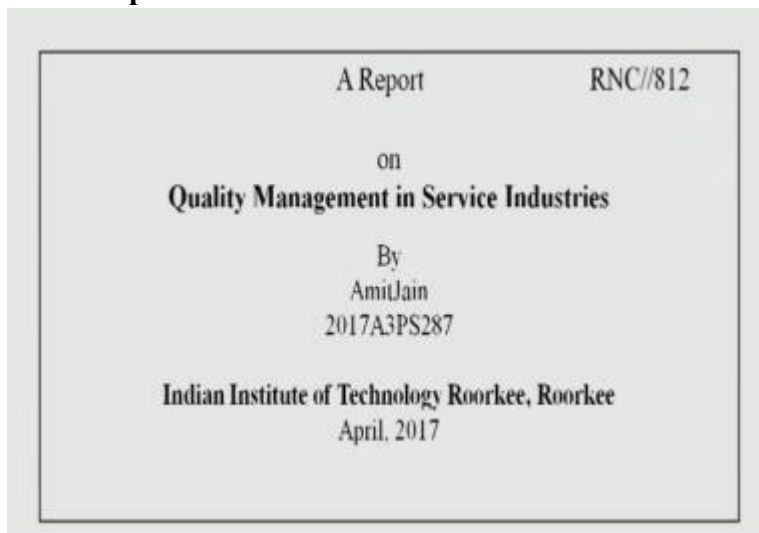
Appendices - A section or table of subsidiary matter at the end of a book or document

List of references - Everything cited in the text must appear in the reference list, and everything in your reference list must be something you have referred to in text.

Bibliography - A bibliography is a detailed list of all the sources consulted and cited in a research paper or project.

Glossary - Glossary provides you a list of all the technical terms and it is also provided in an alphabetical manner.

Index - Index is also arranged in an alphabetical manner, but it is given as a main topic and then a subtopic.

An example for cover.**Frontispiece:**

It is actually the window display of the whole report. Of course, in technical reports this may not be as important, but then reports cannot be technical always. You know there are some reports where you feel that certain paragraphs, sorry, certain drawings certain photographs are important. So, there you provide a frontispiece.

Forwarding letter

Forwarding letter is simply a hint that this is through a proper channel. And in forwarding letter, the person who forwards this, he actually certifies this report.

Choice of words and phrases in report writing.

- ❖ Avoid using cliches.
- ❖ Avoid excessive use of jargons.
- ❖ Avoid redundancy.
- ❖ Avoid circumlocution.
- ❖ Avoid foreign words and phrases.
- ❖ Avoid unfamiliar abbreviations.
- ❖ Prefer active to passive voice to avoid wordiness.

Difference between a group and a team

A group is an assemblage of persons who work, interact and co-operate with one another in achieving a common goal in a specified time. The identity of the group members is taken individually. The members share information and resources with other group members.

A team is a group of people join for achieving a common goal within a stipulated period having collective accountability is known as a team. The agenda of a team is "one for all and all for one"

The characteristics of a group or a team

- **Size:** To form a group, it must be having at least two members. Practically, the number of group members ranges from 15 to 20. The more the members in the group, the more complex it is to manage.
- **Goals:** Every group has certain goals, that are the reasons for its existence.
- **Norms:** A group has certain rules, for interacting with the group members.
- **Structure:** It has a structure, based on the roles and positions held by the members.
- **Roles:** Every member of a group has certain roles and responsibilities, which are assigned, by the group leader.
- **Interaction:** The interaction between the group members can occur in several ways, i.e. face to face, telephonic, in writing or in any other manner.
- **Collective Identity:** A group is an aggregation of individuals, which are separately called as members, and collectively called as a group.

The types of group

Formal Groups: Groups that are formed consciously by the management, with an aim of serving an organizational objective. These are further classified as:

- **Self-directed teams**
- **Quality Circles**
- **Committees**
- **Task force**

Informal Groups: The social and psychological variables operating at the workplace, results in the formation of informal groups. The creation of these groups is spontaneous due to the common interest, social needs, physical proximity and mutual attraction.

Advantages of working in a group

- The group's work and decisions can draw on the knowledge, skills and experience of all members.
- Group working encourages members to develop and explore new ideas and perspectives.
- Existing relationships can help to improve group cohesion.
- Groups compensate for individual weaknesses and support personal development.
- Working in a group can satisfy the need to 'belong'.
- Groups often provide unexpected learning opportunities.
- Groups can be a safe environment to improve individual understanding and support personal development.
- Groups may enable sharing of workloads and support networks.

Disadvantages of working in a group

- Group decision-making can take a long time.
- Groups can be vulnerable to errors of decision-making, such as 'groupthink'.
- Existing relationships within a group can damage development of wider group cohesion.
- It takes time to develop full understanding of roles and responsibilities.
- Working in a group may dampen individuals' sense of responsibility for decisions.
- Care is needed to ensure that all group members feel equally able to contribute.
- Conflict may arise with a group for several reasons.
- One or two people may take control of the group, and essentially side-line others.
- It may be difficult to maintain confidentiality within a group.

- Some individuals may withdraw cooperation, or even disrupt the group.
- Individuals may resent the pressure to conform to the group's norms.
- Organising a group needs resources, accommodation, time and on-going commitment.

Multiple choice questions:

1. Prefatorial material can also be considered the **front matter**
A. **Front matter**
B. Back matter
C. Main body
D. Body
2. The front matter is the **prefatorial material**.
A. News material
B. Copyright notice
C. **Prefatorial material**
D. Study material
3. Now the first thing that you come across in a book is its **cover page**.
A. Frontispiece
B. Copyright notice
C. **Cover page**
D. Acknowledgement
4. You will find that in several organizations, they have a **proforma**
A. Thick paper
B. Frontispiece
C. Study Material
D. **Proforma**
5. The cover of the report is a **thick paper**
A. Title
B. **Thick paper**
C. Soft paper
D. Report
6. many organizations prefer that the cover of the report should be **white**.
A. **White**
B. Black
C. Blue
D. None of the above
7. the first thing that has to be written on the report cover page is a '**report on**'
A. Soft paper
B. Acknowledgement
C. **Report on**
D. Report
8. Remember every report will have a **title**
A. Preface

- B. Copyright notice
 - C. Frontispiece
 - D. Title**
9. And then on the right hand, side you see the **report number** is given And you will find in every report the last space I mean this space towards the end is actually meant for the place meant for the organization from where you are writing the report.
- A. report card
 - B. Report number**
 - C. Copyright notice
 - D. Cover page
10. Next to the cover comes the **frontispiece**
- A. Frontispiece**
 - B. Copyright notice
 - C. Preface
 - D. Acknowledgement
11. The window display of the whole report is known as **frontispiece**
- A. Frontispiece**
 - B. Copyright notice
 - C. Preface
 - D. Acknowledgement
12. So, just on the back or the inside of the title page, you have to mention **copyright notice**.
- A. Frontispiece
 - B. Copyright notice**
 - C. Preface
 - D. Acknowledgement
13. The **acknowledgment** section is again a different page which comes soon after the preface
- A. Frontispiece
 - B. Copyright notice
 - C. Preface
 - D. Acknowledgement**
14. The preface is written by the **writer** himself
- A. Writer**
 - B. Distributer
 - C. Author
 - D. Composer
15. **Jargon** is a language full of technical or special words used in a particular profession
- A. pardon
 - B. jargon**
 - C. portugese
 - D. Dutch
16. The agenda of a team is "**one for all and all for one**"

- A. one for one
 - B. All for one
 - C. **one for all and all for one**
 - D. one for all and one
17. Every sentence is actually a **combination of words**
- A. combination of vowels
 - B. **combination of words**
 - C. combination of letters
 - D. combination of sentences
18. **Index** is also arranged in an alphabetical manner, but it is given as a main topic and then a subtopic.
- A. Summary
 - B. Copyright notice
 - C. **Index**
 - D. Bibliography
19. **Bibliography** is actually the list of books that you have consulted
- A. Frontispiece
 - B. Copyright notice
 - C. Preface
 - D. **Bibliography**
20. The language that you will use in an abstract as well as in a summary that has to follow a sort of **neutrality**.
- A. Positivity
 - B. Negativity
 - C. **Nuetrality**
 - D. Ability

Long answer questions:

1. What is glossary? What is index?
2. Explain backmatter.
3. Write an example for cover.
4. What is frontispiece? What is forwarding letter?
5. Explain choice of words and phases in report writing. 607 608
6. What is a group and a team?
7. What are the characteristics of a group or a team?(Any 5)
8. What are the types of group?
9. What are advantages of working in a group?(Any 5)
10. What are disadvantages of working in a group?(Any 5)

UNIT III**Leadership Skills****8 Hours****Session 17: The qualities of the leader****Session 18: Democratic Leader****Session 19: How leadership varies from one culture to other****Session 20: The difference between group discussion and debate****Session 21: The types of group discussion****Session 22: The language and style used in group discussion****Session 23: The functions of meeting, Plan meeting****Session 24: Making meeting effective**

UNIT III

The qualities of the leader

- Empowers team members
- Focuses on team development
- Communicates effectively
- Shows high emotional intelligence
- Possesses problem-solving skills
 - Respects others
 - Prioritizes personal development
 - Encourages strategic thinking
 - Actively listens
 - Delegates work
 - Takes accountability
 - Shows deep passion for their work
 - Is a visionary
 - Cares about others
 - Stays up-to-date on trends
 - Is adaptable
 - Stays open-minded

Democratic leader

- A democratic leader or a democratic style of leadership is one where he takes into consideration the interests of other people in the group he looks at the situation
- He also takes the suggestion of group members and finally, comes to a solution, but such a sort of leader involves everyone.
- He involves everyone
- He looks at all the pros and cons of the problem and then also sees to it that the solution taken in such a manner is acceptable to everyone

How leadership varies from one culture to another

- Korean leaders are often more paternalistic
- Arabs showing kindness/generosity are considered weak
- Japanese leaders are humble and speak less
- Scandinavia and Dutch are supposed not to praise individuals in public
- Americans responsibilities, hedonism, rationality and democratic value orientation.

The difference between group discussion and debate.

BASIS FOR COMPARISON	DEBATE	GROUP DISCUSSION
Meaning	The debate is a formal discussion on a particular issue, which has two sides - one supporting the resolution and one opposing it.	Group discussion refers to a process of group communication, wherein the candidates share their ideas and exchange facts and information on the concerned topic.
Nature	Competitive	Cooperative
Opposing sides	Yes	No
Aim	To persuade the audience.	To share ideas, facts and information with the fellow participants
Turns	Every participant can speak on the topic when it is their turn.	No such rule for taking a turn, the participant can put forward their point whenever he/she wants.
Involves	Winning or Losing	Expression of one's own point of view and respecting others point of view.
Speaker	Speaker can speak either in favour or against the topic.	Speaker can speak both in favour or against the topic.
Result	Final decision or result based on voting	Group consensus
Topic	Particular topic, around which the arguments should revolve.	Arguments can take a different direction, but deviations should be avoided

The types of group discussion

Types of G.D.	
Topic G.D.	Case G.D.
Announced on the spot	A printed case given
To be seated in a circular/ semicircular pattern	Discussion on the basis of passage

The language and style used in group discussion

- Simple, concise and appropriate words
- Free from errors of grammar and usage
- Precise and exact expression
- Persuasive
- Difficult and unfamiliar words are avoided
- Flowery language is restricted

The advantages and disadvantages of group discussion**Advantages:**

- **Encourages the development of Critical Thinking**
- **Enhances Communication**
- **Enhances Problem Solving Skills**
- **Promotes Involvement of the Participants**
- **Helps in gaining Depth of Knowledge**
- **Helps to Boost Confidence**

Disadvantages:

- **A Time-Consuming Process**
- **No place for Hesitant People**
- **Sometimes leads to Unproductive Discussions**
- **Expensive Process to Conduct**
- **Create Personal Conflicts between the Colleagues**

The functions of meeting

- Information sharing
- Training objective
- Problem Solving
- Planning and receiving
- Demonstration of new products
- Decision making

Plan meetings

- Check calendars to choose suitable date which can have convenience of the members
- Check availability of the people
- Find out suitable time
- Change meeting venues and time
- Avoid scheduling a meeting during a dead zone

Make meeting effective

- Check the venue well in advance
- Start the meeting on time
- Follow the agenda
- Allow full participation
- Postpone lengthy items
- Finish on time

Multiple choice questions:

1. People having such style **autocratic style**, they are not considered to be a good leader.

- A. **Autocratic style**
- B. Democratic style
- C. Laissez-Faire Leadership
- D. Visionary leadership

2. **Democratic leadership** style involves the active participation of all team members in the decision-making process

- A. Autocratic style
- B. **Democratic style**
- C. Laissez-Faire Leadership
- D. Visionary leadership

3. Leaders following this style allow their team members to drive their roles with minimal interference from the management.- **Laissez-Faire Leadership**

- A. Autocratic style
- B. **Democratic style**

- C. **Laissez-Faire Leadership**
- D. Visionary leadership

4. A **transformational leadership** style is focused on encouraging employees to challenge the status quo.

- A. Autocratic style
- B. Democratic style
- C. Laissez-Faire Leadership
- D. **Transformational leadership**

5. **Transactional leaders** believe that the primary purpose for employees to work is to get something in return instead of working out of self-motivation

- A. Autocratic leaders
- B. **Transactional leaders**
- C. Laissez-Faire leaders
- D. Transformational leaders

6. This leadership style is forward-looking and inspires team members to think big – **visionary leadership**

- A. **visionary leadership**
- B. Transactional leadership
- C. Laissez-Faire leadership
- D. Transformational leadership

7. Generally speaking, such leaders require excellent communication skills and even a bit of personal charm to influence team members to give their best - **Charismatic Leadership**

- A. visionary leadership
- B. Transactional leadership
- C. **Charismatic Leadership**
- D. Transformational leadership

8. Leaders following this style are undeniably flexible **Situational Leadership**

- A. visionary leadership
- B. Transactional leadership
- C. Laissez-Faire leadership
- D. **Situational leadership**

9. The **servant leadership** style aims to develop a synergistic relationship between the leader and team members.

- A. visionary leadership
- B. **servant leadership**
- C. Laissez-Faire leadership
- D. Situational leadership

10. **Leadership** is the capacity to translate vision into reality.

- A. **Leadership**
- B. Administration
- C. Knowledge
- D. Representation

11. Leadership is the capacity to translate vision into **reality**.

- A. Imagination
- B. Fiction
- C. **Reality**
- D. Illusion

12. “Leadership is the capacity to translate vision into reality” is said by

- A. **Warren E Bennis**
- B. Jane Austen
- C. William Blake
- D. Geoffrey Chaucer

13. Discussion is actually an exchange of knowledge

- A. **Discussion**
- B. Argument
- C. Consultation
- D. Consideration

14. discussion is actually an exchange of **knowledge**

- A. Skills
- B. **Knowledge**
- C. Intelligence
- D. Information

15. Group Discussion is a formal discussion, it is a face-to-face communication among participants who express and exchange their views on a particular topic.

- A. **Group discussion**
- B. Report writing
- C. Interview
- D. Meeting

16. Flexibility is the hallmark of a Group Discussion.

- A. Adaptability
- B. **Flexibility**
- C. Workability
- D. Rigidity

17. Silent people become a liability on the entire group.

- A. Louder
- B. **Silent**
- C. Aggressive
- D. Cool

18. The **chairman** is a person who actually gives judgment

- A. **Chairman**
- B. Speaker
- C. Supervisor
- D. Clerk

19. Meeting is actually a sort of organized gathering and that gathering is for a specific purpose.

- A. **Meeting**
- B. Discussion
- C. Seminar
- D. Session

20. Ability of an entity or organism to alter itself or its responses to the changed circumstances or environment is known as **adaptability**

- A. **Adaptability**
- B. Flexibility
- C. Workability
- D. Rigidity

Long answer questions:

- 1. What are the qualities of the leader?(Any 6)**
- 2. Explain about democratic leader.**
- 3. How leadership varies from one culture to another?**
- 4. What are the difference between group discussion and debate.(Any 4)**
- 5. What are the types of group discussion ?**
- 6. What is the language and style used in group discussion?**
- 7. What are the advantages(any 3) and disadvantages(any 3) of group discussion?**
- 8. What are the functions of meeting?**
- 9. How to plan meetings?**
- 10. How to make meeting effective?**

UNIT-IV**Advanced speaking skills****8 Hours****Session 25: The various forms of speaking****Session 26: The importance of speaking skills****Session 27: How is speaking different from writing****Session 28: Voice and vocabulary as components of effective speaking.****Session 29: The difference between the speech and presentation****Session 30: How debate is different from speech and presentation, The certain things which you should also do on the day of the debate****Session 31: Nervousness, The facts of nervousness****Session 32: How to overcome nervousness**

UNIT- IV

The various forms of speaking

- **Conversation:** Conversation is interactive communication between two or more people.
- **Meeting:** Meeting is actually a sort of organized gathering and that gathering is for a specific purpose.
 - **Negotiation:** Negotiation is a dialogue between two or more parties to resolve points of difference, gain an advantage for an individual or collective, or craft outcomes to satisfy various interests.
 - **Debate:** Debate is a form of argumentative speech
 - **Speech:** Ability to express one's thoughts and emotions by speech sounds and gestures.
 - **Interview:** An interview is a structured conversation where one participant asks questions, and the other provides answers

The importance of speaking skills

- Ability to stand out from the rest
- Derivative ability to benefit
- Career growth
- Personal satisfaction
- Valuable at work
- Demand by business
 - Notify, induce, and direct power.
 - Helps your career progress
 - You can talk briefly
 - Builds better rapport with customers
 - Influences how you learn
 - Enhances your professional image

How is speaking different from writing?

- Speaking is spontaneous
- Feelings can be expressed easily
- Speaking affects faster because of emotive quality
- More lucid and explanatory than writing
- Reliable because of face-to-face facility
- Less time consuming
- Flexibility of tone, tenor and speed
- Immediate feedback and response

Voice and vocabulary as components of effective speaking.

Voice:

- Voice is god's gift to mankind.
- Every human voice is unique.
- Voice can be utilized through efforts and training

- Clarity of voice can work wonders

Vocabulary:

- Selection of proper words at proper place
- Speakers lend meaning to words
- Words to be selected based on contexts
- Use familiar words while speaking

The difference between the speech and presentation.**Definition :**

- Speech is described as “a formal talk that a person gives to an audience”
- Presentation is “a meeting at which something, especially a new product or idea, or piece of work, is shown to a group of people.”

Memorization :

- Presentations require a lot of memorizations.
- Speeches are not made to tell every single detail of the thing that you want to explain, you might not need to memorize every detail in the fabric.

Visual Aids :

- Speeches mainly use visual aids to help themselves remember the points they want to talk about.
- While in presentation, the use of visual aids is to help the audiences understand.

How debate is different from speech and presentation.

A **debate** differs from both a speech and a presentation because it's between two sides that are equally involved. Each side usually takes an opposing view on the debate question or subject. It's often like a contest where, at the end of it, a vote is taken to decide who won the debate.

The certain things which you should also do on the day of the debate

- Reach the venue well before time
- Offer the normal courtesies to the opponents
- Use appropriate non verbal behavior
- Stick to polite language
- Use note-cards
- Be prepared to use rebuttal time

Nervousness

Anxiety (also called solicitude) is a psychological and physiological state characterized by cognitive, somatic, emotional and behavioral components. These components combine to create an unpleasant feeling that is typically associated with uneasiness, fear or worry.

Symptoms of nervousness are :

- Hands trembling

- Rapid heartbeats
- Dilated pupils
- Sinking feeling in stomach
- Difficulty with abdominal control

The facts of nervousness

- Nervousness is caused by lack of experience
- It is caused by unfamiliarity with the audience
- It is caused by difficulty of the subject
- It is caused when there is anxiety of performance
- Nervousness is natural and universal
- Nervousness can be controlled

How to overcome nervousness

- Prepare for your interview thoroughly
- Practice your answers
- Eliminate variables
- Eat well and exercise
- Lower your stress levels
- Increase your confidence
- Take deep breaths
- Pay attention
- Ask questions
- Think before responding
- Accept the outcome

Multiple choice questions:

1. **Courtesy** is as much a mark of a gentleman as courage.
A. **Courtesy**
B. Quality
C. Anxiety
D. Style
2. “Courtesy is as much a mark of a gentleman as courage”. This is said by **Theodore Roosevelt**
A. Jane Austen
B. George Orwell
C. William Shakespeare.
D. **Theodore Roosevelt**
3. Nervousness is actually a sort of **anxiety**

- A. Depression.
 - B. Quality
 - C. **Anxiety.**
 - D. Style
4. A **speaker** has to speak before an audience for a given purpose
- A. **Speaker.**
 - B. Presenter
 - C. Voice.
 - D. Narrator
5. **Presenter** is the speaker who is actually going to speak to a small defined group of people
- A. Speaker.
 - B. **Presenter**
 - C. Courtesy.
 - D. Narrator
6. **Voice** is god's gift to mankind.
- A. Style.
 - B. Complexity
 - C. **Voice.**
 - D. Quality
7. **Style** adds quality to content
- A. Voice.
 - B. Quality
 - C. **Style.**
 - D. Complexity
8. The **quality of emotion** which is an important ingredient in speaking that actually speaks volumes.
- A. Conversation.
 - B. Speech
 - C. Quality of knowledge.
 - D. **Quality of emotion**
9. The basic difference between a man and an animal is that man has got the capability to **express his ideas**
- A. **Express his ideas.**
 - B. Express his knowledge
 - C. Express his thought.
 - D. Express his emotion
10. One form of speaking is **conversation**
- A. Expressing.
 - B. Speech
 - C. **Conversation.**
 - D. Debate
11. **Speaking** allows you to convince others
- A. **Speaking.**
 - B. Meeting

- C. Debate.
- D. Speech
- 12. **Conversation** is interactive communication between two or more people.
 - A. Meeting.
 - B. Conversation**
 - C. Debate.
 - D. Expressing
- 13. **Meeting** is actually a sort of organized gathering and that gathering is for a specific purpose.
 - A. Interview.
 - B. Contest
 - C. Debate.
 - D. Meeting**
- 14. **Debate** is a form of argumentative speech
 - A. **Debate.**
 - B. Meeting
 - C. Speaking.
 - D. Conversation
- 15. **Speech** is ability to express one's thoughts and emotions by speech sounds and gestures.
 - A. Speaking.
 - B. Speech**
 - C. Meeting.
 - D. Interview
- 16. An **interview** is a structured conversation where one participant asks questions, and the other provides answers
 - A. Meeting.
 - B. Speaking
 - C. Interview.**
 - D. Debate
- 17. Negotiations especially meant for **business group discussions**
 - A. Business group meeting.
 - B. Business group marketing
 - C. Business group conversation.
 - D. Business group discussion**
- 18. **Preparation** has got the all the keys to help you get a control over nervousness
 - A. **Preparation.**
 - B. Gestures
 - C. Interview.
 - D. Debate
- 19. **Manuscript** is a book or document written by hand rather than typed or printed.
 - A. Conscript.
 - B. Manuscript**
 - C. Nondescript.
 - D. Superscript

20. Impromptu is delivered on the spur of the moment.

- A. **Impromptu.**
- B. Information
- C. Manuscript.
- D. Speech

Long answer questions:

1. What are the various forms of speaking ? (Any 4)
2. Explain the importance of speaking skills (Any 6)
3. How is speaking different from writing (Any 6)
4. Explain voice and vocabulary as components of effective speaking.
5. What is the difference between the speech and presentation.
6. How debate is different from speech and presentation.
7. What are the certain things which you should also do on the day of the debate?
8. What is nervousness? What are the symptoms of nervousness
9. What are the facts of nervousness?
10. How to overcome nervousness?(Any 6)

UNIT – V**Making Effective Presentations****Session 33: The features of Effective Presentation****Session 34: The things to do during presentation, The cautions during presentation****Session 35: What to do after your presentation****Session 36: The ingredients of speech, Types of speech****Session 37: Interviews, Types of interviews****Session 38: Resume, Requirements of standard resume****Session 39: Some of the do's and don'ts of resume, The special skills****Session 40: Explain about education and experience in resume**

UNIT- V

The features of Effective Presentation

- An attractive beginning
- A good voice
- Effective body language
- Humor
- Day to day examples
- Emphatic close
- Memorize the beginning and the end
- Check your non-verbal behavior
- Practice your presentation
- Record your presentation
- Seek honest feedback from friends
- Review to check whether your presentation is interesting

The things to do during presentation

- Begin with a pause
- Present your first sentence from memory
- Maintain eye contact
- Control voice and vocabulary
- Put some brakes on your speed
- Move naturally
- Use visual aids
- Avoid digressions
- Summarize your main points

The cautions during presentation

- Avoid reading your presentation
- Avoid memorizing
- Avoid giving a long introduction
- Avoid verbal fireworks
- Avoid crowding your aid
- Avoid frowning
- Keep speaking and writing in case you are using blackboard
- Ignore the smiles/whispers of listeners
- Have sympathy for the crowd
- Signal the end of presentation

What to do after your presentation

- Distribute handouts
- Encourage questions
- Repeat questions

- Keep control
- Reinforce main points
- Admit if you are unable to answer some questions
- End with a summary and appreciation

The ingredients of speech are :

- Topic
- Time
- Language
- Style
- Pattern

Types of speech are :

- Welcome speeches
- Introductory speeches
- Felicitation speeches
- Commemorative speeches
- Farewell
- Vote of thanks

Interviews

An interview is an oral tool to test the candidate's traits, qualities for different purposes.

People who are appearing at interview, they will be called interviewee, and those who are taking your interview, they will be called interviewer.

Types of interview:

- Job interview
- Information interview
- Persuasive interview
- Exit interview
- Evaluation interview
- Disciplinary interview
- Termination interview

Resume

A resume is a detailed document describing one's past achievement and future intentions for a coveted career. It includes information about one's career goals, education, work experience, activities, honors and any special skills one might have.

Requirements of standard resume:

- Resume must be properly formatted
- Resume has to be specific
- Resume should be clean and error free
- Resume should be short and should use crisp phrases
- Should use action verb

Some of the do's and don'ts of resume

Do's	Don'ts
Mention major activities	Writing everything
Job objective	Use something that may eliminate your call
Use proper headline	List your strength
Be honest	Mention any skill you don't possess
Update your resume	Mention of salary
Use Error free language	Giving references
Be specific	Criticizing your previous employer

The special skills

- Computer proficiency
- Foreign language
- Writing effectively
- Solving problems
- Making decisions

Explain about education and experience in resume.**Education :**

- School/College
- Computer knowledge -
- Teamwork experience
- Group projects

Experience:

- List all experiences
- Responsibilities and accomplishments

Multiple Choice Question :

1. The full form of CV is **curriculum vitae**
 - A. **Curriculum vitae.**
 - B. curriculum vast
 - C. curriculum valiant.
 - D. curriculum verve
2. Curriculum Vitae is a **Latin** word
 - A. Indonesian.
 - B. **Latin**
 - C. American.
 - D. Spanish
3. Curriculum Vitae which actually means the **details of your qualification**
 - A. **Details of qualification.**
 - B. details of experience
 - C. details of vast.
 - D. details of curriculum

4. Resume is actually a **French** word which means a sort of summary or to summarize
 - A. latin.
 - B. Spain
 - C. French.**
 - D. Italian
5. **Resume** is actually a French word which means a sort of summary or to summarize
 - A. letter.
 - B. Resume**
 - C. vitae.
 - D. valiant
6. **Resume** is a detailed document which describes your achievements and also your future intentions
 - A. job letter.
 - B. letter
 - C. resume.**
 - D. vitae
7. Chronological resumes especially are important for people who are already **experienced.**
 - A. spaced.
 - B. experienced**
 - C. apprenticed.
 - D. convalesced
8. **Chronological** resumes especially are important for people who are already experienced
 - A. Chronological.**
 - B. ideological
 - C. Statistical.
 - D. Theological
9. Functional resume is especially for **entry level people** especially for those youngsters who are going to apply for a job
 - a. Intermediate level.people
 - b. entry level people**
 - c. Practical level people.
 - d. adaptative level people
10. **Functional** resume is especially for entry level people especially for those youngsters who are going to apply for a job
 - a. Directional.
 - b. reflectional
 - c. Functional.**
 - d. perceptiveal
11. Length of the resume especially for entry level people the length can only be **1 to 1.5 pages**
 - a. 1 to 1.3. pages
 - b. 1 to 1.2 pages
 - c. 1 to 1.6. pages

d. 1 to 1.5 pages

12. The first thing in a resume is the **opening**

A. Opening.

B. heading

C. closing.

D. outing

13. In opening you have to mention the **heading** then the **career objective** then **summary of qualification**

A. Summary of reflection.

B. summary of qualification

C. summary of perception

D. summary of directional

14. **Heading** is about you your details your name and other things as well

A. Raising.

B. Timing

C. heading.

D. opening

15. **Career objective** what actually do you want to, why do you want this job and what is your career objective, what is your long term goals, short term goal.

a. career goal.

b. career plan

c. career opening.

d. career objective

16. An **interview** is an oral tool to test the candidate's traits, qualities for different purposes.

a. **Interview.**

b. Netview

c. preview.

d. Review

17. **Welcome speech** is about a person who has been invited as a chief guest

A. Speaking.

B. welcome speech

C. debate.

D. speech

18. **Felicitations** in such a speech, you are going to honour or you are going to celebrate or you are going to acknowledge the services of a person for his achievement

A. Felicitations.

B. Applications

C. Introductory

D. qualification

19. A **commemorative** speech is a speech where either you are going to talk about the gain or you are going to talk about the loss.

A. Conservative.

B. preventative

C. Commemorative.

D. Appreciative

Long answer questions:

- 1. What are the features of Effective Presentation?(Any 6)**
- 2. What are the things to do during presentation?(Any 6)**
- 3. What are the cautions during presentation?(Any 6)**
- 4. What to do after your presentation?(Any 6)**
- 5. What are the ingredients of speech? What are the types of speech?**
- 6. What is interviews? What are the types of interview?**
- 7. What is resume? What are the requirements of standard resume?**
- 8. What are some of the do's and don'ts of resume?**
- 9. What are the special skills?**
- 10. Explain about education and experience in resume.**