

Connaissance Session 1 **Social Etiquette and Email Writing**

The first session of Connaissance 2016, held on the 31st of August and 1st of September 2016 respectively, was conducted by Ms. Rashida Kapadia on the 31st of August 2016 and the session started at 10 30 am.

This session was conducted to create awareness about the various kinds of social etiquette that need to be followed. She first of all told a story that explained the concept of etiquette. Etiquette is originated from a French word and it stands for good social behaviour.

To conduct various activities, she grouped up the students into 6 groups of 8 students each. She began to allocate points to various groups on the basis of their participation in the activities being conducted.

She first of all invited two volunteers to participate in a roleplay that could exhibit the do's and don'ts of Greeting etiquette. She went on to explain that eye contact, a strong and firm hand - shake from appropriate proximity are mandatory to create a good impression.

Gestures that show interest in what the other person is saying are also required to prolong the conversation. She gave three tips to remember the name of any person - Repeating the person 's name while talking to him at an appropriate rate only, familiarising that person with a person whom you know and by remembering some characteristic of the person. She advised that engaging in small talk is always essential So, she gave us some small talk essentials that included tips such as being an avid listener, maintaining an open body language. She even went on to collaborate a roleplay with half of the class behaving as avid listeners, while the other half were irritable listeners. The entire class concluded that they would always ignore the irritable and fidgety listeners. She also talked about the importance of Icebreakers in small talk.

Next, she talked about the etiquette that needs to be followed in a business meeting or a meeting of any sort. She advised the students to make notes when such a meeting is conducted and also to be punctual. She also clarified that questions or doubts have to be asked at the relevant time in that particular meeting and not at the end of the meeting. After this, she gave us 19 tips on Email etiquette which the students were asked to read out. She also explained each and every tip. She advised to always ensure that you follow these rules while creating and sending emails.

The meeting ended with a Vote of thanks from the department and Ms. Rashid Kapadia thanking the students for their keen attendance.











