

PROFESSIONAL COMMUNICATION

Unit: 5, Topic 1

Public Speaking Skills

Course Details
(BE- 1)



Dr Pooja Tyagi
Department of English



SYLLABUS – UNIT 5

- Components of effective speaking in the workplace
- Public speaking – Kinesics, Chronemics, Proxemics
- Voice dynamics
- Basics of Presentation, PPT support
- Online Presentations & Etiquette
- Facing an Interview

- **COMPONENTS OF EFFECTIVE SPEAKING IN THE WORKPLACE**
- **PUBLIC SPEAKING – KINESICS, CHRONEMICS, PROXEMICS**
- **VOICE DYNAMICS**
- **BASICS OF PRESENTATION, PPT SUPPORT**
- **ONLINE PRESENTATIONS & ETIQUETTE**
- **FACING AN INTERVIEW**

UNIT OBJECTIVE

- Students will apply public speaking skills at their workplace
- Students will be able to speak effectively and clearly in public
- Students will learn to modulate their voice
- Students will be able to understand the appropriate body language while making a presentation

COURSE NAME: ENGLISH FOR SPECIFIC PURPOSES

CO1	Comprehend texts for professional reading tasks in preparation for an International Certification in Business English
CO2	Write professionally in simple and correct English
CO3	Interpret listening tasks for better professional competence
CO4	Recognize the elements of effective speaking with emphasis on applied phonetics
CO5	Apply the skill of speaking at the workplace

CO-PO MAPPING 2020-21 (B. TECH – 1st SEM)

CO	PO-1	PO-2	PO-3	PO-4	PO-5	PO-6	PO-7	PO-8	PO-9	PO-10	PO-11	PO-12
CO1												
CO2												
CO3												
CO4												
CO5	-	-	-	-	1	2	2	1	2	2	-	2
Mean												

Speaking with confidence

OBJECTIVE OF THE TOPIC (CO5)

- Student will be able to express their ideas at their workplace
- Students with effective speaking skills will develop the ability to speak fluently

WHAT ARE SPEAKING SKILLS?



VOCAL



VISUAL



VERBAL

- 7% Verbal (words spoken)
- 38% Vocal (tone, range, appeal, credibility of voice)
- 55% Visual (gestures, physical appearance, eye contact)

SPEAKING CONSISTS OF 3 PARTS



WHY

To Speak



WHAT

To Speak



HOW

To Speak

WHY TO SPEAK

- Not just “presentation”, but also “persuasion”
Get people’s “mindshare”

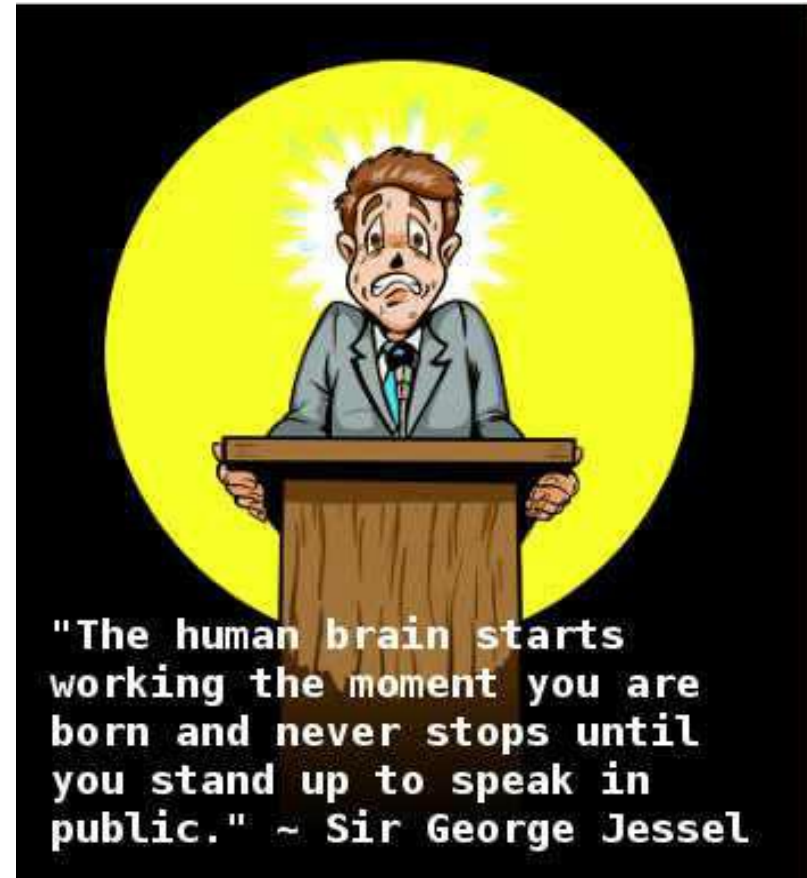


WHAT TO SPEAK

- Speaking with the format:
IBC :- I- Introduction, B- Body, C- Conclusion,
- Aiming at persuasion :
Being Confident and passionate is the key for persuasion
- Clarity of thoughts

THREE E'S OF SPEAKING SKILLS

- Entertainingly
- Effectively
- Enthusiastically



SALIENT FEATURES OF EFFECTIVE SPEAKING

- Commanding yet friendly voice
- Clarity of language, thoughts and ideas
- Comprising anecdotes, wit and humor
- Avoiding monotony
- Creating a bond between speaker and listener

WHAT IS A WORKPLACE?

A place, such as an office or factory, where people are employed



COMMUNICATION

- The exchange of thoughts, messages, or information, as by speech, signals, writing, or behavior
- The art and technique of using words effectively to impart information or ideas
- Acceptable communication differs from company to company, but many aspects are universal

TIPS TO HELP US COMMUNICATE EFFECTIVELY IN THE WORKPLACE

Listen

- When you listen to others attentively it makes them feel good
- It also makes for a deeper and more positive connection with others
- In turn, you form an understanding and they will listen to you when it's your turn to speak
- Poor listening happens often and results in misunderstandings and miscommunications

WHAT IS YOUR PURPOSE?

Have Intention

- Ask yourself what your intention is before starting a project, going to a meeting, or speaking to someone
- Knowing your intention will help you be more conscious of what you're doing or saying

SPEAK CLEARLY

- Take a deep breath and remain positive when talking to people
- Try to cut out the “ums,” “uh-hmms” and “ahhs;” these make it difficult for people to understand what you’re trying to communicate

Being genuine can include

- Speaking honestly, expressing excitement or sadness when you feel like it, and being friendly
- There is nothing wrong with saying, “no, I don’t really agree with that,” or “you know, I think you’ve changed my mind!” However, don’t be rude
- Being genuine builds your confidence

BE RECEPTIVE

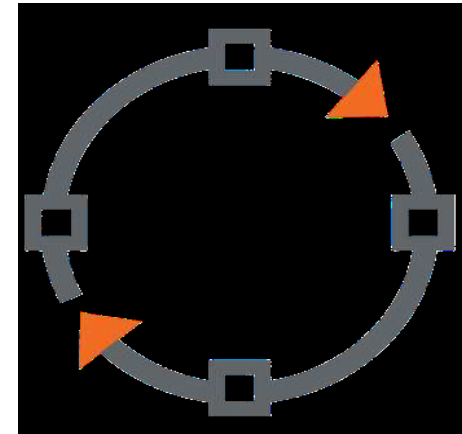
- Be open to what others are saying or offering
- Often, people restrict the flow of ideas or communication because they're making too many assumptions or are being too quick to judge and criticize

NVC IS EQUALLY IMPORTANT AT WORKPLACE



FEEDBACK

- Being able to appropriately give and receive feedback (+ or -) is an important communication skill
- There are two dimensions to feedbacks:



Knowing how to give constructive feedbacks

Knowing how to handle getting negative feedbacks

- Pause first; Don't react
- Understand what the person's concerns are:
What is the Trigger?
- Assess if the feedback is true
- Reply to the person in kindness
- Recognize receiving negative feedback is a positive thing
- Learn from the feedback



HOW TO GIVE CONSTRUCTIVE FEEDBACKS

- Focus on the situation, not the person
- Be specific with your feedback
- Comment on things which can be acted upon
- Give recommendations on how to improve
- Don't make assumptions



CONFIDENCE & EMPATHY AT WORKPLACE

- It is important to be confident in your interactions with others
- Confidence shows your co-workers that you believe in what you're saying and will follow through
- Even when you disagree with a colleague, or line manager, it is important for you to understand and respect their point of view

That is Empathy!

CLARITY, THE RIGHT MEDIUM & THE RIGHT TONE

Good communication means saying just enough – don't talk too much or too little in the right manner and knowing what form of communication to use per time, situation and person at workplace

VIDEO LINKS

<https://www.youtube.com/watch?v=QcvYDpwgXyY>

<https://www.youtube.com/watch?v=twOLBbVvesU>

<https://www.youtube.com/watch?v=3wyJF5UXRzg>

<https://www.youtube.com/watch?v=QfZK3N6FPdg>

DAILY QUIZ

- How would you describe good/effective communication?
- What role do facial expressions, gestures and pauses play at your workplace?

WEEKLY ASSIGNMENT

- What are the greatest challenges to good communication?
- How do we have to handle negative feedback about our performance?

1. Which of the following options is an important issue in the definition of communication?
 - a. Transmission and reception of messages
 - b. Involvement of people
 - c. Process of communication
 - d. All of the above

2. Rearrange the steps in the process of interpersonal communication.

A. Decoding	B. Message	C. Receiver	D. Sender
E. Encoding	F. Feedback	G. Channel	
a. ABCDEFG	b. GFEDCBA	c. DCBAEFG	d. DEBGACF

MCQ s - Answers

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a. ABCDEFG

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d. DEBGACF

EXPECTED QUESTIONS FOR UNIVERSITY EXAM

- How important is listening in communication?
- Is there a way we can measure or assess effective communication?
- What is effective communication in the workplace?

- Speaking is a productive skill
- Effective speakers know how to read an audience and are able to customize their presentation to make that audience want to listen

What is PUBLIC SPEAKING ???



PUBLIC SPEAKING IS A PROCESS, AN ACT AND
AN ART OF MAKING A SPEECH BEFORE AN
AUDIENCE

Public speaking is the process of speaking to a group of people in a structured and deliberate manner to inform, influence and entertain the listeners.

“Great speakers are not born, they are trained”





Presenting is a skill, and can be developed through training and experience

HOW TO PREPARE A PUBLIC SPEECH?

FRAMING A SPEECH

- INTRODUCTION
- BODY
- CONCLUSION

INTRODUCTION

- Gain attention in the opening
- It can be done by:
 - humor
 - quotations
 - questions
 - songs
- Introduction should indicate your topic

- Elaborate the subject
- Division of the subject
- Emphasize the changes between the divisions
- Put relevant examples to support your stand

- Restate the subject
- Summarize the key points
- Give a statement of the conclusion – main message

DO'S IN A PUBLIC SPEAKING

- Smile and have fun
- Speak loud
- Relax
- Be yourself
- Know your Audience
- Be confident



DON'T S IN PUBLIC SPEAKING

- Do not fear
- Do not rush through your presentation
- Do not stick your hands in your pockets
- Do not underestimate your Audience
- Do not point fingers



LET YOUR BODY TALK ON YOUR BEHALF

Kinesics is the study of body movements to judge the inner state of emotions expressed through different parts of your body.

It includes –

- Gestures
- Posture
- Facial Expressions
- Eye Contact
- Personal Appearance

GESTURE

- Visible bodily actions communicating a particular message
- Involves movements of hand, head, shoulder
- Add effectiveness to message



SOME COMMON GESTURES

- SHOULDER SHRUG : I don't know
- FINGER CROSSING : protection
- NOSE TAPPING : mind your own business
- THUMB UPPING : best luck , victory
- PUFFED CHEST : pride or achievement
- RUBBING PALM TOGETHER : positive expectation



POSTURE

- Posture is the position in which we hold our body
- The way we sit or stand
- Tells a lot about our personality



FACIAL EXPRESSION

- Motion or position of muscle beneath the skin of face
- Conveys emotional state of individual



EYE CONTACT

- Eyes are considered to be the windows of your soul
- You look to the eyes of a speaker to find out truthfulness of his speech, intelligence, attitude and feelings
- Eye contact is a direct and powerful form of non verbal communication



EFFECTIVE USE OF EYE CONTACT

- Maintain eye contact to open the flow of communication and convey interest, concern, warmth and credibility
- Interval of eye contact lasting 4-5 seconds



PERSONAL APPEARANCE

- People see you before they hear you
- As you adapt your language to an audience, you should also dress appositely
- Appearance includes clothes, hair, jewelry, cosmetics and so on



Proxemics (Space)

- Proxemics is the study of physical space in interpersonal relations
- The way people use space tells you a lot about them
- Basically, Proxemics is the study of space and how we use it, how it makes us feel more or less comfortable, and how we arrange objects and ourselves in relation to space

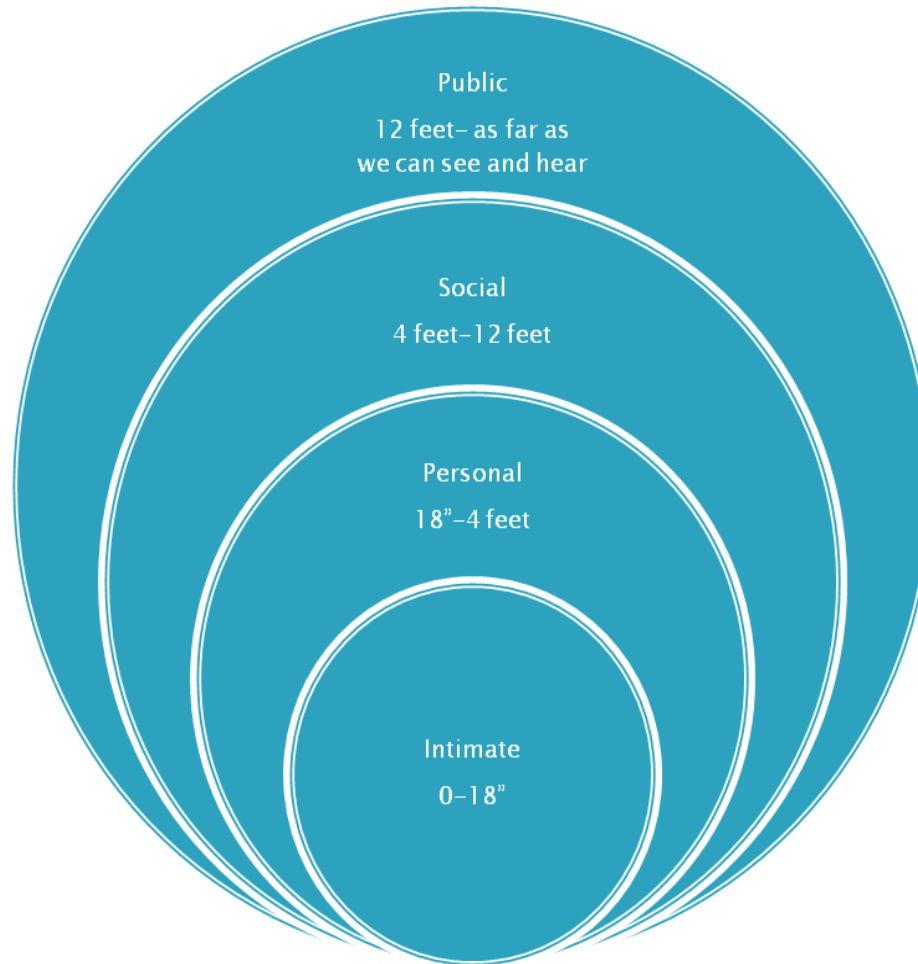
DIFFERENT KINDS OF SPACES

Intimate

Personal

Social

Public



INTIMATE SPACE

- This zone starts with personal touch and extends just to **18 inches**
- Intimate space is for people who you are very close to. In this case, you're probably less than a foot away and you might even be touching the other person
- Members of the family, relatives etc. fall under this zone
- The best relationship that describes it is the mother-child relationship

PERSONAL SPACE

- This zone stretches from **18 inches to 4 feet**
- Your close friends, colleagues, peers etc. fall in this group
- It permits spontaneous and unprogrammed communications
- For Example : Talking with friends in college, informal talks and gossips

EXAMPLES OF INTIMATE & PERSONAL



SOCIAL SPACE

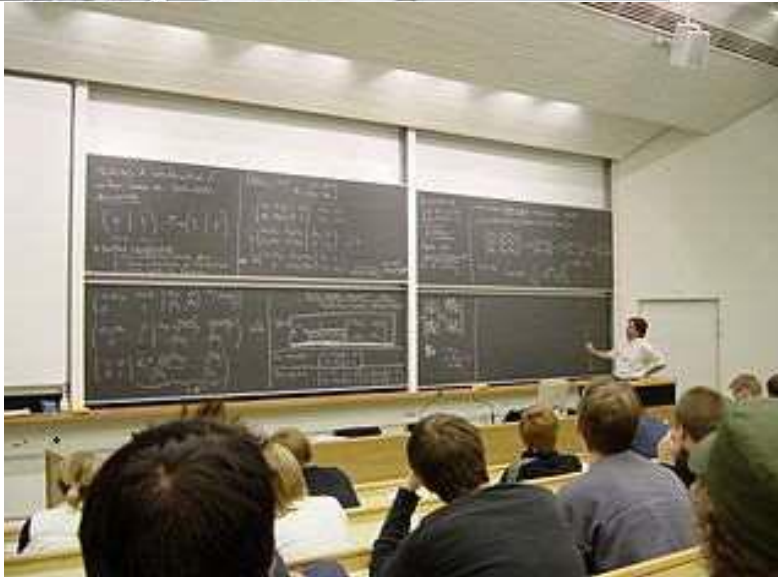
- Social Space take place in this radius of 4 feet to 12 feet
- In this space, relationships are more official
- People are more cautious in their movements
- You should be smart enough to conduct it with less emotion and more planning
- This is the kind of space you're probably in if you're talking to a colleague or a customer at work

PUBLIC SPACE

- This zone starts from 12 feet and may extend to 30 feet or to the range of eyesight and hearing
- Events that take place in this zone are formal
- The audience is free to do whatever it feels like
- Public space is the space that characterizes how close we sit or stand to someone, like a public figure or public speaker

Example : If we are at an event listening to a professor give a lecture, you are probably about 10 - 25 feet away

Examples of Social & Public Zone



EFFECTIVE USE OF PROXEMICS

- Move around the classroom to increase interaction with your students
- Being closer to students allows teachers to make better eye contact and increases the opportunities for students to speak



CHRONEMICS

- Chronemics is the study of how human beings communicate through their use of time
- We attempt to control time, trying to use it more effectively
- Good timing is very crucial, and you should rehearse a formal presentation until it is a little under line, because staying within time limits is a mark of courtesy and professionalism

YOUTUBE VIDEO LINKS

<https://www.youtube.com/watch?v=4TrjN31Cvel>

<https://www.youtube.com/watch?v=962eYqe--Yc>

<https://www.youtube.com/watch?v=dHAbmoFHqgA>

DAILY QUIZ

1. It refers to the way we hold ourselves when we stand, sit or walk:
a. Facial expression b. Eye Contact c. Gesture d. Posture
2. Kinesics refers to:
a. Body Language b. Science of Speed c. Physics d. Space
3. Gesture is the movement
a. Made by hands, arms, shoulders, head and torso
b. Made by facial expressions
c. Made by head, eyes, nose and ears
d. None of the above
4. Speakers maintain the farthest distance from their audience in the
a. Public Zone b. Social Zone c. Intimate Zone d. Personal Zone
5. Chronemics is the study of
a. Space b. Time Management c. Touch d. Voice

WEEKLY ASSIGNMENT

- What do you want your audience to remember of your presentation?
- When in Public Speaking, what facial expressions or body language help the speaker and what does not?
- What kind of body language could I use in order to appear more confident speaking in front of groups?
- What is kinesics? Explain with examples.

- 1. Research indicates that speakers with less than 50 percent eye contact are considered-**
a) focused b) powerful c) unfriendly d) professional
- 2. Your stance, or the way you hold yourself during a presentation, is referred to as your-**
a) posture b) appearance c) physical delivery d) gesture
- 3. Speaker, who looks into the eyes of the audience is a –**
a) confident b) impatient c) rude d) impolite
- 4. The tone of the speaker should be –**
a) Loud b) clear c) low d) soft

MCQ s - Answers

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- What is the role of body language in a presentation?
- Mention the four zones of physical space available for communication.
- What do you understand by public speaking? Explain it's Do's and Don'ts.

SUMMARY

- Public speaking is the process of speaking to a group of people in a structured and deliberate manner to inform, influence and entertain the listeners
- Let your body talk on your behalf
- Kinesics –Body Language
- Proxemics – Space
- Chronemics – Time management

VOICE DYNAMICS

WORDS MEAN MORE THAN WHAT IS SET
DOWN ON PAPER.

IT TAKES THE HUMAN VOICE TO INFUSE THEM
WITH DEEPER MEANING.

INTRODUCTION

- VOICE is a musical instrument
- It has endless emotional capacity
- Voice is able to make deepest impressions upon its listeners
- And it's your main instrument while giving a presentation
- Vocal delivery is able to create suspense, enthusiasm, and excitement to make your story much easier for listeners to follow

SOUNDS

ɪ	I	ʊ	u:	Iə	eɪ	ɪ:	X
e	ə	ɜ:	ɔ:	ʊə	ɔɪ	əʊ	
æ	ʌ	ɑ:	ɒ	eə	aɪ	aʊ	
p	b	t	d	ts	dʒ	k	g
f	v	θ	ð	s	z	ʃ	ʒ
m	n	ŋ	h	l	r	w	j

SYLLABLE

- Units higher than individual speech sounds
- An uninterrupted segment of speech consisting
 - a vowel sound; a monophthong, a diphthong, or a syllabic consonant
 - with or without preceding or following consonant sounds.
- *hotel* has two syllables: *ho* and *tel*.

DAILY QUIZ

- Write a note on Voice Dynamics. Highlight the role of any two vocal cues in making presentations more effective. **(2012-13)**
- Write a short note on Voice Dynamics and its uses. **(2015-16)**
- What is stress and intonation? **(2015-16)**

WEEKLY ASSIGNMENT

- What is the importance of Voice modulation in speech?
- Differentiate between tone and pitch in speech.
- Write a short note on – Volume and rhythm.
- What is the significance of pause in speech.

1. 'Pitch' of one's voice refers to
 - a. no. of words spoken per second
 - b. no. of pauses used in a minute
 - c. no. of vibrations per second
 - d. no. of utterances per minute
2. Which of the following defines the term '**articulation**'?
 - a. manner in which the individual sounds are uttered as per the accepted norms
 - b. distinctness with which the words are spoken
 - c. rising & lowering of the pitch
 - d. fluency with which the language is spoken
3. Rhythm of English is
 - a. Syllable-timed rhythm
 - b. Stress-timed rhythm
 - b. Both of these
 - d. None of these
4. "Paralanguage" contains _____ syllables.
 - a. 2
 - b. 3
 - c. 4
 - d. 5

MCQ s - Answers

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 - c. 4**
 - d. 5

EXPECTED QUESTIONS FOR UNIVERSITY EXAM

- What are the essential features of Voice Dynamics? Explain in detail.
- How articulation is different from pronunciation? Explain.
- Define rising and falling tone.

Features of voice dynamics

Sound – Phoneme

Accent – Stress pattern

Pitch – Vibration of vocal chords per second

Rhythm – Musicality

Stress-timed and Syllable-timed

Intonation – Rise and fall in tone

BASICS OF PRESENTATION & PPT SUPPORT

WHAT IS A PRESENTATION?



DEFINITION

A presentation is a means of communication which can be adapted to various speaking situations, such as talking to a group, addressing a meeting or briefing a team

BORING PRESENTATION



COMMON CAUSE OF INEFFECTIVE PRESENTATION

- Failure to motivate the audience
- Confusing structure
- Excessive details
- Poorly designed slides



STEPS NEEDED TO MAKE AN EFFECTIVE PRESENTATION

- For delivering an effective presentation we need to take the following steps:
- Planning
- Preparation
- Delivery



PLANNING



PLANNING USUALLY INCLUDES

- What is the purpose of your presentation?
- Who will be your audience?
- What are you trying to achieve through this presentation?
- Design your message
- Organize your material
- Design the look of your presentation
- Create the slides

FOCUS ON THE AUDIENCE

- Who are they?
- Focus on what your audience needs to know, NOT- what you know
- Consider audience's level & interest
- Decide what you want the audience to do, as a result of your presentation

PREPARATION



SUBJECT OF PRESENTATION

- Decide your message in advance
- Have a strong conviction on what you want to talk

ORGANIZE YOUR POINTS LOGICALLY

- What to say at the beginning?
- How do you deal in the middle?
- How to close? (May be by summarizing entire presentation)

REHEARSAL



- Rehearse all points which you prepare
- Rehearse with all visual aids and handouts
- Practice again and again to manage time
- Rehearse in front of mirror or a friend



CONQUER NERVOUSNESS

- Try to conquer nervousness
- Try to minimize your stage-fear
- Take deep breath and try to relax
- If required, drink little water



Remember- “***Winners continue, losers stop***”

DELIVERY- GENERAL TIPS

- Announce your topic clearly
- Give an outline of your presentation in your introduction
- State your objective upfront

“Tell them what you are going to tell them”

- Set the tone
- Capture your audience’s attention
- Build rapport
- Start with a bang to get attention
- Start with an ice-breaker such as a story, joke or a quotation
- Be warm and friendly

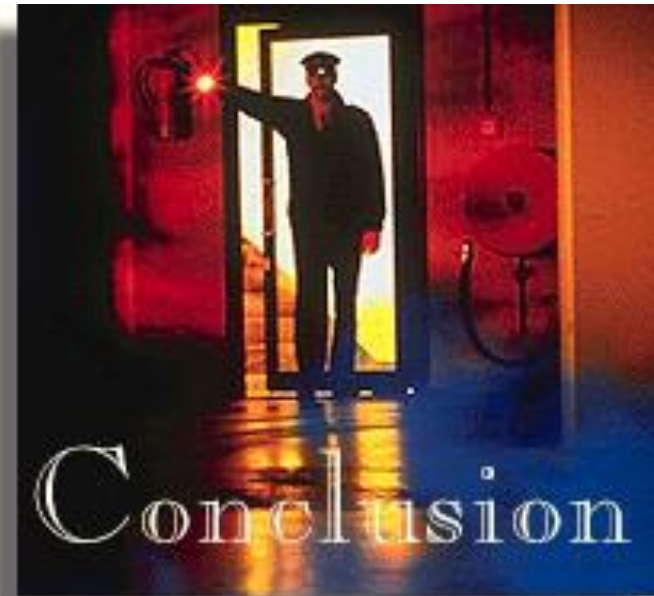
BODY LANGUAGE DURING PRESENTATION

- SMILE
- Make Eye-Contact
- Do not lock your arms
- Knees unlocked, head up,
- Connect with the audience
- Breathe & Relax



ORGANIZING- THE CLOSE

- “Tell them what you have told them”
- Reiterate the theme
- Summarize message
- Repeat key points
- Ask for questions
- End on a positive note



Tips & Techniques for Effective Presentation

- Maintain good eye contact
- Vary your speaking volume
- Use pauses
- Do not read your presentation
- Don't stand between the audience and the slides
- Use stories, questions, clips, examples etc.

TIPS & TECHNIQUES FOR EFFECTIVE PRESENTATION

- Do not put both hands in your pockets for long time
- Speak to the audience. Not to the visuals
- Speak clearly and loudly enough
- Move around the room as you speak
- Discuss your objectives at the beginning of the presentation

VIDEO LINKS

<https://www.youtube.com/watch?v=MnIPpUiTcRc>

<https://www.youtube.com/watch?v=Xwa4c6xVpMg>

- What is the importance of audience and locale in formulating presentation strategies for the speaker? Analyze briefly.
- Why do we need presentation skills? Explain.

WEEKLY ASSIGNMENT

- What are the essentials of a Presentation?
- Mention in brief the purpose of Presentation.
- What steps are to be taken for successful presentation?
- What is the need of audience analysis?

1. Reading out a presentation is:
a. helpful b. dull c. allowed d. not allowed
2. Audience analysis means knowing _____ of audience
a. age b. education c. interest d. all of these
3. The purpose of a presentation is to _____
a. motivate b. persuade c. inform d. all of these
4. In a presentation the most important role is played by
a . speaker b. audience c. AV aids d. all of these
5. Locale means
a. Venue b. atmosphere c. Audience d. distance

MCQ s - Answers

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5. Locale means
a. Venue **b. environment** c. Audience d. distance

EXPECTED QUESTIONS FOR UNIVERSITY EXAM

- What essential steps to be taken to make an effective presentation?
- What are the tips to overcome your nervousness during presentation?
- What is the role of body language while presentation?

- Always prepare
- Channelize your fear
- Interact with your audience

Presentation Etiquette

- Regardless, of whether your **Presentation** is for a social group, the office, family meeting or even a school
- **Presentation etiquette** should always be followed as it helps you in conveying your message to the audience in a desirable way

Rules of Presentation

- Arrive early and prepared
 - Dress properly and eat well
 - Be Respectful and Thoughtful
 - Don't Be Too Quick To React
 - Be Aware of Your Word Emphasis
 - Own Your Stage and Watch Your Body Language
 - Be Prepared for the Unexpected
 - Never Turn Your Back on the Audience
 - Speak with an Educative Tone
-
- Visual Aids Should Be Used With Care

Requisites of a presentation

- Have something worth presenting
- Organize your presentation
- Show rather than tell on slides
- Less is more
- Plan to take less time than allotted
- Be aware of your facial expression and eyes
- Use hand motions and movement to your advantage

- Pause frequently, speak slowly, and remember to breathe
- Practice, but do not memorize
- Practice one more time than you think you should

- Use a Maximum of 15 **Slides**. The average **presentation** slot or business meeting lasts an hour. ...
- Make Your Titles Headlines, Not Descriptions. ...
- Let the Titles Tell the Story. ...
- Layout Counts. ...
- Give Your Audience a Roadmap. ...
- Vary Your Format. ...
- Bubbles, Callouts and Takeaways. ...
- Always Close With an Ask.
- Try bold themes
- Use theme variants
- Use a transition that works with your presentation

DAILY QUIZ

1 Which of the following is not an easy to read font?

- Segoe Script Times New Roman
- Calibri Arial

2. Generally there are no more than _____ colors on one slide.

- 1 2 3 4
-

WEEKLY ASSIGNMENT

1. our presentation should consist of title slide, _____, body, and _____.
 - objects and summary
 - opinions and paragraphs
 - objectives and summary
 - options and pages
2. _____ is a good font size for headers.
 - 18pt.
 - 11pt.
 - 16pt.
 - 32pt.

1. Why should you keep text to a minimum on slides?

- a. So the focus is on you as the speaker
- b. To help make your presentation longer
- c. So the pictures are easier to see
- d. To make sure the audience can read everything you have to tell them

2. What is the biggest problem with this slide?

- The text is too small
- The colors make it hard to read
- The typeface is inappropriate
- Nothing, it's fine



MCQ s - Answers

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ONLINE PRESENTATIONS & ETIQUETTE

OBJECTIVE OF THE TOPIC (CO5)

- Students will be able to understand proper behavior when communicating online.
- Students will be tested on their understanding of digital etiquette.

NEED OF ONLINE PRESENTATIONS

- The teachers are conducting online classes to keep the students in touch to cover the syllabus
- Online teaching, with all its limitations, can be used to impart good teaching
- In order to make online teaching effective, the teachers need to follow certain rules & regulations
- Everyone is conducting meetings, webinars online

ETIQUETTE FOR Presenter

- Begin exactly at the allotted time and end on time
- Develop expertise with technology tools and be ready to assist students
- Check the necessary equipment for the meeting like laptop, internet connection, microphone and online course material
- Prepare yourself for the online meeting by rehearsing offline
- Maintain a quiet and neutral background for the online sessions

- Ensure that there are no noises around you - No TV/ Music/ Phones
- Dress appropriately
- Make sure you are audible to the audience
- Keep an eye on the presence of the attendees to make sure all are participative. You may ask questions to the students randomly to keep them engaged
- Communicate expectations and assignments clearly and consistently

- Make strategic use of mute-unmute programme on the online app or portal
- Don't postpone or cancel the meeting without a strong reason
- While sharing your screen with the attendees, close all personal and sensitive documents or tabs
- During online sessions, give proper breaks so that the attendees will have the time to think about the topic and frame their questions as doubts

- Ensure that content shared with attendees is appropriate and accessible to all, and is relevant
- Clarify when the live session has ended and wait for all attendees to log off/leave the session
- Facilitate appropriate communication and interaction and provide useful feedback
- Be brief and to-the-point

BASIC PRINCIPLES OF ONLINE CLASSES TO HELP STUDENTS

- Many students are moving to online learning especially for the purposes of receiving instruction or carrying on an academic discussion with their teachers
- Because of this, we're providing this Etiquette Guidelines to help students know how to conduct themselves appropriately in an online meeting
- While many of these guidelines may seem obvious, so we thought it would be helpful to provide a baseline of expectations from which teachers can draw as they work to develop an ideal online atmosphere for learning

ETIQUETTE FOR STUDENTS/ATTENDEES

- Be on time
- Wear proper attire
- Choose a good location
- Mute yourself if you experience unavoidable background noise
- Be ready to take notes
- Give your full, focused attention
- Participate fully

ETIQUETTE FOR STUDENTS/ATTENDEES

- Don't dominate the discussion
- Do ask questions
- Be more careful with your words
- Review your notes and the recording later
- Keep up with all assignments
- Check your email regularly
- Apologize for any accidental breach of etiquette

VIDEO LINKS

- <https://www.youtube.com/watch?v=EgMwRU04aX4>
- <https://www.youtube.com/watch?v=8yhOxIWCSr0>

- What is the importance of classroom rules to students learning?
- How do you manage an online classroom?
- What is proper online etiquette for teachers /instructor?
- What is proper online etiquette for students?

WEEKLY ASSIGNMENT

- What is an online classroom?
- How do you maintain a virtual classroom?

- **What is online etiquette?**
 - a) The correct or acceptable way of communicating or behaving on the Internet
 - b) The rules others should follow when they interact with you on the internet -- rules you should hold them to
 - c) Common sense about how to be kind to others
 - d) None of the other answers are correct
- **Why should you be careful about what you post in an online discussion?**
 - a) Your post might be saved & come back to haunt you b) You will be billed for it
 - c) You might be funny d) All of the above
- **Before posting to a discussion group you should**
 - a) read the FAQ b) find the Frequently Asked Questions (FAQ) document.
 - c) read some of the existing posts to get an idea of the tone and character of the group d) All of the above

MCQ s - Answers

- **What is online etiquette?**
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EXPECTED QUESTIONS FOR UNIVERSITY EXAM

- A - Avoid Acronyms
- B - Brevity
- C - Courtesy
- D - Ditching Distractions
- E - Early
- F - Focus and Friendships
- G - Good Intentions

Explain the mentioned in terms of online etiquettes.

- Online teaching, with all its limitations, can be used to impart good teaching when some of the major criteria to be implemented
- Students will also learn how to be on your best behavior in an online classroom with 10 netiquette guidelines every online student needs to know

Facing an Interview

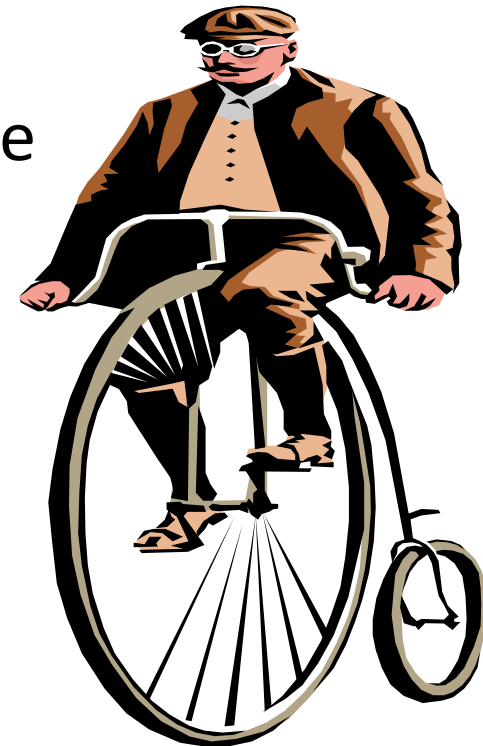
MEANING OF INTERVIEW

- It is essentially a conversation
- It follows time, place, length and participants
- One group controls questions and other contributes answers

WHAT IS AN INTERVIEW

A structured meeting between the candidate and an evaluator

- Interviewing is a skill- like riding your bike
- PRACTICE makes PERFECT



WHAT DOES AN INTERVIEW ASSESS?

- Clarity
- Depth
- Personality
- Self-Awareness
- General-Awareness
- Presence of Mind

REASONS OF INTERVIEW

- Viva Voce
- Selection of Staff
- Monitoring employees progress
- Dealing with problems

THE INTERVIEWEE

- Make your best impression on your evaluator
- In depth knowledge of the Subject
- Dress-Code
- Behaviour
- The greeting
- Body language
- Establishing Rapport

PRE-INTERVIEW PREPARATION

- Research on the subject in advance and prepare well
- Think about the potential questions
- Know yourself
- Be confident

ARRIVING

- Be sure to allow yourself plenty of time to arrive at your destination (you may want to conduct a dry run prior to your interview day)
- Try to arrive 10-15 minutes early ,walk to the interview, use the restroom, or just gather yourself

GREETING & INTRODUCTION

Only 1 chance to make a good 1st impression

- Dress appropriately
- Mild Smile
- Greet them properly
- Maintain eye contact
- Remain poised and confident



SKILLS REQUIRED IN VIVA VOCE



Positive Signals

- Leaning forward = interest
- Smiling = friendly
- Nodding = attentive and alert
- Eye contact = curious and focused

Negative Signals

- Crossed arms = defensive
- Fidgeting hands or tapping feet = nervous or bored
- Lack of eye contact = untrustworthy
- Leaning back = discomfort

TYPES OF INTERVIEW QUESTIONS

Sample Questions

- Tell me about yourself?
- What is your greatest strength? Weakness?
- What is your ambition in your life?
- **WHAT IS IMPORTANT WHEN ...?**
- **Entertaining clients**
- Types of activities
- Cost
- **WHAT IS IMPORTANT WHEN ...?**
- **Deciding on packaging for products**
- Image
- Production process

GENERAL INTERVIEW STRATEGIES

- Be prepared to talk about yourself and your experiences
- Master in your subject
- Provide specific and concrete examples of your learning
- Remain positive, enthusiastic, poised, and confident throughout the interview process

GENERAL INTERVIEW STRATEGIES

- Remember an interview is a formal conversation--avoid filler words like “Um”, “Ah”, & “You know”
- Avoid indecisive phrases like: “I think,” “I guess,” “probably,” or “pretty good”
- Think before you speak anything
- Avoid long verbal answers--limit your response to 1-2 minutes
- If you do not hear or understand a question, ask them to repeat or clarify it for you

GENERAL INTERVIEW STRATEGIES

- Remain calm, relaxed, and be yourself
- Try to focus on the message you are trying to convey--NOT how well you are doing!



DRESSING FOR SUCCESS-MEN

- Polished shoes
- Elegant white shirt
- Conservative tie
- Neatly groomed hair, beard, and mustache
- Avoid strong colognes, earrings, and body piercing



DRESSING FOR SUCCESS-WOMEN

- Formal attires- Trousers or skirt suit
- Pumps with small to medium heels
- Wear neutral color dress

POINTS TO REMEMBER PRIOR TO AND DURING THE INTERVIEW:

Always smile when you enter a room or when you are meeting people; it relaxes them to warm up to you

During the interview sit forward when you talk without showing excitement- it shows that you are enthusiastic and motivated

Maintain good eye contact with the evaluator



POINTS TO REMEMBER PRIOR TO AND DURING THE INTERVIEW

- Personalize your approach and answers to questions to match the question. Give plenty of related examples
- Do not try to make up answers to questions- people respect those who are not afraid to say, “I don’t know”
- Before leaving the room, extend gratitude and the position clearly- this will make a major and lasting impression
- Relax, be yourself and enjoy the meeting. Above all remember that every meeting is a learning experience

Don't s When Answering Questions

- Take a pause when answering
- Don't assume that you have to go on talking until you are interrupted
- Don't make comments such as “that's an interesting question”
- Don't use general terms such as one or people
- Don't try to draw the attention of the interviewer on your failures or bad luck

VIDEO LINKS

- <https://www.youtube.com/watch?v=7Qk1-3BZZTM>
- <https://www.youtube.com/watch?v=qxFtn9pGaTI>
- https://www.youtube.com/watch?v=mMXvMf_2EKs

- Tell me about yourself.
- How would you describe yourself?
- What makes you unique?
- Why do you want to work here?
- What interests you about this role?
- What motivates you?
- What are you passionate about?
- What are your greatest strengths?
- What are your greatest weaknesses?
- What are your goals for the future?

WEEKLY ASSIGNMENT

- Where do you see yourself five (ten or fifteen) years from now?
- Can you tell me about a difficult work situation and how you overcame it?
- What is your salary range expectation?
- Why should we hire you?

- **When an employer asks “Tell me about yourself,” what kind of information should you include?**
 - a) Information completely different from what is on your resume
 - b) Information related to the job
 - c) Information about your personal life (ex. your favorite color)
 - d) Information about how much you want a different job than the one you are interviewing for
- **What should you focus on during the interview?**
 - a) The salary you want b) What you can offer the company or organization
 - c) What the company or organization can offer you
 - d) How much vacation time you want
- **What is the best way to make a good impression during an interview?**
 - a) Be blunt b) Shake hands with your interviewer(s) before and after the interview
 - c) Make negative comments about previous employers d) Exaggerate your qualifications
- **What should you do if you get nervous during an interview?**
 - a) Discretely play with a small object, like a coin or paperclip
 - b) Stand up and walk around
 - c) Leave immediately when you start to feel nervous

MCQ s - Answers

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EXPECTED QUESTIONS FOR UNIVERSITY EXAM

- How do you handle pressure and stress?
- What type of work environment do you like best?
- What makes you want to work hard?
- Which adjectives would you use to describe yourself?

SUMMARY

- Conduct a test run the day before the interview
- Practice! Practice! Practice!
- Obtain a list of practice interview questions and jot down short answers
- Stand in front of a mirror and rehearse your answers
- Schedule an appointment for a mock interview with Career Services
- Get a good night's sleep-be well rested and alert for the interview
- Be relaxed and be with yourself!



Thank You