

ADVACNCE ENGLISH COMMINCATION SKILLS SYLLABUS

As per R16 Syllabus Prescribed by JNTU Hyderabad

B. Tech. III Year – II Sem CIVIL, CSE & ECE

List of Exercises:

CONTENT

SNo	Date of Experiment	Experiment	Signature of Faculty with Date	Page No	Remarks
1		Inter-personal Communication and Building Vocabulary		1 – 15	
2		Reading Comprehension		16 – 21	
3		Writing Skills		22 – 29	
4		Presentation Skills		30 – 34	
5		Group Discussion and Interview Skills		35 - 49	

GENERAL INSTRUCTIONS FOR STUDENTS:

1. Students must get their Identity cards to lab without fail.
2. Students should be regular and punctual to laboratory.
3. Student must get their lab manuals and records to the lab.
4. Students should enter their names and computer number in the login register.
5. Student should use the same computer every time.
6. Students are requested to be careful while handling and operating the computers.
7. Headphone should not be used for any other purpose except for listening to the Information available through software.
8. Students are instructed not to use pen drives during lab sessions.
9. Use of mobile phones during lab hours is strictly prohibited.
10. Students should be dressed formally. Jeans, T-shirts are not allowed.
11. All students should actively participate in the lab activities.
12. Students are evaluated based on their active participation and proper behaviour

UNIT - 1

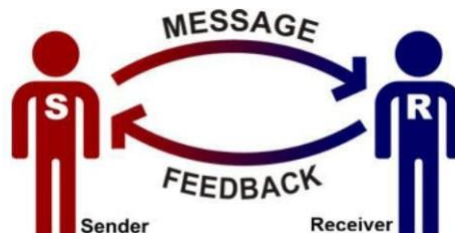
INTER-PERSONAL COMMUNICATION AND BUILDING VOCABULARY



“Communication is the transfer of information and understanding from one person to another person. It is a way of reaching others with facts, ideas, thoughts and values.”

- Keith Davis

Inter-personal communication is the process by which people exchange information through verbal and non-verbal messages between two or more people. It is “a set of skills which are essential for establishing and maintaining healthy inter-personal relationships.” People who are well-versed in inter-personal skills succeed in life which enhances to build their personality in totality.



“Mend your speech a little, lest it may mar your fortune.”

- William Shakespeare

CONVERSATION:

Every one of us takes part in some kind of conversation, formal or informal. Conversation is an interactive process involving speakers and listeners. Conversations links people and establish, maintains, improves and consolidates social as well as professional relations.

Types of conversation: Formal and Informal (Grapevine)

There are two types of conversation – Formal and Informal. Formal conversation differs from informal conversation in content, approach, style and attitude in language. Formal conversation is a type of conversation that we have in formal situations while informal conversation involves exchange of personal information with friends and relatives.

Differences between Formal and Informal conversation:

FORMAL CONVERSATION	INFORMAL CONVERSATION
O Formal content	O Personal and emotional content
O Always factual	O May be emotional or factual
O Accepted rules and customs	O No accepted rules and fixed norms
O Objective approach	O Both objective and subjective
O Logically organized and structured	O Not always structured

HOW TO START A CONVERSATION:

1. Give someone a compliment and tie it to a question.

That is a very nice dress. Do you mind sharing where you got it?

I love your hair. Do you have a favourite salon?

Your lunch looks delicious. Did you make it yourself?
2. Start a general conversation but make sure you are sharing too so that it doesn't feel like an interrogation.
 - How are you?
 - What do you think of this weather?
 - Have you read any good books recently?
3. Ask open ended questions.
 - What elements would you like to change in yourself?
 - How would you apply what you have learnt to develop?
 - Do you enjoy reading?

4. Here are some ice-breakers.
 - What is the best piece of advice you've ever been given?
 - Which fictional character would you like to meet?
 - What acquired skill have you always wanted to learn?
5. Start a conversation at work.
 - How was your weekend?
 - How is your day going? Are you busy?
 - Do you have a vacation planned?
6. Find a common ground.
 - What kind of music do you listen to?
 - Who is your favourite author?
 - Have you been to other countries before?
7. "Would you rather" questions.
 - Would you rather go without your smart phone or without a car for a month?
 - Would you rather be the most popular person or the smartest person in your social group?
 - Would you rather be the worst person on a great team or the best person on a good team?
8. Use the S.O.F.T.E.N. technique to help create a great non-verbal impression.
 - Smile
 - Open up your posture
 - Forward lean
 - Touch by shaking hands
 - Eye contact Nod when the other person talks

TIP OF THE DAY

*When making small talk,
keep in mind the **SOFTEEN** Technique.*



Smile.
Open up your posture.
Forward lean.
Touch by shaking hands.
Eye contact.
Nod when the other person talks.

Practice them **one at a time** at first.

NON- VERBAL COMMUNICATION:



Body language is an integral part of oral communication. As non-verbal communication expresses individual emotions, social attitudes and feeling, it conveys more meaning than spoken words. The use of appropriate means of non-verbal communication has a great impact.

MEANS

1. KINESICS (The language of body)

Personal appearance, Facial expression, Eye contact, Movement Posture, Gesture

2. PARALINGUISTICS (The language of voice)

Quality, Volume Pace Pitch Pronunciation Pauses

3. PROXEMICS (The language of space)

Intimate space, Personal space, Social space, Public space

4. CHRONEMICS (The language of time)

Attending job interviews, presentations for investors.

Eye Contact:

Good or positive eye contact improves the effectiveness of a verbal message during the oral interaction.

- ☐ Maintain eye contact while listening to someone, it indicates that you are paying attention to what the person is speaking.
- ☐ Use eye contact to show sincerity and confidence.

Facial Expressions:

Facial expression is another dimension of body language and it refers to the use of eyes, eyebrows, forehead and mouth for expression.

- ☐ Positive facial expression should be used. A good smile gives a positive aura.
- ☐ Facial expression should be consistent with verbal message. The speaker should behave naturally.

Gestures:

A gesture is a visible bodily action that may express implicit meaning. It refers to the use of fingers, hands and arms for expression.

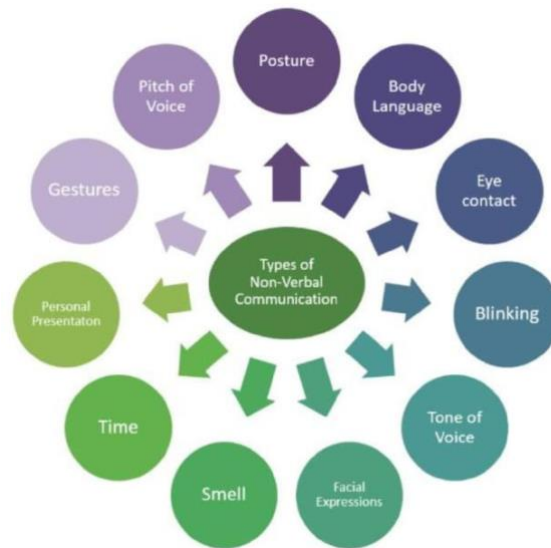
- ☐ Gestures should be natural. Avoid confusing gestures or body movements (biting nails or scratching head.)
- ☐ Do not reflect nervous mannerism and use of fingers too often. Use hands and arms very carefully and effectively.

Posture and Body Movements:

Posture talks about your personality. Appropriate posture and body movements reflect positive personality traits such as maturity, confidence and alertness.

- ☐ Posture should be confident and natural. Avoid making funny or confusing postures or body movements.

- While using body movements, ensure that they are consistent with the verbal message.
- Learn the cultural patterns of posture and body movements to avoid cross-cultural misunderstandings.



ROLE PLAY

“The best way of successfully acting a part is to be it”

-Arthur Conan Doyle

To learn a language, we have various methods and approaches. Learning by doing is most preferred in the process of effective language learning.

- Role play is a speaking activity where you either put yourself into somebody else’s shoes or you may stay in your own shoes but put yourself into a imaginary situation.
- By being involved in the character, one has to think in a broader way. It provides participation, involvement and an opportunity for action learning.
- Participants practice real life situations in protected environment where mistakes
- can be rectified in a risk –free manner.
- High sounding words, jargon and slang are not advisable.

Important Components of Role Play:

VOICE CHARACTERISTICS

Volume and Vocabulary.

- ☐ It is essential to refine the quality of one's voice while speaking to others and to know the distance between the speaker and the listener focuses on proper audibility.
- ☐ A good vocabulary is indispensable. Our choice of words plays a vital role in professional communication.

Pitch and Intonation:

- ☐ Intonation is the variation of the pitch of the voice. Monotonous pitch would take away the grip.
- ☐ Modulating voice with the right emphasis would make the listener interesting.

Pace:

- ☐ Audibility and appropriate pace go together, where one supplements the other.
- ☐ Maintaining optimum pace is required to be audible and clear.

Activities

1. Write the role play that you have performed in the conversational style.
2. Write an analysis on the performed activity and suggest modifications.
3. Name Peter, aged 21, you are a calm person, known for your negotiating qualities. You have to take a morning flight the next day but you are held up with your manager. Convince your manager to reach the airport in time.
4. Person 'A' is selling advertising space in a magazine. Person 'B' is interested, but reluctant to buy space at the price suggested. However, 'B' is willing to negotiate regarding the price. Write their conversation.
5. You have to join a welcome dinner party organized by MNC Company. How do you converse in the party with new colleagues?

VOCABULARY BUILDING

“Without grammar very little can be conveyed, without vocabulary nothing can be conveyed”.

- David Wilkins

Vocabulary is a vital part of lingual expression. A good knowledge of words helps in an effective presentation of ideas, oral or written. It creates an impact on the listeners/readers about the communicator as being a learned and erudite person. Enhancing the word power is sought after by students and professionals alike as it lends fluidity to words and conveys the most appropriate idea that is in one's mind.

Vocabulary learning takes you on an interesting odyssey of language.

Vocabulary is important across the curriculum from language arts to mathematics and science. It is intimately connected to both effective reading and writing skills, and these skills in turn are necessary. A piece of writing that provides clear message and perception is an indicative of his or her vocabulary skills that have been acquired.

There are several ways through which one can build vocabulary. One of the most important methods of improving vocabulary is to read different material constantly or increasing the amount of time that you spend in reading. Using thesaurus, helps you to know and understand the word formations. Thus building vocabulary from word roots is one of the best ways to success.



“Vocabulary is a matter of word-building as well as word-using.”

-David Crystal

SYNONYMS & ANTONYMS:

Synonyms are words which have similar meanings or nearly the same meaning. They are often used in place of another. It is useful to know the synonyms of word because one can use them to bring variety to speech and writing.

Antonyms are words which are opposite in meanings to one another. It comes from the Greek words “anti” for opposite and “onym” for name. They are an important part of vocabulary as they can be used in place of long phrases to express opposite meanings.

SYNONYMS WORD LIST:

Adept	Proficient, skilled, expert
Brisk	Active, fast, quick, busy
Candid	Sincere, straightforward, frank
Despondency	Despair, dejection, hopelessness
Epoch	Era, time, age
Intricate	Start, begin, to go
Infer	Conclude, deduce, end
Jargon	Cant, technical language, gibberish
Necessary	Essential, requisite, need
Opulent	Rich, wealthy, costly

ANTONYMS WORD LIST:

Abandon	Maintain, cherish, keep, remain
Babble	Wisdom, learning, knowledge
Brutal	Humane, tender, warm
Cautious	Impulsive, careless, heedless
Dawdle	Hurry, rally, speed
Efface	Retrain, approve, keep
Falter	Preserve, insist, compel, stimulate
Scanty	Profuse, ample, plentiful

ONE –WORD SUBSTITUTES: A one-word substitute is a single word that can be used for a group of words, retaining the essence of its meaning. One –word substitute helps writing concise.

Word List:

Abrogate	To do away with a rule
Animadvert	Cast criticism upon
Benevolence	Charity (wishing well)
Evasive	Not frank; eluding
Barrack	A building for lodging of soldiers
Fiasco	A matter which ends in failure
Intervene	Come between
Novice	Beginner
Paradox	That which is contrary to receive opinion
Verisimilitude	Appearance of truth

PREFIXES & SUFFIXES

The process of making new word from a base is known as word formation. Prefixes and suffixes may be used to form new words. A prefix is attached at the beginning of the root word and a suffix is attached at the end of a root word to form a new word. It changes the word-class and meaning of a word.

WORD LIST: (prefix)

WORD	MEANING	EXAMPLE
Ambi, amphi	both	ambidextrous
Anthro	man	anthropology
Bi	two	bicameral
Contra, contro	against	contravene
Dys	faulty, bad	dyslexia

WORD LIST: (suffix)

WORD	MEANING	EXAMPLE
Able, ible	capable	potable, portable
Ate	to make	consecrate, enervate
Ism	doctrine	monotheism, fanaticism
Osis	condition	psychosis, hypnosis
Tude	state of	fortitude, beatitude

IDIOMS and PHRASES

An idiom is a phrase not meant to be taken literally, but has a figurative meaning. It has an artistic expression whose meaning is unpredictable from the usual meanings of its component words. It is a dialect which is peculiar and adds glamour to the language.

Examples:

Idiom	: Meaning
A stumbling Block	: an obstacle
Face the music	: Accept punishment
Move heaven and earth	: Try very hard
A piece of the cake	: very easy
Bolt from the blue	: (something happened unexpectedly
At the drop of a hat	: (do it immediately without hesitation)
Turn a deaf ear	: refuse to listen to somebody

COLLOCATIONS:

A collocation is a sequence of words or terms that co-occur more often than would be expected by chance. They usually go together.

Examples:

- ☐ The rich and the powerful
- ☐ A stiff breeze
- ☐ Broad daylight

UNIT-2

READING COMPREHENSION

Reading makes a man complete

-Francis Bacon

- Reading is an important communicative process and reading skills are probably the most important language skills required for academic and professional purposes. Quick, efficient, and imaginative techniques are essential for enhancing one's skills.
- Reading is a complex communicative process of receiving and interpreting the written words. It involves recognizing what is written and comprehending the matter. Reading is concerned with four factors decoding, comprehending, text analysis and response.
- Comprehension in reading refers to the identification of the central, theme, main idea, supporting details, and written patterns. One has to understand the lexical meaning of words and function of sentences patterns accurately as well as their logical and thematic coherence.

READING WITH A PURPOSE:

Students read and interpret textbooks, research papers, and articles in technical journal, web materials, encyclopedias', technical reports and reference materials. The basic purpose of reading is to extract information from various sources, it may primarily to be:

- Get an introductory idea of a text and broad understanding.
- Understand scientific idea, theories, and principles.
- Understand new changes and development in a particular field.
- Broaden one's outlook and understanding.
- Discover the author's viewpoint

SKILLS OF READING:

SCANNING:

- ☐ Scanning refers to the ability to locate specific information or facts as quick as possible. While trying to look for the meaning of a word in a dictionary or looking for a telephone number in the telephone directory, we scan and try to locate for specific information.

Scanning is an important rapid reading technique, which provides better comprehension while reading a scientific or technical text.

It may serve several purposes:

- ☐ a specific point or fact in a text
- ☐ relevant graphic details
- ☐ a formulae in a text
- ☐ examination results
- ☐ references or bibliographical listings

SKIMMING:

It is the rapid survey of the subject. This is to get a rough idea or to see quickly what the book is about. It is more sophisticated skill than scanning. The main objective of skimming is to understand the central idea and the main point of text is that reader has to read fast and make quick analysis.

Skimming involves three main skills

- Identifying the central idea.
- Recognizing the main ideas.
- Identifying the written patterns of the passage/text.
- Skimming should answer the following questions
- What is the overall purpose of the text?
- What is the central idea or the theme?
- What is the logical organization?
(General to specific, specific to general, chronological)
- What does the author intent to do?

(Describe, instruct, report, explain, argue, persuade)

- What are the main points of the text?

Identifying the written patterns of the passage/ text.

INTENSIVE READING:

- Intensive reading is a detailed reading that demands better concentration and motivation. The three rapid reading techniques are prediction, scanning, and skimming, prepares the reader for intensive reading.
- It helps in concentrating and focusing on the reading assignment, which is essential for academic and professional reading.
- Intensive reading requires text analysis for critical and evaluative understanding of text
- Intensive reading skills include distinguishing between Facts and opinions
- Explicit and implicit information Examples and idea
- Inference and conclusions.

EXTENSIVE READING:

This technique is used when we are reading for pleasure. There is no particular need for locating information.

Reader reads all the text but in a relaxed and non-specific way. Example: Novels, story books.

CRITICAL READING:

This technique is used to find what the meaning of the text. One has to evaluate the text and make inference about the author's purpose. Example: reading books, advertisements.

ANALYTICAL READING:

Analytical reading involves analyzing the given material and making connections with past knowledge of a subject. This technique is generally used when reading serious material.

Example: material such as scientific, economic data.

“Comprehension judge the capability and ability of understanding the passage, power of analyzing the problem in proper perspective and the ability of presenting answers systematically”

PASSAGE:

A book is written, not to multiply the voice merely, not to carry it merely but to perpetuate it. The author has something to say which he perceives to be true and useful or helpfully beautiful. So far he knows no one has said it, so far as he knows no one else can say it. He is bound to say it clearly and melodiously if he may; clearly at all events. In the sum of his life, he finds this to be things or group of things, manifest him; this, the piece of true knowledge, or sight, which his share of sunshine and earth has permitted him to seize. That is a book.

1. The opening sentence of the passage implies that the aim of writing a book is to
 - a. Repeat the message it contains
 - b. Enable the author to express his idea in writing
 - c. Preserve from extinction the message it contains
 - d. Propagate the ideology of the author

Answer: (D)

2. Which of the following would be the most suitable title for the passage?
- a. Contribution of an Author
 - b. Aim of Writing a Book
 - c. Books: The Source of True Knowledge
 - d. Writers and Their Books
- Answer: (C)
3. According to the writer, a person is impelled to write a book, because
- a. He wishes to satisfy his ego
 - b. He has something nice and pleasing to say
 - c. He is capable of expressing whatever he wants to say
 - d. He has discovered something unique, true and good which he must convey distinctly and musically.
- Answer: (D)
4. Which of the following is not implied in the passage?
- a. A writer is motivated to write a book if he discern a great truth
 - b. An author of a book generally gathers some common truths and gives them a popular and pleasing expression
 - c. A great writer is convinced that whatever he says is not an echo or imitation of what others have said
- Answer: (B)
5. An eminent writer's message is conveyed through plain unambiguous language which of the following is opposite in meaning to the word 'manifest' given in the passage?
- a) Unclear b) Dark c) Pure d) hard
- Answer: (A)

UNIT-3

WRITING SKILLS

Of four skills in language learning, writing and speaking are known as active skills while reading and listening are passive skills. In the course of a student's career it is important that he develops all four skills to grow in his career.

Communication is very essential in today's world. One has to take care of cohesion and coherence as they are vital elements of writing.



WRITING RESUMES:

The success of employment search largely depends on a candidate's ability to design a persuasive resume and an effective job application.

A resume should have an effective design with a focus on readability and adaptation to audience expectations.

There is no right design for a resume. The design of a resume largely depends on a person's background, employment needs, career goals and professional conventions in the area of specialization.

Parts of a Resume:

The standard parts of a resume include the heading; position sought, career objective, education, work, experience, specific skills, achievements, interests, and reference.

HEADING: The heading of a resume includes contact information, which contains the applicant's name, full postal address with pin code, telephone number and e-mail address.

POSITION SOUGHT: The position sought should be mentioned so that the employer is able to distinguish the application.

CAREER OBJECTIVE: Career objective is a special part of in a resume. It convey his/her motivation and interest in the job he/she is seeking.

PROFESSIONAL SUMMARY: Some resumes may include a professional summary in place of career objective.

This part should be included in the resume if the applicant wishes to high light the relevance of his/her qualification, special skills, and key work experience to the position he/she is applying.

EDUCATION: Specific details regarding the applicant's education, the name and location of the school/college/university/institution.

The applicant's grade point average/class/ division must be mentioned .Reverse chronological order is used to list educational information.

WORK EXPERIENCE: It provide a brief and specific overview of the applicant's work and professional experience. The applicant must draft this part of the resume very carefully. Title of the position, organization/company, location of work, dates of employment and accomplishments are included.

SPECIAL SKILLS, ABILITIES AND APTITUDES: In this part, applicant's skills are of significance and direct relevance to the job applied.

ACTIVITIES AND INTERESTS: Extra-curricular, co-curricular, professional activities and hobbies are mentioned.

ACHIEVEMENTS/ACCOMPLISHMENT/HONOURS: They Convince the employer that he/she is an achiever and therefore worth hiring.

REFERENCES: When applying for a solicited position references are included for further verification. This may include the applicant's previous employer, guide, and colleague so on.

RESUME STYLES:

There are three acceptable resume styles:

- ☐ Chronological resume
- ☐ Functional resume
- ☐ Combinational resume

CHRONOLOGICAL RESUME: This is the most common resume style. It focuses on education and experience. It organizes past employment record or education in reverse chronological order. It lists work experience items or education/professional qualification starting with the current or most recent works.

FUNCTIONAL RESUME: Chronological resume focus on education and work experience whereas Functional resume highlight accomplishments and emphasize skills.

COMBINATION RESUME: A combination resume follows a mixed style, drawing on the best characteristic of chronological and functional resumes. It highlights skills but includes detailed information about the candidate's education and work experience.

TIPS: A resume is created, reviewed, or revised.

- ☐ Give the resume a professional look
- ☐ Be factual, complete and objective
- ☐ Use Appropriate writing style

- ☐ Use specific details
- ☐ Organize the Resume properly
- ☐ Take care of Grammar, Usage, Vocabulary, Spelling and Punctuation

Proofreading and Finalizing the Resume is mandatory.

Punctuation Mistakes:

- ☐ Check for periods (full stop) at the end of all sentences.
- ☐ Be consistent in use of punctuation.
- ☐ Always put periods and commas within quotation marks.
- ☐ Avoid using exclamation marks.
- ☐ Use phrases instead of long sentences.

Grammatical Mistakes:

- ☐ Do not switch tenses within your resume.
- ☐ When expressing numbers, write out all number one to nine in words, but use numerals for all numbers above 10 (i.e., 10,17,30).
- ☐ If you begin a sentence with a numeral, spell out the numeral (i.e., Eleven service awards won while employed).
- ☐ Be careful while using the choice of words and edit confusing words properly.
- ☐ Check dates of all prior employment.
- ☐ Check your address and phone number.

Check abbreviation.

Content in the Resume:

- ☐ Use an easy to read fonts like, Serif, Sans Serif, Verdana, Times New Roman.
- ☐ Limit font size to 11 or 12.

- ❑ Do not overuse capitalization, italics.
- ❑ Keep the paragraph format as justified.
- ❑ Maintain line spacing to 1.15 to 1.5.
- ❑ Don't overcrowd your resume; allow for plenty of white space.
- ❑ Keep the number of fonts you use to a minimum.

JOB APPLICATION LETTERS OR COVER LETTER:

The key components of a job application letter are gaining attention, building interest, showing the worth of the applicant and motivating action.

It serves several specific purposes:

- ❑ Introduces the applicant to the hiring organization
- ❑ Introduces the applicants resume
- ❑ Highlights the applicants positive personal traits and achievements

Key Elements in Application letter are:

- ❑ Gaining the reader's attention
- ❑ Building the reader's interest
- ❑ Convincing the reader that the applicant is the best candidate
- ❑ Motivating the reader to act

The parts of the cover letter:

- ❑ **Opening:** The job application letter should open with an intention catching statement that could be a reference to the source of information, the applicant's credentials, and a startling statement.
- ❑ **Body:** A summary of the applicant's qualification, professional training and experience, highlighting his/her strengths, assets and skills should be presented.

The applicant should relate his/her qualification and experience to the need of the employer.

Closing: The applicant's has to conclude the letter by motivating the reader. In order to persuade the reader to act, key career point should be emphasized and all claims should be substantiated by facts, figures, and testimonials.

TECHNICAL REPORT WRITING:

A report is a formal document written for a specific audience to meet a specific need. It is a factual and systematic account of a specific business or professional activity.

The literal meaning of the word 'report' is a formal or official statement, as of results of an investigation or matter referred.

Reports serve several purposes:

- ☐ Presenting data
- ☐ Describing problems
- ☐ Discussing and analyzing data
- ☐ Recording events and happenings
- ☐ Analyzing a situation or a condition
- ☐ Giving feedback, suggestions, or recommendations.

Types of Reports:

Informational: Objective presentation of data without analysis or interpretation.

Analytical: Presentation of data with analysis and interpretation.

Oral: Face-to-face presentation of information.

Formal: long reports with elaborate description and discussion.

Non-formal: Short reports.

Formats of Reports:

- ☐ Printed format

- ☐ Letter format
- ☐ Memo format
- ☐ Manuscript format

STRUCTURE OF FORMAL REPORTS

Parts of a Report:

TITLE PAGE: A formal report usually begins with a title page. It contains the title of the report, the name of the person, or organization to whom the report is being submitted and date.

PREPACE: The preface is an optional element in a formal report. It introduces the report by mentioning its salient features and scope.

ACKNOWLEDGEMENT: The acknowledgement section contains the names of the persons who contributed to the contribution of the report and made the report possible.

TABLE OF CONTENTS: The ‘table of contents’ provides the reader an overall view of the report.

LIST OF ILLUSTRATION: The ‘list of illustration’ gives systematic information about tables, graphs, figures and charts.

ABSTRACT OR EXECUTIVE SUMMARY: An abstract or an executive summary summarizes the essentials information in the report, focusing on key facts, findings, observations results, conclusions and recommendations.

INTRODUCTION: This section introduces the reader to the report and prepares them for discussion that follows by providing back ground information.

METHODOLOGY: The section on methodology summarizes the methods of data collection sources through Internet surfing, interviews, surveys and formal/informal discussions.

DISCUSSION: It focuses on facts and findings of the report and may include an objective description and discussion of the problem and analysis of the situation. It is

usually divided into sections and sub-sections with well-structured and clear heading and sub-headings

CONCLUSIONS: This section conveys the significance and the meaning of the report to reader by presenting a summary of discussion and findings, results, conclusions, implication and inferences.

RECOMMENDATIONS: Are based on results and conclusions. It may also indicate the need and nature for further work in the concerned area.

APPENDICES: An appendix contains supporting material or data, which is kept separate from the main body of the report to avoid interrupting the line of development of the report.

REFERENCES AND BIBLIOGRAPHY: This section may contain references to books, journals, reports, dissertations, and other sources used in the report. It may also contain a list of materials for further reference.

WRITING STRATEGIES: Report writing strategies include:

- ☐ Determine the scope of the Report
- ☐ Determine the need of the Audience
- ☐ Gather all the information
- ☐ Analyse and Organise the Information
- ☐ Writing the first draft
- ☐ Reviewing and Revising
- ☐ Writing the Final Draft

MIND MAP:

1. Prepare a sample Resume for yourself?
2. Draft different kinds of Resumes?

UNIT - 4

PRESENTATION SKILLS

“Half the world is composed of people who have something to say and can’t; the other half have nothing to say and keep saying it.”

-Lenny Laskowski

Oral presentation is purposeful, interactive, formal and audience oriented. It plays a vital role.

An oral presentation is a formal address by a person to a group of people with or without using visual aids and other tools like slide show, video or audio clip. Successful Presentations are designed to meet the needs and expectations of the audience. It serves various purposes such as improving speaking skills, increase the chances of getting good jobs and to gauge the strength of oneself regarding language competency a persuasive skills. It is therefore, a conscious effort of the speaker and is a purposeful communication and establishes the reputation of the speaker.

To quote Emerson, *“All the great speakers were the products of rehearse and practice”*

TYPES OF ORAL PRESENTATIONS

There are broadly three types of oral presentations. They are

- i. Impromptu
- ii. Seminar
- iii. Power Point Presentations

Impromptu:

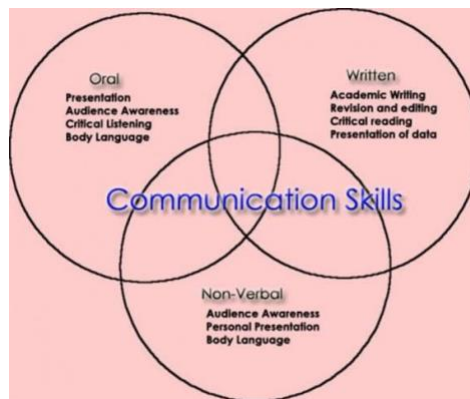
Impromptu refers to the type of oral presentation where the person has to speak on the spot without any previous preparation this skill demands a good level of presence mind and self-confidence apart from the skill of organizing the material in a

quick pace. Impromptu reflects highly competitive and agile environment in which we work.

In the absence of earlier arrangement of ideas and structuring of arguments, the speaker might fail to present a coherence speech. The looseness as when compare to a seminar presentation is expected. However, one should make an attempt to reduce chaotic presentation.

Seminar

For a student, seminar is important an early exposure to this form of oral presentation is a must. Seminars are regularly organized and conducted in colleges with a primary objective of evaluating certain features that are present in both the two earlier forms- Impromptu and Extempore. These provide the speaker with ample time to collect the material and organize idea.



PLANNING THE PRESENTATION

- ☐ Define the purpose
- ☐ To inform
- ☐ To persuade
- ☐ To demonstrate
- ☐ Analyse the Audience
- ☐ Identify Audience Characteristics
- ☐ Analyse Audience Needs and Expectations
- ☐ Recognise Factors For Getting and Maintaining Audience Attention
- ☐ Analyse the Occasion
- ☐ Choose a suitable title

PREPARING THE PRESENTATION

- ☐ Develop the Central Idea
- ☐ Develop the Main Idea

Gather Supporting Material

Elements of oral presentation

A typical presentation will have the following steps

- A) Introduction
- B) Main Body
- C) Conclusion
- D) Questions and responses

Introduction: A well beginning is half done. The speaker has to prepare thoroughly and motivate the audience. The introduction therefore should be attractive, attention drawing and thought provoking. There are various ways to kick-start the presentation.

- ☐ Greet the audience
- ☐ Introduce yourself
- ☐ Announce the topic either by asking questions or by directly giving clues before declaring it.
- ☐ Explain the purpose of the presentation
- ☐ Maintain time (duration of the pot)
- ☐ Specify when you would like to ask questions
- ☐ Give an outline of the power point presentation

Main Body

The main body should contain relevant matter, preferably divided into sub titles. Orderly arrangement of these should be with the content. The relationship between the themes and arguments should be clearly stated. It should contain a situation wherein, the audience can effectively relate.

Conclusion

The main point here is, to reinforce the central idea, giving a brief summary of the main points.

Specific Objectives of an oral presentation

1. **Planning:** - a. Purpose b. Audience c. Data collection d. The action plan
2. **Topic selection:** - Right topic suitable for self and also for audience

Purpose: - Simple, concise statement of intention that helps to feel the pulse of the listener throughout the presentation

Steps involved in oral presentation:

1. Deciding the topic. It is good to choose a topic that is decent and relevant
2. Collecting or gathering information, data and visuals on the topic chosen, accessing library, internet and discussion with people.
3. Arranging the information in a coherent manner.
4. A rough draft should be prepared keeping the length and time of the presentation.
5. Revise the rough draft number of times, to make it error proof.
6. Practice is essential. Rehearsing the speech before presenting it helps in boosting the confidence. It helps to understand the flaws in delivery of speech for necessary correction. Take the help of a friend or a mirror to practice.

Power Point Presentation

Power Point is the most popular presentation software. It is the most useful and accessible way to present visual aids to the audience. PowerPoint presentations consist of a number of individual pages or "slides". The "slide" is a reference to the slide projector. Slides may contain text, graphics, sound, movies, and other objects, which may be arranged freely. The presentation can be printed, displayed live on a computer, or navigated through at the command of the presenter.

Some of the important features of a PPT which make it a popular method of presentation technique are

- Quick and Easy: the basic features are easy to master and make a presentation appear to be organized,

- Simple bullet points: It can reduce complicated messages to simple bullet points. Bullet points are a good basis for the presentation and remind the speaker of main points and the organization of the message.
- Easy to create a colorful, attractive design: using the standard templates and themes, amazing slides can be prepared.
- Easy to modify: when compared to other visual aids such as charts, posters, it is easy to modify the slides.
- Easily re-order presentation: with a simple drag and drop or using key strokes, one can move slides to re-order the presentation.
- Slides used in a presentation should be spare, in terms of how much information is on each slide, as well as how many slides are used. A rule of thumb is to put no more than eight lines of text on a slide, and with no more than eight to ten words per line.

Written presentations through Posters

A poster is a visual description of a project, prepared for viewing by those attending a conference. Posters can depict research or evaluation findings, outline a research process, or describe a program. Posters take up a larger space on a bulletin board or wall than what the word

“Poster” might suggest (usually larger than 3 feet by 5 feet). Conference attendees can visit a variety of posters and talk with the people who prepared them.

Theory:

The poster presentation is a highly-used communication tool for students to display and discuss their research experiences in class and laboratory settings.

Guidelines for preparing posters

- Look at the Overall appearance, White space, Text / graphic balance, Text size, Organization & flow, Author identification, Research objective, Main points, Summary
- It should Communicate visually, Serve as an illustrated abstract
- Attractive & hold attention, make concepts easy for readers
- Initiate discussion and be concise & organized
- Present scientific / technical information
- It should not be a replication of a journal article
- It should Stand alone if /when you're not there
- **Written presentations through Projects**
- The same group of students who studied and analyzed report of their senior's project as part of writing skills will give an oral presentation on the same project report. They write down the script of their presentation.
- The purpose of a project report is to present an answer to the project problem(s) and to communicate the ideas and methods used to obtain the results. This information should be a concisely worded and well-organized paper that is understandable to any other reader. The format of a typical project report is described below. This format is quite general and user friendly.
- One of the most important aspects of good project reports is to be concise, yet informative. Make sure to mention the background to, and aims of, the investigation. Include the basic concepts and theory relating to the investigation. Describe the procedures used. Identify major sources of error and explain how they were dealt with. Only data directly relevant to the calculation of final results should be presented, omit raw data. Final results

should be presented clearly and concisely; include an analysis of errors, but omit details of arithmetical manipulations. If computer code was used or written, give details of the checks and validations you performed on the code. The interpretation of the results must be discussed, and improvements and possible extensions of the work suggested. Give references to any books, articles or other sources of information (e.g. web sites) that have proved useful in preparing the report, or carrying out the work.

- **Written presentations through Reports**
- The team working on technical seminar reports of their seniors will write a report on that. In Engineering, one of the major forms of communication is the technical report. This is the conventional format for reporting the results of research, investigations, and design projects. They help to assess mastery of the subjects and ability to apply knowledge to a practical task. The ability to produce a clear, concise, and professionally presented report is therefore a skill students need to develop in order to succeed both in academics and in career.
- Technical reports are the primary written work products of engineers. As such, they present facts and conclusions about designs, experiments, and other projects. They include research about technical concepts and often include visual depictions of designs and data. A technical report's purpose is for an engineer to communicate information gained through a process of technical or experimental work. Therefore, the writing follows a strict sequential process that is sometimes product driven, and which can be replicated exactly. Technical reports include various types of "technical"

information. For example, to report why a design or piece of equipment failed, Or, to write about a design created. Technical reports present facts and conclusions about designs and other projects. Typically, a technical report includes research about technical concepts as well as graphical depictions of designs and data. A technical report also follows a strict organization. This way, when other engineers read the report they can quickly locate the information that interests them the most.

Written presentations through e-mails

Email is an electronic, computer-assisted online communication tool. It is used to transmit virtually every type of correspondence like simple messages, memos and letters, complex reports, tables of data, graphs and charts, blueprints, pictures etc. If it can be generated by, scanned into, or downloaded onto a computer, it can be electronically sent through cyberspace to another computer. Electronic mail is a less formal version of memos and letters. The principal advantages of electronic mail over other types of correspondence are its speed and ease of use.

Email Etiquette

- Always include a subject line in the message
- Make the subject line meaningful
- Use correct grammar and spelling
- Always use a signature if you can, make sure it identifies who you are.
- Includes alternate means of contacting you (phone/mobile number are useful)
- Use active words instead of passive
- Avoid long sentences
- Be concise and to the point

Written presentations through Assignments

Assignments constitute an important component of each course evaluation. Hence, submission of assignments is compulsory. The content of the assignment should cover the importance of topic and relevance in extension. It should also examine the various facets and components with specific details and illustrations.

The content of the assignment should reflect experiences in the application of given theme by analyzing and synthesizing various facets on the topic and drawing conclusions and suggestions.

It will be useful to highlight the various issues involved in the operationalisation of the concept.

Ultimately, writing the assignments should help to gain an in-depth understanding of the subject.

There are some points to be understood while writing an assignment.

a) Purpose

- A. Explain the purpose of the writing assignment.
- B. Make the format of the writing assignment fit the purpose (format: research essay, position paper, brief or abstract, lab report, problem-solving essay, etc.)

b) Writing the assignment

- A. Follow the instructions and model as per the purpose of the assignment.
- B. Prepare a rough draft.

c) Revision of written drafts'

Students can check each other's' drafts for format, organization, expression, punctuation, spelling, mechanics et.

Format

- Introduction
- Objectives of the assignment
- Details with subtopics
- Review of literature
- Illustrations
- Summary and Conclusions
- References

PRACTICE:

1. Give an oral presentation on the importance of English language.
2. Prepare a presentation on non-verbal communication.

UNIT - 5

GROUP DISCUSSION & INTERVIEW SKILLS

“The ability to take effective part in group discussion is one of the most important skills that contribute to professional success.”

- Group discussion is a systematic and purposeful interactive oral purpose. The literal meaning of the word discussion ‘is to talk about a subject in detail’. It is an oral exchange of information, views, and opinions about a topic, issue, problem, or a situation among members of a group who share certain common objectives.
- Group discussion is a group process; it involves both person-to-person as well as person to group interactions. It is a purposeful and a goal-oriented activity for decision making and problem solving.

Group Discussion and Debate

- Group discussion differs from debate in nature, approach, and procedure. Debates are intended to advocate a particular point of view while GD’s raise a particular issue for positive exchange of views.
- A debate follows a limited approach because the speaker must argue either in favour or against a given point of view.
- On other hand, in GD the approach is not limited to the support of a single point of view.
- Decision in a debate depends on voting while a GD is designed to reach group consensus.

Critical Difference between a GD and a Debate

- A debate begins with two groups' bids to outwit each other.
- A discussion is evolutionary; this essentially means participants have the opportunity to refine their views in the course of the discussion.
- Every member needs to contribute substantially and add to the existing knowledge base instead of pulling each other down.

Importance of Group Discussion skills

- The ability to take effective part in GD is one of the most important skills that contribute to professional success. The importance of GD has increased in recent times due to its increasing role as an effective tool in;
- Problem solving, decision making and personality assessment.
- A GD is a methodology used by an organization to gauge whether the candidate has certain personality traits or skills deserves in it members.
- It is a technique for personality assessment of candidates for job selection or admission to professional courses.
- Group of six to eight are formed and given a particular topic to discuss within the limited time(30 to 40 minutes)
- The members of the selection committee closely evaluate the different skills reflected by the candidate are normally shortlisted for a personal interview.

The Parameters that plays a crucial role for success in Group Discussion are Listening Skills, Communication Skills, and Leadership Qualities. Subjective knowledge on current affairs General Awareness, Creativity and Reasoning Skills plays a vital role.

Skills judged in Group Discussion

1. Interactive skills
2. Leadership skills
3. Flexibility
4. Creativity
5. Initiation
6. Awareness
7. Confidence

CHARACTERISTICS OF SUCCESSFUL GD'S

- ☐ Agreement on Group Goals
- ☐ Goal Oriented Interaction
- ☐ Agreement on Procedures
- ☐ Cooperative and Friendly Atmosphere
- ☐ Use of Effective Communication Techniques
- ☐ Equitable Distribution of Participation

Shared Leadership





SELECTION GROUP DISCUSSION

There are four major areas of evaluation in selection of a GD's

Subject Knowledge

- ☐ Thorough understanding, Ability to analyze, Interpretation, approach and wide perspective.

Oral Communication skills

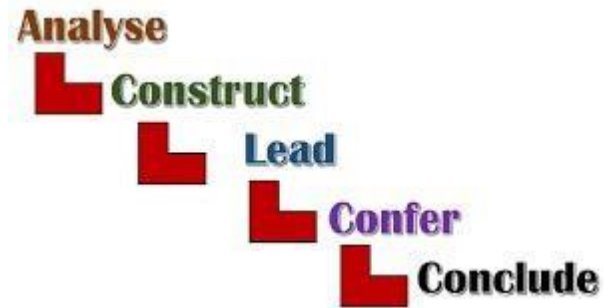
- ☐ Listening skills, Appropriateness of language, Clarity of Expression, Positive Speech Attitudes, Clear Articulation, and Non-Verbal Clues.

Leadership Skills

- ☐ Initiative, Analysis, Assertiveness, Self-Confidence, Objectivity, Patience and Composure, Persuasiveness and Motivation.

Team Management

Adaptability, Positive Attitude, Cooperation and Coordination



TYPES OF GD:



Group Discussion can be Topic based or Case- based.

Topic based:

Factual Topics: Factual topics are about practical things which an ordinary person is aware of in his day to day life

Example: Importance of Computer Literacy.

Controversial Topics: Controversial topics are the ones that are argumentative in nature.

Example: Women Reservation Bill.

Abstract Topics: Abstract topics are about intangible things. These are mostly ambiguous in nature.

Example: To be or not to be, A is an alphabet

Case-based

Another variation is the use of a case instead of a topic. The case study tries to simulate a real-life situation. The objective in the case study is to get you to think about the situation from various angles.

Participants need to;

Analyze the problem

Look at Various angles

Suggest alternatives

Choose the best alternative.

Ideas for GD:

Concept Analysis Response: (CAR)

Every topic has a concept behind and the concept of a topic is a hidden key idea.

Concerned Parties Approach: (CPA)

Most of the topics are related to several parties or groups. It is relevant to approach the topic separately from the point of view of the affected or concerned parties to clarify the implication of the topic.

Multiple Perspectives Approach :(MPA)

Man doesn't live in isolation. We can explore the implication of a topic and generate ideas.

DISCUSSION ETIQUETTE:

Dos of participating in a GD:

Listen to the subject carefully.

Put down your thoughts on a paper.

Initiate the discussion if you know the subject well.

Listen to others if you don't know the subject.

Support your point with some facts and figures.

Make short contribution of 25-30 seconds 3-4 times.

Give others a chance to speak.

Speak politely and pleasantly. Respect contribution from other members.

Disagree politely and agree with what is right.

Summarize the discussion if the group has not reached a conclusion.

Don'ts of participating in a Group Discussion

Initiate the discussion if you do not have sufficient knowledge about the given topic.

Over speak, intervene and snatch other's chance to speak.

Argue and shout during the GD.

Look at the evaluators or a particular group member.

Talk irrelevant things and distract the discussion.

Pose negative body gestures like touching the nose, leaning back on the chair, knocking the table with a pen etc.

Display low self-confidence with shaky voice and trembling hands.

Try to dominate the discussion.

BODY LANGUAGE

Smile – It bursts the stress and is a great starter.

Maintain sufficient personal space - everyone has got an aura.


Respecting the personal space of your fellow speakers benefits you in return by receiving respect from them.

Disagree politely: Be gentle when it comes to an argument.

Sometimes you may not agree with the fellow speaker's point of view. You have to be careful at that time while expressing your opinion.

Maintaining an eye contact or simply nodding of head to someone's opinion are the better ways to express understanding towards their point of view in the group discussion.

Make a better conclusion: It helps you to be a better problem solver. You need to keep in mind that GD without conclusion is a waste of talk.



GD Phrases		
Ask	Agree	Disagree
What do you think?	I agree	I disagree
How about you?	I feel the same way.	I have a different idea. I think...
How do you feel about it?	I have the same opinion as...	I don't think so.
Could you tell me ...?	That's what I think too.	Really?
I'd like to ask (you) about...	Same here.	No. I think ...
I'd like to know...	Me too.	That doesn't make any sense.

Exercise:

1. A room without books is like a body without soul.
2. Face booking-A time pass activity.
3. Women are better leaders than men.
4. Freedom of press should exist.
5. Do brands rule our lives?
6. Online shopping –a boon or bane.

INTERVIEW SKILLS

“A job interview is a pre-arranged and planned conversation used for evaluating the suitability of a candidate for a particular position”.

Interview is an opportunity to meet the challenges of professional life and on the one hand to get skilled personnel for the employer. It is a structured mechanism for professional evaluation for employment as well as promotion.

Job interview in today's technologically advanced world are more challenging than they used to be a few years ago. There are several factors responsible for making job interview more challenging today.

They include:

- ☐ Growing competition in the job market
- ☐ Changing demands of the job market
- ☐ Growing professionalism of the business world
- ☐ Increasing focus on the candidate's personal qualities
- ☐ Changes in the interviewing techniques.



CHARACTERISTICS OF THE JOB INTERVIEW There are few aspects of job interviews

Planning

- A job interview is prearranged and planned. The basic structure of most job interview is planned for effective results.
- Several factors such as the time, the venue, the number of experts, the areas to be covered in the interview are decided much before the interview.

Purpose

- A job interview is purposeful designed to achieve objectives. Organization invests both time and money on the job interview to ensure correct selection.
- Thus, there may be HR interview to test personality traits of candidates, technical interviews to generate information, subject knowledge, problem- solving skills.

Conversation

- It is a conversation between a job aspirant and the members of a selection committee and it is basically a question-answer involving specific and appropriate answers.
- Speak clearly, use simple words, short sentences, correct articulation and appropriate pronunciation is necessary.

Two-Way Interaction

- It is a two-way interaction that takes place between the candidate and one interviewer(one-to-one interviews) or more than one interviewer(panel interviews)
- They focus on evaluation to ensure effective decision making.

PRE-INTERVIEW PREPARATION TECHNIQUES

“Preparation is the key to success”

Planned preparation for the job interview will help the candidate in:

- Develop the needed confidence
- Enter the job interview with information and understanding

- Deal with interview anxiety effectively
- Know his/her strengths and weaknesses
- Strike up a positive interaction with the interviewers
- Adapt his background, knowledge, and skills to fit the job. Thus, preparing for the job interview involves

Self-analysis: It involves identifying your background, career goal, accomplishments, achievements, special interests, hobbies.

- **Analyze your skills:** Skills assessment is the process of analyzing your skills in terms of the skills required for the position you are seeking. Learned skills are the ones that might have been taught or learned while intuitive skills are a part of one's personality.
- **Research the Organization:** Researching an organization involves gathering basic information about the nature, operations, status, and growth of the organization.
- **Job Analysis:** will provide board information about the position.
- Revise your subject for clarity and confidence.
- Develop the Interview File

Preparing for an interview demands a professional approach. The file contains:
Interview letter

Original degrees, certificates Experience certificates References and testimonials
Certificates and merit

Copies of resume and cover letter and other paper documents are required.

TYPES OF INTERVIEW:

Face to face Interview: This is also known as traditional interview. In this kind of interview the employer and the job seeker can get to know each other about respective environment.

Group Interview: These interviews are conducted by large companies or MNC's for graduates at time. They may give some exercise to solve in a group and observes the leader ship and communication skills of the participants. These interviews test the team work.

Behavioral Interview: In this, the candidates are asked to explain their skills, experience, hobbies, projects and personal details.

Telephone Interview: Telephone interviews have become very common today due to compelling reasons of time and distance. It has a fixed structure. This is used for primary screening for short listing the candidate.

Panel Interviews: The candidate will meet several higher authorities and answer the critical questions by a panel of members. Usually this method is used to hire for advanced position.

Interview through Videoconferencing:

Interviews may also be held through video conferencing. The interviewers can watch the candidate answering questions and can assess his/her behaviour and non-verbal gestures. This is similar to traditional face-to-face personal interview, candidate may apply the same techniques and strategies

Types of Interview Questions:

There are mainly seven types of questions that occur during interviews.

1. **Open questions:** Its main purpose is to encourage the candidate to talk broadly about a topic or subject.

Tell me something about yourself.

2. **Closed questions:** It has a limited scope of responses by asking candidate to provide specific answers.

When did you complete your graduation?

3. **Probing questions:** The main purpose is to probe more deeply and ask question for explanation and clarification.

Do you think recession might help Developing Countries?

4. **Reflective questions:** Are asked to confirm the statements given by the candidate. Do you want the public sector companies to be totally privatized?
5. **Loaded questions:** Assess the candidate's response to a sensitive issue, subject or point. It is to judge the candidate's ability.

Your first semester marks are low. How do you justify that?

6. **Hypothetical questions:** It involves a hypothetical situation. To test the problem solving capacity.

How do you tackle the problem of difference of opinion with your Boss at work?

Leading questions: Is asked to obtain a desired response. What is opinion about TRP ratings?

PRACTISE:

Mock Interviews: Mock interview should be conducted with the help of friends, classmates, colleagues. The candidate can ask them for their feedback regarding the answer and comments on his/her self-confidence, accuracy, communicative, effectiveness, assertiveness, and other personality traits.

Audio/video Practice: The candidate may record his/her answer to expected interview questions on an audio/video recorder and listen to them after some time. He/ she can judge the quality of answer in the light of prefixed parameters.

Rehearsing open question will provide the required confidence.

INTERVIEW ETIQUETTE:

Look Your Best:

Dress formally: The interviewee should wear a formal dress and try to look presentable. Some organization follows strict norms. An impressive personality is always a positive factor.

Relax: The candidate should not over stress himself/herself on the interview day.

He/she should be relaxed and mentally free.

Speak Carefully: The interviewee should speak clearly and effectively. He/she should use effective speaking techniques, be articulate and speak distinctly, focusing on his/her message.

Care should be taken to regulate voice quality, accent, and intonation.

Speak Confidently: The interviewee should not be shaky or confused while he/she speaks and should speak confidently and with a smile.

Speak slowly with appropriate pauses and interviewee should not speak in a hurry.

GOOD MANNERS..... AND POSITIVE BEHAVIOUR:

- ☐ Be Polite, Be Flexible, Be Tactful, Do not argue, Be Interested, Control Nervousness.

Frequently Asked Interview Questions:

Candidates should analyze commonly asked interview questions so that an answering strategy may be devised in advance.

1. Tell us something about yourself.
2. What are your carrier objectives?
3. What are your short-term and long-term career goals?
4. Tell us something about your interests and activities?
5. Why should we hire you?
6. Why do you want to join our company?
7. What makes you interested in our organization?
8. What according to you would be an ideal company to join?
9. Tell me something about your work experience.

10. Tell us something about your academics achievements.
11. Where do you see yourself in next five years?
12. What is your strength?
13. Can you tell us about your responsibilities?
14. Tell us about a problem you have faced and the strategy you used to handle it?
15. How will you rate yourself on a scale from one to ten?
16. Are you a leader or a follower?
17. Are you interested in a full-time or part-time position?
18. Will you accept a lower position for the time being?
19. When can you join us? / How long will you take join us?
20. How long do you want to stay with us? / How long do you plan to work for us?

EXERCISE:

1. Describe the significance of the job interviews in today's world.
2. Discuss the kinds of questions that may ask during an interview?
3. Practice a mock interview in the lab?