**What is communication?**

* It is the exchange of human thoughts, message or information by various means such as speech, visual signs, writing or certain behaviours.
* Crystal (2003) defines communication as the transmission and reception of information or message between source and a receiver using a signaling system.
* For any successful communication; there should be at least a sender, message and a recipient (receiver).
* It means, the receiver must understand the message of the sender in a successful communication.
* “Communication is the process in which two or more parties exchange information and share meaning.” – Moorehood and Giffin (2009)
* “Communication is the transference and understanding meaning.” – Stephen P. Robbins (2009)
* “Communication is the transmission of information and understanding through the use of common symbols.” – Ivancevich, Donnelley, and Gibson (2011)
* There are two means of communication- verbal and non-verbal.

**Technical communication**

* It is the process of transforming facts and information to a defined audience for a specific purpose.
* Generally, it is writing for understanding. Technical writing is known as written communication for and about business communication.
* It focuses on the product and services.
* It is primarily composed in the work environment for supervisors, colleagues, customers and general readers.
* Technical writers present information in science, medicine, electronics, computer or other technical areas on a professional level, backed up by data and facts, so that the information is complete and accurate.
* Technical communication differs from other forms (emotions, view of the world, our interests and our experience with different methods of communication) of communication in several ways, including audience, purpose, and style.

**Difference between communication and Technical communication**

| **Communication** | **Technical communication** |
| --- | --- |
| 1. Exchange of human thoughts, message or information by various means. | 1. Process of transmitting facts and information. |
| 2. It is a means of connecting people and places together by oral or written form. | 2. Written communication for and about business and industry. |
| 3. It is a process of reaching a mutual understanding. | 3. It is primarily composed in the work environment for supervisors, colleagues, customers and general readers. Here, writers present information in science, medicine, electronics, computers or other technical areas. |

**Model of communication**

* Communication is the transmission process by which two or more people exchange ideas, facts, feelings or impressions.
* It takes place when sender selects a certain message and gives it a special treatment for transmission over a selected channel to a receiver who interprets the message before taking the desired action. There are different models of communication process. However, we use one of them that draws on the familiar conventions of radio transmission.
* In this model the information is encoded, received and decoded. In ideal system the decoded information would match the original exactly. In the real world, encoding and decoding are liable to distortion, the medium is not entirely transparent, there is noise or interference, and feedback is needed. The following diagram shows the process of communication: (Please draw the model by taking support from your text book).
* This model can be generalized and applied both to communication in language and radio communication.
* The centre on communication is medium which links the transmitter and the receiver. They must both be tuned into same medium.

**Elements of communication**

1. **Source** – It is material or things that provide information to people. Through the source, the communication starts. It is the source that further develops communication. It may be people, radio, T.V. etc.
2. **Message** – The source provides message to the receiver. It provides message which contains the main actions, ideas, and sharing.
3. **Channel:** Message can be provided from the source to the receiver through different channels. For example: message may be broadcasted from TV, radio, e-mail, Internet etc.
4. **Receiver**: It is the people who receive the information. It may be normal people or any mechanical apparatus that get information through different channels.
5. **Noise**: Noise refers to the disturbance caused during the transfer of message from source to the receiver using different media.
6. **Feedback**: It is provided by the receivers according to the information got from the sources through different media. It describes the receiver’s response or reaction to the sender’s message.

**Importance of communication**

* Set of important attributes that highlights one’s personality and career.
* It may be also very difficult to lead a life without communication.
* The present world of globalization commercialization is the outcome of human communication, co-operation and coordination.
* It is necessary to conduct a successful business.

**The 7C’s of Communication**

* Effective communication is possible only when we follow the 7Cs of communication. There are many blocks and barriers to effective communication. By following 7Cs of communication guidelines one can make effective exchange of information for a successful communication. The 7Cs of communication are:

1. **Correctness:** Each and every word used in communication should be correctly spelled with appropriate grammar, mechanics or punctuation marks and without any grammatical mistakes.
2. **Completeness**: The audience needs complete information. Partial information can’t make effective communication. It is necessary to provide required information to the audience.
3. **Conciseness**: It refers to the act of conveying message by using fewest words. The words used in communication should be short and simple because viewers don’t like wordy message. Every people can’t have time to study or listen the verbosity of your message. So, you need to concise your communication as much as you can.
4. **Clarity**: Every information provided through communication should be clear. It should be easily understood by the receivers.
5. **Courtesy**: It is the way of expressing ourselves to the audience regarding our discipline, punctuality and manners. The practical applications of good manners such as hand shaking, greeting, smiling and speaking politely, etc. come under courtesy. A sincere ‘you’ attitude creates a special tone in writing and speaking.
6. **Consideration**: we need to consider receiver’s interest and analyze the audience as; ‘why the receivers should view my information?’ We should always keep in mind about primary audience and add extra effects by improving the system of communication.
7. **Concreteness**: It refers to the message that is specific and based on facts, figures, and objective. The generic or irrelevant information may create misunderstanding between the sender and receiver.

**Major Forms of Communication**

Communication can be done by adapting our five sense organs through speaking, listening, looking, touching, smelling, testing and so on. These forms of communication are listed below:

| **Forms of communication** | **Sense organs** | **Functions** |
| --- | --- | --- |
| Aural communication | Ear | Hearing |
| Visual communication | Eye | Seeing |
| Tactile communication | Skin | Touching |
| Olfactory communication | Nose | Smelling |
| Gustatory communication | tongue | tasting |

**However, for our purpose, there are three forms which are considered as the major forms in terms of organizational communication. They are internal operational communication, external operational communication and personal communication.**

**Internal Operational Communication**

The communication that takes place within an organization, during the process of work is known as internal operational communication. This kind of communication is structured communication. By structured, we mean that such communication falls under the operational plan of an organization. In other words, the exchange of information and messages within the periphery/premises of an organization, while the organization is functioning, is called operational communication. It helps increase job satisfaction, safety, production and discourages absenteeism, and technical flaws.

**External Operational Communication**

* The work related communication that a person does with people and groups outside the organization is external operational communication.
* This belongs to the business communication with its public suppliers, service companies, customers, general public, government agencies, media, among the competitors and so on.
* It plays the vital role for the promotion and operation of the organization as well as to achieve immediate transactions and develop the public relationship.
* Here, the employees are aware of the goals, visions and plans of the organization.

**Personal Communication**

* It is not a component or part of an organization’s plan. It is all that incidental exchange of information and feelings which human being engage in where ever they come together.
* It is all about subjective expression of personal feelings and opinions of the people.
* Since, human beings are social animals, they have a need to communicate and they will communicate even they have little or nothing to communicate.

**Dimensions of Communication**

The communicative message is encoded in the brain of the sender first, and then, it is sent to the receiver through some medium which might be vocal or visual the receiver decodes the message and then understands it. The sender is the speaker and the receiver is the hearer in case of spoken form but in written language the sender is the writer and the receiver is the reader. The follow of the message in organizational communication is directed through the following three dimensions:

**Downward Communication**

The communication that flows from superiors to subordinates is called downward communication. In other words, communication from superiors to subordinates in a chain of command is called downward communication.

* Such flow of communication is used by the managers to transmit work-related information to the employees at lower levels.
* The downward communication carries message like job instruction, procedures and practices, feedbacks etc.
* It can provide with what the employees need to know about the new tasks including goals and assignments of an organizations.
* A face to face meeting should take place for the effective downward communication. The meeting may be in formal or informal settings so that employees get better understanding than by other means of communication.
* It is the example of internal operational communication.

**Upward Communication**

* **Communication that flows from lower level to a higher level in an organization is called upward communication.**
* **It provides feedback on how well the organization is functioning.**
* **The subordinates use upward communication to convey their job related problems, fellow employees and their problems, financial and accounting information and performances to their superiors.**
* **A business report from branch manager of a company to the managing director of the company is example of upward communication.**
* **It involves the transfer of information, request and feedback from subordinates to their seniors.**
* It provides better working environment and relationships within the organization by giving subordinate staff opportunities to share their views and ideas with their supervisors.
* It provides platform for the employees to share their views and ideas and to participate in the decision-making process.
* This dimention of communication often leads to a more committed and loyal work force in an organization because employees are given chance to raise and speak on issues to the higher levels. It also is the example of internal operational communication.

**Horizontal Communication**

* The flow of messages across any functional areas of the same levels of an organization is called horizontal communication.
* It takes place among the employees of the same level or hierarchy.
* Communication between peers, between managers, same level to communicate directly.
* This type of communication helps in problem solving, information sharing across different work groups, task coordination between departments of work, team etc.
* It provides a good access to socialization and provides emotional and social assistance to create friendly environment among the employees.
* The effectiveness of conversation depends on the clarity on speech, voice modulation, pitch, and speech and even the non-verbal signals such as body language and visual signals.
* It makes the process of communication easier and faster, and has remained the most successful form of communication.
* Feedback in oral communication is immediate and direct.

**Written Communication**

* The communication in the written form is called written communication.
* It is the most formal and widely used method of interpersonal communication.
* It includes documents, e-mails, text chats and anything else conveyed through written or typed symbols.

**Types of Communication**

1. **Verbal Communication**

* Communication that uses words to share information with others.
* Words may be both spoken and written. For example: speeches, presentations, announcement etc.
* The verbal communication includes both oral and written communication.

**Oral Communication**

* Widely used in interpersonal communication.
* Uses the spoken words either face to face or through telephone, video chat or any other medium.
* It can be formal like in conferences, seminars, meetings, lectures etc and informal such as rumours, grapevine (gossip) and so on.
* It can be used informal discussion and causal or informal conversations.
* This type of communication is indispensible for formal business communication and legal instructions.
* It works as a formal way of communication messages.
* It also includes official letters, handbooks, contract papers, memos, press release, business proposals, reports and so on.
* The effectiveness of written communication depends on the writing style, grammar, vocabulary, mechanics and clarity.
* Feedback in written communication is delayed or no feedback at all as compared to oral communication.

1. **Non-verbal Communication**

* Non-verbal communication is non-linguistic transmission of information through visual auditory (pictures, diagrams, flip-chart etc), tactical and kinesthetic channels.
* It includes the use of visual cues such as body language, distance and physical environments, voice quality and touch behavior.
* The forms of non-verbal communication are proxemics (distance), Kinesics (body movement), oculesis (eye contact), chronemics (use of time), para-linguistics (intonation/vocal), artefacts, gestures, postures, haptics (touch), olfactics (smell), Physical appearances etc.

**Types of non-verbal communication**

* **Kinesics**: It refers to non-verbal cues of body movements of bodily organs. It helps to identify what the person is trying to tell.
* **Personal appearance**: By looking people’s personal appearance, we can identify what and how s/he is going to talk or behave.
* Posture: It tells about the way that we want to communicate with sitting behavior.
* Slumped- Person is inattentive
* Erect- person is attentive
* Lean forward- interested
* Lean backward- uninterested
* Hand crossed- person does not want to communicate.
* Hand opened- person wants to communicate freely
* **Gesture**: It is the movement of hands, head or face to show a particular meaning.
* d. **Facial expression**: It shows different expression like happiness, sadness, anger, depressed, anxiety etc.
* e. **Eye contact**: A normal eye contact is very important for communication but negative staring should be avoided. It helps to show that the person is listening and conveying the message.

2. Proxemics: This is the space between the sender and the receiver. It helps to know the formal and informal setting.

a. Intimate: This space lies between physical touch to 18 inches. It shows the relation between husband and wife, child and parents, lover and beloved, etc. Here, people can talk freely as they like.

b.  ***Personal***: This space lies between 18 inches to 4 feet. It is the relation of relatives, friends etc.

c. ***Social***: This space lies between 4-12 feet. In this space, we have our society members, neighbours, office people etc, and we maintain formality.

d***. Public***: The space between 12-25 feet or more than we can ever listen or hear. In this space we have public people and space is maintained during giving public speech, seminar, conference etc.

3. **Chronemics**: It is related to time. People who value the time are good at everything. If the person reaches to the interview too late then h/she is supposed to careless and disqualified person. On the other hand, if a person reaches to early then s/he is supposed to be free and one who reaches in time, s/he is supposed to be punctual and know about proper time management.

4. **Haptics**: It refers to the touching behaviour. It includes hugging, kissing, handshaking etc.

5. **Olfactics**: It is related to sense of smell.

6**. Para-lingual**: It refers to rhyme, rhythm etc.

7. **Silence**: It refers for turn-taking.

**Barriers to effective Communication**

* **There are many blocks and barriers to effective communication. Because of the barriers, the elements of communication such as message, transmitter, receiver and received message can’t work properly.**
* **The following are the major barriers or faults to effective communication;**

1. ***Language barrier*: It takes place where does not exist a lingua-franca or common contact lg.**
2. ***Cultural differences*: Cultural variation may result into variation in lg. use. So, culturally different people may not be able to communicate properly. Moreover, non-verbal signal and costumes may differ from one culture to another which becomes barrier.**
3. ***Emotions*: It is psychological barriers to the communication. The emotions like hostility, anger, fear, stress etc. can be barriers to effective communication because human behaviour and speech are highly affected by their emotions.**
4. ***Political belief, values and attitudes*: If the people of different political background are involved in the process of communication, there may be no effective communication.**
5. ***Biases/ Prejudices*: The perception of messages varies in great degree if the bias or prejudices regarding age, gender, ethnicity, disability etc prevail in the message.**
6. ***Physical barrier*: The participants from distance places may not be able to send or receive the intended message correctly.**
7. **Use of jargons and technical terms: The over complicated and unfamiliar terms and vocabulary may be barriers to effective communication.**
8. **Lack of attention, interest, distraction and irrelevance to the receiver.**
9. **Overdose of information: Information should be according to the demand of the receiver.**
10. **Poor communication skill.**

**Style for Readability**

* **Language can be used for a variety of purposes. It can be used to announce or warn (Notices), instruct (operating instructions), persuade (advertising) and inform (reports or articles).**
* **The efficiency of writing style can be measured only in relation to the purpose of writing.**
* **Long sentences make text more difficult for readers to comprehend and absorb. So, use flexible sentence length.**
* **Limit content limit.**
* **Be careful in word choices.**
* **Choose simple and short words.**
* **Use technical words with caution.**
* **Avoid over use of camouflaged verbs (Ending with –ion, -tion, -ing, -ment, -ent, -ence etc).**
* **Avoid cluttering phrases (unnecessary phrases and badly organized way).**
* **Avoid roundabout constructions.**
* **Avoid gender and disability biased words.**
* **Avoid unnecessary repetition.**
* **Give the sentences unity.**
* **Avoid illogical constructions.**
* **Follow the grammatical and mechanical rules appropriately.**

**Writing with a computer**

* **Word-processor software will help to produce better text in less time. Just one should become familiar with the basic formatting capabilities.**
* **The majority of writers now use computer (as word-processors) for their writing.**
* **It cares about the writing process.**
* **Through the word-processing, mistakes can be corrected easily. Clean copies can be produced within the need to re-type the whole document.**
* **With a manual keyboard, revisions are possible. The word processor makes it possible to revise bit by bit.**
* **Computers make many of the mechanical aspects of writing easier, and increased ease and speed.**
* **It helps writer to compose coherent and cogent text.**
* **Though, it has its own automation, computers are not thinking machines.**
* **Computers make easy to take words out and put words in, but the writer still has to make the judgments about which words must be changed.**
* **Word processor/ computer can save time and much of the boredom involved in repetitive work. But they can’t compose the text.**
* **They can’t decide what information you need in a relying to a customer’s enquiry. They can not decide how much data to include in your progress report.**
* **They can’t choose the most persuasive way to organize and express the information you know will be needed to convince a finance committee to give you capital for a project.**

**Disadvantages of Word-processing**

* **Word-processors are revolutionary tools that help in the creation of readable text; however they can just as easily help in the creation of mindless drivel.**
* **Word processor can encourage monotonous repetition of words or whole chunks of the texts.**
* **The operation of revision and reprint of text can lead to uneconomic use of their capacities.**
* **The process that machines can up-date and add to texts can lead to verbosity (wordiness).**

**Writing Elements**

* **Writing Elements include technical definition and Technical descriptions.**

**Technical Definitions**

* **Definition of terms is the foundation of technical writing. A precise set of terms is used in technology, and only with the common understanding of those terms can information be communicated accurately.**
* **Some terms used in technology have meanings entirely different from those with you are familiar in everyday life. For example: power, force and communication**
* **Some of the important types of definitions are as follows:**
* ***Informal Definition*: A definition placed between commas or parentheses is usually an informal definition. If too many informal definitions are used, a report may become disjointed and distracting. Normally, a writer who plans on using more than two unfamiliar technical terms in a report will define the terms formally in introduction or glossary. For example: Resistance: opposition to current flow.**
* ***Formal Definition*: A formal definition has two functions: it identifies the larger class [group or category] that the term belongs to, and it provides distinguishing characteristics:**

**term > class > characteristics**

**A formal definition can be written for any technical term, and often the most difficult part is determining the class.**

| **Device** | **Quality** | **Capacity** | **Action** |
| --- | --- | --- | --- |
| resistor | resistance | resistivity | resist |
| module | modular | modularity | modulate |

**For example: A resistor (Term) is an electronic device (class) that is used in electronic circuits to oppose and control current flow. Its capacity to resist current is indicated by color code or stamped values.**

**Wrong: A resistor is an electronic device that resists current flow. Here, the definition of resistor is wrong because the same word resists is used instead of its synonym or similar word ‘refuses or accepts’.**

**3. Dictionary Definition:** Dictionaries are written for certain audience. A small, pocket-sized dictionary may provide only the most commonly used words and definitions. Similarly, technical or scientific dictionaries may offer only technical terms and definitions. On the other hand, ‘college editions’ and large dictionaries may include the commonly used definitions as well as extensive number of technical definitions of terms that are used in different scientific disciplines. So, a technical writer should use dictionary definitions according to the reader or audience who need to read technical information.

**4. Extended Definition:** some objects or concepts require more than one sentence definition and such definitions are called extended definitions. An extended definition may be as long as a paragraph or even several pages to fully define a complex concept or object.

For example: an extended definition of ‘**Harassment’**

Harassment is word or action that is designed to threaten, intimidate, or make a person’s work place or educational environment unbearable and intolerable. E-mail can be harassing. If harassment occurs in the workplace and is directed toward employees of a certain race, ethnic group, age, disability, religion, or gender, then it is a violation of state and local government laws. ..

**Technical Descriptions**

* It can be the art of a larger report.
* It is important when the report concerns a device, tool, process, or concept that is new or unfamiliar.
* To describe a device, a writer would first describe the functions of the device, then the writer would describe the physical appearance of the object and its component parts, one by one, in the order in which they appear or play into the larger function of the device itself.

1. Comparison: compare unfamiliar objects or concepts to familiar objects or concepts. In technology, people need to express values, shapes, angles, and joints in concrete, meaning terms.

We compare location and shape of parts to familiar anatomy such as screws have heads, saws have teeth, roads have shoulders. The basic weld –joint designs include the square groove, u-groove, J-groove, V-groove

1. **Analogies**: It is a formal comparison based on the resemblance of two unrelated objects or ideas. For example: comparison of current flow to water flow.

An analogy is useful only if the two concepts have more than one similarity.

3. **Technical slang**: The technical writer should avoid technical slang and within a specialized area that are unfamiliar to the public. As a communicator, it’s the writer job to prevent misunderstanding, who might be confused by the slang terms.

4. **Physical Description**: It is used to present the facts about the objects. Technical description of an object generally starts with the general information, and proceeds to specific information.

5. **Process Description**: It describes how something works, beginning with general information about the overall function of the process, and proceeding to the specific materials or skill required.

**Unit-5**

**Document Design**

* The advertising executives spend a tremendous amount of time and money to design ads that have a memorable message and are eye catching.
* It is like a decoration of room. A room with poor decoration and dim lighting can make it difficult for people to find what they are looking for.
* Well designed document is clear and understanding.

**Some ways of making document effective**

1. **White Space**: It refers to the blank space which lets the readers to rest their eyes and separates the piece of information from one to another.
2. **Text**: printed words on the page or textual information on the screen is called text. Left-justified text is more easy and quick to read for the readers.

**3. Fonts**: The design and shape of letters are divided into serif and san serif. Serif refers to letters with distinguishing lines or ‘tails’. It makes easy to see the differences between one letter to another. San serif refers to the letters with few distinguishing lines and has no tails.

4. **Font Size**: It is measured in points. For a larger text use 14-16 point numbers. Text in 10-12 points. Don’t write your document all in capital letters. The font should be clearly visible and easy to read.

5. **Highlighting Features**: It refers to the print style like underline, boldface, italics and capitalization to draw the attention to words and phrases. Don’t overuse it.

6. **Headings**: It refers to short title that introduces the main idea of a text. It helps readers see the organization of a document in a single glance. Most reports use a system of two headings.

7. **Graphics**: They refer to the visual representations of the information. They include many familiar visual aids like tables, diagrams, pictographs, decision charts, internet graphics, graphs and charts.

8. **Medium**: Medium also influences the design of the document. We need to choose the best medium to use for our document. Paper or electronic media are two possible choices of the writer. It also depends on purpose and audience.

**Ways of Designing good Graphics**

* Good writers often create flow between words and graphics that makes a unified document. Some tips for designing graphics:

1. **Learn from good examples**: look around some advertisements, magazines, posters on bulletin board. Which catch your attention, check that. Study them well. Learn by observing techniques.
2. **Keep it simple**: Simple design shine our content. The overall design and use of visual aids should not be complicated.
3. **Select appropriate visuals**: Take time to select a good visual that supports your text. d. **Lay out the documents**: use proper format with good visual selection. Integrate graphics with text effectively using appropriate colour too.
4. **Keep graphics neat and simple**: A neat and clean graphic is easy to read and interpret. Leave enough space for graphic so that the readers can visualize all parts clearly. Use number, decimal, symbols properly in your document.

Unit-

**The Job Search**

* It refers to finding and advertising for a new job.
* This process involves at least two persons- applicant and individual who hires for the job.

**Some criteria for recruitment process**

1. Looking for someone inside the organization.
2. Relying on contacts and personal recommendations.
3. Hiring an employment agency or search form.
4. Reviewing unsolicited resumes.

Soliciting resumes through advertisement

**How to find job opportunities**

1. Visit your college or university job placement center.
2. Talk to your instructors/teachers.
3. Build network with friends and past employers.
4. Get involved in your community.
5. Check your professional affiliations and publications.
6. Read the want ads,
7. Get an internship.
8. Consult internet and websites.
9. Consult the publication media (print or electronic)
10. Take a temporary job

**Job Application**

1. Application written to find a new job is known as job application. It is also called cover letter.
2. Two types – solicited and unsolicited
3. **Solicited** – It is written in response to an advertisement published in the media for a vacant post.
4. **Unsolicited-** It is written to any organization for which you would like to work even though the organization does not have a vacant post.

**Sample**

Lakeside, Pokhara

31th June 2021

To,

The General Manager

Hotel Fish-tail, Pokhara

 Subject: An application for the post of Manager

Dear Sir/Madam,

Having seen your advertisement published in widely circulated newspaper “The Kathmandu Post” for the post of manager fallen vacant in your renowned hotel, I’d like to offer myself as a candidate since my academic qualification, professional competence and other requirements are closely parallel to your need.

I’m an enthusiastic youth of 28 years old, gifted with sound physical vigour cum a harmonious look. Having a wide range of zeal, I do possess a sound professional proficiency since I’ve successfully done my Diploma in Hotel Management with 1st division. Further, I have been serving as a manager at Hotel Orchid in Kathmandu for the last couple of years, from where I’ve gained ample experience. No doubt, I have been enjoying my job there, but I have made up my mind to get back and work in my native town, Pokhara. Therefore, I am applying here for the opportunity.

The attested copied of all the credentials and testimonials are attached her with this application. I think they will vividly exhibit my caliber and experience. If you provide me an opportunity to expose my best caliber in your reputed hotel, I assure you that I will take the job with great sense of responsibility, enjoy the challenges and best endeavour for the entire progress and prosperity of your hotel.

Hoping to be favoured with your positive response.

Yours sincerely,

**Resume**

* It is a short piece of information about profile, education, work experience, education and skills of an individual.
* It gives the introduction of any candidate to the employer and a means to persuade him to call for an interview.
* It is also called personal data, C.V., Bio-data or curriculum, Personal details etc.

**Basic parts of Resume**

**Personal Profile**: It gives personal information of a particular person. It is biography details in different headings like Name, Address, contact, mail, telephone, date of birth, marital status, nationality, hobbies/ Likings, awards etc.

**Career Objectives**

* It refers to the main aim of the applicant applying for the job.

**Academic Qualification**

* It includes the educational degree of the applicant with name of the institution or board, passed year, percent, grade, passed year etc.
* The academic qualification should be written in chronological order (either ascending or descending).
* One can use a table or list academic qualification in phrase structure.

**Work Experiences**

* It includes the experiences achieved by the candidate.

**Additional Information**

* It includes special skills, competency, special interest like singing, dancing, photography etc.

**References/ Referees**

* final section of the resume.
* includes the name of two person with their designation, name of their organization and their contact. One of them is character reference and another is professional reference.

**Types of Resume**

1. **Chronological Resume**: Traditional type, focuses on work history, It highlights the professional growth and career opportunity.
2. **Functional Resume**: Non-traditional type, focuses on particular skill and competency.
3. **Combined Resume**: combines both chronological and functional, a bit long in length.
4. **Solicited Resume**: response to an advertisement
5. **Unsolicited Resume**: not written for the advertisement.

**Letter of Appointment**

Neo-Himalayan Enterprises 4th February 2025

Koteswor, Kathmandu

Mr. Suman Bajgain

Urlabari, Morang

Re: Appointment letter

Dear Sir,

You, Mr. Suman Bajgain – the inhabitant of Rayadanda VDC – 6, Morang are appointed as a \_\_\_\_\_ at this institution to be effective from 4th feb., 2025. We welcome your entrance and early arrival in the institution and expect you as an energetic, dedicated, honest and work oriented member of this institution.

You are therefore heartily requested to commence your job strictly abiding by all the terms and conditions of the institution. The salary and other allowances to be provided will be according to the rules and regulations of the institution.

I would like to thank and heartily congratulate you on being selected for the position.

Suraj Thakuri

Chairman

**Resume**

Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Ram Krishna Thapa

Santinagar – 32, Kathmandu

**OBJECTIVE**

A challenging position in technical support and computer networking.

**SKILLS SUMMARY**

* Precise, self-motivated, and strong quantitative and interpersonal skills.
* Experienced in dealing with a diversity of professionals, clients and staff members.

**HARDWARE**

Intel desktop Server and workstation motherboards

Intel processors IBM-PC Compatibles

**SOFTWARE**

Windows NT 4.0 Access Corel World Perfect

Windows 98 Lotus 1-2-3 Adobe Photo Shop

Windows 3.1 Pascal Microsoft Word

Ms-Dos, VB Fortron Microsoft Visual C++

**EDUCATION AND TRAINING**

BS in computer information Systems, December 2000

University of Miami, Miami, FL

Microsoft Certified Professional, June 1999

Career institute, Tampa, FL

Brokerage Licence Course, attended August-November 1995

**WORK HISTORY**

Candia, Inc., Miaml, FL – February 1996 to present

Technical Support engineer, Team Leader

* Provide technical troubleshooting and telephone support on the Intel account for all the integrators in Lain American region.
* Resolve technical troubleshooting and telephone support on the Intel account for all the integrators in Latin American region.

**Letter of Acceptance for the job offer**

I am extremely pleased to accept your offer for the position of \_\_\_ . I would like to assure you that I shall exert my endeavor at level of my best.

I will hold my entire roles and responsibilities from \_\_(date) as your consent. I would like to offer my sincere gratitude to you for providing an opportunity to serve in your renowned institute. I am looking forward to working under you.

I must appreciate you for considering me for the position.

Sincerely yours

**Letter of Refusal for the job offer**

I must appreciate your job offer letter of \_\_\_(Date) for the position of \_\_\_\_in your renowned company. The terms and conditions are highly commendable. Likewise, the remuneration and other benefits are extremely attractive. It would have been really pleasant together at your company.

I would like to apologize as I am not being able to work for your company since I have already accepted another job offered by District Education Office, Kathmandu yesterday.

Thank you for your confidence and kind decision for selecting me for this position.

**Letter of Resignation**

I with due respect, beg to state you that I am unable to continue my job any longer in your institution. I would like to tender my resignation from my designation effective from \_\_\_\_(date) because I have grabbed a golden opportunity to further my study in Canada. I understand it is not less great chance to earn the post graduate degree which has international recognition.

I would like to offer my heartiest thanks and sincere gratitude for the regular guidance, invaluable suggestions, co-operation, constant encouragement, inspiration, constructive feedback and a sense of belongingness that you shared with me.

Yours faithfully,

**Letter of Reference and Recommendation**

**New Summit College**

**Shantinagar, Kathmandu**

5th Feb, 2025

Ref: **To Whom It May Concern**

This is to certify that Miss. Pritty Dangol, the daughter of Mr. Ganesh Ram Dangol, the resident of Bhaktapur Municipality ward no -2, has successfully passed \_\_\_\_in \_\_\_grade.

Introvert Miss Dangol is really intelligent, industrious, dedicated with sound mind sound body who does possess immense potential. During

Decade-long stay in this institution, she did exhibit her immense caliber both in academic and extra-curricular activities. She has been able to set herself up as ‘an ideal personality of sincerity, compassion and humanity’. Her contribution helped for enriching and strengthening the activities of institution. Similarly, her contribution will always remain remarkable in the history of this institution.

I would like to offer my heartiest thanks and gratitude for the co-operation, guidance and a sense of belongingness that you shared with me.

**Thank – you Letter**

Thank you for your recommendation you sent to ----where I applied for\_\_\_\_.

You will be very happy to know that I got the job there. I wish to offer my thanks and gratitude to you and I assure that I will never let your recommendation down. I would like to appreciate your help.

**Letter of Appreciation**

We would like to congratulate you for being appointed as….

This is a matter of immense pleasure to offer you our sincere thanks and gratitude for your valuable and praiseworthy help for our\_\_\_. We feel proud for your perfection at work. We can not express your contribution here in words. We look forward to continuing this invaluable relationship in the days to come.

We therefore, would like to offer our heartfelt thanks and gratitude once again.

**A letter of Application for Scholarship**

I saw your announcement published in the widely esteemed national daily ‘The Kantipur’ dated on 5th Feb, inviting the entire c.v. and proposal for the scholarship from the brilliant, aspiring and financially hindered candidates with excellent academic background. I consider my excellent academic results and other requirements are strongly parallel to what you expect an ideal candidate should possess. I therefore, with sincere honour beg to apply for the opportunity.

Regarding my identity and qualification, I am Neelam Rai from Dharan Sub-Metropolitan city – 11. I have successfully passes SEE exam with 4 GPA from a local school. You know, I did my entire schooling there at free of cost since the school provided me with total free-ship. I do have a cherished dream to be a doctor, which is rather impossible for me as I am from a poor family background. My parents can not afford the expense for my higher study. So, they urge me to abandon my study and find a job to support my family. But I did not think it is fair to discontinue my study. It is the time to build up my career. Further, finding a job is not less tough while we do not have power and purse. Therefore, I am applying for the scholarship.

I humbly beg to submit here with my entire CV, proposal and of course the copies of all my credentials to your kind consideration. I think they will candidly exhibit my caliber and latent potential.

I do strongly hope to be favoured with your positive response that will undoubtedly aid to illuminate my future career.

Yours Sincerely

Neelam Rai

**Presentations**

* It is the practice of showing and explaining the visual content of a topic to the listener or audience.
* It contains texts, charts, graphics and images such as photographs or other objects.
* It is a type of face-to-face communication that take place in formal setting such as classroom presentation, meeting, seminar, workshop, conferences and public speaking.
* Modern day presentation is taken place from various presentation programs such as PowerPoint, zoom, Team, Interactive whiteboards etc.

**Getting Started on Presentation**

* In the beginning, determine the purpose (general and specific) of presentation.
* To determines the specific purpose, one should ask three basic questions as;
* What do I want to inform my audience about?
* What do I want to convince them of?
* What do I want to happen as a result of this presentation?
* After determining the purpose, it is better to know about the audience. So, be clear about who your audience is? Why it is important for them to be in the program? What is their expectation? To communicate effectively, one need to speak the language of the audience.
* Next thing to remember is role of context and setting of your presentation.
* Context includes participants, topic, setting, channel, code, message, form and event.
* Setting refers to physical context and formality of the event.
* **Guidelines for gaining specific knowledge, skills or attitudes to improve presentation**

**Planning**

* Planning is the primary function of the presentation.
* Here, one has to decide and plan about what materials to include and what to leave out.
* Under planning one needs to analyze the audience, develop a topic, create effective graphic aids, assess the location, plan your time and anticipate stage fright and anxiety.

**Audience**

* One need to recognize the possible audience before, during and after the presentation.
* One need to check whether age, sex, education, background knowledge, etc will affect your presentation.

**Preliminary Analysis**

* During preliminary analysis, you need to make a possible picture of your audience in your mind and study their characteristics such as their age, sex,..

**Analysis during presentation**

* One need to study facial expressions, movements, and noises of your audience may function as a feedback for you.
* It gives you how they are taking your message.

**Topic**

* Choose a topic on the basis of your knowledge.
* Topics are usually short- a phrase rather than a sentence.
* Capitalize the first letter of each word except articles, conjunctions and short prepositions.
* Don’t put a period at the end of a topic.
* Don’t underline the topic.

**Graphic Aids**

* It is visual representation on some surface.
* It is an integral component of document design.
* It combines text, illustrations and colour together for functional or artistic expression.
* The suitable graphics make your speech more understandable.
* It can include photographs, line drawings, charts, tables, objects or multimedia.
* The graphics can increase interest and readability of documents as well as motivate the audience positively.

**The importance of Graphic Aids**

1. They boost the audience attention and interest.
2. They aid on audience attitude towards the content and subject matter.
3. They increase memory power and comprehension ability of the audience.
4. They add variety in presentation and decrease the boredom of the audience.
5. They are the points of emphasis.
6. They create motivation.
7. They activate most of the sense organs together.

**Types of Graphics Aids**

1. Photographs
2. Drawings
3. Graphs
4. Black or white boards
5. Computer graphics
6. Animation
7. Audio/video recordings
8. Projectors and other technologies
9. Other aids

**Guidelines for Creating Graphic Aids**

* Graphic Aids help to communicate anything effectively.
* They are useful to activate all the senses of the audience and provide information near to reality.

**Some guidelines for creating Graphic Aids**

* Make your graphic large enough for everyone to see easily.
* Don’t crowd numbers or images on your Graphic Aids.
* The message is more important than attractive design of your graphic.

**Guidelines for creating PowerPoint Graphic Aids**

1. Select layout for the slides.
2. Give each slide a title or heading.
3. Select a font e.g. Times New Roman Bold or Arial Black to improve readability and San serif fonts like Arial or Helvetica for title or headings. (use 24-36 points for Titles, 18-24 points for Running text, 14-16 points for source notes)
4. Follow the convention of capitalizing first letter in each major word slide title.
5. Capitalize only the initial letter of the first word in bulleted lists, proper noun and proper adjective.

Place your clip art or an image in the lower right corner that supports the texts on a slide.

7. Keep slides simple and uncluttered. Use phrases and keywords and limit the number of lines up to six or fewer in each slide.

8. Do not present timings in your slides.

**Location**

* It refers to the spatial setting of the presentation.
* Imagine the picture of presentation hall and its setting before presentation.

**Time**

* The presenters should plan to meet the time expectations of the audience.
* Time should be productive and have beneficial outcomes.
* The people who value the time are good at everything.

**The steps to manage the time**

* **Planning**: It saves time from being wasted and achieving things that are important to us.
* **Being focused**: Focus on important things and not getting interrupted by phone calls, mails etc.
* Know your imagery audience, podium and microphone, sitting arrangements, size of the hall, light, sound system etc. used in program.
* **Prioritizing**: Important things should be prioritized and should be done first. This will help to complete the task at first.
* **Having knowledge on important and urgent things**: Managing and understanding time according to time management.

Stage Fright

* Fear can tear your personality into pieces.
* You may get nervous and forget what you want to say.

**Consider the following FEARBUSTER technique to avoid fear**

* Focus on your most powerful experience.
* Energize yourself.
* Acknowledge your fear.
* Relax!
* Believe in your value.
* Understand the audience.
* Smile!
* Talk to yourself.
* Enjoy yourself.
* Rejoice

Organizing and Composing

* First of all, determine the beginning, middle and the end of your presentation.
* Compose your presentation so that the audience will not get any confusion during the presentation.
* Focus your purpose, audience, audience expectation.
* Composing needs lots of practice.
* In this stage, one need to collect related materials and information, study them properly, review them.

Preparing

* After completing the planning process, one need to prepare notes and personal image.
* This is the second stage of presentation process.
* Without notes, one is left only with memory, which sometimes gives stress.

Personal Appearance

* Personality does have a big impact on the way listeners receive sender’s message. So, you need to consider your personal appearance in the following aspects:
* Confidence: It helps to share the message clearly without any interruption.
* Sincerity: It is the quality of being sincere and honest. If you try to provide false information, audience will lose their interest on you. So, try to present authentic subject matter and relevant or updated information to the audience.
* Thoroughness: A through and systematic presentation is better than the hurried presentation.
* Friendliness: You must speak with soft and friendly manner rather than using harsh and authoritarian sound. You must have an eye contact with your audience. You should look cheerful, smiling and comfortable during your presentation.

Rehearsing

* Act of practicing privately before real-time presentation.
* One need to rehearse many times until you are confident enough to speak in public.

The various means of rehearsing:

1. **Using an audio recorder**: After recording your presentation, listen your recording to evaluate the following aspects: Rate, volume, Pronunciation, Inflections, and Time etc.

**Using a mirror**: Take a big size mirror and watch yourself in the mirror as you practice your presentation. Check appropriate facial expressions, effective use of your body and hands

**Using a Video Camera**

Iv. **Using a Live Audience**: Ask your friend or family members to sit in front of you and listen as you practice your presentation. According to their constructive feedback improve your presentation.

**Presenting**

* After making all necessary preparation, you need to select presentation method.
* There are three types of presentation method as memorizing, reading and extemporaneous presentation (rehearsal practice + using small guided note)

Checking the Room

* You need to arrive early in time for presentation.
* You need to check seating arrangements, lightening, room/hall temperature, equipments and graphic aids and other supplement materials such as articles, slides, notes etc.

**Delivering the Message**

* Deliver your message confidently.
* Use appropriate facial expressions.
* Maintain eye contact.
* Explain every graphic.
* Consult your note, but don’t read from them.
* Continue to talk even when something goes wrong.
* Give your audience an opportunity to ask questions.

**Types of Presentation**

* There are various types of presentations.

Oral Reporting: It is used frequently. The oral reports have variation in formality. Some are highly formal and some are in between formal and informal.

Some tips for oral reporting:

* Don’t try to cover wide area of subject matter.
* Plan for your reporting.
* Talk about the topic.
* Think of your audience and their interest.
* Select and arrange materials.
* Write a draft and rewrite after polishing it.
* Think of your experience for illustrations.
* Choose suitable method of reporting.
* Practice your presentation and get feedback to improve.
* Report extensively. Concentrate on the message but not the medium.

**Public Speaking**

* It is the process of speaking to a group of people in a structured manner to inform, influence or entertain listeners.
* Public speaking can be powerful tool to use for purposes such as motivation, influence, persuasion, informing and so on.
* Confidence and courage are necessary for making good public speech. Some important tips for public speaking:
* Tell something new and impress your audience.
* Introduce the topic to the audience.
* Use general illustrations.
* Be natural as possible.
* Talk in a conversational way.
* Emphasize important words.
* Talk with specific points.
* Secure goodwill by smiling and other ways.
* Do not keep other members with on the platform.
* Do not roam on the platform.

Formal Speech

* It is used in formal programs like the annual program of the college, Saraswati Puja, Republic Day, Welcome and Farewell Ceremony etc. Here are some tips for a better formal speech:
* Open your speech by addressing people in the program.
* Introduce yourself and your topic.
* Arouse curiosity by giving some factual statement.
* Try to remove ill-feelings and get positive response from the audience.
* If possible, illustrate your ideas through visual aids.
* Restate your ideas in different words.
* Use simple language and easy vocabulary.
* Summarize the main points and appeal for the action.
* close your speech sincerely.

Lecture or Formal Discussion

* Sometimes you may have to give lecture or participation in a discussion.
* Maintain speech variation during your lecture.

**Some guidelines for active participation**

* Carry out a lecture or a discussion on a given topic.
* Introduce yourself and other members in discussion.
* Plan for different stages of your presentation.
* Discuss about possible questions that may come during question session.
* Do not try to bluff when you don’t know the answer.
* Make your answer to the point and brief.
* Speak only when your turn comes.
* Keep your voice at the room level.
* Do not whisper or talk while someone is giving lecture.

**Seminar**

* A seminar is a form of presentation that brings people together in an interested group of learners to present their articles and research papers.
* It offers an opportunity to develop your professional career.
* It is conducted for the purpose of discussing a particular issue in detail. Participants should be involved in:

1. Presenting a paper incorporating the research findings.
2. Presentation and discussion
3. Share knowledge to get viewpoint

**Types of Seminar**

On the basis of size and organizational aspects, the seminars can be classified into four types as

**Mini Seminar**: Limited number of participants, coverage and scope are small and simple, conducted within the class.

**Major Seminar**: conducted at an institutional or departmental level for a specific topic or subject, usually students and teacher are participating, also organized at department level for every month.

**National Seminar**: conducted by association, organization, or government body on local and national concerns, related to business, academic, professional or political interest. The subject expert and scholars are invited to attend the seminar.

**International Seminar**: conducted by an international organization or global agency. It has wider range of topic like- globalization, renovation, atomic energy agreements, Policies implementation and modification etc.

Procedures for Conducting a Seminar

* Seminar provides good opportunity to communicate your ideas, offer your view points, and get good knowledge. The following procedures are to be followed:
* Presentation of paper
* Group separation
* Distributions of seminar papers and discussion
* Group work presentation
* Summing up

**Format of a seminar Paper**

* Seminar paper can be divided into different component. There are mainly **six parts** in a seminar paper. They are:

Title: should have **a catchy title**, an effective title sparks the interest of the participants. A good topic leads to the suitable length of your paper as well as success of the seminar.

Acknowledgement: you need to remember the people who helped you in course of preparing the report. Without the constructive feedback and observation of those people it would not have been materialized.

Abstract or Summary

* It is also called a synopsis or a main idea or what the seminar paper or research paper is about.
* There are two types of abstract:

1. **Chemical Abstract**: It is often called as an informative abstract. It is designed to condense the paper. It briefly state the problem, the principal date and conclusion.
2. **Indicative Abstract**: It is called a descriptive abstract.

Introduction

* It is the beginning of the body of a seminar paper.
* You need to define, analyze, and state the nature of the problem in introduction.
* The purpose of introduction is to supply sufficient background information.

**Objectives**

* It is the crux of the whole seminar paper.
* It represents the intention of the writer to meet the goal of the paper. So, it should be clear, and measurable.

**Methodology**

* It gives the information about the various procedures.

**Challenges**

* The writer can also mention the striking challenges met while writing the report of Seminar.
* Forthcoming challenging for the Implementation of the outcomes of the report can also be presented.

**Conclusion and Recommendations**

* It gives the gist of the paper.
* The conclusions are drawn from the factual evidence of the research paper or seminar paper.
* Nothing new should be added in the conclusion.

**References**

* It is section for giving credit to the works that you have used while writing or preparing the paper.
* The documents and materials are listed following APA or MLA or any other documentation formats.

**Annex**

* It includes the materials like questionnaire, interview questions, observation checklist etc.

Ethics in Workplace

* The place where people work in teams and manage the possible activities is known as workplace.
* There are two types of works in any work places. They are: White-collar works, the works that require mental labour and blue-colour works that requires physical labour.
* A good work place is like a heaven where the employers enjoy respect, variety, challenge, advancement and professional development along with good payment.
* Such places are often guided by ethical principle and philosophy based on moral values and assumptions.

Concepts of Ethics

* Resolve questions of right and wrong.
* It governs a person’s actions.
* It is similar to honesty, justice, hard work and equality.
* “Ethics is the study of how our decisions affect other people. It is the study of people’s rights and duties, the moral rules that people apply in making decisions.”

\_Stoner, Freeman and Gilbert (1996)

* “Ethics is an individual’s personal belief about whether a behaviour, action, or decision is right or wrong.” – Ricky W. Griffin (2012)

“Ethics are moral principles or beliefs about what is right or wrong. These beliefs guide individuals in their dealings other individuals and groups.”

- Jones, George and Hill (2000)

* The genesis of ethics lies in our own home.
* We learn ethical values from our family members and seniors.
* Especially our grandparents teach us not only ethical values but also culture that assist our ethics to grow.

We learn many things from our culture, our neighbourhood, relatives and society.

* Religion also helps to shape ethical and moral values on live.
* The basic concepts of ethics are as follows:

1. Ethics is reflected on personal behaviour.
2. It differs from the person to person. A particular ethical behaviour of an individual may be unethical to another person.
3. The ethical behaviours conform to established social norms and values.
4. The unethical behaviours do not conform to establish social norms and values.

The ethical values are relative to time, situation, and different circumstances.

* Ethics is a lifelong obligation of being honest and trustworthy.
* Technical writers constantly be in touch with their work.
* The copy rights and plagiarism issues should be maintained and given due considerations in their work.
* Child, disabled and indigenous issues must be ensured during the applications of ethics.
* Ask permission from concerned authorities.
* Never humiliate anyone and honestly thank to those who offered generous contribution during your writing career and conduction any research work.

**Benefits of Ethical Decisions**

* Ethics help to set up the moral standard for conducting any works.
* If we ignore ethics, it ruins our value among people in the society.
* For implication of ethics and morality some of the core issues taught at home, school, colleges and society should be taken into consideration.

The benefits of ethical decisions are given below:

1. Ethical decision regulates personal respect in the society.
2. It offers people with more access to the privileges such as getting vote, borrowing money etc. in the society.
3. It helps people live pleasantly and responsibly in the society
4. It determines good personal characteristics.
5. It offers people with position, reputation, respect, succeed and rewards, virtue and morality.
6. It makes us bold enough to accept the challenges rather than to surrender the viciousness.
7. It opens the opportunities to those who often behave ethically.

**Consequences of Unethical Behaviour**

* The unethical behaviours carry fear, corruption, cowardliness, and finally enslaves you.
* A small mistake at present can create very bad situation future.

**The Consequences of unethical behaviour are given below:**

1. It leads into poor judgment, possible convictions, questionable reputations and guilt.
2. It affects not only an individual but also family members and concerned members of the society.
3. It determines immature personal characteristics.

IV. It leads into greed and may result into huge loss.

V. People with unethical behaviour are prone to malicious impulse.

VI. It tempts people to do wrong.

VII. It affects people’s lives for years to come.

VIII. It may result into either economic charge or prison sentence.

**Creating a Culture of Ethics**

**Ethical Leaders**

* It can be defined as the process of influencing employees by providing purpose, direction and motivation to behave ethically.
* A good ethical leadership requires both mission and vision.

**Some definitions of Leadership**

“Leadership is the process of directing an influencing the task-related activities of group members.” - Stoner, Freeman and Gilbert (1996)

“Leadership is the process in which one person influences others to work together willingly on related tasks to obtain organizational goals.”

- Terry and Franklin (2005)

“Leadership is a social influence process in which the leader seeks the voluntary participation of subordinates in an effort to reach organizational objectives.” – Robert Kreitner (2011)

* It is clear that leadership is a process, property and power that a particular leader possesses.
* A company can appoint leaders who model positive ethical behavior that affect the ethical climates the institutions they run.
* A good ethical leaders fosters creative work environment, the employees feel less pressure in the work environment.
* The ethical leaders always try to maintain appropriate relationships between employees, allowing space for individuals to express deep feelings, especially in case of traumatic experiences.
* The roles of good ethical leaders are given below:

1. Know yourself and seek self-improvement.
2. Be tactfully and technically proficient.
3. Make sound and timely decisions.
4. Set the example.
5. Know your coworkers and lookout for their well-being.
6. Respect their coworkers and their abilities.
7. Develop a sense of respect and responsibility in your coworkers.
8. Train them as members of a same family.
9. Take responsibility for your actions.
10. Use the full capabilities of your moral and ethical values.

Final Code of Ethics

* It is necessary to write code of ethics or ‘code of conduct’ in every organization.
* Discipline, responsibility, accountability and willingness to work are vital components of ethics to achieve the set objectives of the organization.
* The code of ethics contains a set of rules and regulations formulated to avoid confusion to company or institution, and the employees on different matters and certainly not for creating obstacles and hindrances.
* The rules are based on reason but not on force.
* Sexual harassment is committed generally among co-workers, and extra organizational sources such as spending increasing amount of time, misusing power and position etc.
* Be yourself clear for the following code of conduct to be strictly followed to maintain goodwill;

1. Sexual harassment is a serious offence, no matter the setting or conditions.
2. It is your responsibility to report if you have seen the instances of sexual harassment at college premises.

* The colleagues should intervene if they witness inappropriate behaviour to their friends from others.

Personal Code

* It is a statement of personal values and standards based on the personal philosophy.
* Draft your personal code of conduct;

1. What are your core values? (list the values that are important to you like compassion, courage and honour)
2. What are you passionate about? (think about your hobbies)

* What lessons have you learned?

Corporate Code

* It states a company’s commitment to ethical behaviour.
* This code focuses on integrity, fairness and respect for others within the company.
* Most corporate codes include rules that are specific to their discipline.

What do You do When Faced With an Ethical Dilemma?

* Clarify your Position: The position consists of the tasks and duties to be fulfilled by the employee. Use the following questions to help clarify your position regarding the dilemma to reach a solution:

1. Would may actions be legal?
2. Have I thought the possible consequences of my actions.
3. How uncomfortable am I ?
4. Is there any obvious solution?

**Analyze your Ethical Dilemma**

* It is the process of gathering or collecting information to explore the ethical activities of the employee to solve ethical dilemma.
* For analyzing your ethical dilemma, consider the following points:

1. Take time to think about what is happening.
2. Examine the facts.
3. Clarify your short and long term goals.
4. Talk to someone you can trust.
5. Review your company’s code of ethics.
6. Talk to legal counsel.

7. Listen to your conscience.

8. Explore alternatives.

9. Choose an alternative.

**Choose a Responsible course of Action**

* It is well known that action speaks louder than the words. It is better to select a responsible course of action while with ethical dilemma.
* **The following criteria would be more helpful**:

1. Rights
2. Justice
3. Utility (Accept the things that is true, useful and practicable on the basis observation and experiment)
4. Care (emotional feeling with people, place, thing and so on)
5. Empathy (never underestimate others and yourself when you faced ethical dilemma)
6. Consistency (uniformity in action)
7. Values and principles

**Blow the Whistle**

A whistle is blown to inform the authority that an employee is doing something wrong or illegal activities in the company**.**

**Why is it so difficult to Behave Ethically?**

* The unethical behaviours such as corruption, bribery, commissions, misconduct, sexual harassment, and many types of scandals, are being questioned and challenged in the modern world.
* It is difficult to behave ethically because of the following reasons:

1. Defense Mechanisms (defend a person against unethical behaviour)
2. Bandwagon Approach (appeal to public what majority of people are doing)
3. Denial (The act of saying ‘no’)
4. Rationalization
5. False sense of Security
6. Stress
7. Revenge
8. Blame