

The Author speaks

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The Author Speaks

I was born on 3.11.1940 of financially poor parents in the village of Irungalur off the Trichy-Chennai Highway, 5 k.m. north of Samayapuram (famous pilgrimage centre), Trichy Dist.

I studied in St. John's High School, Irungalur. All the teachers taught well. Rev. Paul Isaac and his wife Thangam Isaac taught English with great enthusiasm and sincerity. I stood first in the Public Exam, 1957.

My father had undertaken the carpentry work of National College, Trichy. The Principal Prof. G. Varadachari liked my father for his honesty and hard work. So, my father sent me to National College. The Principal, Lecturers Mr. M.K. Venkataraman, Mr.N.Krishnamoorthy, Mr.V. Natarajan, Mr. P. Sridhara Rao, Mr.M.N. Sundararaman taught us excellent English. Lecturers in Physics, Maths, Chemistry, Economics and History – all spoke good English. I passed B.Sc., with a high Second Class in English, a First Class in Tamil and a First class in Maths, April 1961-University of Madras. I stood first at college.

I joined Jamal Mohamed college as a Tutor in English. (A Tutor is like an assistant lecturer – not much of lecturing, but correction of composition books, test and exam papers). Then in July 1962, Prof. G. Varadachari had retired from National College and had become Principal of Thiagarajar College, Madurai. There was M.A. English in Thiagarajar college (but not in any college in Trichy). He appointed me Tutor in English and encouraged me to do M.A as a Private Teacher Candidate. Prof. V. Uppili, H.O.D. of English, Lecturers Mr.V.S.Venkataraman,

Mr. Balakrishnan, Mr. Sakthivelu and others encouraged me. I also worked very hard and passed my M.A. English with a high Second Class, June 1965 - University of Madras.

There was no vacancy of lectureship in Thiagarajar college. So I came back to Trichy and applied to Jamal Mohamed college. The Principal **Alhaj Sayeed Sahib** and Vice Principal **Prof.E.W.P.Thomas** appointed me willingly. I was encouraged by my seniors like Professors **C.S.Kamalapathy Nanjundamoorthy, B.A.Usmani**. I did my M.Phil. in 1985 as a part-time student of the University of Madras, Trichy Centre. Dr.K.Chellappan, Dr.A.Joseph & Dr.Premkumari Marshal guided me properly. I did B.Ed. & M.Ed. in Annamalai University by Correspondence. I did P.G.Dip. in Journalism in Madurai Kamaraj University by Correspondence. I became a guest lecturer for the Correspondence Courses of 3 Universities, and Question Paper Setter and Examiner for 5 Universities and 10 Autonomous Colleges.

I spent 28 happy years at Jamal Mohamed College and retired in Oct. 1993.

I am what I am to-day because of my teachers and senior lecturers.

I thank them wholeheartedly.
DgayaChander
October 2013.

PREFACE

"Soft Skills" is a new subject but an old idea ! We all know that everybody should be friendly, co-operative, bold and confident. We should respect other people's views and should not insult anybody.

If you apply for a job you should possess the required qualifications and skills. If there is an interview you should answer the questions briefly, boldly and relevantly. Communication skill is essential for getting a job. You should have a goal in life.

Now, all the above ideas are known to us. Arrangement of these ideas in an order and a few definitions become a Paper for your Exam. But it is a very easy Paper; you already know most of the points -- only a few new ideas.

So, be confident.

There are very few books on Soft Skills. I was inspired by the book **Soft Skills** written by **Dr.K.Alex, St.Joseph's College, Trichy**, (published by Chand & Co.). It is a very, very useful book. It deals exhaustively with all aspects of Soft Skills with Tables and Diagrams. I have learnt a lot from the book and taken some points from it.

My book is very simple. I have written this from the point of view of the Exam. But you should read **Soft Skills** by **Dr.K.Alex** for more information and thorough knowledge of the subject.

Suggestions are welcome.

Wish you all the best with this simple book.

DgayaChander

SOFT SKILLS

III Yr. Degree Classes - Bharathidasan University

SYLLABUS

UNIT 1:

Introduction - Soft Skills - Know Thyself - Understanding Self - Selfdiscovery - Positive Attitude - Perception - Values.

UNIT 2:

Interpersonal Skills - Understanding Others - Developing Interpersonal Relationships - Team Building - Group Dynamics - Networking - Improved Work Relationships.

UNIT 3:

Communication Skills - Comm. With Others - Listening - Speaking - Reading - Writing (LSRW).

UNIT 4:

Corporate Skills - Work With Others - Body Language - Etiquette - Manners - Time Management - Stress Management.

UNIT 5:

Selling Self - Job Hunting - Writing a Resume - Interview Skills - Group Discussion - Mock Interview - Career Planning - Goal Setting.

Books Consulted:

- 1. Soft Skills -K.Alex (St.Joseph's College, Trichy)**
- 2. Success thro' Soft Skills - G.Ravindran, B.Ilanga and L.Arockiam (St.Joseph's College, Trichy)**

UNIT 1

1. Definition - Hard Skills and Soft Skills :

“Hard Skills” are skills that are essential for any job - educational qualifications, technical training, work experience and so on. Without “hard skills” you cannot get a job.

“Soft Skills” are different from “hard skills”. Soft Skills refer to your personal characteristics, friendliness, ability to move smoothly with others and in society, communication skills and the like.

2. Attributes regarded as soft skills: (Aspects of soft skills)

There are six aspects of soft skills.

a. Interpersonal Skills:

Interpersonal relationship means your ability to move with others, to help, guide and motivate your colleagues to do good work.

b. Team Working:

Esprit de corps is a French term. It means “team spirit”. All the members of an organization should have a sense of loyalty (faithfulness, sincerity) and work together for the success of the organization. So, you must have the skill to co-operate with other members of your team and encourage them.

c. Negotiation Skills:

Negotiation means formal discussion between people in order to reach an agreement. Therefore, one of the soft skills is your ability to discuss with members of your organization or members of other organizations or Government Officials and come to a conclusion.)

d. Communication Skills:

(The ability to convey your ideas and suggestions to others is an important skill - either in speech or in writing. You must learn two or three languages (local language and Hindi and English) thoroughly, according to the rules of pronunciation and

grammar in order to communicate with others. You should also understand what others say (or write), so that you can reply (react) properly.

e. Time Management:

You should plan all your work carefully and finish any work within the given time. All busy men in various fields have different types of responsibilities. But they do everything successfully in time.

f. Stress Management:

“Stress” means “worry” or “anxiety” caused by too much of work or too many responsibilities. You must overcome stress and keep your physical health and mental stability in good shape. This is Stress Management.

g. Conclusion:

The above six aspects of soft skills are essential for getting a job and achieving success at work.

3. Importance of Soft Skills:

a. Introduction:

Soft Skills are a person’s ability to build good relationships with other people, communication skills, ability to develop team spirit and lead the organization to success.

b. The Importance of Soft Skills:

Of course, hard skills are essential for any worker in any organization. Hard skills refer to educational qualifications and technical skill and experience. But, this is not enough. Now, the boss of an organization wants people who possess soft skills in addition to hard skills. Soft skills are important for an individual’s personal success and also for the prosperity (success, growth) of the organization.

c. Conclusion:

Therefore graduates who search for a job should possess both hard skills and soft skills.

4. “Know Thyself”

Importance of knowing yourself

a. Introduction:

Know thyself is a term given by the **Greek Philosopher Socrates**. (5th century B.C) It means “know yourself”. You should try to understand your own good qualities and bad qualities. You should know your strong points and weak points and then try to improve yourself.

b. Control emotions :

If you know yourself then you can easily control your emotions (feelings). When you control your emotions you remain calm and you do not offend others.

c. Achieve your goal (aim)

You should know your strong points, develop them, build on them. Then you can easily achieve your aim.

d. Improve relationships :

When you realize your strong points and when you control your emotions, naturally your relationships with others will be good.

e. Realize your potential:

“Potential” means ability to do something, ability to achieve success. If you know yourself, then you can develop your potential fully. You can build on your strong aspects and avoid weaknesses.

f. Experience happiness :

If you realize your potential fully, you will feel happy. You will have a sense of achievement and satisfaction.

g. Conclusion :

Therefore, **Know Thyself** is a very meaningful concept (idea). What Socrates said nearly 2,500 yrs. ago applies to every body in today's world. **Self-discovery** is important to every one of us.

5. Process of knowing yourself

a. Introduction:

Self discovery is important for every person. It leads to building upon one's strength and achieving the goals. There are several ways of knowing yourself.

b. Friends and Relatives:

As soon as a student comes off the stage after singing a song, he (she) asks his (her) friends: "Did I sing well?" This is quite natural. So, one way of self-assessment is asking your friends and relatives for their opinions on your strength or weakness.

c. Gandhiji maintained a diary:

Gandhiji would examine himself every day and ask himself what he had done right and what wrong. In the same way you can maintain a diary and know your strengths & weaknesses.

d. Relaxation & meditation:

Meditation usually means thinking about religious and spiritual matters. But it does not always mean it. You can forget your worries and problems and think about something different.

e. Exercise, Outing, Walking:

Physical exercises, jogging, walking, going out -- all these will help a person in self-discovery.

f. Hobbies, New interests:

Developing some hobbies will enable you to find your skill in a particular activity ---photography, gardening, music and stamp-collecting are such hobbies.

g. Reading:

Reading for business is different from reading for pleasure. Reading stories, poems and plays will make a person feel relaxed and refreshed.

h. Conclusion:

Thus one can adopt various ways of self discovery and self knowledge. Self discovery keeps a person's mental equilibrium.

6. SWOT Analysis :

a. Introduction :

SWOT = Strengths

Weaknesses

Opportunities

Threats

One can assess all the four elements & plan for further development

b. Internal & External:

Strengths and weaknesses are internal aspects. That is, they are within a person. On the other hand opportunities and threats are external. They come from outside sources.

c. Positive and Negative:

It is also clear that strengths and opportunities are positive and weaknesses and threats are negative in their influence upon a person.

d. Approach to the Four Aspects:

One should use the two positive aspects in a constructive manner. We should build up our strength and explore various opportunities. But at the same time we should try to overcome the two negative aspects ---weaknesses and threats.

e. Conclusion:

SWOT analysis must be done effectively. Then only your self-realization will be complete. The Chinese Philosopher Tao Te Ching says:

Knowing others is Intelligence;

Knowing yourself is Wisdom.

Mastering others is Strength;

Mastering yourself is Power.

7. Developing Positive Attitude

a. Introduction:

The word **attitude** has two meanings:

i. A position of the body

ii. A state of mind or a feeling.

The second meaning is applicable to our study.

b. Attitude:

Attitude includes a lot of things.

- a. What you think
- b. How you understand events and people
- c. What opinions you form about others
- d. What feelings you experience
- e. How you speak to others
- f. How you treat people
- g. How you behave in society

c. Formation of Attitudes:

The formation of an attitude is not a simple process --- not a linear development. Many factors act on a person's mind to form an attitude.

i. **Psychological factors** define attitudes. That is, your experiences in early life have a strong influence on your mind. They shape your attitudes.

ii. **Family background** is another factor.

iii. **Society** is also responsible for your attitudes. Social customs, traditions and conventions very strongly influence your mind.

iv. **Political factors** also decide your opinions and behaviour.

v. **Economic factors** also influence attitudes.

d. Change of attitudes:

Opinions and judgements once formed cannot be easily changed. There are "die-hard" politicians and traditionalists everywhere. We cannot change their attitudes. But at the same time attitudes do change. Gaining of new information, the feeling of fear, influence of peers (friends) and a tendency to go with others --- all these change people's attitudes.

e. Positive Attitude:

There are two types of attitude :

Negative

Positive

Negative attitude always doubts other people and it has no faith in future progress. Negative attitude is not healthy. But Positive Attitude is a sign of good mental health.

f. Positive attitude has the following characteristics:

(Advantages)

- i. It is optimistic—it has high hopes about future progress and success.
- ii. It thinks and plans creatively.
- iii. It encourages others and co-workers and motivates them to achieve the goals.

- iv. It faces problems (and challenges) boldly and tries to solve them.
- v. It never experiences discouragement or hopeless mood.
- vi. It is self-confidence and self-esteem.

g. Developing positive attitude:

- i. Listen to the internal dialogue ---that is, what your conscience says.
- ii. Listen to the advice of your superiors, senior colleagues and friends.
- iii. Help and encourage others.
- iv. Explain your difficulties or problems to others and try to get their help.
- v. If there is any criticism from others, don't lose your temper. Listen to them and improve yourself.
- vi. Try to develop co-operation at your workplace.

h. Conclusion:

Thus, **Positive attitude** is helpful to a person. It also builds up team spirit in the organization and leads to the overall development of society.

8. Values

a. Introduction:

The word "value"("values") has been defined as follows:

- i. Values are general beliefs about what is right and what is wrong.
- ii. Values refer to a specific mode of conduct preferable to another mode.

b. Characteristics of values:

Values have the following characteristics,

- i. A **Value** is chosen freely, according to one's own judgement. If children go to church because of parents' compulsion, church going is not a value.
- ii. Values are chosen from among several things. "Eating" is not a value, because there is no choice. But behaving in a particular way or treating others in a way is a value.
- iii. A value is beneficial to us.

c. Values relating to education:

The following are values relating to education.

- i. Students must accept the importance of knowledge and the importance of learning.
- ii. Authorities should reward achievement by students and teachers.
- iii. Educationists must encourage the questioning attitude of students.
- iv. All must realize that home, school and society form one integral unit.

d. Values relating to Self and others:

- i. One must realize one's worth and must have self esteem.
- ii. One should co-operate with others to build a better organization and a better society.
- iii. One must be honest when dealing with others.
- iv. One must accept and respect the view points of others.
- v. One should be duty-conscious and sincere.

e. Values relating to civic responsibilities:

- i. You should have faith in democratic values.
- ii. You must be a dutiful son (or daughter) and later a devoted husband, (or wife) and care for the family.
- iii. You should be a respectable member of society.
- iv. You should pay the taxes and respect & obey government authority.

f. Social & Cultural Values:

Every society has its own traditions, conventions, ceremonies, forms of worship, religious beliefs etc. Every individual should respect these. The following are social & cultural values.

- i. **Universal Love.** We should consider all people as our brothers & sisters.
- ii. Sharing our happiness, sorrows & problems with others will bring in an atmosphere of brotherhood.
- iii. We should participate in social and cultural activities.
- iv. Helping tendency and team spirit are also important aspects of social life.

g. Formation of Values:

Essay No.7 "Developing Positive Attitude" paragraph c. "Formation of attitudes" Repeat the whole para, but use the word "values" or "value" instead of "attitudes" or "attitude".

h. Similarities between attitudes and values:

- i. Both attitudes and values are learned -- not inherited, not inborn or innate.
- ii. The same sources like family, friends, society influence attitudes and values.
- iii. Both affect the behaviour and character of people.
- iv. Attitudes and values do not change easily.

Personality

i. Difference between attitudes and values:

Attitudes are one's personal beliefs. Values are common to many people and they are the property of a whole society.

j. Importance of values

- i. Values shape an individual's behaviour and character. Self-respect, ambition to achieve the goal, co-operation with others -- all these are the result of values.
- ii. If all individual workers have good values, the organization will grow and society will prosper.
- iii. Values refer to moral principles. If people respect personal and social values, society will earn a good name.

9. Perception

a. Introduction:

Perception is a process of seeing, receiving, selecting, organizing and giving meaning to the environment. We see people, things, places and events and understand the meaning of each. This is perception.

b. The process of perception :

Inputs —————> Throughputs —————> Outputs

Inputs:

Our senses experience the outside world. We see things and people. We hear some noise or music. We smell something or taste a drink or food. We come into contact with an object by physical touch. These are all the inputs -- They may be called stimuli; they stimulate us; that is, they rouse our senses.

Selection :

Our sensory organs feel the things and select a few and send the message to the brain. The brain realises the meaning and importance of what we see or hear.

Output :

Our behaviour in response to the stimuli is the output.

An example :

While you are walking on a road, you see a cyclist and a scooterist collide with each other and fall down -- **Input**. Your eyes send the message to your brain. Your brain interprets the event. (gives meaning). It as an "accident" - **Selection and Interpretation**. You immediately rush to the spot in order to help the two men - **Output**.

c. Factors that influence perception:

Two sets of factors influence our perception

i. Internal ii. External

Internal

needs, desires,
experience,
personality,

External

size,
intensity, frequency,
contrast,
movement.

i. Internal Factors

Needs & Desires:

There is a huge hoarding (board) with a picture of a car by the roadside. If you are planning to buy a car, you will stop and examine the picture carefully. If you don't want to buy a car you ignore the hoarding.

Experience :

A person's past experience will influence his perception of things. A person's son or daughter had died in an earthquake in Iran, let us imagine. Now, he reads about an earthquake in North India. His perception of the news is full of anxiety and sadness.

Personality:

Personality influences perception. An optimist (a person who sees good things and hopes for a good future) views a situation in bright light but a pessimist (a person who sees only the dark side of things) views the same situation differently.

ii. External Factors:

Intensity :

"Intensity" means strength or the quality of having strong influence. If a noise is soft and low, people may not perceive it. If it is loud, people hear and interpret it.

Size :

The size of a person or thing attracts the attention of the people. A multi-storey building is more easily perceived than small buildings.

Frequency :

If a TV ad is repeated many times, people perceive it. They may also feel that it is boring.

Contrast:

(Opposite, different thing). While driving on the highway, there is nothing but dry land on both sides. But suddenly you see a beautiful lake. Your perception is roused.

Movement:

Movement is another factor that influences perception. On the bazaar if a fellow runs out of a jewellery mart madly, all people perceive him.

d. Different people perceive the same thing or situation differently:

The simple word **night** is understood (perceived) by different

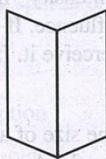
people in different ways.

A night watchman will think of his **night duty**. A thief will think of how and where he can show his skill and steal things. **Most people** think of rest and sleep. **Newly married couple** will think of their sexual pleasure. Perception is unique--- that is every person has their own way of perceiving things.

There are many pictures that illustrate the point that different people perceive the same thing differently.



Do you see a flower vase
or two faces ?



Does the book face you
or face down ?

e. Perception and its application in an organization:

There are several workers in an organization. Very often a situation or a problem is perceived differently by different employees and the authorities and it results in clashes. According to the boss, salary is good enough, but the workers think the salary is low. If both parties resolve the differences, and modify (change) their perception, the organization will prosper.

f. Conclusion

Thus, **Perception** is our understanding of things, events and people. It is an everlasting experience. Every minute we see or hear something or somebody and we perceive the situation in our own way.



UNIT – 2

10. Interpersonal Relationships (skills)

Understanding others

a. Introduction:

Interpersonal relationship means relationship between one person and another or one person and others. Courtesy and understanding of other people's views (opinions, points) are two important aspects of Interpersonal Relationships.

b. Situations where interpersonal skills are important:

Interpersonal relationships are like the axis (central point) on which the whole world rotates. If two persons do not understand each other, quarrel and fighting are the result, leading to damage or separation of the two people. There are three situations where interpersonal skills are important:

i. Family

ii. Workplace

iii. Society (community)

i. Family:

A good family is a university - it is a place of knowledge, growth & development and cordial (friendly) relationships. Understanding between parents & children, brothers & sisters, husband & wife -- all are essential for a happy home. Parents must be strict, but kind at the same time. Children must be obedient and devoted to their parents. They must help their parents in all possible ways. Among brothers and sisters there should be proper understanding. Everyone must help the others. There must be a kind of give and take policy and a spirit of sacrifice.

ii. Place of work:

There should be proper interpersonal relationships in an organization. It is called "team – spirit" or "team building". (separate essay).

iii. Society:

Nobody is an island. We are all members of a community or society. It may be a small village or a large town or a metropolitan city – there are other people, thousands and

thousands of them. You should understand the opinions, problems and difficulties of other people. You should try to help anybody in difficulty. If a young man or girl offers their own seat on the bus or train to a senior citizen, it is not a big matter, but it matters very much to build a healthy society. "Love your neighbour as you love yourself" - this guiding principle summarises all our theories about interpersonal relationships. We must respect people of other religions, other races and other countries. Clashes arise because of lack of understanding and adjustment.

c. Conclusion:

Thus interpersonal skills are the pivot on which the whole world rotates. Good interpersonal relations → good families → healthy communities → prosperous countries → pleasant world. (Also refer to the essay on courtesy)

11. Team Building – (Group Dynamics)

a. Introduction:

Team building and Group Dynamics almost mean the same thing. Team means a number of people or animals who do something together as a group. There are two contexts (situations) in which the word "team" is used.

b. In sports and games "team" refers to a group of players who compete with another group for success – Football Team, Basketball Team, Badminton Team etc., Here team spirit is very important. On the football ground we can see each player passes the ball to another member of the team in order to gain a goal. Individual ego (pride) should be sacrificed so that the team can win. "Esprit de corps" means "team spirit".

b. Each for All, All for Each:

"Each for All, All for Each" is the basic principle of co-operation. It is the main idea of team spirit.

c. In the second sense of the term "Team Building", we have any school, college, bank, Govt. office or any such organization. Here also "team spirit" is important. The Head of an organization should be cordial (kind, courteous) to his subordinates (other workers under his control). There should be mutual understanding among the workers, **Give-and-take** policy should be adopted.

You must be respectful to your superior officers. You must obey their orders. If they are wrong, you should politely point out the mistake and convince and correct them.

Moreover, you should behave properly with people of your own rank. Don't try to boss over them. You are all equals, nobody is above or below anybody. All must work together for the growth of our organization. If people of an organization develop team spirit, the organization will grow.

You should also maintain friendly relationships with the people who are below you in rank. You should not be authoritative in a rude way. If they correct you, you must not become angry, but accept the correction.

d. The Role of the Leader of the Team:

The leader of a team should be friendly to others. He must clear the misunderstanding among co-workers. If they quarrel among themselves, the organization will be ruined. The leader should show his power and authority, not in a rough manner, but in a gentle way. He must encourage the workers under him. Even if there is any mistake, he must not lose his temper (become angry) but correct his subordinates in a polite manner. He must also think of new plans and new techniques for the improvement of the organization ---he should be innovative. He must maintain cordial relationships with Govt. officers.

He must be ready to sacrifice his personal comfort for the sake of the organization. He must work hard. The above are the requirements of the leader of a Team.

e. Conclusion:

Thus **Team Building** or **Group Dynamics** refers to co-operation of all the workers as a group. Dynamics means "change" "liveliness" and "progress". Of course there may be minute (small) differences between the words "team" and "group", but that does not matter much.

12. Networking

a. Introduction:

Networking means people or companies or computers joining together to do some work or share information. There are different types of Networking. Networking is based on the idea of co-operation and sharing. It avoids competition among the organizations of the same nature.

- a. Business Network
- b. Computer Network
- c. Wireless Network
- d. Other types of Network

a. Business Networking:

Manufacturers, dealers and shop owners have their own Networking. They agree to avoid "cut-throat competition". They agree on common prices for things, so that no one sells something at a lower price in the spirit of competition. Business organizations share information about imports, exports, taxes, customer services and so on. If a product or service is not available with one organization, they guide the customers to a sister organization.

b. Computer Networking:

In Computer Networking, all the computers in an organization (Bank, Railway Office, Transport Booking Office, School or College) are interconnected. This is one of the greatest achievements of science. In a Trichy Railway Office, you can book a ticket from Bangalore to Delhi. In the same way in a bank in Coimbatore, you can get the particulars of all your transactions in a Bank in Madurai.

i. ATM:

Automated Teller Machine is a great boon to all people. My bank Account is in Chennai, but I insert my card into an ATM in Hyderabad and withdraw money!

ii. Internet:

Internet is another miracle of the modern age. You can get any information about anything in the world – latest news, travel guidance, business tips, general knowledge, games, etc., etc. All these are possible because of Computer Networking.

iii. E-mail:

E-mail is another aspect of Internet. We can send messages to somebody in any part of the world; the message reaches immediately. With Skype and Web Camera, we can see people in another part of the world and talk to them.

c. Wireless Networking:

Radio and TV stations in the world share latest news and information thro' wireless network. What happens in any part of the world is immediately flashed over TV and Radio and the whole world comes to know about it.

All these are wonders of modern science. Satellites are responsible for all these wonders.

d. Other types of Networking:

Schools and Colleges and other organizations and Govt. offices, Police Departments, Army, Navy and Air Force — all these have their own Networking systems. A crime is committed in Delhi, but the person who has committed the crime is arrested in Bangalore! – because of Networking. Even Taxi and Auto drivers have their own Networking and all of them quote the same travel charges.

Conferences of scientists, political or religious leaders, medical or financial experts or educationists belong to Networking. They share their ideas & all members benefit.

Even criminals – smugglers, bank robbers, murderers – have their own Networking and escape law or punishment.

e. Conclusion:

Thus Networking is an important concept. It helps members of organizations and the general public.



UNIT – 3

13. Communication Skills

“Communication” means transfer of thoughts & feelings from one person to another. Communication can be classified as

- a. Non-verbal communication
- b. Verbal communication

a. Non-verbal communication

We can pass on our ideas to another person without the use of words – this is called “Non-verbal communication”. If you extend your arm and pull it back, you are asking somebody to come. An angry look from the father will convey so much of emotion to the son. The audience clap at the end of a programme; it means: “the programme is very good”. A railway officer waves a flag and the train starts. The traffic lights Red, Amber and Green guide the traffic effectively.

b. Verbal Communication

Verbal communication means use of words – use of language.

Speaker → Encoding → Transmission → Decoding → Listener

Here both the speaker and the listener should understand the (same) language. If a guest lecturer gives a lecture in Hindi or French to students of Tamil Nadu, there is no communication. Tamil Nadu students understand neither Hindi nor French!

To use technical terms, the sender **encodes** the message, the message passes through a **medium**; the receiver **decodes** the message. Long distance telephone calls may sometimes be disturbed and the message may not reach the receiver. Obstruction to the process is called “Noise”.

Encode - express ideas in words.

Medium - directly through air or phone or mic.

Decode - understand the speaker’s message.

LSRW

L= Listening S = Speaking R=Reading W=Writing

LSRW are four essential aspects of learning. They are called Four Basic Skills of learning. They are indispensable (absolutely necessary) for learning a language and for all communications.

A child learns the mother tongue or any second language only thro’ these four activities.

14. Listening

a. Introduction:

Listening is the first activity. A growing child listens to what elders in the family speak. Reception of sounds of a language is the primary step towards learning to speak and later read and write.

b. Active listening X passive listening:

Hearing is a physical activity. When you are sitting in your room and reading something you hear so many noises – the blowing of the wind, the rattling of vessels in the kitchen, your father shouting at somebody and so on. You just hear them, but you go on reading your book. When you walk along a road or travel on a bus, you hear so many different noises from shops, vehicles, people etc. This is **passive listening**, or **hearing**. You don’t give importance to these noises.

On the other hand when the teacher teaches or when your father or mother says something to you, you listen with attention. You understand what they say. If it is an order, you obey it. You tune in your **Radio** or switch on your **TV** and listen to the News or any other programme. This is active listening. This is a mental activity.

c. Good listener X poor listener

- | | |
|---|----------------------------------|
| i. listens, with good attention,
concentration | no attention
no concentration |
| ii. allows no distraction | invites distraction |
| iii. does not interfere | interferes |
| iv. makes note of doubts
and asks afterwards | no doubts raised |

d. Impediments (obstacles) to listening:

Obstacles to good listening occur on the part of the speaker or on the part of the listener.

The Speaker:

- i. low voice
- ii. uses unfamiliar, difficult words

- iii. rambles (talks about many other points) without much concentration
- iv. if over any electronic system, defects in the system.

The Listener

- i. physical illness – cannot concentrate
- ii. mental condition – some problem
- iii. the speaker uses difficult words (esp. in a class or seminar)
- iv. defects in the electronic system
- v. lack of interest in the subject

e. Types of Listening

i. Competitive or combative listening

A listener has his own ideas when somebody is saying something. So, the listener does not accept the speaker's idea, but contradicts (opposes) him or says something else.

ii. Attentive or Active Listener:

The Active Listener understands the message. He responds to the feelings of the speaker.

f. Benefits of Listening:

- i. You can learn by listening.
- ii. Listening can win friends.
- iii. It leads to better work and co-operation.
- iv. It gives you confidence.
- v. If you have doubts, you tell somebody. You listen to that person, your doubts are cleared.
- vi. Listening reduces tension.

15. Speaking

a. Introduction

Listening is the first activity of a child in learning a language. Speaking is the second activity. The growing child imitates the sounds and combinations of sounds used by mother & father and others and gradually begins to speak.

b. Characteristics of a good speaker

- i. The speaker should be sure of the subject he is going to talk about.

- ii. He must understand the intellectual standard of the listener or listeners and speak in a way that other people understand him.
- iii. He must be careful about the choice of words and the language he uses. He must use simple words, so that all can understand him.

- iv. "Brevity is the soul of Wit" – Proverb. So, the speaker should use very few words. The message should be "short and sweet".

- vi. He should closely observe the reaction of the listeners and shape his speech according to it.

- vii. He should use body language effectively. He should make eye contact with people and use physical signs with hands and impress the people with facial expressions.

c. Public speaking (oratory)

Public speaking is the art of speaking to a large number of people in order to make them accept your ideas. Public speaking is important for religious and political affairs. History gives a long list of powerful political and religious speakers. They are called "Orators".

d. Characteristics of a Public Speaker (same as "b")

e. Importance of Speaking (for the Manager/Director/ (Principal/Head of an Organization)

The Head of an organization should possess the art of speaking in addition to the art of doing. He should have the tact of speaking to his colleagues in such a way as to make them accept his own ideas & plans. He should convince them of his plans. In any meeting of the staff, his speech must be short and sweet and to the point.

f. The Principle of KISS

KISS = Keep It Short and Sweet

This is a very important principle when speaking at any meeting or conference. If the speech is long, it may become boring, people may not listen. If you want your speech to be liked and appreciated by all, it must be "short & sweet".

g. Advantages of Speech (Importance of speech)

- i. The earliest men first began to speak, not write.
- ii. Any child first learns to speak.
- iii. In speech we can express our feelings by the modulation of the tone, raising or lowering of voice and by change of pitch etc. Love, hatred, ambition, happiness, sorrow, jealousy, enmity ----all these emotions are expressed in speech.
- iv. Uneducated people depend completely on speech.
- v. Many tribals have no written form of language, but only speech.

16. Reading

a. Introduction

Reading is the third of the four basic skills LSRW. Though reading may be viewed as a passive skill, it is not so; the mind of the reader is active while reading.

b. Impact of TV, Computers, Phones and Internet on Reading

It is a well-known fact that the above four have caused a severe damage to the habit of reading that existed a hundred years ago. But, still there are passionate readers and the importance of reading cannot be denied.

c. Benefits of Reading (Importance of Reading)

- i. Reading helps students' understanding power. They can comprehend new concepts (ideas) more easily.
- ii. Reading improves one's vocabulary.
- iii. It enhances (strengthens) knowledge.
- iv. Fluency and communication skills improve as a result of reading.
- v. Reading broadens a person's attitude.

d. Methods (Types, Kinds) of Reading

i. Skimming

Skimming is fast reading to get the main ideas of a book or newspaper. It is a kind of quick glance. We get general information about the news of the day from a glance.

ii. Scanning

Scanning is searching for a specific point or a particular news item in the newspaper. The day after your College Day Celebration, you open the newspaper, omit the other pages and go directly to the particular page that contains the news about your College Day Function. Similarly, an eligible bachelor (unmarried gentleman) or spinster (unmarried lady) goes to the page "MATRIMONIAL". Unemployed people take the **Wanted** Columns.

iii. Close Reading

Close Reading is connected with Literature. Scholars and critics read a play or poem or novel or story line by line and word by word to find various meanings, characterization, rhyme, alliteration and other literary beauties.

iv. Studying

Studying means reading something with full concentration to understand it. Students have to "study" their text books. If a report on the unemployment problem is prepared by a committee, the Govt. authorities must "study" the report carefully and thoroughly in order to find solutions to the problem of unemployment.

v. Rapid Reading (Fast, Speed Reading)

When reading a novel of 300 or 500 pages, the reader is anxious to know what is going to happen next. Therefore, the reader skips pages of description of natural beauty or a kind of vague philosophical discussion by characters. He passes on to the next pages to find what action takes place.

e. Tips for Effective Reading

The following steps will help you improve your reading skill.

i. Preview

Try to get an overall view of the book -- Title, Introduction, Chapter Headings and a few pages at random.

ii. Take Notes

You should have 100% attention in order to take notes. Then only you will have proper understanding. If you take notes, that becomes a permanent record; later on, you can read the notes and remember the points.

iii. Summarise

At the end of reading the whole book, make a brief summary of the whole book. Later on you can use the written summary.

iv. Review and Reflect

At the end, you can add your own comments on the text. This will help you in future discussion of the book.

f. Speed of Reading

How many words do you read in a minute?

There are different speeds of reading by different people. The rate of reading also depends on the purpose. Glancing thro' a newspaper is the fastest. We may read 400 or more words per minute. A college student is expected to read about 280 words per minute on average.

17. Writing

a. Importance (advantages) of Writing

Writing occupies an important place in our personal, social and cultural life.

- i. All our past history is recorded in writing.
- ii. All scientific discoveries and inventions are recorded in writing and they are passed from one country to another and from one generation to another.
- iii. Our education is based on writing.
- iv. Our administration and Govt. work are based on writing.
- v. Legal procedures are recorded in writing. If a rich man distributes his wealth among his children by word of mouth before death, his children will quarrel. But if he writes a will it is final.
- vi. All literature (except oral literature) is written down by poets, dramatists, essayists, novelists & critics.

b. Writing Tips (How to improve your writing)

i. Cut the boring parts.

Avoid unnecessary words. Don't write "The drink was very delicious", but write "the drink was delicious", because "delicious" = very tasty.

ii. Paint a picture

Draw a picture wherever possible. A picture brings out an idea better than words.



= the sun is shining.

iii. Simple Language

Use simple words and avoid a bombastic style. Call a spade a spade. Avoid highly philosophical or technical words. They only confuse the ordinary reader.

iv. Practise writing all the time

All great writers say "Not a single day passes without reading or writing a line." So, you must always keep in touch with writing.

c. Different Types of Writing

Writing is a vast field. There is a lot of writing in the world at any given time. A few most important types of writing are examined below.

i. Creative Writing

Creative Writing is original writing, History, Science, Economics – these are not creative, because they just record existing facts. But literature is creative writing. The writer imagines characters, stories, natural scenes and events and expresses all these in the form of narration, dialogue and description. So drama, poetry, fiction - - all these belong to Creative Writing.

There are great masters – Shakespeare, Milton, Johnson, Jane Austen, Wordsworth, Shelley, Keats, Dickens, T.S.Eliot and hundreds of other English writers. Tolstoy

is a great Russian Writer. Tagore is a great Indian poet, dramatist & short story writer.

We read the creative writers for pleasure, relaxation and enrichment of our thoughts, refinement of our feelings.

ii. Scientific Writing

Scientific writing is matter-of-fact writing. It gives all particulars about scientific experiments, observations and results.

iii. Report Writing

A committee or an individual is requested to study a problem or a situation and submit a report. The members of the committee look into all the aspects of the problem and meet a number of people and collect all the information possible. The report should be impartial and objective (without any personal prejudice).

iv. Minutes of a Meeting

Meetings of members of an organization are held often. The secretary or some other responsible member is required to write a report of what has happened in the meeting.

Resolutions are passed in the meeting. The writer who writes the minutes must be careful to include all the particulars.

v. Journalistic Writing

Journalistic Writing refers to the newspapers' reports and news stories. The newspapers have a good staff of reporters sub-editors, editor or editors and proofreaders. They work as a team to give readable news.

vi. Official letter writing

Govt. offices and offices of other organizations exchange letters between them. They may be called **official letters or business letters**. They use minimum number of words and state the main points in a very few sentences.

vii. Personal, friendly, family letter writing

Personal letters are full of feelings and personal opinions and affairs. They are written in a simple, colloquial everyday language. Personal relationships are expressed here.

S. Deepa

viii. Test, Exam

Students have to write their tests and exams. This is different from other forms of writing. The syllabus is there. Teachers give essays and notes. Students learn them and answer the questions.

ix. Notices

School Headmasters, College Principals and bosses of banks and offices very often put up notices on the notice board or send circulars. Here they refer to future meeting or exam; or sometimes refer to past events or achievements. Such notices are brief and matter-of-fact.

18. Writing E-mails

a. Magic Mail

E-mail may be called "magic mail" or "mail magic". An inland letter takes 2 to 4 days to reach the addressee. A letter to another country takes a week or more. But e-mail is instantaneous (happening immediately). It reaches the other person in a few seconds. That is why it is "mail magic". E-mail means "electronic mail". It is sent from one computer to another with the help of the internet (satellite).

b. Clues to write E-Mail

i. Salutation (Greeting)

Hello Mr./Dr./Prof./Mrs.....is good greeting. But among intimate friends or close relatives "Hi, you", "Hi, there" are also acceptable.

ii. Subject matter

The subject matter should be an important one. Give a heading, if possible, so that the other person immediately understands what you want to say.

iii. Dictionary

Have a dictionary at hand. If you get any doubt about spelling or usage, you can refer to the Dictionary.

iv. Punctuation Marks

You have to use commas and other punctuation marks carefully, so that the meaning is clearly understood by others.

v. Emoticons or Smileys

Emoticon or Smiley is a simple picture of a smiling face. It is a circle with dots & lines for eyes and lips. When you send E-mail include some smileys to express your feelings.

vi. Brevity - be brief

Cut short unnecessary details and include only the essential facts.

vii. Be polite

You must be polite. Use "Thank You", "Please" "Hope this will help you" and other such expressions of courtesy.

viii. Reread

Revise your message before you press the button "send". Minor mistakes may be there -- you should correct them.



UNIT - 4

19. Corporate skills - work with others (same as Team building)

a. Introduction

Corporate means legally united into a body so as to act as an individual. So, corporate body is any organization.

Therefore, "Corporate Skills" means working as a group or a team.

(Write the essay on Team Building).

20. Body Language

a. Definition:

Body Language refers to any kind of bodily movement or posture, which conveys a message to the observer. Stress and intonation also convey our emotions.

Body movements and gestures are used in the place of words, or in addition to words in order to emphasize the meaning.

b. Parts of Body Language

Body language consists of different movements of parts of our body and expressions on our face.

i. Facial Expressions:

Facial expressions are important non-verbal communication. A frown (angry look) will frighten small children. If an assistant comes late, the HM or Manager or Director may just frown at him. On the other hand, a smile shows kindness and encouragement. The movements of lips also express emotions.

ii. Gestures

Gestures with hands are important. "come in", "get away", "I want water to drink" -- all these are expressed with gestures. Clapping expresses appreciation. It says "very good. Once more".

iii. Paralinguistic features

When we speak, pronunciation is important. But at the same time, stress and intonation also convey our emotions.

Stress = saying one word more loudly than others.

Intonation = rise or fall of your voice at the end of a sentence.

"Yes" may be said in different ways – to convey either positive meaning or even a negative meaning. "Thank You"- means only gratitude for us. But in England several feelings (even anger or disappointment) are expressed by Englishmen.

iv. Posture

Sitting and standing postures also convey meanings to the observers. If you slump while sitting, it means you are in a dull mood. "Sit straight"—parents tell children, teachers tell the students. Leaning on one side, putting your head in front, -- each has its own meaning.

v. Proxemics

Proxemics means personal space – that is the space between two people. An Assistant Manager (asst. Director) may stand close to the Manager (or Director) and discuss some important issue. (problem, topic, subject) But an Attender or Grade IV worker stands at a distance from the Manager and answers with great respect. Two lovers are closest to each other; they even embrace each other. A teacher in a class should maintain the proper distance between himself and the students. Proxemics depends upon the relationship between people.

vi. Eye contact

When you talk to somebody, you should look at that person. The teacher in a class should look at the students in order to gain their attention and also to find out if the students understand the lesson. A kind and encouraging look does miracles (wonders).

vii. Haptics

Haptics means communication thro' touch. Parents and Grandparents take the baby in their arms, hug and embrace the baby. This shows their love, affection and care. But under different circumstance, touch means different things. Sometimes a touch may be a sign of warning. A young man takes the hands of a young girl in his hands, kneels down, and proposes marriage.

viii. Handshake

Handshake is a sign of greeting. But in some countries it is not done – especially between a man & a woman. Generally, top level political leaders shake hands at meetings.

d. Uses of Body Language

- i. It dominates the spoken word.
- ii. It makes meaning (message) more emphatic.
- iii. It expresses our feelings.
- iv. Sometimes body language is more effective than words. For example, an angry look is more powerful than many words.

21. Etiquette (courtesy)

a. Definition of Etiquette

Etiquette is a code that governs your behaviour in a group or in society. In other words etiquette is a set of formulae of conduct. Social customs define etiquette.

In simple terms you must be courteous, you must be a gentleman (or a gentle lady). Shaw defined a gentleman thus:

A gentleman is someone who never offends someone else intentionally.

Etiquette is good manners in public. As Shaw points out you should not offend any one. So, it means that you should think of other people and respect their views.

b. Modern etiquette

Modern etiquette means your behaviour in society and your treatment of other people. It requires the following:

- i. Greet relatives, friends and others with warmth - - with a smile
- ii. Don't insult others.
- iii. Wear clothing suited to the occasion - - to your workplace, to an evening party, to a drama, to a wedding.
- iv. Offer hospitality to others.
- v. In a group, when all are chatting, say something useful and meaningful.
- vi. Don't interrupt others.

- vii. At any tea party or dinner eat neatly and quietly.
- viii. While you speak, don't shout, but don't speak very soft.
- ix. Arrive at a meeting (or function) punctually.
- x. You must say, "thank you", "that is nice of you". "you are good"..... on proper occasions.
- xi. In case of any mistake or omission, say "I am sorry". "Please excuse me"....."I didn't mean it", "Please don't take offense". "Please don't mistake me. I said it without thinking".

c. Benefits (advantages) of etiquette (Why should you practice good manners?)

- i. Etiquette makes you a respected person.
- ii. It makes you feel confident.
- iii. If you work in a company (organization) your etiquette raises the image of your company in the eyes of others.
- iv. It influences other people.
- v. It gives satisfaction & pleasure to others who move with you.

d. Classification of etiquette. [Types, kinds of etiquette]

You show your good manners on various occasions when you move with different people. Here are a few types of etiquette.

1. Business Meeting etiquette

In the meeting you can impress your higher authorities – you may get a promotion or a salary rise. The following are the aspects of Business Meeting etiquette:

- i. Reach the place in time.
- ii. Speak loudly so that others can hear properly. Don't mumble your words. (mumble = say incompletely)
- iii. Don't be aggressive (forceful) in expressing your views.
- iv. Be courteous to other members.
- v. Accept the opinions of other members
- vi. Try to arrive at decisions as quickly as possible.

2. Dinner Etiquette (table manners)

- i. Switch off your cell phone before entering the dining hall.
- ii. Place your napkin on your lap.

- iii. Whenever something is served say, "thanks".
- iv. Wait till all people are served.
- v. Eat slowly with your mouth closed.
- vi. Don't talk with your mouth full.
- vii. Use the knife and look properly.
- viii. Cut small pieces and eat.
- ix. Don't stretch your legs out.
- x. Pass on the sugar, salt, tea, pickle etc.... to the others at table.
- xi. If you want to leave early, say, "Please excuse me. I am leaving."
- xii. Thank the host and the people who served you.

3. Interview Etiquette

- i. Before entering the room, switch off your cell phone.
- ii. Say "Good Morning (Afternoon, Evening) Sirs / Madam" to the interviewers.
- iii. Don't sit down till they ask you to sit down.
- iv. Be confident.
- v. Don't talk too softly or too loudly.
- vi. Speak of your qualifications, work experience, achievements in a simple, confident manner, without boasting. Say that what you have done is only ordinary not great.
- vii. If you have any doubt about their questioning, don't hesitate to ask for clarification.
- viii. Feel relaxed; don't be too serious or don't feel nervous.
- ix. Answer their questions relevantly and briefly.
- x. When you leave the hall, say "Thank You".

4. Telephone Interview Etiquette

Sometimes an interview is conducted over phone, in order to avoid travel expenses and travel time. The following are the tips for a telephone interview:

- i. Say "Good Morning // Sir Madam
- ii. Speak slowly and clearly.

- iii. Don't smoke, chew, eat or drink anything during the interview.

Add iv,v,vi,vii,viii of the earlier topic Interview Etiquette

- ix. Finally say "thank you, sir/madam"

5. Professional (work / workplace) Etiquette

At the workplace, you must be gentle and courteous. You should work for the progress of the organization.

- i. Go to work on time.
- ii. Be polite and courteous.
- iii. Don't become angry with your colleagues.
- iv. Don't go against the wishes of your higher authorities.
- v. If anybody is in need of help, help that person.
- vi. You should be co-operative with others and encourage other workers to be co-operative.
- vii. When other people help you, say "Thank you very much".
- viii. Be obedient to your superiors
- ix. Don't try to boss over the workers under your control.
- x. Finally have the progress of your organization in mind and contribute to its growth.

e. Taboo Topics – (Bad Manners)

There are a few points which should not be mentioned in the presence of others:

- i. Don't ask about a person's age, salary, income and marital status in public.
- ii. A person may suffer from a chronic disease. Don't mention it in public.
- iii. Don't offer advice unless asked for.
- iv. Don't discourage (or criticize) others in public.
- v. Don't bring in political, religious matters into conversation. They may lead to arguments and fighting.

22. Good Manners

a. Definition:

"Good Manners" means "agreeable behaviour" "pleasant behaviour". It is courtesy, etiquette. It is not easy to make a list of good manners, because it is a long list. Moreover, good manners differ from country to country and locality to locality. Anyhow the following may be mentioned:

Reproduce Essay No.21 - b. Modern Etiquette

b. Good Manners at Holy Places

You must watch your behaviour at holy places like a temple, a church or a mosque. Even if you do not belong to the religion, you should not spoil the holiness of the place of worship.

- i. Wear proper dress, covering your legs, and the upper part of your body.
- ii. In most places, you should leave your footwear outside.
- iii. During the worship, if you do not know what to do, observe other people and follow them.
- iv. Stand up or sit down in a respectful manner.
- v. During worship, don't talk and don't distract others.
(distract = disturb)
- vi. Pray sincerely, with your eyes closed and hands held together.
- vii. Behave respectfully to the religious authorities (priests, priestesses and their assistants)

23. Time Management

a. Definition

Time Management does not mean that we can manage time. Nobody can manage time. Time is limited, as we know – 24 hrs a day and 7 days a week; but we have to do our work within a given period. Time Management means **we should plan our activities to suit time**. It is "self-management".

b. Busy

Some people say, "I am very busy. I have no time for this". In many cases this is not correct. A busy man is always very active and he can do many things. If you want something to be done by

somebody, give it to the busiest man, he will do it. A lazy man goes on wasting time and he does not do much work.

c. The 80:20 rule

If you have no concentration and proper planning, 80% of your time and effort (work) will produce only 20% result. You have to achieve the other 80% with 20% of time and effort.

d. Value of Time

"Time is precious. Don't waste time" – This is a very common advice. Only those who fail in their efforts realize the value of time. A student who fails in the Exam knows the value of one year or six months (one semester). The newspaper editor knows the value of one day, because he has to publish the newspaper every day. The passenger who misses the train knows the value of each minute or each second.

e. Clues for Time Management

There are four aspects of time management.

i. Urgent and Important

There are several urgent things to do. If you are ill you have to see the doctor immediately. To-day's newspaper should be read to-day itself. Paying the Electricity Bill, Phone Bill, attending meetings and appointments – all these are urgent matters. You must attend to them immediately.

ii. Important

Some things are not urgent, but important. Attending classes and regular study and homework are important. Eating healthy food regularly is important. You have to reply important letters.

iii. Urgent but not Important

These activities are urgent, but sometimes unimportant. For example seeing a movie – you should go immediately but you need not go. Attending a marriage or a dinner party is urgent, but you may miss it – nothing serious will happen. But if it is a marriage of a very close relative you should attend it.

iv. Not Urgent not Important

Some activities are neither urgent nor important. Watching TV, chatting with friends, internet chatting, sightseeing -- you should avoid all these and concentrate on important things.

f. Time-table for the day

Sleeping	-	8 hrs.
Eating	-	1 hr.
Chatting with others	-	1 hr.
Taking bath, etc.	-	1 hr.
Travelling	-	1 hr.
Attending Classes	-	4 hrs.
Reading	-	4 hrs.
Writing	-	2 hrs.
Meditating	-	1 hr.
Exercising	-	1 hr.

g. Conclusion

Generally speaking, you have to decide what is important and useful to yourself and others and do it. You know what activity is a waste of time, and you must avoid it. Thus, you can have good Time Management.

24. Stress Management

a. Definition of Stress

"Stress" means physical or emotional tension caused by too much of work and responsibility or financial problems and the like. People in high positions are always under stress. Presidents, Prime Ministers, Chief Ministers and other Ministers, Directors of big companies, Managers of Banks and Offices, Heads of Educational Institutions are always under stress. They have too much of work and they face many problems.

b. Positive Stress:

Sometimes there is positive stress. Suppose a person has to finish a particular work within a short time, and suppose the person knows the work, he is under positive stress. He can finish the

work; the stress motivates him to do the work quickly and the goal is achieved. But, usually the word "stress" has a negative meaning - worry, anxiety, tension.

c. Causes (reasons) of stress

There are a few causes of stress:

i. Negative Attitude

Some people ask the question "What is the use of doing this? It is useless". This is negative attitude. Such people will have mental stress while doing things.

ii. Physical illness

If you are not physically well, you will experience stress. A person who is suffering from a fever or headache naturally finds any work as physical and mental tension.

iii. Too much of work

If somebody has to do a lot of work in a short time, it results in stress.

iv. Lack of support

It is a common experience that a husband shares his problems with his wife or a wife with her husband and the burden is lessened. You share your responsibility or a problem with a friend, then your work becomes light. Left alone, you feel mental anguish (tension).

v. Pressure from outside sources

If the Manager gives some work to an assistant, then he should patiently wait for the result. But if the Manager goes on saying, "Finish it quickly", "Why are you taking so much time?", "Have you not finished it?" etc., the Assistant experiences stress.

vi. Lack of Relaxation

If a person does not have any hobby or any recreation, but all the time he is involved in work, he will surely feel stress.

d. Symptoms (signs) of Stress

There are physical (bodily) symptoms and emotional (feelings) symptoms which show that a person is under stress.

i. Physical Symptoms

Headache
Diarrhoea (stomach upset)
Insomnia (sleepless condition)
Cold or fever
Chest pain

ii. Emotional Symptoms

The person becomes angry at small things, he becomes irritable and impatient moody and sad. He does not talk to others. He feels that he is left alone; thinks that nobody helps him or cares for him.

25. Tips for Stress Management

There are many ways in which you can avoid stress. A few suggestions are given here.

a. Positive attitude

Take it easy is a very meaningful policy. So, when you experience stress, remember this. "Take things as they come" is another way of saying it. Keep calm when there is stress. "What cannot be cured must be endured" is a good Proverb.

b. Planning

Plan all your work, appointments and meetings carefully and methodically; then you can avoid stress easily.

c. Relaxation

Whatever be your busy schedule allot at least half-an-hour for relaxation --- magazine puzzle, chess, a card game for one person (patience, solitaire) lying on an easy chair and thinking about something else.

d. Relative or Friend

If you share your problems with a close relative or friend, you can avoid stress.

e. Medicine

There are some tonics and tablets on the market to reduce stress and strain. You can use any of them.

f. Music

Music is a kind of escape from the problems of the world. So listen to music.

g. Pet animal

Research has proved that if you have a pet dog or cat, you can play with it for some time and it reduces your stress.

h. Stretch out

Muscles tighten up during the day's work. So lie flat and stretch yourself fully; muscles loosen and you reduce stress.

i. Hobby

Gardening, photography, stamp-collecting -- these hobbies are another way of avoiding stress.

j. Walking or Jogging

Go out into the open air and jog or take a walk. This reduces stress.

k. Conclusion

Thus there are several clues to stress management. If stress is controlled, you will live longer, and live happily.



UNIT – 5

26. Selling Self - Job Hunting

a. Introduction

Selling Self means "trying to get a job". You advertise yourself to get an appointment. You learn from the newspapers and other sources and apply for a job. "Job Hunting" also means the same thing.

b. Stages of Selling Self:

- i. Learn about the organization and the post that is offered.
- ii. Check whether you have the required qualifications & skills.
- iii. Apply for the post with a Resume.
- iv. Prepare for the interview.
- v. Do well at the interview.

i. Learn about the job

You can know about the vacancies from the Newspapers, Magazines, Internet and other people. You should try to find out the nature and requirements of the job. Learn something about the organization, its objectives and achievements.

ii. Check your qualifications & skills

The next stage is you should check whether your qualifications and skills suit the job. Your aptitude also counts. Whether you like the job or not --- that is important.

iii. Apply for the post with your resume

The third stage is your application. If an application format is given, fill in the form carefully and send it. Or you can write an application, giving the particulars about your qualifications & skills. Enclose a **Resume**.

iv. Prepare for the Interview

It is very important that you prepare yourself to face an interview. They may ask "Why do you want to choose our company?" and other such questions. Keep your answers ready for all the questions about your qualifications, skills, achievements and experience.

v. At the Interview

You must be bold and confident. You must answer briefly but give the relevant points. You should be polite and courteous.

c. Conclusion

In the present day world there are hundreds of openings for a young person. But there is also a keen competition on the job market. **Survival of the Fittest** is the way of the world. Therefore you must be well qualified, be ready for hard work and dedication and acquire good soft skills. Thus, you can get a job and afterwards, sincerity & devotion are essential. You will be successful and happy at your workplace.

27. Writing a Resume or CV

a. Introduction

A **Resume** / rezjumeɪ/ is self-advertisement. You are trying to sell yourself. A resume contains your accomplishments, achievements and performance.

In American English it is “resume”

In British English it is “curriculum vitae” (CV),

A Resume is written in such a way as to impress your employer, so that he (she) may employ you.

b. Types of Resume

There are two types of Resume.

- i. Reverse Chronological Resume.
- ii. Functional Resume.

i. Reverse Chronological Resume

“Chronological” means “according to time” – what happened first and what happened next and so on. But “Reverse Chronological” states the latest event first and then goes back in time. So Reverse Chronological Resume gives your work history by giving the present work (or last position) and goes back to earlier experience.

ii. Functional Resume

Functional Resume focuses on your skills and abilities. Work experience is mentioned later. If you are a fresh graduate there is no need for writing about past experience.

c. Clues for writing a CV

Here are tips to writing a CV.

i. Your Spadework

Read the advertisement carefully. Find out the nature of the job. See whether your qualifications and skills match the job. Try to find out what the employer expects from the candidate. This is spadework.

ii. Write briefly

Write short sentences to focus on your skills and achievements.

iii. Be specific

Don’t give general vague ideas. State exactly what you have achieved so far and what you can do in future.

iv. Priority

Give priority to your greatest achievement and list the other points afterwards.

v. No unnecessary information

Give only the relevant points. Avoid unnecessary particulars such as personal or family particulars.

vi. Positive

Express positive attitude in your Resume.

vii. Proofreading

Proofread your Resume carefully. Also give it to a friend or relative for verifying spelling and grammar.

d. Skills to be mentioned in the CV

You should carefully include certain skills and avoid others in your CV. Include the following:

- i. Effective telephone handling.
- ii. Skilful handling of enquiries by customers or others.
- iii. Experience with computer.
- iv. Marketing skill.
- v. Conferences, seminars attended and your contribution.
- vi. Communication skills in English (and other languages)
- vii. Flexibility and willingness to work.
- viii. Experience in handling cash, cheques or drafts.

Avoid unnecessary information like your achievement in some other field not connected with the job. Avoid personal and family particulars.

28. Cover Letter

a. Definition

A cover letter is a letter that you send along with your resume. It is a kind of introduction to yourself. It gives a personal touch to your application.

Tips to write a cover letter

- i. Don't repeat the Resume. Just mention your skills in a few sentences.
- ii. Specify the post for which you are applying.
- iii. Request an interview or some other mode of response from the organization.
- iv. If the name of the employer is known, address the letter to that person. Otherwise address it to "The Managing Director" or "General Manager" or any other relevant title.

b. An Example of a Cover letter

Dear Sir / Madam,
Greetings.

I enclose my resume in response to your advertisement in the New Indian Express dated for the post of

I hope that I possess the required educational qualifications and skills for the post. I have adequate work experience too. In addition, I can communicate effectively in English and Hindi.

I am prepared to appear for an interview. I look forward to hearing from you.

Yours sincerely,

29. Interview Skills

a. Introduction (Why is Interview necessary?)

An Interview is a meeting between the employer (appointing authority) and the applicants for the interview. Sometimes the interviewer may be one person or sometimes there may be

a committee of a few members. The job seeker who appears for the interview is Interviewee.

b. Reasons for the Interview

There are several reasons for conducting an Interview.

- i. The appointing authorities look at the applicant – see him (her) in flesh and blood.
- ii. They judge his appearance, behaviour, etiquette and manners.
- iii. They assess his skills related to the job.
- iv. They judge his communication skills.
- v. They find out whether he (she) is bold and confident.
- vi. The applicant's aptitude, goal and attitude can be tested.

At present there are hundreds and thousands of educated young people and there is stiff competition everywhere. So, in order to appoint suitable men and women, an interview is necessary.

c. Clues for an Interview.

An interview is a deciding factor – whether you are selected or rejected. Therefore, you must prepare thoroughly to face an Interview. Here are some clues:

See Essay No.21 - d.3 Interview Etiquette

30. Group Discussion

a. Definition

- i. Group Discussion is a process of examining some point (or problem) in a group. Each member of the group gives their opinions.
- ii. It is a process of incorporating the opinions of various team members and then reaching a conclusion.

These two definitions have the same meaning, though the words are different.

b. What is the need for Group Discussion?

Why should we have Group Discussion?

The uses (Advantages) of Group Discussion

Group Discussion is an absolute necessity in any organization. It has many advantages.

- i. It helps the members understand a problem more deeply.
- ii. Critical thinking improves.

- iii. It improves the confidence of members in expressing their views.
- iv. It helps members change their attitudes.
- v. Finally, and most importantly, a Group Discussion helps the group arrive at a decision, agreeable to all the members.

c. Characteristics (qualities, features) tested in Group Discussion.

i. Work in a team

Group Discussion shows whether an individual member adjusts with others and whether he can work with others as a team.

ii. Reasoning ability

Group Discussion proves whether a member can express his views clearly and strongly. The reasoning power of a member is clearly seen by the way in which he argues.

iii. Flexibility

Group Discussion also shows whether (or not) a member is flexible - - that is how he accepts the views of other members and how he is able to change his own attitudes in order to agree with others.

iv. Assertiveness X aggressiveness

When a member expresses his (her) views, he (she) may be mild or aggressive. Some times the member may offer an idea in strong terms but not being aggressive.

v. Awareness

Group Discussion shows how much a member knows about the problem. He may be well equipped with a lot of information on the subject or may be ignorant of it.

vi. Interest

Some member or members may not be interested in what is happening around. The Group Discussion shows this.

d. Types of Group Discussion

There are two types of Group Discussion

- i. factual
- ii. controversial

i. Factual Group Discussion

The topic of Group Discussion is based on various facts.

Collection of Data is important for the factual Group Discussion.

Example:

The status of the poor in India

The status of the aged in India.

Here the members exchange a number of ideas.

ii. Controversial Group Discussion

Here a problem is discussed. Members express contradictory views. Examples:

India should not expand its Nuclear Reactor Strength.

Reservation on the basis of caste system should be abolished.

Women are better managers than men.

e. Skills required for Group Discussion

The following are the most important skills required for Group Discussion:

i. Knowledge of the subject

The most important aspect of a Group Discussion is that each member must have a good knowledge of the subject or problem to be discussed.

ii. Communication Skills

Only if members are able to communicate their ideas, there will be sharing of thoughts.

iii. Adaptability (adjusting ability)

A member should be able to accept a different opinion from another member and change his own view point.

iv. Clear reasoning and impressiveness

A member should present his views in a clear manner; he should think logically and methodically and present his views in such a way that other members understand his views.

v. Addressing the whole group

A member should not always address (or look at) one person of a group. He must turn to all the members and express his views.

vi. Politeness

Politeness is another characteristic in a Group Discussion. Even if you express a controversial opinion, you should be gentle. Even if you feel that another member expresses a wrong opinion, you should not lose your temper and become rude or indecent.

f. Group Discussion etiquette

Certain etiquette (good manners) is to be observed in Group Discussion. There are many Do's and Don'ts

Do's.

- i. Be bold and confident
- ii. Speak loudly so that others can hear you clearly
- iii. Be courteous and polite
- iv. Respect the view point of another member even if it is wrong.

Don'ts

- i. Don't talk too loudly
- ii. Don't lose patience
- iii. Don't tap the table with your fist (fist = fingers closed and held tight).
- iv. Don't be aggressive
- v. Don't take anything as a personal insult or attack - - the Group Discussion is only about impersonal ideas for the growth of the organization.

31. Mock Interview

a. Introduction

Mock means to make fun of somebody or laugh at somebody. It also means "imitate", "act like somebody". Therefore, "mock interview" is not an actual interview, but a "pretended" or "model" interview. It is like a kind of practice or rehearsal for the candidate.

b. Procedure

You can request your senior relatives or friends who are knowledgeable to form a small group - - this group is the "interviewing committee". You prepare thoroughly for an interview as if it were a real interview and then face the interview committee.

c. Seriousness

Your relatives or friends know that it is not a real interview. You also know it. But, all must be serious as if it were a real interview. As you prepare seriously for the interview, your friends must also frame and ask questions in a serious mood. If there is no seriousness, there is no meaning.

d. Conclusion

Thus a mock interview will make you feel confident. You can have two or three mock interviews with different "committee members". It is a kind of rehearsal for you.

32. Career Planning

a. Introduction

Career is a job or a series of jobs that you do during your working life - *Cambridge Advanced Learner's Dictionary*. Choosing a career is a big decision. Your entire life depends on it. It is not a decision taken once. It is a continuous process, because every now and then you may change your job or move to another organization.

b. The World-of-Work Map

If you go to the Internet, you will get the **World-of-Work Map**. It is a large list. It is in the alphabetical order. It starts with "Accounting" and ends with "Zoology". There are hundreds of Jobs.

c. Your Choice

Even at school or college, you must find out your skill and your liking for a particular subject or field and plan to pursue it (pursue = continue to study or develop something). At present there is a craze for engineering or medicine. Even if a boy or a girl is not prepared to go to a professional college, parents compel them. There are numerous openings for the future. If one door is closed, another door will open.

d. Counselling

In many colleges they have instituted (started, established) **Career Guidance and Counselling Cell**. Senior Professors are guiding the students. They know about various jobs, salaries, plus points and minus points.

e. Salaried Jobs X Self Employment

There are numerous (many) salaried jobs. But a student may feel "I do not want to work under somebody. I want to be independent". For such students there are many self-employment opportunities - provided by the govt. and private organizations. A student may choose from these.

f. Music, Drama, Theatre, Painting, Writing

Fine Arts provide a lot of chances. If you are a good singer, try to learn an instrument also and become a music composer or music director. Painting and Writing are also other attractive fields.

g. Conclusion

To a young man (or woman) the world is full of opportunities. It is for you to choose and decide. After choosing one job, later on, you may like to change to another. Your job satisfaction and happiness at the workplace are important.

33. Goal Setting

a. Introduction

Goal means "aim", "objective" – something to be achieved.

Every student is asked by the teacher, "What is your goal in life?" Every man and woman should have a goal in life. Then only life becomes meaningful.

b. SMART

Wikipedia defines goal setting in these words:

"Goal Setting means establishing SMART goals":

S = Specific

M = Measurable

A = Achievable

R = Realistic

T = Time-targeted.

i. Specific

You must have definite, meaningful goals – just one or two objectives, which will be helpful to society.

ii. Measurable

Your goal must be measurable – that is, you should be able to find out how much you have achieved and how much more is to be achieved.

iii. Achievable

You must check whether you have the particular skill and ability to reach the goal. It should be within your limits. Simply imagining about some high ideal will not help you.

iv. Realistic

To build castles in the air is an idiom. It means "to have plans that have very little chances (or no chance at all) of happening". The goals must be practically useful to you and society.

v. Time-targeted

Your goal should be time-oriented. "I must achieve this in one year". If you do not achieve your goal in time, you

will lag behind others; the society will go forward and you will be left back.

c. Employer-employee Relationship

In an organization, office, school, or company the employer - employee relationship is essential to goal setting. Encouragement on the part of the employer and enthusiasm (interest) on the part of the employees should meet each other – then only the goal setting will be meaningful.

d. Feedback

The organization should get the feedback from the customers, and people concerned. Then only the organization can measure how much has been achieved and decide how to proceed.

e. Conclusion

Thus, goal setting is very important for any organization. The success of an organization depends upon its goal setting and achievement of goals. Goal setting is important for personal life also.

