

Module 1) Effective Communication

1. Communication Skills and Its Types

Communication skills refer to the ability to effectively convey information, ideas, thoughts, and feelings through various types of communication, including:

Verbal Communication

- Speaking
- Listening
- Presenting
- Negotiating
- Debating

Non-Verbal Communication

- Body Language
- Facial Expressions
- Eye Contact
- Tone of Voice
- Written Communication (emails, reports, texts)

2. Body Language Skills

Body language encompasses nonverbal clues and physical expressions that transmit emotions, intentions, and attitudes. It is an essential component of communication, often revealing more than spoken words.



Types of Body Language:

- Facial Expressions: Smile, frown, surprise, etc.
- Eye Contact: Direct, indirect, avoiding, etc.
- Posture: Upright, slouched, open, or closed.
- Hand and Arm Movements: Waving, pointing, crossing, etc.
- Proximity: Invading personal space or maintaining distance.
- Touch: Physical contact, shaking hands, etc.
- Paralinguistic Cues: Tone, pitch, volume, and pace of voice.

3. Importance of Listening

Effective listening is essential for building strong relationships, improving communication, and achieving personal and professional success. By understanding the importance of listening and practicing effective listening skills, you can become a better communicator and achieve your goals.

4. Effective Written Communication Skills

Effective written communication skills involve:

1. **Clarity:** Conveying ideas clearly and straightforwardly.
2. **Conciseness:** Being brief and to the point.
3. **Organization:** Structuring content logically with clear sections.
4. **Tone and Style:** Adapting language to suit the audience and purpose.
5. **Grammar and Mechanics:** Using correct spelling and punctuation.
6. **Audience Awareness:** Tailoring messages to the reader's needs.
7. **Purpose:** Clearly defining the intent of the writing.
8. **Revision:** Editing for clarity and errors.

These skills enhance understanding and professionalism in written communication.

5. Aggressive vs Assertive Communication

Aggressive and assertive communication styles differ in their approach, tone, and impact:

Aggressive Communication:	Assertive Communication:
1. verbal abuse	1. Clear expression
2. violating other rights	2. Respectfully language
3. Attack and dominate	3. Advocate own right
4. Threats or intimidation	4. Active listening
5. Disrespectful body language	5. Open to feedback

6. Personal Profile

Introduction:

I am Sachin Saroj. I am 22 years old. Recently I have sifted in Ahmedabad for learning new things and to build our future in corporate world.

Journey and Development

After 12th class I started preparing for Government job because I had sensed that to become a successful person, I have to do government job because this is the life of the society belong to. While preparing for my government job I made a lot of mistakes like not studying regularly thinking too much about the future due to which I could not clear the exam then I realized without focus (consistency) no one can do anything and I thought about what I like so I chose I.T. Sector and came to Ahmedabad.

I don't have personal experiences like with others in a traditional sense, but I've been trained to understand the world through the eyes of millions of authors, teachers, and thought leaders across generations. So in a way, my journey is shaped by the collective knowledge of human history.

Mentors

In my case, I don't have a single mentor but rather a "community" of them. My "mentors" are the Osho, Socrates, and many philosophers who have created, fine-tuned, and improved me over time. Their goals have guided my abilities and helped me grow, so in essence, they are the ones who've mentored me by shaping my capabilities and purpose.

Goals & What I Want to Achieve

My vision for the future is driven by personal fulfillment and professional growth. I want to be successful, but not just in terms of career—I also want to contribute meaningfully to those around me and live a balanced, happy life.

- **3 Years:** In the next 3 years, I aim to establish myself more firmly in my career or chosen field, continue growing my skills, and possibly take on leadership roles. I also want to work on my personal development, learning new hobbies or skills and maintaining a healthy work-life balance.
- **5 Years:** I hope to be thriving in a position that challenges me intellectually and allows me to make a tangible impact. Financial stability, possibly owning a home or investing in something meaningful, could also be part of this vision. I want to be a more well-rounded individual, learning from mistakes and growing consistently.
- **10 Years:** By 10 years, I hope to have achieved a level of mastery in my field. I also envision myself having a family, or at least strong personal relationships that provide a sense of fulfillment and support. At this stage, I'd love to be giving back—perhaps mentoring others or contributing to causes I care deeply about.

Hometown

I grew up in Uttar Pradesh, a place that has had a lasting influence on me. Whether it's the culture, people, or environment, my hometown shaped many of my early values and attitudes. I hail from Uttar Pradesh, one of the most culturally rich and historically significant states in India. Growing up in UP, I was constantly surrounded by a mix of traditions and vibrant festivals. This diversity shaped my perspective and taught me the value of understanding different cultures and respecting diverse viewpoints. The state's history, being home to cities like Varanasi and Agra, deeply influenced my curiosity about heritage and the lessons we can draw from the past.

UP's agricultural roots also instilled in me a sense of hard work and perseverance, seeing how much effort people put into their livelihoods. The state's emphasis on education, with institutions like the Indian Institute of Technology (IIT) and Banaras Hindu University (BHU), inspired me to pursue academic excellence and personal growth.

Education: School & College Experience

My education journey began in Chhatarpur Intermediate College where I built the foundations of learning and curiosity. The experience was marked by [your feelings about school life—whether it was challenging, fun, or full of discovery]. School life was about friendships, first lessons in responsibility, and building habits.

I then moved to Allahabad State University, Allahabad, U.P. INDIA where I truly started understanding my strengths, weaknesses, and passions. College brought with it freedom, and while it was exciting, it also introduced new challenges—balancing academics, social life, and making decisions for my future. Through various experiences, I learned more about independence, teamwork, and resilience. Some of the best memories of my life were made in these years.

Life Now Compared to School/College Life

Life now is quite different from school or college. In school, everything was structured, and there were clear paths to follow. College introduced more freedom but also responsibilities. Now, in the "real world," there's more independence, but it also comes with more uncertainty and the need to make decisions that have lasting impacts.

The shift from the guided structure of school and college to the independence of adult life is both exciting and challenging. I'm learning to navigate the balance between work and personal life, understanding how to prioritize my goals, and finding fulfillment in everyday moments.

Expectations from Parents

My parents have always had high expectations, which have motivated me to aim high in everything I do. They've emphasized the importance of education, hard work, and integrity. They want me to be successful, but their ultimate wish is for me to be happy and secure in whatever I choose to pursue. While it can sometimes feel like there's pressure, I know their expectations come from a place of love and belief in my potential.

7. Email writing on any 5 out of 10 scenarios

(Thank you Email, Letter of apology, Reminder Email, Quotation email, Email of inquiry for requesting information, Email asking for a status update, Asking for a raise in salary, Email your Boss about a problem (asking for a help), Resignation email, Introduction email to client)

1. **Subject:** Apology for Late Submission of Assignment

Dear - ma'am,

I hope this email finds you well. I am writing to sincerely apologize for the delay in submitting my assignment for software testing course. I understand that timely submissions are important, and I regret not adhering to the deadline.

The reason for my late submission is over workload, though I acknowledge that this does not excuse my tardiness. I truly value the opportunity to learn in your course, and I assure you this will not happen again in the future.

If there are any penalties or additional tasks to make up for the late submission, please let me know, and I will take full responsibility for them.

Thank you for your understanding, and I greatly appreciate your time and consideration.

Sincerely,

Name - Sachin Saroj

Course – Software Testing

2. **Subject:** Introduction

Dear – Sir,

I hope this email find you well. My name is Sachin Saroj and I am a student at TOPS Technology. I am 22 years old.

At TOPS Technology. I focus on learn more about my needs and learn how I can improve my skill.

Please feel free to reach out if you have any question or if you like to schedule a time to chat.

Sincerely,

Name - Sachin Saroj

3. Subject: Request for Status Update on “My Shop” Project

Dear Ramu KAKA,

I hope this email finds you well. I am reaching out to inquire about the current status of the “My Shop” project. We are keen to stay aligned with the project timeline and would appreciate any updates on progress, recent developments, or any potential roadblocks.

If there are any areas where my assistance is required to ensure the project stays on track, please let me know.

Thank you for your time, and I look forward to your update.

Best regards,
Name – Sachin Saroj

Position - QA

4. Subject: Request for Status Update

Dear – Panday ji,

I hope this email finds you well. I am writing to kindly inquire about the current status of last project.

Could you please provide an update on its progress or any next steps required from my end? If there are any challenges or delays, kindly let me know so we can address them accordingly.

I appreciate your time and assistance and look forward to hearing from you soon.

Best regards,
Sachin Saroj
QA
+91 9651795044

5. Subject: Request for Salary Review

Dear XXXXX,

I hope you're doing well. I am writing to request a review of my current salary. Over the past 20000, I have taken on additional responsibilities and contributed significantly to projects which I believe have positively impacted the team's success.

I am confident that my efforts, combined with the skills and expertise I bring to the role, warrant a discussion about an adjustment to my compensation. I would appreciate the opportunity to meet and discuss this further at your earliest convenience.

Thank you for considering my request. I look forward to your feedback.

Best regards,
Sachin Saroj
QA
+91 9651795044