

## ASSIGNMENT

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<b>Course Name</b>	Technical Communication and Soft Skills
<b>Programme</b>	B.Tech
<b>Department</b>	CSE
<b>Faculty</b>	FET

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<b>Semester/Year</b>	02/2018
<b>Course Leader/s</b>	

Declaration Sheet			
Student Name	Satyajit Ghana		
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Programme	B.Tech	Semester/Year	02/1 <sup>st</sup>
Course Code	MCC101B		
Course Title	Technical Communication and Soft Skills		
Course Date		to	
Course Leader			
<p><b>Declaration</b></p> <p>The assignment submitted herewith is a result of my own investigations and that I have conformed to the guidelines against plagiarism as laid out in the Student Handbook. All sections of the text and results, which have been obtained from other sources, are fully referenced. I understand that cheating and plagiarism constitute a breach of University regulations and will be dealt with accordingly.</p>			
Signature of the Student		Date	
Submission date stamp (by Examination & Assessment Section)			
Signature of the Course Leader and date		Signature of the Reviewer and date	

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**Solution to Question No. 1 part A:**

**A.1 Importance of Soft Skills:**

A soft skill has been there for ages, since the advent of human interaction. People learn it on their own or learn it by seeing other's success. Even about a decade ago, soft skill was not something that people explicitly would talk about. Though management people tell that 'soft skill' is nice to have, they do not give it the respect or weight-age that it should be given. All this has been changing slowly. People has started to acknowledge the importance of soft skills.

Soft skills are communicative skills, fluencing in language, management qualities, ability to work in a team, positive attitude in critical situations, problem solving ability, decision making, stress techniques etc. Soft skills are very essential to any individual which are needful and also helpful for development in different kinds of institutions. Soft skills are communication skills, problem solving skills, decision making skills free from stress and frustrations, ability to work in a team, personality development, leadership etc.

Soft skills are more critical today than ever as they equip you with meaningful ways to remain competitive and be productive. If you are a high school student, these skills will allow you to stay on the top of the class, will give you a confidence boost and will enhance your personality, which means better chances of admission to a good college. If you are in college, these skills will enable you to build your profile and again, they will polish your personality and set you apart from the candidates while applying for your dream job. If you are a working professional, you need these skills to be on top of your work, manage time efficiently, take decisions that'll benefit your company, manage your team, maintain a pleasant work culture and stand out in whatever it is that you do.

Importance of soft skills depends on the context and personal perception. These skills are important for every person in an organization. Soft skills is a term relating to a collection of personal, positive attributes and competencies that enhance relationships, job performance, and value to the market.

Soft skills refer to a set of skills that determine how we interact with others. Soft skills play a highly important role in the work place as well as in one's career success. These skills are applicable to every field of work, and are usually behavioral traits inherent in an individual. Soft skills are typically hard to observe, quantify and measure. Soft skills are needed for everyday life as much as they're needed for work. Some of

soft skills are: communication skills, critical and structured thinking, Problem solving skills, creativity, teamwork capability, negotiating skills, self-management, time management, conflict management, cultural awareness, common knowledge, responsibility, etiquette and good manners, courtesy, self-esteem, sociability, integrity, empathy, work ethic, project management, business management. In new age universities should provide set of soft skills that are required for students to succeed both academically and professionally. This indicates the importance and necessity of acquiring soft skills for the students while studying at universities and good soft skills when they graduate.

## **A.2 Importance of Core Skills:**

Core skills give individuals the ability and the confidence to accept responsibility, to problem-solve, to use spoken and written communication effectively, to build rapport with people who use care and support and with colleagues, to understand and comply with standards, policies and procedures, to work flexibly, to challenge poor practice, to embrace learning and personal development.

Simply put, core skills are essential for individuals and organizations to work safely and meet quality standards. It is part of the employer's duty of care to ensure that staff have the core skills they need to work safely and meet quality standards.

Core Skills enable people to put their knowledge, skills and understanding into action flexibly, adapting them to new situations. Core Skills apply to a wide range of contexts in education and training, in life, and in work. They underpin and promote the development of learning and study skills, and provide a foundation for lifelong learning and personal development.

The importance of Core Skills is widely recognized in employment and education. Lifelong learning that builds on people's Core Skills is essential if individuals are to fulfil their personal needs and meet the needs of society. In the workplace, employees at every level are increasingly expected to take responsibility for the quality of the products and services they produce or provide. Individuals who can analyze and solve problems, communicate well, use information technology, and work with others effectively, are well-equipped to assume the active, flexible and responsible roles that modern workplaces need. A wide variety of skills and qualities are developed and used in education and training, in work and in life. Some of these are 'core' to personal development and performance.

First, there are skills for tackling issues and problems. These skills include being able to:

- Think critically and creatively
- Analyze situations and suggest courses of action
- Plan and organize what is involved and carry it through to completion
- Reflect on what has been done and draw conclusions for the future.

### **A.3 Justification of stance taken and conclusion:**

Soft skills are as important as traditional hard skills regardless of industry. Soft skills do complement hard skills and needs to be clearly understood. At the same time hard skills cannot be replaced with soft skills. Soft skills play a very important role in personal and professional life. Companies observe that they get people with definite hard skills but fail to get people with good soft skills.

Soft skills fulfil an important role in shaping an individual's personality by complementing his/her hard skills. However, over-emphasizing it to such an extent should not taint the importance of soft skills, that hard skills, i.e. expert knowledge in certain fields, are demoted to secondary importance.

**Solution to Question No. 1 part B:**

**B.1.1 Qualities of Team Worker:**

**'I can do things you cannot, you can do things I cannot. Together we can do great things.'**

If you are a true leader, you know the value of your team. You know that you always should put employees first. You know that culture is important. You know that, even if your name is the only one on the door, you got there through the help of the people around you.

Teams are groups of people with complementary skills who are committed to a common purpose and hold themselves mutually accountable for its achievement. Ideally, they develop a distinct identity and work together in a coordinated and mutually supportive way to fulfil their goal or purpose. Task effectiveness is the extent to which the team is successful in achieving its task-related objectives.

Shared goals are most likely to be achieved through working together and pooling experience and expertise. Successful teams are characterized by a team spirit based around trust, mutual respect, and helpfulness and – at best – friendliness.

Effective teamwork results from:

- a team whose membership, size and resources match the task
- good leadership and attention to team-building
- commitment by team members to understand and identify with one another's goals
- the development of team goals – a shared vision
- a sense of common ownership of the task at hand and joint responsibility for its achievement
- coordinated effort and planned sharing of tasks evenly across the team
- the open exchange of information within the team
- honesty and frankness among team members

**B.1.2 Advantages of Team Work:**

Teamwork gets amazing results when the people's roles are balanced and the members are responsible. For a good teamwork, the group should compromise with the project since the beginning. In a team, the leader is the most experienced person in the group and everyone has a specific mission but all must be willing to

support the one who needs help. People involved in teamwork knows very well that personal issues have to be aside in order to obtain good results.

Benefits of Team Work include:

- Improving quality of work life for employees.
- Reducing absenteeism and increasing turnover
- Increasing innovation and change
- Improving organizational adaptability and flexibility
- Improvements in participants' confidence, attitudes, motivation and personal satisfaction
- greater clarity in expressing ideas through group discussion
- better understanding by individuals of the nature of their contribution –and of the needs of other team members
- more efficient use of resources – especially time
- greater optimism – by focusing on positive outcomes and putting less weight on problems
- a wider range of ideas rather than individuals working in isolation
- more effective responses to changes – improved trust and communication help a team to adapt to new circumstances.
- Generates multiple ideas for solving problems, making it easier to resolve issues.
- Provides wide pool of talents, letting members work together to complete tasks.
- Strengthens bonds between employees and improves their job satisfaction.



**Solution to Question No. 2 part B:**

**B.2.1 Types of listening:**

Listening is the most critical communication skill. Students are involved in various listening situations 65 % to 90 % of the time, but most students have little or no listening instruction. Little listening instruction may be due to the lack of preparation, time or material .In addition, teachers may be uncertain whether they are good listeners themselves and may, therefore, hesitate to teach this skill

“Listening is a fundamental language skill, but it is often ignored by foreign and second language teachers “

The following are some of the different types of listening:

1. Informative Listening

Where your aim is to concentrate on the message being given. This may be the content of a lesson, directions, instructions, etc.

2. Appreciative Listening

Where the listener gains pleasure/satisfaction from listening to a certain type of music for example. Appreciative sources might also include particular charismatic speakers or entertainers. These are personal preferences and may have been shaped through our experiences and expectations.

3. Critical Listening

Where the listener may be trying to weigh up whether the speaker is credible, whether the message being given is logical and whether they are being duped or manipulated by the speaker. This is the type of listening that we may adopt when faced with an offer or sales pitch that requires a decision from us.

4. Discriminative Listening

Where the listener is able to identify and distinguish inferences or emotions through the speaker's change in voice tone, their use of pause, etc. Some people are extremely sensitive in this way, while others are less able to pick up these subtle cues. Where the listener may recognize and pinpoint a specific engine fault, a familiar laugh from a crowded theatre or their own child's cry in a noisy playground. This ability may be affected by hearing impairment.

## 5. Empathetic Listening

Where the listener tends to listen rather than talk. Their non-verbal behaviour indicates that the listener is attending to what is being said. The emphasis is on understanding the speaker's feelings and being supportive and patient. The remaining exercise and paired activities are designed to demonstrate the advantages of empathic listening and to highlight a range of obstructions that may prevent us from being effective listeners.

In order to get others to expose these deep parts of themselves to us, we also need to demonstrate our empathy in our demeanor towards them, asking sensitive and in a way that encourages self-disclosure.

## 6. Evaluative listening

In evaluative listening, or critical listening, we make judgments about what the other person is saying. We seek to assess the truth of what is being said. We also judge what they say against our values, assessing them as good or bad, worthy or unworthy.

### **B.2.2 Barriers of Listening:**

There are some barriers which impede one's efforts to become an active listener. Communication theorists list eight fundamental berries to action listening.

#### 1. **Inadequate Language Base**

Sufficient language background is required to fully understand the speaker. Despite one's best efforts to intensely participate in the communication process (a lecture delivered, for instance), inadequate language base will act as a deterrent. Weak language proficiency, lack of technical vocabulary, combined with fear and shyness, will hinder the progress of learning a new subject.

#### 2. **Partial Listening**

Partial listening occurs when people happily indulge themselves in multitasking and allow themselves to be distracted easily. For instance, when talking over the phone during a conversation, many people are habituated to flip through a book, or surf through the internet due to which they fail to pay full attention to the speaker. Because the mind is involved in too many things, important details are missed in partial listening.

#### 3. **Disinterestedness**

Lack of interest in the subject prevents one to pay complete attention. Students, for

instance, may remember a pop song more easily than the name of an author. So, due to disinterestedness in the subject, during a conversation, the listener may focus on other interesting subjects.

#### 4. **Diffidence**

Some listeners suffer from a defeatist attitude. Hence, underestimate their self-capabilities and decide in advance that they cannot understand what they are going to hear. Mostly, new students and participants in a conference suffer from this kind of self-diffidence and affect the listening process.

#### 5. **Deep-Rooted Beliefs**

Sometimes one tends to become close minded due to one's own deep rooted beliefs and conviction. Socio-culturally embedded beliefs and convictions becomes so strong and firmly rooted in one's minds and act as barriers to new thoughts and fresh ideas. For instance, if one has a deep rooted conviction on caste system based arranged marriage, then the person will not be able to openly listen to a talk on the benefits of inter-caste love marriage. Such deep-rooted beliefs lead to superficial listening and cause disagreement with the speaker's stance and view point.

#### 6. **Over-Enthusiasm/Intolerance**

There are listeners who often become over enthusiastic and intolerant and start supplying gaps in the speaker's ideas. This generally comes out of impatience from the listener's side who finds the speaker slow to communicate his/her ideas. So the listener advances the questions and interferes quickly preventing the speaker to finish the talk on his/her own pace. In the process, the listener assumes the speaker's flow of thoughts in advance and impedes his/her own mind from active listening. (NPTEL)

### **B.2.3 Importance of Listening :**

Language is an important aspect of our everyday lives often requiring inventiveness by its speakers. In other words, real language use may often appear untidy necessitating considerable effort and skill to reduce to simple grammar patterns. Students need to be aware of all language possibilities. Importantly, they have to be aware of how language is used, as well as its different variations and linguistic twist. Hence, reading and listening are specifically important, as they are vital discovery activities that enable students unmask creative ways in which language is used, and also help to raise their awareness about the use of grammar –amongst other things (Ted Power, 2009).

Good listeners often make notes on what the speaker is saying. Perhaps, they write down words or phrases denoting key ideas, perhaps they write the most important ideas in complete sentences. The physical activity reinforces the mental activity. However, note-taking by itself is not a sign of good listening. Good note-taking supplements, but does not replace good listening. To achieve maximum effectiveness, we listen in the first place to learn and to gather data for evaluation of equal importance is our ability to listen for overall meaning. We note that it requires sensitivity to both the verbal and the nonverbal elements of the message to get full meaning from what is said (**Baker, 1971**).

The importance of listening extends far beyond academic and professional settings. Understanding how to practice good communication even in your day to day life, among friends, family, and significant others, is important for a number of reasons: fostering good self-esteem, maximizing productivity, improving relationships, and even becoming a better speaker.

It's easy to mistake listening as a simple, passive task, but it requires more than just the ability to absorb information from someone else. Listening is a process, and an active one.

A good listener, therefore, virtually absorbs all the speaker's meaning by being sensitive to tone of voice, facial expression, and bodily action as well as to the words themselves. Sincerity, depth of conviction, confidence, true understanding, and many subtle implications may well be revealed, regardless of the words used (**Sharifian, 2009**).

Good listening skills make workers more productive. The ability to listen carefully allows workers to better understand assignments they are given. They are able to understand what is expected of them by their management.

The ability to listen and to comprehend also allows workers to build a strong rapport with coworkers, managers, and clients. Employers and managers have confidence in workers that can listen to instructions and then do what is expected with minimal follow-up. Good listeners also have a better track record resolving problems with customers.

Workers who listen well tend to work better in a team-based environment. Team members are usually assigned a portion of the work. Later, their completed tasks will need to fit in with other team members' results. Those who were able to listen well and perform accordingly will find their work results fit better than those who misunderstood.

**Solution to Question No. 3 part B:**

**B.3.1 Email:**

To: [contactusbbmp@gmail.com](mailto:contactusbbmp@gmail.com)

From: [satyajitghana7@gmail.com](mailto:satyajitghana7@gmail.com)

Date: 23<sup>rd</sup> April 2018

Subject: Irregular Collection of Garbage in Peenya Industrial Layout

Respected Sir/Madam,

On behalf of the residents of Peenya Industrial Layout, I would like to complain about the garbage collection in our neighbourhood. In the recent times, the collection of garbage by BBMP (Bruhat Bengaluru Mahanagara Palike) has been below average. The garbage collection system is improper and causes a lot of problem during the collection. The timings for the collection is irregular which causes the people residing in the apartment face problem in their time schedule. Everyday a lot of garbage is generated by the household and all of this has to be dumped somewhere at some points of time, this is a basic need for a house and needs to be addressed properly. Let me address the problems faced:

1. The Garbage collection days are Monday, Wednesday, and Saturday of every week, however from the past two weeks the garbage collection truck hasn't even come for its daily routine work.
2. Due to this the garbage pile has be growing and inviting flies in the neighborhood area, bringing along with them vector born virus and many other diseases. The place has become a breeding place for maggots.
3. In addition to this stray dogs and cows come and make a mess out of the garbage, tearing the bags into pieces, this also poses a great risk for the animals since the bags can choke their throat and they might even die.
4. Worst of all, the garbage is now is now emitting a foul smell and is giving our neighborhood a bad image.

I hope that there is some changes to this garbage collection system, which would help everyone, and would help them keep up with their schedule. I am certain that you would improve our conditions.

Sincerely,

Satyajit Ghana

To: [arulanantham@msruas.ac.in](mailto:arulanantham@msruas.ac.in)

From: [satyajitghana7@gmail.com](mailto:satyajitghana7@gmail.com)

Date: 23<sup>rd</sup> April 2018

Subject: Request for permission to organize a blood donation camp

Respected Sir,

Hope you are doing great in health, this is to state that I Satyajit Ghana from B.Tech first year studying in your esteemed institution is highly interested to arrange a blood donation camp in our college campus. The members of our colony are planning to organize a blood donation camp. This is in lieu of the various accidents that have been taking place recently. Many hospitals have run short of the required blood group and this has put the lives of many people at risk.

In order to accomplish the program me and my group is eager to observe a blood donation week from April 30, 2018 to May 5, 2018.

This step not only serves the humanity but also makes awareness of company among the people. Furthermore, a person who donates blood is supposed to be healthier than an ordinary man.

We, therefore, kindly request you to give us permission and necessary assistance to arrange the blood donation program successfully in our college campus. I am looking forward for your permission in shaping this activity.

For this act of kindness we shall be ever grateful to you.

Thanking You.

Sincerely,

Satyajit Ghana

**Solution to Question No. 4 part B:**

**B.4.1 Presentation:**

1. NPTEL, Communication Skills, Lecture 11, Module 4, Department of Humanities and Social Sciences, IIT Kharagpur.