Assignment – 1

Q.1) Define the word 'communication' and discuss in detail the importance of non-verbal communication.

Ans:-

Communication can be defined as the imparting or exchanging of information by speaking, writing, or using some other medium.The successful conveying or sharing of ideas and feelings.

Non-Verbal Communication:

- When we talk about 'communication', we often mean 'what we say': the words that we use. However, interpersonal communication is much more than the explicit meaning of words, and the information or message that they convey. It also includes implicit messages, whether intentional or not, which are expressed through non-verbal behaviours.
- Non-verbal communication includes facial expressions, the tone and pitch of the voice, gestures displayed through body language (kinesics) and the physical distance between the communicators (proxemics).
- These non-verbal signals can give clues and additional information and meaning over and above spoken (verbal) communication. Indeed, some estimates suggest that around 70 to 80% of communication is non-verbal!

Importance of using Non-Verbal Communication
Non-verbal communication helps people to:

- Reinforce or modify what is said in words.
  For example, people may nod their heads vigorously when saying "Yes" to emphasise that they agree with the other person. A shrug of the shoulders and a sad expression when saying "I'm fine, thanks" may actually imply that things are not really fine at all!

- Convey information about their emotional state.
  Your facial expression, your tone of voice, and your body language can often tell people exactly how you feel, even if you have hardly said a word. Consider how often you have said to someone,
  "Are you OK? You look a bit down."
  We know how people feel from their non-verbal communication.

- Define or reinforce the relationship between people.
  If you have ever watched a couple sitting talking, you may have noticed that they tend to 'mirror' each other's body language. They hold their hands in similar positions, they smile at the same time, and they turn to face each other more fully. These movements reinforce their relationship: they build on their rapport, and help them to feel more connected.

- Provide feedback to the other person.
  Smiles and nods tell someone that you are listening and that you agree with what they are saying. Movement and hand gestures may indicate that you wish to speak. These subtle signals give information gently but clearly.

- Regulate the flow of communication
  There are a number of signals that we use to tell people that we have finished speaking, or that we wish to speak. An emphatic nod, and firm closing of the lips indicates that we have nothing more to say, for example. Making eye contact with the chair of a meeting and nodding slightly will indicate that you wish to speak.

Q.2) Discuss in detail the difference between soft skills and hard skills and elaborate in detail importance of soft skills in professional life.

Ans:-

Difference between Hard skills and Soft skills:

Hard Skills

Hard skills are teachable abilities or skill sets that are easy to quantify. Typically, you'll learn hard skills in the classroom, through books or other training materials, or on the job. These hard skills are often listed in your cover letter and on your resume and are easy for an employer or recruiter to recognize. Hard skill include:
- Proficiency in a foreign language
- A degree or certificate
- Typing speed
- Machine operation
- Computer programming

Examples of Hard Skills:
- Error-free 70 wpm typing speed
- Expert-level proficiency with WordPress blog writing
- Red Cross certification in first aid, CPR, and AED
- Programming languages
- Forklift operation

Soft Skills

Soft skills, on the other hand, are subjective skills that are much harder to quantify. Also known as "people skills" or "interpersonal skills," soft skills relate to the way you relate to and interact with other people. Soft skills include:
- Communication
- Flexibility
- Leadership
- Motivation
- Patience
- Persuasion
- Problem solving abilities
- Teamwork
- Time management
- Work ethic

Examples of Soft Skills
- Self-motivated personality
- Ability to use time effectively
- Active listening
- Resilience

Why are soft skills important?
- Most interactions with other people require some level of soft skills. At a company you might be negotiating to win a new contract, presenting your new idea to colleagues, networking for a new job, and so on. We use soft skills everyday at work and developing these soft skills will help you win more business and accelerate your career progression.

- On the other hand, a lack of soft skills can limit your potential, or even be the downfall of your business. By developing strong leadership, delegation, teamwork, and communication abilities, you can run projects more smoothly, deliver results that please everyone, and even positively influence your personal life by improving how you interact with others.
- Outside of the office, soft skills such as communication are used to build friendship groups and meet potential partners. You might be negotiating the price of your new house renovation, or mentoring your neighbours children on the weekend. Soft skills are useful both in our professional and personal lives.

1) Career progression and promotion
   - iCIMS Hiring Insights (2017) found that "Ninety-four percent of recruiting professionals believe an employee with stronger soft skills has a better chance of being promoted to a leadership position than an employee with more years of experience but weaker soft skills."
   - It's become vital to develop these skills if you want to progress in your career as they will set you apart from others at the interview and on the job.

2) The modern workplace is interpersonal
   - Skills such as active listening, collaboration, presenting ideas and communicating with colleagues are all highly valued in the modern workplace. Strong soft skills ensure a productive, collaborative and healthy work environment, all crucial attributes for organisations in an increasingly competitive world.

3) Customers and clients demand soft skills
   - Consumers these days have a huge number of choices of where to buy from, bought about by the internet and smartphones. For these consumers, convenience and low prices are easy to come by, so customer service is often what influences the choice to use a particular business.
   - The ability to communicate at a human level with customers is therefore a vital factor in an organisation's success.

4) The future workplace will rely on soft skills
   - Automation and artificial intelligence will result in a greater proportion of jobs relying on soft skills. Advances in technology have caused tasks that require hard skills to decline, making soft skills a key differentiator in the workplace. A study by Deloitte Access Economics predicts that "Soft skill-intensive occupations will account for two-thirds of all jobs by 2030".
   - As the cost of robots decreases and the performance of artificial intelligence improves, jobs such as manufacturing line workers, will become automated. Traditional skills like teamwork, communication and critical thinking will be more important than ever.

5) Soft skills are hard to automate
   - Following on from the previous point, soft skills such as emotional intelligence are hard to automate and unlikely to become automated anytime soon. This means they're expected to become more desirable in the near future.
   - However soft skills can be difficult to teach and track improvements on. Companies such as VirtualSpeech are tackling this by using VR as a way to improve soft skills.

6) Soft skills are in high demand by recruiters
   - Soft skills are in high demand in the workforce. According to the 2017 paper by a Harvard student on the importance of social skills in the labour market, jobs requiring high levels of social interaction grew by nearly 12 percent as a share of the U.S. labour force.

Q.3) Write a short note on following:

a) Do's and Don'ts of Group Discussion

As you have to participate in a Group Discussion. several questions spring across your mind. You want to know what actions and gestures can get you positive points and what can cost you the selection. Here's a list of Dos and Don'ts of participating in the GD.

Dos of participating in a GD:
- Listen to the subject carefully
- Put down your thoughts on a paper
- Initiate the discussion if you know the subject well
- Listen to others if you don't know the subject
- Support you point with some facts and figures
- Make short contribution of 25-30 seconds 3-4 times
- Give others a chance to speak
- Speak politely and pleasantly. Respect contribution from other members.
- Disagree politely and agree with what is right.
- Summarize the discussion if the group has not reached a conclusion.

Don'ts of participating in a Group Discussion
- Initiate the discussion if you do not have sufficient knowledge about the given topic.
- Over speak, intervene and snatch other's chance to speak.
- Argue and shout during the GD
- Look at the evaluators or a particular group member
- Talk irrelevant things and distract the discussion
- Pose negative body gestures like touching the nose, leaning back on the chair, knocking the table with a pen etc.
- Mention erratic statistics.
- Display low self confidence with shaky voice and trembling hands.

b) Email Etiquettes

1. Include a clear, direct subject line.
- Examples of a good subject line include "Meeting date changed," "Quick question about your presentation," or "Suggestions for the proposal."
- "People often decide whether to open an email based on the subject line," Pachter says. "Choose one that lets readers know you are addressing their concerns or business issues."

2. Use a professional email address.
- If you work for a company, you should use your company email address. But if you use a personal email account--whether you are self-employed or just like using it occasionally for work-related correspondences ---you should be careful when choosing that address, Pachter says.
- You should always have an email address that conveys your name so that the recipient knows exactly who is sending the email. Never use email addresses (perhaps remnants of your grade-school days) that are not appropriate for use in the workplace, such as "babygirl@..." or "beerlover@..." -; no matter how much you love a cold brew.

3. Think twice before hitting 'reply all.'
- No one wants to read emails from 20 people that have nothing to do with them. Ignoring the emails can be difficult, with many people getting notifications of new messages on

their smartphones or distracting pop-up messages on their computer screens. Refrain from hitting "reply all" unless you really think everyone on the list needs to receive the email, Pachter says.

4. Include a signature block.

- Provide your reader with some information about you, Pachter suggests. "Generally, this would state your full name, title, the company name, and your contact information, including a phone number. You also can add a little publicity for yourself, but don't go overboard with any sayings or artwork."
- Use the same font, type size, and color as the rest of the email, she says.

5. Use professional salutations.

- Don't use laid-back, colloquial expressions like, "Hey you guys," "Yo," or "Hi folks."
- "The relaxed nature of our writings should not affect the salutation in an email," she says. "*Hey* is a very informal salutation and generally it should not be used in the workplace. And *Yo* is not okay either. Use *Hi* or *Hello*instead."
- She also advises against shortening anyone's name. Say "Hi Michael," unless you're certain he prefers to be called "Mike."

c) Body language

Ans:-

- Body Language is a significant aspect of modern communications and relationships. Therefore, it is very relevant to management and leadership, and to all aspects of work and business where communications can be seen and physically observed among people.
- Body language is also very relevant to relationships outside of work, for example in dating and mating, and in families and parenting.
- Communication includes listening. In terms of observable body language, non-verbal (non-spoken) signals are being exchanged whether these signals are accompanied by spoken words or not.
    It goes both ways:
    o Your own positioning and movements reveal your feelings and meanings to others.
    o Other people's body language reveals their feelings and meanings to you.
    Body language is not just about how we hold and move our bodies.
    It potentially (although not always, depending on the definition you choose to apply) encompasses:
- How we position our bodies
- Our closeness to and the space between us and other people (proxemics), and how this changes
- our facial expressions
- our eyes especially and how our eyes move and focus, etc
- how we touch ourselves and others
- how our bodies connect with other non-bodily things, for instance, pens, cigarettes, spectacles and clothing
- our breathing, and other less noticeable physical effects, for example our heartbeat and perspiration
    Body language tends not to include:
- the pace, pitch, and intonation, volume, variation, pauses, etc., of our voice.

Assignment 2

Q.1) Prepare you own CV with special focus on your hard and soft skill.

RAJESHRI KISHOR DESHMUKH   **Phn:**
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Career Objective:
I want a highly rewarding career where I can use my skills and knowledge for organizational and personal growth.

Education:
Completed Bachelor's in Science in Computer Science in 2018 with 7pointer.

Skills Summary:
Some of the technology skills I possess are:
- Java
- C++
- Bootstrap
- PHP

Some of the other skills are:
- ✓ **Organisation and Planning Skills**
  - When coordinating projects assign tasks, use resources, troubleshoot problems and follow up to stay on track.
  - Set priorities and continuously monitor progress, adjusting when necessary to meet timely goals.

- ✓ **Interpersonal/Communication Skills:**
  - Use assertive communication to negotiate issues, mediate conflicts, and affect positive outcomes.
  - Employ perceptiveness, sincerity and respect differences to build trust with diverse groups.
  - Very comfortable in presenting programs or information to large audiences.