



Manonmaniam Sundaranar University

DIRECTORATE OF DISTANCE AND CONTINUING EDUCATION

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M.A. ENGLISH (SECOND SEMESTER)

Employability Skills

(From the Academic Year 2023 onwards)

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Learning Objectives	
LO1	To introduce learners to the basic concepts and importance of communication skills.
LO2	To familiarize students with verbal and non-verbal communication and the LSRW skills.
LO3	To enable students to practice greetings, self-introduction and effective social interaction.
LO4	To develop students' ability to prepare for employment through goal setting, resume writing and interview skills.
LO5	To help learners build positive workplace attitudes, teamwork and personal development skills.

EMPLOYABILITY SKILLS

UNIT- I

Importance of Communication Skills
 Components of Communication
 Formal and Informal Communication
 Verbal and Non Verbal Communication
 LSRW Skills

UNIT- II

Greetings and Self Introduction
 Asking and Responding to Questions
 Sharing Information with others
 Social Etiquette

UNIT- III

Goal Setting
 Job Search
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 Resume Writing
 Interview Skills
 Telephone Skills
 Stages and types of Interviews
 Mock Interview
 Group Discussion

UNIT- IV

Self-Management
 Stress Management
 Time Management
 Emotional Intelligence

UNIT- V

Work place Communication

Team Management

Leadership Skills

Problem Solving Skills

Decision Making

Negotiations

Text Books

1. Michael McCarthy and Felicity O'Dell, English Vocabulary in use(Advanced)
2. Dr. M. Sen Gupta, Skills for Employability: A Handbook
3. Brent C. Oberg. Interpersonal Communication
4. John Seely. The Oxford Guide to Writing and Speaking

References Books

1. Understanding Body Language by Alan Pease.
2. Bill Mascull, Business Vocabulary in Use
3. Asha Kaul. Effective Business Communication
4. S.K. Mandel. Effective Communication and Public Speaking

Web Resources

1. www.researchgate.net
2. <https://business.tutsplus.com/tutorials/effective-public-speaking-skills-techniques-cms-308048>
3. https://wikieducator.org/INTRODUCTION_TO_COMMUNICATION
4. <https://akpsi.org/what-is-oral-communication/>
5. <https://www.northeastern.edu/graduate/blog/what-is-corporate-communications/>

UNIT – I

COMMUNICATION SKILLS

The Latin term communicate, which means to share or make common, is the origin of the English word —communication. Understanding and conveying meaning is the process of communication.

The relationship that incorporates participant involvement lies at the heart of our research on communication. This term is helpful to us because it focuses on the process of effectively understanding and sharing the viewpoints of others—a topic we will explore extensively throughout this text.

Process is the first crucial term in this definition. A process is an ever-changing, dynamic activity that is challenging to characterise. Envision yourself by yourself in your kitchen, reflecting. You converse briefly as someone you know—let’s say your mother—enters the kitchen. What is different now? Imagine that now, in addition to your mother, there is a stranger who has never met you before. This stranger pays close attention to everything you say, almost as if you were giving a speech. What is different now? You might become more aware of your words and alter your point of view. You might reconsider what you are saying in light of your mother’s and the stranger’s comments or answers, who are essentially your audience. All these things, and a lot more, affect how we communicate when we engage.

One of the most crucial life skills to acquire is excellent communication. The definition of communication is the exchange of information to create a deeper comprehension.

It can be done nonverbally (body language, gestures, tone, and pitch of voice), audibly (via verbal exchanges), graphically (using graphs, charts, and maps), and through written media (books, websites, and magazines). These many communication techniques are all crucial Soft Skills for a prosperous Career.

The Importance of Communication Skills

Effective communication is beneficial in all facets of life, including work and play as well as everything in between. From a commercial perspective, communication is the basis for

every transaction. To comprehend information more quickly and properly, both you and other people need to have strong communication skills.

How to Improve Your Communication Skills

Here are some things to watch out for if you want to get better at communicating with people:

1. Listening

Being an effective listener is essential to becoming a competent communicator. Active listening is crucial; focus on what people are saying and ask clarifying questions to gain a deeper grasp of any uncertainties.

2. Conciseness

Try to keep your message to a minimum of words. Don't waste words; instead, get right to the point. Talking too much will make the other person tune you out or wonder what you are talking about. Steer clear of using terminology that could confuse the audience and don't talk too much.

3. Body language

When speaking with others, it's critical to employ appropriate body language, make eye contact, use hand gestures, and pay attention to voice tonality. You'll appear more approachable to people if you adopt a casual body posture and amiable tone of voice.

Making eye contact with the other person indicates that you are paying attention to what they are saying. Eye contact is crucial in communicating. However, avoid staring at the person as this may cause discomfort.

4. Confidence

Have self-assurance in your speech and in your dealings with other people. Maintaining eye contact, keeping your body in a relaxed position, and speaking concisely can all be simple signs of confidence. Avoid trying to come out as hostile or disparaging, and try not to make remarks sound like inquiries.

5. Open-mindedness

In instances where you don't agree with someone else's viewpoint, be it a friend, coworker, or boss, it's critical to show empathy for them instead of just trying to make your point. Honour other people's viewpoints and refrain from disparaging people who disagree with you.

6. Respect

An essential component of communication is acknowledging and respecting others' opinions. Using the other person's name, listening intently to what they have to say, and avoiding distractions are all basic acts of respect. Respecting people makes the other person feel valued, which promotes honesty and leads to more fruitful and honest communication.

7. Using the correct medium

It's critical to select the appropriate communication channel from the many available. For instance, discussing important issues (such as layoffs, compensation adjustments, etc.) in person is preferable to sending an email.

Good Communication Skills for a Great Career

Strong communication abilities are necessary for professional success. You must be clear about your goals and your plan for achieving them. Having strong communication skills can advance your job.

Having effective communication skills can help you get selected for an interview and get through the selection process. Proficiency in speech confers a substantial benefit. Good communication skills are essential for discussing issues, getting information, interacting with people, and managing relationships with others—all of which are necessary for performing your job well. They support your ability to communicate effectively and comprehend the needs of others around you.

Poor Communication in the Workplace

Success in the workplace is fueled by communication. Ineffective communication can have detrimental effects on the workplace over time, even if they may not be immediately obvious. These are a few indicators of poor communication:

- Lack of specific communication
- Using the incorrect mediums to convey important messages
- Passive-aggressive communication
- Lack of follow-through and consideration
- Blaming and intimidating others
- Failing to listen

Defining Communication

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—To understand is to perceive, to interpret, and to relate our perception and interpretation to what we already know, is the definition of the second crucial word. What picture comes to mind when a friend tells you a story about falling off a bike? Now when your friend is pointing out the window, you can see a motorbike that is laying there. It's crucial to comprehend both the words and the ideas or things they allude to in order to effectively communicate.

The word sharing is next. To share is to engage in an activity with one or more others. You can benefit jointly from a resource, like when you and a few coworkers share a pizza, or you can engage in a shared activity, like putting together a report. Sharing in communication is the act of communicating ideas, feelings, thoughts, or insights to other people. Additionally, you can communicate with yourself (a process known as intrapersonal communication) when you solve a problem, bring ideas to awareness, or have one of those famous —Aha!! moments when something finally clicks.

Ultimately, meaning is what communication allows us to exchange. The term —bike can refer to a motorcycle as well as a bicycle. We can determine the word's common meaning and comprehend the message by asking questions and examining the context in which the word is used.

Eight crucial components make up the communication process, which includes comprehension, sharing, and meaning: source, message, channel, receiver, feedback, environment, context, and interference. The constructivist paradigm, which emphasises shared meaning, and the transactional process, in which actions occur simultaneously, are two examples of communication models.

Eight Essential Components of Communication

We can dissect the communication process into a set of eight fundamental parts to gain a better understanding of it:

1. Source
2. Message
3. Channel

4. Receiver
5. Feedback
6. Environment
7. Context
8. Interference

Each of these eight components serves an integral function in the overall process. Let's explore them one by one.

Source

The message is imagined, created, and sent by the source. When someone is giving a speech in public, they are the source. By providing the audience with fresh knowledge, he or she communicates the message. In addition, the speaker uses dress, body language, and voice inflection to communicate a message. The message—what to say and how to express it—is the first thing the speaker decides upon. The second phase is encoding the message, which entails selecting the ideal words or phrase sequence to express the desired meaning. Presenting or sending the information to the audience or recipient is the third phase. Lastly, the source gauges how well the message was received by the audience by observing how they react and then provides clarification or further information.

Message

—The stimulus or meaning created by the source for the audience or receiver is the message. Your message may appear to be limited to the words you use to express your ideas while writing a report or giving a speech. However, that is only the start. The organisation and grammar of the words are combined. You may decide to make your most significant argument last. The method you convey the information also plays a role in its meaning. In a speech, this includes your body language, tone of voice, and appearance. In a report, it includes your writing style, grammar, choice of headings, and layout. The setting or context in which you deliver the message, as well as any background noise that can make it difficult to hear or perceive, may also be a component of the message.

Consider the following scenario: you are speaking to a sizable group of sales representatives and you know that tonight is the World Series. Even though your audience might find it difficult to focus, you could start by saying, —I know there’s an important game tonight. In this approach, you may capture and direct the attention of your audience by vocally conveying something that the majority of them are aware of and interested in.

Channel

—The path taken by a message or messages as they go from source to recipient is called the channel. For instance, consider your television. What is the number of channels available on your TV? Even in the digital age, each channel occupies some space in the cable or signal that carries its programming to your house. A visual signal that you see is combined with an auditory signal that you hear on television. When combined, they communicate the message to the audience or recipient. Switch off the television’s volume. Are you still able to comprehend what is going on? You can frequently do so because the show’s theme is partially communicated through body language. Now turn up the volume while swivelling to block out the television. You are still able to follow the plot and hear the dialogue.

Similar to this, you use a channel to deliver your message whether you write or talk. Face-to-face interactions, speeches, phone calls and voice mails, radio, public address systems, and voice over the Internet protocol (VoIP) are examples of spoken channels. Letters, memos, purchase orders, invoices, newspaper and magazine articles, blogs, e-mail, text messages, tweets, and so on are examples of written channels.

Receiver

—The message is received from the source by the receiver, who then analyses and interprets it in ways that the source may have intended or not. To comprehend this element more fully, picture a football team receiver. The receiver has to view and determine where to catch the ball once the quarterback tosses the football (message) to them. It’s possible that the quarterback wants the receiver to interpret his message one way, but the receiver may interpret it otherwise and miss the football—that is, the intended meaning—completely.

To receive a message as a receiver, you may see, hear, touch, smell, or taste. Similar to how you might research them before you get onto the stage or speak, your audience —singles you up.¶ You can modify your opener based on the nonverbal reactions of your audience. You may predict what you would look for if you were them by putting yourself in their shoes. You can identify the source-receiver interaction in a corporate communication setting, just as a quarterback plans the receiver’s location to accurately place the ball. This whole sequence of events demonstrates why and how communication is constantly evolving.

Feedback

Whether on purpose or accidentally, you provide feedback when you reply to the source. Messages returned to the source by the recipient make up feedback. Feedback signals, whether they be nonverbal or vocal, enable the sender to gauge how effectively and accurately—or how poorly and inaccurately—the message was understood. Feedback also gives the audience or recipient the chance to express agreement or disagreement, ask questions about clarification, or suggest ways the source could make the message more engaging. The accuracy of communication rises in tandem with the volume of feedback.

Environment

—The physical and psychological atmosphere in which you send and receive messages is your environment.¶ The room’s furnishings such as the tables, seats, lights, and audio system can all be considered part of the atmosphere. An illustration of the environment is the room itself. The setting might also include elements like formal attire, which can reveal if a conversation is more formal and businesslike or more compassionate and open. When two people are physically close to one another, they may be more likely to have an intimate conversation than when they are just able to view each other from across the room. If so, they might SMS one another, which is a private way to communicate. The environment has an impact on the decision to text. Your surroundings will affect and influence your speech as a speaker. It’s usually a good idea to visit the location of your speech in advance of the big day.

Context

—The scene, setting, and expectations of the parties involved comprise the context of the communication interaction.¶ Business suits (environmental cues) can have a direct or indirect impact on participants' expectations of language and behaviour in a professional communication context.

A presentation or conversation is not a standalone event. You had a place to go when you arrived for class. The instructor and the individual sitting next to you both did as well. The participants' contextual expectations for communication will determine how formal or informal the setting is. While the individual seated next to you might be accustomed to casual interactions with teachers, this specific instructor might be more accustomed to respectful gestures both in and out of the classroom. It's possible that you're accustomed to having formal conversations with teachers and that's why your classmate's query, —Hey Teacher, do we have homework today?¶ seems impolite and careless to them. You can tell a lot about the instructor's perception of the interaction—including the word choices and delivery—by observing their nonverbal cues.

Interference

Noise, another name for interference, can originate from any source. —Anything that prevents or modifies the message's intended meaning as intended by the source is interference.¶For instance, there's a good possibility you were surrounded by noise if you commuted by car to work or school. Your thoughts or a conversation with a passenger might have been disrupted by billboards, traffic horns, or even the radio in your vehicle.

When your mind is preoccupied with something else when you are listening to or reading a message, it creates psychological noise. Suppose that at 4:45 p.m., your boss, who is attending a meeting in a different location, sends you an email requesting the sales data from the previous month, a breakdown of the current sales forecast, and the sales data from the same month over the previous five years. Upon opening the email and perusing its contents, one may conclude, —Excellent—no issue—I possess those data and that analysis in my computer.¶ You respond, attaching the current predictions and the sales data from the previous month. You then shut down your computer at five o'clock and leave for home. Your supervisor gives you a call early the

following morning to apologise for forgetting to include the sales data from prior years. What was the issue? Interference: You kept yourself from reading carefully enough to read your boss's message from beginning to end by considering how you wanted to react.

Other sources can also cause interference. Maybe you're so focused on your current predicament that you can't listen because you're hungry. Perhaps it's stuffy and hot in the office. In the event that you were a spectator at an executive speech, how may this affect your capacity to pay attention and engage in conversation?

Noise prevents the message being sent over the channel between the source and the recipient from being encoded and decoded normally. While not all noise is harmful, it does obstruct communication. For instance, while the sound from your cell phone ringtone may be soothing to you, it may impede class communication and annoy other students.

Formal and Informal Communication

In our lives, communication is essential since it allows people to share their opinions and ideas. It is a fundamental instrument that is crucial to the organization's expansion.

There are two ways to communicate in an organisation: official and informal. The primary distinction between the two is that informal communication lacks rules, whereas formal communication is supported by established channels. These two are frequently confused by people. Here are all the answers to your questions regarding formal and casual communication to help you comprehend.

Formal Communication	Informal Communication
Formal communication is conducted according to a set of rules.	Informal communication, however, is more flexible and can go in any way.
Formal communication is time-consuming	On the other hand, casual communication requires less time.
The scope of formal communication is limited within the company.	On the other hand, informal communication is boundless.

For official communication, a high degree of secrecy is upheld.	On the other hand, casual communication cannot be assured.
The organizational level designs formal communication.	In contrast, casual communication happens organically.
There is always documentary proof accessible for official correspondence.	On the other hand, no supporting documentation is accessible for casual correspondence.
Slang terms are never appropriate in official correspondence.	even though informal communication can make use of them.
Official communication is another term for formal communication.	Grapevine communication is another term for informal communication.
Formal communication includes things like orders, reports, and business letters.	Conversely, telephone talks, in-person interactions, and other forms of communication are examples of informal communication.
Documentation is typically done for official correspondence.	Informal conversation, however, is never documented.
There is a long chain of command in formal communication.	Conversely, because of its short line of command, informal communication is quite straightforward.
The primary goal of formal communication is to accomplish organizational goals.	On the other hand, casual communication aims to satisfy individual needs and interests.

What is Formal Communication?

Formal communication is defined as information flowing through appropriate and pre-established solutions. It adheres to a chain of hierarchy that is often set by the organisation.

In the workplace, formal communication is expected of employees as they carry out their responsibilities, so this kind of communication is essential. Formal communication can take several forms, such as reports, orders, commands, etc.

Types of Formal Communication

1. Vertical

Information is exchanged at many organisational levels in this kind of formal communication. Either the subordinate speaks with the superior authority, or the other way around.

It is further divided into two categories:

- Bottom-up: Information is communicated from lower authority to higher power.
- Top-down: Information is communicated from higher authority to lower authority.

2. Lateral or Horizontal

This kind of correspondence occurs between two similarly situated workers who are employed in separate departments.

Take the conversations that occur between the human resource manager and the sales manager.

3. Diagonal or Crosswise

Employees from various departments who are employed at various levels communicate in this way.

Take the conversation between a salesman and the manufacturing manager, for instance.

What is Informal Communication?

Informal communication is multifaceted and unrestricted by established channels or routes inside the organisation. It is quite quick and interpersonal.

It is commonly referred to as the —grapevine in organisations. Additionally, it is critical to a company's expansion because it allows employees to communicate more freely about work-related matters, thus saving the business money and time.

A private journal or diary, conversations amongst team members, etc. are a few examples.

Types of Informal Communication

1. Single Strand Chain

The exchange of information wherein one person speaks with another, who then speaks with still another, and so on.

2. Cluster Chain

When someone engages in this kind of casual communication, they start by telling a few of their friends, who then spread the word to their close friends and so on.

3. Probability Chain

In this kind, a single individual selects a group of people at random and gives them information; these people then follow suit.

4. Gossip Chain

In an organization, this kind of communication is highly prevalent. Someone tells one group of people, and then that group of people tells another group of people, and so on, until the information reaches everyone.

Verbal Communication

Among your communication tools, verbal communication is undoubtedly one of the most effective and most recognised forms of expression. Simply expressed, verbal communication is the exchange of information between two people through the use of words.

Spoken versus Written Communication

It's vital to keep in mind that writing is a type of verbal communication even if we usually associate it with speaking when discussing verbal communication. Writing, after all, also involves words!

For an instant, picture yourself as a college student who is having difficulty understanding the information in a class. Instead of giving up, you make the decision to speak with your instructor and get the help you require to finish the semester. You may accomplish this with verbal communication in a few different ways now. If your instructor has given you their contact information, you can use it to get in touch with them by phone or in person during office hours or after class. You might choose to email them instead of using the same strategy. You can certainly come up with your own list of advantages and disadvantages for each of these strategies. Actually, though, given these circumstances, what's the difference between writing and speaking? Let's examine four of the most significant variations between the two:

1. **Formal versus Informal:** While written communication is typically done in a formal manner, verbal communication is typically done informally.
2. **Synchronous versus Asynchronous:** Real-time communication, like speaking with a friend, is referred to as synchronous communication. On the other hand, asynchronous communication, which includes text messages, emails, and letters, is communication that takes place over extended periods of time and is not instantaneous.
3. **Recorded versus Unrecorded:** Spoken communication is typically not recorded, while written communication is typically saved and recorded for future retrieval.

Benefits of Spoken Communication

A speech, a meeting, or a chat can all be examples of spoken communication. One of the main advantages of spoken communication is that it incorporates feedback from all facets of the social communication model. You speak your ideas aloud, then wait for your listeners to interpret and process the meaning. You can immediately solicit comments to make sure your message is understood.

Spoken communication is a breath of fresh air in a world where we communicate primarily via text and email. Take use of oral communication's ability to build relationships. When you communicate with an audience, you can build rapport and trust. You can develop a closer, more emotional connection with your listeners through spoken communication.

By addressing concerns and dispelling misconceptions, spoken communication also facilitates understanding because it allows you to modify your message in real time in response to audience feedback. When you communicate using spoken words, you may leave a conversation knowing that your point was understood.

When combined with nonverbal cues and attentive listening, verbal communication becomes an even more potent instrument.

Nonverbal Communication

With the active listening techniques we've already covered, we've already used some nonverbal communication. Examples of nonverbal communication include nodding, making eye contact, and bending towards the speaker to demonstrate interest. Your stated message may be fully supported by your body language, or it may completely contradict it.

There's a myth that claims that only 35% of communication occurs verbally when you talk, with the remaining 65% occurring nonverbally. That isn't totally accurate because a lot relies on the circumstances and context. Nonetheless, it is a veritable fact that your message can succeed or fail based on your nonverbal cues.

The following are some examples of nonverbal communication styles and how they may affect how well you communicate:

- **Facial expressions:** Though your adolescent relative from earlier in this section may have told you he was happy, his expression of indifference might have conveyed a different message. Your ability to communicate with facial expressions—happy, sad, angry—helps. It's easy to forget to pay attention to your facial expression when you're listening, so pay attention to it when you speak as well.
- **Gestures:** Making a gesture while speaking might enhance your message. One way to use nonverbal communication to ensure that your message is understood is to point out anything you want the other person to pay closer attention to. When you speak, using gestures like raising a fist to express annoyance or rage or making a nice gesture towards a coworker who deserves particular praise will help engage your audience even more.

- **Proximity:** When you talk, the proximity of your audience conveys a nonverbal message. Your nonverbal cues may come off as frightening if you are large and place a little amount of space between you and your audience. Giving someone too much space, on the other hand, is an odd nonverbal cue that could mislead your audience.
- **Touch:** Nonverbal gestures like shaking hands or placing your hand on an audience member's shoulder might have an impact on how well your message is received. In addition to conveying love, touch also conveys strength. After a job interview, consider the messages a candidate may convey with a shaky handshake as opposed to a firm one.
- **Eye contact:** When speaking or listening, making and keeping eye contact with the other person shows them that you're interested in and involved in the conversation. Honesty is typically communicated to the other person through maintaining good eye contact.
- **Appearance:** The way you wear, style your hair, and accessorise all contribute to nonverbal communication. It speaks something about you as a person if you wear a dachshund button on your lapel every morning (since you have a dachshund as a pet). Comparably, your clothes' state and quality, fit, and suitability for the weather all give off nonverbal cues regarding your communication skills.

A lot about your communication style and interpersonal relationships can be inferred from your nonverbal cues. To get the most of your message, it pays to be conscious of the components of your nonverbal communication.

LSRW SKILLS

Listening, Speaking, Reading, and Writing are the LSRW methods of learning abilities. When it comes to learning abilities, the LSRW method of learning skills typically involves listening before speaking, reading, and writing. For this reason, these skills are sometimes referred to as the LSRW approach of learning.

This kind of instruction ensures that all four of these skills are covered and gives the students a platform to hone their capacity to learn more efficiently.

All four of the aforementioned competencies would be covered in a perfect learning curriculum. Nonetheless, it is frequently seen that reading and writing proficiency are valued more highly than the other two proficiencies.

Speaking and listening should actually come first in the learning process rather than reading and writing. When the LSRW approach is applied in the order specified, the benefits of learning any subject or topic can be greatly increased.

Listening

The most important learning skill is listening. Since it requires us to use both our ears and our minds to understand what is being spoken to us, it is referred to as a latent skill or responsive capacity. The first of two typical learning talents is this one.

The ability to accurately understand and translate meaning during a communication process is known as listening.

The most important, practical, and potent talent required for successfully comprehending and connecting the fundamentals and necessities is listening. The understanding is fundamentally incorrect if one is unable to listen well. The learner becomes confused as a result of the correlation breaking apart and the comprehension quickly waning.

Speaking

Speaking is the oral learning communication channel. We use a variety of body parts to produce sounds when we speak, including the tongue, teeth, lips, vocal tract, lungs, and vocal lines.

The second of the four learning skills is speaking. Typically, speaking is the second skill we acquire. Speaking and chatting are synonyms for communicating or expressing ideas and emotions vocally.

The basic means of mastering phonetics, sounds, rhythm, and, to a lesser degree, intonation, modulation, and variety in order to effectively communicate thoughts and information in primary schools are elocution and recitation.

Reading

One of the first things you learn about reading is that there are a variety of reading techniques, and students should be aware of which one is best for the reading effort expected by the curriculum or by their instructor.

It is actually important to prepare students to know their reading strategies and determine when to use them. This is especially important during exam conditions, when time constraints may become the most important consideration and decisions should be based on the importance of the desired result and accessibility of the material.

The following are the four main categories of reading practices:

- Skimming
- Scanning
- Intensive
- Extensive

Writing

The fourth language proficiency we could acquire during our studies is writing. Like speaking, it's a profitable, or dynamic, expertise because it requires us to use both our hands and our minds to convey the information, concept, or produced message that we would have otherwise uttered.

Activities involving piece and exploratory writing may enhance writing skills. It is important to teach and encourage students to write, arrange, and organise their ideas on a given subject or topic. It is important for writers to understand the need of organising their ideas in a sequential manner in order to achieve coherence, accuracy, and completeness in their work.

5 Mark Questions

1. Explain the importance of communication skills in personal and professional life.
2. Write a short note on the components of communication.
3. Differentiate between formal and informal communication.
4. Explain verbal and non-verbal communication with examples.
5. What are LSRW skills? Why are they important?

10 Mark Questions

1. Discuss the importance of communication skills in employability and career growth.
2. Explain the components of communication with suitable examples.
3. Describe the different types of communication used in organizations.
4. Explain the role of verbal and non-verbal communication in effective interaction.
5. Discuss the significance of LSRW skills in developing communication competence.

UNIT – II
GREETINGS AND SELF INTRODUCTION

One of the most crucial things to master while learning a language is how to introduce yourself and greet people in English.

When we meet someone for the first time, we extend greetings and introduce ourselves.

Remembering that certain welcomes are more appropriate in casual settings and others are exclusive to formal ones is crucial.

Since most interactions go beyond a simple hello and introduction, it's also important to learn how to identify oneself and how to demonstrate interest by asking personal information questions.

Let's review everything you need to know about English salutations and introductions.

Greetings and Introductions Vocabulary

In English, there are various ways to greet someone; they are typically divided into formal and informal contexts.

Here is an illustration of how you welcome someone in a formal setting.

A	How are you?
B	I am fine thanks

Here's an illustration of how to welcome someone informally.

A	How are you guys doing?
B	We are doing great

Greetings

Begin with a salutation that sounds both cordial and formal.

1. Hello, [name]!

Probably one of the first phrases you learnt, this is one of the most common ways to welcome someone in English. You can say —hello! to most anyone with it, whether they are an old friend, a coworker you don't often see, or a complete stranger you just need to ask for directions from. A common substitute for it is —hi. While —hi and —hello can be used interchangeably in most circumstances, —hello is a little more professional.

2. Good morning, everyone. It's a pleasure to be here.

Saying this to a group of individuals at a particular event is appropriate. —Good morning! can be substituted with —good afternoon! or —good evening!, depending on the time of day.

This could be a useful statement to use during a stakeholder meeting, over dinner with clients, or when you have to speak out during a group video chat. You should save this remark for folks you don't see very often—usually on a special occasion—due of its formal tone.

3. How's it going?

This is the friendliest greeting among the three that are used here. Additionally, you're essentially asking the other person how they're doing, which may be a wonderful way to start a conversation.

Native English speakers use this greeting when they are speaking to an acquaintance or to a group of individuals they already know because it sounds more personal than the other greetings mentioned above.

Greetings to Avoid

Understanding which greetings to avoid is also crucial. Certain greetings are far too informal. If you're close to someone, you could use them, but not if you've just met them:

- Hey, [name]!
- Yo! What's up?
- How's life?
- Look who it is!
- Looking good!

Self-Introduction

You can tell your acquaintances more about your background and abilities by giving them a brief introduction. An interesting opening is crucial if you want to hold the audience's interest and establish a lasting impression. When you meet someone new—a mentor, supervisor, interviewer, or colleague—it helps to have a sample of your self-introduction. This article will define self-introduction, go over the procedures and advice needed to create an introduction, and provide five instances of self-introductions in various contexts.

A self-introduction is a means of presenting oneself to potential employers or new acquaintances. It provides information about who you are, what you do, and what other people ought to know. There are various circumstances in which you might need to defend yourself in writing or orally. In these scenarios, you have the opportunity to introduce yourself:

- During the interview
- When attending professional events
- When giving a presentation
- When meeting new people at networking events
- When introducing yourself to a new team or client

In most cases, while introducing yourself, you should include your name, your profession, and any personal information that may help the person reading or hearing it get to know you better.

Start by stating your name, job title, and experience when introducing oneself to someone you do not know or during an interview. Graduates at the entry level without any experience may list their degrees and certifications.

A call to action for the audience or reader should be included in the final section of your introduction. Why you are the best candidate for the position would be your response at a job interview. Additionally, it would be about the topic you want to cover in a presentation or webinar. Saying that you are eager to work with the new team and are enthused about their prospect should be the last sentence of an introduction.

Making a good first impression in a professional context is aided by both your words and your body language when introducing oneself. For instance, make an effort to keep eye contact the entire time you introduce yourself to a new team. It demonstrates your confidence and interest in the discussion. Show the interviewer how confident you are by making sure they understand your ideas and opinions. Moreover, make an effort to keep your natural body language intact, such as your open arms by your sides and relaxed shoulders.

Asking and Responding to Questions

Asking and answering questions is a crucial component of education. We inquire to get additional knowledge about a subject, and we respond to inquiries to impart further knowledge. In addition to being a necessary component of learning, asking and responding to questions is also a social skill that we use to establish and preserve relationships and be courteous. We ask and respond to the following kinds of questions: —who,|| —what,|| —where,|| —when,|| and —why.||

When a child answers a question, they must first hear the question, consider its meaning, comprehend it, formulate an answer, and then utter their developed response. Thinking about a question, formulating it in your head, and then uttering it are the steps involved in asking a question. It might be difficult for kids with speech and language problems to ask and respond to inquiries. Their inability to ask and respond to questions may be impeding their capacity to learn, grow, and form relationships.

Unbelievably, some questions are simpler to pose and respond to than others. The questions —What,|| —Who,|| —Where,|| —When,|| and —Why|| are the easiest to learn, with —Why|| being the hardest for kids to understand and become proficient in.

A child should be able to respond to simple —What’s this? questions about well-known objects between the ages of 12 and 24 months. They should also be able to point in response to simple —where questions, shake their head or nod in response to simple yes/no questions, and use a rising pitch in their voice to indicate that they are asking a question (e.g., Daddy? to ask —Where is daddy?).

A child should be able to understand —Can you questions, respond to longer —Where, —What...doing, and —Who is questions, point to objects being described (e.g., —Where do you wear a hat and the child points to their head), ask one-word —why questions, and get their basic needs and wants met (e.g., —where cup).

Between the ages of 36 and 48 months, a child should be able to respond to more difficult questions, inquiries concerning the uses of objects (such as what to do with a spoon), and —if...what questions (such as what to do if you become ill).

If you see that your child is having trouble asking or responding to questions, identify the question or questions that are causing the most trouble. After you’ve determined what kind of question your child finds difficult, have a conversation with them about what it means to ask and respond to that kind of question. As an illustration, the word —what denotes that we are discussing some object, such as the dog, the home, a cracker, etc.

- The word —who designates a specific individual, such as a parent or child, grandma or grandpa, etc.
- —Where denotes a place or location, such as the park, our home, or the kitchen environment.
- —When refers to a certain moment in time, such as dawn or dusk, breakfast, summer, yesterday, or even a specific month, like December.
- —Why denotes a cause, as in —I fell because I tripped on a rock.

Use games and activities that involve questions to teach your child how to ask and answer questions while having fun after you have discussed the kind of inquiry that causes problems.

5 Mark Questions

1. Write a short note on greetings in professional communication.
2. How do you introduce yourself in a formal situation?
3. Explain the importance of asking and responding to questions.
4. What is meant by sharing information in communication?
5. Write briefly about social etiquette in communication.

10 Mark Questions

1. Explain the importance of greetings and self-introduction in professional settings.
2. Discuss the techniques for asking and responding to questions effectively.
3. Explain the role of social etiquette in building professional relationships.
4. Describe how information can be shared effectively in communication.
5. Write an essay on communication behaviour in social and professional contexts.

UNIT - III

GOAL SETTINGS

Setting goals entails creating an action plan that will inspire and direct an individual or group towards their objective. SMART criteria, among other goal-making criteria, can serve as a guide when defining goals. A significant part of management and personal development literature is goal planning. According to the hypothesis, having distinct performance goals is the most straightforward and basic motivational explanation for why some people perform better than others.

A goal is an image of the future or intended outcome that a student or group of students plans, commits to, and hopes to realise. By establishing deadlines, students try to accomplish objectives in a limited amount of time. A goal is comparable to an end, which is a thing with intrinsic worth that can be either physical or abstract, or to a purpose or aim, which is the expected outcome that directs action.

Goal Character

The attraction, intensity, relevance, priority, and sign of a goal indicate its importance. One can have high or low importance. The broad estimates of the goal's chance of success define the difficulty. If the aim is qualitative and can be expressed in a variety of ways, from ambiguous to exact, then specificity is established. Higher level subgoals tend to be more specific than lower level ones; for instance, wanting to have a successful career is more specific than wanting to earn a master's degree. The range from proximal (immediate) to distal (delayed) and the goal's duration define the temporal range. A person's cognitive knowledge of a goal is referred to as their level of consciousness. For proximal goals, awareness is usually higher than for remote goals. Objective Characters: 4 How many subgoals are required to accomplish a goal and how one goal relates to another define how complex a goal is. For instance, completing college could be regarded as a difficult goal because it involves several smaller objectives, like getting good grades, and is linked to larger objectives, like landing a fulfilling job.

The essence of fourfold the theory for Goal Setting:

Firstly, performance is far higher when setting difficult specific goals compared to no goals, easy goals, or even setting an abstract goal like telling people to try their hardest.

Secondly, since this is a theory of motivation and goal commitment means that performance increases with goal level, ability remains constant. The core of the fourfold goal-setting theory is as follows:

Third, factors like acknowledgment, criticism, or having individuals participate in the decision-making process only have an impact on behaviour when they help people identify and commit to a particular, challenging objective.

Fourth, goal-setting can be advantageous for cognition in addition to having an impact on the three motivational mechanisms of choice, effort, and persistence. It may affect decision-making, exertion, and perseverance in finding solutions to the problem.

Why is Goal Setting Important?

Objectives aid in defining success. Expectations tend to be maintained rather than exceeded by people. As a result, objectives and expectations ought to be demanding but doable by an individual or group. For a group or for a person, goals establish shared tasks and procedures. Having them helps a group stay focused on the objectives and knows what needs to be done.

Setting goals requires effort and time. The members must first be briefed on the process, given the requisite training, instructed to follow procedures, and required to keep evaluation records. Establishing goals that all members of the organisation will actively pursue and agree upon can be challenging.

Establish SMART objectives: Most likely, you are already familiar with SMART goals. But do you adhere to the rule every time? The reality remains that in order for goals to be effective, they must be made with SMART design principles.

Establish Specific Goals: You must have well-defined, unambiguous goals. Goals that are too broad or vague are useless since they don't offer enough guidance. Recall that you require objectives to guide you. By stating your goals clearly, you may make it as simple as possible to reach your destination.

Make Measurable Objectives: To gauge your level of accomplishment, make sure your goals contain exact quantities, dates, and other information. You are deprived of the joy that results from realising that you have accomplished something if you have no means to gauge your progress.

Establish Achievable Goals: Your goals should align with the course you wish to pursue for your life and work. You'll gain focus by maintaining goals that are in line with this. Set Attainable Goals **Establish Relevant Goals:** You must advance and accomplish your goals. If you have widely dispersed, inconsistent goals, you will waste time and ultimately your life.

Set Time-Bound Objectives: You need to set objectives with due dates. Once more, this implies that you are aware of when to celebrate achievement. Working towards a deadline sharpens your sense of urgency and accelerates the process of reaching your goals.

Establish Writing Goals: Setting down a goal in writing helps it become real and concrete. There's no way you can justify ignoring it. Use the phrase —Set Time-Bound Goals while you write. **Establish Writing Objectives:** Use —will rather than —would like to or —might. While the second goal statement lacks passion and provides an excuse if you stray, the first goal statement is powerful and allows you to —see yourself cutting costs.

Create an Action Plan: When creating goals, this stage is frequently overlooked. You become so preoccupied with the result that you neglect to schedule every step that must be taken along the road. This is particularly crucial if your objective is long-term or extremely ambitious.

Hold on! Recall that creating goals is a continuous process rather than only a way to get there. Include reminders to help you stay on course, and schedule frequent time intervals for reviewing your objectives. Over time, your final destination might not vary all that much, but the course of action you choose for yourself can.

Job Search

Experts estimate that individuals in today's workforce change careers three times on average during their working lives and change jobs once every four years, thus having strong job search abilities is crucial. These days, it's not possible to finish your career at the same place, retire, and get your gold watch. Today's workforce is subject to ongoing change and turmoil due to business reorganisations and layoffs.

Today's businesses solely care about their bottom line and are in it to earn money. They fire workers when their profits decline, and anyone can experience this at any time. —Job change is an integral part of modern life that comes around about every four years, making change and job search a constant factor for everyone, writes Martin Yate in his book *Knock em Dead*.

Therefore, looking for a job these days has become a profession in and of itself, requiring strategy, management, and preparation to be successful.

Steps to Building Good Job Search Skills

1. Make a Career Plan

Studying the significance and advantages of developing a career management plan can teach you how to take control of your life and profession. A career management plan will assist you in getting ready to take the required actions to achieve your professional goals and in looking for methods to sharpen your job search techniques.

2. Take a Skills Assessment

To identify career alternatives that align with your beliefs, interests, and skill set, take a skills assessment. Skills evaluations let you discover more about yourself, make wiser decisions about your education and career, improve your interviewing skills, show yourself to potential employers, grow as an employee, and build confidence. If you select a career that aligns with your values, hobbies, and special skills, you will be happier.

3. Establish your Short and Long Term Goals

Set both short- and long-term goals after completing your skills evaluation. Finding a career that you are now qualified for and can thrive in today may be your short-term objective.

Identifying the abilities, information, and experience you'll need to advance in your job will help you set long-term objectives.

4. Improve your Office Skills to Broaden your Job Prospects

Make a plan for your professional growth based on your career objectives, then enrol in the required courses. You may employ office skills in any type of business since they are transferrable. Employers nowadays are looking for candidates with experience in word processing, spreadsheets, databases, presentations, and keyboarding.

5. Create your Resume and Cover Letter

One aspect of your job search strategy will be to use a Resume Questionnaire to record your education, accomplishments, and career goals. You can create a digital copy as soon as you have your expertise listed on paper. Examine various resume and cover letter formats and use Microsoft Word or another word processing programme to design your own. Office.com and OpenOffice.com offer easily accessible free word processing software. In order to prepare it for posting, you will also need to know how to save your resume in several forms, such as.pdf and.txt. Additionally, you'll need to be able to swiftly adapt your cover letter and CV to new positions.

6. Start Networking

Use conventional networking methods to look for and apply for jobs, such as company websites, job fairs, college career services, internal hires, recruitment advertisements, and employment and local agencies.

Incorporate social media into your job hunting strategy. Establish a business-oriented LinkedIn profile, research job application procedures, and broaden your social network by interacting with individuals and participating in organisations.

Additionally, it is a wonderful moment to locate three persons who can recommend you favourably. The majority of recruiting managers require three solid references at minimum.

7. Learn Interview Techniques

One of the most crucial aspects of your job hunt is interview preparation. At the interview, practise dressing professionally and exhibiting the traits that hiring managers are searching for. The secret to a successful interview is to prepare for phone interviews and screenings by reviewing and practicing responses to challenging interview questions. Finally, make sure you know what questions to and shouldn't be asked the hiring manager during the interview.

8 – Participate in a Mock Interview

Taking part in a mock interview is one of the finest ways to get ready for an interview. This service is usually provided by career centres or classes, or you can practise with your friends and family. You can practise interview preparation at the mock interview by dressing appropriately for the job, speaking clearly and concisely, and projecting confidence and positivity through your body language.

9. Make Contact and Follow-Up

An essential step in the job search process is following up with potential candidates. Send a thank-you note and give a call to employers, headhunters, and networking organisations to effectively communicate and follow-up.

10. Continue your Job Search

Encourage yourself by responding to job postings with at least two letters and emails every day to the contacts you have identified within the target companies.

Applying for Jobs:

It's crucial to understand how to apply for jobs online because many companies list their available positions online in an effort to attract more suitable applicants. Finding a position that matches your skills can be made easier if you know where and how to look for jobs online.

Although the procedures for each online application vary, there are certain basic principles you can understand to make the process go more smoothly. We go through how to apply for a job online in this post.

To apply for employment online, you'll need a computer, an internet connection, an email address, a CV, and a cover letter. To make the online job search and application process easier, adhere to following steps:

Update your resume:

Update your CV and write a simple cover letter prior to applying for jobs online. Your whole work history and up-to-date contact details should be on your résumé. Save your resume with a straightforward title that includes just your first and last names, the current year, and the term —resume, making it easier for hiring managers to find.

When it comes time to apply online for jobs, you may use Google Docs to draft your CV for free, store it to Google Drive, and export it as a PDF file.

Update your profile on professional networking platforms:

Since the structure of professional networking sites is same for all profiles, some recruiters and employers would rather view your profile there instead of your resume. Make sure your profile is current and free of any content or pictures that can discourage hiring managers from considering you for a position. Include a link to your online portfolio in your resume if you have a business website with samples of your work on it.

Use keywords:

Look for relevant terms in the job descriptions of the roles you wish to apply for. A recruiter will find it easier to scan your resume if you include pertinent keywords in it. Additionally, some businesses employ applicant monitoring systems that look for certain keywords in applications. Your resume may be sent to the hiring manager for additional assessment by the ATS if you include some of those keywords. Examine your resume, and if any of these terms applicable, add them. Try to include instances of your strong teamwork skills in your CV, for instance, if the job description mentions that you must have them.

Use jobs search engines and company websites:

A lot of businesses list their available jobs on employment search engines. These websites, such as Indeed.com, allow you to look for jobs that interest you by applying various filters, such as position title, salary, and location. Job search websites tailored to specific businesses and fields are also available. Make sure you look for all the jobs that interest you by conducting a comprehensive search. If you are certain about the companies you want to work for, go straight to their websites and check for job postings in the Career area. Upon submitting an application through a firm website, it will be included into an applicant monitoring system, from which you may periodically check its status. Smaller businesses could give you an email address where you can send your resume and cover letter. Include the position title and your entire name in the email's subject line. Utilise the email body as a condensed form of your cover letter. Provide a brief explanation of your application for the position. Include a cover letter and resume with the email.

Be selective:

Verify that you are aware of the prerequisites for a position. Please only apply if you are qualified for the role. Applying for employment at companies you want to work for and that fit your skill set and ambitions is preferable. You can save additional time by being picky in your job search because it can take some time to complete an application for every position.

Draft a separate cover letter for each application:

Along with highlighting your accomplishments and skills, your cover letter should address the particular job criteria. Provide examples of how you have assisted previous companies with comparable problems and discuss how you would use your expertise and abilities to the role. To maintain the recruiter's interest, keep your cover letter concise and targeted.

Complete the online job application:

You must register by creating an account on job boards or websites in order to apply for jobs online. Selecting a login name and password is required for this. For ease of use, you can

typically use your email address as your login name. Once you've registered, upload your résumé. Here's how you can go about doing this:

- Uploading your resume to the website via a USB drive or computer file attachment.
- Using a copy and paste job resume into the application's fields
- Manually filling out the necessary fields with your employment history

Certain websites allow you to automatically enter application information based on your resume. Verify the uploaded details to make sure they correspond with your data.

Make sure your responses are error-free, accurate and fully completed

To increase your chances of landing an interview, make sure your writing, grammar, and spelling are all correct. To prevent misunderstandings, any information you provide in your application should be truthful and accurate.

In order to determine whether you are a suitable fit for the role or the organisation, you may occasionally be required to take employment tests that evaluate your talents or personality. Pre-employment exams come in a variety of forms, including assessments of emotional and cognitive abilities. To guarantee that the hiring manager will give you a chance to interview, make sure you pass all of the exams.

Track and follow up on your job applications

When a recruiting manager contacts you for an interview, it's helpful to keep track of your applications so you can identify the role they are referring to.

To find out the status of your application, give the person you applied with a call or send them an email if you know someone there. Following up a week after submitting an application is often acceptable. Try following up after the month if there was a deadline for applying to a job—for example, one month after the posting date—as some hiring managers do not check all applications at once.

Keep applying:

It can require some time to find a new employment. Continue networking both offline and online even after you've applied to multiple jobs online. You can find openings that aren't advertised by using your network. Utilise your friends' and family's support to maintain your confidence. You may be able to find a new work if you continue to apply.

How to write a resume for a job

If your resume is strong, you should get scheduled for interviews for every position you apply for. What is the secret, though? How can you create a CV that gets noticed by hiring managers?

Continue reading! We have provided step-by-step directions on how to design a resume.

Gather your professional information and prepare to write a great resume

Writing a CV that stands out requires preparation. We'll go over the crucial data you should collect in order to save time and present your best self when preparing your resume.

Make sure your resume is well-prepared by carefully reviewing your relevant experience and aligning it with the job requirements.

Spend some time compiling an extensive list that consists of the following:

You position yourself for success by making preparations to incorporate these complementary qualifications on your CV.

Your chances of landing the job you want are increased with an engaging, customised resume that clearly showcases your skills.

Pick the best resume format for your needs

After gathering your material, it's time to select a resume format that best presents your qualifications.

Add your contact information

Making sure that your contact information is visible on your resume is one of the most crucial parts of preparing one, as it allows hiring managers to get in touch with you for an interview.

See which contact information to include, where to put it, and how to structure it for best effect by looking at the examples below.

You may also look through our collection of more than 800 resume samples to get more ideas for how to present your contact details.

The following should be listed in your resume's contact information:

- Your full name.
- A reliable phone number.
- Your professional email address.
- Your city, state and ZIP code.
- A link to your professional social media account, website or portfolio if you have them.

Write a resume summary or objective statement

A strong resume summary offers a succinct and powerful synopsis of a candidate's education, experience, and professional objectives. You can write a resume objective in place of a cover letter if you're a first-time applicant, a career changer, or someone coming back to the workforce after a long break.

In contrast to a resume summary, a resume objective should explain to hiring managers why you are interested in the position; however, it should be company-focused rather than goal-oriented. Attract hiring managers' attention and make them your goal; they want to know what's in it for them.

Make a resume work history section

Prospective employers will look at the job history part of your resume to see how you have applied your knowledge and abilities to benefit both current and past companies. This is because they want to know what they stand to gain from hiring you.

Showcase three to five work-related successes for each job in bullet points, if at all possible. According to a 2018 CareerBuilder survey, 34% of hiring managers said that a resume's lack of quantifiable achievements was a deal breaker.

Create a resume skills section to highlight your strengths

Regardless of the resume format you choose, you have to include at least one bulleted list of talents in your writing. Incorporate a blend of both hard and soft abilities to demonstrate to recruiters your versatility.

As long as they are pertinent to the position you desire, try to include an average of six to eight of your strongest qualities in your resume's abilities section.

If you are applying for your first job without prior work experience or if you are changing careers, concentrate on transferrable abilities like critical thinking and communication as they are applicable to practically any kind of position.

List your education accurately

Learning how to include your educational background on your resume is a crucial part of writing a strong application for a job. This is how the education section of a resume should look:

- If you are not going to college, show off your GED or high school graduation.
- List the name(s) of the college(s) and courses you took if you went to college or graduate school but did not finish your degree.

- If you have one, please include your estimated graduation date. If you graduated more than ten years ago, you can omit the graduation year.

Add relevant certifications, licenses and training

Certain professions, such as teaching, nursing, and accountancy, call for certifications and licences. Some job searchers go over and beyond by obtaining additional training or certifications to demonstrate their subject-matter competence.

Make a separate section on your resume for any licences, certifications, or professional training you have obtained.

Here's how to create a strong certificates section on a resume for any further education.

Below the list in your schooling section:

- The title of the certification, course or license.
- Name of the certifying agency or body.
- The date you obtained each certificate.
- The expiration date of your certificate (if applicable). If you have not yet finished the course, write —In Progress| with the expected date of completion.

Include optional resume sections if you have them

How can a resume be made to stand out? Writing a strong CV involves more than just checking all the requirements. Include optional parts on publications, honours, awards, and volunteer activities. Include any publications you've done or honours you've achieved that will help you emphasise your accomplishments even more. They won't hinder your chances and will make you stand out. If you are unable to integrate awards, honours, publications, or volunteer work into other sections of your resume, then only add a separate section for them.

Proofread, check your formatting and save your final product

The most frequent resume writing faults are typos and grammar, which are considered deal-breakers by 80% of hiring managers. When creating a resume, proofread it carefully to make sure all of the dates and firm names are accurate and that you have written everything to perfection.

INTERVIEW SKILLS

Interview Techniques There are a few simple actions you may do to improve your interview performance. First and foremost, keep in mind that a job interview should be a two-way conversation. They serve as a tool for employers to analyse you, but they also provide you a chance to evaluate the position, the company, and whether you're a —fit. Interview success is mostly dependent on preparation and practice. The advice that follows will assist you in getting ready for an interview: **Assessment of oneself** To be prepared to explain your qualifications to an employer, it is crucial that you reflect on your background and yourself. Think about the following subjects:

- How the role relates to your prior and current experience
- Your present and future professional objectives
- What qualifications and experience you can provide
- The abilities you hope to enhance or develop
- Priorities for location, income, and lifestyle
- People and places you like to be in
- Previous experiences that you would like to emphasise, including volunteer work, interests, or travel

Before the Interview

Research the Company - The website of a business is a great place to start. It often provides you with details about its revenue, number of locations, nature of its main products, and if it is a domestic or international business. Most businesses take great pride in their websites. You

should not be shocked if the interviewer asks you, —Have you had a chance to look at our website? as soon as you walk in.

Practice interviews - Make a list of the questions you believe you would be asked and have a buddy play the role of the interviewer, directing the questions towards you in a mock interview. Continue answering questions until you are comfortable doing so. It will help you feel more at ease and at ease during the interview if you practise beforehand.

Dress Professionally - It's not always required to wear a suit in today's workplace. Find out what the interview location's dress code is by getting in touch with your recruiter or the HR Manager of the business. Next, dress a notch above. Men can wear a sport coat, dress shirt and dress trousers if it's business casual. Women can dress in a dress, a skirt and blouse, or a pantsuit. First impressions are largely visual. For this reason, always err on the side of caution when it comes to clothing.

Arrival - Make an effort to get to the interview site a little early. This will give you time to figure out where you need to go and allow you to gather your thoughts for a few minutes on Page 2 of 5. AVOID being late. Nothing ruins your potential to make an impression on an employer more than being late and not providing a reason. Inform the interviewer over the phone if you will be arriving late for the appointment due to unforeseen circumstances. Interviewers are aware that unexpected events can occur. If you phone and inform them of your tardiness, you will never be regarded as late.

During the Interview

First impressions - It just takes thirty seconds to form an impression. Important components include building rapport, making direct and prolonged eye contact, giving a solid handshake, smiling warmly, maintaining proper posture, and confidently introducing oneself. It's essential to have a polished, professional appearance. Regardless of gender, provide a solid handshake when meeting the interviewer. (Weak handshakes are disliked by all.) Always look people in the eye when exchanging handshakes.

Smile - A smile indicates a candidate's confidence. Make an effort to smile frequently. Additionally, when responding to inquiries, don't be scared to utilise some hand animation. This shows a candidate's excitement..

Body Language - Maintain proper posture and give the interviewer your full attention. Maintain a straight posture. Never give in.

Speak Clearly - Avoid mumbling. It conveys a lack of self-assurance. Talk confidently. This demonstrates assurance.

Listen Before Answering - Permit the employer to lead the interview, but prepare a few opening remarks or queries beforehand, such as, —I recognise that this role entails, or —What qualities are you seeking in a candidate? Verify that you comprehend the question. If not, request clarification from the interviewer. It's okay to pause and consider your response before responding. Interviewers find it impressive when a candidate considers their response before speaking.

Give Brief Answers - Provide a succinct and direct response. When you ramble, it usually indicates that you don't truly know the response to the question or questions posed.

Previous Employers - Never, ever discuss your former or current employment negatively. Regardless of how much you may have loathed someone, try to see the positive side of things.

Be Truthful - When questioned about something you haven't done, tell the truth. —Tell us about it will be the next query.

Know Your Resume - Be ready to discuss every detail listed on your résumé. On their resumes, many people exaggerate their achievements. Steer clear of this as the CV you give the interviewer ahead of time is the only thing they know about you.

Keep things at a professional level - Occasionally, as the interview draws to a close, the two people begin to relax with one another. Avoid sharing personal information with somebody that they shouldn't know just because you feel at ease. Always conduct yourself in a professional manner.

Look for Something in Common - We've previously had an advantage because of this. Seek to establish a connection with the person conducting your interview. Examine the office's décor if you are having an interview there. Seek for a connection with something. Is his or her degree from college framed and on display? Did you go to a school in the same Division or one close by? If so, briefly include it in your comment: —Were you a student at Penn State? The University of Michigan was where I studied. What a fantastic conference for football. Interviewers occasionally find that they get along better with interview subjects. Several candidates have benefited from this strategy by being hired ahead of other competent applicants. Be truthful above anything else.

Telephone Skills

Telephones are devices that enable electronic message transmission over wires. Using a phone, one can easily contact with those who are close by or far away by only dialling a specific number. The Greek terms —far| and —sound| are the source of the English word telephone.

In 1876, Alexander Graham Bell created the first telephone in Boston as a result of his work teaching the deaf and his experiments with various gadgets to help with hearing.

The total number of telephones in use today is hard to calculate. Their enormous relevance as a vehicle for communication has made them ubiquitous.

Developing Effective Telephone Skills

Good communication skills are the foundation of effective telephone skills. Speaking, reading, writing, and listening are the four main forms of communication, with listening being the most crucial.

Sensing, understanding, assessing, and reacting are all part of listening. One of the main obstacles to listening effectively is being interrupted or distracted. The following strategies can be used to get beyond obstacles in the way of effective listening:

- Being prepared to actively listen.
- Controlling your feelings.

- Paying attention to particular details.
- Posing inquiries when required.

Parts of an Effective Telephone Call

- A phone call can be divided into three main sections: (1) the introduction, where both parties introduce themselves and discuss the convenience of the call; (2) the purpose, where needs are communicated through thoughtful questioning; and (3) the conclusion, where both parties verbally agree on the points discussed during the call and any necessary follow-up action.

Questioning Skills

It is important to formulate questions in a way that will yield the needed data. Three main categories of questions exist:

- *Open-ended questions*: These inquiries typically start with *who, what, where, when, why, or how* and require a response more detailed than a simple yes/no.
- *Closed questions*: The main purpose of these inquiries is information verification. These queries often start with one of the following: *are you, do you, can, could, did, will, or would*.
- *Forced-choice questions*: These need an answer that can be either/or. There are a minimum of two options available to the listener. Before or during the conversation, it's a great idea to jot down any questions you may have. It is equally vital to listen intently when both parties are asking questions throughout the call. Speaking in a way that lets the other person know you are listening is one approach to show that you are paying attention.

Skills for Making Effective Telephone Calls

Before picking up the phone, think about why you are calling. Calls may be placed in order to get information, get back to someone, make an appointment, or assist a client.

Prepare yourself mentally to make the decision. While making the call, adopt a cheerful disposition. When you make the call, ensure that you have all the information you need.

Make sure to accomplish the following when placing a call:

- Introduce yourself right away to start the call off on the right foot.
- Explain to the person why you're calling. Give details.
- To get the desired response, ask pertinent, well-stated questions.
- End the call amicably, acknowledging that both sides have an understanding of the necessary step or actions.

STAGES OF THE INTERVIEW

STAGE 1: Introduction

You are led to the interview room and given a brief introduction to the interviewers, lasting roughly two to three minutes. It is imperative that you make a good first impression by shaking hands firmly, projecting confidence, and maintaining eye contact. According to some studies, companies will decide whether or not to recruit an applicant in the first thirty seconds of the interview! Employers are willing to spend time providing information about their company. You are welcome to make notes in order to help you recall important details later.

STAGE 2:

The interview's longest section is when the employer asks you questions and hears your answers. This part of the interview usually lasts 20 minutes, if it's a 30-minute screening interview.

STAGE 3: Your Questions

Your employer will inquire if you have any other queries. This is your opportunity to show that you are knowledgeable about the company by posing intelligent queries. Always arrive ready! Bring at least three questions, but don't hesitate to change them in light of what you find out during the interview. Make sure you take notes as the interviewer responds to your inquiries.

STAGE 4: Closing

Take some time in the final moments to close on a high note. Ask everyone in the room for their business cards and reiterate your interest in the job. Make sure to extend your gratitude for the interview invitation, shake hands firmly, and maintain eye contact.

Are There Any Questions I Shouldn't Ask?

Never, ever, ever inquire about money, perks, sick days, vacation time, or paid holidays. Await the management bringing up the subject of pay or salary. Ask what the going rate is for your qualifications when they inquire about your expected compensation. Remember that the employer sets salaries based on experience level and job description. Thus, exercise caution. Hold off until the manager dismisses the first person.

Mock Interview Guide

A practice interview is similar to a real one. It provides you with the chance to rehearse your interview responses and receive feedback. A mock interview, whether conducted in person, virtually, or via a webcam, is helpful for going over your responses to frequently asked interview questions and evaluating other aspects like your attire, demeanour, and body language. You know what they say about practice making perfect. You can identify your strong and weak aspects and increase your confidence by conducting a mock interview. One excellent method to get ready for a real job interview is to do a mock interview. It establishes your expectations and provides you with a sense of what has to be done. Practice will help you identify your areas of improvement. You'll be ready for the actual job interview when it comes around.

How to Prepare for a Mock Interview

A mock interview is a practice interview; yet, it must be treated with the same seriousness as a real job interview. Think of the simulated interview as a practice run. Remember these points to ace your practice interview:

- **Choose the right mock interviewer:** It's simple to ask a friend or member of your family, but you might want to ask someone with expertise interviewing job candidates if you want unbiased and truthful comments. A professional in your industry is another option.
- **Choose a professional setting:** A location that replicates an office setting is required.
- **Be early:** Arrive half an hour or so early.
- **Bring the necessary items:** Remember to bring your résumé along with any further paperwork you might require. Bring a notepad as well so you may record the comments from your fake interviewer.
- **Dress smart and sharp:** Dress in the same manner as you would like to attend the interview.
- **Prepare your answers to common interview questions, but don't memorize them:** Refrain from seeming robotic or robotic in your comments. Remember that the purpose of an interview is to have a conversation with the potential employer to see whether you are a good fit for the position rather than to take a test.

Common Interview Questions

Even while you might not know the specific questions the interviewer will ask, it can still be helpful to prepare responses to frequently requested questions. It's helpful to practise responding to the following questions in your mock interview, although the questions may differ based on your industry and career level:

1. "Tell me something about yourself"

The interviewer may not be interested in hearing about your personal history. This is your chance to describe how your training, experience, and qualifications align with the position you are seeking.

2. "What are your strengths and weaknesses?"

When it comes to your strong points, emphasise your achievements or talents that match the requirements of the position. Don't forget to include your efforts to strengthen your weak points when you list them.

3. "Where do you see yourself in five years?" or "What are your career goals?"

While it would be alluring to state that your goal is to become a senior manager and move up the corporate ladder in five years, it would be more enticing to discuss the abilities you hope to acquire or hone over that period.

4. "Why do you want to be part of our company?"

This is when the organisation research you did comes in handy. Prior to the interview, make sure you are somewhat informed about the firm. Understand the culture and its mission. In your response, briefly describe how your experience and education align with their requirements. Additionally, you can discuss your professional goals and how you can help the organisation reach its objectives.

5. "Do you have questions for me?" or "What questions do you have for me?"

This is your chance to ask thoughtful, well-researched questions to demonstrate to the interviewer that you have done your study and that you are genuinely interested in the position, as well as to learn more about the organisation.

Group Discussion

Group discussion (GD) is a thorough method to assess a person's appropriateness for a job, scholarship, or other opportunity. GD evaluates a person's general personality, including their ideas, feelings, and behaviours, within a group. The group members are given a topic to discuss. There are other panellists watching them while the conversation is taking place. They evaluate the candidates participating in the GD on their intellectual, social, leadership, and communication abilities based on this observation.

Importance of GD

You must be knowledgeable about the subject and able to work in a group as a leader or a participant in order to get hired by a global corporation, gain admission to certain colleges, B-Schools, campus placements following graduation, or any combination of these. The group discussion method is a highly useful tool for assessing a candidate's capacity for collaborative work.

What are the skills that are judged in a GD?

- How proficient you are in interpersonal communication
- How well you conduct and communicate with the other members of the group
- How accepting you are
- How amenable or inflexible are you when it comes to accepting the opinions of other group members?
- Your capacity for leadership
- Your capacity for analysis
- Critical thinking and problem-solving abilities
- Time management abilities
- Your ability to present your points of view objectively
- Confidence and social attitude

A Preview of a Group Discussion session

Let's examine a typical scenario for a group conversation. For their group discussion, a group was assigned the following topic: —Education is the only way to remove poverty.||
=Vishal,' one of the group's candidates, presented the case for the topic in an extremely combative style. He frequently even disparaged rival candidates and scarcely gave them a chance

to speak. His voice was loud and he spoke in an impolite manner in case someone disagreed. He had a disagreeable and impolite body language. He was acting in this way to project an image of being the debate topic expert and leader. Do you believe Vishal acted appropriately? Do you think Vishal's actions would aid in his employment?

Do's of participating in a GD

- Prior to speaking, consider your words.
- If you don't know much about the subject, take notes during the conversation and thoughtfully add any ideas that come to mind.
- If necessary, provide data and facts to support your arguments. • Present your points of view with confidence and gentleness.
- Make sure not to repeat what you have already said and stick to the subject.
- When you speak, remain composed and at ease.
- Participating in the group discussion involves listening to others as well, so pay attention to others.
- Show consideration for other people's opinions.
- Your ease of behaving should be communicated by your body language.
- Occasionally, the conversation could get antagonistic. It is a good idea to step in and diffuse the situation in such a situation. Your action will demonstrate your capacity for problem-solving and leadership.

Don'ts of participating in a GD

- If you're not very knowledgeable on the subject, don't start the conversation.
- Even if you have extensive understanding of the subject, do not overdo it when demonstrating it.

- Refrain from cutting other members off when they're speaking.
- Simply because the majority of participants hold opinions that differ from your own does not mean that you should modify your own on the matter.
- If a speaker before you has made the points more succinctly than you, don't let that make you feel insecure.
- Never pose unrelated queries.
- Avoid introducing your own preconceived notions or opinions into the conversation.

Points to be kept in mind before the GD

Nobody is sure what the GD topic will be. Therefore, it would be wise for you to stay up to date on subjects such as:

1. Current Affairs

You must be diligent when it comes to current affairs. To do this, routinely read newspapers and watch television news. Recognise the current issues the world is experiencing, the newest development projects, the relationships between different nations, and similar things.

2. Historical topics

Possess a reasonable understanding of both the history of the nation and other nations. Even if the subjects may not directly relate to your field, possessing historical details will enable you to properly credit sources and cite examples as needed.

3. Data crunching

Become familiar with pertinent information. Including some statistics in your GD, if necessary, will make a lasting impression on the examiners. Read as much as you can. possess solid understanding of a wide range of subjects. Documentaries on a variety of subjects can be helpful in this regard. Expand your vocabulary. This does not imply that you speak in dense or complicated terms; rather, it indicates that you will be able to comprehend the subject matter and

make an insightful contribution. Finally, but just as importantly, tell yourself that you can succeed and that you will.

5 Mark Questions

1. What is goal setting? Why is it important?
2. Write a short note on job search strategies.
3. What are the essential components of a resume?
4. Explain the importance of interview skills.
5. Write briefly about group discussion.

10 Mark Questions

1. Explain the process of setting career goals and searching for jobs.
2. Discuss the steps involved in preparing an effective resume.
3. Explain the different stages and types of interviews.
4. Describe the importance of telephone skills in professional communication.
5. Discuss the purpose and techniques of group discussion in recruitment.

UNIT - IV

SELF MANAGEMENT: WHAT IT IS AND HOW TO IMPROVE YOUR SKILLS

Have you ever wondered how certain people manage to balance every part of their lives and appear to get everything done? Do you think they must have some kind of hidden talent that you are still unaware of?

The fact is that those who seem to have it —all together|| have mastered the art of self-management.

Possessing strong self-management skills enables you to be more productive and present yourself as a valued employee at work. It helps you stay on course to accomplish even the most audacious life objectives. Let's examine self-management and its significance for both your personal and professional achievements. We'll also discuss self-management case studies. We'll provide you pointers on how to emulate your ideal behaviour and accomplish your goals.

The name itself contains the entire definition of self-management: It's the capacity to control or preserve self-control. It has the ability to control your time as well as your behaviours, emotions, and duties.

If someone can take care of their most fundamental needs, then they can manage themselves to some extent. After all, those need a certain level of drive and effort and don't happen on their own.

Attaining a high degree of self-management entails applying self-management strategies to more intricate areas of life. A variety of abilities combined with self-control and determination are needed to accomplish significant goals. Those who appear to have it—all together—are aware of their abilities and know when to offer assistance or delegate tasks.

Why is self-management important?

Let's examine a few more advantages of self-management in more detail:

You'll be a master at maintaining relationships. People will bond with you more strongly because they know you can do the job.

You'll be more capable of using your coping and problem-solving abilities to build positive relationships at work or at home.

You'll be able to discover the inner drive necessary to achieve your objectives. Additionally, you'll find it simpler to do your everyday activities.

You'll be more productive after you get the hang of time management. You'll be more energized and focused on completing your tasks and responsibilities.

You won't give in to impulsive or other problematic behaviour; instead, you'll act in a way that makes you feel proud. When you set an example for others, you model good health for those around you.

A self-managing team is important, too.

In spite of the name's reference to the —self, self-management can also apply to groups of people.

Strong self-management abilities make teams essential in the business. They function well with minimal supervision from higher-ups. Leaders and the organisation as a whole gain a lot from this. Their initiatives will be completed more quickly thanks to better teamwork and communication. A team that has faith in both its leader and each other will be more positive and less stressful for all members.

Individuals with a high level of self-management typically comprise self-managing teams. Managers can help with this by holding team meetings and outlining roles in detail. They work together as a team to hold each other accountable and to exchange regular updates.

Stress Management

Many strategies for managing stress and adversity—difficulties in life—are provided by stress management. You can live a more balanced, healthier life by learning to manage your stress.

Stress is the body's natural, emotional, and mental reaction to a trying situation. It is a typical aspect of existence for all people. Stress can spur development, activity, and transformation if it is managed well. However, chronic, harmful stress can lower your standard of living.

Stress management approaches include:

- Acquiring abilities such as time management, prioritising critical work, and addressing problems.
- enhancing your capacity to handle challenging life circumstances. You might, for instance, learn how to become more conscious of and responsive to your emotions. You might also pick up skills to strengthen your sense of control. Along with feeling more thankful and upbeat, you could discover a deeper sense of meaning and purpose in life.
- using relaxation methods including yoga, meditation, tai chi, deep breathing, exercise, and prayer.
- enhancing your interpersonal connections.

Time Management

A Brief Guide to Time Management

The practice of deciding how much time to spend on various tasks is known as time management. Effective time management reduces stress, makes it possible to accomplish more in less time, and promotes job success.

Benefits of Time Management

It's critical to have good time management skills. Effective time management promotes increased productivity and efficiency, reduced stress, and more success in life. The following are some advantages of efficient time management:

1. Stress relief

Anxiety is decreased when a task schedule is created and followed. You may see that you are moving closer to your goals as you cross tasks off your —to-do list. By doing this, you can prevent yourself from being anxious about whether you're doing tasks.

2. More time

You can spend more time in your daily life when you practise good time management. Effective time managers like having extra time for their hobbies and other personal interests.

3. More opportunities

Effective time management creates more opportunities and reduces time lost on pointless activities. One of the main things that companies look for is good time management abilities. For every organisation, being able to schedule and prioritise tasks is very important.

4. Ability to realize goals

People who have effective time management skills can accomplish goals and objectives more quickly and with greater effectiveness.

List of Tips for Effective Time Management

After reviewing the advantages of time management, let's examine some efficient time management techniques:

1. Set goals correctly

Establish quantifiable and attainable goals. When creating goals, follow the SMART approach. To put it simply, make sure the objectives you set are Timely, Relevant, Specific, Measurable, and Attainable.

2. Prioritize wisely

Sort tasks according to their urgency and importance. Consider your everyday responsibilities, for instance, and identify which are:

- Important and urgent: Take immediate action on these things.
- Appropriate but not urgent: Choose a time to complete these chores.
- Important but not urgent: If at all possible, assign these chores to others.
- Not crucial nor urgent: Put these off for later.

3. Set a time limit to complete a task

Establishing deadlines for work makes you more productive and focused. It can also assist you in identifying possible issues before they arise if you take the little extra time to determine how much time you need to allocate for each task. In this manner, you can prepare strategies for handling them.

Let's say, for instance, that you have five reviews to write up before a meeting. But you know that with the time left before the meeting, you can only finish four of them. You might be able to assign writing one of the reviews to someone else if you are aware of this fact well in advance.

On the other hand, you might not have realised your time issue until an hour before the meeting if you hadn't bothered to run a time check on your duties beforehand. By then, it could be much harder to locate someone to assign one of the reviews to, and it might also be harder for them to fit the assignment into their schedule.

4. Take a break between tasks

Performing a large number of chores nonstop makes it more difficult to remain motivated and concentrated. Take a little break in between jobs to refuel and clear your mind. Think about taking a quick nap, taking a quick stroll, or practicing meditation.

5. Organize yourself

Make better long-term use of your calendar to manage your time. Note down the due dates for assignments or projects that need to be completed in order to finish the larger work. Consider the days that would work best for completing particular chores. For instance, you might need to schedule a meeting to talk about cash flow for a day when you know the CFO of the company will be free.

6. Remove non-essential tasks/activities

Eliminating unnecessary duties or activities is crucial. Assess what is important and worthy of your time. You may spend more of your time on things that are actually important when you eliminate duties and activities that aren't necessary.

7. Plan ahead

Make sure you have a clear understanding of what needs to get done on a daily basis before you begin each day. Think about developing the habit of writing out your —to-do list for the following weekday as soon as each workday ends. In this manner, the next morning, you can get started right away.

Implications of Poor Time Management

Let's also talk about the negative effects of ineffective time management.

1. Poor workflow

Poor efficiency is the result of not being able to set goals and make advance plans. An efficient strategy would be to finish related jobs concurrently or sequentially, for instance, if

there are multiple crucial chores that need to be finished. But if you don't make a strategy, you can find yourself needing to go back and forth, or backtrack, while working. This results in decreased production and efficiency.

2. Wasted time

Time is lost as a result of poor time management. For instance, you are wasting time and distracting yourself when you use social media to converse with pals while working on an assignment.

3. Loss of control

You experience a lack of control over your life when you are unsure of what has to be done next. That may be a factor in increased worry and stress.

4. Poor quality of work

Your job will usually suffer in quality if you have poor time management skills. For instance, rushing to finish assignments at the last minute typically results in a compromise in quality.

5. Poor reputation

Clients' and your employer's expectations and opinions of you suffer if they can't count on you to finish assignments on time. A client will probably go elsewhere if they can't count on you to complete an assignment on time.

Emotional Intelligence

The capacity to recognise, understand, and regulate one's own emotions as well as those of others is referred to as emotional intelligence. According to popular belief, emotional intelligence encompasses the following abilities: emotional awareness, which is the capacity to recognise and label one's own emotions; emotional management, which is the capacity to control

one's own emotions when needed and assist others in doing the same; and emotional harnessing, which is the capacity to use emotions to perform tasks like thinking and problem solving.

The Roots of Emotional Intelligence

Daniel Goleman expanded and popularised the theory of emotional intelligence, which was first proposed by Peter Salovey and John D. Mayer in the 1990s. The idea, commonly referred to as emotional quotient, or EQ, has been widely accepted. Nonetheless, some psychologists contend that EQ has little real explanatory power as it cannot be measured by psychometric tests, unlike general IQ, for example.

Emotional intelligence is commonly defined by four attributes:

Self-management – You have the ability to restrain impulsive thoughts and actions, regulate your emotions in healthy ways, exercise initiative, keep your word when you make a commitment, and adjust to changing conditions.

Self-awareness – You are aware of your own feelings and how they influence your attitudes and actions. You are confident in yourself and aware of your advantages and disadvantages.

Social awareness – You're empathetic. You are able to detect emotional signs, feel at ease in social situations, comprehend the needs, wants, and worries of others, and identify the power relationships within a group or organization.

Relationship management – You are skilled at building and sustaining positive connections, communicating effectively, motivating and influencing people, functioning well in a group, and handling conflict.

Emotional intelligence affects:

How well you perform at job or school: Having a high level of emotional intelligence can help you succeed in your profession, lead and inspire others, and negotiate the social complexity of the workplace. In fact, many businesses increasingly use emotional intelligence (EQ) testing

before to recruiting, ranking EQ as highly significant as technical skills when evaluating job candidates.

Your bodily well-being: You're probably not handling your stress either if you can't control your emotions. Serious health issues may result from this. Unmanaged stress accelerates ageing, boosts blood pressure, weakens the immune system, increasing the risk of heart attacks and strokes, and contributes to infertility. The first step towards developing emotional intelligence is learning stress management techniques.

Your state of mind: Stress and unrestrained emotions can also have an adverse effect on your mental health, increasing your susceptibility to anxiety and despair. You will find it difficult to establish and maintain healthy relationships if you are unable to comprehend, accept, or control your emotions. This can worsen any mental health issues you may have and make you feel even more alone and alone.

Your connections: You can communicate how you're feeling and comprehend how others are experiencing more effectively if you know how to regulate and understand your own emotions. This makes it possible for you to interact with others more successfully and build stronger bonds in both your personal and professional life.

The social intelligence that you possess: Having emotional intelligence connects you to others and the outside world, which is a social good. Social intelligence helps you feel happy and loved, relieve stress, gauge other people's interest in you, and distinguish between friends and foes. It also helps you regulate your nervous system through social communication.

5 Mark Questions

1. What is self-management?
2. Write a short note on stress management.
3. Explain the importance of time management.
4. What is emotional intelligence?
5. How can emotional intelligence help in personal development?

10 Mark Questions

1. Discuss the importance of self-management in achieving personal and professional success.
2. Explain the causes of stress and methods of managing stress effectively.
3. Describe the importance of time management in daily life.
4. Explain the concept of emotional intelligence and its role in workplace behaviour.
5. Discuss the relationship between emotional intelligence and leadership skills.

UNIT – V

WORKPLACE COMMUNICATION

There is much more to workplace communication than just having talks. It is concerned with the sharing of knowledge via various media. Workers collaborate on projects, and companies use both official and informal channels of communication to convey strategies and objectives.

A Workforce survey indicates that about 60% of businesses lack an internal communications long-term plan. A company's communications strategy should be reviewed and updated to determine the focus and direction for idea generation and sharing that will shape the company's future.

What is workplace communication?

Employees communicate with each other in the workplace to share ideas and information. Whether it is done in person or digitally, communicating successfully is essential to finishing any task and is a component of internal communications initiatives within a company.

The global communications landscape and regular business operations were severely disrupted by the COVID-19 outbreak. According to US Labour Department figures, about half of the workers in the country worked from home at one point. The availability of vaccines is enabling certain sectors and businesses to resume in-person interactions, but the trend towards a more hybrid workforce appears to be here to stay. Businesses now more than ever need to concentrate on handling communications in the virtual workplace.

What do we mean by effective workplace communication?

Organizations differ in how they exchange ideas and information. Slack, Zoom, Microsoft Teams, Jell, Twist, and other new communication technologies facilitate messaging within teams, between people, and across organizations. However, what determines whether the messages shared on these channels are effective?

Good communication requires mutual understanding. Selecting the appropriate channel or medium and establishing context as the sender might be crucial. A context that establishes the requirements and setting for the message, concept, or inquiry being communicated is always necessary for effective communication. Any external factors like urgency, viewpoints, or culture are included in the setting.

A clear message follows from a clear context. A business communications advice service called Quantified Communications discovered that companies with about 100 workers need to spend 17 hours a week on average deciphering confusing information. This corresponds to a lost productivity cost of about \$525,000 per year.

An additional crucial component of efficient communication is the sender. Writing styles for messages are largely determined by the media they are transmitted through. In order for the information or idea to be received, it is the sender's job to encrypt it.

The method used to convey the message—verbally, electronically, or on paper, for example—is known as the medium or channel. The channels available to us for workplace communication have significantly improved thanks to technology. These days, communication channels allow us to stay in regular contact with one another. You can reach almost everyone at any time, given enough time.

How do you quantify and qualify effective workplace communication?

Business executives frequently wonder, —How do we determine if we are communicating effectively across our organization? as soon as they recognize the significance of effective workplace communication.

It might be challenging for companies with remote workers to quantify and define workplace communication. Employees frequently forget who they are meant to be speaking with on a regular basis in the absence of a tangible representation of communication routes and networks.

By increasing the number of connections, virtual communication tools and applications unite a workforce. Although every workplace is unique, individuals within a business functional area or organisation should be able to communicate with one another.

A channel is used when two or more persons communicate with each other. —The key to project control, communications management provides the vital project integrity required to provide an information lifeline among all members of the project team, according to the definition of the discipline given in the Project Management Institute's book on the subject.

The amount of time spent collaborating and communicating at work has increased by at least 50% during the past 20 years. To be effective, there needs to be a quality component to the increased quantity of communication. Finding the right balance between the amount and quality of information is essential to creating a communication platform where employees benefit more from the messages and information they get from their employers.

Improving communication in the workplace

To enhance communication inside the workplace and more effectively accomplish strategic objectives, businesses need to understand the cultural and environmental demands of their workforce. Company leadership is frequently the first to establish effective workplace communication. According to a study conducted by HR Technologist, 69% of managers said they felt uneasy talking with their staff members generally, and 57% of employees said they were not given clear instructions.

One of the best methods for a firm to increase workplace communication is to have both formal and informal lines of contact. Encouraging managers to communicate clearly and honestly will help businesses communicate better. Managers can effectively communicate company goals and initiatives by using formal workplace communication channels.

Informal avenues of contact at work are equally essential for day-to-day business activities. Informal routes are frequently disregarded by senior management in their communications. plans for management, yet 90% of corporate communication happens through

these channels. Platforms for communication are very useful tools for enabling efficient informal contact between management and staff.

Team management

The capacity of a person or an organization to lead and organize a team of people to complete a task is known as team management. Performance reviews, goal-setting, cooperation, and communication are all part of team management. In addition, team management refers to the ability to recognize issues and find solutions within a group. A common solution for many business problems is to use teams. They are able to come up with creative fixes for challenging issues. To boost employee productivity and create a cohesive team, a team manager can employ a variety of techniques and leadership philosophies. Teams in the workplace might take many different forms and sizes, but they always collaborate and rely on one another. They converse and work together to achieve a common objective. One kind of team that handles tasks like supervising and counseling subordinates and teams they collaborate with is a management team. While work, parallel, and project teams are accountable for directly achieving an objective, management teams are in charge of giving those teams general guidance and support.

Cohesive leadership

Cohesion between team leaders and decision makers is essential to any effective team. When a team leader practices cohesive leadership, they function as a cohesive unit and reach choices as a group rather than having each member go out and do their own work alone. It guarantees that the team will be guided in a single path rather than several ways as a result of team leaders giving unclear and inconsistent instructions. Team leaders must be proficient communicators in order to exercise cohesive leadership. Finally, motivation helps people feel purposeful and moves them towards a shared objective. A cohesive workplace is created when team members are motivated by a common interest. Cohesion fosters support for collaboration and synergy, which provides energy and strength to strengthen the cohesion of the group as a whole.

Effective communication

The key to managing a team successfully is effective communication. Assuring that objectives and expectations are clear creates the conditions for a collaborative atmosphere in which team members may easily exchange ideas and criticism. A cohesive team is better equipped to overcome obstacles and reach well-informed conclusions. From the top to the bottom of the chain of command and vice versa, there needs to be an efficient channel of communication, or organisational communication. A proficient communication channel facilitates the accurate and timely delivery of messages to the intended recipient, hence expediting decision-making procedures and team operations. Effective communication also makes an organisation more adaptable and less vulnerable to changes in the outside world because it facilitates quicker decision-making, which gives organisations more time to prepare for emergencies and adjust as needed. Social media use at work has a favourable impact on three team processes: coordination, knowledge sharing, and effective communication.

Common goal

In a group context, shared objectives serve as a unifying factor. Setting talents and efforts in line with a common goal creates a cohesive environment. A common aim that improves group productivity, encourages teamwork, and builds a sense of camaraderie is created when everyone is working towards the same goal, and it eventually leads to success. Each team member will have a unique perspective when they initially join together, but a cohesive set of goals is essential for a team to succeed. Setting a shared objective that the whole team is ready to work towards is crucial for the team leader. In this manner, every team member will work hard to achieve the objective. In the absence of a shared objective, team members who are not in agreement with the current goal will be unwilling to put in their best effort, which could result in the goal not being accomplished. In other situations, team members may disengage from the aim out of a lack of belief or interest.

Defined team roles and responsibilities

Ineffective role definitions are frequently the largest barrier to a productive collaboration. It is the team leader's responsibility to clarify each member's job within the team and make sure

that everyone functions as a cohesive one. Without clarity, members of the team will not contribute as much.

A leader of a successful team will first assess the team's mission to determine what is required to complete the assignment. After that, they will evaluate each team member's strengths and shortcomings and assign responsibilities appropriately. Finally, they need to make sure that everyone on the team is aware of their roles in order to prevent misunderstandings and establish efficient lines of communication.

Members of a team are able to assume many roles, each with specific duties. A task-oriented role is one in which the person organises events, makes suggestions, or looks for fresh data to provide to the group. When someone pushes for team unity, they are playing a socially-oriented role. They also promote dialogue and involvement. When an individual hinders the team's efforts, that person plays an individual role. They shy away from social interaction and make a point of highlighting themselves. Role conflict is another phenomenon in which a person encounters conflicting role expectations. This indicates that they are juggling multiple roles at once and are being tugged in numerous ways.

Methods of Team Management

Command and Control

The idea of military management serves as the foundation for the —command and control style of team management. In the private sector, it was a widely used system in the twenty-first century. Using this approach, the team leader gives instructions to the rest of the team, and if they don't follow, they will punish the workers until they do. The team leader exercises total control and adopts an authoritarian management approach. This team management approach has a number of disadvantages. Team members who make even the smallest mistakes are made fun of, which lowers morale. Punishments also cause people to lose confidence, which lowers performance. Second, because positions in modern businesses are frequently specialised, managers will need the employee's experience, which will increase the employee's value. Employee turnover is high when this team management approach is used. Additionally, managers in huge businesses lack the time necessary to oversee and give instructions to every

person. This will negatively impact the performance of the organisation because managers are not attending to their essential duties.

Engage and Create

Managers created the —engage and create management technique as a response to the limitations of the —command and control approach. Team members are urged to contribute and engage in conversations while using this strategy. This produces superior outcomes. Engaged workers are a pleasure to work with, perform exceptionally well, and are critical to the company's success. Since both creation and engagement require support and participation, they are similar. Members of an engaged team have a stake in both their individual tasks and the group's ultimate objectives. On the other side, creating frequently entails coming up with fresh concepts and answers. When combined, they make a strong team management combo. Creative contributions from motivated team members can result in issue solving, increased output, and a happier workplace. ultimately improving group performance in order to accomplish the team's objectives.

Econ 101

The —econ 101 style of team management bases its approach on the premise that all team members are driven by financial rewards, and that offering financial incentives for good work and imposing penalties for poor work is the most effective way to manage the team. This approach to team management substitutes pecuniary gains for inner motivation as a means of inspiring team members. This is comparable to Frederick Taylor's scientific management theory, which maintains that compensation is the primary source of employee incentive. The primary flaw in this approach is that it ignores motivational factors other than money, such as ambition and self-satisfaction. Furthermore, since each team member is motivated by a distinct set of factors and there is no one way to satisfy them all, employing reward and punishment as a team management strategy might demotivate the group. This negative effect is exacerbated by the fact that punishment can lead to demoralisation and a lack of confidence.

Leadership skills

What are leadership skills?

The traits and talents that people exhibit that aid in managing procedures, directing projects, and motivating staff members to reach objectives are known as leadership competencies.

Executives that possess strong leadership qualities will be in a position to carefully consider the mission and goals of their company and allocate resources in a way that best serves those objectives. Proficient leadership abilities encompass the capacity to assign, motivate, and convey information efficiently. Additional qualities of a leader are integrity, self-assurance, dedication, and inventiveness.

Executives in IT are frequently expected to be multi-talented. Their leadership abilities should focus on risk management, disaster recovery, compliance, and other facets of data governance in addition to strategic planning.

Top 15 leadership skills that make a good leader

A person needs to have specific abilities in order to effectively guide and inspire their team members towards success.

The list that follows looks at 15 crucial leadership abilities:

1. **Open communication:** A competent leader can clearly and concisely express organisational goals and tasks to team members through a variety of communication methods, including phone calls, emails, chat rooms, videos, and social media. A proficient leader also conveys unambiguous information and simplifies intricate concepts for anyone to comprehend.
2. **Empathy:** The core of empathetic leadership is being able to relate to and comprehend the viewpoint of others. Empathic leaders succeed because they have a deeper understanding of the feelings that staff members have towards their workplace. This makes it possible for the leaders to improve the staff.

3. **Strategic thinking:** Because they are entrusted with making difficult decisions, leaders require the ability to think strategically and critically. An organization can achieve its objectives when a strong leader makes well-informed, impartially examined judgments.
4. **Creativity:** A creative leader has the ability to generate fresh concepts and encourage innovation and creativity in others. An effective leader, for instance, will constantly acknowledge and thank staff members for their innovative ideas.
5. **Positivity:** An excellent leader instills optimism in the workplace, which in turn motivates staff members to give their best job. Being considerate, respectful, diplomatic, and empathic towards the team can help to foster positivity.
6. **Flexibility:** The most effective leaders step outside of their comfort zones and adjust to shifting work environments fast. They can solve problems and improvise on the spot, and they wear several hats. A good leader encourages team engagement and is open to receiving helpful criticism from the group.
7. **Conflict resolution:** In addition to knowing how to prevent disputes at work, a great leader also knows how to quickly and effectively handle them. When settling disputes, the leader maintains composure and makes thoughtful decisions.
8. **Time management:** This is a crucial ability for leaders to have since they must assign work, prioritise obligations, create realistic goals, and multitask. Setting SMART goals for themselves and their team members is a strategy used by effective leaders to practise time management.
9. **Reliability:** A strong leader is trustworthy and someone that followers through on promises and deadlines. This motivates the group to respect the leader's choices and take their lead.
10. **Mentorship:** In order to bring out the best in their team members, great leaders are constantly willing to guide and instruct. They worked very hard to ensure the team's success by awarding accomplishments, providing clarity, motivating the group, and employing positive reinforcement.

11. **Recognizing potential:** Proficient leaders possess an exceptional ability to identify potential talent and skills within the organisation. Additionally, they don't hesitate to recognise the skills and accomplishments of its staff members.
12. **Responsibility:** A leader has the power to determine whether a team succeeds or fails. As a result, leaders ought to be responsible for their deeds and prepared to accept responsibility for mistakes. Instead of blaming others and assigning blame, great leaders accept accountability and work to improve.
13. **Organization:** Organising abilities are crucial for leadership roles. A proficient leader is able to manage multiple projects, allocate sufficient time for each, set priorities, and guarantee that all project deadlines are fulfilled.
14. **Delegation:** Leaders may find it challenging to give up on projects they are deeply committed to. A smart leader, however, is aware of each employee's talents and critical competencies and assigns work accordingly, taking into account the demands of the project. Employees feel appreciated, respected, and trusted, which aids in the development of relationships within the team.
15. **Feedback:** Good leaders never pass up the chance to provide their team members helpful criticism on how they performed. Without input, staff members are unable to assess their current situation and identify areas for growth.

What makes an effective leader and how can you become one?

Being a leader is a learned behaviour that requires numerous skills. A Centre for Creative Leadership study found that in the first 18 months, between 38% and over 50% of new leaders fail.

The following leadership qualities can inspire anyone to become a better leader:

Good values: Being an honest, dedicated leader who never forgets that their team is a reflection of their ideals is essential for good leadership. Respect for everyone and their perspectives is exhibited by a good leader.

Vision: Since a major aspect of a leader's role is to unite a group of people behind a common vision, it is impossible to be an effective leader without having a compelling vision for both present and future progress. A successful leader doesn't hesitate to instigate change and push the limits of what their intelligence can accomplish.

Creativity: Effective leaders must be able to think creatively in order to transform obstacles into opportunities. Together, creativity and leadership create a dynamic work environment full of creative solutions and cutting-edge concepts. Any company can get an advantage over rivals by doing this.

Confidence with humility: A strong vision by itself won't bring about results if the leader lacks the courage to take action. It takes time to build confidence as a leader. Those who want to be great leaders, for example, should start by making a daily list of five things they appreciate about themselves to help them become more self-aware and appreciative of who they are. An effective leader must also exude confidence, recognise the positive qualities in others, and keep their eyes on the prize rather than on themselves as the means to an end.

Interpersonal skills: Soft skills and active listening play a major role in a leader's path to success. In addition to listening well, a leader should create an environment that encourages task delegation, candid communication, and quick settlement of conflicts. Teams and projects as a whole can collaborate and share a same vision for goal achievement when a leader has strong interpersonal skills.

Prioritizes continuing education: Successful leaders should never stop acquiring new skills in order to stay up to date with the latest advancements in the field. In addition to participating in ongoing education to further their professional development, a great leader assesses their leadership abilities to identify opportunities for growth. A leader who wants to become more proficient in communication, for instance, could get a leadership degree with a communication concentration.

Developing followers: People follow a leader who has success. Through the provision of knowledge, resources, abilities, and chances for professional growth, a leader can effectively

assist staff members in realizing their career objectives. Leaders can gain the trust of their team members by demonstrating empathy and concern.

Decision-Making Skill

The soft talents that you can use to help address any challenge at a firm are decision-making abilities. Making wise selections is essential to the success of the business, whether an employee is tasked with selecting the ideal font for a brand logo or the optimal growth marketing strategy.

What are some instances of good decision-making, and how can you get better at making them?

Decision-Making Skills Definition

All of the abilities required to make a well-informed, logical conclusion are known as decision-making abilities. A competent decision-maker at work is able to weigh all the available information, comprehend the company's objectives and current situation, and select the best course of action.

This could appear like this at work:

- Organizing a brainstorming meeting to select a new feature for a product
- Selecting a potential hire to extend a job offer to
- Gathering team member input to generate ideas for a new team process
- Studying market trends to see how they will affect business strategy
- Making connections with outsiders to find out how they handle issues at work in their organization
- Collaborating to discover a shared solution with a teammate that doesn't agree with you
- Recognizing a problem with data reporting and taking action to fix it.

Decision-Making Skills Examples

Making decisions involves much more than just the outcome. Making decisions requires a wide range of abilities, including leadership, creativity, analysis, and teamwork.

Analytical Skills

You can gather and evaluate information before making a decision by using analytical skills. An analytical person enlarges their view of the issue, considers all available information, and attempts to make sense of any trends or conclusions they may notice. These abilities assist you in applying logical reasoning to fact-based decision-making.

Creativity Skills

Making decisions involves more than just adding up numbers and facts; it also involves using your imagination to come up with non-traditional or simple answers. Innovative problem-solving ideas and solutions are generated by creative decision-makers by thinking beyond the box. They also have an open mind and are eager to explore new things.

Collaboration Skills

Good decisions consider a variety of viewpoints and ideas. Your ability to collaborate with others enables you to work with one or more coworkers to discover a solution. Including a wide range of individuals in the decision-making process can facilitate the blending of diverse skill sets and expose you to other approaches to problem-solving and ways of thinking.

Leadership Skills

Effective decision-making frequently requires teamwork, but ultimately, one person needs to take the initiative and make the call. Having strong leadership qualities can assist you in taking into account all viewpoints and selecting the one option that best embodies the concepts of your team.

To take the initiative in making decisions, you don't need to be a manager. Speaking out and offering your opinions, even if you don't have the ultimate say, will make you stand out at work and demonstrate your leadership abilities.

Negotiation

One way that people resolve conflicts is through negotiation. It's a method for arriving to a compromise or an understanding without conflict or disagreement.

It makes sense that when people disagree, they want to protect their position and/or the interests of the organization they represent. Still, the keys to a good outcome are the values of fairness, reciprocal benefit seeking, and relationship maintenance.

Numerous contexts—such as international relations, the legal system, government, labor disputes, or family relationships—call for the adoption of particular negotiating techniques. Nonetheless, a variety of activities might benefit from the acquisition and application of general negotiation skills. The ability to negotiate can be very helpful in settling disputes that may come up between you and other people.

Stages of Negotiation

It could be helpful to negotiate using an organized strategy in order to reach a desired result. For instance, in a professional setting, it might be necessary to schedule a meeting where all sides are able to attend.

The process of negotiation includes the following stages:

1. **Preparation**
2. **Discussion**
3. **Clarification of goals**
4. **Negotiate towards a Win-Win outcome**
5. **Agreement**
6. **Implementation of a course of action**

1. Preparation

Prior to engaging in any negotiations, it is necessary to decide on the time, location, and attendance of a meeting to discuss the issue. To stop the argument from getting worse, it can also be useful to set a deadline.

In order to explain your own perspective at this point, make sure you are aware of all the relevant facts of the case. In the work scenario above, this would entail being aware of the —rules of your organization, who is eligible for support, when it is deemed inappropriate, and the reasons behind such denials. You might consult the policies of your organization in order to prepare for the negotiation.

Planning ahead before bringing up the issue will assist prevent escalating the argument and needless squandering of time at the meeting.

2. Discussion

In this phase, individuals or representatives from both sides provide their knowledge of the circumstance, or the case as they perceive it.

Inquiring, paying attention, and providing clarification are crucial abilities at this point.

Occasionally, it is beneficial to jot down all of the points raised during the discussion phase in case more explanation is required. When there is a disagreement, it is easy to make the error of saying too much and listening too little, thus listening is crucial. Every party should be given an equal chance to make their case.

3. Clarifying Goals

Clarification of the objectives, concerns, and points of view of the opposing parties is necessary based on the debate.

Prioritizing these variables makes them easier to remember. Often, some common ground can be found or established with this clarification. Without clarification,

misunderstandings are likely to arise during the negotiating process, which could lead to issues and make it more difficult to reach a favourable conclusion.

4. Negotiate Towards a Win-Win Outcome

This phase concentrates on achieving what is known as a —win-win result, in which each party feels that their viewpoint has been heard and that they have won something from the negotiating process.

Generally, the optimum result is one that benefits all parties. This should be the ultimate goal of negotiation, even though it might not always be feasible.

At this time, suggestions for concessions and alternate tactics must be taken into account. When compared to sticking to the original positions, compromises are frequently beneficial options that can often result in more profit for all parties.

5. Agreement

Once the interests and points of view of both parties have been taken into account, agreement can be reached.

Maintaining an open mind is crucial for all parties involved to arrive at a workable solution. Any agreement must be very explicit so that all parties are aware of the decisions that have been taken.

6. Implementing a Course of Action

To carry out the decision, a plan of action must be put into effect based on the agreement.

5 Mark Questions

1. Write a short note on workplace communication.
2. What is team management?
3. Explain leadership skills briefly.
4. What is problem-solving skill?
5. Write briefly about decision making.

10 Mark Questions

1. Discuss the importance of workplace communication in organizations.
2. Explain the qualities of an effective leader.
3. Describe the importance of teamwork and team management.
4. Discuss the steps involved in problem solving and decision making.
5. Explain the role of negotiation skills in professional life.