Centre for Distance and Online Education
(CDOE)

Diploma/Certificate in Computer Application

DCA-25 T

Communication Skills and Personality Development

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CONTENTS

Subject: **Communication Skills and Personality Development**	
Course Code: DCA-25-T	**Vetter-**
Lesson no: 01	**Author-Dr.Pallavi**
PERSONALITY DEVELOPMENT	

1.0 Learning Objectives

1.1　Introduction

1.2　Personality Development and Major Determinants

　　1.2.1 Four Building Blocks

　　1.2.2 Important tips for Emotional Display

　　1.2.3 Main characters

1.3　Benefits of Personality Development

　　1.3.1 How to generate Good ideas

　　1.3.2 How to develop the ideas

　　1.3.3 Some General rules for reading

　　1.3.4 Traits for building Positive Personality

1.4　Check your progress

1.5　Summary

1.6　 Keywords

1.7　Self-Assessment Test

1.8　Answers to check your progress

1.9 References/Suggested Readings

1.0 Learning Objectives

1. The students will be able to perform well on social ground.
2. To help the student to be creative, and analytical.
3. To develop their own specific skills.
4. Polishing manners to behave appropriately in professional circles.
5. Developing and maintaining optimistic nature.
6. Understanding the art of entertaining.

1.1 Introduction

Personality is defined as the form of characteristic thoughts, feelings and behavior that differentiate one individual from the other and it persists over time. It is the sum total of ways in which an individual reacts and interacts with others. In fact, it generally implies to all what is unique about an individual, the quality that makes one stand out in a crowd.

Personality traits are different to each other and could be a mixture of both good and bad. It is a step towards improvement and development of talents and potentials, enhancing quality of life, realization of dreams and aspirations. The stages include formal and informal activities and the leaders must realize the full potential of each individual in a group. Hence, the process of improving or transforming the personality is called personality development.

1.2 Main Body of the text

Personality Development and Major Determinants

The concept has been interpreted in different ways by different people, thinkers, psychologists, yet most of them are unanimous in affirming that personality is something integral; it is not simply a cluster of mental or physical qualities but the unique and unrepeatable combination of characteristics of each individual.

We can simply explain personality as the product of the 'quality influential" effects of innate hereditary, environment and culture.
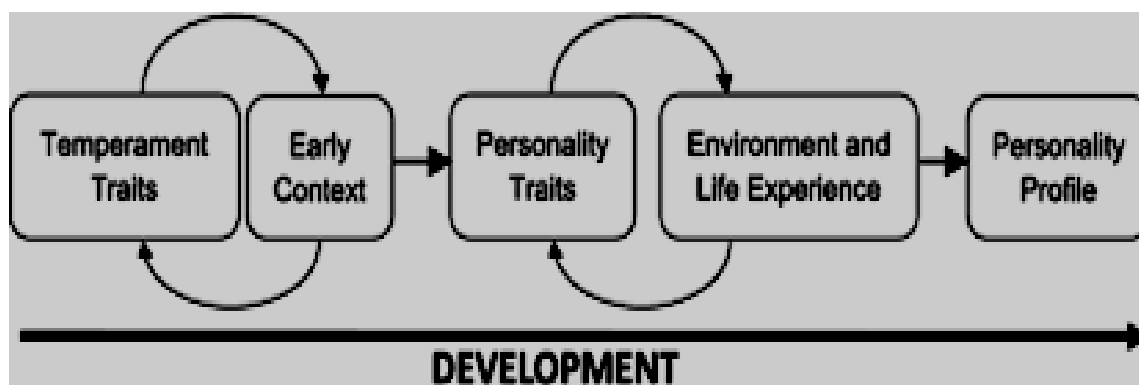
Diagram

1. **Heredity-**The factors that were determined at conception, physical structure, facial attractiveness, gender, temperament, energy lend, that are considered to be either completely or substantially influenced by whom you are associated with.

2. **Environment-**The factors that exert pressures on our personality formation are the culture in which we are raised, the norms among our family and social groups. The environment plays a major role in shaping our personalities.

3. **Situation-** An individual's personality generally stable & consistent does change in different situations. The varying demand of different situations calls forth different aspects of one's personality.

4**. Emotional Competence-** It is the awareness of the emotions one has. People with emotional competence will know which emotion they are feeling and why. They realize how their feelings affect their performance. They have a guiding awareness of their values and goals.

1.2.1 Four Building Blocks of Personal Competence- These competencies determine how we manage ourselves. People with this competence are attentive. They help out the situation based on understanding of other people's needs & feelings.

1. **Self – Regulations-** It means proper management of one's internal states, impulses and resources. It implies self-control and keeping disruptive emotion and impulse in check. It gives the capacity of adaptability and flexibility in handling change.

2. **Motivation-** The important things that guide or facilitate reaching the aimed goals: First, the achievement drive that improves or meets a standard of excellence. The commitment to siding

with the goals of the group. A major tip of readiness is to act on opportunities. And fourth of resistance in pursuing goals, dispute obstacles and setbacks.

3. **Social Competence-** It helps in understanding others' sensing, others feelings perspectives and taking an active interest in their concerns. This gives rise to service orientation. This helps in the possibilities of leveraging diversity and cultivating opportunities through different kinds of people.

1.2.2 Some important tips of Emotional Display

The art of inspiring others is to make tactical use of emotional displays by showing our emotions and feelings for effect and clarifying that we are using them in a planned manner.

1. Control of your emotions, concentration on your nervous system which must match your emotions

2. Practice showing positive and negative emotions even when you don't feel that way   inside.

2. Be explicit about your feelings.

3. Save emotional displays otherwise you will be unfit for your designated role.

1.2.3 Main Characteristics

Personality describes a relatively stable set of characteristics, tendencies and temperaments. Personality traits are enduring characteristics that describe an individual's attitude and behavior.

1. **Openness to experience-** It characterizes the degree to which people are interested in broadening their horizons or limiting their, learning new things, meeting new people, going to new places. Professionals who are open to experience are more willing to reflect on feedback for personal development.

2. **Agreeableness-** It measures the degree to which a person's friendly or reversed, co-operative or guarded, flexible or inflexible, trusting or cautions, good- natured or moody. Being too agreeable could cause a person to be too accommodating; however the others may take advantage of these weaknesses.

3. **Conscientiousness-** It represents the degree to which a person is consistent or inconsistent, can be reliable or not, thorough, organized, hardworking etc. Those who score lower on this

dimension are more likely to be viewed as inattentive to detail, uncaring, disrespectful, not interested or motivated, unorganized, apt to give up easily.

4. **Extroversion-** It represents the degree to which an individual's social or antisocial, outgoing or shy. A person who rates high for first traits is extroverted. Extroversion or introversion, in itself, is not necessarily bad, but extremes at both the ends of the spectrum can be equally destructible

1.3 Further Main Body of the text

Benefits

1. **Self Confidence-** It is an important trait required to face success. Confident people admire the characters in others, their chiefs, their friends, their family and their peers. Admiring confidence from others will also enhance our idea towards raising self- confidence. It also deals with two major factors- Self-esteem and self-efficacy. We develop a sense of self-efficacy in ourselves by acquiring skills and knowledge. This will increase our confidence levels to learn and work hard. The level of confidence will always boost us to face the risks and crisis. Self-esteem breaks down the negative forces and fear of facing failures.

2. **Credibility-** In the current modern era is one of the noticeable persons. A book cannot be judged from its outer cover, in a similar way, an individual cannot be judged from their outlooks. A best personality will be covered by their shabby looks and inexpensive dresses. So, it is always good to show up a credible outlook by enhancing your physical features.

3. **Interpersonal skills-** These are performed everyday which includes interaction with other people. These are more centered towards communication, listening, questioning and understanding. People with good interpersonal skills will be able to work well in a team or group without hesitation.

3. **Leadership qualities-** It encourages leading and motivating others. A good leader always motivates this group in a positive manner. An efficient leader must have a fulfilled knowledge of motivation factors over others. A major take-away point on leadership is, "To be an effective leader, you must be self-ruling yourself and self-motivating yourself.

4. **Curiosity-** A wrong word can lead to major destruction in an environment. We should say the right things at right places to make others feel sophisticated and comfortable.

5. **Communication Skill-** Communication is defined as sharing the information from one place to the other either vocally, written, visually or non-verbally. Information transmittance must be clear and understandable to make the listening group. The ability to communicate information accurately and clearly is an important life oriented skill.

1.3.1 How to Generate Good Ideas
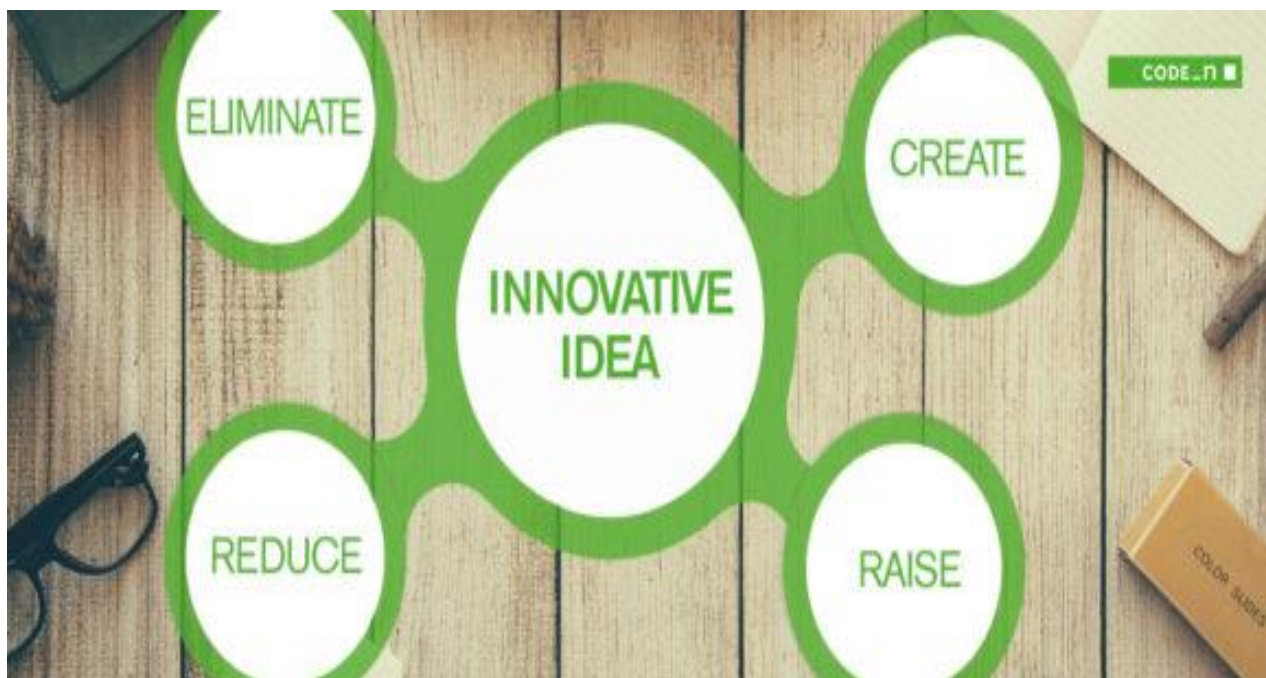
An idea is a specific thought or concept that arises in the mind of a person as a result of thinking. It is the divine inspiration of God. The marvels of those who lived before us rule and magnify the world

today. Ideas have always been vital in arousing public opinion and bringing about a reform whether it was the freedom struggle or the eradication of a social evil. It is the mind boggling strength of ideas which facilitates our decision-making. Ideas give confidence to face this competitive world. It is the idea which makes all the difference between floating and sinking of a person's fortune in this world.

It is your idea which makes your destiny. Believe in the power of idea to change things. Whatever you think, you become. Sooner or later, one who wins is the one who thinks and believes he can. No wonder it is the power of idea that is shaping the dreams of life and guiding the course of human civilization.

Levels of Thinking- The language of conscious thinking is either the mother tongue or the local dialect of common use. For a learner thinking is very beneficial. Initially you may have to put in a lot of effort but with regular practice it will start coming to you naturally. The effort will not only gives strength to the thoughts but will also make the message linguistically impressive.
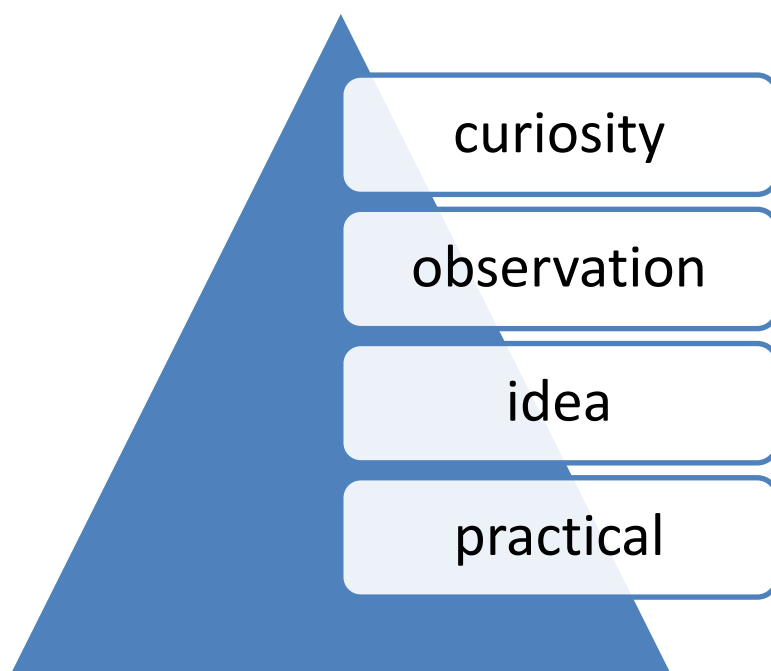
When nourished with hope and confidence and encouraged by ambition and aspiration, that single idea takes shape as a dream, vision and goal in stages. The fact that remains is that the ideas, however strange, unorthodox or heretic they might have seemed at the start, have ultimately wrought miracles,

brought revolutions and built civilization. Strong idea is an outcome of strong faith. In the times of trial, when darkness surrounds you, when failure confronts you, it is that strong idea and conviction which illuminates your life with a ray of hope. Ideas in fact, are mightier than anything else. By providing inspiration, ideas work through the arms and vigor of men. It is the only through their day-to-day ideas acquired through knowledge and perseverance which makes them exceptional.

Ideas verify rule the world, and also the minds of man; they contribute to continuing changes, shape as well as determine the destiny of human beings and contribute to the growth of civilizations.

1.3.2 How to develop the Ideas

1. **Reading Good Books-**The reading always exercises the mind of the person. Books full of knowledge enhance the personality of anyone. As it is said that books are the best friends. Indeed many eminent authorities insist that this is the only satisfactory way in which you can learn and develop some good content and can be helpful in generating new ideas.

2. **Write something every day-** If you wish to write well, reading can help you a lot. You must practice, incessantly practice. Write as much as you can, taking pains to improve upon what only yesterday you regarded as your best. Model your work from some of the great books.

3. **Think for yourself-** How many learning people think for themselves? Very few indeed. Why should they think when they find it much easier to take their opinions at the second end? To follow blindly what others do makes you dull.

4. **Study Carefully & Try to create New Ideas-**The way to form your style is to study carefully and to have critical thinking. Read out good thinkers, have good company. Always be enthusiastic in nature to face challenges.

1.3.3 Some General Rules for Reading-

There is no direct road of the kind to which a person can be led. The only answer that is a guide can make the traveler find his way.

1. **Read**   2. **Observe**   3.**Think**   4.**Practice**

Reading: - Reading does not mean that a person should carry a book in his hand or in his pocket, nor does it mean that he should cast a cursory glance at its pages or merely turn them over mechanically without noting what is contained in them. To read a book is to live in the world, 'ever fresh, and ever

new' created by the author. Books are people with creatures that are more real than the actual things of this world, and to enjoy their company is the happiest moment of our life. When we read a great author, we are,' laid asleep in body,' become 'a living soul,' and see into' the life of things.

According to Bacon

"Reading makes a full man, conferences a ready man, and writing an exact man."

How to Read-Some books appear dull and tiresome to the beginner, but once he has grown familiar with them he feels that reading them has been an inspiring experience. One should not read a book mechanically, but should try to put oneself in the writer's place and forget one's own existence for the time being to live with the author, feel with him and enter into mental communication/ interaction with him in every possible way.

Our life is so little and so short that for the sake of change only, if for nothing else, we must get out of it through books and reading and see newer points of view. The ever-present "I" is not always a blessing and books help to destroy it for the time being. A teacher used to say that students cannot write because a good writer's memory must echo quotations from great writers.

"A good book is the precious life blood of a master spirit, embalmed and measured upon purpose to a life beyond life."

You will do well, therefore, to enrich the quality of your own thought by allowing it to flow into the higher thoughts of men who were in their generation the interpreters of the deeper things of life.

According to Dr. Brown's

"You must eat the book, you must crush it, and cut it with your teeth, and swallow it,"

What to Read- Everyone has his own favorites for both subject and treatment, so that each must decide for himself what books he is going to make his companions, his benefactor?

Observation- But reading is not everything. As the person reads he must observe. He must not allow his powers of observation to lie dormant. There are some people who go through the world with their eyes shut; as it were to the beauties of Nature. One can discover 'tongues in trees, sermons in stoner, book in running brooks and good in everything.'

Thinking- There is a saying," One may lead a horse to water, twenty cannot make him drink." And too often the person finds that he may lead, or even drive, a boy to books, but he cannot make him think.

There is no fixed rule for making a boy think- even the come sometimes fails - but probably the best mode is to endeavor to arouse his interest and Curiosity. Dr. Brown says," Above all try to get hold of their affection, and make them put their heart into their work."

Personal Grooming & Habits

Daily habits might not be too hard, but what about those habitual behaviors that you dislike. These are the habits that are hard to change. A habit is an activity that is acquired, done frequently, done automatically and difficult to stop.

Habits can be good or bad. Good habits help us get through our daily lives. In general, habit is a recurrent, often unconscious pattern of behavior that is acquired through frequent repetition. In truth a habit is a complicated set of thoughts, emotions and behaviors that we repeat again & again.

So changing habits requires rewiring the brain, retraining the pathway of the neurons to live up with something new.

Trying to change too many things is a recipe for failure because it's unrealistic that we can change a habit we've had for years overnight-let alone two or three habits at the same time! Human beings are creatures of habit and making changes doesn't come easily. It takes consistent new action over a period of time to reinforce the new way of thinking. Taking small, baby steps everyday builds inner strength and the capacity to integrate the natural effects of your new behavior, which also gives you the time to integrate and get comfortable with your new way of thinking.
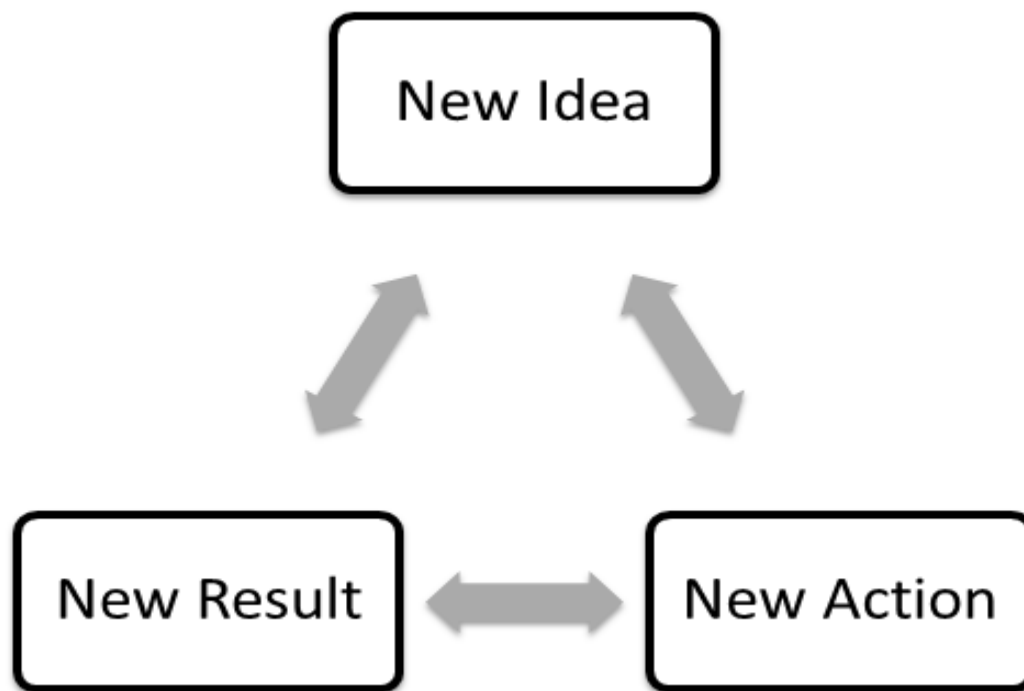
How to Start

1. Start a baby step. Instill a new habit to begin.

2. Go for a level of thought. If you want to start, spend 30 days practicing this thought every day.

3. Think in terms of creating a new habit instead of breaking an old one.

4. Try to support your thoughts to gain much

1.3.4 Traits for Building Positive Personality

- **Accept Responsibility**- "The price of greatness is the responsibility." By Winston Churchill
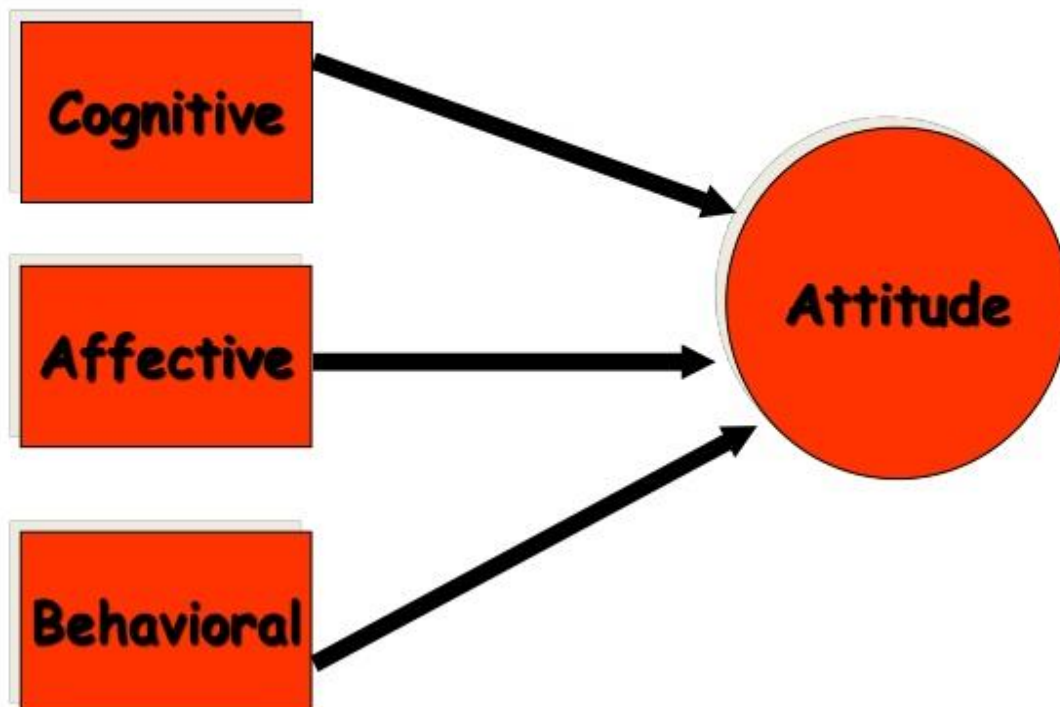
- **According to Elber Hubbard** "Society is not destroyed by the activities of the rascals, but by the inactivity of good people"

- **Show Consideration**-The effective point is courtesy, politeness and caring. Choose your words carefully-The principle is your speaking must be better than silent, rather be silent. Words spoken out of bitterness can cause irreparable damage. The way the parents speak to their children in many instances shapes their children's destiny.

- **Smile and be kind**- To get success, smile is the shortest distance between two people.

- **Put Positive interpretation on other people's behavior**- We see the world not as it is, but as we are. So when we are interpreting other people's behavior, negativity we just reflecting our own mentality to this situation. In contrast when interpret positivity, chances that other people may realize its negativity and change or amend this.

- **Be a Good Listener**-Effective communication, is 50% listening, 25% speaking, 15% reading and 10% writing. So when we listen carefully then 50% communication is done.

- **Be Enthusiastic**- Nothing great can be done unless you change your attitude. 8.
  - **Give honest and sincere Appreciation**- The desire to feel important is one of the greatest cravings in most of the human beings and it can be a great motivator. Hones and sincere appreciation makes one feel important and promote these positive qualities in him.

- **Acceptance of mistakes**- Mistakes are to be learned from, so accept it immediately and make change.

- **Discuss but don't argue**-Arguing is like fighting a losing battle. Even if one wins in the argument, the cost may be more than the worth of victory. A victory is a defeat itself.

- **Don't Gossip**- Gossip may lead to slander and defamation of character. People who listen to gossip are as guilty as those who do the gossiping.

- **Practice Loyalty**- An ounce of loyalty is worth more than a pound of cleverness. Loyalty will pay you in the long run. Loyalty is the trait which makes the trust strong.

- **Be Understanding & Caring-** The best way to be understood is to be understanding. And the basis of real communication is also understandable.

- **Develop a sense of humor**- Have a sense of humour and you will possess the ability to laugh at yourself. A sense of humour makes a person like able and attractive. Some people are humour impaired.

- **To have a friend be a friend**- Mutual understanding and confidence are the foundations stones of all friendship.

Components of Attitudes:

Each one of us faces situation that affects mental, physical and psychological activities. In such a situation, a tension is created which is known as stress. Stress influences the activities of a person both positively as well as negatively. Generally, it is observed that the efficiency of a person is reduced in the situation of stress. A stressed personality is never loved or appreciated. Keeping this fact in mind, stress management has also become a part of personality development. How to control emotions, how to adjust are the things to ponder.

How stress affects an Individual

In the modern competitive world, every individual faces the effects of stress in different ways. Stress sometimes affects the efficiency of some people in a positive manner; they start working with more interest and efficiency due to stress.

- **Minimum Effect on Efficiency**- When stress is of minimum or zero nature i.e. minimum control is made by the officers, then sub-ordinates don't work with full interest. As a result, the level of efficiency gets reduced.

- **Favorable Effect**- Under this, employees are not assigned increased work load and also they are not given full freedom for work. Freedom to take decisions enhances their working skills & efficiency. Under this type of stress, subordinates get aware towards the goals due to which they get motivation to complete their task.

Ways to Ease Stress-

- **Exercise regularly**- Aerobic exercise helps to release stress, that help you feel better and   maintain a positive attitude.

- **Stop eating unhealthy food**- Excessive eating of unhealthy food may arise diseases & affects the nutrition Chart.

- **Practice relaxation techniques**- You can choose from a variety of techniques, such as deep breathing, imagery, progressive muscle relaxation, and mindfulness meditation .

- **Examine your values and live by them**- The more your action reflect your beliefs, the better you will feel, no matter how busy your life is use your values when choosing your activities.

- **Assert yourself**- It's okay to say "No" to demands on your time and energy that will place too much stress on you. You don't have always (have to meet the expectations) of others.

- **Set realistic goals and expectations**- Be mindful of the things you can control and work on accepting the things that you can't control. It is okay to realize you cannot be 100% successful in one attempt.

- **Sell yourself to yourself**- When you are feeling overwhelmed, remind yourself of what you do well.

- **Connect with people**- A good support of friends and family can ease your work troubles and help you see things in a different way.

- **Work smarter, not hard**- Working smarter means prioritizing y e.

- **Have some 'me time'**- Sometimes our work, concentrating on the tasks that will make a real difference. Setting aside a couple of nights a week for some quality "me time" away from work.

1.4 Check your Progress

1. What is the most important thing to me?

2. Why should I spend more or less time on going forward?

3. What is the purpose of my life?

4. From where do I get my motivation?

5. Name the characteristics of Mind & Strength?

(B)

1. The unique and relatively stable ways in which people think, feel, and behave is known as _____.

2. The value judgments of a person's moral and ethical behavior are known as _____.

3. The enduring characteristics with which each person is born are known as their _____.

4. The level of the mind in which information is available but not currently conscious is called the _____.

5. The _____ mind is the level of the mind that is aware of immediate surroundings and perceptions.

1.5 Summary

Personality development helps an individual to inculcate positive qualities like punctuality, flexible attitude, willingness to learn friendly nature, eagerness to help others and so on. Never hesitate to share information with others. Always reach office on time. Some people have a tendency to work till late. Late sittings not only increase your stress levels but also spoil your personal life. Sitting till late at the office indicates that an individual is extremely poor in time management skills.

Personality development helps you develop an impressive personality and makes you stand apart from the rest. Personality development also plays an essential role in improving once communication skills. Individuals ought to master the art of impressing their thoughts and feelings in the most desired way. Personality development makes you a confident individual who is appreciated and respected where ever he goes through.

1.6 Keywords

1. **Unique- not like anything else, different**

2. **Judgment- the ability to make decisions**

3. **Stable- firmly fixed**

4. **Tangible- perceptible by touch**

5. **Abstract-short summary**

6. **Temperament-attitude**

7. **Conscious- aware of surroundings**

8. **Embalmed-preserve from decay**

9. **Interpersonal-relating to relationships**

1.7 Self- Assessment Test

1. The _____ is the level of the mind in which thoughts, feelings, memories, and other information are kept that is not easily or voluntarily brought into consciousness.

2. The _____ is the part of the personality present at birth and completely unconscious.

3. The _____ is the part of the personality that develops out of a need to deal with reality, mostly conscious, rational and logical.

4. The _____ is the part of the personality that acts as a moral center.

1.8 Answers to check your progress

1. Out of all the things that you want in life, there is one that is above them all. It could be tangible or abstract. Take the time to ask yourself this question and answer it honestly. It will point you to one thing that makes all others fall into place. With this singular target in mind, your sense of direction is secure.

2. Majority of us spend time on the activities which are urgent and not the ones which are important. Real productivity means getting the right things done. This question helps you to prioritize the activities that have long term value over the ones that are short term as you develop yourself

3. This is a poignant question to ask. When your life ends, what would you like to be remembered for? This helps you to restructure your goals so as to make a difference in the lives of those around you as well as your community. It also helps you to design your life according to your taste and desire.

4. To become successful in life, you need to exert effort, apply dedication and be committed. To give this amount of attention to any one activity, you need to be fully motivated in it. Therefore, ask yourself what motivates you. Which reason do you have for getting up early in the morning and sleeping very late at night in pursuit of success? Finding this reason is a huge step forward in self-development.

5. Mind enriches & enhances knowledge for overall personality & becomes the guiding light for a person to judge and resolve the problems according to the situation. Mind has the capability to control himself from the fears of life. Thus, the strength of a person is his mind.

(B)

1. Personality

2. Character

3. Temperament

4. Preconscious

5. Conscious

1.9 References/ Suggested Readings

- "Personality Development for students" by Dr. Vijay Aggarwal.

- "The Power of your Subconscious Mind" by Joseph Murphy.

Subject- Communication Skills and Personality Development	
Course Code- DCA-25-T	**Vetter-**
Lesson no:02	**Author-Dr.Pallavi**
BODY LANGUAGE	

2.0 Learning Objectives

2.1 Introduction

2.2 Verbal Communication

    2.2.1 Basic forms of communication

    2.2.2 Factors influencing communication

    2.2.3 Some desirable features

    2.2.4 Undesirable features

    2.2.5 Major components

    2.2.6 Main things to remember

2.3 Non-Verbal Communication

    2.3.1Types of speech

    2.3.2 Oral communication

    2.3.3 Written communication

2.4 Check your progress

2.5 Summary

2.6 Keywords

2.7 Self-Assessment Test

2.8 Answers to check your progress

2.9 References/Suggested Readings

Chapter – 2

Verbal and Non - Verbal Communication

2.0 Learning Objectives

- To develop their communication skills through knowledge of personal phenomena involved in the communication process.
- To use different techniques in oral, written are known as verbal communication.
- To recognize and formulate effective written and oral communication, giving appropriate consideration to audience, context and format.
- To analyze arguments so as to construct ones that are well supported, well-reasoned and are controlled by thesis or exploratory question.
- Communication is a process through which a person exchanges his ideas and complexities of thought.

2.1Introduction

Every individual spends most of his time in communicating and interacting with others. A businessman is required to communicate with various parties in the business activity. Be it general communication or business communication, the desired results cannot be obtained unless and a particular process is adopted for it. The term communication has been derived from the Latin word "communis" or "communicare" which means 'to make common'. It is also defined as sharing of information, options, thought and ideas which create mutual understanding between individuals or employees working in the organization.

2.2 Main body of the text-

Verbal Communication

This term gains special importance in business as the whole business activity is completely based on communication. It is a two way process in which a businessman interacts with others in order to convey his opinion and to receive theirs. Thus, this type of specific communication undertaken by a businessman or business firm is known as "business communication".

Verbal Communication Skills

- Avoid distractions
- Focus on the non-verbal communication cues
- Listen Carefully
- Be a soft spoken person
- Do not interrupt the speaker
- Be confident
- Maintain eye contact
- Represent the information in short
- Be clear while speaking
- Be open-minded

Definition

In words of J.C. Sherblom, "Business Communication is a dynamic, bi-directional, multiply influenced and transformational process". It becomes clear that business communication refers to exchange of ideas and information among various parts of an organization by the means of different modes and media.

2.2.1 Basic forms of Communication

There are various forms and means used in communication. These means are also known as methods, channels, media or mediums of communication.

Verbal Communication

When the communication is made through words, it is known as verbal communication. Thus, this communication process involves the proper usage of words denoting a similar set of symbols and signs between the sender and the recipient. That is why it is observed that most of the formal communication in an organization takes place in a verbal form. So, verbal communication can be studied in two forms namely 'Oral Communication' and 'Written Communication'.

Language may be thought of as the code, the system of symbols, utilized in the construction of messages. Language may be defined as a specialized, productive system capable of displacement and composed of rapidly fading, arbitrary, culturally transmitted symbols.

1. **Specialization-**Language is a specialized communication system and it produces creative responses. Introduction of new word is another quality of productivity.

2. **Displacement**- It has the ability to displace concepts and statements uttered in one place. Mixed with productivity, it is also possible to tell a lie.

3. **Speech sounds** fade rapidly as they are short lived. Speech signals are probably the least permanent.

4. **Language signals** do not possess any characteristics of the things for which they stand.

5. The form of any particular human language is traditionally transmitted to one another.

2.2.2 Factors Influencing Communication

- **Age factor-** A teacher's method of teaching is entirely different to a kid and an old person in communication.

- **Gender Factor-** This factor also plays a major role in communication.

- **Mindset Factor-**All is the mindset factor that we work with. We must always have the mindset up to treat everyone in the same way.

   Everyone/ A person has to keep his mind open and go about in his work keeping in view the factors, which influence the process of communication.

2.2.3Some desirable features

- Good health and personality

- Creativity, imagination and resourcefulness.

- Kindness, Sympathy.

- Patience and above average intelligence.

- Courtesy, Sincerity & honesty.

- Determination

- Feedback

- Promptness efficiency & ability to organize

- Democratic leadership

- Professional status

2.2.4 Undesirable feature

- Superiority Complex

- Inferiority Complex

- Harsh Voice

- Ill- mannered

- Insincere/ Dishonest

- Unfriendly, unsocial

- Disrespectful of the opinions of others.
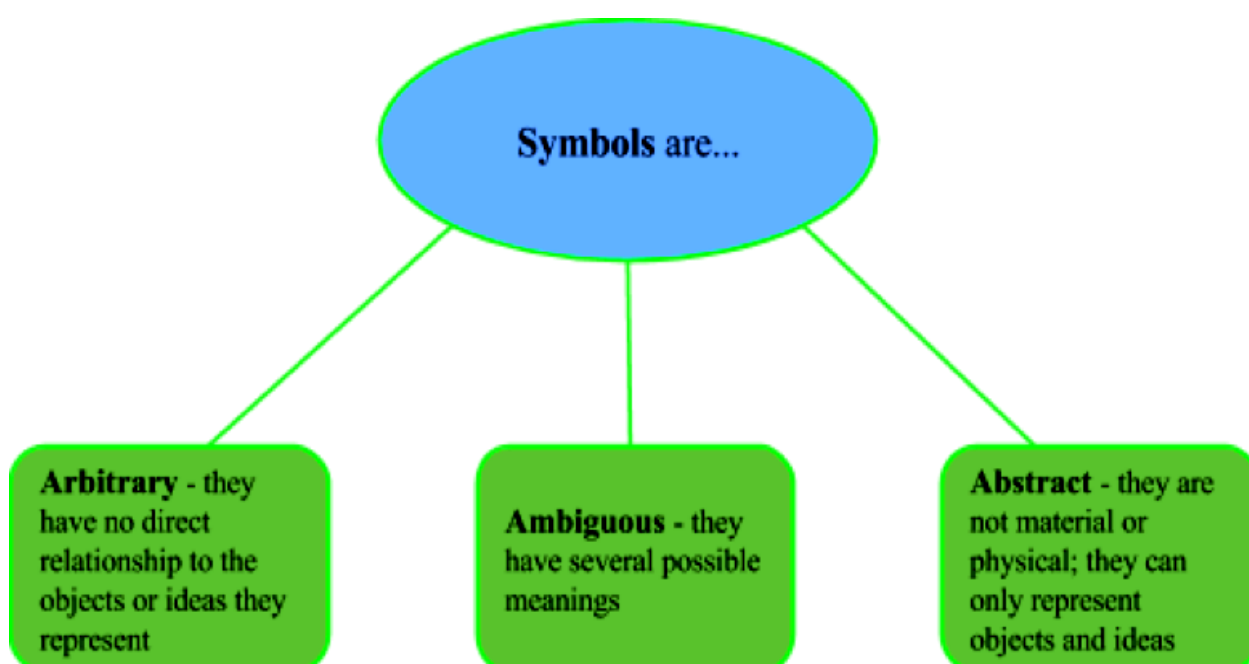
- Lacking imagination

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2.2.5 Major Components of Verbal Communication

1. **Speaking-** The way we speak affects the image we project. You may be intelligent and deserving but if your speech doesn't reflect those traits, you are not able to generate the desired response during the oral interaction. Indulge in conversations (formal, informal, telephonic) is good practice to improve your oral skills. Role plays on day-to-day interactions can be very effective. Don't let the beginners become an interrogation but make your partner speak and watch for the response. When the ball is in your court, you must keep

the conversation alive. Social get-togethers demand mixing with people of different cultures and backgrounds.

2. **Reading-** Success in professional life depends on your ability to speak, write and read effectively. Reading as a skill is very important as it helps you to develop style, word knowledge, sentence structure, which you can carry over in your writing as well as speaking almost unknowingly. "Reading makes a full man, writing an exact man and conferring a ready man". Reading skills give a firm background to speaking and writing skills.

3. **Writing-** For some people writing is a passion. A valuable direction is observation. When you are describing something, imagination is very important. It is important to cultivate the power of observation. Accurate observation will be the best preparation for correctness. Important and striking features of any subject should naturally have greater prominence in writing.

4. **Listening**- Listening is a good exercise. It is not only a necessary first step in language learning but is also a manifestation of certain virtues in your personality such as patience, tolerance, involvement, understanding and many more. It requires complete involvement of all your faculties-auditory, mental & visual. The whole of your body has to support you. It has a dual purpose.

Symbols are...

Arbitrary - they have no direct relationship to the objects or ideas they represent

Ambiguous - they have several possible meanings

Abstract - they are not material or physical; they can only represent objects and ideas

2.2.6 Make things to Remember

1. Be calm & quiet

2. Maintaining eye contact with the speaker.

3. Empathizing with the speaker.

4. Give positive responses.

5. Show your encouraging gestures.

6. Always ask questions at exact suitable time.

7. Stay focused.

8. Don't ask irrelevant questions.

2.3 Non-Verbal Communication

Interwoven in nature-

Non-verbal behavior whether of the hands, the eyes, or the muscle tone of the entire body, are normally accompanied by other non-verbal behavior that reinforce and support each other. It can appear interwoven. We do not express fear in our eyes, when the rest of the body is relaxed. It is difficult to express an intense emotion with only one part of the body.

Speech-

It is an important part of communication. It serves a number of different functions. There are four basic functions of human speech - to teach, to please, to move, and to defend oneself. Five elements are behind this. Each of these components has a specific category of speech associated with it.

2.3.1 Types of speech and their Functions

1. **Poetic speech-** It serves to structure the messages to which it had its primary orientation.

2. **Rhetorical speech-** It is also referred to as directive or connotative.

3. **Meta-Lingual speech-** It is used to talk not about the objects and events in the real world but about speech itself.

4. **Phatic speech-** It creates social relationships.

5. **Cognitive speech**- It makes reference to the real world and frequently referred to as referential, denotative or informative

2.3.2 Oral communication

The term 'Oral' refers to the things which are related to mouth. The communication which employs speech is known as oral communication. Thus, in oral communication, the sender and the recipient exchange their thoughts, opinions and ideas by interacting with each other through

spoken words or speech either in face to face talk or with any electrical or mechanical device. That is why the communication has become so conversational in nature. Oral communication can be divided mainly in the following two forms.
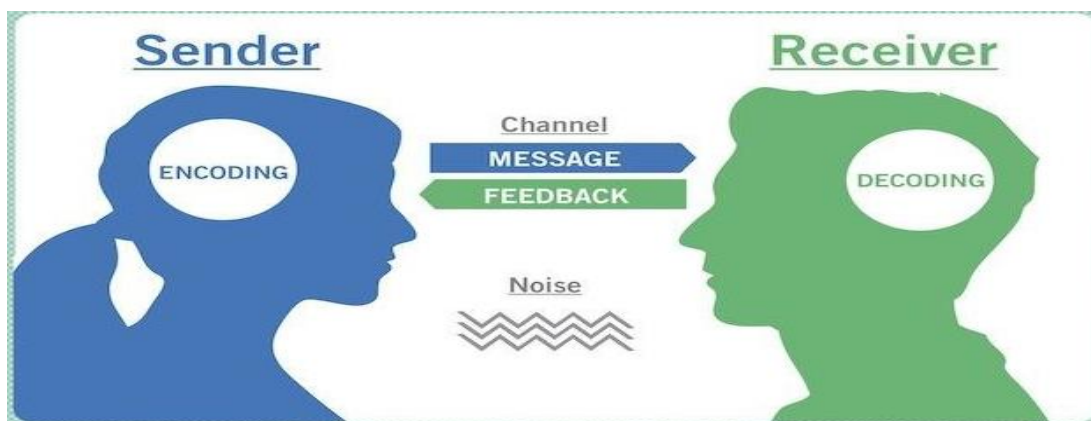
" Part of oral communication competence is the ability to initiate conversations, to nominate topics, to ask questions, to control conversations, and to change the subject. "

• **Face to Face Communications -** It includes both formal and informal communication. Lectures, meetings, conferences, interviews, seminars etc. are various types of face to face communication.

• **Mechanical or Electronic Communication -**The communication is made through a mechanical or electronic device like radio, television, telephone etc. This type of communication is more interesting because of the absence of body language.

Advantages

1. **Economical -** By using the means of oral communication like telephone, radio etc. the communication can be made quickly at a very low cost.

2. **Immediate Response -** The speaker can have an immediate response from the buyer by observing his body gestures or from his way of talking.

3. **More Effective -** A message conveyed through spoken words stays in the minds of the listeners for a pretty long time. This is an effective form of communication which leaves behind an impression on the receiver.

4. **Flexible -** It provides an opportunity to the speaker to make self-correct and clear by changing histone, pitch, signs etc. The message, ideas, manner of speaking etc. can be changed according to the response of the listeners.

5. **Motivation -** Through oral communication, a direct contact is established between the employer and the employees. It builds a healthy climate in the organization which makes the employees feel important and motivates them to work harder.

6. **Removal of Doubts -** If a listener has any doubt about the message, he can immediately ask the speaker to remove it or to clarify it.

7. **Increase in Productivity -** This saved time can be devoted to some other productive activities and consequently, the productivity of the organization can be increased.

8. **Helpful in Addressing Large Crowd -** It proves to be more helpful than all other types of communication.

Disadvantages/Limitations of Oral Communication Cont'd

☐ There may be misunderstandings as the information is not complete and may lack essentials.

☐ It requires attentiveness and great receptivity on part of the receivers/audience.

☐ Oral communication (such as speeches) is not frequently used as legal records except in investigation work.

➢ **Disadvantages of Oral Communication**

1. **Unsuitable for lengthy messages -** It is not suitable in a situation when the message to be conveyed is quite lengthy. This is because that the listeners may not be able to understand it in a collective sense.

2. **Not fit for legal purposes -** It has no proof of message conveyed.

3. **Difficult to Remember -** It is difficult to remember as something can be forgotten.

4. **Expensive Method -** When less important information is sent to distant places through telephone, etc. oral communication proves costly.

5. **Lack of Clarity -** Something wrong can be uttered in a hurry which can lead to negative results.

6. **Misuse of Time-** Here the parties involved in communication waste their time in useless talks.

7. **Presence of Both the Parties Necessary -** Here it is essential for the sender and the receiver to be present face to face.

2.3.3 Written Communication

A message is conveyed with the help of words in a written or printed form and it requires conscious efforts. In the modern business world, most of the communication is made in a written form through letters, reports, newspapers, journals etc. The main reason of using written communication by a business organization is that it facilitates in keeping a proof and record of communication. That's why the written messages are indispensable.

➢ **Advantages of Written Communication**

1. **Accuracy -** A written message functions as a permanent record and reference of communication.

2. **Legal Validity -** An important advantage of a written communication is that being permanent in nature; it can be used as an authentic proof in legal matters.

3. **Suitable for all types of Messages -** It proves to be suitable for all types of messages, be these short or lengthy in size and simple or technical in nature.

4. **Accountability -** Here if any dispute regarding the communication takes place, then the writer or the sender can be easily held responsible for it.

5. **Economical -** In the cases when a message is to be sent at distant places, it proves to be more economical as compared to the oral communication.

6. **Easy Retention -** It can be retained in the memory for a pretty longtime because written communication is pretty longtime because written communication is permanent.

7. **Reliable -** It is prepared quite carefully which makes it more reliable.

8. **Presence of both parties is not necessary -** Here the sender and the reader to be present at the same time it not necessary.

➢ **Disadvantages**

DISADVANTAGES OF WRITTEN COMMUNICATION

- Impersonal in nature
- May or may not read
- Slower than oral communication
- Require storage –time consuming and expensive
- Requires reading and writing abilities
- Can become public
- Not environment friendly

1. **Unfit for uneducated persons -** It has no significance for the uneducated persons. They   can be made to understand only orally.

2. **Lack of Secrecy-** Here nothing can remain secret.

3. **Wastage of Time -** Because of the organizational compulsions it is essential to send less important facts in writing, it shall be the wastage of time, labour and money.

4. **No Quick Information about Feed Back -** Here the reactions of the receiver are not known immediately. It becomes difficult to bring an immediate change in the message.

➢ **Utility of Verbal Communication-**

When your verbal communication skills are weak, the intended recipients of your messages won't be able to understand them and, subsequently, won't be able to respond appropriately. While these different occasions.

Role of Chief Executives-These are in-charge of all activities in the organization, they run. They must be able to share information failures do not rest solely with the speaker-poor listening skills may also be blamed-they begin with him or her. Regardless of what your carrier is you will lightly have to speak to people with those inside and outside the entity including other top level executives, employees, clients and share- holders.

Role of Manager- They oversee the work of a department's or entire organizations' employees. They must be able to provide feedback to their workers in a clear manner.

Role of a Marketing Manager- They devise and implement companies' marketing strategies. They collaborate with members of marketing team

Role of a Software Developer- They oversee the creation of computer software. Strong verbal communication skills allow them to instruct members of their teams.

Electronic Communication-

In a fast developing world, electronic communication influences in a wide range. It is a speedy type of verbal communication. It is one way service, but it is not limited. For ex. Voice telephony, voice mail .e-mail, fax services, teleconferencing, video conferencing, bulletin boards, internet service, web pages and etc. The purpose is very clear now a days ; nevertheless, like books in library there are limitations that ensure sensible use of facilities to enable them right to control usage through denying or controlling access to these facilities. It helps to develop the ethics of the whirlwind information. It can also help to comply with the reasonable standards of professional and personal politeness and conduct.

Further Body of the text

Non-Verbal Communication

This type of communication is known as 'Non-Verbal Communication' because there is an absence of words. It is more universal i.e. it is generally understood all over the world in same sense as against verbal communication but signs and symbols have the same meaning in almost every part of the world. Today, in the twenty first century human civilization has made tremendous progress. Opinion, feelings or messages can be expressed in gestures, signals in no time.

According to Charles Darwin

"The power of communication between the members of the same tribe by means of language has been of paramount importance in the development of man, and the course of language is much aided by the expressive movements of the face and the body."

Various forms of Non-verbal communication
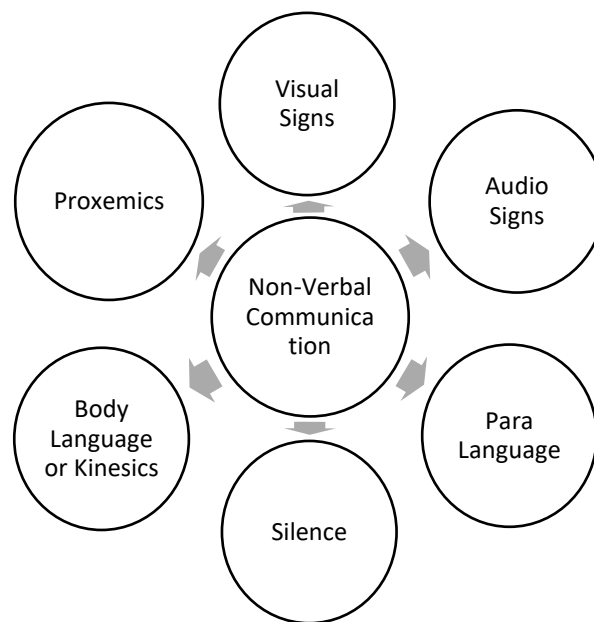
Visual Signs-We see a number of visual signs which convey the same meaning to all of us e.g. Traffic signals, sign boards, pictographs etc. It helps in entertainment and immediate response.

Audio Signs-These signals involve sounds of sirens, bells, rings etc.

Body Language -It expresses internal feelings very clearly. Effect of motions, ideas, thoughts, attitudes and feelings is reflected in human behavior.

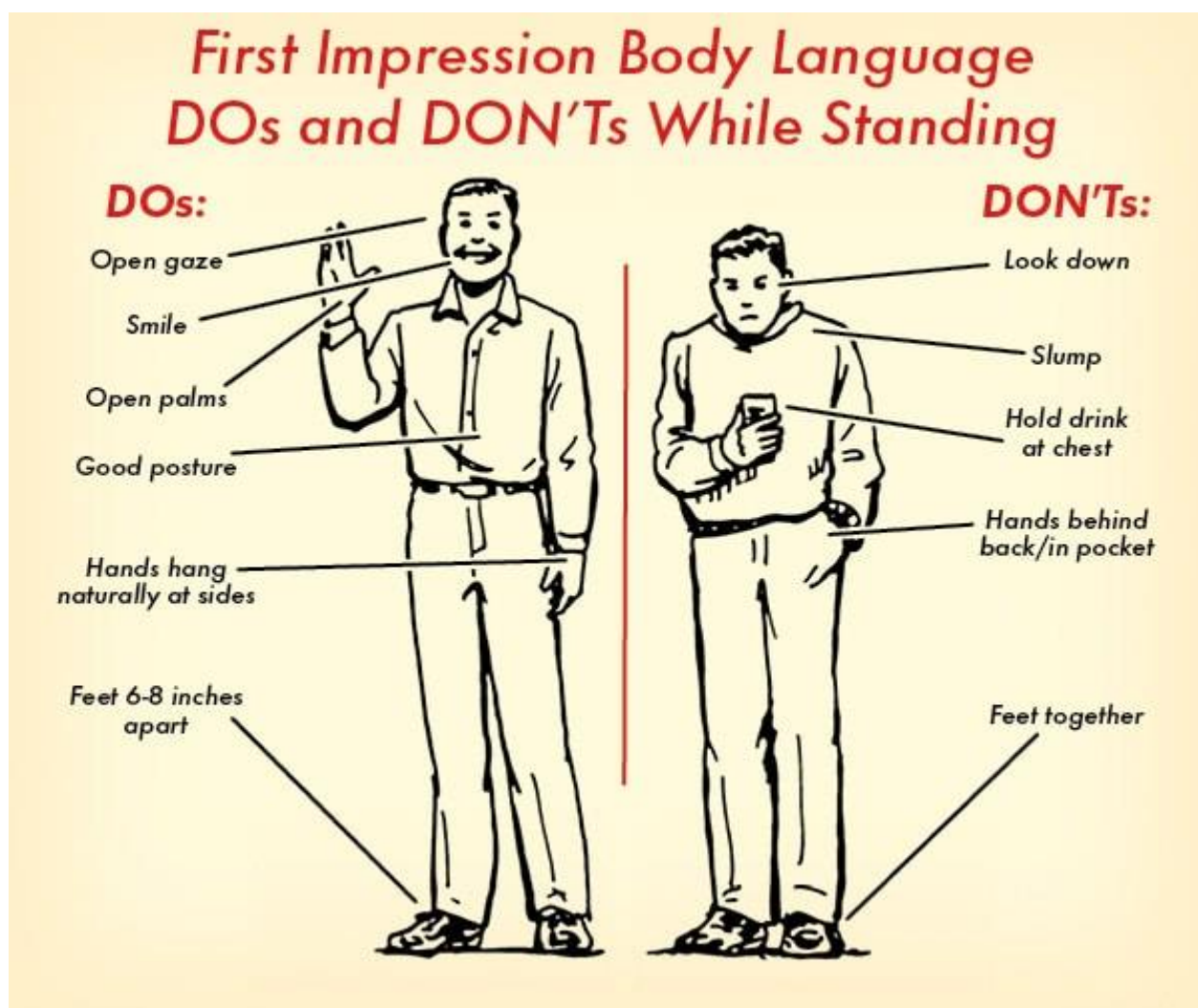**Proxemics-** It involves mainly space language, time language, surrounding etc.

Para Language- Here the word 'Para' means 'like", intonation of voice, manner of speaking etc. are included. It is used to bring a special effect in the communication.

Silence- When a person speaks something and the other person responds by being silent, it conveys the message that the latter does not agree with the former.

Let's study these in detail

Kinesics or Body Language -Nature has gifted human beings with the body that has a surprising versatility of expressions. It keeps on communicating endlessly, round the clock, with an infinite variety of abstract signals, that too without getting tired. Body language gives listeners important clues about thoughts and feelings of a speaker, confirming or contradicting the words he / she speak. We achieve complete communication when our body works with our ideas. Body language should be taken in a broader perspective of personal appearance and grooming, posture, gestures, facial expressions, eye contact, paralinguistic aspects of speech and ace (proxemics) and touch. Some important aspects are as follows

First Impression Body Language DOs and DON'Ts While Standing

DOs:
- Open gaze
- Smile
- Open palms
- Good posture
- Hands hang naturally at sides
- Feet 6-8 inches apart

DON'Ts:
- Look down
- Slump
- Hold drink at chest
- Hands behind back/in pocket
- Feet together

Appearance and Dress -Appearance and dress are part and parcel of the message that we transmit to the listeners. The first impression is a lasting impression and the first thing we communicate about

ourselves is through our appearance. Right from your hair style to your footwear, appearance speaks a lot about you. Well groomed people are generally regarded as people with skills, intelligence and professionalism.

Posture -Posture plays an important role in communication and it can be positive or negative according to the situation. Good posture is a natural alignment of the body gait appears confident if a person walks straight and squared shouldered with stomach in. Not only this, holding the head awkwardly puts a lot of strain on the neck and shoulders, extending the tension throughout the body, while an unnatural posture makes the body a mass of stresses resulting in an undue strain on our vocal cords. Similarly leaning away from the speaker most likely shows opposition, while leaning forward means that a person is open, honest and interested. A slumped posture presents a person in low spirits while an erect posture shows his / her high spirits. With energy and confidence, sincere and determined efforts one can get rid of inappropriate traits and develop the right way of walking sitting and standing.

Gestures -Gestures refer to the movements made by hands, arms, shoulders, head and torso. Sincere and meaningful gestures not only drive a point home but also add greater value to what is being said. Gestures clarify ideas and reinforce them; too many gestures make a person look theatrical. For example, hand movements should be used to add emphasis to what is being said without waving arms around all over the place. Playing with earrings, wrist watch, jumbling with rings, crocking knuckles not only distracts the listener but also indicates hesitation, nervousness or lack of confidence. **Dr. Alan Hirsch of St. Luke's Medical Centre, Chicago,** explained when **"Blood rushes to the nose when people lie. This extra blood may make the noise itchy".** People who stretch the truth tend to either scratch their nose or touch it more often. Conscious effort and practice is required to develop the right gestures.

Gestures are the original form of expression that clearly depicts that the person is interested in your talks or not.

Facial Expressions-Face is the index of the mind; it conveys warmth and sincerity and is the most expressive part of our body. Expressions that cross our face send out signals which can be encouraging as well as discouraging. A smile stands for friendliness, a frown for discontent, raised eyebrows for disbelief, tightened jaw muscles for antagonism, etc. facial expressions are subtle as the face rarely sends a single message; rather it communicates a series of messages anxiety, recognition, hesitation and pleasure. Facial expression should be encouraging. Let your expressions be natural and you should be careful enough not to display negative signs such as consistent frowning. At the same time, expressions should match the content of the verbal
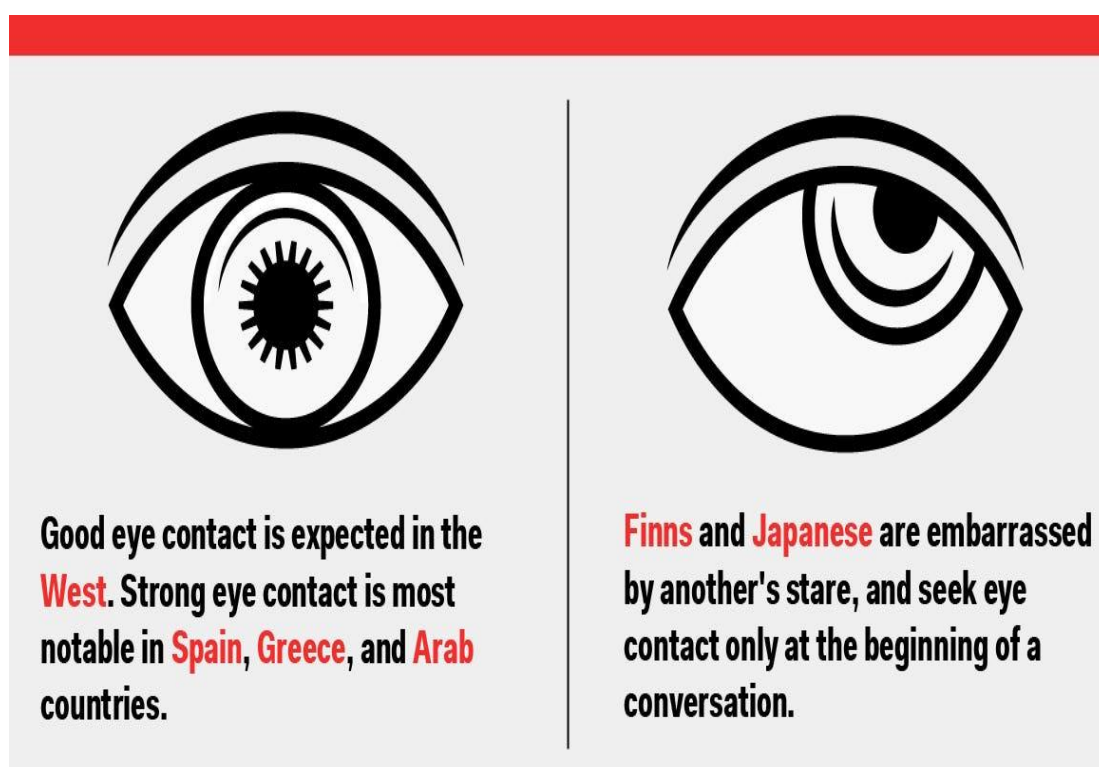
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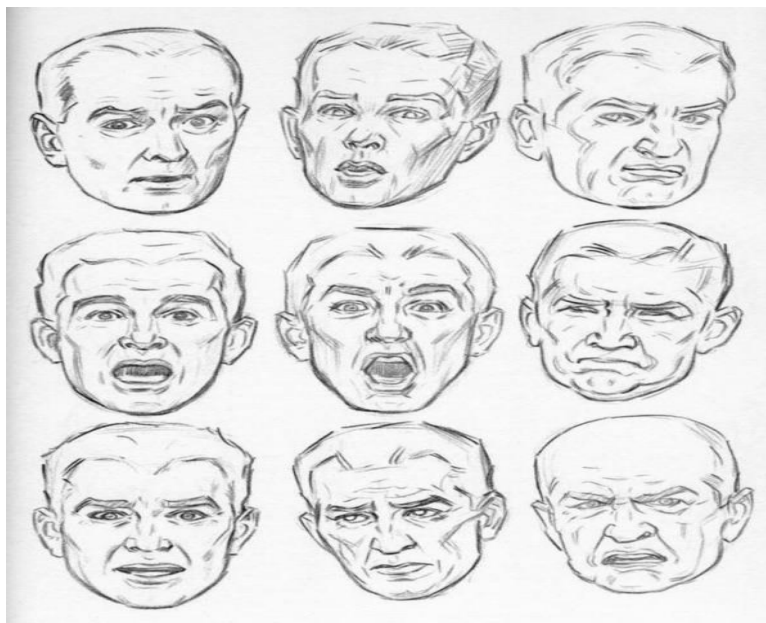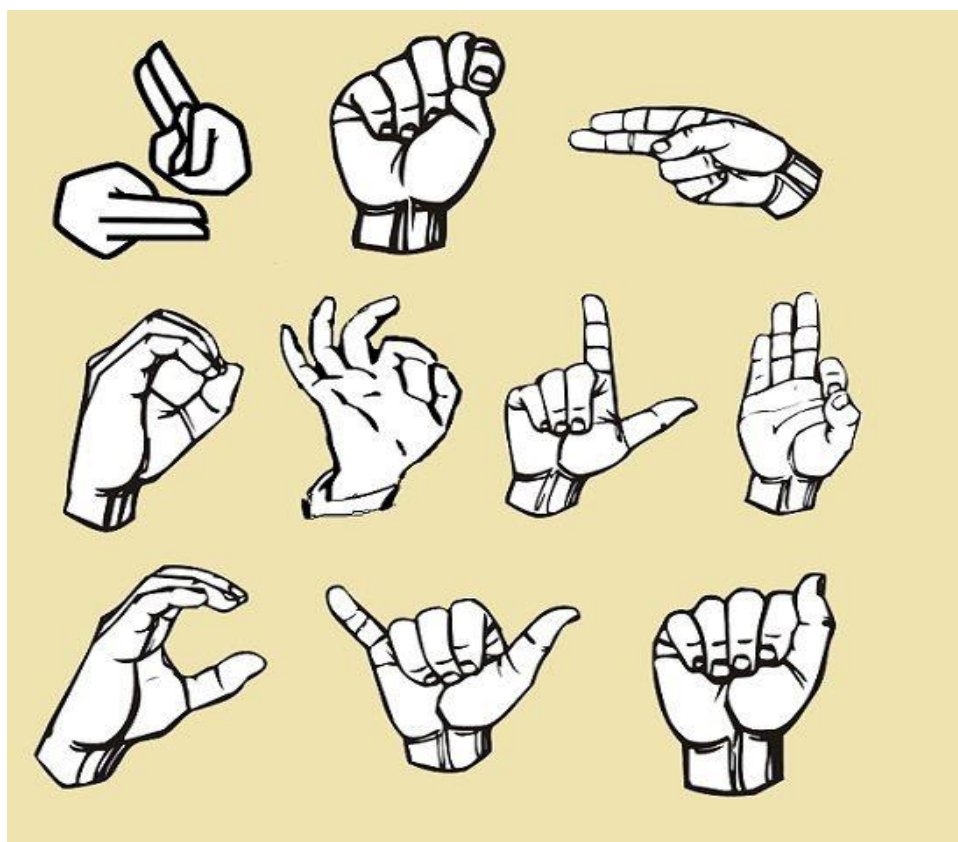
Eye Contact- Eyes are considered to be the window of the soul; hence, eye contact is a direct and powerful form of bio-verbal communication. Eyes are a rich source of feedback as a speaker at the listeners to find how they are reacting – are they bored, asleep or interested? The listeners may search for truthfulness, intelligence, attitude and feelings of the speaker. Maintaining eye contact with only one part of the audience gives thistle a feeling of neglect amongst the rest. Consistent eye contact indicates that the person is thinking positively of the speaker. If a person looks at the speaker but makes the arms crossed chest signal, the eye contact could be indicative that something is bothering the person. Fiddling with something while looking at the speaker but makes the arms-crossed, chest signal, eye contact could be indicative that something is bothered the person. Fiddling with something while looking at the speaker means that the attention is somewhere else. The attention invariably wonders if a person is not being convinced by what the speaker is saying. So, we should be able to analyze the situation, particularly in the professional world and should make pleasant eye contact with the listeners to show that we are confident, concerned and interested.

Touch -Touch is an important element of body language. It goes beyond and forges a bond that is more on an emotional and spiritual level than on the physical one. Children instinctively seek physical contact whenever they are disturbed. As one grows older, one tends to suppress this desire possibly due to fear of social embarrassment. Touch can also convey negative feeling if it is used unwillingly.

The voice of Silence- Silence can be a very effective means of communication. The age old saying 'Speech is silver; silence is gold,' undoubtedly refers to the superiority of silence over verbal communication. A well timed silence has more eloquence than speech. In face to face communication, it can communicate a number of messages. However, with the help of a right posture and proper facial expressions, silence can be highly effective.

Good eye contact is expected in the West. Strong eye contact is most notable in Spain, Greece, and Arab countries.

Finns and Japanese are embarrassed by another's stare, and seek eye contact only at the beginning of a conversation.

Cultural variations in Body Language -These aspects of body language are an integral part of oral interaction and we should try to develop them for effective communication. Social status, age, occupation and ethnic back ground also influence non-verbal signs. We should know the variations that could cause failure in communication. In a country like India, there can be regional cultural variations too. For example, it has been observed that North Indians like to talk in a more informal to than the people of the parts of the country. A handshake, an embrace, a kiss on cheek and lips in public may be a

traditional form of greeting in many western countries but in Asian countries such as India such gestures are frowned upon. Therefore, one can see that it is not safe to assume that gestures used with all innocence in one country are accepted in the same manner throughout the world.

2.4 Check Your Progress

1. Two forms of communication

2 .... are forms of non- verbal communication.

3. ....is an important element of body language.

4 A hand shake is a form of..................... in a foreign country.

5 Another name of body language is ....

2.5 Summary

Verbal communication connotes a meaning of common ground for understanding. It is a process of exchange of facts, ideas and opinions. The process of listening and understanding are the integral and key components of the definition of communication. The scope and subject matter of communication is very broad. It has applications in virtually in all the fields. It is an interdisciplinary subject involving both one way and two way process. It uses a set of symbols. Both written and oral are used to transmit messages. Verbal communication includes speaking, writing, listening and reading.

We find that there are a number of differences between verbal and non- verbal if a combination of both of these is used. Body language refers to a language which is all about body movements and gestures are used to convey an idea or information. Every person uses the body language in a way that is acceptable to the society. .

2.6 Keywords

1. **Verbal Communication**- When the communication is made through words it is known as verbal words communication

2. **Non- Verbal Communication** – In this communication. Opinion, feelings or messages can be expressed in gestures, signals in no time.

3**. Kinesics**- When our body works with our ideas that reflects complete communication means body language.

2.7 Self -Assessment Test

1. Why is verbal communication important?

2. Explain the difference between verbal and non – verbal communication?

2.8 Answers to Check Your Progress

1. Verbal

2. Written

3. Audio /visual

4. Touch

5. Greeting

2.9References/ Suggested Readings

- Pearson, J& Nelson. P(2000) .An introduction to human communication: Understanding and sharing (p.6) Boston, MA: McGraw-Hill.

- Mclean, S(2005).The basics of interpersonal communication Boston, MA; Allyn&Bac.

SUBJECT: **Communication Skills and Personality Development**	
Course Code- DCA-25-T	**Vetter-**
Lesson no:3	**Author-Dr.Pallavi**
Team Building	

3.0 Learning Objectives

3.1 Introduction

3.2 Team Building

    3.2.1 Characteristics

    3.2.2 Working as a part in a team

    3.2.3 Major things to be fixed

    3.2.4 Leader's Potential Pitfalls

3.3 Unity of Strength

    3.3.1 Create Leaders and Initiators

    3.3.2 Major causes of failure

    3.3.3 Smart Goals for success

3.4 Check your progress

3.5 Summary

3.6 Keywords

3.7 Self-Assessment Test

3.8 Answers to check your progress

3.9 Reference/ Suggested Readings

3.0 Learning Objectives

1. The student will be able to understand the importance of team work.

2. To be able to inculcate adjusting skills.

3. To be able to manage and handle different and difficult situations.

4. To work in a well-structured & well-formed organization with co-ordination.

3.1 Introduction

Team working is the ability of a group of individuals to form into a cohesive unit to achieve a common goal. There are so many factors like distribution of work load evenly and co-ordinate effort, as long as everyone on the team contributes fully, shared responsibility for problem solving, testing ideas and decision making, better motivation and support through building rapport in the organization.

The learners in the traditional set up constitute students preparing for a career. This kind of learning does not focus on other important aspects. The things we see around affects us a lot. For a better team work, need of leadership which contains all qualities to be a dedicated leader.

It is important for each member to understand and accept the responsibility in contributing to the group effort. Ideally, the teams should contain people capable of balancing these different things. Everyone wants to work and remain in comfort zones. This type of approach is not good. While working in a team, it must be realized that your own failures or poor behavior will affect everyone else in the team. It is important to be aware of the tasks that each one is playing an active participation for the some work to be done in a graceful manner. The primary skills in the process are recognizing the right issues, and tackling them in an appropriate way and an appropriate order. In a project environment, where team composition is continually changing, the emphasis must be on developing the skills in individuals to be effective participants.

3.2 Main Body of the Text

Three major components for Team Work
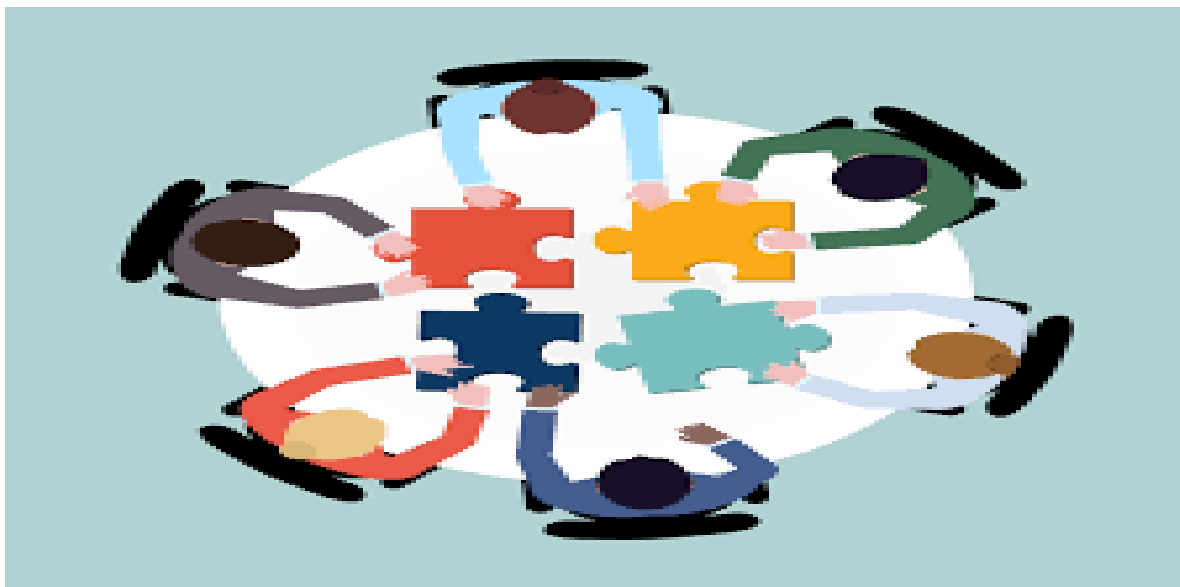
1. **Good Leadership**

2. **Management of Time**

3. **Decisive Skills**

   1. **Good Leadership**- It is of utmost importance that a leader is trust worthy to lead others. A good leader "walks the talk" and in doing so earns the right to have responsibility for others. True authority is born from respect for the good character and trustworthiness of the person who leads.

   2. **Enthusiastic nature** makes a line of followers. Leaders need to be able to be a source of inspiration, and be a motivator towards the required action or cause.

   3. **A confident leader** conveys the message towards the proposed objectives and makes the best efforts from team members.

   4. **Function** is an orderly and purposeful manner in situations of uncertainty

   5. **Good leaders** are tolerant of ambiguity and remain calm, composed and stead-fast to the main purpose. Storms, emotions and crisis come and go and a good leader takes these as a part of the journey continuously.

   6. **Commitment of excellence.** Second best does not lead to success. A good leader maintains high standards, but also proactive in raising the bar in order to achieve excellence in all areas.

2. Management of Time- It is a concept that has assumed a vital importance. It is a resource that cannot be compensated if it is lost once. As it is always said "Time and Tide waits for none". It is

necessary for achieving the goals of an organization. Time has a number of features which make it distinctive.

1. Precious- It is highly precious. It is highly dynamic and if once it is lost, the same time cannot be had back, at any cost.

2. Costless- A price is paid for the use of each and every resource but time is such a resource which is costless. It is available to everyone irrespective of his financial position.

3. Related to Activities- Another important feature. Under this, we just make a management of the activities to be performed in the stipulated time.

4. Independent of Space- It is equally available at all places. Any change in place does not carry an impact on the availability of time.

Why need of this- Generally, a person performs a task in order to attain some specific goal, with the help of time management, an appropriate time cannot be determined for a task and the goals can be attained efficiently.

- **Reduce Stress-** Modern age is an age of cut throat competition. It is possibly only when a task is performed at an appropriate time. Here time is fixed for each activity.

- **Reduce Efforts-** Here every person knows about the order in which the activities are to be performed for the attainment of goals. As a result, all activities move in smooth way.

- **Helpful in controlling the task-** If the activities are allocated according to the time schedule. The task begins and ends at a stipulated time.

- **Makes Better Performance-** In the absence of time management a task cannot be performed well. A scheduled programme always helps in performing well on time.

3. Decisive Skills- It is important to make the first approach as cordial as possible. Persuading the other person to take the 'win-win' approach may take time. For a good leadership, do not try to offer solutions right away. Keep on maintaining a good relationship. Be understandable, empathic and sympathetic. Be a decision maker. The issue or the problem is dealt within a collaborative way so as to serve the interests of everyone in the best possible way.

➢ **Attacking the Individual / Attacking the Problem**- Instead of criticizing the other concentrate on the problem. It is better to be hard on the problem and soft on the people.

➢ **Winning/Solving the problem**- A success comes after resolving the issues. Making an assumption that we are in a contest immediately leads us to conclude that someone is going to win and someone lose.

➢ **Making early commitment/Remaining open**- To negotiate forcefully with somebody is a bad point. It is usually better to remain open to persuading and alternative solutions. Working through correct procedure will reduce the likelihood of overlooking important factors.

3.2.1   Characteristics

3.2.2

1. Team can co-ordinate the efforts of individual as they tackle complex tasks.
2. Make the most of expertise and knowledge which might otherwise remain untapped.

3. Build on the complementary strengths of team members to produce results which could not be achieved by employees working individually.

4. Raise and sustain motivation.

5. Encourage members to work together.

6. Help to break down communication barriers.

7. Raise the level of individual and collective empowerment.

8. Enhance engagement with the ownership of the task in hand.

3.2.2 Working as a part in a team

It is important for each member of the team to understand and accept their role and responsibility in contributing to the group effort. Ideally, the team should contain people capable of balancing these different roles. People are naturally suited to one role more than others.

1. Maintenance of customer service attitude.

2. Sincere efforts & die-hard for the team.

3. Be prompt while attending meeting deadlines.

Avoid Confusion

Sometimes it is seen that to save time we get into a habit of multitasking. It is harmful for the organization to reach & achieve goals in a good manner. In reality, team structures are often complicated, and people can be member of several teams, as a team is a group of people working together for a common goal.

### 3.2.3 Major things to be fixed

1. Consider whether a team is the best option

Think carefully about the tasks to be completed and the skills required before launching into the formation of a team. Consider whether there is a need for a mix of skills and experience, the sharing of workloads, or for brains storming and problem solving.

2. Set objectives

For teams handling routine tasks on a long term, low levels of diversity in the team and clear definitions of the tasks and roles are required. For innovation and problem solving, on the other hand, high levels of diversity and complementary skills will be required.
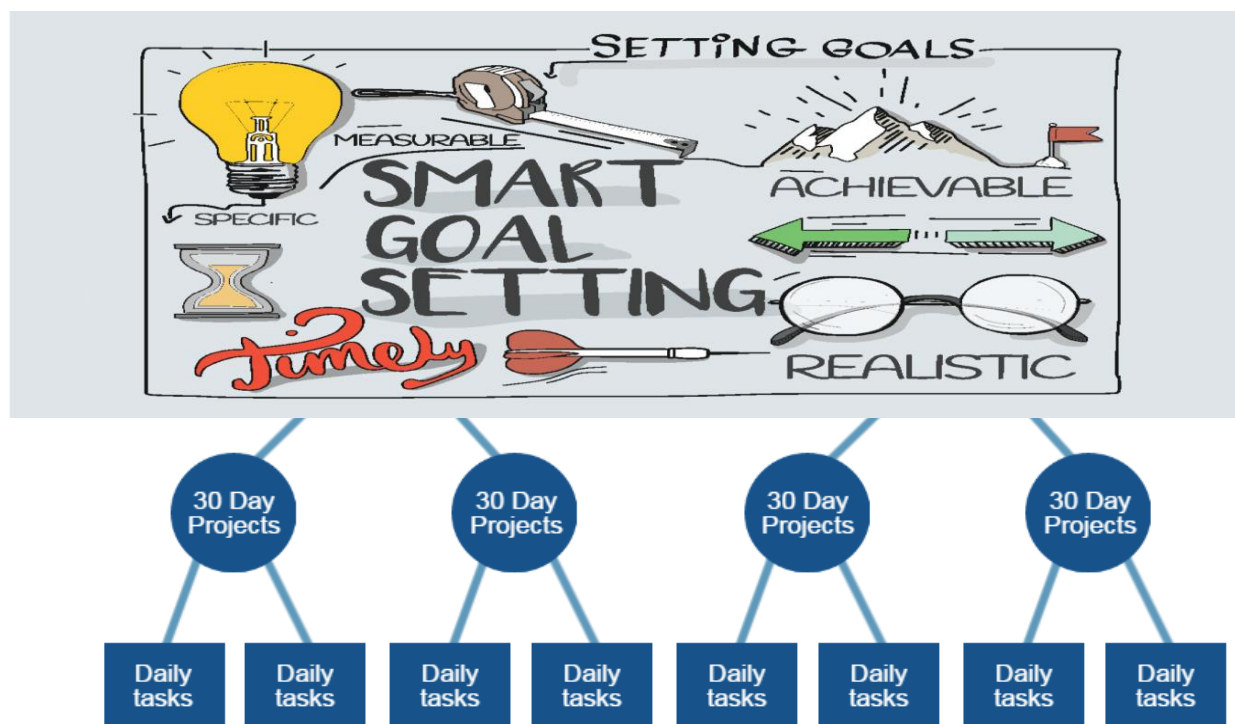
2. **Consider the makeup of the team-** Formation of new team, consider the number of people involved, their cultural backgrounds and skills set they bring to the team. The team needs a balance of members with different roles if they are to work together. An understanding of personal differences and roles can help team members to co-operate more successfully, complementing each other's strength.

3. **Call for the team** - At the initial stage, discuss and agree the overall objectives the team is to achieve, rather than attempting to address tasks in detail. Bear in mind that most teams pass through several stages of development before starting to produce their best work. Teams with innovative tasks will need more time for forming and storming and may find it difficult to reach the performing stage.

4. **Identification of individual strength-** Carry out an audit of individual's strength and place people in the right position based on their skills and competences. Consider also how
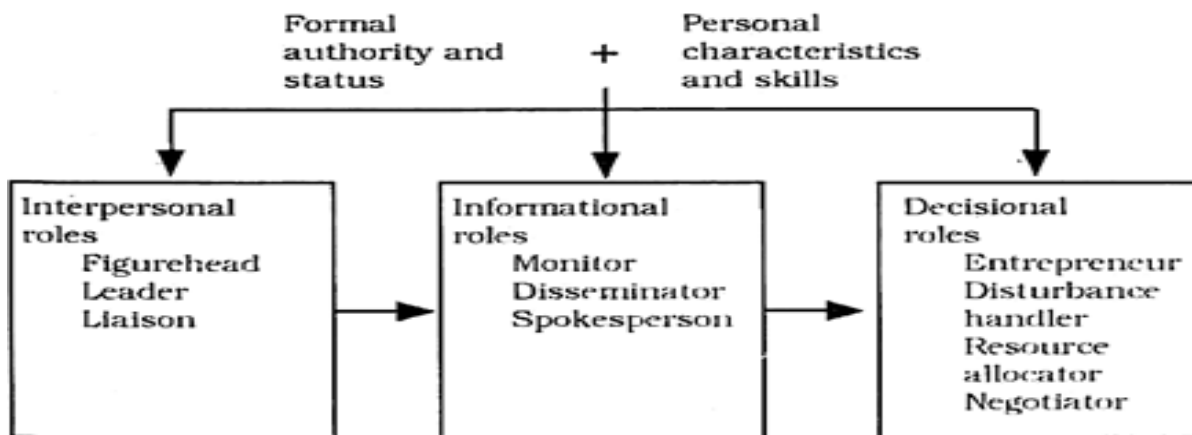
contributions and responsibilities overlap and how synergy can be released. To know your team members better will help you to understand which factors are most important and in future, ensure these are not ignored in any rewards system.

5. **Check progress towards objectives-** Check regularly to ensure that everyone still has a clear focus on what they are working towards, both individually and as a team. Identify milestones and hold team members accountable for progress towards them.

6. **Regular meetings**- Meet the people, but with a purpose and a clear agenda. Unnecessary meetings are a bane. If problems are identified, plan and implement appropriate action or corrective measures. Make sure that decisions are clearly documented.

7. **Make a rotation of teams-** Evaluate the team's performance after completing the task. Take a rotation of teams so that an individual can handle every role given to him. For every individual, new role will be challenging and learning will be a part.

3.2.4 Leader's Potential Pitfalls

(Avoid the higher expectations)

- Don't expect from the team to perform from the word "go"
- Don't dominate the work of the team.
- Don't exercise the habit of excessive control.
- Be silent & patient. Just wait and watch.
- Overlooking the influence of formal and informal team roles.
- Allowing the team to lose focus on the tasks to be completed.
- Always give credit to the members for the achievement of the team.
- Stop being overly dependent on providers of team building activities.

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Formal                    Personal
authority and      +      characteristics
status                    and skills
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Interpersonal roles	Informational roles	Decisional roles
Figurehead	Monitor	Entrepreneur
Leader	Disseminator	Disturbance handler
Liaison	Spokesperson	Resource allocator
		Negotiator

How to be an effective Team member

1. Contribute ideas and solutions.

2. Recognize and respect differences in others.

3. Value the ideas and contribution of others.

4. Listen and share information.

5. Ask questions and get clarification.

6. Participate fully and keep your commitments.

7. Be flexible and respect the partnership created by a team-strive towards the 'win the goal' attitude.

8. Care about the team and the outcomes.

Distinctive Roles

It is important that all team members understand and employ each of the task and relationship roles.
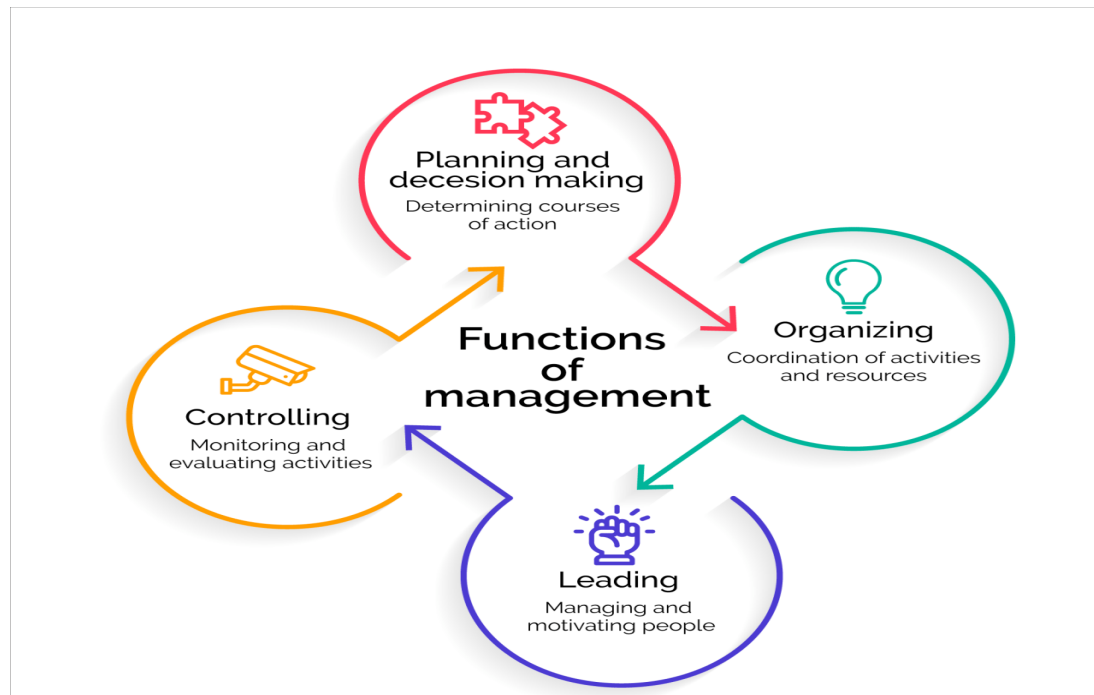
Organizer-Leader-Performers

For example- Learn from an easy example.

If we are going to organize a function, how many things are important to u

A manager will divide the task among four to five people.

- **Event manager**

- **Caterer**

- **Discipline Team**

- **Stage Team**

- **Memento Team**

- **Helping Team**

When the roles are given, they can be given different names like

1. **Task Manager**

2. **Orienteer**

3. **Encourager**

4. **Analyzer**

5. **Initiator**

6. **Summarizer**

Avoid Destructive Elements

Some people criticize no matter what. It does not matter which side you are on, they are always on the other side. They have made a career out of criticizing. You will find people like this in every home and other places. They go around finding fault and telling everybody how bad things are and blaming the whole world for their problems. They spread negative messages like a disease and create an environment conducive to negative results.

Lack of Confidence

- Never try to take initiative.

- Always have an excuse.

Destructive mind

- Thinks "People are worst".

- They are always angry, frustrated and stressed.

Egoist nature

- Always says, "Impossible".

- Says," Life is hard".

Jealousy

- Always hates the work place.

- Always demonstrative.

Learn from failures

Failure can be defined as the state or condition of not achieving a desirable or intended objective; it can be considered the opposite of success. Failure is just a state of mind. You are a failure only if you think that you failed. Your attitude towards a certain situation determines whether or not you have failed. The fact is that everyone fails in something or the other at some point in their lives.

Look at the following failures and come to a conclusion yourself.

1. **Thomas Alva Edison**, the inventor of the electric bulb failed no less than 10000 times before succeeding. But he," I have not failed. I have just found 10000 ways that won't work.

Don't stop until you reach your goal.

Disappointments, Rejections, unsuccessful attempts were not failures to the successful people. They used them as stepping stones to success.

We never look at the struggles, frustrations and disappointments of the successful people.

3.3 Further Main Body of the Text

Unity of Strength

We all have grown up with stories that taught us the moral value of unity is strength. But very few people practice this principle in reality. But this one principle if followed can bring success at every step. People may have their own reasons or nature for working individually but those who learn to work in cohesive teams with a spirit of unity have stable and growing teams.

Legendary author Dr. Stephan R. Covey mentioned three levels, in his book' Seven Habits of Highly Effective People, Dependence, Independence and Interdependence'. As per Dr. Covey, when all independent leaders come together in a spirit of interdependence, they are able to create legendary success. Build a culture of unity and co-operation in your team and grow bigger faster.

Team can be named as Creative Leaders - A very successful person who has created records in his field, sometimes finds it tough to break through in his area, while at the same time, an average person with a humble beginning, no experience exceeds everyone's expectations in terms of performance. This is essentially because to sell something is more of a team sport than an individual game.

According to Nelson Mandela - "**Lead from the back and let others believe they are in front."**

A successful and growing team functions primarily as a creator of leaders. When you start an organization you do everything by yourself and your primary job is to build team and start the work. Multiplication in your income comes from increasing the number of people in your organization who will be doing these tasks.

While building a huge thriving network, a team with highly motivated people will be required. And to turn your team into an ever growing leading creation hub you have to follow some major things,

1. You must prepare your team mates to stand on their own. Like no plant can grow under the shade of a big tree, no competent leader can emerge under an up line that is constantly overshadowing the team. Let them learn and grow as they implement your team's systems. Some team mates will grab the opportunity themselves while you need to push someone, but whatever be the case; fulfill your duty of empowering your distributors at the right time.

2. Have patience and make allowances for mistakes. Through repetitions under the right monitoring will make them better over a period of time.

3. Right expectations set in the beginning will make your work easier.

4. Words have immense power and can make or break a person.

3.3.1 Create leaders and Initiators

Teach your team to deserve the time. Give your precious time to those who deserve it and not to those who need it.

To create & sustain speed - You can create good speed once in a while, but if you want to sustain your speed and accelerate it beyond imagination, then this speed must spread across the entire length and breadth of your team. You must aim to attain the ranks of the rare those who attain speed and then successfully spread the same spirit in the team as well.

Hard work, smart work will pay maximum reward.

1. Give your best every day and work with a passion. It may take some time before it catches fire but work done with commitment will put in efforts.

2. Communication gap can destroy the things at once. Communication is the key to transfer speed and clarity to different sections.

3.3.2 Major Causes of Failure of leadership

*   **Inability to organize details**-No genuine leader is ever "too busy" to do   anything which may be required of him in his   capacity as leader. Efficient leadership calls for ability to organize and to master details.

- **Unwillingness to render humble service-** "The greatest among ye shall be the servant of all" is a truth which all able leaders observe and respect.

- **Expectation of Pay** for what they "Know" instead of what they do with that which they know.

- **Fear of competition** from followers

- **Lack of Imagination**- Without imagination, the leader is incapable of meeting emergencies, and of creating plans by which to guide his followers efficiently.

- **Selfishness-** A leader who claims all the honor for the work of his followers, is sure to be met by resentment.

- **Intemperance**- Intemperance in any of its various forms destroys the endurance and vitality of all who indulge in it.

- **Disloyalty -** Disloyalty marks one as being less than the dust of the earth, and bring down on one's head the contempt he deserves.

- **Emphasis of the "Authority" of Leadership-** The person who tries to impress his followers with his "authority" comes within the category of leadership through force.

- **Emphasis of Title -** The man who makes so much over his title generally has little else to emphasize. The doors to the office of the real leader are open to all who wish to enter, and his working quarters are free from formality.

  Unity is Strength Diagram

Specific	Define your goals as much as possible. Who, What, Where, When, Why, Which etc.
Measurable	How will you know you have achieved? Can you track it, volume, money, time, efforts
Attainable	Challenging but not impossible Time frame for achievement should be worth. Minute to minute schedule.
Relevant	Is the goal worthwhile. It will hep you achieve your dream vision.

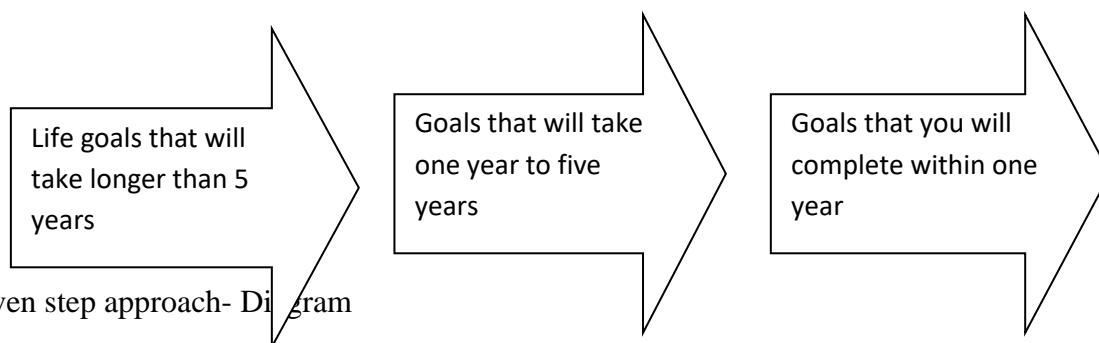| Time Bound	By when do you plan to achieve your desired results? Due date-month-year.

3.3.3 Smart Goals for Smart Team

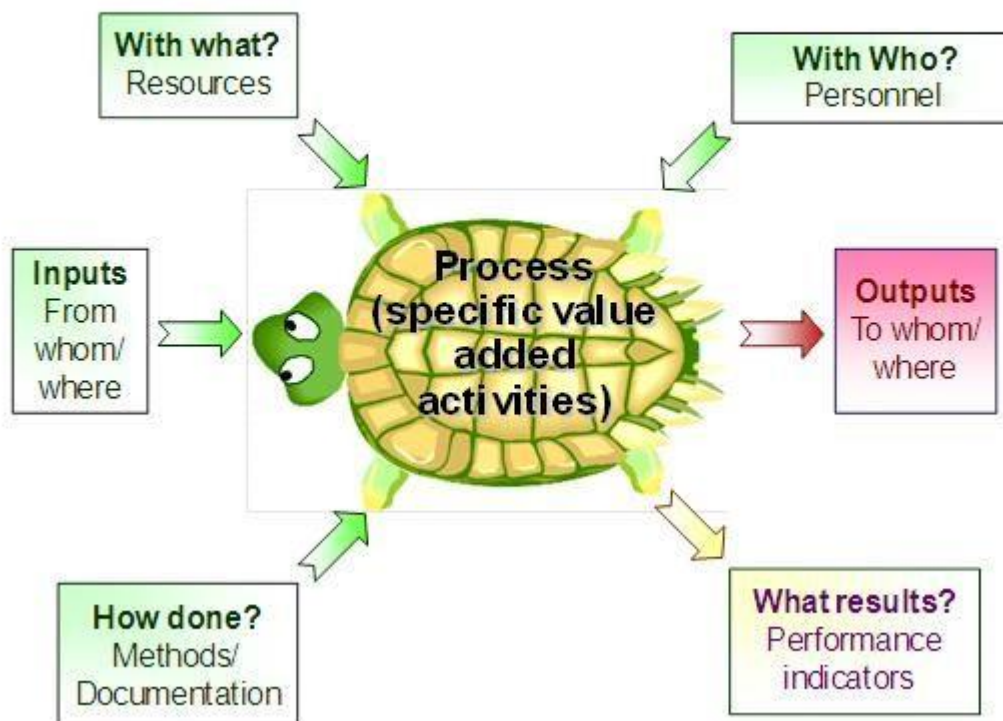**Diagram (Type of Goals as per the time frame for completion)**

Long term Goals   **Medium Term Goals**   **Short Term Goals**

Life goals that will take longer than 5 years

Goals that will take one year to five years

Goals that you will complete within one year

A seven step approach- Diagram

Process Auditing "Turtle Diagram"

With what? Resources

With Who? Personnel

Inputs From whom/ where

Process (specific value added activities)

Outputs To whom/ where

How done? Methods/ Documentation

What results? Performance indicators

Take Action Confidently

Detailed Study-

1. Decisions can become complex when they involve or affect other people, so it helps to create a constructive environment in which to explore the situation and weigh up your options.

2. Changes made in one department, for example, could have knocked on effects elsewhere, making the change counter-productive.

3. Generating a number of different options may seem to make your decision more complicated at first, but the act of coming up with alternative forces you to dig deeper and look at the problem with different angles.

4. Explore the options. Use risk analysis to consider this objectively by adopting a structured approach to assessing threats, and evaluating the probability of adverse events occurrence.

5. Select the Best one. If one particular alternative is clearly better than the rest, your choice will be obvious.

6. With all the effort and hard work you've already invested in evaluating and selecting alternatives, it can be tempting to forge ahead at this stage. But now, more than ever, is the time to "sense check" your decision. Before you start to implement your decision, take along, dispassionate look at it to be sure that you have been through, and that common errors haven't crept into the process.

7. Communicate your decision- Communicate the decision effectively, and inspiring way. Get them involved in implementing the solution by discussing how and why you arrived at the decision.

Group Discussion Do's & Don't (Team Work)

The term ' Group Discussion' is a combination of two words ' Group' and ' Discussion'. It can be defined as a unit of persons having similar goals. These practices are performed in different ways but the basic objective of all the practices is to develop the internal qualities of a person. In this way, a person who can communicate effectively is always in an advantageous position. Effective communication in this implies the knowledge, thoughts, ideas and opinions of a person which he further communicates to others in a group discussions, interviews, seminars and presentations. For every organization it is mandatory. Every organization has to face some problems and to terminate these problematic meetings

from different departments are organized to arrive at a solution through group discussion. It is generally made in an oral form to evaluate the functioning of the form etc.

Purpose of Group Discussion- It bears a great importance, because it serves a number of purposes.

1. **To increase learning and Understanding-** It is generally accepted fact that a combined knowledge of two or more persons is always greater than that of a single person. As a result of group discussion, various persons can share their views with others.

2. **To Exchange Ideas-** It is to make the various people able to exchange their ideas. It leads to creation of new ideas. The combined ideas of various persons involved in a group discussion may prove to be very helpful for an organization.

3. **To make Decisions-** It is purposeful process and certain members of any organization are involved under it. It is an important purpose is to draw a conclusion and to make such a decision that may be helpful for a group in the achievement of its objective. An effort should be made to ensure that the decision must be acceptable to all.

4. **To solve various Conflicts**- An organization may face a number of problems in its day to day functioning. Under a group discussion, various members suggest different solutions for a problem and the most suitable solution among this can be followed.

Advantages- Nowadays, it is widely used to evaluate the knowledge of various members to make important decisions.

1. **Group Discussion Develops Communication skills**- It provides opportunity to members to express opinions clearly and to remove their doubts. As a result, it enhances the knowledge of all members as they share their views.

2. **Develop Personality-** It develops various abilities of the team members such as flexibility, patience, Co-operative attitude etc. Also learn the art of compromising.

3. **Promotes Innovative Thinking-** It provides a platform to all the employees to express their views freely. As a result, it develops the democratic and innovative thinking among members.

4. **Fulfillment of Psychological Needs**- The process of group discussion fulfills various psychological needs of participants such as need to recognize, urge to develop relationships etc.

5. **Outlet for Internal Feelings**- It also functions as an outlet of the internal feelings of a person. If these feelings are not shared with others, then these may become a cause of psychological disorders.

6. **Better Resources**- Here members can put forward their opinions about the resources like technology, material, methods etc. It can suggest better resources for the development of an organization which improves the performance. A group can manage better resources as compared to an individual.

Group Dynamics

Employers, today, search for self-motivated candidates who can work in team oriented environment. The organizers test you whether you can get along with the other people or whether you are a self- obsessed person.

- Generate agreement on a common view point and every member should work on it.
- Be adaptable and adjust
- Do not indulge in needless and pointless talks
- Accept criticism sportingly.
- Motivate other participants to contribute & to be cooperative.
- Deal with hostile members.
- Never enter the discussion with disagreements.
- Do not make personal remarks.
- Have a shared leadership.

How to prepare- Here well prepared participants communicate their ideas to one another confidently and the discussion blossoms naturally and spontaneous on the other hand, if they are not prepared, the purpose of the discussion is defeated.

It is important for you to be aware of the issues that are being taken for group discussions currently read a lot about them, gather information on them and their past links as well. Do regular net surfing for facts and read newspaper. Work on your communication skills. Remember that; it needs careful grooming, through study and whole hearted effort.

From where to pick Topics-

1. Always ready & prepare new & current topics.

2. Read the newspapers for a suitable selection.

3. Research your nearby areas.

4. Social, Economic, management topics will give a variation to your personality.

Do's	Don't
1. Always use good words. 2. Always give equal time to speak to every member. 3. Show active listening skills. 4. Be brief 5. Keep your view point clearly & effectively 6. Maintain eye contact with everyone	1. It is a formal talk. Never argue on nonsense talks. 2. Don't monopolize the conversation. 3. Don't try to interrupt; when someone is speaking. 4. Don't exaggerate the things. 5. Don't let down others. 6. Don't look here & there when somebody is speaking.

3.4 Check your progress

1. What do you mean by a team?

2. Write some main points of a good leader?

3. How we can go for team effectiveness?

4. What we need to become an active member?

5. What do you mean by group discussion?

6. Importance tips to prepare group discussion?

3.5 Summary

Team building is a process of enabling the team to achieve the goal. It will occur more easily when all team members work jointly on a task of mutual importance.

The commitment, trust, and self-determination by each are critical in achieving a sustained high level of performance. It will learn to appreciate and enjoy one another for which they are and will help keep one another on track. The team will have developed its working methods so that they become an informal set of guidelines.

3.6 Keywords

1. Conflict- Serious Argument
2. Self-determination – The process by which the person control their own life
3. Orienteer – To Manage
4. Co-ordinate – To work in sequence
5. Appropriate - exact
6. Emphasis – To put pressure
7. Attainment – To achieve something
8. Structured – Arrange to a Plan
9. Evaluation – To Judge
10. Magnetic - Attracted

3.7 Self-Assessment Test

Q.1s List two major components for team work in detail?

Q.2 How many qualities should be there in a good leader?

Q.3 How you will explain, A Seven Step Approach?

3.8 Answers to check your Progress

1. A team is a group of people working towards a common goal.
2. The team leader should be fair, supportive and recognized by team members. The team leader can encourage team member growth. The team leader should be liaison between the team and upper management.
3. Team effectiveness comes from major elements like Team goals, participation, feedback, team decision, problem solving, leadership, conflict, Team member resources, Risk taking & creativity.
4. Every member should be a good listener first Participate fully and keep your commitments and bear responsibility sincerely.
5. Group Discussion is a specialized version of group interaction. It is usually carried out for the specific purpose of judging employability of the prospective candidates for a particular job.

Read thoroughly

Do regular study about facts & new information.

Get well informed through net surfing.

Work on your communication skills.

3.9 References/Suggested Readings

- Wilson, F.1996,'Great Teams Build Themselves, ' Team Performance Management' An International Journal, Volume 2.

Subject: Communication Skills and Personality Development	
Course Code: DCA-25-T	**Vetter-**
Lesson No. 4	**Author: Dr. Pallavi**
Self –Development	

Lesson Structure

4.0 Learning Objectives

4.1 Introduction

4.2 Self- Development

    4.2.1 Qualities

    4.2.2 Importance of Positive Attitude

    4.2.3 Objectives

    4.2.4 How Stress effects on individuals

    4.2.5 Ways to ease- stress

4.3 Ego and Self- Respect

    4.3.1 Tips to help you increase your self-respect

    4.3.2 Difference between self-respect / ego

    4.3.3 Effect on self and surrounding

 4.4 Check your Progress

4.5 Summary

4.6 Keywords

4.7 Self-Assessment Test

4.8 Answers to Check your Progress

## 4.9 References/ Suggested Readings

SELF DEVELOPMENT

4.0 Learning Objectives

1. The objectives articulate the knowledge and skills you want to acquire by the end of the course.

2. Students direct their learning efforts appropriately and monitor their own progress.

3. To master these complex skills, students must practice and gain proficiency in the discrete component skills.

4.1 Introduction

Positive attitude is learning to communicate with other, whether in relationships or co-workers as in all walks of life. The attitude of a person helps him to know his environment and to develop his identity by providing him a lot of cognitive, effective and behavioral information. It refers to the favorable mental evaluation of an object by a person. A man of positive attitude can convey the message clearly with transmission of understanding and can listen to other's view point emphatically. The person who possesses interpersonal skills display empathy, support others and possess effective communication skills.

4.2 Main Body of the Text
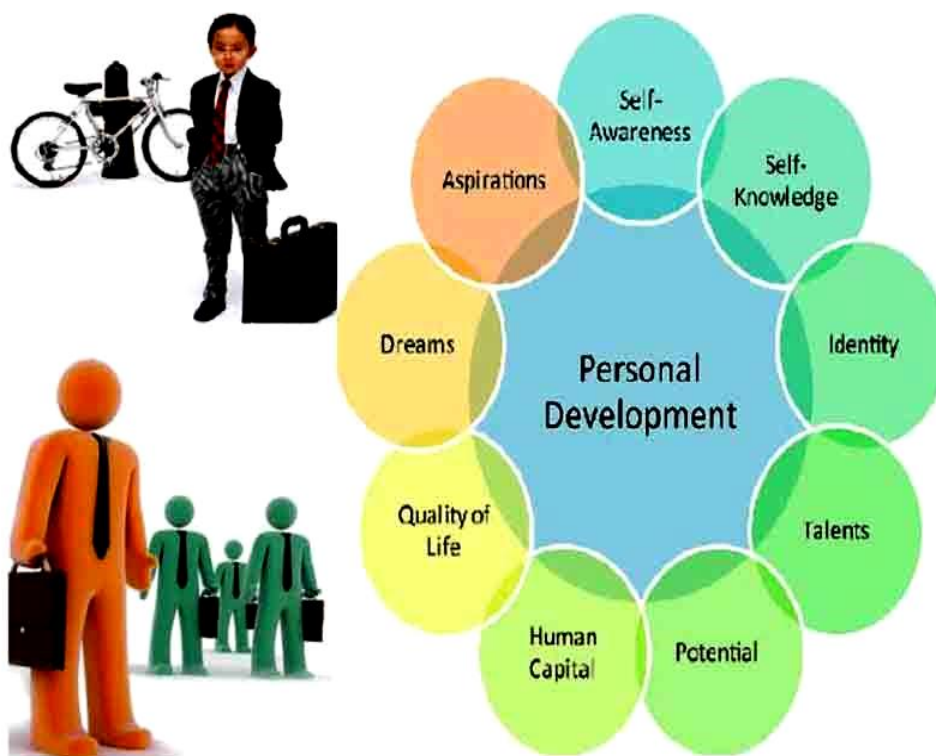
Major Concepts- Positive attitude starts with two things. First understanding yourself, it is essential to understand what drives your behavior, and knowing your strength and weaknesses. Second - Understanding the impact you have on others, and how they see you. It is all about understanding ourselves in order to understand people.

1. It is the development of this passionate purpose that lets you simplify, focus, be result oriented and engage in meaningful relationship.
2. In any process, you must be transparent such decision making, problem solving etc.
3. Feedback is one of the key elements. The golden rule is three times more supportive feedback than corrective feedback.
4. The use of constructive language.
5. To appreciate the efforts of other people. There is nothing more unequal as treating different people equally.
6. To be able to understand the complexity of the communication process.
7. Need to learn how to deal with resistance to change. If you try to force people in their ways of working you are basically making them work against the grain.

4.2.1 Qualities

1. Communicates clearly, both orally and in writing.

2. Recognizes and uses ideas of others.

3. Encourages shared decision- making, honor, commitments and promises.

4. Builds and sustains trust and respect.

5. Handles conflicts and negotiations effectively.

6. Builds positive relationships.

4.2.2 Importance of Positive Attitude

Self- Development of communication

The self of a person is made as a result of a combination of various physical and mental qualities. Self-development of a person provides a great help in making an effective communication. It leads to the development of positive attitude in a person which is essential for success.

The communication has a close relationship with the personality of a person. The word, 'Personality' has been derived from a Greek word 'Persona' that means 'Mask'. The personality of an individual is the combination of various features. Self-development is a socially desirable phenomenon because it insists on developing the physical, intellectual, emotional and spiritual features of a person in such a manner that may prove to be beneficial for the society.

"The self-rise in conduct when an individual becomes a social object in experience to himself" According to Mead.

The 'self' of a person involves the following qualities:-

1. Physical qualities- These are related to health and fitness.

2. Intellectual Qualities- These Qualities are concerned with mental activities like thinking, reading, writing etc.

3. Emotional Qualities- These qualities involve feelings, socializing, serving etc.

4. Spiritual Qualities- These qualities involve meditating, knowing the soul etc.

Objectives of Self Development

Diagram
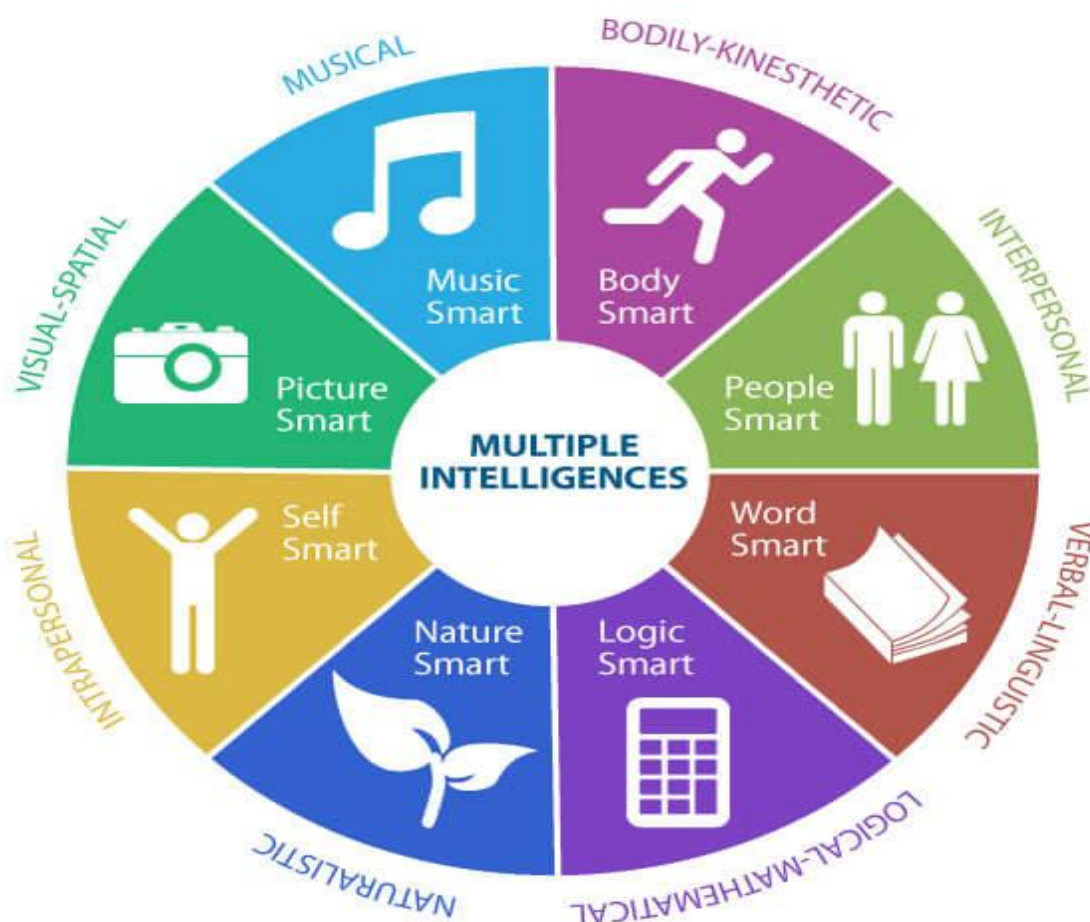
1. **Balanced Personality**- Every person has various types of feelings. These feelings carry a deep impact on the behavior of that person towards his fellow beings. The important aspect is to develop all the aspects of the personality of an individual in a balanced way.

2. **Organized Life-** It is very important, so that, the functions of the society may be performed in a planned manner.

3. **Co-operation & Co-ordination-**It is to make an individual adjust with his surroundings. This helps in the rise of moral values like co-operations & co-ordination.

4. **Increase in knowledge**- Under Self- development, an effort is made to develop all the good qualities of a person. An important thing is a quality to desire to learn. This desire helps a man to achieve his aimed goals.

5. All-rounder- A person who can handle different situation peacefully and patiently can achieve a great success in his life. This includes all the aspects of an individual personality.

6. Positivity- An essential thing to achieve success in life. If a person is able to make a constructive use of his attitude, he can become stronger, richer and wiser. It leads to a happy life for a person.

7. Rationality: - The quality helps a person to know the advantages as well as disadvantages of every action**.**

 Accept to be performed by him and consequently he takes right decisions.

 8 Responsibility: - "The price of greatness is the responsibility." By Winston Churchill
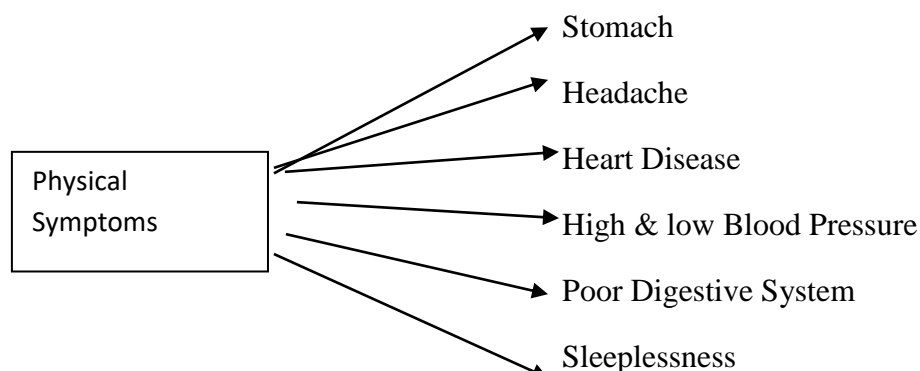
Each one of us faces situation that affects mental, physical and psychological activities. In such a situation, a tension is created which is known as stress. Stress influences the activities of a person both positively as well as negatively. Generally, it is observed that the efficiency of a person is reduced in the situation of stress. A stressed personality is never loved or appreciated. Keeping this fact in mind, stress management has also become a part of personality development. How to control emotions, how to adjust are the things to ponder.

How stress affects an Individual-
In the modern competitive world, every individual faces the effects of stress in different ways. Stress sometimes affects the efficiency of some people in a positive way. They start working with more interest and efficiency due to stress. Whereas it carries a negative effect on the activities of some people.
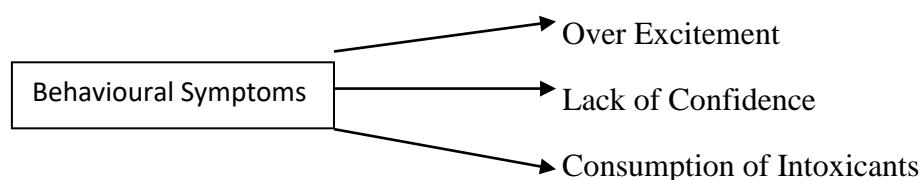
- **Minimum Effect on Efficiency-** When stress is of minimum or zero nature i.e minimum control is made by the officers, then sub-ordinates don't work with full interest. As a result, the level of efficiency gets reduced.

- **Favourable Effect**- Under this, employees are not assigned increased work load and also they are not given full freedom for work. Freedom to take decisions enhances their working skills & efficiency. Under this type of stress, subordinates get aware towards the intiative due to which they get motivation to complete their task.

Some major symptoms due to stress:-

```
                                          Stomach

                                          Headache

                                          Heart Disease
  ┌──────────────┐
  │ Physical     │ ───────────────────→   High & low Blood Pressure
  │ Symptoms     │
  └──────────────┘
                                          Poor Digestive System

                                          Sleeplessness
```

Diagram

```
                                          Over Excitement
  ┌────────────────────┐
  │ Behavioural Symptoms│ ─────────────→  Lack of Confidence
  └────────────────────┘
                                          Consumption of Intoxicants
```

4.3 Further Main Body of the Text

Self-Development

What is Self-Respect and why is it important?

Self-respect is a form of self-love, where in a person values his or her own unique and unrepeatable approach to living life. It is having an understanding and appreciation of the underlying character traits of one's true self and most importantly making life choices and decisions from that authentic aspect of a person's personality. It is important that it is the gift we give ourselves when we become less motivated to please others in order to get their approval and more motivated to live a life of authenticity and personal integrity despite whatever anyone else thinks about us.

For example, it's the same as if somebody wanted to give money to someone else he would first need to have money in his pocket in order to give money to him. The same goes for respect. He can only give it to someone else if he had it inside him for himself. When you respect yourself, you know when to say "no" to what is no longer emotionally, mentally or financially healthy for you. Gaining self-respect is about learning your worth, knowing your value and advocating for yourself, as needed. It is important

for making mature decisions that impact your life and the lives of others connected to you. At the end of the day, self-respect starts with you but is designed to have better interpersonal relationships.

"Self-acceptance and self-improvement are like wings of a bird; Self- improvement without self-acceptance will cause a nervous breakdown. Self-acceptance without self-improvement is a delusion."

It's not the need for adoration or perfection but rather a balance between acceptance and willingness and openness to grow, push and change.

A person with self-respect treats others how they want to be treated, and when they are treated poorly by another person, they talk with them about it or they consider distancing themselves from that individual or ending their relationship, conversely, a person without self-respect not only tolerates this kind of treatment but is quick to excise it or to believe they deserve it.

Practicing self-respect can benefit your life in dozens of different ways, no matter what you prioritize in life. Examples of self-respect include asserting yourself in relationship. When you have healthy levels of self-respect you talk to yourself with compassion and are able to feel proud of your authentic self. Feeling good about your-self and demonstrating self-respect are a chicken and egg situation; it can be difficult to tell which comes first. Do positive emotions and thoughts about your-self lead to self-respect or is it the other way around? The truth is that they both influence each other.
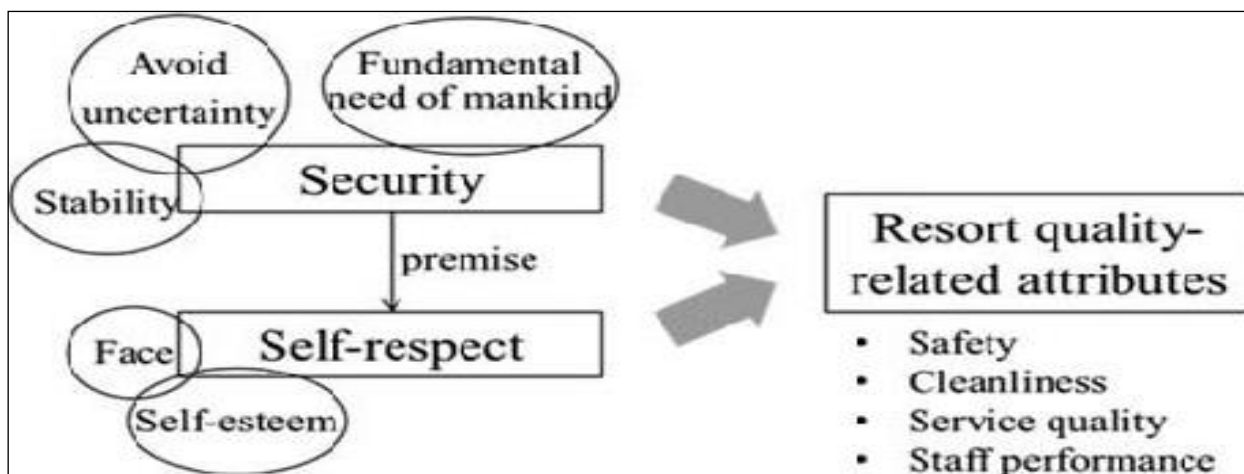
4.3.1 Tips to help you increase your self- respect

Self-respect fosters self-belief.

1. **Choose self-respect-** The first step is to make the commitment to change. Developing self-respect is no different. Practice it on a daily basis.

2. **Consider your own feelings-** Your emotions are at least as important as everyone else's. Take your own feelings into account in your everyday life and the decisions you make. Don't require the approval of others.

3. **Avoid making self-deprecating comments**- What you say about yourself over and over becomes what you believe; unless you are clear on the boundary between self-deprecating humour and genuine self-depreciation. If you struggle with a lack of self- respect it is safe to assume that you are not clear on where the boundary lies.

4. **Keep a journal-** A journal is a simple but powerful tool for creating personal change. Record each time that you disrespect yourself.

5. **Take care of your emotional needs-** Self- respect is apparent though the things you do to make yourself comfortable, content & happy. Each of us has emotional needs. You need to notice them and ensure that they are met.

6. **Avoid allowing anyone to treat you disrespectfully**- When you allow others to disrespect you, nobody wins.

7. **Behave in good ways**-How you conduct yourself sends a strong message to the world. Taking care of your body, watching the language you use, and refraining from engaging in socially unacceptable behaviour shows that you have a certain measure of respect for yourself.

8. **Treat others with respect-**When you treat others with respect, they are likely to follow your lead and act in similar way. Life is built from the inside out. Before you can create your external world you must be able to create it internally.

9. As you make these practices habitual you'll automatically treat yourself and others in respectful ways.

4.3.2 Difference between Self -Respect & Ego

Self-respect, self Esteem, dignity, ego are some terms very close to each other. All of them are related to self- the way we look at ourselves, the way we value us and the way we expect value from others. Self-respect and ego are two powerful terms that determine much of a person's behaviour and personality.

Ego- General psychologists define the term 'ego' as an over attachment to self. It makes us sensitive to criticisms and often becomes a hurdle for personal and professional achievements. Ego is a false self-image, unreasonably heightened.

Self-respect- It is the value and regard that one has for himself/ herself. It is standing up and treating the self with dignity.

4.3.3 Effect on self and surroundings- Egoists rarely admit their mistakes. They are likely to choose ego over anything. That is close to them, even if it is harmful for them or the people around. Self-respect is logical. It does not let us be headstrong, at the same time maintains to preserve the self-worth.

Children who are brought up by egoist parents grow up to build the same defensive wall around them. The guardians, who teach their children how to live with respect, grow up to be self-reliant and confident.

Consequence- Self -respect result in personality development and makes the person self-dependent. It stops the person from believing he/she is superior to other, and at the same time it teaches him/ her, how to value himself. Ego often leads to unhealthy competition and rivalry. It creates an urge to prove oneself even if is by demeaning others. Ego can destroy relationships, hurt others and make a person isolated in his own world.

Pointers for balancing ego
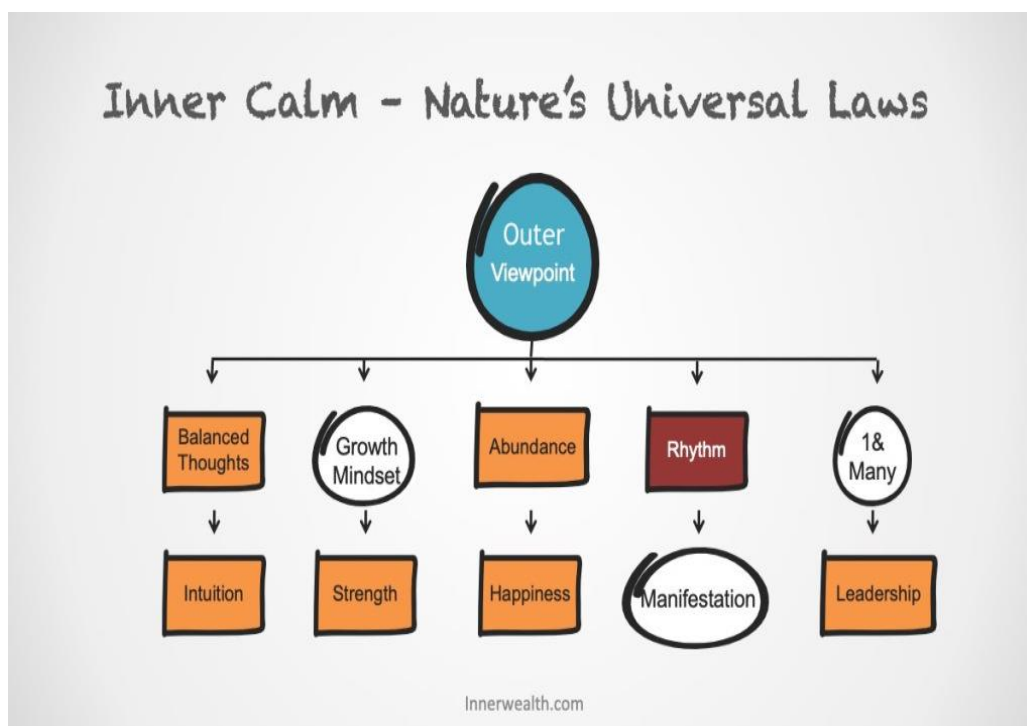
1. Think before you act.
2. Try to see what other's feel.
3. Accept criticisms
4. Admit when you are wrong.
5. Communicate clearly.
6. Do not seek attention.

7. Respect others.

Pointers for building self-respect

1. Love yourself

2. Believe in what you do.

3. Identify you strengths & weaknesses

4. Compromise, but wisely

5. Think positive

Both ego and self-respect co exists in each one of us and we must know how to get the perfect balance in them. Self-love and self-confidence are essential for, our growth but it should not reach a point where we become selfish and cannot accept reality. It is important to have faith in yourself and be confident with your actions.

Concept of Motivation

A motivation is something that encourages action or feelings. To motivate means to encourage and inspire. It is powerful. To motivate means to encourage and inspire. It is powerful. It can persuade, convince and propel you into action. In other words, motivation can be defined as motion for action. It is a force that can literally change your life. It is the driving force in our lives. It comes from a desire to succeed. Without success there is little pride in life; no enjoyment or excitement at work and at home. Often life becomes like a lopsided wheel giving a bumpy ride.

The greatest enemy of motivation is complacence. Complacence leads to frustration, and when people are frustrated they give up.

Motivation helps a person to change his pattern of life. It can come from anywhere. Especially it depends on you how you take the life. For instance, even an out can motivate you. The way she never stops, keep working that's the challenge and positivity a man can see and learn.

Your internal motivation in your-self drives you to your goal and attitude. It is contagious. Attitude is the key to getting the response you want from others. How does a person stay motivated and focused? One important tool that has been used by athletes for a long time is clear auto-suggestion. Auto-suggestions are positive statements made in the present time & repeated regularly. In other words it is a positive self-talk.

Some Motivating Factors

What we really want to accomplish is self-motivation. When people do things for their own reasons and not your help that is lasting motivation. Remember, the greatest motivator is belief. We have to inculcate in ourselves the belief that we are responsible for our actions and behaviour and when people accept responsibility as a challenge, everything, improves; quality, productivity, relationship and team work.

To be a successful person, always motivate and encourage others.

A few steps

- Give recognition
- Give respect
- Make work interesting
- Be a good listener
- Throw a challenge
- Help but don't do for others what they should do for themselves.

Diagram

## Some major strength of mind and Heart

Goals for Individual's Effectiveness

It is quite essential for an individual to achieve as it will benefit personnel and organizational goals.

1. Standing up for your rights in such a way that they are taken seriously.

2. Requesting others to do something in such a way that they want to.

3. Refusing unwanted or unreasonable request.

4. Resolving interpersonal conflict.

5. Getting your opinion seriously.

6. Balancing immediate goals.

7. Golden Rule- treating others, as you wanted to be treated.

8. Maintaining the good feeling about yourself.

9. Acting in competent ways.

10. Expressing thoughts, ideas & concern clearly.

11. Giving courteous, accurate & complete response.

12. Listening attentively to others.

13. Keeping commitments.

14. Seeking accurate information.

15. Treating of employees with respect regardless of their level as background.

Diagram Character Strengths
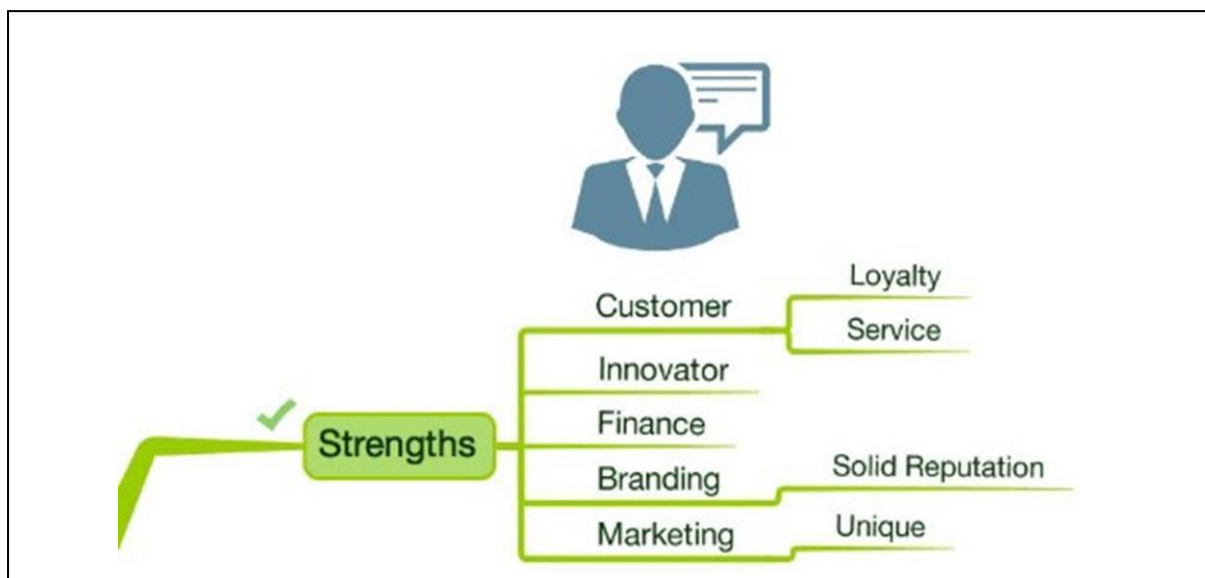
1. To be a good thinker, keep relationships with your self-respect.

2. It does not occur in isolation but an individual's effectiveness is a mixed package of assertiveness, conflict- management, negotiation art, and other skills.

3. It starts with understanding self and then moves on to situation such as understanding others or reaching out to other people.

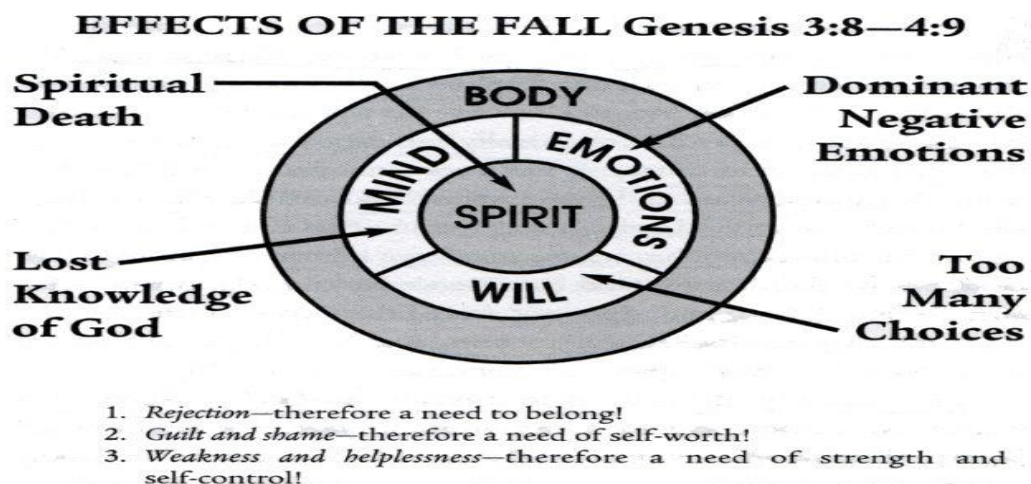## Importance of Discipline & Punctuality

For an individual, major trait that makes a person accurate in life is discipline & punctuality. Discipline means the training of the mind and character of a person to observe self-control or habits of obedience to the superiors, seniors or to the established authority. The entire cosmos is acting, moving or existing under a discipline of its own. The planets, the satellites and the stars do not move by fits and starts; they move according to certain set rules. Discipline, therefore, is a basic necessity of life. Without it life is like a boat without a rudder. An undisciplined person cannot achieve much in life. One must discipline one-self in some way or the other in order to achieve some goal in life.

Discipline is essential part of a personality for social and national life. It includes mutual help and co-operation. We should not hate discipline thinking that it puts some curbs on liberty. It is a wrong idea.

Discipline should be self-imposed. It should come from within. Self-discipline is necessary for health and for progress in life. By observing discipline, we can make our lives bright. Punctuality is a form of discipline. Good manners are also a mark of discipline.

Discipline costs nothing but pays rich dividends. A team or an army which is strongly disciplinal is sure to achieve victory. It gives all power to individuals, group and nations. Its value should never be under estimated.

Diagram Self Discipline

EFFECTS OF THE FALL Genesis 3:8—4:9

Spiritual Death — Lost Knowledge of God — Dominant Negative Emotions — Too Many Choices

BODY — MIND — EMOTIONS — SPIRIT — WILL

1. *Rejection*—therefore a need to belong!
2. *Guilt and shame*—therefore a need of self-worth!
3. *Weakness and helplessness*—therefore a need of strength and self-control!

Benefits of punctuality of Self Discipline

1. Punctuality & Self-discipline define your character, strength, abilities & Self-determination.

2. Helps improving efficiency, time management and enhance productivity to achieve goals.

3. It enhances self-respect, personal honour and dignity by raising his sincerity and trust worthiness.

4. It weeds out all ills from your life and leads you to the way of satisfaction & success.

Diagram of Professional focus

How to overcome fear

Any undesirable emotion that you feel or a thought which causes you great distress can be referred to as fear. Any type of fear begins with the trigger of a certain stimulus. This fears maybe in the form of sweating, insects or any life threatening situation. Fear will always be present in your life. This is aggravated especially if you are always within your comfort zone. You have to reach out every once in a while in order to achieve self-improvement. You must learn to overcome it and not merely adapt to it.

When it comes to your personal progress, harboring fear within yourself will deter your growth as a person. In most cases, many individuals including you have a particular baseless fear lying within. This causes the destruction of your self-confidence and will directly influence your personal growth and success.

Those who continue to live with this type of sensation often feel insecure about their personal being, overly anxious and are not aware of how to look at life on a positive   point of view. These individuals are incapable of thinking logically and evidently. A person often limits their ability to progress in terms of their interpersonal and intrapersonal life.

Disadvantages of Fear

Before coming on to the disadvantages; few advantages are also there. Fear prevents people from doing certain things which they should not do.

Being extremely fearful of something has some effect on your body. It can cause headache, other psychological effects include shortness of breath, rapid heartbeat and excessive breathing.

On a different note, fears can hinder you from reaching your goals. It can even be considered as a hindrance in forming lasting relationships. Fear of engaging in a serious commitment with someone that you truly care for is a great example. Lastly, it can hinder you from achieving the success in life which you have always dreamed about, fear limits the potentials.

Why to conquer

A person who does not fear anything is a rare gem which is difficult to find. Most of us live our life with a certain kind of fear. This is may come in the form of being afraid of height, change or even the feeling rejection.

There are several reasons why you should face your fear. In the same manner, you will also get to enjoy several benefits in doing so; once again, decision is yours." Do not let your fears choose your destiny" Unknown.

A person will not be able to make positive changes. This is because making even the smallest change can make him feel uncomfortable and anxious. For example, if the company fear the changes which may happen. You might even feel uncomfortable and unhappy with your current job, but you are afraid to apply for a new one which offers you greater opportunities.

These changes are often positive ones but because of fear, we are unable to enjoy a much better life.

Fear prevents you from breaking bad habits which may be a part of the lifestyle. Some examples include smoking, drinking excessively and having poor dietary habits. But why do people continue to do these. The answer is simple; it helps them feel numb especially if they are faced with a

great deal of stress and anxiety. The inability to face fears which causes stress and anxiety will push you to gravitate towards these unhealthy habits which you are trying to get rid of.

HOW TO CONQUER YOUR FEARS AND TAKE ACTION
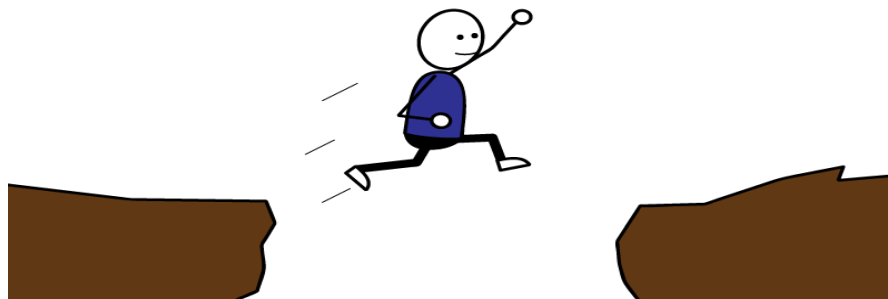
Four ways to handle fear

1. You can go over it.

2. You can go under it or around it.

3. You can run from it.

4. Stand and face it.

Which option is the best, of course the last one. All you have to do it believe in yourself. Each time we face fear, we gain strength, courage and confidence in the doing. Become an inspiration to others and help them live their life without being bonded to their fears. Don't let your fears control you or define your personality.

Most common Fears

1. **Fear of commitment**- At some point in your life, you may fear even the mere thought of commitment yourself to something or to someone. Some individuals prefer to commit to a serious relationship but are scared to devote their efforts to starting a business venture.

2. **Fear of Rejection**- It may come in the form of being scared to make a move especially when it involves expressing your feelings towards somebody special or merely approaching another person and start a good conversation. Nobody likes the feeling of being rejected. It prevents a person from talking to a person you are interested with.

3. **Fear of Failure**- A lot of people has this fear. Most of them are living their life in the rear lines. Experts say that the fear of failure is developed by a person's subconscious in order to protect one's self from going through problems associated with failing.

   The first thing is to ask yourself what exactly are you afraid of and why. You must devote sometime to this and you will find the answer.
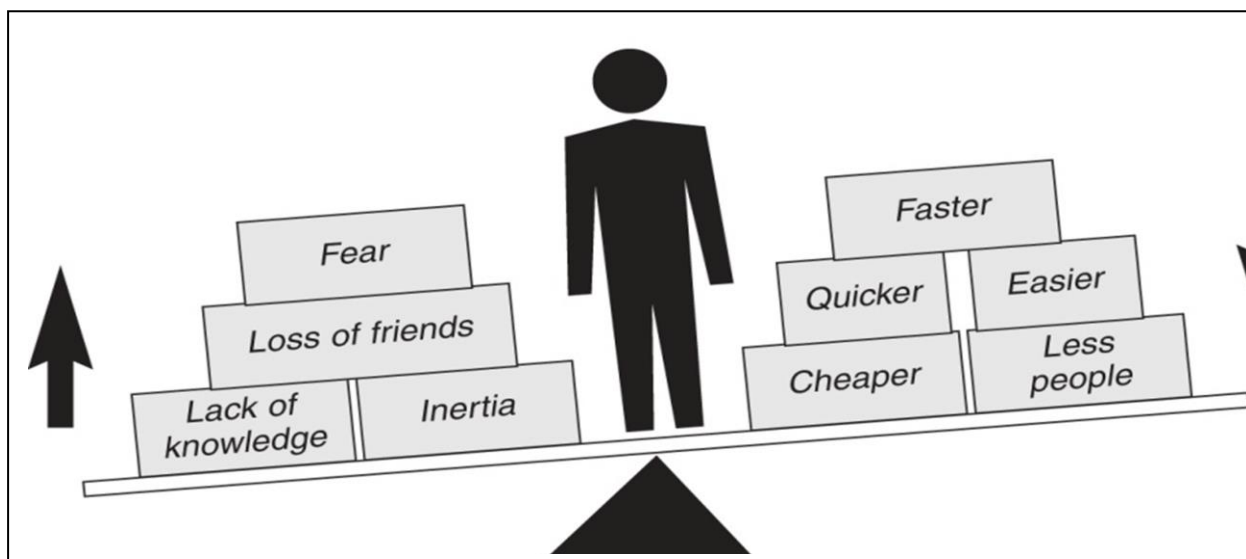
How to deal with the fears

1. **Make a decision**-

   Thinking of what might happen in the future. Remember, the only person that can let you down is yourself.

2. **Take one step at a time** - Deal with the first step and focus on it. Once you are done then you can move head on with the others.

3. **Consider fear as Growth opportunity** - Begin this by creating a list of the benefits which you can have if you face your fears. Include in your list the possible outcomes. Imagine what your life would be if you face your fears.

4. **Take a Breather**- If you are up to give your public speech, your company presentation, exams or even transferring to your new home, you need to take a break and put yourself back together. Walk away for couple of minutes. Take deep breaths, think of happy thoughts.

5. **Expose yourself to fear** - According to Jim Morrison "Expose yourself to your deepest fear, after that, fear has no power, and the fear of freedom shrinks and vanishes, you are free." Medically

speaking, exposure therapy involves the treatment of an individual by assisting them in confronting their fears.

6. **Accept failures gracefully** - The mere thoughts of failing prevent an individual from achieving great things in life and this also makes an individual miss out on wonderful opportunities. Continue doing what you want and do not fear the possibility of failure. It is much better to try and fail rather than not try at all.

7. **Trust yourself** - Most important thing to remember, trust yourself. Find the courage to trust even before you go through your venture of overcoming your fears. Stop thinking that you cannot do it. Always give some credit to yourself.

Set yourself for a better future

"You can conquer almost any fear if you will only make up your mind to do so. Fear doesn't exist except in the mind."

4.4 Check Your Progress

1. What do you mean by Self- Development?

2. Difference between Ego and Self Respect?

3. What are the goals to become successful?

4.5 Summary

1. **Self -respect**- How we value ourselves, it is how we perceive our value to the world and how valuable we think we are to others. If strengths our trust in others, our relationships and our work.

Ego- Ego is a persistent feeling of self-elation whereby the person is not ready to accept anything that makes him feel inferior. It results in resentment and can drive the person away from reality.

Points of Difference

1. Underlying Feeling- Pride, Insecurity Self doubt
2. Underlying Causes- Faulty parenting, Broken Homes, Bullying
3. Underlying Motivation- Gain power, protect the self from criticism, defending the self.
4. Effect on People around- People around are unhappy & feel humiliated
5. Consequence - Makes the person dependent and emotionally vulnerable.

4.6 Keywords.

1. Compromise- settle a dispute by mutual concession

2. Perceive- Interpret or regard in a particular way

3. Persistent- Continuing to exist

4. Self-elation- Pride in oneself

5. Unacceptable- not satisfactory

6. Habitual- Done constantly

7. Self-deprecating- Modest about oneself humorously

8. Apparent- Clearly visible

4.7 Self-Assessment Test

1. What do you mean by Ego?

2. How self-respect is gained?

3. Why self-development is important?

4.8 Answer to Check Your Progress

1. Self-development is to take steps to better yourself, such as by learning new skills or over coming bad habits. In other words, it is the state or process of improving or developing one self.

2. Ego-It is something which creates a separation and barrier between you and other. It seeks to alienate you from the world

Self-respect-It is all about honoring yourself and honoring what you stand for. it helps you to honor your own opinion as distinct from others

3. Respect your self

• Always try to innovate.

• Go for new openings and opinions.

• Make a solid plan and measure your progress

• Go for hiring the best ones and keep them working

• Make strong relationships with your key suppliers

• ## 4.9 References/ Suggested Readings

- Berger, K.S. 1980. The Developing person. New York: Worth Publisher.

- 1978, The Self System in Reciprocal Determinism. American Psychologist ,33,3-44, 358

Subject: Communication Skills and Personality Development	
Course Code: DCA-25-T	**Vetter-**
Lesson No. 5	**Author: Dr. Pallavi**
Art of Communication	

Lesson Structure

5.0 Learning Objectives

5.1 Introduction

5.2 Effective Communication

    5.2.1 The Importance

    5.2.2 Power of mind in learning

    5.2.3 How to develop soft skills

    5.2.4 Role of Technology

    5.2.5 Self learning with advantages

5.3 Art of Communication

    5.3.1 Some guidelines

    5.3.2 Choice of proposition

    5.3.3 How to prepare

    5.3.4 Debate & Ethics

    5.3.5 Dimensions of communication

5.4 Check your Progress

5.5 Summary

5.6 Keywords

5.7 Self-Assessment Test

5.8 Answers to Check your Progress

5.9 References/ Suggested Readings

The Art of Communication

5.0 Learning Objectives

1. It will help the student to understand the need of communication.
2. Get to know the difference between Hard & Soft skills.
3. To come out from the comfort zone.
4. To understand the need of society for professionals.
5. To adapt into new environment.

5.1 Introduction

"The art of expressing the ideas and feelings or of giving people information" Every individual spends most of his time in communicating and interacting with others. As in general life, for every one communication is important. For example, if a person starts his own firm, he collects information from the market about the existing things, the chain of demand and supply, the manufacturing & trading the product, the likings & disliking etc. Communication is defined as a proper method under which people exchange their thoughts and meanings with a use of common set of signs, symbols and gestures.

5.2 Main Body of the Text-Effective Communication

According to Groff Conklin

"Effective Communication depends not so much on what is said as why and how it is said."

Students seek employment at some point in life to advance into professional phase and to learn their bread and butter. It will not only be desirable but also essential for them to learn the aspects of soft

skills. We know that teachers generally teach us how to solve a specific or complicated mathematical problem. They explain complex concepts in a manner that is easy to understand. However, it is witnessed that many teachers or academicians fail to teach us how to communicate, how to get along well in an interpersonal situation, how to make a career choice, and many such related problems, All these aspects fall under the domain of soft skills.

There are two types of skills which define a person's ability. Every individual is judged on these two basic things.

1. Hard skills
2. Soft skills

Let's study in detail
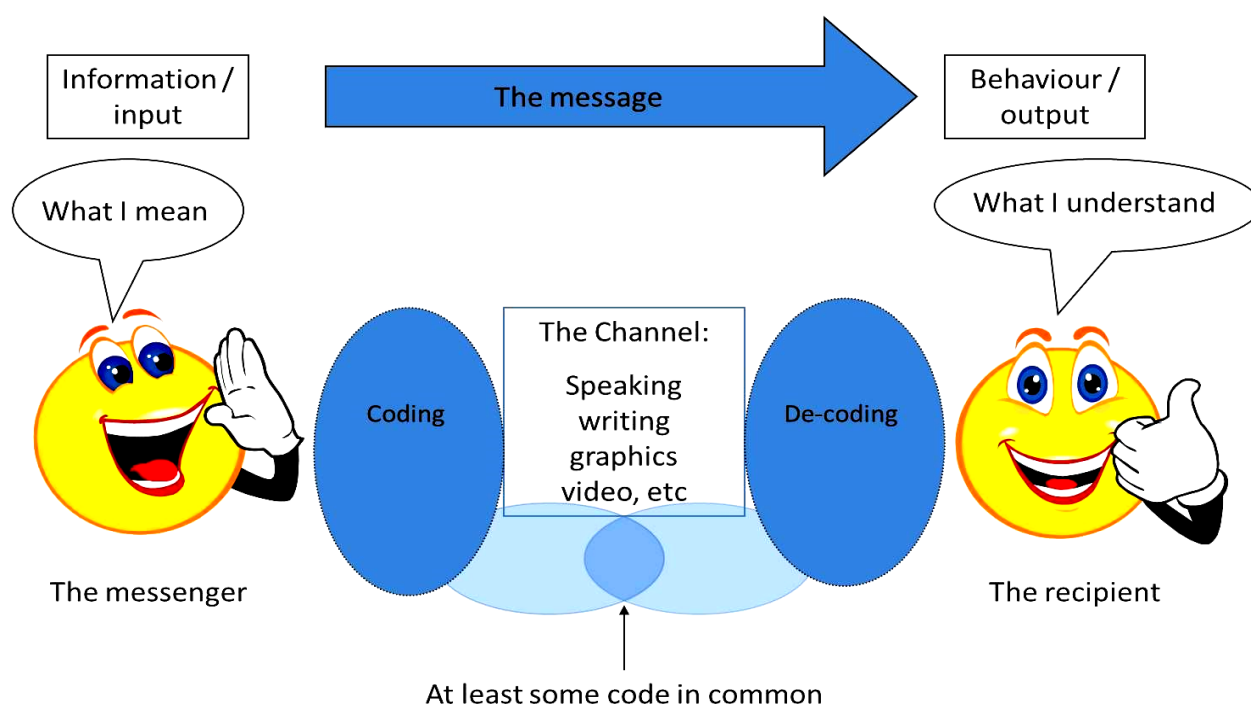
1. Hard skills-- These are the competencies that an individual possesses. These are gained through educational learning and practical hands on applications. There are quantitative in nature and can be measured. In other words, hard skills are essentially the technical abilities required to do a particular job or to perform a specialized task. A degree or diploma confirms that the relevant abilities necessary to perform a particular job have been sufficiently mastered. Hard skills are vital to get employed.

2. Soft-Skills- These competencies are difficult to define due to their subjectivity, which consequently makes them difficult to measure. The list can transform you into a successful individual as a professional.

5.2.1The Importance-

An investment in student's soft skills ultimately affects the bottom line by building new knowledge in the student. Relationships play a vital role in human life. In today's fast paced and continually changing technology, hard skills are continuously in need for being updated. The need is for a continuous renew of soft skills in terms of teaching and training the students. This will facilitate their potential towards being effective & successful.

According to Daniel Coleman, emotional intelligence or EQ - referring to a combination of competencies that contribute to a person's ability to manage himself or herself and relate to other people- matters twice as much as IQ in job success.

Main points -

1. It is important to handle interpersonal relations.

2. To choose career and make appropriate decisions.

3. To communicate effectively.

Skill Acquisition- Soft skills come naturally to some people or they can be learnt and applied in practice. Skill acquisition is an essential component of any learning system. An individual will begin by struggling through attempts to perform the skill. In time, success and improved confidence will ensure. With enough practice, a person can become an expert in the performance of the desired skill. For example - a child learning how to walk is an obvious case. At the earliest stages, the child will rise to its feet, will stagger and fall, and attempt again to rise and make a move. It does not know how to perform the skill and has no knowledge of how to improve. It is unconsciously incompetent. With more attempts, the child begins to realize the potential to walk or move, but is unable to perform the skill to any extent. With more practice, the child can move with significant concentration if distracted, he will quickly fall. Slowly, steadily with practice it can achieve success. However it is important to remember that acquiring soft skills needs tremendous effort on the part of the learner.

5.2.2 Power of the Mind in Learning

Power is essential for success in the accumulation of money. Plans are inert and useless, without sufficient power to translate them into action. Power may be defined as "organized and intelligently

directed knowledge. Organized effort is produced the co-ordination of effort of two or more people who work toward a definite end, in a spirit of harmony communication process is the key to success. When communication & power are combined together, the success goes nowhere.

One of the most surprising features of the information revolution is that the momentum has turned back to the written word. "Someone who can come with precise Communication has a real advantage in today's environment." Whether you are in business or in a service sector, the quality of your writing can bring you success or failure.

"Knowledge may be power, but communication skills are the primary raw materials of good client relationships." Every job description for a new position on his staff includes the following line: Required: effective organization and mastery of his English language.

According to Jetton

"You can have the greatest technical skills in the world, but without solid communication skills, who will know and can understand."

Your job efficiency may depend on how well others communicate, as well. (With introduction)

5.2.3 How to develop soft skills

1. **Basic spoken English**

2. **Presentation Skills**

3.　　　　**Debating skills**

4.　　　　**Vocabulary Development**

5.　　　　**Public Speaking**

6.　　　　**Overcoming Stage Fear.**

1.　　　　**Basic spoken English Through the use of Technology**

Communication technology is continuously upgraded from slow to fast and simple to complex. It is an unbeatable fact that if you want to be professionally successful, you will have to be highly proficiency in communication skills. It is well said about Grammar.

"Will knowledge of the main rules of grammar will help us in writing good English?" You question with a wry face, but be quite frank, it will not but it will help you many other ways.

' For grammar is a record of the way in which most educated men speak and write, and the rules of grammar will consequently enable to gain a clear idea about language, and to check the accuracy of what you have written if you wish to do so,'

The study of grammar is a means to an educated life. "To derive any real benefit from the study of the grammar and composition you must remember that the study of its rules is only a means to an end.

Main Principles of Effective communication-

For every individual

Some of these principles are more important. These principles are known as 7C's.

1.　　　　**Completeness-** It is necessary that the information should be complete in every sense. Complete means the information should provide answers to six wh-questions.

'What, When, Where, Why, Who and how'

1.　　　　What is the meeting about? (Content')

2.　　　　When the meeting will held?(Date & time)

3.　　　　Where it is going to be held? (Place)

4.　　　　Who are required to attend this meeting? (Person)

5.　　　　Why the meeting has been called? (Reason)

6.　　　　How the members will reach there?(Manner)

2.　　　　**Conciseness-**

The term ' concise' means 'To the point' This implies that a message should involve only relevant facts and must be expressed in minimum words but while doing so the correctness and clarity should not be affected adversely.

3.   Consideration-

It is a universal fact that every person gives top most priority to his own interests. The principle of ' consideration' is based on the fact. According to this, "The information should be prepared and conveyed in accordance with the needs and interest of the audience."

4.   **Concreteness-** It insists on the fact that information should be designed in such a manner that it may provide exact and defined information. In other words, every member should get on the same conclusion. Here only specific facts must be used and such words much be avoided which leads to uncertainty and confusion.

5.   **Clarity-** Here the effectiveness depends upon the clarity of message. It must be perfectly clear and free from all ambiguities. To have the clarity of thoughts, the sender must be clear about the objectives, content and medium of communication.

6.   **Courtesy**- It refers to politeness and respect. Use of respectful and pleasant words must be used. In order to bring courtesy to a communication, both the parties involved in it must talk in polite manner. Always use, thank you, please, sorry, excuse me etc.

7.   **Correctness** It implies giving correct facts at the correct time and in the correct style. A message can have a desired effect on the receiver only when it is sent at an appropriate time and in a correct style.

Diagram of 7C's

5.2.4Role of Technology-This new learning of language, especially for the new learners of English as a second language and as a foreign language is fast gaining acceptance globally and the results are quite encouraging. So, the new learner, one must have the knowledge of technology being used and should make an active use of it as a tool in learning interactive skills.

For choosing a software

1.   Competency level of your interactive skills in English.

2.   It should be interactive, actively based and should particularly cover the development of all the required skills- namely listening, thinking, speaking, vocabulary, grammar, reading, writing, body-language.

3.   It should be a reputed product.

Good interactive programmers have the facility of feedback, which you can use for self-judgment.

5.2.5Self-learning with advantages

1.   Good for beginners as it provides privacy of learning, ideal for removing hesitation and building of initial confidence.

2.   Useful for people who have time constraints.

3.   Helpful for viewing material to enrich basic vocabulary & grammar.

4.   Provides perfect environment for self-analysis by recording one's own voice.

Limitations-

1.   Doesn't provide real life interactions with individuals.

2.   Here the software lacks the natural & originality of a teacher.

3.   The program may not be learner specific.

4.   Regular sessions may lead to too much dependence.

5.   For a computer learner, technology may become the aim.

6.   For every learner, it may not be easily affordable.

5.3 Further Main Body of the Text

Presentation skills: - A professional presentation is a kind of an oral talk delivered by a speaker to a group of audience. It is formal in nature communicated with a specific purpose, usually with the help of audio/visual aids. In today's professional and academic environment, oral presentations carry a lot of weight. We must know its intricacies as we all have to give presentations at some or the other time

during our student and professional life. It's a brief question-answer session in which the speaker satisfies queries of the audience.

Formal and Informal Presentations

1.   **Formal Presentation-** These are for business people in sales and marketing. For these situations, people take extra steps to guarantee a successful speech.

2.   **Informal Presentations-** Here the speakers use it in similar ways, with research, an outline and notes and handouts.

5.3.1Some guidelines

- **Research your topic-** Choose a topic and collect the data to back up your message or convince your audience. You might not use all the data, but keep them with you for question session.

- **Analyze your audience-** Anticipate what your audience wants to know about the topic and what the audience intends to do with the information.

- **Outline your message-** State the main point you want to make in one sentence. Then write the supporting points you want in a bulleted list.

- **Use a multimedia approach**- Most people are poor listeners, so provide visual aids for them to see & read.

- **Rehearse the presentation-** When you recite your presentation, you can work out exact wording and possibly discover weak points. Rehearse in front of the mirror. Ask somebody to note your nervousness.

- **Arrive early-**Always remember, punctuality is the key to success. Before your presentation, remain calm and arrange yourself and your material.

- **Start with an introduction** - Experienced speakers include a "spring board motivator," such as an anecdote, question, or activity that captures the interest and attention of the audience & gets them involved with the subject.

- **Use note cards/ visual aids-** To keep on track and prevent yourself missing an important point, these will be helpful.

- **Don't let questions digress from your main topic-** if someone in the audience asks a question that is unrelated to your topic, or strays too far front the scope of your presentation, tactfully ask the person "hold that question" until the end of your presentation.

- **End with a summary of your main points**- Your closing is an opportunity to reestablish your key points and show how they logically lead to your conclusion.

Diagram for Good Presentation:

The diagram shows the clear picture as what the presentation is based upon and what will be the after effects of the desired presentation. The roots are shown as the base and heart of the presentation and the branches with greenery as result.
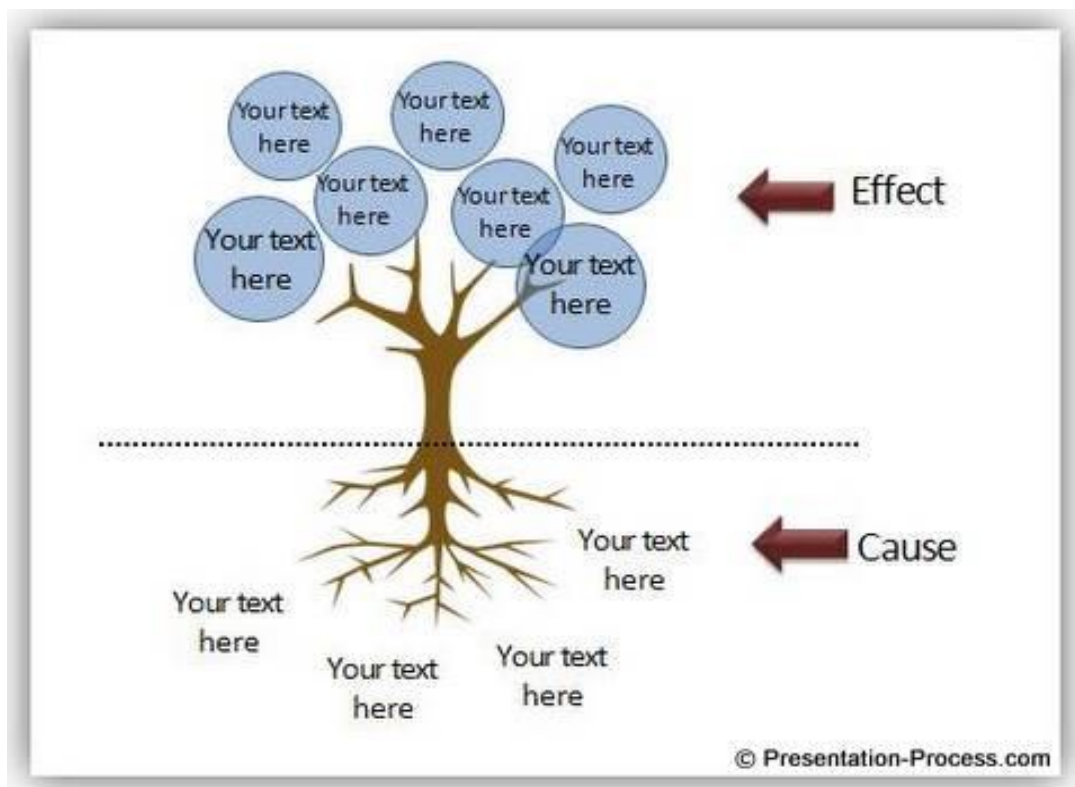
3. Debating skills- Human nature loves to argue. A clever man will often argue to see how much can be said for the other side. A fool will argue believing there is no other side. We argue practically every time we converse seriously in fact we are in this respect very like Moliere's hero who talked prose all day long without realizing that he was talking prose. There are many reasons why people debate. The most important is to make the best possible decision regarding an opinion. We want to hear the best possible defense of the opinion and best possible attack against the opinion before we decide it.

Actually a debate as a verbal communication event is primarily conducted between two matched sides which are represented by two teams: the "affirmative" side / favor side will support the topic and the "negative"/against side will oppose the topic. The topic for debate is officially called the "proposition" or "resolution" or sometimes called a "motion".)

In classroom debates, students either sign up for those teams. The speakers from the two teams in a debate then give speeches for and against the topic. They take turns giving speeches to support their position. In some formats, they ask the other team questions after a speech (called "cross-examination"). In this sense, they communicate with each other.

5.3.2Choice of a proposition-Selecting an adequate proposition is essential for meaningful debate.A proposition is expressed in a clear statement that represents the positive side of the talk. An official statement of the proposition is written as "Resolved; that----".

The topic may be presented in a question form. Things to remember when we choose a proposition.

1.   The proposition should be controversial. It should be phrase so that it may give more or less an equal chance of winning. Both positive and negative arguments should be balanced.

2.   The proposition should be neutrally worded.

3.   The proposition should indicate a change from the present system. In a typical set up, the positive side is an advocate of change and the negative side is a defender of the present or the status quo. The positive has the burden of proof to show that the change is necessary, but the negative side opposes the change.

4.   The proposition should be suitable for the participants. The topic should be interesting to the participants, not too easy or too difficult both in contents and language in the process of research as well as writing and presenting speeches.

5.3.3How to prepare- Here the process is not linear but on individual stages may be repeated a number of times. Debate is often conducted in teams and thus preparation is shared by the group members.

1.   If you selected the topic for yourself, start the analysis. It involves interpretation the meaning of the topic and finding the issues involved in it.

2.   Research is an important aspect of Academic debate. But in further, you must find definitions, facts, statistics and expert opinions. You can conduct a broad/ generic research to better understand the proposition and possible issues.

3.   A case is a set of arguments that supports the positive or the negative position. One proposition allows more than one case.

4.   Refutation & Rebuttal: - The term refutation is a process of approaching the truth through defending one's own opinion. Rebuttal means rebuilding of your own argument.

5.3.4Debate & Ethics

   Since debating skills are powerful tools in communication, we must also consider the ethical responsibility. You must learn to expose the problem of "liars" when they try to erroneously defend unjustifiable positions. Even in real world debate, some speakers serve as devil's advocates so that the question can be rigorously tested. Debaters must be responsible for the accuracy of information given in debate. They must record sources of information as accurately as possible.

WHAT IS DEBATE ????

○ Debating is a more formal way of communicating.
○Debate is a method of interactive and representational argument.
○ Debate is a series of lectures for and against on a given topic by knowledgeable persons.
○A Debate is a contest where two teams present their arguments intent on persuading one another.

How to Deliver:- It is in the manner that the speaker gets the opportunity to add to the strength of his thought, the richness of his feeling, the music of his voice, the beauty of gestures, and the power of personality.

As regards preparation is first. If you want to give a clear and effective impression of your speech, your ideas must always be arranged and classified. One should never begin nor end at random. An abrupt beginning is not that harmful as an abrupt ending. A lame ending usually means a wasted speech.

Some Don'ts- The following "Don't's" are useful for speakers.

1.   Don't preach in platitudes. Let your speech scintillate with original and unique conceptions.

2.   Don't take yourself too seriously. Wit has a rousing sting. Laughter and tears are closely allied and both help to make an impression upon the audience.

3.   Don't deal in generalities. Let your address bristly with specific facts and illustrations of human interest.

4.   Don't drop to the rude or common place. The feelings of an audience are sensitive and demand courtesy and respect less standard language.

5.   Don't imitate the peculiarities of some orator. These may become faults in you. Beware, therefore, of imitating another's peculiarities.

6.   Don't tell your audience all, leave a few details to the intelligence of the audience. A story should lead to the climax by gradual stages. The audience should be permitted to do the laughing or weeping.

7.   Don't shout/be aggressive

8.   Don't mumble the things.

9.   Don't apologize.

10.   Don't make noises such "er" or " um" - speak

11.   Don't forget to watch the effect of your speech as you go along.

12.   Don't speak too quickly. Personally remarks spoil the effect of the whole speech.

13.   Don't introduce state jokes, hackneyed quotations, or well- known antidotes.

14.   Don't quote facts or figures which you cannot verify.

15.   Above all, don't forget the end. A good ending is even most important than a good beginning. Never draw your speech out. The good effect of beam of light of noble oratory is lost because the orator

does not know when and where to finish. Never "talk you hearers tired". Always leave your audience "wanting more."

The qualities of a Good Debater:-
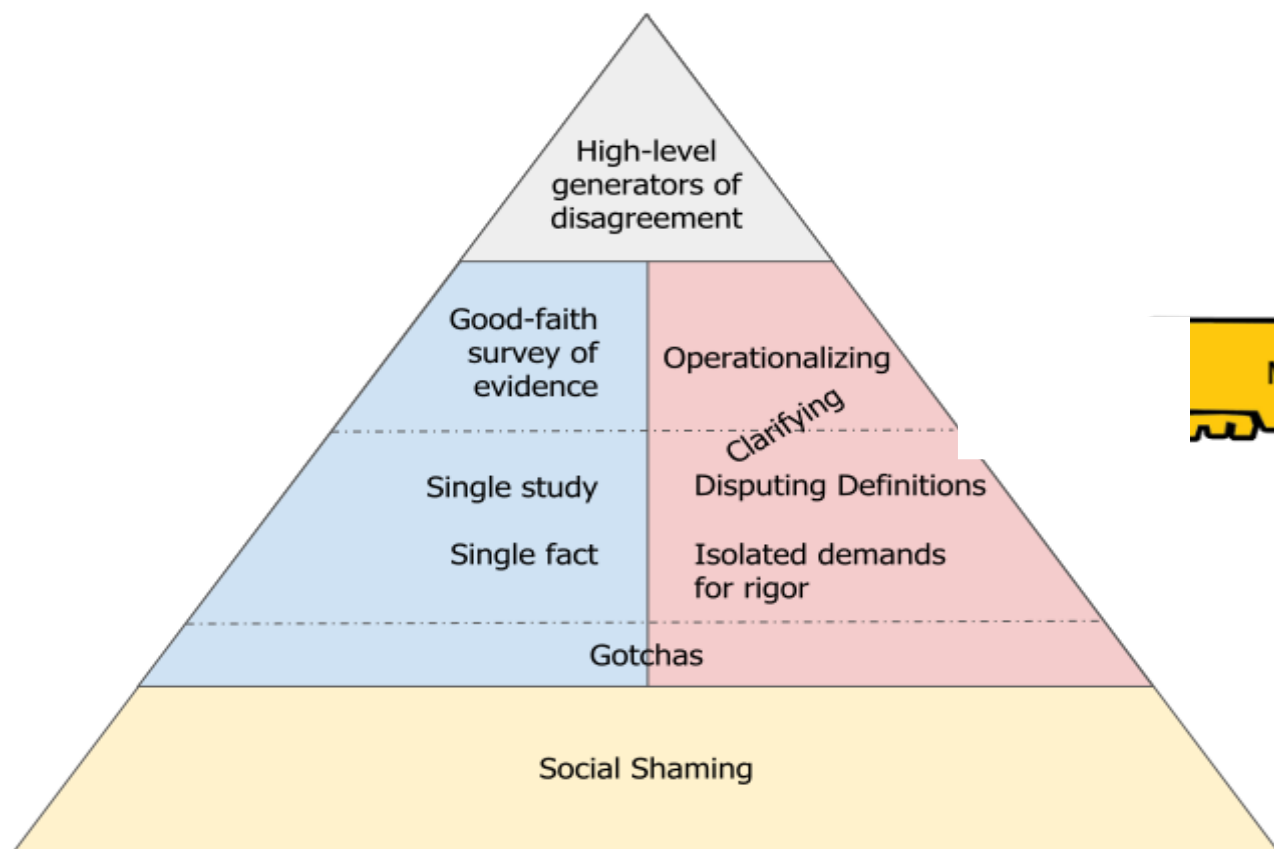
According to Richard Wilson

"The competent debater is cool and even- tempered. He keeps strictly to the point of the argument; speaks clearly and simply: shows sincerity and conviction; replies to his opponents point by point; avoids worn out phrases and catch words; is alert and quick in retort without being pert; and has a good stack of 'beginning' and illustrations- stories, fables, parables and homely comparisons.'

Vocabulary Building-

As words make sentences, you should have the ability to use the right word at the right place. This will help you increase your ability and express yourself correctly as well as assist you to bring fluency in your speech. Extension of vocabulary is a gradual process. It cannot be done over-night. The most effective tool is to do regular reading and careful listening of English. Memorizing new words is not

advisable, as they do not stay long in the head. Moreover, words change their meanings according to the context.

For example, the word 'expose' can be used in two ways. "The media has exposed his underworld connections' 'Near an X-ray machine you may expose yourself to radiations. sIn the active stage of knowing a word, you should try to fix a useful word in your mind. It becomes a part of your active vocabulary when you know how to use it correctly in the right context.

Three stages

1. First stage- To understand is the first stage of knowing a word. Study the structure, spelling, meaning and pronunciation of the word preferably with the help of a dictionary.

2. Second Stage- Try to visualize a picture or a situation corresponding to the word.

3. Third stage- After understanding the word, you may construct a vivid picture.One can also extent one's vocabulary by writing 5-10 words every day from newspaper, magazines. Compile these newly learnt words and use.

5.3.5Dimensions of communication -

Major four broad dimensions are there. Each of these dimensions contributes to the process of developing good communication skills. These are
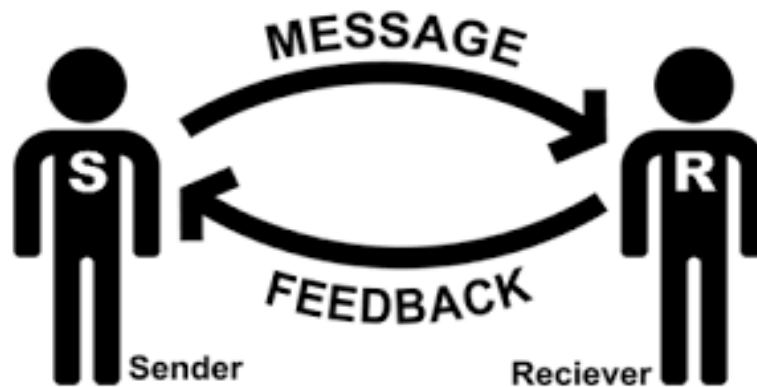
1. Intrapersonal

2. Interpersonal

3. Group communication

4. Mass communication

1. **Intrapersonal Communication**-

It is very interesting to know what goes in the minds of the people as they think, feel, value, react, imagine, so on. Language is nothing but sub vocal speech. In this we learn how people respond to information and how they make decisions or store and retrieve data in their brain. It has also examined how bias, love, hatred or even apathy can affect
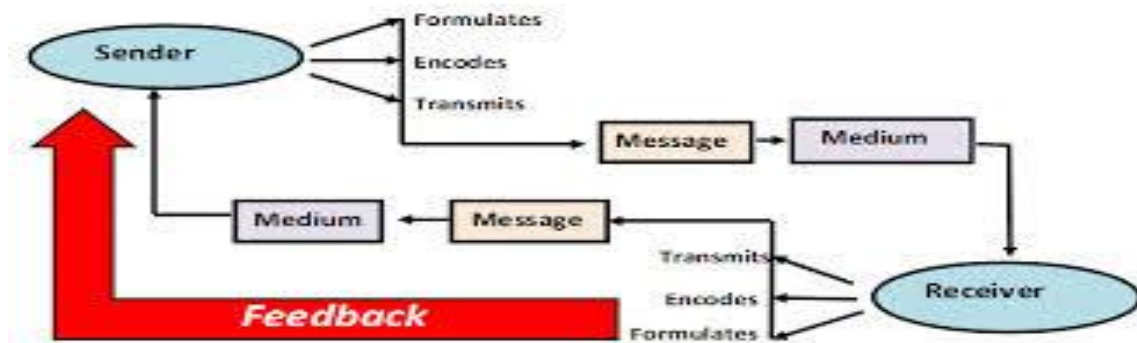
human interaction. According to Michenbaum, a cognitive- behavioural therapist, holds the view that the way one instructs or talks to oneself can be modified.

2. Interpersonal Communication

It is a transaction between people and their environment, which includes other individuals such as friends, family, co-workers and even strangers. It is a reflection of intrapersonal communication. It involves so much more than words. It is in some way functional to both parties. Information follows both ways to a greater and lesser degree.

3. Group Communication- The field of group dynamics however represents a very interesting and special case. It involves theories of leadership and management, small group discussion and decision making. A number of exercise and activities involving group dynamic, leadership and management principles are part and parcel of any group setting.

4. Mass communication

One way transmission over mass media is no longer the only way to view information. As the significance of two ways communication grows, people studying and working in mass media will have

to take into account many of the theories and principles of interpersonal communication and merge of such studies.

5.4 Check Your Progress

1. What do you mean by the Art of Communication?

2. How many skills define a person's ability?

3. How you will develop soft skills?

4. What are the advantages of self- learning?

5.5 Summary

Communication connects with people. Either you are a student or professional, it is something that will take you to the peak of success. Proper communication you help you to solve a number of issues and resolve problems. The skills of communication essential to be develop to the interaction process. It allows you to get the trust of the people and at the same time carry better opportunities. Even better planning is also required both written and verbal communication.

5.6 Keywords

Posture – the arrangement of the body

Compose – form the substance.

Interactive – Capable of influencing each other

Install – set up for use

Involve – contain as a part

Make sense – be reasonable

Interfere – get involved

Verbally – by means of language

Distract – draw someone's attention away from something

Confuse – mistake one thing for another

5.7 Self-Assessment

1. What is verbal Communication?

2. List four major components of communication?

3. What is the difference between ego or self-confidence?.

4. What is the art of communication?

5.8 Answers to check your progress

1. The art of expressing ideas and feelings or giving people information".

2. Two type of skills define a person's ability

> Hard skills

> Soft skills

3. Development of soft skills through

> Basic spoken English

> Presentation

> Debates

> Vocabulary

> Public speaking

> Confidence

4. Main advantages of self-learning are

Ideal for removing hesitation- It is useful for people who have time constraints. It is helpful for viewing material to enrich basic vocabulary & grammar.

5.9 Reference & Suggested Readings

- Adair, John. Effective Communication

- Hasson, Gill. Brilliant Communication Skills

- Raman, Meenakshi & Sangeeta sharma

Subject: Communication Skills and Personality Development	
Course Code: DCA-25-T	Vetter-
Lesson No. 6	Author: Dr. Pallavi
Interview Process	

Lesson Structure

6.0 Learning Objectives

6.1 Introduction

6.2 Interview Process

    6.2.1   Appearing for An Interview

    6.2.2   Major Traits for a Candidate

    6.2.3   How interviews evaluates the Performance

6.3 Job Interviews

    6.3.1   Job Objectives

    6.3.2   Types of Job Interviews

6.4 Check Your progress

6.5 Summary

6.6 Keywords

6.7 Self-Assessment Test

6.8 Answers to check your progress

6.9 References / Suggested Readings
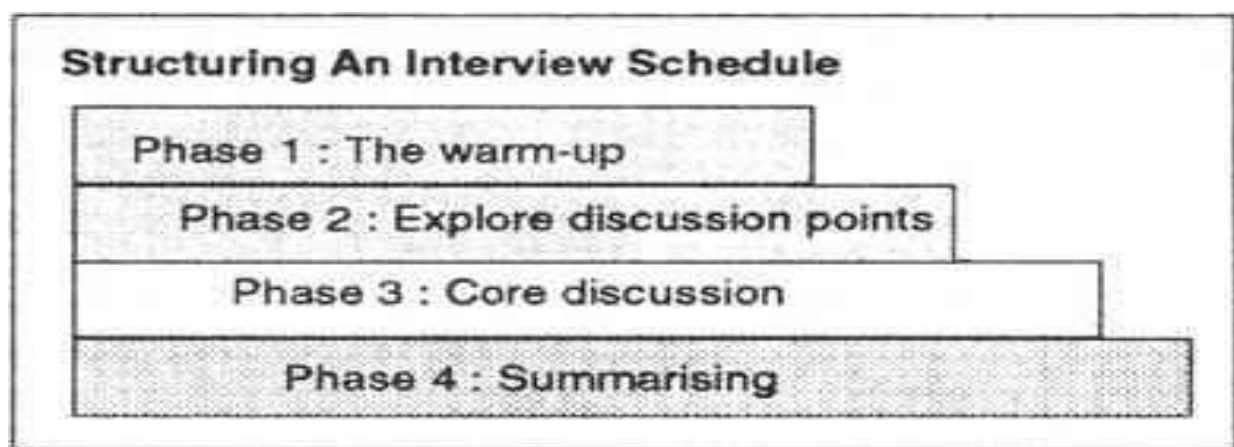
Interview

6.0 Learning Objectives

1. The student will learn the process of interview.

2. The student will learn to handle the difficult situations.

3. The student will enhance his or her caliber through this.

4. To get the personality across.

5. To show them that they have chosen the right person.

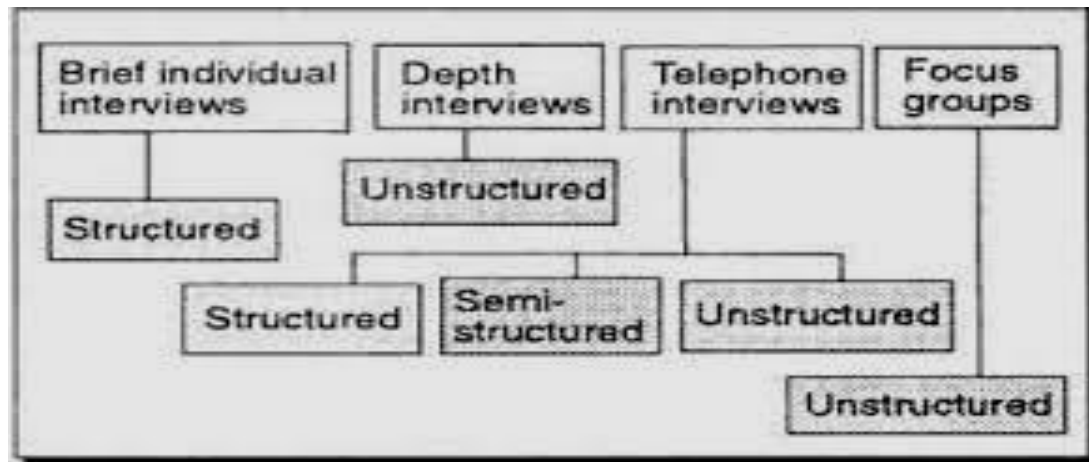6. To get on well with the interviewer

6.1 Introduction

It is a face to face interaction between two people the interviewee and the interviewer. According to Scott and others "an interview is the purposeful exchange of ideas, the answering of questions and communication between two or more persons." It helps to establish mutual understanding between the company and the candidate and build the company image. It gives an opportunity to the candidate the necessary facts and information about the job and the organization. It is considered as the best way to get at the "will do features of a performance, motivation, initiative, stability, perseverance, work, habit and judgment"

6.2 Main Body of the Text

Interview process

Structuring An Interview Schedule

Phase 1 : The warm-up

Phase 2 : Explore discussion points

Phase 3 : Core discussion

Phase 4 : Summarising

**6.2.1 Appearing for an Interview-** Mind that during the interview, you are assessed on the ground of dress, appearance, etiquettes, attitude, body language, oral communication skill, knowledge experience and achievement. Remember that first impression is the last impression.

These factors are important individually as well as jointly to judge the suitability of an applicant for a specific job profile.
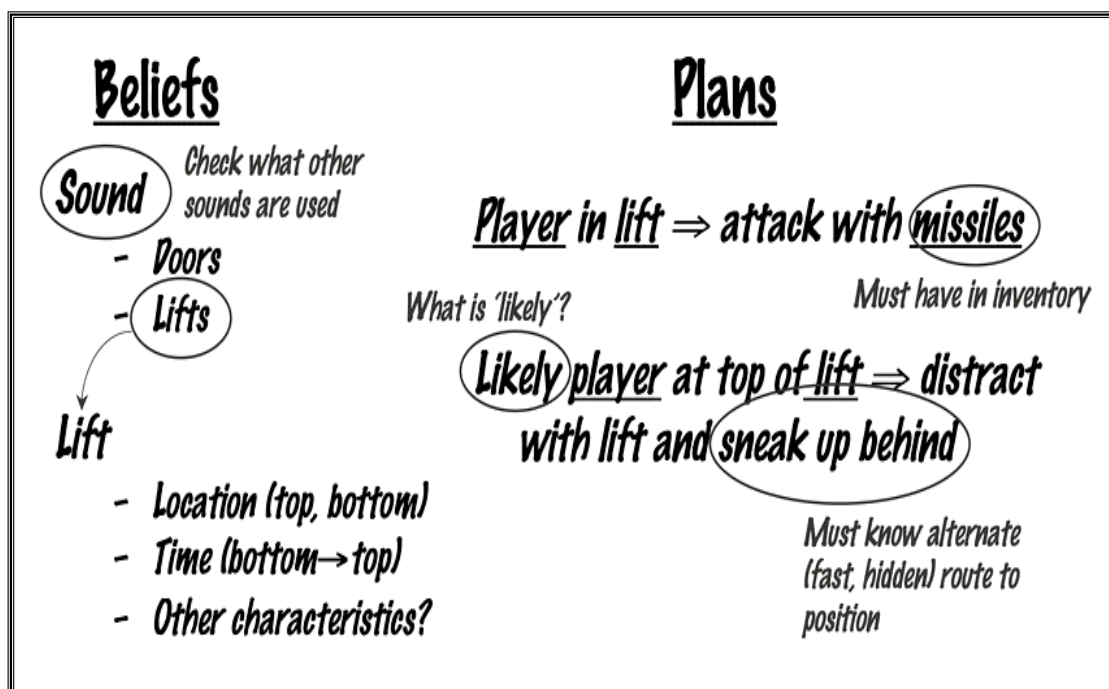
6.2.2 Major traits/ Important Traits for a Candidate

1. Make a good first impression by wearing a conventional sober and dignified dress.

2. Punctuality is the key to success. Always be punctual.

3. While waiting for your turn, show your best manners and converse cheerfully Switch it off as soon as your turn comes. Do not boast. Don't misbehave with others.

4. Self Confidence comes automatically when you are well prepared.

5. Walk into the room with standing erect, confident gait and pleasant smile.

6. Sit quietly & calmly. Do not fold your hands. Do not sit cross legged.

7. Always have a leather folder containing your documents.

8. Maintain eye-contact.

9. Use gestures meaningfully.

10. Be energetic

11. Always update yourself.

12. Follow the best etiquettes while speaking.

13. Work on your C.V and always have a power-point presentation to give your best.

Questions often asked

1. Introduce yourself?

2. Why you want us to make you join?

3. Why do you want to leave your present job?

4. What is the meaning of success for you?

5. Can you handle difficult situations?

6. How you will balance the failures?

7. Can you take challenges for the Company?

8. When have you been creative in your life?

9. How much stress can you take?

10. What are the best traits of your personality?

6.2.3 How Interviewers evaluate the performance?

To judge somebody is a difficult job. To judge a personality takes a lot of time. A mixture of the qualities like confidence and spirit is basically judged. Interviewers use interviews to select an applicant for a specific position and evaluate candidates by their overall performance, as how they performed how was the knowledge he competent and best among the others.

Cycle of Interviewing
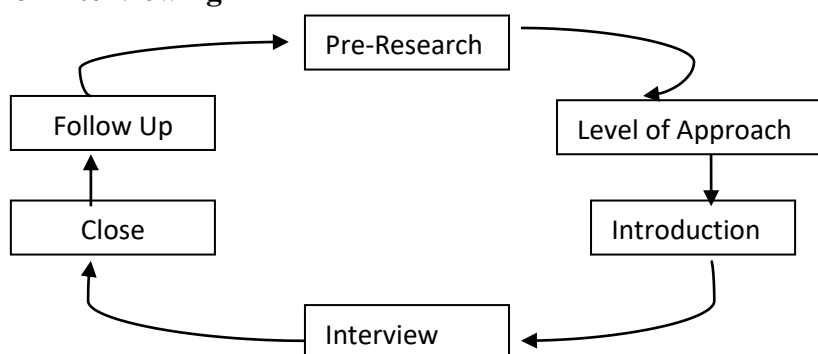
Mock Interviews:-

A mock practice interview means to raise the confidence of the students. The role of a mock interviewer is to advise about interviewing and appropriate questions to ask as well as to guide you to resources about interviewing.

Purpose

Through practice, increase comfort and confidence during the process and enhance interviewing skills. Provide feedback to aid in a assessing strength and weaknesses with your interviewing skills.

Preparation- Preparation and practice are key ingredients to a successful interview. As you prepare follow the instructions.

1. Understand and be able to express your attributes/ Personality in relation to the position.
2. Research thoroughly.
3. Work on your weakness.
4. Try to be patient and calm. Try not to be nervous.
5. Self-talking is the best to avoid stress.
6. Make the mirror your friend to help you out.

Process of Evaluation

```
┌──────────────┐     ┌──────────────┐     ┌──────────────┐     ┌──────────────┐
│ Appearance   │     │ Body Language│     │ Attitude     │     │ Communication│
│ (Neat &      │     │ subtle /     │     │ Enthusiastic │     │ Clear Concept│
│ proper       │     │ Effective    │     │ Genuine      │     └──────────────┘
└──────────────┘     └──────────────┘     └──────────────┘
         ┌──────────────┐                           ┌──────────────┐
         │ Greeting     │                           │ Response     │
         │ (Formal)     │                           │ Confident    │
         └──────────────┘                           └──────────────┘
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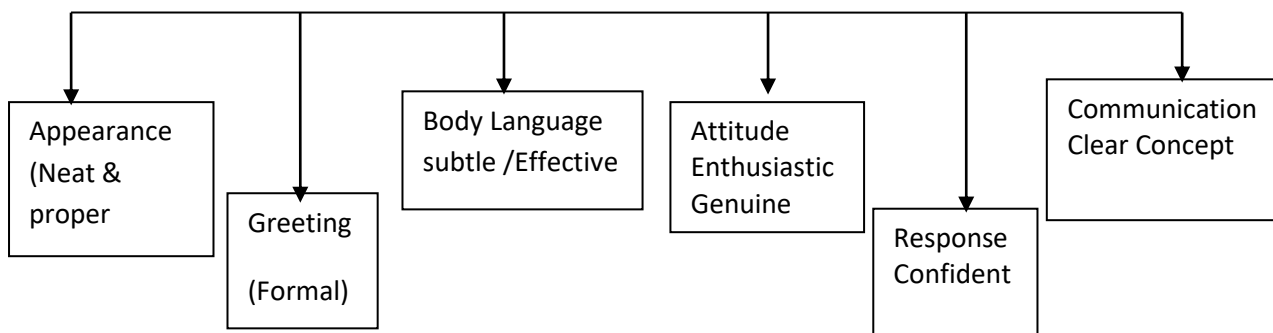
Final Suggestion

1. After the interview, ask for interviewer's card. It will help you to remember the company's name.

2. Send a note of thanks within 48 hours. Always appreciate that you were given a chance show your skills at the interview session.

Employment Applications

It is written by a person when he wants to apply for a job. An employment application is also known as a job application. While defining an employment application, we can say that it is a personal letter which is written to a prospective employer in order to draw his attention and to obtain an interview call letter from him. An applicant makes an effort to describe how he may prove to be useful for an organization.

Contents of a Job application

To a great extent, a job application letter is similar to a business letter. A job application has the following main contents:-

Part I - Applicant's Address & Date

On the right side of the top of a job application letter, the writer's address and date are written. If an applicant writes his address on the left hand side, then the word 'from' should be used before it. Moreover, date is not mentioned with an address written on the left hand side.

- **The Inside address-**

  It refers to the address of the person or organization to which the job application is being sent.

- **Salutation**

  The complimentary greeting is made to an addressee on left hand side. It is called & Salutation. In case of job application letters, the commonly used salutation is 'Dear Sir/Madam'

- **Main Body**

- It is the most important part in the opening paragraph an applicant makes an effort to create the interest of the prospective employees. After creating the interest, an applicant should provide detailed information regarding himself. This must be prepared in an effective and honest manner. In the last paragraph, an applicant requests for an interview with the prospective employees.

- **Complimentary Clause -** It may be written in various forms such as "Yours faithfully", Yours Truly", Yours Sincerely" etc.

- **Signatures:-** It must be taken into consideration, that the applicant must sign the job application himself.

- **Enclosures:-** There is always a need to attach some documents with a job application. These documents are mentioned at the end of the job application under the head ' Enclosures'. It is also written as 'Enc.' in an abbreviated form.

    An effective job application can be prepared by paying attention to all these parts.

    Types of Job Application Letter:-

1. **Solicited Employment Application Letter-** Solicited letter is a form of letter in response to an advertisement. Many advertisements are published in the newspapers and the candidates who are

applying for these posts. Due to the publication of advertisements may job seekers apply for the post due to which competition occurs between the candidates for certain job. Thus, in this way, through advertisement, candidates apply for the past by presenting solicited letter.

2. **Unsolicited Employment Application letter-** It is written by a person who wants to apply for such a post in an organization which has not been advertised in the newspaper or it is sent by an applicant to a firm which has not announced any vacancy. Unsolicited letters have no preference in the eyes of interviewer because he doesn't want more staff.

3. In short, both of these forms i.e. solicited letters and unsolicited letters are written with regard to job to an interviewer. Whether you write solicited employment application or unsolicited employment application, you should always present your qualification properly.

Format

Job Application Letter

Newyork, 20 may 2011

Subject: Job Application

Dear,

Daily Mail Manager

450 W. 33rd Street, New York, NY 10001

New York

With Regards,

Herewith I send an application letter and curriculum vitae in response to your advertisement in the Daily Times, Sunday, 15 May 2011

I have had experience over the past five years as marketing manager of cosmetics and hair care products at. Surya Ayu Cosmetic, Washington. In that position I'm responsible for sales in the Washington area, San Antonio, Denver, Dallas.

I realize that your resume or curriculum vitae that I submit this can not explain my qualifications in depth. Therefore, I really hope there is a chance interview, which I can explain how the potential in me and my ministry will give will be a tremendous asset for PT's Daily Mail.

Sincerely,

White Sampurna

Job Interviews

A job interview is a systematic and planned method of oral interaction between an employer and

Introduction

The word 'interview which was formerly used as 'interveiw',originated from a 16thcentury French word 'entervoir', which means 'to see each other'. The original meaning of the word is a prospective candidate to gather relevant information about the applicant for a specific job position or promotion. Appears to be very close to its modern context that considers an employment interview an interaction between the interviewee and the interviewer. The purpose of an interview may vary from seeking opinions to interrogations, from recruitment and promotions to admissions. Print and electronic media journalists interview politicians, film stars, sports personnel, etc., as well as common man to gather information or to seek their opinion. For ex- A doctor interviews a patient, police interrogate a suspect, students are interviewed in viva voce tests and an employer interacts with an employment seeker for different purposes.

6.3 Further Main Body of the Text

Job interviews

In the current professional environment, job interviews have become much more complex and challenging than what they used to be earlier. The reason is the growing competition, changing demands of the job market and focus on the personality traits of the candidates. Normally, you have to go through a four-tier system of selection where short listing of applicants takes place through:

- **Screening of resumes**
- **Written aptitude test**
- **Group discussion**

Experts consider interviews as the most apt method to judge the suitability of candidates for a particular job. There may be a single interview to complete the selection process or multiple rounds may also be used to shortlist a large number of candidates or to carry out a careful selection for a challenging and demanding job. Unlike a GD, a job interview is a planned exercise with a purpose to achieve the desired

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results. At the same time, it is conducted with a little informality so as to motivate candidates to feel free and to express their best.

Myths about job interviews

Most people believe that job interviews are frightening situations in which they will be grilled by the probing questions of the interviewers. You need not worry as, in the current scenario, job

Date

Mr. Surname and Name
Human Resource Manager
Company Name
Str. Area Code
P.O.Box ####
City, country

Dear Sir/Madam,

I read with great interest your Ad in "Executive Magazine" issue #, dated march 31, 2003. I am applying for the position of Accountants I believe this position offers the challenges that my education and experience have prepared me to handle such tasks on professional basis.

I am a graduate of the American University of Beirut and hold a bachelor Degree in business Administration. I have earned my degree in February 2003 and currently seeking a good position with your reputable company that meets my qualifications and expectations.

During my years of education at the American University of Beirut, I have participated in …or assisted my professors in several projects. In addition, I was an active member in the Business/Engineering/Education … society and participated in social events that were organized by the departments.

I am a highly motivated person with good analytical and communication skills. Moreover, my strong background in computer will put me in the right direction to run any program in your department. I am fluent in English, French and Arabic and have good writing style.

Finally, I am available at anytime in order to discuss further your job requirements and my qualifications. In this connection, please find attached my resume for your perusal. Here below is also my email, contact address and number in case you are interested in my profile.

Thank you for your precious time and consideration and looking forward to hearing from you.

Best Regards,

Signature

Surname and Name
Home Address
Email Address
Phone:+961-3-11111111
Fax:+961-1-1111111

Interviews are all about making the best matches in the current scenario. It is no longer a one-sided affair; rather, it is a kind of conversation with a specific purpose. Although, the interaction takes place between the interviewer and interviewee through questioning, the challenge of judgment is equally on both sides. Hence, job interviews require certain skills that an applicant should require along with becoming aware of their different types and formats to improves his/her chances of success.

6.3.1 Objectives

The primary objective of all the job interviews, as the name suggests, is to ascertain the suitability of a candidate for a particular job profile. There are secondary goals as well depending on the types of interview, requirements of the company and its future prospects. The interviewers, especially human resource managers, aim to judge a jobseeker's personality, attitude, ability to put across his/her ideas, sense of values, etiquettes, character, mental stability, honesty, problem-solving skills, strengths, weaknesses, knowledge, etc. The secondary objective plays a crucial role in the talking an interviewer to the final aim of recruiting a suitable candidate.

6.3.2 Type of Job Interview

- **Traditional interviews**

A traditional interview is a face-to-face interview taken by one or maximum two interviewers trying to evaluate ability of the applicant, their knowledge, oral skills and manners.

- **Panel Interviews**

In panel interviews, the interviewers sit in a panel of the three to eight members. The candidate is supposed to answers their questions that are shot at him/her randomly from different members. It is a test of nervous and patience as well as knowledge when so many pairs of probing eyes are looking instantly at one person.

- **Behavioral Interview**

Behavioral interviews are based on the concept that past is the best indicator of the future behavior. It provides insight on how a candidate's mind works. Such as: 'Tell us about an experience when you fell to achieve a goal'/ 'Give us a specific example when you manage several projects at a time' etc.

- **Situational interviews**

In situational interviewing, a candidate may be asked to respond to a specific situation he/she may face on the job. In a situation interview the expert may ask; 'how would you handle a discontented employee in your department who has made a habit of arriving late to work and causing problems during the day?

- **Stress Interviews**

Stress interviews are ideal to find out how a person handles pressure situations. The experts may test behaviour of the candidates in a busy environment; question them about handling heavy workloads, parallel projects and conflicting situations. The goal is to irritate you purposely and to test how you cope up with such conditions. Candidates may also be asked to deliver a presentation to both, the selection panel as well as the other candidates, perform role-plays or participate in games.
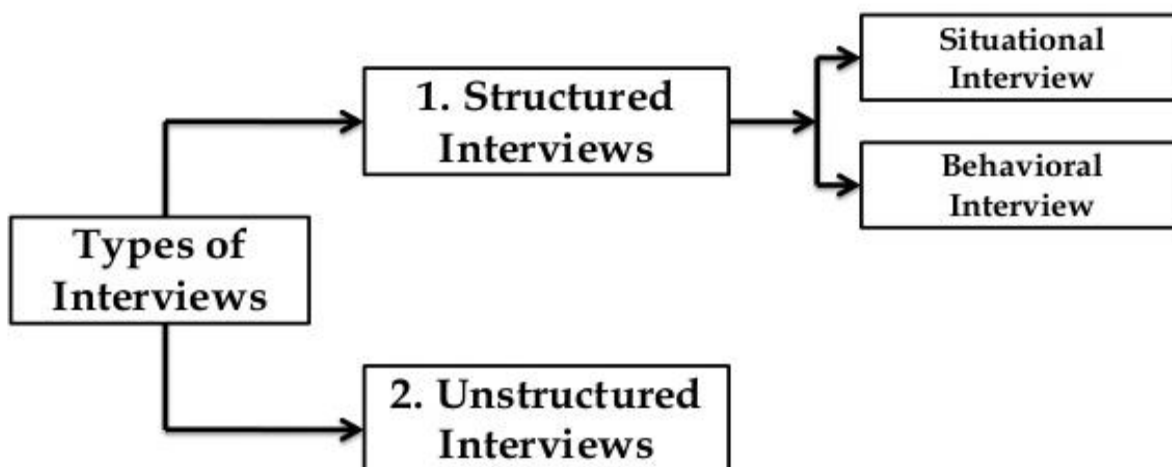
- **Technical Interviews**

Technical interviews are usually carried out prior to the HR interviews to test the basic understanding of the specific trade. They expect them to have basic technical knowledge of the particular field. Incomplete or incorrect information indicates that the applicants do not take things seriously.

- **Telephone Interviews**

Telephone interviews take place if a recruiter wishes to shortlist a large number of candidates or a job applicant is at a significant distance from the location of the hiring company.

- **Lunch or Dinner Interviews**

Companies use lunch or dinner interviews to test the informal side of a candidate's personality. How would you behave at a business lunch or dinner? The best way to deal with this situation is to take it as an official meal by observing all the protocols of a formal get together.

Preparation for Job interview

The best jobseekers not only prepare answers to typical interview questions but also anticipate the type of interview expected.

Analyze yourself

Know your strength- at least three – relevant to the requirement of the job. Rehearse speaking on them and relate them to the requirement of the job.

Research the Organization:- Once you have analyzed yourself, try to learn as much as you can about the organization, its history, management priorities, products, standing, competitors, work culture, hiring and promotion policies, training programmers and find out what it expects the most from its ideal employees.

Develop your soft skills

Personality traits, etiquettes and oral skills in English are the basic requisites for various types of job interviews. Be a "can do" person. Get into an enthusiastic and alert mindset. Do not have baseless fear about failure or success as you are not a victim rather an active participant in a healthy dialogue.

Brush up your oral skills- A job interview is also a test of your oral skills in English. Practice every day expressing your-self in English by speaking for 1 or 2 minutes on various topics. Study 'learning strategies for effective communication" Build up effective telephoning skills for telephone interviews.

Use the Right Body Language and Manners- You can groom them by practicing during the mock interviews.

Prepare an Attractive Resume-Your resume should be up to date and presentable. You should be honest about the information given in it and should be able to satisfy the queries on each point. At the same time, your resume should include and highlight all the skills, achievements and qualities required for the particular post.

Be Thorough with the Basics- You should be thorough with the basic concepts of your trade in addition to their practical applications, especially, in relation to your job profile. Read a lot, surf net for facts, watch informative programs on TV, discuss with friends and teachers to have knowledge of the current affairs and keep yourself in touch with the happenings around you.

Rehearse your Answers: Practice answering the possible questions from 30 seconds to 2 minutes in front of a mirror or with a friend. Don't try to memorize answers word for word, jot down a few key words for each answer.

Carry out Mock Interviews: Participate in mock interviews to have a virtual experience of the interview. You can audio- or video record the session for analysis and improvement.

Appearing for an interview

When you have prepared for your job interview properly and have gained confidence, study the various techniques to be used for making a successful appearance in a job interview. Remember that the first impression creates a lasting impact on the mind of the interviewers. During the interview, you are assessed on the grounds of dress, appearance, etiquettes, attitude, body language, oral communication skills, knowledge, experience and achievements. All these can be summed up under three major heads:

➢ **Personality**

➢ **Oral communication skills**

➢ **Knowledge**

Personality: - Make a good first impression by wearing a conventional, sober and dignified dress.

Be punctual self-confidence comes automatically when you are well prepared, your personality is properly groomed for an interview, you have good oral skills and an impressive past record.

You should not sit unless asked or should seek permission.

Sit erect at the front half of the chair, slightly learning forward.

Do not drag the chair, if required; lift it gently without making any sound. Put your arms on your lap. If the chair has arms do not put elbows on them. Do not sit cross legged, place your legs parallel to each other. You should not wrap your arms around the chest as it indicates a personality that does not like to open up.

Carry a good and clean leather folder containing fresh copies of your resume and updated documents arranged chronologically.

Maintain eye contact while speaking as well as listening and do not stare at the interviewers.

Do not avoid gestures; rather, use them meaningfully.

Be energetic externally but remain calm and poised from inside.

Questions on Strength and weaknesses are important to assess your personality. Remember, they can be questions of elimination as well. So, deal with them tactfully.

Always be eager to learn and let the interviewers feel that you are ready to update yourself.

Follow the basic etiquettes while speaking - do not touch your hair , shake legs or fiddle with your neck tie, pen, earrings, rings or bangles.

Do not exaggerate your present salary. A good interviewer can estimate your income fairly well.

Do a follow up of your interview by sending a short note of thanks within 24 hours reminding them of key points from the interview.

Develop a chart for keeping a track of your performance, your strengths and weaknesses during the interview and the areas where you need improvement.

Potential Interview Questions

 The important thing is to develop your strategies for each answer. Memorize a few key words that let you recall your answer to the various questions instantly. The following are some of the commonly

asked questions in different types of interviews. Go through them and tailor your honest responses relating to them to your job profile.

- Tell us about yourself/ what are your major strengths? What are your major weaknesses?

- Why do you want to leave your present job? What is your job profile?

- Why should we hire you?/ How are you different from others?/ What makes you unique?

- You have been leaving job frequently, why? Why have you been out of job for a long time?

- What are your short-term and long-term goals? Who has been your ideal person/ role model and why?

6.4 Check Your Progress

1. What is an interview?
2. Why interview is important?
3. Essential things to remember.
4. Types of Interview.

6.5 Summary

When human beings communicate directly with each other much more information is communicated between them. It goes beyond verbal communication. Here the person's ability is judged to through knowledge of content, questions and confidence of the candidate. A candidate must remember the points. Interview is like a process of self-interpretation for the candidate. A candidate judge itself while interviewing where he actually stands and knows what to improve.

6.6 Keywords

1. Passion – Enthusiastic

2. Responsibility – Accomplish

3. Leadership – Co ordinate

4. Interview – Meeting

5. Remember – To ponder the things

6. Mock Interview – training practice

7. Stress – Pressure

6.7 Self-Assessment Test

1. What is an interview?

2. Difference between interview & mock interview.

3. Define types of interview?

4. Why stress interview is difficult?

5. What are technical interviews?

6.8 Answer to check your progress

1. Interview a platform where the interviews judge your knowledge and ability.

2. Interview is important as it is a process of self-judgment.

3. Punctuality, personality, self- confidence and knowledge of the subject.

4. .Traditional Interviews

Situational Interviews

.Panel Interviews

.Stress interviews

6.9 Reference and Suggested Readings

- Bopp & Smith (1995) , P.37
- Ross, Nilsen & Dewdney (2002),P3

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