

Cultivate Your Softskill - Get A Better Job



SOFTSKILL

Research Skills
Teamwork
Problem Solving Skill
Presentation Skill
Dependability
Communication
Define Soft Skills

SOFT SKILLS DEVELOPMENT

UG DEGREE PROGRAMME

II SEMESTER - SKILL ENHANCEMENT COURSE - I



JAMAL MOHAMED COLLEGE (Autonomous)

Accredited (3rd Cycle) with 'A' Grade by NAAC
(Affiliated to Bharathidasan University)
Tiruchirappalli - 620 020.

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PREFACE

Education is for modification of skills and behavior. It should be a vehicle for creative thinking and an agent of positive development. Swami Vivekananda in his Chicago speech said "Education is not the amount of information that is put into your brain and runs riot there, undigested, all your life. We must have life-building, man-making, character-making and assimilation of ideas".in short education must students to led a happy healthy life.

Students, with their ideas and attitude, acquire knowledge in different disciplines. But they fail to learn soft skills such as team work, time-management, art of communication, leadership qualities etc. that are highly essential to serve in the multi-cultural modern life. So, the need of the hour is to motivate the students to learn the art of soft skill, which is also known as People Skill, to achieve excellence.

The status of excellence cannot be obtained in one giant step. It is possible only by hard work, teaching and training the student community in a systematic way. It is said that 'good teaching is more than mere communication'. In this context, I am happy to state that a team of eminent teachers of our college have brought out a text book on 'Soft Skills'. This book highlights many aspects of life and Social Skills and directs the learners to be better persons both on the job and off. I am sure that the contents of the book would contribute substantially in the efforts of students to grow and succeed.

My hearty congratulations to the authors of this book Dr. A. Mohammed Ali Jinnah (Associate Professor, Department of English), Dr. M.Syed Ali Padusha (Associate Professor, Department of Chemistry) and Mr. S.Peerbasha (Assistant Professor, Department of Information Technology) of our college who have helped the 'Jamalians' to identify their potentials to strive for success in academic, personal and social life.

I sincerely believe that the student community will richly be benefited by reading this book for achieving their astonishing goals in life.

Principal

CENTER FOR HUMAN EXCELLENCE
JAMAL MOHAMED COLLEGE (AUTONOMOUS)
TIRUCHIRAPPALLI- 620 020

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
II	20UCN2SE1	Ability Enhancement Course-I	Soft Skills Development	2	2	100	100	-

Course Outcomes:

At the end of the course, the learners will be able to

1. Develop positive psychological and physical outlook
2. Recognize opportunities and overcome threats
3. Optimize their life skills experience and create a personal growth plan.
4. Conceptually grounded and practically oriented towards interpersonal and group relationships that evolve beyond academic achievement.
5. Strategies their personality traits towards community immersion and ethical behavior.

Unit 1 (6-hrs)

Communication Skills: Verbal and Non - Verbal communication - The active vocabulary - Conversational Etiquette - KOPPACT syndrome

Unit – II (6-hrs)

Emotional Skills: Emotional Intelligence - The five steps to Emotional Quotient - Self Awareness and Regulation - Empathy - Social Intelligence - stress management - coping with failures

Unit – III (6-hrs)

Functional Skills: Using the tools of communicatory and emotional skills - Resume writing - Preparation of Curriculum Vitae - interview skills - Acing the interview - Group dynamics - Mock interviews and Group discussions

Unit – IV (6-hrs)

Interpersonal Skills: Synergising relationships - SWOT analysis - SOAR analysis - The social skills - Time Management - Decision making - problem solving - prioritising and Implementation

Unit – V (6-hrs)

Personality Skills: Leadership skills - Attributes and Attitudes - Social leader vs The Boss - critical and creative thinking

Books for Reference:

1. Social intelligence: The new science of human relationships - Daniel Goleman; 2006.
2. Body Language in the workplace - Allan and Barbara Pease; 2011.
3. Student's Hand Book: Skill Genie - Higher education department, Government of Andhra Pradesh.

EVALUATION CRITERIA

Examination (50 Marks)

- Self-Introduction (3-5 minutes Video Presentation) - 20 Marks
- Resume - 10 Marks
- Mock Interview - 20 Marks

- **Work Book (Each unit carries 10 marks)** - **50 Marks**

1. Teacher who handles the subject will award 50 marks for work book based on the performance of the student.
2. On the date of examination, both the examiners (Internal & External) will jointly award the marks for the following categories:

- Self-Introduction - 20 Marks
- Resume - 10 Marks
- Mock Interview - 20 Marks

To assess the self-introduction, Examiners are advised to watch the video presentation submitted by the students. If they failed to submit the video presentation, the Examiners may direct the student to introduce himself orally and a maximum 10 marks only will be awarded.

Mock Interview Marks Distribution

(20-Marks)

Attitude (self interest, self confidence etc.) (4 Marks)	Physical appear- ance including dress code (4 Marks)	Communication Skills (6 Marks)	Answering questions asked from the resume and Exercise10,13 and 14 of work book (6 Marks)
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Unit I

Communication Skills

Introduction:

Human beings are social animals. We are born to communicate with each other. Can we imagine a day (or even an hour) in which we did not reach out to people? Let's try to just switch off our mobiles, distance ourselves from our friends and family; live a solitary hour away from others; what happens? We will be nervous and jittery in the matter of five minutes. This proves that communicating with others is fundamental for our living.

So how and why do we communicate? The why is very simple, we interact with people for only three fundamental reasons. Sounds so simple, right? Thinking of the variety of communications happening around the world; and categorising them into just three purposes might seem mind - boggling. But that is the simple truth, we communicate to 1. Inform 2. Persuade and 3. Entertain. Let me illustrate to you with example. Imagine you and your friends, chatting about the latest movie that has released. One of your friends has seen the movie. When he tells you that the movie is not good, he is giving you information and at the same time persuading you not to go. At the end of this chat, you go home and tell your mother that you are hungry, if you just inform her, you might get your food late. But if you are able to persuade her, the food will be on the table in five minutes. Isn't that so? After dinner, you log on to Facebook, catch up with friends on WhatsApp or just switch on the TV and watch a movie, or some comic scenes. Here the communication focusses on recreation and entertainment.

Let's try an exercise. Below is a list of situations and try to categorise to what specific communication purpose they may belong to.

EXERCISE 1

1. Posting a WhatsApp status
2. Listening to a political meeting
3. Writing an essay on smoking
4. Asking directions
5. Checking the scores of IPL match
6. Requesting the class teacher for leave.
7. Speaking to a stranger on a railway journey
8. A Dumb charade game with your friends
9. Ordering food at a restaurant
10. Watching a web series.

Shall we proceed further?

Now that we have analysed the whys, let's discuss the 'how' of communication. Taking a step back, let's further review the communication between you and your mom. Remember? You asked for food. Just imagine the interaction? How did you structure that simple sentence. "Amma, I'm Hungry. Can I have something to eat? Please?". What do you think? In order to persuade your mom to give you food instantly, did you just use your words? Or did your body also attune itself to the whole situation? For example, did your eyes shrink up?, your mouth crinkle? And did your hand pat your stomach? If yes, then it means that you have communicated not just with your words but also with your body. At this point, let us make note of the two types of communications:

1. Verbal and 2. Non verbal communication. Before we go into the discussion of the two types; let us have our second exercise. Listed below are few activities. What non-verbal cues can be used in those activities?

EXERCISE 2

1. Thinking of an answer to a question raised by teacher
2. Standing in a queue for a long time
3. Asking for permission to use the toilet.
4. Attending a boring lecture
5. Waiting for permission to enter the classroom
6. Seeing your answer sheet after valuation.
7. Waiting for WhatsApp response
8. Channel Surfing

9. Watching a horror movie
10. Presenting a seminar paper

Points to Remember:

1. We communicate for three reasons 1. to inform, 2. to persuade and 3. to entertain.
2. There are two types of communication 1. verbal and 2. non verbal

VERBAL COMMUNICATION:

Verbal communication entails the use of words. To put it simply, it is the basic form of communication. When we consider the definition of communication as an exchange of ideas and emotions, we have to understand that on primary level, they are conveyed by using words. When I ask you to introduce yourself; your part of the exchange would make you express and fulfil the dialogue by giving me your name, details about your family, your educational status, your hobbies and other activities. And all this would be primarily quantified by your use of words or your vocabulary; which also means that verbal communication includes both spoken and written formats because the fundamental premise of such a communication is the use of the Verbum (that is Latin for words).

Verbal communication is the building block of society. Without words, there is no language, and without language there is no society. Think back; the first friend you made in school; the first question put by your teacher; the first time you went to the bank and raised a query... Those are the times you communicated and formed relationships and got information; through the use of words. Now come to the present and ponder about the many situations where communication relies on the verbal.

Situation 1: You have to attend a marriage and at the last minute you cannot make it. So you pick up your mobile and inform them that you can't come. How would you make this call?

Situation 2. You purchase a new computer and are not able to use it effectively. So you call the customer services and ask them for help. How would you do it?

Situation 3. You have to make an NEFT transfer at the bank. You have no experience about it and you approach the manager. How could you ask him help?

These are a few situations in which Verbal communication is mandatory. And these are situations, which makes us nervous, unsure and shy. Let us question ourselves further:

Questions for Self - Reference:

1. Do you normally start a conversation?
2. While talking to someone, do you listen to them? Or is your mind probing further questions/ topics for discussions?
3. Are you able to keep the conversation flowing smoothly?
4. While talking on the mobile, do you use non-lexical fillers without reason?
5. At the end of the conversation, do you feel that all your doubts have been cleared?
6. While conversing, do you always talk about yourself and your family?
7. Do you give the other person time to talk?
8. Are you unsure about your usage of words and grammar?

Now, let's briefly summarise. If every odd question has 'No' as an answer and every even question as 'Yes', it says a lot about you. It means that you are a poor communicator, a socially awkward person. And that makes you sweat in company and shy in conversations.

Remember! Communicating successfully and positively is the pivot towards professional and personal competence. The target for you is to constantly prove your skills in this area; to prove that you are not a geek (Genius in social networking sites and a failure in real time face - to - face communication); in short, to use words fluently and expressively.

Tips for Effective Verbal Communication

Plan conversations: Always have ready-made ideas for communication in your mind. Simple, casual and general topics are helpful and effective. Topics like weather, sports, food, shopping, travel and books keep the conversations smooth and flowing. Try them out.

Listen: The most important trick is listening to people. DO NOT 'Zone Out'; Do not think of further topics when someone is speaking to you. Listen to them; lend them your ear. The end of a statement will lead to a further interaction always.

Pay Attention to People: Be interested in them. Ask them about their lives; their hobbies and understand their likes and dislikes. Remember their names. Keep calling them by their name and everyone will like you. If you are interested in them, they will in turn be interested in you.

Before making a telephonic conversation, jot down all your questions, doubts and issues. Keep the conversation ticking with the help of your queries. Speak politely and clearly. Convey your appreciation at the end of the conversation; check that all the points you jotted down have been ticked and then end the call. The satisfaction at the end, would be perfect.

Every conversation is a one to one correspondence. Sender <—Message—> Receiver. The flow of communication has to be equal and balanced. Give time for others to talk; it is better to sometimes lean back and relax and be silent. In a group always learn to speak only a little. Sometimes, the greatest communication is just to be there; listen, nod and provide right emotions. Present your opinions, but don't force them on anyone.

And above all: Be confident. Don't let your imagination run wild. Never assume that the Other person knows more than you. That will lead to self-consciousness and hesitation. Talk to them as your peer. That will give you a fluency to your conversation. At the same time, it is good to understand that a good set of vocabulary is a positive factor in communication. So develop a good word-bank in your mind.

Exercise 3

Divide the participants into random group consisting of 5 participants. Identify a leader for each group. Motivate them towards discovering individual traits and talk among themselves. The trick is to keep the conversation continuous among the members of the group without a pause. Let the leader monitor the task and note down the time given and taken by each participant.

The sixth tip of the previous section ended with a suggestion of developing a good vocabulary. Let us discuss that further, when we ask ourselves how does a good vocabulary help? If you observe people, you will understand that the one with a super cool vocabulary is always noticed. People are drawn to them and they become the centre of attraction. Shashi Tharoor may be forgotten as a politician today; but no one can forget the way he uses words. There are internet memes that focus on his vocabulary. (https://www.buzzfeed.com/sahilrizwan/kyabola-aapne?utm_term=.rhJ4n5ZDy#.jp0jvMZy6) Check this out if you are interested.

Even in your favourite sport, Cricket, the focus has changed from cricketing skills to how the cricketers face interviews once the match is over. The player is honed by experts

to speak fluently, using appropriate words at the right place. It may be safely assumed at this juncture that a good set of words in hand helps conversation develop in a better course.

ACTIVITY - SITUATIONAL VOCABULARY:

Imagine a scenario, for example a hotel, now jot down all the words that come into your mind in that context. To name some,

1. Chef 2. bed and breakfast 3. Accommodation 4. Double occupancy 5. check in and check out 6. smoking room and non - smoking room 7. Laundry 8. Reservation 9. Booking 10. Bar Tender

Now expand this list and try different contexts like hospital, travel, police station, post office, bank, theme park and Theatre. You can even expand the list further and try new environments.

This exercise is an easy way to develop numerous vocabulary and remember them with connection. This will come handy, when you enter a new environment or move away from your comfort zone.

How to develop an Active Vocabulary:

Active Vocabulary consists of words that people use frequently and confidently. Knowledge of a word means that you know:

1. What part of speech it is (Noun, adjective, verb?)
2. Its Etymological Root (The origin of the word)
3. Its usage
4. Its spelling and pronunciation
5. Its various meaning

DID YOU KNOW
The OED (2nd Edition) contains entries for 1,71,476 words and 47,156 obsolete words with 9,500 derivative. Add them up and you have the total number of words ever used in English.

Though hit might not be possible to know all the five aspects; one must at least know its proper usage, spelling, meaning and pronunciation. On an average, an Indian college student is supposed to know around 2,500 words at the end of his graduation. That's far below the international average of 12,000 words. Yet, vocabulary acquisition is a skill that can be learnt anytime; what it requires is a little bit of Hard work, enthusiasm and

commitment. It's never late to add words to your memory - bank. Below mentioned are few tips to develop an active vocabulary:

1.Pace yourself according to your style: Some of us pick up words by reading, others by watching television or movies; some others by just listening to people speak. Find out your style and act accordingly.

2.Keep a vocabulary notebook: Don't just listen to words; note them down. Jot down hints about its usage, spelling and pronunciation. Use colour coding to distinguish its unique features; write them into sentences and use them in conversation.

3.Become a part of internet revolution: We use internet for various purposes, why not use it for developing our language too? Join an vocabulary assister like dictionary.com or vocabulary.com All you have to do is sign up free and get a word a day (at least) to learn and practise. As a second step, you could subscribe to MyEnglishTeacher.eu or English central to learn the nuances of language.

4.Play Games: Vocabulary enrichment can be made more passionate by bringing in elements of entertainment into it. We can play board games like scrabble, word builder or upwards or; there are numerous options on the internet again. Try playing HangARoo, Wordbrain, words with friends among so many others. Good news is that these are available for free download on your mobile or tablet. Used judiciously, these games can boost your vocabulary several levels.

5.Use Words Creatively: Synergise yourself and use words creatively. That is to say, don't use words only in essays or classroom conversations. Widen your vision; expand yourself and go virtual. Write a blog, maintain a digital diary, contribute to watt Pad. In a little time, your words would be read by many, who would offer suggestions to develop. There is no better way of expanding your vocabulary that being a citizen of the world.

Remember: Write the words down, use them and use them more. If you don't use the learnt words, our brain will automatically file them away for sometime and then delete them

Stop and Think!

Developing a positive personality lies in the way one interacts with others. In interaction, words are the assets that help individual tide over obstacles successfully. So, ingrain a lot of words into yourself and use them wisely. They are wealth which grow as much as you use them.

Vocabulary building activities:

Activity 1: Divide students into groups of 5. Draw a table on black board and ask them to copy it down. The table could be something like the one below:

Place	Animal	Colour	Food	Sport

Now give them a letter, let's say 'A' and ask them to fill up the categories. The game can also be narrowed down to specifics such as:

Food Ingredients	Bathroom Products	Technological Items	Movie Related Words

(Courtesy : Jo Budden, teachingenglish.org.uk)

Activity 2: Divide students into groups. Ask them to Discover the words that can split into its composite parts and enact the same, for the other groups to guess. For illustration, Attendance is made up of At/ten/dance. The student can act this out and make others guess the same. Below is the list of few words that can be used:

1. Understand (Under/stand) 2. Above (A/Bow) 3. Account (A/count) 4. Avoid (A/void) 5. Apart (A/ part) 6. Belittle (Be/ little) 7. Belong (Be/ long) 8. Below (Be/low) 9. Indeed (in / deed) 10. Income (in/ come) 11. Cannot (Can / not) 12. Bandage (band /age) 13. Barometer (Barrow/ meter) 14. Keyhole (Key/ hole) 15. Across (A/ cross) 16. Inside (In/side) 17. Uproar (Up/ roar) 18. Agent (A/ gent) 19. Battle (Bat/ ill) 20. Oversight (Over/ sight)

Activity 3: Adjective

Activity 4: prefix and suffix - Accompany ...

Now that we have actively understood the nuances of verbal communication and also taken steps towards building up an active vocabulary, let us also imbibe another lesson that communication skills are just the first step towards climbing the ladder of success. Success here is defined as becoming a positive and more people oriented personality. This is the realm of soft skills or life skills. What it means is that the way we communicate, should be pleasing and comforting towards others; thus arises the need for etiquette in communication.

Etiquette :

Etiquette can be defined as politeness, ethical behaviour or good manners in a group or society. It showcases an individuals charm and makes them friendly and more outgoing. Your interaction with others should follow the basic tenets of etiquette. this is a very important step in acquiring communication skills. Good etiquette involves:

1.Be friendly: While speaking to others, smile a lot, pay attention to what they say, look at them and be genuinely interested in them.

2.Be Sincere: In any conversation, be honest and truthful. Exaggerating, lying or falsifying events, statistics and data will ensure that there will be no further interactions or call backs.

3.Be humble: Communicative strategies nowadays tend towards being aggressive and belligerent. People are prone to be argumentative and stick to their opinions like glue. Avoid being so combative, instead be dynamic and spirited in a positive way. Assert your opinions but do not force that upon others. Always retreat politely from debates and altercations. Agree to disagree politely. Accept the other person's perspective. Humility will always make lot of friends.

4.Be Clear: Do not use vague and ambiguous words. Use concrete words that will give one strong meaning and prove your points concisely. Have an option and don't be a cat on the wall.

5.Be focused on your non - verbal communication: Verbal communication, in itself is not perfect or complete. Sometimes a facial expression can say a thousand words; a nod of the head or an emphatic gesture can compensate for an entire vocabulary. So focus on your body and express yourself through Non verbal indications.

The last point leads us towards the second type of communication; the non verbal kind. We will discuss this in detail in the next chapter. So all in all verbal constituents only 7% of understanding while the rest 93% of meaning is formulated only through visual and vocal (or in other terms, Non Verbal) Cues.

Did you know?

In 1967, Albert Mehrabian came up with a study that asserted that the interpretation of a message is Verbal - 7%

Vocal - 38%

Visual - 55%

The 93% Rule: Non verbal communication Rules!

Have you heard of Arnab Goswami? Watch a video of him interview someone. Observe the way, he uses his hands; look how they are constantly moving, sometimes gracefully, sometimes vigorously. Look at his face - set and determined, sliding from a laugh to a frown immediately. And notice how his tone keeps shifting from soft to thunderous.

Now watch, a great actor and his/ her performance. Have you seen how their body acts out their message? This is the realm of non - verbal communication. The golden rule of expressing oneself is to combine your verbal and non -verbal aspects. Let your body also communicate your thoughts. It is inevitable. If your words and body are out of sync, communication becomes insincere. You can always find out when children are lying. Their face flushes, feet shuffle and they avoid eye contact. Of course, as they grow, they overcome such obvious clues, but nevertheless, it is not difficult to understand the speaker's mentality through their body. Haven't we seen people sweat and fret during stressful situations of the sigh of relief and relaxation when they come out of these situations?

Non - Verbal communication can be divided into seven distinct parameters. For easy retention it can be called the KOPPACT Syndrome where each letter stands for a category. KOPPACT :

- 1.Kinesics - Gestures and Postures.
- 2.Oculesics - Facial expressions and Eye Contact.
- 3.Paralanguage - Tone, Accent and Pitch of the voice.
- 4.Proxemics - Space and distancing
- 5.Artifactics - Dress and Accessorising
- 6.Chronemics - Time and its management
- 7.Tactilics - The science of touch

If you look at the seven, you will understand that Non Verbal communication literally covers a lot of ground. It moves from body language to spacing and proper usage of time. This means that Non - verbal communication is not just about us, it is also about others, with whom we interact.

1.Kinesics: The basic body language kit includes three very important aspects:

a) Gestures: Hand movements are so elemental to communication. They wave, cut, beckon, gesticulate, twist and perform myriad tasks when we speak, sometimes subconsciously. Gestures can be used positively in interactions. They can emphasise our

ideas very precisely. They can express our moods succinctly. Try to picturize how you talk, when you are angry, gestures become wild and frenzied; when you are sad our hands become limp and dead; when you are happy, hands become energetic and when you are doubtful or insincere, the hands are folded or clenched. Gestures make conversation fascinating. In some cultures gestures are given much importance and in some others, they are frowned upon. Observe the difference between an American speaker and a Japanese one. Use your gestures properly. They are vital for communication.

Activity: Speak in front of a mirror. Watch how your hands gesticulate. Try to use your hands as tools that emphasise your ideas.

Note: Avoid mannerisms. Playing with one, twisting handkerchief, keeping fingers clenched indicate negative traits in communication.

b) Postures: Postures are the way we sit, stand and walk. Postures determine personality; they protect confidence or the lack of it.

Image 1 - stooping posture

Look at this picture, what is the person's frame of mind.

Image 2 - Sitting with legs and arms crossed

What about this person?

Image 3 - sitting on the edge of the chair

Can you understand his anticipation and excitement?

We can now gauge the importance of posturing. A negative posture is a disadvantage. Develop positive postures:

- The best sitting posture is a straight back, legs parallel to each other, both hands on the arms of the chair or on thighs.

Image

While walking, walk in a straight line, shoulders erect and balanced on both sides. This exudes an aura of confidence.

The most difficult of postures is standing. When we stand idle for sometime, we become nervous and fidgety. We do not know what to do with our hands, so we look around, fiddle our mobiles or put our hands into the pockets. All these are negative posturing. Practising standing without all these mannerisms.

2. Occulesics: The face is the index of the mind. It very clearly reveals your mood and intention. To have an expressionless face (Poker Face) is almost impossible. The face conveys a variety of expressions. This is exactly why it is a fundamental part of dance (Mudras) or in sign languages. Researches have identified at least 21 facial expressions that we use habitually.

Activity: Identify the emotions

Have you noticed from these emojis that we use all the aspects of the face, when we talk? The wrinkled forehead can indicate worry, frown or if a person is thinking. A raised eyebrow can indicate surprise, question or interest. There are so many different types of smiles which can indicate various expressions from genuine happiness to anger, sadness, disgust and perfect hatred.

While communicating, use your face to convey positivity. Always smile at people; they will smile back. Begin this way and set your conversation on the right track.

Eye contact: Eye contact is very essential in communication. Imagine a situation where some one is talking to you, but he does not look at you. What would you feel? Probably angry and irritated because inherently you know that the person is not interested in you. Therefore you too lose interest, and the conversation fails. Maintaining eye contact is thus very vital.

Now, what is exactly eye contact? Understanding this is essential.

Eye to Eye contact: This indicates honesty and sincerity, but overdoing this can be understood as aggression. If you really want to test this out, go near an unfamiliar street dog and gaze into its eyes. The dog would definitely bark and come after you. Eye to eye contact is not comfortable in extended periods.

Eye to Face contact: This is typically an Indian custom where you look at the face

of person whom you speak to. According to most researchers, this is best form of eye contact.

Eye to Body contact: Some people have the habit of looking at the person's body while speaking. This is definitely not to be done as it can be interpreted as a sexual gaze.

Reverting eye contact ?

Imitating a body language

Group - eye contact

Note: Eye contact differs from culture to culture. We must understand the cultural implications as to where, who and why we are talking? In Middle East, for example, any method of eye contact with women, especially are to be avoided. In Japan too, eye contact is considered to be inappropriate.

In the general context; proper eye contact includes:

Choosing a spot between the eyes: Looking at this spot is considered safe because you maintain eye contact and at the same time do not come across as confrontational.

Maintain gentle eye contact: Look at them gently and not intently. Nod your head as you speak; indicating friendliness. Break eye contact now and then, look to the side; observe others also.

Maintain Chunk vision: If you are speaking to a group (like a class, for example) divide the group into 5 chunks. Rest your eyes on each on the chunks and shift every few sentences. The whole audience will feel like they have your attention.

Rotate your gaze: In small groups of 4 or 5 people, keep rotating your gaze randomly from one to the other. This is very helpful in group discussions and interviews. For example, first look at the questioner, but then while giving an answer, shift your gaze and look at everyone in the interview board. Sometimes look away briefly; this will give the impression that you are thinking.

Pay full attention: when someone in the group speaks, keep your gaze on them. Do not look away or zone out. This indicates insincerity.

3. Paralanguage: It is a component in Non - Verbal Communication that focusses on the way we use our voice.

Exercise: Speak out the word 'I'. Its the smallest t word in English, but its the most important because it is about 'Us'. The way you say the word 'I' can indicate a lot about you. Most people say it inaudibly or weakly; some other bombastically; this can symbolise an inferiority or superiority complex; humility or arrogance. Basically, paralanguage refers to vocal features like modulation, tone, accent, volume or pitch. Used properly they can convey wealth of meanings, remember not only what you say, but how you say it, matters the most. When you speak:

Keep the modulation flowing: Move your voice from high to low; shout at the top of your voice, then drop your voice to whisper; maintain his and you will have your audience in your grasp. This is what great speakers do. A conversation without modulation is monotonous and boring. It will put your audience to sleep.

Keep your tone balanced to your theme: Tone reveals the attitude of the speaker. The tone should be mostly balanced and even. Avoid sarcastic tone. Imagine a debate where you are strongly opposed to your rival's point of view. Indicate through your tone that you oppose his perspective; but do not use sarcasm as it comes across and petty. A sarcastic style means repeating, mimicking and imitating the speaker's words, tone and body language. Avoid this at all cost.

Maintain a neutral accent: Accenting your words has to come naturally. Most times, using an 'accent' comes across as fake and artificial. Try to speak naturally by using the regional or local accent as much as possible. This also helps in conveying the full meaning across to the audience.

The importance given to paralanguage is growing day by day. In an organisation, an Individual's paralanguage indicates their position in the hierarchy. The quality of one's speech plays the vital role in influencing, motivating or convincing the other. So develop your paralanguage for success in any professional venture.

SPEECHES:

4. Proxemics: Proxemics is a non - verbal component focussing on space and distancing. It is still a new and unexplored parameter in the Indian context. However in the west, it is considered very prominent and there have been a lot of studies focussing on its importance. Picture yourself writing an exam. When the invigilator comes and stands very close to you, do you feel nervous and stop writing? For a few seconds does your mind become blank? Or, when you walk on the road, if someone comes too close to you, do you become uncomfortable? if you do, then that is realm of proxemics.

Proxemics is about the territory that we allocate ourselves. Mostly, the spaces are psychological; but they are essential when we are travelling by train, we instantly become irritated when someone sits in our berth. Yet, we cannot go the next day and claim it to be ours.

Generally proxemical territory is categorised into four spaces:

Image

- Intimate (Innermost) space is the most cherished. It is reserved for people closest to us. AS you can see from the picture, it is less than one foot away. This space is reserved only for our friends, closest relatives and family. If someone invades this space, it is termed as 'bubble burst' and it is similar to trespassing inside someone's property.
- Next comes personal space. Its distance is from 4 - 1 feet. This is the space of interaction among distant relatives, acquaintances and casual friends. Just imagine it in terms of people coming home. Do you sit in the sofa with them? Or do you pull a chair and sit opposite to them at some distance? That will give you an idea whether they will belong to your personal or intimate space.
- The third is the social space. It's length varies from 12 - 4 feet. Mostly it is the realm of the professional circle; maintained for colleagues and profession mates. this is our most important environment when we consider professional communication. Most of the space

violations happen here; and in the work place set up, they can be unpardonable crime.

- The last space is public space. It is measured at a impersonal distance of 12 - 25 feet. This space is reserved for a public event, lecture or speech. It is mostly for larger audiences where feedback is scarce.

In a country like India, it is difficult to fully understand the concept of proxemics; but at least in a professional scenario, we have to follow its modalities. For example, in an interview, the table that defines the boundary between the interviewer(s) and the interviewee - is the personal space of the interviewer. This means that we cannot invade it by keeping our hands on it, nor place our fill on it (unless specifically asked to). If we do, then we invade their space and will be viewed negatively.

Remember: 1. Proxemics has a very significant impact on the process of communication.
2. It leverages perceptions of others, especially in professional habitat.

5. Artifacts:

We live in a world that is so dominated by visual culture, this means that being pleasing to the eye is very important. First impression are the best impressions in today's world and we usually judge a person quickly (and sometimes wrongly) by their appearances. This is the domain of artifacts. It means dress and accessories. How you dress, groom yourself and accessorise yourself forms an integral part of communication.

Image 1 improper dressing vs image 2 proper dressing

Which one would you choose? The second image would receive the vast majority of likes while the 1st would be laughed out at in derision. Dressing properly gives

us confidence in ourselves. Improper dressing can make us nervous, fidgety and irritable. Attending interviews or group discussions require lot of planning as to what to wear and how to wear. (Detailed information will be provided in chapter —)

In a professional situation, our dressing sense provides a peep into ourselves. Along with that comes grooming (Combing or styling the hair, shaving, maintaining a moustache and/ or beard). And these are combined accessorising. For example, the brand of your mobile phone, your sunglasses, your pen, your perfumes, make up, jewellery and handbags, man pouches or totes. It is total package in itself and helps or hinders in communicative process.

Tips for positive artifacts:

Stick to conservative clothing.

Ensure that the dress is neat, clean and well - fitted.

Shoes should be neat and polished. And remember, ‘only shoes’ in professional space.

Accessories should complement your dress. Never over do them. Minimalism is the best when it comes to accessorising.

Keep yourself well - groomed. Make sure your hair is styled conservative and it is according to the demands of workplace.

Understand the dress code and comply with it.

6. Chronemics: Chronemics is the use of time in communication. Not part of Non-verbal communication, you say? Visualise the scenario where you are waiting for a chief guest and he is one hour late already. What are your emotions? Anger and frustration. Even after he arrives you are not able to concentrate on the speech because of your displeasure has taken away the interest. And by coming late, he is communicating to you that he is not bothered about you or your time. Now, do you understand the prominence.

Chronemics includes punctuality, time management and in certain situations, the patience to wait. Imagine yourself in a clinic waiting to see the doctor. If there are a lot of people before you, waiting is inevitable. It will not help getting irritated, impatient or trying to cut the line. Similarly, patience is absolute during interviews. Using chronemics properly is an art; which undoubtedly helps in professional communication.

Ask Yourself :

1. Do you maintain time properly?
2. Are you punctual ? Do you at least make an attempt to be on time?
3. Do you plan best utilisation of time? This means planning for inevitable delay also.
4. Do you have patience to wait?
5. Do you execute all your actions at right time, instead of procrastinating?

If you have answered yes, to all the questions then congratulations you are master of your own time, if not, then please ponder over your shortcomings and change accordingly.

Remember: A few minutes of delay can hamper your chances of getting selected. The early bird does catch the worm.

Image

A few minutes of delay, sometimes a minute can lead to loss of pay or absence in a private and corporate institution.

Ensure that:

- **Make it a priority:** Punctuality is absolutely essential. Start today. Practise it vigorously. Remember, being late is being rude to others. You cannot survive in a professional atmosphere if you are late every time. Remember that being on time will reduce stress in the workplace. Do not be punctually challenged.
- **Plan:** If you are given an assignment; track how much time it would take to complete it. Divide it into smaller chunks and finish it chunk by chunk. Do not wait until

the last possible second to take it up. This will help you submit the assignment on time.

- Be on time, not in time: Punctuality means arriving on the dot. Sometimes going too early will also not help it. It might actually be an irritation, because the other person would not be ready to handle your early arrival. Remember the story of Rajinikanth who makes it a point to arrive on time. Once he arrived at a director's house minutes early. He waited outside the door and rang the bell only at the appointed time. Focus on that.
- Delay happens, so give yourself a cushion: While going to a place, there may be many barriers and delays. It might be a traffic snarl, a political, religious or even a funeral procession; a road under repair. There are umpteen possibilities. So always start well in advance. It is better to wait on arrival than to wait in a traffic jam.
- Plan to wait: Know what to do while you wait. May be you can read a book; send that email which has to be sent, prepare for the meeting or work on a personal project. Apps like Stumbleupon, Pinterest and Quora can be of great use in times when the waiting is drag. These applications not merely entertain, but also educates us on our interested fields.

You may delay, but time will not - Benjamin Franklin

7.Tactilics: Tactilics or Haptics is the last of our KOPPACT categories, but is not necessarily the least. The use of tactilics, or the avoidance of it, has been focus of research in recent times. Tactilics include the pat on the back, a hug, an embrace, a kiss, the hand on the head and of course the handshake. However, it has to be used very carefully. Remember the ruckus created when a journalist received a pat on the cheek from a senior public figure. In recent times, haptics is better avoided. However, the hand shake is one element of haptics that is a must.

The handshake:

The handshake has become a prerequisite of social and professional communication. It is a western gesture of greeting which has existed for many centuries. For us, in this part of world, it is of recent use. It migrated to the east along with colonisation. Asians greet from a distance usually. Either it is the salaam, to the bow, or the namaste; we like to keep distance. However with westernisation creeping into professional ethics, a handshake has become unavoidable. Moreover, the handshake also has become linked to the personality. A proper handshake is seen as a marker of confidence and sincerity; while the improper one is viewed with suspicion and even hostility.

The Handshake Proper:

- Handshake should be vertical.
- The hands should meet web to web.
- Pump the hands two to three times.
- Avoid wet palms (make it a point to brush your palm against the trousers before offering a handshake, and do it naturally)
- Maintain eye contact while shaking hands.
- In our Indian cultural context, wait for the elders, senior, higher up officer to offer their hands first. Do not extent your hand till they do. The same rule should be followed with women. If the hand is not offered, smile and just Namaste, or Salaam.
- Do not offer a limp handshake.
- At the same time, do not be firm.
- Try to avoid the tow handed handshake. It is called politician handshake and it is seen as insincere.
- Do not cling on the hand. Two or three pumps and let go. In case, the other person is clingy, loosen your fingers and gently remove the hand from the grasp.

Remember: If the idea of the handshake makes you uncomfortable, for any reason; physical or ideological, do not shake hands. But be quick to offer the salaam, or Namaste, as soon as the initial meeting or introductions are over.

Points to Remember:

1. Non - Verbal Communication constitutes around 93% of the total communication. So observing Non - Verbal communication is of paramount importance.
2. Non - Verbal communication reveals our personality to others, sub - consciously. So we must learn to be conscious and control our body language.
3. Every aspect of KOPPACT has to be given importance. Non - Verbal Communication works in clusters(the face, the eyes, the hands all together perform the communication) so any deviation can be seen as insincere.
4. Non - Verbal Communication can change from culture to culture. So please understand the cultural implications first.
5. Non - Verbal Communication decides your personality, your confidence level, your competence and ultimately, your professional success.

Exercise:

Plan and prepare a speech on the topic . Speak for 5 minutes and try to sync your verbal and non verbal communication. Use all the parameters of KOPPACT.

Unit II

Emotional Intelligence

INTRODUCTION:

Consider these facts:

1. In 2015, “8,934 students in India committed suicide” states Indiaspend.com. Reasons? they range from failure in Examination, parental stress, failure in love, loss of mobile phone, not able to afford the latest version of iphone, not able to see their favourite TV Show and even the inability to control their weight.
2. Tamil Nadu has the highest recorded accident statistics in India. This has to be seen in contrast to the fact that TN also has the best roads in India. So why so many accidents? Statistics prove that most accidents are due to road rash - the aggressive anger that leads to speeding, racing and the brutal desire to overtake at all costs.

Let us look around us. See how many people are partially angry, moods or stressed. Have you noticed how social interaction has significantly lessened? Check out people at social gathering, now a days - marriage, meeting or even a cinema theatre. Most people are immersed in their mobiles, hardly anyone talks. Shakespeare famously remarked “Show me your friends, and I will show you who you are” Do we even have friends today? As Sheldon Cooper (The Big Bang Theory) says, he has 212 friends on myspace and the beauty if it is, he has never met any of them. Let us assess ourselves now. How many friends do we have? Is the number more in real time or on Facebook? The answers may be surprising and insightful at the same time.

In the 1920's psychologists like William Stern and Alfred Binet came up with assessments to test people's intelligence. These tests were popularly known as intelligence quotients or IQ. Based on these tests, IQ of a normal person is between 85 - 115. Any score

above 115 is considered high and only 2.5 percent of people score above 130. since that time IQ tests have been seen as markers to define intelligence. In fact, the tests were used as entry level examinations to get into jobs. Another significant fact is that IQ develops from generation to generation; which means that our IQ is higher than that of the earlier generation.

However the question arises. Does IQ necessarily lead to success? Researchers point out that intelligence is not the only attribute to success. IT needs something more and that something is EQ, or Emotional Quotient.

To proceed further, let us look into the concept of success. How do we define success? of course, it is a qualitative term, I.e the meaning of success depends on the individual. But we can narrow it down to a common denomination - happiness. It may be money for some, health for others or spiritual well - being for the rest. But ultimately, it all boils down to happiness.

Did you know?

World happiness report states that Finland is the happiest nation in the world followed by Norway, Denmark, Iceland and Switzerland. In Asia, Israel is the happiest (11th position) Pakistan ranks 75th. And India? Well, our position is 133, making us one of the unhappiest nations in the world.

If happiness indeed is the defining parameter of success; let us extend it further. Happiness here means being passionate about personal as well as professional life. Albert Einstein is said to have defined success as “Love your work; work your love”. The meaning of this quote is magical. It means love your profession, be passionate about it; also love people and express your love to those whom you love. Friends, this is the domain of Emotional Intelligence, EI or EQ.

Emotional Intelligence is the capacity, to understand emotions, ours as well as those of others. Further, it is the ability to use those emotions properly and channelise them positively towards success.

Go back to the first page of the chapter and consider the implications. The youth of today have gained significantly in the field of logical reasoning, technological innovation and scientific transformation. They are certainly more

intelligent than their predecessors. Yet, they lack emotional maturity. This can be proved in the exponential rise in the number of suicides. This is why emotional intelligence is so important today.

Violence and impulsive behaviour have become an integral part of human society today. Basically, we are facing an inability to control our emotions. Let us understand that impatience is the buzzword of the contemporary our lives into a simple formula, it is

Impatience ———> Irritation ———> Frustration ———> Anger ———> Violence.

Visualise: Imagine you are driving. There is a car in front of you and no matter how much you try, it is impossible to overtake. What happens next? Does the above given formula apply in this given situation?

In such a situation, we become slaves to our emotions. We become so impatient that we forget reason. Have we ever tried to understand the other way? For example, the driver in front may not be as skilled as you are, or maybe he has an emergency and has to go to someplace in a hurry. Anger clouds our judgement; and leads to unpalatable actions. Now imagine the work place. Do you realise that anger or emotional hijacking is non-productive and non-effective.

Exercise for self assessment:

Have you?

1. Broken your mobile when angry?
2. Diverted your anger on a stranger?
3. Reacted to stress by withdrawing into a shell?
4. Ever freed yourself from running away from a situation?
5. Ever let go of your ideology for your fear of failure or judgement?
6. Been biased towards someone because of their identity (Gender, Race, community and so on)?
7. Experienced mood shifts leading to negative feelings and inferiority complex?

8. Become defensive on criticism?
9. Tried to prove that you are always right?
10. Hurt people close to you, out of spite or jealousy ?

If a majority of your answers are in affirmative, then you have a problem coping with emotional intelligence. Don't you think its time to let go of your emotional baggage, rectify your shortcomings and fit into society as a progressive individual? If you do its time to move on:

The five steps of emotional intelligence:

Imagine emotional intelligence as a ladder with five rungs. The fifth rung symbolises success in emotional intelligence. However, the ladder as to be climbed one step at a time, there is no shortcut for success here.

5. Social intelligence/ Relationships Management

4. Empathy

3. Motivation

2. Self - Regulation

1. Self - awareness

If you notice carefully, the first two rungs of the ladder, are about self (I); the third combines Self and others (I and You); and the last two rungs are purely about others. Thus emotional intelligence is the progress from I and to you; from self to selfless. Only an individual who is ready to sacrifice the ego can become truly successful/ happy in society.

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Story

Self Awareness: All religious scriptures advocate the concept of know thyself. In emotional intelligence, its more about knowing your emotions and its fluctuations. For example:

if you are stressed or angry, do you know the real cause of that feeling. ? Sometimes these feelings erupt out of trivial issues. May be breakfast was not to your liking, which made you irritated and this irritation built up to a foul mood which finally erupted in anger.

How do you express those feelings? Expressions of feeling is emotion, so do you let your emotions transform your personality? Do your projection of those emotions extreme in nature?

Are you confident, this is an extremely important question because it shows how much you are aware of yourself. Confidence is not just about knowing what you can do, but also about knowing what you cannot do. In a sense, confidence means knowing your comfort zones and boundaries.

Identifying our emotions is the first step towards emotional intelligence.

Activity: Maintain an Emo diary for a day. An Emo diary is a personal record of your emotional roller coaster from high to low. What are your emotionally turbulent times, for example if your college timing is 08.30 am; what is your emotional state at that time? Are you relaxed? Nervous? or purely angry? What are the reasons for that particular emotion, is it you? or the mode of transport or may be the teacher who handles the first our? This is typical example, why don't you expand it further through out the day, considering different situations that you experience.

A proper and detailed Emo diary can help you understand your feelings and your

Now let us first try to crack this code of self - awareness by understanding it. Self - awareness is an art of understanding oneself, ones emotions, irrespective of your positive and negative traits. For example let us consider the 2005 movie Batman Begins by Christopher Nolan. If you have seen the movie, you will know that Bruce Wayne is tormented by his fear of bats and that is why he is never able to truly become a hero. Only when he learns to understand his fear does he take the path towards fulfilment. Remember, the world has witnessed some great leaders; but each of them have overcome their fear, learnt to identify their emotions and feelings and gone on to become great.

Activity 2: Make a list of your strengths and weakness. Sit down, give yourself time and think about. You can also take a step further by asking the opinions of your friends, which might be surprising to you? Once you have become self aware of your feelings and responses you are ready for the next step and that is,

Self Regulation and Control:

The next step in the ladder is self regulation. Once you have identified your emotional triggers you move towards regulating or managing your emotions. In any professional set - up self - regulation is the key stone. Positive regulation of emotions helps in professional success, better social networking, productivity and ultimately competence and satisfaction. Imagine a boss, who is always angry and show his temper to everyone. What kind of a work atmosphere does he create? Will people be happy working under him? The answer is obvious, everyone would be tormented by high level of stress, which will hinder work efficiency and ethics. Thus emotional management is the need of hour. Even in personal life, managing and controlling our emotions is vital. An emotional imbalanced person creates a dysfunctional family. Why are there so many instances of suicides, and road accidents it is mostly because individuals are unable to control their emotions.

Self regulation parameters:

- **1.Emotional restraint:** There is this story about Buddha. Once, when Buddha was delivering a sermon in a village, a warrior came up to him and asked him the difference between heaven and hell. Buddha just smiled and continued with his sermon. The warrior got infuriated and abused him. at this juncture, Buddha answered peacefully, that this is hell. Ashamed, the warrior immediately calmed down and begged forgiveness to which Buddha replied this heaven. A person who is unable to control is emotions and channelise them positively undergoes hell positively. So control your emotions.
- **2.Being Trustworthy:** Let us ask ourselves, who do we trust? We trust our parents, our closest friends and few teachers. Now comes the question why do we trust them? If you consider the answer you will understand that we trust certain people only because they have sacrificed for us; and sacrifice requires self - control. There may be times when your parents might have sacrificed something that they wanted in order to fulfil your desires. Your best friend must have given up his time, space or energy for you to gain something. And each of these requires the element of self - control. There can be no trust without Management of emotions
- **3.Having a Conscience:** How do we define Conscience? It's that innate instinct of understanding right and wrong. Many a times we are faced with dilemmas where we are unsure of what to do. In such situations sometimes we tend to do something because it is easier or convenient. Mastering self control makes us overcome such inconvenient situations. It makes us more conscientious and stronger in our beliefs. Let us consider a simple situation. Imagine you promise your friend that you will meet her by 5 o clock. Knowing your history of procrastination the right thing to do would be t start early and be punctual. This requires both self control and conscientiousness from your part. instead if you call her by 5.15 and tell that you will reach in another 5 minutes, that shows your

irresponsibility and how much ever you value that relationship you would be perceived as a person who is selfish. You would have lost her trust permanently. Sometimes simple promises build good relationships and aid in having a great personality.

4.Adaptability: The only thing constant in life is change. Change is inevitable. In order to keep up with the times we necessarily have to change along with it; or adapt to situations. This is very difficult because humans do not like change. However self-regulation helps to overcome this pragmatically. Only when we are able to control our emotions can we become adaptable to newer environments and situations. For example, after finishing education, you take up a job. You are put in a situation that provides you with new challenges which you might not have experienced as a student. What will you do? Either you revert back to the original position or you mould yourself to the new one. The first option might seem easy but it is a loss whereas you gain a lot by adapting, though it seems tough at first. Adaptability requires physical, mental and emotional balance.

It is upto us to control our emotions and that is the basic principle of Self - regulation. Have you ever wondered how many people we have hurt in anger? how you ever thought how impulsive we become when in rage? Anger is considered the most destructive of all emotions, because it has in itself the ability to destroy the person who is angry and the opposite person as well. Many of us are aware of the movie Incredible Hulk, have you noticed the transformation between the Hulk, which cannot control its anger and rampages in the beginning to that of the Hulk which is able to channelise its anger. Self regulation teaches us to control anger and channelise it. Before learning those tricks, let us do a self - realisation exercise.

Activity: Think about the time, when you destroyed a relationship with your anger and list out the ways you could have avoided it.

The objective of that exercise, was to self - evaluate whether we can avoid becoming angry, and will it lead into positivity.

Let us begin with an easy trick to control anger. Tamil poet Avaiyar, states, “aaruvadu Sinam”, which means the one that subsides is anger. Let us try practising that, when you are faced with a situation where you go into state of anger, instead of showing it out, calm yourself down and postpone the fight. This phasing out time, not merely calms the system, but gives us the opportunity to think about the pros and cons of having a fight. Anger management is a greater issue and to master it takes sometime, so let us begin with reining the galloping anger by two different ways the long term and short term. While everything can be mastered by practise, managing anger does take time and don't give up in-between.

Long term control method:

Changing lifestyle: The psychologists and scientists claim that reducing the right amount of spice from our everyday food, can help in managing our emotions. The transference of sodas, spicy food and Junk food when substituted with more homely food, including vegetables and fruits not merely aid in reducing anger, but also aids in good health in long term. Similarly, following a strict exercise regimen, comprising of cardio activities like swimming, walking, running and other combinations can also help in calming us down. Following meditation and prayer to God, is helpful in attaining peace. There are numerous apps online like Calm, Mindfulness and headspace, which can calm you down and teach meditation.

Beware of expectations: Generally expectations are root cause, for anger. When one expects and fails in achieving it, it induces stress and anger. Instead we can practise a lifestyle devoid of too much expectations in material possession and in relationships in general. Imagine a child, crying to its parents in want of toys and chocolates, we are not far different from it, if we stress upon material possession; rather channelising ourselves into helping others, achieving greatness, learning new language or skill and developing a good habit will make us a better person.

Do one thing at a time: Many of the times, the reason for frustration, which in turn leads to anger is being overstuffed with commitments from all the sides. When family, friends and work pressurise us, we tend to get frustrated. Imagine a four road without a traffic signal, this is what is our state in such situation. In order, to avoid it planning and managing time effectively is necessary. When you are piled with work at office, or home practice doing one thing at a time, instead of multitasking, have time frames to finish every work and that would make things easier.

Short term control method:

Count your blessings: Knowing and understanding your blessings are best way to stay less angry. Imagine you have a horrible boss in workplace, but that can be compensated by great mother that you have at home, who takes care of you. When angry with boss, just imagine, how this is not permanent, but love that your mother gives for you is forever.

Count numbers: It is tested and proven way that when you are angry count numbers, it can be done in reverse or as you wish, but counting numbers helps you calm down. I personally, learn numbers in different languages and try to count those when I am angry, that aids in focusing on the order and not committing any mistakes while you are counting, instead of the rage in hand.

Activity: Maintain a journal, with a list of all good things that you have in your life. Try to increase the list by gaining experience, meeting new peoples, doing something other than your routine. This list of good things in life, will come handy when you are feeling inferior and heart broken.

While these long term and short term control method, may aid in reducing and managing anger, there are exceptions. What can you do when you already have got angry? Imagine a situation where you couldn't avoid getting angry, so here you are standing in full rage, now things that you can do is:

To express your angry positively: Instead of breaking, rampaging and screaming or shouting, express your anger by trying to talk with the person responsible. Try to put forward your reason for anger and its justification. This helps a lot in relationship. Remember shouting can draw enough attention, but it never solves any problem. Instead you can find solution by letting know your anger and how much hurtful you are feeling in simple words.

Let Go: Remember there are situations that cannot be controlled by us. Remember we are just puppets in hand of God and if you start thinking that way, letting go is going to be so easy. When people break your trust, when someone hurts you, when you don't get respect for what you have done so dedicatedly, when you are being bossed around by people who are inferior to you, just remember life is beyond all this petty issues and let it go.

Anger has to channelised and it cannot be avoided totally, it is not good to suppress your anger, try tricks like punching bag, or become creative or even go away from the situation, to tackle it later.

Motivation 3 : The basis for all negative emotions is fear of failing. Let us consider a child learning to walk, it learns only with numerous falls, it doesn't bother about its fall because it is more bothered about walking. When we are a child, we never feel bad about falling and our mistakes, but as we grow up it changes. Question yourself, what changes? It is your ego that changes. As a child, you are not aware of world, or you don't care about it, but as you grow up, you start imagining that you are carrying the world on your shoulders. Have you considered taking a trip away from your town, switching off your mobile and just going, when you come back the blatant truth is nothing has changed. If nothing has changed in your absence, imagining you can bring in change with your presence is foolishness. When you understand that you are just a part of world, it avoids a lot of problem. Did you know: The Nobel prize winner, Albert Einstein, was a failure and drop out from college. Did you know he was a door to door sales boy before becoming a scientist who gave us theory of relativity.

Activity: To understand the true meaning of failure and success, watch the suggested movies and have a group discussion in class.

1. The Pursuit of Happiness 2. The Shawshank Redemption 3. 127 hours and 4. Freedom writers

Did you know: The Nobel prize winner,
Albert Einstein, was a failure and drop out from college.
Did you know he was a door to door
sales boy before becoming
a scientist who gave us theory of relativity.

Have you noticed every time you throw a ball, it bounces back? Why not we follow the same principle in life, the problems and failures are inevitable, how much ever you avoid it, at some point you are going to encounter it. But it is necessary for us to remember the famous quote at those times, “If something cannot kill you that will only make you stronger”. When we understand that failures are inevitable dealing with it is going to be a

been thought that prevention is better than cure, it is at this juncture, we have to place failure. We will try to avoid all the misfortunes through our life, and in case we face them, we also have to plan to tackle them and not get devastated. It may sound tricky, but it isn't, because we practise it everyday in life. Wonder when you know you are a careful driver, why you get yourself and your vehicle insured, it is prudence. When we apply this to life, we will be able to tackle failures with courage. Not preparing for adversity and worse than that, not expecting it at all is foundation of all heartbreaks. As a smart person, it is upto us to all have a plan B in case of failure is important. How many newspaper reports we come across of suicides, because someone lost his job, or when someone fails, when someone loses in love or loses an investment. Don't you think these suicides can be avoided if they sit and think for a moment that if we done so far, we can do better than this. So, lets discuss how do we take failure, and how we overcome failure.

Have a vision: Most investment planners teach us to invest in many small schemes rather than one large scheme. It is approved theory in investing, because when one fails, there is always others that can aid us. Why not apply this in life. Imagine you work at a place, don't consider it your be all and end all, rather have a broad vision and be in touch with websites like linkenIn and Monster Job always. Many people mistake that, getting a job is end point, it is actually the beginning of the ocean. When in job, it can be stressful and looking for opportunities can be time consuming but it is for us to all spend sometime not merely for searching new endeavours also to constantly keep updated. Once you are given a seat, don't sit there assured, rather aspire for greater things, a entry level employee, should aspire for managership and he in turn to become CEO and he in turn to start his own enterprise, this constant aspiration will make you learn new things, keep updated in your field and also will aid you in case of failure.

Never restrict yourself to a field: Lets imagine you are a theoretical physicist working on string theory it is mandatory to have basic idea of dark matter theory, in case you hit a rock bottom. Restricting yourself into a particular field, will not aid in expanding your vista. To learn new things is an important part of life.

Socrates, who was punished with death penalty is said to have learnt sewing from his fellow prison mate, even a day before his death. Wonder why, he didn't sit in a corner and cry about dying the next day, but learnt something new even before the ultimate end. Because that is what is the crux of life. To expand our horizon, like Tennyson states in the poem Ulysses to learn "beyond the utmost bound of human thoughts".

While you face a failure, being constructive and not dwelling on it is important. But in order to go to that level, the first thing that we ought to do is increase our self esteem. Many times, when we fail, we feel that the perspective of the world towards us has considerably changed. Let us consider an example, when we are young, in 5th standard we could have had our first failure in mathematics or English, that would have led to serious heart break and we would have started hating that subject. Everyone of us has subjects we hate and subjects we love, have you noticed, we are always weak in the subject that we hate. It is because we have lost our self - esteem when it comes to that subject. In life, as we grow older we come across same situations, it may be a job interview or a semester, it may be an object that we desired, when we lose it, we start hating the whole thing. This hatred is more negative than the failure itself. In order to work on that, you need to increase your self - esteem.

Remember when you fail, compensations won't help. Many of us fail in one walk of life, may be personal and over compensate it with professional life, instead you have to carry yourself up and try to knock the same door, that shut on your face. Remember the quote from Batman, "Why do we fall Bruce? So that we can learn to pick ourselves up." Instead of picking ourselves up and trying, shunning and running away will not help.

Remember when you cannot, nobody can. Failure does not mean you are weak in something, rather consider it as a warning sign, to improve yourself in that subject. Many of us struggle conversing in English, why do we do that? It is because of the fear that we may fail, now instead of shunning ourselves, if we practise, try and work hard we can master. The first failure in English examination is just a warning signal, to state do not fail as a competent speaker of English. But, we ignore the warning signal and avoid the language itself totally, and start building a aversion towards it, instead develop the attitude that if you cannot, nobody can.

Remember to have an Ego - booster. Many time, the first failure leads us to shame. We imagine scenarios of how our friends will consider? how your relatives will consider your failure? This thought process wounds your ego. It is mandatory to have an attitude, an outlook and a right amount of ego, because that can help us prove ourselves great. Remember the story of Robert Bruce, the Scot king, we learnt as children. He was defeated by enemy army and he fled for life and was hiding in a cave. In the cave he had no food or water to survive, yet he was able to lift up his spirits by watching at the spider, built its web. The spider built its web despite all its obstacles, despite falling numerous times, despite its failure. The king thought if a spider can why can't I? Today ask yourself the same question, if King Bruce, can why can't you?

While failure is a hurdle that can be crossed by following, above mentioned tips, more than failure it is important to tackle our enemy Stress. Stress/ Anxiety is inevitable in this technological era. One reason is we are constantly fed with success stories of others, while it can be helpful, it can also make us feel bad about our own situation. Have you wondered mostly when exam results come, more than the fear of getting low marks, we always are worried about others mark, be it a cousin or a Facebook friend. This is because of technology. Before generations, they wouldn't have had so much of competition and media coverage about it, but today things have changed making it difficult for us. It is at this juncture to maintain our stress level is important for us.

Self Assessment Test:

Situation 1 : A stranger who is walking in front of you slips and falls, what is your immediate reaction.

Reactions

1. You laugh and move ahead,
2. You laugh yet help him stand.
3. You start imagining yourself in that place and become self - conscious
4. You understand his pain and help him
5. You wait for someone to come and help him.

Situation 2: When your friend is having difficulty coping with his portions after a sick leave.

Reactions

1. you are happy that you can get more marks than him
2. you let him copy from answer sheet in exam
3. You wonder what if you get sick and try concentrating on your health
4. you help him by giving your notes and spend time and help him reach up a level
5. you show your sympathy and leave him to get help from someone.

Situation 3: In a public place, you see someone ill - treated because of their social status.

Reactions:

1. You visibly support the ill treatment
2. you are angry at the abuser yet you do not react.
3. you are happy that you are not in that position
4. you go to the abuser and rebuke him.
5. You leave the place silently.

In case you have chosen odd numbers as your answer, you lack empathy and you are a self centred person. In order to live in a community, you definitely have to change your self. In case if you have chosen 2 as your answer in all the three situations, you can be said to have a Robin hood attitude, though it is an empathetic gesture, it is a wrong approach as laughing at someone, letting them copy or getting angry will not be considered a positive attitude. The right answer would be the number 4 in all the cases.

Activity: Watch the youtube links mentioned below and write a summary on your opinion. Have you ever witnessed such a situation in your life, what was your reaction and what will be your reaction in the future. Express this in the class.

Empathy: Have you wondered how many barricades we have in connecting with people these days, we distinguish them by their sexuality, their religion, their culture. We are indifferent towards people of different custom, we take pride in cultural significance and traditional values of ours but our ideas are narrowed down by the feeling of superiority. The great Tamil poet, Bharatidasan said, “than pendu, than Pillai, Soru vidu, evai undu thaan undu enbon, sinathoru kaduku pol Ulam kondon” which translates briefly to if a person is occupied only with his family, his kith and kin, his heart is small as a size of mustard”. We have to remember our old saying by Kaniyan Pungundrar, who asked to look beyond our life and said “Every town is mine, every person is my kith and kin”. When we learn to think beyond us and work for favour of society, instead of one person, we develop empathy. Imagine an accident in road, what is your first reaction? Do you feel sorry for the person and go away from the situation, well you are sympathetic in that case, but in case if you are able to feel yourself in his situation and your heart wrenches in pain as if you are hurt, you are said to feel empathic. Lack of empathy in day - to - day life has pushed us into our inflated superiority complex and has taken us away from the values taught by our ancestors. Wonder how many examples of empathy we find through the life of our prophet Mohammed? Once Prophet woke up from his sleep to discover, a cat sleeping on the edge of his cloak, instead of disturbing the cat's sleep, he cut that piece of his cloak so that the cat can sleep peacefully. Similarly we come across 7 benefactors in Tamil literature, King Began who gave blanket to the peacock which was suffering from cold, then king Paari, who gave his chariot for flowers to grow upon it. Wonder why did we have so many stories signifying the value of empathy and how much we have changed now. In order to bring in empathy among us and in order to appreciate us like our own selves we need to learn to empathetic:

1. Be Benevolent: The kindness in heart is the most important thing that would make us survive in this corporate world. In case your superior is sick, visit him in hospital and try to help him in ways possible, in case your female colleague is pregnant, tend to her special needs and be kind towards her. Irrespective of their gender, caste and community learn to help to people around you.
2. Don't be judgemental: We have been taught to consider our religion, nationality, culture superior; it does not mean
3. Understand the diversity and embrace it:
4. Practise empathy: Imagine,

Activity: Watch the commercials below, and write down your opinions about it.

Social Intelligence

Social Intelligence (social awareness and relationship management) transports personal aptitude to an interactive and social realm. It is the powerful ability to understand other people's moods, behaviors and motives so that you can improve the quality and connection of your relationships. Author Daniel Goleman puts it this way, "Empathy is our social radar. It requires being able to read another's emotions, at a higher level, it entails sensing and responding to a person's unspoken concerns or feelings. At the highest levels, empathy is understanding the issues or concerns that lie behind another's feelings." Social awareness is the first component of social competency and lays the foundation for building solid work relationships. It involves listening and keen observations, often simultaneously. Leaders are constantly challenged to discern employees' emotions in the moment, while remaining actively engaged in the conversation or dialogue. Doing this successfully requires high levels of empathy and adept social skills.

Unit III

Functional Skills

Using the tools of communicatory and emotional skills

Feelings play a big role in communication. Emotional awareness, or the ability to understand feelings, will help you succeed when communicating with other people. If you are emotionally aware, you will communicate better. You will notice the emotions of other people, and how the way they are feeling influences the way they communicate. You will also better understand what others are communicating to you and why. Sometimes, understanding how a person is communicating with you is more important than what is actually being said. it.

Have you ever tried to hide your feelings? It's pretty hard for most of us to do. That's because emotions don't lie. Instead of trying to hide or ignore your feelings, focus on becoming aware of your feelings and the feelings of those around you in order to be a better communicator.

You can improve your emotional awareness by focusing on these five skills:

1. Consider other people's feelings. Have you ever finished a conversation with someone and found yourself wondering, “Why did she tell me that?” or, “I wonder why he talked to me like that?”

For example, a coworker might tell you something personal that doesn't seem important for you to know. Or a supervisor might seem angry with you for no reason. Finding out why can tell you a lot about what a person is trying to tell you. To figure out why, think about what the other person is feeling. Consider any situations that may be affecting their emotions and how that might in turn affect what they say to you.

2. Consider your own feelings. Just as other peoples' feelings can affect the message they're trying to send, your own feelings can get in the way of your communication as well. When you feel a strong emotion or feeling, pay attention to that emotion and try not to let it get in the way of your message. Both positive emotions, like happiness, and negative emotions, like anger, can get in the way of communication.

For example, if you're really happy about something, you might agree to do things that you shouldn't or wouldn't normally agree to do. On the other hand, if you're angry, you might

say something mean to someone who has nothing to do with your being angry. When you have a good understanding of your own feelings, you will notice these emotions and try not to let them get in the way of your communication.

3. Have empathy. Empathy is the ability to understand and relate to the feelings of someone else. Once you've learned to recognize another person's feelings, you can go one step further and actually relate to those feelings.

For example, if you notice that a coworker seems stressed, you should try to find out why. If she tells you she is stressed out because she doesn't have a lot of time to finish a big project, you can empathize with her by putting yourself in her shoes. That means, you can imagine yourself in this situation and you can understand what that person must be feeling. When you have empathy for a person, you can think about how you would want to be talked to or what you would like other people to say or do if you were in that situation. Going back to the example with your coworker, you could offer to help your coworker with the project or offer some words of encouragement.

4. Operate on trust. Good communication requires you to build trust between yourself and the person with whom you're communicating. You can earn the trust of others by sending nonverbal cues that match your words.

For example, shaking your head no while you're saying yes will send a confusing message. The difference between your verbal and nonverbal communication could cause the other person to question whether or not you're telling the truth. Make sure that you always tell the truth, and you can avoid these confusing situations.

It's also important to trust your instincts when it comes to reading peoples' emotions and nonverbal cues. If your instincts tell you that something is strange about the way a person is communicating to you, push yourself to look into it. If you don't, you will find yourself questioning the person you're talking to, and you could develop feelings of mistrust for no reason.

5. Recognize misunderstandings. A misunderstanding happens when two people think they are on the same page about something, but in reality they are thinking two different things. Misunderstandings happen all the time, but emotional awareness can help you to avoid misunderstandings. Misunderstandings are often caused by confusing emotions.

For example, if your coworker is upset about something, they might talk to you as if they are angry with you, even if they are not. It's tempting to walk away from this type of conversation feeling like your coworker is mad at you, but this would just result in a misunderstanding. Instead, recognize that your coworker is upset about something else and probably didn't mean to take their anger out on you.

RESUME WRITING

(IT SPEAKS A LOT ABOUT YOU!)

A resume is a documentary record of your contact details, educational qualifications, skills and employment history in a nutshell. As it establishes your details, it should be appealing and convincing. This lesson helps you in preparing your resume.

What does a Resume Contain?

- Name with contact Information- Your postal address, email and mobile number.
- Objective: appears just below the contact information. It briefly describes the type of job you want and also skills that make you the best candidate for the job.
- Education- All your educational qualifications, the most recent first.
- Work Experience-the company, job title and responsibilities etc.,
- Achievements if any, Skills, Interests & Languages known-any relevant skills in terms of software and hardware.

Tips for Writing a Resume:

- First write down all the details that you want to include in your resume.
- Select a format
- Be simple, brief and straight
- Do NOT lie about your qualifications and experience
- Sometimes resumes are filtered by keywords, so see that the words associated with the job are included.
- Don't leave unexplained gaps in the time line. (a year off etc.)
- Do NOT COPY someone else's Resume
- Ask your friend or a teacher to check it for spelling mistakes. Review, Revise and Edit.
- Avoid fancy fonts and colours - Avoid italics, Script and underlined words.
- Print it on one side of sheet only. LIMIT it to ONE PAGE
- Use A4 size paper.
- Don't use personal pronouns (I, Me, might, Asked my for)
- Don't list high school. Unless remember to sign.

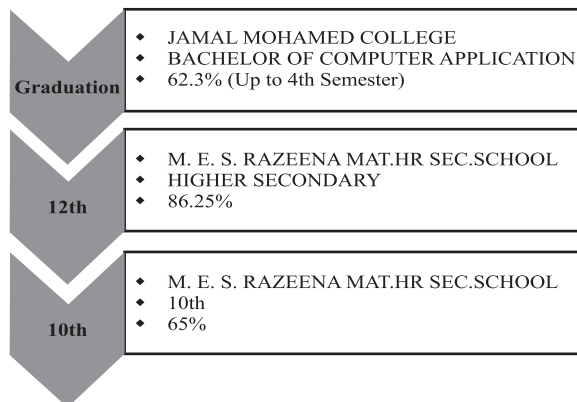
PREPARATION OF CURRICULUM VITAE

Career objective

Seeking a challenging position to utilize my skills and abilities to achieve good

growth by being resourceful, innovative and flexible. To add Valuable assets to your esteemed organization as an active member.

Educational qualification



Computer adroits

- Basic concepts in C, JAVA

Training & workshop

- Participated in The Conference of Project Management held at IIT, Madras.
- Participated in Leadership Training Seminary SHYLA'14 hosted by Rotract Club of Jamal Mohamed College.
- Completed certification on Android conducted by Technophilia Systems.
- Participated in One Day National Level Corporate Workshop conducted by Chennai gain Corporate Services Pvt. Ltd.,

Responsibilities held

- Department Association Secretary
- Active Member of LEO CLUB of Jamal Mohamed College.
- Vice leader of Department Competition team.
- Serving as the Student Representative of my Class.

Achievements

- Winner in a technical debate in **TRIGGER' 14**-A state level Technical Symposium.

- Master of Ceremony in **VARIT 2K14** and in various programs hosted by our department, Leo club, Rotract club, Gender club etc.
- Default Master of Ceremony of LEO CLUB of JAMAL MOHAMED COLLEGE.

Declaration

I hereby declare that the above information is true and I will prove to be worthy of your confidence and satisfaction.

Date:

(SAIFUL HAQ T.S.)

INTERVIEW SKILLS

(GRAB YOUR DREAM JOB!)

Most of you think twice when you hear about campus interviews! But with some skills and ideas about interviews, you can easily get through them. This lesson offers you such interview tips!

What is an interview?

Interview is a Social process, Which involves interactions between two persons – the interviewer and the interviewee.

Types of interview

Structure Interview : conducted with a proper setting format

Stress Interview: conducted to test ability to cope with stress

Situational Interview: Conducted to see how you react to a situation

Types of Skills expected

Technical Skills	Non Technical
Subject knowledge	Body language
Work skills	Gestures
Fine Skills	Dress
Communication Skills	Manners
Ability to listen	Etiquette
Honesty and Integrity	Attitude

Interview panel:

- Subject knowledge expert - Tests the subject knowledge.
- Management representations - Tests the ability to be a team player.
- HR Manager: Lists the attitude and innate interest.

ACING THE INTERVIEW**Do's**

- Organize all the required material neatly.
- Have a good dress sense, groom well.
- Reach the place of interview well in advance.
- Be cheerful and expressive.
- Have positive body posture.
- Be honest, sincere and simple in your talk.
- Be assertive and confident.
- Be polite in answering.
- Leave a good last impression by saying “thank you.”
- Replace the chair and other things in the original place when you leave the room.

Don't's

Don't search for anything in an interview as it creates a bad impression.

- Don't fold arms or close palms.
- Don't drag the chair and make a noise.
- Don't be rigid. Don't cross your legs.
- Don't tell lies.
- Don't be very submissive or aggressive.
- Don't argue, confront, challenge.
- Don't feel frustrated if you lose the interview.

On the day of interview

- Dress well but be conservative
- Take more than copy of your resume
- Reach early (check out the venue the day before)

- Sequence your documents
- Don't miss the food

Your body language:

- Walk smartly but modestly from the entrances to the table
- Move your right hand forward and bow down while shaking hand
- Sit standard crossed leg position
- Maintain a moderate eye contact
- Do not move your hands and head aimlessly
- Do not do anything distractive
- Do not place your hands on tables
- Do not lean back on the chair
- Pick up your papers on receiving signal from the chairperson
- Stand, bow down and thanks them before leaving

Your voice:

- “In the higher dimensions, words and thoughts are replaced by clear, unbroken tones. if one picture is worth a thousand words, one tone is worth a million pictures. those who can hear these tones, high above all the other sounds will never be deceived.
- Words can be misleading, ideas can be obscured, but in unbroken tones – there is no place to hide.” 'the reconnections'
- Face is the index of the mind.
- Voice is the index of the soul.
- Enter with a favorable and courteous tone
- Control your voice all the time
- Adjust the volume of your voice
- Never speak at the top of your voice
- Do not whisper
- Speak with your normal accent
- During interview try to perform well or at least give the impression that you can be trained in the days to come.

4P'S Technique to have success in interview

- PREPARE
- PRACTICE
- PRESENT
- ARTCIPIATE

Take a glance:

85% of the interviews are decided in first two/three minutes. So be careful about:

- Handshake
- Eye contact
- Body language
- Right posture

GROUP DYNAMICS

The term “group dynamics” describes the way in which people in a group interact with one another. When dynamics are positive, the group works well together. When dynamics are poor, the group works well together. When dynamics are poor, the group's effectiveness is reduced.

Problems can come from weak leadership, too much deference to authority, blocking, groupthink and free riding, among others. To strengthen your team's dynamics, use the following strategies:

- ✓ Know your team.
- ✓ Tackle problems quickly with good feedback.
- ✓ Define roles and responsibilities.
- ✓ Break down barriers.
- ✓ Focus on communication.
- ✓ Pay attention.

Keep in mind that observing how your group interacts is an important part of your role as a leader. Many of the behaviors that lead to poor dynamics can be overcome if you catch them early.

MOCK INTERVIEW

Mock interview is an emulation of a job interview used for training purposes.

Step 1: Come Up With Questions

First things first, you're going to need a list of questions. Obviously, the more similar these are to the real thing, the more helpful this whole exercise will be. Some interviewers drive the conversation with this piece of paper, so it's good to be ready for that as well. There's no real limit to how many you include on this list—it just depends on how much you want to practice.

Step 2: Record Yourself

This is the part where it can get a little uncomfortable, but that's kind of the point. Instead of having someone ask you a question and listen to your response, you're going to read a question and respond to a video camera of some sort—any kind of webcam will work just fine (or, if you're really in a bind, a voice recording app). If it makes you a little nervous to be recording yourself, that's a good thing. The idea is to give you something to evaluate later *and* to simulate the nerves you might feel on the actual day of the interview.

Step 3: Evaluate Your Performance

As I mentioned before, it's the practice that'll be most helpful to you. In fact, you'll likely know before reviewing the video whether you did well or not. This step, then, is more for you to pick up on the little details and get a sense of how you're coming across. By details, I mean you can count the number of times you use filler words like “um” and “like” if you know that is something you struggle with. Or, you can pay close attention to how often you go off on tangents in your behavioral questions. Another thing would be to keep an ear out for the moments in which you stumble or sound unsure of yourself.

Practice the following questions:

Facing interviews is a nightmare for some students, but for some others it is an excellent forum to display their knowledge, skills and confidence. Can you guess the reason? It's simple—“Enough Practice”. A list of frequently asked questions is given

below. One is tried as an illustration. Can you try answering the remaining?

1. Introduce Yourself.
2. What are your strengths and weaknesses?
3. Can you tell something about our company?
4. Why should we hire you?
5. Are you willing to relocate/travel?
6. What was the toughest decision you ever had to make?
7. Would you lie for the company?
8. On a 10 point scale how do you rate yourself in communication skills?
9. How long would you like to work for us if we hire you?
10. How much salary you expect from us?

Group Discussion

It is a methodology or in a simple language you may call it an interview process or a group activity. It is used as one of the best tools to select the prospective candidates in a comparative perspective. GD may be used by an interviewer at an organization, colleges or even at different types of management competitions.

A GD is a methodology used by an organization to gauge whether the candidate has certain personality traits and/or skills that it desires in its members. In this methodology, the group of candidates is given a topic or a situation, given a few minutes to think about the same, and then asked to discuss the topic among themselves for 15-20 minutes.

Some of the personality traits the GD is trying to gauge may include:

- * Communication skills
- * Interpersonal Skills
- * Leadership Skills
- * Motivational Skills
- * Team Building skills.

Company's Perspective:

Companies conduct group discussion after the written test to know more about your:

- * Interactive Skills (how good you are at communication with other people)

- * Behavior (how open-minded are you in accepting views contrary to your own)
 - * Participation (how good an active speaker you are & your attention to the discussion)
 - * Contribution (how much importance do you give to the group objective as well as your own)

Aspects which make up a Group Discussion are:

- * Verbal Communication
- * Non-verbal behavior
- * Confirmation to norms
- * Decision making ability
- * Cooperatio

Group Discussion Topics

- US Trade Policy: Is Trump creating World Trade War?
- Is India ready for Electric Vehicles?
- Bullet Train: Does India really need it?
- E-commerce: Discounts are harmful in long run?
- Linking of Aadhaar: Is making Aadhaar mandatory a good idea?
Friends, Enemy or Frenemies?
- Hard Work Vs Smart Work
- Me Too Campaign: Breaking Silence to Win the War
- Your failures can be your stepping stones or your stumbling blocks
- GD Topic: Ethics or Profit?
- GD Topic: Zero (0)
- Black or Grey
- Work- Life Balance is a Myth
- Famous Vs Important
- Roses are red, crows are black
- Water or Oxygen

- East or West India is the best
- Patience: A virtue in Business and Management.
- Friends, Enemy or Frenemies?
- Innovation Vs Invention: What is more important?
- Change is the only constant
- Freedom is a myth
- Fact Vs Opinion: There are no facts only opinions
- Leader or Follower
- Strategy or Execution
- Means or End
- Hard Work Vs Smart Work
- Effective manager or Ethical Manager
- It was a bright, cold day in April and the clocks were striking thirteen.
- Red is red, blue is blue and never the two shall meet

Unit-IV

Interpersonal Skills

Synergizing relationships

Before getting into the topic, it is my duty to make you understand the meaning of synergy. Synergy is when two or more people are working together, and the result is greater than the sum of their individual capabilities.

For example, As a author of this unit, I can't typically see my own typos. My team can see mistakes that I've overlooked. When we sit together and discuss the articles:

- My team members express their own ideas
 - The reviewing members add their comments.
 - The detail oriented member does the final editing.
- That's synergy!

What gives a team synergy is when each person uses and shares his or her skills. Their skills are the tools in their toolbox. Each person's toolbox contains things that are unique about that individual. By taking an inventory of these strengths and weaknesses, we can determine who is strong where someone else may be weak. This helps everyone discover better ways to work together. The ultimate goal of any supervisor is to turn “ordinary workers” into extraordinary employees!

A successful leader creates happy, positive employees who work as a team, deal with problems and get along with each other, instead of blaming or complaining.

To make it simple, these soft skills units are developed by Dr. Abdul. Mohammed Ali Jinnah, Dr. M. Syed Ali Padusha and me (Mr. S. Peerbasha). All of our efforts together form a soft skills book. This is a very good example of synergy.

SWOT Analysis

SWOT stands for Strengths, weaknesses, Opportunities and Threats. It is a great way to spot check on how things are going. Completing a SWOT analysis will focus on what way you are, what is holding you back? What is stopping you from moving forward?.

It is the inner and the outer influences on you. Here, I mean “YOU” as a person, a team, a project or a business. A good SWOT analysis involves specifying your objectives and then identifying internal and external factors. It is a good framework for reviewing strategies and directions. Strengths and Weakness are internal factors. Opportunities and threats are external factors

Here, I will give the SWOT Analysis of a student

Strengths

- ◆ Ambitious about IT career.
- ◆ Quick learner.
- ◆ I apply thinks I learn.
- ◆ Experience building PC rigs.
- ◆ My brother works in web development, so he can help with guidance in a web related career.
- ◆ Problem solver.
- ◆ Worked on fixing PC networks at home and for my friends when things go wrong.

Weaknesses

- ◆ No experience in IT related jobs.
- ◆ Can forget thing if I don't apply them continuously.
- ◆ Weak motivation at times.
- ◆ Bad at public speaking.
- ◆ Procrastinate easily.
- ◆ Depressive person at time.

Opportunities

- ◆ Self-teaching HTML and CSS.
- ◆ New IT related course.
- ◆ Getting a good grade in degree.
- ◆ IT industry is booming, there are a lot of job opportunities with a IT degree.
- ◆ Current location has many IT job opportunities.
- ◆ Self teach programming websites like <http://www.codecademy.com/>

Threats

- ◆ No job experience in HTML and CSS.
- ◆ Possibility of not passing degree.
- ◆ IT job demand might drop.
- ◆ Procrastination severely disturbs my work flow.

SOAR analysis

A Strengths, Opportunities, Aspirations, Results (SOAR) analysis is a strategic tool that focuses on organization on its current strengths and vision of the future for developing its strategic goals. This tool differs from the commonly used SWOT analysis.

When conducting a SOAR analysis, the basic questions to be answered are:

What are our greatest strengths?

What are our best opportunities?

What is our preferred future?

What are the measurable results that will tell us we've achieved that vision of the future?

Benefits

Engages representatives from every level of the organization to have shared conversations and input on strategy and strategic planning. Resistance to change is minimized and employees are more likely to commit to goals and objectives they helped create.

Flexible and scalable, so planning and decision making can be adjusted to fit an organization's needs and culture.

Building on the organization's strengths produces greater results than spending time trying to correct weaknesses.

How to Use

Step 1. Identify stakeholders who will participate, and determine the format and frequency of meetings (One large summit? A series of shorter meetings?). Participants should represent all levels of the organization and all functional areas.

Step 2. Create an interview questionnaire or guide for gathering information about strengths, perspectives, and aspirations of employees and key stakeholders.

Step 3. Engage employees and other stakeholders—including clients, vendors, and partners, if appropriate—to discover the conditions that created the organization's greatest successes. Ask powerful, positive questions to generate images of possibility and potential.

Step 4. Threats, weaknesses, or problems should not be ignored, but rather should be reframed. Discussion should focus on “what we want” rather than “what we don't want.”

Step 5. Summarize the organization's positive core, which is its total of unique strengths, resources, capabilities, and assets.

Step 6. Identify aspirations and desired results that create a compelling vision of the future using the best of the past and that also inspire and challenge the status quo.

Step 7. Decide which opportunities have the most potential.

Step 8. Write goal statements for each of these strategic opportunities and identify measures that will help track the organization's success.

Step 9. Plan actions and implement the plan for each identified goal.

SOCIAL SKILLS

Social skills are the skills we use to communicate and interact with each other, both verbally and non-verbally, through gestures, body language and our personal appearance. Human beings are sociable creatures and we have developed many ways to communicate our messages, thoughts and feelings with others.

The below list of 10 essential social skills may seem like they are common sense, but you would be surprised at the amount of uncommon sense infecting the workplace today.

1. Maintain eye contact. Don't forget, you are dealing with people. Eye contact during conversation is a great social skill to possess.
2. Use proper body language. It's not what you say, but how you say it. Arms folded, legs crossed, body turned away, and so many non-verbal clues are a turn off to others. Watch what you are saying when you are saying nothing at all.
3. Know the difference between being assertive and being aggressive. If you are bordering on offensive or insulting, you are heading into the aggressive zone.
4. Select effective communication channels. There are a variety of ways in which you can communicate with someone. Make sure you are using the proper channel. For example, never have a conflict or present an argument via email or social media. There is a big difference between these two sentences. "Learn how to cut, marinate, and cook friends." versus, "Learn how to cut, marinate, and cook, friends."
5. Flexibility and cooperation are essential social skills. Get rid of the attitude that your way is the right way and the only way. Although you may feel as though your way is the best way, remaining flexible and open to another solution is always a good guideline to follow. Keep in mind that you will need other people in order to get anywhere in life. An open willingness to share ideas with others should also be coupled with a flexible mindset as well.
6. Accept criticism without being defensive. When presented with an opposing view or when being critiqued, don't immediately go on the defensive. Listen to what is being said and absorb the information, especially if being presented by someone more experienced than you.
7. Remain positive at all times. Highly social people tend to be very positive as well, making them much more likely to be successful as well. Positive people are attractive and are going places in life.

8. Be teachable and be a good student. Entrepreneurs are constantly learning. As a part of developing great social skills, being teachable makes you humble, hungry and thirsty for knowledge and keeps you asking questions. Experts love to answer questions about what made them an expert. Ask questions (but don't be annoying), be trainable and be social.

9. Show respect for others. No matter your position in business or in life, showing respect is the ultimate sign of regard. When you respect someone you are showing you care, admire and honor their position.

10. Be human, after all, it's what makes you unique. Continue to be flexible, happy and positive. Be the best YOU possible and people will want to be around you and share you with the world.



Time management (PLAN YOUR TIME, PLAN YOUR LIFE)

Hello friends, how often do you hear yourself saying you don't have enough time? Do you wish you should have more time for your studies; for your favourite sport; for preparation for competitive exams? You can have time for all these things if you plan your time. Learn to manage your time by following the tips and advice given.

Time and tide wait for none

Anthony was a very lazy boy and always used to postpone things. One day his father tried to make him understand the value of time. He said one should always do things on time. Anthony promised his father that he would never postpone things.

One day, he came to know about the first prize he got in a singing competition held last month. He was asked to collect the prize the same day. He didn't care and went to collect the prize the next day. But the prize became useless for him, as it was a ticket to a circus show, which was held the previous day.

Anthony learnt a lesson from this incident.

Can you guess the lesson Anthony learnt at the end?

Give importance to the things that really matter.

Assess how good you are at Time Management.

- a. You plan how many hours you will need to study a week.
- b. You meet assignment deadlines.
- c. You write a daily "to do" list.
- d. You prevent social activities from interfering with your study time.

- e. You take your studies as your responsibility
- f. You set specific goals for each project

Each 'YES' - 1 mark; NO – 0 marks.

If your score is 4-6 you are a good time manager; between 2-3 it's OK but not up to the mark. If it is less than 2 – You need to change many aspects.

“Until we can manage time, we can manage nothing” * Peter .Drucker



“Life and time are the world's best teachers. Life teaches us to make good use of time and time teaches us the value of life” - APJ Abdul Kalam

Decision making

(CHOOSING THE RIGHT OPTION)

Right from morning till night, we take many decisions every day. They may be about breakfast, choosing a dress, going to a movie – anything. These are smaller issues. But when this is about bigger things, it becomes more difficult. This lesson helps you how to make difficult decisions!

Read the story:

Two frogs lived in a pond. During one summer the pool dried up. The frogs had no option but to leave the pond. They set out in search of a new home. As they went along they came across a deep well with water. The moment they saw it, one of the frogs said to the other, “Come on let's dive into it. It will give us shelter and food.” The other frog replied with greater caution, “The big ponds have dried up. So there is a change that even wells too dry up. So if the water in this well dries up, can we get out of it?”. Think before you take a decision. **ONCE YOU'VE MADE YOUR DECISION DON'T LOOK BACK.**

Tomorrow is the last day to pay the University examination fee. Your father has not sent you the money.

What will You Do?

Analysis

Problem:- Having no money to pay the university examination fee.

Cause of the Problem:-

Father has not sent the money for the reasons not known.

Probable solutions:

- ✓ Ask the University authorities to give additional time or postpone the last date. (Not only me. It's not a possible alternative)
- ✓ Sell my mobile and pay the fee. (Not only now. I may need my mobile in future)
- ✓ Wait for somebody to help without doing anything. (This is equivalent to 'No Decision')
- ✓ Borrow money from my friends and repay it once I get from my father.

While taking decisions for complex problems, we need to follow these steps:

1. Define the problem.
2. Try to know the cause of the problem.
3. Look for possible solutions.
4. Now prioritize them taking into consideration
5. Select one from those as solution.
6. Take a viable and acceptable decision.
7. Implement it to solve the problem.

Study the following:

You are organizing your College Sports Day. Just one hour before the function, you are informed that three prizes are missing. What decision/s do you make?

1. _____

2. _____

Problem Solving :

It means the process of finding solutions to difficult or complex issues. Here are some of the steps to solve the problems.

Step 1: Identifying the Problem. Ask yourself what the problem is. ...

Step 2: Defining Goals. ...

Step 3: Brainstorming. ...

Step 4: Assessing Alternatives. ...

Step 5: Choosing the Solution. ...

Step 6: Active Execution of the Chosen Solution. ...

Step 7: Evaluation.

Prioritizing and Implementation

Prioritizing means determine the order for dealing with a series of tasks or items. Observe the box and prioritize your daily activities under four heads as given below:

1 IMPORTANT & URGENT	2 IMPORTANT BUT NOT URGENT
3 NOT IMPORTANT BUT URGENT	4 NOT IMPORTANT AND NOT URGENT

Do now (IMPORTANT & URGENT)

- Emergencies
- Crisis
- Demands from the boss
- Planned tasks due now
- Seeing a doctor when sick
- Seeing the day's news
- Meetings and appointment

Plan to do (IMPORTANT BUT NOT URGENT)

- Studying
- Planning
- Relationship building
- Developing changes
- Replying important letters
- Eating regularly healthy food
- Attending up revision tests

Reject and explain (NOT IMPORTANT BUT URGENT)

- Attending some phone calls
- Attending parties
- Seeing a movie
- Taking account of attractive discount sales
- Trivial request from others
- Adhoc interruptions/ ditraction
- Apparent emergencies
- Pointless routine activities

Resist and cease (NOT IMPORTANT AND NOT URGENT)

- Watching movies
- Watching TV
- Chatting with friends
- Internet chatting
- Sight seeing
- Shopping/ computer games
- Day dreaming

Practice these for effective time management

Avoid postponement

Organize work place and home

Say “NO” wherever needed- firmly but politely

Develop “NO DISTURBANCE TIME ZONE”

Use waiting time usefully

Prepare a “To do” list

Prioritize

Replace useless activities with productive activities

Break big tasks into smaller chunks

Find your most productive time

Benefits of time management:

- ✓ To reduce stress and function effectively
- ✓ To increase your work output
- ✓ To have more control on your activities

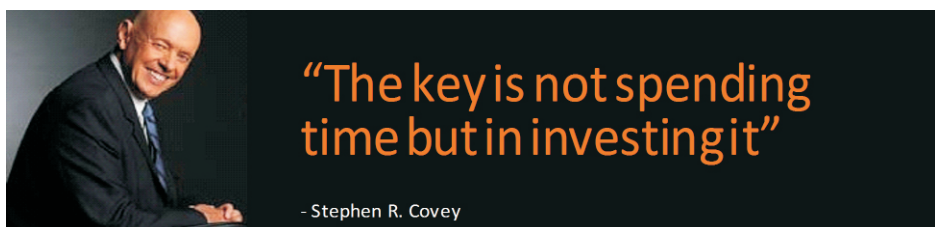


Place each activity given below as per the Box provided above:

medical emergency, preparing for exams, writing an article, watching TV, relationship building, Idling, reading gossip sites

With the help of activities given on the left, identify your own time wasters and replace them with useful activities.

Eg: Watching TV Reading a book



Unit-V

Personality Skills

Leadership skills – Attributes and Attitudes – Social Leader Vs The Boss – Critical and Creative thinking

WHAT IS A LEADERSHIP?

In my opinion, I would say, “Leadership is the ability to get extraordinary achievement from ordinary people.

LEADERSHIP SKILLS

1.Planning

The leader must be clear about goals and the means of achieving them. He must be able to plan strategies and actions, and the sequence in which they should occur.

2.Organising

This involves matching individual preferences and abilities to the various tasks, checking for understanding about task definition, timescale and methods, and coordinating the contributions across the team. The leader must know the strengths and weaknesses of team mates.

3.Communication

The ability to communicate with team members on both one-to-one basis and group basis. He must have good listening skills, oral and written communication skills.

4.Persuading

This skill may include the sub-skills of convincing, inspiring and encouraging. The ability to use empathy is an important component of the skill.

5.Negotiating

The leader typically negotiates with individuals in the team about such matters as tasks and roles, with other teams, with management and with agencies outside the team but with a bearing on the team’s work.

6.Coaching

This may involve demonstration, helping individuals in target setting and the measurement of progress, helping to diagnose performance problems and taking remedial action, and providing feedback.

7.Problem solving skills

Problem solving is a larger process that starts with the identification of a problem and ends with an evaluation of the effectiveness of the chosen solution.

8.Decision making skills

Decision making is a subset of the problem solving process and refers only to the process of identifying alternative solutions and choosing from among them. It should also be noted that to make a decision, you don't need a problem.

9.Conflict resolution skills

It is where one party perceives that its interests are being opposed or adversely affected by the opinion. Thus, while some conflicts can be beneficial (functional) others might be harmful or not functional.

Attitudes of a Leader

Leaders are very unique people. They have a very simple distinction. That is, their thinking is different. Leaders do not think like followers. Leaders used to be followers. But, something makes them to think differently. We normally call that as attitudes that influence people.

If you want to be an impact giving personality, you must develop certain thinking and perception that change the way you see yourself. We call that as spirit of leadership.

For example, Lion is called as the spirit of leadership. Here, the word 'spirit' refers to attitude. The leader must have attitude that makes him/her different from followers. The lion exhibits that attitude. But, the lion is not larger than the Giraffe, bigger than the elephant and heavier than the hippo. The lion is amazing creature. It is not smart as like hyena or the snake. And yet, when he shows up, all run. You don't need to have any kind of advantage like taller, smarter, intelligent or bigger, but can be the leader. An army of sheep led by a lion will always defeat an army of lions led by a sheep. Because leadership can transform the cowards into violet warriors. Leadership determines everything.

Now, do you know why would the lion become the king of the jungle? Even when it has all of the limitations like he is not the tallest, not the strongest, not the smartest, not the heaviest, not most intelligent, but yet he runs things. The answer is because of his attitude.

It makes every animal afraid of him. A lion will see elephant as just a lunch. He does not bother about the size of an elephant. The elephant is ten times the size of a lion, probably fifty times the heavier. When the lion sees a elephant, he does not look at size, weight and strength. He just looks as lunch. He acts as the way he thinks. The elephant sees the lion as the eater. The elephant is controlled by the way he thinks.

To conclude, Attitude means say I can, I am good enough, It is possible. Attitude is a product of your believe system. We must have an attitude beyond our belief. So, our attitude must come from our belief system.

My suggestion is,

“Change your Believe system

Change your attitude

Change your life

Become a leader”.

Leadership == Attitude

Attributes of a Leader

Wherever you are, leaders are most important. Here, are the seven attributes that all great leaders possess.

(i) Leaders radiate positive energy

There is nothing more important in a team than passion and the will to succeed. Sometimes, when we signup in to face book, we could see the negative status. These people are not good leaders. They are not very successful either. Not only, great leader radiates positive energy, they develop trust and boosts team's morale.

(ii) They have a proactive attitude

When someone goes wrong, it is easy to blame someone else or to find out why did this happen immediately. Here, the great leaders shifts the focus entirely and solves the problem. I just want to share one of my real life experience. In a bank, one customer has deposited amount but the newly joined staff forget to update it. The customer complained it to the manager. The manager did not blame the new staff or he did not even ask how it has happened. Instead, he asked the staff to verify with the total amount he had and ask him to do the needful for the customer. The customer and the staff were very happy. Hence, the problem solved successfully. After two days, the manager called the staff and gave some

ideas to handle the customers.

(iii) They delegate tasks completely

Great leaders realize that they can do everything themselves. So, focus on the very difficult tasks and delegates the rest to others. They trust them to get job done.

(iv) They are approachable

A great leader is one where the team mates can be able to share their ideas.

(v) They do what they expect of others

A great leader sets an example, and as a result, gains the respect of his / her entire team.

(vi) They are accountable

It is not just about responsibility. It is about taking the next step to make things right.

(vii) They are decisive

Once the leaders have the evidence to make the decision, they stick with it. They do it with confidence.

SOCIAL LEADER VERSUS THE BOSS



BOSS

- Boss is your superior.
- Boss drives employees.
- Boss depends on authority.
- Boss inspires fear.
- Boss says “I”.
- Boss places blame for the breakdown.
- Boss knows how it is done.
- Boss uses people.

Boss takes credit.
Boss commands.
Boss says “Go”.
Boss focuses on work.
Boss thinks short-term.

LEADER

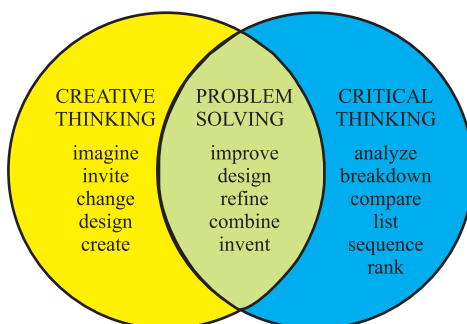
Leader is your colleague.
Leader coaches employees.
Leader depends on goodwill.
Leader generates enthusiasm.
Leader says “We”.
Leader fixes the breakdown.
Leader shows how it is done.
Leader develops people.
Leader gives credit.
Leader asks.
Leader says “Let’s go”.
Leader focuses on people.
Leader thinks about the future.

Critical and creative thinking

The critical and creative thinking aims to ensure that student develop the following:-

- (I) Understanding of thinking processes and an ability to manage and apply these intentionally.
- (ii) Skills and learning dispositions that support logical, strategic, flexible and adventurous thinking.
- (iii) Confidence in evaluating thinking and thinking processes across a range of familiar and unfamiliar contexts.

What is creative thinking?



Creative thinking is about applying imagination to finding a solution to your learning task. Creative thinking embodies a relaxed, open, playful approach and is less ordered, structured and predictable than critical thinking. Therefore it also requires some risk-taking as there is a chance that you will make ‘mistakes’ or not come up with an answer at all. You need to be prepared to cope with the resultant risk, confusion and disorder. If you are generally ordered and organized this may take some getting used to. Creative thinking skills are as much about attitude and self-confidence as about talent.

Some approaches involved in creative thinking skills Creative thinking skills involve such approaches as: - Engaging in reflection. (See unit, ‘Reflective learning keeping a reflective learning journal’). - Looking for many possible answers rather than one. - Allowing yourself to make wild and crazy suggestions as well as those that seem sensible. - Not judging ideas early in the process - treat all ideas as if they may contain the seeds of something potentially useful. - Allowing yourself to doodle, daydream or play with a theory or suggestion. - Being aware that these approaches necessarily involve making lots of suggestions that are unworkable and may sound silly. - Making mistakes. - Learning from what has not worked as well as what did.

Some creative thinking strategies There is no limit to ways there are of thinking creatively. Some techniques you can begin with are listed hereunder. • Brainstorm ideas on one topic onto a large piece of paper: don't edit these. Just write them down as soon as they come into your head. • Allow yourself to play with an idea while you go for a walk or engage in other activities • Draw or paint a theory on paper. • Ask the same question at least twenty times and give a different answer each time. • Combine some of the features of two different objects or ideas to see if you can create several more. • Change your routine. Do things a different way. Walk a different route to college. • Let your mind be influenced by new stimuli such as music you do not usually listen to. • Be open to ideas when they are still new: look for ways of making things work and pushing the idea to its limits. • Cultivate

creative serendipity. • Ask questions such as 'what if....?' Or 'supposing....?'. • Keep an ideas book. Inspiration can strike at any time! Ideas can also slip away very easily. If you keep a small notebook to hand you can jot down your ideas straight away and return to them later. Alternatively, you could use the voice recorder on your mobile phone, or send yourself a text message! For example, you may think of a really good idea for an assignment/project while you are listening to a lecture. You should record it as soon as you can after the lecture: otherwise, you could forget it entirely.

Main characteristics of critical thinking

Critical thinking includes a complex combination of skills. They are: accuracy, precision, relevance, depth, breadth, logic, significance and fairness. Critical thinkers display the following characteristics: -

They are by nature skeptical. They approach texts with the same skepticism and suspicion as they approach spoken remarks.

- They are active, not passive. They ask questions and analyse. They consciously apply tactics and strategies to uncover meaning or assure their understanding.

- They do not take an egotistical view of the world. They are open to new ideas and perspectives. They are willing to challenge their beliefs and investigate competing evidence. By contrast, passive, non-critical thinkers take a simplistic view of the world.

- They see things in black and white, as either-or, rather than recognizing a variety of possible understandings.

- They see questions as yes-or-no with no subtleties.

- They fail to see linkages and complexities.

Some critical thinking strategies

1. Reflection

- engage in the reflective process.

2. Rationality - rely on reason rather than emotion,

- require evidence, ignore no known evidence, and follow evidence where it leads,

- be concerned more with finding the best explanation than being right, and

- analyze apparent confusion and ask questions.

3. Self-awareness - weigh the influences of motives and bias, and

- recognize our own assumptions, prejudices, biases, or point of view.

4. Honesty

- to think critically we must recognize emotional impulses, selfish motives, disreputable purposes, or other modes of self-deception.

5. Open-mindedness

- Evaluate all reasonable inferences, - consider a variety of possible viewpoints or perspectives,

- remain open to alternative interpretations,

- accept a new explanation, model, or paradigm because it explains the evidence better, is simpler, or has fewer inconsistencies or covers more data,

- accept new priorities in response to a reevaluation of the evidence or reassessment of our real interests, and

- do not reject unpopular views out of hand.

Exercises:-

Activity 1:-About your Leader.

Think about your favorite leader. Now, feel how he speaks, walks and eats. In your opinion, spot out the characteristics which you inspired about the leader.

Activity 2:- Talk good about others.

Things needed:- Pen and a paper

No. of participants:- Minimum ten.

Instructions:-

Each participant must speak one positive thing about other participant.

Activity 3: All in Good Order

Gets Along with Others

SET IT UP: Split the group into two. Activate their thinking by explaining that everyone is different and these differences are what make us unique.

EXERCISE: Do this activity 4 times. For each round, ask students to form a line, without talking, according to:

Age

Height

Month of Birth

Number of siblings

DEBRIEF: What was challenging about this activity? What was easy? How did it feel not to be able to speak? How do we make sure that people's differences are accepted?

Activity-4:- Triangle of Life

Total time: 40 minute

Group size: 8 to 18

What it is: Participants are 'stranded' on 3 separate islands and in order to survive, they must figure out how to get essential items to each island with only limited equipment.

Why it's great for teens: This activity unleashes creativity and allows teens to be experimental in their approach to problem-solving. It also highlights the importance of working with others to achieve common goals.

*****ENJOY LEARNING SOFT SKILLS
PRACTICALLY*****