SOF 10

Stand on your own feet...
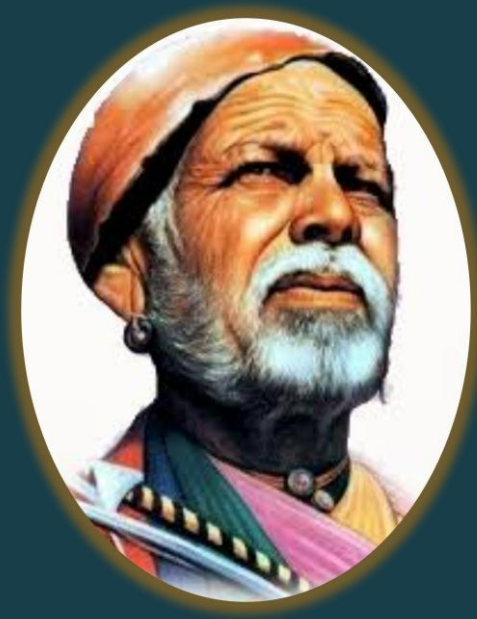
E-BOOK

'Empowering Students with Soft Skills'
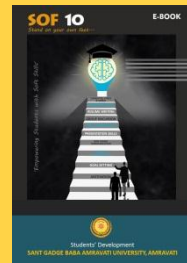
CHARACTER, ETHICS & MORAL
INTERVIEW SKILLS
RESUME WRITING
GROUP DISCUSSION
TIME MANAGEMENT
PRESENTATION SKILLS
NON VERBAL COMMUNICATION
VERBAL COMMUNICATION
GOAL SETTING
MOTIVATION

SANT GADGE BABA AMRAVATI UNIVERSITY AMRAVATI (MS)
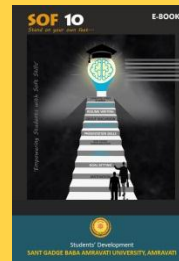
Our Inspiration

Sant Gadge Baba

Greetings to all!

Sant Gadge Baba Amravati University, Amravati is among the very few universities which have formally designed and executed soft skills training program for the faculty and the students. We have given a top priority to appraise our student's skills and talent. We very well know that every student has got to compete with the global workforce. Considering this there is a need to cultivate in students the right attitude blended with an extraordinary set of soft skills. This journey started in the year 2018 with the first batch of Train the Trainers at HRDC Sant Gadge Baba Amravati University, Amravati. 114 trainers so far have been trained and certified by the University. All these trainers, with a mission in their hearts, have visited different colleges and institutes under the University to train the students in soft skills. It has greatly helped the students, more particularly in the remote and rural areas.

All the things were going smoothly but the year 2020 came up with a great challenge in the form of covid-19. No life is left untouched by its impact. Students, prominently, have faced fear, anxiety and stress regarding their exams, their future and the safety of their lives. Almost all the students were in the state of bewilderment, not knowing what to do? where to go and whom to talk?

I should congratulate Dr. Dineshkumar Satange, Director, Students' Development and all the certified trainers from Sant Gadge Baba Amravati University immediately responded to the call of the situation and decided to stand firm with the students. Our team organised an Online Soft Skill Development workshop in the month of May, focusing on Problem solving Stress and time management.

Dr. Muralidhar Chandekar
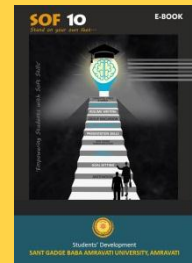Hon'ble Vice Chancellor

It gives me an immense pleasure in writing this message for E-book 'SOF 10' with tag line (Stand on your own feet...) for Empowering Students with Soft Skills. It is released online on auspicious day of 15th August by Students' Development of our University under able guidance of Dr. Dineshkumar Satange, Director, Students' Development. The book is written by 40 authors who are professors in different department of different affiliated colleges of University and are Certified Trainers of Sant Gadge Baba Amravati University. It has total ten chapters including Motivation, Goal Setting, Verbal and Non-Verbal Communication, Presentation Skills, Time Management, Group Discussion, Resume Writing, Interview Skills and Character, Ethic and Moral. These chapters will improve soft skills of the students to train them for job and make good human beings.

The COVID-19 has affected educational system worldwide, leading to total closures of Universities and colleges not only in India but also in most of the countries of the world. During these times of lockdown brought on humanity by the unprecedented crisis of COVID-19 pandemic, the Students' Development of our University with the help of certified trainers write the books and even organized online soft skill workshop for the students. The efforts of these authors and the Director have been considered as huge positive task for the humanity when everyone was in fear and dread of deaths due to COVID-19 pandemic in the world. It is certainly enormous work for the students and will positively help the students to improve their soft skills needed for the effective implementation of the knowledge in their life. I congratulate the Director, Dineshkumar Satange and his core team and the authors for having taken upon themselves a huge selfless effort during the lockdown period and utilized their time to write this book for the students.

Dr. Rajesh Jaipurkar
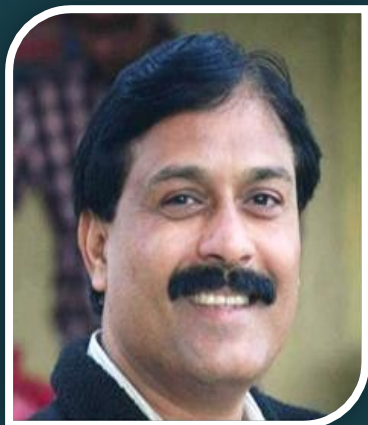Hon'ble Pro-Vice Chancellor

It a matter of utmost pride and privilege that Students' Development of this University under the able guidance of Hon'ble Vice Chancellor Dr. Murlidhar Chandekar, Hon'ble Pro-Vice Chancellor Dr. Rajesh Jaipurkar and efforts of Dr. Dineshkumar Satange, Director, Students' Development have released E-book on auspicious day of 15 August 2020. I am happy to write this message for E-book 'SOF 10' with tag line (Stand on Your own feet…) for Empowering Students with Soft Skills. It will certainly help the students, teachers and parents to learn various skills from this book. The focus of the book is mainly the undergraduate students. The book contents ten chapters including Motivation, Goal Setting, Verbal and Non-Verbal Communication, Presentation Skills, Time Management, Group Discussion, Resume Writing, Interview Skills and Character, Ethic and Moral which are part and parcel of life, but everybody neglect to learn them. The chapters of book will inspire, motivate and make the students and teachers successful in their life. It is quite a herculean task to work with 40 authors who are also professors of different affiliated colleges of University and are Certified Trainers of Sant Gadge Baba Amravati University.

I would like to congratulate the Director, Dineshkumar Satange and his core team and the authors not only for writing this book, but the efforts they have taken during the lockdown when the schools, colleges and Universities were closed due to COVID-19 pandemic to restrain the community spread of the disease are really praiseworthy. I sincerely express my gratitude and have confidence that the book will bring great success and positive change in the life of students.

Dr. Tushar Deshmukh
Hon'ble Registrar

It gives me immense pleasure to witness the moment of this day for the release of the most awaited book. I have seen many book releases in my career but this one is very close to my heart.

It is a sort of history where so many people joined hands together and reached this destination. I distinctly remember where all this had started. The roots of the book were hidden in the idea that had originated in the mind of our visionary Hon'ble Vice Chancellor Dr. Murlidhar Chandekar. With his constant focus on innovative means to cater to the needs of the students, he drafted a program that would empower them with Soft Skills. The gap between the expectations of the industry and the reality of the students was to be bridged through the training program. Under his guidance, it was designed and executed as 'Train the Trainer' program. The team that paved the way included Dr. Rajesh Jaipurkar (Pro-VC), Dr. Tushar Deshmukh (Registrar), Dr. Avinash Moharil (Dean, Humanities), Dr. Prasad Wadegaonkar (Director, HRDC) and every member of the Students' Development.

The plan was to train the faculty members in Soft Skills who will train the students not just in their colleges, but the maximum number of colleges affiliated with the University. The first batch of trainers was in the field in the year 2018. The fingers were crossed, because it was the first of its kind of experiment being carried out by any University in the nation. An unprecedented response and astounding feedback cleared all the air of doubt that we had in our minds. Today, we have a team of 114 certified trainers with us. Through the four days' Soft Skills Development Workshop series, we have trained more than six thousand students in the region. Students, more particularly having rural or farming community background, have greatly been benefited from the training. Every student, who successfully completes the workshop, is awarded with a certificate from the University. Our trainers have vigorously travelled different places to reach to the neediest sections of the region. This team is working very passionately without looking for any perks in the business. Resultantly, their efforts have yielded some sweetest fruits.

Our students are now able to present themselves confidently and they are grabbing better job opportunities. Through these workshops, we have been developing not only the employability skills but also their overall personality. It will definitely have a positive impact on their professional, personal and social life.

It was just the beginning. The bars were then raised and we were pushing ourselves to the new limits. Suddenly we met with the great challenge in the form of Covid-19. The whole world was still no travelling, no colleges, no classes, no academic engagements and no friends for the students. The young minds were full of anxiety, despair and disillusionment. Our mission was halted. But this global pandemic couldn't dishearten our team at all because we believed that *adversity breeds opportunity*. Our trainers stepped in as their guardians. They took a digital route to reach out to the students. An online workshop was devised to meet with the new challenge during the lockdown. Again, our heartbeats were playing the high notes. But very soon we were rewarded with more than 25,000 beneficiaries. Students from all the corners of Maharashtra enthusiastically participated in the workshop. For them, the online workshop turned out to be a ray of hope in the chaotic times of Corona. It was our first milestone to connect such a huge number of students during the times of isolation.

The students needs were not satisfied with the workshop alone. There was a growing demand for the offline content of the workshop modules in the form of a book. Due to lockdown, libraries were closed, meetings were not possible, typists were unavailable and the time was very short. It was a herculean task to come up with a book in such testing times. But, our team, once again, rolled up the sleeves and crafted a wonderful book in no time. I truly am thankful to all the contributors for their efforts, the editing team of this book and the core group. I congratulate them all for their efforts which have taken a shape of a book titled "**SOF10".** It highlights the most demanded skills in the industry with some practical solutions to problems faced. I strongly feel that the book will inspire all the students and it will reach beyond the boundaries of the state. Very soon the E-Book will come up in Hindi and Marathi language so as to make it readable and accessible for all.

With the strong hope and wishes I present this book to all the students.

Dr. Dineshkumar Satange
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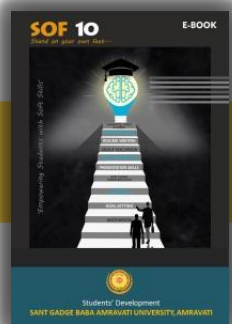
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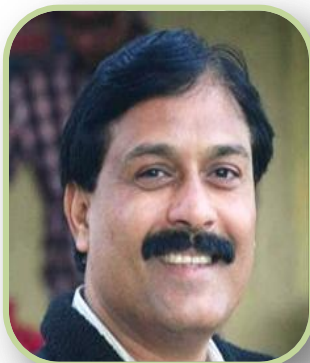
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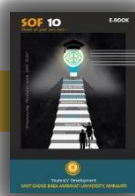
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SOF 10
Empowering Students with Soft Skills

INDEX

(Please click on Chapter title to get direct access)

AUTHORS

CHAPTER 01
Importance of Motivation by
Dr. D. S. Hedaoo

CHAPTER 02
Internal & External Motivation by
Dr. Rakesh Badgujar

CHAPTER 03
Self-Talk by
Dr. Pallavi Mandaogade

CHAPTER 04
Growth Mind-Set by
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Chapter 01
IMPORTANCE OF MOTIVATION

STAY HUNGRY. STAY FOOLISH.

Steve Jobs

Everybody wants to live a successful life. But what makes anyone successful? The answer is motivation. Motivation means reasons for doing something. Motivation is a fundamental factor for a person to be successful in life. Motivation is synonymous with inspiration, impetus, stimulus, impulse, etc. 'Ignited mind' is the very right meaning of motivation. As per APJ Abdul Kalam ignited mind is the necessary and prerequisite condition to be successful.

Understanding success for us correctly, accurately, and precisely we must analyze some successful people from different walks of life. Otherwise, we will have limited meaning of success and we will achieve limited success. Here the concept of Think Global, Act Local is useful.

To understand the importance of motivation let me tell you a story-

Haile Gebrselassie[1] was a little boy from Ethiopia. His parents were poor farmers. They were working very hard every day on the farm. They always used to ask him to work on the farm and oppose his playing outside. They considered playing as just kind of wasting time. But, he had a dream of becoming an Olympic medalist. He was motivated to become like Miruts Yifter, the Ethiopian long-distance runner who had won Gold medal in the Olympic. He always

used to think about Olympic and his hero, Miruts. To listen to the commentary of the Olympic Games, he used to take his father's radio at the farm. He was very open-minded. He always tried to learn new things. He always strives best to better himself in every case. Due to this, he became different from other athletics. He always motivated by his dream of becoming an Olympic medalist. Father used to oppose his playing and practice. But, he always kept running towards his dream. He was doing everything to make his dream possible. Then, he won the world championship at Stuttgart and got a car as a prize. His father then understood the importance of playing. Now onward there was no opposition from father. Here, the most important thing is- Haile was not running for money or prize. He was smart to understand that if he performs well, the money will follow.

In 1996, the Olympic Games at Atlanta in the event of 10,000-meter race, by the time he reached the semifinal, his feet got seriously injured. But, he was strongly motivated to run the final race and win it anyhow. In the final race, there was tremendous rivalry among the participant. He was smiling on the start line and was determined and motivated enough to win it. As the race starts, he ran so fast, nearly killed himself to win the race. He didn't know when he reaches the finish line and won the Gold medal. He was full of tears, just crying. When asked how you feel now his words were, "I was dreaming this for many years, since I was seven, I'm telling you."

(Haile Gebrselassie)

In 2000, Sydney Olympic in the last moments of the race, it was between life and death. He showed his lion mentality and won the Gold medal again in the 10000-meter event.

He said goodbye to the sports with 27 World Records, 09 World Championship, and 02 Olympic Gold medals. And he is rightly considered as the greatest distance runner of all the time.

Dear friends see even the son of a poor farmer can do miracles just by holding his dream long enough, just by staying motivated despite criticism, obstacles, setbacks, and physical injury.

Question is why I have selected this story to tell? Our country is an agriculturist country. Lot of times our farmer's son may get discouraged and demoralized due to poor condition. I ask all of you, poor and rich, healthy and disabled, weak and stronger, everybody, always keep your dream alive, always stay motivated and keep running towards your dream with all the strength you have. Never consider obstacles as obstacles, consider it as stepping stones. One day your dreams may come true.

Motivation for Greatness

We all know the United States of America (USA) is a superpower. It is the world leader in business, military, sports, science and technology etc. The USA is great not because it has more resources than all other countries, but most of the people in the USA are more resourceful. Leaders also show them the right direction from time to time no matter what the present situation is. Consider one of the President of USA, *John F. Kennedy*. He was a great visionary and motivator. He said world-famous things from time to time. Once he said, "Ask not what your country can do for you, ask what you can do for your country." See how bold and the best idea he had put in the minds of citizens not only of the USA but also the citizens of other countries.

(John F. Kennedy)

In another the most unforgettable public speech he said, "We choose to go to the moon. We choose to go to the moon in this decade and do other things, not because they are easy, but because they are hard because that goal will serve to organize and measure the best of our energies and skills. After all, that challenge is one that we are willing to accept, one we are unwilling to postpone, and one we intend to win, and the others, too." [2] He knew the importance of motivation and always used to motivate his countrymen again and again and

again. And we see the results of it. The USA landed a man on the moon. The USA is a leader in almost all sectors.

Noble laureate *Nelson Mandela* was the great freedom fighter of South Africa. He had addressed the court at the opening of his trial for sabotage. He said, "I have dedicated my life to this struggle of the African people. I have fought against white domination and I have fought against the black domination. I have cherished the ideal of a democratic and free society in which all persons, will live together in harmony and equal opportunities. It is an ideal for which I hope to live for and to see realized. But my lord, if it needs to be, it is an ideal for which I am prepared to die." [3] See, how highly determined he was, how highly motivated he was. Just due to a high level of motivation and positive mindset Nelson had survived the dark years of Robben Island where he was kept under life imprisonment.

Both of the above examples indicate that to be great as a nation or as a person one thing is of utmost importance and that is motivation.

Motivation Overpowers Obstacles

Devendra Jhajharia[4] a boy from Rajasthan used to climb trees in his childhood. When he was eight years old during playing on a tree he came in contact with live electric wire. This accident made him lose part of his left arm. He became handicapped. But, his mother encouraged him to play outside with other children. Coach R. D. Singh spotted him while competing at a school sports day. He trained him in sports. But many others used to humiliate him. Many humiliations suffered by Devendra. But, he continued training and practice. He never lost hope. He always stayed motivated. Actually, the criticism made him strong to dream big, it makes him more focused on winning. He always used to keep his Javelin in his room and not in the store. When asked why? He replied, "I should see my target 24 hours a day."

(Devendra Jhajharia)

Then in the 2004 Paralympics Games, he won a Gold medal with the world record in the sport of Javelin throw. Unfortunately, the event of Javelin throw was not in 2008 and 2012

Paralympics. In the 2016 Paralympics Games, he won a Gold medal with the world record again. Now, nobody remembers the names of peoples who criticized but everybody knows Devendra Jhajharia.

Muhammad Ali[5] was the greatest boxer in the history of boxing. Everybody including greats like Nelson Mandela, Barak Obama considered Muhammad Ali as their hero. But, what makes Ali so great? Was he a born hero? Was everything in the right place? The answer is a big NO. His high school record showed that he was an average student considering his initiative, social attitude, effort, honesty, scholastic zeal, intellectual ability. He was just above average in health. And fair in emotional control and leadership. Although qualified for the 1960 Rome Olympics he was hesitant to go for the Olympics as he was afraid of flying. Likewise, he had many limitations. Still, he achieved many successes in his life. He devoted his energies almost exclusively to boxing. He achieved almost everything that he wanted to achieve. To keep motivated to himself he always used to say himself 'I am the greatest.' You see what a man can do with enough motivation.

If they can do it, you can do it.

Don't Listen Little man

All things are possible.

It does not matter what anyone says.

You decide what you can do and no one else.

Lex Gillette, USA (03 times Paralympics medalist)

When *Larry Page* and *Sergey Brin* began wondering aloud about developing ways to search the text inside of books, all of the experts they consulted said it would be impossible to digitize every book. Google co-founders decided to run the numbers and see if it was possible to scan the books in a reasonable amount of time. They concluded it was, and Google has since scanned millions of books.[6] Now, all of us are enjoying the benefits of Google. This is just possible because they refused to listen to the little man. Here, little man means small-minded and/or negative minded people.

World Champion in Boxing *M.C. Mary Kom*[7] after marriage gave birth to twins. She was nursing her twins very nicely. But, at the same time she was thinking about, determined about the comeback in boxing. Her father worriedly said, "You are a mother now. Stop boxing. You have won so much, earned enough, and you have a job. You have achieved enough." But, Mary Kom wanted to do the boxing no matter what other's advice is.

(M.C. Mary Kom)

Father kept worrying that an opponent would accidentally hit on the stomach during a bout. 'What if the stitches open and cause complications?' he asked. Mary convinced father that she will not let it happen and declared vehemently that nobody could stop her from boxing. And you know after comeback she has done miracles.

Similarly, a lot of people including Elon Musk, Mark Zukerberg, Arnold Schwarzenegger etc achieved success just by ignoring the advice of little man.

Fail Forward

In life failure is inevitable. You will definitely fail at some points in your life. How we treat failure is important. You have a choice to consider failure as experience and learn from the experience to better yourself for future struggles. Keep yourself motivated to move ahead and move ahead, move ahead and move ahead no matter how tough the situation is.

Let me tell you a story of another Olympic Champion-

Santiago Lange[8] from Argentina had a dream to become an outstanding sailor since childhood. He could not stay away from water. His father sent him to England to study designing and constructing ships. During his stay in England, he won various International and World Championships. So, he preferred to dedicate himself to sailing professionally. In 1988 Olympic he went with borrowed sails and a borrowed boat. Since then he participated in a total of 06 Olympic Games. In the 2008 Olympic Games, he had won the Bronze medal. In 2016, he won his first Gold medal.

But the real message is here. In 2014 he became sick. So, he started to have some tests done. Nobody found anything. He went one doctor after another asking 'What's wrong with me?' until one of them found the lump in his lung and cancer is confirmed. So, he used to asked, "Why me? I had taken care of myself. I was a healthy guy. I eat healthily. I don't smoke. I don't drink alcohol. I play sports. Then, why me?"

Then, he said to himself, "This is the reality. I have to go through it."

(Santiago Lange)

The doctor advised lung surgery. He said, "I will have surgery, but I want to go to the Olympics." The doctor said, "You can, but not with the same lung capacity because we are going to remove a piece of lung." He had his surgery. Nine months from surgery to Rio Olympic he put greatest efforts in the preparation. He used to get tired because his lung capacity reduced to its half after surgery but he continues the practice. He prepares physically to the best of his ability. He focuses on mental preparation using visualization. Due to his preparation, he felt invincible. He felt he is operating at 200%. At the 2016 Olympic Games he was 55 years old now and competing with guys in their twenties. In the final race, everything was not ok. He got a penalty in the beginning. In the racecourse, the whole fleet had moved to the left but he decided to continue to the right. He went on and on. And finally, he won the Gold medal in the race. After so much work, so many experiences, so much effort, so many problems he fulfilled his dream of winning the Gold medal in the Olympics. He said, "When I am presented with a challenge, I get passionate. The greater the challenge, the more it motivates me." Santiago still has a dream of participating in the next Olympics.

The greatest basketball player *Michael Jordan* said, "I miss more than 9000 shots in my career. I have lost almost 300 games. 26 times I've been trusted to take the game-winning shot and missed. I have failed over and over and over again in my life. That is why I succeed."

Jack Ma, the founder of Alibaba, once said, "I apply for a job 30 times. I got rejected. I went for the police; they say 'NO', you are not good. Out 05 people, 04 are accepted, I was rejected. I went to KFC, 24 people went for the job, 23 people were accepted, and I was the only guy who was rejected. I apply for Harvard, 10 times rejected." Now, Alibaba Group is one of the richest and worthwhile business houses in the world.

The motivation to be Resilient

Being resilient is the most important quality in this time. More resilient we are more productive and successful we can be. The question is what we need to do to be more resilient. Let's understand it. As per our great epic Mahabharata once *Yaksa* asked *Yudhistir* several questions, one is given here.

Yaksa: Which way humankind should follow to get rid of problems and to be successful?

Yudhistir: The path followed by great ones leads us to success.

So, let's see the path followed by great ones by knowing the following stories.
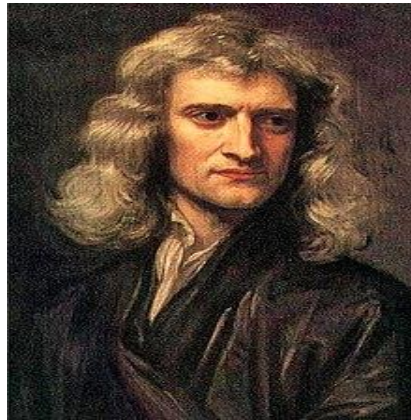
(Newton)

Newton was a very bright student but his parents were very poor. They wanted him to work on the farm. Teachers convinced his parents to let him study. Eventually, Newton got admission at the world-famous Cambridge University. When he was at Cambridge, the plague epidemic emerged (1665). The government was doing everything to control the epidemic but in vain. Then the government decided to close all the schools, colleges and universities. Everybody had to return home and stay at home like the lockdown in our country due to Corona Virus (COVID-19). Newton took lots of books with him at home.

At home, he just read, read and read. His classmates who just think what to do and do nothing gone mad. But, Newton had researched in the field of Calculus, done many experiments for the whole year of the plague epidemic. When the university reopened in 1666, he published 03 research papers which made him famous latter on. Eventually, in 1669 he became a professor in the same university, based on work he had done at the time of stay at home. And, his classmates became mad.

Nelson Mandela[9] was the great leader of the African National Congress, the President of South Africa also called as Father of South Africa. In his freedom struggle, he was jailed for nearly 27 years. The darkest moments in the jail were when he was kept at Robben Island. At

the jail, enemies do everything to break him mentally, physically, and spiritually. But, he survived. How he was successful in facing all the atrocities done to him? Nelson Mandela in his autobiography 'Long Walk To Freedom' wrote about this.

He said, "I have always believed that exercise is a key not only to physical health but to peace of mind. Exercise dissipates tension, and tension is the enemy of serenity." Even in Robben Island jail, he used to do exercise. He said, "From Monday to Thursday I would run on the spot in my cell in the morning for up to 45 minutes. I would also perform a 100 fingertip pushups, 200 sit-ups, 50 deep knee-bends, and various other calisthenics." He added, "In my letters to my children, I regularly urged them to exercise."

So, to keep ourselves busy and efficient and to remain physically healthy and to have peace of mind during our stay at home we can follow the path of Newton and Nelson Mandela.

Turning Points

Different people can have different motivating points, turning points in their life. Take the case of *Mahatma Gandhi*.[10] He always used to do first-class traveling. After all he was a barrister. He always refused to travel by the lower class. He was just arrived in South Africa, hardly seven days before. He was in need to travel between Durban to Pretoria. A first-class seat was booked for him. He started a journey by train from Durban. At 9.00 pm the train reached Maritzburg, the capital of Natal. At this station, a white passenger came and looked at him awkwardly. He was disturbed as Gandhiji, the coloured man, travelling with the first class. In general, it was not allowed there. He went and came back with officials. Officials asked Gandhiji to go to the van compartment which was for coloured people. But he refused to say that he had a first-class ticket. Then officials called the police constable. Constable took him by the hand and pushed him out. His luggage was also taken out. The train went away. Now, he was on the station shivering in the cold. Spend the whole night in the cold and that night proved to be the turning point for him. He decided to fight the indiscrimination, indignity and injustice. The rest of the life from that night he devoted himself for the cause and on the way became Mahatma Gandhi.

Venkatraman Ramakrishnan[11] is the Noble Laureate in Chemistry and internationally renowned as structural biologist. Initially, in his high school days he was not interested in science and mathematics. But, one of his teachers challenged him for it. Teacher used to make him solve some tricky and harder problems from physics and mathematics. This motivates Venkatraman to pursue science. Basically, he was interested in mathematics but many advised him mathematics will not have practical application. He decided to do B.Sc.(Physics) from

Baroda University though he was able to get admission for a medical degree. Parents were not happy about the decision of not taking admission for the medical degree.

(Venkatraman Ramakrishnan)

Then, he has done a Ph.D. in Physics from the USA. During his years of Ph.D., he understood that physics in not the subject of his interest. So, he was reading lot of literature and history. This evolved his personality. His interest of study now shifted from physics to biology. Then he had done graduation in biology. This time he had one-month-old child. His wife was very much supportive in his decision. Then, he got his Ph.D. in Biology. He has researched the ribosome. Eventually, in 2009 he is awarded Noble Prize in Chemistry. During his various interviews, he admitted that he has not just one turning point but a number of turning points, number of eureka moments.

Life stories of great ones suggest us that we can have a turning point in life or we can have a number of turning points from time to time. So, it is in our interest not to wait for the turning points and keep working, keep going ahead, keep on digging in our chosen field.

Motivation for Success

There is a quotation in Tamil mentioned in the great book Thirukkural.

Ulluvathellam uyarvullal matrutu

Tallinum tellamai nirttu

Thiruvalluvar

It means-

'Think ever of rising higher.

Let it be your only thought.

Even if your object be not attained,

the thought itself will have raised you.'

Dear students, college life is the most important and crucial period of your life. What you do now and what you decide now at this age may well determine which way your life shall go. Question is do you have a proper, solid blueprint of your life. If not, prepare it. If you are

motivated enough to live a blueprint of your life, you will definitely live it no matter what the obstacles are. Many successful people proved it in their life. To achieve great success we need to have crystal clear purpose, vision and mission of our life. If you want to live life successfully, it's your responsibility to make your life successful.

We can do, we can create, and we can achieve anything and everything in our life if we follow the following steps. I understand and arrange in sequence these steps after the investigation of 1000+ successful persons from different walks of life.

Use these steps, I guarantee your success.

Step I- Know what you want. Decide your plan to get what you want.

Step II- Say 'Yes, It's Possible' to yourself about what you want and about your plan.

Step III- Say 'I Can, I Will, I Must' to yourself about what you want and about your plan.

Step IV- Visualize yourself in the future as if you have already achieved what you want to achieve as if you are already doing what you want to do, as if you have already created what you want to create in your life.

Step V- Just start taking action with whatever resources you have right now.

Knowing what you want is the most important thing. Decide it considering your desire, love, strengths, and need etc. Then do the planning to get what you want. Follow your plan. If your plan is not working after a lot of effort and attempts, you can change your plan but you must be definite about what you want. Believe in yourself. Practice steps II, III and IV daily, daily and daily 10 min after you wake up in the morning and 10 min before going to sleep at night. Make it your habit. Take action every single day till you reach your goal.

STAY MOTIVATED. STAY SUCCESSFUL.

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Chapter 02
INTERNAL AND EXTERNAL MOTIVATION

Motivation

Motivation is directly related with the word 'Maksad'. Which means needs within the person's desires wishes. In this process, people are motivated to perform their goals. The goal is achieved by stimulating people's behavior by certain psychological factors. Just like the desire for money sometimes the state of motivation is at its peak. That person seems to be leading towards the attainment of energetic goals. But sometimes a person sags over it. He lacks motivation. Motivation is one such process in which the person is helped to reach his goal. Motivation shows glimpses of your personality behavior. Motivation involves emotional freshness, sociality, and why is the term Motivation commonly used by a person? It is a driving force for performing human tasks. Motivation has multifaceted uses. It is all a guiding force that controls the behavior of all human beings. The ability of a person through motivation helps in the work done to achieve his goals. It helps people to take action. It helps keep people engaged in health-oriented behavior. It is suitable for people to run their life comfortably.

Motivation has three major components.

1. Activation

2. Persistence

3. Intensity

Activation

It is decided to start any work. Like taking admission in a subject to study.

Persistence

This is going to be constant. There are parts that move a person towards the goal. Even after the hiccups are present, it is a long process such as time spent in investing to get a degree.

Intensity

Intensity is an undertaking of a task with intensity, such as a student who studies without blackouts. The second student calls the same study better with the help of continuous practice research opportunity group discussion. The intensity of studies of the first student is low and the intensity of the second student is high. Both reach their call by varying intensity.

Types of Motivation

Motivation is of two types-

External Motivation

Internal Motivation

External Motivation

When a person acts as the influence of external causes such as reward or punishment, this type of Motivation is called External Motivation. When a person is encouraged for external reasons. Whether to avoid negative results or to get positive work, it is placed under the category of External Motivation. External motivation is reward-driven behavior. This is a type of operating condition, which is a form of behavior modification. It uses rewards or punishments to increase or decrease the likelihood of recurrence of specific behaviors.

Such as placing a trophy for the winner in a sports competition, giving money upon completion of the work customer loyalty rebate received a free purchase of an item.

Extrinsic motivation involves idolatry psychological rewards are usually seen as our tendency to obtain external reward known to turn motivation. Prizes are psychological sculptures in nature. For example, money and trophies are good examples of hard work and hard training by an athlete to win trophies and awards.

Psychological forms include praise and public praise. Cleaning your room to get positive praise from your parents by the child.

Benefits of external motivation

This motivation can affect individuals or groups and their level of production capacity. A teacher can create a better learning environment in the classroom. Can improve skills-based business and achieve the need for continuity in completed tasks.

External motivation leads to personal benefits. People are motivated to behave in specific ways by specific motivational factors. Change or improvement does not occur when an external reward is not present.

Having a goal is a human virtue. When there is something that you can work on, then there is a series of your efforts that we make every day. Rewarding people for performance is a very old and usually reliable form of motivation, even if we consciously don't ask ourselves specific questions.

Internal motivation

Internal motivation describes the attraction involved in an activity to keep the activity going. As such, no external incentive is known for the said activity. Internal motivation is the process of doing something without external rewards.

Theory of internal motivation

Here are different theories to explain how internal motivation works. Some experts believe that reward activity is intrinsically motivated behavior. Its universal principle was first based on the basic needs of the people. Hunger, thirst, sex is included as biological needs. By which we are motivated to live life and stay healthy. Along with biological needs people also have psychological needs, which should be allowed to develop and flourish. The main requirement of these is capacity autonomy and relatedness. Lastly include the activities that we undertake without any external name, challenging interesting and internally to our satisfaction. For example, a game is fun not to win prizes, but to play. That's why you enjoy it. By learning a new language, you prefer not to experience things. Not because it is needed in your job. The joy of challenging your body through exercise rather than losing weight or getting fit in an organization.

Components of internal motivation

Curiosity

Through this, we do the work of knowing and to enjoy the skill of learning.

Challenge

This gives us the motivation to work continuously towards the optimum or optimal level towards a meaningful goal.

Control

It controls our original desire and decision making to affect outcomes.

Recognition

When our efforts are recognized and appreciated by others. Then we would have experienced an innate appreciation and satisfaction.

Collaboration

By being cooperative with others, our need is met. We feel personal satisfaction by working together to help others.

Competition

Competition is the implementation of a challenge and the importance of what we do is promoted.

Psychic imagery

Uses mental and virtual images to stimulate your behavior

Internally motivated people usually achieve the best results. The intrinsically motivated person has characteristics of soul advocacy, goal attainment and positive self-esteem.

Internal and external motivators are very effective ways of achieving the desired results. Finding the source of a person's motivation is also great interpersonal skill and starting point. In the case of students, a job well done is an added bonus to good quality work that can boost their self-esteem.

Some offer an Employee of the Month bonus to enhance the quality of their employees in the company. Those who consistently have outstanding performance. Usually, those employees are already excited about their jobs and call their work with joy and enthusiasm through intrinsic motivation.

As you have seen, internal and external motivation is important to affect both driving and behavior. To achieve the highest benefit from both by understanding the major differences between the two, our mental health performance by establishing coordination between them in daily life. Levels can be improved.

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Chapter 03
SELF TALK

It is rightly said, what we think we become. And the thoughts that come to our mind are decided by our self-talk. Your body hears everything that your mind says. We should learn to talk to ourselves like we would talk to someone we love.

Its worth understanding that to love or to hate the life you are living is solely all in your repeated self-talk.

Self-talk is something you do naturally throughout the day when you are awake. Nowadays people are becoming more aware that a positive self-talk is a powerful tool for increasing your self-confidence and curbing negative emotions. Those people who can master positive self-talk are thought to be more confident, motivated, and productive. We seriously need to think about making Self-Talk work for you. Self-talk can be the most powerful form of communication because it can either empower you or defeat you.

Many times people wonder that is talking to oneself considered as being normal. Yes, feeling free enough to wholly engage in talking to yourself may take some time, especially since there tends to be a stigma attached to the practice. As people think that such people may have some mental disorder. We need to just remember that: Self-talk is not only completely normal, but can also be beneficial in the long run and it may just help you find your keys.

Self Talk has an impact on your emotions. This has been proved that Self-talk can affect your perspective. It can if positive boost you up or take you down if negative. In all sorts of sports, players use positive self-talk to reach their personal bests. Some people use negative self-

talk to justify the bad behaviour or habits that they have and find themselves in the worst situation.

One can consciously try bringing a change in their self-talk from negative to positive. Experiencing the change in your self-talk means taking a proactive approach to the way you talk to yourself. This is where affirmations come in. Assertions or proclamation, are positive phrases you say to yourself in order to maintain a better emotional state. When you every time tell yourself positive things, you will start beginning to believe them.

Self-talk is nothing but a habitual way of responding to our experience and often takes the form of an internal critic who can be very negative and pessimistic. For example, if you experience a worse situation, your inner voice might say something like; you'll never be able to overcome it or you can't do it, you are good for nothing.

There are two types of Self Talks

1) **Positive Self Talk**
2) **Negative Self Talk**

Let's understand in detail the two types of self-talk.

Positive Self-Talk:

Positive self-talk always makes you feel good and better about yourself and also changes your outlook to look at things going on in your life. It's like having an optimistic voice in your head that always looks on the bright side. And you start taking things around you very positively. This helps to develop your positive attitude towards life.

Some examples of positive self-talk: 'I can do it'; 'I'm good enough'; 'If I want to; I can'; 'It doesn't matter if I make a mistake'; 'I can make it happen'.

Furthermore, its necessary to understand that, positive self-talk and a more optimistic approach can have other health benefits, like increased energy level, greater satisfaction, improved immune system. This helps to increase your confidence and make you flexible enough to accept challenges.

Regular positive self-talk can help you to feel more confident in the face of achieving your goals, as you instill yourself with the belief that the things you want are achievable, and when problems do arise, you find ways out to overcome the obstacles.

For this, you have to have a positive self-image of yourself. A positive self-image is having a good view of yourself; for example: Seeing yourself as an attractive and desirable person. It is observed that our positive self-talk helps us increasing positive thinking and reducing our stress level. This helps us eliminate our negative self-talk as well.

Positive thoughts always help us reduce our stress and can even improve our health. Practice overcoming negative self-talk with self-affirmations provided. The positive thinking that which generally comes with being optimistic plays a key role in effective stress management.

There are certain steps which help you improve upon your self-talk:

These steps can help:

Identify when does your mind starts thinking negatively. Certain worse situations may compel you to underestimate yourself and lead to more negative self-talk.

Check-in with your feelings and try to evaluate your self-talk.

Find the humour.

Surround yourself with positive people.

Give yourself positive affirmations.

Negative Self-Talk:

Negative self-talk tends to make people miserable and can even lead to mental disorder and impact on their recovery from mental health difficulties. It is always the negative self-talk which is any inner dialogue that you have with yourself that may be limiting you to believe in yourself and your abilities, and reach your potential. It is any thought that discourages you and your ability to make positive changes in your life or your confidence in your ability to do so.

There are certain causes which lead a person to negative self-talk:

Spending too much time alone in Solitude

Being socially isolated, or spending too much time alone, can make a negative self-talk spiral if you aren't careful.

This effect is caused by the nature of not being around other people to distract you from the bad thoughts.

To stop our negative self-talk we can follow the given steps:

Here are several ways to help stop negative thoughts and self-talk:

1. Deep Breathing

2. Acknowledge it (know about it)

3. Consider The Cause. (find out the reason)

4. Stop Expecting Perfection in each and everything you do.

5. Surround Yourself With Positivity.

6. Build a Healthy Routine

7. Make A Conscious Choice To Silence Those Thoughts.

How to Eliminate Wrong Perceptions, Change Your Negative Self-Talk, and Feel Better

There are ways in which we can change our perceptions.

1. Look for specific negative perceptions in other people's speech. ...

2. Change your (inner) tone of voice. ...

3. Validate your feelings instead of analyzing them. ...

4. Be aware of your self-criticism and think rationally.

Take charge of your Life

Now that you have a better idea of how your inner thoughts are impact, it's time to take charge and learn a new approach to self-talk. Look back at the thoughts on your list and reword them in a kinder, more positive light.

Example 1:

- "What an idiot! I messed up that presentation. Well, that's the end of my career."
- Alternative: "I can do better than that. I'll prepare and rehearse more next time. Maybe I'll get some public speaking training. That would be good for my career."

Example 2:

- "I can't do that. It's just impossible."
- Alternative: "I know there is a lot to do, but I'll do it step by step and complete it."

Example 3:

- "How ridiculous! I can't teach myself how to think more positively."
- Alternative: " I think I should introspect myself and start learning to think more positively. I will seriously give a thought to it."

You are the creator of your destiny. You only can win the battle of your life with conscious effort. Avoiding your inner critic and learning how to have productive, positive inner conversations is necessary. Your thought process is always the source of your emotions and mood. The conversations you have with yourself can be destructive or beneficial. Some people find it easier than others to adopt positive self-talk. We can consider this as a step toward bettering yourself and improving your self-image.

So let's get started to embark on the journey of positivity and happiness.

Here are tips to help you provide yourself with good, positive self-talk for success:

1. Have a Purpose Higher Than Self

   When you feel that you have a purpose, you focus on the positive reasons for which you were created to pursue and accomplish.

2. Avoid negative people in your life

   Keep the negativity to a minimum in your life by limiting your time with negative people.

3. Be Grateful

   A great way to find the positive in your life and create positive self-talk is to recognize the things in your life for which you can be grateful.

4. Don't Compare Yourself to Others

   Live your life and stop making any comparisons.

5. Use Positive Words with Others

   Positivity breeds positivity, and negativity breeds negativity. Choose the positive for yourself and others.

6. Self-Belief

Believe in your ability to succeed

7. Visualize Your Success

You should be able to foresee your success, this increases your ability to actually achieve success. For example, if you want to run 10 miles today. Think about how you will prepare for your run.

8. Help Others

Helping others is a way to bless others,

9. Be Physically Active

Get up, get active, and improve your body and mind together by exercising on a regular basis.

10. Dream and Set Goals

A great way to begin positive self-talk is to dream big and achieve big.

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Chapter 04
GROWTH MINDSET

Introduction

India is a country that is very soon going to be a torchbearer for the world in every field. The success of every nation lies in the success of its youth. Our youth which is empowered by skill and knowledge is doing good in every domain of education, politics, science, and technology but at the same time, it has been observed that youth are also confronting some social problems like corruption, violence, drug addiction, etc. The root cause so all these issues are lying in the key concepts of mindset.

In the year 2020, The world is suffering from coronavirus (COVID 19). For the safety of peoples, Several measures have been taken by the government officials. During this pandemic on one side, Peoples are helping one another, following social distancing, helping administration. In contrast, some cases have been observed wherein especially youth are not adhering to the social dia group of the youth are not following the social distancing even they targeted the target police doctors this happens due to most distancing and abusing the government officials. There could be numerous reasons behind it but one of the profound reasons is Mindset.

On the dark side, it is evident that our educational system never touches upon the concept like mindset but it is very imperative that, through our **"Train the Trainer"** initiative youth must be acquainted with the concept of mindset. They must know to deal with any life situation using mindset.

Mindset

The mindset is going to affect your personal and professional life. Oxford dictionary defines mindset as "an established set of attitudes held by someone". In particular Mindsets are beliefs—beliefs about yourself and your most basic qualities. Mindset is all about individual intelligence and performance. According to Reed and Stoltz "Having the right mindset can be a competitive advantage when you're seeking employment or advancement".

Nowadays, to get a job in this competitive world recruiters not only observe skill sets but also give utmost importance to the Mindset of employees. .Here author would like to point out the scenario of circus wherein we observe a big giant elephant tied by a weak rope. Though the elephant has all the skills and power to set free, he could not try to do so. It is because in the mindset it has been cemented that the rope is strong enough that the elephant could not break it. So it evident that along with the skill sets we must work on mindset [1]. Several studies manifest that there is a powerful relationship between mindsets and achievement. In conclusion, **The Mindset is the superset of the skill set**.

Hence, Through the aegis of the train the trainer program, we must attempt to demystify the Mindset of students in parallel with grooming the skill set.

Types of mindset

Through the twelve years of teaching experience in professional engineering college, the Author has confronted several students who have an excellent academic track record but struggle in their career. In contrast, there are many examples in which students having not profound academic records but with a good mindset are doing excellent in their chosen career. It has been observed that being a good mindset is not a personality change. One can cultivate the mindset. The concept of 'mindsets' was coined by professor of psychology at Stanford University Carol Dweck and her associates and describes a 'world from two perspectives' [Carol Dweck 2006]. She has found that everyone has one of two basic mindsets and proposes that every person has either a fixed mindset or a growth mindset [Carol Dweck 2000, 2014]: Broadly, Mindset are into two categories [2]

Fixed mindset

The person possessing this fixed mindset presumed that Intelligence is a fixed trait. You can't change it.Here; It is believed that you are born with a certain amount of intelligence which you cannot change it.

Growth mindset

The person possessing a growth mindset presumed that Intelligence is not a fixed trait. You can change it. Here; It is believed that you are born with a certain amount of intelligence which can be cultivated through effort.
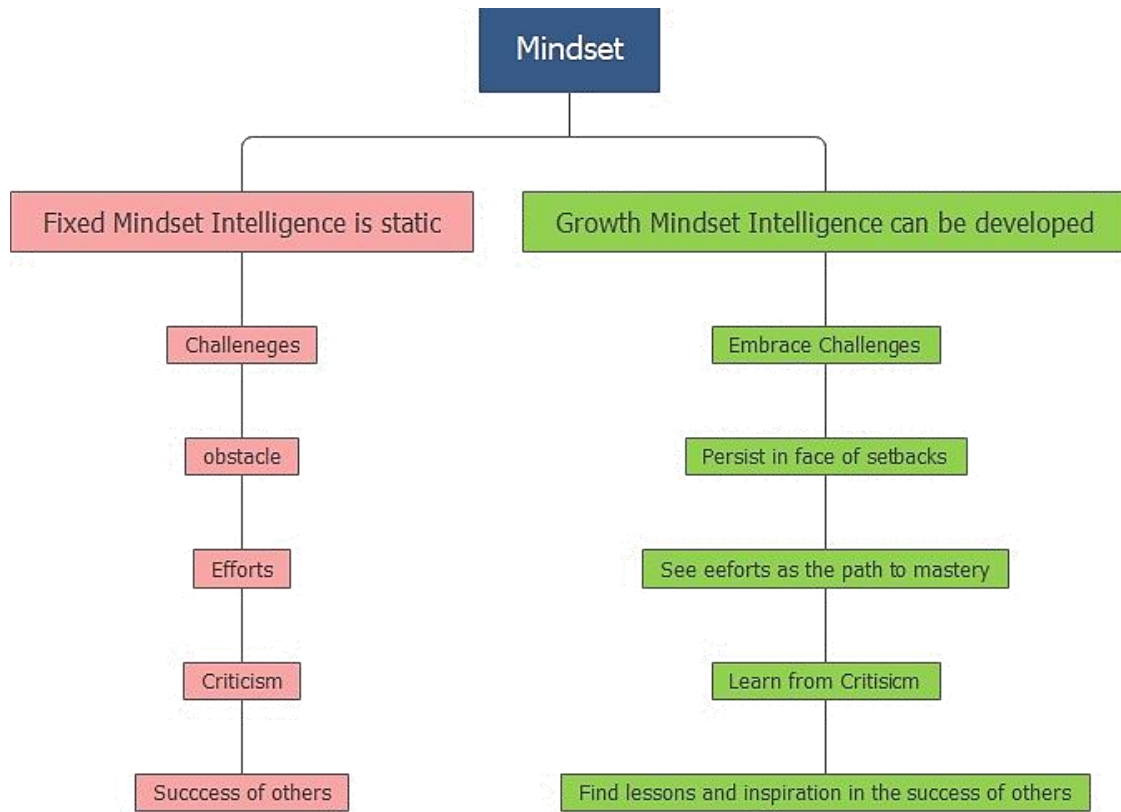
Factor affecting the mindset

- **External environmental factors:**

  Environments shape mindsets. The people we interact with — at home, in educational settings, at work, and in other organizations — influence mindsets. The earliest influence on mindset for most people is that of their home environment and particularly the behavior of their parents. Parents' expectations and feedback mold a child's beliefs about the malleability or fixedness of their abilities.

- **Habits:**

  Every place you are in has a different impact on the mind. Even in your house, you can see that you feel different in different rooms. A place where there has been singing, chanting and meditation has a different influence on the mind. Suppose you like a

particular place; you may find that a little later it will not be the same, time and food are also factors that have different influences on the mind.

- **Belief:**

Belief leads students to very different conclusions about the meaning of events. beliefs act like lenses through which students interpret their day-to-day experiences in school, particularly experiences of adversity. Students can draw very different conclusions about the meaning of the same event. If a student believes there isn't a point in trying, then even the best teacher may not be able to reach them. It's like the old saying goes, "You can lead a horse to water, but you can't make them drink".

Developing a growth mindset

- **Praise:**

Praising helps a lot, being appreciated always drives productivity. Tell your students that mistakes do happen in work. Sometimes mistakes provide an opportunity to learn something new.

- **Push people out of comfort zone:**

A person's "comfort zone" is called that for a reason: It's comfortable and safe. However, your comfort zone can also be a place of stagnation -- one that keeps you from seizing opportunities for growth, just because it involves something unfamiliar.

- **Invest in yourself:**

Investing in yourself may be the most profitable investment you ever make. It yields not only future returns but often a current pay-off as well. The surest way to achieve a better quality of life, to be successful, productive, and satisfied is to place a priority on investing in both personal and professional growth. The effort you put into consistently investing in yourself plays a large role in determining the quality of your life now and in the future

- **Values:**

We embrace the challenge and opportunity that comes with growth and see this

as a learning opportunity--

We have a desire to grow personally & professionally

We push our own limits

We are always learning

We don't say no, we say how

We celebrate wins on the journey of growth

- **Listen to Your Growth Mindset "Voice" :**

    Just like you have a fixed mindset voice, you also have a growth mindset voice.

  If you want to have success in transforming from a fixed mindset to a growth mindset, you have to start practicing listening to your growth mindset. This may be hard because you have been ignoring it for so long, but trust that it is in there. The best way to foster your growth mindset is to voice it intentionally. This is the best way to acknowledge your fixed mindset and replace it with your new growth mindset.

Key benefits of being a growth mindset

1. **Response to the failure changes:**

Fixed mindset students tend to have a helpless response to failure or struggle with something they don't immediately get. They give up because they see struggling and setbacks as evidence they 'don't have what it takes.'

Students with a growth mindset are more likely to work harder in response to a failure.

These students are always open to learning something new. When students were asked how they would respond to failing a test, students with a fixed mindset are more likely to agree with these statements...

"I would spend less time on this subject from now on."

"I would try not to take this subject ever again."

"I would try to cheat on the next test."

Whereas students with a growth mindset are more likely to agree with…

"I would work harder in this class from now on."

"I would spend more time studying for the tests."

2. **Goal Getter :**

For students with a fixed mindset has a lack of clarity about their goal in school/ colleges. Contrary, Students with a growth mindset on the other hand have the goal to learn, so they're more likely to ask a question if they don't understand or to seek out help or try a new strategy

if they are struggling. They always believe in learning the things in classes than it is to get the best grades."

Students with a fixed mindset tend to show declines in their performance over time, particularly when they transition phase of educational career. Students with a growth mindset typically show increases over time.

Conclusion

The prevalent view that specific people are brought into the world with a growth mindset in a specific field isn't true. This article contributes insight to a deeper understanding of growth mindset development. External environmental factors, Habits, Social networking sites are the prime hindrance in developing the growth mindset among the students. Praising, values personality development could be a decisive parameter in shaping the growth mindset. Responding constructively in an adverse situation and becoming the goal-getter is the prime outcome of a growth mindset. So, It's never too late to change from a fixed mindset to growth mindset. Let's Grow our Mindset.

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CHAPTER 05

Dreams & Goals by **Prof. Prashant Ajmire**

CHAPTER 06

Setting Goals by **Dr. Rekha Maggirwar**

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CHAPTER 07

Types of Goals by **Dr. Radhika Deshmukh**

CHAPTER 08

Case Study by **Dr. Pavan Deshmukh**

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Chapter 05

DREAMS & GOALS

Dear Students

It's time to start afresh and begin a new chapter of life. Here comes the time to make resolutions, set goals and move forward towards achieving success and growth, and changing your life. Just remember, In order to accomplish great things, we must not only act but also dream; not only plan, but also believe in the things we dream of. The future always belongs to those who believe in the beauty of their dreams.

It is very important to have dreams in every age of our life. I don't mean the sort of dreams you have during sleep or the dreams that strike mid-way through the school days or early days of your college life, when you look out the window and your mind drifts to floating islands filled with a dragon that swoops in out of trees like a bird. Those sorts of dreams are important as these dreams indicate that your imagination is exercising and staying healthy, but these are not the dreams I mean here.

The dreams I mean here are the different goals that we make ourselves for our life. Aspiration, intentions, plans, hopes, visions, dreams all these allows us to enter the world which is very hard to enter in it, for our dreams give us something better to strive for.

"SOF-10" E-BOOK

What does it mean by a dream?

"A dream is an inspiring picture of the future that energizes your mind, will and emotions, empowering you to do everything you can to achieve it." A dream is a master plan of a person's purpose and potential or it is a blueprint.

Sometimes, "A dream is the seed of possibility planted in the soul of a human being, which calls him to pursue a unique path to the realization of his purpose." Dreams are valuable commodities. They propel us forward. They give us energy. They make us enthusiastic. Everyone ought to have a dream.

Most people don't have dreams; they go through life like a wanderer lost in the wilderness, going from one place to next without caring where they end up.

Some peoples don't know how to achieve their dreams, they have no idea. They are extremely possessive about something they would like to do at some time or they become to be like someone who is an idol to them. But these people don't know how to get from here to there.

Some people fear of failure that stops them from pursuing their dreams and working to achieve their goals. With faith, courage and persistence, nothing is impossible to achieve. Albert Einstein said: "If you want a happy life, tie your life to a goal, not to people or things."

People having faith in their memories just visualize their dreams, make plans in their heads and trust that things will turn out okay. Out of all these kinds of people, some got successful while some got failure and fall on their faces, depending on their commitment and dedication levels. If you fail to achieve your dream that means you have not shown commitment and dedication to achieve it, so dreams come to a nightmare.

Many people pursue dreams and call dreams in their life as per their philosophy as follow:

- **Daydreams**—distractions from current work
- **Empty wish or promise Dreams**—wild ideas with no strategy or basis in reality
- **Bad Dreams**—worries that breed fear and paralysis
- **Idealistic/Perfection Dreams**—It is like as per your wish and all is under your charge
- **Vicarious Dreams**—dreams lived through others
- **Romantic Dreams**—this is a belief that your loved one will make you happy.
- **Career Dreams**—belief that after success in career, you will be happy. But the world never ends there.
- **Destination Dreams**—you set a target and after achieving that, it will make you happy. This makes limited dreams.

- **Material Dreams**—belief that your stronger wealth or possessions about your dreams will make you happy.

So, identifying dreams is as important as achieving it in our life especially in a student's life. You should dream big but in a proper manner.

Here are some common reasons why people have trouble identifying their dreams.

- Sometimes, somewhere some people have been discouraged from dreaming by other people in their surroundings. This may be intentionally or unintentionally.
- People are sometimes hindered by their past disappointments or failure and hurts.
- Some people develop a habit of settling life for average.
- Some people have a lack of confidence in achieving their dreams.
- Some people lack the imagination to dream.

If you are confused about what should be your dreams, sometimes because you are afraid to dream and maybe sometimes because you lost your dream along the way. In this kind of situation start exploring your dreams as per the following

- **Mental preparation:** Start studying in areas of your greatest interest. Read in deep and prepare your mind for your dreams.
- **Experiential preparation:** Before entering directly**,** keep engaging yourself in activities in areas related to your interests. This will help to boost your confidence.
- **Visual preparation:** always imagine pictures of successful people along with their route of achievement, this will keep you inspiring.
- **Hero preparation:** Read in detail about success stories of your real-life heroes, you can also meet these successful people who will help to boost your knowledge by sharing their experiences.
- **Physical preparation:** you should be physically fit, that doesn't mean to go to fitness center daily. You should stay away from the disease, this will keep your body and mind fresh and you will feel always energetic.
- **Spiritual preparation:** everyone in their life has Spiritual believes. Keep your faith, this makes you more confident, and ignite your internal power.

By implementing these six things in your life, you will make stand yourself in the best possible position to achieve your dreams. As you do, keep in mind the words of Matt Yates, who says, "A dream is what you desire if anything and everything is possible."

Imagination and motivation are two most important & powerful things, if these stand to your side, you will achieve your grandest dreams at any situation of life.

Ten steps to achieve your dreams

Step 1: **See into the future**

Ask yourself where you are standing now in your life and project yourself for the next 5 years in your mind's eye and your dreams become your reality.

Step 2: Set an intension

By setting intension you will give yourself directions. Whether to set up your own business or to go travelling. You just have to focus on the intention of doing something you want to do.

Step 3: Have integrity

Living with integrity is so important. If you don't remain honest with your word, then your all intentions are pointless. So you should be honest with yourself.

Step 4: Know who you are

If you know who you are and what your purpose is in life then you must follow this. If you do this honestly quality of your life will change. Take your time to figure it that, who are you.

Step 5: Be a stronger person for yourself and your family

Make yourself mentally stronger. To achieve dreams you should have enough strength. Also, you should to dare to fail because without trying anything, you never know what could have been. Feel the responsibility of your family that will make you tough remember never "never give up".

Step 6: Get clear on what you want and write it down

Let your dreams come onto paper, write them, and review them. By writing them on paper, dreams will be a bigger part of your real life. This has a significant impact on the way your mind will think about your dreams.

Step 7: Don' let fear stand in your way

Never underestimate yourself; you are all you have got. You have to take efforts to make your dreams happen and that means telling your fears to go away. Don't worry about failing either, if you want to be successful in life you will have to fail at some point. However, this can be a very good thing; you can learn so much from your failures. Remember "failure is the first stage of success".

Step 8: Start taking action

Prepare plan of action and then set it into mini project. Break the shackle & implement your plan smoothly. Don't be in hurry remembering that permanent success needs some time to come in true.

Step 9: Share your dreams

There are some close people in our life like best friends, family members, share your dreams, future plans with them so they can get excited for you and with you. By sharing your dreams you can also inspire others, this can help you build rapport and support.

Step 10: Back everything you do with persistence and determination

Consistency, accuracy and determination are the doors of success. If you do this you will be sure to make your dreams come true. Try to do what you want to do; don't give yourself the chance to have regrets.

Start to DREAM BIG!

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Chapter 6
SETTING GOALS

Dear Students, the difference between Dreams and Goals must be clear in your mind. The dreams can be seen when you are sleeping and you will have to spend many sleepless nights to achieve your goals. Therefore, a goal is the desired objective that a person strives to achieve through visualization, commitment and a plan.

Importance of a Goal

A goal is an objective which you have to plan to achieve. Without a goal you are bound to move off in the wrong direction or randomly, thus wasting time and effort. Your goal should be the bigger picture and not trivial like getting in college. You need to visualize in your head a clear picture of what you want five years down the row and why you want it? This clear picture in your mind will help you establish faith and will help you to keep going even in an uncertain future.

"SOF-10"   E-BOOK

What is Setting Goals?

The definition of setting a goal is the process of identifying something that you want to accomplish. If you have a goal, you will have an image in your mind which will guide in life. You can create your destiny by believing that you are in charge of your life. Hence you must manage your time and not the other way around. To manage time, you have the motivation to take action and follow through your planning with discipline and reach your goal additionally, goal-setting allows you to clear your mind and focus on the bigger picture. A goal is meant to be your roadmap towards success, not something you think about and forget a while later. If you are confident in your plan then that confidence will help you to reach your goal. You'll learn to work through shortcomings, be patient with time, and stay committed to the desired outcomes.

For all the students in high schools and colleges, the visualization of the goal can be not clear. It is completely normal if they don't have an exact idea about where they want to be in the future. There is no need to worry if you are uncertain about the future. Statistically, a student with specific goals at this point in their life ends up changing it as they continue to acquire more information. Therefore you should not avoid setting a goal. It opens up your options because you can explore many different possibilities and base goals on a better understanding of yourself, instead of on a pre-defined assumption.

In a survey done in the US, more than 60% of people who set New Year resolutions abandon them within the first month, and more than 25% after the first week itself! Many of you might have faced this situation and planned something which looked very attractive in the beginning but must have given up in due course of time or the very next day. Did you ever introspect? Why this must have happened? What must be the reason? Where have we been wrong? Let's find out the answers for all this.

Why resolutions and setting goal may not work very well for you:
- You are uncertain about what you want

- Your goals are unrealistic and your plan is failing

- Your goals belong to someone else's, not what you truly desire for yourself

- Fear of "losing yourself" and find that you have to compromise your identity in the process

- You are stuck in endless circle.

- Limited by what you think you can do based on past experiences and records

- Self-destructive habits that prevent you from fulfilling your biggest desires

- Lack of courage and confidence to overcome obstacles

- And many other possible reasons

Why Should You Set Goals?

These days, many people like to keep a "come what may" sort of attitude due to the unpredictable nature of life. People who plan things outset expectations, but expectations can often lead to disappointments, which is why most people would rather sleepwalk through life with no clear direction of where they're headed. But people who fail to recognize the importance of goals are also the same type of people who end up missing out on significant opportunities. This is because they are unable to beset their options carefully. In fact, after graduation, a high percentage of students find themselves lost and confused in the real world. Some of the most inspirational stories of success all come from individuals who possess life goals. Think about how athletes prepare for the Olympics or those who top in the University exams or crack competitive exams. They spend years of training or studying and another couple of months to train for the actual event or mock tests. These are the people that sacrifice tons to succeed in their goals. Why? Because these people know that a dream will only remain a dream until you do something about it. You can spend your whole life hoping for something, but that may never come unless you learn to take action. Sometimes it is difficult to quantify and qualify what goals or actions should be there. Goal setting takes time. Initially, the students must be introduced to the process, develop necessary skills, implement procedures and record evaluations.

Dear students do this exercise of Goal setting pyramid:

Now or Never

There is no better time than NOW to reclaim back your power to make the inspiring life that you simply deserve.

The biggest obstacle is Procrastination which means avoidance of doing a task that needs to be accomplished by a certain deadline. To a particular degree, it's normal to procrastinate and can be useful to help prioritize tasks like the most important and least important. Likewise, excessive procrastination can become an obstacle in normal activities. This happens can lead to mental problems such as stress, anxiety, depression and so on. As per leading experts, procrastination in colleges and school is a significant problem during education because many students don't know how to utilize time management skills. Also, most colleges provide free and fast wireless internet and these students can be easily distracted, and thus start a downward spiral of procrastination.

What is involved in achieving that one big goal that you've always wanted to reach for years?

What happens when you recognize your worth and set goals that you are capable to reach?

Set Goals That Make You Come Alive

"Your life is a sacred journey. It is about change, growth, discovery, movement, transformation; continuously expanding your vision of what is possible, stretching your soul, learning to see clearly and deeply, listening to your intuition, taking courageous challenges at every step along the way. You are on the path… exactly where you are meant to be right now…And from here, you can only go forward, shaping your life story into a magnificent tale of triumph, of courage, of beauty, of wisdom, of power, of dignity, and of love."(Caroline Joy Adams, Hawai Tah Lee)

Guide for Goal Setting

When we want to make changes in life, but mostly we don't know where to begin.

Goal setting will allow you to get where you want to go and how to get there. Take some time to think about the things that you would either like to do or that you want to change in your life. Goals can be related to a variety of your life areas such as:

- Relationships (Friends and Family)

- Career/School

- Finances

- Health

- Lifestyle

- Personal Development

Simple Goal Setting Worksheet

The basics of setting and completing your goals

Name _____   Goal Start Date _____

MY GOAL IS: _____
_____
_____
_____

GOAL COMPLETION DATE_____   TWO THINGS THAT WILL HELP ME REACH MY GOAL

STEPS TO REACHING MY GOAL: 1. _____
_____
1. _____   _____
_____   _____
2. _____   _____
_____   2. _____
3. _____   _____
_____   _____
4. _____   _____
_____   _____

I WILL KNOW I HAVE REACHED MY GOAL BECAUSE: _____
_____
_____

Now that you have a goal, start taking the necessary action to follow through with it. However, it can be hard to get started. In addition to writing down your goal, you can write out the steps that you will need to take to complete it. You are more likely to take action when you write them down. The **key** to achieving your goals is to just DO IT! There is no need to feel motivated before you act; take action, and you will be motivated. If you were able to achieve the first step towards your final goal, then reward yourself. It's not easy to accomplish goals. So, it's important to reward yourself when you do like this you will get energy and believe in your abilities to reach at your final destination….. Top of the world.

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Chapter 7
TYPES OF GOAL

"The tragedy of life doesn't lie in not reaching your goal. The tragedy lies in having no goals to reach."

-Benjamin Mays

This is the era of smart work and not bull work. So your goal must be smart. As you look at the acronym for S.M.A.R.T.E.R. goals, it's clear to see that there are seven steps since there are 7 letters in the word.

"S" – Specific -

The first step in setting S.M.A.R.T.E.R. goals is to be specific, well defined, clear and unambiguous. If goals are too vague, it won't be smart as such, it will be difficult to determine

what steps you need to take to accomplish them. If your goals are specific, it will be easier to know when your goals have been achieved by you.

Example- 'Exercise more' is not a very good goal because it is too unclear. How often you want to exercise? For how long ? 'Exercise two times a week for 40 minutes is a better goal because it is more specific. Thus specific goal must be clearly stated what is to be achieved, by whom, where and when it is to be achieved.

'Specification' is the fuel in the engine of everyone's goal. You have to define specifications if you're going to achieve anything properly.

"M" – Measurable -

'Measurable' means that you will see it, feel it, hear it. When you reach to your goal, they are concrete evidence for our particular goal. It support's in creating objectives to rich the goals. Measurability applies to both the end result and the milestones along the way to achieving the goal. It answers the question of quantity- how much, how often and how many? It has been said that what can't be majored, can't be managed. The number or numerical should be there to know your progress in the required time.

Example - If a student sets a goal to achieve 80% marks in maths. It is his/her measurable goal to get 80% marks which is numerical in nature.

"A" – Achievable/Attainable -

'Achievable' means it is not just a hope or dream, it is within your reach. Your goals should be highly ambitious, it should be real. It should stretch your abilities but remain possible.

Example- If you've never made more than $100,000 in a year, don't say that you're going to be a billionaire in one year. Set goals that you can achieve so that you build your strength. Your short-term goals should be something within your reach, but not so easily achievable that they won't take much work or effort on your part.

"R" – Relevant/Realistic -

Goals that are relevant to your life, should be aligned with the harmony which what you want in your life. They should match up with your core values. If your core values are contradicting to your goals, you'll find yourself merely getting frustrated and defeated.

When you set goals that are relevant to your career should benefit directly. Remember, your goals shouldn't be designed with the notion of succeeding to be happy, but rather, with happily succeeding. Your goal should not be contradict with other goal.

Example – If you have decided to get mastery in maths and your last 3 to 4 years record shows that you are just struggling to pass in maths then it won't be a relevant goal for you.

"T" – Time-Bound -

Goals are to ensure that they're time-bound goals. You have to specify to get target completion dates to achieve these goals, which enables tracking of progress.

Time-bound goals are measurable and you should hold yourself accountable by measuring those goals on a daily, weekly, and monthly basis. How close and how much are you achieving and getting your goals? Without making a time-bound and measurable goal, you won't be able to see your progress. There should be some deadline and time limit so at the end of the year, you can achieve your goal.

Example- If you plan to achieve a 50-pound weight loss in one year, you will have to break it into 3-month intervals. That's 12.5 pounds in every three months.

"E" – Evaluate -

By evaluating your goals from time to time, you'll be much closed to achieve them. Evaluation is a process that examines your progress. Make sure that the evaluation of your goals must be habitual. Sometimes your mind has a very clever way of allowing you to avoid your goals by pushing you into sympathetic behaviors when those goals aren't closely evaluated.

"R'' –Reward -

You should always reward yourself for your achievements. Rewarding yourself with the things that inspire and attract you. This will ensure that even the small rewards are enough to motivate you for further achievement.

Example – Listen to music that you enjoy for 15-30 minutes.

Types of Goals

Goals can be anything in life, as long as it is something you set to achieve within a time frame. There are different types of goals that you can set to make your life better.

Goals can be classified as either short-term, mid-term or long term goals. They help to motivate and focus us. It encourages people to breakdown their long term goals into short-term and mid-term goals and to enjoy those small milestones on the way to the final outcome goal.

Example- A goal to lose 60 Ibs in one year can be broken down to 5 Ibs per month and 30 Ibs in 6 months.

Long-Term Goal

Generally, goals consist of plans you make for your future. These generally consist of family, lifestyle, career and retirement goals. They need to have specific time limits to put on them, particularly 5 or 10-year goal. Long-term goals are achieved over time as a person completes the stages of their life. People set long term goals for themselves by visualizing what they want to do and where they want to be after five to twenty years from the present situation.

Examples - You can set a goal to improve your vocabulary by reading 30 books in a year. To achieve this goal, you will probably have to set smaller goals like reading 30 minutes a day or 4 hours a week and reading up 3 books in a month.

Short-term goals

Short-term goals are those that a person will achieve in the near future, maybe in a month, six months or a year. Short-term goals are often but not always, steppingstones on the way to achieving long-term goals. These types of goals are considered enabling goals because the accomplishment of these goals enables you to achieve to get a greater goal. Setting short term goals will keep you motivated. That feels to get something done and evaluate them and to stick up you closely to achieve more.

Enabling goals mainly consist of such topics as education, short-term jobs or projects, as well as valuable work experience. These often contribute directly to the long term goals that a person sets for himself or herself.

Examples of short-term goals

- If students want to read one chapter of a book every day in two weeks. Here, the idea is to complete the goals that will increase reading time, improve reading skills, and hopefully allow students to develop a habit of reading more frequently.

Long-term and Short-term Subdivided -

These two categories, long and short-term goals, can be further classified as Long-term goals that can be either lifetime goals or Capstone goals, while short-term goals can be further classified either foundational or provisional goals.
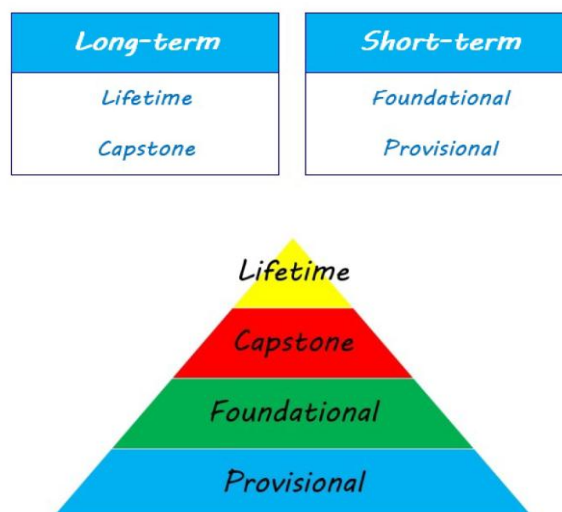
Long-term goals-

- **Lifetime Goals -**

Lifetime goals are those major goals that you would like to accomplish over your lifetime. They connect in your life dream, vision, and purpose and can occur at any point of life- early, adult life, middle-age or old age. There is no limit to achieving anything in your lifetime. Particularly, these goals will take ten or more years for accomplishment in the future.

Example -You can have a Lifetime goal of traveling around the world.

- **Capstone Goals -**

Capstone goals are commonly those key goals you will need to accomplish first before you achieve your lifetime goals. These goals will typically be accomplished in one to ten years. A Lifetime goal of becoming a doctor would have Capstone goals of going to med school, college and completing an internship. A lifetime goal of traveling around the world would have a Capstone goal of saving a certain amount of money.

Short-term Goals

- **Foundational Goal –**

Foundational goals are those short-term goals that will be completed in less than one year. These may be enabling goals that may need to be finished before the Capstone goals being met. They are often used as physiological improvements. However, Foundational goals can also be stand-alone goals with no link to a Capstone goal or a Lifetime goal.

Example -This could be making your high school cricket team, learning how to play two songs on the guitar.

- **Provisional Goal -**

Provisional (stepping-stone) goals are usually stepping-stones to larger goals. Commonly, these are completed in less than a month. In these types of goals, you focus daily and are often used for technical improvements such as fun learning, communication skills. Many times, these may be enabling goals that may need to be accomplished prior to the foundational goals being met. However, like Foundational goals, provisional goals can be stand-alone goals with no link to a Lifetime, Capstone.

Example - Better presentation skills.

It is said that,

'A person without a goal is a person without a soul.' See how important goal in your life. So, we don't underestimate our self because we are the superhero of our life.

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Chapter 08
GOAL SETTING CASE STUDY

Introduction

The goal-setting focuses on identifying the types of goals that are most efficient in producing high levels of motivation and concert and enlightening why goals have these effects. Each goal set forth by a person is a parallel to what they are trying to achieve through their actions and behaviors. Without one's energies, their goals cannot be set or accomplished. The tougher the specific goal to succeed, the more possible one would be motivated and commit their best performance to achieve the desired goal.

Details of Case

Mahesh, an employee of the senior marketing manager at a renowned company, was given a Marketing development plan (MDP), to maximize his potential as part of the marketing team of his company. The goal of the MDP was to ensure that the company was maintaining wonderful customer service and improving company and company sales. The MDP would allow Mahesh to look at each division (self-development, division development, and company performance) to see where he needed to improve to achieve goals that are expected by the company's head office. The plan was built on goal-setting concept and comprised of education on how to generate **"SMART"** goals to confirm focused changes could be implemented to improve the success of his company.

Half-way through the year, Mahesh would report his status to his reporting manager. If Mahesh was able to meet the goals he had established, new goals would be created. If the goals were not met by that time, a more in gravity look would be taken to see what changes may be needed to be able to achieve those goals.

Mahesh realized that if his Company was going to be successful, he would first need to take a look at himself to see if he was reaching his extreme potential. Therefore, Mahesh decided to first focus on self-development. He knew that the Company would not run marketing properly if he was not a successful marketing manager. Mahesh knew through his years of being a marketing manager that his team trusted on him for inspiration, approaches, reliability, etc. Mahesh also knew that his employees' confidence often reflected his confidence while at MNC. For each division to be successful, continuous developments needed to be made. Mahesh felt the success of each division would have a trickledown effect and improve the achievement of the Company. Lastly, Mahesh had to improve his customer service and Company sales to make the Company's overall performance improved. Improving in these three areas would give his MNC Company a more successful position.

PLANNING

Analysis

Mahesh began to explore about the goal-setting concept and learned about how to reach by making possible efforts towards his decided target. He learned a lot many things during goal setting. First, there must be acceptance and assurance to the goal. Second, the goals must be specific in their forms and must be directly related to a specific finish result. Third, they must be tough enough to pose a challenge but not too difficult that they cannot be reached. Fourth, there needs to be a response on when and how the goal was reached. In goal-setting concept, four parameters play an important role and i.e. known as **"SMART"** which is used to make goal settings. Mahesh now needs to develop **"SMART"** goals to apply this parameter to the self-development, division development and the Company performance divisions of the Marketing Development Plan. Mahesh learned that the **"SMART"** parameter meant that his goals needed to meet the following criteria:

As Mahesh continued to read more about each detailed segment of the **"SMART"** parameter, he decided to transmit them to the way he sensed about his current position and ways he can develop himself and his Company to make his Company improved.

Self-Development

First, Mahesh took a look at the two demands of the MDP under self -development "What must I discontinue doing to be a more successful leader?" and "What must I continue to do healthy to be more successful?" Then he went to each detailed kind to see how he could relate that to the two demands.

Specific:

For goal specification, Mahesh, as a manager can give his workforces some control in this zone. Different divisions might have different, specific goals. Specific goals would comprise of: Increasing the sales of a certain division over last year's sales.

By giving his employees the independence to set their own goals, Mahesh will "ensure that the goals are not difficult".

Measurable:

By the sales observing, presence, number (or lack of) on the job damages and customer feedback are all measurable factors that could be measured within targeted goals. When Mahesh applies his demands, he can determine the following:

"What must I discontinue doing to be a more effective manager?"

During his capacities, he can see what areas might need to be focused. Actions he may need to stop are any scheduling practices that make it difficult for employees to be prompt or he might need to stop worrying about sales for a short time to speak about customer feedback. When he speaks customer feedback, he may develop sales. By discontinuing certain things that might hamper not only his performance but his employees' performance as well as sales outputs, he can be more effective.

"What must I continue to do well to be a more effective manager?"

Mahesh's can use capacities to compare his Company's success with other Companies and national standards to identify areas that he is shining in and he should calculate each goal to

make certain he will be able to continue to measure those things and make certain that he doesn't set new goals that would divert from current success regions.

Attainable:

By providing his employees the autonomy to set goals, he must discover goals that can be sensibly be achieved. While the employees may give him feedback on whether or not the goals are genuine, he must confirm that the goals are difficult but not too difficult that would reason a drop in commitment. "When commitment to a difficult goal breaks, enactment would be projected to decrease". He then can supervise their goals to set his goals and make them achievable. He would help his employees set goals, and then set his own goals to become a superior marketing manager and give himself more inspiration. Mahesh will need to calculate his own as well as his employee's capability in each area to make definite the goals set can be reached.

Realistic:

Concerning the attainable measure of the goal, allowing his employees to set realistic goals; Mahesh can in turn set realistic and attainable goals. Although Mahesh needs to set himself a certain point of difficulty in his goals to have greater motivation and developed performance, it is also just as critical that he is realistic. By calculating his goals on a month to month basis, he can show more realistic goals and more successful results.

Timely:

Mahesh's goals as well as his employee's support in the situation must be related to a specific time-frame. Setting goals within specific time frames also permits for intermittent assessment to see where he stands and how much ahead he needs to go, and what step is afterward. If he relates the two questions "What must I discontinue doing to be a more effective manager?" and "What must I continue to do well to be a more effective manager?"
to the timely aspect, he can calculate and set a specific time that he must stop doing that is interfering with his achievement as well as what he should continue to do to be more successful.

By response from customers as well as employees, he would be able to clear out what he might need to stop doing, what he needs to continue to do and confirm achievement in his goals.

Company Performance

Mahesh was to apply the **"SMART"** parameter concept to this portion of the MDP and realize what goals can be set to increase the performance of his MNC Company he is in charge of marketing manager. The demands listed on the MDP under Company performance involved: "How can I increase overall Company's product sales?" "How can I improve average selling cost?" "What can I do to influence customer service?" and "What can I do to develop staff engagement?" He observed at each group to understand how they could be well-defined using the **"SMART"** parameter.
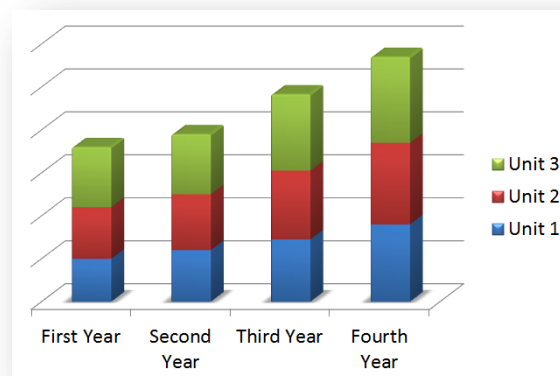
Specific:

Mahesh decided that he desired to allow his employees to be involved inside the company to make them feel like part of the team. While exploration has not certainly shown that employee develops motivation Mahesh decided that having the employees involved would give them a sense of belonging to his company. He expected that this sense of belonging would develop the self-confidence of the employees and in turn improve customer service and their satisfaction. Mahesh agreed to himself a goal to have monthly meetings with his team where the staff could give input on thoughts or ideas they may have to develop MNC. Mahesh set a goal to design a program that would permit each employee to learn more about their division so that they could well support customers and know what the customers want and need when shopping from MN Company.

Measurable:

Mahesh was trained that if a goal is not measurable, it cannot be completed. This is why Mahesh was going to evaluate the team meetings after three months to see if the employees were giving any concepts or ideas they have and how effective it was at carrying out those concepts or ideas. He would also acquire as each meeting went on if the employees felt like

they had an idea, if more and more responsibility was given as the meetings went on. The team that was in the burden of putting together the program about each division would return to the same employees within three months to see if their understanding of their division has improved as well.

Attainable:

Regarding the goals to be attainable, they must be allotted to a specific individual or group skilful of achieving that goal. The team meetings were going to be allotted to Mahesh himself since he was in the custody of all the employees and he knew the best ways to develop their confidence and get their ideas. He allocated the tasks of "division knowledge" to a team of ten people who would guarantee that each division received the knowledge, training, and knowledgeable in their division.

Realistic:

The two core goals fixed for Company performance were realistic because they could materialize. They were not goals that would turn people missing due to the lack of awareness.

Timely:

Mahesh fixed the time to evaluate each goal's improvement in three months. This would allow him time to get if the goals were attainable or necessary to be changed. Mahesh had a year to complete and work on the MDP. Permitting three months to see the development would still give him sufficient time to change the goals if these specific goals were not working to develop the Company performance.

A recognized method of maximizing your success in setting and achieving goals is to set goals with the **"SMART"** parameter.

Division Development

The advice given to assist him in developing goals with the **"SMART"** parameter for division development were the demands: How can I improve Affection Rates? How can I improve contribution Loss? What can I do to improve Domain Sales?

Specific:

For the Division Development, Mahesh fixed specific goals to be achieved. The goals to be achieved comprise of:

1. Non-attendance and lateness in each division to decrease by 50%. With records for those who dishonored the company HR policy.
2. Positive customer feedback for each division to increase by 20%.
3. Employee meeting attendance 100%.
4. Each division sales increase by 5 to 8 % than earlier "quarter" (last three months.)

Measurable:

Mahesh will quantity these Division Development goals as follows:

1. Non-attendance/lateness will be calculated by the number of days absent, counts total hours late per division each month.
2. Customer feedback measured as positive or negative every 4-6 weeks.
3. Meetings will be held once in 3 months (Quarter), attendance will be recorded per division.
4. Meetings are important for communication between Divisions and Company board members.
5. Divisions' sales measured by, obviously their sales figures, and will be compared to last year's sales the same month, for sales development.

Attainable:

By achievability, each division's goals will have the component that Mahesh is comparing each division's sales, nonattendance, feedback, etc. rather than comparing them as total combined.

Realistic:

By the Realistic way, Mahesh has fixed attainable goals for the divisions individually and as a whole. By doing so, it will help him accurately achieve his goal of becoming a better marketing manager. Through his realistic goals and capacities, the division will have a very positive development as well as results.

Mahesh will be able to develop project objective work plans and execution strategies dependable with divisional goals as well as be able to sensibly achieve his goals in a specified time, track through and resolve issues promptly to keep the project on track mode.

Timely:

Mahesh will be able to resolve issues promptly to keep the project on track mode. With his goals having a time-bound kept in mind (measurements per so many weeks, months, quarters, etc.), timely implementation of subsequent will be feasible as well as very probably successful.

Conclusion

Mahesh has fixed himself up to succeed, the goal-setting plan he has set forth will permit him to measure the success he is struggling to achieve for the development of his company. His Goals with the "SMART" parameter meet the standards that are needed to be successful. The challenges that Mahesh has set forth inside his MDP desire his employees to work hard toward a goal and include them in the decision making for enhancements. To increase motivation the employees not only need to be permitted to contribute to the goal-setting but be challenged as well. Not only has Mahesh requested his employees participate in the development of the goals but they have made the goals strong and sharp.

The above case study is based on The Goal Setting Theory which is becoming more of a standard in today's era. Large scale companies are finding it useful to motivate their

administrators and teams to higher levels. It is a theory that is easy to use and easy to follow. With today's technology, it makes the procedure very simple to follow.

"Right understanding, Positive thinking and consistency are key points in achieving goals"

Goal setting case study can also be referred from the following sectors.

- Education sector
- Corporate sector
- Health sector
- Industry sector
- Finance sector

SECTION 03
VERBAL COMMUNICATION

ORAL COMMUNICATION

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CHAPTER 09

Listening, Watching &
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CHAPTER 10

Win-Win-Win
Situation by
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Khanderao**

CHAPTER 11

Emphatic
Communication by
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CHAPTER 12

Preparation of
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CHAPTER 13

Public Speaking by
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CHAPTER 14

Current Affairs in Speech by
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Chapter 09
LISTENING, WATCHING & SPEAKING

Introduction:

A lot of students has the question, how can they improve their communication skill? Students and people regardless of from which sector they are, everyone wants to improve their communication skills. The human mind is a remarkable entity. It allows us to consume, process, and express vast amounts of information in the blink of an eye. Communication, for instance, is Pandora's Box when it comes to the exchange of information. Many studies and research has shown that an individual's communication skill and their leadership skill which are co-related are distinguished, can decide what he is going to achieve. But there is a huge myth amongst the people, that knowing the English language means you have a good communication skill, sorry but that's not true. English is language, whereas communication is an art, which can be learned and developed. There is a possibility that after knowing the English language your communication skill can be pathetic. There is a mistake that most people do. They learn words from a dictionary and they try to insert those words where ever they can, this is a misconception. What I suggest is you should try to develop art. Try to learn communication skills in your mother tong first. Making eye contact, body language, voice tonality, being proactive these things are required while effective communication. The English language is not necessarily required for effective communication. Side by side you can learn the English language as well. The basic requirement to improve communication skill is, one should ask himself. Are you reading something? Are you writing yourself? Do you read and write on a daily

basis? Are you watching something about the good communicators? Are you listening to the audios of good communicators? The human brain has very different ways to receive information, try to use all of them. Like muscles, communication is an art which can be developed. There is famous quote by John Powell, which says *"Communication work for those, those who work at it".* It will take time, it will take efforts, and it will take hard work, if you work at it. Try to find good role models like whom you want to communicate. Try to find the people, who are influencing crowed, learn from them!

All of us know that a fundamental requirement for effective interaction between two or more than two people is effective communication skill. Whereas communication skill is act of listening, watching and speaking. It further involves reading and writing, but it also goes beyond and incorporates the transmission of non-verbal language. You can communicate movement you enter into the world. Developing good verbal and body language skills needs continues learning and consciously using your skills to improve communication during the interaction. Being able to communicate effectively and efficiently is the most important amongst all the life skills. It is what enables us to pass information to other people, and to understand what is communicated to us by a speaker.

If you carefully observe a baby listening intently to its mother and trying to repeat the sounds of mother that she makes and understand. You will recognize, how fundamental is the urge to communicate? Developing a effective communication skill will always help you in all the other aspects of your life, whatever they may be, from your professional life to social gatherings and everything in between. According to the survey conducted by National Association of Colleges and Employers in 2018, Verbal communication skills are ranked first among job candidates; they must have skills and qualities. For which you must go through listening, watching and speaking.

Figure 1(Source: - www.freepik.com)

Listening:

When it comes to communication, listening is a crucial component, more so than the actual dissemination of the said information. Speech hardly holds any value unless there is at least one ear to listen to it. Being a good listener is one of the most pertinent life-skills. Unlike the plethora of life-skills taught to us at an early age, listening comes through self-learning. Lack of listening originates from restricted expression. For instance, when we feel that we are left unheard, the desire to express increases! In social circles, the greed to speak more comes from being unheard, which reduces the mental ability to listen. In a world filled with countless distractions, a short attention span hampers the odds of information consumption. A genuine listener has become a rarity. Listening encourages more of the same. A person, when their thoughts and ideas are received well, is more open to listening and receiving feedback, and, by extension, information. This results in a positive and productive exchange of information. It also improves the connection between two or more beings.

Listening as a life-skill, in its essence, has to be developed rather than learned. Many books have been published that deal with the many facets and pros of listening. When it comes down to dealing with the question of 'how to listen', there are some cues that hold utmost relevance. The drive for better communication can be observed from a person's alertness and awareness, along with good eye-contact (in case it is a face to face conversation). Undisrupted attention leads to better communication. Sincere listening is also a test of patience. The well-timed and positive remarks, words, or sounds of encouragement to go on, matter a lot in a verbal exchange. In Bryant H. McGill's words, who is an American activist and author, – ***"One of the most sincere forms of respect is listening to what another has to say."*** This statement suggests that there are moral and emotional elements incorporated in a communicative exchange. So when it comes to listening, patience, undivided attention, and encouragement become powerful signs of communication.

At the same time, the perseverance of the speech should not be hostile, it should rather be open-minded and laidback. The acceptance and reassurance of ideas and thoughts create a strong connection. Genuine listening transcends beyond the boundaries of biases. It is not about which parts you agree or disagree with to process the said ideas and thoughts, but about the deeper and complete understanding of it. The moralizing of any subject of conversation from one side to the other often leads to a damaged connection between the two.

Disagreements are not hostile, but the narrative should not be about regurgitating a convincing response.

Speaking and listening, is there a difference? How are they related? Speaking and listening are different but they are interrelated with each other at the same time, aren't they? They both are different sides of a single coin. Someone has very rightly said that, *if you are a good speaker does not necessarily mean that you are a good listener. But, if you are a good listener, then it helps you to become a good speaker.* In schools, we learn how to speak but we rarely learn how to listen? Isn't it? Whenever we participate in debating competitions that teach us how to speak! How to make a point! When we participate in elocution competition that teaches us how to make a fiery and passionate speech? Does this mean there are different ways to teach how to speak? But there is rarely a syllabus anywhere which teaches us how to listen? Well, it's still not late to begin, to be a good listener. Hence, we have to be intentional and conscious to be a good listener. Speaking is effortless, we feel something, we think something and we speak those thoughts. When it comes to listening it requires conscious effort, it's not automatic, and it appears that we are much more predisposing to speak rather than to listen. Hence, to be a good communicator or if you wish to have a good interaction, you have to be conscious and make effort to listen. Communicating without listening is not effective, because we might miss some crucial points or we can miss the centrality of the massage, which a speaker or other person is trying to communicate with us. And responding to poorly comprehended massage can be disastrous. Hence, let us be a good listener first.

Listen to all elements of communication:

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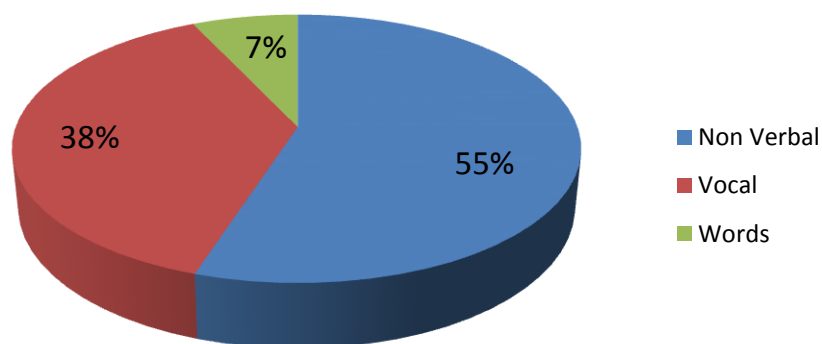
1. **Listen to words**
2. **Listen to the tone, pitch and pace i.e. the speed of the word and sentences of communicator**
3. **Observe the non-verbal messages. Such as, postures, gestures, facial expressions, silence and pause.**
4. **Capture the meaning, massage and ideology of communication.**

Listen to all the elements of communication, what does it mean? As you know about verbal and non-verbal communication and what constitutes verbal and non-verbal communication. 55% of our communication is non-verbal 38% of our communication is vocal whereas 7 % of our communication is through words. Hence, what do we listen to? What I recommend is we should listen to the words first. Because 7% of the time people communicate with us through words. Then we should listen to the tone, pitch and pace i.e. the speed of the word and sentences of a communicator. Because lot of emotions were communicated through vocal communications. Then we should listen to non-verbal communication. As 55% of our communication is with body language. Hence we must observe postures, gestures, facial expressions, silence and pause. Try to listen to all the elements of communication. Because, in general, the tendency is to listen to the words only! But, taking into consideration the whole framework of communication that all of us tend to communicate 55% nonverbally, 38% vocally and only 7% through words. When you listen to all these elements you will capture the meaning, message, and idea of communication, not just the words. Hence, if you wish to be a good speaker, listening is of utmost importance.

Watching:

On September 26, 1960 vice president and presidential candidate Richard Nixon from the United States, seriously injured his knee while gating out of his car for the first ever televises presidential debate. Although he is in tremendous pain, he refuses to stage makeup to mask his discomfort profuse sweating and he stood behind his podium favoring his injured leg, with his body leaning awkwardly to one side Nixon appeared crooked and off-balanced. Which does not inspire the people watching him as a future president. Whereas John F. Kennedy looks in contrast, calm, cool and collected while debating.

As per the poll of the audio audience who only heard Nixon speak, Nixon won the debate by a huge margin. In a similar audience poll of television viewers, Nixon lost by a huge margin.

John F. Kennedy won the presidency. Many analyst and experts still believe, if Nixon had understood the impact of his body language, what he is portraying to the people watching him, history might have been changed.

When it comes to body language or non-verbal communication, there are four areas to keep in mind.

1   Postures

2   Gesture and movement

3   Facial expression

4   Eye contact

Let's start with posture, your professionally polished posture should be noticeable from the movement people see you. People make an opinion movement they see you. Doesn't matter where you are! Stride confidently, with head held high, in front of the people with whom you are communicating. Try to practice your postures in front of the mirror first. Try to keep your chin parallel to the floor, which will lengthen your spine and make to look taller. Stride confidently, with head high, in front of the people with whom you wish to communicate. Stand with your feet hip-distance apart.

Let's move on to gestures, the purpose of gesturing is to bring energy to your communication. It helps to understand what you are saying. Since so much of comprehension and retention is visual, gestures play and important part in making that happen. Bigger the audience, bigger should be your gesture need to be, to be visible and make an impact. Gestures come in different sizes like clothes. For example, small, medium, large depending on the requirement. Similarly, gestures can be different depending on situation arises while communicating. Only fingers involved can be called as small gestures. Gestures that came from your wrist are medium. Gestures that hinge at your elbow are large. Extra-large gestures originated from your shoulders and move outward, upward, or downward. Try to have your gestures be a deliberate extension of movements you make in regular conversation naturally. Your gestures must go hand in hand with the rest of your body movements. It should be a deliberate extension of movements you make in regular conversation. Try to have an open-handed gesture, while communicating if people see your palms, indicates subconsciously to others that you have nothing to hide. When you want to make a point then only you should use close handed gesture.

Talking about facial expressions, which is hard to see in a large group. Practice a normal facial expression in front of the mirror and then try to make it more and more exaggerated. The most effective, all-purpose facial expression is a genuine smile. A real smile engages your zygomaticus muscles which cause "laugh lines" in the eyes. A good smile puts people and yourself at ease. The facial expression should not be contrary to the massage you are giving while communicating. Concentrating too hard or being distracted by something on what you are trying to say can make some wired facial expression, which should be avoided.

The ways we can use our face and eye can make a tremendous impact on our communication. Eye contact should not be too long and too short. Eye contact that is too short appears as though you are watching others to watch you. Aim to have a meaning full eye contact with one person at a time. Well, now the question arises, how long is long enough? Well trying to make eye contact of about 3 to 6 seconds is good enough. Well, it may look small but it's the right amount of time to convey one idea, thought, or feeling to one person and then move on. Preparation certainly improves eye contact. Use your eye contact effectively which can give you feedback on what the people are feeling about you while communicating. Eye contact can certainly let us know what people think about you. Are the board! Or they are following you! Or they are confused! Use eye contact effectively to make a connection with people while communicating.

In the same manner, you should watch other people as well, during a conversation so that you cannot miss any movement which may lead to false communication.

Speaking:

Imagine that movement you enter your room, full of gift boxes, you surprised! Wall to wall, ceiling to floor, everywhere you can see gifts boxes well wrapped with shine paper, ribbon, and bows, in all different sizes and shapes. So you started to examine these gifts and you notice they each have a little gift tag. And on the gift-tag next to the word 'From' you see your own name on every single gift. These gifts are not for you, but from you. And then you look to see with the name next to the word 'To', but they are all blank. None of the gift tags say who these gifts are for? So you have no idea what you are going to do with them? That is a question! I suppose everyone should answer.

What I believe is that these gifts represent guts inside you. They are your brilliant ideas, your unique experiences, the wisdom that only you pusses. But those gifts remain trapped

inside you forever undelivered and not open. Unless you choose to speak with people effectively! If you want to reach your full potential you must embrace effective speaking. Try to push yourself out of your comfort zone while speaking. Well, physiologist has labeled a fear of speaking an irrational fear. Try to concur your fear and feel confidant, yes I can speak!

How to learn the art of speaking?

When you speak in front of people or engage in a conversation, there are few conditions and rules, which are unique and different in various particular situations. This will affect how you prepare yourself and how you can formulate your speech. Making a speech or speaking while communicating does not necessarily mean picking up any article, book or thesis and reading it. if you did so, it would be asking various questions of the people, whether to stay with you? and stay awake! The difference between expressing yourself while speaking and expressing yourself while writing relates mainly to the fact that, our memory functions differently in both situations. Conditions do vary.

When you listen to someone who is explaining something to you or giving a speech, we listen to an acoustic signal. If the acoustic signal is not strong enough it can result in not understanding what is being said to us. Speaking too quickly or too slow can also affect how the content is to be understood by the audience. Whereas the signals unlike written text, is transient i.e. as soon as something is said, it is gone. If you feel hard to understand when you read something, you can always go back and read it again and again; even you can pause to think, what is being communicated in the content. An oral presentation or while speaking it makes totally different demands on disposition, clarity and coherence, as the limitations imposed by the time and the place mean that the audience cannot influence their understanding in the same way as by reading.

When you prepare an oral presentation or when you are planning to speak, very often with the public you must try to identify. Who is your audience? In front of whom you are going to speak? What they have in their existing knowledge? What should be the level of language to be used? These are some of the most important questions, which require answers if you want to speak successfully. If the content and a linguistic level is above the public's understanding, then your point will be lost. If the message and content of speaking

is simple in relation to audience knowledge, you will end up being underrated in front of people. Hence, whenever you are going to speak in front of others, you must decide first which role you are about to play?

"you have two ears, two eyes, one mouth, one brilliant brain and a body, you should use them proportionately for effective communication".

(Source: - www.goodreads.com)

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Chapter 10

WIN- WIN SITUATION

In the article 'The Psychology of Verbal Communication,' Robert M. Krauss explains, "A species' survival depends critically upon its ability to communicate effectively, and the quality of its social life is determined in large measure by how and what it can communicate." Interpersonal skills are the skills we use every day when we communicate and interact with other people. They include a wide range of skills, but particularly communication skills such as listening and effective speaking. They also include the ability to control and manage your emotions. It is no exaggeration to say that interpersonal skills are the foundation for success in life. People with strong interpersonal skills tend to be able to work well with other people, including in teams or groups, formally and informally. They communicate effectively with others, whether family, friends, colleagues, customers or clients. They also have better relationships at home and work. You can improve your interpersonal skills by developing your awareness of how you interact with others and practicing your skills.

"SOF-10" E-BOOK
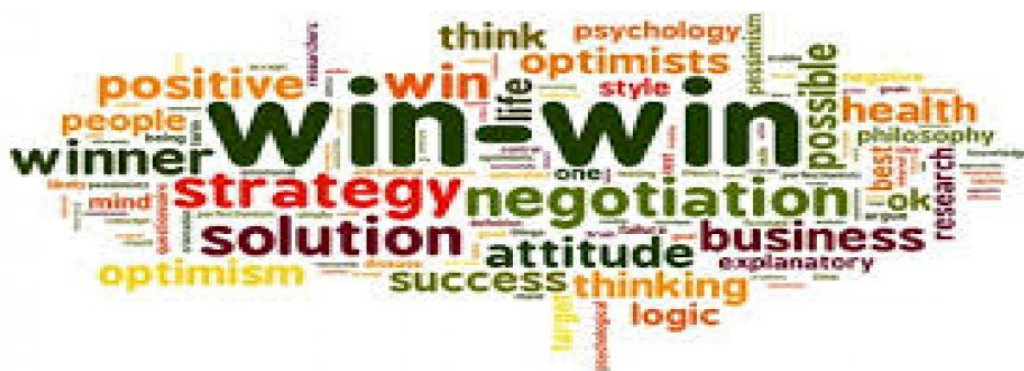
We do not articulate ourselves clearly, or our words or actions are misconstrued. Verbal communication helps to clarify misunderstandings and provides missing information. Verbal communication can be used to correct a wrong. It can also be used as a tool of persuasion and creates opportunities and creates new relationships. Life is all about choices and choosing a negotiating style is no different. A senior professor of decision sciences Horacio Falcao says in his book, 'Most people will attribute win-win and win-lose as if the situation was already predefined... I strongly believe that win-win and win-lose is a choice you have on how to address the situation and that making a choice empowers us.' Win-win is a situation or plan that has the potential to be beneficial to all involved. Where win-win approaches can be found it is easier to find agreement with others to achieve objectives. Some people tend to view all situations as win-lose such that they need to beat the other side in every situation. This can have a negative impact as it focuses on winning at any cost, even if you destroy value.

The Seven Habits of Highly Effective People is written on Stephen Covey's belief that the way we see the world is entirely based on our own perceptions. To change a given situation, we must change ourselves, and to change ourselves, we must be able to change our perception. The book opens with an explanation of how many individuals who have achieved a high degree of outward success still find them struggling with an inner need for developing personal effectiveness and growing healthy relationships. To establish effective interdependent relationships, we must commit to creating Win-Win situations that are mutually beneficial and satisfying to each party. Covey explains that there are paradigms of human interaction: Win-Win, Win-Lose, Lose-Win, Lose-Lose, and Win-Win. The best option is to create Win-Win situations. With Win-Lose, or Lose-Win, one person appears to get what he wants for the moment, but the results will negatively impact the relationship between those two people going forward. When it comes to interpersonal leadership, the more genuine our character is, the higher our level of proactivity; the more committed we are to Win-Win, the more powerful our influence will be. To achieve Win-Win, keep the focus on results, not methods; on problems, not people. A win-win negotiation is a careful exploration of both your position and that of your opposite number, to find a mutually acceptable outcome that gives you both as much of what you want as possible. If you both walk away happy with what you've gained from the deal, then that's a win-win. In an ideal win-win situation, you will find that the other person wants what you are prepared to trade and that you are prepared to give what he or she wants.

The Role of Collaboration

Collaboration is a desirable goal and has many positive aspects. Understanding the role of collaboration in resolving problems can help to determine when to use this particular approach. Collaboration is described as being a win/win agreement because both parties come out of the engagement completely satisfied with the resolution or outcome. It is an integrative process that may involve a synergy of ideas, beliefs, and feelings resulting in an optimal outcome. Collaboration is high in assertiveness and high in cooperation working best when the issues at stake, and the quality of the relationships, are important to both parties. This can occur in personal or family problems, workplace interactions, and business contracts. A willingness to trust and openly listen to alternative ideas and views is essential for collaboration to be successful. Participants must be focused on an outcome that is desirable for all concerned and not just on their individual goals. Efforts by participants to support and confront proposals with integrity and respect can create an atmosphere that will ultimately result in an outcome that everyone can actively support.

Negotiation strategies

Make multiple offers simultaneously-When you put only one offer, you will learn very little. By contrast, think about what happens when you simultaneously present multiple offers, each of which is equally valuable to you. If the other side refuses all of your offers, ask him which one he likes best. His preference for a specific offer should give you a strong clue about where you might find value-creating, win-win trades and generate a mutual gain.

Include a matching right- In negotiation; including a matching right in your contract can be a classic win-win move.

Try a contingent agreement- Contingent commitments often create incentives for compliance or penalties for noncompliance To add a contingent agreement to your contract, begin by having both sides write out their scenarios of how they expect the future to unfold. Then negotiate expectations and requirements that seem appropriate to each scenario. Finally, include both the scenarios and the negotiated repercussions and rewards in your contract. A

contingent agreement can greatly increase your odds of being satisfied with whatever remedies are in place—and help generate a win-win deal.

Negotiate damages upfront- Another way to foster a win-win agreement is to include liquidated damages clauses in your contract that stipulate how much will be paid if the contract is breached. Consider that if one party sues the other side for breach of contract down the line, the plaintiff will be awarded monetary damages rather than the specific goods or services that were lost.

Search for post-settlement settlements- This type of post-settlement settlement can lead to new sources of value to divide between you. It can also help generate a win-win contract if you didn't have one before. Your success in hammering out your initial agreement may have established the trust needed to explore the possibility of an even stronger deal.

Managing and Resolving Conflict

Two people can't be expected to agree on everything at all times. Since relationship conflicts are inevitable, learning to deal with them in a healthy way is crucial. When conflict is mismanaged, it can harm the relationship. When handled respectfully and positively, conflict provides an opportunity for growth, ultimately strengthening the bond between two people. Conflict arises from differences. It occurs whenever people disagree over their values, motivations, perceptions, ideas, or desires. In personal relationships, a lack of understanding of different needs can result in distance, arguments, and breakups. In workplace conflicts, differing needs are often at the heart of bitter disputes. Conflict resolution depends on your ability to: Manage stress while remaining alert and calm, Control your emotions and behavior, Pay attention to the feelings being expressed, Be aware of, and respectful of differences. The capacity to remain relaxed and focused during tense situations is a vital aspect of conflict resolution. Emotional awareness is the key to understanding yourself and others. If you don't know how you feel or why you feel that way, you won't be able to communicate effectively or

smooth over disagreements. The most important information exchanged during conflicts and arguments is often communicated nonverbally. Nonverbal communication includes eye contact, facial expression, and tone of voice, posture, touch, and gestures. You can avoid many confrontations and resolve arguments and disagreements by communicating playfully or humorously. The shortest rule of the win-win theory is that win-win works. But it takes the uncompromising power of the scientific method to verify that where humans aim to optimize the blessings of peace, prosperity, and freedom, win-win gain for win-win success works where a win-lose gain for win-lose success fails. Win-win theory shows this natural rule of social causality to hold true for all families, businesses, communities, and nations.

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Chapter 11
EMPHATIC COMMUNICATION

Introduction: Empathy is a system of linking with other people that shows you understand that they are experiencing something meaningful even though you may not understand exactly how it feels for them. In other words, empathy is about finding a way to connect and to be able to say, "I want to understand how this feels to you and let you know that you're not alone. Also said I appreciate that you trust me with this information" Understanding or Empathy is the most important instrument that can help you had better be aware of can also help you connect and work from beginning to end difficult moments in cooperation.

Meaning of Empathy with the help of Table

Words	Meaning	Images
E	**Eye Contact**	

M	Muscles of Facial Expression	
P	Postures	
A	Affect	
T	Tone of Voice	
H	Hearing the whole Patient	

Importance of Empathy:

Empathy – Those is the ability to understand and be aware of, co-experience the feelings and thoughts of other people, is most likely one of the most important skills a person may have. In addition, it is not just for building and maintaining strong and healthy relationships, but to work more effectively and achieve greater success in life in general. It may sound a bit idealistic, but

it doesn't prevent it from being true. So understands empathy important with help of following explanation.

1. Human beings are Social Animals: No matter how you look at it, Human beings exist in communication with each other, and there are very few activities they take part in that don't include interactions with other human beings in this or that form. Therefore, it is hardly surprising that the ability to better understand others and read their feelings and emotions gives a frame to the one who has it. It allows you to perceive others' motives, treat them the way they want to be treated, mind their needs, and understand how others perceive you, and so on.

2. It Is outstanding for Business and Career: Whether you are a business owner or an employee, whether you work in sales or IT, empathy can make all the difference in the world for your career prospects. Good business relationships are built on trust, and to build up trust you have to first understand what the other party wants, needs and expects. Empathy makes this a natural process. Thus, whether you want to build healthy cooperation with your colleagues, employees and bosses or try to organize a trust-based marketing approach, empathy is going to be of great help.

3. Non-Verbal Components of Communication: Communication is so much more than what words express. People who are weak at empathy have a very hard time reading between the lines of their discussion and understanding that what the other person means, or wants, to communicate to them is something completely different from what they say.

4. Better Handling Conflicts: When you subliminally distinguish what the other party wants and needs and can understand exactly, why they want and need it, reaching a "win-win" solution get so much easier.

5. Support and Encourage Others: When you are able to see the world from another's point of view, see their motives, feelings and fixed idea, finding ways to persuade others to your point of view and motivating them to do something becomes much easier than when you try to use a one-size-fits-all approach.

6. It Expands Your Possibility: If empathy means co-experiencing the world from another person's point of view, feeling with that person, it naturally follows that if you are strong at empathy, it allows you to recognize the world from multiple viewpoints. Empathy, on a very basic level, is what makes us human. Thus, it is hardly surprising that achieving higher levels of empathy very often means achieving greater success and fulfillment as human beings – which means that concentrating on training your empathetic capacity is an especially sound course of action.

Types of Emphatic Communication:

1) Intellectual empathy: Intellectual or Cognitive empathy is the capacity to understand how a person feels and what they might be thinking. Intellectual or Cognitive empathy makes us better communicators because it helps us transmit information in a way that best reaches the other person.

2) Emotional empathy: Emotional empathy (also known as sentimental empathy) is the ability to share the feelings of another person. Some have described it as " I understand what you're saying." This type of empathy helps you build emotional connections with others.

3) Compassionate empathy: Compassionate empathy (also known as a good-hearted concern) goes beyond simply understanding others and sharing their feelings: it moves us to take action, to help however, we can. For example, a good-hearted doctor who regularly sees poor patients.

Empathic Listening: Empathic listening is the practice of being paid special attention and responsive to others' input during the discussion. Also called active listening or reflective listening, empathic listening requires you to be considerate of the other party's input. One main quality of empathic listening is giving support and encouragement rather than advice or

criticism. Listening empathically entails making an emotional connection with the other person and finding similarities between their experience and your own so you can give a more heartfelt response.

Qualities of an Empathic Listener

Here are some important qualities you will likely need in order to listen empathically:

Presence: More than just, be physically in the same space with the speaker, presence entails being focused closely on the discussion. To be present, it is important to minimize external interruption and refrain from planning your responses while the other person is talking.

Compassion or Sympathy: The main element to being an empathic listener is identifying with the other person's emotional experience. Even if you have not experienced the same situation as the speaker, you can try to find similarities anyway.

Intelligence or Wisdom: If someone is sharing something emotionally important with you, it is likely because who has trust in your judgment and experience. Intelligence or Wisdom includes both understanding the speaker's input and examining the circumstances around the problem to be better to take hold of everyone the factors involved.

Non-judgment: An important part of listening empathetically is to refrain from criticizing the other party, either aloud or to you. You may find that you disagree with something the speaker has said, but consider they have their own reasons for acting how they do.

Credibility: If you are in a situation where the other person is speaking to you about emotional matters, it is essential to keep what they say in confidence. However, if they ask that you support them by mediating conflict with another party, you may discuss the details of the conversation if it helps you achieve the speaker's goal.

Patience: Even with close colleagues and friends, it can be challenging to disclose emotional experiences. It may take the speaker some time to find the words for what they want to say and feel comfortable enough to express them. Be patient and allow them the time they need to speak freely.

Responsiveness: Although empathic listening means listening to the other party without interjecting your input, there will likely be a time when the speaker wants to hear what you think. In these cases, it may help to clarify by asking, for instance, "Would you like to hear what I think about this?

Benefits of empathic listening:

Building working relationships: If you have recognized that you can listen empathically, others may be more inclined to share their experience with you. This can help build trust and more positive interactions in the workplace.

Helping you act considerately: Once you are in the habit of considering others' feelings, you may be more likely to act kindly and compassionately in your day-to-day life. For instance, if a co-worker was by hurt the tone of a colleague's email, you can consider making the wording of your own emails more upbeat and encouraging.

Increasing output: When co-workers trust and understand each other, they typically work better as a team. When there is minimized difference, they can spend more of the day working, resulting in greater output.

Problem-solving: Workplace challenges frequently require that teammates work together to find solutions. If you have a history of trust and open sharing with your co-workers, you all may feel more comfortable proposing new come close to workplace issues.

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Chapter 12

PREPARATION OF SPEECH

PUBLIC SPEAKING is an important method for communicating knowledge and expressing ideas. Effective and excellent communication skill is a plus school, business and in your personal life. Delivering an efficient presentation to 10 or to 200 people is difficult. Since, listeners have better access to information due to arrival of the web, audiences expect more content from speakers today. In addition, because of the entertainment of most media today, audiences want a presentation delivered with animation, humour and excitement.

STEP-BY-STEP APPROACH TO PUBLIC SPEAKING

A)   PREPARING FOR YOUR SPEECH

The rationale of public speech is allied with the occasion and it is identified while selecting the topic. It may be:

• To inform

• To persuade

• To encourage, etc.

* To feel confident you need to be familiar with your material. Hesitancy and constant note-reading do not make a good speech.

* Become familiar with the 'signposts' of your speech and fully acquaint yourself with your content so that you can trust yourself to remember.

* Many good presenters use mind mapping to prepare and memories speech notes. It is quick and actually helps to recall.

* Rehearse aloud until you feel 'conversationally comfortable' about your material, as well as secure in the knowledge that it is 'all there'. Remember that rehearsing aloud can feel artificial. It should much more natural to present to an audience.

* Self-management also plays a pivotal role. If you are feeling overly nervous or have undergone unpleasant experiences presenting before, consider getting an audio program, which helps you relax properly and prepare mentally for your presentation. Once a good template is ready for how you want things to go, it is much easier to present well.

B) USE OF HUMOUR

The use of humour in presentations can help fix an idea in peoples' minds as well as make them realise unexpected views. However, it has to be done in an (apparently) spontaneous way. If people remain silent in response to your attempt at humour, you may comment on the silence itself, which often produces laughter. If you appear frightened when cracking a joke, the audience may not respond as they would when you are relaxed because you are sending mixed signals. Your words say "I am being creative and funny" but your voice tone, body posture and other unconscious signals say "I am frightened". People rely far more on these unconscious elements of your communication. Overall, indulging in humour is worth the risk because it makes a presentation more interesting.

C) RESEARCHING AND PLANNING THE SPEECH

Planning and researching involves mental and logical checking out supporting experience or perhaps for idea development. The speaker has to take all the necessary steps to integrate information that will form the basis of his presentation. Although variations are sometimes appropriate, the sequence of a speech is: introduction, body and conclusion. A few aspects are enumerated below:

The greeting should fit the audience. 'Ladies and gentlemen' is appropriate for a mixed audience; 'Gentlemen' fits for the all-male audience and 'My fellow Rotarians' fits an audience of Rotary Club members. Some speakers eliminate the greeting and start directly with the speech after a proper address to the chairman. This is practiced especially in informal and technical presentations. However, during a normal course of action, one should acknowledge everybody in his or her greetings**. Unless the speaker can arouse interest at the start, his presentation is probably going to fail.** There should be an in-depth tie between the opening interest gaining remarks and so the subject of the speech. Following the interest gaining opening remarks, it's appropriate to state the topic (theme) of his speech. Once the speaker decides on a subject for presentation, he can determine the most points which will function the idea of his speech. The following brief structure should be accepted in mind while making a speech:

1. To establish rapport by using: Showing pleasure and happiness, Occasion of meeting, Previous speaker's words, Chairman's remarks

2. Focusing attention: Raising possible questions, facts, figures, story, reference of known personalities and proverb or quotations associated with the subject or the occasion

3. Body structured according to: Purpose, audience, begin with easy to difficult begin with acceptable to newer ones, incidents should be narrated at a faster pace.

4. Conclusion It should be attention focusing. The concluding remarks should not be dragged. The concluding observations are related to, Thank the audience, Repeat thanks for the invitation, Relate the occasion

5. Statement of the suggestion

Introduction Short history of the issue/topic, The main arguments will be brief and precise Importance of the issue or topic Body (this is the longest, most detailed portion). Also, cite the source for each item of evidence. After each argument, list the precise evidence that supports it. Cite again the source for every item of evidence. Conclusion: Summarise the position and arguments of the affirmative side as well as the negative side.

D) ORGANIZING THE SPEECH

For organizing the body of the speech, the speaker is more likely to use factors as the basis of division than time, place or quantity. The threefold division for presentation is:

• The introduction: introduce them to what you are going to tell them

.• The body: the content of speech

•The conclusion: summaries what you told them.

The reason is that in most speeches, the presentation will probably envelop issues and questions that are sub topics of the subject. Even so, subdivisions like time, place and quantity are possibilities. The speaker thinks while he speaks and speaks while he thinks. Three methods of presentation are given below:

1. Memorized presentation: Speakers actually memories an entire speech

2. A method of presentation by reading: Unfortunately, most folks don't read aloud well. We tend to read in a dull monotonous voice, producing a most uninteresting effect. We rumble over words that lose our place, miss punctuation marks and such other lapses. Of course, many speakers overcome this problem and with effort, this will be eliminated. However, it will be advisable to attempt to read a speech until proficiency is reached.

3. Extemporary presentation: It is the most popular and effective method of presentation.

E) WORDING THE SPEECH

The wording includes non-verbal content too. A few aspects relating to wording the speech are as follows: Use of voice of the speaker: The voice should not detract attention from the message. Voices that cause such difficulties generally fall into four areas of fault:

• Lack of vocal emphasis: A secret of good speaking is to give words their due emphasis by varying the manner of speaking. This can be achieved by

(a) varying the pitch of his voice

(b) varying the pace of his presentation and

(c) varying the volume of his voice.

• Incorrect use of pauses: When properly used, they emphasize the upcoming subject matter and are effective in gaining attention. Pauses convey meaning to the listeners. Further, it helps the speakers to require rest between sentences or words. However, frequent and arbitrary pause are irritating and break the listener's concentration.

• Lack of variation in speaking speed: As a general rule, the speaker should present the easy parts of the message at a fairly brisk rate and hard-to-understand information at a slower pace. The reason for varying the speed of presentation should be apparent.

• Lack of pitch variation: Speakers who talk in monotones are unlikely to hold their listeners' interest for long. Without variations in pitch, the speaker might not be impressive most voices are capable of wide variations in pitch and therefore the problem usually are often corrected. Most often the failure to vary pitch of the voice may be a matter of habit of vocal patterns, which are developed over years of talking without being conscious of their effects.

• Others: a) Latin and French words, technical terms, socially unpleasant words,

b) cheap, hollow and slang terms,

c) difficult words,

d) repetitive phrases - you see, you know,

e) gestures of the speaker,

f) facial expression of the speaker Walking of the speaker Posture of the speaker Personal appearance of the speaker The communication environment of the speaker Appearance and bodily actions of the speaker.

F) FEARS AND ANXIETY

How do we remove the fear of public speaking? Firstly, let us accept that we need fear. Without the power to become very fearful no citizenry would be here today - our ancestors relied on fear to survive bigger, stronger and faster predators. When we become highly fearful, the unconscious takes over and that we become primarily found out for physical action. In order to survive a physical threat we respond automatically for the sake a fast reaction. In certain situations, this can be a life-saver. During this 'fight or flight' response, breathing speeds up in preparation for physical exertion, we may sweat to cool the body or feel as if we 'cannot think'. Survival in very primitive conditions is primarily about action instead of thinking.

ANXIETY

When presenting, we need a little anxiety as this will improve recall, boost energy levels and make for a more focused, dynamic speech. An overly laid-back speaker can become a source of boredom. Therefore, we do not want too much anxiety and we do not want too much relaxation. We need enough tension to offer us energy and enough calmness for clear thinking and recall. We need the right balance.

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Chapter 13

PUBLIC SPEAKING

In my class in the beginning of session, I used to ask some questions to my students.

Are you able to come in front of your class and speak some words to your classmate about your vacations?

Most of the time students do not reply a single word. Even they don't say 'NO'

They keep quiet for long time and see to their classmates.

As nobody replies in the class, now it's my term to starts with the very basic reason.

And it is 'Why'?

- ➤ Sir we have hesitation to speak anything in front of the class
- ➤ Sir we afraid about it
- ➤ Sir we don't have stage daring
- ➤ Sir we never speaks in front of the class
- ➤ Sir we don't have the opportunities to stand in front of the class
- ➤ Sir we don't know the rules and regulations of public speaking
- ➤ etc etc …

And YES, the excuses presented by the students are really acceptable to some extent.

They have FEAR of Public Speaking…and it is but natural.

They have Language Fluency Problem..
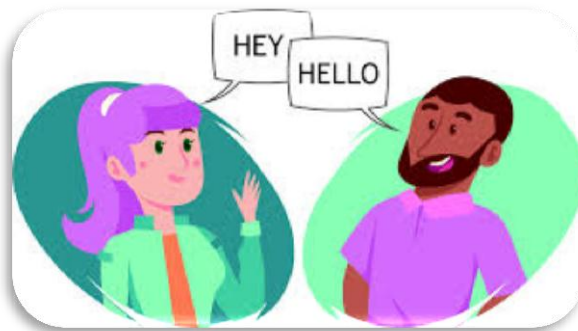
They don't have a chance earlier to stand in front of the class for speaking..

Even though most of the students have hesitation to speak publicly but they know what is the public speaking and its importance in their lives. Some students are really smart enough. They know most of the things regarding the questions asked by the teacher.
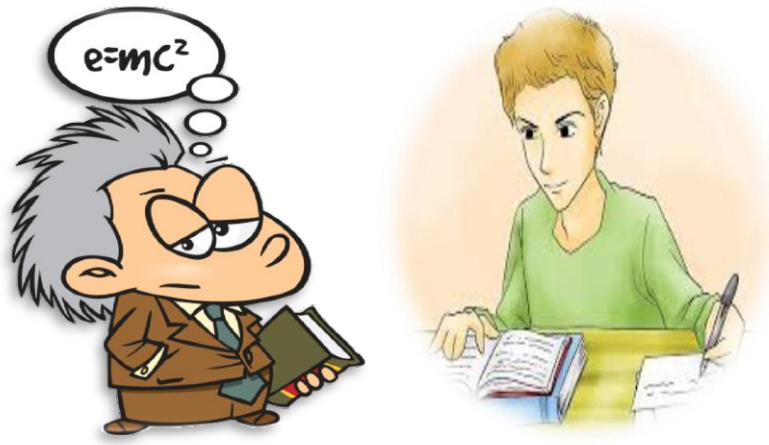
Once one of my students count up the importance of public speaking as follows:

➢ Public speaking is very important for career

➢ One should achieve higher position due to Public Speaking Skill

➢ It minimizes the competition for us

➢ It will help in business

➢ Develop leadership quality in us

➢ Made us able to accept the challenges

➢ Helps other to motivate

➢ Provide chance in social events

➢ etc etc

I am very happy to hear these words from him. I appreciate him and ask some other students about the benefits of public speaking.

The combinations of their responds are:

- ➤ Public speaking raised our self confidence
- ➤ It improves our communication skills
- ➤ It helps to our team work
- ➤ Its raised our social influence
- ➤ Its increase our ability to listen others
- ➤ It provide more opportunity to meet new people
- ➤ It reduce our fear
- ➤ It improves our memory
- ➤ It helps us to control over our emotions and body language
- ➤ Etc etc

Really the benefits counted by the students were outstanding. Once we put the importance and benefits of any things to the students, they become eager to know much about it and be ready to practice it in reality. Now I started to explain something related with Public speaking to my students.

What is Public Speaking?

"Public Speaking is a process, an act and an art of making a speech before an audience"

Public speeches can cover a wide variety of different topics.

The goal of Public Speech

➢ Educate

➢ Entertain

➢ Influence the listeners

There are Three Primary Elements of Public Speaking

1) Speaker

2) Message and

3) Audience

Without a speaker, there is no speech.

Someone has to get up in front of the audience and pronounce the words that comprise the message

It is speaker who engage the 'MIND' and 'Heart' of the audience, shared 'VALUES' and 'COMMON NEEDS' of the audience and be the best Speaker when he is able to convey the message to audience properly.

It was a great time for me, as I was able to create the interest in my students.

They were ready to capture each and every things related with Public Speaking now.

Public Speaking is the need of time. One has to create more and more chances for it. Once you are on the stage, you should be confident.

Nowadays we are connected electronically and spent good time with the people in our surrounding. Hence to communication with them is must for us.

Once should have balanced himself properly. The body language should be effective and simple. Eye contact should be there with the audience and should maintain the sequence of the speech with phrases and simple literature so that it will reach the audience in the right manner.

Concepts such as context, intent, language, and structure are basic planning tools for the able speaker just as they work for anyone wishing to compose a presentation or an essay or a news story

Evaluation of Your Public Speaking

- As one is ready for public Speaking, he/she should practice a lot alone. For the speech of 10 minutes, there should be around 10 hours practice
- For the speech some important point with sequence should be in mind.
- Always have feedback from the audience after the speech.
- As it is a lifelong experience, one should practice more for becoming a good speaker.

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Chapter 14

CURRENT AFFAIRS IN SPEECH

Current affairs are the important happenings, events that have happened recently and do hold some importance socially, economically, policy-wise, health issues, sports, science and technology politics etc. It is a type of journalism in which detailed emphasis is given on analyzing, discussing, cruising of the recent happening. It also deals with the pros and cons of the issue. They are highlighted in the form of breaking news, highlights etc. These affairs gain due importance and are in limelight for days together.

These current affairs are very important for any person to know. They play a very important role, if anyone is preparing for competitive exams, interview, to be updated, in public speaking and also for giving speeches. Current affairs should be searched from authentic sources only to be more reliable. Source such as newspapers, government new letters, GR's, Television etc.

In soft skills, verbal and non-verbal communication play very important role. Public speaking is one of the forms of verbal as well as non-verbal communication. Public speaking can be termed as an attempt or act made by an orator through his speech to focus directly on speaking to a live audience to inform, entertain or influence the audience. Many of people do not like giving presentations or speeches in front of the audience. But recent research has concluded that public speaking is part of anyone's job and that it can affect the fact that how successful you are at getting your ideas being heard and understood by other fetching more customers, it will indirectly help you to get promoted. It helps to determine your communication skills, presentation skills and also to determine your ability to influence people by your speech.

For any person to be a successful public speaker, he has to well prepare his topic of presentation. Public speaking can be done in two ways:

1. **Through presentation along with speech.**
2. **Only speech including verbal and non verbal communication.**

Here I am going to focus on speech method only. When you go with the speech method be sure to be prepared with the topic very well because you will be responsible person for whatever you speak. For that you have to do a good homework. I have some suggestions for you

1. Try to understand the topic of speech.
2. Analyze it.
3. Do divide the speech topic in to sub sections.
4. Develop key words for each section.
5. Develop script in easy understandable language keeping in mind the type of audience.

6. Practice for the speech in front of mirror or any other person to get proper suggestions and feedback on your presentation and speech as no skill can be developed without practice.

7. Give due emphasis on pronunciations of words.

8. Take proper pause between words, sentences and ideas so as to let things be percolated to the audience. Go slowly and provide enough space for the audience to correlate with you.

9. Do some research about the topic focusing on history, development, current affairs and future if any?

10. While searching for current affairs try to be unbiased.

11. While talking try to use related subjects current affair to keep the audience engaged and avoid boredom to them.

12. Share facts and figures as any person can copy a piece of written material and give speech but only a good orator and an effective communicator can only provide the well researched and studied facts and statistical figures to make a deep impact on the audience and develop a desire to hear you more.

There is no need to directly go on the stage and start speaking rather go the stage, try to become comfortable, take a deep breath, provide enough oxygen to the brain cells and then begin with your topic. These things would help you to exhibit confidence, coolness and stability even. To begin with, give a warm greeting to the audience as Swami Vivekananda had given in his speech by denoting as, " Welcome All my brothers and sisters" in Chicago. Such warm greetings really prove very helpful to gather all the attention towards you and making you more appealing with a desire to hear you. While giving speech one has give evidences from history related to the topic. This would be really helpful to recall and relate the topic of your speech with the past happenings. The speech should flow like a story, well defined and correlated from past to present.

While using current affairs in your speech you should be very firm and clear about it and also state the source from where you have taken the data to be very specific, clear and be on the safe side.

There are some benefits of listening to public speeches on current affairs to the audience and also to the speaker too.

Benefits for the audience:

1. To get updated information.

2. To trust you.

3. To want to hear you again and again.

4. What will they gain from listening to this talk?

5. A good take home message.

6. Good listening skills developed.

7. Being motivated.

8. To get inspired etc.

Benefits for the speaker:

1. Being updated.

2. Critical thinker.

3. Good reader.

4. Good effective impactful orator.

5. Being confident.

6. A good student and learner.

7. Developed language skills etc.

Some examples of current affair topics in speech:

1. Declining economy.

2. India: The next emerging super power.

3. Back to Hinduism.

4. Being human.

5. Triple Talaq.

6. NRC.

7. Mob lynching.

8. Terrorism then and now.

9. Corona and i.

10. Changing strategies in education system etc.

Remember one thing as a public speaker while speaking on current affairs your speech should not mislead any person, hurt anyone's feelings, beliefs, religion, spirituality, way of thinking, caste and creed, rather it should be appealing, inspiring, brainstorming, motivating, persuasive, entertaining, informative, demonstrative, eye opener and last but znot the least your speech should be as such that it will make the audience to think and rethink over the issue.

"Public speaking is the art of diluting ,

A two minute idea with a two hour vocabulary."

-By: John Kennedy

"If you can speak you can influence,

If you can influence you can change lives."

-By: ROB BROWN.

" So as a public speaker be the influencer and the change maker."

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RETURN TO INDEX

SECTION 04
NON VERBAL COMMUNICATION

AUTHORS

CHAPTER 15

Science of
Body Language by
Dr. Swati Damodare

CHAPTER 16

First Impression
by
Dr. Vaibhav Adhao

CHAPTER 17

Reading Face
& Eyes by
Dr. Sanjay Shenmare

CHAPTER 18

Cross Cultural
Body Language by
Prof. Ashish Kokate

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Chapter 15

SCIENCE OF BODY LANGUAGE
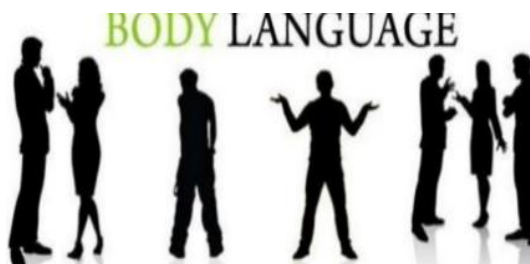
Objectives:

1. Understanding the process of non-verbal communication

2. Understanding body language

3. Understanding the type, importance and use

4. Suggestions for improving or changing body language

Preface

In an interview with Dr. Prakash Amte, a renown social activist, he said that if you were walking down the street and a dog came in front of you, what could happen? Most of the time, he walks quietly to the side, sometimes he comes to the limbs, sometimes he barks and sometimes he starts to follow you by moving his tail. Why is it that? So, when you look at him, your movements change according to what has been created in your mind, insecurity, fear, friendship and he sees it right. His reaction to your movements is either to touch, bark, or move his tail. The emotions that come to your mind when you see a dog change your body language

and that change can be recognized by the dog. If body language is saying so much, and so clearly, then of course body language will be of great importance in everyone's conversation. Body language is especially prominent in students' life, especially in oral exams and practical exams. Also, during the interview, the group of interviewers makes many important decisions based on the body language of the candidate in front of them. That is why in this lesson we will learn the science and importance of body language with all the details.

Subject matter

Body language is an important element of non-verbal communication. What is non-verbal communication? In which your message is conveyed to others without the use of words or sentences. Let's learn a little bit about verbal and non-verbal communication here. This is also called linguistic and non-linguistic dialogue.

What is communication? Communication takes place when individuals convey messages, information or opinions to others. This can be done verbally or in writing. There are three types of communication depending on how many people are involved.

A) Communicate with yourself.

B) Communication between two persons.

C) Discussion or group discussion between more than two persons.

There are two types of communication depending on how it happened.

A) Verbal communication or linguistic communication.

B) Non-verbal communication or verbal communication.

The last type of this is; Non-verbal communication, in which the message is conveyed without the use of words; that is the main topic of this article. It includes body language, Netrapallavi, Karpallavi etc..

The science of body language-

Interpretation- Body language is the process of conveying one's message from one person to another through physical movements, eye contact, facial expressions, i.e. without using the medium of words. Body language is an important form of non-verbal communication.

Significance - Non-verbal communication is more important than verbal and non-verbal communication. Many researchers are of the opinion that the contribution of non-verbal communication is undeniable and prominent in conversations. The reasons why body language or linguistic communication is more important are as follows.
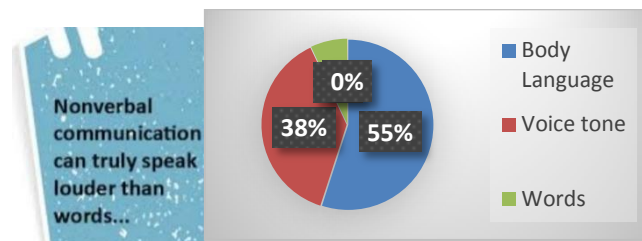
1) Archeology - Before the discovery of language, body language and gestures were used to communicate. Later, the sign of language was invented and then script and oral languages were developed. Therefore, the first process of building a bridge of communication between human beings started through body language.

2) Proportion and Statistics- Regarding the percentage of words communicating and communicating using body language, researchers conclude that oral communication is 7% successful and non-verbal communication is 93% successful. Out of this 93%, 38% contribution is in voice. Fluctuations and 55% contribution is due to body language and gestures. Of course, the success or effectiveness of a message conveyed through words is seven percent, while the fluctuations in voice, gestures and body language are ninety-three percent. So, the science of body language is very important in conversation.

3) These gestures and body language signs can easily reach the less educated or uneducated people. Therefore, it is seen that the communication through gestures and body language is more effective than linguistic communication.

Important functions of body language are-
1) Expressing emotions clearly.
2) To show love, respect, anger or consent to each other without words.
3) To make the communication between the speaker and the listener easier, simpler and more effective.

4) Develop a holistic view of your personality.

Interaction between Verbal Conversation and Body Language-

Is there a connection between words and gestures? And if so, what kind is it? Yes. Verbal communication and body language are very closely related. This relationship is of six different types.

1.) Repeat-

The verbal message is sometimes repeated through body language. This makes the impression of verbal communication deeper and clearer. As students greet each other on the way to the exam, they call each other best of luck. He then repeats the message through body language, pointing to the thumb of his right hand. This process is called repetition.

2.) Opposition-

Sometimes body language expresses a message that opposes or hinders the message that is conveyed through verbal communication. The message that creates such opposition should be spread through body language such as lack of confidence, uncertainty, doubt or sometimes lying. For example - to look away when a person is telling his story in words. This automatically transmits the message that the person is lying. Some people constantly move their fingers and toes while speaking. They do many things like putting their hands in their pockets, playing with the mic's wire, coughing frequently, which indicate a lack of confidence in the person. In such a case, the process of conveying the message that is being conveyed through words is exactly the process of creating opposition to it through body language. This is especially important when you are facing an interview. Never forget that the interviewer is constantly checking the answers you give with your body language.

3.) To supplement-

When verbal communication and body language make the meaning of each other clearer, these two actions complement each other. When a person's words, the way they pronounce words, facial expressions and body language convey the same message, the message reaches the person in front of them hundred percent. For example, if a mother tells you about a task and is concerned about it, your reaction will be important in all three of the above areas. If you say the word "yes", but the eye is on the other side and there is no physical movement to do the

work or there is a mocking smile on the face, then you are going to do it, the mother will not believe it at all. On the contrary, if you look at your mother with the words "Yes, I will do it", start moving with that look and at the same time gesture to her with your hands, "Wait, I will do it, don't worry", she will be relieved and trust you. .

4) The meaning becomes standard

Sometimes words and body language form such an inseparable, cohesive relationship that words are no longer needed to express this meaning. For example, we utter the word "Namaskar" with our mouths and at the same time we clap our hands with both palms. This gesture has become so commonplace that even if you just clap your hands and say nothing, it is enough to get the message across. Your body language, such as 'beautiful', 'come', or 'go away', has become so obscure that you no longer need to add verbal conversation. Just remember the Maharaja of the airline who greets everyone politely. He doesn't need a word.

5) To control

Sometimes a movement controls the dialogue during a verbal conversation, such as if you hold the person's hand while the person in front of you is talking, it means you want to stop him or you want to say something, and the words in front are controlled.

6) Turn

Sometimes a few movements give a different twist to the actual conversation. Holding the open palm of your right hand in front of the other while two people are talking is a signal to stop for the other and the conversation stops.

Body language and gestures-

Many times, body language is interpreted as a sign. Let us see how some of them are interpreted as examples.

1) Hand watch - When the person in front is sitting with a hand watch, it is considered that he is not ready to accept the opinion of others or is in a position to oppose. It is a sign that such a person is adamant about his own thoughts and is not in the mood to listen to others.

2) Smile - When a smile appears on a person's face, it indicates that the person is happy, agrees with you or is a little hesitant. Sometimes a smile can be ironic.

3) Constant finger movement - This body language indicates that the person is not stable. This leads to distractions or uncertainty about what to say.

4) The tips of the fingers are aligned - The palms of the hands are facing each other and the tips of the fingers are aligned to indicate that the person is important, the officer.

5) Crossing the legs - Crossing the legs while sitting on a chair is not generally considered appropriate. If the legs are crossed near the ankles, it is considered that the person is hiding something or feeling hesitant. If the person is sitting cross-legged near the knee, it means that the person does not feel relaxed, comfortable and at ease.

6) Leaning on the cheek - This means that the person is thinking or the person in front is listening intently to what is being said.

7) Touching the tip of the nose - The question arises as to whether the person who repeatedly touches the tip of the nose is speaking honestly or not. The person listening to such a person does not believe.

8) Rubbing the eyes - It is assumed that a person who rubs his eyes frequently is speaking with disbelief or scepticism.

Thus, from body language, the speaker is examined. It is checked whether body language and words have the same meaning. The above indications are universal conclusions drawn from general observation and there are still many such indications.

But sometimes it varies from person to person, from idea to idea. Thus, from body language, the speaker is examined. It is checked whether body language and words have the same

meaning. The above indications are universal conclusions drawn from general observation and there are still many such indications.

But sometimes it varies according to the person, according to the ideas. For example, if the listener agrees with someone, then the consent is shown by moving the neck up and down. But sometimes the same consent is given by moving the neck from left to right and from right to left.

Conclusion

From the overall discussion above, you can easily see how important body language is in student life, job occupation, interviews, and corporate sector. Body language and your personality directly affect each other. If some wrong movements or habits affect body language, try to change these habits by introspection as a part of it. It may be advisable to seek the help of a counsellor for the occasion. Direct influence surrounds through your body language. It falls on the lazy people and in the same way your image is formed in your mind. Everyone should think about this throughout their life. For this, it is better to get in the habit of reading books as well as learn from the people around them.

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Chapter 16

FIRST IMPRESSION

First impressions matter – a lot! It's time to change the well known proverb "First Impression is Last Impression" to new "First Impression is Best Impression". First impressions are all initial judgments supported by nonverbal communication signals. First impression is that event when one person first encounters another person and forms a picture of that person. Impression accuracy varies counting on the observer and therefore the target (person, object, scene, etc.) being observed. First impression are supported an honest range of characteristics like- age, race, culture, language, gender, physical appearance, accent, posture, voice, number of people present, economic status, and time allowed to process. The first impressions that individuals give to others could greatly influence how they're treated and viewed in many contexts of lifestyle.

Making an excellent first impression is imperative to become an influential leader. You only get round to form a primary impression. While the studies don't agree on one specific number – they all agree that you have less than 30 seconds to impress someone. Some studies even state that you have only seven seconds before someone makes a judgement. You have got a lot to pack into those seven seconds to make your impression a positive one. A person must prove they are an honest, genuine, trustworthy person with nonverbal communication in one tenth of a second or interaction won't continue. One example of the

importance of first impressions is in job interviews. Studies have shown that job interviewers will be decided within the first few minutes if the person is right for job. Instead of basing their hiring decisions on cronyism, employers now hire supported sub-conscious decisions that are made very early within the hiring process [1]. First, the person is identified and judged for a job by their body language before they speak. The connection between physical appearance and nonverbal communication is vital. The physical appearance as well as the decisions people make to maintain or alter their physical appearance communicates powerful nonverbal signals to others. The physical appearance of others impacts people's perception of them, how they communicate with them and how approachable they are. More employers are searching for people who have "the look" that will build business [2]. Getting the job can be based more on how much the interviewer likes the applicant than on the applicant's professional background and their likelihood of fulfilling the requirements of the position. Good news is with proper knowledge and research steps are often taken to realize that positive first impression.

EVOLUTION OF FIRST IMPRESSION

Why do we form first impression? There are many theoretical perspectives that can be applied to this question and one of them is the theory of evolution that has been mentioned. Underlying most exercises in human evolutionary, psychology has the assumption that the human genome evolved in response to features of the local ecology. Specific behavioural responses had specific implications for reproductive fitness which in return had consequences for cognition.

Many features of human cognition may have evolved to facilitate specific forms of fitness-enhancing social behaviour. Lowers and outcasts are unlikely to have access to desirable mates or receive the material benefits of kinship, therefore, specific aspects of human cognition that help promote sociality evolved. As social interaction evolved creating benefits, potential threats were also created. Some had intentions of doing harm evolving specific aspects of human cognition that detect and answer potential harm doers. But what does that have to do with   first   impression? People form first impressions spontaneously and with minimal cognitive effort. The effortless formation of first impressions can be produced by repeated practice and over learning. People could also be adaptively predisposed to make immediate impressions of others. When detecting the fitness-relevant features of others, it's often essential to act fast. If someone is untrustworthy, one would be better to detect that trait immediately. If one cannot detect it,

they will probably end up injured or cheated. Accordingly, there may are substantial adaptive advantages related to any mechanism that promotes instant inferences about threat-related characteristics in people. Inferential speed is essential for avoidance of social dangers but can also be relevant to attainment of social opportunities too. When mating opportunities arise, it may be necessary to make an immediate decision on whether to pursue it because that window of opportunity can close quickly. Thus, adaptive advantages related to mechanisms that promote immediate discrimination between fit and unfit mates may have occurred. Not all first impressions need to be perfect and infallible. As long as immediate impressions are minimally correct, it's more of a plus to make a primary impression than to dither and deliberate. Exposure to a person for just a few seconds produces first impressions that are often remarkably accurate. This again brings up the argument that it might defy logic of evolution if people didn't form immediate impressions of others. However, some inferential errors are inevitable. Different kinds of errors have different implications for reproductive fitness. According to the "smoke detector principle", the failure to detect a real danger can have far more costly implications than the detection of a danger that does not really exist. This is why smoke detectors are calibrated to err on the side of false alarms. Thus psychological mechanisms may have evolved to implicitly err on the side of detecting a danger that is not there when inferring the potentially dangerous intentions of others. It also suggest that these first impressions are more likely to be negative than the positive. Like the smoke-detector principle, there could also be grave fitness if a person's first impression is that a another person is good when actually they're mean; there are more modest cost if the person thinks they are mean but they turn out to be nice. The inferential implication is that a strong negative impression may be formed on the basis of little information but a strong positive impression may require greater amounts of information. Positive first impressions also can be easily reversed by additional information, but a negative first impression may continue the face of contradictory information.

There also are gender differences when it involves the smoke detector principle. There is a profound gender difference in the number of offspring that men and women can produce; consequently, a poor mating decision has a greater cost to a woman than it does a man. Because of this women are more likely than men to err on the side of detecting a danger that does not exist; hence the reason women have a reputation of being picky today.

HOW TO CREAT IMPRESSIONS

When we first form impressions of another, what happens? What social information is processed by the brain? Another theory behind first impressions is that in the typical brain an empathy system is constantly active when looking at someone else's face or when interpreting another's actions. Empathy varies in terms of individual differences, especially in gender differences.

In most cases, people start to empathize as soon as they make eye contact with another person, or as they look at their posture, actions and the context. Empathizing is the drive to identify another person's thoughts and responds to these appropriately [3]. Empathizing is about calculating what someone else thinks and feels, and having an appropriate emotional reaction inside that is triggered by that emotion. People empathize to understand others, to predict their behaviour and to connect with them emotionally.

When an individual sees another upset or crying, we automatically feel concern and have a desire to assist. Imagine an individual, Sarah, is on a bus and sees a woman with their head down crying. If Sarah saw this image and felt cold or happy to see a person crying, she would not be empathizing. But what if instead when Sarah sees her crying that she starts to become concerned and becomes sad herself. Now she is experiencing a desire to run over and comfort the girl to help alleviate her sadness. That is empathy. It is not only recognizing another's emotion but having the ability to react thereto too. However, empathy is a skill and varies across individuals. Not everyone empathizes the same way and some people cannot at all.

Forming first impressions of people is a constant part of everyday life. Humans perceive and generalize from between different behaviours, appearances and other personal qualities to predict social interaction and a sense of order. By using judgments based on generalizations as well as stereotypes and knowledge learned from society people are able to make inferences about new people they meet with very little information. By making judgments people are able to answer questions such as: Is this person telling me the truth? Is this guy really going to call me for a second date? Do my friends really like my new hair cut? Even though we all create first impressions, some people are more accurate than others.

Accuracy of first impressions, or AFI, differs from person to person. Even though everyone makes first impressions, researchers have tried to spot why some are especially correct or incorrect in drawing conclusions about strangers supported little or no information.

CHARACTERISTICS OF FIRST IMPRESSION:

Attentiveness:

Eye contact is the greatest variable in attentiveness. The person who made more eye contact with the audience received higher scores on attentiveness. The person should control eye movements which suggest that they are paying full attention to the presentation. Eye contact is extremely important when trying to convey attentiveness because we tend to make eye contact more with people we like and agree with. It tells a person that you are listening. An attentive listener will hold eye contact roughly 70 percent of the time. When an individual is perceived as an attentive listener they are also perceived as attentively speaking. Eye contact will engage both participants during a conversation.

Confidence:

Confidence is another characteristic that depends much on eye contact. When a person creates and holds eye contact, they are suggesting they are confident, trustworthy and know what they are talking about. Lack of eye contact can make a listener apprehensive about the speaker. When a person becomes nervous, their body language will reflect that in worried or unnatural movements. It is the same concept behind a person talking when they are nervous: their voice varies and they talk faster and use more unnecessary fillers. The same applies for body language. Each movement of person should be natural, so they appeared more confident. They should not make unnecessary head movements. They should control eye contact and movement in their hands as well as their feet. They should also use their body language in the form of hand gestures to emphasize their words. This proves that movements were deliberate and suggesting confidence and that they knew what they were talking about. Confidence is a good thing to have when presenting but over confidence can a hurt a person when it comes to being able to relate to them.

Enthusiasms:

The biggest nonverbal communication signal for enthusiasm is vocal nonverbal communication signals. Vocal nonverbal signals include pitch, tone and rate of speech. When an individual uses vocal signals to their benefit it encourages enthusiasm. Vocal pitch is a sign of enthusiasm. Just by emphasizing different word, different communications are often made. Pitch variation is what keeps people interested in what you are saying. By keeping their attention longer, it gives off enthusiasm within the speaker.

Honesty:

The hand gestures were kept opened and away from the body which opened the entire body up suggesting they had nothing to hide. For example, people who are nervous or uncomfortable might place their hand over their abdomen, which suggest that they are unapproachable. By keeping hand gestures in front and away from your body, it creates the appearance that a person is more approachable and honest.

Professionalism:

Professionalism is predicated on an overall visual communication interpretation. A big factor in professionalism is dress and appearance. As soon as a person walks through the door for an interview, the first impression of their appearance determines if they are professional.

CONCLUSION

It is clear that first impressions can be accurately made in ten seconds. In theory if body language was analyzed, an accurate first impression could be predicted without asking the observer what was the first impression.

Nonverbal communication is an unconscious habit that the majority of people take for granted even though it is over 93 % of our overall communication. If people focused on nonverbal signals they would become more observant of all relationships in their life. The key to body language is that it is subconscious, but becoming conscious of it will add benefits to one's life.

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Chapter 17
READING EYES AND FACES

Introduction:

Your eyes speak before you. Your face is attractive. The face says your mood is off. Why whenever your face showing its 12-o clock…all the comments we tend to area unit listening in our day-to-day life. As a result of non-verbal communication is the basis of any no-hit relationship, be it personal or skilled. Non-verbal communication our facial expressions, gestures, eye contact, posture, and tone of voice that talk the loudest. The power to know the non-verbal communication may be a powerful tool that will assist you to connect with others, specifically to create higher relationships among the scholars.

When we move with others, we have a tendency to incessantly offer and receive word-less signals. Non-verbal behaviours the gestures we have a tendency to create, the method we have a tendency to sit, how briskly or however, loud we have a tendency to speak, however, shut we have a tendency to stand, what proportion eye contact we have a tendency to create send robust messages. These messages do not stop once you stop talking to others either. Even once you are silent, you are still acting non-verbally.

Oftentimes, what comes out of our mouths, and what we tend to communicate through our body language are absolutely different things. Once visage with these mixed signals, the observer needs to select whether to believe your verbal or non-verbal message, and, in most cases, they are going to decide on the non-verbal as a result it is a natural, unconscious language that categorical our real feelings, and intentions in any given scenario.

Communication:

Verbal and nonverbal communication are two forms of communication. In folks. Communication could be a continuous and artistic method during which individuals verbally or non-verbally share info and concepts. Communication is outlined as transferring the required info to supply a bigger understanding. It is done vocally, through written media, visually or non-verbally. All of those suggests communication is essential Soft ability tricks that are very important for a self-made Career.

Good communication skills are a tool, it will aid in serving to you land AN interview and pass the choice method. Having the ability to coherent well provides a major advantage. To try to your job effectively, you've got to debate issues with the boss or your team, request info, move with others, and have sensible human relations skills, these are all a part of having a sensible communication skill. They assist in being explicit well and in serving to perceive the requirements of these around you.

Non-verbal Communication:

The non-verbal conversation is greater stunning and crucial in high-class society. It can be high-quality described as a silent shape of speaking with a person without using any form of speech to grab the attention of the audience. Non-verbal communication is used to express a view and make your message extra attractive and exciting to the individual you are speaking. Non-verbal communique has a notable have impact on our social environment and the whole verbal exchange process. The non-verbal conversation at the place of work is crucial as it talks loads approximately one's character and standard individuality.

Effects of Non-Verbal Communication:

Non-verbal communication, especially frame language, can send a strong message no matter what your words say. Even the tone of your voice, noise, pitch, volume, quality, and speed affect what you say. Your body language can:

• Repeat the message your phrases are saying;

• Contradict what your words are saying;

• Be a switch in your verbal message; &

• Add to that means of your message.

In this chapter, we will see a way to study the face and eyes of a person in each day's existence in detail.

Facial Expressions:

The face of a human frame is extremely expressive, able to specify a couple of emotions without announcing an oral word through the mouth. Facial expressions are specific and conventional to everybody within the world. Facial expressions are major responsible for a huge share of nonverbal conversation. Consider how much statistics can be conveyed with a good smile or a frown. The appearance on an individual's face is the first issue we see, even earlier than we listen to what he or she ought to say. The facial expressions for happiness, sadness, anger, surprise, fear, and revulsion are the same throughout cultures. The face reveals abundant of our emotional disposition, and there are a unit robust cultural and social messages concerned in suppressing or expressing those emotions.

Face analysing is the interpretation of the expressions and critical capabilities of a person's face. This is our very first language. A student has mastered what they carry via body movements, their face will still display their proper feelings and characteristics. Face reading is the translation of the expressions and functions of a student's face. The face will no longer misinform you. Some one's face can also help a person better recognize the sector around them. In Hindi movie track 'Bajigar' Shahrukh khan says his heroine that 'Kitabe bahot si padhi hogi tumne …magar koi chehra bhi padha hai'. Another hind movie song is, Dil ko dekho hehra na dekho…. Chehre ne lakhon ko luta… Dil saccha aur chehra zootha'. It approaches that it isn't whenever true the facial expressions are constantly telling facts at the back of human thinking.

Various expressions on the face of a human being can also act as the obstacles to the non-verbal communique. Feelings along with fear, insecurity, jealousy, and others can provide away an incorrect message or conversation to the other person. Reading human faces is an important and rare skill. When trying to communicate with some other human being, it's helpful to understand what potential emotions that person may be experiencing. We must pay close attention, however, as moderate shifts in facial expressions can constitute vastly specific feelings.

There are some short tricks and some vital recommendations to study each and every part of the expression of the face as follows:

1. Look fixed into their eyes:

At the time of analysing a face, you always begin with the eyes, the most suggestive of all facial features. You will analyse a super deal approximately an individual's mood by paying close attention to their eyes.

a. A large pupil suggests some form of interest.

b. Pupils reduce when we see something negative.

c. A person may also squint if they do not like you or what you're saying.

d. A darting eye shows insecurity.

2. Notice the lips:

Lip muscle groups are a shift to reflect numerous various moods and reactions. When a person begins to speak, their lips will part slightly.

a. A lip that points inward is called a pursed lip. Pursed lip shows tension, frustration, or disapproval.

b. Puckering the lips right into a kiss shape indicates desire.

c. Pay close attention to twitching within the lips. A liar will also give themselves away with a barely twitching lip.

3. Assess the movement of the nose:

While the nose changes much less than the eyes or lips, its central location on the face makes it clean to read.

a. Flared nostrils show that someone is experiencing anger.

b. The nose may also wrinkle due to an awful smell.

c. Blood vessels inside the nose appear red and swollen. This will occur when someone is lying.

4. Study the eyebrows:

The eyebrows fit into a wide variety of body language communications.

a. If the forehead wrinkles and the eyebrows raise, the other person is possibly questioning your behaviour.

b. When the eyebrows lower, the eyes can be barely concealed. When paired with a lowered head, this indicates a desire to hide the motion of the eyes.

c. Eyebrows that slope inward while being pulled down indicates frustration and, in a few situations, severe concentration.

d. Look out for a horseshoe-shaped fold between the brow. It indicates sadness.

We can speak a variety of emotions. We can communicate emotions such as happiness or anger, but can we deliver extra complicated emotions through the face, such as shame and nervousness.

An individual can deliver much more things with only facial expression. A smile can imply approval or happiness. A frown can signal disapproval or unhappiness. Our facial

expressions can reveal our real emotions in a specific situation. You are feeling fine, the look on your face may also inform other people otherwise.

The various emotions that can be expressed via facial expressions are as follows:

A. Happiness	**F. Fear**
B. Sadness	**G. Confusion**
C. Anger	**H. Excitement**
D. Surprise	**I. Desire**
E. Disgust	**J. Contempt**

The expression on a man or woman's face can even help decide if we agree with or accept as true with what the person is saying. The most trustworthy facial expression worried a slight enhance of the eyebrows and a moderate smile. This expression conveys friendliness and confidence in a human being.

Various moods showing in human face expression

Many times, in a day to day existence we make judgments about people's intelligence based upon their faces and expressions. A person who had narrower faces and more prominent noses were more likely to be perceived as intelligent. People with smiling, joyful expression were also judged as being more intelligent than people with angry expressions.

How to read a face:

There are some short tricks that you will get expertise in by years of experience.

- Gap between their front teeth = risk taker
- Small nose = hard worker, independent workers
- Straight or angled forward = logical

- Large nostrils = creative personality

- Healer cheeks = uplifting presence

- Right side = personal side of the personality

- Left side = business side of the personality

Eye:

A senior person in the society says that eyes are a 'window to the soul' that they can tell us much about a person just by gazing into them. Body language refers to the non-verbal signals that we use to communicate. According to soft skill trainers, these nonverbal signals make up a huge part of daily communication. For making contact and communicating with a student in a classroom, effective eye contact is essential to our everyday interaction with students, and also to those who want to be effective communicators in the public area. Eye contact with a friend is expected to be regular. Constant eye contact is often considered to be an attempt at intimidation, causing the person who's the object of a person's gaze to feel overly studied and uncomfortable. Why do we avoid looking at a persons' eyes? It may be because we feel ashamed to be looking at them if we're being dishonest of trying to deceive them. Continuous eye contact is also a sign of a person's over-awareness of the messages they are emitting. In the case of a person who is trying to deceive someone, they may distort their eye contact so that they're not avoiding it is an indicator of lying.

Eyes play an important role in non-verbal communication and such things as looking, staring, and blinking are important non-verbal behaviours. When people encounter people or things that they like, the rate of blinking increases and pupils dilate. Looking at another person can indicate a range of emotions including hostility, interest, and attraction. People also utilize eye gaze as a means to determine if someone is being honest. Normal, steady eye contact is often taken as a sign that a person is telling the truth and is trustworthy. Shifty eyes and an inability to maintain eye contact, on the other hand, is frequently seen as an indicator that someone is lying or being deceptive.

We experience in the class at the time of question-answering study among students, those who maintained eye contact were less likely to come up with the correct answer to a question than those who looked away to consider their response. When students are engaged in an interesting conversation, their eyes remain focused on their teacher but not exclusively on the eyes. The visual sense is dominant for most of the people, eye contact is especially an important type of non-verbal communication. The way you look at someone can communicate

many things, including interest, affection, hostility, or attraction. Eye contact is also important in maintaining the flow of conversation.

Various position of eyes and eyebrows in different moods

The eyes are frequently referred to as the "windows to the soul" since they are capable of revealing a great deal about what a person is feeling or thinking. As you engage in conversation with another person, taking note of eye movements is a natural and important part of the communication process. Some common things you may notice include whether people are making direct eye contact or averting their gaze, how much they are blinking, or if their pupils are dilated.

When evaluating body language, pay attention to the following eye signals:

- **Eye gaze:** When a person looks directly into your eyes while having a conversation, it indicates that they are interested in and paying attention. However, prolonged eye contact can feel threatening. On the other hand, breaking eye contact and frequently looking away might indicate that the person is distracted, uncomfortable, or trying to conceal his or her real feelings.

- **Blinking**: Blinking is natural, but you have to also pay attention to whether someone is blinking so much or too little. People often blink rapidly when they're feeling distressed or uncomfortable. Infrequent blinking can also indicate that someone is intentionally seeking to control his or her eye movements.

- **Pupil size:** Pupil size can be a subtle nonverbal communication signal. While mild levels in the environment control pupil dilation, sometimes emotions can also purpose small modifications in pupil size. For example, you may have heard the phrase "bedroom eyes" used to describe the look of a person offers when they are attracted to another

person. Highly dilated eyes, for example, can suggest that a person is interested or maybe aroused.

How to improve:

You can improve by communicating and observing human beings more and more. By experience, you may benefit from the information in this field. Reading books, studying, listening, and watching videos on YouTube this regard on the internet.

Conclusion:

Body language can move a long manner in the direction of helping you better talk with others and interpreting what others might be seeking to convey. While it may be tempting to choose apart signals one by using one, it's essential to study those nonverbal signals on the subject of verbal communique, other nonverbal signals, and the situation. It helps to improve the effectiveness of communique in everywhere. It also strengthens the healthful relationship of most of the two persons. It will increase the opportunities and make a strong photograph in society, business, the circle of relatives, and pals also.

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Chapter 18
CROSS CULTURAL BODY LANGUAGE

Introduction

Non-verbal communication can pass on a wide scope of implications. It is appeared as follows: People in various societies share the presence of mind by utilizing a similar non-verbal communication, for example, looking and eye the board, outward appearances, signals, and body developments; then again, individuals in various societies express the unmistakable implications by utilizing a similar body language. It comes in three perspectives: First, eye to eye connection is not quite the same as culture to culture; second, other nonverbal motions are shifting from culture to culture; third, legitimate separation between two individuals shows their different perspectives from various societies. As we probably are aware, culture comprises of all the common results of human culture. Language is a piece of culture and assumes a significant job in it. It very well may be viewed as a cornerstone of culture. Without language, culture would not be conceivable. Then again, language is affected and formed by culture and it reflects culture. Culture contrasts from each other and everyone is one of a kind. Learning a language implies not just learning the articulation and the language structure, yet in addition the way of life and customs.

However language isn't the best way to communicate our thoughts and emotions. Body movement, eye to eye connection, motion, furthermore, outward appearance can likewise pass on messages. We call this nonverbal correspondence non-verbal communication. Body language is as much a piece of our way of life as our verbal language. In spite of our inability to

acknowledge it, we impart by substantially more than words when the discussion happens. By utilizing outward appearances, motions, and other body developments, we send messages to everyone around us. Various societies have various methods of making nonverbal correspondence and various individuals have various motions of passing on their demeanours. Nonetheless, nonverbal correspondence, similar to traffic, isn't arbitrary; it has a reason and there are basic guidelines to control its stream. Learning the diverse regular guidelines of non-verbal communication in various societies is extremely helpful for us to see each other better. William Shakespeare stated: "There's language in her eye, her cheek, her lip."

Regardless of whether in a socially differing organization or visiting developing markets, understanding what individuals mean through their non-verbal communication can be a test.

Greetings with a handshake

Indeed, even the basic handshake can differ from culture to culture. A handshake is broadly acknowledged as the standard; anyway you'll have to differ the solidness relying upon the area. Western culture ordinarily sees a solid handshake as legitimate and certain; where the same number of parts of the Far East sees a solid handshake as forceful and bow typically.

In parts of Northern Europe, a fast strong handshake is the standard. In parts of Southern Europe, Central and South America, a handshake is longer and hotter, with the left hand generally contacting the fastened hands or elbow. Be careful that in Turkey, a confident handshake is viewed as inconsiderate and forceful. In certain African nations, a limp handshake is the norm. Men in Islamic nations never shake the hands of ladies outside the family.

Facial expressions

SIX BASIC EXPRESSIONS

ANGER DISGUST FEAR

JOY SADNESS SURPRISE
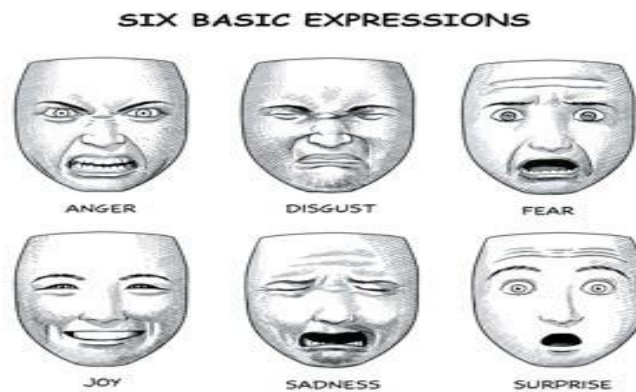
Numerous Facial expressions give off an impression of being all inclusive and perceived everywhere throughout the globe.

All in all, there are seven diverse Facial expressions which compare to unmistakable widespread facial feelings:

- **Happiness** - Raising and bringing down of mouth corners, cheeks raised, and muscles around the eyes are fixed.
- **Sadness** - bringing down of mouth corners and raising internal part of temples.
- **Surprise** - Arching of eyebrows, eyelids pulled up and sclera uncovered, mouth open.
- **Fear** - Brows curved and arranged, eyes all the way open, mouth somewhat open.
- **Disgust** - Eyebrows brought down, upper lip raised, nose wrinkled, cheeks raised.
- **Anger** - Brows brought down, eyes protruding, lips squeezed immovably.

Hand Gestures
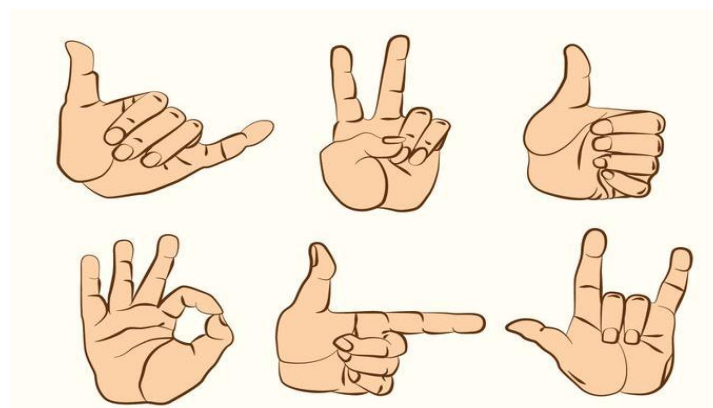
We use motions as an approach to accentuation focuses and outline what we are stating.

Hand motions can mean totally different things in various societies; the 'alright' sign in Greece, Spain or Brazil implies you are considering somebody an a**hole. In Turkey, it's intended to be an affront towards gay individuals.

An approval in America and European societies is a pointer of an occupation all around done, anyway in Greece or the Middle East, it can signify 'up yours'

Twisting the pointer with the palm looking up is a typical signal that individuals in United States and parts of Europe use to entice somebody to come nearer. Be that as it may, it is viewed as inconsiderate in China, East Asia, Malaysia, Singapore, the Philippines, and numerous different pieces of the world. It's likewise considered amazingly rude to utilize this motion with individuals. It is utilized distinctly to entice hounds in numerous Asian nations - and utilizing it in the Philippines can get you captured.

On Inauguration Day 2005, President George W. Bramble raised his clench hand, with the list and little finger reached out, looking like the Texas Longhorn football crew logo. Papers the world over communicated their shock at the utilization of such a signal. In numerous Mediterranean and Latin nations, for example, Argentina, Brazil, Colombia, Cuba, Spain, Italy and Portugal, to make this sign at somebody is to disclose to them that their companion is undermining them.

Eye Contact

In most western nations, eye to eye connection is an indication of certainty and mindfulness. We will in general accept that on the off chance that somebody turns away while we are conversing with them, they're uninvolved and searching for another person to converse with.

In many Middle Eastern nations, same-sex eye to eye connection will in general be more continued and extreme than the western norm. In a portion of these nations, eye to eye connection past a short look between the genders is esteemed unseemly.

In numerous Asian, African, and Latin American nations, be that as it may, this solid eye to eye connection would be viewed as forceful and fierce. These societies will in general be very aware of order, and keeping away from eye to eye connection is an indication of regard for managers and older folks.

In these pieces of the world, kids won't take a gander at a grown-up who is addressing them, and nor will workers to their supervisors.

Eye Contact variation by culture:

- Used a ton in locales, for example, the Middle East, Mediterranean societies, Europeans and Latin Americans.

- Used frequently in quite a bit of Northern Europe and North America

- Used fairly cautiously in societies in Africa, Middle East, Korea and Thailand

- Used cautiously in the vast majority of the Far East

Moving Your Head
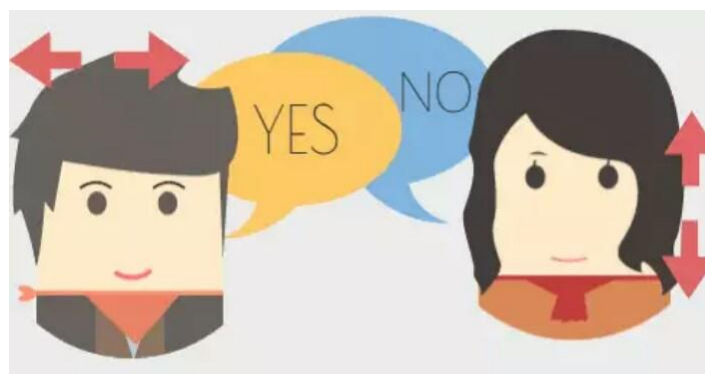
In certain parts of India, individuals move their head from side to side to affirm something and show that they are effectively tuning in. The side to side head development starts from British occupation, as the involved Indian individuals were reluctant to ever motion 'no' to fighters yet needed to give indications of comprehension.

Touch

Northern Europe and the Far East as classed as non-contact societies. There is next to no physical touch past a handshake with individuals we don't know well. Indeed, even coincidentally brushing somebody's arm on the road warrants a statement of regret.

A guiltless embrace stood out as truly newsworthy around the globe in 2009 when America's first woman, Michelle Obama, broke imperial convention on a visit to Britain by embracing the Queen.

By correlation, in the high-contact societies of the Middle East, Latin America, and southern Europe, physical touch is a major piece of mingling.

In a significant part of the Arab world, men clasp hands and kiss each other in welcome, however could never do likewise with a lady.

In Thailand and Laos, it is untouchable to contact anybody's head, even kids. In South Korea, seniors can contact more youthful individuals with power when attempting to traverse a group, however more youthful individuals can't do likewise.

Physical contact variation by culture:
- **High Contact** societies will in general stand close when talking and reach all the more regularly. Latin America, Southern Europe and most Middle Eastern countries are models.
- **Medium Contact** societies stand very close when talking and will address event. Such societies incorporate Northern Europe and North America.
- **Low Contact** societies remain at a more noteworthy separation and for the most part stay away from physical contact. The Far East is a model.

These standards are generally very mind boggling. They may vary contingent upon the age, sexual orientation, ethnicity, calling and status of the individuals in question.

Sitting positions
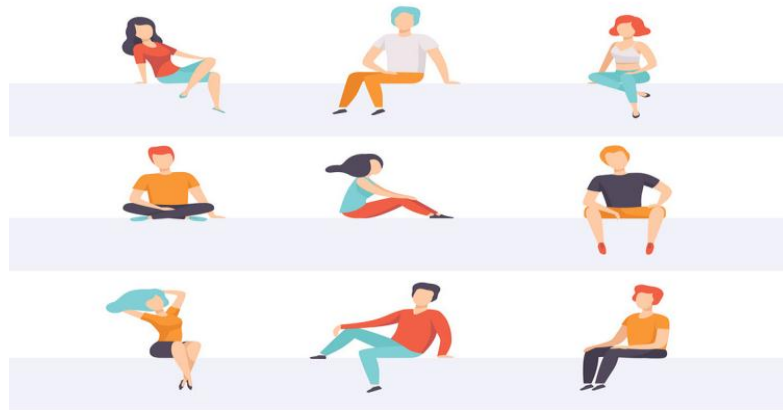
Know about your stance when you go to gatherings or are eating. Sitting leg over leg is viewed as impolite in Japan, particularly within the sight of somebody more established or more regarded than you.

Indicating the bottoms of your shoes or feet can insult individuals in parts of the Middle East and India. That is the reason tossing shoes at somebody is a type of dissent and an affront in numerous pieces of the world - as previous U.S. President George W. Shrub broadly found on a visit to Iraq in 2008.

Silence

Despite the fact that it can feel like a void in correspondence, quietness can be significant in various social settings. Western societies, particularly North America and the UK, will in general

view quietness as dangerous. In our collaborations at work, school, or with companions, quiet is awkward. It is regularly seen as an indication of negligence or lack of engagement.

In different societies, be that as it may, quiet isn't seen as a negative situation. In China, quiet can be utilized to show understanding and openness. In numerous native societies, an inquiry will be addressed simply after a time of thoughtful quiet. In Japan, quiet from ladies can be viewed as an outflow of gentility.

Gender

In numerous societies, what is adequate for a man may not be worthy for a lady. The clearest model is the issue of covering your head in some Muslim nations yet additionally, inside religions, for example, Islam and Hinduism, shaking a lady's hand can be viewed as hostile.

Chapter Conclusion

The study of non-verbal communication ought to be correlative to language learning since it serves to extend or advance the comprehension of the way of life. A few specialists feel that the two are subject to one another. In a word, all forms of non-verbal communication dialects ought to be deciphered inside an offered setting to kill the circumstance that would be in any case deluding. On account of the methods for current transportation and correspondence, the world is getting littler and littler. Individuals from various societies have increasingly more opportunity to speak with one another. In any case, the social trades just as the social stuns of our non-verbal communication become increasingly extreme and unavoidable. Along these lines, so as to convey adequately in an unknown dialect, one ought to likewise know the extraordinary motions, body developments, idiosyncrasies, etc that go with a specific language.

At the point when we convey in a specific language, it is prudent to utilize the nonverbal conduct that goes with the specific language. A genuinely bilingual individual switches his non-verbal communication simultaneously he switches language. This makes correspondence simpler and better.

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SECTION 05
PRESENTATION SKILLS

CHAPTER 19

Grooming as a
Speaker by
Dr. Pankaja Ingle

CHAPTER 20

Clarity of words,
thoughts & ideas by
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AUTHORS

CHAPTER 21

Manners by
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CHAPTER 22

Speed, Audibility &
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CHAPTER 23

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Chapter 19

GROOMING AS A SPEAKER

Human beings have an exceptional quality than the other species of the universe. Other species also communicate amongst themselves but in restricted and limited codes. Human speak language and through it he communicates his views, emotions, ideologies very easily and comfortably. This mode of communication has brought the humans close to each other and a revolution in every field can be felt. When peoples understanding developed about language the role of speakers came into more advancement from the ages. In a conversation there are two people one as a speaker and the other listener. And on a broader connotation a speaker is a person who delivers speech or address the mass.

My article 'Grooming as a Speaker' intends to share a guideline as how to be a well groomed speaker. It will focus on minute details of developing oneself as a speaker.

We attend many programmes, seminars and watch movies and we listen to speakers. But it is not that every speaker influences us or makes his everlasting marks on our mind. Only few are able to make their existence felt by their charming personality. Personality here doesn't imply the physical structure but the mental strength which is manifested through his speech. So it becomes quite clear that the speaker needs to have certain qualities which will gain them acceptance.

In today's era of competition and impact of globalization an individual is expected to be intellectually sound and well versed in the presentation skills. Your academic success coined with proper presentation skill will lead you to climb the ladders of your success efficiently. One may be good at academics and his marks sheet may be numerically sound but if he lacks in showing his skills he will be thrown back. So it is very significant for one to develop his personality in accordance to the need of compatibility. As a student or a professional we are bound to deliver speech or give seminars or present a project in front of people. It may be an easy task for few but for many to come up as a speaker puts them in nervousness and that affects their progress. All are not born speakers. Nobody is born perfect. Perfection at large is an uninterrupted process. You can groom yourself and bring essential changes in you. Transformation is possible and achievable. You need to spotlight on the areas of your personality that restricts you to be a fine speaker and then make a self commitment to bring positive changes in you. This is grooming.

Let us focus on the route to be taken for becoming an excellent speaker

BELIEVE IN YOURSELF:

The foremost thing one should acquire to be skilled speaker is to believe in you. This is the most poignant factor in becoming a good speaker. A person cannot impose his thoughts on others until he himself is affirmative about it. It is easy to preach then to follow. But such type of preaching goes in vain as it lacks the honesty. The speaker who follows and preaches will have sharpness in his words and that will create a great impact. The words and deeds coined together will create miraculous effects. As a human being there might be many lacunas in you but again work on the formula of believing in yourself this will gear up the abilities in you. Try to remove the negative elements and develop the culture of acceptable speaker.

CONSIDER YOUR AUDIENCE:

A good speaker will always learn to know the quality and the quantity of audience he is addressing because his speech will be not for himself but for the audience. The speaker has to be vigilant enough in selecting the content according to the demand of the audience. Remember one thing your speech has importance only because you have audience to listen to you. So while delivering the speech you have to categorise your audience and try to cater to their taste. You must not sound too philosophic to the light and simple folks. And not again

sound too low to the intellectual mass. Keep in mind your audience in your target so learn about them before delivering your speech.

SMART START AND EFFECTIVE ENDING:

Always try to begin your speech with interesting anecdote, a catchy phrase or a strong statement. It helps to catch the attention of the audience. Throughout the speech you need to maintain the rapport with the audience. And finally if you want to make your speech memorable your ending is equally important as your starting. So summarise your speech properly and end with a strong statement. It will help to make a lasting impact.

SIMPLE AND WELL VERSED VOCABULARY:

A bird is known by his song and man is known by his words. While delivering a speech the speaker should have a good treasure of word. Only word bank is not important he should know how and when to use which words. Words play a very vital role in speech delivery. One should be skilled enough in executing it. Now to groom as a speaker remember that you should be well read that will help to enhance your vocabulary which is the true essence of good speech. Many of them have a complain that they have lot many ideas to share but fall short of words, so it is desirable to increase your word bank.

MAKE EYE CONTACT:

Eye contact plays a very vital role in making any speech thriving. Eyes at times are more vocal that words but the reader of eyes must be potent. When you look into the eyes of the audience they at once get connected to you. They start believing that the speech is truly meant for them. The proper eye contact helps to create a fantastic rapport between the speaker and the audience. It helps to hold the attention and also to communicate with vigour. When you are unable to make a proper eye contact with your audience you sound less authoritative. With proper eye contact you speech becomes an indirect conversation. Sims Wyeth says, "as a result your listeners are transformed from passive receivers to active participants. Your monologue takes the form of a dialogue, albeit one in which you speak words while they speak with gestures and facial expressions. Your speech and presentation is conversation". When the listeners get into the feel that the speaker is scanning the crowed with his eyes they will show their participation by nodding their heads, frowning and exchanging smiles. Indirectly the passive audience becomes active participants.

RECIPE OF YOUR SPEECH:

If you want to become a good speaker it is very much desirable to be serious about the topic on which you intend to talk. Make yourself comfortable with the topic. Make methodical planning of your speech. As for making any special thing for eating you collect all the ingredients and add them in appropriate quantity and add some spice to make it more delicious. In the same way to make your speech attractive you need to collect all relevant information and arrange in systematic way. A well planned and speech helps to develop your confidence. At times you have to keep presence of mind to take over on the topics which come up abruptly but if you are well studied you can face the situation confidently.

BODY LANGUAGE:

Body language has a very significant role in helping to groom as a speaker. When a speaker appears before the audience his body speaks first and then he connects the audience through words. "Your body language says so much about you as a presenter. It can also make or break your presentation. Take the time to practice not just your speech and your presentation slides, but work on your body language as well. You'll have an engaged audience, and your presentation's message will be heard." A pleasing personality is attractive and has its own charm. Sopie Thopson says, "When you speak, you don't just speak with what you actually say, you also speak with your body language. From your facial expressions, to your posture and eye contact, they all add up to the 'truth' behind what you are saying". So it is clear that if you focus on grooming your body language while delivering the speech success will come to you. Let's focus on few parameters to be followed in grooming your body language that reciprocates in effective speaker.

POSTURE:

Your posture should be pleasing and confident. Stand straight on two legs, shoulders tight, neck not too low not too high but in a convincing manner. "If you're physically capable of standing up straight, then make sure you stand tall and straight during your presentation. You'll get an instant jolt, and you'll feel a lot more energized than if you slouch your shoulders." If a speaker keeps a casual posture he will fail to hold the attention of the audience. If the speaker stoops down while delivering his speech he will lose his impression and won't be able to convey the content confidently. Confidence is the main requisite of any speech. If you lack in confidence

you will mess up thing. So make fix in your mind that you need to keep a perfect posture throughout the speech to hold the attention for the entire speech.

TALK AND WALK:

If you are a beginner and feel nervous while facing the audience you can comfortably take the help of the podium feel relax and begin your talk later when you start feeling confident you can make movement on stage to keep the attention of the audience in active state. Too much movement can also spoil the luster of speech. You are the hero of the stage for that moment. You are for the stage and the stage is for you so make very comfortable use of that phase. Walking around the stage will convey the audience that you are comfortable with your performance. Keep a natural movement. You should nowhere appear that you are pretending. So be natural and comfortable.

GESTURES:

Hand movements while speaking helps to convey the audience in more convincing manner. Facial expressions apply spice to the talk. "The movements of your eyes, mouth, and facial muscles can build a connection with your audience. Alternatively, they can undermine your every word." The speech becomes monotonous if not coined with the proper gestures. And speech enriched with desirable gesture will make it interesting. Make appropriate use of hand movements. Don't keep your hands folded or in your pocket or folded at the back. This will give negative signs and make you appear nervous. The best thing is to make hand movement as per necessity of expressing emotions, to highlight any point or make any strong remark. You will realise the bond getting created between the speaker and the audience.

THE VOICE AND TONE:

The most imperative part while grooming as a speaker is that he has to concentrate on his voice and tone. The voice should not too loud that causes irritation and one can't bear to listen for longer time. Too much timid voice can kill the patience of the audience. A speaker should change his voice and tone depending upon the content of the speech. The tragic element should be presented in tragic tone. The comic episode must be narrated in humours manner. The strong statements should be put forward in the affirmative and authoritative tone. This will make the speech appealing and help in attention grabbing. "Speak loudly, speak clearly, and speak confidently. This is how great presenters do it. They don't let their nervousness get the

better of them." If you feel nervous to deliver your speech you can polish it by practicing in front of mirror. If you feel discomfort because of your accents you need not to change be. Be natural but convey effectively your content and your accent will become acceptable.

COSTUME AND APPEARANCE:

Your clothing plays a very vital role in defining your personality. If you are taking your task of delivering speech seriously then you have to maintain your decorum from top to bottom. The content of your speech important but equally important is your appearance. "Your outward appearance sends messages to the audience that you are ready, neat, well groomed, and conscious of your image and that you regard the occasion as important enough for you to spend extra time and money to look presentable." Joe Navarro, a former FBI agent observes this. Dress according to the event. It's good if you prefer formals. You need to create your own comfort zone. Keep in mind that you have to create your impression on audience. First impression is the last impression this dictum is suitable when stand before the audience. A well dressed person wins over quickly. While selecting your clothes for the speech you need to keep few points in mind. First have a clear notification of the program you are suppose to attend this will help to give you idea about the quality of audience you are suppose to address. You also need to know the theme of the speech to be delivered. Select your dress accordingly. You should be particular even about your footwear. Last but not least the colour choice also matters a lot. The colour and the pattern of your cloths should be in accordance to your skin complexion, physical personality and also the weather should be taken in account. Try to make maximum efforts to make your appearance presentable.

To conclude if any one decides to become a speaker or is bound to deliver a speech on occasions it is indisputably not a tough task. You need to keep a strong determination and groom yourself to be a fantastic and incredible speaker. With a hope that the above guidelines may be fruitful and fertile for your development I am pleased to end up.

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Chapter 20

CLARITY OF WORDS, THOUGHTS AND IDEAS

Clarity of words, thoughts and ideas are the special part of the presentation. For a successful, impressive and effective presentation, it is very important to have a clear idea of the thought and the word composition of the presenter. So the audience can understand well and it will imprint their mind and the presenter will achieve the purpose of the presentation. A lot of people have difficulty in making syntax, some people do not know how to use words and some get confused how to make a sentence. On the contrary, for people who have confidence and their ideas and thoughts are clear, for them presentation is a simple thing. For a skilled, effective and successful presentation, we need to understand what the clarity of words, thoughts and ideas is. This chapter will inform you how much all these things are important for the presentation and how you can work on it to improve. Clarity of words, thoughts and ideas are related to each other, first of all our thoughts should be clear which will clear our ideas and then only our words will be clear. So let's begin to understand...

What is the clarity of thoughts, Ideas and words?

"SOF-10"   E-BOOK

Clarity of thoughts:

Clarity of thought is one's ability to gather and differentiate all inward stimuli into a clear definition to position the mind with resolve, even if other fixate on irrelevant pursuits the one with clarity of thought will follow those discretion to find truth. For example, imagine that you are stuck in a forest of ideas and you have many ways to get out of it, then your thoughts are clear. On the contrary, if you lack the clarity of thoughts, then you will be there in the forest of ideas. You will walk around and try to get out of it. You will definitely get out of it after a long time. A clarity of thought mean that you know who are you? Where are you? & What you are doing? Clarity of thoughts is a weapon for the seeker of knowledge.

Clarity of ideas:

Set of ideas from which something is planned to be developed or on which decisions are based is called the clarity of the idea. In another words, the imagination of doing any task one need to be clear how it will be accomplished, which means will be required, which problems one need to face. If all these are clear it means you have clarity of idea. In simple words, a sudden thought coming to your mind that suggests you solution for the problem is called an idea, but how to implement that idea is called the clarity of idea. With this, the way to do a task in a completely new way, completely different way in which everything is clear is called the clarity of the idea.

Clarity of Words:

Clarity of words in presentation means easy to understand. The composition of words should be so simple that it can be understood easily. The composition should be able to enchant the audience and should leave a mark in the brain of the audience and then the purpose of the presenter will get fulfilled. That is, the presenter is also able to explain his ideas to the audience using clear words. The quality of the clarity of words is to explain well and easy to understand.

Why Clarity of thoughts are important in presentation skill:

The clarity of the thought is very important in presentation skill. The following points illustrate the importance of clarity of thought:

1. With the clarity of thoughts we are able to communicate with clarity.

2. What we are trying to say gets clear with the clarity of thoughts with which presenter leads to expression.

3. Clarity of thoughts opens the pathway of destination.

4. Only when our thoughts are clear we can develop a good grip on our mind. It is very important to be aware of what we need mentally and to do this we need to identify the nature of our thoughts.

5. Clarity of thoughts raises the capacity that we have inside us.

6. Clear thoughts emerge the ability hidden in us.

7. Clarity of thoughts helps to evaluate ourselves with our own nature and can recognize our strength and we can change our weakness to our talent.

8. After the unbiased observation of thoughts we will get to know which thoughts are the result of our circumstances, and which are the thoughts of stress and anxiety and which are the results of sentiments.

9. Clarity of thoughts leads to creativity.

10. Person moves forward towards his goal with the clarity of thoughts.

Why Clarity of ideas are important in presentation skills:

The clarity of the idea is very important in the presentation. The following points illustrate the importance of clarity of the idea.

1. You will get to know how to work on a plan in a particular situation.

2. The clarity of idea drives bold ideas that make important decisions.

3. Another point of view is that we only search for the ideas that we want to turn into reality.

4. Due to clarity of the idea, those who rise in thoughts are separated and one can concentrate on the thoughts.

5. The confidence to do any work comes from the clarity of the idea.

6. The clarity of the idea makes it easier to reach the goal because the work should be done is known by the clarity of idea.

Why Clarity of Words are important in presentation Skill :

The importance of clarity of words in the presentation is explained by the following points:

1. Our words are easily understood by the listeners and readers due to the clearness of the words.

2. By clarifying the words, we can replace the difficult words and use simple words in their place.

3. Accurate words should be used to clarify the words so that listeners and readers should not get confused.

4. Words must be clear for the correct use of any language.

5. Where specific words should be used is known by the clarity of the words.

6. Where little known words are required, they can be said in direct examples by explanation of words.

How to improve your Clarity of thoughts, ideas and words

How to improve your Clarity of thoughts:

1. Whatever subject you want to present, first gather all the information related to that subject from books, experts or Google etc. because when you are aware of the subject then only you will be able to think deeply and think on that subject.

2. Whichever topic you want to present, write down every thought that comes to mind related to that topic. By writing, you can choose the appropriate thoughts Writing will make the thoughts more clear.

3. Think of all the appropriate thoughts that you have written, if there is any confusion in the thoughts, then they will go away and the thoughts will become clear.

4. Organize your thoughts in an order, make questions related to the topic that you are thinking about like why, when how etc.

5. First clear the concept of presentation i.e. the basic principles of the subject concerned.

6. Think only on the topic on which the ideas are clear i.e. focus on one area.

7. To get clarity of thoughts one has to observe one's mind without judgment.

8. We need to adopt positive thoughts over negative.

9. By practicing continuously you can get clarity of your thoughts

How to improve clarity of ideas:

saso.creative

Visit
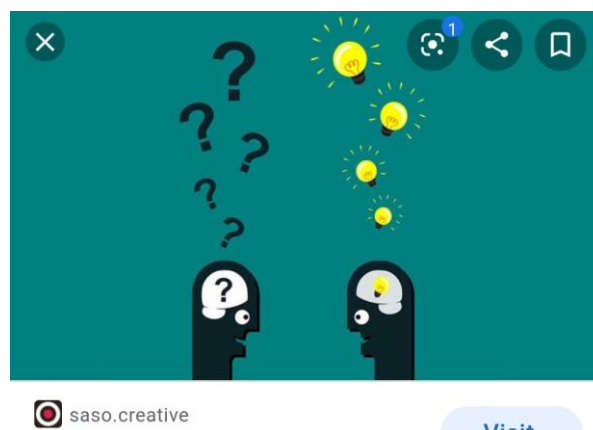
1. You have to read good books. By reading books, our power of thinking gets widened which brings clear ideas in mind.

2. Gather all the information related to the subject, this gives clear ideas for doing related tasks in the brain.

3. By writing all the ideas that come to mind in the notebook, it will be clear that the idea has to be implemented in this way.

4. For the clarity of idea, you need to get rid of the superstitious, belief system and need to adopt new things to give new direction to your thoughts.

5. Below points will be able to clear the thoughts if we include it in our lifestyle.

a) Planning involves both physical and mental exercises, which reduces brain confusion and brings clear ideas to the mind.

b) We need to do work related to our hobby, it will keep our mind fresh and ideas will be available in our mind in plenty.

c) By meditating, the mind converges to positive thoughts, our energy power increases, our capacity increases, which brings clear ideas to the mind.

d) Travelling to different places increases knowledge, we get new information, and we need to get new ideas from new people, which bring clear ideas in our mind.

6. With continuous practice you can get clarity of your idea.

How to improve your clarity of words:

1. We should use simple, emotional and touching words in the presentation.

2. Use clear words according to circumstances.

3. Use special and effective words so that others can be influenced and the purpose of the presentation can be achieved.

4. We should not use fillers like ahha, umm during presentation.

5. Record and listen to the presentation you prepared to find out if the correct words are used or not.

6. Use such words that do not confuse or mislead listeners or readers.

7. We should not use word that can blame anyone.

8. Shayari should be used along with funny humor.

9. Short words should be used instead of long words because short words are easy to speak and write and are easily understood.

10. Don't use hard words.

11. Use active and positive words, if use of negative words are necessary than it should be used after positive words.

12. With continuous practice you can get clarity of words.

After studying the above, you must have understood that the clarity of thought, ideas and words are related to each other. Study of these three is necessary for effective presentation. The more your thoughts will be clear, how good and clear ideas will come to your mind and having clear ideas. Will be efficient, successful and effective but it is necessary to practice this process continuously.

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Chapter 21
MANNERS

Manners

The skills that are needed in delivering effective and engaging presentations to a variety of audiences is called presentation skills [1]. Manners or etiquettes play an important role in presentation skills. Manners have been in existence since the time of civilizations. Manners or etiquette are the rules that we follow in order to show respect to ourselves and others. Clarence Thomas very rightly said that, *"Good Manners will open doors that the best education cannot".* A person with good education and good manners can get everything in this world he desires and a person who doesn't have manners find it difficult as such a type of person is most likely to be ignored or not taken seriously [2].

Presentation skill is a combination of good communication and the manners or etiquette. In order to be a good orator, a person should have many soft skills or etiquette which is rightly pointed out in the picture below,
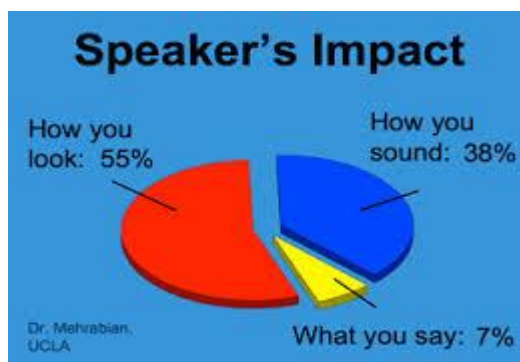
Fig. 1 Speakers Impact [5].

In presentation the first impression is crucial. Are there any rules for manners or etiquette which we need to follow for good presentation skills?

In general, there are some rules or manners which we can follow for giving a perfect presentation as follows [4],

1. **Professional Presentation** – In order to follow a professional presentation, appearance plays an important role. Some of the rules for professional appearances are:

   I. **Be Punctual and Well prepared**

   Fig 2. Clock

   You should always arrive at least half an hour before the start of presentation, which helps you in relaxing, getting the feel of the environment and also making the necessary arrangement of equipment for presentation. You should be well prepared and showing up early is a sign of preparedness and you can revise or improvise before the start of your presentation 2].

   II. **Dress Professionally and Eat Well**

   Fig 3. Professional Dress

   Your dressing gives the first impression to the audience way before you start speaking. So dress professionally for having a maximum impact. The best accessory for professional dressing is a Smile, wear it on top of your everyday accessory and be on the top of your game. Secondly you should eat a healthy diet high in protein before presentation to have a sturdy energy flow during presentation [2,4].

III.   Be Respectful and Thoughtful

A good orator should always remember his manners; use 'Please', 'Thank you' more often in your speaking. Give others the due respect for their valuable time listening to you. Be thoughtful of the audience and try to involve everyone in your presentation. Thanking others is a way of praising them and a sign of good manners [2]. One of the best manners is to give compliments to others which make them feel important and you get their undivided attention and interest.

IV.   Don't React too Quickly or Don't Criticize

Fig 4. Angry Reaction

Fast reaction makes you seem on the defensive side, and doesn't show confidence. Take a brief break of 3 or 4 seconds before reacting to any question or situation as these short breaks are hardly noticed by the audience, but could give you time to breathe, think and take proper actions. Don't criticize and embarrass any member of the audience no matter what is the situation. It gives a negative vibe when we criticize and is not good for learning and is not accepted from a good mannered person.

V.   Listen Before Speaking

A prerequisite for good manners is respecting others. Listing to them is a way of showing respect. Always listen genuinely, try to learn in detail about them and encourage them to speak and make sure never to interrupt. Listing to others can give you an insight into others and would increase your knowledge.

VI. Maintain proper Distance with Audience

Always maintain a hands distance from your audience both male and females as a person feels intimidating if an unknown person comes too close to them. Same goes for your audience.

VII. Never Turn Your Back on the Audience

Turning your back to someone seems to be disrespectful to them. It's a good practice rule to always have your shoulders forward. Also reading from a visual aid will diminish your authority to the audience, so never turn your back on them. In the case of an online presentation which is being broadcasted over the internet, always stay in front of the camera [2].

2. Vocal Presentation

Voice plays an important role in an effective presentation. The manners to be followed in delivering a presentation are as follows,

I. Never be arrogant or Loud

Try to be polite in all the situations. Your voice, behaviour and dressing should reflect politeness or elegance [2]. Never brag of your achievements as a well mannered person has no need of bragging or self advertisement. As it's very well said, "Actions speak louder than Words". The volume of your speech should not be too loud and not too quiet; it should be adequate for all to listen.

II. Pronunciation and Vocal Variance

Pronunciation of the words should be correct as there will be many people in the audience and you should be sure and confident of your presentation. The voice modulation plays an important role in conveying your idea, so you should use proper voice modulation every time so as not to appear rude to the audience [3].

III. Speech Pattern

Be vigilant of voice tics such as, "um", "uh", "er" etc. which make you seem unprepared and are also not good manners. Always keep in mind the demographic of your audience such as nationality, age, race, gender, religion etc

and choose words appropriately and study which normal words in your presentation may appear as rude to your different demographic audience [3].

Manners or etiquette are the backbone of every communication or presentation to succeed. Hopefully every one of us understands the basics of etiquette and applies it in our daily lives to be more successful.

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Chapter 22

SPEED, AUDIBILITY AND VOICE MODULATION

In this section of the chapter you will learn the role and importance of the Speed, Audibility and Voice Modulation in presentation or public speaking. These elements are often referred to as Paralinguistic. If you want to be a successful speaker or a presenter, you will have to pay a special attention to the voice you speak.

Your voice is your best partner in delivering your speech effectively. Voice involves variety of vocal elements. Primarily you should consider following elements that will help you to achieve the desired effect.

Voice- the quality of voice

Pace- speed with which you speak

Pitch- speaking in a high, low or natural voice

Volume- you must be audible to the audience but not shout at them

Pause- a dramatic pause at a crucial moment is very effective in performance

Tone- your tone suggests your mood and your intention towards the listener

I. VOICE

The first thing that grabs our attention is the speaker's voice. If the speaker's voice is not so impressive or effective, he may fail to grab the attention of the audiences. Without even looking at the speaker, we make our mind whether to pay attention or not simply by listening to the quality of voice. A person's voice can be clear or unclear, pleasing to ears or irritating at times. If the speaker has a clear voice, he/she will be able to communicate the message effectively. Considering such a great importance of voice in creating a positive impact, many companies/employers expect applicant to possess clear and pleasant voice. Many jobs like-Radio Jockey, Tele-callers, Helpline, Customer Care, Receptionist, etc. heavily prefer candidates with pleasant voice.

> Your voice is one of the most crucial elements in your success as a speaker or a presenter. Researches in the field have shown that the sound of a speaker's voice is twice more important than the content of the presentation.

While it is important to have the good choice of words while communicating, at the same time it is equally important to have good quality of voice. People (Audience) will never pay attention to the unpleasant and dull voice. They are willing to listen to the soft, soothing, motivating voice which is full of energy. We need to develop such voice quality and manner as famous medieval saint poet Kabir has mentioned- *Aisi Bani Boliye Ke Mann Ka Aapa Khoy, Auran Ko Sital Kare Aaphu Sital Hoy.*

Gender and age have a major role to play in the quality of voice. Some other factors such as nasal and oral structure also determine the quality of voice. Due to different physiology and

organs of speech, every individual has unique voice quality. No two persons in the world can have exactly the same voice.

II.   SPEED/ PACE

Pace or speed of speaking refers to the rate at which a person speaks. Pace of speaking is one of the reliable ways to understand the authenticity of the message and of the communicator. If a person speaks too slowly the audience will lose their interest and the speaker will create negative impression. If the speaker goes too fast, it lowers the trustworthiness of the words and the meaning is lost.

Words are always to be supported with proper non-verbal communication. As different words, at different places, show different feelings. Many times audiences fail to catch up with the pace of the speaker. Thus speaking speed here plays the crucial role.

So, what a speaker/ presenter has to do is to speak in a balanced pace. He should speak faster while communicating the easy and common topic and he should slow down while dealing with new concepts, difficult or complex topics. Mastering the art of controlling the pace will help you make the voice clear. It will ultimately communicate the convincing messages. Voice with the balanced pace is the easiest way in which we can convey our emotions and thoughts.

III.   AUDIBILITY

Audibility in public speaking refers to the extent to which the speaker is audible and understandable to the audiences. Pitch and volume of speaking are two aspects of audibility.

Pitch is a useful tool to find out the high and low voice. There is a variation in pitch every time we speak. Pitch depends upon context, audience and content of presentation. Most of the times, 'pitch' depends on the speaker's state of mind.

If the speaker/ presenter is too full of excitement or gripped with anger, the pitch rises. High pitch voices can easily irritate the audience; they may not be able to concentrate on words, and may try to escape the conversation.

Low pitch voice makes powerful words appear to be lifeless. It separates the energy and strength of those words. We need to use low pitch voice in certain circumstances like talking to someone who is feeling low.

For the person who is delivering a speech, the pitch depends upon the topic or subject matter. The speaker needs to make some variation in pitch so that he can hold the attention of audience/ listeners. Variations in pitch keep them interested in the speech. Without the proper use of pitch, the speech/ presentation sounds boring and conveys a monotonous sound. In order to maintain the curiosity of the audience, it is important to use variations in pitch.

Most of the times, speakers/ presenters tend to ignore the role of pitch while delivering their content. If they master the art of variation in pitch, they would be able to master public speaking. They can easily become more competent and dynamic. The easiest way to improve one's pitch variation is to observe some famous public speakers/ orators while they are speaking.

Similar to pitch, volume of speaking is also an essential part of communication. It refers to the loudness and softness of voice. It has been observed that most of the confident and successful people have louder and clearer voices. The people having low or dull voice are usually considered by audiences to be unsuccessful or lacking in confidence.

Volume control is important in communication, particularly in public speaking and presentations. While speaking in public, the volume should be adjusted according to the size of audiences and the place. If the number of audiences is larger, speaker needs to be louder;

otherwise many of the audiences will lose their interest. Contrastingly, in places where there are few people listening, one has to be soft. In such situations, softer volume will easily serve the purpose of communicating the message.

IV. VOICE MODULATION

Apart from elements like pitch and volume, communication involves elements like intonation, pause, accent, etc. These elements can be considered under the title voice modulation.

One of the important factors in voice modulation is 'pause'. Speaking should go together with pause. While speaking with a certain pace, small temporary break is needed. One cannot go on speaking unstoppably. He needs to have some breaks while speaking because speed of comprehension is always slower than speed of speaking. Therefore it is important to take pause at proper intervals during our speech/ presentation. Right pause at right time can make presentation effective. If we take pauses at wrong time, it may cause lot of troubles. A pause plays an important role when we attempt to grab and hold the attention. Proper use of pauses helps the audience to understand the message properly.

Excessive use of pauses, at any rate, must be avoided while speaking in public. It may create negative impression about the speaker. Audience may think the speaker to be low in confidence or lacking in fluency. It may also raise questions about the reliability of the speaker and his message. But too many and frequently used long pauses can ruin the speech and divert the attention of audience and give the listener the chance of day dreaming. Fillers like umm, uh, ok, got it, etc are also some of the frequently used pauses by the speakers.

In speaking, tone can have different shades. Depending on the mindset and voice quality of the speaker 'tone, can be soft and pleasant or loud and harsh. Tone can convey, consciously or unconsciously, the temperament of the speaker. We cannot imagine a successful speech or presentation without effective the tone. If tone is not proper, it may ruin our speech.
Tone has power to dramatically change the meaning of the words. To illustrate, we can consider simple act of coughing. With different tones, it will give us different meanings. It can be used to interrupt someone, to express our doubt or even to make fun of someone.

Some tips on "How to master your voice"

- Voice recording

- Listen to TED Talks

- Practice Deep Breathing

- Exercise tongue-twisters.

- Practice speaking with a microphone.

- Swish your tongue around your mouth. Tension sometimes mounts in the back of your tongue and this exercise will loosen and relax it.

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Chapter 23
AUDIENCE HANDLING

Topic Introduction:

If you want the audience to be enthusiastic about your presentation, then your presentation should be of good quality and appreciated by the audience. Your intention must be clear to the audience to appreciate you. What are we going to achieve from the presentation? You must have the answer to this question first. The purpose of your presentation should be clear: the audience's interests, their needs, and their mindset. The audience should accept your ideas and your points. If you are unable to explain your thoughts to the audience, then your hard work and your uniqueness should be considered in vain. If you do not understand the purpose of your presentation in one sentence, it means that you do not understand your subject.

Your speech should be clear and concise. Your presentation should be by studying their general expectations. If you know that understanding and informing to people are two different things, then you can accurately evaluate whether your presentation is effective or not, using simple, clear, effective, and comprehensible presentation techniques.

It is also beneficial to handle the audience if the presentation is designed with the right specific objectives in mind.

(The key to effective audience handling is to present your presentation with only the audience in mind and the presentation is a study opportunity for you)

Audience attention span:

The chart below shows the audience's attention based on a 45-minute presentation. Audiences are most alert only after the presentation begins and generally remain alert for up to ten minutes.

Attention fades until 30- 35 minutes have passed, and then increase as the presentation near its end. They then lose their focus until thirty to thirty-five minutes are complete. Then talk for a maximum of 20 to 45 minutes, as it seems at the end of the presentation, which is the length of the average personal attention span.
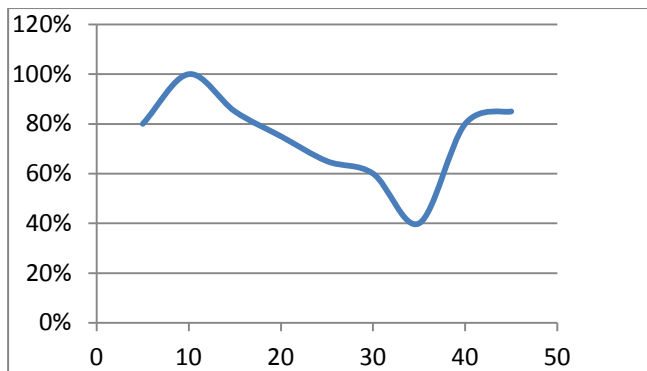
Get committed by reaching out to your audience:

I have asked many participants during the training session, "What are the qualities you admire most in a speaker?

The answers have included words such as real, motivational, and funny. But one participant told me, that "A good speaker relates to my problems and offers solutions."

The common think found in most responses is that audience wants to relate to a speaker or presentation in a meaningful way.

The connection is the major distinction between an ordinary presentation and one that has the potential to make a difference in someone's life. **Remember, the ultimate goal of most presentations is to lead your audience to a decision.**

Bottom Line:

I need to ask ourselves, "What I give to them? And will my audience take from my presentation something better?"

Everyone who sits before you have a need has the opportunity to fill it. **Lilly Walters, in her book, Secrets of successful Speakers, suggests that you imagine that the minds of your audience are hurting. Lily Walters says that, "If you allow your audience, your message can touch them and heal."**

Tell your audience from the beginning what they will hear and how it will really benefit them. In short, you're saying to your audience, "Listen! Here's important information for you!" **"Sometimes we get so caught up in the presentation that we forget that our purpose is to provide value to the audience," it is said by author Morton Orman.**

(We get so caught up in the presentation that we forget that our main purpose is to provide value to the audience.)

The preface to the presentation is your introduction:

The introduction you present is very useful for the audience to form a first impression about you. The prologue inspires to hear your thoughts. The audience's attention is drawn by the preface. The right atmosphere is created through the preface. Some of the introductory time, your topic, the purpose of the presentation, and the salient points are the main part of the introduction. In order to engage the audience in your thoughts through the preface, you need to choose the right thoughts and style as you can attract the audience through the preface. You can say emotional thoughts that appeal to the audience's expectations, ideas, attitudes and values. If the presentation can effectively convey the right and appealing thoughts to the audience, an emotional connection is formed between the presentation and the audience and the audience special attention to your presentation. In a nutshell, a preface is a great way for the audience to understand the usefulness of the topic you have chosen. It will prove that you are qualified to speak on the topic you have chosen and that the topic is intimately connected with the life of the audience.

You should give your qualifications, your experience, and your knowledge of the subject as well as your introduction through the introduction of presentations. The preface inspires audience to listen to your opinion. You can attract an audience in a short period of time through preface. *(In short, preface is a great tool to convince the audience of the importance of your subject as well as to form the right impression about you.)*

Powerful Essential Element to Handle the Audience:

(Speak naturally and confidently with your audience as it is essential for quality presentation.)

1   Use space, person, dates and appropriate words in front of an audience and avoid technical terms.

2 Avoid useless information in front of an audience. Also, make sure that your presentation does not divert the attention of the audience.

3 Use conversational language and short sentences with the audience. Also, don't use "I" too much.

4 Don't worry too much about grammar when presenting

5 Regardless of the topic you choose to present, arrange it in a positive way.

6 Use different websites, news papers as well as new books available for updated information

7 Write down every thought that comes to mind on the subject of the presentation. Also, arrange all your thoughts in a logical framework.

8 Communicate with the audience through positive body language.

9 If you are nervous about the presentation, your muscles will be tense, so simple exercise, pranayama can help relieve stress.

10 Exercise breathing for three minutes with eyes closed to relieve nervousness before presentation.

Start Your Presentation with a strong and persistent desire:

(Speak naturally and confidently with your audience to handle the audience as it is essential for quality presentation.)

The thoughts and language that we present to the audience at the beginning of the presentation have a huge positive or negative effect on the minds of the audience. So to take advantage of this, you should start by mentioning the highlights, points, and memorabilia related to the subject. So you should consider the following points to structure your presentation.

1. To be sure of the initial statement so that the audience wants to entertain them cognitively rather than apologize to you. For example: Good morning brothers and sisters of those brothers

2. Awaken the curiosity of the audience about how your presentation increases the interest in the subject

3. It is very effective to tell an entertaining story at the beginning of a presentation, because people love to hear stories from childhood.

4. Use a style that entertains the audience when telling a story.

5. As the audience loves to laugh, care should be taken not to offend anyone by telling jokes or jokes at the beginning of the presentation. Don't use inappropriate jokes and language about big people or great men.

6. At the beginning of the presentation, make a statement with evidence that predicts the future or surprises the audience or makes the audience think.

7. At the beginning of the presentation, you should mention an important event to prove the statement you made.

8. Use the right ideas or statements as your statements in front of the audience strengthen your ideas and thoughts.

9. You can start your presentation by asking the audience a question.

10. The easiest way to grab an audience's attention is to use an audio video or some object.

(The effect of what you tell the audience at the beginning stays in the mind of the audience for a long time, so the beginning of the presentation is the focal point of the quality presentation.)

Audience handling:

When you go out in front of an audience to make a presentation, you should have a clear idea of the subject of your presentation, the audience present, the place of the presentation, the duration of the presentation, the purpose of the presentation, your knowledge of the

presentation, your limitations and your experience. If you pay special attention to the study of your words, your language, humour, humility, your confidence, your mastery of the subject, the patience of the audience, etc. for the presentation, it will be easier for you to gain control over the audience or handle the audience easily. So the following points should be considered while making a presentation:

1. Watch your audience together from the stage. Maintain more than 90% eye contact with the audience while performing. Back-to-back entries are required for late arriving audience. Arrange for fresh air to come on stage. Where possible, do not take guests on stage because guests on stage lose eye contact with the audience.

2. Engage the audience by asking questions at regular intervals in the presentation. The presentation is for the benefit of the audience, not the presenter. You need to know how the audience responds to the presentation and how to handle the response.

3. In order for the audience to understand the meaning of what you are saying, your voice needs to be fluctuating in the right place. Whenever possible, make your presentation and discussion dramatic by interacting with the audience. Your rising and falling voices have a serious effect on the presentation as well as the minds of the audience.

4. Hand movements: Let your hands naturally fall to your side as you speak. Gestures should be naturally free to make gestures as needed. Sometimes it is better to keep your hands in your pockets. Avoid tying your hands in front of you**.** Make sure your physiology reflects what you are saying.

5. Handouts: Engage the audience in your discussion and present handouts only as a bonus and keep extra copies instead of rushing on time

6. For good effects: Do not hide behind a table, chair, or stage during the presentation. Also, don't move too fast on stage. If you forget something, avoid saying it at the end of the presentation.

7. Time Limits: Keep checking the time allotted to you for the presentation and the time you use. Instead of looking at the clock in your hand, you look at the clock on the wall. Present for a maximum of 20 to 45 minutes. This is the length of the average person's attention span.

Audience Focus:

Use the following to keep your audience focused on your presentation. Try to come up with new ideas so everyone should be impressed after the presentation.

1. 1 Put simple and straightforward thoughts into the right words. Create simple language.

2. Express your thoughts clearly so that the audience will not get bored.

3. Do not make the presentation boring by reading your points, but interact with the audience.

4. Simple, straightforward and easy to understand words are the backbone of an effective presentation.

5. Let your presentation inspire the right message, points and wording.

6. Peacefully understand the audience and welcome all questions based on the presentation and satisfy the audience by your answering.

7. Refer to the audience what your presentation is based on.

How to close the presentation:

The last words of what you said at the end of the presentation are usually remembered by the audience for a long time. The end of the presentation should be professional and gentle. You can feel the pulse of the audience through their body language. Touching the audience's toe to the ground means you stop talking as well as your presentation at the peak of popularity.

Questions and Answers:

The Q&A sessions are as important as the main body of the presentation. Learn to answer difficult questions as you begin your presentation. And handle whatever the audience asks you with confidence. After your last point, do you have any questions to ask? That's what you ask the audience.

Other suggestions for dealing with questions:

1. 1 Listen carefully. If you value a question, ask for an explanation. Answers to questions should be less than 70 words only

2. Do not start a new topic. Do not discuss with any members. Answer not just the questioner but the entire audience. And conquer your audience with your knowledge.

3. Limit one question to each audience member.

4. Say the question asked by the anxious shy audience is good.

5. All questions should be treated with respect and courtesy

Amazing findings:

Inform the audience that the presentation has reached its final stage through the conclusion. Make the audience aware that the presentation is coming to an end by changing your voice, movements, eye gestures as your ideas, thoughts are coming to a close.

Have your thoughts reached the audience properly? It is useful to summarize the presentation to ensure this. In this section, try to emphasize the message you are giving, your thoughts, relevant context, highlights and conclusions of the presentation.

Telling a funny story at the end of a presentation builds your personality in the audience forever. Also, you are attracting the audience to yourself. Stimulate the audience's thoughts, make a strong statement that creates a renaissance in them to take on a challenge, and give the audience a clear, easy-to-understand message in the final stages of the presentation.

Conclude the presentation with your conclusion, answering all the questions of the audience, resolving their doubts.

(If you can conclusion a great personality or a scripture with a quotation, it has a profound effect on the spectators and makes them think about it, "said Napoleon.)

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RETURN TO INDEX

CHAPTER 24

Time as a
Resource by
**Dr. Rohitkumar
Agrawal**

CHAPTER 25

Identification of Time
Wasting by
**Dr. Padmanand
Tayade**

AUTHORS

CHAPTER 26

Prioritising Work
to be Done by
**Prof. Shivaji
Tuppekar**

CHAPTER 27

To do list & check
list by
Dr. Yogesh Ingale

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Chapter 24
TIME AS RESOURSE

The time management is the method or process of proper development of planning and to exercise complete control over the quantity of time spent on various or specific activities, especially to increase effectiveness, efficiency or productivity. It is range of skills, tools, and techniques used to manage time to achieve specific tasks, projects and personal goals complying with a due date. A time management system is a designed for the combination of processes, tools, techniques, and methods. The time management is very important because the available time is limited. Time cannot be stored, goals are usually multiple, sometimes conflict and it cannot be accomplished without any effort, which requires the use of time.

The major aspects on time management include the creating an environment conducive to effectiveness, to set priorities, to carry out activity related to the priorities, the process of reduction of time spent on non-priorities.

Time management has been considered the combination of different concepts such as:

1. To build an effective surroundings

Some of the literature stresses tasks related to create a surrounding favourable to "real" effectiveness. These strategies include principles such as:

a) To get prepared the sorting of paperwork and of tasks.

b) Protecting one's time by insulation, isolation and delegation.

c) Achievement through goal-management and through focus on the goal motivational emphasis

d) Recovering from the habits of bad time i.e. recovery from underlying psychological problems i.e. procrastination.

2. Faces of Time

In order to effectively manage your time, you need to first categorize time with respect to your work in three categories. These are not types of activities but the types of planning of time available to you.

Prime time is the time in which you have to be the most productive in the work.

Secondary time is the time you have between prime time and tertiary time. Secondary time is between to be spent as prime time or tertiary time.

Tertiary time is the time you spend replenishing for example, eating exercising, sleeping etc. The tertiary time is most important and necessary to manage the prime and secondary time.

3. Scheduling the work

The schedule should be done before couple of weeks for completing task and working towards the life time goals. There are several advantages to using schedules:

- It helps to start on your works.
- It helps you to avoid procrastination.
- It relives pressure.
- It frees the minds details.
- It helps you find time to study.
- It also eliminates the panic caused by doing the things at the moments.
- It also helps you to find time for recreation and exercise to your work.

Once master scheduled is made which includes classes, work and also the other activities. It results into the opportunities for using your time more productively.

4. To be motivated always.

Create a work area that is free from disruption and commit to staying there for at least one to two hours. If you know the side-tracked, you will see how this activity will help you to meet your goals.

5. Decision maker

To develop a activity and productivity one should have the habits of decision making. To develop this kind of habits we have to simply focus on the four Ds: desire, decisiveness, determination, and discipline. The most important to make a decision is to develop a specific time management tendency. Every change in your life comes about when you make a clear vision, unique idea to make decision to do something differently. Making decision to become an excellent time management is the major steps to achieve the goals in life.

6. Planning

The planning should make for the effective use of their time and should not perform tasks by chance. The planning can either be short-range covering daily, weekly, monthly tasks or longer-range. The daily time table with proper or rigid plan can be spent productively. It shows a daily/weekly plan of time allocation to the various school subjects, programmes and other resources. For example, the school time table highlights the importance of managing time to great advantage. For the effective results a school administrator to plan effective and more productive use of core time he must be very familiar with the specifics of his job and the goals to achieve during a definite time period.

Values of Time Management

1. To Avoid Stress

When the people do not complete important job within a time limit they will go in frustration. Such people becomes panic in their lives and at times rush in inadequately done tasks. At such time people will spend more time or even night to complete the work under the stress to accomplish the particular task. Here procrastination will develop and makes task performance run into time allocated to other obligations. This will happen to produce the Stress. Thus the proper management of time is stress management.

2. Equilibrium between Work and Personal Life.

Some people complaint that work does not allow them time to do some of the things they would personally want to do (e.g. writing a book, to attended conferences, seminars and workshops and family leisure) whereas some others have time for all they would want to do such kind of things. This is attributable to how well one can plan for effective use of time. The skill of good time management integrates the administrator's corporate time plan with that for

his personal life. The good time management maintains them to achieve one can make a more equilibrium or balanced in life with adequate time and energy for work, leisure, family and self.

3. Goal Achievement

When an administrator properly planed his work and personal activities and allowed proportionate time to the performance of the functions, he tends to achieve both corporate and personal goals in his life.

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Chapter 25
IDENTIFICATION OF TIME WASTING

We are the fastest people in the 21st century where the clock is ticking and we are all running after it. We believe that one minute is very important in our life. Time does not stop for anyone, so we are constantly running, but in the last few days we are all experiencing a sudden slowdown in the world. The terrible epidemic of Corona Covid-19 has shaken the whole world. The lockdown has been going on in India since March 22. Looking back on the 60 days that have passed today, we will all realize that there is lot of works left, a lot of time is wasted. Everything is starting at a very slow pace. To overcome all these situations where laziness, boredom, insomnia, mental imbalance and negative thoughts have disturbed our lives, it is necessary to plan time by recognizing the waste of time to keep life regular and balanced. For this, the important work of Sant Gadge Baba Amravati University Student Development Department is eye-catching. I would like to express my heartfelt gratitude to the Vice Chancellor Dr. Murlidhar Chandekar Sir and Dr. Satange Sir Coordinating Student Development. Also congratulations to all our coaching team working with me in this work. A historic work is being done by all of us in this time of crisis which is really in the interest of the human race.

Some of the issues that need to be clarified while presenting this topic have been filled up by my fellow professor friends who are working as a responsible part of the society during this time through Google Forms. In this time of crisis, we have realized that it does not take a single moment to change the situation. At any given moment the situation can be completely different and expected. If the situation is favourable, consider yourself lucky, thank the Lord

and get to work immediately. It is for this endeavour with the same thought in mind. In this time of crisis, we should always ask ourselves a question, what is the use of my time for the society at this moment? When you ask yourself this question, the only answer to this question is to start working immediately and your ability to work will play a key role in your success. Otherwise you will not even realize that your time and life is being wasted. Don't listen to the sentence that you don't have time; you have as much time per day as Dr. Babasaheb Ambedkar, Mahatma Gandhi, Einstein, Mother Teresa, APJ Abdul Kalam. The most important thing is how we use that time.

Time brings new experiences in the life of every person every day. The person who welcomes it with full awareness becomes successful and the person who neglects or disregards time in laziness and pride is deprived of this divine experience of time and such a person can never be perfect in our life. During this lockdown, my biography of Marilyn Monroe, 'Attractive art, yet unsatisfied' was read in my verse. **Marilyn Monroe, a woman of unparalleled beauty, used to seduce many men who came in her company. She had to give her body so many people to show her extraordinary beauty and acting qualities through the silver screen.** Marilyn, who is gifted with beauty, suffers from dementia and mental illness due to her inability to make good use of time in her life. At just 36 years of age, she has to commit suicide, and only because of dissatisfaction. That is why Shakespeare says in one place, if you waste time, in the heat of youth then the same time gnaws at you, so don't waste time as it is important. It is very important to recognize the importance of time in your life. When we look at the life of the great men of the world, they have used every moment of their lives with full awareness. According to Victor Hugo, "Life is too short and we make it too short by wasting time." Our lives depend on how we use our time. When doing any work, whether it is for study or job, it is necessary to give enough time for business. If you give less time than the allotted time for each task, the work will not be completed and if you give more time, other tasks will not have enough time. Friends, hours and days will not take care of you unless you take care of every single minute of your life. It is said that wasting time is a waste of life. The less time you waste in your life, the more your life will automatically reach its peak of success through engagement. Time does not stop for anyone, it will go away and time that has passed will never come again. The question is how and how much you used it!

Friends, laziness is the greatest enemy of man, because laziness wastes most of man's time. Sweet Marden says that the day comes like a friend and a precious gift of nature, if you do not use it, it will go back to its footsteps. Every moment of life is precious; in its womb is the

message of the golden age of the future. People who know the right time and do the right thing are lucky and opportunistic. So take advantage of every moment and understand the opportunity. There are many things in life that will be repeated again and again but four things will never be returned. Such as words coming out of the mouth, arrow escaping from the bow, opportunity passed and time gone, etc. The first mantra of success in life is to recognize the waste of time and plan it properly. Not today, but today is the true mantra of success. As the English people think, the past is history, the future is a mystery, and the present is a gift, so the present is called the present, so we must be aware today that a person who spends his time in the present has both the past and the future successful. Time is of the essence in the failure of life. He who avoids the duty of the present for the future cannot do anything on time, for him the dawn never comes. So if you want to increase positivity in life, you have to get in the habit of living in the present and doing everything 'not today, but now'. James Albury makes a beautiful statement in this regard.

"He slept in the cool shade of the moon

And also enjoyed sunbathing,

I will do this, I will do that

And one day, without doing anything, he finished his book. "

In order to save real time, we should finish the work quickly and do the best use of rest of the time. So the rest of the time is not wasted for free! Things need to be changed.

How we waste time:

In today's age of science and technology, many ways of spending time are being explored by humans. We make extra use of resources like TV, mobile, computer in the name of entertainment as well as for entertainment purposes or as a time pass. The younger generation is wasting their precious time on things like WhatsApp, Facebook, Tik-tok. Then one question always comes up. You don't know how time passes? A person who does not know how time passes will not even know how his life will pass. Because even nature does not like emptiness, we need to recognize these things. When I asked my colleagues about time, they said that many professors were teaching online for their students during this lockdown, while others said that time was being wasted. This shows that a person who can use his time properly, stays engaged in his work no matter what the situation, remains happy, but a person who is constantly full of laziness, boredom, negativity, finds thousands of reasons to waste time.

Where time is wasted:

- Most people do not know where their time is being wasted, so it is important to know.

- Waiting for inspiration / opportunity

- Constantly complaining of some kind

- What will people say? Negative thinking like this

- Repeating the same type of mistake

- Trying to please everyone

- Being overconfident to be perfect

- Fear of constant failure

When the above things happen in your life, it is a waste of precious time, so you should ask yourself, where am I today? and how much time have I wasted?

- Could I get up early in the morning and work?

- Did I make a to-do list for the day?

- How much time did I spend on mobile, Facebook, WhatsApp, Tutor?

- Do I know what to do today, where to go?

- What did I not do in yes or no?

Finding answers to all these questions can definitely be a good use of time. So plan your time like money, if you have Rs.1000 deposited in your bank account every day and you don't die during the day, then your deposit is zero at night. What will you do if you get Rs.1000 again in the morning? Most people will try to use as much money as possible even if it is not complete. Similarly, there are 24 hours in our life every day, how many hours we do not use. At the end of the day, the deposit automatically goes to zero and the next morning the credit goes back to the account 24 hours a day. Friends, time is running out. Make full use of time.

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Chapter 26
PRIORITIZING THE WORK TO BE DONE

Introduction:

How to prioritize your work is one of the very common questions we face in our personal and professional life. Those who are able to do it in proper way can change their lives. It is very important task in our life. Prioritizing the work to do helps in reducing your stress, removes your anxiety and enables you to focus on the tasks. It helps to improve your productivity and performance and effective time management. Ultimately it helps to balance your personal as well as professional life. This practice make you realize that the tasks you were engaged doing that were neither urgent nor important. Some of the tasks may be important but it was not needed to do right away. Therefore this exercise is important while managing time management. Prioritizing your work and rank them as per their importance is not an easy work. Following process may help you to execute it and optimize your time to focus on the tasks that are important in your personal and professional life.

Time Management Matrix:

- You might have heard people saying that 24 hours of a day are not enough for them; they are not able to give time to their families etc. In fact they are not able to manage their time properly. These people then lead to the problems like last moment hurry, reaching late to the venue, lack of patience, low efficiency and enthusiasm, irritation, ignorance towards work, not thinking about goals and various options in life etc.

- Stephen Covey in his famous book 'The 7 Habits of Highly Effective People' elaborated the Eisenhower's 'Time Management Matrix' for the effective time management. This matrix helps us to prioritize our to-do list which we will try to understand as follows.

The Four Quadrants of Time Management
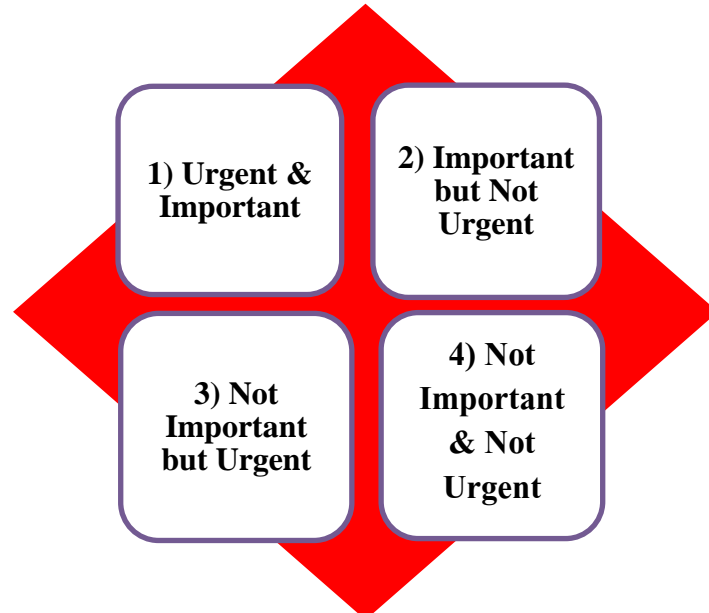
A) Quadrant I – Urgent & Important:

- Usually the Quadrant I activities are called crises or problems. Everyone goes through the experiences of Quadrant I and its activities in their lives. Due to lack of time management and not prioritizing your to do list we then have to complete the tasks at eleventh hours. Quadrant I consumes most of the time of many people.

- This Quadrant contains decisive situation, emergency, last moment preparation, dilemma, time bound projects, emails, important telephonic communication, discussion etc. Applying for the exam or jobs, various essential bills all these tasks comes under this quadrant.

- **Impact:** Stress, anxiety, irritation, psychological imbalance, staying angry while completing or after completing these tasks for quite some time.

- You can keep away from these problems by completing these tasks when they are in Quadrant II because these tasks come in quadrant-I because of not completing it on time.

B) Quadrant II - Important but Not Urgent:

- Quadrant II is very important in time management matrix. It deals with things that are not urgent, but are important. Quadrant II activities contain building relationships, writing a personal mission statement, long-range planning, exercising preventive measures and preparation.

- Preparedness/ planning, vision, focus, balance, discipline, control, preventive measures, improvement in own abilities, personal physical and mental care, to know new things, building and improving relationship, searching new opportunities etc tasks comes under this quadrant.

- **Impact:** These activities are long term beneficial. It helps us to develop our vision. It improves our attitude, aptitude to look at any incidents or issues. It helps us to maintain balance between personal as well as professional life. We start following discipline. It helps to maintain the expected control and restraint of the mind after any incident. The incidence of complications is reduced. All in all, working on this component helps the person to live a happy, contented life and achieve their goals in life

C) Quadrant III – Not Important but Urgent:

The third quadrant contains activities that appear to have a high urgency, but are not important actually. Many people waste their much time doing this kind of activities. Some of these activities are done just to protect their egos. In reality these activities are obstacles which distract you from your goals. Today many people spend their time using social media, going for shopping with friends, celebrating friend's birthdays etc. This leads to irresponsibility, dependence on others and lack of focus. Instead, you should spend lesser time on these

activities and save your valuable time. This type of work should be either delegated or attempted at leisure.

D) Quadrant IV - Not Important & Not Urgent:

The tasks that come in the 4th Quadrant are neither important nor urgent and it is of no use in your life. The tasks involved are either free or a waste of your time. They distract you from the main task or goal. So you need to ignore such things. It is advisable to remove such tasks from your to-do list, no matter how interesting they may be. Many people watch TV for hours, posting status on social media, seeing how many likes they got by posting photos for hours, surfing the internet for no reason etc. It is better not to do such things at all.

> *S- Specific M-Measurable*
> *A- Attainable*
> *R- Realistic*
> *T- Time Bound*

Use of time management metrics to prioritize tasks:

You should use time management matrix for prioritizing your work. It is recommended to focus and maximize the time spent in Quadrant II activities because if you don't do right there then it will come in the first quadrant (Urgent & Important). This will help you to reduce Quarter I activities. You can do the following things for the same.

1) Goal Setting:

In order to prioritize tasks and manage time, you need to set your short, long term and life goals. Such need to be set using SMART formula. This will allow you to work towards the goal and for that you will be able to prioritize tasks and manage time.

It is a great tragedy not to have a goal in order to reach it. Many do not set their own goals, so their lives do not get direction.

Some people set goals but they are not built on the principle of SMART, which means they are not clear or specific, measurable, achievable, real and time bound. Therefore, their efforts to achieve the goal become directionless.

This goal makes you prioritize your work, give it time, and give it a direction.

Everyone has to decide where and who he or she wants to be in five years from now, need to decide it today and right now!

2) Reprioritizing your current 'to-do' list:

You should prepare your to-do list and prioritize the work according to the matrix. The Time Management Matrix tool helps you reprioritize the importance and urgency of your current and upcoming tasks. Sorting tasks and responsibilities into the right categories helps to quickly identify tasks that need immediate attention. Accordingly, we should devote our time to those tasks. It is important to prioritize and give time to such beneficial things. For that you need to focus and maximize the time spent in Quadrant II. In this important thing is to implement what has been decided.
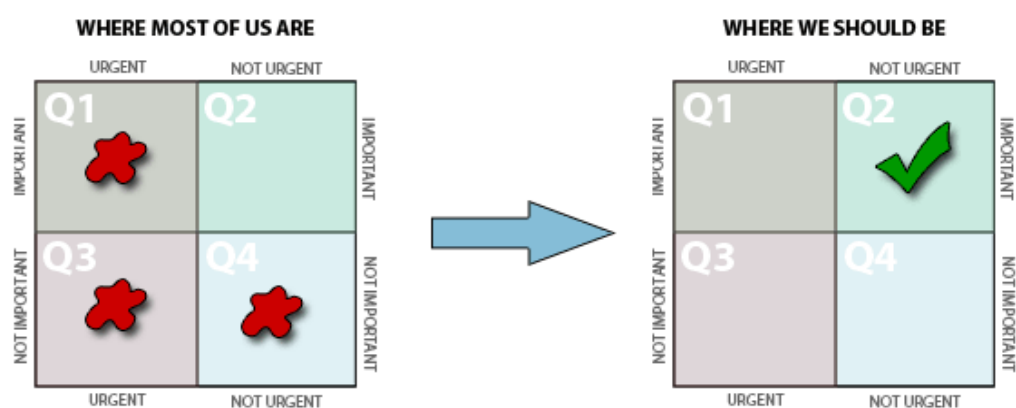
3) Planning of One Day activities:

If you start the work well, the work undertaken can be completed in the right way.

You have to plan what you want to do during the day. Make a to-do list for the day before you sleep or in the morning.

It is possible to complete one task at a time keeping task priority in mind.

4) Stop skipping/avoiding work:

If you have a tendency to postpone or avoid work, your work will be boring. At such times, the work should be done in small parts and completed one by one

To avoid getting bored while doing big work, give that work a certain amount of time. Instead of burdening all the work at once, if you complete a little work at a time, you will reach a stage where you will feel the urge to complete the work as soon as possible.

5) Learn the art of ignoring unnecessary things:

Be aware of tasks that are not directly related to your goal and reduce the time you spend on them.

Learn to stay away from trivial things and things that are of little use in the future.

6) Learn to give yourself time:

Keep aside some time each day for yourself - for meditation, exercise, self-instruction, reading etc.

Hobbies teach us to love life. Give them some time, they will make you happy.

Smile, play but follow discipline.

Holidays are opportunities to learn something new; make best use of it.

Conclusion:

Thus the task of prioritizing the activities is important for time management. Giving priority and categorizing them according to their importance and managing time accordingly to completing it properly helps in achieving life goals and enriching life.

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Chapter 27

THE TO-DO LIST

Introduction: To-Do-list in Time Management is the course of action of classifying and planning how to break up your time involving specific activities. Good time management enables you to work smart way so that you are able to do more work in less time, even when time is fixed and pressures are high. Be unsuccessful to manage your time damages your effectiveness and causes anxiety. Time management is necessary for greatest health and personal usefulness. The degree to which you feel in control of your time and your life is a most important determinant of your level of inner peace, harmony, and mental well-being. A feeling of being "unmanageable" of your time is the major cause of pressure, nervousness, and depression. The better you can organize and control the important events of your life, the better you will be aware of, the more energy you will have, the better you will sleep, and the more you will get done every day of life.

1. To Do Lists: To Do Lists is one of the most effective ways to stay on track. Authentication of all the things you want to accomplish then focus on completing one assignment at a time. Don't forget to reward yourself for a job well in advance finished once tasks have been successfully completed.

2. Focus on Tasks: Focus on Tasks on your To Do List to make sure the most critical and time-sensitive ones are completed primary.

3. Remove Disturbance: Remove Disturbance so your concentration is committed to the task. You will come to an end tasks and move on to the next ones more quickly while paying additional attention to details. So clean off your desktop, close unnecessary windows on your computer, put your phone on silent as well as turnoff mobile data, and turn off the TV.

4. Develop an Anti-Procrastination Plan: Develop an Anti-Procrastination Plan that stops you from putting off until tomorrow what you can accomplish today. Create a schedule with all your deadlines and due dates so you can see the big picture. Then create your daily To Do List from this. Achieve break down large, put off tasks into smaller ones that can be speedily – before you know it, the larger task will be done.

5. Set a Study Schedule: Set a Study timetable, and stick to it. Set aside time each day for your studies and let your friends, relatives, and colleagues know when this is, so it goes uninterrupted. You have attention on assign work at that time.

6. Misuse of Time: It is vital to be aware of misuse of time or they will consume your valuable time. Surfing the internet, watching TV, gaming, and browsing social media sites are all notorious time wasters. Use these as rewards once you're To Do List have been completed. Keep your To Do List close by to help you stay focused and on mission.

7. Organization – a Great Time Saver: Create a filing system, with clear, logical categories, consent to you quickly and find a needed document. Keep your study area free by instantly filing unnecessary items away. The less time you spend hunting something down, the more time you have for completing vital mission.

 8. Utilize freedom to your improvement: Utilize freedom to your improvement by always having something on hand to do. Access your e-Book and read a section during your lunch break, study your notes while waiting at the doctor's office, or review your To Do List from your mobile device while cooking dinner.

9. Find your creative time zone: Find your creative Time Zone' by identifying the time of day you feel most excellent. Take benefit of this get-up-and-go and schedule your "class time" as

close to it as achievable. Be sure to keep your efficiency levels up by taking on a regular basis scheduled breaks.

10. Create a Time Resources: Create a Time Resources by determining how much time you spend on activities, whether they are for your job, family commitments, household chores, or learning. Determining the amount of time you spend in these areas will ensure enough time is allocated for these items and, in turn, help you come to a decision if free time is available for any extra commitments.
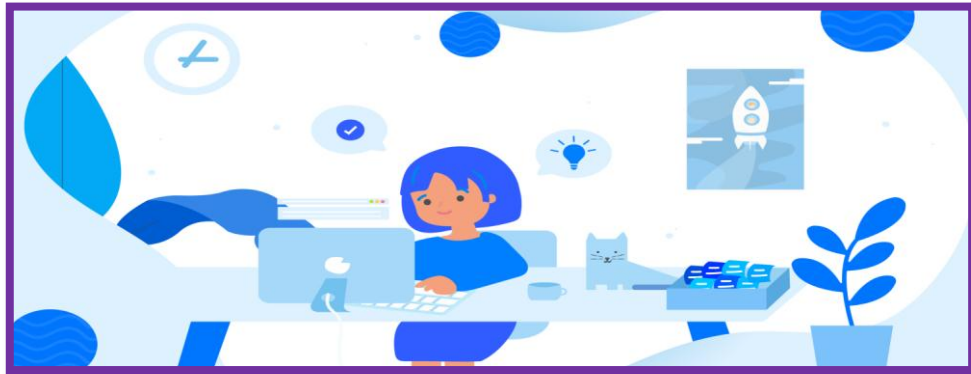
B) Check List: You can exercise the checklist to scrutinize and calculate your time management skills.

1. Construct a Schedule: One of the majority important elements to time management is a well-planned weekly timetable. A schedule gives you an indication of everything you have to do and helps you allocate sufficient time in the direction of your studies, job and your social life. Note that we did not say create a checklist; schedules allocate time for you to do a task rather than crushing you with one big list of tasks like a checklist does. Tip: A schedule does not have to be in a physical format like a diary, it can also be digital. Digital platforms like Google schedule can be great to help you stay on top of things.

2. Remove tasks: Remove unnecessary tasks and activities. Have a think if it's really worth spending your time on every task. By eliminate non-core tasks; you'll have additional time to focus on what's important.

3. Prefer your time: Determining the urgency of a task can be tricky. A good way to approach it is to split your tasks into three categories: urgent, important and unimportant. Studying for an exam tomorrow is urgent, going to work is important and buying clothes for a party in one month is unimportant.

4. Plan of Action: Once you know, what tasks you have to do and by when, the next step is to create a daily to do list that fits in with your weekly schedule. Splitting up your calendar day

into blocks, with each block having a different task allows you to stay on track and makes your goals achievable.

5. Set a time limit: Set a time limit for each task. Allocate a maximum of two and half hours for each task at a time so that you stay focused and helpful. Make sure you allocate time to relax and see friends also - time management isn't only about study and work.

6. Cover a down-to-earth plan: When it comes to time management, it is easy to be concluding in the idea of creating require schedules. Be careful to miscalculate how much time a certain task will acquire. Be flexible, and allow some extra time just in case something needs additional attention than originally planned.

7. Don't try hard for perfection: To try hard for perfection is an easy way to mess up your time management. You're better off completing a draft essay in one hour than only writing the first ten lines perfectly. Obtaining the small details correct can be important, but make sure you do not spend too much time on them.

8. Evaluate your time: Every now and then, it pays to analysis how you manage your time. It will let you see if your schedule is working or if you need to restructure it. In addition, keep in mind your schedule may need to change based on how busy the entire week or month. Be prepared for this and adjust your schedule accordingly for success.

9. Pay attention to your health: An important part of mastering time management is to look after your health. Nothing can be done, when you're sick, so looking after yourself is key to staying on pathway of your plan. Allocate time for exercise, yoga as well as meditation and make you are getting enough sleep each night. Activities such as exercising yoga as well as meditation daily basis a week can help improve your sleeping pattern, clear your head and boost your brainpower.

10. Take care of your health: Make clear in your mind to give yourself some down time to relax. Relaxation is important whereas it comes to deal with your time better. You cannot have a useful day when you are uneasy and tired. Relaxation trim down stress and boosts self-confidence to attempt problems and get work done. Knowing you have a break coming up can also help you make your task-time more dynamic and keep away from procrastination.

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RETURN TO INDEX

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CHAPTER 28
Meaning of GD
by
Dr. Parag Gadve

CHAPTER 29
Types of GD by
Prof. Mangesh Tajane

CHAPTER 30
Process & Treats
of GD by
Dr. Manish Jadhav

CHAPTER 31
Do's & Don'ts by
**Prof. Mukesh
Babhulkar**

CHAPTER 32
Suggestive Latest Topics & Mock
GD on any one Topic by
Dr. Pavan Deshmukh

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Chapter 28
MEANING OF GROUP DISCUSSION (GD)

What is Group Discussion?

Group Discussion is very important part in the selection process of various national and international companies and institutes. To understand what is "Group Discussion"? First it is necessary to comprehend the meaning of "Group" & "Discussion" separately. As per the definition of Oxford Learner's dictionary, Group is 'a number of people or things that are together in the same place or that are connected in some way' and 'a number of people who work or do something together or share particular beliefs.' There are four important ideas about groups. First, a group exists to meet important human needs. Second, the formation of groups is natural to human beings. Third, just because we often participate in groups we cannot assume we participate effectively. Fourth, groups provide the vehicle by which the individual can make a contribution to the generation and the society as a whole[1]. A group can be with a

purpose or without a purpose also. It can be formal or informal. The purposeless group will not reach to the goal. Every human being can form a group or be a participant in the group throughout his or her life. It is common that every human participate in formal groups firstly in his childhood while playing games with friends, secondly in the education phase for a test, assignment, for research projects, solve a problem in the classroom, etc., thirdly, in work-life for assigned tasks and goals to solve particular organizational issues in private and government organization and fourthly, in the community to provide various community work and services. We can say that with the group, human beings can complete most herculean task in easy way.

The technical meaning of the "Group" said, a group must have a minimum of two members, some goals, standards & rules, structure, roles. The last and most important is communication & collaboration among members. The group is an essential part of the work-life as it is an unavoidable part of organizational culture. Groups work's in a team to achieve organizational target. The members of a group always try to have regular contact, frequent sharing of individual thoughts, ideas & perception and try to find out a solution to the question / problem or certain situation. The group should have regular formal "Discussion" among the member to complete the tasks or to achieve the goals.

Discussion is the practice whereby the group or teams share information or thoughts in a face to face situation to attain an organizational goal. Effective group discussion and problem-solving is a skill – a skill that most of us do not learn in school or college. Simply working with groups does not make you an effective group member. You need to learn the tools for being effective and to use these tools in a real situation of discussion. There are two ways you can learn about the discussion. First, you can find a source of information about the discussion, and the second way to learn is to develop discussion skills through practice[2].

Definition of the Group Discussion: "Group Discussion is a small group of people communicating with each other to achieve some interdependent goal, such as increased understanding, coordination of activity or solution to a shared problem"[3]. "Group Discussion is a systematic and purposeful interactive oral process. Here the exchange of ideas, thoughts, and feelings takes place through communication. The exchange of ideas takes place in a systematic and structured way. Group Discussion is an invigorative discussion where a topic or a case is analyzed and discussed[4].

Jaime Bulatao defined group discussion as cooperative thinking in his book titled, "The Technique of Group Discussion". There are two elements in this definition: (i) Thinking and (ii) cooperation with others[5].

(i) Thinking is the most natural process for any normal human being. He or she can think of both pros and cons before any situation or after any critical situation. (ii) It is necessary to check the realism of one's thinking against the experience of others that causes people to pool their thinking together and to make it a cooperative venture. Cooperative thinking means an exchange of views, a putting together of two different sets of experiences in an attempt to push through further into reality.

Group Discussion is a comprehensive goal reaching discussion but most students misunderstand it to be a debate. Prof. Shrikant Prasoon in his book titled, "Complete Guide to Group Discussion" very well differentiates between discussion and debate. A debate is a perfect situation for the expression of intense emotions. A group discussion, however, calls for a lot more maturity and logic. The purpose of a GD, through conducted in a competitive mode, is not to establish one person as a winner and other as losers. A critical difference between a group discussion and a debate is that, while a debate begins with two groups' bids to outwit each other, a discussion is evolutionary; this essentially means every participant has the opportunity to refine their views in the course of the discussion. Thus, every member needs to contribute substantially and add to the existing knowledge base instead of pulling each other down[6].

Characteristics of Group Discussion:

It is important to clarify some misconceptions about Group Discussion before to explore its characteristics. Some of the misconceptions are: in the Group Discussion participant should be very aggressive and has to prevent others from speaking. Participant should speak too much whether that is relevant to the subject or not and be the only speaker in the Group Discussion. The student should speak always in favour of the subject; it will create a good impression on

the experts. Do not listen to your opponents and force other group members to agree on your point without logically supporting your stand. These are some misconceptions regarding Group Discussion which students should avoid while participating for Group Discussion.

Following are some basic characteristics of the Group Discussion:
- Group Discussion should have a clear objective.
- Discussion will be more fruitful if participants of the group maintain motivating interaction in a cordial atmosphere, cooperative, and friendly manner.
- The discussion should be supported with a logical presentation and with the effective use of communication techniques.
- The Most important characteristics of the Group Discussion are the participation of every group member. Thoughts and ideas of every group member should be taken into consideration.

Need of Group Discussion:

Organization point of view, the objective of the group discussion is to enhance the knowledge, agreement on some issues, deciding set of action, find out the solution on question, minimize the confusion regarding the decisions and reduce the status-quo in the organization.

An employee point of view, at a workplace, a manager has to conduct a meeting or have to attend a meeting, sometimes have to do a presentation, usually discuss issues with colleagues, and frequently prepare reports in collaboration with other departments. A prospective employee is required to communicate with different people like team members, managers, and customers. For all these activities the manager must need good communication skills and

listening skills as a manager. The group discussion will help to improve these skills and therefore, institutes and employers conduct Group Discussions to select the perfect candidate.

Group Discussion is a popular methodology now days used by many companies, institute, businesses, management schools, etc. to assess whether the candidate has certain interpersonal skills such as communication skills, confidence, public speaking, teamwork, team building, leadership quality, social behaviour, problem-solving skills, active listing, motivation flexibility, patience, empathy, assertiveness responsibility, analytical skills, Reasoning ability, etc apart from his educational qualifications.

It is a knock-out round in widely used selection process. When there are many candidates applying for limited seats, Group Discussion acts as a benchmark to select the best from many. Group Discussion forms the primary stage of contact between the interviewer and interviewee. It is a part of the management entrance procedure by universities or also adopted at the recruitment stage by many companies. As far as companies concerned, it is completely at the decision of the companies whether they arrange Group Discussion of the candidates as a part of their selection process or not. Many companies make group discussions their first criteria for screening candidates due to a couple of reasons. Even the top Management school also makes it compulsory part for giving admission to the candidates for the course. Group Discussion helps them to analyze a person having certain required traits, personality, and skills. The examiner can evaluate both the personality traits and group skills of candidates participating in a Group Discussion.

Importance of Group Discussion:

During group discussion, many management points can be noticed in an individual. The students who appeared for the selection process in any company usually have to go through the three most common steps of the selection process. The first step is a written test or aptitude test. The second step is Group Discussion and the third and final step is Interview.

Shortlisted students in the Aptitude test appeared for the Group Discussion and those who shortlisted in the Group Discussion will qualify for the Interview.

The group discussion is important because:

- It helps to evaluate whether an aspirant is a right person for the organization

- It helps to judge how participant behaves under different conditions in a group.

- It helps to know how the candidate conceptualizes and moves his ideas through the discussion.

- It helps in analyzing the candidate's attitude towards fellow members.

In today's complex nature of work, the teamwork is an essential element of business management and corporate work-sphere, a person's ability to perform well in a Group Discussion is very critical for a successful career.

How is Group Discussion Conducted?

At the time of selection process, there are usually 7 to 12 participants in a group discussion. This may vary according to company requirements and terms. The group of candidates is given a topic or a situation by the panellist. The panel gives some time to think and make notes about the topic. The participants of the group then discuss the topic among themselves in an allotted time period. The time may vary from 10 minutes to 40 minutes. Panellist observes every group member on various evaluation criteria and assigns score on their performance. Group Discussion process is observed and evaluated by the subject experts based on the discussions. The evaluation of the participants by the panellist mostly based on two broad perspectives i.e. individual competencies (content, analytical and reasoning skills, organization skills, communication skills) and Group Skills (listening skills, leadership quality, body language, group behaviour).

The meaning of Group Discussion has been explored in this chapter. In the upcoming chapters you will be able to know about types of GD, Process & Treats of GD, Do's and Don'ts of GD and important facet of the Group Discussion.

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Chapter 29
TYPES OF GROUP DISCUSSION

Introduction:-

Group discussions are of various formats – from very informal, like interaction between friends to highly structured, intellectual and challenging discussions included as part of a selection process. Well developed group discussion skills are very useful for day to day life of any person. We frequently find ourselves having discussions amongst family, friends and colleagues. This discussion may vary from very informal chats about everyday routine things, to the more serious topics, for example a discussion about a recent news story saw in news channel or a problem of personal life which is to be solved.

We are going to talk about the group discussions in this chapter which are very often being used in the recruitment process, the selection procedures or admission process in the national and international companies or institutions for short listing candidates. Group discussions can take a variety of formats, but the key skills for group discussion remain very same.

Never the less, group discussion offers great opportunities for two broad perspectives i.e. individual competencies (content, analytical and reasoning skills, organization skills, communication skills) and Group Skills (listening skills, leadership quality, body language, group behaviour). Hence, Group discussion skills are very useful for every student if he or she wanted to get the job through this process.

Types of Group Discussion

If you want to improve your performance in group discussion, you must have to know the different types of Group discussion. Group discussion understanding will help you to decide, your participation style during the session and participation behaviour while facing group discussion. There are different categories and formats of group discussion, but most of the group discussions are divided into following types, which are as follow:

Source - http://www.blog.myonlinestatus.in/playing-well-in-a-group-discussion/

1. Topical group discussion
2. Case studies group discussion
3. Abstract group discussion
4. Essay / Article group discussion
5. Role play group discussion

1. Topical group discussion

This type of group discussion is based on certain and specific topics which are practical and real. For Example: - Socio-economic conditions of India, Academic related likes, "How pollution is affecting our Earth?" "Is any Academic degree needed to become an Entrepreneur?"
These are further types based on their outlook:-

Factual GD: - This type of group discussion is very informative and required a thorough general knowledge of the subject with factual inputs. You must have actual data related to perfect facts and figures known before taking participate in the group discussion. For Example - Indian Economical growth during COVID - 19. There are also some topics which are not based on

physical presence but they are conceptual topics or intellectual topics. These topics design for test of thinking ability and the analytical perception of the candidate. **For Example -** Humanity.

Controversial GD: - There are so many typical topics which lead to be an argument. Such topics may be introduced in group discussion to test the candidate's patience and way of handling the situation in gentle manner. This controversial topic is a sort of mock session which is representing a wild situation in a company or organization. Here the experts or observer panel member of the group discussion is tested candidate on different parameters like handling the situation, patience, control on anger, body language, presence of mind, critical thinking ability, etc. For Example - Arranged Marriage Verses Love Marriage.

2. Case studies Group Discussion

As per the title of this type of group discussion is depend on various case studies which are portray a real-life conditions. The entire group is provided with a case study material before the discussion and given a few minutes of time for the preparation. In this type of group discussion, the group member has to give a solution for the given case study. Mostly topics for the case study are current affairs related. In the duration of group discussion, the candidates are solving the case study and experts are tested the qualities such as finding solutions to difficult or complex issues, techniques of analysis and way of thinking out of the box etc.

3. Abstract group discussion

Abstract group discussion offers no definite framework of the topic, and hence there is no definite direction to take in the discussion. Instead, the participants are required to interpreted the topic in their own ways and demonstrate innovative thinking in discussion. Such topics could be single word- such as 'RED', or short cryptic sentences, or even an image for that matter. With respect to the popular perception, any kind of Group Discussion is not necessarily easier or more difficult because the quality of response in either case depends mostly on the preparation of an individual and how he or she generally thinks. Few experts include this type of discussion in topical group discussion.

4. Essay / Article Group Discussion

In this type of GD you are provided with a text i.e. essay or article for discussion. The candidates are given normally 5-6 minutes to read an article / essay and then they start the further discussion on it. The purpose of this type of group discussion is not to win an argument or to

amuse your subordinates. The reason of a discussion is to coordinate to each group member, investigate and find personal meanings of a text through communication with other people. Most of our daily talk is full of descriptions in which we seek in one way or another way to disseminate ideas to other people. These ideas are probably concerned with what we know or see. A studying group discussion is far more provisional, even halting, in its headway, for it deals not with certainty but with search. A Candidate should pay attention to the phrases like "it seems to me", "I think, "I believe" to put forward his or her ideas in group discussion. Group discussion should not look for to conclusion; rather it should share out with stuff unresolved problems and find to help each member the sense that did not occur before.

For example- you are provided with news paper article on COVID-19 and have to discuss over the linguistic level of article.

Source: - (Adapted from A.W. Combs, The Professional Education of Teachers.)

5. Role plays Group Discussion

In this type of group discussion, the participants are given specific roles to play in the backdrop of a given situation. Within the structure of their role, the participants have to work out the problems innate in the condition given to them.

For example:- Imagine if you are given a role to play as Sub Divisional Magistrate (SDM) of a town, and situation arises like a covid-19 pandemic, how will you react to the situation arise?

These types of group discussions are check the working ability of candidate and decision making power for working in any difficult condition for concern organization. The students should know which type of group discussion they are participating from the given topic, how they have to discuss the issue, how do they talk, how do they put their points and how do they respect others view while putting forward his or her points in favour or oppose to the topic in such group discussion. In the next chapter, we will discuss the process and treats of the group discussion.

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Chapter 30

PROCESS AND TREATS OF GROUP DISCUSSION:

Group Discussion is one of the important processes in selection of the candidate in multinational companies. In organizations or institute GD (referred to Group Discussion) is used mainly to take decisions to complex problems which are most common in completion of various functions. It is a tool to increase the probability of success. For students GD is tool to demonstrate their soft skill apart from subject knowledge such as: communication skill, leadership quality, ability to work in team, listening skill, problem solving with critical thinking, body language and decision making skill. Nowadays GD is used as one of the screening step in the employment process of students to enter in their dream career. It is very important for students to be successful communicator in GD. Success in GD is very important for students, so it becomes essential for them to acheive mastery in skill of GD.

The process of formal GD for student is represented by following diagram including its various steps.
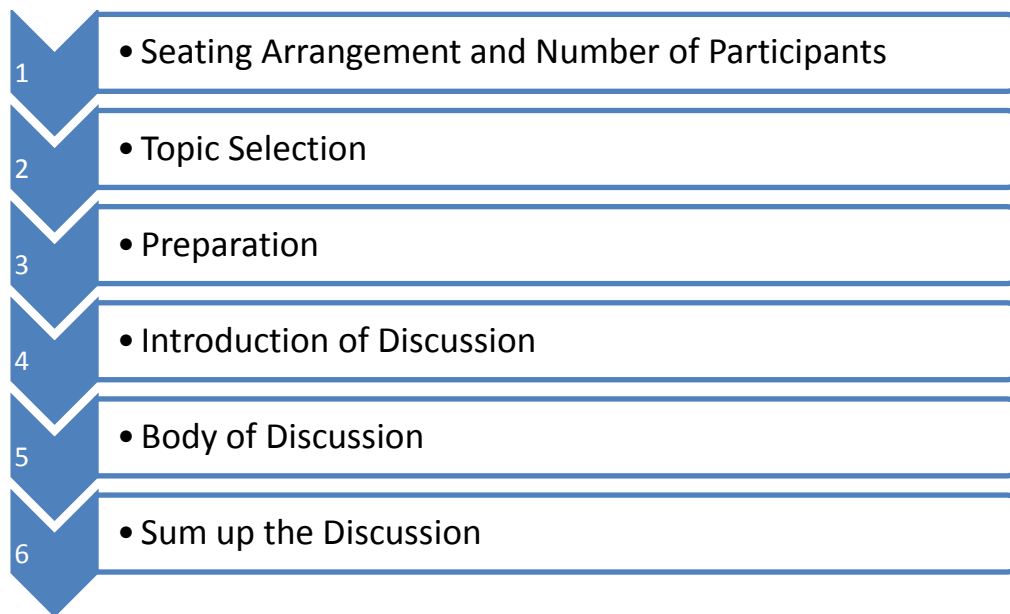
Fig. 1. Steps in the process of GD

1. Seating Arrangement and Number of Participants:

The process of GD starts with the number of participants. GD is considered as formal process of discussion among the group members for developing some solution to problematic area or issue. There should be preferably 7-12 members in the group and it is considered as adequate number for healthy and fruitful discussion on any topic. The members are sufficient to discuss the topic by giving 360 degree view to it. If numbers of participants are less than that for example 3-5 members in the group will be inadequate to discuss the topic from every angle. Even the purpose of discussion will not complete as the members may lack stock of knowledge. Bias opinion may develop among limited members which affects the probability of positive success. On the contrary if number of members is more than 12, it will make that group crowded which will certainly affect the potential conclusion of healthy discussion among the members and increase the chaos among members and delay the process of decision making.

After finalizing the number of participants, it is essential to make proper seating arrangement for them. There is utmost importance for seating arrangement in healthy and successful discussion. It is always suggested that participants in GD should seat in such style that will help to keep adequate eye contact and face-to-face interaction among the members. It makes discussion more convenient, effective and fruitful. Every participant shall be involved in the discussion actively and demonstrated all his traits of soft skill efficiently for productive result of discussion. The seating arrangement may be of following style:

A. Circular Mode of Seating Arrangement (Round Table or Oval Table)

Figure 1. Round table

B. Half Circular Mode of Seating Arrangement

Figure 2. Half Circular

C. Square/ Rectangular Mode of Seating Arrangement

Figure 3. Rectangular

It is also very important to discuss how the body language and posture of participant should be in discussion. It is generally suggested that you should have positive approach and proper dressing at the time of GD. Participants sitting posture should be formal and straight with reflecting confidence. It will be discussed in detail in the next chapter Dos and Don'ts in group discussion.

2. Topic Selection:

Second step in process of GD is to decide the topic to be discussed. In organization, GD topic is finalized well in advance of the discussion. But at student level GD, topic for discussion is given just before the discussion. It is customary that administrator or judge will give two or rarely few topics as options for the student level GD to the participants, out of that with mutual consent of maximum participant any one has to be selected for final discussion.

3. Preparation:

Pen and blank paper or notepad is allowed in most of the GD organized for participants. It is important for the participants to write topic name as soon as it gets finalized. He/she has to start the preparation about the discussion by writing the points. When the topic is finalized, participants will get 2-5 minutes to think on the topic and start the discussion. This is most curtail time as one of the participants; you should think on the topic and start to gather the points in positive side or negative side of topic. Then you should think in which side you may have more stock of information to discuss and put forth your opinion, positive or negative and start the discussion as per your information. If you have more information on positive side of topic then you have to present that side of topic or if you have more to talk on negative then introduce and go with that side. You may think that this is like debate but GD is different than it. In no book it is mentioned that in GD there should be discussion only from one side of topic as that of Debate. As GD is one of the tools of decision making, so it is important and ethical to present your view on topic from one side only. Otherwise it will be difficult to take productive decision at the end of GD. Other important difference in debate and GD is, in debate there are only two participants and in GD there are more participants. You have to collect all information related to topic in that specific allotted time of 2-5 minutes and keep points ready as guide to continue your discussion. Most important and essential component to keep upper hand in GD is by gathering information from your stock of knowledge about relevant facts, data, and

references from local, national and international level, and examples related to topic either of historical nature or current affairs.

4. Introduction of Discussion:

It is time to start actual discussion after preparation of topic which may be of 20-40 minutes. The discussion may vary from purpose and organization or institution. When it will start, any one participant has to introduce the GD by formal greeting and describing topic. It is suggested that if you have enough confident then to prove your first impression and leadership introduce the GD. You can introduce yourself very precisely in introduction with description of topic and start to present your facts and information by keeping positive eye contact and confidence unless other participant will not initiate to discuss.

5. Body of Discussion:

The most important stage to prove your topic knowledge and soft skill is the time in middle of GD after introduction. It includes communication skill, leadership quality, ability to work in team, listening skill, problem solving with critical thinking, body language and decision making skill. In this stage, you should try to present all information related to topic effectively by keeping positive eye contact and gestures, etc. Even it is very important to take notice of the other participant's information carefully which may give you hint for additional information to be presented from your side. While presenting in GD always remember that you have to show your leadership quality and ability to work in team. It also provides others the opportunity to play their role in GD and try to bind all participants towards your presentation. It will show your cooperation, coordination and leadership quality. You should always remember that in GD, it is the discussion among all group members in healthy environment, so try to participate in it without making any foul just as that of game of Hockey or Football where one player takes ball from the opposition hand without making any foul. Always avoid repetitive sentences, fake gesture and arrogance. Be polite and more informative with positive voice modulation.

6. Sum up the Discussion:

Last stage in the GD is to summarize and conclude the GD, the way may differ from other purpose or organization. Sometimes it may be asked to every participant to conclude or any one of the participants from the group. While concluding GD, the participant should wind

up by briefing about the information which you had presented and referring the information of other participant.

All above steps can be helpful for student to prepare himself/herself to perform effectively in GD to pave a path in his or her successful career. Every students should do more and more practice as per above discussion and explanation. In the next chapter, we will discuss about Dos and Don'ts in GD.

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Chapter 31

DOS & DON'TS IN GROUP DISCUSSION

Introduction:

Group discussion is one of important steps in selection process either for job or in admission for higher education, So aspirant must aware about what to do and what not at time of group discussion, That's why we are going to discuss about Dos and Don'ts in GD.

The following common rules regarding dos in group discussion are most important to success in Group Discussion.

➢ You must take care as you enter in group discussion because first impression is last impression so make sure your first entry is well planned with certain approach.

➢ If you are well aware with subject then initiate the discussion and give the direction to the discussion.

➢ You must be appropriate to the issue that means discussion must revolve around the subject.

➢ During group discussion make original points and support them with significant proof such as with reference to news paper or data by various agencies.

➢ Do listen to others participants very carefully and actively by nodding or simple smile.

➢ While making your point you must speak with a logical flow with few examples which support your point.

- You must take care about your statement. They must be accurate and precise.
- You must be confident while participating in group discussion by making eye contact with each fellow participant for few second while speaking.
- You must take care of your tone of speech; it must be clear with modulation in tone.
- During discussion you must be considered feeling of others while putting your point and listening others.
- Do wait for your turn to speak.
- Do talk with self assurance and confidence as it leads to your involvement actively in group discussion.
- Do participate in such a way that you will get as many likes, so that it establish good frequency with fellow participant which help you to take discussion in next level.
- You must be bighearted to take counter arguments gracefully.
- You must try to acknowledge the previous speaker before putting across your point of view which leads to interactive discussion.
- As said support your viewpoint with facts and data which is published in public domain and helps you to convey your message very effectively.
- You must show your ability to think universally by putting your point through various angles.
- You must know that with which point at what extent to proceed and where to stop for that you have to ready with exit plan.
- Sum up the main points of the discussion when required. This helps you to strengthen the flow of the discussion at critical points and also demonstrates your ability to be considered others point of view.
- You must be a good team member by your individual performance and collective efforts with your team as group discussion is not only about individual performance but also how your team performs like a cricket or football.
- Speak to your fellow participant with respect and dignity. This shows politeness in you.
- Whenever observers ask you to sum up, you have to summarize with main point of discussion which include not only about what you put forward, but also overall opinion of your team.
- Do respond in such manner which shows your ability to handle any stress situation effectively.

Don'ts in Group Discussion:-

The followings are the don't in the group discussion. Every participant should keep in mind not to do it in group discussion. It will certainly lead you back in group discussion.

➢ If you don't have any idea about the subject for group discussion in that case don't try to initiate the discussion which may leads to project you as an impulsive person with lack of planning and organizing skills.

➢ Don't speak for sake of speaking without a proper planning. This may leads to your bad impression on observers that you are just speaking which don't make any senses.

➢ Don't be shy, tense during group discussion which show you are not confidant.

➢ Don't keep yourself isolated during discussion which shows your inability to work in team.

➢ Don't interrupt others to put your point forward before completion of their arguments, try to get your turn then speak.

➢ Don't speak in favor you have to establish your position and take your stand firm.

➢ Don't changes your opinions due to others point of view which make your position in group discussion unsteady?

➢ Don't make fun others point of view on certain issues even if his arguments are comic.

➢ During group discussion don't engage yourself in sub group discussion which make cluster in team and there will lack of coordination among team members.

➢ Don't repeat the point made by you or others to support the views

➢ Don't use the material which not relate to current issue in group discussion.

➢ Don't not address to the panelist if you think you can impress them by doing this then you are wrong.

➢ Don't worry about some grammatical mistake you commit to put forward your point of view, if you think so that makes you more nervous.

➢ Don't show finger towards others because your body language is as important as your arguments

➢ Don't react with your fellow participant with loud voice or aggressively. This may prove your negative approach with poor interpersonal skills.

In Brief about Dos and Don'ts in Group Discussion:

Dos in Group Discussion	Don'ts in Group Discussion
You must talk with confidence	Be shy or nervous
Make eye contact with participants	Address yourself to the examiner
Start conversation first if you are aware of the topic	Start conversation if the topic is new to you, let start others and then join
Rise original point on given topic and support them with facts.	Repeat and use irrelevant material
Talk with logical flow with consideration of your previous point	Change your opinion
Listen your fellow group members actively.	Make fun of other participant
Acknowledge the previous speaker	Ignore others
Try to get your turn	Interrupt others to put your point forward
Modulate your voice and tone	Be monotonic
Make your sentence precise	Worry about grammatical mistake
Make others to speak ask them their opinion on certain points	Engage yourself in subgroup conversion
Respond	React

Reference

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2. https://youtu.be/FnuCCeHT6JM

3. https://gdpi.hitbullseye.com/MBA/Group-Discussion-Dos-and-Dont.php

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Chapter 32

LATEST TOPICS (SUGGESTIVE) & MOCK GD ON ANY ONE TOPIC.

(Source:-clipart library)

Group Discussion (GD) round will play an important role in every selection process. The GD round is a fundamental component for the final selection round in not only top National companies but also in Multinational company placement process. In any normal GD round, a group is given a specific topic on which they have to express their opinion, ideas and thought. Your opinion has to be well presented, well meaningful and not very opposing. How do you do

that? You have to read many topics before joining GDs it will help you to find information on various GD topics. Current scenario and well-known incidences are key references for GD.

General Topics

- Coronavirus: Impact on Indian economy.
- Information Centered Indian Economy: Critical for Development of India.
- Merging of Banks in India: Its impact on Indian Economy.
- Economy issues in Telecom Sector in India: Good or Bad.
- Key features of Union Budget of India: Budget 2020.
- Job opportunities in IT Industries: Future prospective.
- FDI's role in Indian Economy.
- Worldwide Basic Income: Is it good or bad for India?
- India's Poverty issue: Realities, Reasons, Effects & Solution.
- Role of Agriculture & its subsidies in India: Difficulties & Challenges.
- Revolution in Energy sources in India: Can India become prime source in Renewable Energy like Solar Energy and Wind Energy revolution?
- Banking Scams: Effects on Indian Economy.
- Engineering Industry Vs Agriculture in India – Future Prospective.
- Flipkart & Walmart Contract: Impact on Indian Economy.
- Is MBA necessary to be Successful in Professional Business?
- Transformation in Society: Cashless Economy.
- Automation & Artificial Intelligence, Impact of Technology on Jobs: Will reduce or increase Jobs in Industry?
- Current Globalization: An Opportunity or a Threat?
- Increasing Entrepreneurship Revolution: Start-up India
- Water Transport: Impact on economic development.
- RERA in Property dealing: Will it reinstate the trust of property buyers?
- SBI YONO: Banking Digital platform for all banking solutions.
- Decision of Demonetization: Achievement & disappointments.
- Slowdown of Indian Economic: An extensive problem, how to overcome it?
- Goods & Services Tax (CGST & SGST): Benefits on Indian economy.
- Indian Farmers' Income: Will India is able to increase it in coming years?
- Privatization of Public Sector in India: Will it enhance Indian Economy?
- India V/s China: Will India continue to be with China?

- Corruption in Indian Economy: Is it the basis of for Indian Economic slowdown?

- Make in India: India's future Industrial Hub.

- Natural Farming: Zero Budget

- Digital Media Vs Print Media

- LinkedIn Vs Facebook

(Source:-clipart library)

Current Affairs Topics

- CAA 2019 (Citizenship Amendment Act): For whom?

- NRC: Understanding in details.

- Decision on Article 370: Retraction & Reformation will open the doors of growth in Kashmir & Ladakh.

- Aadhar Number Link with financial institutions: Is Aadhar linkage compulsory a good or bad idea?

- Kashmir Crisis: End of war or what?

- Electric Vehicles Requirement in India: Is it needed?

- Paper Ballots Vs EVMs: Which one is better?

- Growing E-commerce business: Discounts are unsafe in long run?

- Bullet Train in India for transportation: Does India actually need it?

- Fake News: its impact on Social media in India unless checked.

- India's Mission to MARS: Can India encounter the expense of spending a wealth on such projects?

- Terrorism in India: Is this the value we have to pay for equality?

- Press/Print Media Freedom: Should there be some restrictions?

- US Trade Strategy: Is Trump forming World Trade War?

- Sensex: Reasons of fluctuation with reference to Economy and Society.

- Self-data Privacy: Safety is More Important than before.

- ISRO's Space Research Missions: Is it Waste of Money?

- One Nation One Election: Useful for India.

- India may become a Superpower in coming years: How?

(Source:-clipart library)

Social Issues Topics

- Plastic Ban in India: Environment Vs Economy

- Swachha Bharat Abhiyan: Victory is still at Large.

- Smart City Projects: will it give wings to development?

- Beti Bachao Beti Padhao Mission: Success story.

- Present Social Media: A boon or a bane for every individual and society.

- Retirement Homes: Views

- Open Spaces and Playgrounds unavailability Lead to Negative Trends in Children.

- Women Empowerment & Gender Impartiality.

- Internet browsing at Office affects efficiency/productivity.

- Nirbhaya Rape Case: Death penalties for culprits of crime against women. Will it reduce crime?

- Exploring by Travelling: Supports in Creating Ideas and Practical Learning.

- Free Metro Journey for Women: Is it a Political Gimmick or Step for Women Empowerment?

- Uniform Civil Code: Need of Today's Era.

(Source:-clipart library)

Abstract Topics:

- Frenemies: Friend and Enemies.

- Smart Work Vs Hard Work.

- Your failures: marching stones or your stumbling blocks.

- Ethics or Profit: Which is necessary?

- Zero (0)

- Black or Grey

- Work- Life's necessity.

- Famous vs Significant.

- Oxygen or Water

- India is the best: How?

- Consistency & Patience: An asset in Business and Management.

- Invention Vs Innovation: What is more significant?

- Change: is the only continuous.

- There are no facts only opinions: Fact Vs Opinion:

- Follower or Leader

- Execution or Strategy

- Ethical Manager or Effective manager

- Gender bias in showing Women in Ads.

- Industrial Revolution 4.0

- Job opportunity to non-IT student's in IT sector: Should it be allowed?

- India & Pakistan relationships

- India's main role in its neighboring countries

- Disaster Management in India

- Higher Education in India

- Crimes in India

- Nationalism vs Regionalism

- Job Placement scenario in India

- Mental illness in India

- Unemployment issues in India

- Illiteracy in India

- Modi government's last 5 years

- Child marriages in India

- What is the biggest problem that India is facing now a days?

- Entrepreneurship Vs Job

- Water pollution in India.

- Air pollution in India.

- Population in India.

- Attendance criteria of 75%: Is more for engineering students?

- Digital Revolution: Pros & Cons

- Public places covered by CCTV cameras: Are they operational or just an invasion of secrecy?

- Healthy/Fit India Movement

- Retirement age for politicians in India: Should be applicable or not?

- Are advertisements beneficial or not?

- Can illiterates be given driving licenses?

- Role of Cricket in India: Should it be there as a priority game?

- Inexpensive Healthcare in India

- Present Education System in India

- City vs Village

- Privatization will lead to less corruption.

- Ban of Alcohol in India: Pros and Cons

- Paperless office: could it be a truth?

- Better Parenting style : Eastern vs Western

- Should attendance be made compulsory for students?

- Is India safe for women?

- How can India Pakistan relations be improved?

- Impact of Video games on youth

- Digital payments in India

- Role of engineers in disaster management

- Free Wi-Fi Spots – Beneficial or not?

- Student Suicides – What are the root causes?

- Is online piracy unavoidable?

- How can we stop 'Honor Killings?

- Thinking of youth on Generation Gap

- E-waste management: solution

- Should Chinese products be banned in India due to COVID-19?

- Impact of Social Media on youth's habit.

- Money is honey: Need or Priority?

- Role of ethics in business

- Physical Education in schools: Should it be made compulsory?

- Political Parties in India: Should it be brought under RTI Act?

- "NOTA" option in elections voting: Does it really make sense?

- Is internet curbing youth's creativity?

- Are celebrities treated unfairly by media?

This is the list of Group Discussion topics mentioned above. All these topics are relevant in 2019-2020. Here you can refer above topics for group discussion. You can also select topics related to your preparation.

(You can search details about any topic by searching sites.)

Mock Group Discussion on Current topic

(Source:-clipart library)

Topic :- India's preparation to face COVID-19 Epidemic.

Theme:-

- In Wuhan city of China, COVID-19 was first detected in December 2019. Till now it has spread to more than 213 countries. Above 40.70 Lacs people were affected by the corona-virus outbreaks and the death count has crossed 3,15,000.

- In India, 96,169 people have affected by the disease as of now (18th May 2020).

Country Name	Confirmed cases	Recovered Cases	Deaths
🇮🇳 **India**	96169	36824	3029

(Online Information till 15/05/2020)

- It is contagious type of disease caused by a latest discovered coronavirus.

- Maximum people who fall sick due to COVID-19 will feel mild to high symptoms and recover without special treatment for this disease.

- There is no medicine invented till date for Coronavirus.

- All Countries are trying hard to recover from this Coronavirus outbreak.

- The Indian government is taking several decisions to avoid the outbreak and increasing healthcare systems to handle the new coronavirus cases. But are we really ready to handle this COVID-19 outbreak in India?

Steps against Coronavirus by the Indian government:-

Preventive Steps

During the virus recorded worldwide, the Indian government took positive measures to control its spread in our country. It conducted large initial testing and screening and mandatorily stopped International flights and other travelling modes. All across the Nation borders were sealed, and railway transportations were suspended.

Further, all schools, colleges, temples, other Worship centers, malls, clubs, gyms, hotels, community celebration halls, etc. were closed. But due to the increasing numbers of infected patients in India, on March 24, the Prime Minister declared a whole 21-day lockdown for the entire places in the nation, prohibiting people to go out of their houses. This act, thus, severely controlled the community spread of the coronavirus. By the other side the lockdown is expected to affect more than Rs. 20 lakh crores from the Indian economy.

Informative Steps

To control the growing panic situation and to distribute feasible information, the Indian government starts providing accurate information on the coronavirus, its spread, preventive measures, advices, guidelines, registered cases, death tool, helpline numbers, etc. on the Indian Ministry of Health's official website.

Medical Steps

The Indian government has entitled more than 200 centers including private laboratory across the country for the diagnosis and treatment of coronavirus. As per the WHO estimation, there should be 3 beds per 1,000 persons while India has up to 0.7 beds per 1,000 persons. Thus, to provide for extra isolation wards, the Indian government transformed 25,000+ railway coaches into isolation stations for quarantine as well as infected patients. Meanwhile, the centre Government has also started few steps to find a vaccine for this pandemic.

Financial Steps

During this epidemic situation in India, the Reserve Bank of India started emergency actions by cutting various interest rates to a record low to increase liquidity in the economy by over Rs. 3.7 lakh crores. It also declared 3 month EMI moratorium from banks and financial institutions which deals with various loans like home loan etc., as well as given relaxation for taxpayers by giving deferment in ITR and GST filing dates until June 2020. It also helps low-income families, daily wage labours and migrant workers manage with this situation. The Indian government has issued relief packages in the form of food and direct cash transfers, opened shelter homes, and other safety and securities.

The Indian government is continuously trying to overcome coronavirus.

The present situation in India:-

Nowadays, India is more helpless to epidemics situation because of its high population density, unfortunate and unequal healthcare services, poor quality sanitation facilities in slum area and fast growing internal movement. Still many people in India do not have entrance to PHS (primary healthcare services). Even the present numbers of hospitals are not capable to handle a rapidly high number of patients at a time. There is a deficiency of healthcare specialists in India.

Conclusion:-

Till now, the government has effectively prohibited the epidemic and has quarantined the patients. If the quantity of patients increases, it will be very problematic to stop the further

spread of COVID-19. Not only COVID-19 but there is a probability of other pandemics diseases in future. Therefore, to challenge this kind of circumstances, India should expand its healthcare facilities. Making our healthcare structures is the need of the hour.

References:-

1) All images source: www.clipart-library.com

SECTION 08
RESUME WRITING

CHAPTER 33
Functions of Resume by
Dr. Umesh Chapke

CHAPTER 34
Types of Resume by
Dr. Mangesh Adgokar

AUTHORS

CHAPTER 35
Formats & Section
Headings by
Prof. Amol Karmarkar

CHAPTER 36
Sample Resume Course
Specific by
Prof. Amol Karmarkar

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Chapter 33

FUNCTIONS OF RESUME

Introduction

Availability of Skilful candidate is a worldwide big issue for Employer. In contrast, Awareness about one own skills is big issue worldwide for job aspirants. Presentation of one's skills in very impressive manner is the master key for one's success of life. When a person or a student, standing on his/her life's threshold for searching a suitable job for his/her skills amongst many career professions; one question arises, that how could present self? The only way to answer this question is systematic presentation of one's Data about core skills. We know such presentation is known by various names like Bio-data, CV, Resume, etc.

Person can represent himself / herself on paper by various ways. There are 10 accepted forms of writing personal information for various jobs. These are:

1. Chronological Resume – Suitable for experience person

2. Functional Resume – Opted by career Changers of inexperience person

3. Combination Resume – Utilized best of benefits of above two types and widely used

4. Target Resume – Presenting information for specific profile

5. Bio-Data – South Asian Countries format of representation

6. Info graphic Resume – Preferred by creative people

7. Non-Traditional Resume – Presentation on other than paper media

8. Mini Resume – For experts and Personal Relationship purpose

9. CV – Curriculum Vitae – For academic Oriented people

10. Federal Resume – Customized by employer or government agencies

We deal with these Types of Resume in details in the next chapter.

Essence of writing resume is truthfulness of personal data and hardcore ownership of mentioning it. Meticulous planning is required prior writing any resume. Writing a great resume of any type mentioned above will involve several steps. It includes: Collection of personal data related with Academics, Professional & behavioural Skills, Achievements, Strength and Weakness Analysis and activities executed in school / college tenure; Identifying golden points; Selections of Format / Design of Resume; honing Narrative; and Concentrating towards the finishing touches on Style and Designing Elements. Each and every step is equally important; but in which order you maintain the sequence of them can greatly increase your efficiency and the quality of your final product – **"Resume"**.

Suggestive contents of Resume are: -

1. Your Identity information, Communication Information

2. Career Objectives / Summary Statement

3. Academic Qualification, Professional Skills Behavioural Skills

4. Working experience if any with details of job roles and responsibility

5. Project executed, Trainings, Workshop attended with learning.

6. Details about engagement with Society and other relevant information which describe you

Apt selection of Structure or Format plays an important role on effectiveness of Resume. Resume shows clear picture about professional experience through the knowledge and ability/ capability.

The details about Contents, Formats, Section Headings and Sample Resume will be discussed in chapters ahead.

Let's get into the understanding of world of Resume.

Resume? What?

The word Resume is French word, which means a person's summery. It's a skill full document which is created by a person to present his background, skills and capability. It is educational, professional data. It is generally used for business industry, government and non-profit job. It is a synopsis of most suitable professional experiences to the job for which you are applying. It can be changed according to the job. The person in career life span presents self throw his data with one of the form of Resume.

Resumes use…. How?

In an event of searching for a job, Resume works as a powerful weapon to make a favourable impression on a prospective employer. As first impression is the last impression; resume is often the first impression that shows how much potential one is having as employee. For this reason, it is often referred to as one of the most important step taken during a job search.

Resumes importance…. Why?

If your resume may not make an impression on prospective employer; it is likely to stop considering you as a suitable candidate for the job. Employer may offer / move on to other candidates who have provided better resumes than yours.

Resume works as a tool for marketing yourself and your skills. It is a document which mentions your education, skills and accomplishment. It is helpful to potential employer to know about yours' experiences and yours' usability for company, management or Industrial success.

Resume When..?

A person with fulfilled Qualifications, Skills, Experience and Abilities presented self in summarized form and applied for the position in organization; qualifying for further process of selection is solely depended on the piece of paper often called as Resume. It is a decisive factor whether you are in or out of process of selection.

Functions of Resume:

Candidate's View Point: -

1. Facilitate to **narrate your journey** of upbringing in systematic manner.

2. Resume is an **authentic document** giving information about yours **in absences of you**.

3. Introduces yourself by following manner

   ➢ Personal Information says about name, date of birth, gender, caste, religion, nationality, address, contact number, Email id etc.

   ➢ Skills shows yours ability to do job related activity i.e. photographer, gardener, debater, programmer, draughtsman, Designer, Analysts, Sales Executives, etc.

   ➢ Educational qualification shows your degrees, diplomas, certificates etc. from where you are acquired it.

4. Your Resume is an **advertisement of yourself**.

5. Resume is also treated as your **Visiting Card**.

6. The usually accepted Function /Purpose of resume is to **impress employer and get call for interview.**

7. Resume is strong **way of communicating** yourself as you are most potential candidate suitable for the job you applied for.

8. Well drafted resume can set the mode of interview as **interviewee driven interview.**

9. Resume serves as ready to use information to fill data in various form in the process of Employment i.e. filling personal information in the employment form prescribe by employer.

Other Stakeholders Point of View:

1. Employers use resumes to get a deeper understanding of candidate's Education, Professional & Behavioral Skills, Strengths, Experience and Overall Personality. This allows them to move forward to recruit best available candidate.

2. They can get idea about Fresher's abilities and spectrum of work that candidates' can capable enough to do.

3. Resume assists in taking decision regarding calling a candidate for further process of selection.

4. Resume helps in screening of candidates into eligible and not eligible category.

5. Irrespective of stage of Interviewer either Technical / HR/ Management, Resume helps Interviewer to design questions to be asked to candidate in interview.

6. Before Interview begins Resume helps the Interviewer to get a snapshot of candidate's information so that interviewer can plan strategy to conduct interview of candidate.

7. Resume is the check list for the Interviewer to cross check the contents specify in the resume by asking related question during interview.

8. Resume with or without covering letter serve as First Document for Employer about potential employee for reference in proceeding of selection process.

9. In scenario of overwhelming response for particular profile / Job Post, Comparative analysis based on information provided by candidates in Resume greatly help to shortlist candidates and help to call for better candidates in manageable count.

10. Resume significantly helps to HR people of company to schedule the interview process and efficient conduction of recruitment process.

11. For all stakeholders including candidate, Resume saves time in the process of employment.

Concluding Remark: -

For Fresher (candidate who is in the final year of academics or want to change the career with no experience) should give sufficient time for preparing Resume. Execute the steps to prepare Resume in very thoughtful manner. Reiterate the resume preparation process until you come up with impressive and effective Resume which is the key for opening a door of employment you are interested in. While writing resume focus will be on employer's expectation for the job role you are applied for. Your Resume must fulfill sole purpose of getting a Interview call from employer

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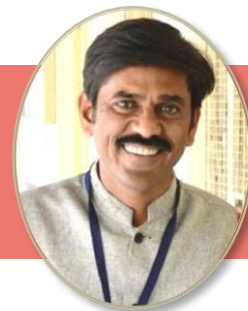4. https://theundercoverrecruiter.com/purpose-resume/

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Chapter 34
TYPES OF RESUME

Your resume must be an appealing synopsis of your professional strengths and achievement. Your goal is to provide a one-page representation of your qualification and accomplishments. The basic goal of your resume is to get you for interview and then selection for the suitable job. So it is most important for job seeker to select proper type of resume. It can sell your skills and your value for the job you are applying for. It is most essential to choose your resume format properly and wisely. Your proper individualized resume must be suited for the job for which you are seeking. When preparing your resume, your task is to show that you have the skills and experience that employer needs. Your ideal resume should be a well-ordered, well-written and even visually- appealing to employer for your credentials. Such type of resume certain will give you interview call and any worthy prospective employer will appoint you in his company or institute. One should keep in mind even they are fresher who completed their graduation recently; you should focus sincerely on those things which indicate that you have required skills for the position. Once you have your proper information down, you should decide what type of format to use.

There are Ten Types of Resume:-

There are ten types of resume format: the most traditional and common are four -

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chronological, functional, combination and targeted, one Indian format bio-data, other five are more advance format and used worldwide included- Infographic Resume, Nontraditional Resume, Mini Resume, Curriculum Vitae and Federal Resume. All types include certain essential information: You must provide your basic personal data (name, address, phone number and an e-mail address) and your qualifications for employment.

1. Chronological Resume:

This is the most popular and preferred format. It places information in reverse chronological order with the most recent position listed first. Employers believe on this format because it can prove a candidate steady and progressive career graph with year and employers. The chronological resume consists of a candidate's work experience with time frame - beginning with his/her recent employment and the work of his/her to earlier employments. Every entry of job in this resume includes the name of the employers, dates of employment, and nature of the position and responsibilities held. Recent graduates should list their education in separate category above their work experience if they have, as this is probably both their most significant and most recent qualification. Thus the focus is on time, job continuity, growth and achievement. This type of resume works well for job seekers to higher post with a strong, solid work history. You should consider a different type of resume if you are starting your career or if you are switching career fields.

2. Functional Resume:

A functional resume focuses on skills, credentials, and accomplishment over the course of all jobs you held rather than chronological work history. The functional resume mainly organizes and tabulates your experience of work by the skills and abilities that you developed during your learning and working. It does not include the chronological names, dates and places of your previous employment. Emphasis is on what you did, not when or where you did it. It emphasizes your experience in special areas especially your accomplishment, qualifications and experience. In functional resume, you should write professional experience or achievement section at the top of your resume which will demonstrate your various skills that you have developed over the years. You should not write 'work history' section in this resume. It is used most often by people, who are new to the workforce, have limited education, limited work experience or lack of work experience or experience in a different field, or who are changing careers or who have gaps in their employment history. You can highlight your skills and

qualifications rather than limited work history and can secure suitable for the job. This format is not considered highly authentic by many employers for a variety of reasons.

3. Combination Resume:

A combination resume as it is suggested with its name is an ideal format of combination of a chronological resume and a functional resume. In other words, it is a combination or a compromise of the two concepts. It uses a career profile, which is a functional style listing of relevant skills and accomplishment, focus and abilities at the beginning and then proceeds to describe the vital employment information and educational histories in reverse chronological order toward the end. You have to write at the top of your resume the list of your skills and qualifications. Below this is one's chronological work history. You should not focus the work history and list of employers. The sole purpose of this resume is to highlight the relevant skills and provide your chronological work history that you possessed that are relevant to the job for which you are applying. It is expectation of the most of employers to identify your chronological work history in your resume though it is not very extensive and lengthy. This type of resume certainly assist to highlight the best skills as well as qualifications which can be fitted for the job along with the providing all the information that employers want.

4. Targeted Resume:

A targeted resume is a resume that is adapted to highlight the experience and skills purposefully you have that are applicable to the job you are applying for. It takes more work to write a targeted resume than to apply with your existing resume only. Writing a targeted resume takes considerably longer time, because you need to research each company and write your resume to meet each job description's requirements to them. When the jobs are relevant with your qualification and experience that time the targeted resume is most suitable and perfect match. This resume is considered the most time-consuming, but can generate the best result as the qualifications and experience you have that may suitable for the job. While writing an effective, you should read through the job posting. It will contain skills, job duties, and requirements which you should use as key words on your resume. For example if company asks for computer or audit accounting knowledge and that you have, you should highlight that properly. Fresher can apply targeted resume according to the skill they have instead of applying anywhere.

5. Bio-data:

As per Oxford Learner's Dictionaries Biodata is 'an information about a person and about what they have done in their life.' It is an abbreviation for the term biographical data and has separate identity as resume. A biodata is used instead of a resume in various regions of South Asian countries such as India, Sri Lanka, Afghanistan, Bangladesh, and Pakistan. It is typically 1-3 pages long along with photograph. A Biodata focuses on personal particulars in addition to educational and professional experience. It typically includes detailed personal information such as date of birth, gender, religion, race, nationality, marital status, residence, parents' names, names of your children and siblings, languages spoken, etc. Some formats even call for a photo, as well as information about your physical characteristics, such as height, weight, hair and eye color, and complexion. In other settings, a biodata may be used as a supplement to a resume or a C.V. when the employer is seeking more detailed personal information about the applicant. Some Asian countries use it as a marriage biodata to present the personal profile of the candidate for the marriage to a probable marriage partner family. Marriage biodatas, also known as matrimonial biodatas or marriage resumes, are often used in countries where arranged marriages are still common, such as in India and Pakistan. The purpose of this is Biodata is to inform other family about the marriageable boy or girl and to sort out some of better candidates who can be suitable for their family and status. A matrimonial biodata includes extensive information about the individual, and is designed to help the recipient determine whether or not the individual would be an appropriate marriage partner. One of the characteristics of this marriage biodata is to focus on the personal traits of a candidate and family background to find more eligible and suitable life partner.

6. Info graphic Resume:

Info graphic resume is used graphics and other visual elements to present your professional details in addition to or instead of text. An effective way to get more employers engaged and fascinated by your profile is to create an info graphic resume. A traditional resume can be used only text and number to list work experience, education and skills of a candidate. But in the world of advance computer technology one can use his more creative technique to highlight his work experience in an info graphic resume. One can use proper layout, different combination of colors, attractive design, formatting, suitable icons and font styling to demonstrate his specialized creative skills along with qualification. But this resume most probably should use by an aspiring graphic designer and engineer students. If you can use an

info graphic resume, you can talk about your design skills and demonstrate them at the same time. This resume gives an opportunity to creative candidate to demonstrative his qualifications and skills in a visually engaging way. Around 75% of companies use or plan to use resume reading software called applicant tracking systems (ATC). Many graphic elements used on this type of resume are unreadable to an ATS. So you should use an info graphic resume if you are applying for a graphic design job, or you are certain the company doesn't use an ATS. Otherwise, a plain-text resume works fine. Even it will better, if you posted your info graphic resume on your social media and personal sites. Now, Company are checking applicants on social media, visiting their personal sites, and accepting more creative job applications. Creative resumes are an excellent tool for job seekers to use in addition to a traditional resume, and in some cases, when done correctly, an exceptional info graphic resume can replace a traditional resume. You should keep in mind that while info graphic resumes are effective among the right employer, they are not meant for every professional field.

7. Nontraditional Resume:

There are many types of resumes that can be categorized as nontraditional for example video resumes, online portfolios, personal websites. A Nontraditional Resume may include photos, graphics, images, graphs, and other visuals. This resume can be online resume or with info graphic in a physical form. This resume is the best example to demonstrate your skills and work experience. It is an idea resume for creative people who want to exhibit their creativity in designs and architecture, fashion designing or to create web pages. It can be a good way for a candidate to stand out from the crowd in professions like designing, web design, engineering, architecture, fashion designing, printing, films, media and more. You can use a non-traditional resume if you are applying for a job that will require the same skills used in making the resume. For example, a video resume can help you to show your creative skills in video editing and photography.

8. Mini-Resume:

A mini-resume is a highly condensed version of your full resume. It is merely an opportunity to present your profile in the form of handout to someone that needs such candidature. It contains a brief summary of your career highlights and qualifications. It focuses only on your important accomplishments. It is not the presentation of a complete account of your education, experience and achievements. It only presents the information that related to

the post you are applying for or the company where you would like to work in. This is not accepted in the form of formal job application. It is supposed to give at job fairs or networking events like a business card when you are meeting with executives of several companies and need to submit many copies to them. You can use the mini resume when you are networking and want a contact to pass on your information to a hiring manager or recruiter. Your goal is to provide the basics a company needs to decide whether it should pursue you as a candidate. It provides more information to potential employers than just a business card with your contact details would. This type of resume is not well-defined like other types. It can be like a business card in handout pattern or a notepad paper size which demonstrates a brief version of your complete resume. If you are looking for a new job and are attending networking events or industry conferences, take a mini resume with you. This type of resume can helpful for those who are freelancer and would wish to provide their service to the company for time bound period for certain expert work.

9. CV or Curriculum Vitae:

Curriculum Vitae has separate distinctive quality as resume, but can be used short CV as a resume by many aspirants in the beginning of their career. A CV is similar to a resume, but it's not exactly the same. A CV or Curriculum Vitae, a course of life in Latin is an in-depth document which describes the whole course of your career in full detail. It is a biography of an individual's academic background, professional experiences and achievements. It is a detailed and comprehensive description of your academic credentials and achievements. For a start, it's much longer at least three pages, if not more. The CV covers your education as well as any other accomplishments like professional career, publications, research, awards, honours etc. A CV is used only for academic applications and research-oriented job searches: academic jobs, grants, research fellowships, etc. A CV is absolute personal information that describes increasing graph of your academic career in your specified field. We can consider the CV as a comprehensive document which describes your academic qualification, professional experiences, all your personal achievement and all the research publication, articles and awards. It is organized chronologically to get an outline of candidate's full academic career. But it is necessary to update your CV every time to add your new academic qualification and achievement in it if there are any.

10. Federal Resume:

A federal resume is also one of the types of applications is used for a job only within a federal government. It includes a detailed description of your experience of work and qualifications as per the requirements of a federal job announcement. It is compulsory to all applicants in a federal government to align with government policies and procedures for hiring. The applicant should provide specific information regarding him and his previous work experience. This type of resume is specifically written for hiring managers and human resources in federal government. Otherwise it is still includes your academic qualifications, experience, background and personal details with usually between four to six pages. The format of federal resume is different than those for a professional resume. It has different page length, details of your educational background and must follows the rules and policies of the government to make your career there. When we think of the federal resume, it is completely differed than the traditional resume in many ways. Additionally, federal resumes contain a variety of information specific to jobs in the public sector, such as your GS grade, security clearance, and citizenship information. You should use a federal resume if you are applying to any job with the US federal government. If you are applying in Federal government, you should submit additional details about your background and experience for investigation purposes. It certainly comprises your information like citizenship status, federal salary grade, security clearance and more federal government job requirements. These elements help hiring managers to assess you for specific positions and the government entity you are applying to. If you are applying in within US federal government, then you have to use this format.

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Chapter 35

FORMATS & SECTION HEADINGS

Once having understood of purpose, functionalities and various Types of Resume let us move further getting understand various SECTIONs of the Resume. Being Fresher *(An Individual Pursuing Final Year / Recently Graduated with Limited / No Experience)* one must acquaint with these sections and contents to be describe in the specific sections. In Indian context especially for FRESHER the Combination Resume format is preferred. Some sections follow chronological format but Functional format is predominant with having tinge of Bio-Data & Federal format. Following is the exhaustive list of sections that a typical Resume for Fresher contents: -

1. Photograph, Name and Contact Information

2. Career Objectives / Summery Statement

3. Academic Qualification

4. Technical Hard skills and Soft Skills

5. Trainings and Workshops

6. Internships

7. Projects

8. Volunteer Activities

9. Achievements

10. Strengths

11. Weakness

12. Interest Areas / Hobbies

13. Additional Personnel / Miscellaneous Information

14. References

15. Declaration

16. Date, Place & Signature

Let's discuss in details

1. **Photograph, Name and Contact Information**

Now a day's resume requires a **profile photograph** for identification. Preferably photograph should be on the college uniform or in professional wear and of passport size.

Name represents the candidate to be called by. Preferably it should content the text same as on the official documents (Format should be *First Name, Middle Name, Surname*)

Contact Information may include **Mobile Number, E-Mail Id**,

Social Media addresses (like LinkedIn, Tweeter, Instagram, etc.) Personal websites, Personal Blogs gives the professional touch and candidate can portray personal professional brand

Local Address In case of candidate applying to non residence location and do not forget to mention **Permanent Address** i. e. remember the roots. In case of candidate is applying in the location where s/he resides in then put only **Contact Address** which is permanent address.

Example: -

Ankit Arun Lohe Shishak Colony, Amravati Pin:444605 B.E.- Computer Science and Engineering Email Id: ankitlohe99@gmail.com Mobile No: (+91)9545076338, (+91)9518702523 Twitter Handle @ankitlohe LinkedIn: - ankitlohe Instagram: - ankitlohe	

2. Career Objectives / Summery Statement

It describe who you are, what are your career goal, how you are best suited candidate for organization you applied. It also conveys your knowledge, Skills and passion for the role you applied for. Some Keywords must be utilized in the texts which are often recognized by organization: - Entry Level Position, Challenging / Dynamic Environment, Progressive organization, Contribution to organizational growth and success, Problem Solving, opportunity of working, etc.

Ultimate objective is candidate's objective get mapped with organizational objectives thus career objective may get change as per the organization and Job role applied for. Career objective / Summery statement should be a paragraph of maximum 4 to 5 statements. Some people may write in bullet form but should not be more than Three (3) objectives. It is recommended that specificity should be avoided. Objective should be in general in nature so that applicable for wide range of job profiles and organizations.

Examples: -

Career Objective

Look for to work in the dynamic environment with maximum potential to seek an opportunity to work with enthusiastic group of people to contribute in growth of organization along with my professional skills & experience.
Seeking to be a part of progressive organization that gives an opportunity to learn and imply my professional knowledge and skills for organization growth and key contributor for its success.
To work in an organization which facilitate and value contribution through initiation, thoughts & actions in line with company vision thus achieving self development by playing significant role in building organization.
A self motivated, target oriented, and time bound person looking for a challenging opportunity to start my career and grow with the company.
To be part of a top-notch team of professionals working in an environment that provides continual intellectual challenge and to apply and enhance my knowledge and experience in efficient management skills and problem solving methodologies in order to contribute to improve the efficiency, competitiveness, and growth of the organization.

Summary Statement

Recent college graduate with a major in business administration and a minor in accounting seeking entry-level position as a Junior Accountant with a medium- to large-sized accounting

firm that I can grow to senior level positions within. Highly motivated professional who earned high honors throughout college and contributed to year-end audits and forecasting with special recognition from the senior accounting team during my internship.

3. **Academic Qualification**

This section contents the academic qualification the candidate possess written in reverse chronological order either in tabular way or bullet points

Example: -

Course	College / School	University / Board	Passing Year	Percentage / Grade / CGPA
Bachelor of Engineering (BE) Computer Science & Engineering (CSE)	H.V.P.M's College of Engineering & Technology, Amravati	Sant Gadge Baba Amravati University, Amravati	2020 Pursuing	Aggregate till 6th Semester 71.33%
Diploma in Information Technology	Government Polytechnic, Washim	Maharashtra State Board of Technical Education - MSBTE	2016	77.47%
Higher Secondary Certificate – H.S.C	Shree Brijlal Biyani Junior College, Amravati	Maharashtra Board, Mumbai	2013	49.33%
Secondary School Certificate – S.S.C.	The Manibia Gujrathi High School, Amravati	Maharashtra Board, Pune	2011	69.09%

- Pursuing Bachelor of Engineering in Computer Science & Engineering (CSE) from H.V.P.M's College of Engineering & Technology, Amravati affiliated to Sant Gadge Baba Amravati University, Amravati from with Aggregate till 6th Semester 71.33%
- Diploma Holder in Information Technology in the year 2016 from Government Polytechnic, Washim affiliated to Maharashtra State Board of Technical Education – MSBTE with 77.47%

- Secured 49.33% in Higher Secondary Certificate – H.S.C from Maharashtra Board, Mumbai in the year 2013 from Shree Brijlal Biyani Junior College, Amravati
- Secured 69.09% in Secondary School Certificate – S.S.C.from Maharashtra Board, Pune in the year 2011 from The Manibia Gujrathi High School, Amravati

4. **Technical Hard skills and Soft Skills**

This section expects contents related with Technical Hard and Soft skills possessed by candidate required to deliver the Job Role s/he applied for. In this regards entry level Job Roll must be thoroughly understood and mapped with Skills acquired during the education tenure by means of various trainings, workshops, internships attended along with various social, volunteer and extracurricular activities conducted. In general candidates write down the Hard and Soft Skills they possess irrespective of Job applied. Thus contents depend upon education that candidate is pursuing and environment s/he was exposed. Computer literacy is the essential Hard Skills and Problem Solving; Communication & Presentation skills are essential soft skill to be included in the text.

Example: -
Candidate Applied for Information Security Profile
Technical Skill: -

- Security: - Advance user of Vulnerability-scanning, Malware Analysis ,Packet Analysis, Log Analysis, Memory Dump, Penetration Testing.
- Systems: - Experience working in mixed Windows, Kali Linux, Red Hat.
- Programming: - Knowledge of Python, Java Script.
- Server :- Amazon Web Services, Google Cloud

Soft / Personal Skills: -

- Strong analytical and people management skills.
- Excellent verbal and personal communication skills.
- Accuracy and Attention to details.
- Passion for constant improvement.
- Ability to take sound decisions.
- Excellent organization and prioritization skills.

5. **Trainings and Workshops**

This section dedicated for all Technical and Non-Technical Trainings and Workshops attended actively to acquired Hard and Soft Skills mentioned in above section. Text mentioned in this section must have proof of Attendance / Participation / Assessment in form of Certificate / Letter / Mail.

Example: -

- Participated in Smart India Hackathon-2020 an Idea Competition held on 18th January 2020 organized by MHRD and IIC of XXXXXXX College of Arts Science & Commerce, Akola.

- Participated in Soft Skill Development Workshop 2019-2020, Jointly organized by Students Development, Sant Gadge Baba Amravati University and XXXX College of Engineering and Technology ,Amravati from 10th Oct 2019 to 13th Oct 2019.

- Participated in "Hackathon 2019" by conducted XXXXXXX College Of Engineering, Aurangabad and organized by NETMONASTERY Pvt. Ltd. Mumbai on 16th and 17th Feb 2019.

- Participated in "Prajwalan 2019" in Tekshetra , Encipher and Mystryhunt competitions on 1st Feb 2019.

- Certification in "personality Development" from Lila Poonawalla Foundation, Pune on 21st Aug 2018

6. **Internships: -**

It is presumed that the technical hard skill generally acquired during internship. Candidate as Fresher can get Technical Experience during internship. So it is recommended that candidate at least attend one internship. Internship may have form of Summer, Winter or Part Time during curriculum. It may have stipend or non stipend. Stipend Internship has more weightage than other thus have high priority in the list. Internship description contents its title, contents, duration, learning, and sponsoring company / organization.

Example: -

- Completed a one week Winter Internship in **"NETWORK RECONNAISSANCE,VULNERABILITY EXPLOITATION AND INFILTRATION"** organized by Resource Unit for Defense, Resilience and Analytics(R.U.D.R.A.) and Science & Technology Promotion Council of the Alumnus Trust(SATPC) from 19th to 26th December 2019.

- Completed 200 Hrs. Part Time Internship in **"Python & IOT"** at OBDURATE Technologies Pvt. Ltd, Amravati during July to October 2019. Received Consolidated stipend of INR 10,000/- (Ten Thousand).

7. **Projects: -**

This section is very important from interview point of view. Interviewer check the technical knowledge by asking questions based on this section. Project description contents Project Title, Project summery in 3 to 4 statements, Technology Used, Group Strength, Your Role. In case of Sponsored project additional details required to mentioned like Name of organization, Funding allocated, Stipend received, etc.

Example: -

Project Title: - DNIF for security analysis and detection of threats.

Description: - DNIF (SIEM) is a security technology that aggregates log data from multiple sources, identifies suspicious activity and takes appropriate action. The most basic and security tools (like firewalls, IDS/IPS, wireless access points, antivirus software, etc.) that each generate their own alerts every day. A SIEM solution helps to collect all these alerts in one place.

Technology Used: - Work with Lunix Flavor operating system using Super Computer PARAM SHAVAK, Custom Log Parser

Group Strength and Role: - Lead the Group of 4 (Four) members as project integrator

Organization Sponsored: - Tristha Global Pvt. Ltd. Chennai

8. **Volunteer Activities: -**

The section is dedicated to write everything which is extracurricular which showcase candidate's source of soft skill expertise. This include activities related with Social Work, NSS – National Service Scheme, NCC – National Cadet Corp, exercising hobbies, Cultural tasks, Sports, etc. so that skills like Leadership, Team Membership, Self Motivation, Organizing, Planning, Decision Making, etc. can be interpreted

Example:

- Represented SGB Amravati University Team (University Color Coat Holder) for sports swimming Game Water Polo for consecutive three years 2017 – 18, 2018 – 19 and 2019 – 20
- College Magazine Secretary for year 2018 – 19

- Member of "Srujan" a College social group organize conduct activities related with orphanage, old age home, help to needy
- Vocal / Key board player of college band

9. **Achievements: -**

Here candidate show their achievements. Achievement includes Recognition Certificates, Medals, Rank holder but also includes candidate's sense of achievement from his / her perspective.

Example: -

- Won Bronze Medal at National level Business plan competition organized by XYZ organization in year 2018 -19.
- All INDIA Bronze Medalist in Team event Game Water Polo held at Bengaluru in January 2019.
- Could successfully handle team of College Magazine Committee to Receive 1st Rank in Urban category of Magazine Competition organized by SGB Amravati University.
- University Topper in the subject "Discrete Structure" with 98 marks out of 100 marks

10. **Strengths: -**

Here Strengths means tasks or actions you can do well. These include knowledge, proficiencies, skills, and talents. Generally People use their traits and abilities to complete work as strength in this section. Maximum 3 to 4 bullet points are expected.

Example: -

- Self motivated, focused and dedicated
- Good Managerial and interpersonal skills
- Good communication Skills
- Flexible and adaptive

11. **Interest Areas / Hobbies: -**

This section is optional.

If you are really perusing any **hobby** then only mention in the resume otherwise skip the section. Any ways you want to mention hobbies then those will be related with job role.

Example: -

- Job role requires creativity skill then mentionable hobbies are Craft / Painting / writing Poems / writing articles for news paper or magazine, etc.

- Marketing / sales profile mentionable hobbies are travelling, talking with peoples, etc.

- Job role requires domain knowledge in sports then mentionable hobbies are play sports / adventure sports / Reading articles or books, etc.

- Copy writing profile reading books / Novels

Interest Areas implies here inclination or preference in options available related with Technology / Domain / Job Profile in the organization applied for. For instance Preparing Sales Presentation, Cyber Security, Clinical Research, Content writer, Embedded Systems, VLSI front end designer, Analytics, Customer Support, Verification, etc.

12. Additional Personnel / Miscellaneous Information

This section covers the information related with documentation requirement. This section includes

- **Date of Birth** – (Format DDth Month YYYY) 2nd September 1999

- **Gender –** Male / Female / Other

- **Marital Status –** Married / Unmarried

- **Language Known** - Mention Mother tong, Local Language, National language, International Language, Foreign Language with respect to ability of Read, Write , Speak.

- **Availability of documents like PAN Card, Pass Port, Driving License**

- If postal **address** is not mentioned in section 1 then mention here

Some optional Information depends on the organizational need

- Nationality, Blood Group, Religion, Cast, Category, Fathers Name, Mothers Name, alternative contact details, etc.

Following are the answers to general query about some sections–

1. **References: -**

If organization demands then only mention the references with their Name, Designation, Organization and contact details like Mobile Number and Mail Id.

OR

You can only write

"Specified on demand"

2. Weakness: -

It is highly recommended that not specify any weakness in the resume. In the interview this question may get asked by interviewer. So ready with answer for question related with weakness.

3. Declaration: -

This section is required only when printed resume is to be submitted. In soft format skip this section. The general text is as below

"I hereby declare that all the information given above regarding me is true to the best of my knowledge and belief."

The above text is endorsed by Date, Place, Name & Signature

Authors Concluding Remark -

It is not necessary to imply all sections in the resume. Above contents is an attempt to deliver and cover wide spectrum of heading accommodate in writing individual's Resume. It is all depends upon the data available after self assessment and its segregation in above section headings. So let's start writing your First Resume.

References: -

1. https://www.indeed.com/career-advice/resumes-cover-letters/fresher-resume

2. https://www.careerride.com/fresher-engineer-resume.aspx

3. Resume of Mr. Ankit Lohe, Final Year CSE Student of HVPMCOET, Amravati

4. Resume of Ms. Aishwary Jadiye, Final Year CSE Student of HVPMCOET, Amravati

5. Resume of Ms. Avani Sharma, Final Year CSE Student of HVPMCOET, Amravati

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Certified Trainer

ABOUT AUTHOR

Author has 15+ Years of Academic, 4.5 Years as Head of Department of Mechanical Engineering, 12+ Years of Training and Placement Activities. He is Dale Carnegie certified in High Impact Teaching and Wipro MXLA (Mission 10X Learning Approach) practitioner. Think Centre and Executor of Engineering Graduate Employability Enhancement activities in college and society. Contribute to revolutionize the recruitment process into Task based recruitment for niche technical profiles. He is responsible for recruitment of 1000+ fresher. He is syllabus designer for Soft Skill Development Workshop organized by SGB Amravati University, Department of Students Development and course BBA for century old autonomous organization. Organized and work as trainer for Faculty development programs in Learning – Teaching Pedagogy. Working in the field of Open Education Learning, Remote learning Techniques. Guide budding Entrepreneurs for business modeling & Innovations in area of Product / Service Development as consultant, President of Institute Innovation Council and Manger of MSME Business Incubator.

Chapter 36
SAMPLE RESUME COURSE SPECIFIC

Here one can find some suggestive format of Resume for Fresher. Formats are depict with reference to candidate is final year pursuing of specific graduation course. In this chapter the graduation course referred are Engineering graduate of Computer Science & Engineering branch, Commerce, Arts, Science and Pharmacy respectively.

Candidate can pick relevant format irrespective of course, relevant section heading irrespective resume format and relevant form of writing text amongst tabular / Bullet / Statement / Paragraph . Candidates do not forget the sole purpose of Resume is presenting self on paper so that interview call is confirmed. One caution for candidates, prior writing Resume one must follow the self data collection steps mention in chapter Functions of Resume to minimize time consumption and to produce effective / impressive document.

In the following Format focus is to guide regarding contents and Section Headings expected in Fresher Resume. Candidate can find here Resume Templates from traditional (Template – 1) to recent one of Two Column (Template – 5). To make Resume more impressive and appealing

candidates need to work on the aesthetics. Candidates can show their creativity in positioning the contents and art work for look of the resume.

#One again following Format / Templates are Suggestive in nature not mandatory.

Template – 1

Course: - Engineering Graduate: Branch – Computer Science & Engineering

Resume

Sanjay XXXXX **BE CSE** Email id: Sanjay.xxxx@gmail.com Contact: 88******** Twitter Handle @Sanjayxxxx	Flat No. 101, XYZ Apartment, PQR Colony, Partwada - 659786	**Photograph**

Objective

Look for to work in the dynamic environment with maximum potential to seek an opportunity to work with enthusiastic group of people to contribute in growth of organization along with my professional skills & experience.

Educational Qualification

Course	College / School	University / Board	Passing Year	Percentage / Grade / CGPA
Bachelor of Engineering (BE) Computer Science & Engineering (CSE)	H.V.P.M's College of Engineering & Technology, Amravati	Sant Gadge Baba Amravati University, Amravati	2020 Pursuing	Aggregate till 6th Semester 71.33%
Diploma in Information Technology	Government Polytechnic, Washim	Maharashtra State Board of Technical Education - MSBTE	2016	77.47%
Higher Secondary Certificate – H.S.C	Shree Brijlal Biyani Junior College, Amravati	Maharashtra Board, Mumbai	2013	49.33%
Secondary School Certificate – S.S.C.	The Manibia Gujrathi High School, Amravati	Maharashtra Board, Pune	2011	69.09%

Technical Skills

- Security: - Advance user of Vulnerability-scanning, Malware Analysis ,Packet Analysis, Log Analysis, Memory Dump, Penetration Testing.

- Systems: - Experience working in mixed Windows, Kali Linux, Red Hat.

- Programming: - Knowledge of Python, Java Script.

- Server :- Amazon Web Services, Google Cloud

Training and Workshop Participation

- Participated in Smart India Hackathon-2020 an Idea Competition held on 18th January 2020 organized by MHRD and IIC of XXXXXXX College of Arts Science & Commerce, Akola.

- Participated in Soft Skill Development Workshop 2019-2020, Jointly organized by Students Development, Sant Gadge Baba Amravati University and XXXX College of Engineering and Technology ,Amravati from 10th Oct 2019 to 13th Oct 2019.

- Participated in "Hackathon 2019" by conducted XXXXXXX College Of Engineering, Aurangabad and organized by NETMONASTERY Pvt. Ltd. Mumbai on 16th and 17th Feb 2019.

- Participated in "Prajwalan 2019" in Tekshetra , Encipher and Mystryhunt competitions on 1st Feb 2019.

Internship

- Completed a One week Winter Internship in **"NETWORK RECONNAISSANCE, VULNERABILITY EXPLOITATION AND INFILTRATION"** organized by Resource Unit for Defense, Resilience and Analytics(R.U.D.R.A.) and Science & Technology Promotion Council of the Alumnus Trust(SATPC) from 19th to 26th December 2019.

Project

Project Title: - DNIF for security analysis and detection of threats.

Description: - DNIF (SIEM) is a security technology that aggregates log data from multiple sources, identifies suspicious activity and takes appropriate action. The most basic and security tools (like firewalls, IDS/IPS, wireless access points, antivirus software, etc.) that each generate their own alerts every day. A SIEM solution helps to collect all these alerts in one place.

Technology Used: - Work with Lunix Flavor operating system using Super Computer PARAM SHAVAK, Custom Log Parser

Group Strength and Role: - Lead the Group of 4 (Four) members as project integrator

Organization Sponsored: - Tristha Global Pvt. Ltd. Chennai

Volunteer Activities

- Represented SGB Amravati University Team (University Color Coat Holder) for sports swimming Game Water Polo for consecutive three years 2017 – 18, 2018 – 19 & 2019 – 20
- College Magazine Secretary for year 2018 – 19

Achievements

- Won Bronze Medal at National level Business plan competition organized by XYZ organization in year 2018 -19.
- University Topper in the subject "Discrete Structure" with 98 marks out of 100 marks

Personal Qualities

- Strong analytical and people management skills.
- Excellent verbal and personal communication skills.
- Accuracy and Attention to details.
- Passion for constant improvement.
- Ability to take sound decisions.
- Excellent organization and prioritization skills.

Miscellaneous Information

- **Date of Birth** – 2nd September 1999
- **Gender –** Male
- **Marital Status** – Unmarried
- **Nationality** – Indian
- **Blood Group** – AB+
- **Language Known(RWS)** – English, Hindi, Marathi, Marwadi

I hereby declare that all the information given above regarding me is true to the best of my knowledge and belief.

Place:

Date: Candidate Name

_____

Template – 2

Course: - Commerce Graduate

Resume

Arun XXXXX   Address: - House No. 34/2,

B. Com.   Lane No. 4, Gaurakshan, **Photograph**

Email id: Arunxxxx99@gmail.com   Chandor Bazar,

Contact: 98******98   Dist. Amravati - 443535

OBJECTIVE: - To be part of a top-notch team of professionals working in an environment that provides continual intellectual challenge and to apply and enhance my knowledge and experience in efficient management skills and problem solving methodologies in order to contribute to improve the efficiency, competitiveness, and growth of the organization.

ACADEMIC QUALIFICATION:

EDUCATIONAL QUALIFICATION	NAME OF INSTITUTION	PERCENTAGE SCORED	BOARD/UNIVERSITY	YEAR OF PASSING
Pursuing Bachelor of Commerce (B. Com.) with Taxation	Jankidevi Multipurpose Society's Arts & Commerce College Chandur Bazar, Dist. Amravati	84% Aggregate Till 5th Semester	Sant Gadge Baba Amravati University, Amravati	2020
Higher Secondary Certificate – H.S.C	School of Scholar Public School, Chandur Bazar, Dist. Amravati	83%	Central Board of Secondary Education – CBSE	2017
Secondary School Certificate – S.S.C.	School of Scholar Public School, Chandur Bazar, Dist. Amravati	77%	Central Board of Secondary Education – CBSE	2015

- **Proficiency Holder for Consecutive Semesters.**

INTERNSHIP:

- Assist Mr. M. K. Gandhi, Founder of MKG Associate, Amravati – Tax Consultant During Summer 2019.
- Worked as Auditing Intern at Khandelwal Associates, Amravati during Summer 2018.

PROJECT HANDLED:

- Financial Statement Analysis of Vidarbha Trading Syndicate Pvt Ltd.

TECHNICAL SKILLS

- Proficient in **Accounting and Financial Management**

- Thorough data analysis with **MSExcel**

- Sound knowledge in **Income Tax**

- Hand on experience with **VAT**

- Knowledge in **Practical Auditing**

SOFT SKILLS:

- **Communications Skills:**Havewon various accolades for Oration and debates in various platforms.

- **Self Confidence & Self Motivated:**Havebeen able to explore and excel in different spheres of cultural [dancing, singing and acting], sports [athletics] and academic [scholarship exams] domains.

- **Team Player:**Have been an enthusiastic and supportive team player for various group events like Mime, drama, group dance, group song and relay race.

- **Economic Theories and Accounting:** Have been procuring sound and good grades for the subjects relevant to this domain consistently.

- **Leadership Skills:** Held the position of Secretary for College Annual Social Gathering.

VOLUNTEER EXPERIENCE:

- **Orphanage Visits:** Have helped in coordinating occasional visits to orphanages and old age homes and spend quality time with the inmates there.

- **Organizing Event:**Helped in organizing and conducting INCEPTRA 2016 and HANGOUT 2016 held at Rajagiri college, kakkanad.

- **Environmental Protection:** Have participated in planting saplings in the locality and cleaning of the local areas on multiple areas

RECENT ACHIEVEMENT:

- **Best Management Team:**Bagged 1st position for **Best Management Team** in management fest 2019 held at Vidya Bharti College of Management, Amravati.

- **Marketing Game**: Bagged 1st position for **Marketing Game** in management fest 2020 held at Sant Gadge Baba Arts, Commerce College, Murtijapur, Dist Akola

PERSONAL INFORMATION:
- **Date of Birth** – 12th November 2000
- **Gender –** Male
- **Marital Status –** Unmarried
- **Nationality –** Indian
- **Blood Group** – AB+
- **Language Known(RWS) –** English, Hindi, Marathi

Declaration –

I hereby declare that all the information given above regarding me is true to the best of my knowledge and belief.

Place:

Date: Candidate Name

_____

Template – 3

Course: - Arts Graduate

Resume

Swati XXXXX	
Contact: +91-99XXXX56XX	Photograph
Mail Id: swatiXXXX022001@gmail.com	
Twitter @swatixxxx	

Career Objective

A self motivated, target oriented, and time bound person looking for a challenging opportunity to start my career and grow with the company.

Qualification

- Arts graduate with "Marathi Literature" as a major subject from XXXXX Arts College in year XXXX with XX %.
- Higher secondary passed from XXXXX School with arts in year XXXX with XX %.
- High school passed from XXXX School in year XXX with XX %.

Certification Course: -

- MSCIT (Maharashtra State Certificate of Information Technology) With Grade A.
- Sangeet Vishard in Vocal from Pandit Paluskar Sangeet Vidyapith, Bhopal, MP.

Key Skills -: -

- Sound knowledge of Literature in Marathi.
- Excellent command over Marathi literature during the 1900 century.
- Self Motivated.
- Can handle a group of people.
- Good communication skills.
- Can manage multitask at a time.
- Time bound.
- Target oriented.

Extracurricular Activities

- Vocal performance in many concerts including School, college and University level competitions.
- Head for Cultural event organizing committee of the college.

- Associated with XXXXX Self Help Group which produce cottage products and work for women empowerment.

Hobbies

- Singing
- Helping and to work with needy people.
- Interacting with new peoples.

Personal Details

Date of birth: XX-XX-XXXX

Gender: Female

Marital Status: Unmarried

Languages: English, Hindi, and Marathi (Read / Write / Speak). Understand Urdu.

Address: XXXXXXX

I hereby declare that all the information given above regarding me is true to the best of my knowledge and belief.

Place:

Date: Candidate Name

_____

Template – 4

Course: - Science Graduate in Agriculture Technology

Resume

Amit XXXXX

B. Com.

Email id:

Amit_KumarXX@gmail.com

Contact: 98******98

Address: - House No. 34/2,

Lane No. 4, Gaurakshan Road, **Photograph**

Akola - 443535

CAREER OBJECTIVE

Seeking to be a part of progressive organization that gives an opportunity to learn and imply my professional knowledge and skills for organization growth and key contributor for its success.

Academic **Qualifications**

EDUCATIONAL QUALIFICATION	NAME OF INSTITUTION	PERCENTAGE SCORED	BOARD/UNIVERSITY	YEAR OF PASSING
Pursuing Bachelor of Science (B. Sc.) In Agriculture Technology	Laxminarayan College of Science & Agriculture Akola	81% Aggregate Till 5th Semester	Sant Gadge Baba Amravati University, Amravati	2020
Higher Secondary Certificate – H.S.C	Sitabai Arts, Science, Commerce, Junior College, Akola	76%	Maharashtra Board, Mumbai	2017
Secondary School Certificate – S.S.C.	R L K School, Akola	84%	Maharashtra Board, Pune	2015

Internship

Company: XYZ AgroFood Product Pvt. Ltd. as Intern during Summer 2019 for 3 Months

Responsibilities Undertake:

- Taking precautionary measures to ensure safety of the meat, poultry, and egg products

- Keep records of safety measures implemented at Packaging Unit at factory premises

- Understand packaging and distribution strategies of company to achieve assigned targets.

- Assist in inspection of food processing centers

- Working with Processing Unit Administrative officials of Company.

Technical Skills

- Programming languages known: C, C++, HTML, CSS,JavaScript, Python Script

- Operating System: Windows 2008, Linux at beginner Level

- Database System : MS SQL

- Computer Application: MS Office, Internet functionalities

Extra-Curricular activities and achievements

- Contributed significantly as a team member in organizing the college tech-fest " Technizzma – 2017"

- Participated in blood donation campaign

Personal Details

Date of Birth: 7th October 2000

Marital Status: Unmarried

Nationality: India

Hobbies: Playing   Kabaddi,   Watching   TV

Languages: English, Hindi, Marathi

I hereby declare that all the information given above regarding me is true to the best of my knowledge and belief.

Place:

Date: Candidate Name

_____

Template – 5

Course: - Pharmacy Graduate

Resume

Vijay XXXXX	Address: - Lane No. 4, M.G.	
B. Pharmacy	Road, Amravati - 443535	
Email id: vijaysxx99@gmail.com		**Photograph**
Contact: 98******45	Instagram.com/vijaysXX	
Facebook.com/vijaysXX		
	Twitter.com/ vijaysXX	
Education	**Career Objective**	
Pursuing Bachelor of Pharmacy	To work in an organization which facilitate and value contribution through initiation, thoughts & actions in line with company vision thus achieving self development by playing significant role in building organization.	
2016 – 2020		
84% Aggregate Till 5th Semester		
Government Pharmacy College, Amravati		
Sant Gadge Baba Amravati University		
Higher Secondary Certificate (H.S.C)	**Academic Project**	
2014 – 2016	**Title:** -Practicing Patient Counseling as a Community Pharmacists	
Shree Shivaji Science College, Amravati		
83%	**Description:** -Receiving prescriptions from patients and dispensing the drugs with proper patient counseling regarding the dosage as prescribed by physician. Resolving queries if any regarding prescription, Drugs and Dosage. Awareness in patients about health and hygiene for speedy recovery. Coordinating with the physician to improve the usage of different medicines.	
Maharashtra Board, Mumbai		
Secondary School Certificate (S.S.C.)		
2013 – 14		
80%		
Delhi Public School, Amravati		
Central Board of Secondary Education – CBSE		
Key Strengths	**Industrial Training: -**	
Ability to grasp faster	**Company:** -Park Benz Laboratories Raisen (M.P.)	
Determination towards work	Summer 2019 for 2 Months	

Positive attitude towards life Capacity to deal with stress	Learning – Work in Quality Assurance Department
Hobbies Jogging Gym Exercise Watching TV	**Industrial Visits: -** 1. Industrial visit of "Ranbaxy" , Dewas , (M.P.) 2. Schon Pharma , Indore (M.P.) 3. Park Benz Laboratories , Raisen (M.P.)
Linguistic Proficiency English Hindi	**Computer Literacy: -** Windows 2008, Ubuntu V19, MS & Open Office, Internet, Language C, C++, Python, HTML, SQL
Born on 15th July 1999, Unmarried Indian. Altenative No. 987XXX34XX4	

References: -

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2. https://www.careerride.com/view/ba-freshers-cv-sample-formats-and-templates-4807.aspx

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4. https://www.template.net/editable/158/pharmacist-resume

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7. Resume of Mr. Ankit Lohe, Final Year CSE Student of HVPMCOET, Amravati

8. Resume of Ms. Aishwary Jadiye, Final Year CSE Student of HVPMCOET, Amravati

9. Resume of Ms. Avani Sharma, Final Year CSE Student of HVPMCOET, Amravati

SECTION 09
INTERVIEW SKILLS

CHAPTER 37

Intent/ Objectives
by
**Prof. Shashikant
Thorat**

CHAPTER 38

Types of Interviews by
**Dr. Pallavi
Mandaogade**

AUTHORS

CHAPTER 39

Structure of
interviews by
Dr. Raju Thenge

CHAPTER 40

Do's & Don'ts of
Interview by
Prof. Sagar Sonkhaskar

Prof. Shashikant G. Thorat
B. Sc., LLB, MBA, NET, SET,
Assistant Professor & Training & Placement Officer
Prof Ram Meghe College of Engineering & Mgt. Badnera (MS)
E-mail:- sg.thoratt@gmail.com

Certified Trainer

Chapter 37
INTENTS & OBJECTIVES OF INTERVIEW

INTRODUCTION

As per Oxford Learner Dictionary, Interview means 'a formal meeting at which someone is asked questions to see if they are suitable for a particular job, or for a course of study at a college, university, etc.' Interview is not a question and answer round; basically an interview is a discussion that is held between the interviewee and the interviewer. Personal Interviews are still measured as a graduate`s first step towards entering the job market (Alias et al., 2013). Posthuma, Morgeson, and Campion (2002). The main purpose of the interview is to check the personality of the candidate. Interview is also often a personality test.

On the outset, there is no right or wrong answer for any question asked during the Interview. The answers for every question depend on the candidate's knowledge and the subject. They may vary based on different personalities, backgrounds, experiences, work, learning outcome etc. The interviewer is basically checking the student's general attitude towards that simple question or problematic situation.

Image Source: https://www.rfwireless-world.com/

Now the question arises why the company or institute conducts interviews? If you see the entire job selection process of any company or in institute, whether you start from an aptitude test, group discussion, technical interview and finally the personal interview; it is only in the personal interviews you are appearing physically for first time in front of the interviewer. If you see an Aptitude test you are identified by a single roll number and in a group discussion you were examined on the way you discuss the given topic /Subject. You were observed for a very limited time in the group discussion and in aptitude test your knowledge is tested. In technical interviews, company is not only interested in your technical knowledge and Basic concepts of your subject, but also in your presentation before the panellists. It means till now the company or the interviewer has checked Aptitude knowledge, Group discussion skills, Technical knowledge, etc. of the candidate, but the only thing left to examine is the candidate's presentation of all these before panellists.

Personal interview is actually dealt with the candidate's presentation of his personality and knowledge before the panellists. The interviewer wants to know what kind of person you are, how do you react the question, how do you express your idea, how do you speak, how do you deal with the situation, how do you confident, or how do you keep cool without any behavioural disturbance and distraction. Company is checking the candidate's personality, knowledge or attitude with respect to the culture of the company. They want to assure whether the candidate is suitable for the position, the culture of the company, Job profile, etc.
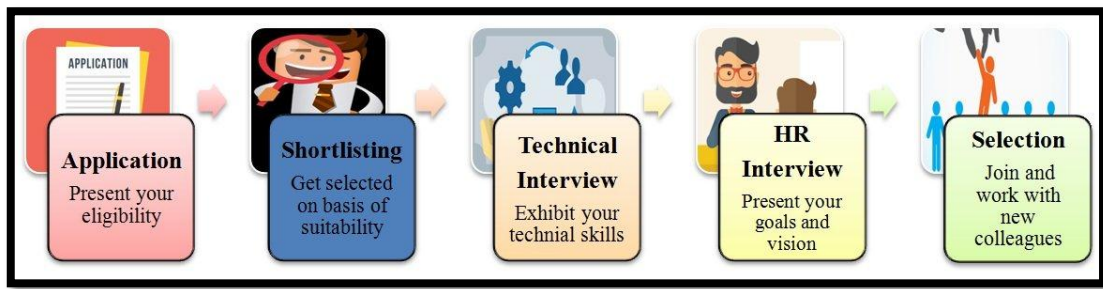
Image Source:https://jobs.chekrs.com

Now, How to prepare for an interview? There are different ways based on types of interviews, but it is highly recommended that before appearing for an interview if the candidate practices in the mock interview and they can improve their final interview performance. (Powell et al., 2016)

Interviews are of different types like One-on-one, Panel, Group, Telephonic, etc (Lundsteen & Kuss, 2017). Later again they can be classified into three main types based on their content and degree. Conventional Unstructured Interview, Structured Conventional Interview, Structured Behavioral Interview.(Alonso & Moscoso, 2017)

THE FIVE-FOLD GRADING SYSTEM (Edenborough, 2005)

1. Impact on others. Physical make-up, appearance, speech, and manner.

2. Acquired qualifications. Education, vocational training, work experience.

3. Innate abilities. Natural quickness of comprehension and aptitude for learning.

4. Motivation.

5. Adjustment. (Edenborough, 2005).

OBJECTIVE OF INTERVIEWS

1. It's an effective tool used for the selection of candidates.

2. It's a journey of Unknown to Unknown for both Recruiter and the candidate.

3. Formal personal interviews can be successful in predicting the actual job performance of the candidates. (Posthuma et al., 2014)

4. Its two-way communication between interviewer and interviewee.

5. It confirms the information provided by the candidate in the application form.

6. The interview knows about the candidate and the candidate also gets a chance to prove him before the panellists.

7. It also helps in gaining additional information about the candidate which otherwise in not available.

8. It provides necessary information about Job and company to the candidate.

9. It helps to build mutual understanding between the company and the candidate.

10. To explore more hidden skills of the candidate.

11. Interviewers interview applicants to evaluate their knowledge and skills and later they use this information to decide their final appointment decision.(Lord et al., 2019)

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7) Powell, A. D., Yip, S., Hillman, J., Larson, S., Cooley, J., & Davis, L. E. (2016). Preparing pharmacy graduates for interviews : A collaborative statewide mock interview session to improve con fi dence. Currents in Pharmacy Teaching and Learning, 2015, 1–7. https://doi.org/10.1016/j.cptl.2015.06.009

Dr. Pallavi N. Mandaogade

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Certified Trainer

ABOUT AUTHOR

Author has 20 years of experience and Published a book on" Services Marketing". Research Papers – there are around 15 National & International papers to her credit. Membership- Life Member of Indian Commerce Association & Life Member of Bombay Art Society, Mumbai. Executive member of Amravati Management Association and Chamber of Commerce. President of an NGO- "Garima Foundation". Serving students of B-School for making them more competent in this era of business administration.

Chapter 38

TYPES OF INTERVIEW, RE-DEFINED

Hello friends!!! Just imagine you had applied for placement and now have received an interview call. You are very excited but at the same time there is an unknown fear, will I be able to do my best. Fear is because of the lack of confidence. Your confidence is low because you lack the requisite skills.

Let us consider the situations, in which interviews are conducted. It is important to understand that, interviews are not only conducted for selecting employees for placement, but also during counselling or even when we are applying for higher studies.

According to McFarland, "An interview is a purposeful two-way exchange of information between the participants."

Interviews are conducted in different ways. Sometimes you are sitting with just one person as interviewer, and sometimes you are with five panellists before you. Sometimes you will be asked to join for lunch or you will be given any situation or a problem to solve or you may be invited on Skype for an interview. But no matter whatever the format is, we will here learn some types, so that we are aware about it and this will help you to succeed.

Some of the types of interviews are:-

1) **The Traditional Interview**

   This is the most common type of interview where there is an interviewer who asks a series of questions to a candidate which will decide whether the candidate is apt for that job or not.

2) **The Phone Interview**

   In this type you are asked by a Company for a phone call interview before the final interview. In this the employer wants to check whether he is fit for the position he has applied for and to assess whether he should be invited for final call. Here you have to prepare the same as you prepare for personal interview.

3) **The Skype Interview**

   This is the next level of telephonic interview. Now-a-days this type of interview is becoming a regular feature of the job application process of interview by many companies. In this type you have to be particular about your onscreen look and also you should be tech savvy to handle the system.

4) **The Case Interview**

   In this format you are given a situation or real life case or incidence or a puzzle to solve. Now-a-days case interview type is also becoming more popular as more and more Companies prefer it.

5) **The Puzzle Interview**

   Many Companies are known for asking some "puzzle "questions to the candidate. Like, how many people in India use face book from 2.30am on wards? This question seems random, but the interviewer wants to know how quickly you can think on your own, how is your approach to handling difficult situations and face challenges.

6) **The Lunch Interview**

   It's a positive sign if your potential employer has suggested an interview over lunch-it means he wants to know a bit more about you and how you act outside the office. Here you get a chance to highlight your strengths and your accomplishments.

7) The Group Interview

In this type, a group of people together are asked to sit and the panel interviews the group .This is contrast with the individual interview. Here through your skills and smart tactics you need to catch the attention of the interviewer.

8) The Working Interview

In some companies you may be asked to actually complete a job or a task as a part of the interview. Basically, here a company wants to see how you can do the job effectively. One should not get panic in this situation rather you should think that you have got a chance to shine.

9) The Firing Squad

In this type there are many people in the interview panel. All are asking you questions one after the other. In such situations don't get nervous. May be here they are checking your EQ as well with your IQ.

10) The Career Fair Interview

If you are attending career fair as a part of your job search, be ready for improvised interviews, where you will have only 10-15 minutes to sell yourself to get a chance to come for a full and final interview.

11) Exit Interviews

This type is conducted for those who leave or quit the organization. The main objective of conducting this interview is to know the feelings of the outgoing employee towards his company and subordinates. Here the organization gets a chance to rectify their policies or procedures which are defective.

12) Walk-in-interviews

Many Companies recently are preferring walk in interview .Here the candidates have to appear for the interview directly without sending an application in advance. At the time of interview candidates are asked to submit their certificates in support of their qualification.

13) Stress Interview

In this type the interviewer purposefully tries to create pressure and tension to observe how an applicant responds under stressful conditions.

List of things you need to bring when you appear for a job interview

- Though you have sent your resume to the Company make sure you carry copies of your resume. Bring at least five resume copies.

- Carry some stationary like a Pen and some blank papers.

- Have some pre-written questions for your interviewers.

- Identify a list of references you can tell if asked.

- Carry some breath mints and a doe.

- Have a bag, briefcase or portfolio file that neatly contains all your items

How should I arrange my interview documents in a file or folder?

Always arrange or place the documents and certificates with the latest ones first and the oldest one in the last. Similarly same applies while you are writing a resume or profile, you always need to start with your latest one and go down to the older ones.

Frequently Asked Interview Questions

1) Tell us something about yourself?

2) Why should we hire you?

3) What is your greatest strength which makes you different?

4) What is your greatest weakness you are unable to handle?

5) Why do you want to leave your present job?

6) What are your salary expectations?

7) Why do you think that this job profile suites you?

8) How do you handle pressure and stress?

9) Where do you see yourself after five years?

10) Describe the first three things you would do on the job, if you were hired for this position?

11) Do you have questions for us?

12) My concluding remarks for you all dear students would be: Always Believe in Your Self.

You are the creator of your destiny. So to assure prosperity for your future you need to take efforts on developing your skills and making your domain knowledge very strong. This will definitely help you moving ahead in life with confidence. Always be honest and original. Genuine people are always preferred by Organization. Wherever you go see that you make yourselves inevitable.

ALL THE BEST…

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Chapter 39

STRUCTURE OF INTERVIEW

Structured Interviews

What is a structured interview? In structured interviews, questions are planned and created beforehand. All candidates are asked equivalent questions within the same order. Since in structured interviews all the candidates are asked equivalent questions, it's easy to match their answers and hire the proper applicant. Candidates will be evaluated in an objective and fair way, which also makes structured interviews more legally defensible. On the opposite hand, structured interviews are harder and more complicated to develop. You've got to check them and confirm interviewers follow them precisely. You furthermore may risk your interview questions leaking out, which suggests future candidates can come prepared. Moreover, a one-size-fits-all interview can seem a touch cold and impersonalised, making it harder to actually get to understand the candidate.

Unstructured Interviews

An unstructured interview may be a sort of interview during which the interviewer asks questions which aren't prepared beforehand. Instead, questions arise spontaneously during a free-flowing conversation, which suggests that different candidates are asked different questions. The main advantage of an unstructured interview is its personalized approach. This is often especially useful for technology roles where the experience of candidates can vary dramatically. Additionally, since unstructured interviews leave a free-flowing conversation, they feel more casual, which puts the candidates comfortable, leading to a more natural and honest

interview. Though different candidates are asked different questions, it's harder to match their answers and evaluate candidates equally and objectively. If you would like a programmer for selected software integration, it'll be useful to match like for like answers regarding their approach.

Semi-structured Interviews

A semi-structured interview may be a sort of interview during which the interviewer asks only a couple of predetermined questions while the remainder of the questions aren't planned beforehand. Since semi-structured interviews combine both the structured and unstructured interview styles, they will offer the benefits of both. They permit for the target comparison of candidates, while also providing a chance to spontaneously explore topics relevant thereto particular candidate. But compared with structured interviews, semi-structured interviews are less objective and legally harder to defend. All qualitative research interviews are structured to varying degrees, but structured interviews are the foremost rigid. Not only are the questions pre-decided, so is that the way they're asked. Interviewers never deviate from the question wording and never interpret the meaning of an issue in their own words during an interview.

It is important for the questions during a structured interview to be detailed to take care of consistency across interviews, particularly when there are multiple interviewers involved.
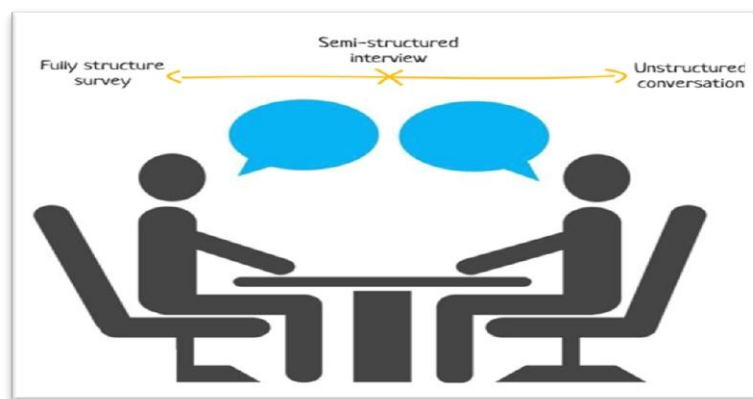

Fig.1. Structure Interview, Unstructured Interview and Semi-structure Interview

Types of Structured Interviews:

Close-ended questions:

Structured interview questions could be open as well as close-ended.

The close-ended questions will ask all respondents for the right piece of information and could also require the respondent to maybe choose the right list of alternatives.

If we are considering a close-ended question, it could be something like "are you taking drugs recently? They could be prescribed or not" and here the person who is responding shall say YES or NO. Literally, there shall not be any room for further elaboration.

Open-ended questions:

Open-ended questions happen to those which can be answered in several ways. The respondent will have to elaborate and give you thoughtful answers. An open minded question that interviewers may also ask you include "can you talk about the symptoms that you have been experiencing in the last few weeks". The respondent will also list the symptoms they want to talk about and will not limit themselves to a couple of responses.
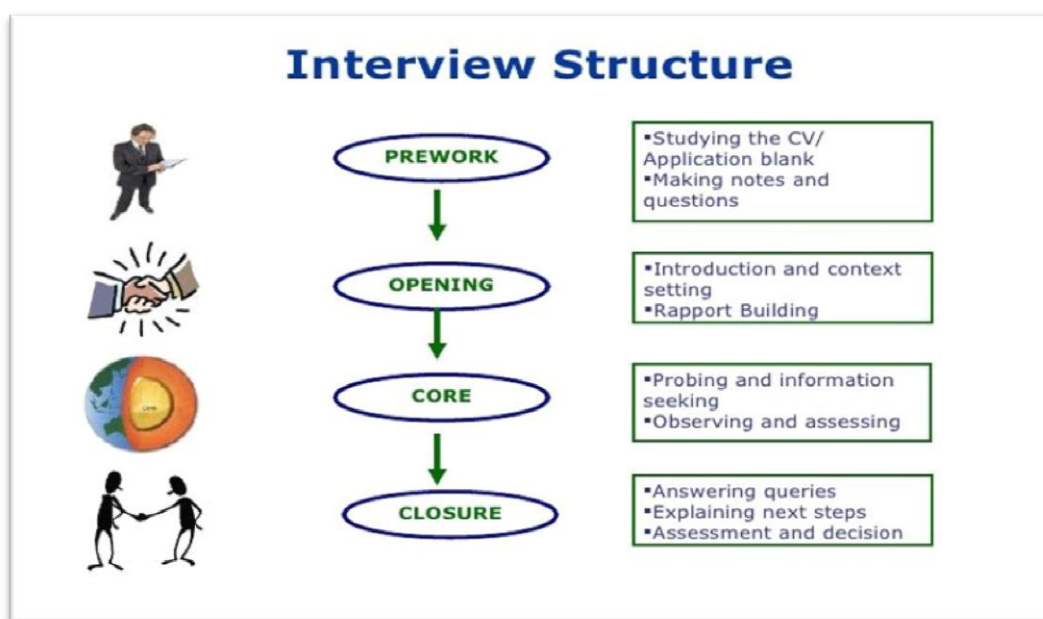

Fig.2. Interview Structure

Advantages of Structured Interview

1. Make the process easy:

Structured interviews almost related with standardized questions, it makes the process much simpler and efficient. All people who reply will answer the similar type of questions so that they may compare with others people easily along with the trends.

2. Can be checked upon:

The usefulness of a structured interview is that it can be repeated every time so that the reliability can be checked. Often the data is not great or reliable. But since the structured interview lets you repeat and check the data constantly, the problem will be solved.

3. Expands the line of questioning:

The best thing about this interview is that it can expand the line of questioning. The People can give you much better and detailed responses. This is one of the biggest and most wonderful benefits that come with structured interviews.

4. Gives you a better idea of the issue:

Structured interviews always manage to give you a better and much more comprehensive view of the whole issue. It is useful for those people who have difficulty while trying to understand the subject and an eye-opener as well. With other types, you can't read such situations well. But with structured interviews, that is very much possible.

5. Questions can be rephrased:

The trained interviewer may also rephrase the question if he wants in order to alter the manner or the tone so that he can sue the ones who are interviewing.

6. Reliable:

A structured interview is trustworthy, the results are easy to evaluate and analyze and can be replicated as required. Moreover, the process is fast and more data are generated.

7. Examine understanding level:

The level of understanding of the respondent or applicant can be understood for a specific topic. This type of interview is slightly in-detail and hence can be useful.

8. A powerful form of assessment:

A structured interview is considered as one of the authoritative forms of formative assessment. By following this method, the idea and thought of the responder can be found out before going in for a second methodology. This method also adds to gather a lot of information for them. This type of interview is also useful for the people who have a flair for detailed research.

9. Can get to know details:

In a structured interview process, the applicant may prove himself/herself and present their various skills, knowledge and experience for the job. The other benefit of structured interview process, the interviewer may get all initial as well as professional details of people that are required to know.

10. Training not required:

This type of interview includes a wide topic area and is cost-effective when made a comparison with a semi-structured interview. Since they are unique type answers, the interviewees do not require extreme training.

Disadvantages of Structured Interview:

1. Very little rapport:

The thing with structured interviews is that both the hiring managers as well as the candidates of the job tend to get disappointed when they see the rigidity that comes with formal interviews. Hiring new managers will mean that you will have to understand the prospect of the person's personality as well as a good idea of their interpersonal skill as well as general demeanor. The candidates want to be able to develop a rapport with their hiring manager as well. Because of the emphasis and structure of keeping their interview well focused, there will be very little room to build up a proper relationship.

2. Limited assessments as well as tensions:

The thing with structured interviews is that it makes far more sense in the lower level. The same applies to technical positions. Whether it is sales, service or other positions that need regular communication as well as personal interaction, a structured interview is something that will reduce your ability to see and check a person's personality and their qualifications. They don't have any formal interviews which left out basic parts that include relationship and small talk as per the formal interview definition; the process will cause all candidates to feel tense.

3. Intimidating:

Another thing with structured interviews is that they tend to become very threatening to those who are experienced or do qualify as job candidates. This is actually quite true if you have already hired a committee opposed to someone who has just one hiring manager. This

smartness may even lead to a candidate to become worried that comes with giving accurate answers. When the interview is being processed, the ability of the candidate to give away the right depiction of skills, confidence, and person may also diminish with time. The goal of all interviews is to hire the best type of candidate which makes the process of the interview a problem and inhibits the person's ability to do their best.

4. Internal disconnect:

A final problem and major concern we get to see in structured interviews is that the questions are usually prepared by the staff but the managers and the committees, are the ones who will arrange the interview and conduct them. This also could mean that the managers are not feeling all that supportive or comfortable when it comes to a few questions. Selecting collaboration between HR as well as hiring managers could become a disadvantage.

5. Cannot alter questions:

The quality of the questions plays a major role which assists in the use and quality of information. The main limitation here is that the interviewer cannot add or cancel questions as they like as it may affect quality.

6. Complex questions:

It is quite difficult when a thorough look is taken about the format of questions when issues and opinions are to be evaluated. Open-ended questions are another part where the answers are also limited when compared to any other method.

7. Limited scope:

There is limited scope for the applicant or respondent as they cannot answer the questions in detail or in-depth.

8. Lack to test communication:

A structured interview is one that is mainly dependent on the collection of a large amount of data and hence they do not assess or test the communication skill of the candidates.

9. Intense process:

One another disadvantage of structured interviews is that a large number of applicants are to be interviewed to make a comparison and hence it is time-consuming and also needs more questions to be designed. Moreover intensive resources are to be used in the process.

10. Experts required:

The other main disadvantage is that people's reasons cannot be explored for any views or feelings for the issue. The design of questions is done by experts.

The Process of Structured Interview:

Step-1

Before you start a structured interview, you will have to check and make sure that you have clarified the focus as well as the objective of the whole interview. In other words, what happens to become the focus of the interview and what are your goals? You will have to identify and figure out what method you will be using to conduct the interview. If you want, you may also come with a schedule which contains a list of all the questions that you will be asking during the interview.

Step-2

When the interview starts, it is very essential to make sure that you are in time to the schedule of the interview. The structured interviews found to be standardized and have a uniform format as well. The questions will also be given in a specific manner. That could also mean that every person will be interviewed and will be asked the same set of questions which has the same order and the same way too. When you do that, the reliability can be increased along with the consistency of all your interviews.
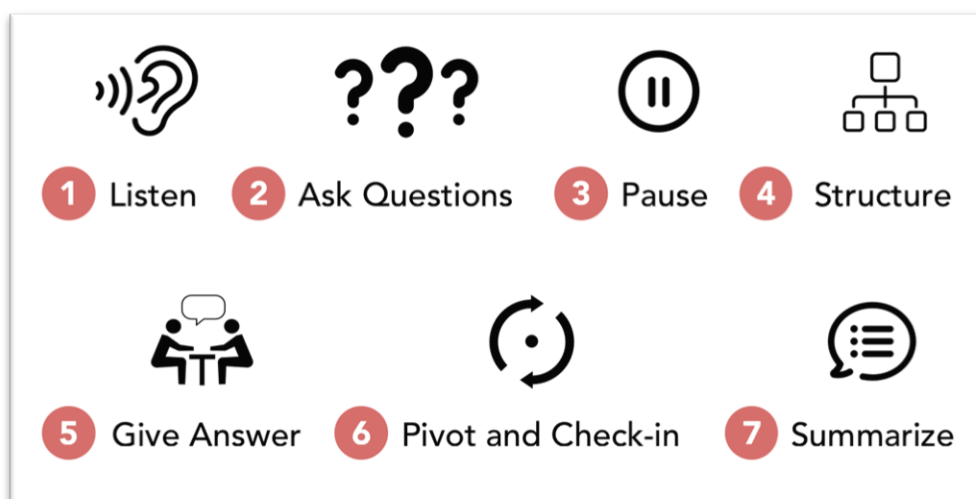
Fig.3. Process of Interview

Questions asked in the Structure Interview:

• Talk about how you would handle (Common Job Challenge).

• Give me an example of a time you have to (Important Job Skill)

• Who is the best [position they're applying for] you have worked with? Why?

• Which other companies in [your industry] do you admire? Why?

• What is the best challenging thing about [position they're applying for]?

• What is your desire thing about [position they're applying for]?

• What do you think will be your biggest challenges with [position]?

Question Type	Role specific		General	
	Job knowledge	**Soft skills**	**Company knowledge**	**Soft skills/ Culture fit**
Generic	How would you rate your knowledge of Excel?	What's your leadership style?	Who are our competitors?	Do you prefer working as a team or autonomously?
Behavioural	Tell me about a time you used Six Sigma for a project.	Tell me about a time you had to deal with a difficult	N/A	Tell me about a time someone criticized your work and how

		customer.		you responded.
Situational	If I told you to make some pre-dictions based on this case study, which metrics would you use?	If you had two important deadlines coming up, how would you prioritize your tasks?	If our competitor, X, released a new product, Y, how would you ad-vise our team to respond?	If you discovered your supervisor was breaking the company's code of conduct, what would you do?

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Chapter 40

DOS AND DON'TS OF AN INTERVIEW

INTRODUCTION

In previous topics you have seen the definition of an interview and different types of an interview. No matter what type of interview you appear, it's very important to prepare for it. In all campus placements interview is a last round of selection process and that's why many of us feel we will be selected and that's the only reason we don't take it seriously. Interviewers check confidence in this round and it can be checked through various factors. There are some things you have to keep in mind before appearing for an interview. We are going to discuss all the necessary rules to follow.

IMPORTANCE OF BODY LANGUAGE

The panel members and interviewers observe the body language of the candidates. What they observe about your personality can easily make or break your chances of getting selected. Therefore, it is very important for every candidate to show a positive body language to be able to create a good impression in the interview. To understand the importance of positive body language, candidates must understand that it is not just what you speak but the entire body movement is important. So, you need to understand how your body speaks and then learn to manage and control the non-verbal messages that you send across.

Showing a positive body language is important as interviewers pay attention to the smallest details of your postures and gestures during the interview. Experts advise that you should know how to use your body effectively to enhance your verbal message. Leaning forward slightly towards the panel member during the Personal Interview will show that you are interested. Giving listening cues such as nodding whenever an interviewer makes any important point shows your engagement in the process.

On the other hand, gestures such as scratching your head, repeatedly crossing and uncrossing the legs or touching your face shows nervous body language. These actions must be avoided by the candidates to make a positive impact on the panel members.

Let's discuss some common **dos and don'ts** of the interview.

WHAT TO WEAR

Do: Research everything about the company; check out the website, Facebook page, Twitter feed, and other social media before appearing for the interview. How does the company present itself, its working culture, and its employees? If the dress code appears to be business casual, then follow it in the same manner. If it's more formal, then follow the dress in traditional business attire from head to foot.

Don't: Dress down. It's better to be little more formal than required than to come to the interview dressed too casually, as it gives the appearance that you are not serious about the interview.

WHAT TO SAY (WITHOUT WORDS)

Do: Show confident body language. Sit up straight, lean forward, and look at your interviewer in the eye. Eye contact shows your confidence. Smile and get engaged with each interviewer and slightly nodding is important as he or she speaks.

Don't: Don't try to slouch or cross your arms as questions are asked. Try to project body language which will show positive intent and indicates interest. The best way to show confidence is by keeping an open body stance. That's why you shouldn't cross your arms or does anything that will make you seem hesitant or closed-off.

HOW TO ACT

Do: Stay poised and calm. Interviews are designed to see how you react under pressure situation. That's why so many interviewers try to throw in that one tough question. When it comes, be relaxed, flexible, and as interactive as possible. Keep a smile on your face even if you don't have sure answer. This will show your interviewer that you don't lose confidence, even when you don't have all the answers. If you need time to think, only say, "that's a great question; let me think for some time." No interviewer is going to fault you for doing that once or twice.

Don't: Don't show any signs of panic and don't lose your cool if things take an unexpected turn or tough question comes. Also don't hurry while answering. Stay calm.

WHEN TO HOLD BACK

Do: Let the interviewer take control at the start. Let them take the lead and follow the general direction that they're guiding in. Chances are they may have certain things they need to find out from you in order to know if you are fit for the job. And the more you let them gather this info, the better they'll feel about you as a candidate.

Don't: This doesn't mean you should let it be a one-sided conversation only. Don't be afraid to ask the interviewer if you want to clarify something, ask questions midway through the interview, or even go back to a topic you previously discussed if you think of something more you want to share. So while you should not dominate the conversation (remember, the interviewer has topics and questions they *need* to cover), do ask some follow up questions and turn the interview into a dialogue.

WHAT TO HIGHLIGHT

Do: Go into your interview with preparation to highlight the abilities and the strengths of your background that you believe make you a good fit for the position. Take notes of the position and the company, as well as relevant aspects of your qualifications that make you a strong eligible candidate. Taking the time to research the company and job will help you in remembering what you want to say, and will allow you to use your knowledge into the answers to their questions.

Don't: The worst mistake you can make is to skip the pre-interview research preparation.

Let's repeat this—the worst mistake you can make is to skip the pre-interview research preparation.

HOW TO LISTEN

Do: Even though your best strategy is to highlight the key points you want to make in the interview ahead of time, you also want to show that you are a good listener and can stay focused on topic. Listen to each question carefully as it is asked; you may even want to take notes. Then, calmly and confidently, answer the question in a way that highlights your best qualities.

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Don't: Resist the temptation to switch too quickly from the topic of your interviewer's question into your resume. Make sure you prepare your answers in a way that answers the question, stays on topic, and highlights the way your background addresses that topic.

HOW TO LEVERAGE YOUR PAST

Do: Bring up past achievements where appropriate, but make sure that you are constantly showing how these past accomplishments will bring value to your interviewer.

Don't: Wandering on about your past achievements is appealing, but don't focus on the specifics of a past role to the extent that it dominates the conversation.

HOW TO COMPENSATE FOR WEAKNESSES

Do: Be honest about your weaknesses or poor record that may not be ideal for the position. If you have year gaps in your resume, or if you are missing key points or skills in the job description, be truthful, and then bring the conversation back to your strengths.

Don't: Don't pretend to have skills that you do not have. A good interviewer will easily catch you through an attempt to mislead. And even if your lie does take you to the next stage in the hiring process, you're likely to be disqualified later in other process.

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WHAT TO ASK

Do: Come prepared with questions based on your research about the company. In addition to checking out the company's website and social media activities, do some industry research and

find out some of the recent innovations or developments your potential employer has gotten noticed for lately. Asking questions shows your interest in the company, especially when your questions reflect knowledge of the industry sector and the company.

Don't: Most interviews end with an opportunity for the candidate to ask about anything that has not been covered. But don't wait until the last moment of the interview or for the interviewer to ask if you have any questions to ask about the growth of the job you want to learn more about. Instead, ask questions as the conversation develop and show interest and confidence. The more you can make the interview interactive, the better rapport you'll create with the hiring manager.

SECTION 10
CHARACTER, ETHICS & MORAL

CHAPTER 41

Character –
Meaning,
Development &
Philosophy by
Prof . Kshitij Shah

CHAPTER 42

Ethics - Meaning,
Development &
Philosophy by
Dr. Haridas Akhare

AUTHORS

CHAPTER 43

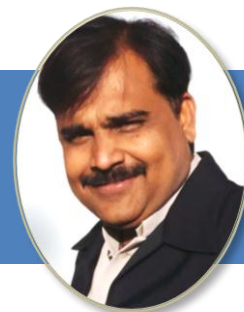Moral - Meaning, Development
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Chapter 41

CHARACTER: MEANING AND DEVELOPMENT

INTRODUCTION

Character is considered as the principal element of human personality. It is also regarded as the essence of life in the same way as the rose recognized and valued owing to its fragrance. There are many powers in humankind. Among all these powers the character is the most precious and excellent for an individual. It got a crucial place in the development of the personality of a person. That is a good character that turns into good behaviour and thinking, virtues, harmony, and noble tendency. Character essentially works as an origin of moral values.

If the question is asked to you, 'to whom you consider as a role model in your life?' Most of the student will give the names of the personalities which are known in the world attributable due to their excellent characters such as **Chhatrapati Shivaji Maharaj, Swami Vivekanand, Swatantraveer Sawarkar, Mt. Gandhi, Gadge Maharaj, Tukdoji Maharaj, Dr. Ambedkar**, and many more. The choice of the person as a role model will not depend upon; how much money the person has? Or how much famous the person is? The character of the person will be the key point for choosing him as your role model.

It is said that character is even more expensive than that of wealth. The pride of India **Swami Vivekanand** always used to appeal to the youths to wake up for awaking and developing the character. He always worked on the theme of building a strong character among the youth.

He was in favour of such an education system which will not only literates the student but also work for the making of a perfect individual with a good character. In the person with true character, strength and gentleness coexist though they seem to be opposite to each other.

The renowned British philosopher, **Thomas Hill Green** has said that **"developing the good character should always be an important goal of every person."** While talking about the same stream an American thinker mentioned that high worthy character is the best asset of humans. Character is a mixture of plenty of things and it can be changed with time and situation.

What character exactly means? What are the dimensions? How it can be built? And what are the benefits of having an excellent character? These are some questions that may arrive in the mind of the readers. In the present article, we will have a glance at each dimension of character and its making.

DEFINITIONS AND MEANING OF CHARACTER

The word character was said to be originated from the Greek word used as a synonym for engraving or 'to mark'. The term character was defined in several ways by the number of philosophers.

1. According to the ancient Indian philosophy, **"there were many inbuilt powers work in an individual, the power which is responsible for the development of moral behavior and virtues may be termed as a character".**

It is said that there is not any other power superior to character among human beings. While talking in some ceremony the statement given by the former **President of India Dr. Shakardayal Sharma** explains the importance of character. He said that **'An uneducated but good character person is much better than the educated but characterless person'**.

2. **Mitchell**, 2015 gave the definition constructed by Ricoeur. In this article character was defined as **"the set of distinctive marks which permit the re-identification of a human individual as being the same".**

It was said that the personality is developed through the character as well as the identity also made through the character only.

3. The character was defined in another way by **Mitchell**. In order to understand the simplified definition is given as, **"Character means having a tendency to do what is right and to refrain from what is wrong also having morally desirable wishes, purpose and goals as well as having the tendency to react sensitively toward things in the**

morally suitable way." The persons having good character behave sensitively and with morally.

4. Yet another definition given by **Pradhan**, 2009 is, **"Character means a combination of qualities distinguishing an individual; moral strength, reputation or person represented in play, film or story."**

5. He also added that **"Character means doing the right thing despite outside pressure to the contrary"**

6. The most simple definition of character is given by **Stout**, 1927 as, **"Character is just the constitution of the self as a whole"**

From above all the definitions it can be understood that character is related to personality, moral values, right and wrong, as well as the behavior. Character is one of the prime factors of the identity of a person. It comprises of individual's approach and mindset, beliefs, and values.

IMPORTANCE OF GOOD CHARACTER

A famous British thinker **Billy Graham** quoted that, **"When wealth is lost, nothing lost, when health is lost, something is lost, when the character is lost, all is lost."** As discussed earlier it can be said that character is the most valuable aspect of the personality and the real power of an individual. Character is a source of all moral values. Values and Character are interdependent things. Good character build through the adoption of values in life and values reflect through good character.

Character is a foundation of self-development. Self-development cannot be possible without developing a good character. The internal powers cannot be explored without a good character. If you want to be successful in life you have to seriously look towards the way of developing a strong character. A good Character always helps to stimulate the virtues, harmony, ability to think well, and good nature of the personality. The saints such as **Sant Gadge Baba** in the name of whom our university is known, **Sant Kabir, and Sant Janabai** were not educated but we put them in the list of great people only due to their knowledge as well as their excellent moral character.

DEVELOPMENT OF CHARACTER

It is said that **'if the citizens of the nation are characterless then the nation cannot withstand and developed'**. The process of development of character starts right from

childhood even before birth. It is said that Abhimanyu, son of Arjuna and Subhadra learned the process of crack a Chakravyuha when he was in his mother's womb. It is scientifically proved that the surrounding environment and the mantle status of a pregnant woman affect the personality of the foetus in her womb.

Fear, laugh, crying, self-protection, curiosity, meeting and talking with people, try for increasing self-respect, tendency to accumulate things, try to satisfy satiety, try to satisfy the natural body and sexual desires, feeling happy with the creativity, show sympathy, show mercy, feeling, emotions, etc. are the congenital dispositions of human beings. Some of them like Fear, self-protection, satisfying the satiety, satisfaction of body and sexual desires, etc are also present in the animals. An individual develops his character by using these dispositions with the help of his mind. Everybody has to construct the character on its own by keeping the balance in the use of all the said dispositions. Character is not inherited; it has to make and construct with industriousness and persistence. Your character entirely depends on your own will power.

The character of an individual depends on various factors such as

- **Rites (संस्कार):** These may be due to the religious beliefs, family background, and overall surrounding.

- **Parental doctrine (शिकवण):** The parents are the prime teachers of a child. The child learns a lot by observing the behavior of his parents.

- **The kind of company of friends and society:** It is said that **"संसर्गजःदोषगुणआभवन्ति",**It means that the kind of company affects both virtues and faults. **Goswami Tulsidas** said that **"सठसुधरहींसत्संगतिपाई, पारसपरसकुधातुसुहाई",**meaning the bad person can be changed to good in the company of good people, as due to the touch of 'Paras' (a magical stone) iron converts into gold.

- **Congenital dispositions**

- **Experiences**

- **Education**

Though the character depends upon the various factors it should be noted that it can be formed or made through industriousness and persistence. It is also able to change. We experience from the examples that a child who was a little angel (or little devil) when an adolescent is conflicting as an adult. Though one cannot have control over choosing parents,

rites, or congenital dispositions, perhaps a choice of good company, the right education, the tendency to draw the right conclusion from every experience using the moral principles the character can be constructed. With positive thinking, everyone can get only a good out of every experiment. By awakening your natural consciousness and developing rational thinking one can be architecture of his own personality with good character.

Many saints showed the paths for developing the character. The originator of 'Arts of Living',**Shri Shri Ravishankar**, has told five simple rules for better life.

1. **Opposite values are complementary**

If there is sorrow today, there must be happiness tomorrow. The existence of darkness is only due to the existence of light. What is today will be changed. So don't desperate and proceed. Tomorrow will definitely be yours.

2. **Don't be affected by people**

There is a saying in hindi, **"Thinking about, what will people speak, is a greatest disease".** Most of the moments of sorrow in our life are only due to fear of people. Remember that people will speak from both sides, so don't bother and proceed morally with passion. Don't think about success or failure.

3. **The present moment is inevitable**

According to studies, a person runs through at least sixty thousand thoughts a day. About 90-95% thoughts were concerning with past. What did he/she say? He/she didn't want to do that, if I have done that, it would have happened. If I hadn't made that mistake, it would be today, etc. Keep in mind that the moment is inevitable. What happened will not change. Forget the mistakes that were made, but don't make the same mistakes again. You can learn from any mistakes you make, but the condition is that every mistake must be new. Instead of thinking about what would have been done, think about what is now and what to do. Elapsed time will never come again.

4. **Don't look for reasons for other people's mistakes**

If you make a mistake, naturally you expect people to forget it quickly. You immediately say I did it without a bit on purpose. So why does your role change when someone else makes mistakes? Why do we start looking for reasons? Why did he/she do that? Was it deliberately? Many such questions come to our mind. Think of it as a mistake by you, and move on.

5. **Accept people as they are**

Why do you insist that everyone should behave as I like? Every person is different, his temperament is different, and everyone's preferences are different. So don't worry about the

other person's behaviour. Accept them as they are. So even if it's something bad, try to change it, but don't be stubborn.

DIMENSIONS OF CHARACTER

1. **Moral Character**

It may be known for its highest ethical standards. It may lead a person to follow law and order. e.g. honesty, courtesy, and sincerity.

2. **Spiritual Character**

The spiritual character persons strongly believe in god and according to his belief "God is omniscient, omnipresent, and omnipotent". These character persons have faith in birth, rebirth, *karma*, death, and *Moksha*

3. **Physical Character**

They are believed in maintaining the highest standards of behavior with other human beings especially with opposite-sex persons of all ages. They follow the principle of avoiding misuse of the body.

4. **Materialistic Character**

According to them, one should be at the maximum level in following ethical customary in any of the occupations such as job, business, etc. They are in opposing to fulfil the motive by illegal means.

THE ASPECTS OF CHARACTER BUILDING (SWAMI VIVEKANAND)

Strong character building among the youth was one of the important themes of Swamiji. He was in favour of such an education system that will make a man with the highest character. Dr. Radhakrishnan told that **"to develop and disciplined the inner strengths is the real purpose of education".** According to Swamiji some aspects which are opposite to each other are important in the process of character building.

1. **Strength and Gentleness**

Though the words seem opposite, the character person possesses both qualities. If strengths show domination, limitation, and subordination to others it will be an example of improper character development. Thus gentleness is also needed with strengths for the fully developed character.

2. **Broadmindedness and Faith**

In the same way, broadmindedness and faith should be there in balance amount for the good character formation. If someone has faith in his customs and beliefs this does not mean he should criticize others for their customs and beliefs. Thus with faith broadmindedness is an important ingredient in character development.

3. Fearlessness and compassion

Fearlessness and compassion are also the essential components in character building according to the theory of Swamiji.

ROLE OF EDUCATION IN CHARACTER BUILDING

It was said by **Swami Vivekanand** that, **"The main function of education is to reveal the existing completeness of the students that are in a quiescent state."** It was told by famous philosopher **Burk** that, **"There are no misfit students, there are misfit schools, tests, and studies and misfit examinations."** In a similar way as said by Mt. Gandhi the prime purpose of education is not of stuffing the brains with figures, facts, and information or of passing the tests by mugging the books and notes, but it is developing a strong character.

We have seen that the character can be changed from bad to good by proper training and education. Thus there is a big role of education in uplifting the moral character. Education may be considered as the method in which potency of mind is improved, the character is developed, intelligence is stretched and ultimately one can be trained to survive by standing on his own feet. The increase in virtues is possible by giving proper education.

Good character traits that must be developed in order to create the highest moral character are

1) Integrity	2) Honesty
3) Loyalty	4) Purity
5) Perseverance	6) Faith
7) Sincerity	8) Obedience
9) Fortitude	10) Veneration
11) Humanistic tendency	12) Discipline
13) Tolerance	14) Hardwork
15) National Spirit	16) Responsibility
17) A habit of Reading	18) Peace-loving
19) Fearlessness	20) Self Regulation
21) Zest	22) Forgiveness

Along with these qualities, we can build a good character by following the four **'S',** as *'Sadhana'*(practice), *'Seva'*(service), *'Satsang'* (spiritual discourse), and *'Swadhyaya'*(Self-study) as.

SUMMARY

- Character is a prime element of human personality and is comprised of many factors such a belief, values, virtues and traits
- The person with good moral character is accepted and evils are hated by society
- It is a core component of humanity
- It is a foundation of self-development
- Character is not innate, can be affected by personal and social influences but still, it can be developed
- Good moral actions come from good character
- Virtues are the principles of good character
- Education plays a crucial role in the development of the character of an individual, society over and above the nation

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Chapter 42

ETHICS - MEANING, DEVELOPMENT AND PHILOSOPHY

Preface-

Ethics is an invisible rule that determines right and wrong according to social norms. This is also called Moral Philosophy. It is accompanied by a good conscience. It's a necessary value for University and Collegiate student of ethical behaviour of a code of Moral standards of conduct for what is good and right; as opposed to what is bad or wrong. In the ethical behaviour that which is right or good in the context of governing moral code. Ethical behaviour is value driven. Like all other sciences, ethics is closely related to philosophy. Ethics is an important philosophical science. Although not as practical as chemistry or medicine, the use of mathematics and astrology is the same as the use of ethics. The meeting of ethics proves to be based on conscience and as a basis. If the assumptions collapse, then ethics also collapses.

What is Ethics?

❖ A system of moral principles or standards governing conduct.
❖ a system of principles by which human actions and proposals may be judged good or bad, right or wrong;
❖ A set of rules or a standard governing the conduct of a particular class of human action or profession;
❖ Any set of moral principles or values recognized by a particular religion, belief or philosophy;
❖ The principles of right conduct of an individual.

(UNESCO/IUBS/Eubios Living Bioethics Dictionary version 1.4)

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Ethics Interpretation-

Ethics is the science that considers righteousness in human behaviour. Beliefs about what is morally right and what is wrong are included in ethics. The behaviour of ethics is also called the science of argument. This is an important branch of philosophy. Although the scope of the definition of righteousness varies from age to age, ethics always discusses general judgment. On the basis of which human actions and objectives can be evaluated. Most writers and thinkers also agree that ethics is primarily concerned with norms and values. Not only the study or discovery of objects these criteria's are used not only in the analysis of personal life but also in the analysis of social life. Ethics seeks to address questions of human morality by defining concepts such as justice and guilt for good-evil right-wrong virtue. As an intellectual field of review, it is also concerned with ethical philosophy, descriptive ethics, and value theory.

Definitions and Opinions of Western Ethical Thinkers-

1. Ashworth Kidder -

Ethics is the science of ideal human characters or the science of moral duties.

3. Richard William Paul-Ethics Ethics is a set of conceptual principles that guide us in determining whether any descriptive sensation is helpful or harmful.

4. 3. Cambridge Dictionary of Philosophy - The term ethics is generally substituted for morality and is sometimes used more narrowly to mean a particular tradition group or an individual's moral principles.

4. Paul & Elder-

Most people are confused about social practices, religious beliefs and behaviors, and ethics, and do not consider ethics to be a concept.

Scope-

Ethical ethics or moral philosophy can refer to a project that uses reason for answering a variety of ethical questions.

Three important principles of ethics -

1. The value of the relevant in terms of theoretical meaning and moral proposition can be verified by real values.

2. Ethics is critical ethics that deals with the methods of determining the moral path.

3. Defining ethics explains what a person should do or is allowed to do in a particular situation or field of work.

Human development the development of human behaviour is studied in many scriptures from many perspectives. Human behaviour, like the trade of nature, occurs in the form of a causal chain of action, and can be interpreted as a study and causation. Psychologists do that but we do not characterize natural trade as good or bad.

For example, it may rain suddenly when we are wet. So we don't say bad words to the clouds, on the contrary we decide good and bad things on human action. The universal human tendency to administer justice in this way is the mother of morality. In ethics we think methodically and try to find out what is the wise basis for our good and bad decisions.

It is said that ethics is a regulation or ideal science. So psychology is a theoretical science. There is certainly some fact in this classification of scriptural verses but it can also be misleading. It is understandable that the rules of behaviour in the above classification are not exploration and opening, but artificially such rules apply to human society. But this understanding is wrong. The moral rules that ethics explores are inherent in man's own basic consciousness. Of course, this awareness is seen in different forms in different societies and at different ages. The main reason for this diversity is the complexity of human nature and the diversity of human paths. Thinkers from different countries search for moral standards under the prevailing laws of their society. The inclusion of many new and old cultures in our own age makes it possible for thinkers to rise above numerous orthodox and vague beliefs which can lead to the unveiling of literally universal moral principles.

Factors That Affect Ethical and Unethical Behavior

Exhibit 5.7

Ethical Objectives-

1. Determining moral ideals.

2. To say which factor makes a deed fair or auspicious or ominous.

3. Announcing a list of ethical decisions.

4. Setting ethical standards.

5. Definition of quality and its classification.

6 To define duties and responsibilities.

7. Determining the task of maintaining happiness in the moral life.

8. Explain the relationship between the individual and society.

9. To justify the meaning or futility of the moral aspects of punishment

10. To teach a person a lesson in their rights and duties.

11. To consider certain psychological and philosophical, social and political issues.

Philosophy of Ethics - The relationship between ethics and religion is the same as the relationship between ethics and thought. This relationship is sometimes contradictory and complicated. Sometimes righteous people are indifferent to religion, while righteous people do not recognize the importance of moral conduct. When we talk about what is right and what is wrong, meta-ethics asks us how we know what it means and what it means. It is an exploitation of the problems that come to mind. Descriptive ethics tends less towards the end of screen philosophy because its purpose is to gain specific information about how people live. And his job is to draw conclusions visually. Lifestyle should always be in the discharge of his duty. What is the responsibility of the state and the country first in my family then in my village. Humans did not create human beings but created human beings and society and created contented rural state countries. It's essential basis for moral conduct has also been conceived in many ways. Religion is the greatest and most important regulator of morality in human history. We have to follow the moral rules because that is what suits God or theology. The second regulatory force of conduct is the state. Kingship is an important factor in preventing people from committing immoral acts. In the same way, fear of society strengthens moral rules. According to the law, we should practice religion for ourselves. Duty itself is a favourable or practical object. Those who guard their duties and responsibilities in the hope of supreme sacrifice may say that the motivation for thoughtful moral conduct is basically the motivation for self-promotion. We do good deeds because by doing so we progress in our last path.

Ethical - According to unethical behaviour -

1. Greek Community - It is through intellect that one can imagine good and evil.

2. Kant- I believe that your pragmatic reason is the source of moral ideals. According to experience experts, experience is the source of our good and bad knowledge; This view gives rise to moral relativity.

3. Bishop Butler –

We have an inspiring attitude called conscience which shows us the way to justify the solution of the duality between selfishness and selfishness which are the motivating circles of your conduct. One instinct is self-love, on the other hand, the search for interest, the place of welfare conscience is on him. Definitely different from these two. A common feature of conservative moral principles is that they do not consider it necessary to pay attention to the consequences of an action in order to make good decisions. No deeds are good or bad because the results are of one or the other category the harder it is to anticipate all the consequences of a task, the harder it is to control them.
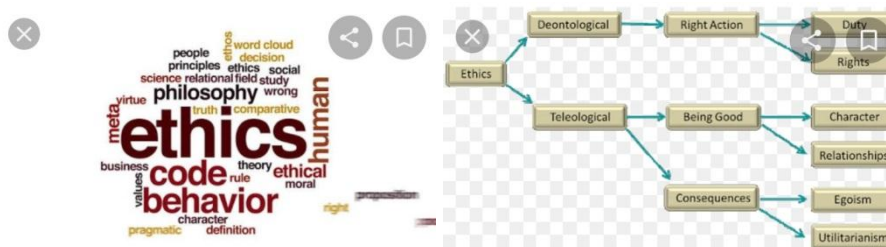
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Chapter 43

MORAL - MEANING, DEVELOPMENT AND PHILOSOPHY

IMPORTANCE OF MORALS IN THE LIFE OF STUDENTS

Human life is very significant and passes through different stages marking from infancy to old age. The things which we learn at early stage have a strong impact on one's life. From the childhood we start getting lessons of what is good and what is bad. How one should behave and how one should not behave. It's from the very tender age the lessons are being taught in the family throw fables, fairy tales, ballads and mythology. The sole purpose of all this is to cultivate moral values which will help the child to grow in a better adult. Today's youth is tomorrow's citizen. Youth are the backbone is the development and the betterment of the nation. Stronger the youth stronger will be the nation. Here stronger doesn't mean physical strength but moral potency.

My article intends to present the importance of moral values in the life of student. I will specify certain moral that student if they follow in life will surely lead a very successful and satisfied life.

At first let us comprehend the meaning of morality

"Morality has different principal meanings. In its first, descriptive usage, morality means a code of conduct or belief which is held to be authoritative in matters of right and wrong. Morals are created and defined by society, philosophy, religion, and/or individual conscience."

Moral value denotes an ideology to direct a person to understand the difference between what is good and what is bad. Morals are very imperative part of human life. If a person is not able to see the things clearly as what is good for him, his family, society in which he lives his conduct will demean and bring disgrace. To talk on broader concept moral values if not followed with apt alertness will mess up your life. Some people attach morals to religion, rituals and prayers. But let me make one thing clear that morality is not a forced act but a voluntary one. One may be diplomat in exhibiting morals. If they attached religious fear, they will make a show off of being good to others and if chanced will behave wayward. So morality is a self discipline act where he forces himself to be good despite any doctrines taught to him. Here he becomes conscious of his self. And is vigilant about the guilt that will be followed after leading a demoralize life. So I have made a humble effort to bring forth certain moral principles which will help you to understand your role as a student and tag on moral codes. Student stage is very delicate and powerful too. Here he is out of the safe zone of his parents and family. He has to mix with different elements of society. Books teach you less but the experience is the best teacher of life. Hence when you are out of your family comfort and deal with life on your own just try to follow these moral codes in life. Life for you will possibly be a worth and show you light in any darkness you are stuck into.

Let's walk through the beautiful journey of understanding the moral codes denoted below.

Honesty: Honesty is the best policy. Honesty is considered as a noble virtue. The person who is honest is always fearless. He can face the challenges of life with vigour and dynamism. You will always generate a good feel for you if you are an honest person. An honest person can be trustworthy and gains acceptance from people. "Others will be able to trust you and trust is the basis for all relation." This virtue will help you to attain a long lasting professional and personal relationship. In life many situation will come when you will feel it difficult to face. So just to come out of it you might speak a lie. But one lie will be followed with another lie. It's always better to be honest and move ahead with confidence. And with honesty you will never feel to cheat other.

Punctuality: Time is precious. If you value time you will be valued. Being punctual is giving respect to others time. One should maintain punctuality in life. Be punctual in completing your day to day task and it will become your habit and good habits are paid well.

RESPECT: From childhood we are taught to give respect to elders and each other. Paying respect to others doesn't mean you are weak or feeble. On the contrary you always gain a good will for yourself. In your education you are taught to give respect to you teachers and also your fellow beings with the sole purpose for teaching you good manners which will be beneficial for you throughout your life. When you will enter your jobs or engaged in livelihood this virtue of respecting your elders you boss and your colleagues will help in developing a magnificent rapport. You should learn to respect everyone around you despite age, gender, position and discrimination of rich and poor. The more you give respect in abundance you are bound to receive.

SYMPATHY: Human life is not similar for all. Life is a mixture of sadness and happiness. If you are happy and in abundance that doesn't mean that everyone is bestowed with similar pattern. You should always keep a sympathetic approach towards the needy and less fortunate people. Never look down on anyone who is inferior in certain aspects to you. Majority of people live a life in scarcity of recourses. Understand them feel their inconvenience and if possible support them. A feeling of sympathy will make you a noble human being. Sympathy with be followed with many fine virtues as helping others, generosity and charity.

EMPATHY: "This is the capacity to understand or feel what another person is experiencing from within their frame of reference, that is, the capacity to place oneself in another's position." Empathy goes ahead a step to sympathy. This virtue will help to understand the intricate situation of the fellow beings. You will stop being judgemental about anyone and develop a very keen understanding about the human life which is the end of all spiritual and educational training.

UNDERSTANDING: Most of the problems arouse in life due to lack of understanding. You at ample of time face the situation that nobody understands you in a way you want them too and vice a versa. Understanding becomes a core off all relationships may it be personal or professional. Develop the attitude of understanding from young age. Understand your parents, younger one, classmates, friends and everything that surround you. This virtue will help you to

comprehend life on different plains where you will stop expecting from others and live peacefully.

ADJUSTMENT: life never walks on similar pattern. It will always have ups and downs. So if you want to survive happily in this life learn the moral value of adjustment. Begin from your home the virtue of adjustment. It doesn't mean only situation. But adjusting one with others nature and temperament is equally important.

SACRIFICE: To gain is not to achieve. We should learn to sacrifice small happiness to make others happy. To sacrifice is not an easy task as you have to live against you wish and adjust with what you don't want to be in. Sacrifice is a noble trait of personality. It gives self satisfaction and one feels morally lifted up.

EQUALITY: Treating everyone equally is a democratic trait and the most humanised. Doing discrimination leads to torture and disturbed mental state. It also affects the social order and kills the basic value of humanitarian. You should also follow gender equity. That will teach to respect the opposite gender and give birth to a sensible human being in you.

TEAM SPIRIT: Everyone is running in the rat race and wants to become winner. But students keep this in mind alone you are strong enough but with the team you become powerful. The team work will teach you work together for achieving a common goal. It will help you to be social. It will teach you to live beyond selfishness. You will increase your listening skill. You will stop imposing your thoughts on others. This moral development is a sort of training which will help you in your professional and domestic life. Team spirit in a genuine shift from I to we.

PATIENCE: The student should develop this Nobel trait of patience which is a very important factor in character building. You should learn that every success doesn't come easily. If you don't keep patience there will be restlessness. And a restless mind cannot make productivity. In life you need to keep patience because everything does not occur according to your will. People around you also don't have similar nature and temperament. You need to keep patience in handling them. This moral value will be useful in throughout journey of your life. Patience will develop the quality of endurance in you.

KINDNESS: A kind heart is loved by all. You should develop feeling of kindness. It will help to generate a sound rapport with the co fellows. Treat people with compassion, benevolence and consideration. This will reflect back to you and render you contentment.

SINCERITY: It is a key to success and relation building. Always try to maintain your sincerity in everything you do. You become a trustworthy person. It helps in proper acceleration of work. Sincere person is loyal to himself and others. So this will make your professional and personal life move smooth.

ACCEPTANCE: Generally trouble arouses when we lack in accepting things in our life. We keep on complaining about all sorts of small and big issues in our life. There are number of personalities and number of complaints from life. People are not happy with their family, parents, financial status, brother sisters, religion, surrounding, friends, college, job and marriage etc. There is always dissatisfaction lurking beneath the heart which surely is not a healthy symptom of life. By learning to accept things our approach towards life surely changes. We are no longer trouble for ourselves and people around us. We don't easily get irritated and learn to be satisfied.

SOFT SPOKEN: Your speech is the most vulnerable part of your existence. If you speak politely with people around you it will help in creating a good will for you. A polite and soft spoken person is always pleasing. He keeps the environment charming. Humble nature leads to soft speaking and it fills cheerfulness around.

WELL MANNERED: Manners are the most essential requisite. By your behaviour people give you whole hearted acceptance. "Good manners are vital to each and everyone in the society. These will definitely help us for getting popularity and success in life because nobody likes mischief and misbehaved person. Good manners are like a tonic to the people living in society." Manners should be cultivated right from childhood and keep nurturing on it. Numerous are the traits of manners and basically you should learn to say thank you, sorry excuse me, pardon me while you are interacting. Never use abusive language at home or workplace this will generate your bad impression. Ill mannered person is bound to lose everything in life.

HUMANITY: We are human beings and have to live in society along with each other. So we have to follow certain code of conduct where you never treat anyone low. We should have the

feeling of compassion, consideration and empathy. But in this machine era the feelings of humanity are left far behind. Apeksha Shrivastava writes, "Today, almost everyone wants to achieve something and in this race we have lost our humanity somewhere. We do not have the time to be kind and considerate towards others since it does not seem beneficial to us, at least not for short term. This absence of humanity is crippling our country from within. It is like an epidemic with terrible emotional, mental and physical consequences."

HARD WORK: Students must increase the capacity of hard work. Now a day's everybody want everything instantly. They want to become successful very soon. And this feeling is making them to go through short cuts. Some start using unfair means. So the moral value of hard work in very imperative as it teaches you patience and restricts you from going on wrong path. Once you are on the wrong path you are bound to lose your goodness. You cannot feel the difference between good and bad. And when you lose this noble feeling of judgement you become a morally degraded person.

GRATITUDE: A sensitive person at heart is obliged to people who do good to him directly or indirectly. We should learn to have feeling of gratefulness towards everyone. It is a gracious attitude. Learn to appreciate for the good done to you. "Thankfulness is the beginning of gratitude. Gratitude is the completion of thankfulness. Thankfulness may consist merely of words. Gratitude is shown in acts." – Henri Frederic Amiel. Gratitude is not only the feel of being thankful but we should also keep an approach to help when it comes to your term. This moral value will bring people closer to you. You will become an value added person.

FORGIVENESS: Human nature is very humorous. He will blame others very quickly and never forget the wrong don't to him even by mistake. He will focus on one wrong and forget all well. But if you really want to be morally bright then learn to forgive people who did any wrong. Alexander Pope says, "To err is human to forgive divine."Every human being is bound to get into mistake but by forgiving you are doing a celestial act. Forgiveness will give you wider scope for efficient working.

COURAGE: Develop the element of courage in you because in adverse condition you will never feel knocked down. You will have the inner strength to arouse. Keep this in mind life is never a bed of roses. At every step you will experience thorns and hurdles. But it is only the courage that will give you a push. You should rebel against the norms which you feel are unjust.

"Fearlessly challenge your own convictions and societal norms such as traditions &cultures. Do the right thing." If you are right you must have the courage to put forward you few with authority without getting arrogant. Courage will be an ultimate ladder to become a high-quality human being.

SPIRITUALITY:

What is spirituality? "Spirituality means different things to different people. For some, it's primarily about participation in organised religion. For others, it's a non-religious experience that involves getting in touch with their spiritual selves through private prayer, yoga, meditation, quite reflection ,or time in nature."Spirituality is the most important part in the development of the students. Spirituality gives you strength to deal with the problems of life. Many a times it is found that students get into nervousness and go into depression because they are confused and are not able to take right decision at the right time. They suffer a lot due to failure, over ambitions, breakups and many other issues related to their lives. Spirituality is a vast scoping area. Which will give you solutions to the storm in mind? In India there is flood gate of spiritual knowledge from ages. Lord Buddha, Mahavir, Lord Krishna, Sant kabeer, Sant Gadge Baba. The ancient scripture to the present there is a big treasure of spiritual knowledge. You just need to read them and make efforts to put the high ideals into practice. Ms .Palkee baruah in his article on the topic spirituality and students says that, "I came to the conclusion spirituality in students' play a great role in facilitating the development of students' positive qualities." I affirm that with the strong hold of spirituality you students can lead a life of peace and contentment. A regular meditation will take you on the path of self realization and develop inner strength in you. Make spirituality your habit this treasure will be beneficial throughout your life.

I am delighted to conclude the article with a great hope that the above discussed guidelines will be beneficial to you and provide you mental and emotional assistance you generate a need for it. Finally would say that life without morals is wastage. So make the paramount use of this human life and show others light by your deeds.

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[RETURN TO INDEX]

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