

SOFT SKILLS

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SOFT SKILLS

(AN ABRIDGED VERSION)

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PREFACE

Soft skills are a combination of people skills, social skills ,communication skills, character or personality traits, attitudes, mindsets, career attributes, social intelligence and emotional intelligence. Soft skill revolve around your people relationships. They refer to the interpersonal skills comprising a cluster of personality traits, language fluency, social etiquette, attitude orientation, personal habits, friendliness and optimism that mark people to varying degree in a given environment in relationship to other people. ,

The Soft skill book will help you to learn how to develop Language proficiency, Time Management and creative problem-solving. The interpersonal soft skill will guide you through various techniques for improving your job skills. The book is aimed at discussing essential soft technical skills for work productivity and development strategies to make you stand out. Reading this book will make you improve your decision-making skills.

The Soft skill book is ideal for students, researchers, employers, and professionals who are interested in strengthening their interpersonal relations. You can upgrade your interview skills and motivation and goal setting with the help of this book. Candidates with strong soft skills are in high demand for many different types of jobs. Soft skills are the interpersonal attributes you need to succeed in the work place.

SOFT SKILLS

(AN ABRIDGED VERSION)

OBJECTIVES:

- To develop interpersonal skills and be an effective employer.
- To develop professionals with idealistic practical and values.
- To develop communication and problem solving skills.

Unit I **LANGUAGE PROFICIENCY**

Unit II **MOTIVATION AND GOAL SETTING**

Unit III **INTERPERSONAL SKILLS**

Unit IV **INTERVIEW TECHNIQUES**

Unit V **TIME MANAGEMENT**

UNIT I

LANGUAGE PROFICIENCY

Introduction

Spoken English is English which is spoken by people used in conversation. It will have lots of phrase and incomplete sentence which are “understood in context” it is a personal communication intended for a few mostly question answers and short sentences/ phrases which express an idea.

Meaning of spoken language

Spoken language is language produced by articulate sounds as opposed to a written language. The spoken language in sometime used to mean only vocal languages especially by linguists making all three terms including sign language. Sign language refers to “**spoken**”

.

English meaning

The Language of England widely used in many varieties throughout the world.

Origin

Old English English later (angle, _ish convert **English** the world originally did note the early Germanic settlers of Britain.

Importance of Spoken English

- ✧ Speaking English allows you to actually broaden your world from job opportunities to the ability to relate to people from every country.
- ✧ Knowing the language makes it much more interesting every trip.
- ✧ Anywhere you want to go in the world you can find someone who speaks English account only the country where the English language is official language United Kingdom Australia USA Canada New Zealand and the Caribbean countries there are more than 400 millions native English speakers.

- ✧ We must recognize that English is an international language.
- ✧ Good English is not only classy but on possibility to continue studies and specialized in the best universities, in the world in countries where they speak English.
- ✧ Education is very important to improve yourself but learning English also improves the quality of life.
- ✧ The benefits they bring in the life of a person's knowledge of the English language are countless, what is important to understand is that the English language is able to knock down a lot of barriers including cultural ones.
- ✧ English is thought to be one of the most important languages in the world. There are many reasons why English is so important. One of the reasons is that English is spoken as the first language in many countries. There are 104 countries where English is spoken as the first language.
- ✧ There are different kinds of English like British English, Canadian English and American English. These are not separate languages. They are dialects. A dialect is the way people in a particular place speak their native language. On the whole it is important to remember that any form of English that you learn is good.
- ✧ It is harder to understand spoken English than written English. There are two reasons for this:
 - ✧ Speech is continuous. There are no pauses between words, so when you don't understand something, you don't know if it's one word, two words, or maybe part of a word.
 - ✧ People sometimes talk fast, unclearly or in regional accents.
- ✧ It is also generally harder to learn vocabulary from audio content. If you hear a new word, it may be difficult to look it up in a dictionary because you will have to stop the recording (which is inconvenient and sometimes impossible) and guess the spelling (which may be hard).
- ✧ Even though it is difficult, listening to spoken English is a hugely important activity with many advantages over reading:

- ✧ It teaches you to understand speech. As mentioned before, people speak in different accents. Some of them talk fast or unclearly. It takes a lot of practice to get used to it.
- ✧ A lot of audio content (especially podcasts and radio talk shows), contains informal English. Informal English is the kind of English that is spoken in everyday situations. It is the opposite of formal English, which is used in books, newspapers, TV news, official speeches, etc. In particular, informal English teaches you:
 - ✧ Informal vocabulary, e.g. to knock yourself out, to be fed up with something, horny, whatnot, psycho.
 - ✧ “Delaying” expressions, e.g. you know, um..., let me think. These phrases are useful because they give you the time to organize your thoughts when you are not sure what to say next. It is important to know them.
 - ✧ “Correcting” expressions, e.g. I started in March, I mean April. “You live in New York?” “Actually, Jersey City.”. These expressions let you correct yourself or the other person.
 - ✧ “Qualifying” expressions, e.g. I feel sort of stupid. She’s basically the boss around here. With these expressions, you show that what you said is not 100% true.
 - ✧ Other useful “everyday phrases”, e.g. What do you mean?, Come again? (when you didn’t hear what someone said), Wait a minute (to interrupt someone).
- ✧ It shows you how to pronounce English sounds. While listening to a recording, you can (and should) repeat words and phrases to practice your pronunciation.
- ✧ It teaches you connected speech. You can learn natural intonation and rhythm — for example, which words are pronounced more strongly in a sentence, when to make a pause, how the pronunciation of certain sounds changes in sentences.

Benefits of speaking English:

1. Keeps Your Brain Sharp

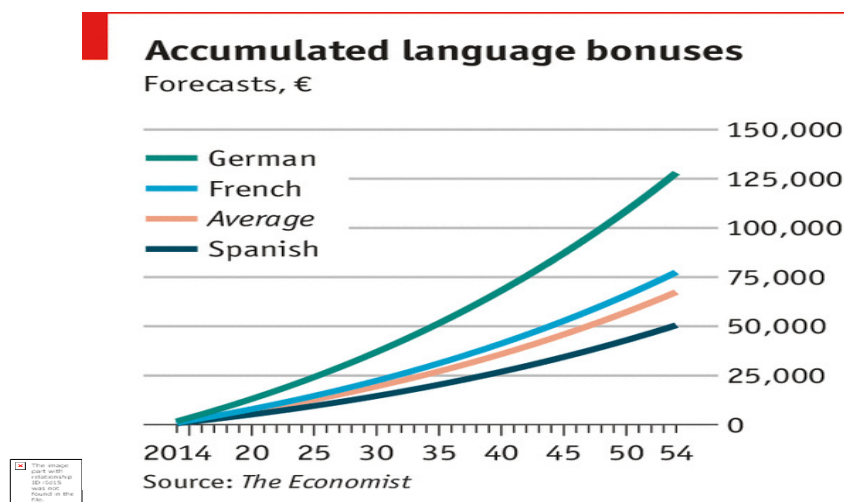
Learning any language keeps your brain active and challenged. In fact, your brain changes

electrical activity and size when learning a new language. No matter what age you start at, there are benefits for learning a new language. When you decide to learn English, you give yourself an extra rigorous workout due to its complicated nature.

English is a combination of several origins like Germanic, Latin, and French. Speakers with these native tongues will have some advantage learning. Meanwhile, speakers from areas like Japan could find themselves going through mental hurdles to understand and master mostly unfamiliar sounds. Additionally, with spellings of words changing throughout the English speaking world, it's quite difficult to get the correct pronunciation of words.

If you don't believe us, just go ask an American and an English person to say 'aluminum.' So, if you're looking to develop more mental muscle, English is an excellent choice.

2. Make More Money



The world may not have a global language, but English is the default option for countless forms of communication across the globe. That's why one of the benefits of learning English is that it significantly boosts your hiring potential. Not only is it an appealing credential on your resume, but it's also statistically proven to increase your hiring potential.

In 2014, those entering the workforce with second language fluency expected an additional 10% to 15% pay bump.

In these three particular areas, English is the go-to language:

a. Business

Globalization pushed the language into areas of the world it otherwise might not reach. A recent LinkedIn survey revealed that 90% of HR Directors, CEOs and CMOs claimed that having English-speaking employees is beneficial to their businesses. They likely claim so because English's impact on the business world has been long felt. Today, it's a mainstay in the business sector.

b. Science

Science is also a largely English-centric community. With new terms and published articles most likely to show up in English, the benefits of learning English are immense.

c. The Internet

Beginning in two English speaking countries (The UK and US), the Internet always had an advantage to English speakers. One benefit of learning English is having access to the 55% of the content available on the web today. Today, this has brought the digital community into the English language fold and makes knowing it virtually a key to the internet.

3. One of the Best Languages to Learn For Travel

If you think English can only take you to places like the U.S., U.K., and Canada, we've got some great news: There are over 50 English-speaking countries around the world. And that doesn't count for all over the world. In many cities, particularly in Europe, English is almost an unofficial second language where expats and tourists make up a significant portion of the community. Even in places like China where a few million out of the country's 1.3 billion speak the language you run a good chance of meeting English speakers in its cities.

Just take a look at some of the destinations around the world where you can truly feel the benefits of learning English:

◆ Antigua and Barbuda

◆ Australia

- ◆ The Bahamas
- ◆ Barbados
- ◆ Belize
- ◆ Grenada
- ◆ Guyana
- ◆ Jamaica
- ◆ New Zealand
- ◆ St Lucia
- ◆ Trinidad and Tobago

Additionally, these are just some of the countries that use English heavily:

- ◆ Sweden
- ◆ The Netherlands
- ◆ Denmark
- ◆ Singapore
- ◆ Malaysia
- ◆ South Korea
- ◆ Argentina

4. Helps You Get Into Great Schools

Like job applications, one of the best benefits of learning English is the educational opportunities. If you desire access to some of the best schools like Harvard, Stanford, Oxford, Cambridge or MIT, then knowing English provides you an incredible edge. It's expected that around 2 billion people around the world will learn English over the next decade.

If you want to be seriously considered for entrance, it helps to understand the native

tongue. That doesn't mean non-English speakers won't gain entry; it just becomes much more challenging.

5. Become a Better Writer

One of the best ways to understand a new language is to write. The more that you write, the more exposure to the new language you receive. This helps your book comprehension and eventually your creativity. In a classroom setting, writing helps drive in the fundamentals of a new language. Think back to your early education days. How often were you writing your alphabet and basic sentences? The same goes for when learning as an adult. In turn, this regular effort will help you take those simple words and build your knowledge out. Simple words will turn into more complex and soon you will have the descriptive words needed to become a creative writer.

Much like becoming a musician, you won't understand your tool until you try it out for hours on end. The same goes for English. Start writing today, see the benefits soon.

6. Enjoys Classic Literature and Films in Native Language

Over the past few centuries, many of the world's classic works of film and literature were created in English. While you can gain access to translated copies, something always tends to feel "off" about the final product. The same can be said for classic works translated into English. These sorts of botched translations make it difficult to appreciate some of the great works of English-speaking artists from Shakespeare to Stephen King. From Hitchcock to Scorsese, to truly feel a great work of film or literature it's best to experience it in its native language.

Similarly so, one of the benefits of learning English is your understanding of pop culture. If you learn from some of the major films of today, you immediately give yourself a topic that's relatable to millions of people. Hopefully, this affords you access to more speaking and practicing opportunities.

7. Immigration Benefits

If you don't speak English, it could cause you to have a significant disadvantage. In the United States, to become a citizen, you must pass an English test. However, it isn't just

getting into the country where English is beneficial.

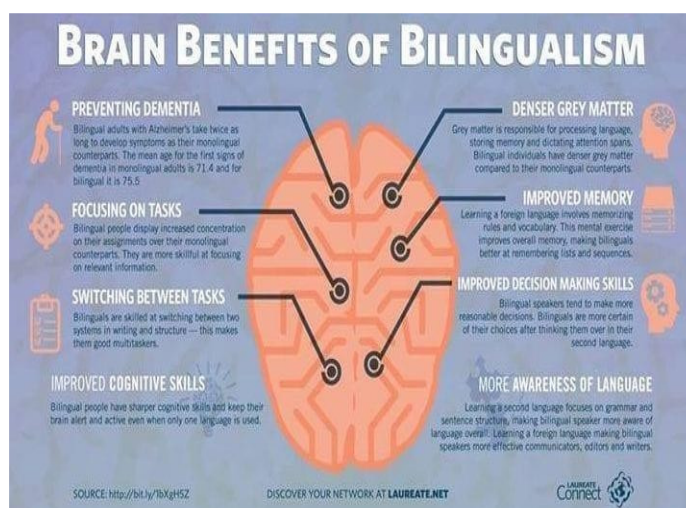
Finding employment is difficult even if you can speak English. Without it, the job market becomes much more narrow. This causes a strain on your finances and overall quality of life. Furthermore, it makes getting by in your day-to-day life incredibly trying. Imagine having to go to the grocery store, bus station, and even the hospital without understanding English.

For some families, not every generation speaks English with coming to a new country. If that's the case, get the family involved. Teach the older generation some English and watch their days improve by being able to help with homework and other family activities.

8. Improved Focus

Recent studies confirm what most of us had thought for some time: bilingual brains have better attention and focus than others. This feat is mainly attributed to evidence that appears to prove a link between the lifetime task of switching between languages and improved concentration skills.

Your improved focus likely comes from a two-fold approach. To successfully learn a new language, you need to pay attention to your studies as well as the people you speak to. One without the other probably won't produce the greatest speaker. To correctly become a well-rounded English speaker it takes both parts. This is especially true when traveling. As we discussed, English changes depending on the region you are in. With the right attention to detail, even the trickiest of dialogs won't throw you off.



9. You're Better Equipped to Learn English Slang Words

To say English has a few dialects to choose from would be an understatement. There are five international classifications used to designate the English language:

- World English
- North American English
- Mid-Atlantic English
- South Asia English
- East Asia English

Even if you choose one region, it would be a lifelong task to attempt to comprehend each dialect. However, by understanding English you give yourself a beneficial edge. From tourism to moving to a new region of the world, knowing English helps. You may not be able to grasp everything in Hawaiian Pidgin or Cajun Vernacular, but an understanding of General American English will help you understand what is being said around the nation. The same can be said for Geordie and Manx English speakers in the United Kingdom.

While some slangs might still give even native English speakers a hard time, knowing English is quite beneficial to understanding the world around you. Education, employment, and communities become more accessible the more you study and comprehend English.

Features of spoken English:

Spoken language is different from written language for many reasons one important reason is that it usually has to be understood immediately where written language can be read many times. Spoken language has many different features.

Spoken language has the following characteristics.

- Variation in speed but it is generally faster than writing
- Loudness or quietness
- Gestures body language
- Intonation

- Strem
- Rhythm
- Pitch range
- Pausing and phrasing

Example of how spoken English is different from text books English:

English as all kinds of rules that can be different difficult to remember textbook English usually weall of these Spoken English doesn't use the rules correctly.

Adverbs:

Adverbs are words that describe verb or action.

Text book:

“That necklace in really pretty”

Spoken English: “but hit in real expensive.”.

Double negatives:

A double negative in a statement that has two negative words.

Text book:

“I don't have any complaints” .

Real spoken English:

“I don't have no complaints”

Comparisons:

Comparison are when you compare two thing that are alike or not alike.

Text book:

"I like the **ending of this movie** better than the **ending of the**

other movie.Text book:

"I like the **ending of this movie** better than the **ending of the other**

movie" .Spoken English:

" I like to the **ending of the movie** better **then the other movie"**

Characteristics of spoken language:

- Use of personal pronouns.
- Shorter sentences.
- Use of colloquial words & contractions.
- Familiar vocabulary.
- Ideas words & phrases.
- Use of transitions signating and
- Summary statements.
- Use of vocal variety and body language.

ORAL COMMUNICATION:

Oral communication skills are more important than ever. Countless meetings, presentations, code reviews, conference and networking events communication are essential for current and future jobs. Good communication skills can be the difference between getting a promotion or moving laterally selling your product or struggling with slow growth.

Why are oral communication skills are important?

Managerial role -how do you command respect from your colleagues? Communication skills are essential for many areas of management.

Source and job -They want new employees to be able to speak clearly and confidently. Advance your access -business value these skills in management positions.

Learning vs Practicing

Learning something new is hard especially at the beginning who were likely to struggle and make mistakes. The reality is the only way to learn something new is practice.

Josh Kalthman, author of the personal MBA, writes that to go from "knowing nothing to being pretty good " so whether you are to be pretty good practice is essential.

6 ways to practice oral communication:

1. Training days and seminars.
2. Professional coaching.
3. Virtual reality environment.
4. Friends or colleagues.
5. Solo with a video camera or voice recorder.
6. Local toastmasters club.

Dynamics of Oral Communication

The hallmark of a good student communicator is that he has mastered the art of preparing, organizing and delivering successful oral presentations. Oral communication includes real-time presentations, video presentations and interviews, with accompanying visual aids such as handouts and power-points.

Message is the key to a good oral communication. The substance of the presentation should be relevant to the audience and goals of the presentation.

Self-awareness is the starting point of good oral communication. A person who is aware of his strengths and weaknesses can put in the required efforts to improve communication skills.

Confidence is another vital aspect of good communication. A person may know the subject and yet not communicate adequately if he lacks confidence.

Simplicity in messaging is indispensable for good communication as assimilation of the message is directly proportional to clarity of its presentation.

Awareness of the audience is an important tool in the hands of an effective oral communicator.

A good communicator can gauge the impact of the by observing the body language and feedback of the audience and adjust his approach accordingly.

Interaction is the path to effectiveness. A student oral communicator can keep the audience engaged by asking questions and soliciting opinions on the subject matter at hand. This would also help in fine tuning the message and style of presentation, based on the feedback received from the audience. The tone of voice of the presenter carries a lot of weight in delivery of the message. A confident tone keeps the audience engaged, whereas a low and monotonous tone can be off-putting. Voice modulation can also be employed to highlight the key points in the presentation and retain the attention of the audience.

Body language is an important component of effective oral communication. The student should adopt a stable and confident posture, make appropriate gestures, avoid being fidgety and establish eye contact during the presentation.

Oral communication is not merely the ability to speak, but also the capacity to listen. A good communicator is one who is attuned to the audience and is able to calibrate his message accordingly. An aspiring oral communicator should be willing to acquire and hone his listening skills over a period of time.

The Path to Effective Oral Communication

Oral communication is an art that can be learnt and polished through reading, presentation skills and practice.

An oral communicator should have intellectual curiosity. Reading is a means to the development of good communication skills. A well-educated mind would be able to communicate better as content is the soul of the communication process. He should also possess an attitude of discussion and deliberation as this would improve intellectual capabilities and thereby contribute to effective communication.

Effective writing skills and good verbal communication skills go hand-in-hand although they may appear antithetical to a newbie. A student with good writing skills would alone be in a position to organize and present his thoughts in a structured manner; an exposure to the nitty-gritty of essay writing would be immensely beneficial in that regard.

The age-old dictum 'Practice makes a person perfect' makes perfect sense in the world of oral communication. The first impression is the best impression and many students fail this test due to a various impediments such as stage fright, lack of self-confidence and performance anxiety. A student can conquer his fears and master the art of oral communication by participating in many realand mock presentations, and speech-based activities.

Active participation in the community would transform a student into a good communicator by honing his linguistic abilities. Moreover, a leadership position in an academic setting would be animportant asset on the CV of a student.

To conclude, a student willing to put his nose to the grindstone can indeed make a smooth transitionfrom a tentative speaker to an effective and seasoned oral communicator.

Advantages of oral communication:

Oral communication involves many advantages. In a recent survey about communication it is clearthat more than 55% of the executives choose this communication. The advantages of oral communication are as follows:

1. **Time-saving:** When action is required to be taken immediately it is best to transmit a messageorally. If the executive's workload is high then they stop writing and by oral instructions, theycomplete their message transmission and released their workload and also it saves time.
2. **Cost savings:** Cost is involved in any communication. When the communication is needed within the organization and if it and is completed in orally, it has not needed any paper, pen orstamp or computer. So it saves the money of the organization.
3. **More powerful:** Speech is a more powerful means of persuasion and control. Therefore,executives often prefer to transmit messages orally.
4. **Effectiveness:** With the help of variations in the tone, pitch, and intensity of voice, the speakercan convey shades of meaning. This factor also contributes to the effectiveness of oral communication.
5. **Immediate feedback:** The speaker can get immediate feedback on whether it is creating a favourable impression on the receiver or whether the receiver will protest or whether the receiver has clearly understood his meaning or is feeling perplexed or baffled and he can moldand adjust his message accordingly.
6. **More suitable:** The employees felt more suitable when the message transmits in

orally. They get an opportunity for feedback and clarification.

7. **A relationship develops:** Oral communication is mostly carried out helps to promote friendly relations between the parties communicating with each other.
8. **Flexibility:** By the demand of the situations, oral instructions can be changed easily and for these cases maintain the formalities are not necessary. So it is very much flexible and effective.
9. **Easiness:** It is so an easy method of communication. It needs little preparation to send a message. No need of pens, pencils and other writing equipment which are needed in written communication.
10. **Correction of errors:** If any error is expressed at the time of oral communication. It was possible to rectify at that time or within a very short time.
11. **Informal communication:** In oral communication, no need to maintain such formalities which are needed in written communication. So it is easy and helpful to any organization.
12. **Motivation:** In oral communication system, top executives and subordinates staff can sit face-to-face and exchange their views directly, so sub-ordinates are motivated day by day.
13. **Special applications:** Oral communication is more helpful in communicating messages to groups of people at assembly meetings etc.
14. **Maintaining secrecy:** Interested parties of oral communication can maintain the secrecy of messages easily.

Disadvantages of oral communication:

Oral communication contains many advantages. In spite of this, there are some disadvantages which are given below:

- 1) **No record:** In oral communication, messages are difficult to record. So it is impossible to preserve the message for the future.
- 2) **Expensive:** It is also expensive media of communication. Sometimes the audience can be managed by paying T. A and D. A. On the other hand Technological devices that are used in this system are costly.
- 3) **Distortion of the word:** If distortion of the word occurs in oral communication,

then main goals of the organization may be filed.

- 4) **Inaccuracy:** There is very possibility of inaccurate messages to reach the destination. So, the reverse result of expected plan may be occurred.
- 5) **Limited use:** The scope of usage of oral communication is limited. It is not suitable for lengthy messages. It should be used for a short message.
- 6) **Probability of omitting main subject:** Sometimes, main subject may be omitted to express a word for communicating. So, expected result may not be achieved.
- 7) **Confused speech:** Sometimes the receiver fails to understand the meaning of a message due to habitual productions of the speaker.
- 8) **No legal validity:** there is any legal validity of the oral message. As, the oral messages are not taped and kept records, so it can be denied easily if the situation goes against the speaker.
- 9) **Late decision:** It takes time to reach a decision. At the beginning stage, some time is killed in the discussion of any personal matters. Besides some time is also wasted for irrelevant discussion. In this way, decision making is delayed.
- 10) **Less important:** In oral communication, meaningless speech can mislead the main effects of communication. But when the information comes out in written, we take it seriously.
- 11) **Lack of secrecy:** In oral communication, important and secret information may be disclosed.
- 12) **Defective:** Oral communication is defective for the company's policy, procedure, programs, law, and other important information.
- 13) **Creates misunderstanding:** The speaker often gives message without having properly organized it earlier. So, it is possible that he may not be able to make himself properly to communicate with the receiver. As a result, misunderstanding may develop.

VOICE AND ACCENT CLARITY: PROVEN,

RESEARCH BASED METHOD:

Based on scientific research and years of hands-on experience, the Pronunciation Pro Online Course is a proven method for reducing your foreign accent and improving your

English pronunciation and fluency. Our students come to us feeling self-consciousness about the way they speak and when they finish, they feel empowered and confident because of their new and improved English communication skills and Pro Mindset.

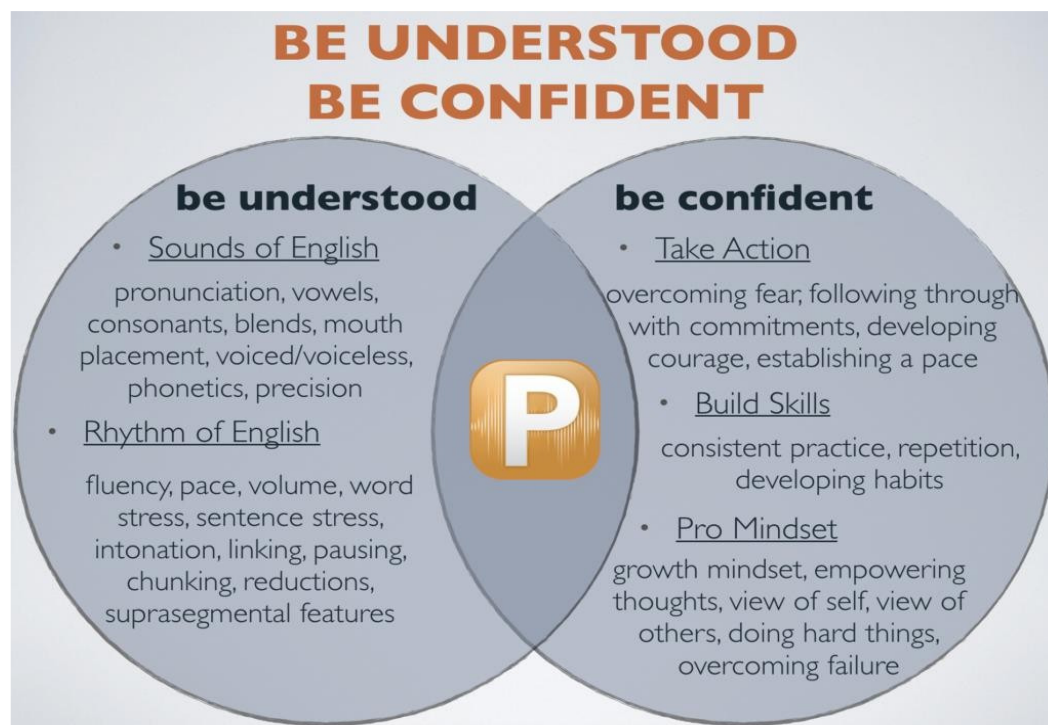
We hear it over and over again from our students, the results found in this program bring **confidence, career advancement, leadership opportunities, better presentationskills, more credibility, and better social interactions.**

Does this sound like the result you are looking for? Well then let me tell you how it works...

The Pronunciation Pro Online Course is an all inclusive English pronunciation and fluency program. We focus on two key objects.

1. Be Understood Clearly
2. Be Confident

When these two objectives are met, our students are empowered to achieve their dreams!



VOICE MODULATION

Modulation is when you control or adjust something, like when you lower your **voice** to a loudwhisper in order to make what you're saying more dramatic and mysterious.

The

noun **modulation** has several meanings, including a change of key in music or of the sound of a person's **voice**.

What is the importance of voice modulation?

Voice modulation is one of the most powerful weapons that you can have in your arsenal while delivering a **speech**. Not only does it reflect confidence but it also helps in convincing your audience about your beliefs or ideas. This is the power that **voice modulation** commands over people!

How do you do voice modulation while speaking?

Let's find out:

Be Loud and Clear. Being loud doesn't mean that you have to shout. ...

Practise Variation. You can look up for some steps that you can practise in order to develop the desired voice. ...

Stress on Powerful Words. ...

Create a Crowd Pleasing Speech. ...

Effective Pauses. ...

Avoid Ahs and Uhms. ...

Sound Enthusiastic and Confident.

What is voice modulation in public speaking?

Voice Modulation is a part of Effective **Public Speaking** which has been discussed in the earlier article. **Voice Modulation** is an important aspect of Effective **Public Speaking**.

Without **Voice Modulation**, the **speech** would sound flat and will not be able to catch audience attention.

Principles of speech delivery articulation

Articulation. You must fully open your mouth in order to distinctly enunciate the different

words. Modulation. Modulating the voice or varying it. ...

Pitch.

Power. Power is referred to the vocal energy or intensity exerted by the speaker. ...

Pace. ...

Stage Presence. ...

Facial Expressions. ...

Gestures and Movements.

Mastering public speaking requires first differentiating between four of the primary types of public speaking: ceremonial, demonstrative, informative and persuasive.

Ceremonial Speaking. ...

Demonstrative Speaking. ...

Informative Speaking. ...

Persuasive Speaking.

7 Tips to Help You Overcome Your Fear of Public Speaking

1. Start Small. If you're new to the world of public speaking, start small. ...
2. Prepare Thoroughly. Nothing helps ease the fear of public speaking more than knowing your material. ...
3. Don't Just Memorize the Words. ...
4. Avoid Common Bullets. ...
5. Reduce Stress. ...
6. Find a Friend to Focus On. ...
7. Engage the Audience.

INTONATION

Intonation is the rising and falling pitch in one's voice. If you've already looked at our sections on thought groups and word stress, then you're already familiar with how

intonation and stress are closely connected. If you've ever tried to mimic an English speaker's intonation patterns and felt uncomfortable, it may be because the intonation patterns of your first language are either different and/or have a wider or lesser range. As one example, listen to the following question and decide if you hear rising or falling pitch at the end of the question: What's your name?

While many learners may predict that all questions in English have a rising pitch, many questions actually have a falling pitch. In fact, if this same question were said with rising intonation, it'd sound like this: What's your name?

You can probably detect the difference, but more importantly, the underlying **intent** of each question is different. The first question is typical of introductions; the speaker wants to know a person's name. In the second question, the speaker probably misheard the name, or is surprised by the name in some way (e.g., the person's name is Harry Potter). Therefore, learning the intonation of English is more than trying to sound like an English speaker; narrow or improper intonation can actually negatively impact the meaning of your message!

As with all pronunciation learning, it's important that you are able to *perceive* the difference between rising and falling pitch. Listen to the following sentences and decide if each sentence ends in a rising or falling pitch. If you have already read the section on Thought Groups, then you'll know that the end of each sentence has a "focus word;" this focus word will be the main starting point of rising or falling pitch. For additional help, listen to the kazoo version so that you aren't distracted by the words.

Could you submit this form by tomorrow morning?	Rising Falling
I didn't quite understand your question.	Rising Falling
Where would you like to meet her?	Rising Falling
Did they want to try it out now or later?	Rising Falling

You misplaced the book?	Rising Falling
Her points were well received.	Rising Falling

Word Stress

Word stress is your magic key to understanding spoken English. Native speakers of English use word stress naturally. Word stress is so natural for them that they don't even know they use it. Non-native speakers who speak English to native speakers without using word stress, encounter two problems:

They find it difficult to understand native speakers, especially those speaking fast. The native speakers may find it difficult to understand them.

Think again about the two words photograph and photographer. Now imagine that you are speaking to somebody by telephone over a very bad line. You cannot hear clearly. In fact, you hear only the first two syllables of one of these words, photo... Which word is it, photograph or photographer?

Of course, with word stress you will know immediately which word it is.

Why is Word Stress Important?

Word stress is your magic key to understanding spoken English. Native speakers of English use word stress naturally. Word stress is so natural for them that they don't even know they use it.

Word stress is not used in all languages. Some languages, Japanese or French for example, pronounce each syllable with equal emphasis.

Other languages, English for example, use word stress and pronounce different syllables with more or less importance.

Word stress is not an optional extra that you can add to the English language if you want.

It is part of the language! Fluent English speakers use word stress to communicate rapidly and accurately, even in difficult conditions. If, for example, you do not hear a word clearly, you can still understand the word because of the position of the stress.

Word Stress Rules

There are two very simple rules about word stress:

One word has only one stress. (One word cannot have two stresses. If you hear two stresses, you hear two words. Two stresses cannot be one word. It is true that there can be a "secondary" stress in some words. But a secondary stress is much smaller than the main [primary] stress, and is only used in long words.)

We can only stress vowels, not consonants.

Here are some more, rather complicated, rules that can help you understand where to put the stress. But do not rely on them too much, because there are many exceptions. It is better to try to "feel" the music of the language and to add the stress naturally.

A. Stress on first

Example

Most 2-syllable nouns PRESENT, EXPORT, CHINA, TABLE.

Most 2-syllable adjectives PRESENT, SLENDER, CLEVER, HAPPY.

B. Stress on penultimate syllable (penultimate = second from end)

Example

Words ending in -ic GRAPHic, geoGRAPHic,

geoLOGic Words ending in -sion and -

tion teleVision, reveLAtion

For a few words, native English speakers don't always "agree" on where to put the stress. For example, some people say teleVision and others say TELevision. Another example is: CONtroversy and conTROversy.

C. Stress on ante-penultimate syllable (ante-penultimate = third from end)**Example**

Words ending in -cy, -ty, -phy and -gydeMOcracy, dependaBility, phoTOgraphy,
geOLOgyWords ending in -al CRitical, geoLOGical

D. Compound words (words with two parts)**Example**

For compound nouns, the stress is on the first part BLACKbird, GREENhouse

For compound adjectives, the stress is on the second part bad-TEMpered, old-

FASHionedFor compound verbs, the stress is on the second part underSTAND,

overflow

UNIT -II

MOTIVATION AND GOAL SETTINGS

Motivation

Motivation is a reason for actions, willingness, and goals. Motivation is derived from the word *motive*, or a need that requires satisfaction. These needs, wants or desires may be acquired through influence of culture, society, lifestyle, or may be generally innate. An individual's motivation may be inspired by outside forces (extrinsic motivation) or by themselves (intrinsic motivation). Motivation has been considered one of the most important reasons to move forward. Motivation results from the interaction of both conscious and unconscious factors. Mastering motivation to allow sustained and deliberate practice is central to high levels of achievement, e.g. elite sport, medicine, or music. Motivation governs choices among alternative forms of voluntary activity.



Motivation is an internal process. Whether we define it as a drive or a need, motivation is a condition inside us that desires a change, either in the self or the environment. When we tap into this well of energy, motivation endows the person with the drive and direction needed to engage with the environment in an adaptive, open-ended, and problem-solving sort of way (Reeve, 2015).

The essence of motivation is energized and persistent goal-directed behavior. When we are motivated, we move and take action.

Motivation is influenced by the satisfaction of needs that are either necessary for sustaining life or essential for well-being and growth. Physiological needs for food, water, and sex (yes sex) serve the organism to maintain life and also provide satisfaction from doing so. Psychological needs for autonomy, mastery, and belonging direct our behavior in much the same way. As do the needs for achievement, power, closure, meaning, and self-esteem. Some of these needs will become motives as will all the intrinsic activities we engage in.

Our environment and social context will play a significant role in terms of extrinsic motivation. We will also be motivated by goals, values, and desires to experience specific emotions associated with certain end-states (Reeve, 2015).

The best way to explain motivation is to show what it looks like in everyday life. Here is an example of possible motivational reasons a person could have to engage in exercise.

You are your own best motivator. Your motivation must come from within yourself. Others may try to encourage you, but you are the only one who can attain what you desire. You must convince yourself - you can!

Success comes in cans!

Throughout your college years you will have to make many choices; view these choices as opportunities. Don't allow yourself to be burdened with problems; they are really only challenges. Train yourself from the start to put your time and energy into finding solutions to your challenges, not in complaining. You must adjust your attitude and retrain your thought process.

Start with surrounding yourself with positive people. They will encourage and nurture you.

Stay away from negative people because they will discourage you and sabotage your dreams and goals.

You need to hold yourself accountable. Write a letter of intent to yourself, date it, and sign it. Put this letter some place where you will see it everyday. Go to a friend or fellow student and make a commitment to each other. It helps to be accountable to someone else.

If you develop your dreams into goals, and your goals into realities, then your realities will become your successes!

Self-motivation is important for achieving success in work and personal life. A well-accepted explanation of human behavior is that people have needs and motives propelling them toward achieving certain goals. The central idea behind need theory is that unsatisfied needs motivate us until they become satisfied. After satisfaction of one need, the person usually pursues satisfaction of another, higher need.

Work and personal life offer the opportunity to satisfy many different needs and motives. Among the more important needs and motives are achievement, power, affiliation, recognition, and order. The need for risk taking and thrill seeking is also important for some people. Generational differences in needs have been observed, such as older people placing a higher value on security and younger people placing a higher value on risk taking.

According to Maslow's need hierarchy, people have an internal need pushing them on toward self-actualization. However, needs are arranged into a five-step ladder. Before higher-level needs are activated, certain lower-level needs must be satisfied. In ascending order, the groups of needs are physiological, safety, social, esteem, and self-actualization (such as self-fulfillment).

Need theory helps in self-motivation. First identify which needs you want to satisfy and then focus your efforts on an activity that will satisfy those needs.

Motivation and mental states:

Motivation is what explains why people or animals initiate, continue or terminate a certain behavior at a particular time. Behaviorists have tried to give such explanations solely in terms of the relation between the situation and external, observable behavior. But the same

entity often behaves differently despite being in the same situation as before. This suggests that explanation needs to make reference to internal states of the entity that mediate the link between stimulus and

response. Among these internal states, psychologists and philosophers are most interested in mental states. The paradigmatic mental state providing motivation is desire. But it has been argued that various other states, like beliefs about what one ought to do or intentions, can also provide motivation.

An important distinction is between states that provide motivation whenever they are present, sometimes referred to as "essentially motivation-constituting attitudes" while other states provide motivation contingent on certain circumstances or other states. It has been argued that a desire to perform an action, a so-called action-desire, always provides motivation. This is even the case if the agent decides against performing the action because there are other more pressing issues. An instrumental belief about how to reach a certain goal, on the other hand, provides motivation contingent on the agent currently having this goal. We can desire many things besides actions, like that our favorite soccer team wins their next match or that world peace is established. Whether these desires provide motivation depends, among other things, on whether the agent has the ability to contribute to their realization. While some theorists accept the idea that desire is essential to motivation, others have argued that we can act even without desires. The motivation may instead be based, for example, on rational deliberation. On this view, attending a painful root canal treatment is in most cases motivated by deliberation and not by a desire to do so. So desire may not be essential to motivation. But it is open to opponents of the thesis that there is motivation without desires to reject the analysis of such examples. Instead, they may argue that attending the root canal treatment is desired in some sense, even if there is also a very vivid desire present against doing so.

Another important distinction is between occurrent and standing desires. Occurrent desires are either conscious or otherwise causally active, in contrast to standing desires, which exist somewhere in the back of one's mind. If Dhanvi is busy convincing her friend to go hiking this weekend, for example, then her desire to go hiking is occurrent. But many of her other desires, like to sell her old car or to talk with her boss about a promotion, are merely standing during this conversation. Only occurrent desires can act as sources of motivation. But not all occurrent desires are conscious. This leaves open the possibility of unconscious

motivation.

Some psychological theories claim that motivation exists purely within the individual, but socio-cultural theories express motivation as an outcome of participation in actions and activities within the cultural context of social groups.

Goal Setting

Goals are valuable because they (1) focus effort in a consistent direction, (2) improve your chances for success, and (3) improve motivation and satisfaction. One explanation for the contribution of goals is that they create a discrepancy between what individuals have and what they aspire to achieve. Self-dissatisfaction with this discrepancy serves as an incentive to achieve. Goals also create a state of arousal that readies people for accomplishment.

Goals can be aimed at either learning or proving (performing). A learning-goal orientation means that an individual is focused on acquiring new skills and mastering new situations. A proving-goal orientation is aimed at wanting to demonstrate and validate the adequacy of your competence by seeking favorable judgments of competence. People with a learning-goal orientation are more likely to seek feedback on how well they are performing, and they are more likely to have higher job performance.

Goal setting is widely used on the job. Goals set by employees at lower levels in an organization are supposed to contribute to goals set at the top. Frequently, individual employees are asked to participate in goal setting by contributing ideas of their own. An important part of goal setting, both on and off the job, is priority setting. To increase the motivational impact of goals, some managers encourage workers to track their own performances.

Goal setting in personal life can contribute to life satisfaction. For maximum advantage, personal goals should be integrated with career goals. Areas of life in which personal goals may be set include (1) social and family, (2) hobbies and interests, (3) physical and mental health, (4) career, and (5) financial. To increase their effectiveness, goals should be supported with action plans.

Effective goals are specific and concise. You should describe what you would actually be doing if you reached your goal, and goals should be realistically challenging. Set goals for

different time periods and include some fantasy in your personal goal setting.

Goals have some problems associated with them. They can create inflexibility and can lead you to anarrow focus, thus neglecting other worthwhile activities. Proving goals can detract from an interestin the task, and goals can interfere with relaxation.

Key techniques of self-motivation include (1) setting goals for yourself, (2) engaging in intrinsicallymotivating work, (3) getting feedback on your performance, (4) applying behavior modification to yourself, (5) improving your skills relevant to your job, (6) raising your level of self-expectation, and (7) developing a strong work ethic.

Achieving goals and staying motivated requires self-discipline. A model presented here for developing self-discipline consists of eight components: (1) formulate a mission statement, (2) develop role models, (3) develop goals for each task, (4) develop action plans, (5) use visual and sensory stimulation, (6) search for pleasure within the task, (7) compartmentalize spheres of life, and (8) minimize excuse making.

Goals provide direction in your life and nurture your motivation

Goals are like road maps; they get you from one point to another. Goals provide the direction youneed to reach your destination, the motivation to sustain you on your trip, and a way to measure your progress. The best way to get results is to plan for the future, but live one day at a time.

Think about the future. How do you define success? What makes you happy? What drives you? What makes you get out of bed in the morning? Does success mean family, money, security, prestige, to help others, improve the environment, solve problems, a career, a degree? Whatever youdecide, the key is to strengthen your will to succeed. To succeed, strengthen your will - to strengthen your will, succeed. This sounds circular, and it is - it is a positive feedback loop.

To get this positive feedback loop started, develop a long-term plan. Where do you want to be 3-5 years from now? What do you want to be doing? Where do you want to live? What kind of vacations do you want to take? What is your house going to look like? What kind of car will you bedriving? What color will the car be? Get very specific with your dreams

and your plans. If your dreams are specific, your goals will be specific. Never ask yourself the questions - "What if", or "What would happen if". Make the questions a positive affirmation of what you will do! Prioritize your goals - what is the most important goal for you and what is the first thing you need to do to start towards that goal? Then plan backwards in time and outline the major steps it will take for you to arrive at that future destination.

Once you have the big picture, break your outline into individual, short-term goals. Short-term goals should range from daily goals to one-year goals, midterm goals should range from 2-3 years, and long term goals are up to 5 years. Make your list very specific and realistic. You want to be successful in reaching your goals, but at the same time, these goals should challenge you. At the end of each day reward yourself and strengthen your resolve for tomorrow.

Some Suggested Goals:

Be a Life Long Learner - We live in exciting and interesting times. We live at the crossroads of revolutions in electronic technology, genetic engineering, and international economics. The only certainty in life is change, opportunity for some, and future shock for others. Education is the door to opportunity. Your most valuable asset and skill in life as well as in the market place is your ability to learn and to apply this knowledge.

Clarify Educational Plans - If you have declared a major, great! If not, do not worry - it is okay. Many students are unsure of their major until they are about halfway through college. If you don't know what you want to major in, then research various careers, talk to counselors, visit businesses, and/or interview people already working in the fields you are interested in.

Become an Efficient, Successful Student - No matter what your goals are, work at maximum efficiency. Be a student who works smarter as well as harder.

No one can teach you how to think,

you must motivate yourself to learn how to learn!

Goal-setting is the process of taking active steps to achieve your desired outcome. Maybe your dream is to become a teacher, musician or physical therapist. Each one of these

dreams involves setting and reaching small (and big!) goals. Each of these major goals can be broken down into smaller, more attainable goals that will propel you towards success.

There are three types of goals- process, performance, and outcome goals.

Process goals are specific actions or ‘processes’ of performing. For example, aiming to study for 2 hours after dinner every day. Process goals are 100% controllable by the individual.

Performance goals are based on personal standard. For example, aiming to achieve a 3.5 GPA. Personal goals are mostly controllable.

Outcome goals are based on winning. For a college student, this could look like landing a job in your field or landing job at a particular place of employment you wanted.



Outcome goals are very difficult to control because of other outside influences.

Process, performance, and outcome goals have a linear relationship. This is important because if you achieve your process goals, you give yourself a good chance to achieve your performance goals.

Similarly, when you achieve your performance goals, you have a better chance of achieving your outcome goal.

Tips for Setting Your Goals

The following broad guidelines will help you to set effective, achievable goals:

- State each goal as a positive statement – Express your goals positively – "Execute this technique well" is a much better goal than "Don't make this stupid mistake."

- Be precise – Set precise goals, putting in dates, times and amounts so that you can measure achievement. If you do this, you'll know exactly when you have achieved the goal, and can take complete satisfaction from having achieved it.
- Set priorities – When you have several goals, give each a priority. This helps you to avoid feeling overwhelmed by having too many goals, and helps to direct your attention to the most important ones.
- Write goals down – This crystallizes them and gives them more force.
- Keep operational goals small – Keep the low-level goals that you're working towards small and achievable. If a goal is too large, then it can seem that you are not making progress towards it. Keeping goals small and incremental gives more opportunities for reward.
- Set performance goals, not outcome goals – You should take care to set goals over which you have as much control as possible. It can be quite dispiriting to fail to achieve a personal goal for reasons beyond your control!

In business, these reasons could be bad business environments or unexpected effects of government policy. In sport, they could include poor judging, bad weather, injury, or just plain bad luck.

If you base your goals on personal performance, then you can keep control over the achievement of your goals, and draw satisfaction from them.

- Set realistic goals – It's important to set goals that you can achieve. All sorts of people (for example, employers, parents, media, or society) can set unrealistic goals for you. They will often do this in ignorance of your own desires and ambitions.

It's also possible to set goals that are too difficult because you might not appreciate either the obstacles in the way, or understand quite how much skill you need to develop to achieve a particular level of performance.

Achieving Goals

When you've achieved a goal, take the time to enjoy the satisfaction of having done so. Absorb the implications of the goal achievement, and observe the progress that you've

made towards other goals.

If the goal was a significant one, reward yourself appropriately. All of this helps you build the self-confidence you deserve.

With the experience of having achieved this goal, review the rest of your goal plans:

- If you achieved the goal too easily, make your next goal harder.
- If the goal took a dispiriting length of time to achieve, make the next goal a little easier.
- If you learned something that would lead you to change other goals, do so.
- If you noticed a deficit in your skills despite achieving the goal, decide whether to set goalsto fix this.

General Goal Setting Tips

- Set both short- and long-term goals
- Set SMART goals
- Set goals that motivate you
- Write your goals down and put them in a place you can see
- Adjust your goals as necessary
- Recognize and reward yourself when you meet a goal

Set SMART Goals

Set all three types of goals- process, performance, and outcome – but focus on executing yours smaller process goals to give you the best chance for success!



- Specific – highly detailed statement on what you want to accomplish (use who, what, where, how etc.)
- Measurable- how will you demonstrate and evaluate how your goal has been met?
- Attainable- they can be achieved by your own hard work and dedication- make sure your goals are within your ability to achieve
- Relevant- how does your goals align with your objectives?
- Time based- set 1 or more target dates- these are the “by whens” to guide your goal to successful and timely completion (include deadlines, frequency and dates)

Goals that are difficult to achieve and specific tend to increase performance more than goals that are not. A goal can be made more specific by: quantification (that is, making it measurable), such as by pursuing "increase productivity by 50%" instead of "increase productivity", enumeration, such as by defining tasks that must be completed to achieve the goal instead of only defining the goal.

Setting goals can affect outcomes in four ways:

Choice

Goals may narrow someone's attention and direct their efforts toward goal-relevant activities and forward goal-irrelevant actions.

Effort

Goals may make someone more effortful. For example, if someone usually produces 4

widgets per hour but wants to produce 6 widgets per hour, then they may work harder to produce more widgets than without that goal.

Persistence

Goals may make someone more willing to work through setbacks.

Cognition

Goals may cause someone to develop and change their behavior.

Goal commitment

People perform better when they are committed to achieving certain goals. Through an understanding of the effect of goal setting on individual performance, organizations are able to use goal setting to benefit organizational performance. In addition, another aspect that goes with goal commitment is also goal acceptance. This is an individual's willingness to pursue their specific goal.

Locke and Latham (2002) have indicated three moderators that indicate goal setting success:

- The importance of the expected outcomes of goal attainment,
- Self-efficacy: one's belief that they are able to achieve the goals,
- Commitment to others: promises or engagements to others can strongly improve commitment.

Expanding the three from above, the level of commitment is influenced by external factors. Such as the person assigning the goal, setting the standard for the person to achieve/performance. This influences the level of commitment by how compliant the individual is with the one assigning the goal. An external factor can also be the role models of the individual. For example, say an individual looks up to their manager and cares about his or her opinion, the individual is more likely to listen to goal-setting strategies from that individual, and ultimately become more committed to their desired goal.

Internal factors can derive from their participation level in the work to achieve the goal.

What they expect from themselves can either flourish their success, or destroy it. Also, the individual may want to appear superior to their peers or competitors. They want to achieve

the goal the best and be known for it. The self-reward of accomplishing a goal, is usually one of the main keys that keep individuals committed. For example, if an individual was working toward becoming the president of their company, if they achieve their goal, they could reward themselves with something of importance to them.

Feedback:

Feedback and goal setting are highly interrelated and more effective when used in conjunction with each other. Goal setting can lead to creation of feedback loops, either negative or positive comparison of the output to the goal. Negative feedback loops lead to increasing the input

associated with goal attainment to improve output in the next loop cycle. Positive feedback loops if not sufficiently reinforced can lead to subsequent setting of goals at a less difficult level.

Negative feedback can be reframed and errors seen as beneficial to the learning and goal achievement process and in turn increasing participant resilience. This reframing process can be taught through error management training and with clear instructions about how to engage with errors. Error management training involves participants practicing the metacognitive activities of planning, monitoring, and evaluation.

Negative feedback also interacts with goal type, perceived tension and conscientiousness.

People with high conscientiousness and performance goals experience high tension following negative feedback which leads to lower performance. This is not the case with learning goals where the effect of negative feedback is less detrimental.

Without proper feedback channels it is impossible for employees to adapt or adjust to the required behavior. Managers should keep track of performance to allow employees to see how effective they have been in attaining their goals. Providing feedback on short-term objectives helps to sustain motivation and commitment to the goal. There are two forms of feedback in which the employee can receive (Outcome and Process feedback). Outcome feedback is after the goal or activity is finished, and process feedback is during the completion of a goal. Feedback should be provided on the strategies followed to achieve the goals and on the final outcomes achieved.

Unit III

INTERPERSONAL SKILLS

Introduction to Interpersonal Skills:

Interpersonal skills are fundamental to successful relationships at home, at school, at work and socially. Each and every relationship and interaction that any of us has with another person draws on our interpersonal skills.

Interpersonal skills are **the qualities and behaviors we exhibit while interacting with other people**. They are considered to be one of the most sought after types of *soft skill*.

We demonstrate them whenever we engage in any kind of verbal or nonverbal communication. In fact, qualities as basic as body language and attitude toward others greatly affect our chances of excelling at work.

Strong interpersonal skills are a key indicator of success in a working environment, as benefits include the ability to cooperate with teammates to solve difficult problems, as well as simply enhancing your popularity around the society

1. Self Analysis

The literal meaning of self-analysis is a systematic evaluation by an individual to understand his or her own personality without the aid of another person. Hence, it is very essential strategy that every teacher should adopt in a regular classroom teaching learning process. Didier (1986) mentioned in his research that self-analysis was the ability with which an individual interpreted his/her own conscious as well as unconscious thoughts. Dasautels (2014) conducted a study to establish the significance of self-analysis in promoting learning. According to her human brain was naturally wired to adopt this strategy in order to create conducive state of mind facilitating learning, Webb (2002) pointed out that teacher practicing self-analysis refining one's own ability promoted the ability of recalling and recognizing the given information at the knowledge level, classifying, organizing, estimating and comparing the given information at the behavior

level, drawing conclusions, observing the facts, collecting evidence to formulate logical reasoning, solving new problems using the existing knowledge at the skill level, making conclusions by using extended thinking at value level represented in a simple mode.

Self-Analysis in Promoting Knowledge Acquisition

Self-analysis is one of key attitude an individual should develop in knowledge acquisition as correctly pointed out by in study with Nursing school students that by creating a good learning environment everyone learns throughout their lives, and they learn new knowledge and skills which are for self improvement and to acquire comprehensive relevant knowledge because they take pride in their profession. A good learning environment refers to a platform in which a teacher and a student decide together what they would like to achieve at the end of the course. Further suggested that a teacher as a facilitator entrusts the knowledge to his/her students by developing trust, respect and valuing the ability of one another. Therefore, it is recommended that by providing a good rapport with the learner as well as developing a sense of empathy Proved to be effective in knowledge acquisition as it motivates the learners.

Knowledge acquisition could be promoted through self-analysis by adopting the following strategies:

Setting specific learning objectives relevant to the given

information; Setting attributes to each of the learning

objectives.

These two strategies help the teacher to fulfill the objective of improved performance as well as personal development.

Role of Self-Analysis in Skill Development

As self-analysis is the important aspect of cognitive and constructivist theory attempting to explain learning and motivation. Self-analysis exercise practiced by the teacher in the regular class room teaching-learning process provides guidance to learners

to organize, evaluate, and connect new information with the prior knowledge. These acquired skills enable the learners to internalize their learning strategy leading to the development of concrete learning experience. Developing self-analysis attitude by the teachers promotes the students in goal setting, high academic achievement etc as the teacher's attitude is reflected on his/her students. Thus the students develop the ability to consider their own performance and to identify their strengths, weaknesses, and areas that require improvement enabling them to use this knowledge to influence their future work, let it be on a program of study or in employment. Thus self assessment as a teaching and learning exercise provides students with the opportunity to develop a core lifelong learning skill. The skill development model explains how the self-analysis attitude of the teacher reflected on his/her students.

2. SWOT Analysis

SWOT analysis is an acronym for strengths, weaknesses, opportunities, and threats and is a structured planning method that evaluates those four elements of an organization, project or business venture. A SWOT analysis can be carried out for a company, product, place, industry, or person. It involves specifying the objective of the business venture or project and identifying the internal and external factors that are favorable and unfavorable to achieve that objective.

Some authors credit SWOT to Albert Humphrey, who led a convention at the Stanford Research Institute in the 1960s and 1970s using data from Fortune 500 companies.

However, Humphrey himself did not claim the creation of SWOT, and the origins remain obscure. The degree to which the internal environment of the firm matches with the external environment is expressed by the concept of strategic fit.

Strengths: characteristics of the business or project that give it an advantage over others.

Weaknesses: characteristics of the business that place the business or project at a disadvantage relative to others.

Opportunities: elements in the environment that the business or project could exploit to its

advantage.

Threats: elements in the environment that could cause trouble for the business or project.

Application of SWOT

The uses of a SWOT analysis by a community organization are as follows: to organize information, provide insight into barriers that may be present while engaging in social change processes, and identify strengths available that can be activated to counteract these barriers.

Explore new solutions to problems

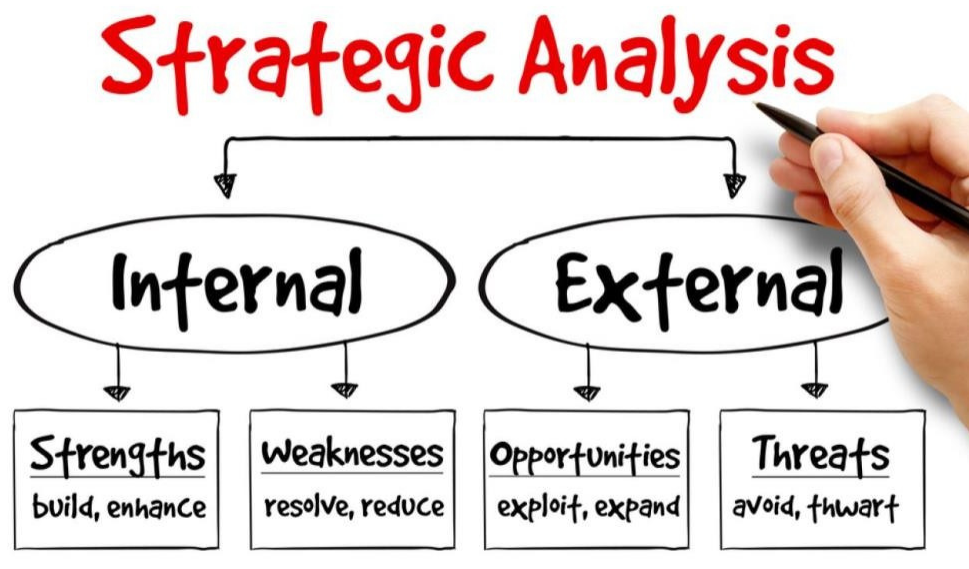
- Identify barriers that will limit goals/objectives
- Decide on direction that will be most effective
- Reveal possibilities and limitations for change
- To revise plans to best navigate systems, communities, and organizations
- As a brainstorming and recording device as a means of communication
- To enhance credibility of interpretation to be utilized in presentation to leaders or key supporters.

Importance of SWOT

The SWOT analysis in social work practice framework is beneficial because it helps organizations decide whether or not an objective is obtainable and therefore enables organizations to set achievable goals, objectives, and steps to further the social change or community development effort. It enables organizers to take visions and produce practical and efficient outcomes that effect long-lasting change, and it helps organizations gather meaningful information to maximize their potential. Completing a SWOT analysis is a useful process regarding the consideration of key organizational priorities, such as gender and cultural diversity and fundraising objectives. SWOT analysis is widely used in strategic planning and can be a powerful tool in assessing your relative position. It is most effective

when you have defined the problem or concern that needs to be addressed and ideally have also developed your goal statement or intended end state for the project. In this way it helps to give clarity between where you are and where you want to be.

SWOT analysis is best undertaken by a cross-functional team of 6-8 people who can provide a range of perspectives, especially people from areas relevant to the issue or problem for which you are preparing a communication plan. Therefore, in addition to communicators, you should include people who are broadly in tune with communication such as people from your marketing branch, your PR firm, your market researcher, a representative from operations and HR etc.



SWOT analysis is quite simple in principle, and you should keep the process simple – avoid complexity and over-analysis. but you need to beware of the danger of being tempted to merely compile a list rather than thinking about what is really important about the parts of that list in achieving the goal of the project. You may also be drawn into presenting the resulting SWOT lists uncritically and without clear prioritization so that, for example, weak opportunities may appear to balance strong threats.

Components of SWOT

- Set objectives – defining what the organization is going to do.
- Environmental scanning.
- Literal appraisals of the organization's SWOT, this needs to include an assessment of the present situation as well as a portfolio of products/services and an analysis of the product/service life cycle.
- Analysis of existing strategies, this should determine relevance from the results of an internal/external appraisal. This may include gap analysis of environmental factors.
- Strategic Issues defined – key factors in the development of a corporate plan that the organization must address.
- Develop new/revised strategies – revised analysis of strategic issues may mean the objectives need to change.
- Establish critical success factors – the achievement of objectives and strategy implementation.
- Preparation of operational, resource, projects plans for strategy implementation
- Monitoring results – mapping against plans, taking corrective action, which may mean amending objectives/strategies.

3. Importance of self confidence

Self-confidence enables students to handle setbacks with ease.

Instead of being crippled by failure, resilient children get up quickly, learn from their mistakes, and try again.

They accept that failure is a part of life and take more chances as a result - which makes them even more successful later in life.

Confidence comes from the Latin word FIDERE meaning TO TRUST having trust in one's self. Self confidence is believing yourself, feeling comfortable in your true self. It is a belief that combats stress, anxiety, rejection, failure, limiting beliefs.

Confidence is believing in yourself, feeling comfortable in your true-self, knowing you

have worth. If you are confident, people believe you, confidence is attractive, brings success, helps to connect well with others and you generally feel happier. Only you can say you're not confident.

How to gain confidence & maintain it

- Have positive mind chatter & believe you're a good person
- Learn to like, respect & love yourself
- Be social
- Go outside of your comfort zone & have a go
- Remain goal orientated & be proud of your achievements
- Accept complements
- Do things your good at
- Consider yourself & know you're a good person
- Spoil yourself
- Present clean & tidy
- Accept you & others are not perfect, you make mistakes, but accept responsibility
- Be happy & know you deserve it
- Accept who you are
- Do things you enjoy
- Don't put things off
- Have gratitude
- Be a kind person
- Look forward to life & the future
- Feel you are in control & have the power to change things
- Look for solutions to challenges & ways to achieve success
- Encourage people around you & respect their views
- Respect your own views & stand up for yourself assertively

How to lose Confidence

- Not look after your presentation
- Feel unhappy & do things to keep you miserable

- Be judgemental of yourself or others
- Feel you're not as good as others
- Don't believe in yourself & put yourself down
- Feel your future is hopeless
- Look & hear the negative
- Take things & people for granted
- Blame yourself
- Never take responsibility, feel sorry & blame everyone else
- Feel tired & lazy all the time
- Don't socialise
- Punish or hate yourself
- 'Stir over' bad things, feel alone & unloved
- Listen to others negative chatter & gossip about you

4. Self Esteem

'Self-esteem is the way people think about themselves and how worthwhile they feel. In psychology, the term self-esteem is used to describe a person's overall subjective sense of personal worth or value. In other words, self-esteem may be defined as how much you appreciate and like yourself regardless of the circumstances. Your self-esteem is defined by many factors including:

- ✧ Self-confidence
- ✧ Feeling of security
- ✧ Identity
- ✧ Sense of belonging
- ✧ Feeling of competence

Other terms that are often used interchangeably with self-esteem include self-worth, self-regard, and self-respect.

Why Self-Esteem Is Important

Self-esteem impacts your decision-making process, your relationships, your emotional health, and your overall well-being. It also influences motivation, as people with a healthy, positive view of themselves understand their potential and may feel inspired to take on new challenges. People with healthy self-esteem:

- ✧ Have a firm understanding of their skills
- ✧ Are able to maintain healthy relationships with others because they have a healthy relationship with themselves
- ✧ Have realistic and appropriate expectations of themselves and their abilities
- ✧ Understand their needs and are able to express them

People with low self-esteem tend to feel less sure of their abilities and may doubt their decision-making process. They may not feel motivated to try novel things because they don't believe they're capable of reaching their goals. Those with low self-esteem may have issues with relationships and expressing their needs. They may also experience low levels of confidence and feel unlovable and unworthy.

People with overly high self-esteem may overestimate their skills and may feel entitled to succeed, even without the abilities to back up their belief in themselves. They may struggle with relationship issues and block themselves from self-improvement because they are so fixated on seeing themselves as perfect.

Theories

Many theorists have written about the dynamics involved in the development of self-esteem. The concept of self-esteem plays an important role in psychologist Abraham Maslow's hierarchy of needs, which depicts esteem as one of the basic human motivations.

Maslow suggested that individuals need both appreciation from other people and inner self-respect to build esteem. Both of these needs must be fulfilled in order for an individual to grow as a person and reach self-actualization.

Factors That Affect Self-Esteem

There are many factors that can influence self-esteem. Your self-esteem may be impacted by:

- Age
- Disability
- Genetics
- Illness
- Physical abilities
- Socioeconomic status
- Thought patterns
- Racism and discrimination have also been shown to have negative effects on self-esteem.

Additionally, genetic factors that help shape a person's personality can play a role, but life experiences are thought to be the most important factor.

Healthy Self-Esteem

There are some simple ways to tell if you have healthy self-esteem. You probably have healthyself-esteem if you:

- ❖ Avoid dwelling on past negative experiences
- ❖ Believe you are equal to everyone else, no better and no worse
- ❖ Express your needs
- ❖ Feel confident
- ❖ Have a positive outlook on life
- ❖ Say no when you want to

- ❖ See your overall strengths and weaknesses and accept them

Having healthy self-esteem can help motivate you to reach your goals, because you are able to navigate life knowing that you are capable of accomplishing what you set your mind to. Additionally, when you have healthy self-esteem, you are able to set appropriate boundaries in relationships and maintain a healthy relationship with yourself and others.

Low Self-Esteem

Low self-esteem may manifest in a variety of ways. If you have low self-esteem:

- ❖ You may believe that others are better than you.
- ❖ You may find expressing your needs difficult.
- ❖ You may focus on your weaknesses.
- ❖ You may frequently experience fear, self-doubt, and worry.
- ❖ You may have a negative outlook on life and feel a lack of control.
- ❖ You may have an intense fear of failure.
- ❖ You may have trouble accepting positive feedback.
- ❖ You may have trouble saying no and setting boundaries.
- ❖ You may put other people's needs before your own.
- ❖ You may struggle with confidence.

Low self-esteem has the potential to lead to a variety of mental health disorders, including anxiety disorders and depressive disorders. You may also find it difficult to pursue your goals and maintain healthy relationships. Having low self-esteem can seriously impact your quality of life and increases your risk for experiencing suicidal thoughts.⁵

Excessive Self-Esteem

Overly high self-esteem is often mislabeled as narcissism, however there are some distinct traits that differentiate these terms. Individuals with narcissistic traits may

appear to have high self-esteem, but their self-esteem may be high or low and is unstable, constantly shifting depending on the given situation.⁶ Those with excessive self-esteem:

- ❖ May be preoccupied with being perfect
- ❖ May focus on always being right
- ❖ May believe they cannot fail
- ❖ May believe they are more skilled or better than others
- ❖ May express grandiose ideas
- ❖ May grossly overestimate their skills and abilities.

How to Improve Self-Esteem

Fortunately, there are steps that you can take to address problems with self-esteem. Some actions that you can take to help improve your self-esteem include:

- ✓ **Become more aware of negative thoughts.** Learn to identify the distorted thoughts that are impacting your self-worth.
- ✓ **Challenge negative thinking patterns.** When you find yourself engaging in negative thinking, try countering those thoughts with more realistic and/or positive ones.
- ✓ **Use positive self-talk.** Practice reciting positive affirmations to yourself.⁷
- ✓ **Practice self-compassion.** Practice forgiving yourself for past mistakes and move forward by accepting all parts of yourself.

Low self-esteem can contribute to or be a symptom of mental health disorders, including anxiety and depression. Consider speaking with a doctor or therapist about available treatment options, which may include psychotherapy, medications, or a combination of both.

Positive effects of high self-esteem

The self-esteem is a personality trait related with the self-image and self-conscience concepts. All personality traits, including self-esteem, could be viewed as a continuum or a bipolar dimension. Individual differences through this continuum encompass several grades and levels. Self-approval is a basic human desire. High self-esteem score is a must factor in order to attain the feeling of happiness. Studies have identified self-esteem as an important determinant of emotional well-being. As early as 1890, William James, one of the founding fathers of Western psychology, argued that self-esteem is an important aspect of mental health.

People with high self-esteem experience more happiness, optimism, and motivation than those with low self-esteem, as well as less depression, anxiety, and negative mood. Using several Arab participants, it was found that self-esteem significantly and positively associated with love of life, mental health, and satisfaction with life, happiness, and hope. Persons with high self-esteem are more likely to persist in the face of difficult tasks than are low self-esteem persons. High self-esteem people are more resilient to the vicissitudes of life. A high level of self-esteem supplies individuals with the ability to accept happy moments, to handle unpleasant situations, to cope effectively with challenges, to engage in close relationships and to improve their strengths. High self-esteem is also considered to positively moderate the expression of dysfunctional schemata and depressive symptoms at the experience of negative life events. Several studies have found that high self-esteem individuals are more persistent in the face of failure than the low self-esteem individuals. High self-esteem individuals also appear more effective in self-regulating goal-directed behavior. Self-esteem is important for self-regulation and quality of life, and the relevance of self-esteem for positive psychology. Self-esteem provides the energy to mobilize human behavior as well as contributing to its direction. Previous research has shown that self-esteem rises when a person succeeds, is praised, or experiences another's love, making self-esteem dependent on not only one's perceptions of himself but also other's perceptions of him. Self-esteem is a major key to success in life. The development of healthy self-esteem is extremely

important for good personal and social adjustment.

5. Creativity out of box thinking

Thinking outside the box is the ability to come up with new and unconventional ideas.

Creative thinking is something we are born with, but learn to forget. Buried under structures and concepts, our inner creativity is imprisoned. Here's how to let it loose.

It is commonly believed that creative thinking—the cognitive processes that bring about novel ideas and objects—is based on thinking “outside of the box.” Creativity is assumed to require that we break away from our knowledge, and use some sort of extraordinary thought process to leap into the unknown.

How to Think Outside the Box

When you're struggling to come up with fresh ideas, there are some simple tricks to help you step out of your comfort zone and think in an innovative way.

1. Ask a child what they would do.

With their vivid imaginations, kids are natural innovators.

2. Simplify it.

If you think your problem is too complex for a child to understand, take some time to figure out how to explain it simply. Richard Feynman, the late Nobel Laureate in physics, is attributed with saying, “If you can't explain it to a six-year-old, you don't really understand it.” Sometimes the very act of figuring out how to explain a complex problem in simple terms results in an innovative solution.

3. Ask “What would I do differently if I were starting from scratch?”

Routine is the enemy of innovative thinking, but so is precedent. Sometimes, we struggle to shift away from the way we've always done things. Imagining a clean slate can help you change perspective and think outside the box.

4. Ask why.

Most of the pushback we get—whether from management, colleagues, or our own brains—comes with a simple phrase: “That’s how we’ve always done it.” We’re hardwired to resist change, especially when what we’ve been doing has been working okay, if not spectacularly. When the routine is the roadblock, “why” is the battering ram. Asking “But why have we always done it that way?” can reveal flaws and make way for creative thinking.

5. Flex your brain muscles.

Psychology Today suggests a few surprising exercises that can get your brain unstuck when you’re trying to think outside the box.

- Alphabetize letters in words. Take any word (one you’re reading, or just thinking) and alphabetize the letters. So, the word B-R-A-I-N would become A-B-I-N-R.
- Lose the letter E. Challenge your friends to use words in conversation that don’t have the letter E (the most oft-used vowel in the English language) in them. It’s great work that will get you thinking in new directions.
- Add a series of one-digit numbers in your head . . . fast. Quick! What’s $8+6+9+3+2+4+7$?

6. Take a class.

Learning something new can help you look at the things you already know how to do from a completely different angle.

7. Free write.

Free writing is the act of picking a topic, setting a timer for a short amount of time, and writing as fast as you can without stopping to edit. It flows best if you do it with a pen and paper rather than on a computer. The timer adds some pressure to keep writing, forcing your brain to think creatively instead of conventionally.

8. Draw a picture.

You don't have to know how to draw, just pick up whatever tools you have on hand (even crayons!) and tap into a completely different part of your brain. It can free your thoughts.

9. Mind map.

Write a word or phrase. Draw a circle around it. Draw a branch and a related word or phrase. Circle that. Repeat. The practice unlocks ideas. It looks like this.

10 Take a walk.

A Stanford study revealed that walking frees your creativity both during the walk and for a short time after. Give it a try!

The reason why you can't think creatively

Thinking outside the box implies a box. This box consists of all your beliefs and preconceived ideas about reality. It is a group of concepts you accept and don't question. For example, you likely take for granted your name, the color of green or the fact that eating makes hunger disappear. Assumptions like these are useful. They allow you to communicate, make theories and predict events. This faculty has developed science. Humans are remarkably good at creating concepts. They're competent at building well-furnished boxes.

Ideas are constantly flowing in your subconscious mind. You're not aware of most of them because they are blocked. They fall outside the box. Your mind constantly filters out stuff that it doesn't consider relevant. To develop creativity, you need the ability to suspend that filter. You have to step out of concepts. It's certainly doable. You do it every night. It's called dreaming.

Creative thinking is natural and easy. Children are immensely creative. All the dreams you have at night are innovative and unique. Being not creative is actually much harder. Seeing through rigid concepts requires a lot of mental efforts. It took you years of training. Instead, ask yourself: How do I manage to be not creative?"

Stepping out of the box

To think outside box, you have to step out of it. That means suspending judgments and labels. It's impossible to be creative if you're caught in prejudice. School taught you to rely on the box to solve problems. It made you remember existing answers to problems. That's a very creative approach to problem-solving.

The source of creative thinking

Observe creative people you know. Chances are they're very emotional. It's not a coincidence. They use their emotions to step out of thought. They don't get their inspiration from emotions, but emotions allow them to get to a creative place. Some people prefer drugs, others meditate. The destination is the same. It's within everyone. As a young child, your world was unlabeled. Objects had no names. They were fresh. Unique. Unrestricted by concepts, you were unbelievably creative.

Eventually, it got practical to label things to communicate. You took interest in learning names. You felt like the world around you could be grasped, understood. It was a fun game, but you got lost in it. You forgot that names were only "names", and started taking them as reality. The world gradually lost its aliveness. It got "conceptualized". Things somehow got dimmer.

What once fascinated you stopped being close to your heart.

By labeling things, you associated fixed concepts to them. Concepts are empty; they're nothing more than pointers. If you take pointers for reality, everything becomes bland. When you see the world through ideas, reality loses its dynamism.

When this becomes "a chair", reality is narrowed down. What was infinitely complex, rich and unique is reduced to a concept. Ask a kid what she can do with a chair. She'll easily come up with 20 different uses. How many can you come up with?

What came before the chicken and the egg?

You don't need to destroy the box; you simply have to open it. When the box is open, you can freely use its content, but are not restricted by it. You're much closer to truth

when you see without inner commentary. And this truth is fresh. It is creative.

6. Lateral thinking

Lateral thinking is the art of looking at things sideways, and not choosing the obvious answer. When we think laterally, we look a little bit deeper into things.

It can be quite challenging to think laterally as we have always been taught to think vertically, is expected of us, the norm, and often thought as the right way to think. I believe both lateral and vertical thinking help in varied situations, Vertical thinking is our day-to-day logic. When considering vertical thinking to be 'what we believe to be correct', it made me wonder, how are we supposed to evolve without lateral thinking?

Lateral thinking makes new ideas possible, Sometimes, one way of doing this is to take two random, unrelated ideas, and put them together to create something new. Edward De Bono, 1990, advises to us "play around without any purpose or direction. Play around with

experiments, with models, with notation, with ideas". If we are able to look at things differently, and make an unlikely connection, this will take us to a new way of problem solving, as suggested by O'Sullivan, 2008, "search as far outside the boundaries of convention as you can".

Lateral thinking leads us away from the rules and structure we normally encounter; this can be a mental block on our creativity. "Breaking the rules won't necessarily lead to creative ideas, but it's one avenue. And staying on the same road may eventually lead to a dead end". If we always think vertically, and are not prepared to try a new thinking process, our thoughts will never be generative.

Although I feel lateral thinking is a valuable tool in advertising, I think it's important to bring the relevance back to the product/service you are advertising. I agree with Bill Bernbach when he says, "The creative person has harnessed his imagination. He has disciplined it so that every thought, every idea, every word he puts down, every line

he draws...makes more vivid, more believable, more persuasive the product advantage". In the advertising world, after an emetine and lateral idea, we need to remind ourselves of the product/service - and more importantly the message we are trying to get across in order to keep it relevant.

UNIT – IV

INTERVIEW TECHNIQUES

Definition

According to Gary Dessler, “Interview is a selection procedure designed to predict future job performance on the basis of applicants’ oral responses to oral inquiries.”

The interview is the most critical component of the entire selection process.

It serves as the primary means to collect additional information on an applicant. It serves as the basis for assessing an applicant’s job-related knowledge, skills, and abilities. It is designed to decide if an individual should be interviewed further, hired, or eliminated from consideration.

Objectives of Interview:

So, why are the interviews carried out? In what way does it help the interviewer zero in on the right candidate? Let us find out what are the objectives or goals of an interview.

- It helps to verify the information provided by the candidate. It helps to ascertain the accuracy of the provided facts and information about the candidate.
- What the candidate has written in the resume are the main points. What other additional skillset does he have? All these are known by conducting interviews.
- It not only gives the interviewer information about the candidate’s technical knowledge but also gives an insight into his much needed creative and analytical skills.
- Helps in establishing the mutual relation between the employee and the company.
- It is useful for the candidate so that he comes to know about his profession, the type of work that is expected from him and he gets to know about the company.

- An interview is beneficial for the interviewer and the interviewee as individuals, because both of them gain experience, both professionally and personally.
- It helps the candidate assess his skills and know where he lacks and the places where he needs improvement.
- The interview also helps the company build its credentials and image among the employment seeking candidates.

Types of Interview

Based on the Count of People Involved

1. One-to-one interview (Personal interview):

It is the most common among the interview types, it involves the interviewer asking questions maybe both technical and general to the interviewee to investigate how fit the candidate is for the job.

Example: Posts in small organizations and mid-level and high-level jobs in big organizations.

2. Group interview:

This involves multiple candidates and they are given a topic for discussion. They are assessed on their conversational ability and how satisfactorily they are able to have their own views and make others believe in them. Here, the best among the lot gets selected.

Example: Fresher posts and mid-level sales posts.

3. Panel interview (Committee Interview):

A panel interview, also known as a board interview, is an interview conducted by a team of interviewers, who together interview each candidate and then combine their ratings into a final score.

Here one candidate is interviewed by several representatives of the firm. This technique entails the job candidate giving oral responses to job-related questions asked by a panel of

interviewers.

Each member of the panel then rates each interviewee on such dimensions as work history, motivation, creative thinking, and presentation.

The scoring procedure for oral interview boards has typically been subjective; thus, it would be subject to personal biases of those individuals sitting on the board. This technique may not be feasible for jobs in which there are a large number of applicants that must be interviewed.

Example: Mid-level and high-level jobs.

Based on the Planning Involved:

Unstructured (Non-directive) Interview:

There is generally no set format to follow so that the interview can take various directions. The lack of structure allows the interviewer to ask follow-up questions and pursue points of interest as they develop.

An unstructured interview is an interview where probing, open-ended questions are asked. It involves a procedure where different questions may be asked to different applicants.

Structured (Directive) Interview:

In structured interviews, the interviewer lists the questions and acceptable responses in advance and may even rate and score possible answers for appropriateness.

An interview consisting of a series of job-related questions that are asked consistently of each applicant for a particular job is known as a structured interview.

A structured interview typically contains four types of questions.

Situational questions: Pose a hypothetical job situation to determine what the applicant would do in that situation.

Job knowledge questions: Probe the applicant's job-related knowledge.

Job-sample simulation questions: Involve situations in which an applicant may be actually required to perform a sample task from the job.

Worker requirements questions: Seek to determine the applicant's willingness to conform to the requirements of the job.

Based on Judging the Abilities:

Behavioral Interview:

In a behavioral interview, you ask applicants to describe how they reacted to actual situations in the past.

Candidates are asked what actions they have taken in prior job situations that are similar to situations they may encounter on the job. The interviewers are then scored using a scoring guide constructed by job experts.

This is a structured interview that uses questions designed to probe the candidate's past behavior in specific situations. This technique involves asking all interviewees standardized questions about how they handled past situations that were similar to situations they may encounter on the job.

The interviewer may also ask discretionary probing questions for details of the situations, the interviewee's behavior in the situation, and the outcome. The interviewee's responses are then scored with behaviorally anchored rating scales.

Job-related Interview:

In a job-related interview, the interviewer asks applicants questions about relevant past experiences.

It is a series of job-related questions that focus on relevant past job-related behaviors. The questions here don't revolve around hypothetical or actual situations or scenarios.

Instead, the interviewer asks job-related questions such as, “Which courses did you like best in business school?”

Stress Interview:

In a stress interview, the interviewer seeks to make the applicant uncomfortable with occasionally rude questions. The aim is supposedly to spot sensitive applicants and those with low or high-stress tolerance.

Stress interviews may help unearth hypersensitive applicants who might overreact to mild criticism with anger and abuse. It intentionally creates anxiety to determine how an applicant will react to stress on the job.

Tactics involved include:

- ✧ Completely ignore the candidate by maybe, making a phone call in the middle of the interview.
 - ✧ Or some other tactic like continuously interrupting the candidate when he answers the questions.
 - ✧ Trying to enforce your point of view forcefully even if he disagrees.
 - ✧ Asking a whole lot of questions all at once.
 - ✧ Interrupting him by asking another question not related to his answer.
- Example: For banker jobs.

Based on the Facilities or Settings:**1. Telephonic interview:**

This interview is conducted over the phone and its main objective is to narrow down the probable list of candidates so that only the most eligible ones finally get shortlisted. This is done in the initial stages and before the personal interview.

Also when the candidate is far-off, the company first conducts a telephonic interview and if

satisfied then arranges the travel expenses for a one-to-one interview.

Example: Interview for entry-level jobs.

2. Online interview (Video interview or Skype interview):

This interview may be done by instant messaging, online chats, email or through videos. This involves the interviewer asking questions just like in a personal interview.

This is done based on situations like if the interviewee resides far-off or if the interview at the appointed time gets cancelled due to valid reasons. Also, it is more convenient for the interviewer that he can fix the interview at his spare time and convey the message to the candidate a few hours before or so.

This helps as the interviewer doesn't need to inform the candidate many days in advance. Example: Interview for mid-level posts.

3. Job Fair Interview (Career Fair interview):

Here the interviewer does a mini-interview to know the qualifications and the technical knowledge. Then basic technical questions are asked to know if the candidate can proceed further for the main interview. This is a very short interview to net only the potential candidates.

Example: Interviews for fresher jobs held at the college campus.

4. Lunch interview:

This interview is more of a conversational interview mainly designed so that the interviewer gets to know more about the candidate. This also helps the interviewer to assess how the candidate conducts himself in a less-formal environment and how he presents himself.

Example: Interview for managerial and sales posts.

5. Tea interview:

This is the same as a lunch interview but only that it differs in the time limit. Here the

interviewee gets less time to prove himself. The interviewer here has a structured format for questioning since there is a time limit.

Example: Interview for positions in the fashion and glamour industry and sales post

Based on the Task:

1. Apprenticeship interview:

Here the candidate is a novice and the interview is a very formal one with general questions and some skill related questions being asked.

Example: Interview for training programs in organizations.

2. Evaluation interview:

In this interview, a fixed set of questions are asked and a scoring system evaluates the points scored. This type of interview negates the scope of the personal bias of the interviewer.

Example: Interview in corporate organizations

3. Promotion interview:

This is for an employee of the company seeking a higher position for career enhancement purposes.

Example: Interviews in mid-level posts.

4. Counselling interview:

When employees are called and their problems and solutions are discussed within the organization, such meeting type interviews are called counselling interviews.

Example: Interviews in big organizations

5. Disciplinary interview:

Here an individual or number of employees or sometimes the employee union is interviewed for their misconduct or non-performance. This is more sort of a meeting

between the manager and the employees to get the problem resolved.

Example: Interviews in big companies.

6. Persuasive interview:

The interviewee here has to persuade the interviewer to accept his point of view as in case of an employee persuading his manager to implement some changes in the policy or a sales manager persisting on selling a product.

Example: Interviews in mid-level managerial posts

Guidelines for Effective Interviewing:

The job of an interviewer spans from preparing the right set of questions to assessing the answers of the candidates and then finally selecting the best candidate for the job. So then what are the guidelines for effective interviewing for interviewers or employers?

1. Know the candidate beforehand:

Review the bio-data clearly before the interview process. Know the candidate, his qualifications, his experiences, and his skill sets. This will give you an idea of the line of questions to be asked to the candidate.

2. Jot down questions both the technical and non-technical ones:

Note down all the questions you need to ask so that they help you in getting an assessment of the candidate. Ask questions related to the role and responsibilities the post needs and see if the candidate is ready to assume the roles responsibly.

3. Prepare an outline of the interview:

Know how you will go about the process of interviewing the candidates. Make a structured plan so that you are able to review the candidate properly.

4. Be a responsible interviewer:

See to it that you ask appropriate questions. How you behave and conduct yourself while

asking questions is as important as the interviewee answering his questions.

5. Assess the candidate thoroughly:

Whether it is the technical skills or creative skills, assess the candidate and seek all relevant information. Look at their conversational skills and how convincing they are.

6. Allow the candidate to speak:

Your job of talking is limited to asking questions. So listen and don't talk or interrupt in between. Thus you will be able to gather all the relevant and required information from the candidate.

7. Be professional and ask job-related questions:

You don't want to miss on a potential candidate by being too professional or being too personal. Be polite and draw a line between being professional and personal. Let all your questions be related to the job so that the candidate will feel at ease to answer the questions.

8. Do a follow up:

After the interview, do let the candidates know of their job status. That way you extend your professional courtesy and help in building the credentials of your company.

How Can Interviews Be Administered?

Interviews can also be administered in various ways that are discussed below:

Personal Interview

Most interviews are one-on-one: In which the candidate meets privately with a single interviewer.

Often a well-qualified candidate will pass through a series of such interviews, first with a

member of the human resources department, then with the manager in whose unit there is a job opening and finally perhaps with the manager's superior. The rest of this section focuses primarily on the one-on-one scenario.

Unstructured Sequential Interview

It is an interview in which each interviewer forms an independent opinion after asking different questions.

Structured Sequential Interview

It is an interview in which each interviewer rates the candidates on a standard evaluation form. The top-level manager then reviews and compares the evaluations before deciding who to hire.

The Group Interview

A number of candidates are interviewed at once.

Generally, they are allowed to discuss job-related matters among themselves while one or more observers rate their performance. This type of interview is usually considered most appropriate in the selection of managers; it can also be used with groups of current employees to evaluate their potential for supervisory roles.

Panel Interview

One candidate meets with a panel of two or more representatives of the firm. One of the panelists may act as a chairperson, but each of the firm's representatives takes part in the questioning and discussion. This format allows the interviewers to coordinate their efforts and follow up with each other's questions.

Computer-Assisted Interview

The applicant is presented with a series of questions on a video screen to which he/she responds by pressing the appropriate key on a keyboard.

Preliminary experience suggests that the procedure is faster than face to face

interviews, that applicants are more candid, and that it overcomes the problem of lack of consistency between interviewers.

Obviously, this approach cannot assess emotional responses or interpersonal skills. But it has promise as a helpful additional tool in the selection process.

Because of programming and development costs, it appears to be the most practical choice when fairly large numbers of candidates are to be interviewed for a given job.

Importance of Interviewing

In the business context, an interview is valuable for both the company and the candidate.

The interview is a golden chance for the candidate to present himself to the enterprise. He shows his skills, qualification, and makes a favorable impression on the interviewer.

Through confidence, good non-verbal communication skills, the candidate can make a lasting impact on the other person.

Similarly, this is a chance for the interviewer to assess the capabilities of the candidate, whether he is suitable for the position or not.

The interview is a two-way process for exchanging information from both the sides. The employer comes to know about the skills, abilities, and all the desired qualities of the candidate.

On the other hand, the interviewee comes to know about relevant information about the company. He can ask any questions popping up in his mind about the organization.

While giving an interview, the applicant has a chance to present his skills to the company and assure them that how the organization can benefit by giving him an opportunity to offer his services.

The other way round, the employer can mention the positive impacts the organization can have on the career and growth of the candidate.

Advantages of Interview:

- 1. Easy correction of speech:** Any misunderstanding and mistake can be rectified easily in an interview. Because the interviewer and interviewee physically present before the interview board.
- 2. Development of relationship:** Relation between the interviewer and the interviewee can be developed through an interview. It increases mutual understanding and co-operation between the parties.
- 3. Selection of suitable candidate:** Suitable candidates can be selected through interview because the interview can know a lot about the candidate by this process.
- 4. Collection of primary information:** Interviews can help to collect fresh, new and primary information as needed.
- 5. Sufficient information:** Sufficient information can be collected through the interview process. Because the interviewer can ask any question to the interviewee.
- 6. Time-saving:** Interview can help to save time to select the best suitable candidate. Within a very short time communication can be accomplished with the interview.
- 7. Less costly:** It is less costly than other processes of communication. It is very simple, prompt and low-cost method of communication.
- 8. Increasing knowledge:** Any interview increases the knowledge of both the interviewer and the interviewee. They can interchange their views and ideas.
- 9. Explore cause behind the problem:** In business, executives need to solve different types of problems. To explore or to find out the actual reasons behind the problem interview method can be used.
- 10. In depth analysis:** Through planned interviews detailed information can be collected which enables proper analysis of a problem. Abstract factors like attitudes, feelings, opinion etc. can be successfully evaluated or analyzed through interviews.

11. Solving labor problems: Labor unrest and other disputes are very common in the industries. Sometimes human resource managers use the interview as a means of revealing actual causes behind the labor disputes.

12. Flexible: One of the major advantages of interview is feasible. That depends on the situation it can be framed differently.

Disadvantages of Interview:

There are some limitations of the interview process. It is not free from defects. The disadvantages of the interview are discussed below:

1. **Incomplete process:** Suitable candidate can not be selected by interview only. The written test is more important than the interview.
2. **No record:** In the case of the interview some confusion may be arisen in the future as, there is no evidence actually that have been discussed at interview.
3. **Lack of attention:** Much attention is required for a good interview. But sometimes it is observed that both the interviewer and the interviewee are less attentive. That is why real information cannot be collected.
4. **Disappointed:** Interviewee may be disappointed while she or he faces the interviewer's questions which are not related to the field. That is why a suitable candidate may be neglected.
5. **Time-consuming:** Time constrain is one of the major limitations of the interview process. Preparation for the interview, taking interviews and interpretation of the responses required much time, which makes the interview method time-consuming.
6. **Biases of interviewer:** Always there is a possibility that the interview process can be influenced by the biases of the interviewer.
7. **Costly:** Generally interview method is expensive.
8. **Inefficiency of the interviewer:** Interview is a systematic process of data collection.

The success of an interview depends on the efficiency of the interviewer. This inefficiency of an interviewer can lead to misleading results.

9. **Not suitable for personal matters:** Personal matters may not be revealed by interview method.

Tips for Interviewing

As an interviewee, you should follow these tips for better performance.

- Master the art of non-verbal communication for efficient results.
- Don't dress up too casually. It will be better if you ask for the company's dress code before the interview.
- Listen intently to each and every word of the interviewee. You can lose a significant opportunity if you miss out anything important.
- Be clear and precise and don't talk too much.
- There is a fine line between confidence and over-confidence. Don't try to become oversmart.
- Be professional and remember that you are here for a job interview and not to make friends.
- Use decent and appropriate language.
- Don't be shy to ask questions whenever possible.

There are some tips for the interviewer as well.

- You should know clearly in your mind that what kind of job candidate you are looking for your company.
- Proofread all the applications before holding the interview.
- If you are conducting a panel interview, then all the panel members should meet and discuss important things before hand.
- Carry out the interview in a calm manner to make the interviewee comfortable.
- Make notes and scoring along the way while carrying out the interview because later on relying on your memory can prove harmful.

UNIT – V

TIME MANAGEMENT

What is Time Management ?

Time management is the process of organizing and managing your time. Good time management helps you schedule your time between your most important activities.

Effective time management means you take control of your time and energy. Taking control of your time enables you to achieve bigger and better results in less time, without the stress.

The objective of time management is to maximize the time you spend on your most important activities. The benefits of managing time allow you to reduce time on unimportant work. It also allows you to increase time on important work.

Good time management enables you to achieve greater levels of performance and productivity. When you work smarter, not harder you achieve bigger results in less time and with less effort. This allows you to achieve a better work-life balance.

Time management skills mean focusing time on the things that are most important to you. It also means spending less time on everything else. Time management skills are those that help you use your time effectively and achieve desired results. Time management skills can help you allocate your time properly and accomplish tasks efficiently. Some of the most important skills related to successful time management skills include:

- ❖ Delegate Tasks
- ❖ Prioritize Work
- ❖ Create a Schedule
- ❖ Set up Deadlines
- ❖ Overcome Procrastination
- ❖ Deal with Stress Wisely
- ❖ Avoid Multitasking
- ❖ Start Early

- ❖ Take Regular Breaks
- ❖ Learn to Say No

1. Delegate Tasks

It is common for all of us to take on more tasks than we are capable of completing. This can often result in stress and burnout.

Delegation does not mean you are running away from your responsibilities but are instead learning proper management of your tasks. Learn the art of delegating work to your subordinates as per their skills and abilities and get more done. This will not only free up time for you but will help your team members feel like an integral piece of the work puzzle.

2. Prioritize Work

Before the start of the day, make a list of tasks that need your immediate attention.

Unimportant tasks can consume much of your precious time, and we tend to offer these too much of our energy because they are easier or less stressful.

However, identifying urgent tasks that need to be completed on that day is critical to your productivity. Once you know where to put your energy, you will start to get things done in an order that works for you and your schedule.

In short, prioritize your important tasks to keep yourself focused.

3. Create a Schedule

Carry a planner or notebook with you and list all the tasks that come to your mind. Being able to check off items as you complete them will give you a sense of accomplishment and keep you motivated.

Make a simple 'To Do' list before the start of the day, prioritize the tasks, and focus on the essentials. Make sure that these tasks are attainable, too. If there is a big task you need to complete, make that the only thing on your list. You can push the others to the next day.

To better manage your time management skills, you may think of making 3 lists: work, home and personal.

4. Set up Deadlines

When you have a task at hand, set a realistic deadline and stick to it. Once you set a deadline, it may be helpful to write it on a sticky note and put it near your workspace. This will give you a visual cue to keep you on task.

Try to set a deadline a few days before the task is due so that you can complete all those tasks that may get in the way. Challenge yourself and meet the deadline; reward yourself for meeting a difficult challenge.

5. Overcome Procrastination

Procrastination is one of the things that has a negative effect on productivity. It can result in wasting essential time and energy. It could be a major problem in both your career and your personal life.

Avoiding procrastination can be difficult for many. We tend to procrastinate when we feel bored or overwhelmed. Try to schedule in smaller, fun activities throughout the day to break up the more difficult tasks. This may help you stay on track.

6. Deal with Stress Wisely

Stress often occurs when we accept more work than we are capable of accomplishing. The result is that our body starts feeling tired, which can affect our productivity.

Stress comes in various forms for different people, but some productive ways to deal with stress can include:

- Getting outside
- Exercising
- Practicing meditation
- Calling up a friend
- Participating in your favorite hobby
- Listening to music or a podcast

The key is to find what works for you when it comes to lowering your stress response.

If you don't have time for anything else, try a couple of breathing techniques. These can be done in minutes and have been proven to lower stress-inducing hormones.

7. Avoid Multitasking

Most of us feel that multitasking is an efficient way of getting things done, but the truth is that we do better when we focus and concentrate on one thing. Multitasking hampers productivity and should be avoided to improve time management skills.

Make use of to-do lists and deadlines to help you stay focused! This way you can do better at what you're doing. Wait until you finish one before starting another. You'll be surprised by how much more you're able to get done.

8. Start Early

Most successful people have one thing in common — they start their day early as it gives them time to sit, think, and plan their day.

When you get up early, you are more calm, creative, and clear-headed. As the day progresses, your energy levels start going down, which affects your productivity, motivation, and focus[2]. If you're not a morning person, you can just try waking up thirty minutes earlier than your normal time. You'll be amazed by how much you can get done in that bit of time. If you don't

want to use it to work, use it to do a bit of exercise or eat a healthy breakfast. This kind of routine will also contribute to your productivity during the day. By goal setting, you're cutting down the time you need to think about where you're headed.

9. Take Regular Breaks

Whenever you find yourself feeling tired and stressed, take a break for 10 to 15 minutes. Too much stress can take a toll on your body and affect your productivity.

And even better, schedule your break times. It helps you to relax and get back to work with energy again later. If you know a break is coming, you'll likely be able to overcome boredom or a lack of motivation to push through the task at hand.

Take a walk, listen to some music, or do some quick stretches. The best idea is to take a break from work completely and spend time with your friends and family.

10. Learn to Say No

Politely refuse to accept additional tasks if you think that you're already overloaded with

work. Take a look at your to do list before agreeing to take on extra work.

Many people worry that saying no will make them look selfish, but the truth is that saying no is one of the best ways to take care of yourself and your time. When you take care of this, you'll find you have more energy to devote to the important things, which the people around you will ultimately appreciate.

Final Thoughts

When you get clear about what's on your plate, you'll be more focused and get more done in less time.

Good time management requires a daily practice of prioritizing tasks and organizing them in a way that can save time while achieving more. Use the above strategies for few weeks and see if they help you. You may be surprised just how much more time you seem to have.

Why are time management skills important?

If you want to excel in life, you have to respect the importance of time and find a way to manage it efficiently. Time management skills help you systematically organise your tasks and accomplish them by their deadline.

For example, if you are looking for a job, you need to devote time to updating your resume, searching for job openings, researching good companies for openings, applying and preparing for interviews. Setting aside some specific time daily for the job-related tasks can help you in getting the right job. For example, managing your time properly can give you more time to read job postings thoroughly and finding the ones that best suit your needs.

Proper time management allows you to be creative and proactive with your goals. With a well-defined time frame for each workplace task, you can ensure you're contributing to the company in a reliable way.

How to improve your time management skills

With limited time at your disposal and numerous tasks to accomplish in your professional

and personal life, time management is a challenging task. Whether you're an executive or a job aspirant, better time management skills can not only help you become a better employee but also

a strong candidate while applying for new opportunities. Some ways to improve your timemanagement skills are given below:

- Prepare a schedule and follow it strictly
- Set some boundaries for yourself
- Fix deadlines
- Set long- and short-term goals
- Manage your calendar effectively
- Prioritize your assignments

1. Prepare a schedule and follow it strictly

Organize your days and weeks well in advance. There might be unforeseen circumstances, so take into account the kinds of challenges that may arise in your work and budget time around your tasks and responsibilities. Spend some days tracking everything you do. This will help you identify recurring tasks, which you can include in your schedule.

2. Set some boundaries for yourself

If you want to accomplish tasks on time without any distraction, you need to inform your team and family members about your limitations and when you aren't available. Be sure to communicate your limits in a polite, direct manner. Make it clear to everybody which hours of the day you prefer not to be disturbed at all, except in case of an emergency. During these times, set your phone to do-not-disturb and close any chatting applications on your computer to help you focus exclusively on the task at hand.

3. Fix deadlines

When you have a task, set a realistic deadline and strictly follow it. The deadline should be a few days before the delivery date whenever possible so that you can review the tasks and implement corrective measures. Keep an eye on the progress of the work and provide timely

feedback to ensure that the project is not deviating from its course.

4. Set long- and short-term goals

Set at least one long-term goal that you wish to achieve. These goals give an idea of what direction you want your life to go in. However, every long-term goal needs related short-term goals as well, as they keep you on track and motivate you to realise your long-term goals. For example, if your objective is to get a promotion within six months, you need to set the short-term goal of improving certain skill sets related to the new position. Your goals should follow the SMART goal strategy to be Specific, Measurable, Achievable, Relevant and Time-based.

5. Manage your calendar effectively

A calendar is one of the most important tools to manage your time, productivity and effectiveness. A calendar allows you to stay caught up on your appointments while giving you a physical space to plan what you need to do first and when, why your involvement is required and what you can complete at a later date. You might consider reserving certain brackets of time regularly for meetings or important tasks.

6. Prioritize your assignments

Prioritization is one of the cornerstones of productivity as it can help with everything from time management to work-life balance. You can practice prioritization by including tasks in one master list then breaking it down by daily goals, weekly goals and monthly goals. One way to help you prioritize your schedule is to separate time-bound and important tasks:

Important, but not time-bound tasks: Decide when you'll do these and schedule them in your calendar.

Time-bound tasks: Add these to your immediate to-do list. If necessary, find colleagues to assist you to ensure these tasks meet their deadlines.

What are the benefits of managing time?

The benefits of managing time are simple. Good time management allows you to accomplish bigger results in a shorter period of time which leads to more time freedom, helps you focus better, allows you to be more productive, lowers your stress and gives you more time to spend with the people that matter most.

When you manage time, it's easier to achieve bigger results and bigger goals simply and productively. The benefits of managing time include greater effectiveness and productivity with less stress. The advantages of good time management at work mean you can work less and achieve bigger results.

Effective time management skills increase your focus and productivity. They also reduce distractions and procrastination. Taking control of your time through good time management increases your productivity. It also helps you get more of your important work done simply and easily.

Good time management makes you more intentional.

Benefits of good time management**1. Less stress**

Managing your time reduces your stress level and increases your confidence. Taking control of your time also reduces stress and anxiety. Good time management means meeting tight deadlines and planning your time.

Managing your time stops overwhelm and ensures you don't feel tired all the time. Good time management enables you to be more productive with the time you have. This ensures you stay on top of your to-do list and prioritize your most important work. With less stress, you feel clearer and more confident about how to invest your time.

Less stress increases productivity and helps you sleep better. It also helps you achieve a better work-life balance.

2. Better work-life balance

One of the most important benefits of time management is a better work-life balance. You have more time to spend on your most important relationships. Work-life balance creates a balance between your professional life and personal life. When you spend long hours at work you

risk burnout and feeling tired all the time.

An essential benefit of good time management is you understand the true value of time.

You understand how to achieve your goals in less time at work and have more time for the people that matter at home.

3. More time freedom

Time management techniques ensure you have the time freedom to do more of the things that matter most to you. Good time management ensures you focus time on your biggest priorities. This creates greater time freedom. When you have greater time freedom you can focus your time on reaching your biggest goals.

Greater time freedom ensures you have more time to spend with family and friends. You have more time to deepen relationships and pursue new hobbies. It also allows you to follow your purpose in life.

4. Greater focus

Effective time management increases your focus and improves your productivity. Greater focus allows you to capture bigger opportunities. It also allows you to spend more time on the projects, goals, and people that matter.

Time management is important in helping you achieve greater focus and prioritization.

When you better manage your time, you increase focus and take control of your day.

Good time management doesn't mean expanding your to-do list and working longer. Time management means working smarter, not harder.

When you manage your time, you have a greater focus on your most productive activities.

This helps build positive habits. It also ensures you spend more time on the activities that help you reach your goals.

5. Higher levels of productivity

Good time management skills increase your productivity and help you get more done. Time management skills help you reduce stress and prioritize your time. Effective time management

clarifies your goals and prioritizes your most important tasks. As a result, you have more time to achieve bigger and better results.

When you manage your time, you can plan your day and increase your performance. This helps you improve your productivity. Planning your time is an important element of time management. It increases productivity and effectiveness.

To be more productive with your time it's important to identify your daily priorities. This will help you spend your most productive time working on them.

6. Less procrastination

Procrastination happens when you don't manage your time. When you aren't clear and focused on your goals it's easy to procrastinate. Poor time management causes distraction and procrastination.

Building effective time management skills and managing time ensures you don't procrastinate. Managing your time ensures you feel in control of your workload. This helps to stop procrastination.

When you feel focused and in control of your time you are less likely to procrastinate.

When you are clear and focused on your goals, you spend more time working on your biggest priorities.

7. Things are simpler and easier

Effective time management skills make things simple and easy. When you take control of your time you are more confident and capable. Good time management ensures you feel

clear and confident about how to use your time. As a result, you stop feeling overwhelmed, stressed and frustrated.

Good time management enables you to work on your goals and make effective to-do lists. This planning helps you prioritize your most important tasks. As a result, you invest your time and energy to produce the outcomes and results you want.

8. Less distraction

Effective time management eliminates distractions and boosts concentration. Distraction impacts your time management and lowers your productivity. Developing effective time management skills increases focus and limits distractions. When you manage time you can plan better and prioritize better. This helps you schedule your most important work.

Effective time managers set aside chunks of time to work on their most important work. Additionally, they set better boundaries around their time to increase focus. Better boundaries increase focus ensures you focus your time on your biggest priorities. It also helps reduce overwhelm and distraction.

9. Increased energy

One of the biggest benefits of managing time is greater energy and motivation. When you work longer and harder your energy levels can drop and you feel tired all the time.

Good time management skills help you manage your energy and productivity levels. One of the most important benefits of time management is greater energy. Increased energy helps you focus on your most important work.

When you have more energy you are more focused and productive for longer. When energy levels drop, it's easier to get overwhelmed and start procrastinating. Good time managers schedule their time and take regular breaks throughout the day. To manage your time, keep your energy levels high to increase productivity.

10. Time to think

Effective time management techniques give you more to think and plan. Planning your time

ensures you have more time to work on your biggest priorities. With more time to strategize, you have more time to focus on achieving your goals.

Poor time management means you don't have time to make progress on your biggest goals. Having time to think about how you make progress on your goals is as important as taking action.

Good time management ensures you have time for strategic and creative planning time. As a result, you can be more productive and focused with the time you have.

Disadvantages of Time Management:

The first fall, while you are managing your time, is one area of your life which leaves an impact on the other areas. To avoid any compromising situation just understand that learning about time management theory is mainly implementing a change in lifestyle. In other words, there is a need for coherent values adoption for effective time management.

It can be pretty hard for someone who doesn't embrace punctuality and value time. There are very few downsides to time management. The main disadvantages of management are that more consumption of time in making up plans is taken. It can make human life mechanical too.

1. Non-clear Objectives:

Productive behaviour is definitely one of the main goals in time management. Sometimes, it leads to non-clear objectives which usually struck people for worse. An unaware person doesn't know what to do? If you are not being able to do better management of workload, you will get more stuck in non-done tasks in no time.

2. Mismanagement:

Organized results to less rework and mistakes but excess organizing craze leaves a person in blunder. The items, details, and instructions are if forgotten then leads to extra work and blame of mismanagement. A person has to do a task more times if he forgets something. It will lead to fatigue and it happens because of predictive behaviour.

3. Can't say "No":

You might have forgotten an appointment, or missed deadline and all happened because of working on others task as saying 'no' will be tough for you. Such crazy situations incline life friction. You can avoid creating such problems by planning and preparing exactly. Nobody can create more time but it can be used in a better way by managing time undoubtedly. It's always better to keep back because people simply can't say no to anyone.

4. Obstacles:

Simple actions like shifting commute or getting work done early, produce more issues in life. The time management leads you towards an obstacle. When you know what you need to do, you hate wasting time in idle activities, that lead to disputes and disturbances. Instead of thinking what to do next, concentrate on steps ahead of work, as anything can go wrong. People face many problems due to it.

5. Inactivity:

The common misconception makes time management an extra effort. To the contrary, proper time management makes human life easier and inactive. If things are asking for less effort than the usual time, then the consumption of time leads to dullness.

Manage time for improving life, as time management is all about spending time in the right places, and on the right things but sometimes the obsession for doing right makes your life stagnant.

6. A load of different works at one time:

When you work according to time management, then sometimes in overconfidence you take too many tasks in hand. That particular condition leaves you in total blunder. The people keep too many expectations from you just because of your flaunting behaviour and at last, you feel a load of work on your shoulders. And such confusion creates a mismanagement situation.

7. Fatigue and stress become part of life:

Fatigue and stress are common problems that lead you to a tired phase. The tiredness leads a human being to irritate and fed up of life. They also feel demoralized because they, again and again, think about their unsuccessful attempt to adopt time management in their life. They consider their unsuccessful attempt as a halt in their way and leave interest in all things.

Majority of people make themselves prone to diseases. The proper planning is not a cup of tea of all. The first and last thing only adopts those skills which give you relaxation from hardships of hectic life instead of putting you deeper.

8. No time for recreation:

Recreation vanishes from those people's lives, who get involved in time management more than their personal skills. They waste most of their time doing planning instead of taking action.

Intellectuals usually define, action speaks louder than words. And those people can never become successful who spend their money and time in planning. Recreation has become a need of today's life. If someone is not doing it then the life of these people becomes a burden on them and they lead their life in a stagnant way.

To conclude, time management methods can directly reduce the level of stress. The process will help to get fewer surprises, less tight deadlines and some rushing events from task-to-task and place-to-place.

Being productive can be a goal orientation for one and it can be done by adopting time management. It provides awareness of what is needed to do with the ability to better manage workload. It makes a human being organized and predicted results can be achieved with less rework and mistakes. Time can't be increased but can be managed.

Time management makes human successful and they can enjoy their life easily. Most of the successful people define that the schedule making process undoubtedly leads to professional even as personal success.

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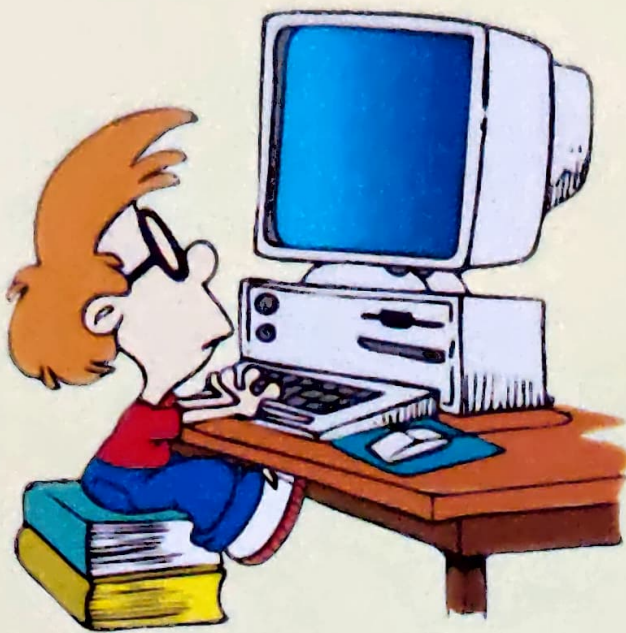
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