

SOFT SKILLS DEVELOPMENT

Learning Objective

- *Today's world is all about relationship, communication and presenting oneself, one's ideas and the company in the most positive and impactful way. This course intends to enable students to achieve excellence in both personal and professional life.*

Unit I: Know thyself/ Understanding Self Introduction to Soft Skills-Self-Discovery-Developing Positive Attitude-Improving Perceptions-Forming values

Unit II: Interpersonal Skills/ Understanding Others Developing Interpersonal Relationship-Team building-group Dynamics-Networking- Improved work relationship

Unit III: Communication Skills / Communication with others Art of Listening-Art of Reading-Art of Speaking-Art of Writing-Art of writing e-mails-e mail etiquette

Unit IV: Corporate Skills / Working with Others Developing body language-Practising etiquette and Mannerism-Time management- Stress management

Unit V: Selling Self / Job Hunting Writing resume/cv-interview Skills-Group discussion- Mock Interview-Mock GD – Goal setting - Career planning

Text Books:

Meena.K and V.Ayothi (2013) A Book on Development of Soft Skills (Soft Skills: A Road Map to Success), P.R. Publishers & Distributors, No, B-20 & 21, V.M.M. Complex, Chatiram Bus Stand, Tiruchirappalli- 620 002. (Phone No: 0431-2702824; Mobile No: 94433 70597, 98430 74472)

Alex K. (2012) Soft Skills – Know Yourself & Know the World, S.Chand & Company LTD, Ram Nagar, New Delhi- 110 055. Mobile No: 94425 14814 (Dr.K.Alex)

Reference Books:

- (i) Developing the leader within you John c Maxwell
- (ii) Good to Great by Jim Collins
- (iii) The seven habits of highly effective people Stephen Covey
- (iv) Emotional Intelligence Daniel Goleman
- (v) You can win Shive Khera
- (vi) Principle centred leadership Stephen Covey

Know thyself/ Understanding Self Introduction

Know thyself: (our) to understand your own good qualities and bad qualities. (to understand skills).

Understand skills: Highlighting your skills is an important part of any job search. However, what if you are uncertain which skills you have? Answering these questions can help you determine your core skills:

What do you enjoy doing? Identify the tasks where you feel extremely competent. Perhaps throughout your life, you've enjoyed positions where you have knowledge and can patiently answer people's questions. That might be expressed as "communication skills" or "customer service abilities" from a resume perspective.

What gets you compliments? In a work setting, what activities lead to praise? Perhaps during performance reviews, you consistently receive acknowledgment for your team player abilities. Maybe your previous bosses have always commented on your timeliness or attention to detail.

What have you done at your jobs? Look to job descriptions, both for the job you want and for the jobs you've held and described on your resume. Consider the skills necessary to do the work. If you launched a new app at your last job, you likely know a programming language or have other tech based skills.

Important Things You Need to Know About Yourself

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| <ul style="list-style-type: none">• Know your strengths.• Know your weaknesses.• Know what you love.• Know what you hate.• Know your values. | <ul style="list-style-type: none">• Know your purpose.• Know ourselves better.• Seek a better understanding of other peoples' reactions to us.• Wish to boost our confidence level and self-esteem. |
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Know thyself means knowing ourselves. Specifically, it includes:

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| 1. Understanding our emotions and reactions. | 6. Comprehending our expectations. |
| 2. Knowing our personal learning style. | 7. Looking inward to understand our body. |
| 3. Identifying destructive thought patterns. | 8. Identifying behaviour patterns. |
| 4. Appreciating our talents. | 9. Understanding our values. |
| 5. Recognizing our personal beliefs – spiritual, political, etc. | 10. Accepting that we are responsible for each and every action we take. |

Skills: A skill set is a particular category of knowledge, abilities, and experience necessary to perform a job. Specific skill set areas include human relations, research and planning, accounting, leadership, management, and computer skills. You can job-hunt by matching your skill set to a certain profession, or enhance your skill set to further your career progression.

Types of Skill Sets

- *Soft skills* are interpersonal, or people, skills. They are somewhat difficult to quantify and relate to a person's personality and ability to work with others. Author Daniel Goleman's well-known book Emotional Intelligence discusses soft skills and their importance in the workplace. This skill set includes good communication, critical thinking, empathy, and conflict resolution, among other skills.
- *Hard skills* are quantifiable and teachable; they include specific knowledge and abilities required for a job. Examples of hard skills include computer programming, accounting, mathematics, and data analysis. Some can be learned on the job, while others, such as surgical skills, are first learned in a classroom and then refined through work practice.
- One difference between hard skills and soft skills is that you can easily list hard skills on a resume, while soft skills may come across more clearly during an in-person job interview.
- *Transferable skills* can apply to many different career fields. These include soft skills like critical thinking and problem solving, or hard skills such as writing and math ability.
- *Job-specific employment skills* are those necessary for a particular position. For example, a hair stylist must know hair colouring techniques, a payroll clerk must have payroll skills, and a nutritionist must have diet management knowledge.

Hard Skills (Personal): Hard skills are part of the skill set that is required for a job. They include the expertise necessary for an individual to successfully do the job. They are job specific and are typically listed in job postings and job descriptions.

Hard skills are acquired through formal education and training programs, including college, apprenticeships, short-term training classes, online courses, certification programs, as well as by on the job training.

Types of Hard Skills

Hard skills include the specific knowledge and abilities required for success in a job. Examples of hard skills include computer programming, web design, typing, accounting, finance, writing, mathematics, legal and other quantifiable skills that are included in the requirements for a job.

These types of skills are learned and can be defined, evaluated and measured.

They are most commonly used during the hiring and interview process to compare candidates for employment. In some industries, employers may even test candidates' hard skills, to make sure that they can really do what their resume claims they can do.

Once you have the job, your employer may evaluate your hard skills again, if you're up for a promotion or a transfer.

Soft skills (Personal): Soft skills are the personal attributes, personality traits, inherent social cues, and communication abilities needed for success on the job. Soft skills characterize how a person interacts in his or her relationships with others.

These are the interpersonal skills that enable you to succeed in the workplace. You'll often hear these referred to as "people" skills, and while they're absolutely necessary for success on the job, they're harder to quantify and less often taught formally in schools and vocational programs.

Soft skills include attitude, communication, creative thinking, work ethic, teamwork, networking, decision making, positivity, time management, motivation, flexibility, problem-solving, critical thinking, and conflict resolution.

Importance of Soft Skills

It's easy to understand why employers want job candidates with particular hard skills. After all, if you are hiring a carpenter, he or she needs skills in carpentry.

However, soft skills are important to the success of almost all employers. After all, nearly every job requires employees to engage with others in some way. Therefore, being able to interact well with others is important in any job.

Another reason hiring managers and employers look for applicants with soft skills is because soft skills are transferable skills that can be used regardless of the job at which the person is working. This makes job candidates with soft skills very adaptable employees.

Also, because soft skills are acquired over time – as opposed to those acquired in a short time during a class or training program – people with soft skills are often seen as having unique and broad backgrounds that can diversify a company and help it run more efficiently.

Soft skills are particularly important in customer-based jobs. These employees will typically be in direct contact with customers. It takes a number of soft skills to be able to listen to a customer and provide that customer with helpful and polite service.

Types of Soft Skills

Conversely, soft skills are attributes and personality traits that affect interpersonal interactions and while different, are also as important as hard skills in the workforce.

These include characteristics such as leadership, empathy, communication, etiquette and more skills that aren't as quantifiable as hard skills.

Soft skills can't be learned by rote, and involve emotional intelligence and empathy, which often makes them more complicated to impart to a student.

The bottom line is that both hard and soft skills are important. Once you have both, you'll be able to do your job well in the real world, where it's essential both to know what you're talking about – and be able to talk about it so that other people can understand.

Hard Skills vs. Soft Skills

<i>Hard skills</i>	<i>Soft skills</i>
Hard skills are teachable abilities or skill sets that are easy to quantify. Typically, you'll learn hard skills in the classroom, through books or other training materials, or on the job. <i>Examples of hard skills include:</i> • Proficiency in a foreign language. • A degree or certificate. • Typing speed. • Machine operation. • Computer programming These hard skills are often listed in your cover letter and on your resume, and are easy for an employer or recruiter to recognize.	Soft skills, on the other hand, are subjective skills that are much harder to quantify. Also known as "people skills" or "interpersonal skills," soft skills relate to the way you relate to and interact with other people. <i>Examples of soft skills include:</i> • Communication. • Leadership. • Motivation. • Patience. • Problem Solving Abilities. • Teamwork. • Time Management. • Work Ethic.

Highlight Your Skills

You'll want to make sure potential employers are aware of your skills throughout the job application process. This means highlighting your hard and soft skills on your resume and cover letter, and also weaving in mentions of your skills during job interviews.

- *Incorporate skills into your resume.* On your resume, you can include a skills section that lists out relevant skills. As well, you can point to your skills in job description. For instance, if you're applying for a job where you'll need to have legal knowledge, and also communicate with clients successfully, you can include similar experience in job descriptions.
- *Include relevant skills in your cover letter.* Your cover letter is also an opportunity to highlight both sets of skills. When it comes to soft skills, however, rather than saying you have a soft skill, demonstrate that you have it. For instance, rather than saying "I have leadership skills," you can say, "At my role at Company ABC, I steered the sales team to record numbers, creating a bonus structure that generated strong results."
- *Share your skills during job interviews.* During interviews, the STAR interview response technique can help you show off soft skills.

Skills on a Resume

For every role you apply to, tailor the skills section of your resume so that the information included matches the skills mentioned in the job description. You can also weave in your skills in the experience section, as you describe the tasks and responsibilities of roles you've held in the past.

The “keyword” skills that you include in your resume and cover letters will help your job application materials get selected by the automated parsing systems employers often use to select applicants to interview.

You should also be prepared to mention your most relevant skills during job interviews.

Not sure which skills to include on your resume? The employer's job posting is a great guide for what employers want to see in candidates. Spend a few minutes decoding the job ad, then tailor your resume to fit the job requirements.

As well as job-specific skills, there are several much-prized general skills that nearly every employer wants you can browse these skills below, as well as reviewing skills by category.

Skills Employers Want

There are some skills that are applicable to almost every job and type of company. If you've got these general skills, you'll enhance your marketability. Review these lists of the most in-demand skills employers seek.

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| <ul style="list-style-type: none"> • Communication Skills. • Customer Service Skills. • Information Technology (IT) Soft Skills. • Leadership Skills. | <ul style="list-style-type: none"> • Professional Skills. • Soft Skills. • Skills Employers Seek in Job Applicants. • Skills Employers Want College Grads to Have. |
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Match Your Skills to the Job

Take the time to make a match and show the hiring manager why you're qualified for a job, and worth interviewing. Employers want to see that you have what it takes to succeed on the job. The skills you list on your resume will be used to match your qualifications to the job for which you're applying.

When you include skills on your resume be specific. The better a match you are for the job, the better chance you will have of being chosen for an interview. Depending on the job for which you're applying, there are some skills you don't need to include. Here's a list of skills you shouldn't put on your resume.

Skills Listed by Type

Review these comprehensive lists that include both hard and soft skills for each category.

Thought Processes: Thought processes are the soft skills that enable you to think, reason, and problem solve. These are skills which are in high demand across all industry sections.

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| <ul style="list-style-type: none"> • Analytical. • Conceptual. • Creative Thinking. • Critical Thinking. | <ul style="list-style-type: none"> • Deductive Reasoning. • Inductive Reasoning. • Logical Thinking. • Problem Solving. |
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Administrative, Business, and Finance: Administrative, business, and finance skills keeps offices and businesses running efficiently and effectively at all types of companies, from small businesses to large corporations.

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| <ul style="list-style-type: none">• Clerical.• Accounting.• Administrative.• Business Intelligence.• Business. | <ul style="list-style-type: none">• Business Storytelling.• Customer Service.• Finance.• Microsoft Office Skills.• Negotiations.• QuickBooks. |
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Communication and Interpersonal: The ability to communicate, both verbally and in writing, is a job requirement for most positions. Employers seek applicants with the ability to communicate well with others, regardless of their role at the organization.

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| <ul style="list-style-type: none">• Active Listening.• Collaboration.• Communication.• Editing.• Flexibility.• Interpersonal. | <ul style="list-style-type: none">• Listening.• Nonverbal Communication.• Presentation.• Public Speaking.• Verbal Communication.• Writing. |
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Leadership and Management: These are the skills that enable you to be an effective manager and lead a team or run a company.

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| <ul style="list-style-type: none">• Decision Making.• Delegation.• Entrepreneurial.• Leadership. | <ul style="list-style-type: none">• Management.• Motivational.• Negotiation.• Strategic Planning. |
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Personal Skills: Personal skills are the attributes that uniquely qualify you as a candidate for a job. An individual's skill set is comprised of a variety of personal skills that they have acquired through education and employment.

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| <ul style="list-style-type: none">• Interviewing.• Life Skills.• Multitasking.• Organizational. | <ul style="list-style-type: none">• Personal.• Social.• Time Management. |
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Sales and Marketing: You'll need a variety of skills to be successful in a sales role, and you will need to be able to demonstrate those skills to prospective employers.

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| <ul style="list-style-type: none">• Sales.• Digital Marketing. | <ul style="list-style-type: none">• Essential Sales Skills.• Marketing.• Persuasive. |
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Teamwork: Teamwork skills, the ability to work as part of a team, are a requirement in almost every industry and job.

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| <ul style="list-style-type: none">• Collaboration.• Conflict Management. | <ul style="list-style-type: none">• Conflict Resolution.• Team Building.• Teamwork. |
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Technology: Employers seek candidates with strong technical skills, even when hiring for non-tech roles.

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| <ul style="list-style-type: none">• Computer.• Information Technology. | <ul style="list-style-type: none">• Tech Skills Listed by Job.• Technical. |
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General Skills

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| <ul style="list-style-type: none">• Behavioural.• Consulting.• Employability.• General. | <ul style="list-style-type: none">• High School Student Skills.• Soft Skills.• Strengths. (List of Examples)• Transferable. |
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Industry Specific Skills

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| <ul style="list-style-type: none">• Blue Collar.• Hard Skills.• Health Care.• Hospitality. | <ul style="list-style-type: none">• Digital Media.• Legal.• Retail.• Social Media. |
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Self-Discovery

Definition: the act or process of gaining knowledge or understanding of your abilities, character, and feelings.

"To find yourself first learn about yourself." Finding the real you are an enlightening experience. You become self-sufficient and do things for yourself, for once. It's a hard feeling to put into words, but when you don't know who you are, it's hard to ignore. Finding yourself is not easy, but it's worth it. Ready? Let's begin.

1. *Practice mindfulness:* Life is busy and messy, and we often forget to take time to relax. I'm not talking about the kind of relaxing that happens when we engage in leisure activity. We don't take time just to be. In the busy modern world, we lose touch with ourselves. A good way to regain connection with yourself is to meditate. Check out this great guide on how to start meditating. You can practice mindfulness in everyday life by paying attention to yourself and your surroundings without judgment. Do not focus on the past or future but the present moment.
2. *Ask yourself, "Who am I?":* It may sound simple, but it can be effective. Who are you? What brings you joy? What are you most afraid of? What feelings are leading you right now?
3. *Journal:* Journaling is a great way to reflect. Here are 30 great writing prompts for self-discovery.
4. *Find your core values:* Your core values drive you. They help define who you are and who you aim to be. Use this tool to help you find your core values. Creativity, equality, understanding, intellectual status, and family orientedness are among the common personal values listed.
5. *Find your purpose and passion:* What do you enjoy doing so much that you lose track of time? This is your flow state, and it is likely what you are passionate about. Pay attention to the things you don't like because those emotions are also useful in finding your passion. If your heart isn't in something, let it go. Check out following clues to finding your passion and purpose in life.
 - i. Consider your unique talents.
 - ii. List off people you admire.
 - iii. Return to your childhood.
 - iv. Complete this sentence.
 - v. Fine-tune your "yes" and "no" compass.
 - vi. Acting on your passion feels right.
6. *Look to your childhood:* Even reading a favourite book from your childhood can help you discover parts of yourself that maybe have been forgotten. As children, we are naturally in tune with what we like. What did you enjoy in childhood?
7. *Listen to what others say about you:* People who are close to us can often tell us who we are better than we can tell ourselves. On your journey of self-discovery, ask your friends what they think about you.
8. *Take personality tests:* This is a fun way to get to know yourself a bit better.
9. *See challenges, not struggles:* When we struggle, we often lose touch with ourselves. We feel lost. One way to counteract this is to see struggles as challenges. Take this quiz to discover the core beliefs that you hold about yourself. Frustration and depression may be indicated by these core beliefs. Look at the story you tell yourself, and change it if it causes you harm. You can consciously change the story of who you think you are to fit who you want to be. This task is not easy or fast, but it is a challenge worth pursuing.
10. *Practice self-care:* Take some time for yourself. Do things you enjoy - whether that is a hot shower or a long run. Self-care looks different for everyone.
11. *Listen to what you say "yes" and "no" to:* What do you enjoy? What are you interested in? When you feel lost, these things may be unclear. Look back to the last thing that brought you joy. Remember how

your body felt. That is a "yes." The things that you don't enjoy produce a different response in your body. You will become more in tune with these things when you as you become more mindful.

12. *Surround yourself with people who allow you to grow:* The journey of self-discovery is not a solo one, although it may feel like that at times. If you are surrounded with people who do not have your best interests at heart, then you are will not be able to grow into the best possible version of yourself. Eliminate those people from your life, and surround yourself with people who allow you to grow.

Attitude:

A predisposition or a tendency to respond positively or negatively towards a certain idea, object, person, or situation. Attitude influences an individual's choice of action, and responses to challenges, incentives, and rewards (together called stimuli).

Four major components

1. Affective: emotions or feelings.
2. Cognitive: belief or opinions held consciously.
3. Conative: inclination for action.
4. Evaluative: positive or negative response to stimuli.

Factors to that determined the Attitude

- 1) *Environment.*
 - a. Home: positive or negative influences
 - b. School: peer pressure
 - c. Work: supportive or over-critical supervisor
 - d. Media: television, newspapers, magazines, radio, movies
 - e. Cultural background
 - f. Religious background
 - g. Traditions and beliefs
 - h. Social environment
 - i. Political environment
- 2) *Experience:* Our behaviour changes according to our experiences with people and events in our life. If we have a positive experience with a person, our attitude toward him becomes positive and vice versa.
- 3) *Education:* I refer to both formal and informal education, not just academic qualifications. Knowledge strategically applied translates into wisdom, ensuring success. I talk education in the broader sense. It makes the role of the educator vital. A teacher affects eternity. The ripple effect is immeasurable. We are drowning in information but starving for knowledge and wisdom. Education ought to teach us not only how to make a living but also how to live.

Positive Attitude

Just like an absence of ill health does not equal good health, an absence of negativity alone does not make a person positive. People with positive attitudes have certain personality traits that are easy to recognize. They are caring, confident, patient, and humble. They have high expectations of themselves and others. They anticipate positive outcomes. A person with positive attitude is like a fruit of all seasons.

The benefits of a positive attitude

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| • Increases productivity. | • Makes for congenial atmosphere. |
| • Fosters team work. | • Fosters better relationships with employers, employees, and customers. |
| • Solves problems. | • Reduces stress. |
| • Improves quality. | • Helps a person become a contributing member of society and an asset to their country. |
| • Breeds loyalty. | • Makes for a pleasing personality. |
| • Increases profits. | |

How to maintain or increase the positive attitude

- 1) *Have a Morning Routine:* How you start your morning sets the tone for the rest of the day. Make sure that you have an attitude-boosting morning routine that puts you in a good mood so that you can start the day off right.

- 2) *Carry an Attitude of Happiness with You:* Instead of waiting for external things to make you happy, be happy and then watch how that influences the things that go on around you. That is, instead of telling yourself that first something good has to happen, and then you'll be happy, be happy first. Happiness is an attitude, not a situation.
- 3) *Relish Small Pleasures:* Big pleasures—graduation, getting married, being promoted, having your book published—come too infrequently. Life is made up of tiny victories and simple pleasures. With the right mental attitude, watching the sunset, eating an ice cream cone, and walking barefoot on the grass are all you need to be filled with joy.
- 4) *Smile:* Smiling will give you an instantaneous attitude boost. Try smiling for a minute while you think of a happy memory or the last thing that made you smile. Smiling releases endorphins and serotonin, also known as the feel good hormones. It's a lot easier to adopt a positive attitude when the chemicals being released by your body are conducive to well-being.
- 5) *Upload Positivity to Your Brain:* Read books with a positive message, listen to music with uplifting lyrics, and watch movies in which the protagonist's optimism helps him/her to overcome obstacles and win, despite the odds. Change your attitude for the better by uploading as much positivity into your brain as you possibly can.
- 6) *Take Responsibility:* At any moment your attitude can be that of a victim or of a creator. The first step you need to take to shift from victim-mode to creator-mode is to take responsibility. Here's the attitude of a creator:
 - I create my life.
 - I am responsible for me.
 - I'm in charge of my destiny.
- 7) *Have a Zen Attitude:* Think of life not as something that's happening to you, but as something that's happening for you. Look at any challenging situation, person, or event as a teacher that's been brought into your life to teach you something. The next time you find yourself thinking, "Why is this happening to me?" choose to have a Zen attitude, instead. Ask yourself, "What am I supposed to learn or gain from this?" or "How will this help me grow and become a better, more enlightened being?"
- 8) *Be Proactive:* A reactive person allows others and external events to determine how they will feel. A proactive person decides how they will feel regardless of what may be going on around them. Be proactive by choosing your attitude and maintaining it throughout the day, regardless of what the day may bring.
- 9) *Change Your Thoughts:* Positive thoughts lead to a positive attitude, while negative thoughts lead to a negative attitude. Changing your attitude is as easy as hitting the "pause" button on what you're thinking and choosing to think different thoughts.
- 10) *Have a Purpose:* Having a purpose in life gives you a fixed point in the horizon to focus on, so that you can remain steady amid life's vicissitudes and challenges. Bringing meaning and purpose into your life—knowing why you are here—will do wonders for your attitude.
- 11) *Focus On the Good:* In order to have a positive attitude, focus on the good. Focus on the good in yourself, the good in your life, and the good in others.
- 12) *Stop Expecting Life to Be Easy:* The truth is; life gets tough at times. For all of us. It can even be painful. But you're brave and resourceful, and you can take it. Know that sometimes things won't be easy, and adopt the attitude that you have what it takes to deal with anything that life throws at you.
- 13) *Keep Up Your Enthusiasm.* Enthusiastic people have a great attitude toward life. Have a list of ways to lift your enthusiasm ready for those times when you feel your zest for life draining away. Being enthusiastic will help you maintain the attitude that life is good and that you're lucky to be alive.
- 14) *Give Up On Having an Attitude of Entitlement:* Think of the parable "Who Moved My Cheese?" by Spencer Johnson. Two little mice and two miniature people are put in a maze. Here's what happens:
 - a. When the mice discover that the cheese isn't where it's supposed to be, they immediately get to work on finding another piece of cheese.
 - b. The two miniature people, instead, get angry that the cheese has been moved. They waste time expressing outrage and blaming each other.

Stop demanding that things be handed to you. Your attitude at all times should be the following:

- It's up to me to get what I want.
- Good things come to those who work hard.
- I adapt to change easily and quickly.
- I keep going even when things get tough.

- 15) *Visualize*: When things aren't going your way, keep a positive attitude by visualizing yourself succeeding and achieving your goals. When Nelson Mandela was incarcerated—in a tiny cell that was just 6 feet wide—he kept his hopes up by visualizing himself being set free.
- 16) *Limit Your Complaints*: Whining about anything and everything is not conducive to a positive attitude. When you complain you're saying negative things about a person, place, or event, without offering a solution to fix the situation. Instead of complaining, do the following:
 - a. Remove yourself from the situation.
 - b. Shift your perspective about the situation.
 - c. Offer a possible solution.
 - d. Accept that there's nothing you can do to change the situation and that complaining about it just fosters negativity.

Constantly complaining leads to a bad attitude. So stop complaining. Instead, start looking for solutions or accept what cannot be changed.
- 17) *Watch Your Words*: Use positive words when you talk to yourself. Studies have found that positive self-talk can boost your willpower and help you psych yourself up when you need to get through a difficult task. In addition, it can calm you down when you're worried or anxious. If you want to change your attitude from "I can't do this" or "I'm going to fail", to "I've got this" or "I'm going to do great", change your self-talk.
- 18) *Use The Power of Humor*: People who know how to laugh at themselves and at life's absurdities have a great attitude. Your sense of humor is a power tool, and you can use it to lift your mood and enhance your emotional state at any time. When something goes wrong, ask yourself, "What's funny about this?" A humorous perspective will have a positive effect on your attitude.
- 19) *Use Gratitude to Improve Your Attitude*: When you find yourself focusing on what's wrong in your life, what you don't have, or what you're missing out on, adjust your attitude by feeling gratitude. Studies show that having an attitude of gratitude is beneficial for every aspect of your life: being grateful improves your health, your mood, your relationships, your career satisfaction, and on, and on. If you need an attitude lift simply think of all the things that you have to be grateful for.
- 20) *Develop an Attitude of Curiosity*: The best way to approach any situation is to be open to what you can learn from it. That is, be curious. Curiosity gives you a present-moment orientation which is similar to mindfulness. Being curious about a situation allows you to experience it more fully. In addition, curiosity will help you to approach uncertainty in your daily life with a positive attitude.
- 21) *Seek Out Others with a Positive Attitude*: A positive attitude is contagious. When you feel that you need an attitude boost, find someone with a great attitude and look for an excuse to hang out with them. Their attitude can't help but rub itself off on you and you'll be able to face the world with renewed optimism.

Perceptions

Your perception of something is the way that you think about it or the impression you have of it.

"Perception is the process through which the information from outside environment is selected, received, organised and interpreted to make it meaningful to you. This input of meaningful information results in decisions and actions."

Improving perception

- 1) Knowing Oneself Accurately.
- 2) Emphasize with Others.
- 3) Having a Positive Attitude.
- 4) Positive Impression Formation.
- 5) Communicating Openly.
- 6) Comparing One's Perception with that of Others.
- 7) Improving Diversity Management Programmes.

Forming values

Values: The regard that something is held to deserve; the importance, worth, or usefulness of something.

Defining Your Values: When you define your personal values, you discover what's truly important to you. A good way of starting to do this is to look back on your life – to identify when you felt really good, and really confident that you were making good choices.

- Step 1: Identify the times when you were happiest.
 Step 2: Identify the times when you were proudest.
 Step 3: Identify the times when you were most fulfilled and satisfied.
 Step 4: Determine your top values, based on your experiences of happiness, pride, and fulfilment.
 Step 5: Prioritize your top values.
 Step 6: Reaffirm your values.

Our values come from a variety of sources. Some of these include:

- 1) Family.
- 2) Peers. (social influences)
- 3) The workplace. (work ethics, job roles)
- 4) Educational institutions such as schools.
- 5) Significant life events. (death, divorce, losing jobs, major accident and trauma, major health issues, significant financial losses and so on)
- 6) Religion.
- 7) Music.
- 8) Media.
- 9) Technology.
- 10) Culture.
- 11) Major historical events. (world wars, economic depressions, etc.).

Interpersonal Skills

Interpersonal skills, also known as people skills, are related to the way you communicate and interact with people. When employers are hiring, interpersonal skills are one of the top criteria used to evaluate candidates. It's important, regardless of the type of job you have, to be able to get along well with co-workers, managers, customers, and vendors. Strong interpersonal skills are essential for succeeding in the workplace.

Importance of Interpersonal skills

General:

- Communication skills.
- Interpreting other's emotions.
- Sensitivity.
- Conflict management.
- Positive attitude.
- Good manners.

Work place:

- 1) Fostering Effective Communication.
- 2) Keeps the Feedback Loop Open.
- 3) Expands Your Opportunities.
- 4) They Make You Relatable.
- 5) You Show Social Awareness.
- 6) Increases Credibility and Customer Satisfaction.
- 7) Transparency Creates Trust.
- 8) Fostering and Maintaining Personal Relationships.
- 9) They Make You an Effective Leader.
- 10) Use Empathy to be a Better Leader.

Interpersonal Skills List

Here's a list of interpersonal skills to use in resumes, cover letters, and job interviews:

• Active Listening. • Behavioural. • Caring. • Collaboration. • Comforting. • Communication.	• Customer Service. • Developing Rapport. • Diplomacy. • Diversity. • Empathy.	• Instructing. • Interviewing. • Kindness. • Leadership. • Life Skills. • Listening.	• Patience. • Persuasive. • Positive Reinforcement. • Problem Solving. • Public Speaking.
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• Conflict Management. • Conflict Resolution. • Consulting. • Constructive Criticism. • Counselling. • Creative Thinking.	• Encouraging. • Flexibility. • Group Facilitating. • Helping Others. • Humour. • Inquiry. • Inspiring Trust.	• Management. • Mediating. • Mentoring. • Motivation. • Negotiating. • Networking. • Nonverbal Communication.	• Relationship Management. • Respect. • Responsibility Sensitivity. • Social. • Sympathy. • Team Building. • Teamwork. • Tolerance. • Verbal Communication.
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Interpersonal Relationship

A strong bond between two or more people refers to interpersonal relationship. Attraction between individuals brings them close to each other and eventually results in a strong interpersonal relationship.

Forms of Interpersonal relationship

An interpersonal relationship can develop between any of the following:

- Individuals working together in the same organization.
- People working in the same team.
- Relationship between a man and a woman (Love, Marriage).
- Relationship with immediate family members and relatives.
- Relationship of a child with his parents.
- Relationship between friends.
- Relationship can also develop in a group. (Relationship of students with their teacher, relationship of a religious guru with his disciples and so on)

Must have in an Interpersonal Relationship

- Individuals in an interpersonal relationship must share common goals and objectives. They should have more or less similar interests and think on the same lines. It is always better if individuals come from similar backgrounds.
- Individuals in an interpersonal relationship must respect each other's views and opinions. A sense of trust is important.
- Individuals must be attached to each other for a healthy interpersonal relationship.
- Transparency plays a pivotal role in interpersonal relationship. It is important for an individual to be honest and transparent.

Different Types of Interpersonal Relationships

- 1) Family.
- 2) Friends.
- 3) Affectionate.
- 4) Platonic.
- 5) Professional.

Team Building

Being able to build and manage a successful team is a qualification for many different types of jobs. When you're being considered for a position that requires managing or being part of a team, you will need to show that you have the team building skills necessary for the job. Make sure you have the team building skills to make you stand out when you apply for a job involving management or teamwork.

Top Team Building Skills

Communication: If you are helping to unite a team, you need to have strong communication skills. Using both written and verbal communication skills, you will have to explain company goals, delegate tasks, resolve conflicts between members, and more. It is important that you are able to clearly express ideas to teams. In order to problem solve and make sure every team member feels heard, you will also have to listen.

You will need to understand the concerns of every member so that they each feel they are being considered and understood.

Other skills related to communication include:

- Clarity.
- Facilitating group discussion.
- Interpersonal.
- Listening.
- Reading body language.
- Reducing ambiguity.
- Verbal communication.

Problem Solving: When team building, you will need to solve problems. These might include problems related to the group's goals. However, these might also include interpersonal problems between group members. A team builder must help to resolve both. He or she needs to be a mediator who can listen to two sides of a problem and help everyone come to an agreement. The goal of a team builder is to solve problems in a way that helps the team achieve its goals and keeps its members working well together.

Some skills necessary for problem solving include:

- Brainstorming strategies and solutions freely.
- Drawing consensus around goals and strategies.
- Conflict resolution.
- Mediation.
- Recording and disseminating team solutions.
- Solving interpersonal conflict.

Leadership: Being a team builder often requires taking on a leadership role for a team, at least part of the time. You need to make decisions when there is conflict, establish group goals, and manage team members who are not producing their best work. All of this requires leadership and management.

- Other leadership skills related to team building include:
- Aligning team goals with company goals.
- Decision making.
- Establishing group norms.
- Hiring team-oriented staff.
- Management.
- Terminating chronically unproductive team members.

Teamwork: While being a good leader is important in team building, so is being a good team player. You can help build a strong team by showing the team what it means to work well in a group. You will need to collaborate and cooperate with team members, listen to their ideas, and be open to taking and applying their feedback.

Some important teamwork skills include:

- Ability to follow direction.
- Adaptability to changing circumstances.
- Collaboration.
- Cooperation with team members.
- Cooperation with managers of other departments, especially for cross-department teams.
- Reliability.
- Responding to constructive criticism.
- Willing to take on tasks.

Motivation: A team builder gets other team members excited about setting and achieving project goals. This kind of motivational energy can take many forms. Perhaps you come to work every day with a positive attitude, or maybe you encourage your other teammates with positive feedback. Another way to motivate

team members is to provide incentives. These might range from bonuses and other financial rewards to extra days off to fun group activities. A team builder can think of creative ways to inspire the team to do its best.

- Some skills related to motivation include:
- Cultivating positive group leaders.
- Developing interpersonal relationships between and with group members.
- Encouraging input from reticent members.
- Persuasive.
- Recognizing and rewarding group achievements.

Delegation: A good team builder knows he or she cannot complete group tasks alone. Team builders clearly and concisely lay out each team member's specific tasks. This way, everyone is responsible for a piece of the group goal. Good delegation leads to project efficiency, and can help a group achieve a goal on time or even ahead of schedule.

Skills necessary for good delegation include:

- Being able to assign roles.
- Defining work roles clearly.
- Delegating tasks to appropriate members.
- Setting expectations.
- Time management.

Providing Feedback: To work effectively, team members need to receive feedback on what they are doing well and not so well. They need feedback on both group and individual levels. A team builder knows how to praise and point out progress, but he or she also knows how to provide constructive criticism. He or she must train and advise team members so that everyone is doing his or her best, allowing for the team to do its best.

Some skills related to providing feedback include:

- Addressing behaviour which disrupts group harmony.
- Assessing group progress.
- Coaching.
- Identifying the strengths and weaknesses of team members.
- Mentoring new members.
- Training.

Group Dynamics

Group dynamics is a system of behaviours and psychological processes occurring within a social group (intragroup dynamics), or between social groups (intergroup dynamics). The study of group dynamics can be useful in understanding decision-making behaviour, tracking the spread of diseases in society, creating effective therapy techniques, and following the emergence and popularity of new ideas and technologies.

Group: Every organization is a group unto itself. A group refers to two or more people who share a common meaning and evaluation of themselves and come together to achieve common goals. In other words, a group is a collection of people who interact with one another; accept rights and obligations as members and who share a common identity.

Characteristics of a Group:

- 2 or more persons. (if it is one person, it is not a group)
- Formal social structure. (the rules of the game are defined)
- Common fate. (they will swim together)
- Common goals. (the destiny is the same and emotionally connected)
- Face-to-face interaction. (they will talk with each other)
- Interdependence. (each one is complimentary to the other)
- Self-definition as group members. (what one is who belongs to the group)
- Recognition by others. (yes, you belong to the group).

Process/Stages of Group Development/Evolution:

Group Development is a dynamic process. How do groups evolve? There is a process of five stages through which groups pass through. The process includes the five stages: forming, storming, norming, performing, and adjourning.

- 1) *Forming*: The first stage in the life of a group is concerned with forming a group. This stage is characterized by members seeking either a work assignment (in a formal group) or other benefit, like status, affiliation, power, etc. (in an informal group). Members at this stage either engage in busy type of activity or show apathy.
- 2) *Storming*: The next stage in this group is marked by the formation of dyads and triads. Members seek out familiar or similar individuals and begin a deeper sharing of self. Continued attention to the subgroup creates a differentiation in the group and tensions across the dyads / triads may appear. Pairing is a common phenomenon. There will be conflict about controlling the group.
- 3) *Norming*: The third stage of group development is marked by a more serious concern about task performance. The dyads/triads begin to open up and seek out other members in the group. Efforts are made to establish various norms for task performance. Members begin to take greater responsibility for their own group and relationship while the authority figure becomes relaxed. Once this stage is complete, a clear picture will emerge about hierarchy of leadership. The norming stage is over with the solidification of the group structure and a sense of group identity and camaraderie.
- 4) *Performing*: This is a stage of a fully functional group where members see themselves as a group and get involved in the task. Each person makes a contribution and the authority figure is also seen as a part of the group. Group norms are followed and collective pressure is exerted to ensure the effectiveness of the group. The group may redefine its goals in the light of information from the outside environment and show an autonomous will to pursue those goals. The long-term viability of the group is established and nurtured.
- 5) *Adjourning*: In the case of temporary groups, like project team, task force, or any other such group, which have a limited task at hand, also have a fifth stage, this is known as adjourning. The group decides to disband. Some members may feel happy over the performance, and some may be unhappy over the stoppage of meeting with group members. Adjourning may also be referred to as mourning, i.e. mourning the adjournment of the group. The readers must note that the four stages of group development mentioned above for permanent groups are merely suggestive. In reality, several stages may go on simultaneously.

Types of Groups:

One way to classify the groups is by way of formality – formal and informal. While formal groups are established by an organization to achieve its goals, informal groups merge spontaneously. Formal groups may take the form of command groups, task groups, and functional groups.

- 1) *Command Groups*: Command groups are specified by the organizational chart and often consist of a supervisor and the subordinates that report to that supervisor. An example of a command group is a market research firm CEO and the research associates under him.
- 2) *Task Groups*: Task groups consist of people who work together to achieve a common task. Members are brought together to accomplish a narrow range of goals within a specified time period. Task groups are also commonly referred to as task forces. The organization appoints members and assigns the goals and tasks to be accomplished. Examples of assigned tasks are the development of a new product, the improvement of a production process, or designing the syllabus under semester system. Other common task groups are ad hoc committees, project groups, and standing committees. Ad hoc committees are temporary groups created to resolve a specific complaint or develop a process are normally disbanded after the group completes the assigned task.
- 3) *Functional Groups*: A functional group is created by the organization to accomplish specific goals within an unspecified time frame. Functional groups remain in existence after achievement of current goals and objectives. Examples of functional groups would be a marketing department, a customer service department, or an accounting department. In contrast to formal groups, informal groups are formed naturally and in response to the common interests and shared values of individuals. They are created for purposes other than the accomplishment of organizational goals and do not have a specified time frame. Informal groups are not appointed by the organization and members can invite others to join from time to time. Informal groups can have a strong influence in organizations that can either be positive or negative. For example, employees who form an informal group can either discuss how to

improve a production process or how to create shortcuts that jeopardize quality. Informal groups can take the form of interest groups, friendship groups, or reference groups.

- a. *Interest Group*: Interest groups usually continue over time and may last longer than general informal groups. Members of interest groups may not be part of the same organizational department but they are bound together by some other common interest. The goals and objectives of group interests are specific to each group and may not be related to organizational goals and objectives. An example of an interest group would be students who come together to form a study group for a specific class.
- b. *Friendship Groups*: Friendship groups are formed by members who enjoy similar social activities, political beliefs, religious values, or other common bonds. Members enjoy each other's company and often meet after work to participate in these activities. For example, a group of employees who form a friendship group may have a yoga group, a Rajasthani association in Delhi, or a kitty party lunch once a month.
- c. *Reference Groups*: A reference group is a type of group that people use to evaluate themselves. The main objectives of reference groups are to seek social validation and social comparison. Social validation allows individuals to justify their attitudes and values while social comparison helps individuals evaluate their own actions by comparing themselves to others. Reference groups have a strong influence on members' behaviour. Such groups are formed voluntarily. Family, friends, and religious affiliations are strong reference groups for most individuals.

Networking

How you communicate, your ability to build a network and your self-confidence.

8 Critical Networking Skills:

- *Understand and leverage personal style*: Networking is not just for the extrovert. Introverts can be just as effective at developing interpersonal networks; they just do it in a different way.
- *Strategically target your activities*: Not all networking events or organizations are equal; you need to determine which events will give you the best return on your investment.
- *Systematically plan networking*: Meaningful connections don't just happen—planning activities, evaluating experiences, and anticipating next moves lead to great connections.
- *Develop relationships over time*: You don't meet someone today and become their trusted advisor tomorrow. You need to learn how to build relationships and who to build them with.
- *Engage others effectively*: Sure, laughing and socializing with others is fun, but it is not how you create effective business networks. You need to learn how to engage meaningfully, remember people's names, and make sure they remember yours.
- *Showcase your expertise*: You can learn to talk about your accomplishments and skills without coming across as a braggart, and it is essential to do so if you are going to have an effective network.
- *Assess opportunities*: Easy to join, hard to leave—it is essential that you evaluate your networking experiences relative to your changing goals and decide when to get more involved and when to exit gracefully.
- *Deliver value*: At its core, networking is an exchange of value—whether it is time, information, or your talents. You need to be able to recognize what you have to give, as well as what you want to get.

Improved work relationship

Good working relationships give us several other benefits: our work is more enjoyable when we have good relationships with those around us. Also, people are more likely to go along with changes that we want to implement, and we're more innovative and creative.

Defining a Good Relationship

- *Trust* – This is the foundation of every good relationship. When you trust your team and colleagues, you form a powerful bond that helps you to work and communicate more effectively. If you trust the people you work with, you can be open and honest in your thoughts and actions, and you don't have to waste time and energy "watching your back."
- *Mutual Respect* – When you respect the people who you work with, you value their input and ideas, and they value yours. Working together, you can develop solutions based on your collective insight, wisdom and creativity.

- *Mindfulness* – This means taking responsibility for your words and actions. Those who are mindful are careful and attend to what they say, and they don't let their own negative emotions impact the people around them.
- *Welcoming Diversity* – People with good relationships not only accept diverse people and opinions, but they welcome them. For instance, when your friends and colleagues offer different opinions from yours, you take the time to consider what they have to say, and factor their insights into your decision-making.
- *Open Communication* – We communicate all day, whether we're sending emails and IMs, or meeting face to face. The better and more effectively you communicate with those around you, the richer your relationships will be. All good relationships depend on open, honest communication.

Good Work Relationships

- *Develop Your People Skills:* Good relationships start with good people skills. Take our *How Good Are Your People Skills?* quiz to find out how your "soft skills" are. For instance, how well you collaborate, communicate and deal with conflict. This self-test will point you to tools that will help you to deal with any weaknesses that you have.
- *Identify Your Relationship Needs:* Look at your own relationship needs. Do you know what you need from others? And do you know what they need from you? Understanding these needs can be instrumental in building better relationships.
- *Schedule Time to Build Relationships:* Devote a portion of your day toward relationship building, even if it's just 20 minutes, perhaps broken up into five-minute segments. For example, you could pop into someone's office during lunch, reply to people's postings on Twitter or LinkedIn, or ask a colleague out for a quick cup of coffee.
- These little interactions help build the foundation of a good relationship, especially if they're face-to-face.
- *Focus on Your EI:* Also, spend time developing your emotional intelligence (EI). Among other things, this is your ability to recognize your own emotions, and clearly understand what they're telling you. High EI also helps you to understand the emotions and needs of others.
- *Appreciate Others:* Show your appreciation whenever someone helps you. Everyone, from your boss to the office cleaner, wants to feel that their work is appreciated. So, genuinely compliment the people around you when they do something well. This will open the door to great work relationships.
- *Be Positive: Focus on being positive.* Positivity is attractive and contagious, and it will help strengthen your relationships with your colleagues. No one wants to be around someone who's negative all the time.
- *Manage Your Boundaries:* Make sure that you set and manage boundaries properly – all of us want to have friends at work, but, occasionally, a friendship can start to impact our jobs, especially when a friend or colleague begins to monopolize our time. If this happens, it's important that you're assertive about your boundaries, and that you know how much time you can devote during the work day for social interactions.
- *Avoid Gossiping:* Don't gossip – office politics and "gossip" are major relationship killers at work. If you're experiencing conflict with someone in your group, talk to them directly about the problem. Gossiping about the situation with other colleagues will only exacerbate the situation, and will cause mistrust and animosity between you.
- *Listen Actively:* Practice active listening when you talk to your customers and colleagues. People respond to those who truly listen to what they have to say. Focus on listening more than you talk, and you'll quickly become known as someone who can be trusted.

Improved work relationship office

- 1) Managing relationships.
- 2) Understanding the feelings of others.
- 3) Cooperating with others.
- 4) Great Attitude.
- 5) Showing respect.
- 6) Appropriate contact.
- 7) Active Listening.

Managing relationships: You spend a lot of time with the people at your workplace. If you are a full-time employee, you can expect to spend 40 or more hours a week with your co-workers. You can begin to under-

stand why it is so important to have good relationships with your co-workers and managers! Good relationships will help you get along well with people and help you to do your job better. Have a difficult co-worker or manager? Always remain polite and professional towards that person. If you need to confront that person make sure you do it thoughtfully. You never know! A difficult co-worker could become a friend over time.

Understanding the feelings of others: The ability to understand and relate to the feelings of others is called empathy. Having empathy will help you develop strong relationships with other people. When you have empathy, people feel that you understand them and how they feel. When people tell you about something important, it shows they feel comfortable around you. Do your best to put yourself in their shoes. Think about how you would want to be treated if you were in their position. What would you want someone to say to you? What would you hope someone would do for you?

Cooperating with others: Cooperating, or working well with others, is an important part of interpersonal skills in the workplace. Even though each employee might have his or her own individual tasks and goals, the entire staff or team has the same goal. That goal is to help the company be successful. Without cooperation, the workplace can be an unpleasant place, and the company will not succeed. Before starting on a group project or collaborating, make sure each person understands what is expected of them. Ensure each person is able to share his or her ideas or thoughts. Encourage your group to be a safe space for sharing and collaborating.

Having a Great Attitude: Having an overall positive attitude will affect many aspects of your work. A great attitude will help you cope with pressure and stress as well as help you be more flexible in your job. Always sharing a positive attitude will help you grow in your position and ultimately help you move forward in your career. In a previous post, we talk about 5 Ways to Improve Your Attitude and Succeed at Work:

- Avoid negative thinking and complaining.
- Spend time with people who have a positive attitude.
- Be thankful for your job.
- Give yourself a chance to recharge.
- Reward yourself for doing a good job.

Showing respect: When you show respect for others in the workplace, people will show respect for you. You can show respect for others by being polite and using your manners. Always remember to say please and thank you. When people are talking to you, listen to what they are saying and make eye contact to show that you are listening. Wait until other people have finished talking before you respond so that you don't cause them to forget what they wanted to say.

Appropriate Contact: Interpersonal skills are not just about the things you say at work, they also include your actions, or the things you do. The way you act toward people at work will determine whether or not they feel comfortable around you. Start by always standing an appropriate distance away from the person with whom you are talking. A good rule of thumb is to stand an arm's length away from the person. That way, other people can easily hear you but will not feel like you are in their personal space. Some people don't like to be touched, so it is important that you respect people's personal space. Besides a simple pat on the back or handshake, it is best not to touch people in the workplace. Keeping your hands to yourself will ensure that you don't offend or upset others.

Active Listening: Active listening means you are fully engaged while listening to someone talk. You're completely focused on the person speaking. You are giving them eye contact, nodding, and occasionally asking clarifying questions to make sure you understand. Next time a co-worker or manager is speaking to you. Put your phone, computer, or notebook down and fully engaged. You'll be surprised how much better you understand what they're telling you and how much better you'll remember later.

Communication Skills:

The ability to communicate effectively with superiors, colleagues, and staff is essential, no matter what industry you work in. Workers in the digital age must know how to effectively convey and receive messages in person as well as via phone, email, and social media. Good communication skills will help get hired, land promotions, and be a success throughout your career.

Top 10 Communication Skills

Want to stand out from the competition? These are the top 10 communication skills that recruiters and hiring managers want to see on your resume and cover letter. Highlight these skills and demonstrate them

during job interviews, and you'll make a solid first impression. Continue to develop these skills once you're hired, and you'll impress your boss, teammates, and clients.

- 1) *Listening*: Being a good listener is one of the best ways to be a good communicator. No one likes communicating with someone who only cares about putting in her two cents and does not take the time to listen to the other person. If you're not a good listener, it's going to be hard to comprehend what you're being asked to do. Take the time to practice active listening. Active listening involves paying close attention to what the other person is saying, asking clarifying questions, and rephrasing what the person says to ensure understanding ("So, what you're saying is..."). Through active listening, you can better understand what the other person is trying to say, and can respond appropriately.
- 2) *Nonverbal Communication*: Your body language, eye contact, hand gestures, and tone all colour the message you are trying to convey. A relaxed, open stance (arms open, legs relaxed), and a friendly tone will make you appear approachable and will encourage others to speak openly with you. Eye contact is also important; you want to look the person in the eye to demonstrate that you are focused on the person and the conversation (however, be sure not to stare at the person, which can make him or her uncomfortable). Also, pay attention to other people's nonverbal signals while you are talking. Often, nonverbal signals convey how a person is really feeling. For example, if the person is not looking you in the eye, he or she might be uncomfortable or hiding the truth.
- 3) *Clarity and Concision*: Good communication means saying just enough – don't talk too much or too little. Try to convey your message in as few words as possible. Say what you want clearly and directly, whether you're speaking to someone in person, on the phone, or via email. If you ramble on, your listener will either tune you out or will be unsure of exactly what you want. Think about what you want to say before you say it; this will help you to avoid talking excessively and/or confusing your audience.
- 4) *Friendliness*: Through a friendly tone, a personal question, or simply a smile, you will encourage your co-workers to engage in open and honest communication with you. It's important to be nice and polite in all your workplace communications. This is important in both face-to-face and written communication. When you can, personalize your emails to co-workers and/or employees – a quick "I hope you all had a good weekend" at the start of an email can personalize a message and make the recipient feel more appreciated.
- 5) *Confidence*: It is important to be confident in your interactions with others. Confidence shows your co-workers that you believe in what you're saying and will follow through. Exuding confidence can be as simple as making eye contact or using a firm but friendly tone. Avoid making statements sound like questions. Of course, be careful not to sound arrogant or aggressive. Be sure you are always listening to and empathizing with the other person.
- 6) *Empathy*: Even when you disagree with an employer, co-worker, or employee, it is important for you to understand and respect their point of view. Using phrases as simple as "I understand where you are coming from" demonstrate that you have been listening to the other person and respect their opinions.
- 7) *Open-Mindedness*: A good communicator should enter any conversation with a flexible, open mind. Be open to listening to and understanding the other person's point of view, rather than simply getting your message across. By being willing to enter into a dialogue, even with people with whom you disagree, you will be able to have more honest, productive conversations.
- 8) *Respect*: People will be more open to communicating with you if you convey respect for them and their ideas. Simple actions like using a person's name, making eye contact, and actively listening when a person speaks will make the person feel appreciated. On the phone, avoid distractions and stay focused on the conversation. Convey respect through email by taking the time to edit your message. If you send a sloppily written, confusing email, the recipient will think you do not respect her enough to think through your communication with her.
- 9) *Feedback*: Being able to appropriately give and receive feedback is an important communication skill. Managers and supervisors should continuously look for ways to provide employees with constructive feedback, be it through email, phone calls, or weekly status updates. Giving feedback involves giving praise as well – something as simple as saying "good job" or "thanks for taking care of that" to an employee can greatly increase motivation. Similarly, you should be able to accept and even encourage, feedback from others. Listen to the feedback you are given, ask clarifying questions if you are unsure of the issue, and make efforts to implement the feedback.
- 10) *Picking the Right Medium*: An important communication skill is to simply know what form of communication to use. For example, some serious conversations (layoffs, changes in salary, etc.) are almost always best done in person. You should also think about the person with whom you wish to speak, if they are very busy people (such as your boss, perhaps), you might want to convey your message through

email. People will appreciate your thoughtful means of communication and will be more likely to respond positively to you.

Communication with others Art of Listening

Active listening is the process by which an individual secures information from another individual or group. The “active” element involves taking steps to draw out information that might not otherwise be shared. Even if you are the person being interviewed for a job, think of “active” listening as being your golden opportunity to “interview” and build rapport with your interviewer(s). Read on to learn more about building active listening skills, plus review a few examples.

Listening Important

Like critical thinking and problem-solving, active listening is a soft skill that’s held in high regard by employers. When interviewing for jobs, using active listening techniques can help show the interviewer how your interpersonal skills can draw people out.

Active listening can also significantly reduce the nervousness you might feel during an interview because it redirects your focus from what is going on inside of your head to the needs of your perspective employer or interviewer. It’s a great skill to hone if personal interviews tend to make you a little anxious.

By placing your focus, through active listening, squarely upon the interviewer, you prove that you: a) are interested in the organization’s challenges and successes; b) are ready to help them problem-solve work issues, and c) are a team player as opposed to being nothing more than a self-absorbed job candidate.

Listen carefully to the interviewer’s questions, ask for clarification if necessary, and wait until the interviewer has finished talking to respond. It’s important to not interrupt, or worse, try to answer the question before you know what the interviewer is asking.

Master The Art of Listening

1. *Make Eye Contact:* This first rule is very obvious but frequently forgotten. If you don’t look at the person while they’re speaking, you give them the impression that you don’t care what they say. In essence, it appears as though you don’t even care about them. Simple.
2. *Don’t Interrupt:* Let the person speak uninterrupted. To master the art of listening you need to halt any good thoughts that come to mind and let the person say everything they need to say. Often times people simply need someone to talk to, not someone who will butt in and give their own thoughts and opinions. The goal is to shine the spotlight on them, not you.
3. *Practice “Active Listening”:* The art of listening isn’t simply about staying quiet 100% of the time, it’s also about asking questions. These questions are for clarification, or for further explanation so that you can fully understand what the speaker is telling you. For instance, questions like these are brilliant: “Are you saying that _____”, “What I heard you say was _____”, “Did you mean that _____”.
4. *Show You Understand:* Another great way to show that you understand what the person is telling you is to nod. You can also make noises that show you’re in tune with what the person is saying such as “yes”, “yeah”, “mhm”, “okay”. This seems trivial, but it’s important to not behave like a zombie and demonstrate some interest and comprehension.
5. *Listen Without Thinking:* In other words, listen without forming responses in your mind. Be wholehearted and listen to the entire message. It’s very tempting to fill the spaces, after all, our minds think around 800 words per minute, compared to 125-150 words we speak per minute. Don’t miss valuable information by letting your mind wander!
6. *Listen Without Judgement:* To effectively master the art of listening it’s extremely important to withhold any negative evaluations or judgements. Make it your goal to be open minded 100% of the time. After all, who wants to open up to a narrow minded person? It also helps to be mindful of your “shut off” triggers, which are the specific words, looks, or situations that cause you to stop listening. This way, you can prevent yourself from shutting off in the future.
7. *Listen to Non-Verbal Communication:* About 60 – 75% of our communication is non-verbal. That’s a lot! In order to know whether to encourage the speaker, to open yourself more, or to be more supportive in your approach, it’s essential to know what the person’s body is saying. Do they display signs of discomfort? Are they untrusting of you? Does their body language align with their words? To learn more about body language, try checking out some of Sol’s Body Language articles.

8. *Create A Suitable Environment.* It can be really difficult to listen to another person when the TV is screaming, your phone is buzzing and there are thousands of cars passing by. When you remove all of these distractions and find a quiet place to sit down and listen, it's much easier to listen empathetically with an open mind and whole heart. Also, when you indicate it would be good to "find a quiet place", you put importance in the person and what they have to say. Once again, you show care and consideration.
9. *Observe Other People.* If you're really serious about mastering the art of listening, why not observe other people? One of the best ways to become a better listener is to observe the way people interact with each other, and all the irritating and rude things they do. Create an "annoying habit" checklist, and see if you do any. If you're brave enough, you can even ask someone you trust about what they like and dislike about the way you interact with others in conversation.

Active Listening Techniques

There are plenty of active listening techniques that will improve the impression you can make at a job interview.

Active listening techniques include:

- Building trust and establishing rapport.
- Demonstrating concern.
- Paraphrasing to show understanding.
- Nonverbal cues which show understanding such as nodding, eye contact and leaning forward.
- Brief verbal affirmations like "I see," "I know," "Sure," "Thank you," or "I understand."
- Asking open-ended questions.
- Asking specific questions to seek clarification.
- Waiting to disclose your opinion.
- Disclosing similar experiences to show understanding.

Examples of Active Listening

- *Building Trust and Establishing Rapport:* "Tell me what I can do to help." "I was really impressed to read on your website how you donate 5 percent of each sale to charity."
- *Demonstrating Concern:* "I am eager to help you; I know you are going through some tough challenges." "I know how hard a corporate restructuring can be – how is staff morale at this point?"
- *Paraphrasing:* "So, you are saying that the uncertainty about who will be your new supervisor is creating stress for you." "So, you think that we need to build up our social media marketing efforts."
- *Brief Verbal Affirmation:* "I understand that you would like more frequent feedback about your performance." "Thank you. I appreciate your time in speaking to me."
- *Asking Open-Ended Questions:* "I can see that John's criticism was very upsetting to you. Which aspect of his critique was most disturbing?" "It's clear that the current situation is intolerable for you. What changes would you like to see?"
- *Asking Specific Questions:* "How long do you expect your hiring process to last?" "What is your average rate of staff turnover?"
- *Waiting to Disclose Your Opinion:* "Tell me more about your proposal to reorganize the department." "Can you please provide some history for me regarding your relationship with your former business partner?"
- *Disclosing Similar Situations:* "I was also very conflicted about returning to work after the birth of my son." "I had the responsibility of terminating four of my personnel, due to downsizing, over the last two years. Even if it's necessary, it never gets easier."

Art of Reading

Reading is a complex "cognitive process" of decoding symbols in order to construct or derive meaning (reading comprehension). Reading is a means of language acquisition, communication, and of sharing information and ideas. Like all languages, it is a complex interaction between the text and the reader which is shaped by the reader's prior knowledge, experiences, attitude, and language community which is culturally and socially situated. The reading process requires continuous practice, development, and refinement. In addition, reading requires creativity and critical analysis. Consumers of literature make ventures with each piece, innately deviating from literal words to create images that make sense to them in the unfamiliar places the texts

describe. Because reading is such a complex process, it cannot be controlled or restricted to one or two interpretations. There are no concrete laws in reading, but rather allows readers an escape to produce their own products introspectively. This promotes deep exploration of texts during interpretation.

Importance of reading

- Reading can be a bonding time for families. When we read together, we often are also snuggling, and laughing and interacting in ways that we wouldn't be otherwise. We have shared experiences and memories that are enjoyable. My 11-year-old is a phenomenal reader, yet he still loves it when I read aloud to him. My little toddler loves being read to just as much as my 11 year-old. It is a family activity that we all enjoy!
- Reading gives us new knowledge. Books do not have to be educational to teach us something new. Kids learn new words, new experiences, cultures, and new ways to think about things from books. Books can open their minds to things they have never thought about before.
- Reading to kids builds a love of reading! Kids are going to love reading more when they have positive memories and experiences with it. They will see it as an enjoyable activity, and not a stressful one.
- Kids will develop language sooner and have a wider vocabulary when they are read to regularly. Hearing a word in context helps you understand its meaning. If you are regularly reading to your kids, they will hear more words and increase their vocabulary from an earlier age. This is true of very young children, too. They will learn more words sooner when you are reading to them early on. It is also true of older kids. If you read books to them that would be a little bit too challenging for them to read on their own, they will learn new words in context.
- Reading books can spark imagination and creativity in kids. There are so many books that just get their minds going and help them to be creative! I love the books that make them think and stretch their minds in new ways. I also love books about kids doing awesome things because it helps my own kids see that they, too can be (and are) awesome!
- Reading to kids helps them develop listening skills. My kids are quite good at sitting and listening to books for an extended period of time because I read to them regularly. However, they have learned this skill from doing every day for years. My younger children do not have the skills that the older ones do, but will build it up over time. Listening skills are SO valuable in many areas of life.

Art of Speaking

Speaking the act, utterance, or discourse of a person who speaks.

Speaking is an interactive process of constructing meaning that involves producing and receiving and processing information (Brown, 1994; Burns & Joyce, 1997). Its form and meaning are dependent on the context in which it occurs, including the participants themselves, their collective experiences, the physical environment, and the purposes for speaking. It is often spontaneous, open-ended, and evolving. However, speech is not always unpredictable. Language functions (or patterns) that tend to recur in certain discourse situations

- Speak Clearly.
- Develop Flow.
- Choose Your Mastery Topics.
- Become a Topic Master.
- Develop Style.
- Practice Daily.
- Practice at Events.

Characteristics of Highly Effective Public Speakers

1. *Confidence*: Be certain that you will give a spectacular presentation. Your audience wants to root for you. Give them a reason to do so by being secure in your abilities. A study published by the University of Wolverhampton stated that a highly confident speaker is viewed as more credible than a less confident speaker.
2. *Passion*: You need to exude a level of sincerity in your emotion when communicating to your audience if you want them to be moved by your presentation.
3. *Practice, don't memorize*: Memorization can set up a barrier between you and your audience so practice with the full expectation that something unanticipated will happen.

4. *Speak in a natural voice:* In general, you should try to speak in a conversational tone. Any connection you've made with your audience could be broken by tones that seem 'fake' or 'too perfect'.
5. *Authenticity:* Be vulnerable and open about your life, this will give your audience permission to listen with their hearts as well as their ears. Research indicates that there is a strong correlation between commitment in organization and the perceived authenticity of the leader. When you are authentic more people will follow through with your call to action.
6. *Keep it Short and Sweet:* You want to make sure that your presentation is easily digestible for those listening to you. If you can complete your speech in 15 minutes, do so, and leave any remaining time open for questions and comments. No matter what, don't fluff your audience.
7. *Connect with your Audience:* A skilled presenter knows that public speaking is a conversation with the audience and navigates the energy of the room with material that best connects his message with the audience. Don't speak with your audience, speak with them.
8. *Paint a Picture through Storytelling:* Humans are wired for stories. This is why the best presentations don't feel like presentations, they are simply stories told by people with interesting experiences. The latest brain research demonstrates that even the simplest stories can reshape our neurology and body chemistry.

List of Public Speaking Skills

- Articulating clearly.
- Assessing the needs and priorities of a potential audience of conference attendees.
- Consultants presenting the findings for a reorganization plan to a group of executives at a client firm.
- Controlling performance anxiety.
- Creating attractive PowerPoint slides with the right amount of detail.
- Drafting an evaluation form that attendees are likely to complete.
- Grabbing the attention of the audience with a powerful opening.
- Handing out copies of slides in advance to minimize note-taking demands on the audience.
- Maintaining eye contact with the audience and providing an energetic, animated physical presence.
- Memorizing enough content so that the speech does not come off as a reading of notes.
- Modulating vocal tone to emphasize important points and avoid monotonous presentation.
- Organizing a logical flow to a speech.
- Preparing examples that are relevant to the experience of the expected audience.
- Providing compelling evidence to support themes.
- Rehearsing the presentation and revising rough spots.
- Researching information about the latest trends in an industry prior to presenting at a professional seminar.
- Restating key points at the end of a speech to cement key concepts.
- Reviewing feedback and modifying the approach for talks in the future.
- Sales Representatives delivering a pitch for human resources software.
- Summarizing the topics to be covered at the beginning of a talk to provide context for attendees.
- Telling stories to illustrate points.
- Timing the speech in advance to make sure it meets the allotted time.
- Using humour to enliven a talk.

e-mails: Electronic mail (email or e-mail) is a method of exchanging messages ("mail") between people using electronic devices. Email first entered limited use in the 1960s and by the mid-1970s had taken the form now recognized as email. Email servers accept, forward, deliver, and store messages. Neither the users nor their computers are required to be online simultaneously; they need to connect only briefly, typically to a mail server or a webmail interface, for as long as it takes to send or receive messages.

Email is a good way to get your message across when:

- You need to get in touch with a person who is hard to reach via telephone, does not come to campus regularly, or is not located in the same part of the country or world (for instance, someone who lives in a different time zone).
- The information you want to share is not time-sensitive. The act of sending an email is instantaneous, but that does not mean the writer can expect an instantaneous response. For many people, keeping up

with their email correspondence is a part of their job, and they only do it during regular business hours. Unless your reader has promised otherwise, assume that it may take a few days for them to respond to your message.

- You need to send someone an electronic file, such as a document for a course, a spreadsheet full of data, or a rough draft of your paper.
- You need to distribute information to a large number of people quickly (for example, a memo that needs to be sent to the entire office staff).
- You need a written record of the communication. Saving important emails can be helpful if you need to refer back to what someone said in an earlier message, provide some kind of proof (for example, proof that you have paid for a service or product), or review the content of an important meeting or memo.

Important components of an effective email:

Subject Lines: Email subject lines are like newspaper headlines. They should convey the main point of your message or the idea that you want the reader to take away. Therefore, be as specific as possible. One-word subjects such as “Hi,” “Question,” or “FYI” are not informative and don’t give the reader an idea of how important your message is. If your message is time sensitive, you might want to include a date in your subject line, like “Meeting on Thurs, Dec 2”. Think about the subject lines on the email messages you receive. Which ones do you think are most effective? Why?

Greetings and Sign-offs: Use some kind of greeting and some kind of sign-off. Don’t just start with your text, and don’t just stop at the end without a polite signature. If you don’t know the person well, you may be confused about how to address them (“What do I call my TA/professor?”) or how to sign off (Best? Sincerely?). Nonetheless, it is always better to make some kind of effort. When in doubt, address someone more formally to avoid offending them. Some common ways to address your reader are:

Dear Professor Smith,
Hello, Ms. McMahon,
Hi, Mary Jane,

If you don’t know the name of the person you are addressing, or if the email addresses a diverse group, try something generic, yet polite:

To whom it may concern,
Dear members of the selection committee,
Hello, everyone,

Your closing is extremely important because it lets the reader know who is contacting them. Always sign off with your name at the end of your message. If you don’t know the reader well, you might also consider including your title and the organization you belong to; for example:

Mary Watkins
Senior Research Associate
Bain and Company
Joseph Smith
UNC-CH, Class of 2009

For your closing, something brief but friendly, or perhaps just your name, will do for most correspondence:

Thank you,
Best wishes,
See you tomorrow,
Regards,

For a very formal message, such as a job application, use the kind of closing that you might see in a business letter:

Sincerely,
Respectfully yours,

Cc: and Bcc: (‘carbon copy’ and ‘blind carbon copy’): Copying individuals on an email is a good way to send your message to the main recipient while also sending someone else a copy at the same time. This can be useful if you want to convey the same exact message to more than one person. In professional settings, copying someone else on an email can help get things done, especially if the person receiving the copy is in

a supervisory role. For example, copying your boss on an email to a non-responsive co-worker might prompt the co-worker to respond. Be aware, however, that when you send a message to more than one address using the Cc: field, both the original recipient and all the recipients of the carbon copies can see all the addresses in the To: and Cc: fields. Each person who receives the message will be able to see the addresses of everyone else who received it. Blind copying emails to a group of people can be useful when you don't want everyone on the list to have each other's addresses. The only recipient address that will be visible to all recipients is the one in the To: field. If you don't want any of the recipients to see the email addresses in the list, you can put your own address in the To: field and use Bcc: exclusively to address your message to others. However, do not assume that blind copying will always keep recipients from knowing who else was copied—someone who is blind copied may hit "reply all" and send a reply to everyone, revealing that they were included in the original message.

Some additional tips for writing more effective emails: Think about your message before you write it. Don't send email in haste. First, decide on the purpose of your message and what outcome you expect from your communication. Then think about your message's audience and what they may need in order for your message to have the intended result. You will also improve the clarity of your message if you organize your thoughts before you start writing. Jot down some notes about what information you need to convey, what questions you have, etc., then organize your thoughts in a logical sequence. You can try brainstorming techniques like mapping, listing, or outlining to help you organize your thoughts. Reflect on the tone of your message. When you are communicating via email, your words are not supported by gestures, voice inflections, or other cues, so it may be easier for someone to misread your tone. For example, sarcasm and jokes are often misinterpreted and may offend your audience. Similarly, be careful about how you address your reader. For instance, beginning an email to your professor or TA with "Hey!" might be perceived as being rude or presumptuous (as in "Hey you!"). If you're unsure about how your message might be received, you might try reading it out loud to a friend to test its tone. Strive for clarity and brevity in your writing. Have you ever sent an email that caused confusion and took at least one more communication to straighten out? Miscommunication can occur if a message is unclear, disorganized, or just too long and complex for readers to easily follow. Here are some steps you can take to ensure that your message is understood:

Briefly state your purpose for writing in the very beginning of your message.

Be sure to provide the reader with some context. If you're asking a question, cut and paste any relevant text (for example, computer error messages, assignment prompts you don't understand, part of a previous message, etc.) into the email so that the reader has some frame of reference for your question. When replying to someone else's email, it can often be helpful to either include or restate the sender's message.

Use paragraphs to separate thoughts (or consider writing separate emails if you have many unrelated points or questions).

Finally, state the desired outcome at the end of your message. If you're requesting a response, let the reader know what type of response you require (for example, an email reply, possible times for a meeting, a recommendation letter, etc.) If you're requesting something that has a due date, be sure to highlight that due date in a prominent position in your message. Ending your email with the next step can be really useful, especially in work settings (for example, you might write "I will follow this up with a phone call to you in the next day or so" or "Let's plan to further discuss this at the meeting on Wednesday").

Format your message so that it is easy to read. Use white space to visually separate paragraphs into distinct blocks of text. Bullet important details so that they are easy to pick out. Use bold face type or capital letters to highlight critical information, such as due dates. (But do not type your entire message in capital letters or boldface—your reader may perceive this as "shouting" and won't be able to tell which parts of the message are especially important.)

Proofread. Re-read messages before you send them. Check your grammar, spelling, capitalization, and punctuation. If your email program supports it, use spelling and grammar checking tools. Try reading your message out loud to help you catch any mistakes or awkward phrasing that you might otherwise miss.

e mail etiquette: In the age of the Internet, you might find yourself clicking "reply," typing up a quick response, and hitting "send" without giving so much as a thought about what you've just written. But experts agree that your e-mail behaviour has the potential to sabotage your reputation both personally and professionally. Inc.com got in touch with some of the industry's most seasoned e-mail experts and had them weigh in on how to perfect your e-mail etiquette.

- Only discuss public matters.
- Briefly introduce yourself.
- Don't "e-mail angry.
- Use exclamation points sparingly.
- Be careful with confidential information.
- Respond in a timely fashion.
- Refrain from sending one-liners.
- Avoid using shortcuts to real words, emoticons, jargon, or slang.
- Keep it clean.
- Be clear in your subject line.
- Don't get mistaken for Spam.
- Your subject line must match the message.
- Provide a warning when sending large attachments.
- No more than two attachments, and provide a logical name.
- Send or copy others only on a need to know basis.
- Beware of the "reply all."
- Pick up the phone.
- Evaluate the importance of your e-mail.
- Maintain privacy.
- Keep it short and get to the point.
- Know your audience.
- Always include a signature.
- Only use an auto-responder when necessary.
- Train your staff.
- Your e-mail is a reflection of you.

Corporate Skills

Founding or joining a start-up often seems like the polar opposite of working for a big corporation. But truthfully, many important entrepreneurial leadership skills are best learned from a corporate. In fact, having a more traditional work background can provide you with extremely valuable skills and experiences when you embark on a new professional journey—especially in the vast unknown that is the start-up world.

1. Avoiding Analysis Paralysis.
2. Getting the Job Done.
3. Working with Big Businesses.
4. Selling Yourself.
5. Running Split Tests.
6. Growing a Thick Skin.
7. Always Bringing a Solution.
8. Always Having a Point of View.
9. Organizing Thoughts.
10. Structured Writing.
11. Using Microsoft Excel.
12. Being Patient.
13. Identifying Inefficient Business Processes.
14. Organizing and Systemizing.

Body Language

Appearance counts during interviews — not only how you dress, but also how you carry yourself. Even if your responses to questions are flawless, the wrong body language can send the wrong signal and sour how you're perceived.

The role of Body language: When we connect with a person, we also have to make it clear to each other how the content of a spoken message needs to be interpreted but sometimes we are unable to deliver our

messages by spoken or even written languages so we use the body language to supplement what we want to say by gesturing, moving or even giving some facial expressions.

Here are some examples of body language

- *Eye Contact:* In the United States and Canada, INTERMITTENT eye contact is extremely important in conveying interest and attention. In many Middle Eastern cultures, INTENSE eye contact between the same genders is often a symbol of trust and sincerity however, between opposite genders.
- *Handshakes:* In parts of Northern Europe a quick firm handshake is the norm while in parts of Southern Europe, Central and South America, a handshake is longer and warmer.
- *Greetings:* In America, there is a standard greeting: “Hello, my name is.” with a handshake. In Japan, people bow while in Italy, people kiss cheeks.
- *Touching:* In some sects of Judaism, the only woman that a man will touch in his lifetime is the woman he is married to. In Japan, Scandinavia, and England, touching is less frequent. In Latino cultures, touching is encouraged.

Keep these body language tips in mind:

- ✓ *Posture and Sitting Style:* First and foremost: No slumping! Keep your back straight. Lean forward slightly to indicate interest. Do not recline back into the chair fully; this can make you seem bored or disengaged. Avoid crossing your arms or placing items in your lap; these habits indicate defensiveness, nerves, and a need for self-protection when what you'd ideally convey during an interview is confidence.
- ✓ *Tip:* If you're offered a choice of seating, opt for the straight-backed chair —plush, cushioned chairs and couches may be comfy, but it's hard to sit gracefully within them.
- ✓ *Avoid Crossing Your Legs:* Most experts recommend against crossed legs. With a long interview, you might need to re-cross them because your leg is falling asleep. This could come across as fidgeting.
- ✓ *Suppress Restless Habits:* Speaking of fidgeting...if you're a nail-biter, knuckle cracker, hair twirler, or leg tapper, don't allow these habits to make an appearance during the interview. All will appear unprofessional and convey nerves. Plus: Most of these actions are generally considered impolite.
- ✓ *Use Your Hands:* Do you naturally talk with your hands? Go ahead and let them move during the interview. Stopping the natural gestures may lead to an awkward appearance. Just make sure your motions don't become so enthusiastic that they distract from your words.
- ✓ *Eye Contact:* It's important to make eye contact during your interview, but don't mistake that for a directive to make constant eye contact. That is disconcerting and aggressive. At the same time, avoiding eye contact entirely comes across as untrustworthy and distant — it could make it seem like your answers are dishonest. Balance it out: Aim to make eye contact as you listen and respond to questions, but allow it to break occasionally, and let your eyes wander. Think: How would I make eye contact if I were chatting with a friend?

Types of nonverbal communication and body language

There are many different types of nonverbal communication. Together, the following nonverbal signals and cues communicate your interest and investment in others.

- *Facial expressions:* The human face is extremely expressive, able to express countless emotions without saying a word. And unlike some forms of nonverbal communication, facial expressions are universal. The facial expressions for happiness, sadness, anger, surprise, fear, and disgust are the same across cultures.
- *Body movements and posture:* Consider how your perceptions of people are affected by the way they sit, walk, stand up, or hold their head. The way you move and carry yourself communicates a wealth of information to the world. This type of nonverbal communication includes your posture, bearing, stance, and subtle movements.
- *Gestures:* Gestures are woven into the fabric of our daily lives. We wave, point, beckon, and use our hands when we're arguing or speaking animatedly—expressing ourselves with gestures often without thinking. However, the meaning of gestures can be very different across cultures and regions, so it's important to be careful to avoid misinterpretation.

Why Gestures: All good speakers use gestures. Why? Gestures are probably the most evocative form of nonverbal communication a speaker can employ. No other kind of physical action can enhance your speeches in as many ways as gestures. They:

- Clarify and support your words. Gestures strengthen the audience's understanding of your verbal message.
- Dramatize your ideas. Together with what you say, gestures help paint vivid pictures in your listeners' minds.
- Lend emphasis and vitality to the spoken word. Gestures convey your feelings and attitudes more clearly than what you say.
- Help dissipate nervous tension. Purposeful gestures are a good outlet for the nervous energy inherent in a speaking situation.
- Function as visual aids. Gestures enhance audience attentiveness and retention.
- Stimulate audience participation. Gestures help you indicate the response you seek from your listeners.
- Are highly visible. Gestures provide visual support when you address a large number of people and the entire audience may not see your eyes.

Types of Gestures

Despite the vast number of movements that qualify as gestures, all gestures can be grouped into one of the following major categories:

1. Descriptive gestures clarify or enhance a verbal message. They help the audience understand comparisons and contrasts, and visualize the size, shape, movement, location, function, and number of objects.
2. Emphatic gestures underscore what's being said. They indicate earnestness and conviction. For example, a clenched fist suggests strong feeling, such as anger or determination.
3. Suggestive gestures are symbols of ideas and emotions. They help a speaker create a desired mood or express a particular thought. An open palm suggests giving or receiving, usually of an idea, while a shrug of the shoulders indicates ignorance, perplexity, or irony.
4. Prompting gestures are used to help evoke a desired response from the audience. If you want listeners to raise their hands, applaud, or perform some specific action, you'll enhance the response by doing it yourself as an example.

Gesture Effectively

- Respond Naturally to What You Think, Feel, and Say.
- Create the Conditions for Gesturing – Not the Gesture.
- Suit the Action to the Word and the Occasion.
- Make Your Gestures Convincing.
- Make Your Gestures Smooth and Well-Timed.
- Make Natural, Spontaneous Gesturing a Habit

Eye contact: Since the visual sense is dominant for most people, eye contact is an especially important type of nonverbal communication. The way you look at someone can communicate many things, including interest, affection, hostility, or attraction. Eye contact is also important in maintaining the flow of conversation and for gauging the other person's response.

Eyes Effectively

- Know Your Material.
- Establish a Bond.
- Monitor Visual Feedback.

Touch: We communicate a great deal through touch. Think about the messages given by the following: a firm handshake, a timid tap on the shoulder, a warm bear hug, a reassuring pat on the back, a patronizing pat on the head, or a controlling grip on your arm.

Space: Have you ever felt uncomfortable during a conversation because the other person was standing too close and invading your space? We all have a need for physical space, although that need differs depending on the culture, the situation, and the closeness of the relationship. You can use physical space to communicate many different nonverbal messages, including signals of intimacy, aggression, dominance, or affection.

Voice: It's not just what you say, it's how you say it. When we speak, other people "read" our voices in addition to listening to our words. Things they pay attention to include your timing and pace, how loud you

speech, your tone and inflection, and sounds that convey understanding, such as “ahh” and “uh-huh.” Think about how tone of voice, for example, can indicate sarcasm, anger, affection, or confidence.

Etiquette

Etiquette is a code of behaviour that delineates expectations for social behaviour according to contemporary conventional norms within a society, social class, or group.

Need for Etiquette

1. Etiquette makes you a cultured individual who leaves his mark wherever he goes.
2. Etiquette teaches you the way to talk, walk and most importantly behave in the society.
3. Etiquette is essential for an everlasting first impression. The way you interact with your superiors, parents, fellow workers, friends speak a lot about your personality and up- bringing.
4. Etiquette enables the individuals to earn respect and appreciation in the society. No one would feel like talking to a person who does not know how to speak or behave in the society. Etiquette inculcates a feeling of trust and loyalty in the individuals. One becomes more responsible and mature. Etiquette helps individuals to value relationships.

Types of Etiquette

- a) *Social Etiquette*: Social etiquette is important for an individual as it teaches him how to behave in the society.
- b) *Bathroom Etiquette*: Bathroom etiquette refers to the set of rules which an individual needs to follow while using public restrooms or office toilets. Make sure you leave the restroom clean and tidy for the other person.
- c) *Corporate Etiquette*: Corporate Etiquette refers to how an individual should behave while he is at work. Each one needs to maintain the decorum of the organization. Don't loiter around unnecessary or peep into other's cubicles.
- d) *Wedding Etiquette*: Wedding is a special event in every one's life. Individuals should ensure they behave sensibly at weddings. Never be late to weddings or drink uncontrollably.
- e) *Meeting Etiquette*: Meeting Etiquette refers to styles one need to adopt when he is attending any meeting, seminar, presentation and so on. Listen to what the other person has to say. Never enter meeting room without a notepad and pen. It is important to jot down important points for future reference.
- f) *Telephone Etiquette*: It is essential to learn how one should interact with the other person over the phone. Telephone etiquette refers to the way an individual should speak on the phone. Never put the other person on long holds. Make sure you greet the other person. Take care of your pitch and tone.
- g) *Eating Etiquette*: Individuals must follow certain decorum while eating in public. Don't make noise while eating. One should not leave the table unless and until everyone has finished eating.
- h) *Business Etiquette*: Business Etiquette includes ways to conduct a certain business. Don't ever cheat customers. It is simply unethical.

Corporate Etiquette - Do's and Don'ts

- It is essential for every individual to behave in a socially acceptable way.
- Etiquette refers to good manners which help an individual leave his mark in the society.
- An individual must know how to behave at the workplace. There is a huge difference between college and professional life. One needs to be disciplined at the workplace.
- Corporate Etiquette refers to set of rules an individual must follow while he is at work. One must respect his organization and maintain the decorum of the place.
- Corporate Etiquette refers to behaving sensibly and appropriately at the workplace to create an everlasting impression. No one would take you seriously if you do not behave well at the workplace. Remember we can't behave the same way at work place as we behave at our homes. One needs to be professional and organized.
- It is important to behave well at the workplace to earn respect and appreciation.

Let us go through some Do's and Don'ts at workplace:

- Never adopt a casual attitude at work. Your office pays you for your hard work and not for loitering around.
- Don't peep into other's cubicles and workstations. Knock before entering anyone's cabin. Respect each other's privacy.

- Put your hand phone in the silent or vibrating mode at the workplace. Loud ring tones are totally unprofessional and also disturb other people.
- Don't open anyone else's notepads registers or files without his permission.
- It is bad manners to sneeze or cough in public without covering your mouth. Use a handkerchief or tissue for the same.
- Popping chewing gums in front of co-workers is simply not expected out of a professional.
- Stay away from nasty politics at the workplace. Avoid playing blame games.
- Keep your workstation clean and tidy. Throw unwanted paper in dustbin and keep files in their respective drawers. Put a label on top of each file to avoid unnecessary searching.
- Never criticize or make fun of any of your colleagues. Remember fighting leads to no solution. There are several other ways to express displeasure. Sit with your colleagues, discuss issues face to face and decide on something which is mutually acceptable.
- Take care of your pitch and tone at the workplace. Never shout on anyone or use foul words. It is unprofessional to lash out at others under pressure. Stay calm and think rationally.
- Never attend meetings or seminars without a notepad and pen. It is little tough to remember each and everything discussed in the meeting. Jot down the important points for future reference. Wait for your turn to speak.
- Pass on information to all related recipients in the desired form. Communicate through written modes of communication preferably through emails. Keep your reporting boss in the loop. Make sure your email signatures are correct.
- Reach office on time. One must adhere to the guidelines and policies of the organization. Discipline must be maintained at the workplace.
- No organization likes to have a shabbily dressed employee. Shave daily and do not use strong perfumes.
- Never wear revealing clothes to work. Body piercing and tattoo are a strict no at the workplace. Females should avoid wearing heavy jewellery to work.
- Don't pass lewd comments to any of your fellow workers.
- While having lunch together, do not start till the others have received their food. Make sure your spoon and fork do not make a clattering sound. Eat slowly to avoid burping in public.
- Respect your fellow workers and help them whenever required.
- It is unethical to share confidential data with external parties and any other individual who is not related to the organization. Data in any form must not be passed to anyone outside the organization.
- Office Stationery is meant to be used only at work. Taking any office property back home is equivalent to stealing.
- Make sure you turn off the monitor while you go out for lunch or tea breaks. Switch off the fans, lights, printer, fax machine, scanner before you leave for the day.
- Don't bring your personal work to office. Avoid taking kids to office unless and until there is an emergency.
- Park your car at the space allocated to you. Don't park your vehicle at the entrance as it might obstruct someone's way.
- Never ever drink while you are at work. Smoke only at the smoking zones.
- Do not leave the restroom with taps on.
- Female Employees should stick to minimal make up.

Interview Etiquette

Interview etiquette refers to codes of conduct an individual must follow while appearing for interviews. Let us go through some interview etiquette:

- While appearing for telephonic interviews, make sure you have your resume in front of you. Move to a quiet place and keep a pen and paper handy to jot down address or other necessary details.
- An individual must be present at the interview venue before time. Start from your home a little early and allow a margin for traffic congestions, car problems, route diversions and other unavoidable circumstances. Check the route well in advance to avoid last minute confusions.
- If you do not have own conveyance, book a cab or ask your friend or family member to drop you right outside the venue. Avoid going by public transport that day.

- Be very particular about your appearance. Follow the professional dress code for an everlasting first impression. Wear something which looks good on you. Coordinate a light colour shirt with a dark colour well fitted trouser. Make sure your shoes are polished and do not make noise. Hair should be neatly combed and do apply a mild perfume. It is essential to smell good.
- Enter the interviewer's cabin with confidence. Greet him with a warm smile. A firm handshake says that an individual is confident, aggressive and willing to take challenges. Do not offer to shake hands if the interviewer is a female. Do not sit unless you have been told to so.
- Make an eye contact with the interviewer. Avoid looking here and there.
- Be honest with the interviewer. Remember a single lie leads to several other lies. Avoid fake stories. It might land you in trouble later.
- Take care of your pitch and tone. Be polite but firm.
- Stay calm. Avoid being nervous during interviews. Remember no one will hang you till death if you do not clear the interview. There is always a second chance.
- One must sit straight for the desired impact. Avoid fiddling with pen and paper. It is important to have the right attitude as it helps you stand apart from the crowd.
- Keep your cell phone in the silent mode while attending interviews. Cell phone ringing during interviews is an offence.
- Chewing gum during interview is childish.
- Do not fold your resume; instead keep it in a proper folder. Carry all other relevant documents which you might need during interview. Keep a passport size photograph handy.
- Slangs and one-liners must not be used in interviews.
- Avoid cracking jokes with the interviewer.
- Once you are done with the interview, do not forget to thank the interviewer.

Rules of Good Manners and Etiquette

- Timing is very important. Always keep to time when honouring a meeting, date, event, etc. When you show up late, it says so much about your personality and the kind of regard you show to important things.
- Always take note of what you pick out of the refrigerator at the office; if you haven't kept some food or drink in there you have no business taking anything out. Leftovers should also be thrown away rather than getting the refrigerator stocked with junks.
- Watch your manners when you make use of the cell phone. Being loud on the phone is a lot of disturbance to those around you. You are more likely to cause some distractions or disrupt other people's concentration.

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- 3) Watch your manners when you make use of the cell phone. Being loud on the phone is a lot of disturbance to those around you. You are more likely to cause some distractions or disrupt other people's concentration.
- 4) If you RSVP for an event, you must show up. If probably you won't be able to honor such an event anymore, you must have communicated that early enough or else you will be causing a lot of imbalance for the celebrant.
- 5) Your diet plans are for you; don't bother other people with what you have to do or eat. If you prepare food for a lot of people you should be considerate enough to note that your diet isn't the same as well as others.
- 6) When your family is invited to visit at a friend, make it a duty to help with some clean up and rearrangements especially when the kids loiter and displace things around.
- 7) Never break up with your partner or announce a death incidence via text; some information is best conveyed face to face or via a phone call.

- 8) No matter how cute dogs are, aside from taking them for a walk it is not ideal to take them to shopping malls or places where it is uncalled for. Most times people do this just for the sake of gaining some attention.
- 9) While using an earphone, make sure it is well plugged to avoid a situation where it's playing in your ears and at the same time playing on your device's speaker. It can be discomforting to people around.
- 10) When inviting people for a party, it is unruly to ask them to come with their food. They can eat at home; bringing their food has ceased it from been a party.
- 11) Posting your personal conversations and arguments on social networking sites isn't decent. The drama can be done privately in your inbox rather than bringing such awful conversation to the public.
- 12) Lend books to people only when they ask for it. When you force people to read a book by giving it to them, you may put some guilt on them and at the end you will feel pained that they do not appreciate the book.
- 13) During a dinner, it is offensive to be loud while laughing, talking or even to stare at other diners.
- 14) It is expected that a person who invites you to lunch pays the bill, however, you should be decent to keep track on your spending and be ready to pay to avoid embarrassments.
- 15) When invited to a party, it's courteous not to bring other people who were not invited to the party. It is important that you use some decency here.
- 16) As a gentleman, always open doors and allow ladies to enter first. And if you have a reserved table, the man should locate it and lead his companion there.
- 17) While you are at a dinner party, it's advisable to leave your phone on silent mode or put the cell phone off. It's better to respond to urgent calls by text rather than excusing yourself too often to pick calls.
- 18) Perhaps you come in late to a meeting, class or any other gathering. It is more honourable to find a seat behind where you won't be causing some distractions rather than trying to fit into your favourite position.
- 19) As a commuter, a young person who is able bodied is expected to give an elderly person or a woman carrying children his or her seat rather than leave them in less comfort.
- 20) It is widely expected that men should only sit on a public transport if no woman is left standing near them. Men are always obliged to give their seats to ladies.
- 21) When a man has a lady as company, he is expected to use the exit first and clear the way for her as he assists her to exit the building, train, bus, etc.
- 22) As a guest, it is not polite to refuse food. It is better to ask for a lesser portion rather than turning down the offer. If you are on a diet, it is more honourable to decline an invitation rather than accept it and then avoid their food.
- 23) Listening is very important. It doesn't mean you must keep mute during a conversation, but showing a keen interest in the discussion and interjecting at an appropriate timing depicts that you are on the same page as your partner.
- 24) Show some decency by greeting the driver when you board a bus or a taxi and show some courtesy by thanking them as you alight.
- 25) As a commuter, be careful not to inconvenience others with your luggage. Do not place your belongings on the seat next to you; if you can't manage holding them closely on your lap, you can as well put them under your seat.

Comparison between Manners and Etiquettes:

	Manners	Etiquettes
Dictionary Definition	- a characteristic or customary mode of acting. - a mode of procedure or way of acting. - social conduct or rules of conduct as shown in the prevalent customs.	the conduct or procedure required by good breeding or prescribed by authority to be observed in social or official life.
Laymen Definition	Manners are not just a generalized set of rules but rather a set of actions that are done in consideration of others.	Etiquettes are a set of societal rules that are usually followed by a good mannered member of a society.
Cultural Impact	Manners are often similar throughout different cultures	Etiquettes often change depending on culture and customs
Examples	- Respecting the elders - Respecting other people's property - Not speaking in a rude manner	- How one should act in front of company - How one should address people of different stature - How one should eat

	• Asking for permission before taking someone's property • Not staring • Not talking about someone behind someone's back • Being polite	• How one should stand • How one should walk • How one should talk • How one should dance
Instilled	At a younger age	Instilled at a proper age considered
Schools	Instilled by parents and peers, no schools for manners	Finishing schools that teach etiquette to young men and ladies

Good Manners

Without proper etiquette, society would be a mess with free-for-all behaviours that would have rude people dominating those who care about others. People would say whatever is on their minds, regardless of how crass it is. Forks would fly, and elbows would rock tables in restaurants and homes. Diners would be grossed out by people who speak with their mouths full of food.

Most parents teach etiquette to their children at a very young age, starting with saying "Please" and "Thank you." They encourage their kids to share and not be selfish with their toys, and then as they get older, they progress to some of the more complex manners concepts, such as how to properly introduce someone and how to make a good first impression.

Social: Most people remember having to listen to etiquette rules over and over throughout their childhood before leaving the house. Whether they were going shopping at the grocery store or to a friend's house for dinner, parents repeated a long list of what was expected.

At the time, it may have seemed redundant. But once they become adults and start having their own children, they understand because they now do it. As adults, most of us still care about having a social life. Ignoring proper etiquette guidelines can leave us off the guest list and have people running the other way when they see us coming.

Professional: There are certain expectations of how a businessperson is supposed to act in a professional environment. If you follow the rules, you're perceived as someone who knows what you're talking about. However, if you don't, you may be laughed at and possibly even ignored. In the long run, bad manners at the office may cost you a promotion, or worse, your job.

Benefits of Good Manners: Having proper etiquette is essential in all aspects of life if you want others to respect you. Here are some of the many advantages of having good manners:

- Being nice at home sets the stage for better behaviour. Your children watch how you react to various situations, so parents need to set examples and have good manners. If you are polite to them and consistent in following proper manners guidelines, they are much more likely to do the same.
- Professional manners get positive attention. Skills on the job are important, but knowing how to do the work isn't the only thing expected of you. Following the etiquette rules at work will help you earn respect and possibly even contribute to promotions and raises.
- Being kind to customers' increases sales. Show your customers your good manners by speaking to them politely and giving them an opportunity to express their needs, and you are more likely to earn their future business.
- Being polite to your friends will keep them calling. When your friends know you care enough to have good manners with them, they are more likely to include you in activities and events.
- Romantic relationships are stronger when couples respect each other. Men and women who are polite and selfless are a lot more pleasant to be around than those who are selfish and rude.
- Treating other people with respect makes them want to be nice back to you. Whether you need help at the grocery store or you have a complaint about a product, showing good manners will make the store employees want to work with you. Holding a door for a young mom or older person can make their day much better. Smile at someone, and that just might be the bright spot in his or her day.
- Driving with good manners can help prevent accidents. Road rage had never been good for anyone. Remember that all drivers make mistakes. It's up to you to maintain an even temper and avoid accidents by being aware of everything around you when you're behind the wheel.

- Others will listen if you give them a chance to speak. Being a good conversationalist involves more than knowing the right words or talking all the time. The person you are speaking to will feel that you care if you take a breather and hear what he or she has to say.
- Good social etiquette will keep your name on the guest list. If you RSVP, show up when you say you will, be polite to others, have good table manners, know when to leave, and thank your host for inviting you, there's a good chance you'll be invited again.
- Knowing and using proper etiquette regularly can help with confidence. If you are in the habit of using good manners all the time, you won't have to worry about whether or not you're doing or saying the right thing. It will come natural to you, and others will respect you more for it.

Time management

“Time management” is the process of organizing and planning how to divide your time between specific activities. Good time management enables you to work smarter – not harder – so that you get more done in less time, even when time is tight and pressures are high. Failing to manage your time damages your effectiveness and causes stress.

“Time management” refers to the way that you organize and plan how long you spend on specific activities.

It may seem counter-intuitive to dedicate precious time to learning about time management, instead of using it to get on with your work, but the benefits are enormous:

- Greater productivity and efficiency.
- A better professional reputation.
- Less stress.
- Increased opportunities for advancement.
- Greater opportunities to achieve important life and career goals.

Failing to manage your time effectively can have some very undesirable consequences:

- Missed deadlines.
- Inefficient work flow.
- Poor work quality.
- A poor professional reputation and a stalled career.
- Higher stress levels.

Time Management includes:

- Effective planning.
- Setting goals and objectives.
- Setting deadlines.
- Delegation of responsibilities.
- Prioritizing activities as per their importance.
- Spending the right time on the right activity.

Effective time management in organization

- Know your targets well. Do not hesitate to speak to your Boss if targets are unrealistic and unachievable within the allocated time slot. It is always better to discuss things at the initial stages than cutting a sorry figure later on. Accept tasks only when you are confident.
- There is absolutely no harm in discussing work with your fellow workers. You can't do almost everything on your own. Distribute work amongst your team members. It is foolish to over burden yourself. One must share his work load with others to finish assignments within the stipulated time frame. Know your capabilities.
- Organize yourself. Be very careful about your files, important documents, visiting cards, folders etc. Keep them at their proper places so that you do not waste half of your time in searching them.
- Be loyal to your organization. Do not work only when your superiors are around. Remember you are getting paid for your hard work. Concentrate on your own work rather than loitering and gossiping around. Do not waste time by playing games on computer or finding out what your fellow worker is up to.

- It is absolutely okay to call up family members or friends once in a while but make sure you do not end up in long phone calls while at work. Phone calls and messages are one of the biggest distractions at work.
- Plan your things well in advance. Do not work just for the sake of working. The first thing an employee should do in the morning is to jot down what all tasks he need to do in a single day against the time slot assigned to each task. Preparing a Task Plan right at the start of the day always helps and provides you a sense of direction at work. A “TO DO” List suggests you way forward. Tick off completed assignments. Make sure you finish tasks within the assigned deadlines.
- Keep a notepad and pen handy. Avoid writing on loose papers. You will never find them when you actually need something. Prefer using an organizer as it helps you plan your work better.
- Eat only during lunch hours. Eating while working not only makes you feel sleepy but also breaks continuity.
- Be punctual. Avoid taking frequent leaves from work unless it is an emergency. Make it a habit to reach office on time.
- Do not keep things pending at your end. Escalate matters immediately which need approval of higher authorities. Do not keep ignoring things. They would create problems for you sooner or later.

Skills necessary for effective Time Management:

- 1) Stay Organized.
 - a. The workstation must be kept clean and organized.
 - b. Keeping important files organized helps you retrieve them immediately and thus saves time which goes on unnecessary searching. Staple important documents together.
 - c. Do not keep stacks of files and heaps of paper on your desk. Throw whatever you don't need.
 - d. Keep stationery items and your personal belongings like cell phone, car keys, wallet at their proper places.
 - e. Develop the habit of using an organizer. Plan your day well in advance.
 - f. Never write on loose papers. Keep a notepad and pen handy.
- 2) Learn to Prioritize.
 - a. Set your priorities. Do not work just for the sake of working.
 - b. Prepare a “Task Plan” or a “To Do” List the moment you settle down for work. Jot down all the activities you wish to do in a single day as per importance and urgency.
 - c. High priority tasks must be attended to immediately. Do not start your day with something which does not require your immediate attention.
 - d. Tick off completed tasks. It gives you a sense of relief and satisfaction.
 - e. An employee must understand the difference between high and low priority tasks and also between important and urgent work.
 - f. Do not indulge in irrelevant activities. You will waste your entire day and the output would be zero.
 - g. Be clear about your roles and responsibilities at the workplace.
- 3) Be Punctual and Disciplined.
 - a. Being punctual helps your complete tasks way ahead of deadline.
 - b. Avoid taking too many leaves from work. Such an attitude is completely unprofessional.
 - c. Make sure you are there at your desk five minutes before your actual time.
 - d. Strive hard to complete tasks on time. Do not keep assignments pending and wait for the last minute.
- 4) Take Ownership of work.
 - a. Do not work only when your boss is around. Work for yourself. The dedication has to come from within.
 - b. Be responsible for your work and learn to accept your mistakes.
 - c. If you have accepted something, then it becomes your responsibility to complete it within the allotted time slot.
- 5) Be a little Diplomatic.
 - a. Do not accept everything which comes your way. A polite “NO” in the beginning will save your reputation later.
 - b. The employees must be delegated responsibilities as per their specialization and background. This way they take more interest and eventually finish work on time.
- 6) More Focused.
 - a. Be a little focused and concentrate on work. Do not waste time by loitering and gossiping around.

- b. Do not take long personal calls at work. Finish off work and leave for the day on time. You will have ample time to catch up with your friends or log on to social networking sites. Playing games while you are at work is something which is not expected out of a professional.
- 7) Be reasonable.
- a. No individual can work for the whole day. Do include some time in your daily schedule to speak to your team member sitting next to you.
 - b. Do not over burden yourself.

Stress Management

Stress management is a wide spectrum of techniques and psychotherapies aimed at controlling a person's level of stress, especially chronic stress, usually for the purpose of improving everyday functioning. In this context, the term 'stress' refers only to a stress with significant negative consequences, or distress in the terminology advocated by Hans Selye, rather than what he calls eustress, a stress whose consequences are helpful or otherwise.

Signs of Stress

Everyone reacts to stress differently. However, some common signs and symptoms of the fight or flight response include:

- Frequent headaches.
- Cold or sweaty hands and feet.
- Frequent heartburn, stomach pain, or nausea.
- Panic attacks.
- Excessive sleeping, or insomnia.
- Persistent difficulty concentrating.
- Obsessive or compulsive behaviours.
- Social withdrawal or isolation.
- Constant fatigue.
- Irritability and angry episodes.
- Significant weight gains or loss.
- Consistent feelings of being overwhelmed or overloaded.

Important to Manage Stress

1. Identify the sources of stress in your life.
2. Practice the 4 A's of stress management. (Avoid, Alter, Adapt & Accept)
3. Get moving.
 - a. Put on some music and dance around.
 - b. Take your dog for a walk.
 - c. Walk or cycle to the grocery store.
 - d. Use the stairs at home or work rather than an elevator.
 - e. Park your car in the farthest spot in the lot and walk the rest of the way.
 - f. Pair up with an exercise partner and encourage each other as you work out.
 - g. Play ping-pong or an activity-based video game with your kids.
4. Connect to others.
 - a. Reach out to a colleague at work.
 - b. Help someone else by volunteering.
 - c. Have lunch or coffee with a friend.
 - d. Ask a loved one to check in with you regularly.
 - e. Accompany someone to the movies or a concert.
 - f. Call or email an old friend.
 - g. Go for a walk with a workout buddy.
 - h. Schedule a weekly dinner date.
 - i. Meet new people by taking a class or joining a club.
 - j. Confide in a clergy member, teacher, or sports coach.
5. Make time for fun and relaxation.
6. Manage your time better.
7. Maintain balance with a healthy lifestyle.
8. Learn to relieve stress in the moment.

Selling Self: People who thrive in business are the ones who naturally market themselves to the right people in the right way. Self-marketing does not have to be an onerous process if your marketing components are designed based on who you are.

Know Yourself

- What are your values?
- What are you passionate about?
- How do you operate?
- Be You.

Be the best you can be

- What can you do to raise the bar on what you have to offer?
- Meet or exceed expectations.
- Deliver a quality experience.
- Doing your best is more than negotiating a good deal, or keeping the property in good shape, or getting a good lease for a client. It is also making sure the experience of the transaction is a quality experience. Were you easy to get hold of? Did you return calls promptly? Did you deliver what was asked of you in a timely fashion? Was your attitude can do throughout the transaction?
- Be motivated.
- Do your work well.
- Be passionate about your work.
- Where does your passion or energy live? "I learned that I was really looking for people who were filled with passion and a desire to get things done. A resume didn't tell me much about that inner hunger. I had to "feel" it."
- Jack Welch. Jack: Straight from the Gut
- What skills, if any, do you need to improve? i.e.: Communication, negotiation, team playing, getting results, general competence.

Develop quality relationships

- Other people are whom you have to sell yourself to.
- What does selling yourself mean? I think it means developing relationships with people so that they want to do business with you. They want to hire you. They want to work for or with you. They want to refer to you. They want to help you.
- How satisfied are you with your relationships with:
 - Your employer or boss
 - Your employees
 - Team members
 - Other workers
 - Professional contacts
 - Industry Peers?
- Consider what values you think are important to have a good reputation? Ones that will lead people to think of you if they need someone that does something like you do?

Take initiative

- What more can you do without being asked?
- Be visible.
- Be proactive.
- Let relationships know of your successes and accomplishments.

Project confidence

- Have a positive attitude.
- Trust yourself.
- Know your strengths and accomplishments.
- Be willing to take risks - learn from your actions.

- Be realistic.
- See possibilities or opportunities rather than failure.

Be patient and determined

- Give yourself time to reach your goals.
- Be willing to fail so you can learn from your mistakes.
- Be realistic.
- Expand your comfort zone.
- Don't let anything stop you.

Know what is behind what stops you so you won't let it

- Fear
- "The only way to get rid of the fear of doing something is to go out . . . and do it." Susan Jeffers: "Feel the Fear and Do It Anyway"
- Limiting Beliefs.
- "I don't want to brag." or "That is not professional."
- All or nothing thinking.
- "I am a failure when my performance is not perfect."
- Negative thinking.
- "This is a problem."
- Negative perspective.
- Good things don't count nearly as much as bad ones. "I know I was successful at the last five deals, but losing this one makes me feel terrible."
- Relying on "should" statements.
- Should statements are often the result of the voice we share in our head that lets us know we never do anything right. "I should have done that differently." Or "I should have anticipated they were going to do that."

Resume

What is a resume, and why do you need one when you are job searching? A resume is a written compilation of your education, work experience, credentials, and accomplishments. Most professional positions require applicants to submit a resume and cover letter as part of the application process.

In many cases, your resume is the first document a hiring manager will look at when reviewing your application, and therefore is a true "first impression." Accordingly, it's important to put time and effort into developing and maintaining an updated, accurate resume. Whether you are writing your first resume, or you haven't updated yours in a while and it needs refreshing, here is a step-by-step guide to writing a resume that will help you get the job you want.

Write a Resume

- Start by Doing a Brain Dump of Your Experience.
- Make a List of Your Work Experience.
- Focus on Your Achievements.

Choose a Resume Style: There are several basic types of resumes used to apply for job openings. Before you spend time writing up all the details around each position you've had, you should decide what style of resume to use, as that can affect how you describe, organize, and list your experience, education, skills, qualifications, and other credentials for employment.

Your options include:

- Chronological - The most common resume type, in which you list your work experience in reverse chronological order, from the most to the least recent.
- Functional - A functional resume focuses on your skills and abilities rather than your work history.
- Combination - This type of resume lists your skills and experience before your employment history.

Summary statement and when should you include one on your resume? A resume summary statement is a brief list or few sentences at the top of your resume (after your contact information) that highlights your qualifications for a job. Also known as a summary of qualifications or a resume profile, a summary statement gives the hiring manager, at a glance, a synopsis of your professional qualifications. When writing a resume summary statement, be sure to include concrete information on how you have added value to companies and helped to transform departments or organizations. This will show the hiring manager that you would be an asset at the company.

Benefits of a Resume Summary Statement: There are a number of benefits to including a summary statement in your resume. The main benefit is that it helps your resume stand out. When hiring managers are reading through dozens, even hundreds, of resumes, they often skim through each and miss information. By beginning with a statement that concisely describes why you are qualified, you are more likely to get a closer look. However, just writing a resume summary statement does not guarantee that employers will be interested in your resume. You need to make sure your resume summary statement concisely demonstrates why you are an ideal candidate for the specific job and company.

Executive Summary: A resume summary is sometimes referred to as an executive summary, especially for upper-level positions. An executive resume summary statement is even more critical for advanced positions since prospective employers will be primarily focusing on and comparing the track record of success that candidates have developed in similar roles.

Resume Objective: A resume objective is a statement of your goals for employment, usually listed at the top of your resume. A resume objective is typically one or two sentences long. The most effective objective is one that is tailored to the job you are applying for. It states what kind of career you are seeking, and what skills and experiences you have that make you ideal for that career. A resume objective might also include where you have been, and where you want to go in your career.

Other Options for Starting Your Resume

- *Summary Statement:* An alternative to using an objective on your resume is to use a resume profile, also called a resume summary statement or statement of qualifications, which is a brief summary of your skills and experiences written for a specific job opening. Unlike a resume objective, a resume profile focuses directly on how you can benefit and add value to the company, rather than your own career objectives.
- *Branding Statement:* Another option is to add a resume branding statement to your resume. This statement is shorter than a resume profile or objective – about 15 words – and it highlights your key successes and skills.
- *Headline:* Finally, a third option is a resume headline, also known as a resume title. This is even shorter than a resume branding statement. It is a phrase that explains your skills and work experience.

Curriculum Vitae (CV)

A CURRICULUM VITAE, or CV, includes more information than your typical resume, including details of your education and academic achievements, research, publications, awards, affiliations, and more.

Include in a Curriculum Vitae: Curriculum vitae, commonly referred to as CV, is a longer (two or more pages), more detailed synopsis than a resume. Your CV should be clear, concise, complete, and up-to-date with current employment and educational information.

The following are examples of information that can be included in your curriculum vitae. The elements that you include will depend on what you are applying for, so be sure to incorporate the most relevant information to support your candidacy in your CV.

- Personal details and contact information.
- Education and qualifications.
- Work experience/employment history.
- Skills.

Write Curriculum Vitae: Once you have made a list of the information you want to include, it's a good idea to create a custom curriculum vitae that specifically highlights the experience you have that is relevant to the job you are applying for. It takes more time to write a custom CV, but it's worth the effort – especially when you are applying for jobs that are a good match for your skills and experience. Use accomplishment-oriented

bullets that start with an action verb and include a result. Start with a Professional Profile (also called a Summary) that highlights the best of what you as a candidate are offering. Edit content to include those areas of expertise, skills, and knowledge that specifically match the job requirements; not all the details of your education and employment history (work, research, fellowships, etc.) may be relevant. Carefully rank and organize the sections of your resume according to what the institution you are applying for is seeking. For example, if you are applying to a university where research is emphasized, you should begin your list of publications on page one, right after your initial professional profile. If, on the other hand, you know that teaching is valued over publication by the department, you'll want to give your professional career history pride of place on the first page.

What is a Cover Letter?

Before you start writing a cover letter, you should familiarize yourself with the document's purpose. A cover letter is a document sent with your resume to provide additional information on your skills and experience.

The letter provides detailed information on why you are qualified for the job you are applying for. Don't simply repeat what's on your resume -- rather, include specific information on why you're a strong match for the employer's job requirements. Think of your cover letter as a sales pitch that will market your credentials and help you get the interview. As such, you want to make sure your cover letter makes the best impression on the person who is reviewing it.

A cover letter typically accompanies each resume you send out. Employers use cover letters as a way to screen applicants for available jobs and to determine which candidates they would like to interview. If an employer requires a cover letter, it will be listed in the job posting. Even if the company doesn't ask for one, you may want to include one anyway.

The Different Types of Cover Letters

There are three general types of cover letters. Choose a type of letter that matches your reason for writing.

- The application letter which responds to a known job opening (see cover letter samples)
- The prospecting letter which inquires about possible positions (see inquiry letter samples)
- The networking letter which requests information and assistance in your job search (see networking letter examples)

When you are applying for a job that has been posted by a company that's hiring, you will be using the "application letter" style.

Include in Your Cover Letter

A cover letter should complement, not duplicate, your resume. Its purpose is to interpret the data-oriented, factual resume and add a personal touch to your application for employment. Find out more about the differences between a resume and a cover letter to make sure you start writing your cover letter with the correct approach.

A cover letter is often your earliest written contact with a potential employer, creating a critical first impression. Something that might seem like a small error, like a typo, can get your application immediately knocked off the list. On the other hand, even if your cover letter is error-free and perfectly written, if it is generic (and makes no reference to the company, or to any specifics in the job description) it is also likely to be rejected by a hiring manager.

Effective cover letters explain the reasons for your interest in the specific organization and identify your most relevant skills or experiences. Determine relevance by carefully reading the job description, evaluating the skills required and matching them to your own skills. Think of instances where you applied those skills, and how you would be effective in the position available. Review a list of what to include in a cover letter for a job before you get started.

Your Cover Letter should be

It is very important that your cover letter be tailored to each position you are applying to. This means more than just changing the name of the company in the body of the letter. Each cover letter you write should be customized to include:

- Which job you're applying for (include the job title in your opening paragraph)

- How you learned about the job (and a referral if you have one)
- Why you are qualified for the job (be specific)
- What you have to offer the employer, and why you want to work at this specific company (match your skills to the job description, and read up on the organization's mission, values and goals to mention in your letter)
- Thank you for being considered for the job

Here's more on how to personalize your cover letter.

Interview Skills

Acing an interview is a science as much as it is an art, one that requires diligent preparation along with the ability to be at ease in the interview room, comfortable and confident in discussing why you are the best fit for a role. Interviewing is a skill in and of itself, in which your ability to interact with the interviewer and articulate your thoughts are just as important factors in getting the job as the qualifications listed on your resume. Here is a list of 10 interview skills that will help you get hired.

Interview Skills

- 1) **Preparation:** Winging it is never worth it. Not only will your interviewer see right through it, but your answers (and your self-confidence) will seriously suffer if you neglect to properly prepare. You should dedicate an hour, at the minimum, to your preparation. Here's a sample formula outlining a 60-minute preparation exercise:
 - 5 minutes re-reading and analysing the job description, focusing on the essential requirements and responsibilities, in order to tailor your answers to focus on the most important aspects of the job.
 - 5 minutes re-reading your resume and cover letter, to review how you pitched yourself in the first place.
 - 15 minutes researching potential interview questions specific to the position, and the industry.
 - 20 minutes practicing answers to these questions, and recalling specific examples from your work experience, such as major accomplishments, challenges or milestones that will serve as anecdotes to strengthen your responses to situational and behavioural-based interview questions.
 - 15 minutes researching the company, looking into their history, mission and values, and recent projects.
 - Indeed, practice makes perfect. In addition to practicing these steps on your own, ask a friend or family member to pose as an interviewer, so you can get used to answering questions in real time.
- 2) **Punctuality:** There are very few (if any) excuses that will redeem a late arrival. Do whatever you need to do to get there ten to 15 minutes in advance of your interview time, whether it's planning your outfit and packing your bag the night before, setting five alarms or asking a friend to give you a wake-up call, or leaving extra early to account for potential transportation obstacles.
- 3) **Thinking Before You Speak:** A well thought-out answer is always better than a rushed one. Of course, you don't want to sit there in silence for 5 minutes as you come up with an answer, but it is acceptable to take several seconds to think before you speak. Avoid the "ums" and "uhs" and buy yourself time by repeating the interviewer's question back to them, or using a phrase like "That's an interesting question!" or "I was actually just thinking about that when I read an article on a similar topic, and..." If you're really stumped, you can say, "What a great question. I've actually never been asked this before; let me just take a second to think about this." Finally, know what to do if you really can't answer a question.
- 4) **Speaking Clearly, Cohesively, and Calmly:** Nerves can get you talking a mile a minute, and so can the simple desire to convey as much valuable information about yourself as possible. However, talking too fast can make you look rushed, flustered or anxious. Make a conscious effort to slow down and speak calmly and clearly. It will help you avoid interview stress.
- 5) **Being Confident, Not Arrogant:** Although you should be willing and able to promote yourself, your experience and accomplishments, make sure you don't come across as arrogant, narcissistic or self-important. No matter how good you are at your job, you're going to run into countless obstacles if you lack the emotional intelligence to work on a team and get along with managers, co-workers or clients. Focus on exuding a kind and balanced sense of confidence, and when you discuss your achievements, be sure to give credit where credit is due in order to show that you're a team player.
- 6) **(Actually) Listening:** Anyone can nod, smile and say "Right" or "Exactly" over and over, but how many people actually listen? Interviews are especially tricky because you do need to be listening to

your interviewer's question, while mentally preparing your answer. However, if you don't listen well in the first place, you might miss the entire point of the question, and as a result, your answer will fall totally flat. Stay in the moment and don't let yourself zone out, even if it feels like the interviewer is endlessly blabbing on. Preparation will help tremendously (so you have material ready to discuss, and don't have to come up with it all on the spot) but good listening skills and the ability to stay focused are key.

- 7) **Expressing Optimism, With Your Words and Your Body Language:** No company wants to hire someone with a bad attitude. No matter how difficult your situation is, don't bring any baggage into the interview room. That means doesn't bad-mouth your former employer or any other companies you've been associated with, or complain about your personal circumstances. Be natural, expressing reasonable perspectives through a lens of optimism. For example, if you have to talk about a challenging situation, you should include a mention of how you may have helped solve it, and what you learned that made you a better employee. Remember, your body language does matter as much as your words. Walk in with a smile on your face, offer a firm handshake, and sit up tall at the table, leaning slightly forward to engage in the conversation.
- 8) **Showing Interest, Without Desperation:** Sometimes, it can be helpful to think of an interview as a (professional) first date. An air of disinterest, apathy, or monotony will likely turn off an interviewer, as will overenthusiastic desperation. No matter how much you want or need the job, refrain from acting desperate; pleading or begging has no place in a job interview. The key is to express earnest interest in the role and in the company, and passion for the work you do. Keep in the back of your mind that you are a valuable asset as an employee.
- 9) **Knowing More Than Your Elevator Pitch:** Although you should be able to give an elevator pitch in which you introduce yourself, recap your experience and promote your most valuable professional assets, make sure you're comfortable talking about yourself beyond that. Know how to discuss both your strengths and weaknesses, and emphasize your best qualities and greatest skills, while putting a positive spin on your areas of improvement. You should also be able to exert some level of control over the conversation. For example, if an interviewer tries to trip you up with you a tricky question like "Have you ever had a bad experience with an employer?" or "Tell me about a time a co-worker was unhappy with you," you should be able to answer their question while bridging your response into a positive: an idea or example that shows how you learned or grew from the situation. You should also have questions of your own to ask the interviewer.
- 10) **Expressing Gratitude:** Don't underestimate the importance of saying "thank you." As soon as your interview concludes, you should thank your interviewers for their time, and for the opportunity to learn more about the position. When you get home, you should always follow up with a thank you email. Otherwise, the interviewer may take your silence as a sign that you aren't really interested in the position.

Prepare for a Job Interview

- **Analyse the Job:** An important part of interview preparation is to take the time to analyse the job posting, if you have it. As you review the job description, consider what the company is seeking in a candidate. Make a list of the skills, knowledge, and professional and personal qualities that are required by the employer and are critical for success in the job.
- **Make a Match:** Once you have created a list of the qualifications for the job, make a list of your assets and match them to the job requirements. Create a list of up to 10 of your assets that match the requirements of the job. These might include skills, qualities, certifications, experiences, professional qualifications, abilities, computer skills, and knowledge bases. You can bring up some of these assets when you explain to the employer why you are a great fit for the job. Also think of examples from past work experiences that show you have these qualities. This way, if the interviewer asks you to describe a time when you demonstrated a particular skill or ability, you will be ready. Review the job requirements, your list of assets, and your examples, prior to the interview so that you're prepared to share them during the interview. This preparation will help you be ready to answer job-specific interview questions and behavioural interview questions designed to determine if you have the knowledge, skills, and qualities needed to perform the job.
- **Research the Company:** Before you go on a job interview, it's important to find out as much as you can about not only the job, but also the company. Company research is a critical part of interview preparation. It will help you prepare to both answer interview questions about the company and to ask the interviewer questions about the company. You will also be able to find out whether the company and the company culture are a good fit for you. For a concise understanding of the company, check out the

company website, specifically the “About Us” page. Get a sense of how the company compares to other organizations in the same industry by reading articles about the company in industry magazines or websites. You can also check out company reviews from clients and current and former employees. Also spend time tapping into your network to see if you know someone who can help give you an interview edge over the other candidates.

- *Practice Interviewing:* Take the time to practice answering interview questions you will probably be asked during a job interview. This will help give you a chance to prepare and practice answers, and will also help calm your nerves, because you won't be scrambling for an answer while you're in the interview hot seat. Practice interviewing with a friend or family member ahead of time and it will be much easier when you're actually in a job interview. Try to conduct the practice interview in the same format as the real interview. For example, if it is a phone interview, ask a friend to call you to practice answering questions over the phone. If it is a panel interview, ask a couple of friends to pretend to be a panel. Review common job interview question and answers and think about how you will respond so you are prepared to answer.
- *Get Your Interview Clothes Ready:* Don't wait until the last minute to make sure your interview clothes are ready. Have an interview outfit ready to wear at all times, so you don't have to think about what you're going to wear while you're scrambling to get ready for a job interview. Regardless of the type of job you're interviewing for, that first impression should be a great one. When dressing for an interview for a professional position, dress accordingly in business attire. If you're applying for a job in a more casual environment, such as a store or restaurant, it's still important to be neat, tidy, and well-groomed, and to present a positive image to the employer. It is also important to think about your makeup and accessories when dressing for an interview. Review these tips on how to accessorize for an interview. Here's more on what to wear to an interview. Also check out these interview outfits for men and interview outfits for women.
- *Decide What to Do with Your Hair:* How you style your hair for a job interview is almost as important as the interview clothes you wear. After all, the interviewer is going to notice everything about you – including your interview attire, hairstyle, and makeup – and you only have seconds to make a great impression. Review these hairstyles for short, medium and long hairstyles for inspiration for what to do with your hair when you're interviewing.
- *What to Bring to a Job Interview:* It's important to know what to bring (and what not to bring) to a job interview. Items to bring include a portfolio with extra copies of your resume, a list of references, a list of questions ask the interviewer, and something to write with. It's also important to know what not to bring, including your cell phone (or at least turn your phone off), a cup of coffee, gum, or anything else beyond yourself and your credentials.
- *Practice Interview Etiquette:* Proper interview etiquette is important. Remember to greet the receptionist, your interviewer, and everyone else you meet politely, pleasantly, and enthusiastically. During the interview, watch your body language – shake hands firmly and make eye contact as you articulate your points. Pay attention, be attentive, and look interested. This is something you can work on in your practice interviews. There are also specific etiquette tips depending on the type of interview you have. Read here for tips on handling a lunch or dinner interview, a panel interview, a phone interview, and a video interview. The more positive an impression you make, the better you'll do during the job interview. These job interview etiquette tips will help you make the best impression on the hiring manager.
- *Get Directions:* It's important to know where you need to go for your job interview – ahead of time. That way, you'll avoid running late to the interview. Use Google Maps or another app to get directions if you're not sure where you are going. Program your GPS, if you have one, so you can find the best route to the company. Check on parking, if it's an issue. If you have the time, it's a good idea to do a practice run a day or two before the interview. That way, you'll be sure about where you going and how long it will take to get there. Give yourself a few extra minutes and arrive a little early to the interview.
- *Listen and Ask Questions:* During a job interview, listening is just as important as answering questions. If you're not paying attention, you're not going to be able to give a good response. It's important to listen to the interviewer, to pay attention, and to take time, if you need it, to compose an appropriate answer. It's also important to discuss your qualifications in a way that will impress the interviewer. Also, be ready to engage the interviewer. You want there to be a give and take in the conversation, so you're building a relationship with the interviewer rather than just providing rote responses to questions. Have questions of your own ready to ask the interviewer. Towards the end of the interview, let the recruiter know that you believe the job is an excellent fit and that you are highly interested.

- *Follow Up with a Thank You Note:* Follow up a job interview with a thank you note reiterating your interest in the job. Consider your thank you letter as a follow-up "sales" letter. Restate why you want the job, what your qualifications are, how you might make significant contributions, and so on. This thank you letter is also the perfect opportunity to discuss anything of importance that your interviewer neglected to ask or that you neglected to answer as thoroughly, or as well, as you would have liked.

Phone Interview Tips

Follow these tips for a successful phone interview:

1. Create a checklist. Review the job posting and make a list of how your qualifications match the hiring criteria. Have the list available so you can glance at it during the interview.
2. Keep your resume in clear view (either on the top of your desk, or tape it to the wall near the phone) so it's at your fingertips when you need to answer questions.
3. Have a pen and paper handy for note-taking.
4. Turn call-waiting off, so your call isn't interrupted.
5. If the time isn't convenient, ask if you could talk at another time and suggest some alternatives.
6. Clear the room — evict the kids and the pets. Turn off the stereo and the TV. Close the door.
7. If you have a landline, use that instead of your cell phone. That way, you'll eliminate the possibility of poor reception or dropped calls.

Tips for a Successful Online Interview

- *Practice makes perfect.* Go into your career center and ask if they'll do a mock interview with you. The way you appear on Skype can feel slightly different than the way you do in person. Do a few practice interviews and ask for feedback on your interview skills.
- *Create your set.* You want to make sure you angle your computer correctly and sit with an uncluttered background behind you. That means no background shots of your dorm bed. Also, try to avoid backgrounds with large art (especially heavy metal band posters) on the walls. Remember, you are a professional—your background should look professional as well.
- *Look at the camera.* When most people are doing Skype interviews, they tend to look at themselves. You want to make eye contact with the employer and the way to do that is actually to avoid looking directly at yourself and to look right into the camera. Think of this as your way to make direct eye contact.
- *Dress for success.* Yes, this is a virtual interview but they can still see you. Make sure you are dressed up the way you would if you were going to the office. A button down shirt and a blazer is always a great choice for a Skype interview—for guys and girls. A word to the wise. Don't just dress up from the waist up just because the interviewer can't see below your waist. Dressing up also has to do with how you feel and sweatpants will make you feel half ready for the interview.
- *Check the employer skype name.* In order to do a Skype interview, you will need to connect with the employer on Skype a few minutes before the interview. You'll need their Skype username in order to connect. Make sure you find the employer on Skype the day before the interview. You want to allow time just in case you have an issue finding their username.
- *Confirm the volume.* Before you start the interview, confirm that the employer can hear you and see you properly. You want to make sure everything is working properly before you get started.
- *Pump up the energy.* You have a virtual wall between you and the employer so you want to make sure you show off your personality. Be upbeat and energetic during the interview. This is a great topic point to raise with your career center about during your mock interview.
- *Take it seriously.* Although it may not feel as intense because you are not at a brick and mortar office, take the Skype interview seriously. This is the way the company will be selecting their interns. If you don't take it seriously, it will show in the interview.
- *Articulate your words clearly.* Again, you have a virtual wall between you and the employer. Make sure you don't speak too fast and don't rush your words. Take the time to clearly articulate everything you are saying.
- *Show your passion.* Just as you would in an in-person interview, make sure the potential employer leaves the interview knowing how passionate you are about the company and the position. If you aren't able to express that while answering questions, make a point to mention it at the end of the interview. Say something like, "I just want you to know how passionate I am about this company and this specific internship position. I really would love to work for you."

Group Discussion (Mock GD): An average GD usually features 10 to 15 participants. The GD process begins by the announcement of the topic to the group, which is (usually) followed by a preparation time of 3 to 5 minutes. More than 5 minutes' prep time may be given only if the GD is a case-study discussion, and has a long case statement.

Types of Group Discussions

- Topical Group Discussions,
- Case-studies.
- Abstract Group Discussions,

Individual qualities and group skills.

1. *Content:* What you say during the discussion is looked into from two perspectives – relevance and comprehensiveness. It is possible that a participant has talked a great deal in a GD, but he or she may have deviated from the topic significantly, in which case the content is deemed largely irrelevant without the possibility of further evaluation. If the content has been relevant to the topic, the panel examines whether your treatment of the topic is superficial or in-depth, distinction we shall discuss in detail in the next few posts.
2. *Analytical Skills:* The panel is of course interested in your facts, but they also like to see whether or not you can explore the 'why' and the 'how' of the subject matter. This is put to the sternest test in a case-study topic.
3. *Reasoning Skills:* The panel looks at how you support your standpoints, and how you respond to those of the others, how effectively you can 'strengthen or weaken' an argument, how logical you are in your overall approach to the topic.
4. *Organisation Skills:* You may have the facts, the supports, the explanations, but are you able to present them in the right order so as to maximise the impact of your good content? The panel wants to examine this.
5. *Communication Skills:* You may have exhibited all the skills stated above, but can you get your point across to someone in a simple (not simplistic) language they understand, with relevant illustrations they can identify with?
6. *Creativity:* Are you able to bring to the table a novel perspective on the topic? Can you look at a problem differently from ten other participants and suggest a path-breaking solution? Can you interpret an abstract topic in ways the others cannot? If yes, the panel looks at you as someone with one of the rarest of human qualities.

Its include

7. *Listening Skill:* The panel constantly observes whether or not every participant is listening to the discussion. In my experience, most participants are concerned only with speaking, and feel that they are done with the job as soon as they have spoken, which is contrary to the spirit of a discussion. There are many ways a panel may infer that a participant is a poor listener, such as a lack of eye contact with the group, or a poor summary at the end. It is one of the rarest skills, and a must for a would-be manager.
8. *Leadership Quality:* In highly-charged discussions, one or two participants usually play the role of the anchor, in that they define the topic appropriately, offer the initial analysis of the keywords of the topic, and also try to hold the group together in pursuit of a common goal. Such individuals could demonstrate effective leadership, and score some extra points. However, one cannot score anything extra simply because one spoke first in the group, or was the loudest.
9. *Body Language:* While assessing the body language, the panel primarily looks at eye contact and hand movements. The speaker must maintain a consistent eye contact with the entire group as he or she speaks, and the listeners must reciprocate. If the either doesn't happen, you allow the panel to infer whatever they wish to – from a lack of confidence to a lack of interest in the GD to the lack of concern for others. All very detrimental to the final score.
10. *Group Behaviour:* This is usually assessed in a broad distinction – assertive or aggressive. Avoid the latter no matter what. Assertiveness is a rational display of conviction of one's thoughts, while aggressiveness is a display of domination through subtle intimidation.

Benefits of Group Discussions (Mock GD)

- It is a good way to engage the participants in a fruitful discussion.
- Group discussion generates a creative thinking in all participants, something beyond the obvious answers and solution to a specific problem.

- Generate more ideas and a structured presentation of a topic.
- Improves analytical abilities to think on a particular given topic.
- Enables profound and in-depth understanding of the subject.
- Provides different approaches to a topic.
- Helps to come to a concluding point or at least near solution to a problem.
- Gives a chance to listen, know and understand diverse opinions on a particular matter.
- Improves confidence in public speaking platform.
- Can alter our perspectives as well.

Areas of Evaluation in a Selection GD

Though a group discussion, many things for a particular candidate can be assessed, such as his/her mental capacity to think, his creative bent of mind, Analytical abilities, comprehending a subject and then speaking on it, awareness, attitude, and energy levels. Some of them are detailed below:

- *Understanding of the Subject:* During a group discussion, it is being constantly assessed how deep your knowledge is about the chosen topic and how well you are aware of each aspect of that topic.
- *Assertiveness:* Your confidence shows up in a group discussion. It is assessed that how confident you are while putting up your opinion in front of other. Others may certainly vary or disagree to the point but how well and how confidently you bring your thoughts forward is what matters the most.
- *Team Work:* While working in an organization or even during management studies, it is very important to work as a part of the team in a given project or any assignment. This skill is really important and it is evaluated through GD as well. You not only put your own points but also listen to others and then come to a concluding point. This shows how ready you are to listen to other's opinion, give value to that and also at the same time stand by your own convictions.
- *Willingness to Take the Initiative:* This skill plays a very important part in professional and personal life. Employers highly regard it. They want that you just do not stick to your own work but also should be able to take extra initiative whenever it is required. When you start a topic, you have to be very cautious so as to put the right point forward and give the entire discussion a right direction.
- *Listening Skills:* This is again an important skill which gets evaluated during a group discussion. So, you should learn to listen not to reply back, but pay full attention to what the other person is trying to say. Generally, people get biased to their own thoughts and ideas and do not want to look beyond that. So listening to other person is also essential.
- *Adaptability:* In today's dynamic and ever-changing environment, it is essential to keep yourself flexible and adaptable toward the situation. During a group discussion, sometimes you need to agree to some point and also it happens that in due course some views change your mind as well. So being rigid and stubborn is not going to be very helpful
- *Leadership Qualities:* Group discussion demonstrates clearly who amongst them is taking the lead and who is a passive contestant. A good leader gives the entire discussion a good direction and takes it forward whenever it is deviating from the main topic. But while taking the lead, one has to be double sure whether his / her points are valid or not, else it will give the other person a golden opportunity to snatch the lead away and negate his/her points.
- *Communication Skills:* As communication is a medium of expressing your thought, it is more important in today's interactive world. Hence communication skills are yet again important skills which are evaluated through a structured group discussion.

Mock Interview

A typical mock interview is a practice job interview held with a professional career counsellor. A mock interview helps you learn how to answer difficult questions, develop interview strategies, improve your communication skills and reduce your stress before an actual job interview. During a mock interview, the interviewer may use a semi-structured interview format rather than asking a formal list of questions.

Prepare for a Mock Interview

Be sure to take your mock interview as seriously as you would an actual interview. Get ready for the interview just as you would for an interview with a hiring manager:

- Arrive 10 - 15 minutes early, and bring your resume and any other materials you would bring to a real interview.

- Bring a notebook to take notes on what your mock interviewer tells you.
- Dress in professional interview attire.

You should also prepare answers to general interview questions before arriving. Here's more information on mock interview questions including sample questions and answers you can review to get ready for your interview. If you have a mock interview to prepare for a specific job or career field, also review these job-specific interview questions. Mock interviews are an ideal way to practice for real job interviews, because you are in a situation that mirrors an actual interview with a company. When you review your interview with the interviewer, you'll be able to modify your responses and interview behaviour, if necessary

Advantages of Mock Job Interviews

- Help reduce stress and anxiety.
- Help boost your confidence.
- You could get constructive feedback.
- Preparing for behavioural based interview questions.
- Practice makes perfect.
- Nervousness.
- Body Language.
- General Knowledge.
- Familiarizing with the situation.
- Feedback implementation.

Goal setting: Goal setting is a powerful process for thinking about your ideal future, and for motivating yourself to turn your vision of this future into reality. Setting goals gives you long-term vision and short-term motivation. It focuses your acquisition of knowledge, and helps you to organize your time and your resources so that you can make the most of your life. By setting sharp, clearly defined goals, you can measure and take pride in the achievement of those goals, and you'll see forward progress in what might previously have seemed a long pointless grind. You will also raise your self-confidence, as you recognize your own ability and competence in achieving the goals that you've set.

Starting to Set Personal Goals

You set your goals on a number of levels:

- First you create your "big picture" of what you want to do with your life (or over, say, the next 10 years), and identify the large-scale goals that you want to achieve.
- Then, you break these down into the smaller and smaller targets that you must hit to reach your lifetime goals.
- Finally, once you have your plan, you start working on it to achieve these goals.

This is why we start the process of setting goals by looking at your lifetime goals. Then, we work down to the things that you can do in, say, the next five years, then next year, next month, next week, and today, to start moving towards them.

Step 1: Setting Lifetime Goals

The first step in setting personal goals is to consider what you want to achieve in your lifetime (or at least, by a significant and distant age in the future). Setting lifetime goals gives you the overall perspective that shapes all other aspects of your decision making.

To give a broad, balanced coverage of all important areas in your life, try to set goals in some of the following categories (or in other categories of your own, where these are important to you):

- Career – What level do you want to reach in your career, or what do you want to achieve?
- Financial – How much do you want to earn, by what stage? How is this related to your career goals?
- Education – Is there any knowledge you want to acquire in particular? What information and skills will you need to have in order to achieve other goals?
- Family – Do you want to be a parent? If so, how are you going to be a good parent? How do you want to be seen by a partner or by members of your extended family?
- Artistic – Do you want to achieve any artistic goals?

- Attitude – Is any part of your mindset holding you back? Is there any part of the way that you behave that upsets you? (If so, set a goal to improve your behaviour or find a solution to the problem.)
- Physical – Are there any athletic goals that you want to achieve, or do you want good health deep into old age? What steps are you going to take to achieve this?
- Pleasure – How do you want to enjoy yourself? (You should ensure that some of your life is for you!)
- Public Service – Do you want to make the world a better place? If so, how?

Spend some time brainstorming these things, and then select one or more goals in each category that best reflect what you want to do. Then consider trimming again so that you have a small number of really significant goals that you can focus on.

As you do this, make sure that the goals that you have set are ones that you genuinely want to achieve, not ones that your parents, family, or employers might want. (If you have a partner, you probably want to consider what he or she wants – however, make sure that you also remain true to yourself!)

Step 2: Setting Smaller Goals

Once you have set your lifetime goals, set a five-year plan of smaller goals that you need to complete if you are to reach your lifetime plan. Then create a one-year plan, six-month plan, and a one-month plan of progressively smaller goals that you should reach to achieve your lifetime goals. Each of these should be based on the previous plan.

Then create a daily To-Do List of things that you should do today to work towards your lifetime goals. At an early stage, your smaller goals might be to read books and gather information on the achievement of your higher level goals. This will help you to improve the quality and realism of your goal setting.

Finally, review your plans, and make sure that they fit the way in which you want to live your life.

SMART Goals: A useful way of making goals more powerful is to use the SMART mnemonic. While there are plenty of variants (some of which we've included in parenthesis), SMART usually stands for:

- S – Specific (or Significant).
- M – Measurable (or Meaningful).
- A – Attainable (or Action-Oriented).
- R – Relevant (or Rewarding).
- T – Time-bound (or Trackable).

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.

Career planning

‘Career planning is a process of systematically matching career goals and individual capabilities with opportunities for their fulfillment’.

Features of Career Planning and Career Development:

1. It is an ongoing process.
2. It helps individuals develop skills required to fulfill different career roles.
3. It strengthens work-related activities in the organization.
4. It defines life, career, abilities, and interests of the employees.
5. It can also give professional directions, as they relate to career goals.

Objectives of Career Planning:

- To identify positive characteristics of the employees.
- To develop awareness about each employee's uniqueness.
- To respect feelings of other employees.
- To attract talented employees to the organization.
- To train employees towards team-building skills.
- To create healthy ways of dealing with conflicts, emotions, and stress.

Benefits of Career Planning:

- 1) Career planning ensures a constant supply of promotable employees.
- 2) It helps in improving the loyalty of employees.
- 3) Career planning encourages an employee's growth and development.
- 4) It discourages the negative attitude of superiors who are interested in suppressing the growth of the subordinates.
- 5) It ensures that senior management knows about the calibre and capacity of the employees who can move upwards.
- 6) It can always create a team of employees prepared enough to meet any contingency.
- 7) Career planning reduces labour turnover.
- 8) Every organization prepares succession planning towards which career planning is the first step.

How to Choose a Career: For many young adults, entering the workforce can be jarring. Throughout your life, you've been told the importance of becoming a well-rounded individual. So you tried different activities, studied various subjects, and developed a wide variety of interests. Then you have to pick a career path. Suddenly, it feels like you need to pick between your love of technology or art; politics or cooking. You have to decide what will be your career and what will be demoted to a weekend hobby.

Or do you: There will be tough decisions. Some interests will have to take priority over others. But if you're smart in your choices, it is possible to find a flexible career path that doesn't confine you to a suffocating box. You just have to take some time to explore all of the options open to you.

- Figure Out What You Can't Live Without Doing.
- Find an Industry That Interests You.
- Look for Organizations That Embrace Collaboration.
- Focus on Organizations with Career Development.
- Take the Time to Consider Your Options.

Examples of Career Paths

Here are several examples of career paths for a variety of different career fields. Keep in mind that some career paths are direct and include specific jobs that move an individual up the career ladder and are typically followed in order. Other career paths are indirect and may involve work in different industries or types of jobs, such as when someone is working on a career change.

- *Administration:* Administrative Assistant - Executive Assistant - Office Manager
- *Advertising:* Advertising Account Coordinator - Assistant Account Executive - Account Executive - Major Account Executive

- *Communications*: Public Relations Assistant - Public Relations Representative - Assistant Director of Public Relations - Director of Communications
- *Customer Services / Sales*: Customer Service Representative - Inside Salesperson - Outside Salesperson - Major Account Salesperson - Regional Sales Manager
- *Development*: Development Assistant - Annual Giving Officer - Development Associate - Major Gift Officer - Leadership Giving Officer - Associate Director of Leadership Gifts
- *Editorial*: Editorial Assistant - Assistant Editor - Associate Editor - Editor - Senior Editor - Editorial Director
- *Education*: Teacher - Master Teacher - Curriculum Coordinator - Assistant Principal - Principal
- *Education to Training*: Teacher - Insurance Salesperson - Trainer for New Agents
- *Engineering*: Junior Engineer - Senior Engineer - Project Manager - Engineering Consultant
- *Entrepreneur*: Salesperson - Sales Manager - Business Owner
- *Human Resources*: Human Resources Assistant - Interviewer - Benefits Assistant - Benefits Specialist - Assistant Director of Human Resources - Director of Human Resources
- *Retail*: Retail Sales Clerk - Assistant Manager - Department Manager - Store Manager - Regional Manager
- *Sales to Marketing*: Salesperson - MBA - Assistant Brand Manager - Brand Manager - Group Manager - Marketing Director

<https://www.thebalancecareers.com/what-are-hard-skills-2060829>