

Soft Skill Notes
Support for Implementation & Research

Personality development: Is the development of the organized pattern of behaviors and attitudes that makes a person distinctive. Personality development occurs by the ongoing interaction of temperament, character, and environment.

How do you define personality?

Personality refers to individual differences in characteristic patterns of thinking, feeling and behaving. The study of personality focuses on two broad areas: One is understanding individual differences in particular personality characteristics, such as sociability or irritability.

How do we develop our personality?

A person's personality forms during their childhood and is shaped through an interaction of two factors, their inherited tendencies and their environment. Inherited tendencies are aspects of your personality passed on to you by your parents, such as shyness or having a happy outlook

What is meant by personality in sociology?

The term personality is derived from the Latin word persona meaning a mask. Personality is a patterned body of habits, traits, attitudes and ideas of an individual as these are organized externally into roles and statuses and as they relate internally to motivation, goals and various aspects of selfhood.

How can we make our personality attractive?

Part 2 Having a Sense of Humor

Laugh at yourself. If you do something silly, laugh at yourself instead of feeling embarrassed.

...

Show enthusiasm for everything. Even if something makes you slightly uncomfortable, attack it with a smile on your face, an open mind, and a sense of humor. ...

Make laughing a priority

How can develop my personality?

Method 1 Developing Good Personality Characteristics

Remain happy and lighthearted. Try to see the joy in the world. ...

Try to stay calm in tense situations. A lot of people seem like they have a good personality until you see them in an emergency or tense situation. ...

Keep an open mind. ...

Develop modesty.

How do I improve my attitude?

Method 2 Embracing a Positive Attitude

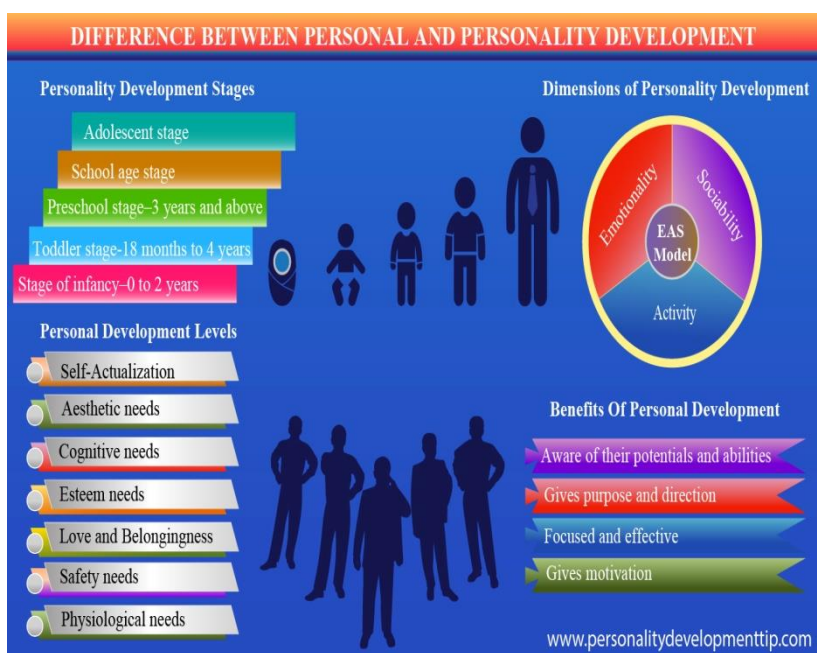
1. Let things go. ...
2. Identify your strongest qualities and accomplishments. ...
3. Do things you enjoy. ...
4. Pause and reflect on the good things. ...
5. Show gratitude. ...
6. Reframe negative moments and attitudes. ...
7. Don't compare yourself to others. ...
8. Surround yourself with positive people.

Following are five personality traits of an individual:

1. Openness to experience. ...
2. Conscientiousness. ...
3. Extraversion and Introversion. ...
4. Agreeableness. ...
5. Neuroticism.

How do you define personality?

Personality refers to individual differences in characteristic patterns of thinking, feeling and behaving. The study of personality focuses on two broad areas: One is understanding individual differences in particular personality characteristics, such as sociability or irritability.



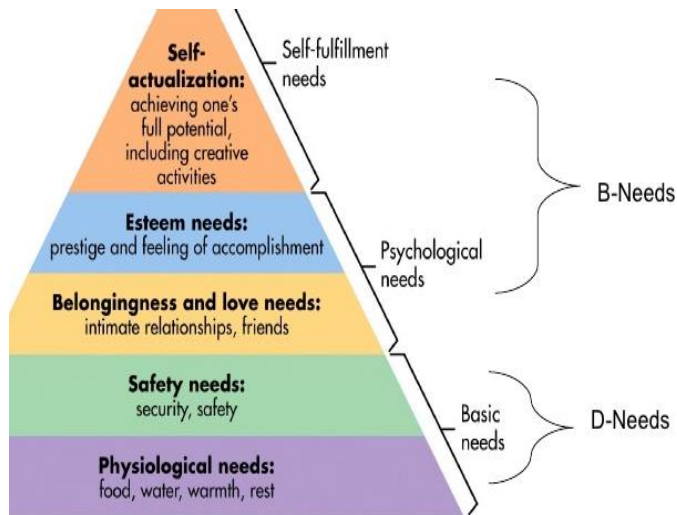
What is personality?

- Personality is what makes a man who he is
- It is the inherent characteristics that define a man's character
- The way he carries himself, his attitude, and the way he approaches every aspect of life makes up his personality
- Society judges a person based on his personality
- A man's success, both on the personal and professional front, depends to a large extent on this

Meaning of Personality

Totality of everything about an individual

- ☐ Physical
- ☐ Mental
- ☐ Emotional
- ☐ Social and Spiritual make up
- ☐ Ethical



How can we improve communication skills?

Part 3 Using Your Words

Enunciate your words. Speak clearly and don't mumble. ...

Pronounce your words correctly. People will judge your competency through your vocabulary. ...

Use the right words. ...

Slow your speech down. ...

Develop your voice. ...

Animate your voice. ...

Use appropriate volume.

How can we develop positive attitude?

1. Tell yourself you can change.
"Happiness is not the belief you don't need to change, it's that you can change," Anchor says. ...
2. Go someplace else. ...
3. Refuel and re-energize. ...
4. Identify both the positive and the negative. ...
5. Talk to the right people for support. ...
6. Channel your stress. ...
7. More tricks for a positive attitude



Chapter-1

Introductions to the soft skills

What is a soft skills?

Soft skills, the topic of this lesson, are the subtle behaviors and communication styles that help make a work environment or interaction with another person easier to manage. Soft skill examples include communication skills, such as voice inflection and gestures. They also include attributes such as adaptability and flexibility. Other soft skills include:

- Problem Solving
- Creative Thinking
- Conflict Resolution
- Time Management
- Self-Motivation

Soft Skills in Action: To help Rick change his behaviors to become a better employee, Jay set up a one-on-one session with Rick. He made a list of some of the things he would need to discuss with Rick. He would talk about:

- **Communication:** conveying thoughts in a way to express ideas and influence change.
- **Leadership:** an expression of authority that inspires others to act by gaining trust and credibility.
- **Adaptability and flexibility:** the ability to allow for and accept change.
- **Personal Accountability:** owning up to one's actions and behaviors.
- **Time Management:** finding the best balance of activities and available time to accomplish goals.

Soft skills are a combination of interpersonal people **skills**, social **skills**, communication **skills**, character traits, attitudes, career attributes, social intelligence and emotional intelligence quotients among others that enable people to effectively navigate their environment, work well with others, perform well, and ...

What are some examples of soft skills?

Some of the most common soft skills employers are looking for and will be assessing you on include:

- Strong Work Ethic. ...
- Positive Attitude. ...
- Good Communication Skills. ...
- Time Management Abilities. ...
- Problem-Solving Skills. ...
- Acting as a Team Player. ...
- Self-Confidence. ...

- Ability to Accept and Learn From Criticism.

What does it mean to have soft skills?

Soft skills is a synonym for "people **skills**." The term describes those personal attributes that indicate a high level of emotional intelligence. Unlike hard **skills**, which describe a person's technical **skill** set and ability to perform specific tasks, **soft skills** are broadly applicable across job titles and industries.

What is skill training?

Training is teaching, or developing in oneself or others, any skills and knowledge that relate to specific useful competencies. Training has specific goals of improving one's capability, capacity, productivity and performance.

What is communication and soft skills?

Concept. Soft skills are a cluster of productive personality traits that characterize one's relationships in a milieu. These skills can include social graces, communication abilities, language skills, personal habits, cognitive or emotional empathy, time management, team work and leadership traits.

Why is it important to have soft skills?

Knowing how to get along with people – and displaying a positive attitude – are crucial for success. The problem is, the importance of these soft skills is often undervalued, and there is far less training provided for them than hard skills.

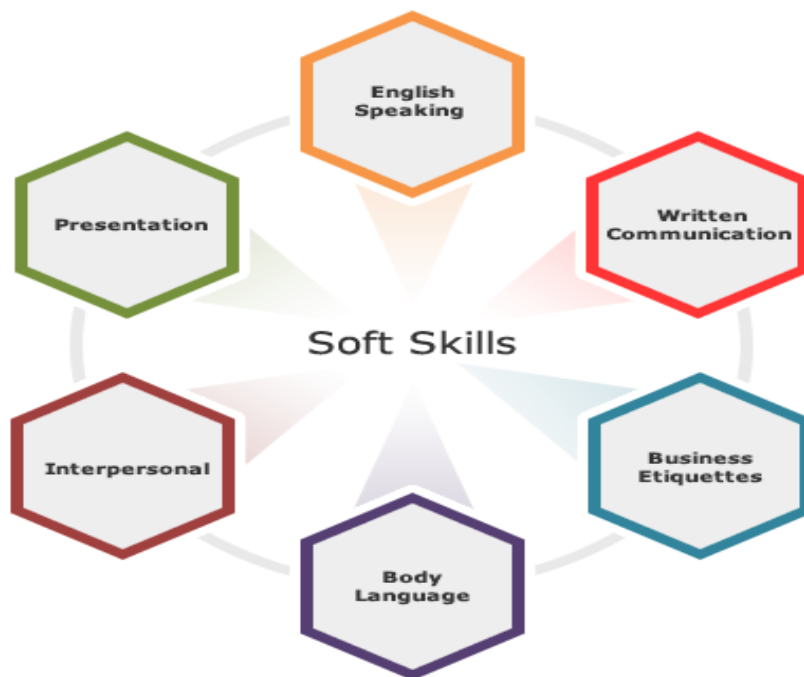
What is the difference between hard and soft skills?

Hard skills are specific, teachable abilities that can be defined and measured, such as typing, writing, math, reading and the ability to use software programs. By contrast, soft skills are less tangible and harder to quantify, such as etiquette, getting along with others, **listening** and **engaging** in small talk.

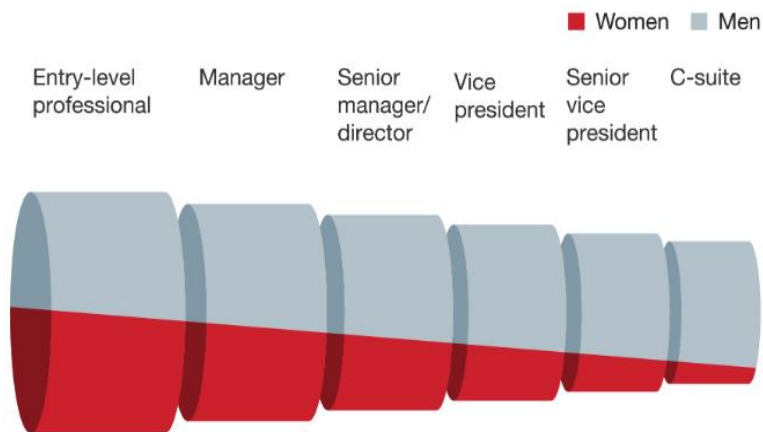
Free Training Articles

- Anger Management & Positive thinking.
- Branding & Marketing.
- Business Ethics & Etiquette.
- Coaching & Feedback.
- Communication skills.
- Conflict Resolution, Influencing & Negotiation skills.
- Creativity, Problem solving , Decision making & Lateral Thinking.
- Customer service.





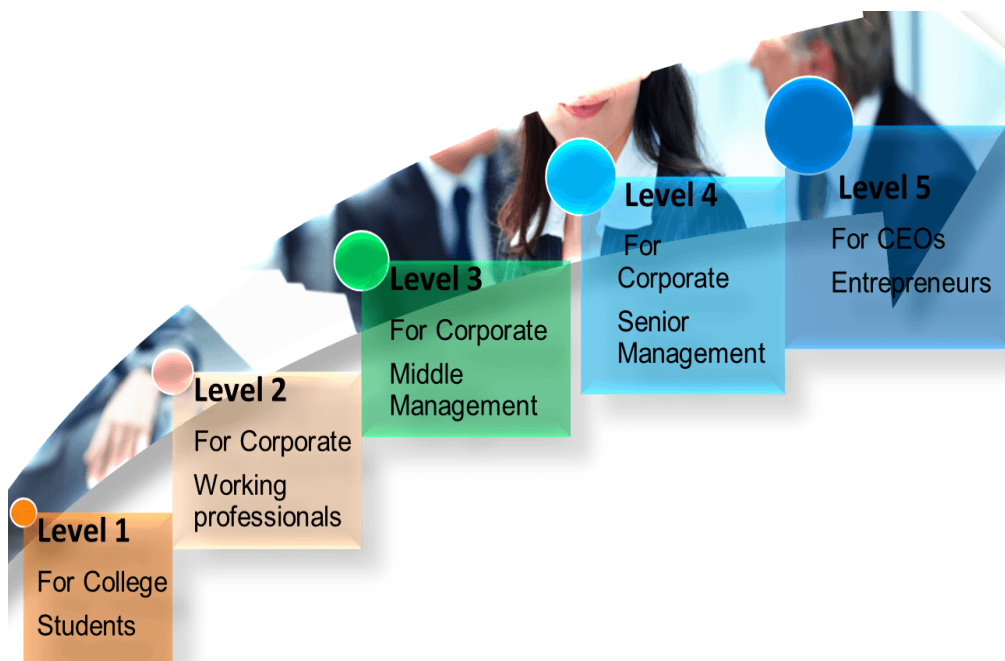
Corporate-talent pipeline by gender



Pipeline, women, 2012, %	42	33	28	23	20	16
Pipeline, women, 2015, %	45	37	32	27	23	17

Source: Data for 2012 are from *Unlocking the full potential of women at work*, in which McKinsey examined the employee pipeline of 60 US corporations. Data for 2015 are from *Women in the Workplace*, in which LeanIn.Org and McKinsey examined the employee pipeline of 118 US corporations

McKinsey&Company



Common soft skills

- Strong work ethic
- Positive attitude
- Good communication skills
- Time management abilities
- Problem-solving skills
- Acting as a team player
- Self-confidence
- Ability to accept and learn from criticism
- Flexibility/adaptability
- Working well under pressure



Soft Skills Definition:



Intrapersonal and interpersonal behaviours that develop and maximize human performance.

Distinguish between Soft Skills and Hard Skills

Soft Skills	Hard Skills
1) Definition: Soft skills are personal attributes that enhance an individual's interactions, job performance and career prospects.	Definition: Hard Skills are about a person's skill set and <u>ability</u> to perform a certain type of task or activity.
2) Example: Personal Qualities, Interpersonal Skills, etc.	Example: Job Skills like typing, reading, writing, etc.



Definitions and Meaning of preparation:

1. The act of preparing something (as food) by the application of heat

Examples

- people are needed who have experience in cookery
- he left the preparation of meals to his wife

2. Preparatory school work done outside school (especially at home)

3. Activity leading to skilled behavior

4. The activity of putting or setting in order in advance of some act or purpose

5. The cognitive process of thinking about what you will do in the event of something happening

(music) a note that produces a dissonant chord is first heard in a consonant chord

6. The state of having been made ready or prepared for use or action (especially military action)

Example

- their preparation was more than adequate

7. A substance prepared according to a formula

Definition of preparation

1: the action or process of making something ready for use or service or of getting ready for some occasion, test, or duty

2: a state of being prepared

3: a preparatory act or measure

4: something that is prepared; specifically : a medicinal substance made ready for use

Definition of preparation for Students

1: the act or process of making or getting ready beforehand Travel requires a lot of preparation.

2: something done to make or get ready Preparations for the move are underway.

3: something made for a special purpose a preparation for burns

Introduction

1. the act of introducing or fact of being introduced

2. a presentation of one person to another or others

3. a means of presenting a person to another person, group, etc, such as a letter of introduction or reference

4. a preliminary part, as of a book, speech, etc

5. music

a. an instrumental passage preceding the entry of a soloist, choir, etc

- b. an opening passage in a movement or composition that precedes the main material
 - 6. something that has been or is introduced, esp something that is not native to an area, country, etc
 - 7. a basic or elementary work of instruction, reference, etc
 - 8. logic
 - (qualified by the name of an operation) a syntactic rule specifying the conditions under which a formula or statement containing the specified operator may be derived from others
- conjunction- introduction negation-introduction

What is introduction?

The introduction paragraph is the first paragraph of your essay. What does it do? It introduces the main idea of your essay. A good opening paragraph captures the interest of your reader and tells why your topic is important.

How do I write an introduction?

Part 1 Building a Concise Introduction

Start with an example. ...

Hook the reader with a great first sentence. ...

Give your argument some context. ...

Preview the structure of your paper. ...

Craft a unique, arguable thesis. ...

Transition into your first paragraph to wrap everything up

How do you write an introduction paragraph?

In this first paragraph the writer must introduce the topic by making a thesis statement. A thesis statement is similar to a topic sentence. It is a general statement that tells the reader what you will be writing about. (You will generally have three items to mention in your thesis statement)

.

How do you introduce a topic?

Describe the scope of your speech when you **introduce** your **topic**. State your thesis or purpose clearly and with emphasis in one to three sentences. Provide an overview of your main points before you launch into the body of the speech.

INTRODUCTION

- The term caisson has been derived from the French word 'CAISSEE', meaning BOX.
- It can be round or rectangle in plan.
- It is commonly used where foundation under water is done.
- It can sunk from surface of either land or water to the desired depth.

Presentation:

1. The giving of something to someone, especially as part of a formal ceremony.
2. A speech or talk in which a new product, idea, or piece of work is shown and explained to an audience.
3. MEDICINE The position of a fetus in relation to the cervix at the time of delivery.
"breech presentation"

A **presentation** is the process of presenting a topic to an [audience](#). It is typically a demonstration, introduction, [lecture](#), or speech meant to inform, persuade, or build good will. The term can also be used for a formal or ritualized introduction or offering, as with the presentation of a [debutante](#)

What are the methods of presentation?

A presentation can also be used as a broad term that encompasses other 'speaking engagements' such as making a speech at a wedding, or getting a point across in a video conference. To be effective, step-by-step preparation and the method and means of presenting the information should be carefully considered.

What is the presentation skills?

Presentation skills are the **skills** you need in delivering effective and engaging **presentations** to a variety of audiences. These **skills** cover a variety of areas such as the structure of your **presentation**, the design of your slides, the tone of your voice and the body language you convey.

What is an informative presentation?

This type of **speech** uses descriptions, demonstrations, vivid detail, and definitions to explain a subject, person, or place the audience wants to understand. An **informative speech** makes a complex topic easy to understand or offers a different point of view.

How do you plan a presentation?***Planning Your Presentation***

- Step 1: Analyze your audience. ...
- Step 2: Select a topic. ...
- Step 3: Define the objective of the presentation. ...
- Step 4: Prepare the body of the presentation. ...
- Step 5: Prepare the introduction and conclusion. ...
- Step 6: Practice delivering the presentation.

6 Types of Presentations:

1) Providing Information. This format encompasses anything from a team meeting that gives updates on a project or upcoming event to a demonstration that shows product functions.

2) Teaching a Skill. Your company just installed a new system or implemented a new process that requires people to learn how to use the new tool and apply the process.

3) Reporting Progress. As you integrate the new system into your daily routine, your boss wants to know how it's working. You might schedule a divisional meeting or group off-site to share the progress.

4) Selling a Product or Service. A briefing like this might include a recap of the product or service, next steps and action items, or a discussion of needs and improvements before the product is ready to sell.

5) Making a Decision. It's time for the annual holiday party and ideas are being tossed around the office. When giving your input on the location, make sure to share the must-haves and nice-to-haves for the event. When it's time for the final decision, you can see how your idea stacks up to the other options.

6) Solving a Problem. This could be in a panel setting or other meeting where the problem is identified, the facts of the problem are presented and a list of causes is generated. From here, you lay out the ideal outcome, present solutions and discuss your recommendation.

Types of Presentations



Types of presentation

There are 5 types of presentation:

- 1) Informative: Keep an informative presentation brief and to the point. Stick to the facts and avoid complicated information.
- 2) Instructional: Your purpose in an instructional presentation is to give specific directions or orders. Your presentation will probably be a bit longer, because it has to cover your topic thoroughly.

1. INFORMATIVE

- These presentations are brief and to the point. They generally stick to the facts and avoid complicated information.
- Usually used to describe facts – usually best for other experts.
- Organized from most important topic to least. Best for breaking big information down into small.
- Examples include university lectures, school classes, and research results.

2. INSTRUCTIONAL

- These presentations give specific directions or orders. It is designed to teach something **completely new** to the audience.
- Very thorough, and usually takes a long time.
- All the theory and knowledge from the basic steps to checking the audience's understanding.
- Examples include tutorial classes, safety demonstrations, and instructional videos.

3. AROUSING

- A presentation designed to make the audience consider the topic or discussion. To rouse interest and emotions to make audience receptive.
- Usually involves a lot of powerful language and enthusiastic discussion.
- Often uses stories or real-life examples of the topic to rouse interest.
- Can describe a solution to a problem – and gain audience's approval.
- Examples include a debate, church sermon, or motivational speech ("pep talk").

4. PERSUASIVE

- To make listeners accept and agree with the presenter's proposal.
- Very persuasive, usually showing supporting facts and advantages to reinforce credibility.
- Often highly emotional – it helps to gather support and approval.
- Presents problem, the presenter's solution, and all the reasons behind it for agreement.
- Example include political debates, business proposals.

5. DECISION-MAKING

- A presentation designed to convince listeners to act on the presenter's proposal – usually by giving evidence and pointing out what can happen if this is not done.
 - Can include a description of a problem that the audience/society/certain people face and examples.
 - Presenters often **compare** the **two predictions** about what will happen if the listeners **do** or **don't do** what they suggest.
 - Example include business meetings, bank promotions, and law discussion in the government.
-

Evaluation/ Feedback:

Assessment is the process of gathering information in order to make a determination about a student's learning. Evaluation is the process of judging or putting a value on a procedure, the degree to which knowledge has been gained, or a skill.

Definition Feedback:

Feedback is the control of a system by reinserting into the system the results of its performance.

- Feedback = returning the impact or effect of a behavior back to its source.
- When I give you feedback, I am sending data back to you, about the impact of your behavior on me.

Feedback vs. Evaluation

Feedback
Information

Evaluation
Judgment

Formative	Summative
Neutral	Normative
Verbs & Nouns	Adverbs & Adjectives
Frequent (ideally)	Intermittent

Barriers to Feedback

1. No primary data
2. Students fears:
 - ☐ Negative comments
 - ☐ Past experiences
 - ☐ May really want praise
3. Teachers' fears:
 - ☐ Popularity
 - ☐ Time

Principles of Good Feedback

- Aligns the goals of teacher and learner
- Is well-timed and expected
- Is based on first hand observation
- Is regulated in quantity and limited to remediable behavior
- Is phrased in descriptive, non-evaluative language
- Deals with specific performance
- Deals with decisions and actions rather than assumed intentions or interpretations

Feedback Principles (adapted from Ende 1983)

Teacher & Learner are Allies

1. Agree on time and place
2. Solicit feedback on own performance
3. Solicit learner's self-feedback
4. Use mutually agreed-upon goals as a guide
5. Give feedback in small, bite-size chunks

Based on Observations

1. Refer to learner's specific behaviors
2. Describe learner's decisions & actions
3. Use language that is not evaluative or judgmental
4. Don't guess at learner's motives
5. Label subjective data as such

Was the Feedback Effective?

1. Ask: "How does this sound to you?"

2. Observe learner is not defensive
3. Ensure learner helps generate alternative behaviors
4. Ask for feedback on your own performance
5. Observe: Were subsequent behaviors affected

Summary: Qualities of Good Feedback

- A learnable, doable, observable skill
- Not evaluation or praise
- Highly specific
 - Tailored to needs of the learner
- Will improve specific future behavior
- Mutual between teacher and learner

STOP and find a private setting

Specific

Timely

Objective, observable behaviors

Plan for action

What is the purpose of the evaluation?

Evaluation is a process that critically examines a program. It involves collecting and analyzing information about a program's activities, characteristics, and outcomes. Its **purpose** is to make judgments about a program, to improve its effectiveness, and/or to inform programming decisions.

What is evaluation of a system?

System evaluation is the process of assessing the performance of a complete **system** to discover how it is likely to perform in live market conditions. There are several steps to **evaluation**: Defining personal trading goals. Risk resonance. Parameter selection.

What is a concept evaluation?

Concept evaluation is a form of analysis, but it rarely takes on the highly quantitative aspects in, say, stress analysis. Again, the key is thinking operationally. For example, consider the first project in this course. You were given a product and told to discover the problems with it, then address those problems.

What is the meaning of evaluation in education?

Definition. "**Evaluation** is the collection of, analysis and interpretation of information about any aspect of a programme of **education** or training as part of a recognised process of judging its effectiveness, its efficiency and any other outcomes it may have." ... **Evaluation** is a planned systematic and open endeavour.

Feedback : definition

“Specific information about the comparison between a trainee’s observed performance and a standard, given with the intent to improve the trainee’s performance”

SUMMARY VERSUS CONCLUSION

The summary is an abridged version of a text that only contains the main points.	The conclusion is the end or finish of a chapter or text.
The main aim of a summary is to sum up the main points.	The purpose of a conclusion is to conclude the text smoothly.
An executive summary is at the beginning of a document.	A conclusion is at the end of a document.
A summary should also have a conclusion. <small>PEDIAA.COM</small>	A conclusion can include the summary of the main points.

Definition (1)

- **Evaluation** is the systematic acquisition and assessment of information to provide useful feedback about some object.
- -- William Trochim (Cornell University)

SUMMARY

"Summary of findings is the last part of the thesis or dissertation. It is where the findings or the result of the thesis study is written"

CONCLUSION

"conclusion is typically created at the end of the writing process. The conclusion of a research thesis reaffirms the thesis statement, discusses the issues, and reaches a final judgment. The conclusion is not a summary; it is a belief based on your reasoning and on the evidence you have accumulated. This is the place to share with readers the conclusions you have reached because of your research."

Is a summary a conclusion?

A **conclusion** is an ending while a **summary** restates what the entire story, including the **conclusion**, was about. A **conclusion** may or may not summarize the story but is always an ending. A **summary** may be something independent of the story, such as a review or other writing.

What is a summary and conclusion?

The **summary** paragraph is often called a "**conclusion**." What does it do? It summarizes or restates the main idea of the essay. You want to leave the reader with a sense that your essay is complete.

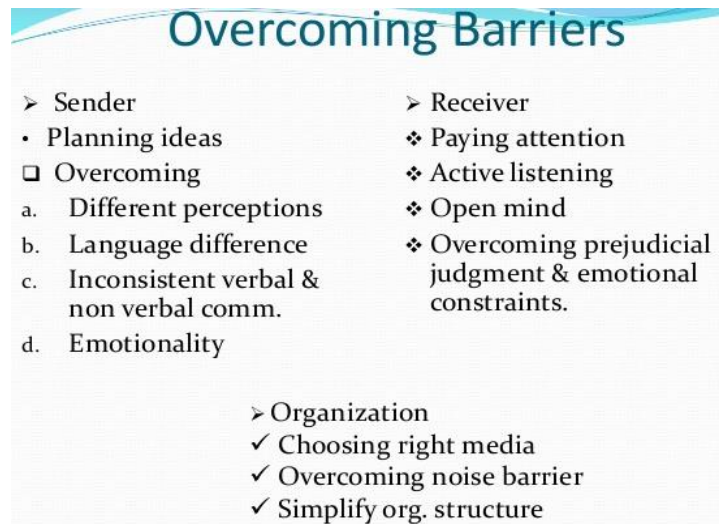
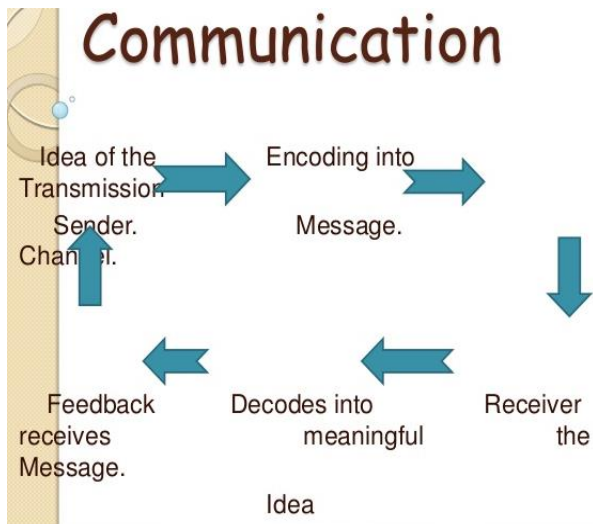
What is the difference between a summary and conclusion?

A **conclusion** is an ending while a **summary** restates what the entire story, including the **conclusion**, was about. A **conclusion** may or may not summarize the story but is always an ending. A **summary** may be something independent of the story, such as a review or other writing.

(Hope this information will helpful to get idea in brief about this.

A conclusion is an ending while a summary restates what the entire story, including the conclusion, was about. A conclusion or not summarize the story but is always an ending).

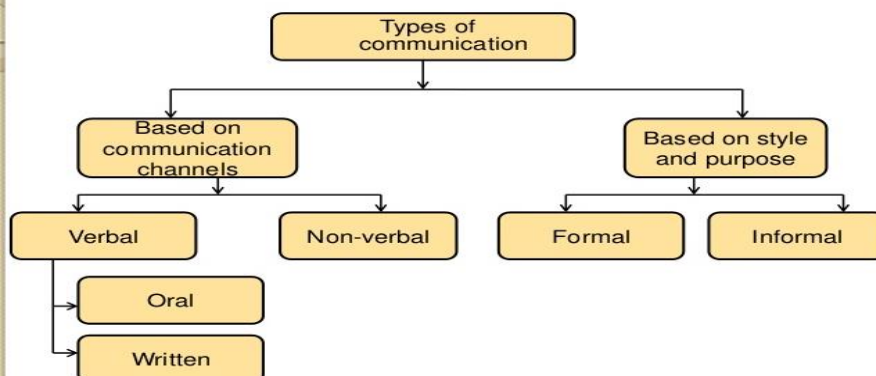
TOCSE Process For Presentation?



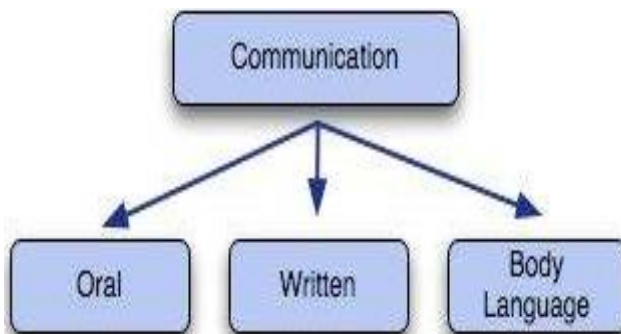
Chapter-2 Effective Communication

Introduction to Communication. ... And then you'll get into why you are **communicating** in the first place: conflict resolution and negotiation, interpersonal and intercultural **communication**, interviews, and **communication** to small groups, within organizations, and to the public.

Types of communication



Intro to Communication Theory. ... The perspective adopted in the course is that human **communication** is a complex, problematic, and conflict-ridden challenge that human beings must process and manage as a constant of daily and social life.



What is the meaning and definition of communication?

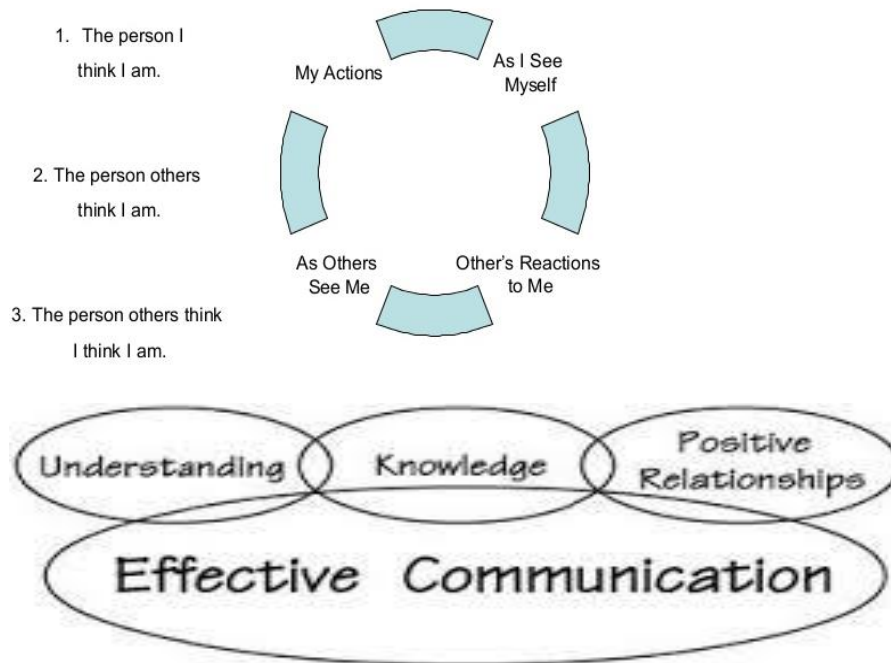
: the act or process of using words, sounds, signs, or behaviors to express or exchange information or to express your ideas, thoughts, feelings, etc., to someone else. : a message that is given to someone : a letter, telephone call, etc.



What is the effective communication?

Effective communication is defined as verbal speech or other methods of relaying information that get a point across. An example of **effective communication** is when you talk in clear and simple terms.

Self-Concept Circle



What are the barriers to effective communication?

There are five key **barriers** that can occur within a company: language, cultural diversity, gender differences, status differences and physical separation. These **barriers to communication** are specific items that can distort or prevent **communication** within an organization.

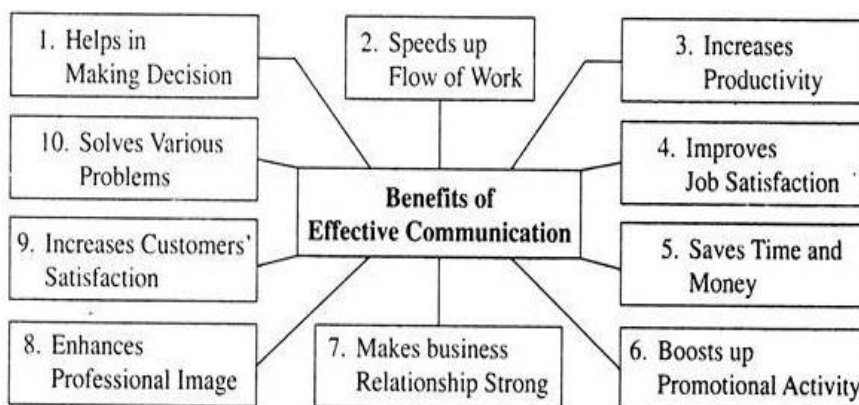


Fig. 1.8: Benefits of Effective Communication.

What are 7 C's?

Seven C's of Effective Communication. There are **7 C's** of effective communication which are applicable to both written as well as oral communication. These are as follows: Completeness - The communication must be complete. It should convey all facts required by the audience.

- Correctness
- Clarity
- Conciseness
- Completeness
- Consideration
- Concreteness
- Courtesy

Credibility	Builds trust
Courtesy	Improves relationships
Clarity	Makes comprehension easier
Correctness	Builds confidence
Consistency	Introduces stability
Concreteness	Reinforces confidence
Conciseness	Saves time

What do you mean by barriers to communication?

A **communication barrier** is anything that prevents you from receiving and understanding the messages others use to convey their information, ideas and thoughts. These **barriers** may be related to the message, internal **barriers** related to thoughts and feelings, or external **barriers**.

What is the general communication?

Two-way process of reaching mutual understanding, in which participants not only exchange (encode-decode) information, news, ideas and feelings but also create and share meaning. In **general, communication** is a means of connecting people or places.

Why is it important to have good communication skills?

Communication is the heart of every organization. Everything you do in the workplace results from **communication**. Therefore good reading, writing, speaking and listening **skills** are essential if tasks are going to be completed and goals achieved.

What is the meaning of communication skills?

The ability to convey information to another effectively and efficiently. Business managers with good verbal, non verbal and written **communication skills** help facilitate the sharing of information between people within a company for its commercial benefit.

Why is it important to have good communication skills?

Communication is the heart of every organization. Everything you do in the workplace results from **communication**. Therefore good reading, writing, speaking and listening **skills** are essential if tasks are going to be completed and goals achieved.

How do you teach communication skills?

8 Tips for Speaking and Listening

1. Model a Good Conversation. ...
2. Encourage Physical Cues. ...
3. Challenge Put-Downs or Hurtful Comments. ...
4. Ask Open-Ended Questions. ...
5. Put Thinking Ahead of Knowing. ...
6. Have Informal Chats. ...
7. Make Eye Contact. ...
8. Encourage Turn-Taking

Importance And Quality Of Communication

TOTAL QUALITY MANAGEMENT

- TOTAL = total involves everyone and all activities in the company
- QUALITY = conformance to requirements (meeting customer requirements)
- MANAGEMENT = quality must and can be managed
- TQM = a process for managing quality; it must be a continuous way of life; a philosophy of perpetual improvement in everything

Quality of communication experience: **definition**, measurement, and implications for intercultural negotiations. ... In an increasingly globalized workplace, the ability to **communicate** effectively across cultures is critical.

What is quality of communication?

Normally, **communication** process is one of the significant support processes of a company. **Communication** process and its performance can be considered with the help of normal process management approaches, which include planning, management, improvement, and **quality** assurance.

Quality of communication meaning?

Quality of communication experience: **definition**, measurement, and implications for intercultural negotiations. ... We propose that the **quality of communication** experienced by individuals plays a significant role in the outcomes of intercultural interactions, such as cross-border negotiations.

Good quality communication

What are the qualities of a good communication?

Top 10 Communication Skills

- Listening. Being a good listener is one of the best ways to be a good communicator. ...
- Nonverbal Communication. Your body language, eye contact, hand gestures, and tone all color the message you are trying to convey. ...
- Clarity and Concision. ...
- Friendliness. ...
- Confidence. ...
- Empathy. ...
- Open-Mindedness. ...
- Respect.

What skills are needed for effective communication?

People often focus on what they should say, but **effective communication** is less about talking and more about listening. Listening well means not just understanding the words or the information being communicated, but also understanding the emotions the speaker is trying to **communicate**.

What are the skills of communication?

The ability to convey information to another effectively and efficiently. Business managers with good verbal, non verbal and written **communication skills** help facilitate the sharing of information between people within a company for its commercial benefit.

How can we improve communication skills?

There are specific things to do that can improve your communication skills:

1. Listen, listen, and listen. ...
2. Who you are talking to matters. ...

3. Body language matters. ...
4. Check your message before you hit send. ...
5. Be brief, yet specific. ...
6. Write things down. ...
7. Sometimes it's better to pick up the phone. ...
8. Think before you speak.

How do I say I have good communication skills?
Communication Skills

1. Excellent written and verbal communication skills.
2. Confident, articulate, and professional speaking abilities (and experience)
3. Empathic listener and persuasive speaker.
4. Writing creative or factual.
5. Speaking in public, to groups, or via electronic media.
6. Excellent presentation and negotiation skills.

What are some verbal communication skills?

Effective **verbal** or spoken **communication** is dependent on a number of factors and cannot be fully isolated from other important interpersonal **skills** such as non-**verbal communication**, listening **skills** and clarification. ... This page is designed to help you think about how you **communicate verbally**.

What is verbal skills?

Verbal skills refer to the extent to which a person can approach words, sentences, written texts verbs, adjectives, as well as, the extent to which he/she can comprehend meanings, produce synonyms and antonyms, know the **meaning** and use of words, complete sentences with words omitted based on the word context and have a ...

How can you improve your nonverbal communication skills?

To improve your nonverbal skills, you must first identify the areas where you are lacking.

1. Eye Contact. Establish eye contact when speaking to others. ...
 2. Facial Expressions. Your facial expressions convey your emotions. ...
 3. Space. Pay attention to your proximity to others. ...
 4. Posture. Look at your posture. ...
- Tones and Sounds.

What is the meaning of nonverbal communication?

Nonverbal Communication has been defined as **communication** without words. It includes apparent behaviors such as facial expressions, eyes, touching, and tone of voice, as well as less obvious messages such as dress, posture and spatial distance between two or more people.

What is body language in communication skills?

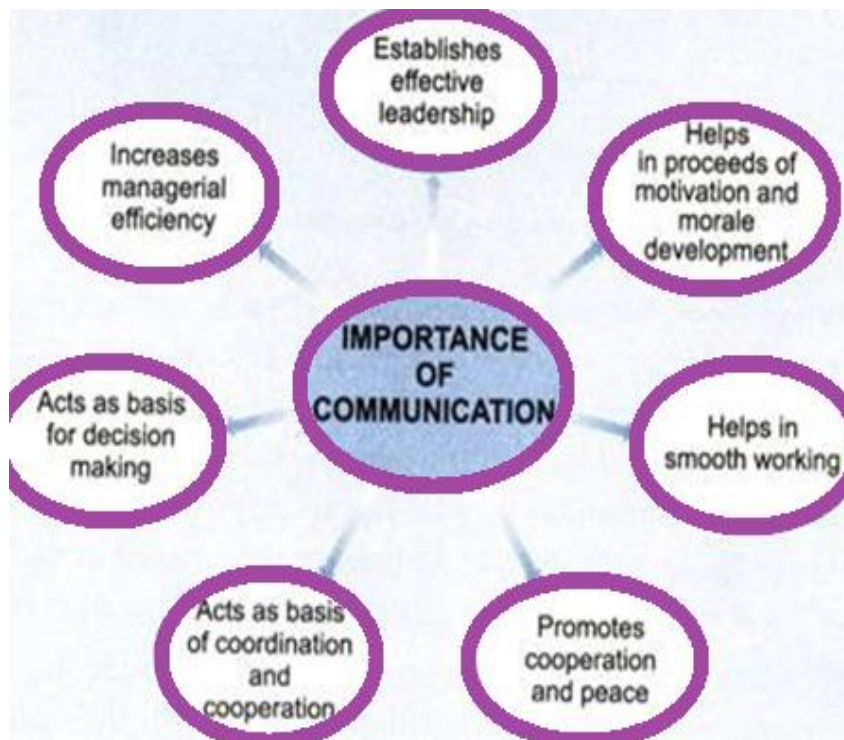
Such behavior includes facial expressions, **body** posture, gestures, eye movement, touch and the use of space. ... **Body language**, a subset of nonverbal **communication**, complements verbal **communication** in social interaction.

Important of communication.

Why are communication skills important for your career?

Communication is the heart of every organization. Everything you do in the workplace results from **communication**. Therefore good reading, writing, speaking and listening **skills** are essential if tasks are going to be completed and goals achieved.

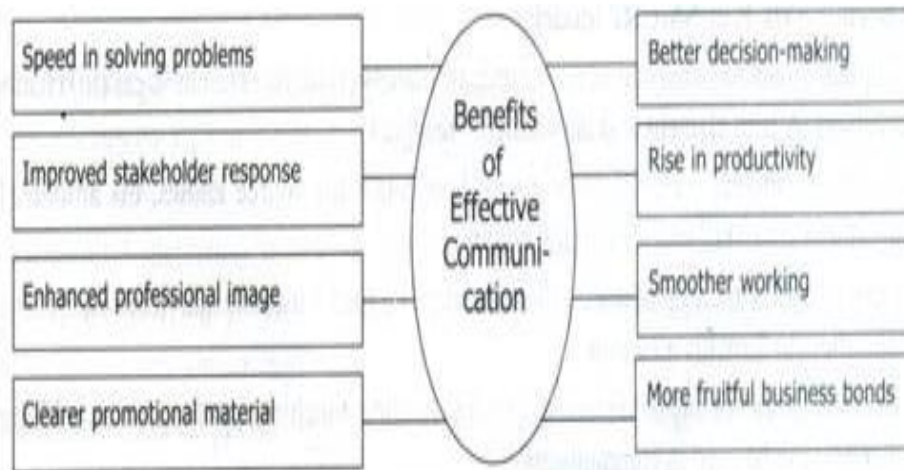
Why is it important to have an effective communication?



Effective workplace **communication** is **important** in companies with workplace diversity. **Good communication** skills help to reduce the barriers erected because of language and cultural differences. ... Effective **communication** causes productivity to increase, errors to decrease and operations to run smoother.

Ways to Communicate Effectively in the Workplace

1. Open Meeting. It is easier to communicate your passion and how you feel to your team via open meetings. ...
2. Emails. ...
3. One on One. ...
4. Use Presentations. ...
5. Communication via Training. ...
6. Display Confidence and Seriousness. ...
7. Use Simple Words. ...
8. Use Visuals.



Why is it important to have good interpersonal skills?

Interpersonal communication **skills** are essential to developing other key life **skills**. Being able to communicate well with others is often essential to solving problems that inevitably occur both in our private and professional lives.

What do you mean by communication skills?

The ability to convey information to another effectively and efficiently. Business managers with good verbal, non verbal and written **communication skills** help facilitate the sharing of information between people within a company for its commercial benefit.

How can I improve my personal skills?

Improving and developing your interpersonal skills is best done in steps, for example:

1. Focus on Your Basic Communication Skills. Learn to Listen. Listening is not the same as hearing. ...
2. Improve your Personal Skills. Be Positive. Try to remain positive and cheerful. ...
3. Use Your Interpersonal Skills. Working in Groups.

Important of communication.

Importance of Communication in an Organization. Effective **Communication** is **significant** for managers in the organizations so as to perform the basic functions of management, i.e., Planning, Organizing, Leading and Controlling. ... Organizing also requires effective **communication** with others about their job task.

What is the significance of communication?

The **Significance of Communication**. Organizations are totally reliant on **communication**, which is defined as the exchange of ideas, messages, or information by speech, signals, or writing. Without **communication**, organizations would not function. If **communication** is diminished or hampered, the entire organization suffers.

How important is communication in the workplace?

Workplace communication is very **important** to companies because it allows companies to be productive and operate effectively. Employees can experience an

increase in morale, productivity and commitment if they are able to **communicate** up and down the **communication** chain in an organization.

Why is it important to have good communication skills?

Communication is the heart of every organization. Everything you do in the workplace results from **communication**. Therefore good reading, writing, speaking and listening **skills** are essential if tasks are going to be completed and goals achieved.

What is the meaning of communication in management?

Communications management is the systematic planning, implementing, monitoring, and revision of all the channels of **communication** within an organization, and between organizations; it also includes the organization and dissemination of new **communication** directives connected with an organization, network, or .

What is the definition of communication skills?

The ability to convey information to another effectively and efficiently. Business managers with good verbal, non verbal and written **communication skills** help facilitate the sharing of information between people within a company for its commercial benefit.

Why is it important to have good interpersonal skills?

Interpersonal communication skills are essential to developing other key life **skills**. Being able to communicate well with others is often essential to solving problems that inevitably occur both in our private and professional lives.

How do you teach communication skills?

8 Tips for Speaking and Listening

1. Model a Good Conversation. ...
2. Encourage Physical Cues. ...
3. Challenge Put-Downs or Hurtful Comments. ...
4. Ask Open-Ended Questions. ...
5. Put Thinking Ahead of Knowing. ...
6. Have Informal Chats. ...
7. Make Eye Contact. ...
8. Encourage Turn-Taking.

What is the communication?

Verbal **communication** is simply sending a message through a spoken language that is understood by both the sender and receiver of the message. ... Body language is a form of nonverbal **communication** that can be used to send a message.

What is the type of communication?

Communication can be categorized into three basic **types**: (1) verbal **communication**, in which you listen to a person to understand their meaning; (2)

written **communication**, in which you read their meaning; and (3) nonverbal **communication**, in which you observe a person and infer meaning.

What is the method of communication?

The standard **methods of communication** are speaking or writing by a sender and listening or reading the receiver. Most **communication** is oral, with one party speaking and others listening. ... A mixed message occurs when a person's words **communicate** one message, while nonverbally, he or she is **communicating** something else.

What are some verbal communication skills?

By improving your verbal communication skills you will quickly connect and build rapport, earn respect, gain influence, and become more likable and accepted.

- Be friendly. ...
- Think before you speak. ...
- Be clear. ...
- Don't talk too much. ...
- Be your authentic self. ...
- Practice humility. ...
- Speak with confidence. ...
- Focus on your body language.

How can we improve communication skills?

There are specific things to do that can improve your communication skills:

1. Listen, listen, and listen. ...
2. Who you are talking to matters. ...
3. Body language matters. ...
4. Check your message before you hit send. ...
5. Be brief, yet specific. ...
6. Write things down. ...
7. Sometimes it's better to pick up the phone. ...
8. Think before you speak.

How can you improve your nonverbal communication skills?

To improve your nonverbal skills, you must first identify the areas where you are lacking.

1. Eye Contact. Establish eye contact when speaking to others. ...
2. Facial Expressions. Your facial expressions convey your emotions. ...
3. Space. Pay attention to your proximity to others. ...
4. Posture. Look at your posture. ...
5. Tones and Sounds.

What are the non verbal communication?

Nonverbal communication between people is **communication** through sending and receiving wordless clues. It includes the use of visual cues such as body language (kinesics), distance (proxemics) and physical environments/appearance, of voice (paralanguage) and of touch (haptics).

How important is nonverbal communication?

The **Importance of Non-Verbal Communication**. **Nonverbal communication** describes the process of shared cues between people, which goes hand-in-hand with public speaking. This can include eye contact, frequency of glances, blink rate, gestures, facial expressions, postures, and more.

What is the definition of verbal communication?

The sharing of information between individuals by using speech. Individuals working within a business need to effectively use **verbal communication** that employs readily understood spoken words, as well as ensuring that the enunciation, stress and tone of voice with which the words are expressed is appropriate.

What is body language in communication skills?

Such behavior includes facial expressions, **body** posture, gestures, eye movement, touch and the use of space. ... **Body language**, a subset of nonverbal **communication**, complements verbal **communication** in social interaction.

What is a verbal presentation?

adjective. **Verbal** means relating to words or speech. An example of **verbal** used as an adjective is a **verbal presentation** which means a **presentation** delivered through a speech rather than a PowerPoint show or graphs.

Is writing a verbal communication?

Spoken or **Verbal Communication**: face-to-face, telephone, radio or television and other media. **Non-Verbal Communication**: body language, gestures, how we dress or act - even our scent. **Written Communication**: letters, e-mails, books, magazines, the Internet or via other media.

How do I start an oral presentation?

Before you start your presentation, you should the following things:

1. Make sure all audience is in the room and be patient. When you want to make a presentation succeed, the listener is very important. ...
2. Introduce yourself briefly. Before you start presentation, you should let everyone know who you are.

What is nonverbal and verbal communication?

Nonverbal Communication has been defined as **communication** without words. It includes apparent behaviors such as facial expressions, eyes, touching, and tone of voice, as well as less obvious messages such as dress, posture and spatial distance between two or more people.

How do you start a presentation?

1. Start Your Presentation By Getting People's Attention. ...
2. Welcome Them With A Thank You. ...

3. Memorize Your First Opening Line. ...
4. State The Purpose Of Your Presentation. ...
5. State how you want to deal with questions. ...
6. Silence...Nothing More. ...
7. Tell A Joke. ...
8. Start Your Presentation In Future Or Past.

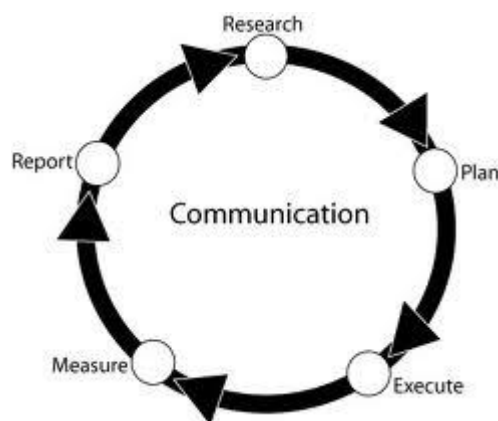
How much of communication is verbal v/s nonverbal?

Professor Mehrabian combined the statistical results of the two studies and came up with the now famous—and famously misused—rule that communication is only **7 percent** verbal and **93 percent** non-verbal. The non-verbal component was made up of body language (**55 percent**) and tone of voice (**38 percent**).

How do you start a speech?

Here are seven effective methods to open a speech or presentation:

1. Quote. Opening with a relevant quote can help set the tone for the rest of your speech. ...
2. “What If” Scenario. Immediately drawing your audience into your speech works wonders. ...
3. “Imagine” Scenario. ...
4. Question. ...
5. Silence. ...
6. Statistic. ...
7. Powerful Statement/Phrase.





Quality of communication

In an increasingly globalized workplace, the ability to **communicate** effectively across cultures is critical. We propose that the **quality of communication** experienced by individuals plays a significant role in the outcomes of intercultural interactions, such as cross-border negotiations.

Definition: **Quality of communication** experience: **definition**, measurement, and implications for intercultural negotiations. ... In an increasingly globalized workplace, the ability to **communicate** effectively across cultures is critical.

Quality of communication meaning:

Quality of communication experience: **definition**, measurement, and implications for intercultural negotiations. ... We propose that the **quality of communication** experienced by individuals plays a significant role in the outcomes of intercultural interactions, such as cross-border negotiations.

What are the qualities of a good communication?

Top 10 Communication Skills

- Listening. Being a good listener is one of the best ways to be a good communicator. ...
- Nonverbal Communication. Your body language, eye contact, hand gestures, and tone all color the message you are trying to convey. ...
- Clarity and Concision. ...
- Friendliness. ...
- Confidence. ...
- Empathy. ...
- Open-Mindedness. ...
- Respect.

What is the effective communication?

Effective communication is defined as verbal speech or other methods of relaying information that get a point across. An example of **effective communication** is when you talk in clear and simple terms.

COMMUNUCATION



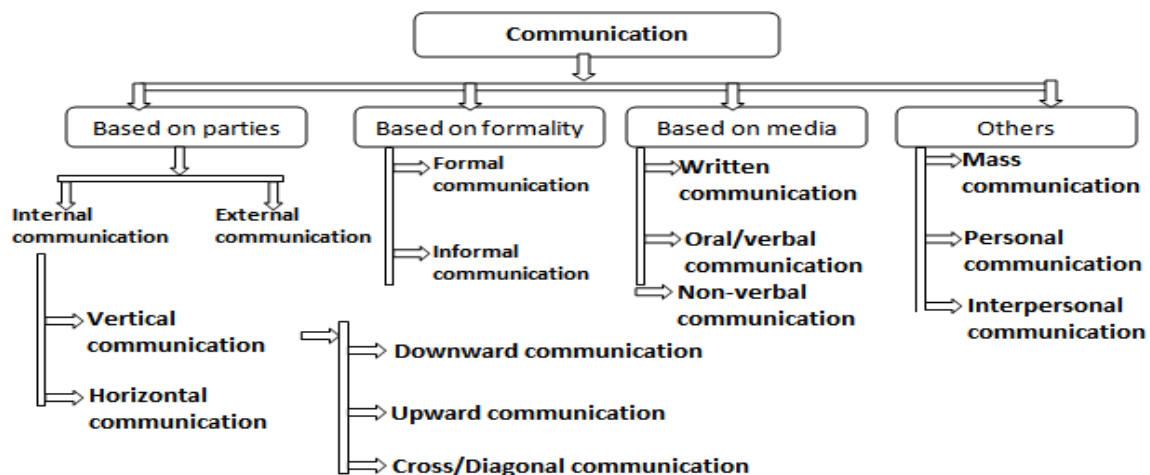
www.shutterstock.com · 587100332

Types of communication

Communication can be categorized into three basic **types**: (1) verbal **communication**, in which you listen to a person to understand their meaning; (2) written **communication**, in which you read their meaning; and (3) nonverbal **communication**, in which you observe a person and infer meaning.

What is the method of communication?

The standard **methods of communication** are speaking or writing by a sender and listening or reading the receiver. Most **communication** is oral, with one party speaking and others listening. ... A mixed message occurs when a person's words **communicate** one message, while nonverbally, he or she is **communicating** something else.



What is meant by formal and informal communication?

Formal communication can flow both vertically and horizontally. **Informal communication**, on the other hand, involves unsanctioned **informal communications** between organizational members and can flow in any direction. A specific type of **informal communication** is the grapevine.

What is the definition of formal communication?

Formal communication refers to interchange of information officially. The flow of **communication** is controlled and is a deliberate effort.

What is communication used for?

Complex data may be best communicated using a graph or chart or other visualization. Effective communicators encode their messages with their intended audience in mind as well as the **communication** channel. ... Successful encoding of messages is a vital skill in effective **communication**.

What is formal or informal?

Formal and informal language serve different purposes. The tone, the choice of words and the way the words are put together vary between the two styles. **Formal** language is less personal than **informal** language. It is used when writing for professional or academic purposes like university assignments.

Differences

► FORMAL

- *Used in a professional setting e.g forms*
- *No slang*
- *Pronounce words correctly*



► INFORMAL

- *Usually used with friends and family*
- *Contains shortened version of words*
- *Contains slang words*

Formal and Informal Language

Formal words

- To request
- Requirements
- Further
- To verify
- To contact
- To postpone
- To regret
- To assist
- To receive

Informal words

- To ask for
- Needs
- More
- To check
- To get in touch with
- To put off
- To be sorry
- To help
- To get

Electronic mails

E-mail (electronic mail) is the exchange of computer-stored messages by telecommunication. (Some publications spell it **email**; we prefer the currently more established spelling of **e-mail**.) **E-mail** messages are usually encoded in ASCII text.

When did Email start?

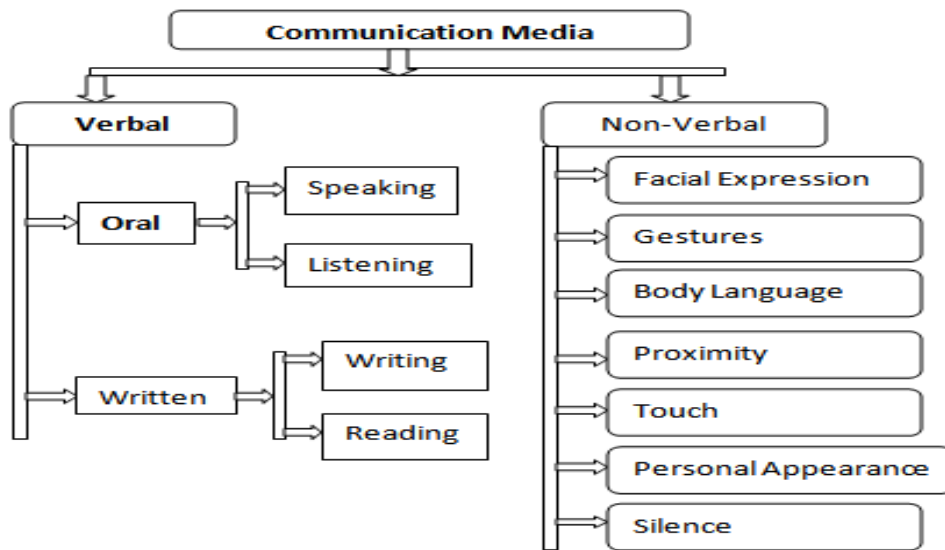
The first major commercial Internet Service Providers hit the scene in the early **1990s** - **1995** was the year AOL, Prodigy, and CompuServe all showed up. At the time (and still), ISPs would give users an email address automatically. Popular webmail services (such as Hotmail) started popping up in **1996/97**.

What is an Email service?

The phrase **email service** (also called Webmail) is used to describe access and storage of **email** messages for users who are not connected to the Internet from their usual location. There are a number of online **email service** providers that offer easy access to **email**.

What is email messaging?

An **email message** is a text, typically brief and informal, that is sent or received over a computer network. While **email messages** are usually simple text **messages**, attachments (such as image files and spreadsheets) can be included. An **email message** can be sent to multiple recipients at the same time.



How old is email?

40 years

It may seem like email has been around forever, but actually it is exactly **40 years** since the first email was sent by the man credited with inventing it, engineer Ray Tomlinson, on Wednesday 8th June 1971.

Who is the founder of email?

V. A. Shiva Ayyadurai is an Indian-born American scientist and entrepreneur. Ayyadurai is notable for his controversial claim to be the "**inventor of email**". His claim is based on the electronic **mail** software he wrote as a New Jersey high school student in the late 1970s, which he called **EMAIL**.

Who is the father of email?

Raymond Samuel "Ray" Tomlinson

Raymond Samuel "Ray" Tomlinson (April 23, 1941 – March 5, 2016) was a pioneering American computer programmer who implemented the first email program on the ARPANET system, the precursor to the Internet, in 1971. It was the first system able to send mail between users on different hosts connected to ARPANET.

Who is the inventor of email?

The death of Ray Tomlinson, credited as the inventor of email, has rekindled the controversy over **VA Shiva Ayyadurai's** place in history. Here, he gives his version of how he invented the email. Ray Tomlinson is universally credited as the creator of email as part of a program for ARPANET in 1971.

Who invented the mail service?

In 1978, a 14-year-old named V.A. Shiva Ayyadurai developed a computer program, which replicated the features of the interoffice, inter-organizational paper **mail** system. He named his program "EMAIL".

How much money is Shiva Ayyadurai worth?

Shiva Ayyadurai net worth: Shiva Ayyadurai is an Indian-American inventor, scientist, and entrepreneur who has a net worth of **\$500 thousand dollars**. Shiva Ayyadurai was born in Mumbai, India, and moved to the United States when he was seven years old.

Advantages. Emails are delivered extremely fast when compared to traditional post. ... Webmail means **emails** can be sent and received from any computer, anywhere in the world, that has an Internet connection. Cheap - when using broadband, each **email** sent is effectively free.

Why is it important to have an EMail?

Email is **important** because it creates a fast, reliable form of communication that is free and easily accessible. ... It is not characterized by the inconveniences that are generally associated with traditional communication media, such as telephone or postal **mail**.

What are the features of an EMail?

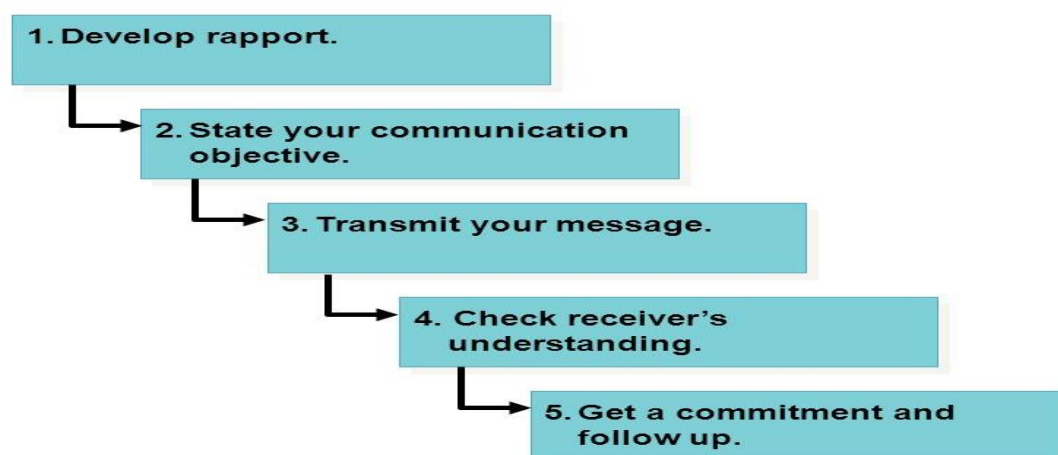
Features of email. ... **emails** are automatically date and time stamped. signatures can be attached. files, graphics or sound can be sent as attachments, often in compressed formats. webmail and mobile **email** can be used to receive and send messages while on the move

What is the use of electronic mail?

Email is widely **used** as a form of business communication and overall it is a highly effective communication tool. **Email** is inexpensive, only requiring an Internet connection that is generally already present in the business.

Process of sending Message

The Face-to-Face Message-Sending Process



How do I send a text message from my cell phone?

Cell phones and smart phones will differ in the menu options and buttons, but in general, the process of sending a **text** message to someone else's **phone** is pretty straightforward. From your **phone's** main menu find the "Messages" or "Messaging" option or application. Then select "**Text** Message" or "**Text** Messaging"

How does a text message work?

Sending the data. As for the actual transmission of a **SMS**, the **text message** from the sending mobile device is stored in a central SMC, which then forwards the **message** to the desired destination.

How do you send a sms?

For now, you can continue to send text messages (SMS & MMS) from Hangouts:

1. Open the Hangouts app .
2. At the bottom right, tap Add .
3. Choose New SMS.
4. Type the name or phone number. If you're traveling, use the "+" sign and country code when texting.
5. Tap the number or contact.
6. Tap Continue .
7. Type your message and tap Send .

What is a SMS text message?

SMS stands for **short message service** and is also called texting or **text** messaging. **SMS** messages or '**texts**' are usually sent from one mobile phone to another, but can also be sent from some home phones. It is a quick and convenient way of sending a short message to someone

What is the difference between a text message and a SMS message?

SMS stands for **Short Message Service** and is also commonly referred to as a "**text message**". With a **SMS**, you can send a message of up to 160 characters to another device. Longer messages will automatically be split up into several parts. Most cell phones support this type of **text** messaging.

Essentials of communication

There are seven essential elements to successful business communication:

- Structure.
- Clarity.
- Consistency.
- Medium.
- Relevancy.
- Primacy/Regency.

Essentials of Effective Communication

- Clarity of purpose
- Be well informed
- Analyze the audience
- Avoid Jargons
- Communicate Confidently
- Be Consistent
- Keep it simple
- Be straightforward
- Address your target
- Good listening
- Psychological Rule of 7±2

Definition of CONFIDENCE

1. **1a** : a feeling or consciousness of one's powers or of reliance on one's circumstances *had perfect confidence in her ability to succeed met the risk with brash confidence* **b** : faith or belief that one will act in a right, proper, or effective way *have confidence in a leader*
2. **2**: the quality or state of being certain : CERTITUDE *they had every confidence of success*
3. **3a** : a relation of trust or intimacy *took his friend into his confidence* **b** : reliance on another's discretion *Their story was told in strictest confidence.* **c** : support especially in a legislative body *vote of confidence*
4. **4**: a communication made in confidence : SECRET *accused him of betraying a confidence*

Definition of CONFIDENCE

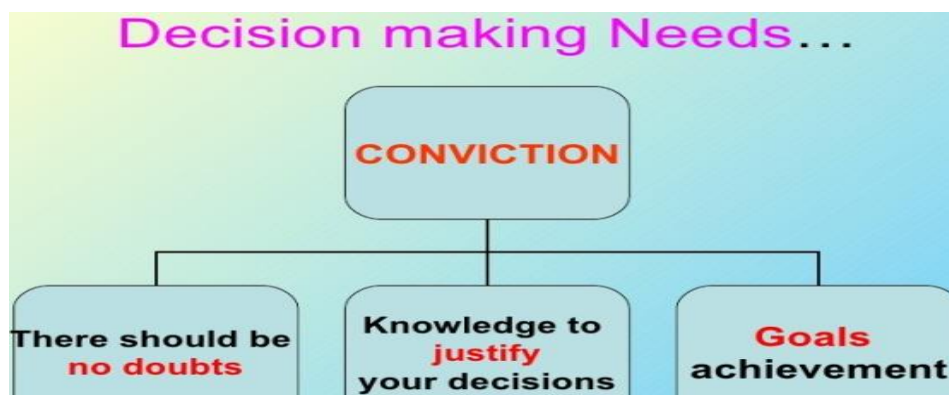
1. **1a** : a feeling or consciousness of one's powers or of reliance on one's circumstances *had perfect confidence in her ability to succeed met the risk with brash confidence* **b** : faith or belief that one will act in a right, proper, or effective way *have confidence in a leader*
2. **2**: the quality or state of being certain : CERTITUDE *they had every confidence of success*
3. **3a** : a relation of trust or intimacy *took his friend into his confidence* **b** : reliance on another's discretion *Their story was told in strictest confidence.* **c** : support especially in a legislative body *vote of confidence*
4. **4**: a communication made in confidence : SECRET *accused him of betraying a confidence*

Definition of CONFIDENCE for English Language Learners

- : a feeling or belief that you can do something well or succeed at something
- : a feeling or belief that someone or something is good or has the ability to succeed at something
- : the feeling of being certain that something will happen or that something is true

conviction

A formal declaration by the verdict of a jury or the decision of a judge in a court of law that someone is guilty of a criminal offence.



Meaning of Decision Making :

Decision

- is a choice made between two or more available alternatives.

Decision making

- is the process of choose the best alternative for reaching objectives.



CONVICTION...	CONDEMNATION...
• Is from God	• Is from Satan
• Leads to life	• Leads to despair
• Ends in joy	• Ends in sorrow
• Makes us want to change	• Makes us think we can't change
• Leads to new identity in Christ	• Leads to old identity in sin
• Brings specific awareness of sin	• Brings vague uncertainty about sin
• Looks to Jesus	• Looks to self
• Is a blessing	• Is a burden

Enhancing two way communication

Explain two way communication?

Explain two way communication?

Two-way communication is a form of transmission in which both parties involved transmit information. **Two-way communication** has also been referred to as interpersonal **communication**. Common forms of **two-way communication** are: Amateur Radio, CB or FRS radio contacts. ... In-person **communication**.

one way communication definition?


One-way communication is linear and limited because it occurs in a straight line from sender to receiver and serves to inform, persuade or command. SENDER. MESSAGE. RECEIVER. ... **Two-way communication** always includes feedback from the receiver to the sender and lets the sender know the message has been received accurately.

advantages of one way communication?


In **one-way communication**, information is transferred from the sender to the receiver without any opportunity for the receiver to give feedback to the sender. ... **One-way communication** has several **advantages**. It allows the sender to control the message without interference, and it's fast and cost effective.

Methods of Communication


One-Way


 Memo, fax, e-mail, voice mail, letter.

Two-Way

 Phone call, in-person.

Collaborative

 Team meetings, consulting, consensus, decision making, group problem solving.



Non-Verbal Communication

Enhancing Student Learning: Families Play an Integral Role in Assisting Student Learning

- Keep efforts focused on two-way communication about homework
- Integrate the languages and cultures of the school community
- Learn to recognize and build on the strengths of families



It's well known that good **communication** is the foundation of any successful relationship, be it personal or professional. It's important to recognize, though, that it's our **nonverbal communication**—our facial expressions, gestures, eye contact, posture, and tone of voice—that speak the loudest.

How important is nonverbal communication?

The **Importance of Non-Verbal Communication**. **Nonverbal communication** describes the process of shared cues between people, which goes hand-in-hand with public speaking. This can include eye contact, frequency of glances, blink rate, gestures, facial expressions, postures, and more.

How can you use non verbal communication effectively?

To improve your nonverbal skills, you must first identify the areas where you are lacking.

1. Eye Contact. Establish eye contact when speaking to others. ...
2. Facial Expressions. Your facial expressions convey your emotions. ...
3. Space. Pay attention to your proximity to others. ...
4. Posture. Look at your posture. ...
5. Tones and Sounds.

What is the meaning of non verbal cues?

Nonverbal communication between people is communication through sending and receiving wordless **clues**. It includes the use of visual **cues** such as body language (kinesics), distance (proxemics) and physical environments/appearance, of voice (paralanguage) and of touch (haptics).

What are some examples of verbal communication?

The sharing of information between individuals by using speech. Individuals working within a business need to effectively use **verbal communication** that employs readily understood spoken words, as well as ensuring that the enunciation, stress and tone of voice with which the words are expressed is appropriate.

What is verbal and non verbal communication?

Verbal communication is **verbally** speaking to communicate to other people using words or noises to get your message across to the person you are speaking to.

...**Non verbal** communication is communicating to people using sign language or simple hand movements and also body language such as facial gestures and eye contact.

What are the various types of communication?

Communication can be categorized into three basic **types**: (1) verbal **communication**, in which you listen to a person to understand their meaning; (2) written **communication**, in which you read their meaning; and (3) nonverbal **communication**, in which you observe a person and infer meaning.

What is the method of communication?

The standard **methods of communication** are speaking or writing by a sender and listening or reading the receiver. Most **communication** is oral, with one party speaking and others listening. ... A mixed message occurs when a person's words **communicate** one message, while nonverbally, he or she is **communicating** something else.

What is meant by formal and informal communication?

Formal communication can flow both vertically and horizontally. **Informal communication**, on the other hand, involves unsanctioned **informal communications** between organizational members and can flow in any direction. A specific type of **informal communication** is the grapevine.

What is the definition of formal communication?

Formal communication refers to interchange of information officially. The flow of **communication** is controlled and is a deliberate effort.

Listening

Listening is the ability to accurately receive and interpret messages in the communication process. **Listening** is key to all effective communication. Without the ability to **listen** effectively, messages are easily misunderstood.

How can you improve your listening skills?

Here are 10 tips to help you develop effective listening skills.

1. Step 1: Face the speaker and maintain eye contact.
2. Step 2: Be attentive, but relaxed.
3. Step 3: Keep an open mind.
4. Step 4: Listen to the words and try to picture what the speaker is saying.
5. Step 5: Don't interrupt and don't impose your "solutions."

How can you listen better?

Becoming an Active Listener

1. Pay Attention. Give the speaker your undivided attention, and acknowledge the message. ...
2. Show That You're Listening. Use your own body language and gestures to convey your attention. ...
3. Provide Feedback. ...
4. Defer Judgment. ...
5. Respond Appropriately.

What do you mean by listening skills?

Definition. Effective **listening skills** are the ability to actively understand information provided by the speaker, and display interest in the topic discussed. It can also include providing the speaker with feedback, such as the asking of pertinent questions; so the speaker knows the message is being understood.

- **Listening:** Learned first, Used most (45%), Taught least.
- **Speaking:** Learned second, Used next most (30%), Taught next least.
- **Reading:** Learned third, Used next least (16%), Taught next most
- **Writing:** Learned fourth, Used Least (9%), Taught most.

What are the barriers to effective communication?

There are five key **barriers** that can occur within a company: language, cultural diversity, gender differences, status differences and physical separation. These **barriers to communication** are specific items that can distort or prevent **communication** within an organization.

What do you mean by barriers to communication?

A **communication barrier** is anything that prevents you from receiving and understanding the messages others use to convey their information, ideas and

thoughts. These **barriers** may be related to the message, internal **barriers** related to thoughts and feelings, or external **barriers**.

What are internal and external barriers?

We have talked about the **external** factors that affect access to and experiences of services, but **barriers** can also be **internal**, that is existing within individuals, groups and communities. These are sometimes described as **internal barriers**, and they can be psychological, emotional and/or perceptual in nature.

Strategies for effective listening

1. Stop. Focus on the other person, their thoughts and feelings. ...
2. Look. Pay attention to non-verbal messages, without letting yourself be distracted. ...
3. Listen. Listen for the essence of the speaker's thoughts: details, major ideas and their meanings. ...
4. Be empathetic. ...
5. Ask questions.

Chapter-3

Grooming –Dressing Up For Success

What is the definition of grooming?

Grooming is when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse, sexual exploitation or trafficking. Children and young people can be **groomed** online or face-to-face, by a stranger or by someone they know - for example a family member, friend or professional.

What is a grooming class?

Personal **grooming** (also called preening) is the art of cleaning, **grooming**, and maintaining parts of the body. It is a species-typical behavior.

how I can groom myself?

Method 3 Maintaining Proper Hair and Nail Care

1. Wash your hair regularly. Massage your roots and scalp with shampoo. ...
2. Brush and style your hair every day. After you get out of the shower, carefully comb through your hair to detangle it. ...
3. Trim your fingernails regularly. ...
4. Apply moisturizer to your hands.

What is the definition of good grooming?

Definition ACCORDING TO ASK.COM **Good grooming** means practicing **good** hygiene techniques. **Good grooming** includes showering and having neat hair and clean, trimmed fingernails. **Good grooming** also includes having brushed teeth and clean clothes.

What do you wear to a job interview?

Business casual: Forget the suit when **interviewing** at a business casual company. Men might opt to **wear** dress slacks or chinos, a button down or polo shirt, a belt and dress shoes. Women might consider **wearing** a conservative dress, or a blouse (or sweater) with a skirt or dress pants and dress shoes or boots

What a woman should wear to an interview?

Interview Outfits for **Women**: A V-Neck Sweater and Slacks. Pair a blouse or a button-down top with a v-neck sweater for a versatile look. You can dress the top up with black dress pants or a skirt, or dress it down with khakis or dark-wash jeans if you're **interviewing** at a start-up or casual company.

What do you wear to a job interview?

Men

- Dress in a manner that is professionally appropriate to the position for which you are applying. ...
- You should wear a suit to interviews. ...
- Your suit should be comfortable and fit you well so that you look and act your best. ...
- Avoid loud colors and flashy ties.
- Clothing should be neat, clean, and pressed.

What not to wear to a job interview?

What Not to Wear on a Job Interview

- Flip-flops or sneakers.
- Underwear (bras, bra straps, briefs, boxers, etc.) that is visible. ...
- Shorts.
- Jeans.
- Skirts that are too short.
- Pants that are too low-rise or too tight.
- Blouses that are too low-cut or too short - don't show your cleavage or your belly.

What do you wear to your first job interview?

Dress up. Keep **your interview** outfit casual, but not too casual. Showing up in jeans and a T-shirt may be comfy but doesn't give the best impression, even if that's what you'd be **wearing** on the **job**. Khakis and a nice collared shirt, or a tailored top and (not mini) skirt are always a good choice.

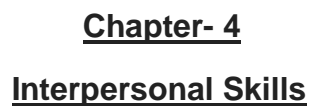
What is casual dress for an interview?

Pants. Blue jeans or denim are never an appropriate wardrobe choice for a job interview, even in a casual environment. If the job doesn't warrant wearing a business suit, opt for **khakis, slacks or dress pants**. Make sure pants are **clean**, pressed and fit correctly, and wear a belt if necessary.

Men

- Dress in a manner that is professionally appropriate to the position for which you are applying. ...
- You should wear a suit to interviews. ...
- Your suit should be comfortable and fit you well so that you look and act your best. ...

- It is rarely appropriate to “**dress** down” for an **interview**, regardless of company **dress code** policy. When in doubt, go conservative. You should wear a suit to **interviews**. “Suit” means the works: a matching jacket and pants, **dress** shirt, tie, coordinating socks and **dress** shoes.



Interpersonal refers to something involving, or occurring among several people. **Interpersonal** skills refer to our ability to get along with others. The adjective **interpersonal** really only has one meaning, so when you hear this word, you know you're hearing about interactions between people.



What are 'Interpersonal Skills'

Interpersonal skills are the skills used by a person to interact with others properly. In the business domain, the term generally refers to an employee's ability to get along with others while getting the job done. Interpersonal skills include everything from communication and listening skills to attitude and deportment. Good interpersonal skills are a prerequisite for many positions in an organization.

How do you develop interpersonal skills?

Improving and developing your interpersonal skills is best done in steps, for example:

1. Focus on Your Basic Communication Skills. Learn to Listen. Listening is not the same as hearing. ...
2. Improve your Personal Skills. Be Positive. Try to remain positive and cheerful. ...
3. Use Your Interpersonal Skills. Working in Groups.

Why is it important to have good interpersonal skills?

Interpersonal communication skills are essential to developing other key life **skills**. Being able to communicate well with others is often essential to solving problems that inevitably occur both in our private and professional lives.

What is the interpersonal domain?

The **interpersonal domain** is one of four **domains**, the other three being cognitive, affective and psychomotor. ... A chart of types of **interpersonal** skills with examples. Best Practices. Assessments. A Summary

What are the interpersonal skills in the workplace?

The seven types of interpersonal skills that are needed to succeed in an **organizational** environment are: **Verbal communication**. **Non-verbal communication**. **Listening skills**.

What is the theory of motivation?

Content **theory** of human **motivation** includes both Abraham Maslow's hierarchy of needs and Herzberg's two-factor **theory**. Maslow's **theory** is one of the most widely discussed **theories** of **motivation**. ... The needs hierarchy system, devised by Maslow (1954), is a commonly used scheme for classifying human motives.

What is the motivation to work?

Work motivation "is a set of energetic forces that originate both within as well as beyond an individual's being, to initiate **work**-related behavior, and to determine its form, direction, intensity, and duration" Understanding what motivates an organization's employees is central to the study of I–O psychology.

How do you motivate someone to work?

To motivate your people:

1. Tell people exactly what you want them to do. ...
2. Limit the amount of time or effort that you're asking for. ...
3. Share in the sacrifice. ...

4. Appeal to their emotions. ...
5. Give people multiple reasons for doing what you want them to do. ...
6. Be the change you want to inspire. ...
7. Tell a story.

How do you motivate your team?

Try these 9 powerful ways to keep the members of your team motivated and giving their very best on the job.

Pay your people what they are worth. ...

Provide them with a pleasant place to work. ...

Offer opportunities for self-development. ...

Foster collaboration within the team. ...

Encourage happiness. ...

Don't punish failure. ...

Set clear goals.

some of the important types of motivation are as follows:

- Achievement Motivation: It is the drive to pursue and attain goals. ...
- Affiliation Motivation: It is a drive to relate to people on a social basis. ...
- Competence Motivation: ...
- Power Motivation: ...
- Attitude Motivation: ...
- Incentive Motivation: ...
- Fear Motivation:



How do you achieve your career goals?

Think about the person that you want to be, and imagine the possibilities. Then, identify 2-3 **goals** you want to tackle. Use the S.M.A.R.T. **goal** system to articulate your **goals** — **goals** should be “Specific, Measurable, Attainable, Realistic, and Time-Oriented.”

How do you achieve your goals?

The Five Golden Rules

1. Set Goals That Motivate You. When you set goals for yourself, it is important that they motivate you: this means making sure that they are important to you, and that there is value in achieving them. ...
2. Set SMART Goals. ...
3. Set Goals in Writing. ...
4. Make an Action Plan. ...
5. Stick With It!

How do you plan and set goals?

Tips for Setting Long-Term Goals

1. Work backwards. ...
2. Create a picture of where you want to be in life 10 years from now.
3. Think about what you need to do in five years, in one year, and in six months to get to your long-term goal.
4. Write down what you need to do each month to achieve your goals.

How do you set career goals?

Step 2: Follow Your Career Plan

1. Determine that your career goals are realistic by using Reality Check.
2. Look for careers that match your interests, skill set, and salary requirements. ...
3. Set realistic time frames and adjust them as needed.
4. Make sure your activities are specific and achievable.
5. Just do it!

How do you plan to achieve your career goals?

To help you put your plan into action, here are some tips you can consider:

6. Work hard. Hard work pays off. ...
7. Accept criticism. If you're trying to build your career, don't take negative remarks the wrong way. ...
8. Follow your heart. ...
9. Stay updated. ...
10. Have fun at the end of the day. ...
11. Be consistent. ...
12. Be positive. ...
13. Set deadlines.

Why it is important to set goals?

Top-level athletes, successful business-people and achievers in all fields all **set goals**. 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 very most of your life.

How do you achieve your dreams?

1. Step 1: Dream it. Everything begins in the heart and mind. ...
2. Step 2: Believe it. Yes, your dream needs to be big. ...
3. Step 3: See it. The great achievers have a habit. ...
4. Step 4: Tell it. One reason many dreams never go anywhere is because the dreamer keeps it all to himself. ...
5. Step 5: Plan it. ...
6. Step 6: Work it. ...
7. Step 7: Enjoy it.

What is the definition of personal goals?

Setting **Personal Goals**. See also: Self Motivation. There is a strong correlation between self-motivation, **personal goals** and achievement. In order to get properly motivated, and indeed to achieve, it helps to spend some time thinking about your **personal goals** and what you want to achieve in your life.

How do I set goals for myself?

Decide.

1. Decide. Think of something you want to do or work towards. ...

2. Write it down. Carefully. ...
3. Tell someone. Telling someone we know about our goals also seems to increase the likelihood that we will stick at them.
4. Break your goal down. ...
5. Plan your first step. ...
6. Keep going. ...
7. Celebrate.

What is the goal of planning?

If any element is too big to imagine realistically achieving in one go, then break it down into further elements. Even the most ambitious **goals** and **plans** are achievable when broken down and given time. A **plan** to achieve a **goal** or vision is normally best developed by working backwards from the aim.

What is a person goal?

A **goal** is a desired result or possible outcome that a **person** or a system envisions, plans and commits to achieve: a **personal** or organizational desired end-point in some sort of assumed development. Many people or organizations endeavor to reach **goals** within a finite time by setting deadlines.

What is a career plan?

Career planning is the ongoing process where you: Explore your interests and abilities; Strategically plan your **career** goals; and. Create your future work success by designing learning and action **plans** to help you achieve your goals.

What is the definition of goal setting?

The definition of **goal setting** is the process of identifying something that you want to accomplish and establishing measurable **goals** and timeframes. When you decide on a financial change to save more money and then set a certain amount to save each month, this is an example of **goal setting**.

Individually or organizationally, **values** determine what is right and what is wrong, and doing what is right or wrong is what we mean by **ethics**. To behave ethically is to behave in a manner consistent with what is right or moral.

What do you mean by ethics and values?

For the purposes of this web site, they are defined as follows: **ethics** describes a generally accepted set of moral principles. **morals** describes the goodness or badness or right or wrong of actions. **values** describes individual or personal standards of what is valuable or important.

What is the difference between ethics morals and values?

A person who knows the **difference between** right and wrong and chooses right is **moral**. A person whose **morality** is reflected in his willingness to do the right thing – even if it is hard or dangerous – is **ethical**. **Ethics** are **moral values** in action.

Self-awareness

Self-awareness involves being **aware** of different aspects of the **self** including traits, behaviors, and feelings. Essentially, it is a **psychological** state in which oneself becomes the focus of attention.

What is personal awareness?

Self Awareness is having a clear perception of your personality, including strengths, weaknesses, thoughts, beliefs, motivation, and emotions. **Self Awareness** allows you to understand other people, how they perceive you, your attitude and your responses to them in the moment.

What is an example of self awareness?

Self-Awareness is the thinking skill that focuses on a child's ability to accurately judge their own performance and behavior and to respond appropriately to different social situations. **Self-Awareness** helps an individual to tune into their feelings, as well as to the behaviors and feelings of others.

What is the importance of self awareness?

Self awareness is **important** because when we have a better understanding of ourselves, we are able to experience ourselves as unique and separate individuals. We are then empowered to make changes and to build on our areas of strength as well as identify areas where we would like to make improvements.

CHAPTER-5

Social Interaction

A **social interaction** is an exchange between two or more individuals and is a building block of society. **Social interaction** can be studied between groups of two (dyads), three (triads) or larger **social** groups. By interacting with one another, people design rules, institutions and systems within which they seek to live.

What are the different types of social interaction?

Social interactions include a **large** number of **behaviors**, so many that in sociology, interaction is usually divided into five categories. These are: exchange, competition, cooperation, conflict and coercion. Let's examine these five types with a bit more **detail**.

How can I write self introduction?

Make an outline of your speech.

1. State your name in the very first sentence of your speech. ...
2. If the introduction is work-related, mention your interests and your career goals together in the same sentence. ...
3. You may want to mention your education or professional training background, if it is relevant and appropriate.

How do you introduce yourself?

Method 4 Introducing Yourself at a Professional Event

1. Say your full name. Make sure you provide your full name so that the person can remember your name. ...
2. Give a one-sentence description of what you do. ...
3. Respect people's space. ...
4. Follow up with a question. ...
5. Say goodbye like a professional.

How can I interview a person?

Method 2 Conduct the Interview

1. Introduce yourself. Have warm and open body language as you shake hands with the person and introduce yourself. ...
2. Make the person comfortable. ...
3. Ask your questions. ...
4. Listen intently. ...
5. Stay quiet. ...
6. Let the person be natural. ...
7. Stay focused. ...
8. Stay in control.

What is the Behaviors?

Behavior (American English) or **behaviour** (Commonwealth English) is the range of actions and mannerisms made by individuals, organisms, systems, or artificial entities in conjunction with themselves or their environment, which includes the other systems or organisms around as well as the (inanimate) physical environment ...

Attitude: a settled way of thinking or feeling about something

Problem solving: The process of working through details of a problem to reach a solution. Problem solving may include mathematical or systematic operations and can be a gauge of an individual's critical thinking skills.

Problem Solving Process:

What are the steps in the problem solving process?

In problem solving, there are four basic steps.

1. Define the problem. Diagnose the situation so that your focus is on the problem, not just its symptoms. ...
2. Generate alternative solutions. ...
3. Evaluate and select an alternative. ...
4. Implement and follow up on the solution.

What are the problem solving skills?

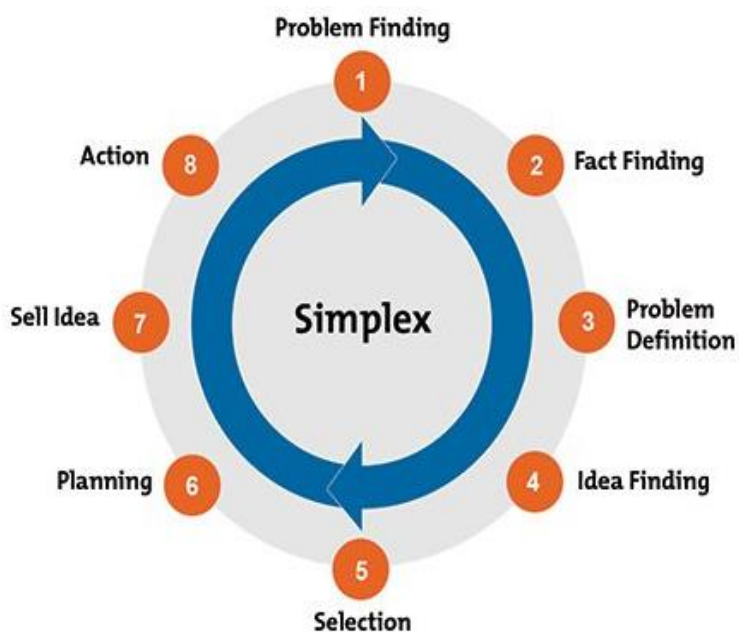
The **skills** of **problem solving**. **Problem solving** requires two distinct types of mental **skill**, analytical and creative. Analytical or logical thinking includes **skills** such as ordering, comparing, contrasting, evaluating and selecting.

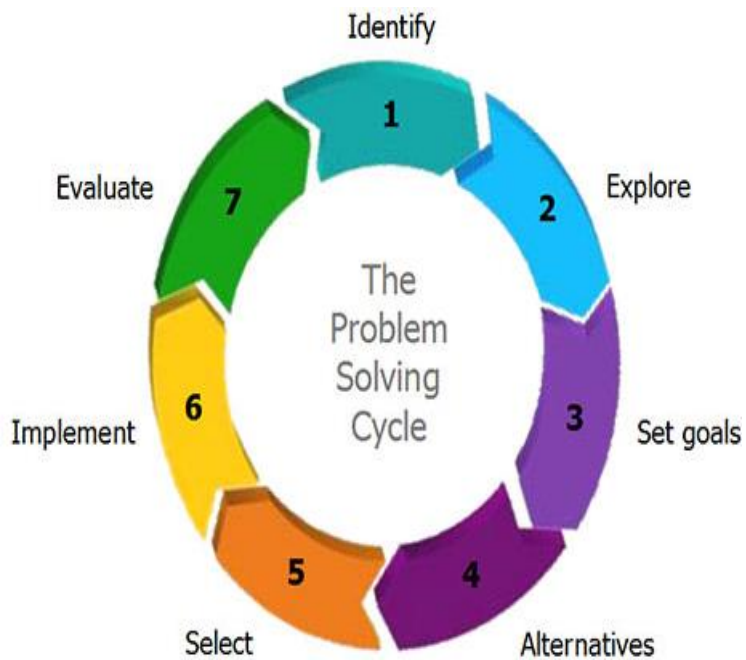
What is the definition of problem identification?

expresses the difference between the hoped for and the actual situation; • is directly or indirectly related to a desired outcome or standard of behavior. **Identifying** a very clearly defined and specific **problem** is the first critical step to successfully implementing the **problem**-solving process.

What is to identify the problem?

The first step in the **problem** solving and decision making process is to **identify** and define the **problem**. A **problem** can be regarded as a difference between the actual situation and the desired situation.





Thinking skills are the mental processes that we apply when we seek to make sense of experience. **Thinking skills** enable us to integrate each new experience into the schema that we are constructing of "how things are".

What is analytical thinking skills?

Analytical thinking is a critical component of visual **thinking** that gives one the ability to solve problems quickly and effectively. It involves a methodical step-by-step approach to **thinking** that allows you to break down complex problems into single and manageable components.

What is critical and creative thinking?

"Critical and creative thinking are integral to activities that require students to think broadly and deeply using skills, behaviors and dispositions such as reason, logic, resourcefulness, imagination and innovation in all learning areas at school and in their lives beyond school."

How can I improve my thinking skills?

Part 2 Exercising Your Body to Improve Your Thinking Skills

1. Participate in aerobic exercise. ...
2. Integrate exercise with your study habits. ...
3. Exercise to increase your BDNF levels. ...
4. Start exercising now; the younger the better. ...
5. Get up and move. ...
6. Improve your cognitive flexibility.

Here are six effective ways to promote your own self-confidence.

1. Act the part. Your body language can instantly demonstrate self-assuredness, or it can scream insecurity. ...

2. Dress the part. When you look better, you feel better. ...
3. Speak assertively. ...
4. Think and act positively. ...
5. Take action. ...
6. Be prepared.

How can you improve your confidence level?

Fight back with one of these confidence-boosting tips.

1. Play dress-up.
2. Put on a happy face.
3. Do a good deed.
4. Challenge yourself.
5. Do something you love.
6. Stop procrastinating.
7. Relax.
8. Celebrate your achievements.

How can I get confidence?

1. Taking control of your self-confidence. If you are low in self-confidence, is it possible to do things that will change that? ...
2. Groom yourself. ...
3. Dress nicely. ...
4. Photoshop your self-image. ...
5. Think positive. ...
6. Kill negative thoughts. ...
7. Get to know yourself. ...
8. Act positive.

How can I become smart and confident?

Here are 7 smart (and may be uncommon) ways to build self confidence:

1. Travel:
2. Walk on Fire.
3. Express Yourself.
4. Join a Toastmasters Chapter.
5. Learn one new skill every year (at least)
6. Break a record!
7. Study Self Confidence.

What is self confidence?

To be **self-confident** is to be secure in yourself and your abilities. When you are giving a presentation or a speech, it helps to be **self-confident** — or at least to pretend that you are. **Confidence** is a feeling of trust in someone or something.

CHAPTER-6

GROUP INTERACTION

What is the meaning of group interaction?

Group interaction refers to the dynamics of the team and the way individuals in the **group interact** with one another.

What is a group in terms of business?

A corporate **group** or **group** of companies is a collection of parent and subsidiary corporations that function as a single economic entity through a common source of control. ... If the corporations are engaged in entirely different **businesses**, the **group** is called a conglomerate.

What is working in a group?

A working group is an ad hoc group of subject-matter experts working together to achieve specified goals. The groups are domain-specific and focus on discussion or activity around a specific subject area. ... A working group's performance is made up of the individual results of all its individual members.

What it means to work in a group?

A collection of individuals that come together to achieve a stated objective. In a business context, a working group might involve people from different divisions or even companies that are collaborating on a project that requires their particular expertise or time.

What is learning in groups?

DEFINITION OF A LEARNING GROUP. A collection of persons who are emotionally, intellectually, and aesthetically engaged in solving problems, creating products, and making meaning—an assemblage in which each person learns autonomously and through the ways of learning of others.

What is group?

A number of people or things that are located, gathered, or classed together.

Forming

Storming

Norming

Performing

A **discussion group** is a **group** of individuals with similar interest who gather either formally or informally to bring up ideas, solve problems or give comments. The major approaches are in person, via conference call or website.

Group Dynamics?

The study or use of the processes involved when people in a group interact.

KASH Model: Knowledge, Attitude, Skills & Habits

Free speech : The right to express any opinions without censorship or restraint.

Team building is a collective term for various types of activities used to enhance social relations and define roles within **teams**, often involving collaborative tasks.

What are the team building skills?

The ability to build cohesive working units is a highly valued **skill** for most employers. **Team building** is a process by which individual members of a department or interdepartmental group are encouraged to develop a more collaborative working relationship.

What is a team building exercise?

Teams are more efficient and collaborative when they use Huddle. ... There are four main types of team building activities, which includes: Communication activities, problem solving and/or decision making activities, adaptability and/or planning activities, and activities that focus on building trust.

What is effective team building?

The first rule of **team building** is an obvious one: to lead a **team effectively**, you must first establish your leadership with each **team** member. Remember that the most **effective team** leaders **build** their relationships of trust and loyalty, rather than fear or the power of their positions.

What is team bonding?

Team building is a collective term for various types of activities used to enhance social relations and define roles within **teams**, often involving collaborative tasks. ... Many **team-building** exercises aim to expose and address interpersonal problems within the group.



Chapter-7 Time Management

Introduction Of Time Management: Introduction to Time

Management is a free online course that will guide you on how to effectively and efficiently **manage** your **time**. Many people feel overwhelmed by the all the demands, distractions and interruptions of

the working day, so **time management** is a very important skill to have in the modern workplace.

What is the time management?

Time management is the process of planning and exercising conscious control over the amount of **time** spent on specific activities - especially to increase effectiveness, efficiency or productivity.

How important is time management?

Time is limited to 24 hours a day, so plan your life wisely. 6. **Time management** helps you make conscious choices, so you can spend more of your **time** doing things that are **important** and valuable to you.

How can you improve your time management skills?

Below are a few that work for me which you may want to borrow.

1. Make a list. The thing about making lists is that you actually have to use them. ...
2. Set deadlines. ...
3. Stop multi-tasking. ...
4. Delegate responsibilities. ...
5. Use your downtime. ...
6. Reward yourself. When you accomplish something, celebrate it!

What is the purpose of time management skills?

Time management is the coordination of tasks and activities to maximize the effectiveness of an individual's efforts. Essentially, the **purpose of time management** is enabling people to get more and better work done in less **time**. ... Use that information to guide scheduling tasks.

How do you manage your time?

1. 21 Time Management Tips. ...
2. Complete most important tasks first. ...
3. Learn to say "no". ...
4. Sleep at least 7-8 hours. ...
5. Devote your entire focus to the task at hand. ...
6. Get an early start. ...
7. Don't allow unimportant details to drag you down. ...
8. Turn key tasks into habits.

How do you manage your time as a student?

Steps

1. Sort your life as a teenager. ...
2. Prioritize your weekly schedule as a student. ...
3. List the exact due dates for events, assignments, tests and other homework. ...
4. Set a time limit on how long you study for each class. ...
5. Get at least 6-9 hours of sleep. ...
6. Try to take showers before going to school.

Why time management is important for students?

Why **Time Management** is **Important** for **Student** Success at School. **Time Management** is the thinking skill that helps children to prioritize tasks and accurately judge the amount of **time** needed to complete them. It helps them complete activities in a timely fashion, and learn to **manage** and stick to a schedule

What are the tools for time management?

Time Management Tools and Techniques. **Time Management Time Management**. Good **time management** is essential to your success. ... These are given **time management tools** and techniques that you should practice for maximum productivity and good personal organization.

What is the time management skills?

17 Essential time management skills

- Goal Setting. Time management is not a standalone skill. ...
- Prioritization. The biggest reason that most people struggle with prioritisation is that they start too late in the process. ...
- Self-awareness. ...
- Self-motivation. ...
- Focus. ...
- Decision making. ...
- Planning. ...
- Communication Skills.

How do you manage your study time?

These include:

1. Prioritize your assignments. ...
2. Find a dedicated study space. ...
3. Create blocks of study time. ...
4. Schedule activities for after your school work. ...
5. Use helpful resources. ...
6. Join a study group. ...
7. Get exercise. ...
8. Be flexible.

What is your strategy for time management?

Time management strategies are about identifying where you should focus your energy to achieve better results. They can help you to get things done more efficiently to avoid work overload and stress. **Time management** is a great professional development skill to have and it will help you throughout your career.

What is management of self?

Self-management is a key skill that will help you throughout your life. It involves setting goals and **managing** your time. Developing your motivation and concentration skills will help you to overcome the lure of procrastination.

How do you study everyday?

Method 2 Studying Smart

1. Stick to a schedule. After planning out when the best time for you to work, follow through. ...
2. Understand what you're learning. ...
3. Use flash cards. ...
4. Rewrite your notes. ...
5. Take breaks. ...
6. Test yourself. ...
7. Avoid cramming.

How do I deal with stress?

If you regularly make time for fun and relaxation, you'll be in a better place to handle life's stressors.

1. Set aside leisure time. ...
2. Do something you enjoy every day. ...
3. Keep your sense of humor. ...
4. Don't over-commit yourself. ...
5. Prioritize tasks. ...
6. Break projects into small steps. ...
7. Delegate responsibility. ...
8. Eat a healthy diet.

How do I deal with stress?

If you regularly make time for fun and relaxation, you'll be in a better place to handle life's stressors.

1. Set aside leisure time. ...
2. Do something you enjoy every day. ...
3. Keep your sense of humor. ...
4. Don't over-commit yourself. ...
5. Prioritize tasks. ...
6. Break projects into small steps. ...
7. Delegate responsibility. ...
8. Eat a healthy diet.

How do you stop stress?

1. 4 Ways to Stop Stress Fast.
2. Stress check. Not sure how stressed you are? ...
3. Just breathe. Find a quiet place and take a 5-minute de-stress break to practice your breathing. ...
4. Exercise! The right kind of exercise will help burn off some of that anxiety and will help you sleep better. ...
5. Use the right supplements.

How can you beat stress?

Here's how to do it:

1. Sit quietly with one hand on your stomach, the other on your chest.
2. Breathe in slowly and deeply through your nose, filling your lungs.
3. Hold your breath for a few seconds.
4. Breathe out slowly through your mouth until all the air is out of your lungs.
5. Repeat four more times.

How do you relax?

Total-Body Relaxation

1. Give Yourself a Hand Massage. When there's no professional masseuse in sight, try DIYing a hand massage for instant relaxation that calms a pounding heart
2. Try Acupressure. ...
3. Rub Your Feet Over a Golf Ball. ...
4. Squeeze a Stress Ball. ...
5. Drip Cold Water On Your Wrists. ...
6. Brush Your Hair.

How can I relax my mind to sleep?

These 11 expert tips should help you clear your mind so you can get the rest you need.

1. Take time to wind down. ...
2. Tune in if it helps you tune out. ...
3. Tap into a higher power. ...
4. Do some deep breathing. ...
5. Take a hot bath. ...
6. Brew some tea. ...
7. Take a mental vacation. ...
8. Exercise.

How do you chill out?

Try this easy exercise to instantly **chill out**: breathe in to the count of five, hold in for five, and then slowly exhale while counting to five again. Repeat five times, and enjoy the instant calm!

How can I be chill?

Part 1 Being Chill Socially

1. Avoid drama. Do your own thing, and let others do theirs. ...
2. Maintain a mellow attitude. Unless someone is rude to you, your day should go by smoothly by being polite, considerate, and nice. ...
3. Don't sweat the small stuff. ...
4. Be fun to hang out with. ...
5. Make and follow your own trends.

How can I relax and go to sleep?

Close **your** eyes and take deep, slow breaths, making each breath even deeper than the last. Progressive muscle relaxation. Starting with **your** toes, tense all the muscles as tightly as you can, then completely **relax**. Work **your** way up to the top of **your** head.

How do you stay calm in stressful situations?

Part 1 Calming Down In the Moment

1. Stop what you're doing. One of the best ways to calm down if you're already feeling stressed is to stop interacting with the stressor, if possible. ...
2. Focus on your senses. ...
3. Take some deep breaths. ...
4. Try to relax your muscles. ...
5. Get some exercise.

How can you be cool?

Method 3 Looking Cool

1. Present yourself in a positive way. Walk with good posture and look people in the eye. ...
2. Be fit! Being fit will raise your self-esteem and will make you look at the world in a more positive light. ...
3. Practice good hygiene. ...
4. Project confident body language. ...
5. Find your own style.

How can I learn time management?

To help you manage time more effectively, here are ten proven time management skills you should learn today.

1. Set Goals. Goals give you a vision, focus and destination to work towards. ...
2. Prioritize. ...
3. Keep a Task List. ...
4. Schedule Tasks. ...
5. Focus on One Task at a Time. ...
6. Minimize Distractions. ...
7. Overcome Procrastination. ...
8. Take Breaks.

**How do you manage your study time?
These include:**

1. Prioritize your assignments. ...
2. Find a dedicated study space. ...
3. Create blocks of study time. ...
4. Schedule activities for after your school work. ...
5. Use helpful resources. ...
6. Join a study group. ...
7. Get exercise. ...
8. Be flexible.

Importance of time management: Good **time management** allows you to accomplish more in a shorter period of **time**, which leads to more free **time**, which lets you take advantage of learning opportunities, lowers your stress, and helps you focus, which leads to more career success. Each benefit of **time management** improves another aspect of your life.

Maximizing Available Time: **Maximization** is a style of decision-making characterized by seeking the best option through an exhaustive search through alternatives. It is contrasted with satisfying, in which individuals evaluate options until they find one that is "good enough".

**How do you set your priorities?
Try these simple steps:**

1. Determine Your Goals. The first thing to consider when you're learning how to set priorities is to determine what your goals and priorities are. ...
2. Get Clear. ...

3. Learn How to Balance. ...
4. Get Organized. ...
5. Realize that You Can't Do Everything. ...
6. Keep Your Focus. ...
7. Keep Your Enthusiasm. ...
8. Reward Yourself.

How do you set priorities in your work?

To help you manage your team's workload and hit deadlines, here are 6 steps to prioritizing projects that have a lot of moving parts.

1. Collect a list of all your tasks. ...
2. Identify urgent vs. important. ...
3. Assess value. ...
4. Order tasks by estimated effort. ...
5. Be flexible and adaptable. ...
6. Know when to cut.

How do you prioritize your life?

1. Make a list of the most important aspects of your life. You can either write this list down on a piece of paper or in your journal (ideal) or simply make a mental list. ...
2. Make a list of the things you spend most of your time doing and thinking about. ...
3. Compare the two lists and see how you can get them even more aligned.

Chapter-8

Resume Writing

Your job **application letter** is an opportunity to highlight your most relevant qualifications and experiences, enhancing your resume, and increasing your chances of being called for an interview.

Your **letter** should detail your specific qualifications for the position and the skills you would bring to the employer.

How do you write an application letter?

Part 2 Writing Your Letter

1. Write an engaging first paragraph. ...
2. State where you found the position to which you are applying. ...

3. Explain why hiring you will benefit the employer. ...
4. Briefly summarize your strengths, qualifications, and experience. ...
5. Paint a picture of yourself that's not on your resume.

How do you write a letter?

Method 1 Writing a Formal Letter

1. Know when to write a formal letter. ...
2. Write your address and today's date at the top of the page. ...
3. Write the name and address of the recipient. ...
4. Write the salutation. ...
5. Write the letter. ...
6. Use a complimentary close. ...
7. Fold the letter (optional). ...
8. Address the envelope (optional).

How do you write a cover letter for a job?

Content Format Guide: 4 Steps

1. Contact Information. To begin, include both the employer's and your contact information. ...
2. Introduction. Find out to whom you're writing. ...
3. Sell Yourself. The second paragraph should respond directly to the job description written by the hiring manager.
4. Conclusion.

How do you write a personal letter?

How do I write a personal letter?

1. Begin your letter by writing your name and address in the top right-hand corner of the page. ...
2. Next, write the date on which you are writing your letter. ...
3. Under the date write your greeting. ...
4. Now it is time to start writing the content of your letter.

JOB OFFER REJECTION LETTER SAMPLE

1211 Dickinson Drive
Coral Gables, FL 33146

September 21, 2006

Ms. Jackie Jones
Vice President for Human Resources
Gleeman Sachs
Address 2
New York, NY 20012

Dear Ms. Jones:

Thank you for offering me the position of Financial Analyst with Gleeman Sachs. I appreciate your willingness to discuss the details of the position with me and give me time to consider your offer. It was a difficult decision to make; however, I have accepted a position with another company.

You have a great organization and many aspects of the position are very appealing. I appreciate your consideration throughout the interview process and also enjoyed learning more about Gleeman Sachs.

Thanks again for taking the time to consider my candidacy. It was a pleasure meeting you and your staff.

Sincerely,

Donte Williams

Donte Williams

Chaper-9

Gearing Up for the Interview



