

# **ADVANCED COMMUNICATION SKILLS AND LIFE SKILLS**

***Lab Manual for IV Semester Diploma Courses***  
**(C-18)**

**State Board of Technical Education and Training**  
**Telangana**

## CONTRIBUTORS

### Editor:

**Dr Gannu Nataraja Shekhar**

**Head of General Section**

**Government Polytechnic, Warangal**

### Course Writers:

1. **Dr Gannu Nataraja Shekhar**, HGS, Govt. Polytechnic, Warangal
2. **B. Vishnu Priya**, Senior Lecturer in English, Govt. Polytechnic for Women, Secunderabad
3. **Dr. SreeLatha**, Lecturer in English, Govt. Polytechnic, Warangal
4. **Ajey**, Lecturer in English, Govt. Polytechnic for Women (M), Badangpet
5. **B. Nalini Kumari**, Lecturer in English, Govt. Polytechnic for Women, Siddipet
6. **Ch. Radhika**, Lecturer in English, Govt. Institute of Electronics, Secunderabad
7. **TejaPrathap**, Lecturer in English, govt. Polytechnic, Masab Tank

**Contents**

|                                | <b>Page No.</b>               |
|--------------------------------|-------------------------------|
| 1. Presentation Skills         | <a href="#"><u>3-13</u></a>   |
| 2. Writing a Report            | <a href="#"><u>14-25</u></a>  |
| 3. Interview Skills            | <a href="#"><u>26-39</u></a>  |
| 4. Group Discussion            | <a href="#"><u>40-58</u></a>  |
| 5. Workplace Awareness         | <a href="#"><u>59-71</u></a>  |
| 6. Writing Skills at Workplace | <a href="#"><u>72-104</u></a> |

## UNIT-I

### PRESENTATION SKILLS

#### OBJECTIVES

On completing this unit, you will be able to

- Prepare a presentation
- Use presentation aids effectively
- Develop public speaking skills
- Learn to make power point presentations
- Make a presentation using appropriate body language.

#### Activity 1

**Individual**

- *Answer the following questions.*

1. What do you do to make your views reach many people at a time?
2. Have you ever got a chance to speak in front of a gathering?
3. Have you ever observed how a salesman campaigns his/her product to sell to the customers?
4. Have you ever attended any seminar or conference?

#### Presentation and its significance

"Half of the world is composed of people who have something to say and can't; the other half have nothing to say and keep saying it"

An oral presentation is a form of communication process characterized by the formal and structured presentation of a message using different kinds of aids. It is a powerful way to communicate a message to audience in a way that brings about the desired change in their understanding or opinion.

A professional student or an employee or entrepreneur may be required to make presentation in the form of progress reports, seminars, and project presentations and so on. Presentation skills contribute to professional success. Presentation skills play key role in recruitment process. So a good presentation can do wonders for a person.

**Activity 2****Individual**

- *Recall the presentation you have recently seen.*
- *Write down the reasons for its success or failure.*

---

---

---

---

---

---

---

---

---

---

**Various steps involved in making presentations effectively.**

- Understand the topic you were given or you have chosen.
- Collect the information and / or data from various sources
- Organize the data in an order
- Present your ideas precisely
- Supplement your ideas with graphs, tables, audio clippings, videos, etc.
- Use Powerpoint presentation to make the presentation look attractive.
- Use presentational aids like posters, flash cards, charts, flip charts, models, etc.
- Practice it.

**Activity 3****Individual**

- *Read the following statements and mark yes / no*

|                                                                   |         |        |
|-------------------------------------------------------------------|---------|--------|
| 1. Good speakers are born not made.                               | Yes ( ) | No ( ) |
| 2. I am introvert, I feel nervous.                                | Yes ( ) | No ( ) |
| 3. I am scared of looking at the audience.                        | Yes ( ) | No ( ) |
| 4. Many faces make me forget my matter.                           | Yes ( ) | No ( ) |
| 5. On the dais, I fail to present my thoughts.                    | Yes ( ) | No ( ) |
| 6. I am not a fluent speaker, how can I make a good presentation. | Yes ( ) | No ( ) |

7. I find it difficult to express my thoughts in English. Yes ( ) No ( )

8. I always wish to give perfect presentations. Yes ( ) No ( )

#### Activity 4

**Pair**

- Read the following and answer the questions.

Can someone who is barely able to utter two sentences together in public lead an independence movement? The answer is "yes".

During his student life he suffered from frequent panic attacks. He had a particularly agonizing experience during a speech he was asked to give a vegetarian community in London. After reading a line from the message he had prepared, he could no longer speak and asked someone else to read the rest of the speech for him. "My vision became blurred and trembled though the speech hardly covered a sheet of paper", he recalled. For year's awful strain of public speaking became a burden. So great for him that he even avoided speaking at friendly get together and dinner parties.

Later in life as a lawyer, the fear of crowds continued to haunt him. During his first case before a judge he panicked and left the court room feeling humiliated after not being able to think of any question to ask.

What happened then to turn a fainthearted speaker into a fearless leader of Indian freedom movement? He is none other than the father of the nation Mahatma Gandhi who motivated and brought all Indians on to single rope.

1. How do you link yourself to the story?

---



---



---



---

2. Is it easy to face the unknown audience?

---



---



---



---

3. Did you face such a situation where you could not speak to the gathering? What are your difficulties?

---



---



---



---

4. What message did you get from the story?

---



---



---



---

The ability to speak effectively is an acquirement rather than a gift. Public speaking skills are needed in the world of work. Good presenters are better communicators as they are able to structure and express their ideas clearly.

**Tips for an effective presentation:**

**a) For a good beginning:**

- Check whether everything is ready and properly arranged.
- Be confident.
- Begin your presentaion with a greeting.
- Introduce the topic or make the audience guess the topic.
- Explain how you are going to go about it.

**b) For the middle part:**

- Maintain proper eye contact. Look at all the people.
- Use appropriate body language.
- Speak audibly.
- Develop your argument systematically.
- Use appropriate linkers or disocurse markers.
- Explain the concept using PowerPoint presntation.
- Don't read the slides. Let the audience read the points given there. Explain them.
- Make alternate arrangements if audio visual equipment doesn't work or power

goes off. Take a couple of hardcopies of the powerpointpresentaions.

- Make notes for each and every point you are going to speak.
- Use the time given to you efficiently.
- Make the presentation interesting by using audio / visual clippings. When you use them, you will have a little time to plan for the next part.

**c) For an apt ending**

- Conclude the topic
- Repeat the most important point(s).
- Summarize what you have explained.
- Ask question to the audience for comprehension check.
- Give a little time to the audience for the queries.
- Expect their questions and prepare accordingly.
- Be ready to face their queries. Answer all the queries.

**Activity 5**

**Group**

- *Read the following statements given below.*
- *Discuss with your group how they are helpful to make the presentation effectively.*
  1. Start strongly to draw the attention of the audience.
  2. Giving problem-solution, interesting facts or statistics and short stories may be used.
  3. Transform nervous energy to enthusiasm.
  4. Arrive early for adjustment of surroundings.
  5. Take deep breath to get oxygen to the brain and relax the body.
  6. Drink water in order not to dehydrate.
  7. Admit if you don't have the answers.
  8. Wear good attire suitable for occasion.
  9. Don't try to cover too much content.
  10. Rehearse multiple times for effective presentation.

**Effective aids**

A systematic approach always makes the efforts fruitful. One of the important and difficult aspects of preparing a presentation is gathering relevant supporting information which

should be carefully selected. In today's time of information explosion one is flooded with information. So the success of the presentation is judged not by the knowledge one sends but by what the listener receives. Appropriate visual aids will enhance the understanding. Some of the aids are like posters, flash cards, charts, flip charts and models. PowerPoint presentation (ppt) is very useful in most of the presentations.

"Through the picture I see reality; through the word I understand it"

PPT is an abbreviation for PowerPoint. It is a software tool by Microsoft. It presents information in slide-show format. It offers text, graphics, sound effects, & video.

#### **Guidelines for designing PowerPoint Presentation:**

- Use simple designs while choosing the slide.
- Use standard colors and styles.
- Use colours that contrast. Don't use glowing colours.
- Limit the information to fundamentals.
- Give the information in simple language.
- Audience may lose interest if several slides are used.
- Arrange the slides in a logical manner.

#### **Bulleting**

- Bulleting gives structure/organization to slides.
- Limit to 6 bullets per slide.
- Make bullets visible; 18-24 font size is recommended.
- Limit each bullet to 6 words.
- Contrast the text with the background.

#### **Animation**

- Use animation for special emphasis.

- Animation can demonstrate how something works.
- Use animation, if necessary. Don't use animation unnecessarily.
- Excessive animation looks childish.
- These apply to sound effects also.

### **Additional facilities**

- Clip art, graphics, audio and video clippings can be used.
- Make sure that good quality speakers are connected before using the audio and visual attachments.
- Limit to two graphics per slide

### **Remember This**

- Slide shows aren't your presentation.
- Use PPT as an outline.
- Check your ppt using slideshow option before showing it to the audience.
- Don't read verbatim from your PPT.
- Use hardcopy of the ppt in case of any unexpected problems like power failure or break down of projector or computer.

### **Body Language**

Audience may forget what you said but they never forget how you made them feel. The body speaks more than the words sometimes. Deliver your speech not simply through the word but also through your body. It is very essential to work on yourself for an effective delivery that is a combination of verbal vocal and visual.

Words account for only 7%, tone of voice accounts for 38% and body language accounts for 55%. Sobody language is absolutely crucial in the field of communication especially in presentations.

**Activity 6****Pair**

- *Discuss with your partner and distinguish what are the do's and don'ts of a body language during presentation.*
1. Maintain good eye contact.
  2. Keep your arms crossed.
  3. Keep your eyes on the notes.
  4. Clear the throat continuously.
  5. Smile as much as you can.
  6. Use positive visualization.
  7. Touching and slightly rubbing nose.
  8. Biting nails.
  9. Walking with hands in pockets.
  10. Look at the floor and ceiling.
  11. Use open hand gestures.
  12. Relaxed and open facial expressions.
  13. Moving towards the audience when asking questions or making an important point.
  14. While using visual aids, point and turn slightly to look at the relevant data.
  15. Timely change movement on stage with change in topic to mark the transition.
  16. Fidget with objects.
  17. Rolling of eyes.
  18. Moving naturally.
  19. Sit in an awkward position.
  20. Scratch the head.

**Activity 7****Group**

- Form a group of five students each.
- Each student from the group should select a topic from the given topics.
- Use the template given below.
- Present the topic orally,
- Simultaneously the other members of the group should critically evaluate the oral presentation based on the evaluation sheet.

- Later a review discussion among all the 5 students of the group to be carried so that the errors can be rectified and presentation skills can be enhanced.

**Topics for oral presentation:**

1. Sports in India
2. Fast food
3. Unemployment
4. Terrorism
5. Article 370
6. Nano technology
7. Ragging
8. Pollution
9. Corruption
10. Chandrayaan
11. Forests in India
12. Global warming
13. Election procedure in India
14. Hyderabad metro
15. Higher education opportunities after diploma

**Presentation Template:**

1. Title of the presentation \_\_\_\_\_

2. Purpose \_\_\_\_\_

- i. To inform.....
- ii. To persuade...
- iii. To entertain...

Specific purpose:

At the end of my presentation the audience will be able to \_\_\_\_\_

---



---



---



---



---

## 3. Central Idea.

---



---



---



---

## 4. Main ideas

---



---



---



---

## 5. Supporting materials

---



---



---



---

## 6. Organization

## Introduction

Attention catching: Opening line \_\_\_\_\_

Give the audience a reason to listen: \_\_\_\_\_

Present your main idea: Today I would like to \_\_\_\_\_

## Body

Main idea supporting points \_\_\_\_\_

Main idea supporting details \_\_\_\_\_

Details with examples \_\_\_\_\_

## Conclusion

Tell what you have told

Today I've \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Evaluation sheet

| Item                          | Very Poor | Poor | Average | Good | Excellent |
|-------------------------------|-----------|------|---------|------|-----------|
| Introduction                  | 1         | 2    | 3       | 4    | 5         |
| Preparation                   | 1         | 2    | 3       | 4    | 5         |
| Timing                        | 1         | 2    | 3       | 4    | 5         |
| Structure of the presentation | 1         | 2    | 3       | 4    | 5         |
| Audience contact              | 1         | 2    | 3       | 4    | 5         |
| Speed, voice and word choice  | 1         | 2    | 3       | 4    | 5         |
| Usage of visual aids/material | 1         | 2    | 3       |      | 5         |
| Conclusion                    |           |      |         |      |           |
| Handling Questions            |           |      |         |      |           |

### Assignment

Prepare a presentation in writing form on one of the topics given below:

1. Online education.
2. Traffic problem in Hyderabad
3. PubG

## UNIT II

### WRITING A REPORT

#### OBJECTIVES

After completing this unit, you should be able to

- Understand the purpose of a report
- Kinds of reports
- How to plan, write and present information as report
- Use an appropriate style of writing

#### Activity 1

#### Individual

- *Answer the following questions*
  1. Have you ever told your friends about the historical place you have visited?
  2. How do you give a complaint to the police if you see an accident?
  3. Why do you note down the readings while doing the science practicals?
  4. What do you tell your parents after participating in the State Level Inter Polytechnic Sports and Games Meet?
  5. Why do doctors give a discharge summary when a patient is discharged from a hospital?

A report is a document that presents a spoken or written account of something that one has observed, heard, done or investigated. It is a document containing information in a narrative, graphic or tabular form. It provides consolidated, factual and up-to-date information about a particular matter or subject. It presents information in an organized format for a specific audience and purpose.

Report writing skills are extremely useful in improving your written communication abilities in order to persuade and influence effectively. Being able to express information in clear and concise written report will greatly improve your efficiency.

There are various kinds of reports. Some useful reports to the technical students are:

- Industrial visit reports
- Experiment reports
- Workdone statements

- Maintenance reports
- Project reports

### **Industrial Visit reports:**

As a part of the course, technical students visit the industries and other workplaces to gain the practical knowledge and know the latest trends in the global market. They get an opportunity to know about the functioning of the industry. They gain firsthand information about the workplaces which helps them in planning their career. Sometimes the students are instructed to visit certain industries for a particular purpose. They need to submit a report after they visit the workplace. In such a case their perceptions and observations in their post-visit reports will be helpful to the authorities in taking certain decisions. This report contains the details of the industry visited, purpose, observations, analysis and findings.

### **Steps for preparing an industrial visit:**

- Carry a scribbling pad and a pen while visiting the industry to note down the important information.
- Collect as much information as possible on topics you are required to gather.
- Prepare a format or a template for noting down the information.
- Use images, charts, statistical data, historical background and any other relevant information, if necessary.

### **Activity 2**

### **Individual**

- *Observe the format of the report on industrial visit*

Sometimes, the report on industrial visits has to be submitted in detail with several attachments.

The format of larger reports is as follows:

|                     |                                                                                                                                                                                                  |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Title Page</b>   | This page contains the title, details of the student who submits the report and whom this report is submitted, place visited and date of the visit.                                              |
| <b>Introduction</b> | This section presents the brief information about the industry visited. Mode of transport, details of the important people whom the student has met and facilities available are mentioned here. |

|                          |                                                                                                                                                                                                                                                                                         |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Objective</b>         | The purpose of your visit has to be clearly mentioned here.                                                                                                                                                                                                                             |
| <b>Observations</b>      | List out your observations in an order. Present the data in a sequence. Mention what you have learnt during the visit.                                                                                                                                                                  |
| <b>Critical analysis</b> | Analyze the information which you have gathered. Discuss the unique features of the workplace.                                                                                                                                                                                          |
| <b>Findings</b>          | The important outcomes of the visit will be mentioned here. This information will be useful to the other students who have not visited the industry. Check whether your objectives of your visit are met. The reasons for the success or failure of the company will be discussed here. |
| <b>Acknowledgements</b>  | Author can express his/her gratitude to the officer who gave permission to visit the industry and the people who helped you in your visit.                                                                                                                                              |

**Activity 3****Individual**

- Write a report on industrial visit using the hints given below

Visited NPJ Industries – on 28<sup>th</sup> December – interacted with the Chairman and other employees – raw materials - the latest machinery – spent some time in packaging section – gathered a lot of useful information.

**Reporting Experiments:**

Experimental reports, also known as lab reports, are reports of empirical research that students are asked to perform to increase their scientific knowledge. These reports are written to describe and analyze an experiment that explores a scientific concept. These reports record the procedure followed in the experiment so that the work will not have to be done again in the future. Though there is a standard format for reporting experiments, it can be modified a little as per the instructions given by the instructors.

**Activity 4****Individual**

- Observe the format of the following report

|                               |                                                                                                                                                                                                                                                                                                   |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Title page</b>             | The title shall be concise and describe the main aspect of your experiment using the key words. It shall not exceed 20 words. It shall not be in a sentence form. This page contains the details of all the participants and the instructor. Title only has to be mentioned in small lab reports. |
| <b>Abstract</b>               | It is the summary of the write-up. It states main objectives, describes the methods and summarizes the most important results. It enables an interested reader to determine whether the contents are of any use to him/her. It is usually not used in small reports.                              |
| <b>Introduction</b>           | It shall present the purpose of conducting the experiment. It reviews the research done so far in this field, outlines the precise problem you chose to investigate and predicts the results.                                                                                                     |
| <b>Procedure</b>              | It describes materials, subjects and apparatus used in the experiment. It depicts the process of experiment exactly as it was done. The procedure shall be written in such a way that others who read this part can repeat the experiment.                                                        |
| <b>Results and discussion</b> | This is the main part of the report which contains all the results such as raw data, calculations and main results. Implications of the results will be discussed and analyzed here.                                                                                                              |
| <b>Conclusion</b>             | This section summarizes the results in a couple of sentences. It explains how results relate to expectations.                                                                                                                                                                                     |
| <b>References</b>             | It mentions the books, research articles and other useful sources of information referred for the experiment.                                                                                                                                                                                     |
| <b>Appendices</b>             | It contains the additional information such as questionnaires, statistical                                                                                                                                                                                                                        |

|  |                                                                                                                                                                          |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | information, tables, figures, graphs, etc. which are referred in the main body of the write-up. Each appendix has to be given a full title and given in a separate page. |
|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**Activity 5****Pair**

- *Work with your partner*
- *Write a report on the experiment you have conducted recently using the following template.*

|                         |         |
|-------------------------|---------|
| Title:                  | _____   |
| Purpose:                | _____   |
| Prediction/ Hypothesis: | _____   |
|                         | _____   |
|                         | _____   |
| Material used:          |         |
|                         | • _____ |
|                         | • _____ |
|                         | • _____ |
| Procedure:              | _____   |
|                         | _____   |
|                         | _____   |
|                         | _____   |
|                         | _____   |
|                         | _____   |
| Results:                | _____   |
|                         | _____   |
|                         | _____   |
| Conclusion:             | _____   |
|                         | _____   |

References:

1. -----
2. -----

### Workdone Statements:

This report describes the work accomplished in the reporting period. It also mentions about the work to be completed and the time required to complete the remaining work. When you are supposed to complete a big work, you may have to submit several progress reports or work status reports to the employers or the authorities to give the information about the work you have completed and to get the suggestions, if required, for the remaining work. These reports influence the employers' perceptions of you and your work.

### Activity 6

### Individual

- *Observe the common format of the work status report.*

|                          |                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Introduction</b>      | Introduce the project and mention a few sentences about why this report is written.                                                                                                                                                                                                                                                                                                                 |
| <b>Background</b>        | Review the project. Mention the project goals and proposed schedule.                                                                                                                                                                                                                                                                                                                                |
| <b>Accomplishments</b>   | Summarize and evaluate what you have achieved in the given time mentioned in the report. Mention the important milestones. Describe how these findings will be useful in the project. Explain how you have completed the given task. Provide the key data, if management demands. In larger reports, the other details like machinery, equipment, material, personnel, etc. will also be mentioned. |
| <b>Problems (if any)</b> | Mention the problems you have encountered and the impact of those                                                                                                                                                                                                                                                                                                                                   |

|                    |                                                                                                                                                                                                                                                                                                                                                       |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                    | hurdles. Mention how you have solved those problems. State the problems or obstacles you may expect in the remaining part of the work and how you have planned to encounter them. Request for the solutions or suggestions from the employers to solve the expected problems.                                                                         |
| <b>Future work</b> | Outline the remaining work along with time schedule. Give detailed information of the work you have to accomplish and the way you are going to complete. Discuss the expected results or outcome of the remaining work. The material, equipment and personnel required for the remaining work has to be clearly mentioned in this part of the report. |
| <b>Conclusion</b>  | Summarize the report in a couple of sentences. Request the employers once again to provide you what you need.                                                                                                                                                                                                                                         |

#### Additional information

- Use formal language and appropriate jargon.
- Be honest in your report.
- Do not mention the work which you have not completed to please the employer.
- Mention the problems you faced or will face in the work assigned to you.
- One can mention about the changes to take place in the remaining work.
- Assess the work to be completed and analyze the work accomplished.

#### Activity 7

**Pair**

- 
- *Observe the template given below for writing the work status report in an industry.*
  - *Work with your partner and design another template for monthly work status reports for MVP Industries.*

|                                                                                                                                                                       |                                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| <b>Ratna Industries</b><br><b>1-3-629, Industrial Estate, Boduppall, Hyderabad.</b>                                                                                   |                                  |
| Employee information: <ul style="list-style-type: none"> <li>Employee name:</li> <li>Employee number:</li> <li>Department:</li> <li>Report for the period:</li> </ul> | -----<br>-----<br>-----<br>----- |

|                                                                                                      |                                        |
|------------------------------------------------------------------------------------------------------|----------------------------------------|
| Goals: <ul style="list-style-type: none"> <li>Long term goals:</li> <li>Short term goals:</li> </ul> | 1.<br>2.<br>3.<br><hr/> 1.<br>2.<br>3. |
| Background:                                                                                          |                                        |
| Accomplishments:                                                                                     | 1.<br>2.<br>3.                         |
| Risks:                                                                                               | 1.<br>2.<br>3.                         |
| Assistance required:                                                                                 | 1.<br>2.<br>3.                         |
| Conclusion:                                                                                          | Signature                              |

**Maintenance Report:**

Regular maintenance is necessary to keep machinery and the working environment safe and reliable. The machinery at the workplaces has to be inspected and monitored at regular intervals. The records of the machinery have to be properly maintained and submitted to the authorities in time to avoid the problems or the accidents at the workplaces. The maintenance report features the completed and overdue tasks. Employees have to monitor the tasks at regular intervals and report the same to the employees regularly. Lack of maintenance or inadequate maintenance may lead to dangerous situations, accidents and health problems. If there is any accident or damage to the machinery, employees shall bring the same to the notice of the authorities immediately. Every organization has its own method of recording the tasks and writing the maintenance report.

**Activity 8****Individual**

- *Read the following report on maintenance.*

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| <p>To</p> <p>The Chief Manager,<br/>Skilltech Software Solutions,<br/>Ameerpet,<br/>Hyderabad.</p> <p style="text-align: center;">Sub: Boduppall Branch office - submitting the details of<br/>maintenance – a report –reg:</p> <p>Sir,</p> <p>It is to inform you that the maintenance of all the equipment, machinery and computers in the branch office at Boduppall has been done as per the schedule. The following steps were taken for the maintenance.</p> <ul style="list-style-type: none"> <li>• Two employees from Pranav Hardware Solutions visited the office and completed the regular check-up in the computer lab on 21-07-2013. They fixed the problems in two printers and a fax machine by charging Rs.</li> </ul> | <p>Hyderabad,<br/>06-08-2013.</p> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|

3,600=00.

- A supervisor from Lalitha Water Solutions visited the office on 27/07/2013 and cleaned all the water purifiers and water coolers.
- A technician from Adarsh Battery Services inspected all the batteries in the UPS room in the computer lab and checked all the batteries. Two batteries which are not in working condition are replaced with the new ones. They charged Rs. 11500=00 for the new batteries.
- Mr. Anwar from Pragathi Electricals visited the office on 30-07-2013 and checked all the electric installations and cleaned the filters of all the air conditioners. He inspected the generator and other machinery to diagnose malfunctions.
- A mechanic from Keshav Solutions overhauled the Xerox machine and fixed the problems in it.

Now all the equipment and machinery is in good and working condition.  
This is for your kind information and favourable necessary action.

Thanking you,

Yours faithfully,

Sd/-

Harish Kumar,

Manager (maintenance)

### Activity 9

### Pair Work

- *Work with your partner*
- *Use the hints given below and write a report to the Managing Director on the accident took place in your industry)*
- *Appropriate forms may be used for reporting the maintenance.*

On 08-02-2019 at 11.45 a.m. – the belt of the spinning machine cut into two pieces – Supervisor is seriously injured – taken to the MGM hospital – needs medical treatment at

a super specialty hospital - insurance can be claimed – Spinning machine needs repair – Budget allocated.

### Project Report:

It is a document prepared by a student or a group of students. The topic for the research will be sometimes given by the guide and some other times chosen by the students. The students collect the data, analyse the data, perform several experiments on the given topic and submit the findings of the research. The diploma students work on a topic and submit a project report in the sixth semester.

### Activity 9

### Individual

- *Observe the following project report.*

|                                     |                                                                                                                                      |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| <b>Title Page</b>                   | This page contains the title, details of the student, research supervisor and the institute.                                         |
| <b>Declaration</b>                  | In this page, the student declares that the project was not submitted earlier either in part or full to any other institute.         |
| <b>Certificate</b>                  | The research supervisor or the guide certifies that it is independent and bonafide research.                                         |
| <b>Acknowledgements</b>             | Author can express his / her gratitude to the research supervisor, other teachers, management and other people who helped him / her. |
| <b>List of the tables / figures</b> | The list of the tables and graphs used in the project work will be given here.                                                       |
| <b>Preface</b>                      | The summary of the research will be given here for quick reference.                                                                  |
| <b>Contents</b>                     | Page numbers of all the topics will be given here chapter wise.                                                                      |
| <b>Chapters</b>                     | Report will be given here chapter wise. This is the main part of the report.                                                         |
| <b>Bibliography</b>                 | A list of all the primary and secondary resources used in the process of designing the report will be given here. A list of          |

|                   |                                                                                                                      |
|-------------------|----------------------------------------------------------------------------------------------------------------------|
|                   | the websites, interview will also be mentioned here.                                                                 |
| <b>Appendices</b> | It contains the supplementary material that is not an essential part of the text but useful in designing the report. |

### Assignment

1. Write a report to your employer about the faults in the machinery and the action to be taken.
2. Imagine that you have visited Godrej industries recently. Write a report based on the information you have gathered there.
3. Test the ground water in your polytechnic and submit a report using the above guidelines.
4. Imagine that you are an engineer working for Aishwarya industries, Sangareddy and you are instructed to install the huge machinery in twelve months for the new plant in it. Write a report on the status of your work in Aishwarya industries using the template.
5. Recently your college organized a Seminar on Conservation of Water as a part of World Water Day celebrations. Write a report in 200-300 words.
6. Our state government has banned the use of plastic bags. Write a report in 200-300 words on how the ban is being ignored and what damage the indiscriminate use of plastic bags is causing to the environment.

## UNIT III

### INTERVIEW SKILLS

#### OBJECTIVES

On completing this unit, you will be able to

- Learn how to prepare for an interview.
- Get awareness of different types of interviews.
- Gain confidence to attend the interview.
- Experience mock interview.

#### Activity 1

#### Individual

- *Answer the following questions:*
  1. Would you like to buy an expensive formal wear through online shopping apps? What are the problems you may encounter, if you buy?
  2. Will you assign an important confidential work to a person whom you didn't meet before?
  3. Have you ever watched a programme on TV in which an anchor asks a series of questions to a celebrity to know about him/her?
  4. What are the uses of such programmes?
  5. Do you know how a person is selected for employment?
  6. What are the various stages involved in job selection process? List them.

Interview is an essential part of recruitment process. Usually it builds a rapport between the interviewer and the interviewee to estimate the knowledge, the skills and personal attributes of the interviewee. In order to get success in an interview, the candidate shall be ready from all aspects and take several precautions. Interviews usually take place face to face and in person with a committee of subject experts, psychologist and other important members of the organization.



## Activity 2

## Individual

- *Read the following story.*

A 22 year old young man was looking for an employment opportunity. He was preparing for the interviews at home. Whenever he comes out of his bedroom, he never switches off the fans and lights. His father used to shout at him and makes him turn off the lights and fans. His father advised him to be responsible in his nature. But the boy used to get angry whenever he was advised by his father. One fine day he receives a call letter from a reputed company for an interview. He prepares well for it and goes to attend it. It is a big campus with greenery and huge buildings. When he enters the campus, he observes a water pipe outside of the lawn and water is being wasted. He keeps the pipe in the lawn and moves on. When he was about to enter the office, he notices that the door mat is not at the door. It was kept aside. He pulls it with his legs to its position and enters into a big hall. There were only three people in the hall but every fan and light is switched on. He chooses to sit a place and turns off the lights and fans in other areas. After a while, he is called inside for the interview. To his astonishment, the board members applaud when he enters the chamber and declare that he is selected for the job!! When he was in shock and confusion, they show him a CC TV footage of every act of his after entering into the campus. They say that you are a responsible guy. That is the main eligibility for this job.

- *Answer the following questions.*

1. What do you understand from the story?

---



---



---

2. Is it important to be aware of the surroundings when you attend an interview?

---



---



---

3. Why was he selected for the job?

---



---



---

4. “Every minute thing counts”- explain.

---



---



---

### Activity 3

### Individual

Interviewers will ask questions about you to know about you and to know whether you are fit for both the job and the company.

- *Read the following tips to get ready to face the interview:*
  - a) Take the time to review the most common interview questions.
  - b) Revise your relevant subject before attending an interview.
  - c) Read the job description and understand what their requirement is.
  - d) Know the skills that are required for the job.
  - e) Analyze your strengths and weaknesses.
  - f) Overcome the fear of rejection.
  - g) Be confident.
- *Answer the following questions:*

1. Tell me about yourself.
2. What is your greatest strength?
3. What is your greatest weakness?
4. What makes you unique?
5. How would you describe yourself?
6. Tell me about something that's not on your resume.
7. What does motivate you?
8. What are your hobbies?

### **Additional Information**

There are various types of interviews conducted by the organizations or companies to select suitable candidates. It is very important to be aware of the kind of interview you are going to face. You have to make arrangements accordingly to be success in this selection procedure. The following are some of the types of interview:

**1) Face to face / One-one Interview:** It is the most traditional and most common form of interview. The interviewer, mostly HR manager scrutinizes the candidates for their suitability to the job profile. The questions are mostly based on individual's competencies like skills, strengths and other qualities required by the company.

**2) Telephonic / Video Interview:** This kind of interview is used by the employer to screen from a large pool of applicants to a comfortable number so as to conduct a personal/face to face interview. This kind of interview will be conducted when the interviewer stays much distance away from the interviewee. A telephonic interview usually lasts for duration of half an hour.

**3) Panel Interview:** A team of recruiters including a Chair Person take part to assess the candidature of a person. The panel consists of technical experts, HR Manager and other relevant members as per the company's requirement. It is widely used within public sector.

**Activity 4****Group**

- *Answer the following questions:*

1. What arrangements to be made before a telephonic interview?
2. What precautions do you take for a telephonic interview?
3. What re the advantages and disadvantages of this kind of interview.

**Important instructions to attend a telephonic interview:**

- Do use the person's title (Mr. or Ms. and their last name.) Only use their first name if they ask you to.
- Do smile, if it is a video call interview. Smiling will project a positive image to the listener and will change the tone of your voice.
- Do focus, listen, and pronounce properly. It's important to focus on the interview.
- Listen to the question carefully. Ask for clarification if you're not sure what the interviewer is asking.
- Speak slowly, carefully, and clearly. It's fine to take a few seconds to compose your thoughts before you answer.
- Do take your time. It's perfectly acceptable to take a moment or two to collect your thoughts.
- Do take notes. It's hard to remember what you discussed after the fact, so take brief notes during the interview.
- Do give short answers. It's important to stay focused on the questions and your responses.
- Do have questions to ask the interviewer ready. Be prepared to respond when the interviewer asks whether you have any questions for him or her. Review these questions to ask the interviewer and have a few ready in advance.
- Do remember that your goal is to set up a face-to-face interview. At the end of your conversation, after you thank the interviewer, ask if it would be possible to meet in person.
- Don't smoke, chew gum, eat, or drink while answering the questions.
- Don't depend on somebody or refer books or internet to answer the questions.

**Activity 5****Individual**

- Consider the following tips to be remembered to succeed in an interview.
- Put a tick mark under the category of interview in which it helps to bring success.

| <b>Tips to be followed</b>                                                                           | <b>Put a tick mark ( ✓ ) wherever necessary</b> |                                 |                    |
|------------------------------------------------------------------------------------------------------|-------------------------------------------------|---------------------------------|--------------------|
|                                                                                                      | Face-face interview                             | Telephonic /<br>Video interview | Panel<br>interview |
| Have a firm handshake.                                                                               |                                                 |                                 |                    |
| Charge your phone                                                                                    |                                                 |                                 |                    |
| Eliminate distractions.                                                                              |                                                 |                                 |                    |
| Have enough copies of your resume                                                                    |                                                 |                                 |                    |
| Find a quiet environment                                                                             |                                                 |                                 |                    |
| Build a connection with as many people as possible                                                   |                                                 |                                 |                    |
| Set a professional voicemail when you are unable receive the call. Ex: I'm sorry I missed your call. |                                                 |                                 |                    |
| Switch off the television or music player                                                            |                                                 |                                 |                    |
| Don't obsess about one point or one person in the interview.                                         |                                                 |                                 |                    |
| Engage the group with your responses                                                                 |                                                 |                                 |                    |
| Switch off your mobile                                                                               |                                                 |                                 |                    |
| Good morning sirs!                                                                                   |                                                 |                                 |                    |
| Maintain good back ground                                                                            |                                                 |                                 |                    |
| Have a pleasant smile                                                                                |                                                 |                                 |                    |
| Dress appropriately                                                                                  |                                                 |                                 |                    |
| Confirm the scheduled time                                                                           |                                                 |                                 |                    |
| Shake hands with everyone and introduce yourself individually.                                       |                                                 |                                 |                    |

### **Additional Information**

#### **How to prepare for an Interview:**

##### **Before the Interview:**

- Research the company and the job description.
- Make sure you understand what the position requires, and be prepared to explain how you can fulfill the needs of the company.
- Make a list of commonly asked interview questions.
- Write down your answers.
- Assess your performance through a mock interview and rectify your limitations.

##### **During the Interview:**

- Greet the interviewer(s).
- Make a good first impression by following sense of time and dress.
- Be polite to everyone.
- Be cautious of your behavior in the surroundings.
- Feel responsible.
- Maintain eye contact.
- Watch your body language.
- Listen to the interviewer, show enthusiasm and interest.
- Stay positive through out.
- Answer the questions sensibly by relating your skills and experiences to the job description.
- Ask the interviewer few good questions relating to the organization.
- Thank the interviewers.

##### **After the Interview:**

- Analyze the interview.
- Inform your references well in advance.
- Follow up by sending an e-mail with a thank note

- *Read the following:*
- *Put a tick (✓) for the reasons that give success and a cross (X) for those that lead to failure.*
- *Identify the most common reasons for success or failure in an interview.*
- *Justify your answer.*

| <b>Common Reasons for Success or Failure</b>           | <b>Mark with (✓) or (X)</b> |
|--------------------------------------------------------|-----------------------------|
| Build good rapport                                     |                             |
| Bad personal appearance                                |                             |
| Relate answers with the skills required by the company |                             |
| Keen interest and enthusiasm                           |                             |
| No career planning, no goals                           |                             |
| Overly nervous, under confident                        |                             |
| Think positive                                         |                             |
| Research about the company                             |                             |
| Prior Preparation                                      |                             |
| Speaks ill of former employers                         |                             |
| Messy application form                                 |                             |
| Good eye contact with interviewer                      |                             |
| Late arrival for interview                             |                             |
| Speaking politely and softly                           |                             |
| Could not give direct answers when questioned          |                             |
| Asked no questions about the company                   |                             |
| Too aggressive and Immature                            |                             |
| Too much emphasis on money                             |                             |
| Send thank you note                                    |                             |

**Activity 7****Pair**

- Read the statements given in the following table.
- Discuss with your partner and mark the following with a 'do' or 'don't' against each statement.

|                                                                               |  |
|-------------------------------------------------------------------------------|--|
| Use gestures in your conversation                                             |  |
| Sit down immediately entering into the interview room                         |  |
| Lean on or put your elbows on the interviewer's desk.                         |  |
| Carry an oversized handbag and place it on the interviewer's desk.            |  |
| Inspect or read documents on the recruiter's desk.                            |  |
| Bring relevant copies of documents                                            |  |
| Show respect for the employer and organization                                |  |
| Play with your smart phone                                                    |  |
| Ask for clarification if you don't understand a question.                     |  |
| Stay poised and relaxed.                                                      |  |
| Show too much curiosity about salary and other allowances                     |  |
| Be honest and be yourself                                                     |  |
| Sit up straight, lean slightly forward, and look your interviewer in the eye. |  |
| Give very simple answers in one or two words                                  |  |
| Cross your arms as questions are asked.                                       |  |
| Wear bright colours                                                           |  |
| Have intelligent questions prepared to ask the interviewer.                   |  |
| Argue with or correct the interviewer.                                        |  |
| Ask the employer's further step in the job selection process.                 |  |
| Be able to demonstrate how much you know about the company.                   |  |

**Interview attire:**

The way you dress can make or break your job interview. So, it is necessary to know what to wear for an interview. Different industries have different expectations of how candidates

and employees should dress. The appropriate dress code can vary greatly depending on the company, industry, and location. So always it is recommended to look formal.

#### **For Men:**

- Suit in a solid color such as navy, black, or dark gray
- Long-sleeved shirt that is white or color coordinated with the suit
- Leather belt
- Tie
- Dark socks and conservative leather shoes
- Little or no jewelry
- Neat, professional hairstyle

#### **For Women:**

- Formal or traditional wear
- Conservative footwear
- Limited jewelry
- No very large dangling earrings or arms full of bangles / bracelets
- Professional hairstyle

However, interview is an open ended phenomenon we may not expect same format for all the job interviews. Hence, it is good to focus on different dimensions.

### **Activity 8**

### **Individual**

- *Read the following Job Interview experience of Sheela.*

Sheela completed her graduation in Mechanical Engineering and applied for a job at Tata Motors. After few days she got a call from the company to attend a personal interview. She prepared well. She was facing a panel interview. Vice President (VP), Technical and HR experts were there in the panel. HR was not asking any question and only noting down her reactions to the questions asked by the VP. It was purely technical

interview and Sheela was also expecting only the technical questions but in between he asked.

**VP:** What is the name of your shoes?

**Sheela:** Name? (She was thinking the name of the company; her roommate bought it with an offer Sheela doesn't know the name.)

**VP:** Yeah name of your shoes.

**Sheela:** (Suddenly she got it and said the name of the company.)

**VP:** I am not asking the company I am asking the name.

**Sheela:** Formal shoes.

**VP:** (no reaction and he was waiting for another reply.)

**Sheela:** Well if you see my shoes from the ankle to the toe, it is tapered in shape so basically I call it tapered black shoes! So, the name is tapered shoes!! Hope you like it. And if you want I change it!

HR was laughing at that moment and the VP also smiled.

Verdict: Sheela got selected.

- *Now think.*
- *What made Sheela to succeed in the interview?*

Occasionally you'll hear an interview question that are weird and doesn't seem to have any relevance to do with the job. For instance, "If you were an ice-cream cone what colour would you be?" Or, "How would you weigh a plane without scales?" Interviewers often ask these brainteaser questions to see how quickly you can think and respond and whether you can avoid becoming flustered.

Don't let a brainteaser question confuse you. Take a moment to gather your thoughts and respond as calmly and clearly as possible. There is rarely a wrong answer to this type of question, but quick-thinking candidates can turn the response into an opportunity to impress the employer.

**Activity 9****Pair**

- *Discuss with your aprtner and answer the following brain teasing questions:*

1. How would you solve the problems if you were from Mars?
2. Why are manholes round?
3. If you were a tree, what kind of tree would you be and why?
4. What is the colour of money?
5. If you had a choice between two super powers, be invisible or flying, which would you choose and why?
6. What was the last gift you gave someone?
7. If you could compare with any animal which, would it be and why?
8. Which animal would make the best type of president if the animal kingdom ever rises up and takes over?
9. If you were the CEO of a company, name one thing you would make compulsory in the office and one thing you would ban in the office.
10. Describe your life using film titles.

**Activity 10****Pair**

- *Prepare ten questions to know about partner. Avoind 'yes' or 'no' type of questions.*
- *Ask these questions to your partner.*
- *Record this interview, if possible.*
- *Review your partner's performance.*

- |                                                             |                |
|-------------------------------------------------------------|----------------|
| 1. Was the interviewee confident?                           | Yes ( ) No ( ) |
| 2. Did he / she get confused while answering the questions? | Yes ( ) No ( ) |
| 3. Was the voice audible?                                   | Yes ( ) No ( ) |
| 4. Was he / she nervous throughout the interview?           | Yes ( ) No ( ) |
| 5. Did he give correct answers?                             | Yes ( ) No ( ) |

- *After thoroughly practicing the answers reverse the roles.*

The main purpose of the job interview is to assess certain qualities of the candidate. The qualities mentioned in the table below are generally evaluated during an interview.

- After practicing mock interview, how do you rate your partner based on these parameters?
- Put a tick mark in the appropriate box next to each quality / parameter to assess the performance of your partner

### Performance Sheet

| Parameter             | Good (5) | Average (3) | Poor (1) |
|-----------------------|----------|-------------|----------|
| Ability to Talk       |          |             |          |
| Listening attentively |          |             |          |
| Communication Skills  |          |             |          |
| Good manners          |          |             |          |
| Enthusiasm            |          |             |          |
| Intelligence          |          |             |          |
| Maturity              |          |             |          |
| Stable personality    |          |             |          |
| self-confidence       |          |             |          |
| Appearance            |          |             |          |

Using the values given under each category, add the score for your answers and determine your rating on the following scale:

**36- 50**      Ready for the interview

**26 - 35**      Might handle it; could need more practice

**0 - 25**      Definitely need more practice

**Assignment**

1. Prepare a list of frequently asked questions in an interview. Write the answers for the questions.
2. Recollect your past achievements. Relate your answers with relevant experiences from your life.

## UNIT IV

### GROUP DISCUSSION

#### OBJECTIVES

On completing this unit, you will be able to

- Learn the dos and don'ts of a Group Discussion.
- Participate in a Group Discussion in a healthy manner.
- Use effective non-verbal communication.
- Use appropriate phrases and expressions useful in a Group Discussion.

#### Activity 1

#### Individual

- *Answer the following questions orally.*
1. What are the main techniques used by the companies for selection process from a large number of applicants?
  2. Have you ever watched debates on television channels?
  3. Is the debating technique useful for the employer to select an appropriate candidate for a job?
  4. How is this technique different from a written test?
  5. How is personal interview different from group discussion?

Group Discussion (GD) is a methodology used by an organization to measure whether the candidate has certain personality traits. GDs form an important part of the short-listing process for recruitment or admission into a company or institution. In this method, the group of candidates is given a topic or a situation. They will be given some time to think about the topic and then asked to discuss it among themselves for a specific duration (which may vary from one organization to another). As in a football game, where you play like a team, passing the ball to each team member and aim for a common goal, GD is also based on teamwork, incorporating views of different team members to reach a common goal.

Group Discussion is a technique used by the employer or educational institutions to evaluate the participants for the special skills and abilities such as communication skills, thinking, reasoning and decision making abilities. These skills and abilities play vital role in any corporate

organizations. Hence the companies organize GD in order to choose the candidates before personal interviews. It is also used as a tool for mass screening as well as testing the potential of a candidate.



### **Types of group discussion:**

Based on the content of the discussion there are three types of GD.

**1) Topic-Based GD:** In this type of GD, topics related to social and practical issues that a common person is aware of are given for discussion. Generally the topics are given like a statement, which sometimes may not be complete. For example: "The biggest problem faced by students in India is....." All the participants should arrive to a common conclusion by the end of the discussion.

**2) Controversial GD:** The topics which create controversy and lead to an argument come under this category. Some candidates become aggressive and use the voice at high pitch. The purpose behind to give such controversial topics is to test candidate's ability to handle anger situation and to test their patience level and emotional stability. Ex: Arranged Marriage Vs Love Marriage, Reservations should be removed, Privatization of RTC in Telangana State, etc.

**3) Case-Based GD:** This type of GD is based on case studies which portray a real-life situation. In case studies, a short description of a situation (called a "case") is given to all the participants. The case will typically be a problem situation that requires a solution. The participants have to study the case, analyze the problem and then discuss various solutions to the problem. In the process of solving the case study the qualities such as problem-solving, analysis, critical thinking are getting tested.

The main purpose of group discussion is not only to assess your knowledge but more than that. This technique is employed by the companies to evaluate you as a team member. You should possess a set of skills that are necessary to excel in a group.

### Activity 2

**Pair**

- *List the skills and abilities required by a person to succeed in a GD.*

Presentation Skills

Team-building Skills

---

---

---

---

---

---

---

---

---

### Activity 3

**Group**

A.

- *Frame your own rules.*
- *Read the below given guidelines/rules to be followed in a Group Discussion.*
- *Discuss with your group. Mark a tick (✓) if it is appropriate or a cross (X) if it is not appropriate.*

1. Size of the group is 6-12.
2. Time of the group discussion is restricted to 30 to 45 minutes.
3. Be flexible about the time taken by each member.
4. Seating arrangement is either circular or semi-circular.
5. Responsibility of the task is kept only on few members.
6. Appearance should be casual.
7. Note pad is allowed.
8. Mobiles are not allowed.
9. Discussion should be carried out only to pass the time without meaningful resolutions.
10. Evaluators should not be visible to the participants.
11. While discussing controversial topics, verbal abuse and physical attack is allowed.
12. Topics leading to arousal of emotions and humility or discrimination are restricted. Ex:  
Issues relating to religious sensitivity or gender sensitivity.
13. Take a stand and change it later if convinced.

B.

- *Suggest any other rules or guidelines appropriate to follow in a Group Discussion.*

---



---



---



---

Here are some simple tips and techniques that you can follow to crack the Group Discussion round.

### **How to initiate a GD:**

Initiating a GD is a twin sided weapon. On one hand, a person who starts the discussion catches the attention of the examiners and fellow candidates if he/she is good at subject matter and communication skills. Even the person can create a favourable first impression which will help to sail through the GD. On the other hand, if a candidate stammers stutters or quotes wrong facts and figures, the damage done is irreparable.

Try to take the chance to start the discussion. Come forward voluntarily to open the discussions in an extremely confident manner. Introduce yourself and your team members and then start with the topic. But be cautious to take initiation only when you are well versed with the topic. Don't take the risk if you yourself are not very clear about your thoughts.

The following are different techniques to initiate a GD:

1. Use of quotations/proverbs
2. Defining the topic or any important term in the topic
3. Asking a question and immediately followed by a flow of ideas.
4. Putting a shocking statement.
5. Stating accurate facts, figures and statistics.
6. Short story or real life situation
7. General statement

#### Activity 4

**Pair**

- *Use the following expressions or phrases useful to start a topic. Write the similar expressions in the space provided below:*

Good morning friends! I am..... Let me initiate the discussion. The topic is.....

- a) Hello friends! We are given the topic..... Let me take the privilege of starting the discussion.
- b) This is.....initiating the discussion on ..... My personal feeling is...
- c) Excuse me! May I have your kind attention? We are expected to discuss the topic..... I take it as a privilege to start the process.
- d) To start with the topic given for discussion is..... Let us discuss this with enthusiasm.
- e) To begin with we are given a very interesting topic for discussion. Let's participate in this process with concern.
- f) I welcome you all for this highly competitive event. Let us take part in this with the spirit of sportsmen.
- g) It is evident that we all are eagerly waiting to discuss the topic. However, please allow me to give my opening remarks.

h) \_\_\_\_\_

i) \_\_\_\_\_

j) \_\_\_\_\_

k) \_\_\_\_\_

**How to continue the process of a GD:**

Group Discussion technique is mainly used by corporate companies to test various abilities and interactive skills of a candidate. The evaluators observe you for the behaviour, participation and contribution as a group member. It is also important how considerate and open-minded are you in accepting the views of others. All these abilities and skills can be assessed only based on your further involvement in the discussion.

The following tips are useful to succeed in Group Discussion:

1. Listen to others before putting your points that reflects you as a team player.
2. Analyze the discussion and come up with ideas or subtopics that are not mentioned by the other candidates is one way to stay connected in the discussion.
3. Speak relevantly to the topic so as to grab the attention.
4. Do not go into specific details.
5. If you have an opposite opinion, raise your objection politely and softly.
6. Keep positive body language.
7. Maintain eye contact and pay attention to all the participants
8. Be an active participant throughout but do not dominate or grab others chances.
9. Appreciate the point of view of the other candidates in an appealing way.

**Activity 5****Pair**

- Use the following expressions or phrases which are helpful to stay in GD.
- Write the similar expressions in the space provided below:

**a. To express your opinion:**

- I think ...
- In my opinion ...
- As far as I know ...
- In my view ...
- Well, if you ask me ...
- If you want my honest opinion ...
- I've never come across the idea that ...
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**b. To add new information:**

- In addition to this...
- In addition to what I said I also feel...
- I want to add few more words...
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**c. To agree with someone:**

- I fully agree with you...
- I like what you said...
- I too feel the same...
- I endorse your statement...
- I must admit that...
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**d. To disagree with others:**

- I am sorry. I don't agree with you..... (Don't use simply "I disagree")
- I beg to differ with you, but what I feel is.....

- That's not entirely true..
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**e. To partially agree/ partially disagree some one:**

- I am sorry, I partially agree with you.
- I am afraid, I partially agree with you.
- I beg your pardon, but I don't fully endorse your statement.
- You're right up to a point.
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### Additional Information

The following are the expressions useful in various situations while participating in GD.

**a. To ask others for clarification:**

- i. What's your opinion?
- ii. What are you trying to say?
- iii. May I know what do you mean?
- iv. Would you clarify your point?
- v. Would you like to say something?
- vi. Sorry, I'm not quite sure what you mean.

**b. To interrupt politely:**

- i. I'm sorry, but....
- ii. Excuse me, but may I join here?
- iii. Sorry to interrupt, but...

**c. To share others opinions:**

- i. They claim that...
- ii. They also say...

- iii. Opinion among teachers is that...
- iv. That's a matter of opinion.
- v. On the one hand ... on the other hand...

**d. Phrases to keep a discussion going:**

- i. Let's get back to...
- ii. As we just heard....
- iii. Let's move on to another point...

**How to conclude a GD:**

Conclusion of a Group Discussion, in a nutshell, is to arrive at a consensus of all the participants. It is as important as initiating a topic for drawing the attention of the judges. A good conclusion, sometimes, may not be highlighting the main points, but is a solution for problem. The following points should be remembered while summarising a discussion:

1. No new point should be added.
  2. It should incorporate all the important points spoken.
  3. It should not be one-sided but an amalgamation of both sides of a coin.
  4. It should be brief and concise.
  5. Make the closure around the main idea of the topic and be direct.
- *Use the following expressions or phrases to conclude a GD.*
    - i. To sum up, here are the main points...
    - ii. To recap the discussion...
    - iii. Let's sum up what we discussed about.....
    - iv. Let me summarize our discussion...
    - v. In conclusion, the purpose of this discussion...
    - vi. After a lot of discussion on the topic ....., I would like to conclude that.....

**Activity 6**

**Individual**

- *Write the similar expressions in the space provided below:*

a. \_\_\_\_\_

- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_

### Body Language in a group discussion:

“I speak two languages, Body and English.” --- **Mae West**

Body language provides necessary cues to estimate the crucial personality traits of a candidate such as behaviour, attitude, hidden feelings and emotions. Body language also becomes a part of your message that you want to give. Your potentiality is decoded through gestures, body movements, posture and facial expressions.

In a group discussion, positive body language is a sign of accomplishment. It helps to build confidence and belief, the milestones of success. Positive gestures include sit upright arms unfolded, firm shake hand, good eye contact etc.

### Activity 7

### Individual

- *Observe the pictures given below. Describe what they indicate.*

A



B



([https://www.mindtools.com/pages/article/Body\\_Language.htm](https://www.mindtools.com/pages/article/Body_Language.htm))

C



D



(<https://stock.adobe.com/au/images>)

*Write briefly about the pictures given above:*

a)

---

---

---

---

b)

---

---

---

---

---

c)

---

---

---

---

d)

---



---



---



---

- *Let us have a look into a typical group discussion situation.*

A group was given a topic for Group Discussion – ‘Cricket has spoiled other streams of sports in India.’ One of the candidates in the group, Pradeep was very harsh in his manner of putting up the arguments in favour of the topic. He was arrogant and exhibited unpleasant body movements. Many times he even cut down other candidates and barely allowed others to speak. He spoke with fingers pointing whenever anyone put up a different view, his voice was also loud. He was doing this to appear like a leader who knew the most about the topic of discussion.

Another candidate Hussain was not confident on his stand. He could speak only once in 30 minutes. He hesitated to speak. He was nervous while putting up his points. It is understood that he was not updated with current affairs. He accepted easily the views of others without using his own analysis. On the other hand, Adithya was very confident and aware of his stand. He started the discussion and paved the way throughout. He spoke cheerfully with a smiling face swiftly turning his eyes to all the participants. He was quite aware of current happenings. It was observed that he showed concern to weak members. He took the lead to set the course of discussion in smooth way. He showcased depth in his arguments, fluency in language, confident posture and good listening skills. He maintained balanced emotions and positive attitude. He presented the arguments which made him stand out the crowd and get noticed.

### Activity 8

**Pair**

- *Answer the following questions:*
1. Do you think Pradeep's behaviour was correct?

---



---



---

2. Do you agree that Hussain's behaviour would help him get a job?

---



---



---

3. Who was the initiator in the above group discussion?

---



---



---

4. Who was the most aggressive candidate?

---



---



---

5. How was Adithya a better performer than Pradeep? Present your views.

---



---



---

### Activity 9

### Group

- *Read the following questions.*
- *Discuss with your group and answer.*
  1. What is the normal duration of a GD?
  2. How many panel members are there to evaluate?
  3. Is there any time given for preparation after the topic is announced and before starting the GD round?
  4. Whom should you address, the panel or the group members?
  5. How should you address the other group members?
  6. Suppose you have a lot to say on the topic, should you tell all of it?
  7. Should you encourage others to speak up?

8. Can you take a definite stand on the topic in the beginning and later switch over to another?
9. If you don't understand the meaning of the topic, can you ask the moderator to explain it?
10. Are you expected to stick on to the normally accepted line of thought or can come up with something radical?
11. If you feel strongly about an issue, should you express the feelings in your argument?
12. Can you use technical words or jargon, which are known to you but not the group?
13. Would you begin your participation by requesting the group permission to do so?
14. What is the right time to enter into a discussion to ensure that you are heard properly?
15. How do you participate when the noise level is too high?
16. Should you be cautious about other participants feelings especially sensitive issues like caste, gender and religion etc?
17. Is it beneficial to be the first speaker in a GD?
18. How does your fluency in English contribute to the performance?
19. How necessary is it to use examples for illustrating an idea?
20. What should you do if someone else has already said what you wanted to say?
21. Can you use a language other than English to grab others attention?
22. Is it true that the person who speaks the most is the one who is most successful?
23. What should you do if one member is most aggressive and stubborn?
24. Is motivating someone in the group to speak looked upon favourably?
25. Can you use slang or colloquial language in a GD?

### Activity 10

**Pair**

- *Read the following case studies.*
- *Answer the questions given.*

In group discussions participants commit certain mistakes such as emotional outburst, meaningless contribution, focussing on quantity than quality and false start etc while their participation in the group.

**Case: 1**

Vahini was offended when one of the male participants in a group discussion made a statement on women generally being submissive while explaining his point of view. When Vahini finally got an opportunity to speak, instead of focussing on topic, she vented her anger by accusing the other candidate for being a male chauvinist and went on to defend women in general.

- i. What was Vahini's mistake?

---



---



---

- ii. How was her behaviour perceived as?

---



---



---

**Case: 2**

Sravan believed that the more he talked, the more likely he was to get through the GD. So, he interrupted other participants and grabbed their opportunity to speak. He did this so often that the other candidates got together to prevent him from participating in the rest of the discussion.

- i. Was Sravan's behaviour agreeable?

---



---



---

**Case: 3**

Zaheer knew that everyone would compete to initiate the discussion. So as soon as the topic "Discuss the negative effects of India establishing nuclear power plants" was read out, he began talking. In his anxiety to be the first to start speaking, he did not hear the word 'negative' in the topic. He began discussing the ways in which the country would be benefited by establishing nuclear power plants.

i. What was Zaheer's mistake?

---



---



---

ii. Why did he commit the mistake?

---



---



---

Assessment is not only on your communication skills but also on your behaviour and other abilities. Evaluators judge your emotional stability, objectivity and ability to motivate others and to be a team leader. In group discussion quality of ideas is important than quantity. Your contribution must be relevant. The mantra is contributing meaningfully to the team success. Domination is frowned upon. False starts are extremely expensive. They cost your success in GD. It is very important to listen and understand the topic before you air your opinions. Spend time for analysing the topic. This may provide you with insights which others may not have thought about. Listen. It gives you the time to conceptualize and present the information in a better manner. Some mistakes are irreparable. Starting off the group discussion with a mistake is one such mistake, unless you have a great sense of humour.

### Activity 11

### Group

- *Practice Group Discussion:*
- *Form three groups (A, B and C) each consisting of 20 students.*
- *In each group, ten students would participate in Group Discussion and the remaining ten would act as observers to note the behaviour of the participants.*

- *After the group discussion is completed by one set of students, switch roles.*
- *Allot the following topics to discuss:*
  - i. How successful has the Swachh Bharat Mission been?
  - ii. Artificial intelligence is dangerous.
  - iii. Mobile phone has become a social status.
  - iv. Should celebrities be allowed to join politics?
  - v. Hindi should remain official language of India.
  - vi. Is our country ready for cashless transactions?

### **Additional Information**

#### **A glance at the do's & don'ts of a Group Discussion.**

##### **Do's:**

- Initiate the discussion if you have good knowledge on the topic.
- Allow others to speak. Try to respect freedom of speech of others. Speak and let speak.
- Maintain eye contact with all the participants while you speak.
- Express your thoughts, opinions and feelings calmly, politely and clearly.
- Use simple language to convey your thoughts.
- Be confident and positive.
- Speak sensibly.
- Be a good listener.
- Be considerate to the feelings of others.
- Be an active participant but don't speak more than the required.
- Take initiative to keep the discussion on track
- Choose the words wisely.
- Have a solid reason to counter-attack.
- Construct your thoughts on paper and present logically.

**Don'ts:**

- Rush to start the topic if you are not sure. Wait and take cues from others.
- Look at the evaluators or a particular group member.
- Summarize the discussion if the group has not reached a conclusion.
- Be aggressive.
- Show over-confidence.
- Contradict Rudely.
- Over speak, intervene and snatch other's chance to speak.
- Argue and shout during the GD.
- Dominate the discussion and force others to speak if they don't want.
- Exhibit confused thoughts.

**Assignment**

1. *Watch the following Group Discussion videos and note down the techniques of the participants:*

1. <https://www.youtube.com/watch?v=7gcsZ9H2I6s>
2. <https://www.youtube.com/watch?v=E-Cq06fegI4>
3. <https://www.youtube.com/watch?v=u5b3n2WFjVE>
4. <https://www.youtube.com/watch?v=FnuCCeHT6JM>
5. <https://www.youtube.com/watch?v=5P6EiQat9BE>
6. <https://www.youtube.com/watch?v=o3sWfr5W6qY>
7. <https://www.youtube.com/watch?v=-lXjbph22Fk>
8. <https://www.youtube.com/watch?v=GvIGDTuBFcE>
9. <https://www.youtube.com/watch?v=PfJg-67smf4>
10. <https://www.youtube.com/watch?v=GnAZ0QVeXpU>

2. *Participate and Practice the group discussion session.*

- *Topics for group discussion:*
  1. Uniforms should be mandatory in schools.
  2. Are women better managers than men?
  3. Printed books Vs Online books.
  4. Is demonetization of 500 and 1000 rupee notes, a success or a failure?

5. E-commerce will ruin the retail stores.
6. Impact of social media on teenagers.
7. Are nuclear families a blessing in disguise?
8. Is E-learning a substitute for classroom learning?
9. How safe are driverless cars?
10. Is technology making us less human?
11. 75% class attendance is too much for technical students.
12. Technological innovations reduce the rate of employment.
13. Role of social media in elections.
14. Brain drain is not a bane for a developing country like India.
15. Career counselling should start early on in schools.
16. Education as eligibility criteria in elections.
17. Fake news issue in India.
18. Reducing food loss and wastage.

## UNIT V

### WORKPLACE AWARENESS

#### OBJECTIVES

On completing this unit, you will be able to

- Learn workplace etiquette.
- Identify the knowledge, skills and attributes useful at workplace.
- Build strong workplace relationships.
- Learn professional ethics.
- Understand the importance of gender sensitization
- Develop a sense of responsibility towards the society.

#### Activity 1

**Individual**

- *Answer the following questions:*
  1. Is your behaviour same at your home and polytechnic?
  2. What are the set of manners one shall follow while dining with others at a restaurant?
  3. Have you ever noticed the behaviour of the employees at the workplace?
  4. How is workplace behaviour different from the set of manners you learned at your polytechnic?
  5. Do you think that you have all the qualities to join the workplace?
  6. What type of skills and qualities do you require to work as an engineer in a company?

#### Additional Information

Work etiquette is a set of manners which are useful to an employee at workplace. It incorporates all types of manners and behaviour in relation to work dealings. Etiquette, having polite and courteous behaviour and responsible manner, is considered essential in social environments. Behaving well and demonstrating good manners at your workplace is measured as workplace etiquette and it also brings you steady growth in your career and much more satisfaction to your job.

Activity 2

Group

- *Discuss the following topics with your group.*
- *Write a set of manners one shall follow in the following cases.*

**1. Dining Table manners**

---

---

---

---

---

---

---

**2. Telephonic manners**

---

---

---

---

---

---

---

**3. Play ground manners**

---

---

---

---

---

---

---

---

---

---

### Activity 3

## Group

- *Now imagine the workplace you have visited and write a set of manners useful at that workplace.*

**Name of the workplace you have visited:**

**The set of manners to be practiced by an employee of that organization:**

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

**Activity 4****Pair**

- *What according to you are the expectations of the employers from the job seekers to be successful at the workplace?*

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

**Activity 5****Pair**

- *Read the following statements.*
- *Discuss with your group whether they are appropriate at workplace.*
- *Mark the answers with a tick (✓) for appropriate and a cross (×) for inappropriate sentence.*

**Etiquette**

|                                                                                                                   |  |
|-------------------------------------------------------------------------------------------------------------------|--|
| Do arrive late to workplace.                                                                                      |  |
| Greeting colleagues with a smile and a firm and quick handshake.                                                  |  |
| Being punctual means you show respect to your profession.                                                         |  |
| Remember to say 'hello' and 'thank you.'                                                                          |  |
| Maintain friendly eye contact.                                                                                    |  |
| Listen attentively.                                                                                               |  |
| Learn when and where it is appropriate to use your cell phone in your office.                                     |  |
| Mind your word.                                                                                                   |  |
| Be respectful in your interactions with your co-workers, superiors and subordinates whether you like them or not. |  |

|                                                                                                                |  |
|----------------------------------------------------------------------------------------------------------------|--|
| Hugs or other types of affection that you share with friends and family are not out of place in the workplace. |  |
| If you hear a rumour about someone, pass it on.                                                                |  |
| Use vulgar language at workplace.                                                                              |  |
| Always ask others to share their personal lives with you.                                                      |  |
| Do not be prompt with your meeting and appointments.                                                           |  |
| Schedule your absences in advance so that your colleagues can prepare.                                         |  |
| Keep personal telephonic conversations and emails brief and at a minimum at workplace.                         |  |
| Respect people's personal space.                                                                               |  |
| Show gender discrimination.                                                                                    |  |

### Grooming

|                                                                |  |
|----------------------------------------------------------------|--|
| Dress in accordance with your employer's dress code.           |  |
| Be glossy.                                                     |  |
| Dress neatly, in clothes that are clean and pressed.           |  |
| Be special attention to your personal hygiene and cleanliness. |  |
| Always be sensitive to perfumes and smells surrounding you.    |  |

### Workspace

|                                                             |  |
|-------------------------------------------------------------|--|
| Keep workspace neat and tidy.                               |  |
| Invalidate your colleagues' office space without permission |  |
| Treat your workspace and equipment with care.               |  |
| Do not damage office property.                              |  |
| Always carry foods with strong smells and aromas.           |  |
| Don't interrupt others.                                     |  |
| Remember to be friendly with your colleagues.               |  |
| Avoid gossip and overhear something.                        |  |
| Discuss political or religious matters at workplace.        |  |
| Harassing opposite sex in workplace.                        |  |

|                                                                                                           |  |
|-----------------------------------------------------------------------------------------------------------|--|
| Speak loudly or disturb others when answering phone calls.                                                |  |
| Regularly interrupting or criticizing colleagues.                                                         |  |
| When speaking with someone, show you are truly engaged. Do not play on your phone or computer.            |  |
| Take your part to keep the common areas well-maintained and clean.                                        |  |
| During meetings and conversations, turning off mobile phones or setting them to vibrate rather than ring. |  |
| Use the company telephone, fax, or email, for any inappropriate and personal matters.                     |  |
| Use shared areas and shared items with respect and courtesy                                               |  |

**Activity 6****Group**

- *Discuss the following attributes with your group.*
- *Understand the importance of their role at workplace and present your views to the class.*
  1. Positive attitude
  2. Interpersonal Skills
  3. Adaptability
  4. Motivation
  5. Team work
  6. Managing time
  7. Problem Solving and Decision Making Skills
  8. Creativity
  9. Goal Setting
  10. Managing Stress
  11. Leadership
  12. Understanding Organizational Culture

Soft skills, along with technical skills, are highly valued in modern day work place. The employers are looking for professionals who have soft skills, certain personal traits which are essential for job during the selection procedure. Having personal attributes play crucial role to your job and help overall growth in career.

**Activity 7****Pair**

- *Read the following.*
- *Write what you have understood in the space provided.*

This is story of the Racquet Ball Legend Reuben Gonzales before he became one. About 35 years ago, he was in the final match of his first tournament playing for the world title with Marty Hogan, the sport's perennial champion. In that game, at match point, Gonzales played a super shot. The referee and linesman both confirmed that the shot was good and he was declared the winner. But Gonzales, after a little pause and hesitation, turned back to shake his opponent's hand and said, "This shot was faulty." He lost the serve and eventually the match.

Gonzalez surprised the racquetball world with his sportsmanship. Everyone was stunned. Who could imagine that a player with everything officially in his favour, with winning in this pocket, would disqualify himself at match point and lose? When asked why he did it, Gonzales replied, "It was the only thing to do in order to maintain my integrity." He lost the match, yet he was a winner.

***(Source: You Can Win by Shiv Khera)***

---

---

---

---

---

---

---

---

---

---

Integrity is a fundamental requirement of any profession. Maintaining ethical standards is must for the prosperity of an organization as well as the development of one's personality. Good ethics will lead us to maintain our honest image. It will enable us to abstain from such activities that may discredit to our profession.

**Activity 8****Pair**

- *Read the following and answer the questions in the space provided.*

About a hundred years ago, a man looked at the morning newspaper and to his surprise and horror, read his name in the obituary column. The newspapers had reported his death by mistake. His first response was shock. Am I here or there? When he regained his composure, his next thought was to find out what people had said about him. The obituary read, “Dynamite King Dies,” and, “He was a merchant of death.” This man was the inventor of dynamite and when he read the words “merchant of death,” he asked himself, “Is this how I am going to be remembered?” He decided that this was not the way he wanted to be remembered. From that on, he started working towards peace. He, the Dynamite King, was Alfred Nobel and he is remembered today by the great Nobel Prizes.

*(Source: You Can Win by Shiv Khera)*

1. Write what you have understood in the space provided.

---

---

---

---

---

---

---

---

2. How would you like to be remembered in your workplace?

---

---

---

---

---

---

---

---

Social responsibility is a duty that an institute or individual has an obligation to act for the benefit of society at large. It can boost the image of the institution and build its brand. Being an employee in any company or organization, you must develop the sense of workplace responsibility besides social responsibility. Having workplace responsibility leads to function a business safe and secure and inspires the team.

**Activity 9****Individual**

- *Imagine that you are an employer/employee in an organization.*
  - *Read the following statements and express your views to the class.*
1. Encourage staff to use public transport or sharing vehicles to get to work.
  2. Encourage and provide positive working environment and treat employees fairly.
  3. Set up promote flexible working hours and provide measures to reduce stress in the work place.
  4. Make sure all lights, computers and other equipment should be switched off, when appropriate.
  5. Deal with customers responsibly.
  6. It is important that a company/organization shows a high degree of social responsibility.
  7. Employees think it is important that their employee is responsible for society and environment.
  8. Companies should donate a percentage of their profits to charity.
  9. Buy, use and sell environmentally friendly goods.
  10. Employees should contribute their share to social responsibility.

**Activity 10****Individual**

- *Read the following passage.*
- *Write what you have understood in the space provided.*

Unlike the student culture in Indian schools where students celebrate the destruction of school property as an achievement, Japan introduces a new practice in which cleaning one's own classroom and school is part of their school education. Students as young as first graders clean and maintain their classrooms, serve lunch to their classmates and even clean the toilets. This is

recognised as a holistic practice that allows the child to grow up as a more responsible citizen. Japanese students also view keeping their school clean as a part of their life and culture and don't detest the work.

The school children of Japan sweep and mop their classrooms, do dusting, clean hallways, staircases, doors and windows, and even the bathrooms in many schools. However, elementary school students do not have bathroom cleaning chores and are allocated these tasks when they are older. Apart from that, they serve lunch prepared by the cooks to each other and clean up after lunchtime. To ensure that their surroundings stay clean, Japanese schools also have indoor shoes, so you don't drag dirt from the outside. Teachers assist the students by forming a proper schedule that allocates certain tasks to each student.

Encouraging a child to take care of his/her surroundings from a young age automatically inculcates the child to respect their surroundings and environment, and always try to keep it clean. This practice in Japanese schools turns cleanliness into a habit of responsibility one simply cannot shake. It also embeds the idea in children that no work, not even cleaning bathrooms, is menial.

**You may ask that why does Japan follow this cleaning practice.** Their motto is simple: if you are using a particular space, it is your duty and responsibility to ensure that you leave that space clean.

**(Source: <https://www.indiatoday.in/education-today/featurephilia/story/students-in-japan-clean-their-own-classrooms-and-school-toilets-and-the-reason-is-incredible-1227619-2018-05-06>)**

---

---

---

---

---

---

---

---

---

---

---

---

### Gender Sensitization

As prevalence of gender based discrimination is a major part of our social organization, it became a hot topic for the last few years. It can be found in different walks of life such as family, education, workplace, society and media. In all these areas biased treatment of women or girls and men or boys can be seen and its consequences leads difficulties to the society. In order to address this issue, gender sensitization- change of behaviour by raising awareness of gender equality- is the need of the hour.

### Activity 11

### Group

- *Discuss with your group on gender based treatment in family, education, workplace, society and media. And what needs to be done to improve situations.*
- *Write your observations and views in the space provided.*

### Gender Discrimination in aFamily:

---

---

---

---

What should we do?

---

---

---

---

---

### Gender Discrimination in Education:

---

---

---

---

What should we do?

---

---

---

**Gender Discrimination at Workplace**

---

---

---

What should we do?

---

---

---

**Gender Discrimination in Society and Media**

---

---

---

What should we do?

---

---

---

---

---

The present-day world requires professionals who are not only good at subject knowledge and technical skills but who also possess soft skills that are essential for employment. One of the most required soft skills is workplace awareness. The basics of good etiquette at workplace includes developing better communication, building great relationships, maintaining professional ethics and develop a sense of responsibility towards the society and the workplace.

How you interact with your colleagues is also an important aspect of workplace etiquette. Good communication makes the work environment more productive. To making work enjoyable and productive, one has to learn to build and maintain great, strong and positive relationships at workplace. Good relationships are also often necessary if we hope to develop our careers. We also need good working relationships with others in our professional circle. Customers, clients, suppliers and key stakeholders are all essential to our success. Maintaining characteristics like keep trust in colleagues, mutual respect, take responsibility for your words and actions, welcome diverse opinions, open and honest communication help us to make up good and health relationships at workplace.

Maintain gender equality is also an important component of workplace etiquette. In the workplace, men and women are peers and should be treated as such, regardless of your personal feelings or how you behave in social settings.

**Assignment**

1. You are shopping in a mall for dresses. You brought four pairs but, by mistake, billed you for only three in the counter. What would you do? Write a paragraph on what decision you take.
2. Imagine that you had been promoted as a manager in your company and you experienced discrimination in pay compare to previous manager because of gender. How do you react?

## UNIT VI

### WRITING SKILLS AT WORKPLACE

#### OBJECTIVES

On completing this unit, you will be able to

- Learn about various writing formats useful at workplace.
- Understand and acquire the ways and skills about workplace writing skills.
- Prepare templates for different purposes.
- Develop an ability to apply technical information in documentation.

#### Activity 1

**Individual**

- *Answer the following questions orally.*
- 1. Are you job-ready?
- 2. What according to you shall be learnt before accepting the employment?
- 3. Why are employers unhappy with the job-seekers?
- 4. Do you have any idea that what kind of work you are going to do at the workplace?
- 5. Do you think that you can execute the work efficiently at the workplace?

Good writing skills are crucial at the workplace as they reflect professionalism of the individual who is making that communication. Almost, every person is required to write emails and other communications to fellow workers and managers, while in positions that carry answerability; you are expected to document clearly the tasks that you have done. In a word, good writing skills are highly important in the workplace.

If you happen to send emails full of typos, poorly constructed sentences and grammatical errors, then it is like you are revealing a lot about your unprofessional attitude towards your work. Therefore, good writing skills at workplace not only improve communication, but can also have an effect on how you are perceived.

#### Activity 2

**Pair**

- Observe the formats of the following letters.
- Note down the differences between these letters in the space provided

**Official Letter:**

Hyderabad,  
23<sup>rd</sup> Nov, 2019.

401, Sai Sadan Apartments  
Ammadaya Colony, Mansoorabad  
Hyderabad-500068

The Principal,  
Govt. Polytechnic,  
Hyderabad, 500028

Dear Sir,

Sub: Permission for attending training programme on Effective Teaching  
Techniques-req-regd.

Ref: File No. CTE-TP/TRNG/70/2019- T&P Section Dt. 23/11/2019

I submit the following few lines for your kind consideration.

I request you to permit me to attend the one week training programme on Effective Teaching Techniques to be conducted at Telangana Academy for Skills and Knowledge (TASK), Begumpet, Secunderabad from 25.11.2019 to 29.11.2019. Participating in this training programme will provide a rich learning experience and it would help me to perform better in my profession.

I would be grateful to you for providing me an opportunity to update my skills.

Thanking you,

Sincerely yours

(A.Nagarjuna)

Lecturer in English

**Business Letter:****RAAGA CONSTRUCTIONSPVT LIMITED**

28A, Vivekananda Road, L.B. Nagar

Hyderabad-500074

8<sup>th</sup> December, 2019

The Manager,  
State Bank of India,  
L.B. Nagar, Hyderabad-500074

Dear Sir,

Sub: Dispatch of demand draft-req-regd.

Ref: Letter No. SBI/AS-12, dated 01-11-2019.

Please refer to your letter No. SBI/AS-12 dated 16<sup>th</sup> October, 2019 in which we were informed that a demand draft for Rs.99.99 lakhs would be delivered to us within one month. But so far we did not receive the demand draft and we did not have any information about the cause of the delay in its dispatch.

We would be grateful if you could kindly get the draft sent as early as possible so that progress of the work is not hampered.

Thanking you,

Sincerely yours

Nrupen Shri Raam  
Managing Director

---

---

---

---

---

---

---

---

---

---

---

---

---

### Additional information

#### Business Letter:

Business letters are written by the concerned authorised person of the organisation. There are different types of business letters. Each letter has its own definite purpose. More frequently used letters in the present day professional world are enquiry letter, sales letter, claim letter, collection letter, quotation letter, adjustment letter, appreciation letter, job application letter etc.

#### How to write?

The structure, layout and form of a business letter distinguish it from other forms of communication. A business letter normally contains the following essential elements:

- Letter Heading: It includes name, address of the firm, its telephone and fax numbers.
- Date:
- Inside-address: It contains name/designation, and address of the addressee.
- Salutation:
- Body: It is generally divided into three parts:
  1. Introduction- Introductory statement specifying the nature of the business, mention the previous correspondence on the topic, if any.
  2. Middle- It contains essential details and added information.
  3. Conclusion- It suggests or mentions what action to be taken.
- Complementary Close / Subscription:
 

It includes writer's signature, name in brackets and designation.

Along with structure, layout and form, a business letter must have an effective style and right tone to achieve its purpose. A good letter must have these qualities- the language used

## Activity 3 Pair

- [illegible]

## Activity 4 Individual

- 76

**Sample Email written for promotion of business.****From:** The Hindu STEP ([marketing@steptes.in](mailto:marketing@steptes.in))**To** [siddharth05@gmail.com](mailto:siddharth05@gmail.com)**Subject:** New programme STEPATHON4 at Rs.999**CC:** <[shriraaga@gmail.com](mailto:shriraaga@gmail.com)>**Bcc:****Attached:** C:\My Documents\map.doc;

Dear STEP User,

Is English always the stumbling block for you to land a great job? Is your English stopping you from getting promoted? You can now improve your English in just 40 days!

**Presenting STEPATHON 4 from The Hindu Group-** India's only programme designed to improve your English skills through lessons that have been adapted to your individual English Proficiency levels.

Thanks to this extreme personalization, STEPATHON 4 fast-tracks your English learning and gears you up for your future.

We are giving you Stepathon 4 at a special early bird price of **Rs.1999Rs.999** for our existing users. Use coupon code **FSTEP4** during purchase

Enrol now. The course commences on Dec 8, 2019

Happy learning.

With regards,

**Team STEP**

---

---

---

---

---

---

---

---

---

---

---

---

---

---

In the present day world, Email, is widely used as a form of inexpensive yet highly effective business communication tool. It is incredibly fast. It can reach anyone and anywhere within a fraction of a second. In professional life, from the CEO to the junior subordinate, everyone in an organization can use the Email.

## Activity 5 Individual

- Read the sample Email given in the previous activity once again.
- Reply to it in the space provided.

[illegible]

**Activity 6****Pair**

- *Read the following memo and observe its format.*
- *Write down the difference between a business letter and a memo in the space provided.*

**Sample Business Memo:**

To: The Head of English Department and faculty members.

From: The Principal

Date: 10<sup>th</sup> December, 2019

Subject: Meeting with Krish Technologies Pvt. Ltd today at 2.30 pm in Seminar Hall-1

As per our earlier discussion dated 30/11/2019, we were planning to set up an English Lab, Career Lab and Aptitude Lab in our institution. The decision taken at the end of that meeting was to contact an organisation that provides digital labs in educational institutions. Krish Technologies Pvt. Ltd is a Hyderabad-based digital labs organization which has more than 20 years of experience in providing technology solutions in the education sector. We are planning to hire their services for the purpose of setting up English Lab, Career Lab and Aptitude Lab in our institution. We will meet their representatives tomorrow at 2.30 pm in Seminar Hall-1

Looking forward to your active participation.

Thanking you.

Best regards,

**Principal**

---

---

---

---

---

---

---

---

---



---



---



---



---

### Additional Information

A Memo or Memorandum is a short document of official written communication used to transmit information in the workplace. Memos should be brief, direct and easy to navigate. They are less formal than letters but should maintain a professional, succinct style. Often, the purpose of a business memo is twofold: to identify a problem and propose a solution in the business. Other times, memos may provide or request factual information.

### How to a Business Memo?

Key points to remember to write an effective business memo:

- Present the main point first.
- Maintain a professional, succinct style.
- Create a very specific subject line to give the reader an immediate idea of the memo's (or message's) subject and purpose.
- Provide a summary or overview of the main points, especially if the memo is more than one page.
- Use format features, such as headings, to signal structure and guide readers to the information they're seeking.

### Activity 7

### Individual

- *Imagine that you are a CEO of a company. You observed that the most of the staff members in the company are wasting electricity in your office.*
- *Write a memo in the space provided.*

---



---

[illegible]

## Activity 8

## Group

- *Discuss in groups the steps to be followed in holding meetings at workplace.*

Meetings are common in every profession. Whenever you are asked to conduct a meeting, you will have to issue a notice or circular, design the agenda, and after the meeting, write its minutes. These three are interrelated.

1. How do you prepare a notice for meeting?

---

---

---

---

---

---

2. What are the elements required to draft the agenda of a meeting?

---

---

---

---

---

---

3. Why should organisations record minutes of every meeting?

---

---

---

---

---

---

### Activity 9

**Pair**

- *Observe the formats of a notice, agenda and minutes of a meeting given below.*
- *And write down a notice, agenda and minutes of meeting which you had conducted last week in your institution.*

### Notice:

**Askhara Publishing House Pvt Ltd.**

28 A, Radha Avenue

Tarnaka, Hyderabad

28<sup>th</sup> November, 2019

**Staff Welfare Association Executive Committee Meeting**

### NOTICE

The Fifth meeting of the Executive Committee would be held at 3 p.m. on Thursday, on 8<sup>th</sup> of December, 2019 in Room no. 16, Vrindavan. The agenda is given below.

Please do attend the meeting.

**Agenda:****Askhara Publishing House Pvt Ltd.**

28 A, Radha Avenue

Tarnaka, Hyderabad

28<sup>th</sup> November, 2019**. AGENDA**

- 5.01 Minutes of the previous meeting.
- 5.02 Canteen report.
- 5.03 Celebration of New Year Eve
- 5.04 Increase of subscription
- 5.05 Request for donation
- 5.06 Any other matter with the permission of the President

Adhvaitha

Cc: All Members

Secretary

**Minutes of the Meeting:****Askhara Publishing House Pvt Ltd.**

28 A, Radha Avenue

Tarnaka, Hyderabad

**Staff Welfare Association**

Fifth meeting of the Executive Committee held at the Chairman's chamber on Thursday, 8<sup>th</sup> of December, 2019 at 3.00 p.m. The following members attended the meeting.

Miss Shri Raaga (Chairman)

Mr Sai Ram

Mr Partha Sarathi

Mrs Savithri

Mr Balram

Mrs Arpitha

Miss Vardhini (Treasurer)

Miss Adhvaitha (Secretary)

Members Absent: Mr Janaki Ram

#### **5.01 Minutes of previous meeting**

The minutes of the meeting held on 16<sup>th</sup> October, 2019 were taken as read, adopted and signed by the Chairman.

#### **5.02 Canteen report**

The sales report of the Canteen was received and approved. The suggestion of the Manager to serve meals during lunch time was accepted on a trial basis for one month.

#### **5.03 Celebration of New Year Eve**

It was decided to organise a get-together and a entertainment programme at 10.00 a.m. on 1<sup>st</sup> January. A sum of Rs. 20,000 was approved for the purpose. The secretary was requested to work out the details.

#### **5.04 Increase of subscription**

In view of the rising expenditure a proposal was put forward by Miss Adhvaitha to increase the subscription from Rs. 500 to Rs. 1000 per month from the financial year 2020-21.

The proposal was unanimously approved.

#### **5.05 Request for donation**

As it was increasingly becoming difficult to meet the expenditure from Association's own resources, a resolution to request the management of the organisation for a donation of Rs. 2,00,000 per annum, moved by the Chair was unanimously adopted.

As no other matter was raised, the meeting ended with a vote of thanks to the Chair.

#### **Signatures of the members attended:**

- 1.
- 2.
- 3.

6.

## Chairman

[illegible]

---

---

---

### **Additional Information**

Like other forms of communication, writing notices, agenda and minutes of meeting are also essential part in our workplace. Commonly every organisation or company has rules and procedure for conducting meetings.

#### **Notice:**

If you are asked to conduct a meeting in your organisation, first you will have to issue a notice. For this, you have to send a written communication and also monitor that the notice should reach to all the staff in your organisation within the specified time. In the notice, you should mention the name and address of the organisation, date of issue and date, time, place of the proposed meeting.

#### **Agenda of meeting:**

After issuing a notice for meeting, you have to prepare an agenda. Agenda is nothing but an official list of items that should be discussed in the meeting. It also helps you to conduct the meeting in proper order.

In the agenda, you should arrange the items in order of priority. You have to mention the minutes of the previous meeting. If the meeting is one of a series, you should take care while writing items numbers. Each item should indicate the number of the meeting. For example, it is the fifth meeting in a series. Hence, you should arrange the items in the agenda as 5.01, 5.02, 5.03, 5.04, 5.05 and so on.

#### **Minutes of the meeting:**

As minutes are the official record of the business transacted at a meeting, all the companies and organisation maintain to keep the records of minutes for every meeting. They consider them important and preserve them carefully.

When you are asked to write minutes, you should carefully follow the transactions that happened in the meeting. After the meeting is over, you start writing minutes keeping in mind the agenda of the meeting.

You should include the following elements while writing the minutes:

- Name of the company or organisation
- Day, date, time and place of the meeting
- Topic of the meeting
- If it is in a series, mention the number of the meeting
- Names of the members present
- Names of the member absent
- Minutes of the previous meeting
- Record of transaction, item-wise
- At the end, signatures of the members and the authorised persons for the meeting like secretary and chairman.

### Activity 10

**Pair**

- *Observe the format of the following circular.*
- *Write the essential elements which are required for a circular in the space provided.*

### Circular Memo:

|                                                                              |                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>GOVERNMENT OF TELANGANA</b>                                               |                                                                                                                                                                                                                                                                         |
| Office of the<br>Commissioner of Technical Education<br>Telangana. Hyderabad |                                                                                                                                                                                                                                                                         |
| Sub:                                                                         | Academic-I- Technical Education- Celebrations of National Education Day on 11 <sup>th</sup> November, 2019- Certain Instructions- Issued                                                                                                                                |
| Ref:                                                                         | 1. Govt. Memo. 6035/MC/A1/2019, Dt: 26-10-2019 of the Joint Secretary to Government, Higher Education (MC), Dept. (copy enclosed).<br>2. Lr. No. II- 2/2019-PN.I, Dt: 15-10-2019 of the Senior Economic Advisor, Ministry of Human Resource Development (copy enclosed) |

\*\*\*\*

The attention of the Principals of Government / Aided / Private un-Aided / 2<sup>nd</sup> shift Polytechnics in existing Engineering Colleges in the state is invited to the subject and references. It is directed by the Government to celebrate National Education Day on 11<sup>th</sup> November, 2019, in terms of the Central Government Resolution dated: 11 the September, 2008 wherein it is declared 11<sup>th</sup> November i.e. the Birth Anniversary of Maulana Abdul Kalam Azad, Great Freedom Fighter, Eminent Educationist and the First Union Minister of Education, as the National Education Day.

Therefore, the Principals of Government/ Aided/ Private un-Aided/ 2<sup>nd</sup> shift Polytechnics in existing Engineering Colleges under the control of this Department are requested to be involved in the Celebrations of the National Education Day in organizing Seminars, Symposia, Essay Writing, Elocution Competitions, Workshops and Rallies with Banners, Cards and Slogans on the importance of education and Nation's commitment to all aspects of education.

The receipt of this Memo shall be acknowledged.

(This has the approval of Commissioner of Technical Education, Telangana)

Encl: As Above

Signature

**Commissioner**

To

1. The Principals of Government / Aided / Private un-Aided / 2<sup>nd</sup> shift Polytechnics in existing Engineering Colleges in the T.S.
2. The Secretary, State Board of Technical Education and Training, Telangana State, Hyderabad.

---

---

---

---

---

---

---

---

---

---

Circular is a mode of formal communication in an organisation between the superiors and employees, between departments. It is used to distribute important information to a large number of people. In business world, circular is also used as an advertising tool.

### Activity 11

**Pair**

- *Read the sample circular memo once again.*
- *Imagine that you are the Principal of a Government polytechnic.*
- *Give a Circular in your institution to celebrate the National Education Day.*

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



---



---



---



---

A press release or media release has its own importance in present day world. Every organization uses this form of communication to reach the people through media. Preparing a press release plays a crucial role in you workplace.

### Activity 12

### Individual

- *Discuss with your group on “The Importance of Press Release in Business.”*
- *Answer the following questions.*

1. What is the importance of press release?

---



---



---



---



---

2. Why do organizations issue press release?

---



---



---



---



---

### Activity 13

### Pair

- *Read the following press release of Department of Space.*
- *Write what are the elements of a press release in the space provided.*

### Press Release

#### **PSLV-C47 successfully launches Cartosat-3 and 13 Commercial nanosatellites into Sun Synchronous Polar Orbit**

***Posted On: 27 NOV 2019 12:26PM by PIB Delhi***



India's Polar Satellite Launch Vehicle, in its forty ninth flight (PSLV-C47), successfully launched Cartosat-3 along with 13 Nanosatellites of USA from Satish Dhawan Space Centre (SDSC) SHAR, Sriharikota today.

PSLV-C47 lifted-off at 0928 Hrs (IST) from the Second Launch Pad. After 17 minutes and 38 seconds, Cartosat-3 was successfully injected into a sun synchronous orbit of 509 km. Subsequently, the 13 nanosatellites were injected into their intended orbits. After separation, solar arrays of Cartosat-3 were deployed automatically and the ISRO Telemetry Tracking and Command Network at Bengaluru assumed control of the satellite. In the coming days, the satellite will be brought to its final operational configuration.

"Cartosat-3 is the most complex and advanced earth observation satellite built by ISRO." Dr Sivan said. He further added that it was a third generation agile advanced satellite having high resolution imaging capability.

The mission life of the Cartosat-3 is 5 years. Cartosat-3 will address the increased user's demands for large scale urban planning, rural resource and infrastructure development, coastal land use and land cover, etc.

ISRO Chairman, Dr K Sivan, congratulated and complimented the launch vehicle and satellite teams involved in the mission. He also acknowledged the support from Indian Industry.

PSLV-C47 was the 21<sup>st</sup> flight of PSLV in 'XL' configuration (with 6 solid strap-on motors). This was the 74th launch vehicle mission from SDSC SHAR, Sriharikota and 9th satellite of Cartosat series.

About 5000 visitors witnessed the launch live from the Viewer's Gallery in Sriharikota.

[illegible]

Group

- *You conducted IPGSM-2019 at the District Level in your institution.*
- *Write a press note in the space provided giving all the particulars of the sports and games events conducted.*
- *Give all the particulars of the valedictory ceremony also.*

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

---

---

---

---

---

**Activity 15****Pair**

- *Discuss with your partner and answer the following questions.*

1. What is a form?

---

---

---

---

---

---

---

---

---

---

2. When do we write an application at workplace?

---

---

---

---

---

---

---

---

---

---

3. Write the advantages of templates at workplace?

---

---

---

---

---

---

---

---

---

---

4. What is a business note?

---

---

---

---

---

---

---

---

---

---

### Activity 16

### Individual

- *Observe the following samples- a form and an application.*
- *Note down the differences between these letters in the space provided*

**A Sample Form:****FORM NO. 3CA****[See rule 6G(1)(a)]****Audit report under section 44AB of the Income -tax Act, 1961, in a case where the accounts of the business or profession of a person have been audited under any other law**

\*I / we report that the statutory audit of M/s. .... (Name and address of the assessee with Permanent Account Number) was conducted by \*me / us / M/s ..... in pursuance of the provisions of the ..... Act, and \*I / we annex hereto a copy of \*my/our/their audit report dated..... along with a copy of each of :-

(a) the audited \*profit and loss account/income and expenditure account for the period beginning from \_\_\_\_\_ to ending \_\_\_\_\_ on \_\_\_\_\_.

(b) the audited balance sheet as at, \_\_\_\_\_ ; and

(c) documents declared by the said Act to be part of, or annexed to, the \*profit and loss account/income and expenditure account and balance sheet.

2. The statement of particulars required to be furnished under section 44AB is annexed herewith in Form No. 3CD.

3. In \*my/our opinion and to the best of \*my/our information and according to examination of books of account including other relevant documents and explanations given to \*me/us, the particulars given in the said Form No.3 CD are true and correct subject to the following observations/qualifications, if any:

- a. \_\_\_\_\_  
 b. \_\_\_\_\_  
 c. \_\_\_\_\_

**\*\*(Signature and stamp/Seal of the signatory)****Place:****Name of the signatory****Date:****Full address:****Notes :**

- 1.\* Delete whichever is not applicable
2. This report has to be signed by a person eligible to sign the report as per the provisions of section 44AB of the Income-tax Act, 1961.
3. Where any of the requirements in this Form is answered in the negative or with qualification, give reasons therefor.

*The person who signs this audit report shall indicate reference of his membership number/certificate of practice/authority under which he is entitled to sign this report.*

(Source: <https://www.incometaxindia.gov.in/forms/income-tax%20rules/103120000000007765.pdf>)

### Application Form:

| <b>GREATER HYDERABAD MUNICIPAL CORPORATION</b><br><b>APPLICATION FOR VACANCY REMISSION</b>                                                  |  |
|---------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Application No: TX004</b>                                                                                                                |  |
| <b>File No. ....</b><br>(to be generated by CSC)                                                                                            |  |
| <b>A. Applicant Particulars</b>                                                                                                             |  |
| 1. Circle No.                                                                                                                               |  |
| 2. Name of the Applicant                                                                                                                    |  |
| 3. Father's / Husband Name                                                                                                                  |  |
| 4. Address for correspondence                                                                                                               |  |
| 5. Contact (Mobile) No.                                                                                                                     |  |
| <b>B. Property particulars</b>                                                                                                              |  |
| 1. House Number                                                                                                                             |  |
| 2. Name of the Owner                                                                                                                        |  |
| 3. Name of the Locality                                                                                                                     |  |
| 4. Existing Property Tax                                                                                                                    |  |
| 5. Existing Tax paid upto                                                                                                                   |  |
| 6. Usage of the Property                                                                                                                    |  |
| 7. Property Lying Vacant From                                                                                                               |  |
| <b>Applicant Undertaking</b>                                                                                                                |  |
| I hereby declare that all the information mentioned above is true to my knowledge. In case of any discrepancies I will be held responsible. |  |
| <b>Signature of the Applicant</b>                                                                                                           |  |
| <b>List of Enclosures</b>                                                                                                                   |  |
| 1. Latest property tax paid receipt                                                                                                         |  |
| <b>Office Use only</b>                                                                                                                      |  |
| I have verified the application and the enclosures and the application qualifies for further                                                |  |

verification.

**Service Centre Executive**

(Source: [https://www.ghmc.gov.in/CSC\\_Applications/Vacancy\\_Remission.pdf](https://www.ghmc.gov.in/CSC_Applications/Vacancy_Remission.pdf))

### Activity 17

### Individual

- *Imagine that you are a manager of a company. You want to introduce a health scheme to the employees.*
- *Prepare an application form in the space provided.*

[illegible]

## Additional Information

## Forms and Applications:

At workplace, for different purposes we use different forms communication such as a form, an application and a template.

A form is a logically structured document with a fixed arrangement of captioned spaces, designed for entering, extracting, or communicating the required information.

An official or a formal request, usually in writing to be considered for a position or to be allowed to do or have something, submitted to an authority, institution, or organization.

## Templates:

A template is a pre-written form, application, invoice, letter, etc. that is used as a reference or pattern for producing other similar things.

Written templates are formats that will help you in writing your content and they can be used for writing content efficiently. These formats will help you in write content. You can use

these formats in any writing you want according to your needs and requirements. Written templates will show you different ways to organize your content and manage your writing.

**Some practical uses of templates:**

- Utilizing templates for your business documents has the important benefit of maintaining document consistency. A business reproduces and uses multiple documents in large numbers. Having a ready-made template that you prefer and trust can help streamline the entire process-saving you time and stress.
- The main advantage is that templates significantly simplify the generation of good company documentation, which allows you to invest valuable time in the content and review of these documents.
- A document template is used for a variety of purposes. It can be used to write documents, notes, curriculum vitae, papers, letters, and many more.

**Business note:**

A business note is a short letter with a purpose to record useful points or ideas written down as an aid to memory for an intended future action or to express gratitude / appreciation and or disappointment etc.

**Activity 18**

**Pair**

- *Observe the following template.*
- *Prepare a template in word document for your Resume in the space provided.*

## A Sample Template:

| <b>Vehicle Bill of Sale</b>                                                                                                                                                                                                                                                                                                                                                                |      |                                |                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------------------------|------------------------------|
| <p>For the Exact Sales Amount indicated below, I the Seller do hereby sell and transfer ownership of the Vehicle described below to the Buyer, acknowledge full receipt of payment, certify that I have the authority to sell it, warrant the Vehicle to be free of any liens or encumbrances, and certify that all information given is true and correct to the best of my knowledge.</p> |      |                                |                              |
| <b>Vehicle Information</b>                                                                                                                                                                                                                                                                                                                                                                 |      |                                |                              |
| VEHICLE IDENTIFICATION NUMBER (VIN#)                                                                                                                                                                                                                                                                                                                                                       |      | ENGINE NUMBER (if applicable)  |                              |
| YEAR                                                                                                                                                                                                                                                                                                                                                                                       | MAKE | MODEL                          | BODY STYLE (2 Dr, 4 Dr, etc) |
| ODOMETER READING (Miles)                                                                                                                                                                                                                                                                                                                                                                   |      | SALE DATE                      |                              |
|                                                                                                                                                                                                                                                                                                                                                                                            |      | EXACT SALES AMOUNT<br>\$ (USD) |                              |
| <b>Conditions and Warranty</b>                                                                                                                                                                                                                                                                                                                                                             |      |                                |                              |
| <p>The Seller has no knowledge of any hidden defects in and to the Vehicle, and believes to the best of the Seller's knowledge that the Vehicle is being sold in good operating condition "AS-IS", meaning that there is no warranty for any defects and that all repairs are the responsibility of the Buyer.</p>                                                                         |      |                                |                              |
| <p>Seller allows the Buyer _____ days to have the Vehicle inspected by an independent mechanic, and agrees to cancel the sale if the inspection is unsatisfactory to the Buyer.</p>                                                                                                                                                                                                        |      |                                |                              |
| <b>Odometer Disclosure Statement</b>                                                                                                                                                                                                                                                                                                                                                       |      |                                |                              |
| <p>Federal and state law requires the Seller of the Vehicle to state the odometer mileage upon the transfer of ownership. Failure to complete or a false statement may result in fines and/or imprisonment.</p>                                                                                                                                                                            |      |                                |                              |
| <p>I the Seller hereby certify to the best of my knowledge that the ODOMETER READING listed under the Vehicle information above was not altered, set back, or disconnected while in the Seller's possession, and the Seller has no knowledge of anyone doing so, and is (check one of the following):</p>                                                                                  |      |                                |                              |
| <p><input type="checkbox"/> THE ACTUAL MILEAGE</p>                                                                                                                                                                                                                                                                                                                                         |      |                                |                              |
| <p><input type="checkbox"/> MILEAGE IN EXCESS OF MECHANICAL LIMITS</p>                                                                                                                                                                                                                                                                                                                     |      |                                |                              |
| <p><input type="checkbox"/> NOT THE ACTUAL MILEAGE. WARNING! ODOMETER DISCREPANCY</p>                                                                                                                                                                                                                                                                                                      |      |                                |                              |
| SELLER'S SIGNATURE<br>X                                                                                                                                                                                                                                                                                                                                                                    |      | SELLER'S PRINTED NAME          |                              |
| DATE                                                                                                                                                                                                                                                                                                                                                                                       |      |                                |                              |
| SELLER'S ADDRESS                                                                                                                                                                                                                                                                                                                                                                           |      | CITY                           | STATE                        |
|                                                                                                                                                                                                                                                                                                                                                                                            |      |                                | ZIP                          |
| BUYER'S SIGNATURE<br>X                                                                                                                                                                                                                                                                                                                                                                     |      | BUYER'S PRINTED NAME           |                              |
| DATE                                                                                                                                                                                                                                                                                                                                                                                       |      |                                |                              |
| BUYER'S ADDRESS                                                                                                                                                                                                                                                                                                                                                                            |      | CITY                           | STATE                        |
|                                                                                                                                                                                                                                                                                                                                                                                            |      |                                | ZIP                          |
| <p>SWORN TO AND SUBSCRIBED BEFORE ME, this the _____ day of _____, 20____.</p>                                                                                                                                                                                                                                                                                                             |      |                                |                              |
| <p>_____<br/>NOTARY PUBLIC</p>                                                                                                                                                                                                                                                                                                                                                             |      |                                |                              |
| <p>Contact your state's motor vehicle department to find out if there are special requirements for the sale and transfer of your vehicle.</p>                                                                                                                                                                                                                                              |      |                                |                              |
| <p>Bill of Sale Template © 2010 Vertex42.com</p>                                                                                                                                                                                                                                                                                                                                           |      |                                |                              |

(Source: <https://www.vertex42.com/WordTemplates/bill-of-sale-template.html>)

[illegible]

## Activity 19

## Individual

- *Imagine that you are a CEO of an organization.*
- *You received a business note from a CEO of another organization for expressing gratitude to you.*
- *Read the following business note. And reply to the organization in the space provided.*

***Sample business note expressing gratitude after a new business deal or partnership***

Dear Sam,

I'm very excited about our new partnership, and I just want to thank you for being a part of our extended family. Please give my best to everyone on your team, as I know that they played no small role in making this deal possible. I look forward to a long and fruitful relationship between our two businesses. Thank you, again!

Sincerely,

Jonathan

(Source: <https://talkroute.com/7-sample-thank-you-notes-for-business/>)

---

---

---

[illegible]

## Additional Information

Applying technical information in documents and revising and editing those documents play a crucial role in various forms of written communication at workplace. While documentation, the general content guidelines and the technical information writing checklist makes you understand the essential aspects to master this particular workplace writing skill.

## General Content Guidelines

- Organize logically (tell a story)
- Provide adequate background.
- Clearly state the objectives.
- Provide adequate content to meet objectives.
- Place important data in the body of the report, if applicable.
- Describe and/or properly refer to all methods and modifications.
- Include a quality analysis of the data that support the conclusions.

## **Technical Information Writing Checklist in Documentation**

### **Consistency**

- Correctly and uniformly spell, capitalize, abbreviate, hyphenate, bold, and italicize text.
- Provide uniform white space: margins, before and after headings, line spacing, and spaces between sentences.
- Keep on the same line of text: number/units, salutation/name, figure/number, and table/number.

### **Figures and Tables**

- Provide clear and complete titles to enable use when removed from the document.
- Cross-reference in the text. Use tables if there will be more than 3 to 4 entries.
- Use the correct number of significant figures (or round as appropriate for comprehension).

### **Appropriate Language**

- Eliminate contractions, personal pronouns, colloquialisms, jargon, clichés, and sexist language.
- Use active voice. Reword to the positive.
- Avoid saying the same thing twice. Rewrite sentences to prevent using the same key words in one sentence.
- Begin sequential sentences with different words. Replace vague or ambiguous terms with precise text.

### **Revising and Editing**

Revising a written document means literally conducting a re-VISION of your previous work to make your document content stronger and improve clarity to your readers. Whereas, Editing, keeps the document exactly the same however, you simply FIXING mistakes you have made while writing it, such as typos, grammar errors, and spelling mistakes.

Revising and editing need the writer's undivided attention as they allow you to examine two important aspects of your writing separately.

Revision involves-taking a second look at ideas, adding, cutting, moving, or changing information in order to make your ideas clearer, more accurate, more interesting, or more convincing.

Editing involves- taking a second look at how you expressed your ideas, adding or changing words, improving writing style and make the document into a polished, mature piece of writing.

### **Strategies for Revising and Editing**

- Ask someone you trust for feedback and constructive criticism.
- Pretend you are one of your readers. Are you satisfied or dissatisfied? Why?
- Reading your writing aloud will often help you find problems with unity and coherence.

### **Assignment**

1. Collect a few different kinds of letters, circulars, notices, memos, press releases, forms, applications and business notes. Observe the format and content.
2. Imagine that you are working for WellGriptyres Ltd. as the Executive Engineer and maintain the A/C machines. Design a template to record your daily readings to submit the same to the Chief Engineer.