CENTRAL INSTITUTE OF PETROCHEMICALS ENGINEERING AND TECHNOLOGY: IPT, GUINDY, CHENNAI - 600 032.

BONAFIDE CERTIFICATE

Certified as a bonafide record of the Practical work in ….. Professional Communication Laboratory work done by Mr/Ms. ……

Reg. No. …… of Course during the academic year 202…. – 202...

Practical In-Charge **Head of the Department**

Date :

Submitted for the Practical Examination held on ……..…….

at CIPET : (IPT) Chennai

Internal Examiner **External Examiner**

Date :

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Name: Course: B.Tech, Fifth Semester

Reg.no: Subject: Professional Communication

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1.LISTENING COMPREHENSION

EXCERCISE-1.1

WORK

SPEAKER 1: I work on Saturdays and in the school holidays. Saturdays are busy because that's when everyone goes shopping. Our shop sells clothes and accessories for men, women and children. I work in the children's department. It can be crazy sometimes, but it's fun.

SPEAKER 2: I work during my summer holidays when I'm not at university. Oxford has thousands of tourists in the summer, so it's easy to find a job as a tour guide. I take tourists to visit the university colleges and then we go down to the river. We go along the river on a boat. The tourists love the boat trip, but last summer one tourist fell in the river! I love meeting people from all over the world.

SPEAKER 3: I like my job, but lots of people don't like coming to see me because they hate dentists. Sometimes it's very hard work, but it's great to help people when they have a problem. It's so important to look after your teeth.

SPEAKER 4: My job is very difficult, but I like it because I love flying. I fly planes that take people to different places on holiday. Most of the time I fly in Europe to places like Spain, Greece and Italy. The most difficult thing about my job is when the weather is bad. Snow and thunderstorms are the worst. The best thing is visiting different places.

SPEAKER 5: I work in a hospital in the city centre. It's a very big hospital. I help the doctors with the patients. I give them their medicine and look after them when they feel ill. I love my job but I don't like the uniform and sometimes I have to work at night.

Answer the following questions given below:

1. Does speaker 1 enjoy his job?
2. When does speaker 1 work?
3. When does speaker 2 work?
4. What does speaker 2 say tourists love doing?
5. Does speaker 3 like his job?
6. Match the following:
   1. Speaker 1 works as a _____.
   2. Speaker 2 works as a _____.
   3. Speaker C works as a _____.
   4. Speaker D works as a _____.
   5. Speaker E works as a _____.

ANSWERS:

1. Yes
2. Weekends and holidays
3. Summer holidays.
4. Taking a boat trip.
5. Yes.
6. 1. Shop Assistant
   2. tour guide
   3. dentist
   4. Pilot
   5. nurse

EXERCISE- 1.2

MY FAVOURITE FILM

SPEAKER 1 (girl): I really like The Notebook; it's a romantic classic. The story is about a poor boy, called Noah, who meets a rich girl, called Allie, and they fall in love over one summer. But of course there are problems. Allie's parents don't approve of Noah because he's poor and they get separated, then a lot of time passes before they can get together again. She goes away to college and he writes to her every day, but she doesn't get the letters. Then after quite a long time, Noah buys an old house which he promised to restore for Allie. He does it up and she sees a newspaper article about it and goes to find him again. You can probably guess the rest, but it's a bit complicated because she is engaged to another man. Noah is played by Ryan Gosling, who's my favourite actor, and he stops the film being too soppy – but you still cry a lot at the end. Rachel McAdams is really good too, as Allie.

SPEAKER 2 (boy): I think my favourite film is Skyfall, the last James Bond movie. It stars Daniel Craig again and Javier Bardem is this really evil baddie. They're both great, and so is Judi Dench as M, Bond's boss. It's a bit different to other Bond films. The story is more important, although there is still a lot of action. It's really well filmed, especially in the scenes which are shot in Shanghai and Scotland, and it's really exciting, of course. Bond is also a bit different – although he does amazing things, he seems older and that makes him more human and the story more realistic. Oh, the song by Adele is great, too. You know it won an Oscar?

SPEAKER 3 (girl): It's not a very recent film, but I love Pride and Prejudice – the version with Keira Knightley as Elizabeth Bennet and Matthew Macfadyen as Mr Darcy. The story is really clever and interesting, besides being romantic. It's all about how we tend to jump to conclusions about people and we're often completely wrong. Elizabeth thinks Mr Darcy is stuck up and snobbish at the beginning of the film, but at the end she realises she has been completely wrong and he isn't like that at all. She also realises he has an enormous house and that maybe helps her fall in love with him too! After I saw the film I read the book by Jane Austen and I really recommend that too. Although it was published 200 years ago, it's still a great read and really funny in parts.

Answer the following questions given below:

Match the speaker to the genre of film.

1…….. Speaker 1

2…….. Speaker 2

3…….. Speaker 3

Complete the gaps with the correct speaker.

4.Speaker _____ says the film is not too sentimental, thanks to the actor.

5. Speaker _____ thinks the film shows you not to judge people too quickly.

6.Speaker _____ likes the scenes filmed in different countries.

ANSWERS:

1. A romance
2. An action film
3. A romance based on a book
4. speaker 1
5. speaker 3
6. speaker 2

2. READING COMPREHENSION

EXERCISE – 2.1

Read the passage given below and answer the question that follows:

Sight is our most precious sense and many people fear blindness more than they fear any other disability. Eye, the organ of sight is our most important organ for locating and observing the world around us. We use our eyes in almost everything we do ---reading, working, watching movies and television, playing games and countless other activities. The human eyeball measures only about 25 min in diameter. Yet the eye can see objects as far away as a star and as tiny as a grain of sand. The eye can quickly adjust its focus between a distance point and a near once.

I. Answer the following questions:

1. What is our most precious sense?
2. Which disability the people fear most?
3. What is the chief function of the organ of sight?
4. Name a few activities in which we use our eyes?
5. What is the average measurement of the human eye ball?

II. Give a synonym for each of the following words.

WORDS	SYNONYMS
1. Precious	----------
2. Tiny	----------
3. Quickly	----------
4. Countless	----------
5. Disability	----------

III. Give an antonym for each of the following words

WORDS	ANTONYMS

1. Far ----------

2. Disability ----------

3. Countless ----------

4. Precious ----------

5. tiny ----------

ANSWERS:

I. Answer the following questions:

1. Eye is our most precious sense

2. Blindness is the disability which people fear most.

3. The chief function of the organ of sight is to locate and observe the world around us.

4. Reading, working, watching movies and television, playing games are some activities in which we use our eyes.

5. Human eyeball measures only about 25 min in diameter.

II. SYNONYMS

1. Costly, very valuable

2. Very minute, small particle.

3. Very soon

4. Numerous

5. Physical or mental handicap.

III. ANTONYMS

1. Small distance

2. Ability

3. Countable

4. Low value

5. Large

EXERCISE- 2.2

Read the passage given below and answer the question that follows:

Let us take a brief look at the planet on which we live. As earth hurtles through space at a speed of 70,000 miles per hour it spins, as know, on its axis, which causes it to be flattened at the poles. Thus , if you were to stand at sea level at the North or South pole you would be 13 miles nearer the centre of the earth than if you stood on the equator.

The earth is made up of three major layers-central core, probably metallic, some 4000 miles across, a surrounding layer of compressed rock and to top it all a very thin skin of softer rock, only about 20 to 40 miles thick- that's about as thin as the skin of an apple, talking in relative terms.

The pressure on the central core is unimaginable. It has been calculated that at the centre it is 60 million pounds to the square inch,and this at a temperature of perhaps 10,000 degrees Fahrenheit. The earth's interior, therefore would seem to be of liquid metal- and evidence for this is given by the behavior of earthquakes.

When an earthquakes occurs, shock waves radiate from the centre just as waves radiate outwards from the point where a stone drops into a pond, And these waves pulsate through the earth's various layers. Some waves decend vertically and pass right through the earth, providing evidence for the existence of the core and an indication that it is fluid rather than solid. Thus, with their sensitive instruments, the scientific who study earthquakes the seismologistics, can in effects X- ray the earth.

Iceland is one of the most active vilconic regions of the world. And it was to Iceland that Jules verne sent the hero of his book 'A Journey to the centre of the Earth'. This intrepid explorer clambered down the opening of an extinct volcano and followed its winding until he reached the earth's core. There he found great oceans, and continents with vegetation. This conception of a hollow earth we now know to be false. In the 100 years since Jules verne published his book the science of vulcanology,as it is called has made great strides. But even sol the deepest, man has yet penetrated is about 10,000 feet. This hole, the Robinson Deep mine in south Africa, barely scratches the surface: so great is the heat at

10,000 feet that were it not for an elaborate air-conditioning system the miners working would be roasted. Oil borings down to 20,000 feet have shown that the deeper they go,the hotter it becomes.

The temperature of the earth at the centre is estimated to be anything between 3,000 and 11,000 degrees Fahrenheit. Some scientists believe that this tremendous heat is caused by the breaking-down of radio-active elements which release large amounts of energy and compensate for the loss of heat from the earth's surface. If this theory is correct then we are all living on top of a natural atomic powerhouse.

1.Read the following statements and mark true or false based on the text:

1. If you stand at the Equator you will be closer of the Earth than if you stand at the poles
2. The shock waves from an earthquake cannot pass through the Earth's central core
3. Jules verne suggested that the Earth's centre was hollow
4. The earth travels through the space at a speed of 90,000 miles per hour.
5. The earth is compressed to a natural atomic power house

2. Answer the following question by choosing the best alternative option under each:

1. The outer layer of the Earth is compressed to the skin of an apple because

(1)It is only 20 to 45 miles thick

(2)It is thin in proportion to the Earth's mass

(3)It is relatively thin compared with the central core

2. Which of the following is noy true? It is thought that the interior of the Earth is not solid because

(1)There is great pressure at the centre

(2)Earthquake waves can move vertically

(3)The outer layer is made of rock

3. The Robinson Deep mine in south Africa is

(1)Too deep to work in

(2)Too hot to work in

(3)Very close to the surface

4. Since the publication of Jules Vernes's book it has been provided that

(1)The centre of the earth is not hollow

(2)Oil borings cannot go deeper than 20,000 feet

(3)The earth is in danger of exploding

5. The behavior of the earthquakes is the evidence to show that

(1)The outer layer is not semi-solid

(2)The interior of the earth is not solid

(3)Earthquakes can be controlled

3. Give the meaning of the following words:

1. In effect
2. Intrepid
3. Has made great strides
4. Compensate for

Answers:

1. Read the following statements and mark true or false based on the text:

1. False
2. False
3. True
4. True
5. True

2. Answer the following questions by choosing the best alternative option under each:

1. It is thin in proportion to the Earth's mass
2. The outer layer is made of rock
3. Very close to the surface
4. The centre of the earth is not hollow
5. The interior of the earth is not solid

3. Give the meanings of the following words:

1. actually
2. daring
3 .developed immensely
4. make up for

3. VOCABULARY BUILDING

EXERCISE 3.1

RE-ARRANGING JUMBLED WORDS

1. Writing system telephone am to I about banking your complain
2. I tried four details this week to system access to account my times have use the
3. Crashed on the system been that each informed computer has have occasion
4. Branch day person unable to working I am bank my as during the visit
5. I access do addition service have so internet use cannot theta in your not online

ANSWERS:

1. I am writing to complain about your telephone banking system.
2. I have tried four times this week to use the system to access my account details.
3. on each occasion I have been informed that the computer has crashed.
4. as a working person I am unable to visit my branch during the day.
5. in addition I don't have access to the internet so cannot use your online service.

EXERCISE- 3.2

ERROR SPOTTING

1. I met an European.
2. Geetha's father is a M.L.A.
3. They are going to Himalaya.
4. Raghu prefers milk than tea.
5. A bunch of keys were found in my car.
6. One of the boy looks happy.
7. We bought lot of furnitures.
8. My father is a honest man.
9. Mathematics are my favorite subject.
10. Ramu wanted an one rupee coin.
11. She was appointed council to the embassy in Beirut.
12. Itstime to go home; its getting late.
13. I have some lose change in my pocket.
14. You're technical writing book is on the table.
15. It is still to rainy to pave the street.
16. Explain to me the principal of convention).
17. Use company stationary for company business purposes only.

18. My utility bill is higher this month then it was last month.

19. Are they going two pave the street today?

20.Who's technical writing book is this?

ANSWERS:

1. I met **a** European.

2. Geetha's father is **an** M.L.A.

3. They are going to the **Himalayas**.

4. Raghu prefers milk **to** tea.

5. A bunch of keys **was** found in my car.

6. One of the **boys** looks happy.

7. We bought a lot of **furniture**.

8. My father is **an** honest man.

9. Mathematics **is** my favourite subject.

10.Ram wanted **a** one rupee coin.

11.She was appointed **consul** to the embassy in Beirut.

12.**It's** time to go home,**it's** getting late.

13.I have some **loose** change in my pocket.

14.**Your** technical writing book is on the table.

15.It is still **too** rainy to pave the street.

16.Explain to me the **principle** of convention).

17.Use company **stationery** for company business purposes only.

18.My utility bill is higher this month **than** it was last month.

19.Are they going **to** pave the street today?

20.**Whose** technical writing book is this?

EXERCISE- 3.3

SYNONYMS

Identify the synonym from the alternatives given:

1. He moved to America to start his life **afresh.**

a) Renewed b) started c) commenced d)anew.

2. She filed for divorce because she was married to a **sadist**.

a)misery person b)cunning person c) stupid d)cruel person

3. The nights are clear but **suffused** with sloth and sullen expectation.

a) Covered b) colored c) filled d) spread over

4. The actor's sitting room was luxurious and **flamboyant**

a) Costly b) congested c) ostentatious d) elevated

5. The meeting started with a **mellifluous** prayer sung by a couple of girls.

a) Low tone b) sharp c) enticing d) sweet sounding

6. President Obama is getting ready to **retaliate** against those behind the worst terrorist strikes in recent times.

a) Vindicate b)reconcile c)take revenge d) return

7. The **cautious** are not always cowards.

a) Thrifty b)anorexic c) circumspect d)vigilant

8. The **luxuriant** growth of flowers in our garden surprised the visitors.

a) Showing luxury b)abundant c)multicolored d)sweet smelling

9. His **officiousness** was disliked by one and all among his colleagues.

a) In the manner of an officer b)haughty look c)interfering in a domineering way d)efficiency in doing the work

10. The **sedentary** job made him obese and led to diabetes.

a) hard b)detestable c)irregular d)inactive

ANSWERS:

1. Anew
2. cruel person
3. spread over
4. ostentatious
5. sweet sounding
6. take revenge
7. circumspect
8. abundant
9. interfering in a domineering way
10. inactive

4. SPEAKING

4.1 INTRODUCING YOURSELF

- Stand up.
- Introduce yourself to a large Group of people.
- Talk about your current Job. Talk about your background.
- Talk a Little more about your personal life.
- Memorize your introduction.
- Make Eye contact with everyone in the room.
- Be energetic.
- Speak clearly. Speak loudly. Speak without hesitation. Smile

BENEFITS:

- People are more likely to speak with you And work effectively with you if they have A basic understanding of who you are and What your abilities are.
- People become Accustomed to your accent.
- You will probably Feel more comfortable participating in-group Discussions if you have already given a short Introductory speech.

PHRASES TO INTRODUCE YOURSELF:

- My name is_____
- I study at_____
- I'm a student of _____
- I live in_____
- There are_____ people in my family: My_____ and I.
- I like _____ in my free time.

THUMBNAIL PORTRAIT:

I am_____ I am currently pursuing my third year B.E. at PERI INSTITUTE OF TECHNOLOGY with_____ as my major. I have worked with XYZ designing systems and developed a _____ and spent time with SAP labs to understand how they proceed further with the manufacture and working condition of the structure. I am looking for an entry-level position with your company and feel that my skills in CAD/CAM & other designing tools will be just what your company is in search of. I come from a family of engineers and therefore, the foundation for my technical knowledge has been laid since childhood. I have imbibed the virtues like honesty and discipline from my family. Thank You!

EXERCISE- 4.2

ROLE PLAY

Situation : Students reunion at college after 10 years

Participants: Lavanya

Manohar

Lalitha

Kishore Kapoor

ROLE PLAY

Lalitha : Hello! Do you recognize me?

Kishore : Well! I think I do, Asha, isn't it?

Lalitha : No!

Kishore : Let me guess again, Lavanya?

Lalitha : No way, Lavanya is right behind you, Hey Lavanya, here's a dear classmate who cannot tell the difference between the two of us.

Kishore : Hey! Now I know, it's Lalitha! By the way what are the two of you doing these days?

Lavanya: I teach at PERI IT and Lalitha is at ICFAI. What are you upto?

Kishore : I am still with WIPRO - it's getting to be rather boring these days. Heard Murali has come all the way from the States to attend this reunion. Let's go find him.

Lalitha : Must see Sara too. She promised to come.

EXERCISE- 4.3

TELEPHONIC CONVERSATION

GOALS:

When you get a telephone call from an English speaker, you should be able to instantly speak English. Take a telephone message from a native speaker. Speak as fast as a native speaker. Control the conversation. Do not use eye contact or gestures. Check to make sure you wrote the information correctly.

BENEFITS:

You will be able to take a message from a native speaker without getting nervous. You will make a good impression on your co-workers and on the person you are talking to on the phone.

CONVERSATION:

A : Hello. Geisert Corporation. Mark Edwards speaking.

B : Hello. This Kevin James from North Horn Finance. May I speak to tom Baker, please? (or) Could I speak to Tom baker?

A : I'm sorry. Tom Baker is not at his desk. (or) Mr. Baker is on vacation today. Would you like to leave

a message? (or) can I take a message? (or)

B : Can you take a message? (or) Can I leave a message?

A/B: Yes.

B : Could you ask him to call me back? My telephone number is _____.

A : I'm sorry, could I have your name again, please?

B : My name is Kevin James.

A : And who do you work for?

B : I work for North Horn Finance.

A : Let me make sure I understand. You want Mr. Baker to call you back. Your name is Kevin James, you work for North horn Finance, and your phone number is _____. Is that correct?

B : Yes, that's correct. / No, that isn't correct.

A : I'll give him the message. Is there anything else I can do for you?

B : No, that's everything. Thank you for your help.

A : It's my pleasure.

B : Good-bye.

A : Good-bye.

5.WRITING

EXERCISE 5.1

JOB APPLICATION

COVER LETTER

From

Aravindhan .B,

No 18/26 narayana chetty lane,

R k mutt road, Mandhaveli,

Chennai 600-028.

To

The General Manager,

Human Resources,

Sandvik Asia Ltd,

Mumbai – Pune road,

Pune-411 012.

Dear Sir,

I would like to apply for the post of planning Engineer in your company. I saw your advertisement in the March 24th issue of THE HINDU. I have appropriate education and experience. I have a B.E in Electrical Engineering from Peri Engineering College, Chennai and a Post Graduate Diploma in Planning Management IIBM, Newdelhi. Presently I am a Manager (Planning) at Alpha Laval(India Ltd.,.). I am involved in Planning and controlling multi-disciplinary mechanical and electrical building construction projects. I also interact with international clients and consultants. I have strong techno-commercial acumen, effective communication skills and the ability to lead and manage a multi-disciplinary team of engineers. I want to talk further with you about the position you want to fill. If you want to get more information about my education, professional background, you may refer to my attached Resume. You can meet me any day that suits both of us. By the way my mobile number is

Sincerely,

Aravindhan,B

Enclosure: Resume.

RESUME

ARAVINDHAN.B

NO 18/26 NARAYANA CHEETY LANE,
RK MUTT ROAD,MANDHAVELI,
CHENNAI -28.

OBJECTIVE:

To obtain a challenging position where my education and skill sets will have valuable application.

EDUCATIONAL QUALIFICATION:

S.NO	DEGREE	INSTITUION STUDIED	NAME OF UNIVERSITY / BOARD	YEAR OF PASSING	CGPA / PERCENTAGE OF MARKS
01.	B.E MECHANICAL ENGINEERING	PERI INSTITUTE OF TECHNOLOGY	Anna University	2018	7.3 (up to 5th semester)

02.	12th or HSC	SANTHOME HR SEC SCHOOL	State	2014	81
03.	10th or SSLC	ST.JOHNS MATRICULATION SCHOOL	State	2012	85

SKILLS SUMMARY:

TECHNICAL:

- Knowledge of CAD
- Experience with CATIA- Pro
- ANYSIS Analysis Software
- Proficient in MS-DOS etc.
- Technical Writing skills

GENERAL:

- Good communication and inter personal skills
- Ability to work in multi-functional teams
- Extremely detail-oriented and organized
- Competent in speaking Arabic, German

COMPUTER LANGUAGES KNOWN:

- MS WORD, EXCEL,POWERPOINT

AREAS OF INTEREST:

- Automobile Engineering
- Thermal Engineering.

HOBBIES:

- Reading Books, Listening to Music,playing video games

PERSONAL PROFILE

Date of Birth : 26.12.1996

Father's Name : BASKARAN.B

Contact Address : 7/7 NARAYANA CHETTY LANE,RK MUTT ROAD,
MANDHAVELI, CHENNAI - 28.

DECLARATION:

I declare that the information furnished above is true to the best of my knowledge.

PLACE : CHENNAI

DATE : Signature

Aravindhan.B

EXERCISE 5.2

LETTER WRITING

a) BUSINESS LETTER

SOUTHERN PLASTICS

From

To

Livetech computer Agency,

2/88, oachira,

Kollam-690526

Sir,

Sub: Quotations for computer components requested – Reg.

Kindly quote your lowest rates including packing, transportation and discount for the supply of the following:

S.NO	ITEM	SPECIFICATION	QUANTITY
1	Computer Monitors	17''colour LG brand	3 Nos.
2	Key Boards	Computer110keys-black colour	5 Nos.
3	Joy Sticks	HCL Make	4 Nos
4	Printers	Inkjet model12 colours	2 Nos.

The quotations should reach us on or before 4th April 2016. Goods, if ordered , are to be delivered at the above address.

Thank you,

Yours faithfully,

b)SOCIAL LETTER

From

To

The Editor

The Hindu,

Chennai-1

Sir,

Sub: Noise Pollution –A threat On behalf of the people of Memana ,

I would like to bring to light, the nuisance caused by jarring sounds. The people are often irritated by the loudspeakers all the time from the different halls and the theatres. The marriage halls are not only busy during the marriage seasons, but also on some other occasions. As the entire social, cultural and political meetings are conducted there with the use of loud speakers, the school children, the patients, the aged and the public cannot have a sound sleep. The school children are easily diverted by the loudspeakers from the nearby theatres .Such loudspeakers may affect the general career of the students immensely. We are very much afraid to note that such noise may affect the hearing capacity of the common mass. Our representation to the concerned authorities was in vain. May I drew the attention of the concerned authorities to take the necessary steps at once so as to make the students concentrate more on their studies. The people would thank the authorities profusely, if necessary steps are taken at the earlier.

Thanking you,

Yours sincerely,

EXERCISE 5.3

REPORT WRITING

A REPORT ON THE USAGE OF TWO WHEELERS AS A MODE OF

TRANSPORTATION FOR YOUTH

SUBMITTED TO

The General Manager,

General Motors,

Surgeon 720

SUBMITTED BY

Date: April 4, 2016

To: The General Manager, General motors and surgeon 720

From:

Ref: 25GB/Z/421

Date: 4 April 2016

Background:

As we decided in the general body meeting on 12th January 2016, my team conducted a study with the view to find out the preferences of youth to use two wheelers as mode of transportation.

Method:

Our team conducted surveys in 5 important cities viz Kochi, Chennai, Bangalore, Hyderabad, and Erode. Those we primarily targeted the youth respondents, we collected data from mixed age group of both sexes in order to do a comparison. Since we were concentrating only on short trips, we excluded 'trains' and had only 'car', 'bus', 'bike', and 'bicycle' in the study list. Data from all the five cities were put together and divided in to two heads namely 'Male participants' and 'Female participants' with three sub divisions viz age group 18-30, age group 31-45, and age group 46-60 for analysis.

Result:

The results have shown that the age group 46-60 prefers car for their transportation where the other age groups prefers the bikes. The female participants have equal preference for car and bike. The male population love bike for its trips.

6.GROUP DISCUSSION

EXERCISE 6.1

WHAT IS GROUP DISCUSSION?

A discussion involving a number of people who are connected by some shared activity, interest or quality.

The GD Process

In a Group Discussion the candidates are divided in groups of 8 to 10 and each group is tested by panel of Judges. Usually topics of general interest are given by the panel to the group and the group is asked to proceed with discussion. Every candidate is supposed to express Nowadays Group Discussion is being extensively used along with personal interviews for the final selection of candidates. It plays a main role in selecting the best among the best. Having scored high marks, students who get selected for a higher/another course or employment are placed on a par - on equal footing - based on their age, qualification and experience. It becomes necessary to conduct further screening for choosing a few among many. It is here, the Group Discussion plays an important part. It helps in choosing the socially suitable candidate among the academically superior achievers. It is one of the best tools to study the behavioral and attitudinal responses of the participants.

Rightly speaking, Group Discussion is more a technique than a conventional test. In fact it is one of the most important and popular techniques being used in a number of personality tests. It is a technique or a method used for screening candidates as well as testing their potential. It is also designed as a situation test wherein a sample of a candidate's group worthiness and potential as a worker comes out quite explicitly. His opinion and views on the topic given. The time for discussion is approximately 20 minutes. During the discussion, the panel of Judges quietly observes the performance and behavior of the candidates and makes his own assessment. A group discussion can be categorically divided into three different phases

i. Initiation/ Introduction

ii. ii. Body of the group discussion

iii. iii. Summarization/ Conclusion

Let’s stress on the initiation and summarization:

Initiation Techniques

- When you initiate a Group Discussion, you can make a favorable first impression with your content and communication skills; it will help you sail through the discussion.
- If you initiate a Group Discussion and stammer/ stutter/ quote wrong facts and figures, the damage might be irreparable.
- If you initiate a Group Discussion impeccably but don’t speak much after that, it gives the impression that you started the Group Discussion for the sake of starting it or getting those initial kitty of points earmarked for an initiator!

- When you start a Group Discussion, you are responsible for putting it into the right perspective or framework. So initiate one only if you have in depth knowledge about the topic at hand.

There are different techniques to initiate a Group Discussion and make a good first impression :

1. Quotes
2. Definition
3. Questions
4.Shock statement
5.Facts, figures and statistics
6.Short story
7.General statement

Group Discussion in a nutshell.

Keep the following points in mind while summarizing a discussion:

- Avoid raising new points.
- Avoid stating only your viewpoint.
- Avoid dwelling only on one aspect of the Group Discussion.
- Keep it brief and concise.
- It must incorporate all the important points that came out during the Group Discussion.

Do's and Don'ts in Group discussion

The Don'ts

- Don't be nervous, shy or emotional.
- Don't try to bluff as the panel will easily figure out that
- Don't allow the criticism bother you
- Don't be frivolous, keep yourself to the point
- Don't criticize other members
- Don’t use foul language or slang, like yaar, princy, shit etc.
- Don't loose your temper or calmness.
- Don't ridicule or make fun of any of the members
- Don't impose on others yourself or your arguments
- Don't interrupt a participant, unless he finishes his speaking.

The Do's

- Stick to the point and address the group as a whole.

- Be logical while reasoning
- Be assertive while putting your views
- Listen to others attentively
- Motivate others to speak
- Keep calm and polite
- Be positive and provide full contribution to the entire discussion
- Use body language to your maximum advantage
- Speak in Clear terms
- Maintain a cordial atmosphere, cooperate with all, in order to reach the final goal.

EXERCISE 6.2

DISCUSSION- 1

Objective:

To co-operate and work as a team and express valuable views, information and ideas thereby to arrive at a conclusion or find solution for a given topic or issue.

Topic:

Duration:

Total number of participants:

Name of the leader/Moderator:

Name of participants:

My role:

Tools used:

1) Clear Objective.
2) Motivated interaction.
3) Logical Presentation.
4) Cordial Atmosphere.
5) Effective communication skills.
6) Participation by all candidates.
7) Leadership skills.

The Steps used:

1) Setting up the groups.
2) Selection of topic.
3) Planning the discussion.
4) Deciding the role.
5) Introducing the topic and purpose of the discussion.

6) Introducing yourself and the other speakers.

7) Making sure all members have approximately the same time to speak.

8) Thanking group members for their contribution.

9) Being objective and summarising the groups discussion and achievements.

10) Preparation of group/individual reports.

Time of commencement:

Points discussed:

Questions rose:

Recommendations/solution given:

Conclusion/Solution/Decision taken:

Time of ending:

Evaluation table:

S.No.	Events	Counts/Attempts made(in numbers)
1	I discussed actively	
2	Points I contributed	
3	I interrupted the discussion	
4	I became impatient/got angry	
5	I behaved in a rude manner	
6	I insulted/criticized/humiliated the group member	
7	I expressed my views politely with smile	
8	My body language was negative/aggressive	
9	I did not listen to/concentrate on the points discussed	
10	I respected others opinions and individuality	

Result:

I followed the ethics/rules of GD(counts) :

I did not follow the ethics/rules of GD(counts):

Total no. of counts:

My perfection level in GD(in percentage)= n(rules followed)/n(total counts) x 100

7. COMMUNICATION IN BUISINESS CORRESPONDENCE

EXERCISE 7.1

EMAIL COMMUNICATION

A) BUSINESS E-mail

To:"Dr.S. NarayanaMoorthy''

From:

Date: Mon 4 April 2016

Subject: Non-execution of our order 20/04/2016

Dear Dr. S Narayana, We ordered for the supply of chemicals on 15th march. Now more than half month has passed and the order had not been executed yet. We require these chemicals rather urgently for the ensuring university exams, which are scheduled to commence on 19 - 04-2016. Hence we request you to send the chemicals immediately. In case we failed to receive the chemicals before 10-04-2016, we will purchase the chemicals in the local market and our order will automatically cancelled. We can't afford to take the risk, as our requirements are for the university exams.

Yours faithfully,

b)SOCIAL E-mail

From: To: “Study abroad group” sag@bu.edu.in

CC: Live, Educational Development live@bu.edu.in

Subject: Students preparing to study abroad in 2nd semester 2015-2016

Date:

Dear students,

We hope you enjoy your time abroad next semester- it will be one of the most important and rewarding times of your education to date. To help you get the most out of it, we encourage you to read online reviews of past international students experiences at our partner universities. They provide relevant advice and unbiased information from students in the know. You can also contact these [past international students if you have further questions.These resources are provided by ignora.com. You can find it online here: http://istudy.ignora.com We wish you a wonderful experience abroad!

Yours faithfully,

EXERCISE- 7.2

WORKPLACE

What is Workplace Communication?

Workplace communication is the process of exchanging information, both verbal and non-verbal, within an organization. There are many means of communication. To be an effective and valuable member of your workplace it is important that you become skilled in all the different methods of communication that are appropriate.

Effective workplace communication ensures that organizational objectives are achieved. Workplace communication is tremendously important to organizations because it increases productivity and efficiency. Ineffective workplace communication leads to communication gaps between employees, which causes confusion, wastes time, and reduces productivity. Misunderstandings that cause friction between people can be avoided by communicating effectively.

Why is Effective Communication Important?

1. Workplace communication improves productivity.
2. Workplace communication can increase employee job satisfaction.
3. Workplace communication can have a positive effect on absenteeism and turnover rates.

How to Communicate in the Workplace?

Communication in the workplace should occur in a way that responds positively to individual differences. Consider the following:

- Value all individuals and treat them with respect, courtesy and sensitivity.
- Recognize cultural differences.
- Communicate in a way to develop and maintain positive relationships, trust and confidence.
- Make an effort to use basic strategies to overcome communication barriers.

The way that you communicate impacts your ability to get along with people and get the things that you want/need done. Communication, whether verbal, written or visual can be expressed in positive and negative ways. Individuals need to take feedback from how others interpret or perceive how they are communicating. Sometimes we can be perceived as aggressive even though it is not intended.

When verbally communicating:

- Speak clearly and listen carefully to ensure information is understood.
- Ask questions and confirm the meaning of information to avoid misunderstandings.
- Let others talk – a conversation is a two-way event at a minimum.
- Engage in difficult conversations when necessary – not saying something to avoid a difficult conversation usually makes things worse.
- Ensure the tone you use is open and non-confrontational and encourage feedback.

When communicating through email (or other written communication):

- Always read, then re-read an email before sending to check spelling, grammar and tone.
- Ensure that the content of the email is relevant and has an appropriate subject heading.
- Ensure that contact details are appended to the email, so that those reading it can contact the sender if required.
- Be polite, concise, use valid points and avoid lengthy ramblings.
- Don't cc the email to anyone to whom it is not relevant.
- Avoid using email to discuss confidential information.

The workplace is always a professional environment. This means that each type of written communication has an expected professional standard. Some of the basic expectations are that all written communication:

- Is simple and easy to understand.
- Is to the point and avoids unnecessary repetition or sentence "sprawl" (long rambling sentences). Avoids too many technical terms.
- Avoids slang, offensive language and discriminatory, racist or sexist language.

8.SOFT SKILLS ASSERTIVENESS

Soft skills refer to the cluster of personality traits, social graces, and facility with language, personal habits, friendliness and optimism that mark people to varying degrees. Soft skills complement hard skills, which are the technical requirements of a job.

Personality Qualities:

Responsibility	Teaches others
Serves as a client /customers	Negotiates
Exercises leadership	Participates as a member of the tem
Works with cultural diversity	Self esteem
Sociability	Self management
Integrity/honesty	Interpersonal skills

Soft skills can also be an important part of the success of an organization. Organizations, particularly those frequently dealing with customers face-to-face, are generally more prosperous if they train their staff to use these skills. For this reason, employers in addition to standard qualifications increasingly seek soft skills out. Assertiveness is a trait taught by many personal development experts and psychotherapists and the subject of many popular self-help books .It is linked to self-esteem and considered an important communication skill. As a communication style and strategy, assertiveness is distinguished from aggression and passivity. How people deal with personal boundaries; their own and those of other people, helps to distinguish between these three concepts. Passive communicators do not defend their own personal boundaries and thus allow aggressive people to harm or otherwise unduly influence them. They are also typically not likely to risk trying to influence anyone else. Aggressive people do not respect the personal boundaries of others and thus liable to harm others while trying to influence them. A person communicates assertively by not being afraid to speak his or her mind or trying

to influence others, but doing so in a way that respects the personal boundaries of others. They are willing to defend themselves against aggressive incursions.

Assertive people have the following characteristics:

1) They feel free to express their feelings, thoughts and desires

2) They know their lights

3)they have control over their anger .it does not mean that they repress this feeling .it means that they control it for a moment and then talk about it later in a logical way

4) They have a good understanding of feelings of the person they are communicating with.

9. PRESENTATION SKILLS

My favorite Book

Introduction

Today I am here to do a short presentation on my favourite book "God of Small things" written by Arundhati Roy. First I'll talk about the author of the book, her background and so on. Next I'll provide a brief synopsis of the story. Finally, I'll bring out the finer points in the book, which has made it a world-class novel and worthy of the Booker prize.

The author and the book

Firstly, talking about the author, Arundhati Roy hails from Kerala and is the daughter of Mary Roy, who is well known as the educator who was responsible for a landmark judgement in a case for daughter's rights to ancestral property. "God of Small things" is the first and only novel written by Arundhati Roy.

Secondly, coming to the story- the story of "God of Small things" revolves around a pair of twins, Rahel and Estha ,the children of the divorced Ammu and their experiences in their native state which is at that point of time strife-ridden — communist fervour holding sway over the working class which turns antagonistic towards the aristocratic class to which the twins and their mother belong. The twins and their mother find themselves embroiled in all kinds of difficult situations where they manage to ld on together until Ammu is discovered lifeless in a hotel room. The struggle has ended for the poor woman and the twins rediscover their closenessforeachother.

Thirdly, the book has won hands down in the competition for the Booker, beating even the native writers and the reason could probably lie in the fact that the story probes relationships and politics in a relatively unknown, sleepy, small town of Kottayam. The manner in which the writer uses

English language with her quaint usages and phrases reveals herr innovative skills and ability to bring out the Indian ambience in a powerful manner.

Conclusion

It is one of the finest novels written by an Indian. It is a must read book as it combines all elements of plot, characterization and wonderful use of language into a complete and wholesome piece of literature.

10.INTERVIEW SKILLS

EXERCISE 10.1

What to Do....

- Do express yourself clearly with a strong voice and good diction and grammar.
- Do pay close attention to your personal appearance; dress to your advantage.
- Do make concrete goals in planning for your career.
- Do offer a firm handshake.
- Do look the interviewer in the eye (but don't stare him or her down).
- Do fill out applications neatly and completely.
- Do have as much knowledge about the industry, employer, and position as possible.
- Do take criticism gracefully.
- Do equip yourself with a strong knowledge of the company.
- Do have prepared questions about the employer and position.
- Do display a sense of humor.
- Do display self-confidence.
- Do bring a pen and small notebook with you to the interview.
- Do remember the interviewer's name and use it during the interview.
- Do take time to think before answering difficult or unexpected questions.
- Do take an extra copy of your resume and a list of references with you to the interview.
- Do follow-up with a thank-you note restating your interest in the position.

- Do contact the employer by phone if the interviewer does not contact you one week after the time from which he or she indicated you would be notified.

What Not To Do....

- Don't be overbearing, overaggressive or conceited.
- Don't show a lack of interest or enthusiasm.
- Don't emphasize money as your main interest in the job.
- Don't expect too much too soon - be open to the idea of starting at the bottom and working your way up.
- Don't make excuses for unfavorable factors on your record.
- Don't condemn past employers or institutions of education; keep comments positive.
- Don't display a marked dislike for schoolwork.
- Don't be indecisive.
- Don't display intolerance or prejudice.
- Don't interview unless you are interested in the job...don't just "shop· around."
- Don't be late to the interview.
- Don't state specific geographic restrictions.
- Don't contradict yourself in responses.
- Don't take notes during the interview - jot down your notes immediately after the interview.
- Don't forget: YOU control the content of the interview.
- Don't glorify your past experiences - getting into a job for which you are under qualified is not recommended.
- Don't assume that all employers will be delighted to hear of your plans for graduate school.
- Don't smoke; chew gum, etc. even if offered or if the interviewer does so.

EXERCISE 10.2

TIPS TO FACE INTERVIEW

How to Answer the Most Common Interview Questions?

1. **So, tell me a little about yourself.**

   I'd be very surprised if you haven't been asked this one at every interview. It's probably the most asked question because it sets the stage for the interview and it gets you talking. Be careful not to give the interviewer your life story here. You don't need to explain everything from birth to present day. Relevant facts about education, your career and your current life situation are fine.

2. **Why are you looking (or why did you leave you last job)?**

   This should be a straightforward question to answer, but it can trip you up. Presumably you are looking for a new job (or any job) because you want to advance your career and get a position that allows you to grow as a person and an employee. It's not a good idea to mention money here, it can make you sound mercenary. And if you are in the unfortunate situation of having been downsized, stay positive and be as brief as possible about it. If you were fired, you'll need a good explanation. But once again, stay positive.

3. Tell me what you know about this company. Do your homework before you go to any interview?

Whether it's being the VP of marketing or the mailroom clerk, you should know about the company or business you're going to work for. Has this company been in the news lately? Who are the

people in the company you should know about? Do the background work, it will make you stand out as someone who comes prepared, and is genuinely interested in the company and the job.

4. Why do you want to work at X Company?

This should be directly related to the last question. Any research you've done on the company should have led you to the conclusion that you'd want to work there. After all, you're at the interview, right? Put some thought into this answer before you have your interview, mention your career goals and highlight forward-thinking goals and career plans.

5. What relevant experience do you have?

Hopefully if you're applying for this position you have bags of related experience, and if that's the case you should mention it all. But if you're switching careers or trying something a little different, your experience may initially not look like it's matching up. That's when you need a little honest creativity to match the experiences required with the ones you have. People skills are people skills after all, you just need to show how customer service skills can apply to internal management positions, and so on.

6. If your previous co-workers were here, what would they say about you?

Ok, this is not the time for full disclosure. If some people from your past are going to say you're a boring A-hole, you don't need to bring that up. Stay positive, always, and maybe have a few specific quotes in mind. "They'd say I was a hard worker" or even better "John Doe has always said I was the most reliable, creative problem-solver he'd ever met."

7. Have you done anything to further your experience?

This could include anything from night classes to hobbies and sports. If it's related, it's worth mentioning. Obviously anything to do with further education is great, but maybe you're spending time on a home improvement project to work on skills such as self-sufficiency, time management and motivation.

8. Where else have you applied?

This is a good way to hint that you're in demand, without sounding like you're whoring yourself all over town. So, be honest and mention a few other companies but don't go into detail. The fact that you're seriously looking and keeping your options open is what the interviewer is driving at.

9. How are you when you're working under pressure?

Once again, there are a few ways to answer this but they should all be positive. You may work well under pressure, you may thrive under pressure, and you may actually PREFER working under

pressure. If you say you crumble like aged blue cheese, this is not going to help you get your foot in the door.

10. What motivates you to do a good job?

The answer to this one is not money, even if it is. You should be motivated by life's noble pursuits. You want recognition for a job well done. You want to become better at your job. You want to help others or be a leader in your field.

11. What's your greatest strength?

This is your chance to shine. You're being asked to explain why you are a great employee, so don't hold back and stay do stay positive. You could be someone who thrives under pressure, a great motivator, an amazing problem solver or someone with extraordinary attention to detail. If your greatest strength, however, is to drink anyone under the table or get a top score on Mario Kart, keep it to yourself. The interviewer is looking for work-related strengths.

12. What's your biggest weakness?

If you're completely honest, you may be kicking yourself in the butt. If you say you don't have one, you're obviously lying. This is a horrible question and one that politicians have become masters at answering. They say things like "I'm perhaps too committed to my work and don't spend enough time with my family." Oh, there's a fire able offense. I've even heard "I think I'm too good at my job, it can often make people jealous." Please, let's keep our feet on the ground. If you're asked this question, give a small, work-related flaw that you're working hard to improve. Example: "I've been told I occasionally focus on details and miss the bigger picture, so I've been spending time laying out the complete project every day to see my overall progress."