

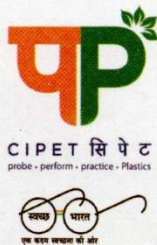
1.2.2.1: Number of Add on /Certificate/Value added programs offered during the last five years (Supporting Documents)

Title of Training program: Plastic Materials and Modern Plastic Processing Techniques

Training program conducted on 14 & 15 March, 2022. Number of students participated = 58

**सिपेट : सेंटर फॉर स्किलिंग एण्ड
टेक्निकल सपोर्ट (सीएसटीएस)**

(रसायन एवं पेट्रोसायन विभाग
रसायन एवं उर्वरक मंत्रालय, भारत सरकार)
प्लॉट नं. सी.१०/१, एम.आय.डी.सी. ताडाली औद्योगिक क्षेत्र,
चंद्रपुर - ४४२ ४०६
दूरभाष : ७८८८०९७०९७
ई-मेल : cipetchandrapur@gmail.com
chandrapur@cipet.gov.in
वेबसाईट : www.cipet.gov.in



**CIPET : CENTRE FOR SKILLING AND
TECHNICAL SUPPORT (CSTS)**

(Dept. off Chemicals & Petrochemicals,
Ministry of Chemicals & Fertilizers, Govt. of India)
Plot No. C-10/1, MIDC Tadali Indi. Area,
Chandrapur - 442 406
Tel. No. : 7888097097
E-mail : cipetchandrapur@gmail.com
chandrapur@cipet.gov.in
website : www.cipet.gov.in


CIPET:CSTS/CHAN/VTC/2021-22/

Date:15.03.2022

CERTIFICATE

This is to certify that, Total 58 number of students from the **Arts, Commerce & Science College, Maregaon Dist. Yavatmal** has successfully completed skill upgradation training program titled **"PLASTIC MATERIALS & MODERN PLASTIC PROCESSING TECHNIQUES"** from 14.03.2022 to 15.03.2022 organized at CIPET: CSTS, Chandrapur.


COURSE CO-ORDINATOR


VTC IN-CHARGE


DIRECTOR & HEAD



मुख्य कार्यालय, सिपेट, गिण्डी, चेन्नई - ६०० ०३२
HEAD OFFICE : CIPET, GUNDY, CHENNAI-600 032



ARTS, COMMERCE & SCIENCE COLLEGE, MAREGAON (ROAD)

Dist. Yavatmal- 445 303 (M.S.) India

(Affiliated to Sant Gadge Baba Amravati University, Amravati)

NAAC Accredited at 'B+' grade with CGPA 2.51 (Cycle-I)

CERTIFICATE COURSE ON PLASTIC MATERIALS & MODERN PLASTIC PROCESSING

CONTENTS:

A typical certificate course on plastic materials and modern plastic processing covers the following topics:

Introduction to Plastics: Overview of plastics, their properties, types, and applications.

Plastic Materials: In-depth study of different types of plastic materials, including thermoplastics, thermosetting plastics, and elastomers.

Polymer Science: Understanding the basic principles of polymer science, including polymerization, molecular weight, and polymer structure.

Plastic Processing Methods: Exploration of various plastic processing techniques such as injection molding, blow molding, extrusion, thermoforming, and rotational molding.

Plastic Additives and Fillers: Examination of additives and fillers used in plastics, including plasticizers, stabilizers, colorants, reinforcing agents, and flame retardants.

Plastic Testing and Quality Control: Introduction to plastic testing methods, quality control procedures, and standards for ensuring the performance and quality of plastic products.

Design for Plastics: Guidelines and principles for designing plastic products, including considerations for part design, mold design, and assembly.

Recycling and Sustainability: Understanding the importance of plastic recycling, sustainable practices, and the circular economy for plastics.

Emerging Trends in Plastics: Exploration of new technologies, materials, and applications in the field of plastics.

Safety and Environmental Considerations: Awareness of safety precautions, handling procedures, and environmental impact associated with plastic materials and processing.




Dr. Avinash N. Gharde
Principal
Arts, Comm & Sci. College,
Maregaon, Dist. Yavatmal



ARTS, COMMERCE & SCIENCE COLLEGE, MAREGAON (ROAD)

Dist. Yavatmal- 445 303 (M.S.) India

(Affiliated to Sant Gadge Baba Amravati University, Amravati)

NAAC Accredited at 'B+' grade with CGPA 2.51 (Cycle-I)

CERTIFICATE COURSE ON MOBILE REPAIRING

CONTENTS:

A certificate course on mobile repairing typically covers the following topics:

Introduction to mobile phones: Basic overview of mobile phone components and their functions.

Tools and equipment: Introduction to the tools and equipment used in mobile phone repair, such as screwdrivers, soldering irons, and multimeters.

Mobile phone disassembly and assembly: Step-by-step guidance on how to disassemble and assemble different types of mobile phones safely.

Identification of mobile phone parts: Learning to identify and understand the various components of a mobile phone, including the motherboard, display, battery, camera, and connectors.

Troubleshooting common issues: Techniques for diagnosing and resolving common mobile phone problems, such as network issues, software glitches, and hardware malfunctions.

Software installation and updates: Instruction on installing and updating mobile phone operating systems and applications.

Hardware repair: Hands-on training in repairing and replacing faulty hardware components, including screens, batteries, charging ports, and speakers.

Circuit board repair: Techniques for identifying and repairing faults in mobile phone circuit boards, such as soldering and component replacement.

Water damage repair: Guidelines for troubleshooting and repairing mobile phones that have been damaged by water or other liquids.

Data recovery: Overview of methods and tools used to recover data from damaged or malfunctioning mobile phones.

Business and customer service skills: Essential skills for starting and managing a mobile phone repair business, including customer interaction, pricing, and inventory management.




Dr. Avinash N. Gharde
Principal
Arts, Comm & Sci. College,
Maregaon, Dist. Yavatmal

Inauguration of Mobile Repairing Certificate Course by Department of Physics on 05 March, 2020



Certificate Distribution of Mobile Repairing Certificate Course

No. of enrolled Students: 20 No. of students who passed this certificate Course: 20





Certificate Course on VEDIC MATHEMATICS

Title: Fundamentals and Applications of Vedic Mathematics

Course Manual and study Material:

<https://drive.google.com/file/d/13xaQNmDLdIPdXV0rB10C-guwgLC4scO/view?usp=sharing>

No. of enrolled Students: 71 No. of students who passed this certificate Course: 62

Registration details:

https://docs.google.com/spreadsheets/d/1POaE_JyeTGuwAdpQoQ05QY9oNPFQq5L2GtLS1C1E5JQ/edit?usp=sharing

Score list of the students & Certificates:

https://docs.google.com/spreadsheets/d/1F9_4Ny-21aZkQE9JfHQZon95SbAT0qImEI9xLgYV6iQ/edit?usp=sharing

Feedback from students on certificate Course in Vedic Mathematics:

https://docs.google.com/spreadsheets/d/1dnxiYaG5gGh_XgiUB6VzGLhEnI6vrK-RrOIwhr6XXxk/edit?usp=sharing



ARTS, COMMERCE & SCIENCE COLLEGE, MAREGAON (ROAD)

Dist. Yavatmal- 445 303 (M.S.) India

(Affiliated to Sant Gadge Baba Amravati University, Amravati)

NAAC Accredited at 'B+' grade with CGPA 2.51 (Cycle-I)

CERTIFICATE COURSE ON SPOKEN ENGLISH

CONTENTS:

A certificate course on Spoken English typically covers the following topics:

Basic Grammar: Parts of speech, sentence structure, tenses and common grammatical rules.

Vocabulary Building: Expanding vocabulary through word lists, synonyms, antonyms and idiomatic expressions.

Pronunciation and Phonetics: Correct pronunciation of English sounds, stress patterns and intonation.

Listening Skills: Enhancing listening comprehension through audio exercises, dialogues and recordings.

Speaking Practice: Engaging in conversational exercises, role plays and discussions to improve fluency and confidence.

Common Expressions and Idioms: Learning commonly used expressions, idiomatic phrases and colloquialisms.

Presentation Skills: Developing effective presentation techniques, body language and organizing ideas.

Practice and Feedback: Regular speaking practice sessions with feedback and correction from instructors.



Dr. Avinash N. Gharde
Dr. Avinash N. Gharde
Principal
Arts, Comm & Sci. College,
Maregaon, Dist. Yavatmal



ARTS, COMMERCE & SCIENCE COLLEGE, MAREGAON (ROAD)

Dist. Yavatmal- 445 303 (M.S.) India

(Affiliated to Sant Gadge Baba Amravati University, Amravati)

NAAC Accredited at 'B+' grade with CGPA 2.51 (Cycle-I)

CERTIFICATE COURSE ON JAGAR RASTRAPURUSHANCHYA VICHARANCHI **(Awareness of Nation builders thought and principles)**

CONTENTS:

Introduction: India is the land of cultural heritage; it has matured cultural values. Mother India begot sane religious, social and political thinkers which has their immense contribution in nation building and development of the country. To spread their thoughts and gesture in modern society, and through it modify the society and give it proper direction, our institute Arts Commerce and Science college Maregaon has commenced the certificate course in the topic

"Awareness of Nation builders thought and principles"

- **Mahatma Jyotiba Phule**

Biography of Mahatma Jyotiba Phule, Phule's social reform work, educational thoughts, literary achievements and economic thoughts.

- **Rajshri Chhatrapati Shahu Maharaj**

Life Biography of Rajshri Shahu Maharaj, his thoughts on reservation, work on untouchability, Hostel movement, economic thoughts and actual work of social equality.

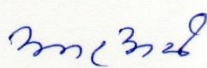
- **Dr. Babasaheb Ambedkar**

Life Biography of Dr. Babasaheb Ambedkar, his work related to untouchability, social movements, educational works, economic thoughts, Babasaheb's journalism and creation of Indian constitution.

- **Father of the Nation Mahatma Gandhi**

Biography of Mahatma Gandhi, Gandhiji's concept of Satyagraha, thoughts on non-violence, non-cooperation movement, civil disobedience movement and Quit India Movements.




Dr. Avinash N. Gharde
Principal
Arts, Comm & Sci. College,
Maregaon, Dist. Yavatmal



**ARTS, COMMERCE & SCIENCE COLLEGE,
MAREGAON (ROAD)**

Dist. Yavatmal- 445 303

(M.S.) India

(Affiliated to Sant Gadge Baba Amravati
University, Amravati) NAAC Accredited at 'B+'
grade with CGPA 2.51 (Cycle-I)

**CERTIFICATE COURSE ON IDENTIFICATION OF COMPONENTS
(PHYSICS) AND DEVELOPMENT OF HANDLING SKILL OF
LABORATORY INSTRUMENTS**

CONTENTS:

Identification of Components in Physics:

Instruments: Various measurement devices like rulers, thermometers, voltmeters, ammeters, and oscilloscopes used to quantify physical quantities.

Resistors: A resistor is an electronic component that restricts the flow of electric current in a circuit. They are commonly used to adjust signal levels, divide voltages, provide voltage drops, and limit current flow to protect components. Resistors have a specific resistance value measured in ohms (Ω) and are characterized by their tolerance (accuracy) and power rating (maximum power they can handle). They come in various types, such as carbon composition, metal film, and surface mount resistors, among others.

Capacitors: A capacitor is an electronic component that stores and releases electrical energy. They consist of two conductive plates separated by an insulating material called a dielectric. When a voltage is applied across the plates, one plate accumulates positive charge while the other accumulates negative charge, creating an electric field between them. Capacitors are commonly used in various electronic circuits to store energy, filter signals, stabilize voltage levels, and provide power in short bursts. They are characterized by their capacitance, which measures the amount of charge they can store per unit voltage. Capacitors can be found in a range of sizes and types, including electrolytic capacitors, ceramic capacitors, tantalum capacitors, and film capacitors.

Inductors: An inductor is a passive electronic component that stores electrical energy in the form of a magnetic field. It consists of a coil of wire wound around a core material. When current flows through an inductor, it generates a magnetic field around the coil. This magnetic field stores energy and resists changes in current, causing the inductor to oppose any sudden changes in current. Inductors are commonly used in electronic circuits for various purposes, such as filtering, energy storage, and signal processing. They are denoted by the symbol "L" in circuit diagrams and

their unit of measurement is the henry (H).

Diodes: A diode is a two-terminal electronic component that allows current to flow in only one direction. It acts as a one-way valve for electric current. When the diode is forward-biased, meaning the positive terminal of a voltage source is connected to the anode (P-side) and the negative terminal is connected to the cathode (N-side), current flows freely through the diode. However, when the diode is reverse-biased, meaning the positive terminal is connected to the cathode and the negative terminal to the anode, the diode blocks the flow of current. Diodes are commonly used in rectification, signal demodulation, voltage regulation, and switching applications.

Development of Handling Skills for Laboratory Instruments:

Transistor: A transistor is an electronic component that is used to amplify or switch electronic signals and electrical power. It is a fundamental building block of modern electronic devices and circuits. Transistors are typically made from semiconductor materials and have three terminals: the emitter, base, and collector. They can be categorized into two main types: bipolar junction transistors (BJTs) and field-effect transistors (FETs). Transistors are widely used in various applications, including computers, televisions, radios, and telecommunications equipment.

Circuits: Electrical components including resistors, capacitors, inductors, and diodes used in electrical circuits.

Optics: Components such as lenses, mirrors, and prisms used in the manipulation of light.

Sensors: Devices that detect and measure physical quantities such as temperature, pressure, or light intensity.

Detectors: Instruments used to detect and measure particles or radiation, such as Geiger-Muller counters or photomultiplier tubes.

Transducers: Devices that convert one form of energy into another, such as a microphone (sound to electrical signal) or a loudspeaker (electrical signal to sound).

Multivibrators: Multivibrators are electronic circuits that generate two or more alternating output waveforms. They are commonly used in digital systems, timing circuits, and oscillator circuits. The most common types of multivibrators are astable, monostable, and bistable multivibrators.

Oscillators: Oscillators are devices that produce repetitive signals or waveforms. They are used in various electronic systems and applications.

Development of Handling Skills for Laboratory Instruments:

Familiarization: Learn about the purpose, components, and operation of different laboratory instruments.

Safety Precautions: Understand and follow safety guidelines when handling laboratory instruments to prevent accidents or mishaps.

Calibration and Maintenance: Learn how to calibrate and maintain instruments to ensure accurate measurements and optimal performance.

Proper Handling Techniques: Develop skills in handling instruments carefully, avoiding excessive force or mishandling that could damage them.

Measurement Techniques: Practice using various measurement techniques and instruments, such as rulers, balances, thermometers, and voltmeters, to obtain precise and accurate data.

Experimental Setups: Learn how to set up experimental apparatus, connect instruments correctly, and troubleshoot any issues that may arise.

Data Collection and Analysis: Develop skills in recording data accurately and analysing experimental results using appropriate software or tools.

Collaboration: Foster effective communication and collaboration with peers in the laboratory, sharing responsibilities and knowledge about instrument handling.

Troubleshooting: Develop problem-solving skills to identify and resolve technical issues that may arise during experiments or instrument operation.

Documentation: Maintain proper documentation of experimental procedures, instrument settings, and observations for future reference and replication.




Dr. Avinash N. Gharde
Principal
Arts, Comm & Sci. College,
Maregaon, Dist. Yavatmal



ARTS, COMMERCE & SCIENCE COLLEGE, MAREGAON (ROAD)

Dist. Yavatmal- 445 303 (M.S.) India

(Affiliated to Sant Gadge Baba Amravati University, Amravati)

NAAC Accredited at 'B+' grade with CGPA 2.51 (Cycle-I)

CERTIFICATE COURSE ON SOIL TESTING

CONTENTS:

A certificate course in soil testing typically covers the following topics:

Introduction: Basic concepts and principles of soil testing, soil formation, and classification.

Soil Sampling Techniques: Methods for collecting soil samples, including depth, location, and sampling tools.

Soil Properties: Analysis of soil physical, chemical and biological properties, such as texture, structure, pH, nutrient content and organic matter.

Soil Testing Methods: Laboratory techniques for analyzing soil samples, including soil fertility, nutrient availability and soil contamination.

Soil Testing Equipment: Introduction to various equipment used in soil testing, such as pH meters, moisture probes, nutrient extractors and spectrometers.

Interpretation of Soil Test Results: How to interpret soil test data and make recommendations for soil management, fertilization and amendments.

Soil Health Assessment: Evaluation of soil health parameters, including soil microbial activity, soil respiration and soil erosion potential.

Soil Testing for Agriculture: Application of soil testing principles in agricultural systems, including crop-specific nutrient requirements and fertilizer recommendations.

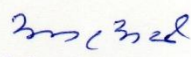
Environmental Soil Testing: Assessment of soil contamination and pollution, including heavy metals, pesticides and other pollutants.

Quality Assurance and Quality Control: Ensuring accuracy and reliability in soil testing through quality control measures, calibration and standardization.

Report Writing: Preparation of soil testing reports, including proper documentation of results, recommendations, and other relevant information.

Practical Sessions: Hands-on training in soil sampling, laboratory techniques and using soil testing equipment.




Dr. Avinash N. Gharde
Principal
Arts, Comm & Sci. College,
Maregaon, Dist. Yavatmal



**ARTS, COMMERCE & SCIENCE COLLEGE, MAREGAON
(ROAD)**

Dist. Yavatmal- 445 303 (M.S.) India

(Affiliated to Sant Gadge Baba Amravati University, Amravati)

NAAC Accredited at 'B+' grade with CGPA 2.51 (Cycle-I)

DEPARTMENT OF ENGLISH
CERTIFICATE COURSE: SOFT SKILL DEVELOPMENT

FROM 20.09.2017 TO 19.10.2017

SESSION 2017-18

CONTENT OF THE COURSE

Module -1 Self-management and cleaning.

- Time management.
- Stress management.
- Organizational skills.
- Self-motivation.
- Accountability.
- Adaptability.

Module-2 Good manners and behavioral skills.

- Emotional intelligence
- Diversity
- Creativity / Innovation
- Conflict resolution
- Problem Solving, Critical thinking
- Risk management

➤ **Module-3 Interpersonal Skills.**

- Emotional Intelligence.
- Reliability.
- Leadership.
- Positivity.
- Negotiation.
- Openness to Feedback.
- Empathy.

Module-4 Effective Communication Skills.

- Communication skills
- Body language and Etiquette
- Group discussion skills
- Interview skills
- Presentation skills

- Emotional Intelligence
- Time Management Skills
- Preparation of CV and Life skills.

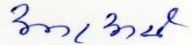
Module-5 Personality Development

- Presentation Skills.
- Communication Skills.
- Interpersonal Skills.
- Work Place Etiquette.
- Meeting / Telephone / Group Etiquette.
- Body Language.
- Self Confidence.
- Positive Attitude.

OBJECTIVE OF THE COURSE

1. Develop effective communication skills (spoken and written).
2. Develop effective presentation skills.
3. Conduct effective business correspondence and prepare business reports which produce results.
4. Become self-confident individuals by mastering interpersonal skills, teammanagement skills, and leadership skills.
5. Improve the individual's level of awareness.
6. Increase an individual's skill in one or more areas of expertise.
7. Increase an individual's motivation to perform their job well.




Dr. Avinash N. Gharde
 Principal
 Arts, Comm & Sci. College,
 Maregaon, Dist. Yavatmal

Shetkari Shikshan Sanstha's



ARTS, COMMERCE & SCIENCE COLLEGE, MAREGAON (ROAD)

Dist. Yavatmal- 445 303 (M.S.) India

(Affiliated to Sant Gadge Baba Amravati University, Amravati)

NAAC Accredited at 'B+' grade with CGPA 2.51 (Cycle-I)

DEPARTMENT OF ENGLISH **CERTIFICATE COURSE: SOFT SKILL DEVELOPMENT**

STUDY MATERIAL

Module -1 Self-management and cleaning.

Self-Management Skills Self-management skills refer to steps, strategies, and skills that individuals can use toward the achievement of goals. Some examples include organizing study materials, setting goals, and monitoring progress. Teaching self- management skills will prepare students in environments where there is little guidance structure and monitoring. Explain to students that the material may be new to them and therefore they should use strategies that can help them to stay organized and meet their goals. Explicitly state to students that some strategies that have worked well for college students include: Pre- and post- self-evaluations - The self-evaluations help students monitor their progress as they work through the material presented in class. The Science lessons have a pre- and post- self-evaluation at the beginning and end of each unit to help students with monitoring their progress. It is also an opportunity for students to review the main themes of the unit. Explain to students the importance of previewing their knowledge of the material before studying. Discuss with students the benefits of reflecting on what was learned after the lessons. Ask them why an evaluation is important before and after study units. Managing class materials – In order to meet their stated education goals, students should have a 3-ring binder and notebook in order to better manage materials. Explain to students the importance of being organized at college and at work and how the 3-ring binder will help students as they review previous lessons and move on to new units. Demonstrate to students how their notebook can be set up as a learning journal with sections for each subject matter: reading, math, science, and social studies. Tell students their notebook and is a place to write their notices (evidence) and wonderings (remaining questions) about a lesson. Students should get in the habit of asking for help, asking for clarifying questions, and checking in with the teacher when they don't grasp a concept in class. Being involved in learning and in class – Explain to students that they need to be actively involved in their learning

in the class. Their job is not only to show up for class, but they need to take notes and ask questions if they don't understand. Explain to students that participating in group activities and paired work is another way for them to be exposed to the material. Explain to students that there is usually time set aside in each class to review the previous lesson, however, students must plan for time to study in class and review material outside of class. Discuss with students that research shows that students who review material on a daily basis can improve retention of the material by up to 60%. Give further explanation on how students should try to review and re-read material on a regular basis that may mean setting up to 30 minutes a day to review notes. For some students, this may include summarizing the previous days' lesson in their notebook. Using flashcards to remember key vocabulary – Explain to students that there may be some memorization needed for items such as math formulas, chemical equations, important dates and figures in history, as well as academic vocabulary. Explain to students that one method that many other students find helpful is to create flash cards to help with memorization. Show students a stack of index cards and how they can put the prompt (vocabulary or equation) on one side and the answer or definition on the other. Students can then use the flash cards to study in spare moments, such as when riding the bus or during break times at school or work. Reading and rereading slowly for better comprehension - Explain to students that reading slowly and actively (paying attention to important details) will help them remember key points in a passage. It is also important for them to reread material presented in class. Point out that if they don't understand a sentence or point, they should reread it slowly. If they still don't understand it, they should ask the teacher or a classmate to interpret it.

➤ **Module-2 Good manners and behavioral skills.**

This module highlights the importance of using professional manners and avoiding unprofessional ones. Manners, and the lack thereof, say much about a person and can communicate both favorable and unfavorable characteristics. Several aspects of etiquette are well worth the attention of all allied health students entering the health care industry. Once identified, each point of etiquette is described in light of how it communicates various messages at the practicum site. This discussion also demonstrates how correcting these tendencies can contribute to professional development while you avoid behavior-related pitfalls during the practicum. The chapter concludes with Self-Prep Questions, a Role-Play Scenario, and a Readiness Checklist.

MODULE OBJECTIVES

- Identify the general meaning of the term etiquette.
- Identify the importance of appropriate etiquette in the allied health practicum.
- Identify at least three aspects that your posture can communicate.
- Name at least six additional manners that affect how others view you professionally.
- Explain the appropriate way(s) to deal with each of those six additional manners.
- Name at least four distracting behaviors that affect your professional demeanor.
- Explain at least one possible solution for each of those four distracting behaviors.
- Identify five ways to retain a “clean” image within social media.

The Significance of Etiquette

Etiquette generally refers to the various manners and behaviors prescribed by and observed in social life. How do you carry yourself? How do you portray your work ethic? How can others see that you are committed to your work and concerned about the welfare of patients and customers? These traits are all categorized within the context of your personal etiquette. It speaks to others about you in many ways: how you work, whether you genuinely care, whether you are a committed worker, and so on. You can show utmost respect for others and professionalism through your personal set of manners, and it is crucial to recognize which manners, habits, and gestures are not acceptable in any professional setting, even while you are a student. Every person has his or her own unique set of manners that includes positive and negative (or unfavorable or unprofessional) aspects. Sometimes socially unacceptable behavior is perceived as acceptable. Many people, even those who are highly educated or have a long history of successful work experience, may benefit from tweaking their manners a bit to optimize their professional demeanor. Students have been permanently dismissed from their training sites for behaving in an unacceptable manner, as well as for their attitude issues. Several particular aspects of your character say much about you, your confidence, abilities, and interests. For example, I worked with a student who was dismissed from two different sites for the same reasons. She had no problems arriving on time or doing as she was instructed, but her unprofessional demeanor and etiquette were more than what the managers at the two practicum sites were willing to tolerate. In this case, the main issues were not smiling (appearing grumpy), waiting to be told what to do (not taking initiative), slouching when sitting, leaning when standing, chewing gum, and showing an overall disinterest in learning. This combination communicated that this student was not motivated, did not care about the staff or patients, and did not appear to have the potential to be a productive worker. The site managers indicated that this style simply does not work in a health care setting. In summary, even if your skills and techniques are superb in the classroom, personal aspects matter during the practicum just as much as your technical competencies. In addition, it is important to pay attention to etiquette as you prepare for job interviews—it determines much of the interviewer's first impression of you.

Social Media Etiquette and Behavior

Believe it or not, the social media channels (Facebook, Twitter, Snapchat, Instagram, etc.) can be and are used by employers to provide a glimpse into the personal nature of potential student-trainees and employees, and even current employees, especially those being considered for promotions. Certain employers are concerned about the overall personality and nature of individuals involved with their organizations in addition to their professional qualifications and experience. Checking into social media sites provides insight when the character of a person is important for the position or promotion in question. Therefore, as aspiring health care professionals, it is up to all practicum (and job) candidates to consider their personal presentation in social media. Social media use includes communication through both language and visual images, so it is necessary to create a positive image of oneself through what is said in writing and posted in the form of photos or videos on one's page/site/timeline.

The idea is not necessarily to speak and act professionally within these platforms but, rather, simply to avoid any content that would create doubt or raise questions as to the appropriateness of how personal time is spent. The following are some tips for keeping a “clean” image within social media: Avoid images that are inappropriate. Profile images, for example, should be a photo you are comfortable showing to a family member or boss/manager at your job. Avoid slang as much as possible. Communicating too much in this type of lingo creates the impression that your written communication skills may not be on par with professional correspondence and documentation. Avoid bad language, such as profanities and terms that reflect hatred or anger. When this type of language is associated with you, it conveys personal instability and lack of self-control. Avoid negativity in your attitude toward life. This shows through your written content. Sometimes it is okay to be honest if you are posting. Etiquette and Professional Manner to friends that you had a bad day, but showing the down side of life regularly or often can make it appear that you lack a positive outlook and tend to stay stuck in problems, which may affect your ability to focus and be productive. Avoid any inappropriate written content. In determining what qualifies as inappropriate, simply consider whether you would want your family members or potential employers to come across the content you post. If it is not something you would share with them, then it is best to keep it off the site. Keeping your social media activities free of questionable content will help employers develop a good impression of your personal life when it matters or is important to a certain position or to an organization’s overall vision and mission in serving patients and/or customers.

➤ **Module-3 Interpersonal Skills.**

INTRODUCTION TO INTERPERSONAL SKILLS

Hello! Welcome to our guide on enhancing Interpersonal Skills! In this exciting and informative tutorial, you will learn what Interpersonal Skills are, what they include, and how to acquire them. Let's begin with what Interpersonal Skills really mean. Have you met that dynamic, charismatic person who is the life of the party, who walks into a room and immediately changes the dynamics of any conversation, someone who people talk about for hours' even after he leaves the place?

Interpersonal Skills, for all the mystery and high-talk surrounding them, could be something as simple as handling a conversation. It is all about learning the art of giving in rather than giving up. It also could be understanding how to use facts and emotions to get people on your side. To communicate effectively, the first thing we need is not only a good collection of words, but also a good selection of words. Indeed, knowing how to speak is fine, but what to speak is the backbone of any conversation. The Collection-Selection Model of speech adds value and pleasure to any conversation you have. For example, take a look at the usage of the word astounding in the following sentences:

- Incorrect: This soup tastes astounding.
- Correct: What you have achieved is an astounding feat.

Proper usage of words and the right manner of communication will create ways of sharing opinions and expressing ideas in a positive manner.

The objective of Interpersonal Skills is to have a pleasant, informative, and valuable conversation that leaves a lasting positive impression of you in others' minds. Business experts use well-honed communication skills to prepare their pitch for a deal, handle objections, and settle negotiations. A major part of successful bargaining depends on the rapport you manage to build with a prospect.

VERBAL COMMUNICATION

Communication is a two-way process where active listening plays as major a role as speaking fluently. Speaking fluently without listening will make any conversation a very short-lived one. Hearing is simply picking up sound waves in our surrounding and realizing that there has been a source of sound, whether you have seen it or not. Listening, on the other hand, is not only picking up sound waves but also understanding the meaning of the words spoken, analyze them, interpret them, and act accordingly. In short, hearing involves only the brain, but listening involves the mind too. Active listening helps in getting a deeper understanding of what the person is saying, which in return, will help you arrive at the most appropriate conclusion.

ACTIVE LISTENING

In addition to that, it also helps you to communicate more successfully and build a receptive, cooperative image in the mind of the speaker. The person will perceive you as a caring, attentive, and engaged listener with minute attention to details. Insurance Advisors and Investment Bankers all over the world have mastered this art as they understand that their customers are talking about the future of their earnings, which is a sensitive topic to most of them. 5 Many people shy away from putting their queries forward. They think that asking questions would create an impression about them being rude, intrusive, or pesky. Although there are certain situations where it is best to refrain from putting your queries forward, asking questions is not some scornful activity in itself. On the contrary, you could say that we human beings can attribute whatever we have learnt and our entire development curve to our propensity of asking questions. The trick is in seeking purposeful answers that the person can connect with and identify the thought behind the question. Questions can be broadly classified under two categories:

- Open-ended questions – These questions are also known as the "Who-questions" as they are usually preceded by "who, when, where, what, how, and why". While answering these questions, people tend to focus more on giving descriptive answers. Example: "Why did you think this was the best decision of your life?"
- Close-ended questions - These questions can be easily answered in a few words, even with a simple 'yes' or 'no'. They are asked to get a quick response from the listener about facts and figures. The listener tends to put more stress on his memory as compared to processing thoughts while answering these questions. Example: "Are you a resident citizen of this country?"

ART OF ASKING

Jarod Kintz had once written that "I am bilingual. I speak English and Body." This statement stresses how important body language is to the image we project of ourselves, and the image we perceive of people around us. Body language helps us generate and transmit messages to observers through our posture, gestures, and body movements. Inconsistencies between verbal and non-verbal communication often confuses people, as they tend to put more emphasis on body language as compared to speech.

If a person smiles while saying he is sad, his words will lose their value and the observer will take that statement as a lie. The most important factors that sum up Body Language are:

- **Eye Contact** – Steady eye contact (not continuous as in staring) indicates a sense of confidence and a willingness to connect with the discussion, as opposed to shying eyes and drooping eyes that give an impression of either under-preparedness, low confidence, or disinterest.
- **Facial Expression** – A person can very easily give away his thoughts if one were to study his face. People who are genuinely happy tend to arch their eyebrows, as compared to those who smile only out of courtesy. These small hints can give many details and unspoken messages about people.
- **Posture** – It is recommended that you always maintain a proper, straight, and crisp posture while standing or while sitting down. Slouchy posture is often associated with arrogance, sloth, and unproductivity. On the other hand, a person sitting straight in his chair will exude confidence and inspire respect.
- **Specific Gestures** – Nodding is universally accepted as a signal for 'Yes', and five extended fingers denote the number 'five'. These are certain specific movements that you need to be careful of while speaking, so that there is no discrepancy in gesture and speech.
- **Physical Proximity** – The way we shake hands and pat on the shoulders of other people give us either a friendly or amiable image. Standing too close or too far from a speaker could give a sense of intrusion or arrogance.

1. BODY LANGUAGE

Small Talk is the friendly, amiable conversation people have with one another on general topics such as weather or traffic that may open doorways to knowing each other better. Communication experts consider small talk as an art, and they believe a pleasant small talk can lead to many franks, detailed discussions on business too. Although, it is easier said than done, walking up to a stranger and initiating a conversation may not be one of the easiest things for a lot of people, especially young sales-people and business development managers. Many think opening up a conversation as an arduous task and admit having no "small talk" skills at all. Let's see how small talk leads two people to share details about each other:

Initiation – At this stage, the people in the conversation normally talk on general topics such as the weather, traffic, time of the day, busy schedule, etc. This gives an idea as to whether the other person is in a conversational mood or is avoiding conversation.

Knowing each other – This is where people introduce themselves to the other person and offer details about their name, work, and the reason they were at that particular place, for example – "I am Vineet. I am a trainer and I was on my way to delivering an online training session."

Opinion Sharing – Here the discussion moves towards slightly more "weighty" topics like politics, corporate way of life, philosophy, where the opinions of each other are listened to and valued.

Expressing Thoughts – Once all the above stages have been cleared, you reach the final stage where both the persons can feel sufficiently comfortable in each other's company to be able to disclose intimate details about each other.

2. SMALL TALK AND ITS BENEFITS

To improve your interpersonal skills, the most important step is to address the issues that prevent you from initiating a conversation with someone. It could be shyness, discomfort around authority figures, or lack of content. Knowing the reasons behind

your hesitation could help you understand your areas of concern. To be able to start a conversation and hold it pleasantly over a length of time, you need to be really interested and involved in the conversation. That will only be possible if you have a genuine love for meeting and knowing new people. Having a collection of conversation starters will help if you have a few witty lines and introductory lines ready that will help you in all occasions. Simple gestures like smiling and then waiting for a return smile before introducing yourself, commenting on something in the vicinity, commenting on a shared interest are just some of the starters that can get the other person in a conversational mood. The secret behind making a small talk is to relax. The more relaxed you are while talking, the more natural you will sound, and the more interested the other person will be in listening to what you are saying.

3. TIPS WHILE TALKING

While talking to someone, remember that people like to talk to people who can receive and share information simultaneously. If you dominate the conversation without giving any stress to what the other person is saying, that will end the talk very quickly. On the other hand, if you only listen and don't provide any intelligent or reasonable contribution to the discussion, people will think of you as someone not worth their time talking to. While having a conversation, make sure that you completely understand what the other person is saying before making any remark on it. Misunderstanding or even partial understanding of somebody's statement could cause a serious social error. It is always advisable to use repetition in conversation, both to clarify your statements and also to understand what the other person meant by his words.

➤ Module-4 Effective Communication Skills.

1. INTRODUCTION

Dear students, welcome to the first chapter of this course. In this chapter, we will discuss the theoretical concepts of communication and the key components in the communication process. Broadly speaking, the process of learning to communicate begins from an individual's childhood and it continues as he or she grows up. Communication is a continuous process. It is used in both formal and informal situations. Every individual communicates to express his/her ideas, thoughts, and opinions or to meet his/her needs in different ways. It is a unique and a significant activity of every individual. An individual learns to communicate in day-to-day life with the help of parents, people around him, through school lessons etc. However, mere speaking ability doesn't help an individual to communicate effectively in professional life. An untrained person may speak well but may not communicate effectively at the workplace. It may happen mostly because of his/her lack of knowledge about the basic concepts, process and modes and mediums of communication. After your graduation, you will be placed in different companies and you will have to communicate with your clients and colleagues in a professional manner. At that time, you should not feel the handicap of effective communication skills. To prepare yourself to face such situations, it is important to learn the skills of professional communication. So, let's begin with the basics of communication.

2. CONCEPT OF COMMUNICATION

Communication is a continuous and dynamic process. It involves dissemination and understanding of information in the right context. In day-to-day communication, people express ideas, emotions, opinions and thoughts in a casual manner by using colloquial language and non-verbal cues. In such communication, there is a great possibility of misunderstanding and misinterpretation. Whether it is a formal or informal situation, communication should be meaningful, effective and correct. Effective communication requires appropriate use of words, correct pronunciation, speed in delivery of words, suitable tone and befitting body language. Appropriate use of tools to communicate the message makes communication meaningful. Effective communication motivates people to respond correctly to the messages and work together in tune with each other. However, it requires intentional efforts to develop those skills. The word communication is derived from Latin word “communicate” that means "to share" (Matthew 2018). In general sense, communication is defined as a meaningful exchange of thoughts, opinions, ideas, views or messages between at least two or more than two people. It can also be interpreted as a transmission of ideas and information to develop common understanding for smooth functioning of business association. In simple words, communication is an exchange of information among people to draw common understanding between them. The main purpose of communication is to convey messages clearly and it becomes possible only when it is done systematically. Although communication is considered as a continuous process, there is difference in day-to-day communication and Business Communication. So, let's understand the concept of business communication.

3. BUSINESS COMMUNICATION

Communication is considered as the backbone of every organization. It enables the organization to exchange information between different parties and streamline the functioning of the organization. This very process of sending and receiving data from one person to another, within and outside the business organization is called ‘Business Communication’. It is an exchange of business related views, ideas, opinions, etc between business related people. Every organization is formed with certain objectives and the success of every organization lies in the collective efforts of its stakeholders that are put in to accomplish the organizational objectives. It becomes possible only when the organization develops an effective communication system. Effective communication system means a process through which information is collected, analyzed and circulated through various channels. It includes various aspects like marketing, public relations, internal and external communication etc. As per the growth of the organization, it should be upgraded. Speedy and systematic communication updates the employees about current happenings and that helps them achieve their goals. Through the communication system, all the updates about production, sale, financial status, needs, demands, obstacles, challenges etc are shared with employees. It gives a clear picture of the current situation and enables them to set goals. In addition to it, with an effective communication system, the daily operations can be streamlined and everyday results can be achieved.

4. NATURE OF COMMUNICATION

In the above discussion, we understood the concept of communication and its importance in the business organizations. You must be wondering, how exactly communication is done, when it happens, what are its benefits and what is its nature? You can get answers to all 4 these questions after reading the following points. The nature of communication can be explained with some of its important aspects in the following manner.

- * **Interactive Process:** Communication is an interactive process in which ideas, thoughts, opinions or messages are passed on by using signs, symbols and verbal and non-verbal expressions that are known to both sender and receiver. It requires more than two people.

- * **An Unending Process:** Communication is a continuous process. It goes on through verbal and non-verbal cues in personal and professional life. It could be intentional or unintentional. In different firms and organizations, information or messages are continuously exchanged to promote understanding. In order to achieve desired results, one interaction is repeated after another and it goes on and on by using different modes and mediums of communication.

- * **Dynamic:** The word dynamic means continuously changing. In the communication process, data, information, perceptions, perspectives, findings, recommendations etc are shared between people. The sharing and receiving of information depends upon the situations and moods of the sender and the receiver. Therefore, it keeps on changing as per the requirement of situations, medium, mode or the mood of the receiver and sender.

- * **All-encompassing:** Communication takes place at every level from bottom to top and top to bottom. Every act of human beings communicates something. Even our silence also carries symbolic meanings in different situations. Therefore, communication is considered as all encompassing. Without communication, nothing can be done in a business organization.

- * **Verbal and Non-verbal:** Communication is done in both verbal and non-verbal ways. In day to day life, colloquial language and non-verbal cues are used to communicate. On the other hand, in professional set ups, communication is done in a professional manner by using appropriate words, proper tone, speed, pronunciation and befitting body language. Every attempt of communication carries a specific goal and it is achieved by using both verbal and non-verbal cues.

- * **Connecting String:** Communication is a connecting string in every organization. Clear and meaningful communication enables people to understand the messages clearly and act accordingly. It helps people understand each other and decide the course of action to achieve expected results. Without proper communication no organization can function smoothly. Through communication, an organization can execute its policy, inspire employees to accomplish goals and manage all activities. It's communication that connects different departments in an organization and acts as an invisible string in an organization.

- * **A Means to Accomplish Goal:** Communication is a means to achieve desired goals. Without communication, no business organization can work properly. Effective communication system is considered as the soul and backbone of every business organization because it helps the employees to exchange real time data that can

enable them to prepare action plans to achieve desired goals. Therefore, communication is considered as an important means to accomplish goals.

* **Intentional as well as Unintentional:** Communication can be intentional or unintentional. Unintentional communication means the things we don't wish to communicate. Most of the time, it happens due to misuse of verbal and nonverbal cues. On the other hand, the communication that is done for specific purposes is called intentional communication. Intentional communication is done by using suitable means and modes to draw the expected outcome.

* **Promotes Socialization:** All human beings, as a natural tendency, prefer to live in groups. This natural urge to be with others is fulfilled by communication. It is a process that helps us to interact with each other. Communication promotes as well as accelerates the process of socialization.

* **Avoids Misunderstanding:** Communication can be done by using verbal and non-verbal cues. Proper use of verbal and non-verbal cues makes communicating meaningful. If the sender and the receiver of messages are trained to use verbal and non-verbal cues appropriately, it can help them avoid misunderstandings. Effective communication reduces the possibility of misunderstanding and misinterpretation. It provides clear understanding of the messages and thus creates a bond of understanding between sender and receiver.

➤ **Module-5 Personality Development.**

Introduction

Personality is the sum total of ways in which an individual reacts and interacts with others. Or Personality is generally defined as the deeply ingrained and relatively enduring patterns of thought, feeling and behavior. In fact, when one refers to personality, it generally implies to all what is unique about an individual, the characteristics that makes one stand out in a crowd. Personality is the sum total of individual's psychological traits, characteristics, motives, habits, attitudes, beliefs and outlooks.

Personality determinants: **Heredity:** Heredity refers to those factors that were determined at conception. Physical structure, facial attractiveness, gender, temperament, muscle composition and reflexes, energy level, and biological rhythms are characteristics that are generally considered to be either completely or substantially influenced by who your parents were, that is by their biological, physiological and inherent psychological makeup. **Environment:** The environmental factors that exert pressures on our personality formation are the culture in which we are raised, our early conditioning, the norms among our family, friends and social groups, and other influences that we experience. The environment to which we are exposed plays a substantial role in shaping our personalities.

Situation: A third factor, the situation, influences the effects of heredity and environment on personality. An individual's personality although generally stable and consistent, does change in different situations. The varying demand of different situation calls forth different aspects of one's personality. We should not therefore look upon personality patterns in isolation.

Self-Awareness: Self Awareness knows your motivations; preferences, personality and understanding how these factors influence your judgment, decisions and interactions with other people. Through self-awareness one “develops the ability to know how you are feeling and why, and the impact your feelings have on your behavior. But it involves a capacity to monitor and control those strong but subliminal biases that all us harbor and that skew our decision making”. Internal feelings and thoughts, interests, strengths and limitations, values, skills, goals, abilities, leadership orientation and preferred communication style are just a few elements that self-awareness comprises. Benefits: Self-awareness or self-knowledge is the starting point for effectiveness at work. Machiavelli, the astute author and statesman, wrote, “To lead or attempt to lead without first having a knowledge of self is foolhardy and sure to bring disaster and defeat.” Self-awareness has many benefits, among them.

- Understanding yourself in relation to others
- Developing and implementing a sound self-improvement program
- Setting appropriate life and career goals
- Developing relationships with others
- Understand the value of diversity
- Managing others effectively
- Increasing productivity
- Increasing your ability to contribute to Organizations, your community and family.

In others words it helps one to know what one is good at and choose a career they enjoy. Depending on others thoughts or beliefs in terms of what is good for us leads to personal and professional unhappiness. By knowing our strengths, weaknesses, likes and dislikes by ourselves - will help us know where we stand? Self-awareness is also important for managers and Organizations as one who have attained heightened states of self-awareness tend to be superior performers. This is because they can relate and understand others better and thus will be capable of reducing the potential of conflict. Usually, this kind of person will be open to feedback and make positive modifications to personal behavior so as to create trusting and productive work environments. Working effectively with others will therefore increase managerial and Organizational effectiveness. Self-awareness is also a crucial component in understanding the Organization in which one is operating, as each of us can be thought of as an instrument for assessment and change. By asking us a series of questions we can diagnose our situation and develop some solutions to problems our organizations or we are experiencing. Doing this requires strong self-awareness of our emotional reactions, initial perceptions, biases and judgments. Lack of self-awareness can lead to poor decisions, to an unrealistic notion of one's competencies and to even career derailment. How to Gain? The first step in becoming aware of ourselves is to recognize our weaknesses, strengths, biases, attitudes, values and perceptions. There are many ways to enhance our self-awareness. Some of these include analyzing our own experiences, looking at ourselves through the eyes of others, self-disclosure, acquiring diverse experiences and increasing our emotional intelligence.

- Self-analysis requires people to examine themselves as an object in an experience or event. It requires a person to step back and observe the positive and the negative impact that may have influenced behaviors, attitudes, thoughts or interactions. Self-analysis is not always an easy process, yet it is a necessary skill for synthesizing

information relevant to professional or personal effectiveness. The self-analysis process should begin with reflection on and exploration of thoughts and feelings associated with effective events. By reflecting on these feelings and thoughts, individuals can obtain new perspectives relevant to their lives based on these learning experiences. From obtaining new knowledge and perspectives, individuals can become more effective by implementing new behavioral and cognitive changes in future situations. One of the means to gain insight about our self is through reflecting on, examining and analyzing our behavior, personality, attitudes and perceptions. Behavior is the way in which we conduct ourselves-the way in which we act. Our behavior is influenced by our feelings, judgments, beliefs, motivations, needs, experience and opinions of others. Patterns of behavior develop through our reactions to events and actions over a period of time. Behavior consist of four components:

- * **Motivation:** The drive to pursue one action over another. Being aware of our core drivers, those things that motivate you positively or negatively- can help you understand the roots of your behavior and make adjustments as necessary to modify your behavior.

- * **Modes of thinking:** the way you process the various inputs your brain receives. Being aware of how you take in and make sense of information can help you understand how you make judgments or decisions that lead to choosing one behavior or course of action over another.

- * **Modes of acting:** the course of action you apply in a given situation. Being aware of how you express your reaction to the things that happen to and around you can help you understand the alternatives available to you when certain events arise.

- * **Modes of interacting:** the way in which you communicate and share ideas, opinions and feelings with others. Being aware of how you talk and work with others can help you understand how your preferred style meshes with those with whom you work and live. o **Personality:** describes the relatively stable set of characteristics, tendencies and temperaments that have been formed by heredity and by social, cultural and environmental factors. These traits determine how we interact with and react to various people and situations. Some of the aspects of personality are believed to be a result of nature-those traits with which we are born and that we possess through heredity. Other characteristics of our personality are thought to be as a result of our environment-those factors that we acquire through exposure to people and events in our lives. Personality traits are enduring characteristics that describe an individual's attitude and behavior.

Examples are agreeableness, aggression, dominance and shyness. Most of these traits have been found to be quite stable over time. This means a person who is cold and uncaring in one situation is likely to behave similarly in other situations. The "Big five" model is a powerful instrument because it organizes numerous concepts into a "short list" of just five factors that are representative of the characteristics that can be linked with satisfaction and success. The Big Five has five primary components: extroversion, agreeableness, emotional stability, conscientiousness and openness to experience.

- * **Extroversion:** represents the degree to which an individual is social or antisocial, outgoing or shy, assertive or passive, active or inactive and talkative or quiet. A person who rates high for first traits in these pairs is extroverted, while someone who rates high for second traits is introverted. Extroversion or introversion, in itself, is not necessarily bad, but extremes at both the ends of the spectrum can be equally

dysfunctional. A person who is too outgoing could be perceived as overbearing and a person who is too reserved would lack the skills to relate to others.

***Agreeableness:** measures the degree to which a person is friendly or reversed, cooperative or guarded, flexible or inflexible, trusting or cautious, good natured or moody, softhearted or tough and tolerant or judgmental. Those scoring high on the first element of these paired traits are viewed as more disagreeable and difficult to work with. Being too agreeable could cause a person to be too accommodating, however the others may take advantage of this weaknesses.

* **Emotional Stability:** characterizes the degree to which a person is consistent or inconsistent is how they react to certain events, reacts impulsively or weighs options before acting and takes things personally or looks at a situation objectively. Those who rate high on emotional stability are viewed as generally calm, stable having a positive attitude, able to manage their anger, secure, happy and objective. Those who rate low are more likely to be anxious, depressed, angry, insecure, worried and emotional.

***Conscientiousness:** represents the degree to which an individual is dependable or inconsistent, can be counted on or is unreliable, follows through on commitments or are generally perceived to be careful, thorough, organized, persistent, achievement oriented, hardworking and persevering. Those who score lower on this dimension are more likely to be viewed as inattentive to detail, uncaring, disrespectful, not interested or motivated unorganized, apt to give up easily and lazy.

* **Openness to experience:** characterizes the degree to which people are interested in broadening their horizons or limiting them, learning new things or sticking with what they already know, meeting new people or associating with current friends and co- workers, going to new places or restricting themselves to known places. Individuals who score high on this factor tend to be highly intellectual, broad minded. Curious, imaginative and cultured. Those who rate lower tend to be narrower minded, less interested in the outside world and uncomfortable in unfamiliar surroundings and situations. Professionals who are open to experience are more willing to reflect on feedback for personal development.

***Self-monitoring:** is the tendency to adjust our behavior relative to the changing demands of social situations. The concept of monitoring our own personality can help us come to grips with both those qualities we view as positive and those we would like to change. By being aware of the role of self-monitoring, we can assess our own behaviors and attitudes; diagnose which elements we are satisfied with, and identify and develop plans for addressing those aspects we want to change. When self-monitoring, it is important to want to set personal standards in accordance with certain accepted norms. High self-monitors are very sensitive to external cues and constantly adapt their true selves to conform to a situation or set of expectations. Low self-monitors are more consistent, displaying their feelings, attitudes and behaviors in every situation o Attitudes are evaluative statements or learned pre-dispositions to respond to an object, person or an idea in a favorable or unfavorable way. Attitudes are narrow in scope. They can vary from situation to situation. Strong attitudes can have an impact on professional and personal relationship. Our attitude can determine whether we think positively and take control of a situation or think negatively and feel helpless to change or respond to a situation. Our attitude is an important component of our ability to be productive at work. Our attitudes can influence people around us. Being aware of our

own attitudes and making choices about which attitude to display to others is very important to us as individuals or as managers. Our attitude can affect our behavior as well as our interaction with others. Our friends, significant others, family members, co-workers and others are definitely influenced by our thought and feelings towards situations. As managers it is also important to recognize that our employees are affected by the attitudes, we display towards them and towards the work that needs to get done. A manager's attitude is a large factor in how people feel about their jobs. If a manager is upbeat most of the time and supportive of his or her colleagues, employees will generally respond well and work hard to produce the desired results. On the other hand, if a manager is pessimistic and belittling towards his or her employees, staff morale will suffer and ultimately so will the expected outcomes.

Perceptions: Perception describes the process by which individuals gather sensory information and assign meaning to it. When we encounter a person or situation, we use our senses to absorb various inputs. Next our brains select aspects from stored information in order to process and organize these inputs. Finally, our brains interpret and evaluate the person or situation. Individual perception may not always be consistent with reality; it is only perceiver's interpretation of reality. Our perceptions are influenced by many factors, such as our culture, environment, heredity, the media, peers, past experiences, intelligence, needs, emotions, attitudes and values. Perception can be the result of multiple causality. As human beings we tend to form perceptions based on our biases. If we are not aware of our biases and don't check our understanding with others, we might miss out on important information and situations by relying on distorted perceptions. Some of the more common filters are stereotyping, selective perception, projection expectation and interest. Other's Perceptions about us is also viewed to be important, as we can understand how we are shaped by others' opinions of us. This concept is referred to as social mirroring. By seeing ourselves through others eyes we can learn about our strengths and also about areas in which we can improve. Learning to read accurately how others see us enhances our "self-maps" our images and judgments of our self.

Self-disclosure: Another means of self-awareness is through self-disclosure-sharing your thoughts, feelings and ideas with others without self-deception, without distortion. Talking to others allows to share our feelings and responses. Self-disclosure is a key factor in improving self-awareness; we must disclose information and interact with others to further clarify our perceptions.

Diverse Experiences: Another way of increasing self-awareness is through acquiring multiple experiences in diverse situations and with diverse others. As we encounter new situations, we use skills and acquire new ones, meet people and develop friendships, see new places and learn firsthand about things we might have only read about. Being open to experiences broadens our horizons. It helps us to see ourselves in a new light while giving us new information about ourselves and our ability to interact with the world. This boosts our confidence level and encourages us to reach out to further our experiences even more.

TRAITS FOR BUILDING POSITIVE PERSONALITY:

1. **Accept Responsibility:** The price of greatness is the responsibility – Winston Churchill "Responsibility gravitates to the person who can shoulder them." -- Elbert

Hubbard Society is not destroyed by the activities of the rascals, but by the inactivity of good people.

2. Show consideration: Show consideration, courtesy, politeness and caring.
3. Think Win-Win.
4. Choose your words carefully: The principle is your speaking must be better than silent, rather be silent. Words spoken out of bitterness can cause irreparable damage. The way the parents speak to their children in many instances shapes their children's destiny.
5. Never Criticize, Complain and Condemn
6. Smile and Be Kind: Smile is the shortest distance between two people.
7. Put Positive interpretation on other people's behavior: We see the world not as it is, but as we are. So when we are interpreting other people's behavior negatively we just reflecting our own mentality to this situation. In contrast when interpret positively, chances that other people may realize its negativity and change or amend this.
8. Be a Good Listener: Effective communication is 50% listening, 25% speaking, 15% reading and 10% writing. So, when we listen carefully then 50% communication is done.
9. Be Enthusiastic: Nothing great was ever achieved without enthusiasm--- Ralph Waldo Emerson
10. Give honest and Sincere Appreciation: The desire to feel important is one of the greatest cravings in most of the human beings and it can be a great motivator. Honest and sincere appreciation makes one feel important and promote these positive qualities in him. In contrast giving false and insincere appreciation is flattery or sycophancy which in the long run is harmful to the recipient.
11. When you make a mistake, accept it and make it easy to amend: Mistakes are to be learned from. So, accept it immediately and make change or amend easy.
12. Discuss but don't argue: Arguing is like fighting a losing battle. Even if one wins in the argument, the cost may be more than the worth of victory. An ignominious victory is a defeat itself.
13. Don't Gossip: Gossip may lead to slander and defamation of character. People who listen to gossip are as guilty as those who do the gossiping.
14. Turn your promises into commitment: Commitment leads to enduring relationship through thick and thin. It shows in a person's personality and relationship.
15. Be grateful but do not expect gratitude.
16. Be dependable and practice loyalty: An ounce of loyalty is worth more than a pound of cleverness. Ability without dependability is of no worth.
17. Avoid bearing grudges: Life is too small to bear grudges. John Kennedy once said "forgive the other person but don't forget their name." Means "if one cheated me once it is his fault, but if cheats me wide then it is my fault." Don't be cheated regularly to forgive.
18. Practice honesty, Integrity and Sincerity: Lies may have speed, but the truth has endurance. Honesty, Integrity and Sincerity have more enduring effect than the opposite.
19. Practice Humility: Confidence without humility is arrogance. Sincere Humility is the foundation of all virtues. It is a sign of greatness.
20. Be understanding and Caring: The best way to be understood is to be understanding. And the basis of real communication is also understanding.
21. Practice courtesy on daily basis.

22. Develop a sense of humor: Have a sense of humor and you will possess the ability to laugh at yourself. A sense of humor makes a person likeable and attractive. Some people are humor-impaired.
23. Don't be sarcastic and put others down.
24. To have a friend be a Friend: Mutual trust and confidence are the foundation stones of all friendship.
25. Show Empathy: 7 Empathy alone is a very important characteristic of positive personality. People with empathy ask themselves this question, "how would I feel if someone treated me that way?"

ARTS, COMMERCE & SCIENCE COLLEGE, MAREGAON DIST-YAVATMAL

DEPARTMENT OF ENGLISH CERTIFICATE

COURSE-SOFT SKILL DEVELOPMENT

FROM 20.09.2017 TO 19.10.2017

SESSION 2017-18

COURSE COMPLETION EXAMINATION

TIME-1 HRS

MARKS-25

- All questions are compulsory.
- Choose correct answer.
- Each question carries Two (2) marks.

Q1. ____ means 'language full of technical or special words.

A. Colloquialism B. Abbreviations C. Pedantic words D. Jargon

Q2. In any written piece, the sentences of a paragraph should be woven together in such a way that they flow into each other. This principle is called ____.

A. Unity B. Order C. Conciseness D. Coherence

Q3. A ____ is a systematic series of actions or operations of a series of changes directed to some end.

A. task B. process C. activity D. action

Q4. Communication is a ____ process in which there is an exchange and chain of ideas towards a mutually acceptable direction.

A. One-way B. Two-way C. Three-way D. Four-way

Q5. ____ is defined as the process by which meanings are perceived and understanding is reached among human beings.

A. Communication B. Message C. Statement D. Language

Q6. ____ is the use of oral, unwritten words, and is an essential part of interacting with others.

A. Informal communication B. Non-verbal communication
C. Verbal communication D. Formal communication

Q7. Body language, body posture, and hand gestures are examples of ____ type of communication

A. Informal communication B. Non-verbal communication
C. Verbal communication D. Formal communication

Q8. ____ communication includes instances of unrestrained communication between people who share a casual rapport with each other

A. Informal B. Formal C. Verbal D. Non-verbal

Q9._____is a system of arbitrary signals, such as voice sounds, gestures, or written symbols.

- A. Interpretation B. Language C. Message D. Media

Q10. “She did a lot for her son”. Here the word ‘for’ is a _____

- A. conjunction B. preposition C. adjective D. pronoun

Q11. Words are classified according to the function they perform in a sentence. These different classes are called_____.

- A. Voices B. Tenses C. Synonyms D. Parts of Speech

Q12._____refers to the communication that is within the organization and is designed to not reach outside the organization

- A. external communication B. written communication
C. electronic communication D. internal communication

Q13._____are documents presenting a compilation of facts or a number of options and related conclusions and recommendations

- A. Notice B. Instructions C. Remarks D. Reports

Q14. The main purpose of_____is to provide feedback on several areas of organizational functioning.

- A. horizontal communication B. diagonal communication
C. upward communication D. downward communication

Q15. The main objective of_____is to develop teamwork, and promote group coordination within an organization

- A. horizontal communication B. diagonal communication
C. downward communication D. upward communication

Q16. Organizations use_____communication to announce Information and provide instructions to subordinates by superiors.

- A. Written B. Oral C. Non-verbal D. Verbal

Q17._____is the fastest type of reading used when we wish to find some specific information about something quickly by glancing through the text.

- A. Skimming B. Scanning C. Extensive reading
D. Detailed reading

Q18. A holiday is declared in organizations by_____.

- A. a notice B. a circular C. a memo D. an instruction sheet

Q19. A (n)_____consists of words (technical or non-technical) with their meaning because it helps the reader to acclimatize with the word used in the report.

- A. appendices B. bibliography C. index D. glossary

Q20. A_____is a specific form of writing that is organized around concisely identifying and examining issues, events, or findings that have happened in a physical sense, such as events that have occurred within an organization, or findings from a research investigation

- A. Instruction sheet B. Memo C. Report D. Notice

Q21. Cost-benefit analysis reports are

- A. Business reports B. General reports C. Engineering reports
D. Confidential reports

Q22. Oral Business Presentation skill showcases all of the following except

- A. extent of knowledge B. logical thinking
C. ethical qualities D. range of ideas and your confidence

Q23. A Seminar is ____.

- A. a type of conference B. a structured meeting with an educational purpose
C. a regularly scheduled appointment D. a gathering was called to discuss a work issue

Q24. ____ entails deciphering the written symbols that represent the sounds of a language.

- A. Reading B. Interpreting C. Recording D. Listening

Q25. Efficient reading includes:

- A. reading fluently with ample speed and accuracy;
B. appropriate vocal expression; and
C. correct comprehension of all the layers of meaning contained in the written text
D. All of the above (A, B & C)




Dr. Avinash N. Gharde
Principal
Arts, Comm & Sci. College,
Maregaon, Dist. Yavatmal