

## **UNIT-2 (CO2)**

### **Unit 2 : Communication Skills for Career Building**

**CV and Résumé Writing, Interview Skills, Group Discussion, Effective Profiling, Communication and Networking: Building relationships, Writing the Statement of Purpose (SOP) for admission in Higher Studies, Seminar & Conference Paper Writing, Expert Technical Lecture: Writing and Presenting.**

### **CV AND RESUME WRITING**

#### **INTRODUCTION**

In various industries and organisations, there is a requirement of managerial technical and nontechnical staff. This requirement may be maximum, when the organisation is starting for the first time. For a running organisation, in case of some expansion or a new project in hand, there may be a major requirement of staff at various levels.

There are various modes of employment for this purpose. Some of the organisations advertise and recruit directly. Earlier, this job was done by personnel department. Nowadays, the work is done by human resource (HR) department. Some companies outsource the work of recruitment to private recruitment agencies on behalf of their companies. In any case, the advertisement may be published in local, regional or national level newspapers, depending on the size of the company. Nowadays, the advertisements and announcements are through internet and websites, which has a global access. It increases opportunity as well as competitions. The government departments recruit through state and national level public service commissions. In most of the cases, the printed application forms may be available free or on payment basis, from the concerned office or it can be down loaded from the website of the organisation. For the government jobs, along with the application form, postal order of specified amount payable to specified agency is required to be sent. In case of a printed or a soft copy of the application form, the candidate has to fill up the details at specified columns. He has not much freedom. For additional information, extra sheets can be attached. The application form should be signed by the candidate and supported by copies of necessary documents. The application should be sent by registered post and Xerox copy should be retained by the candidate. For internal candidates, in government and semi-government offices, it is necessary to apply through proper channel. The candidate has to apply through the local controlling officer. An extra copy is marked for the local controlling officer. He forwards the application further, with his remarks. In government and semi government office and sometimes in private too, no objection certificate

is required from the present employer. Without this, the new employer may not consider the application and the present employer may not relieve the candidate.

## **RESUME**

Resume is a word originated from the French word. Education, skills & employment summarized together is called a Resume. A resume is an outline of what you are and does not list down all details of a profile, but showcases specific skills customized to the target job. For a fresher a resume generally starts with the career objective, followed by education qualification, project details, major skills, internships, workshops, strengths, interests, personal details etc. It is always a good idea to get your resume prepared by experts. It is easy for them to identify the best in you and are expertized to construct a resume which highlights the best in you. Usually details about a person are broken into bullets & written in the third person to appear objective and formal. Focus is always to have the best in you showcased and easily readable. Interviewer don't spend more than 30 seconds to select or reject a resume.

Resume is just not your back ground, qualities and achievements. It should reflect your personality, to ensure interview call. If the resume is limited to one or two pages and carries different titles, fast screening is possible by the scrutinizer. It should cover important information on priority basis. It should match the requirement of the employer. White, A4 size plain paper should be used. Avoid unnecessary information. Resume should be typed.

- Decide what will be relevant for the job.
- Decide general structure by identifying the important heads of items like personal details, academic record, experience, achievements, special skills and expertise.
- Arrange topic heads, in a proper sequence.
- Give details in each head.
- The resume should be properly checked. Spelling and grammatical mistakes create a very bad impression.

## **CONTENTS OF RESUME**

### **Personal details:**

Full name (first name, second name and surname), Address, phone number, email address.

**Sex :** Male/Female

**Age :**

**Caste :**

**Nationality:**

**Religion :**

(In India sex, age, caste, nationality and religion are part of the specified format. In advance countries, these points are considered as discriminatory features and are avoided or discouraged. Depending on the company and location of the company, one can use individual discretion, to include or exclude these details).

**Educational Qualification:** It may start with the highest degree or recent degree. Usually, along with the degree, the name of the university, year of passing and class or grade point are covered.

**Achievement:** It includes gold Medal, Award, special recognition, etc.

**Skills:** It includes knowledge of computer language, familiarity with special software or tools like Matlab, Cadence, Zylink, Etap, Network, etc.

**Training:** If some training at industry or other organisation is taken, it can be mentioned. Project: UG project, PG project, Ph.D project can be covered.

**R & D and Consultancy:** Only research and consultancy assignments can be highlighted.

**Publications:** Only number of papers published at national and international level may be mentioned.

## **PRECAUTIONS FOR A RESUME**

- Lined or coloured paper or non-standard size of paper, should not be used.
- It should not be handwritten.

- Typing on both sides should be avoided.
- It should not be more than two pages.
- Xerox copy of resume should be avoided.
- Do not write irrelevant details.
- Do not cover very old information.
- Instead of writing paragraphs, use bulleted points.
- Employment record should be continuous and consistent.
- Do not blame the present or previous employer.
- Do not show your impatience to leave the present job and join the new employer.
- The resume should be attractive by content and appearance.

Generally, job experience and qualification are covered in a reverse chronological sequence in a resume. In case of a structural resume, depending on job requirement and position, the candidate may concentrate on and club the relevant experience specific details. It will help him to prove his competence for the nature of the job and specific position.

**NOTE:- In case of a resume, generally the content is limited to two pages. It only highlights the main points. The details may be avoided.**

## **FORMATS OF RESUME**

### **For Freshers:**

As a fresher a functional (or) skill-based resume works better to get your first job, where you highlight your education, skills, project works, achievements, internships, awards, etc. You don't need to have a fancy resume to get the job, a simple resume focused on your skills will do a better job.

## **RESUME**

### **KAVERI JAIN**

**Email Id:** kaverijnxx@gmail.com

**Mobile:** +91 8500XXXX88.

**Address:** 4-125, Ashok Nagar,  
Bangalore, Karnataka 56005.

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### **OBJECTIVE**

Seeking a rewarding career as a software engineer in a reputed company where I can apply my knowledge and skills to fulfil organizational goals.

### **ACADEMIC PROFILE**

- B Tech (2022) computer science - Brindavan group of institutions, Bangalore
- Intermediate MPC (2018) BBMP Junior College, Bangalore
- SSC (2016) from Central Board of Secondary Education, Bangalore.

### **PROJECT WORK**

Title:

Duration: 2 months

Project Description:

### **TECHNICAL EXPERTISE**

- Programming language: Python
- Framework: Django, Flash
- Front End Technologies: HTML, CSS, Java script

### **SKILLS**

- Confident and determined
- Excellent communicable skills
- Problem solving abilities
- Quick learner
- Good team player

### **PERSONAL INFORMATION**

Father's name	:	Prasanth Jain
Date of birth	:	21 August 2001
Gender	:	Female
Marital Status	:	Unmarried
Nationality	:	Indian
Languages Known	:	English, Hindi & Telugu
Hobbies	:	Singing

**Declaration:** I solemnly confirm all the information provided above is true to the best of my knowledge and belief.

Place:

Date:

Kaveri Jain

## **NAVEEN CHAPPA**

**Email Id:** naveenchxx@gmail.com

**Mobile:** 7352XXXX25.

**Address:** H No 12-2, Narayanaguda,  
Hyderabad, Telangana 500027.

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### **CAREER OBJECTIVE**

- To obtain a challenging career in the IT industry and put all my efforts into the growth of the organization and have a great working environment.

### **SUMMARY**

- An enthusiastic, punctual & carer minded individual with excellent communication and interpersonal skills.

### **TECHNICAL PROFICIENCY**

- Languages: C, C++, JAVA,
- Databases: SQL, My SQL
- Web Technologies: Servlets, JSP
- Operating Systems: Windows 2000/Xp

### **EDUCATIONAL QUALIFICATION**

- B.Tech Computer Science (CSE) from Andhra University.
- Intermediate from Sri Chaitanya Jr College.

### **PROJECT WORK**

Title: XXXX

Duration: 2 months

Project Description:

### **EXPERIENCE**

Fresher

### **PERSONAL PROFILE**

Father's Name	: Raghuram Ch
Date of birth	: 05 July 2000
Gender	: Male
Nationality	: Indian
Languages Known	: English, Hindi & Telugu
Religion	: Hindu
Hobbies	: Reading Books

### **DECLARATION**

I hereby declare that all the above mentioned information is true to the best of my knowledge and belief.

Place:

Date:

*Naveen Chappa*

## CV (Curriculum Vitae)

When a person applies for a job or admission for higher studies, the specified application form is accompanied by a resume or curriculum vitae. The resume is usually very short but, curriculum vitae (CV), is much detailed. It runs for large number of pages, to include a lot many details. It also covers personal details and experience. Curriculum Vitae (CV) is usually extensive. For a fresh graduate, the information to be covered may be less but, for a senior, experienced professional, there is accumulation of a lot of information. Depending on the nature of the job and industry also, some more information may be involved. The length of a CV is usually more than two pages.

In some countries, resume and curriculum vitae are considered the same. Actually, there is a small difference between the two. Resume is more useful for a job in an industry or a private sector. Depending on the job and industry requirement, the candidate may add or delete or modify some information. It is somewhat flexible. The resume is in the form of a short summary of the career, where many things be omitted or highlighted, without details. As the resume is employer and employment specific, the strength related to that job maybe given more weightage. Sometimes, the candidate may state his personal goal and ideology in a qualitative form. Curriculum Vitae, on the other hand, may be exhaustive. It covers full details about the candidate, without missing any details. The format is almost standard. Some countries have developed their format with reference to migration. For employment purpose, the advertisement in a newspaper and getting hard copy of applications is a costly and timeconsuming process. If the requirement of a particular type of personnel is displayed via internet and if resumes or CVs are also collected through internet, the process is fast, cheaper and effective. In an online application, the signature of the applicant is missing. It lacks authentication. Somebody can apply on behalf of the other person. Of course, with scanning and password the problem can be solved, indirectly. If the format is standardized, it is also easy to scrutinize a large number of applications.

### Structure of a CV

- It starts with the title "Curriculum Vitae" in bold or capital letters.
- **Personal Details:** Complete name, in the form of the first name, second name and family name or surname is the last entry. In some parts of India, the second name is father's name. In northern India, the second name is usually extension of the first name e.g. Kumar in case of Rakeshkumar or Lal in case of Makhanlal, Sinh, etc. The name should be typed in bold or capital letters. In some cases, before name Mr/Ms/Mrs/Dr is written. The name is followed by address.

Some people mention temporary and permanent addresses separately. Sometimes, office and residential addresses or address for communication are mentioned separately. It may ensure reliability of postal delivery. It further includes landline phone numbers with local, national and international code, mobile phone number; and email address. Official and personal both email address is mentioned.

- **Photograph:** In most of the cases, photograph may not be necessary. For admission purpose, national/international employment, immigration, passport and visa purposes, if specified, photo should be attached.

- **Age:** Years Months, Sex: Male/Female

- **Marital Status:** Married/Unmarried

- **Caste:** \_\_\_\_\_ Religion:

- **Nationality:** In Indian organisations, state and government office application forms, such columns still exist. In line with that, these details may be covered optionally. At international level age, sex, marital status, caste, religion, and nationality are considered as discriminatory features. To avoid legal complication, they are discouraged or omitted from the application forms and CVs in many cases.

- **Job Seeker:** The CV is identity of the individual. The beginning of the CV should be such that the other side is tempted to go through it. The CV should be successful, at least to lead you to the interview table. For this purpose, the CV can be started with the strengths of the job seeker. It follows the personal details. It may prove the competence of the person concerned.

- **Skills:** By experience, training or qualifications, some special skills may be developed by an individual. The special skills can be covered here. Some skills are job specific. Earlier, for a clerical job, knowledge of typing and typing speed in words/minute was considered important. Knowledge of shorthand was also, important. Nowadays, familiarity with use of computer, fax, Xeroxing, internet, intranet, email, websites, etc. is very important for ecommunication. For a marketing job, communication skill is important. For technical persons, familiarity with branch specific dedicated software tools becomes an important skill. For a senior position, managerial skill is necessary. In purchase department negotiation skill is necessary. In any job, at any position, dealing with the people of different types and levels is necessary. For a lawyer logical convincing is necessary. For a teaching job teaching skill and research aptitude are necessary. For technicians, skill in specific trade required. If somebody has mastered some skill, it is his asset and he can prove to be the asset for the organisation.



• **Experience:** Due to the globalization and out sourcing, a lot of opportunities are available. A lot of mobility is observed. Youngsters usually change a number of jobs. At senior level, a person may have rich experience to his credit. The experience may be in different companies and in different capacities, with different responsibilities. The experience is mentioned in a tabular form. It includes the name of the organisation, the position and the dates of employment (from \_\_\_\_ to \_\_\_\_). Usually the experience is stated in a reverse sequence. So, if somebody is interested, only in recent experience, it can be referred accordingly. Naturally the current job may be on the highest position or with highest salary. The responsibilities handled at present may be specified. In case of a very long career, more than twenty or twenty five years, the earlier part may be clubbed and covered in short and the recent part may be covered in detail.

• **Achievements:** In a long career, a person may get some good opportunities to work in different departments in different positions. He may make some remarkable contribution or improvement or innovation. It can be covered in the career history. His services may be appreciated by some certificates, rewards or felicitations. It is his achievement.

• **Education:** Starting with the highest degree the educational qualification is mentioned. It includes the Ph.D., post graduate and bachelor degree in engineering, management or in any other faculty.

• **Competitive Examinations:** If the candidate has covered some competitive examinations for study, admission or job purpose that can be mentioned. It may be GRE, GATE, GMAT, CAT, TOEFL, UPSC, IPS, IRS, etc.

• **Training:** On job, as per the requirement of the job or of the training, the candidate may undergo some training. The training may be arranged by the industry, supplier, government or private agency. The training may be in house or external. In a teaching line there may be induction training, short term training under ISTE, AICTE, industrial training, etc. For nonteaching staff and technical staff also, trainings are arranged.

• **Professional Membership:** Engineers are associated by membership with national or international professional bodies like Institution of Engineers (I), Institute of Electronics Engineers, IEEE, ISA, ASHRE, Management Association, CII, Chamber of Commerce, etc.

- **Membership of Professional and Academic bodies:** Universities have board of studies, faculty, academic council, senate, syndicate etc. Membership of these bodies is prestigious. Many organisations have governing council and its membership is usually by nomination.

- **Publications:** Professors, researchers, engineers and scientists have large number of technical papers, published by them. Some of them may be presented at the national and international conferences. Papers are also, published in technical and professional journals. Publications in referred journals are more creditable. Some people also publish books.

- **Patents and IPR:** Many scientists, engineers and researchers, carry out some unique or innovative work and get the patents. It becomes intellectual property right of the researcher or an innovator. It may earn a good reward by way of royalty. Apart from money, it adds to the credentials.

- **Project and consultancy:** Professors at leading educational institutes, work for projects sponsored by government, industry, R&D organisations and defence organisations. It brings credit to the organisation and individuals. Many professors work as consultants to the industry and government. They make value addition to the organisation.

- **Hobbies:** In many cases, all round development of persons is given due consideration. Music, art, culture, drawing, painting, reading, writing are the hobbies helpful for personal growth. All these points give a lot of scope to the candidate to project one's self. Due advantage should be taken, with proper discretion. Care should be taken, not to criticize any individual or organisation. For the failure, nobody should be blamed. Earlier or current employer should not be criticized. Love for the job, commitment, resourcefulness, initiative, sincerity, hard work, integrity, honesty and ethics should be reflected in the CV and account of the past career may be given systematically.

- **Extra-curricular and co-curricular activities:** For the fresh graduates, most of the above points are not applicable. They can mention the participation in sports and cultural activities and technical festivals at local, state and national level. Any prizes won, may help in proving better edge.

**Note:** - The CV should be simple, compact and legible, must meet employer requirements, reflect your image and convince the recruiter. CV is useful for all types of jobs and at all levels of career. Nowadays, a video form of CV is also coming into practice. Some people are excellent but they do not realize their market value. CV is the best tool for the same. It provides the opportunity to the candidate to prove a better edge over others, in terms of skills, expertise,

experience, behavior, attitude and ethics. The presentation about yourself should be realistic. Boasting and false information are not advisable. Modesty should not prevent presentation of your attributes. A good CV may boost up one's own morale, to become good, better and the best. Nowadays, less importance is given by the employers to academic qualifications. Much more weightage is given to attitude, achievements and attainability, which lead the individual to high altitudes of a career.

In addition to personal information and self-statement, references are also given due weightage. The reference letters given by a professor, research guides and previous employers with high reputation in their area, are very useful. It is a third-party assessment.

In the data presented in the CV, there should not be factual errors, ambiguity, discontinuity, manipulation of information or intentional hiding of information. It may trap the candidate in an awkward situation.

### **KEY TO GOOD CV**

CV is nothing but, the password, opening the window of opportunities for the candidate. It is meant for marketing one's self. It should convince the recruiter that selecting this person will be a value addition to the organisation. The main requirements in marketing are drawing attention and convincing. The key points should be highlighted. The points should be arranged as per the priority requirement of the job. Before an interview, the words in a CV speak for you. For variety of jobs, number of CVs can be prepared by the individual. Finally, bandwidth or talents and impedance matching between the candidate and employer are important.

- **Personal Details:** Depending on the law of the land or tradition, full personal details may be given or only just necessary or demanded personal information may be given. Some information is considered discriminatory, is discouraged and should be avoided in specific cases but, should not be hidden where necessary.
- **Address:** Sometimes, contact number, email address and postal address are kept at the top and sometimes, at the bottom. If it is at the top, it will draw the attention. The scrutinizer will easily locate it otherwise it may be thought to be missing. For internal vacancy within the organisation, the address at the top with present designation is necessary and helpful.
- **Covering Letter:** In response to the advertisement or announcement, many people just forward the C.V. CV usually does not carry signature. CV should have covering letter, referring to the advertisement, announcement, the job and position applied for. The covering letter is addressed to the particular employer. It is signed at the end. Covering letter plus CV makes the application for the job position. Only CV cannot be considered as an application.

In many cases, unsigned document is not considered authentic. Responsibility about the facts presented is endorsed by the signature.

**Beginners:** For the fresh graduates from the college, there is nothing to be mentioned against experience and expertise. In such cases, the recommendation letters are very useful. The candidate or the recommender may write about communication, sincerity, intelligence, hardworking nature, team building, constructive leadership, creativity, analytical skill, research aptitude, intelligence quotient, emotional quotient, spiritual quotient, integrity, problem solving capability, habit of technical reading, extra and co-curricular activities, association with the student sections of professional bodies, academic excellence, awards and prizes won, certificates of merit received. Representation of the college or university at the state or the national level, in cultural and technical activities, seminars prepared and presented, minor and major projects undertaken, with title of project and name of industry or R & D organisation, if any industrial or professional training is taken, if extra skills are developed with hardware and software tools – all these will add colourful feathers in the cap of the fresh candidate.

- **Role definition:** In a growing company, team building is essential. The candidates for executive level should have the vision for the growth of the organisation. The candidate has to define the scope of what can be done. He has to define his own role. He should have a plan for best use of time, resources and manpower. Strategic planning capacity is necessary. The job also expects objectivity, tolerance, maturity, patience and wisdom. Initiative and resourcefulness should be reflected in the CV. The person should provide the role model and should be able to lead the colleagues.

- **Project/Training/Internship placement:** In the good engineering institutes and business schools, there are Industry Institute Interaction (III) cells and placement cells. They communicate on behalf of the candidates for project/training/internship placements. Some private companies also, provide placements for job and higher studies on payment basis. In absence of such cells, the candidates have to apply individually. The main problem is to locate the target organisations or industries. Internet and websites may be very useful for this purpose. Apart from other details discussed for beginners, the candidate can state the nature of training acquired, duration of the training and schedule. For project or research placement, the candidate has to clarify whether his interest and familiarity is for hardware, software or combination of the two.

- **Presentation:** The shape and size of a paper, quality of typing/printing/Xerox, legibility, richness of language used, grammar, spelling, continuity, consistency and updating of information, sequence of information are important components of the presentation style.

Tailor made CVs for a specific organisation and position are appreciated. Some organisations insist on traditional form of CV. Some employers encourage and appreciate innovation in CV presentation styles.

- **Subheadings:** Under various subheadings, arranged in a proper sequence, all the necessary information should be covered. It may include personal details, attributes, educational qualifications, experience, specialisation, capabilities, achievements, career history, etc.
- **Covering Letters:** Whether the CV is sent in response to an advertisement, or an announcement, or without any advertisement, a covering letter is necessary. In case of advertisement or announcement, its dated reference may be given. In a covering letter, the candidate can mention about his attributes and interests matching with the job e.g. loyalty, reliability, problem solving capability, team building, leadership, experience and expertise, oral and written communication skill, interpersonal skill, administrative, planning and managerial capability. It adds job specific touch. A signed covering letter, written to a particular organisation for a specific position is more specific and authentic. The words, phrases and statements used in the covering letter should reflect the strength and capabilities of the jobseeker, which will satisfy the requirement of the specific employer.
- **Experience:** While highlighting the experience, only recent and the experience relevant to the job should be emphasized.
- **Personal Weakness:** Some people are very frank in mentioning their weaknesses, along with the strength. It should be mentioned trickily and the candidate should be able to justify, how he has overcome it. Good employer may appreciate it. But, if not presented properly and is misinterpreted, it may come in your way.

**NOTE:** - As you are just out of your study life, you are freshers who only look forward to seek a job. Understanding how to get to a job is a knack. Even before you get to a job, you need to work towards creating opportunities to get an interview call. There are 3 things what we talk about when we are hunting for a job i.e. Resume, CV & Bio data.

### **DIFFERENCE BETWEEN CV AND RESUME**

The CV presents a full history of your academic credentials, so the length of the document is variable. In contrast, a resume presents a concise picture of your skills and qualifications for a

specific position, so length tends to be shorter and dictated by years of experience (generally 1-2 pages).

## **INTERVIEW SKILLS**

An interview is a procedure designed to obtain information from a person through oral responses to oral inquiries. An interview is a face-to-face conversation between the interviewer and the interviewee, where the interviewer seeks replies from the interviewee for choosing a potential human resource.

### **Definition:**

According to Gary Dessler, "Interview is a selection process designed to predict future job performance based on applicants' oral responses to oral inquiries."

According to Scott and others, "an interview is a purposeful exchange of ideas, the answering of questions and communication between two or more persons". Bingham and others define an interview as a 'conversation with a purpose'.

### **Importance of interview:**

Interview serves the following purposes: -

- Interview helps in selecting the candidate most suitable for the job.
- It provides the candidate information about the organisation and the job for which he applied.
- Interview helps in knowing details about the candidate's personality.
- It is a method of direct contact between the employer and the candidate. Employers can observe physical characteristics of the candidates. It helps managers to check authenticity of details in the application form.
- It helps the interviewer and the interviewee know each other in detail. Complete information about the company can be given to the candidate and negotiations on salary and other terms can be made.

### **Characteristics of an interview:**

- Interviews always have a purpose.
- It has two parties - interviewer and the interviewee
- Every interview has a predefined structure or pattern.
- Every interview has an open communication environment for better end results.
- It is face to face communication.
- It has oral responses to oral enquiries.

### **Purposes of interview**

Interviews are conducted for various purposes. Some are given below- ● For employment: Generally, interviews are done for job purposes.

- For Orientation: Interviews are also conducted to introduce a new worker or entrants to the company or the institute.
- For Counselling: If a problem persists then the purpose of the interview is counselling to solve the problem.
- For Appraisal: One of the purposes of the interview is to give appraisal to someone.
- For making Complaints:
- For making Modification:
- Exit: If someone wants to leave a job or an institute then exit interviews help him to state his reason for exiting.
- Information collection: One of the main purposes of an interview is to collect information about someone.

## Types of Interview

There are several types of the interview;

- **Unstructured (Nondirective) Interview:** In unstructured interviews, there is generally no set format to follow hence the interview can take various directions. In this interview, follow-up questions, Probing, open-ended questions are asked. It involves a procedure where different questions may be asked to different applicants.
- **Structured (Directive) Interview:** In structured interviews, the interviewer asked predecided questions and may even rate and score possible answers for appropriateness. Generally, a series of job-related questions are asked consistently from each applicant for a particular job is known as a structured interview. A structured interview typically contains four types of questions.
  - ☐ Situational questions: ☐ Job knowledge questions: ☐ Job-sample simulation questions: ☐ Worker requirements questions:
- **Situational Interview:** In a situational interview, you ask the candidate what his or her behaviour would be in a given situation. Candidates are interviewed about what actions they would take in various job-related situations.
- **Behavioural Interview:** In a behavioural interview, applicants are asked to describe how they reacted to actual situations in the past. Candidates are asked what actions they have taken in prior job situations similar to situations they may encounter on the job.
- **Job-related Interview:** In a job-related interview, the interviewer asks applicants questions about past experiences. It is a series of job-related questions that focus on relevant past jobs.
- **Stress Interview:** In a stress interview, the interviewer makes the applicant

uncomfortable with rude questions. The aim is to spot sensitive applicants and those with low or high stress tolerance. Stress interviews may help to reject hypersensitive applicants who might overreact to mild criticism with anger and abuse. It intentionally creates anxiety to determine how an applicant will react to stress on the job.

- **Panel Interview (Board Interview):** A panel interview, also known as a board interview, is an interview conducted by a team of interviewers, who interview each candidate and then combine their ratings into a final score. Each panel member then rates each interviewee on such dimensions as work history, motivation, creative thinking, and presentation.

- **One-On-One Interview:** In a one-on-one interview, one interviewer meets one candidate. In a typical employment interview, the applicant meets one-on-one with an interviewer.

- **Mass Interview (Group Interview):** Many interviewees are grouped and a question is thrown to discuss. It is a procedure for the discovery of leadership. Several job applicants are placed in a leaderless discussion, and interviewers sit in the background to observe and evaluate the performance of the candidates.

**Media Interview:** The press and TV channel persons also conduct interviews of political leaders, celebrities or some achievers. In some cases, the interviews are live telecast or the statements are published in printed form. In audio and video recorded interviews, the person should be careful in his verbal and nonverbal communication. It directly reflects the maturity, intelligence level and integrity of the person. It affects his reputation and sometimes the reputation of the party or organization is at stake. In the print media, due to lack of proof, the speaker has the chance of agreeing or disagreeing with the version of his speech published. In audio/video recording it is not possible. Media people take interviews of many accused persons and some people opine in support and against him. Such interviews bias the public opinion and sometimes, it becomes very difficult for the judges to find the truth.

**Matrimonial Interview:** In this case, the interview was one way in earlier days. The boys or parents interviewed the girls, to select the life partner or a bride. Nowadays, boys and girls both have their likes, dislikes and personal choice. During the interview, they try to collect the details of each other. They inquire about the social, economic, educational, intellectual level, family, job, hobby, nature, mutual interest, friends and many other things. The information conveyed during the interview is useful for decision making. The verbal and non-verbal communication, body language, gestures, style, confidence, etc. disclose many hidden features, also.



**Business Interviews:** When somebody has to take a loan, for a house or business, from the bank, the bank manager interviews the client about his intention, job security, paying capacity and soundness of business proposal. In educational or research institutes, when proposals are sent for a new college, a new course, or a research project, after initial scrutiny of the documents, interviews are arranged to decide the viability of the project and benefits to the stakeholders. When two organizations want to join hands for some common interest, interview and interaction may be useful.

**Admission Interview:** In private educational institutes, the admission interviews start from the K.G. level. Instead of children, the parents are interviewed about their socio economic, educational and job background. In many cases the interviews are aimed at checking the donation paying capacity of the parents. At higher secondary and graduate levels, if the admission process is streamlined, the interviews are limited to checking eligibility criteria, validity of documents and written test in the form of an entrance examination. At M.Tech and MBA level interviews, first screening is on the basis of merit of entrance examination. It is followed by a personal interview and group discussion.

**Ph.D. Interview:** When a candidate appears as a candidate to register for Ph.D he/she has to give a presentation about a research proposal. The experts try to verify the academic strength, capability, approach of the candidate for research and necessary background in the subject area to start the research.

## **Preparation for interview:**

Giving an interview needs a lot of preparation. Preparation is started before an interview. We should be well organised and proactive to clear an interview.

### **1. Before the interview**

- **Company information:** The most important step is to read and research the company from all the sources like company website, blog, and social media pages to assess its products, services, and client-base. Review the organisation's background, mission statement, revenue, strength, offices, etc.
- **About the interviewer:** If you know the interviewer's name already, research about him/her. It may help you to understand the environment of an interview.
- **Evaluate job description:** Sincerely go through the job description so that you are aware of the expectations the company has for the position.

- **Fit in skills and qualities:** While you analyse the job description, outline the knowledge, skills, and abilities required for the post. It will help you to prepare questions related to your job profile.
- **Mock interview:** For preparing questions, create mock interviews and ask your friend or family member to play the role of an interviewer. Practice answering all the questions on the list.
- **Organise documents:** Keep two copies of all the important documents such as your resume, cover letter, degrees, mark sheets, identity proofs, photographs, etc., ready. Organise all the documents neatly in a folder.
- **Check your social presence:** In the current environment internet recruiters may check your social status; hence update your status.
- **Interview dress:** Choose a neat and wrinkle-free formal outfit for the interview. If you are not sure about the colour, wear black formal trousers and a crisp shirt (preferably in white, blue, pastel etc.) a pair of black formal shoes, clean socks, and a black belt.
- **Check directions:** Distance and directions should be checked so that you can plan accordingly.
- **Be stress free:** Don't look tired, fussy, unsystematic and puzzled. Eat, sleep and rest. Don't hurry, be calm and cool.
- **Inform your references:** Inform your references that they might receive a call from the company you interviewed for. Speak to them about the position and emphasise the points that you would like to be recommended for.

## 2. During the interview

- **Timing:** Reach 20-25 minutes prior to the interview time. It will give you time to relax and prepare.
- **Interview body language:** While waiting, remember to sit properly, maintain a good body posture, be polite to the guards, receptionists, and other candidates. Be natural. In the interview room, sit and answer questions confidently. Be firm, yet polite. In case you do not know an answer, be honest about it and pass on to the question.

- **Questions for interviewer:** If the interviewer asks - 'Do you have any questions for me?'. Ask smart questions regarding work-culture, company profile or job profile etc.

- **Ending the interview:** At the end of the interview, thank and greet your interviewer, shake hands if possible.

### **3. After the interview**

- **Analyse the interview:** It is one of the most important exercises to do after an interview. Sit down for a few minutes and write down the questions that you were asked during the interview. Review your answer and think how you can make your answers better. This will help you prepare better for future interviews.

- **Inform your references:** Inform your references about the interview.

- **Follow up:** If you do not hear from the interviewer within the expected number of days, do not hesitate to drop an email and ask for an update.

### **Some don'ts of interview preparation**

- Do not arrive late for the interview.
- Do not arrive for the interview without a copy of the resume.
- Do not speak loudly on the phone while waiting for your turn.
- Do not laze around or hunch while sitting in the waiting area.
- Do not ask the interviewer any personal questions.
- Do not use bad words about your previous or current company/employer in your social media posts.

### **Top skills to be mentioned in an interview (with examples)**

- Communication
- Business acumen
- Collaboration or teamwork
- Adaptability
- Problem solving
- Positivity
- Organisation
- Leadership
- Negotiation
- Confidence
- Perseverance
- Self-motivated

- Ability to work under pressure
- IT skill

## Importance of non-verbal aspects:

In the interview process, the panel of experts tries to derive a lot of information about you. You have covered many things in your resume or CV. You have to really prove that it is your resume. Sometimes a resume is prepared by a professional and it speaks in superlative terms about the candidate which may not be true. So, validation and verification of the resume is also done during the interview process.

When you face the interview, nonverbal aspects convey a lot of information about you. Sometimes it may be an unintentional natural phenomenon but, if you are conscious about it, you can manage the aspects and use them in your favour. Your entry, your greeting style, your sitting posture, facial expressions during communication, your eyes, hands, feet and body movement, everything is noticed by the interviewers. Do not change the chair or body position frequently and unnecessarily.

Be conscious and carefully control your posture during the interview. Good posture may create positive effects and bad posture may create negative effects. Sit properly and use the hands during explanation if necessary. Playing with a tie or other part of the clothes, playing with hair, dramatic gestures, resting your hands on other chair, etc. create a bad impression about yourself. While leaving, collect your files, papers and other accessories, thank the panel members, rearrange your chair, leave the place with a smiling face at normal pace, without making noise with your shoes. During the interview, your face should be free of tension.

## DO'S AND "DON'T'S" FOR THE INTERVIEW

### Certain things are desirable for the interview: "DO'S"

**Preparedness:** Various forms of short term and long-term preparations are mentioned. The candidate should be well prepared for technical, nontechnical and general knowledge aspects. Know yourself: Whatever details are covered in the application or CV or resume, the candidate should be familiar with it.

**Documents:** In your application, you give many details about your academic qualification, achievements, experience, extra and co-curricular activities. All the original certificates or documents should be ready with you in the file. The documents should be arranged in the

chronological sequence and list of all the documents in that sequence should be available with you. If possible, keep one set of Xeroxed copies, also.

**Dress code:** As mentioned earlier, you should be well dressed, suitable for the job and you should be comfortable in that dress.

**Mental Stability:** When you enter the interview room, you should be mentally stable. You should be relaxed.

**Decent behaviour outside:** Sometimes, before the interview, when you are waiting outside, you may be watched directly or indirectly. Your behavior in the waiting lounge should be decent. You should be well behaved.

**Reporting:** For the interview you should report in time or slightly before time, so that you can settle.

**Transportation:** In transportation and local transit to the interview place, keep proper margin to avoid delay. If possible, avoid driving a vehicle by yourself to avoid tension leading to accidents.

**Blessings:** Seek the blessings of the almighty, your parents and elders. Take good wishes of your friends, near ones and dear ones. It inspires confidence in you.

**Entry:** As soon as you enter the interview room, your interview starts. Enter the room by walking with confidence, at proper pace, not too fast, not too slow. Enter with a smiling face and establish eye contact with the interviewers.

**Courtesy:** Say “good morning Sirs” or “good afternoon sirs” as the case may be. Reach the chair specified for the candidate and request permission to sit, by saying “may I sit, sirs?” When they say “yes” sit slowly, after saying “thank you, sir”. Arrange your sit again, near the table. If your documents are in a small file folder you can keep it on the table but, if there is a big bag, keep it just near your chair.

**Posture:** While walking and entering the room, while sitting on the chair and while replying or reacting to the questions, proper posture is desirable, while sitting in the chair, you should be in an attentive position. Your face should anticipate the questions. When a particular expert asks questions, you can turn your face towards him but, at the same time maintain eye contact or attention towards others.

**Information about the Company:** Advance information about the company is desirable and helpful.

**Body Language:** During the interview you have to prove your sincerity, frankness, confidence, talent, smartness, transparency, etc. Certain things are revealed by the question answer session but, many things are exposed and exhibited by your body language. Be careful about your body language, to

give positive messages. Your communication and reactions should be polite, even if somebody is asking irritating questions. In an interview panel, only some people may be asking the questions but, others read your body language, to assess what you have claimed in the resume.

**Communication:** Effectiveness of communication will convince the interviewers about your capability and intentions. Listen the questions carefully and answer them to the point. Be brief in the answer, to avoid trapping yourself.

**Keeness for job:** Your behavior during the interview should reflect that you are interested in the job and have not just come for the experience of the interview.

**Answering techniques:** Communication in an interview is for the selection purpose. Some questions require yes/no type answers. In some cases, short answers are necessary. Some questions are asked for the sake of asking, just to check the response of the candidate to such questions or to irritate the candidate. It is better to keep mum in this case. Only when detailed information is asked about some topic, go into the details, otherwise it may put you in difficulty.

**Queries:** Regarding the company, post, job function or pay structure, if you have some ambiguity, you can clarify with the HR department after the interview.

**Art of diverting the interview to your interest:** During the interview sometimes, you may get the chance to talk about your strength. Exploit the opportunity fully. You can talk about your qualities, achievements, experience, project, training, publications, research and many other things.

**End of Interview:** At the end of the interview, they should feel that you are happy with the interview process. With a smiling face, you can say thank you and depart. If there are one or two persons in the panel, shaking the hands may be possible. But, if there is a large group of very senior people, shaking hand may not be possible.

**Certain things that are undesirable for the interview: “DON’T”S should be avoided.**

- **Late Reporting:** It indicates lack of planning, lack of sincerity and puts you in tension.
- Avoid self-driving a vehicle to the place of interview to avoid casualty under tension.
- Avoid last minute preparation and sleepless night.
- Unarranged or missing documents may put you in difficulty.

- Avoid reading your resume before the committee. You should know about your qualification, experience, achievements and convey it orally.
- Avoid uncomfortable dress. Also, avoid the dress which is not matching with the profession.
- Avoid unnecessary make up, perfume, etc. You have to impress the interviewers, not to seduce them.
- Avoid checking the tie, arranging the saree, rearranging hair, playing with hair and moustache.
- Avoid tension on your face and over seriousness.
- Do not sit without seeking permission.
- Sometimes, the candidate has to sit on a revolving chair. Do not revolve it unnecessarily.
- Do not stretch the feet too much, do not shake the feet and do not put one foot on the other.
- Avoid unnecessary movement of hand or fingers.
- Avoid bluffing. If you do not know anything, confess it or keep mum.
- Avoid arrogance during the interview process, even if provoked, do not lose your temper.
- Avoid mistakes in your communication. Do not start replying impatiently, without proper listening and then frequently saying sorry.
- If you do not follow the question, say "pardon me, sir." Do not say "what do you mean?" otherwise he will say "I mean you get out".
- During the interaction process of the interview, avoid controversial statements and controversy with the panel members. In our system, the boss is always considered right. Do not argue with him.
- Some people unnecessarily use a, an, the, with the proper nouns. Avoid it. It is poor communication.
- In communication, some people use some phrases repeatedly e.g. "I think". "I mean", "You know", "It may be", "Well", "As such" which is not desirable.

- Avoid wrong pronunciation.
- Do not interrupt the interviewer in between. Let him complete first.
- Do not overpraise the new employer.
- Do not abuse the present employer.
- You can highlight your merit and achievements but do not boast about yourself.
- Do not criticize others.
- You may be a competent person but, do not overestimate yourself and underestimate others.
- Do not show that you are interested only in money and not ready to take up new challenges and responsibilities.
- Do not talk about rivals of the company or rivals of interviewers.
- Use English for communication. Do not mix other languages.
- If you have changed jobs at very small intervals, do not mention those which were of very small duration or the experience is not relevant to the present job. Frequently changing a job is a negative point. If you blame the company for it, the other side will not believe it.

## **GROUP DISCUSSION**

Group discussion may refer to a communicative situation that allows its participants to express views and opinions to other participants. It is a systematic oral exchange of information, views, and opinions about a topic, issue, problem, or situation among members of a group who share certain common objectives.

(Group Discussion) is basically an interactive oral process. Here, the exchange of ideas, thoughts, and feelings takes place through oral communication. Each member of the group listens to other members as well as gives his or her views orally. He or she has to use clear language, persuasive style, and has to use voice and gesture effectively. This means that participants need to be proficient in oral communication in order to take effective part in a group discussion.



Group Discussion is a group process, i.e., it involves both person-to-person as well as person-to-group interactions. Every group member has to develop goal-oriented or group-oriented interaction. Effective interactions in discussion should lead to unification between the activities of individuals as a work team, and towards the achievement of common group goals. A participant should be concerned with the ego needs of other participants, unity of the group, and the overall objectives of the discussion.

Group Discussion is systematic. Each participant knows the topic in advance and has the opportunity to use his/her experience and knowledge to understand and analyse the topic. The exchange of ideas in Group Discussion takes place in a systematic and structured way.

The participants are seated face-to-face and each participant gets an opportunity to express his/her views and comment on the views expressed by other members of the group. A formal speech making or group procedure may follow in order to ensure optimal participation.

Group Discussion is a purposeful goal-oriented activity. The goals or objectives of a discussion are generally decided before the discussion takes place. This means that each participant is usually aware of the purpose or purposes of the discussion in advance. A Group Discussion may help achieve group goals as well as individual needs. Group goals are common and shared by each participant whereas individual needs may be the personal goals of the members of the group.

**Here we provide guidelines that would help one to speak effectively in a Group Discussion.**

- Seize the first opportunity to speak if you have a good understanding of the topic of discussion.
- Listen patiently to others and then react to their viewpoints.
- Speak clearly and audibly so that everyone hears and understands.
- Be concise in your expressions. Do not repeat ideas just for the sake of speaking something.
- Ask for clarification, if necessary.
- Facilitate contribution from others.
- Use statistics and examples to justify a view point.
- Avoid talking to only one or two persons in the group.
- Assume an impersonal tone. Treat all members as fellow participants; none in the group is either a friend or a foe.
- Be assertive without being aggressive; be humble without being submissive.
- Raise your voice (just enough to be heard) and speak out a strong point in case of a fishmarket-like situation in a Group Discussion.

## **Objectives of group discussion:**

In any kind of Group Discussion, the aim is to judge the participants based on personality, knowledge, communicative ability to present the knowledge and leadership skills. Today team players are considered more important than individual contributors. Hence the potential to be a leader is evaluated and also ability to work in a team is tested.

The evaluators generally assess the oral competence of a candidate in terms of team listening, appropriate language, clarity of expression, positive speech attitudes and adjustments, clear articulation, and effective non-verbal communication.

### **Personality:**

Even before one starts communicating, an impression is created by the appearance, the body language, eye-contact, mannerisms used etc. Body language, a non-verbal communication skill, gives important cues to personality assessment. It includes the posture of a person, the eye contact and overall manner in which one moves and acts. In the entire participation in the GD, the body language has an important role in the impact created.

### **Content:**

Content is a combination of knowledge and ability to create coherent, logical arguments on the basis of that knowledge. Also, a balanced response is what is expected and not an emotional response. In a group discussion, greater knowledge of the subject, more confidence and enthusiasm would be the participation. Participants need to have a fair amount of knowledge on a wide range of subjects. The discussion of the subject must be relevant, rational, convincing and appealing to the listeners.

### **Communication Skills:**

First and foremost, the feature of communication skills is that it is a two-way process. Hence the communicator has to keep in mind the listeners and their expectations. The participants need to observe the group dynamics. Since Group Discussion tests one's behaviour as well as one's influence on the group, formal language and mutual respect are obvious requirements. One may not take strong views in the beginning itself but wait and analyse the pros and cons of any situation. Hence the participants in a group discussion must possess not only subject knowledge but also the ability to present that knowledge in an effective way. One should avoid ornamental language.

- Listening skills
- Appropriateness of language
- Clarity of expression
- Positive speech attitude

- Clear articulation
- Non-verbal cues

### **Leadership Skills:**

The success of any group depends to a large extent upon the leader. One of the common misconceptions about leadership is that the leader is the one who controls the group. There are different approaches to the concept of leadership. By studying the personality traits of great leaders or actual dimensions of behaviour to identify leadership one can learn to cultivate essential traits of leaders. In a Group Discussion, a participant with more knowledge, one who is confident, one who can find some solution to the problem and display initiative and responsibility will be identified as the leader.

A candidate's success in a Group Discussion test will depend not only on his/her subject knowledge and oral skills but also on his/her ability to provide leadership to the group.

Adaptability, analysis, assertiveness, composure, self-confidence, decision making, discretion, initiative, objectivity, patience, and persuasiveness are some of the leadership skills that are useful in proving oneself as a natural leader in a Group Discussion. The leader in a group discussion should be able to manage the group despite differences of opinion and steer the discussion to a logical conclusion within the fixed time limit.

- Initiative
- Analysis
- Assertiveness
- Self confidence
- Objectivity (quality of being impartial, rational, and factual)
- Patience and Composure
- Persuasiveness
- Motivation

### **Team behaviour:**

Your group behaviour is reflected in your ability to interact with the other members of the group. You must be mature enough to not lose your temper even if you are proved wrong. You must be patient and balanced. Your success in a Group Discussion depends on how well you play the role of initiator, information seeker, information giver, procedure facilitator, opinion seeker, opinion giver, clarifier, summarizer, social-supporter, tension reliever, compromiser, attacker, humourist and dominator. The selection panel notes the differences in the amount of participation of the members. They observe the silent spectators, the ever dominating but not contributing much, member who participates actively

exhibiting his knowledge and the moderate ones. Your ability lies in analysing the problem well and making others endorse your view. Finally, while appreciating others point of view, you should effectively present yours without contradicting other's opinions. Your ability in convincing the team is your success.

- Adaptability
- Positive Attitude
- Cooperation
- Coordination

### **Methods/Strategies:**

Getting the Group Discussion Started: In the absence of a designated leader to initiate the proceedings of the discussion, the group is likely to waste time in cross talks, low-key conversations, cross-consultations, asides, and so on. The confusion may last until someone in the group takes an assertive position and restores the chaos into order. It could be you.

In order to get the Group Discussion started, the assertive, natural leader will have to remind the group of its goal and request them to start the discussion without wasting time. A few examples of the opening lines are given below:

- Well friends, may I request your kind attention? I am sure all of us are keen to begin the Group Discussion and complete it within the allotted time. Let me remind you that we have only thirty minutes to complete the task. So, let us get started.
- My dear friends, may I have your attention please? As you all know, we have to complete the discussion in 45 minutes and we have already used up five minutes. I think we should start the discussion now.
- Hello everybody. I am sorry to interrupt but I have something very important to say. We are here to discuss the topic — “Reduction of IIM fees is a retrograde step” —and the time given to us is just 30 minutes. Let us begin, shall we?
- Hello friends! May I have your kind attention for a few seconds, please? I am sure you will agree that we are here to exchange our views on the reservation policy of the government and we have to complete the discussion within 35 minutes. As we have already used up more than five minutes, we should begin the discussion now. Shall we Start?

**Contributing Systematically:** The success of a group discussion depends on systematic contribution by each member of the group. In order to make systematic contributions to the group deliberations, all the group members should understand the process of reflective thinking. They should be able to identify the stage of the discussion and contribute accordingly.

**Creating a Friendly Cooperative Atmosphere:** Creating an atmosphere conducive to positive discussion is the responsibility of each member of the group. A friendly, cooperative atmosphere encourages effective and positive deliberations that lead to successful conclusions. Although a Group Discussion is a serious and formal occasion, there is no need to make it too serious and boring.

**Moving the Discussion Along:** A leader should ensure that the Group Discussion moves along the right direction so that it is able to complete the task within the fixed time limit. He/she should make sure that every member of the group gets some time to present his/her views and no one member monopolises the discussion. No one should be allowed to do all the talking because the purpose of a Group Discussion is to exchange views, and not to hear just one person. If someone tries to take too much time, the leader may politely thank the aggressive member but firmly ask him/ her to give the next person a chance to speak.

**Promoting Optimal Participation:** As the success of a Group Discussion largely depends on the involvement of each member of the group, the leader should promote optimal participation. As every member has a resource potential that can be used to make the discussion successful, the leader should encourage non-participants to speak. With patience, restraint, and proper motivation, he/she can inspire even the shy and reluctant members to give their views on the given subject. It will not only reflect his/her leadership qualities but also lead the discussion to a successful conclusion.

**Handling Conflict:** One important aspect of participating in any group discussion is dealing with conflict. As a group always tends to be heterogeneous, conflict is natural in any group activity and may sometimes be desirable for the success of a group process. Expect differences of opinions during a Group Discussion but do not let these conflicting opinions go against the basic purpose of a Group Discussion. Do not be a silent spectator when two or more people are in conflict. Although conflict resolution is a complex art, a leader needs to remember just a few simple tips in order to handle conflict during a Group Discussion.

**Effecting Closure** In the absence of a designated leader to close the discussion formally, the group is likely to continue until the examiner announces that the time is over. Every member

has to see that the Group Discussion ends with positive conclusions within the given time limit. In order to complete the Group Discussion within the allotted time, the leader has to remind the group of its goal and request them to reach a group consensus. He/she should do the following himself/herself or get them done by other group members in order to develop group consensus:

- Summarise the progress made by the group.
- Put forward the common points of agreement.
- Indicate the differences that need to be resolved.
- Review decisions/suggestions/views already decided.

The following is a list of tips for handling a Group Discussion successfully.

- Be thorough with current issues.
- Always enter the room with a piece of paper and a pen.
- Listen to the topic carefully.
- Jot down as many ideas as possible in the first few minutes.
- Try to dissect the topic and explore the underlying causes or consequences.
- Organise the ideas before speaking.
- Speaking first is a high-risk, high-return strategy. Hence, speak first only if there is something sensible and substantial to say.
- Try to contribute meaningfully and significantly every time you speak. Do not speak just for the sake of saying something.
- Identify supporters and opponents and allow the supporters to augment your ideas.
- Keep track of time and share time fairly.
- Have an open mind.

## 15 Do's and Don'ts of Group Discussions

### 1. Listen to other participants

Group discussions involve hearing other people's perspectives and expertise and growing a conversation from shared ideas. Listening carefully to what others say can help you learn or understand a topic better. It also shows respect to the other members because they see you're valuing what they're saying.

## 2. Maintain eye contact with the group

When you're speaking in a group discussion, make eye contact with the members of the group. Try to make each person feel important by looking at them for a few seconds before moving on to the next person. This can make your dialogue feel more personal. Making eye contact when you're speaking also shows others you'd like their attention. When you're listening to others speak, also make eye contact with the speaker to show them you're engaged.

Related: [How To Engage in Eye Contact Communication](#)

## 3. Give others time to speak

It's important to let others have time to speak in a discussion because it allows them to share their ideas, including what they've agreed or disagreed with about the topic. Try to set speaking limits for yourself mentally, such as aiming to speak for 30-40 seconds before letting someone else have a turn. Additionally, if you notice someone who hasn't spoken yet, encourage them by asking for their thoughts on the subject.

## 4. Keep potential disagreements polite

Politely disagreeing with someone shows maturity, which is important in a group discussion because you're acknowledging your differences while continuing the conversation. Here are a few statements to use when politely disagreeing with someone in a discussion:

- *I understand what you're saying, even though I don't feel the same way.*
- *I can see why you think that, but I don't agree with you.*
- *I recognize your valid point. However, I don't agree.*
- *I'm sorry, but I disagree with you.*

## 5. Dress professionally

What you choose to wear can have a positive effect on your performance and perception by your peers in a group discussion. If you wear professional clothes, it can communicate you're

serious about the conversation because you've put effort into your appearance. It can also help you feel empowered, which might improve your performance.

## **6. Support your claims**

If you know the subject of a group discussion before the meeting, research data to support your claims. Supporting your claims brings more validity to your argument and can help create a sense of trust between you and your group members. Knowing you've done your research can help them better ensure what you're saying is factual.

## **7. Welcome counterarguments**

In a group discussion, other members may counter-argue your points. A person may disagree with you entirely or they might agree with you, but not with your evidence. It's best to handle these encounters by being polite in your counterarguments and acknowledging the opposing viewpoint respectfully. You can take a moment to consider the counterargument and then provide details or data, if relevant, to disprove it.

## **8. Prepare for the discussion**

Although you might not know what a group discussion is going to be about, there are still some ways you can prepare for it. Here are some general topics you can review in anticipation of the conversation:

- Domestic and foreign current events
- History facts
- Pop culture
- Literature

## **9. Acknowledge others before speaking**

When it's your turn to speak after someone, it's respectful to acknowledge what they said before you explain your idea. This can show the other person you listened to their ideas. Here are some statements you can use to acknowledge another speaker:



- *I agree with what you said about that idea. You made a great point with the evidence you shared.*
- *Thank you for sharing that. I want to expand on that some more.*
- *Going off on what they shared, I want to expand further on that idea.*

## **10. Initiate the conversation**

Depending on your role in a group discussion, it may be helpful for you to help begin the conversation. Providing the group with direction may help you ease any tension in the room. Initiating a group discussion can also show group members where and how the conversation might progress.

## **11. Plan your entry points**

Planning your entry point can help you know what to say and when to say it in a group conversation. After someone finishes speaking about something you have a lot of knowledge of, consider talking after them. You may also direct the conversation toward your area of expertise if it relates to the overall topic of the group discussion.

## **12. Plan your exit points**

Finding your exit point allows you to plan when to stop speaking in a group discussion. If your points are clear and concise, you may be able to share your thoughts briefly and exit the conversation. If your thoughts take longer than two minutes to explain, you can split the idea up and share part of it during the discussion. Then you may finish sharing your idea later in the discussion.

## **13. Take notes**

Taking notes during a group discussion can help you process information better and review it later. Consider writing key ideas discussed, such as topics to research later or something new you learned during the conversation. It may also be helpful to write any thoughts or questions you want to ask the group.

## **14. Ask for clarification**

If someone says something that you're unsure of, ask them for clarification. It's helpful to you and the group if a person elaborates further on their ideas. This way, you can understand the conversation and continue to contribute your ideas.

## **15. Show confidence**

When you appear confident during your discussion, it may prompt your group members to listen to what you're saying. Speaking in a strong, even tone is one way to show confidence. You can also sit with a straight posture and position your feet in a wide stance to signal that you're receptive to others speaking.

# **15 don'ts of group discussion**

Here's a list of several don'ts of group discussions you can review for your next meeting:

## **1. Enter the conversation quickly**

Quickly entering the conversation may show that you're unprepared. To avoid this, listen to what others say and look for when you can enter the conversation. If you aren't sure what to say, but you know you're required to say something, plan when would be the best time for you to contribute your thoughts.

## **2. Overspeak**

To avoid overspeaking, keep your points succinct. If you feel you're talking too much, try asking a fellow member for their viewpoint on the discussion topic. This way, you can share your points and allow another member to speak. You can also speak again later if you want to share more ideas.

### **3. Speak about other topics**

To avoid moving the discussion away from the main topic, make sure what you're adding is relevant. Before you speak, ask yourself if it pertains to the overall conversation. If another group member talks off-topic, try to help connect it back to the overall conversation by seeing if you can contribute a related idea.

### **4. Repeat other participants**

Repeating other participants' points during a group discussion may not add value to the overall conversation. To avoid this, it's best to listen carefully to those who are speaking. You can analyze their answers and then plan your answers for the discussion.

### **5. Speak or gesture boldly**

To avoid speaking or gesturing boldly when disagreeing with someone, take a few deep breaths. Think about what they said and how you can address it politely. Creating a trustworthy space to share opinions among the group is essential to learning.

### **6. Interrupt others**

Wait for others to finish speaking before you contribute your thoughts. Listening and thinking about what others are saying is essential for having group discussions in which everyone can share their ideas. Patiently waiting your turn to share your thoughts also allows you to show respect to your group members.

### **7. Bring irrelevant or false statistics**

To avoid sharing irrelevant or false statistics, verify them before speaking. If you aren't completely sure your information is correct, it's best not to share it. Ask yourself before sharing the statistics if they add value to the conversation.

## **8. Appear insecure**

Not maintaining eye contact or looking disinterested in your group members are ways you might project insecurity. To avoid appearing insecure, keep your arms uncrossed and your head up. Appearing secure shows you're ready to engage in the group discussion.

## **9. Share information that isn't valuable**

In a group discussion, the person facilitating may require each participant to share something. When it's your turn, consider if what you're planning to share adds value to the conversation. If it doesn't, you might wait until there's another opportunity to enter the discussion when you have something more meaningful to share.

## **10. Have negative body language**

Projecting negative body language can show disinterest in a discussion. Instead, use positive facial expressions and try to mirror the body language of the other group members. This can help you show that you're paying attention and interested in the conversation.

**Related: [13 Ways To Project Confidence With Your Body Language](#)**

## **11. Share participant's space**

When you're sitting next to someone in a discussion, be mindful of the surrounding space. To avoid sharing another participant's space, stay within your designated area. If you strongly disagree with someone, remain calm and in your own space when expressing your feelings.

## **12. Make eye contact with the evaluators**

Making eye contact is a great way to show your confidence, but try not to make eye contact with the evaluators of the discussion. Do your best to focus on your fellow members since they're involved in the discussion. Not looking at the evaluators can show them you're invested in the conversation.

### 13. Focus on only one participant

When you're making eye contact with group members, try to look at everyone rather than just one person. This way, one group member doesn't feel you're speaking to only them. This also allows you to fully engage with everyone else.

### 14. Use judgmental language

A group discussion is a place to learn, so there's a chance people may have more or less knowledge than you. To avoid judging others, understand everyone works at a different pace and has a different educational background. Try to focus on sharing your knowledge with the group instead.

### 15. Worry if the topic is unfamiliar

If you find that you're unsure of the discussion topic, try to relax. Take a few deep breaths if needed and listen to everyone speak. After hearing from others, try to find a moment where you can share your thoughts or ask a question to learn more about the topic.

*Nonverbal communication is one of many tools that can help you make a good impression in interviews and in your professional life. However, candidate assessments should be based on skills and qualifications, and workplaces should strive to be inclusive and understanding of individual differences in communication styles.*

## SELECTION GROUP DISCUSSIONS

There are four major areas of evaluation in selection GDs: **subject knowledge, oral communication skills, leadership skills and team management.**

**Subject Knowledge:** Participants must possess a thorough understanding of the topic on which they are supposed to speak. You must prepare yourself to talk on a wide range of subjects. Be abreast of the current events, national and international affairs, burning social and economic topics, scientific and environmental issues, key newspapers' controversial topics and any experience that may be expected of an educated person. As a member of the group, you are expected to contribute substantially to the discussion. The originality of your ideas, your knowledge and initiative and your approach to the topic or case contribute to your success in the group discussion. The best way to equip yourself is to read daily newspapers, good magazines, national and international journals and also watch new bulletins and informative programmes on the television. Internet is the greatest boon which provides you with everything you are looking for. The World Wide Web is a vast database of current authentic materials that present information in multimedia form and reacts instantly to a user's input. The greater your knowledge of the subject, the more enthusiastic and confident you will be during the discussion. Once you have understood the topic or issue, you should be able to generate ideas as well as organize them so that you present it well. You will have the ability to analyse facts or information in a systematic way. A person putting forward new ideas that may work will be accepted as the natural leader of the group. The panel will observe the ideas put forward, their originality, the depth of analysis and their relevance to the topic. Problem solving skills are essential and do not hesitate to give solutions. Your approach to the case study will be observed keenly by the evaluators.

**Oral Communication Skills:** If subject knowledge is important, communication skills is more important as without expression, the knowledge is of no use. As the exchange of ideas in a group discussion takes place through speech, one of the prerequisites of success in a GD is the ability to speak confidently and convincingly. Good communication skills include active listening, clarity of thought and expression, apt language and proper nonverbal clues.

**Listening Skills:** One of the weaknesses of most human beings is that we love to listen to our own voice rather than listen to others. Listening is as important as speaking in a GD, unless you

listen, you cannot contribute to the stated purpose of communication. It is extremely important to listen very carefully, only then you will be able to pick up the thread of discussion and continue.

Only active participation as a listener in a group makes a person a good leader. A leader is identified by the panel.

**(a) Clarity of thought and expression:** Clarity is the art of making yourself clear to the audience. Only when your expressions are clear, you can convince your team and the panel. More than words, it is the tone in which they are spoken that conveys the message. You should not be too loud or too soft. A lively and cheerful voice with appropriate modulations will attract the audience. Proper articulation of words, achieved through phonetic accuracy is very essential slang, and artificial accents are to be avoided.

**(b) Language:** The flow of language must be smooth. Use simple language and avoid long winding sentences. Appropriateness of language demands that there should be no errors of grammar. Do not use unfamiliar phrases and flowery language. Be precise. Be polite and courteous.

**(c) Proper non-verbal clues:** Non-verbal clues include eye contact, body movements, gestures and facial expressions. The panel very keenly watches the non-verbal behaviour of the team. They generally evaluate the body language cues of the team to determine personality factors such as nervousness, co-operation, frustration, weakness, insecurity, self-confidence, defensiveness, etc. A candidate who appears professional is more likely to be noticed by the panel. A confident posture, appropriate facial expressions and meaningful eye contact with the team will create a good expression.

**Team behaviour:** Your group behaviour is reflected in your ability to interact with the other members of the group. You must be mature enough to not lose your temper even if you are proved wrong. You must be patient and balanced. Your success in a GD depends on how well you play the role of initiator, information seeker, information giver, procedure facilitator, opinion seeker, opinion giver, clarifier, summarizer, social-supporter, tension reliever, compromiser, attacker, humourist and dominator. The selection panel notes the differences in the amount of participation of the members. They observe the silent spectators, the ever dominating but not contributing much, member who participates actively exhibiting his knowledge and the moderate ones. Your ability lies in analysing the problem well and making others to endorse your view. Finally, while appreciating others point of view, you should effectively present yours without contradicting other's opinions. Your ability in convincing the team is your success.

**Leadership Skills:** The success of any team depends to a larger extent on its leader. The panel evaluates a candidate's personal skills which allow him to prove himself as a natural leader in the GD. Though there is no appointed leader in a GD, a leader emerges. Assertiveness, emotional stability, objectivity, self-confidence, decision making, discretion, initiative, good communication skills, patience, persuasiveness and adaptability are some of the leadership qualities that are immensely useful in proving oneself as a natural leader in GD. A good leader should neither be very authoritative nor submissive but must be democratic. Such leaders see to it that all the members in the team participate and when there is a problem, try to deal with it amicably. Leaders should know how to deal with the 'bull dozers', who make noise but do not have any logic.

## **EFFECTIVE PROFILING**

Profiling is defined as **“the act or process of extrapolating information about a person based on known traits or tendencies, e.g. consumer profiling”; “the act of suspecting or targeting a person on the basis of observed characteristics or behaviour, e.g. racial profiling”**



Profiling is an **aspect of audience analysis** that enables a communicator to develop a strategy of communication along several dimensions. Well, profiling simply means, the recording and analysis of a person's psychological and behavioural characteristics, so as to assess or predict their capabilities in a certain sphere or to assist in identifying categories of people.

We are dealing with numerous different people every day in our lives and at some point, we will question why certain people act in certain ways, and why some characteristics are our preference? To know the answer, we at Emerging Journey Asia Sdn Bhd use psychometric tools called Emergenetics Psychometric Assessment Tools.

Technically, Emergenetics is a self-assessment profile of your Thinking (Analytical, Structural, Social, Conceptual) and Behavioral styles (Expressiveness, Assertiveness, Flexibility).

Emergenetics is a personality profile to be used for individual and team development. It creates a stronger team environment by showcasing and harnessing each member's unique strengths.

Emergenetics can be tied to individual and team goals, specific work projects and an ongoing culture of communications and openness.

### **3 Profiling People Through Communication: (or Using Your Words Against You)**

*To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with*

*others. —TONY ROBBINS*

# What Is Audience Profiling?

Audience profiling is a powerful method for defining precisely who your ideal customers are.

It's the process of unlocking your audience by analyzing consumer behavior across multiple touchpoints and platforms.

Grouping potential customers into segments that all share similar behaviors enables you to create targeted marketing campaigns.

And campaigns built around each segment of the market are known to optimize success and improve personalization.

Audience profiling incorporates data mining and statistics. Using this data, you can then answer questions like:

- Are we targeting the right audience?
- How does our audience perceive our brand?
- How does our audience interact with our brand?
- What does their average day look like?
- What social networks does our audience engage with?
- How does our audience go about making purchasing decisions?
- What does our [customer journey](#) look like?

You can then drive highly targeted campaigns that will resonate with your customers with the answers to these questions.

## **What Are the Four Stages of Audience Profiling?**

Audience profiling involves four stages, each of which is crucial for businesses to understand their audience and achieve maximum growth. The four stages are:

### **1. Segmentation**

Instead of trying to reach an entire market, audience profiling is a marketing tactic used to focus resources on a defined market segment.

Segmentation involves dividing customers into specific demographics. These segments are based on factors such as age, gender, income, family structure, ethnicity and location.

Segmenting the market into a common variable enables you to use time and resources more efficiently.

With segmentation, it becomes easier to personalize campaigns to appeal to the needs of that targeted segment of the market.

### **2. Messaging**

Defining segments helps establish meaningful relationships with you and your customers.

It also develops trust and confidence in your brand. This enables you to tailor marketing messages to your audience's needs, wants, and desires.

The idea behind audience profiling is to identify and monitor the entire customer journey. It allows you to get to know your customers better and tailor marketing messages accordingly.

As a result, you can create relevant content that speaks directly to them.

### **3. Engagement**

As with any marketing campaign, tracking the customer journey throughout their path to purchase is invaluable.

This allows you to understand precisely where and when the customer stops engaging with you.

In addition, insights like this will enable you to change up your message by retargeting them with more relevant messaging.

### **4. Measurement**

You can't adjust your marketing tactics effectively without measurement — it is critically important to track your results.

Quantifying and qualifying your reach allows you to fine-tune your approach to ensure the success of your marketing strategy.

Along with [content marketing](#), audience profiling is becoming more relevant every day.

That's because today's consumers are bombarded by marketing messages. In 2020 alone, it's estimated that Americans encountered somewhere between 6,000 and 10,000 advertisements each day.

It's vital for businesses to adapt to changes in the digital landscape to reach the right audience at the right time.

The most effective way to do this is through audience profiling — the central topic of our blog post.

Ready to learn more?

What Is Audience Profiling?

What Are the Four Stages of Audience Profiling?

Why Is Audience Profiling Important?

Target Audience vs Buyer Persona

How Can Audience Profiling Increase Conversion?

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## Why Is Audience Profiling Important?

Knowing your audience is the difference between marketing campaigns that deliver a healthy [return on investment](#) (ROI) and ones that do not.

Without audience profiling, you risk embarking on marketing campaigns to consumers who aren't your ideal customers.

Vitally important for any marketing campaign to be effective is to speak your customer's language by addressing their needs, wants and preferences.

This is what audience profiling delivers:

### Identifies Consumer Behavior

With the help of data mining, you can now track consumer behavior on a massive scale.

Within seconds, access to this data allows you to build accurate audience profiles and cover every aspect of your customer's path to purchase.

It's a way to know your audience's age, gender, income, location, along with attitudes, lifestyles and interests.

### Enables Personalized Marketing Campaigns

With valuable data at hand, you can drive personalized campaigns that appeal to specific groups.

Developing this level of understanding through audience profiling and segmentation, it becomes easier to shape messages that resonate with your audience.



## **Creates Loyal Customers**

Audience profiling also helps you build brand equity and create loyal customers.

When they receive personalized campaigns, they identify with your brand, and you become an advocate for their individual needs.

By serving a segment in this way, you are more likely to do business with these customers for an extended period.

## **Optimizes Marketing Strategies**

When you gain a deeper understanding of your audience, this improves your product and service offering.

All this knowledge enables you to optimize your marketing strategies.

Simply segmenting your audience according to demographics, you can get more specific in your marketing activities. This helps to clarify your marketing objectives and to optimize your budget.

The Communication Effectiveness Profile, an 84 item behavioural assessment collects self or 360-degree feedback on communication competencies like empathizing, receiving the message, clarifying, understanding and “reading” non-verbal clues, giving and receiving feedback and transmitting your message.

### **When to Use the Communication Effectiveness Profile:**

- With all employees for whom effective communication is important.
- As an introductory training activity on communication to expose participants to the full breadth of important communication behaviours.

- With sales people, customer service personnel, internal consultants, and managers who must communicate effectively to be effective in their jobs.
- With teams or departments that are experiencing communication problems.
- With any employees interested in mastering this most fundamental business skill.
- As the center piece of a 1-day facilitated training on communication.

## **Benefits:**

- **Communication Feedback Report** Includes a 10/10 report that lists your top ten strengths and top ten development needs, in rank order.
- **Flexibility** – This multi-rater assessment can be used as a leader’s self-assessment or with supervisors, peers, and direct reports for 360-degree feedback.
- **Standardized** – The Communication Effectiveness questionnaire and report format is standardized with 9 different competency based, online assessments that are part of this package. Standardized administration and report formats shorten the learning curve for participants who may use several of these assessments over the course of a year.
- **Easy to Administer** – The online administrative component is easy for both administrators and participants, yet provides administrators key control over the distribution of results.
- **Relevant Feedback** – Rather than providing just simple lists of strengths and weaknesses, the Communication Effectiveness feedback report provides development needs embedded in development planning templates that help make it easy for participants to take their next steps.

### Features:

- Measures 7 core communication competencies through 84 items, with either self or 360 degree feedback.
- Each behavioural item in the assessment is a positive communication behaviour.
- Worded in simple, understandable and behavioural terms allowing any participant, regardless of education or English language proficiency, to understand and provide accurate ratings.
- The report itself is broken into six smaller reports. Reports begin with summary competency scores and drill down to behavioural specifics including communication tips for development and course and reading suggestions.

In the online format, there is no limit to the number of raters who can be invited to provide feedback.

## How to Write a Professional Profile (With Examples)

A professional profile—or [resume profile](#)—is an important tool to consider when building your resume. It is a description that highlights your skills and expertise and it shows employers what assets you will bring to the role you are applying for. You might consider adding a professional profile section to your resume so that employers immediately see how you can benefit their company.

## What is a professional profile?

A professional profile is an introductory section on your resume that highlights your relevant qualifications and skills. Including a professional profile can have some advantages.

First, your resume profile concisely features your skills and professional experience in a way that gets employers' attention. Employers typically [scan resumes](#) and do not spend much time reading each one through. Because of this, your professional profile can be an effective way to quickly show your employer how you will be an asset to the position you're applying for.

Another benefit of including a professional profile is that you can highlight specific skills and expertise that employers require for a certain position. For example, an educator's professional profile might highlight classroom management, curriculum development and teaching skills when seeking an elementary school teaching position.

## **COMMUNICATION AND NETWORKING: BUILDING RELATIONSHIPS**

### **Relationship-Building Skills (With Definition And Examples)**

Relationship building is the ability to establish strong personal and professional bonds. Communication, trust, support and equality are some important features of relationship-building abilities. Learning how to [build relationships](#) can help you discover new skills and [achieve career success](#). In this article, we explain what relationship-building skills are, give some examples, discuss how to [improve these skills](#) and list a few steps to highlight them on your resume, cover letter or at an interview.

Networking and building [relationships](#) are crucial components of success in any professional setting. It's not just about [having the right product or service](#), but also about knowing the right people and building meaningful connections and networks. Many people recognize the importance of networking, but they may not fully understand how to use it effectively.

### **What Are Relationship-Building Skills?**

Relationship-building skills allow you to connect with others. They also help hiring managers assess your ability to form positive relationships. With these skills, you may find you are more able to get along with colleagues, work effectively as part of a team and build strong connections. Relationship-building skills can help you listen to others and make decisions that benefit all parties. Avoiding power struggles and cordially managing conflicts helps to build

strong relationships. When there is a mutual understanding between individuals, relationships may thrive.

## **Examples Of Relationship-Building Skills**

Here are some examples of skills for building relationships:

### **Interpersonal skills**

Relationships are essentially the way that people interact with each other. Interpersonal skills or the face-to-face exchange of ideas and emotions are some defining characteristics of healthy professional relationships that can help you understand the perspectives of others. This often leads to the development of mutual respect and compassion.

### **Non-verbal communication skills**

Non-verbal communication uses body language, eye contact, facial expressions and gestures rather than words. These skills allow you to easily interpret non-verbal signals and communicate more effectively. For instance, an optimistic individual may smile frequently, communicating positivity to those around them.

### **Verbal communication skills**

Verbal communication takes place through both the spoken and written word. These communication skills are a great way to build meaningful personal and professional bonds. In verbal communication, you use language to convey your messages coherently. Individuals who possess these skills are usually great active listeners, which enables them to acknowledge the ideas of their colleagues.

### **Listening skills**

One of the key aspects of communication is active listening. Listening skills allow you to focus on the speaker, understand their message and respond thoughtfully. Active listening includes making eye contact, staying aware of non-verbal cues and asking questions that display an interest in what others are saying. These skills allow you to acknowledge the distinct perspectives of the speaker and respect their ideas.

## **Empathy**

Empathy helps you keep the work environment humane by determining and understanding the feelings of your colleagues. Being empathetic means realising when your colleagues require help with their work and handling conflicts cordially. Empathy helps you remain compassionate and form honest relationships with others. It also allows you to remain flexible, approachable and increase the productivity of the team.

## **Emotional intelligence**

Emotional intelligence helps you to enhance your interpersonal relationships. When you possess emotional intelligence, you remain self-aware, motivated and empathetic at work. Understanding and managing emotions is an important aspect of emotional intelligence. Emotionally intelligent individuals adjust their behaviour before it negatively affects their performance and becomes a problem for their team.

## **Networking skills**

Relationship building helps you create and expand your network, which may allow you to meet new people and share ideas with other professionals. You may increase your professional reach by attending conferences and keynote lectures or by being part of online or social networking communities. The connections you create are valuable, as they may help you with referrals for the next big opportunity.

## **Team-building skills**

Working well with clients, team members and managers is an important part of building relationships, and team-building skills can help you to do this. They include your ability to communicate effectively, listen actively and stay empathetic. With these skills, it is easier to build rapport with members of your team, which can lead to stronger connections.

## How To Improve Your Relationship-Building Abilities?

Here are a few steps you may take to improve your skills for relationship building:

### 1. Develop effective communication

Effective communication is an integral part of your non-cognitive skills and can help you build meaningful work relationships. When you develop strong communication skills, you are more able to interact positively with others. Practising active listening and interpreting non-verbal signals are some ways to effectively communicate in the workplace. To improve your relationship-building abilities using communication, consider taking part in conversations with colleagues or contributing to team meetings.

### 2. Practise empathy

Showing empathy to your colleagues means caring about their emotions. When you practise empathy, you better understand your colleagues' feelings and perspectives. This shows that you respect their ideas and opinions. An individual who possesses empathy asks questions before drawing conclusions and includes others in various activities. You can use empathy to motivate teams to work harder and promote collaboration.

**Related:** [FAQ: Why Is Empathy In Leadership Important? \(5 Reasons\)](#)

### 3. Develop emotional intelligence

Developing emotional intelligence can help you understand your teammates' emotional reactions and the interpersonal dynamics of your team. Improving your emotional intelligence

may help you observe others without bias and acknowledge them as self-determining individuals. People with high levels of emotional intelligence recognise that their perspectives are not universal.

#### **4. Ask for feedback**

Asking for feedback may help you to focus on your performance and identify areas for improvement. It can also show a willingness to reflect on your work and evaluate your abilities. Accepting help from others can lead to an exchange of ideas and result in more meaningful interactions that may foster greater trust. Asking for feedback also demonstrates courage, curiosity and an aptitude for self-improvement.

#### **5. Get involved**

By demonstrating your involvement in various workplace activities, you can further develop your relationship-building abilities. When you join a group of colleagues for team lunch or coffee, you may gain insights into the personalities and strengths of your team members. This participation can lead to higher levels of trust, better cooperation and honest conflict resolution.

## **Relationship-Building Abilities In The Workplace**

Once you have started to develop your relationship building abilities, you can use them to create wider professional networks and potentially access greater opportunities for advancement. Here are some tips to help you apply your skills for relationship building at work:

- **Contribution:** Add value to your team whenever you can. You may do this by contributing to new projects, team-building activities or brainstorming with your colleagues.
- **Conflict-resolution:** Resolve conflicts with your colleagues professionally. Employ your empathy to solve problems genially, quickly and efficiently.



- **Professionalism:** Avoid indulging in gossip and stay professional. Only take part in work-related conversations to keep relationships healthy.
- **Positivity:** Give positive emotional reactions. Offer positivity to the team through mentoring opportunities or by giving and receiving constructive criticism.
- **Assistance:** When you help your colleagues with their work, you foster care within the team. Identify ways to help your colleagues whenever required.

## Ways To Highlight Your Relationship-Building Abilities

Here are some ways to highlight your relationship-building abilities on your resume, in a cover letter or during an interview:

### On your resume

There are many sections in your resume where you may highlight your relationship-building abilities, such as the skills or work experience sections. Consider aligning your relationship-building abilities with those mentioned in the job description. For instance, if an organisation requires a candidate with teamwork skills, you may mention your communication and networking abilities. Give specific examples and write how your skills have helped you succeed in previous roles.

### In a cover letter

A cover letter is a document that allows you to discuss your educational and professional qualifications in detail. Use both your education and work experience to showcase your relationship-building abilities, and explain how they can be an asset to the organisation you are applying to. For instance, if a company is looking for a proficient networking associate, then explain in your cover letter how you have helped develop stronger business networks in the past.

## During an interview

An interviewer may ask challenging questions about your relationship-building abilities. In such situations, you may talk about your interpersonal communication skills, how your compassion creates a positive work environment and how your emotional intelligence results in lasting relationships based on trust and care. With the help of examples, explain how these abilities allowed you to accomplish goals and meet deadlines.

## WRITING THE STATEMENT OF PURPOSE (SOP) FOR ADMISSION IN HIGHER STUDIES

### What is a Statement of Purpose or an SOP?

An **SOP** or a **Statement of Purpose** is a letter written by the applicant conveying their intent for choosing a particular course, their interests, goals and career plans. It is addressed to the admission committee. It is also known as a research statement or a **letter of intent**.

Through the SOP, you should be able to clearly articulate what made you choose a particular course and what you aim to gain through the course. Your passion for the subject should reflect in your SOP. The admission team should also get a glimpse of the positive aspects of your character through the SOP.

## Why is an SOP important?

When [applying for your studies abroad](#), all you are worried about is getting a good offer from a reputable institution, but you may not realise what goes on at the admissions office when they receive your applications. An SOP is crucial because:

- It is perhaps the first document that attracts the admissions team to your profile.  
Hence, drafting a powerful SOP must be on your priority list.
- Several candidates might have similar academic qualifications to yours. An SOP is your opportunity to make your application stand out from the rest.
- It is also a reflection of how well you can articulate your thoughts, ambitions and plans.
- Your SOP will give the admission committee a subjective view.

## What makes a good SOP?

- It Should be original. There are plenty of sample SOPs available on the internet and it is not advisable to copy them verbatim.
- Your Statement of Purpose should be free of grammatical errors
- Your SOP should have answers to some crucial questions that the admission committee might have about you.
- If the institution has requested the SOP in a particular format, make sure you follow it.
- A good SOP will demonstrate your passion for the subject, your potential and your purpose for choosing the particular course.

## What is the basic format of an SOP?

It is not an easy task to create an SOP or Statement of Purpose from scratch. Getting ready for an incisive SOP is going to take some time, probably weeks or months. But writing an SOP without following any guidelines will not help because most SOP rejections happen when those don't comply with standard requirements.

Every SOP must have an introduction, body and conclusion. These three parts need to be clearly defined with the necessary information.

It should be written in the form of an essay, with paragraphs.

**The first paragraph** should introduce yourself, mention your academic qualification and give a gist of your purpose for choosing a particular course. You can talk about your goals and how this course can help fulfill your dreams. You should be able to demonstrate your understanding of what the course comprises.

**In your second and third paragraphs**, you can talk about your passion for the subject and mention your academic and related activities and achievements that prove this. If you have professional experience, you can mention that too.

**In the fourth paragraph**, write about why you decided to pursue this course, at this particular university. Justify your choice with relevant points. You can point out your immediate and long-term goals too.

**In the fifth paragraph**, add points to convince the admission committee that you make an ideal candidate for the course.

**In a short paragraph**, mention your extra-curricular activities, projects you have undertaken, voluntary work, papers submitted if any, industry visits, workshops attended, dissertations and your interests and hobbies.

**In your final paragraph**, you should show the admission committee that you have the qualities and qualifications needed for succeeding in the course and that you will be able to make a difference in society with your success.

Please use this as a reference and not as a strict format to follow.

## **Sample SOP (Statement of Purpose) for studying abroad**

Here is a sample SOP or Statement of Purpose to support your college application. Please note that these are just templates to help you gain an idea of how to draft an SOP. Please do not use them directly.

***Name of the applicant: [Name]***

***Course applied: [Course name]***

*I am set to complete my undergraduate programme in [course name] in a few months' time and I realised that this is a crucial stage in my career when I should decide the direction for my successful future. I have a great interest in the [subject], and this is the reason I am looking to pursue a graduate degree in the same. In addition, the rapid changes in [subject area] in recent times have made the role of a [Job name] a very indispensable one. In order to reach my goal of being a successful [Job role], it is of utmost necessity that I consider studying at [university*

***name]** with its rewarding research programme, excellent research facilities and inspiring environment.*

*I have always shown a keen interest in **[subjects]**, which has enhanced my **[skills]**. These are my areas of strength which have helped me acquire **[scores in the subject]%** in my **[last study level]**. I scored **[scores]%** in senior secondary school with **[score]%** in **[relevant subject]** and **[score]%** in **[relevant subject]**. My overall percentage in **[subjects]** is **[score]%**.*

*Given my love towards **[field of interest]**, pursuing higher studies in **[subject]** was quite natural. To study the course, I had to prove myself through **[Competitive examinations]**. I passed the examination with flying colours, being placed among the top X% of all the students who had attempted the test. I took up **[course]** in **[College name]** College affiliated with the prestigious **[University name]** in **[Locality]**. I chose **[course]** for my undergraduate major as I believed it has tremendous potential to help me realise my goal and also contribute to society. Throughout my undergraduate programme, I've maintained an excellent academic record.*

*My undergraduate programme has given me a comprehensive exposure to numerous courses that I found interesting – **[Topics covered as part of the programme]**. I strongly believe in practical learning; it is the hope of finding path-breaking results through experimentation that I find very fascinating. I took my study beyond the walls of my classroom – keeping myself occupied with numerous industrial visits. This helped me get a closer look at the application of various aspects of the subject. I presented **[paper presentation numbers/topics]** at the national and state levels, and also organised various technical events in college. I was elected the president of my department, taking into consideration my leadership qualities, communication*

*skills and performance. I was also an active participant in **[relevant topic]** competitions organised by my university.*

*During the final year of my undergraduate degree, I undertook two projects – **[Project names]**. I was the **[Your role in the project]**, and I learnt how to overcome numerous practical difficulties – with access to limited resources. I successfully completed both projects on time, with the guidance of technical experts in my college.*

*My objective in pursuing an MS in **[subject]** is to acquire in-depth knowledge and hone my intellectual ability. Ten years down the line, I envision myself in the manufacturing sector. I would like to apply what I learn in **[The industry name]** and contribute towards its development.*

*I find that your esteemed institution with its world-renowned high-tech facilities will be the ideal place for my graduate studies. I look forward to your acceptance of my application so that I can gain admission to **[Programme name]** programme.*

## **SEMINAR AND CONFERENCE PAPER WRITING**

**SEMINAR:** A seminar is a formal academic forum that brings together a small group of participants who are taught about a specific subject. In a seminar, experts provide knowledge and training to the participants.

### **TRADITIONAL STRUCTURE OF A SEMINAR PAPER**

**1. Introduction** - Set out the "Crux" of the Paper

- Introduce and note why the topic is important.
- Briefly summarize necessary background information.
- State your thesis.
- **Convey your organization of the paper** -- (i.e., "roadmap"). Tell the audience what your paper will show and in what order. If you can concisely summarize your research and outline the arguments of your paper, then odds are your audience will be able to follow your analysis.

## 2. **Background** - Orient the Audience

- Describe the genesis of the subject.
- Describe the changes that have occurred during its development.
- Explain the reasons for the changes.
- Describe where things are now (You may also want to indicate the reasons for further change).

## 3. **Analysis** - Explain the Thesis

- Large-Scale Organization

Discuss the major issues.

Separate issues and sub-issues.

Order issues logically.

- Small-Scale Organization

Introduce and conclude on each issue.

Present your arguments and rebut opposing arguments.



Use organizational paradigms where appropriate.

#### **4. Conclusion**

Restate the thesis of the paper.

Summarize major points.

If you chose to use a hypothetical in your introduction, revisit the hypothetical to "tie-up" your paper.

### **WRITING A SEMINAR PAPER**

The scientific nature of a seminar paper is closely connected to the use of literature that has been published in the relevant field. Existing statements by other authors have to be quoted, controversial approaches have to be displayed and a position regarding their content has to be developed. Please note, however, that the literature review is (merely) of auxiliary nature and does not make up for an independent interpretation and analysis of the relevant economic issue. Throughout the text, all direct and indirect quotations have to be clearly marked and corresponding references have to be indicated. A seminar paper lacking either a complete bibliography or references in the text will not be accepted. Please make sure to indicate all sources of any type of intellectual property. This also applies to all quoted numbers, tables and figures. The infringement of intellectual 2 property rights by passing off ideas of others as one's own is a serious violation of the rules of scientific duty of documentation. Such plagiarism will be graded 5.0. In addition, such plagiarism might infringe copyright law, which will potentially be prosecuted. Please also read the document "Guidelines on dealing with plagiarism" which is available on the chair's website. On a related note, please make sure to complete and sign the statutory declaration provided by the chair and attach it to the seminar paper as the last page.

This form is also available on the website of the chair. Seminar papers lacking this declaration will not be accepted.

**CONFERENCE:** A conference is a formal meeting organized by members of an organization, group or people to discuss a topic that members have a common interest. A conference is typically a consultative forum where participants give their opinion on the subject.

## WRITING A CONFERENCE PAPER

Conference papers are articles that are submitted to a conference to get an opportunity to present your results. The presentation is usually oral along with a ppt, but initially you have to submit either an abstract or an article which is reviewed by the conference organizers to decide whether or not you get a chance to present at the conference. Often, the paper is later published in the conference proceedings for more visibility.

Before you begin writing your conference paper, you must check the conference conventions and guidelines and note down any structural or formatting styles to be followed. Make sure you present your findings in an organized and logical manner.

You can refer the following format mentioned below in sequence while writing your conference paper: -

- 1). **Abstract:** It is the first section of the paper and summarizes the findings of your research. You can include the main points of your research like the purpose of your research, the methods used, the findings as well as the conclusion of your research in the abstract.

2). **Overview and problem statement:** It provides a brief overview of your research topic and states the problem that you have identified through your preliminary research. You must highlight a gap between the ideal situation and the reality in this section.

3). **Proposed method:** This section must provide brief details about the methods that you have proposed – the assumptions as well as workings that you have carried out. You can make use of facts and figures to make your data appear impressive.

4). **Experimental data analysis and results:** This section contains a brief analysis of the data and the results of your preliminary experiments.

5). **Conclusion and References:** This section includes the conclusion of your research as well as recommendations for further research. You must also mention all the references correctly in this section.

### **DIFFERENCE BETWEEN SEMINAR AND CONFERENCE:**

Seminars and conferences are formal meetings that are organized and attended by participants with the aim of discussing a specific agenda of common interest.

#### **Key differences:**

A conference is a **formal meeting** where people congregate to discuss a specific area of common interest while a seminar is an educational forum where members meet to acquire knowledge about a particular area.

Seminars take a short period because they focus on a specific area while conferences may last for an extended duration since members discuss and air their opinion concerning the subject matter.

There is active participation in a conference where all the participants are required to give their feelings and opinions about a specific aspect while seminars offer limited involvement because participants receive directions from an expert.

A seminar is an **academic forum** where participants acquire skills and knowledge and are given a certificate while conferences take a consultative view for discussion and members are not given a certificate.

Other differences between conferences and seminars include the purpose of the meeting and formality among others.

## **EXPERT TECHNICAL LECTURE: WRITING AND PRESENTING**

**prepare a plan**

**know your audience**

**do your research**

**practice your speech**

**tell a story/ or about an event**

give an interactive presentation

## **Expert Technical Lecture**

There is a well-known Chinese proverb that “Learning is a treasure that will follow its owner everywhere.”<sup>5</sup> Knowledge is intact with one who is in possession of his/her knowledge even when he/she shares his knowledge with others. Students at colleges and universities learn a lot through expert technical lecture. Experts in their specific technical field contribute with their knowledge through the medium of expert technical lectures for the benefit of the learners.

These experts are the authorities or connoisseurs in their specific domain. Important people from academia as well as industry visit the colleges to share their rich experiences with inquisitive learners. Their great experiences and learning does give students a lot of food for thought. These expert technical lectures give an opportunity to the learners to clarify their doubts, raise questions, and express their ideas about issues crucial to their learning and their chosen profession. These expert lectures have following advantages-

- Listening to an expert technical lecture leads to knowledge enhancement.
- Expert technical lectures brush up the discussion skills of learners.
- The students get to know how Industry functions.
- Expert technical lectures sort of introduce students to the actual professional experiences.
- An expert technical lecture breaks the monotony of regular classes.

### **Types-**

**a-Participatory expert technical lecture-** When the expert technical lecture is delivered in interactive mode it is participatory expert technical lecture.

**b- Nonparticipatory expert technical lecture-**In such an expert technical lecture is considered an authority. In such a delivery no student is given room to address his queries.

- **Theme Clarity-** Ambiguous piece of writing is painful for any sort of reader. In the realm of technical writing one needs to be not only concise but also utmost clear. Vague statements can create a lot of confusion and doubt. So, clarity is of utmost importance in technical writing. Technical writing is based on facts. So, it is objective. Technical writing is also audience specific. As writing is done according to the need and expectation of the audience. Imagine a professional presenting the details of a project report to his superiors. In case he is not able to do so clearly his/her superiors will not approve it. According to the Oxford Dictionary theme is “the subject or main idea in a talk, piece of writing or work of art”<sup>6</sup>.
- The Oxford Dictionary reemphasizes it is “the central/main/key/major theme.”<sup>7</sup>

Thus, in technical writing the main idea or theme should be made clear to the audience.

Qualities required for theme clarity in technical writing or to analyze the theme of a technical document -

1- **Precision**-Subject-matter must be explained in a precise manner.

2-**Simplicity**-Keep the language simple. Also avoid unnecessarily making lengthy and awkward sentences.

3- **Familiarity**-Avoid using jargon, difficult words and cliches. Use the kind of language target readers are familiar with.

4- **Necessity**-State only those points that are imperative for understanding. Avoid being redundant.

## **Features of Technical Communication or 7 C's of Communication-**

The features of Technical Communication are also known as the 7 C's of business correspondence-

1. **Correctness**- It means that technical communication must be errorless. The writer/speaker has to be very cautious in preparing the subject matter. The subject matter should be accurate and free from all sorts of factual and mechanical flaws.
2. **Conciseness**- Every word should contribute to the meaning of the text. Any irrelevant detail should be done away with. Technical communication demands **brevity**. Redundancy should be done away with in technical communication.
3. **Clarity**-There should be utmost clarity in technical documentation. **Ambiguity and vagueness cannot exist in technical communication.**
4. **Completeness**- Messages exchanged in technical communication must be authentic, meaningful and complete. An incomplete message is of no consequence in the realm of technical communication.
5. **Concreteness**- Technical communication demands **precision**. Words must carry weightage and must create specific details with clarity.
6. **Consideration**- Consideration means 'you-attitude'. Having an **undying feeling of consideration towards the listener or reader** is also mandatory for technical communication.
7. **Courtesy**- Courtesy means **politeness**. It is closely associated with 'youth-attitude'. One has to be courteous in the realm of technical communication. One must avoid rude words, inappropriate tone, indecent language and wrong gestures in technical communication.

AC

## **EXPERT TECHNICAL LECTURE: THEME CLARITY; ANALYSIS & FINDINGS**

**Keynote Speech-** e.g Main speaker at conference or guest speaker at any business gathering.

### **Tips**

1. Know Your Audience
2. Do your Research
3. Tell a story/event
4. Practice your speech
5. Overcome your fear
6. Focus on your goal

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