PROFESSIONAL SKILL DEVELOPMENT LAB

**Unit 1**

**Personal communication**

**Day to day conversation with family members, friends on various topics: -** when you have discussions with family and close friends you usually speak the language you are most comfortable with. Therefore this, lesson will not focus on the sentence you use to speak with family, but it will focus more on the sentence you use when you are talking to someone about your close friends.

**Types of communication: -**

1. Formal communication

2 Informal communication

3. Positive communication

4. Negative communication

5. General communication

6. Specific communication

7. Close communication

* **Formal communication:- Example** (career and marriage related communication)
* **Informal communication:- Example** ( conversation with family members & friends)
* **Positive communication :- Example** ( help, support and motivational conversation)
* **Negative communication :- Example** (conflict, disagreement, frustration)
* **General communication :- Example** ( Dinning table communication , discussion on weather with family)
* **Specific communication :- Example** ( career discussion, marriage related discussion, investment discussions, health discussions, events related discussion, transfer home decoration discussions.)
* **Close communication :- Example** ( Ego related communication)
* **Agreeing :-** if people agree with each other about something they have the same opinion about it this process are called agreeing. Here are some expressions of agreeing like

1. That’s right
2. Absolutely
3. Exactly
4. Yes I agree
5. I see exactly what you mean

* **Disagreeing :-** Disagreeing is a type of conflict either between people or ideas. No it’s not / yes it is its an argument. If your opinion Contradicts the facts , there’s disagreement. Here are some expressions of disagreement like

1. I don’t agree
2. I totally disagree
3. Absolutely not
4. That’s not right

* **Wishing :-** A wish is a desire or strong feelings that you want to have something or do something.
* **Definition :-** feel or Express a strong desire or hope for something that is not easily attainable, want something that cannot or probably will not happen
* **Examples :-** Birthdays , marriages, promotion, festival’s , Negative events ( Death , flood ,illness , separation , losses)
* **Consoling :-** Making or intended to make someone feel better when they are sad or disappointed.

There’s something very consoling about being with friends who understand what you’re going through.

Consoling means mental and moral support to others.

* **Advising :-** offer suggestions about best course of action to someone.
* **Types of Advising :-**

1.Paid advise

2.Free advise

3.Hard advice

4.Positive advice

5.Negative advice

6.Warning advice

7.Friendly advice

* **Persuading ( convincing to others) :-** To make someone do or believe something by giving them a good reason to do it or by talking to that person and making them believe it.

To cause people to do or believe something especially by explaining why they should.

* **Expressing** **Opinions :-** when we are negotiating expressing opinions or simply chatting with a friend , we often have to agree or disagree with the other person. We don’t want to make a fight out of this, so we must know how to show empathy with different opinion and also disagree without sounding aggressive. It is very you are attacking. We need to express our opinions and at the same time.
* **Expressing opinions in 2 ways :-**

**1.Personal opinion :-** In my opinion, In my experience **2.General opinion :-** some people say that… , The thing is that , The point is that.

* **Aarguing :-** Exchange or express diverging or opposite views typically in a heated or angry way.

**UNIT – 2**

**Social communication**

* **Telephone calls (officials) :-**

1. Impersonalisation
2. Greetings and salutations
3. Politeness
4. Trust Generating
5. Patient
6. Formality
7. To the point talk
8. Closer

* **Effective telephonic conversation :-**

1. Prepare for the call.
2. Be clear about what you want to achieve.
3. Remember the other person has no non-verbal cues.
4. Think about your tone of voice.
5. Make sure you listen carefully.
6. Speak cleanly and be succinct.
7. If you don’t understand something ask.
8. Don’t be tempted to do other things at the same time.
9. Summaries the conversation so that everybody knows what’s expected of them.
10. Voice mails be clear and keep short.

* **Telephone/ Mobile etiquette :-** 
  1. Silent mode / vibrate mode
  2. Not say loudly in public spot
  3. Declaration of conference call for recording and relevant permission
  4. Using earphones at public place
  5. Impersonal communication avoid it
* **Colleagues in the work spot :-**

In this work place 20% talk is informal and 80% talk is formal

* **Formal communication :-** Plannings, strategies, Delegation, task, target, goals , assignment, directions , instructions, feedback, reviews, ideas sharing, scolding ( reprimanding ) , discussions complaints etc.
* **Informal communication :-** Help , support, motivation, cheer-up , solve the problems, discussing about issues and challenges at work place, conflict, disagreements , groupisme , taking sides etc.
* **Discussing issues :-**
* **Social issues :-**  A social issue is a problem that influences many individuals within a society. A social issue has many categories in depth as well as light. It’s common problem was see happening in our society.
* **Types of social issues :-** 
  1. Homelessness
  2. Bullying
  3. Hunger
  4. Drug abuse
  5. Child abuse
  6. Unemployment
  7. Gender discrimination
* **Political issues :-** political issues is a set of activities associated with the governance of a country, state or an area. It involves making decisions that apply to groups of members.
* **Examples:-** Taxation, animal rights, human right’s, environment and guns .
* **Cultural issues :-** cultural issues raise from different cultures people’s . Who makes the issues form different cultures .
* **Types of cultural issues :-**

1. Acceptance and respect
2. Accommodation of beliefs
3. Ethnic and cultural differences
4. Gender equality
5. Physical and mental disabilities
6. Generation gaps
7. Language and communication

* **Answering questions :-** answering the questions has 2 dynamics :-
* **Internal client**
* **External client**
* **Internal client are devided in 2 parts**

1. First
2. Response to continuous questions

* **External client are devided in 2 parts**

1. Oral
2. Written

* **Types of questions :-**

1. Seeking questions
2. Seeking clarity/ RTI ( Right to information)
3. Help and support questions
4. Inquiry questions
5. Aggressive questions
6. Complains questions
7. Feedback questions
8. Telephone calls (officials)
9. Impersonalisation
10. Greetings and salutations
11. Politeness
12. Trust Generating
13. Patient
14. Formality
15. To the point talk
16. Closer

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* **Talking about films :-**

Films are one of the topics that people like to talk about

* **Types of films :-**

1. Horror films
2. Action films
3. Sci-fi films
4. Family films
5. Martial arts films
6. Adventure films
7. Comedies
8. Romantic films
9. Documentaries
10. Animated films
11. Super hero films
12. Drama films

* **Films terms :-**

1. Script
2. Stunt man
3. Soundtrack
4. Actor
5. Producer
6. Director
7. Special effects
8. Blooper
9. Box office
10. Cast
11. Critic
12. Flashback
13. Sequel
14. Cameraman
15. Premiere

* **Talking about books :-**

Time spent talking about books following read-aloud :-

1. Develop language skills
2. Provides opportunities for expressing opinion
3. Exposes children to different perspectives
4. Open up the world of debating
5. Allows time for delving into questions or feelings that may arise upon hearing a book for the first time
6. Broadens students overall experience with any given book
7. Enhance students appreciation for literature

* **10 “tell me" questions to get students talking about book :-**

1. Tell me what you liked best about this book
2. Tell me about your favorite illustrations in this book
3. Tell me about a favorite sentence or a funny remembrance from this story
4. Tell me about the character in this story
5. Tell me something you have in common with or something that makes you different from one of the characters
6. Tell me what you would do
7. Tell me how you would feel
8. Tell me about the problems
9. Tell me about something similar that has happened to you
10. Tell me something you might change in this story if you were the author.

* **Talking about news items :-**

We often talk and comment about the news in conversation with other people .

* **Introducing the subject :-**

1. Have you seen the story about..?
2. Have you heard about the guy who…?
3. Did you read the story of..?
4. I've just read about.?
5. The papers reporting about a story about.?

* **Commenting on a news items you’re reading :-**

1. Wait till you hear this!
2. I can’t believe this !
3. You’ll never believe it, but…

* **If we have a negative opinion of how the news is reported we can say.**

1. That’s just sensationalist
2. They should check their facts
3. I think they are completely biased
4. They should be allowed to say / write things like this!
5. You should believe every thing you read in the paper

* **Talking about TV programs :-**

1. Do you watch TV ?
2. How and where ?
3. What kind of shows do you like or dislike

* **Sharing jocks :-**

A well chosen jock can have a big impact when speaking to a crowd or attempting to redirect a tense meeting

1. Jocks are good for your family’s health
2. Jocks level the social playing field
3. Jocks home verbal skills
4. Jocks encourage reading and learning skills

**UNIT- 3**

**Group / Mass Communication**

* **Group Discussions :-**

1.Group discussions is on specific topics.

2.Four& plus members are include in group discussions.

3.Group discussions is formal discussion.

4.It is in controlled environment.

5.The topic is given only 2 minutes before.

6.Spontaneity is maintain.

7.Equal opportunity to all participants to speak there point of view of their topic.

8.Managing time is important.

9.while someone speaks another participants may snap, stop, and give some new perspective.

10. The purpose of group discussion is personality development.

11. The discussion should end with conclusion by anyone

12. Group discussions is consider to be an effective tool for selection.

13. Group discussions is not an argument tool however it is most preferred tool to enhance oral communication.

14. Effective group discussions is supported by logic and justification.

15. Starting a group discussions can be with a question , impromptu, turn by turn guided or multiple speakers.

16. Through group discussions you can assess leadership, initiative idea , human behavior etc. Along with personality.

* **Debate :-**

1. A formal agreement or discussion of a question at a public meeting or in parliament.
2. General discussion about something expressing different opinions.
3. To discuss something in a formal way or at a public meeting.
4. To think about or discuss something before deciding what to do.

* **Panel Discussions :-**

Panel discussions is an exercise were subject expert discuss over a pre-determined title of topic and the session is usually moderated by an expert who us an authority on subject.

The number of panellists usually is 4 to 5 and the mode of communication is question & answer.

1. Promptly questions are not convey.
2. Audience involvement can be mandatory.

* **Anchoring/ Master of ceremony :-**

What is anchoring :- Anchoring us the use of irrelevant information such as the purchase price of a security, as a reference for evaluating or estimating an unknown value of a financial instrument.

* **Welcome Address :-**

1. Welcome the audience using serious language for a formal occasion.
2. Greet guests informally by using light hearted language.
3. Add individual greetings for any special guests.
4. Introduce the event itself.

* **Proposing vote of thanks :-**

To make a short formal speech in which you thank someone especially at a public meeting or a formal dinner, event.

* **Introducing Speakers :-**

Key points of a great speaker introduction

1. A biography is not an introduction
2. Grab the audience attention.
3. Establish the importance of the topic.
4. Establish the credibility of the speaker.
5. Outline “ what’s in it for them".
6. Say the speaker name last.

* **How to introduce a guest speaker :-**

1. Ask the speaker what they’d like you to say.
2. Find out what subject the speaker will cover.
3. Lookup biographical information on the speaker.
4. Avoid using sensitive or embarrassing information without approval.
5. Find other speeches the speaker has given.
6. Include a surprising detail if it fits in your introduction.
7. Master pronouncing the speaker’s name.
8. Check for any special titles the speaker has.

* **Conducting Meetings :-**

1.Meeting within the same organization, stakeholders of the same group.

2. Meeting would be held on specific problems, issues, challenges or planning etc.

3. The notice of meeting has a specific term which a needs adhered to.

4. Meeting is always needing sending agenda in advance.

5. Last point of agenda would always be any other matter with the permission of the chair.

6. Any other matter is also known as table agenda.

7. The agenda has to followed by background notes, working notes, report or records.

8. Meeting is always chaired by the senior most person.

9. The chairman’s has to work on neutrality and unbiasedness.

10. Every meeting has a quorum.

11. If any conflict happens voting is the best opinion.

12. The numbers of members in meetings is always are in odd numbers.

13. During the meeting the proceedings are recorded usually by secretly of coordinator. These proceedings are the called minutes of the meetings.

14. The minutes are circulated to all stakeholders for confirmation.

15. Minutes are modifying if anybody rises objection and mismatch.

* **Making Announcement :-**

An announcement made to the public or the media which gives information about something that has happen or that will happen.

* 9 best practices for making church announcements :-

1. Acknowledge your guests
2. Let people know how to connect
3. Keep it simple
4. Provide next steps
5. Use social media
6. Use videos
7. Send an emails
8. Get the timing right
9. Be prepared ahead of time.

* **Just a minute (JAM) :-** Just a minute session are interesting exercise for improving quick thinking and oral communication. The usually number of participants are 3 to 5 there are given one connecting topic and anyone can start immediately the speakers are allowed to rapidly add as many points as possible. While the speak either on fumbling or on compulsion of one minute or intervention by other the next speaker start taking instant chances.
* **Block and tackle :-** A device for raising objects of the ground consisting of one or more small wheels with a rope or chain going around them connected to a high part of a building.
* **Shipwreck :-** An accident in which a ship destroyed or sunk at sea , especially by hitting rocks or a ship that has been destroyed or sunk in such an accident.
* **Spoof :-** A funny and silly piece of writing, music, theater etc. That copies the style of an original work.
* **Conducting Quiz :-**
* What is quiz :- quiz is a brain game where a quiz master prepare bucket on classification of questions based on pre-determined questions for a target audience. The quiz date time and syllabus are announced in advance and participation us invited. Based on numbers of participants filtering exercise is done.

The final terms are usually in manageable numbers

* **How to conducting quiz :-**

1. Select quiz master
2. Fixed syllabus
3. Prepare the question bank
4. Decide various rounds
5. Refined the questions
6. Decide date , time and venue
7. Inviting the participants through applications
8. Deciding the prize or money

* **During the quiz :-**

1. Team registration
2. Allotted of code numbers
3. Filtering:- quarter finals, semi finals & finals
4. Conducting the quiz based on instructions, rules & regulations , time rounds etc.
5. Each rounds Mark’s are awarded and announced.
6. Winners are announced and prizes are given to winners.

* **Negotiation :-** A negotiation is a strategic discussion that resolves an issues in a way that both parties find acceptable. In a negotiation each part tries to persuade the other to agree with his or her point of view by negotiating all involved parties try to avoid arguing but agree to reach some from of compromise.
* **Oral Reports :-** The standard oral report consists of an introduction ( tell the audience what you are going to tell them) a main body ( tell them) and conclusion. ( tell them what you have told them ). The introduction showed include an overview of the rest of the talk to help the listener understand what you are going to say.
* **Meaning :-** Research/ oral report is a written document or oral presentation based on written documents.
* **What is oral report** :- presentation of one’s research work in seminar , conference, workshop etc.
* **Types of oral reports :-**

1. Impromptu
2. Extemporaneous
3. Scripted manuscript
4. Memorized