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SOFT SKILLS

DEPARTMENT OF COMPUTER SCIENCE

SOFTSKILL PAPER - I

Handwritten notes: HARC - Soft Skills

(iv)

UG DEGREE PROGRAMME
IV SEMESTER - SKILL BASED ELECTIVE I
SOFT SKILLS

Hours Allotted: 4 Hrs
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Max Marks: 75

CONTENTS

OBJECTIVES:

- To make the students understand soft skills
- To help them understand and practice communication skills in every day life
- To enable the students to develop their personality.

UNIT - I

Importance of positive attitude-steps to build positive attitude-Goal setting.

UNIT - II

Communication Skills - Listening, Speaking, Reading and writing Vocabulary enrichment - oral presentation - techniques and tasks.

UNIT - III

Resume writing - covering Letter - Letters to the editor on matters of General interests.

UNIT - IV

Group Discussion - Interview Skills - Qualities expected from participants - Body Language

UNIT - V

Time management - procrastination - Causes and Effects - Effective Time Management - Leadership - Qualities of a successful leader

Recommended Text Book:

Soft Skills, Jamal Mohamed College Publication

Books for References:

- Shiv Kera - You can Win, Macarillan, India Pvt Ltd.,
- Dr Alex - Soft Skills, S Chand New Delhi
- Raveendiran et. al. - Success through Soft Skills
- Buhari S A W-Soft Skills competencies for success - Sanjay Book House, Trichy
- Buhari S.A.W - How to win a job, Sanjay Book House, Trichy
- Andrews Sukhor - "How to succeed in Interviews", Tata

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LESSON - 1

Positive Attitude

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Attitude

Most simply put, attitudes are likes and dislikes. Social psychologists have given various definitions of the concept. Most of them view attitudes as inclinations or predispositions. Gordon W. Allport defined an attitude to be a mental and neural state of readiness, organized through experience, exerting a directive or dynamic influence upon the individual's response to all objects and situations with which it is related. Later on, Milton Rokeach defined attitude as a relatively enduring organization of beliefs around an object or situation predisposing a person to respond in some preferential manner.

An attitude can be defined as a positive or negative evaluation of people, objects, event, activities, ideas, or just about anything in your environment, but there is debate about precise definitions. Eagly and Chaiken, for example, define an attitude "a psychological tendency that is expressed by evaluating a particular entity with some degree of favor or disfavor". This definition of attitude allows for one's evaluation of an attitude object to vary from extremely negative to extremely positive, but also admits that people can also be conflicted or ambivalent toward an object meaning that they might at different times express both positive and negative attitude toward the same object.

Features of attitudes

Multiplexity:

Attitudes are constituted by a number of elements. That is, there are many ingredients in the formation of attitudes. For example, family, society, environment etc.

Relations to needs:

Attitudes vary in relation to the needs they serve, e.g., attitudes of a person towards sports and games may serve only entertainment needs of favourableness or unfavourableness towards something or somebody.

Feelings and beliefs:

Attitudes are related to one's feeling and beliefs towards something or somebody.

Attitudes affect behavior:

Attitudes affect behavior either positively or negatively because attitudes affect one's perceptions.

Attitudes under changes:

Generally speaking, attitudes remain in a person for a longer duration. But the same can undergo changes if persons are exposed to different situation they like.

Formation of attitudes

Individuals are not born with certain attitudes. Attitudes are not inherited. These are acquired and learned by individuals from the situations they face in their life. The formation of attitudes depends on various factors. Unlike personality, attitudes are expected to change as a function of experience. Hereditary variables may affect attitudes – but may do so indirectly. The factors that play a significant role in the formation of attitude are as follows:

Psychological factors:

The attitude of a person is determined by psychological factors like his ideas, values, beliefs, perceptions, etc. All these have a complex role in determining a person's attitudes. For example, if a person perceives that all the workers are lazy, he is likely to develop a negative attitude towards his workers.

Family:

Family plays a significant role in the primary stage of attitudes held by individuals. Initially, a person develops certain attitudes from his parents, brothers, sisters, and elders in the family. There is a high degree of relationships between parent and children in attitudes found in them.

Society:

Societies play an important role in forming attitudes of an individual. The culture, the tradition, the language, etc., influence a person's attitudes. It is a society, tradition, and the culture which teaches an individual what is acceptable and what is not acceptable.

Political factors:

Political factors such as, ideologies of political parties, political leaders and political stability affect the attitudes of the people.

Economic factors:

A person's attitude also depends on issues such as his salary, status, work as such, etc.

Change of Attitudes

Formation and change of attitudes are not two separate things, they are interwoven. People are always adopting, modifying and relinquishing attitudes to fit their ever changing needs and interests. Attitude cannot be changed by simple education. Acceptance of new attitudes depends on who is presenting the knowledge, how it is presented, how person is perceived, the credibility of the communicator, and the conditions by which the knowledge was received.

Changing attitudes is a long term process that takes into account the whole man, his home life, goals, hopes and concept of himself. Change of attitudes is person centered rather than work

Attitudes can be changed by a number of sources including other people, family, media, or the objects itself. Attitude will be changed based on how a person sees the communication and the communicator. Less committed people will change ideas more frequently. Attitude change also has to do with other personality characteristics such as susceptibility to persuasion, intelligence, readiness to accept change, etc. You are more likely to accept information if you feel the communicator has no intent to change your attitudes and opinions.

Ways of changing attitude in a person:

Filling in the information gap:

Insufficient information often leads to unfavourable attitudes. For example, a student develops an anti-teacher attitude because of the ignorance of the good intentions of the teacher. In this circumstance, providing the student with sufficient information can change the attitudes of the student.

Use of fear:

It is believed that attitudes can be changed by the use of fear in a person. However, one has to be careful in administering this technique because high degree of fear may cause stubbornness in a person. Experts are of the opinion that a moderate level of fear makes the people change their attitudes.

Resolving discrepancies:

Behavior and attitude are interrelated and if there is any discrepancy between attitude and behavior then it has to be resolved. This is one way of changing attitudes of a person.

Impact of peers:

One of the factors in formation of attitude of a person is peers. Peers with high credentials can cause change in the attitude of a person. At the same time peers with low credibility cannot

Co-opting approach:

It is a process of involving dissatisfied people to improve things. People are taught to cooperate with each other.

The Power of Positive Attitude

Positive attitude helps to cope more easily with the daily affairs of life. It brings optimism into your life, and makes it easier to avoid worry and negative thinking. If you adopt it as a way of life, it will bring constructive changes into your life, and makes them happier, brighter and more successful. With a positive attitude you see the bright side of life, become optimistic and expect the best to happen. It is certainly a state of mind that is well worth developing and strengthening.

Positive attitude manifests in the following ways

- Positive thinking.
- Constructive thinking.
- Creative thinking.
- Expecting success.
- Optimism.
- Motivation to accomplish your goals.
- Being inspired.
- Choosing happiness.
- Not giving up.
- Looking at failure and problems as blessings in disguise.
- Believing in yourself and in your abilities.
- Displaying self-esteem and confidence.
- Looking for solutions.

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A positive attitude leads to happiness and success and can change your whole life. If you look at the bright side of life, your whole life becomes filled with light. This light affects not only you and the way you look at the world, but also your whole environment and the people around you. If it is strong enough, it becomes contagious.

The benefits of a positive attitude:

- Helps achieving goals and attaining success.
- Success achieved faster and more easily.
- More happiness.
- More energy.
- Greater inner power and strength.
- The ability to inspire and motivate yourself and others.
- Fewer difficulties encountered along the way.
- The ability to surmount any difficulty.
- Life smiles at you.
- People respect you.

Developing a positive attitude that will lead you to happiness and success:

- Choose to be happy.
- Look at the bright side of life.
- Choose to be and stay optimistic.
- Find reasons to smile more often.
- Have faith in yourself and in the Power of the Universe.
- Contemplate upon the futility of negative thinking and worries.
- Associate yourself with happy people.

- Read inspiring stories.
- Read inspiring quotes.
- Repeat affirmations that inspire and motivate you.
- Visualize only what you want to happen.
- Learn to master your thoughts.
- Learn concentration and meditation.

Developing a Positive Attitude

Develop an attitude of enthusiasm

Enthusiasm is one of the most important ammunition in your attitude arsenal. If you observe carefully you will see that all the super achievers in life are primarily enthusiastic people. Here are a few techniques that you can practice to develop an enthusiastic attitude and personality.

Change the way you get up in the morning. The way you get up in the morning, will largely determine how you will be for the rest of your day. Most, when they hear the alarm in the morning, curse the alarm clock. Then they reluctantly get out of the bed, go to the bathroom, look at the mirror, and say to themselves, "How awful I look!" If this is the way you begin guess, how you are going to feel for the entire day?

So next time, as soon as the alarm rings, jump out of the bed and open the curtains, and greet the day. Say it loud "Hello world, I am so happy to be here, and it is going to be great day." Don't judge the day by weather. Your feeling grumpy about the weather and complaining about it is not going to make it good anyway. So irrespective of the weather you say that it is going to be a great day.

It will be difficult to do it initially. But do it anyway. You may even feel silly and funny. But that is the point. By changing the way you get out of the bed you are taking a big step towards changing

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Sing in the shower.

Singing is one of the most effective ways known to mankind to express emotions. You do not sing because you are happy. You are happy because you sing. So sing whenever you can. Sing happy songs that are full of energy and enthusiasm, and sing them at top of your voice

Greet people properly.

Enthusiasm is like flu. It catches. So, whenever and wherever, you meet people greet them enthusiastically. They may be your colleague, your boss, your subordinate, the waiter in the restaurant, the doorman, the person sitting next to you in the bus, your friend, whoever. People all over have problems that are bogging them. When you greet them with enthusiasm they for a moment forget their problems and feel good about themselves. When you bring enthusiasm in the way you greet, you radiate positive energy. The other people around you also get affected by it and that creates a positive environment.

Work with enthusiasm.

There is no work that is big or small. Each one has its own importance. It is just the way you look at it. What matters is your attitude towards the work you are doing.

This anecdote explains it: On a construction site, three manual labors were asked what they were doing. One said that he was earning the days wage; other said that he is mixing cement and sand. The third however, said happily that he is building home for people to live in. He did not stop at that, as he enthusiastically proceeded to show where will be the sitting room, the bedrooms, kitchen etc. Now, it is anybody's guess that even though all the three were doing the same work, who was happier and more successful.

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Be a good finder

One of the most valuable attribute that is found in successful people is that they are good finders. They will find something good in anybody. Every person born on this earth has something in them that is good and something not so good. We like a person or dislike him for the side that we have experienced. Somebody's greatest friend is someone else's arch enemy. No one can be totally good or totally bad.

What we usually do is focus on the negative sides of people. We condemn, criticize and complaint. Even we do it with people who are closest to us. We will spend a lifetime trying to change our parents, our spouse, and our friends. We often get depressed because of the bad things in their character. But it will be so much easier and better if we just focus on the good things they have. If ever you have to confront the unlikable side of these people, immediately remind yourself that why you like them or love them. And then you see how much positive you will feel. If you wish to develop a good positive attitude about people, and want to influence them positively, be a Good Finder.

Change the way you react to situations

Situations at times are very challenging. They can even be oppressing. Things will often not go as we want them to go. There will be circumstances that we cannot control. But what we can control is our reaction to these circumstances.

No problems; only challenges.

The first thing that we need to change is our vocabulary. There are no problems, only challenges. The greatest benefit of this simple change is that once a problem become a challenge your attitude towards the same circumstance changes. It is the human nature that we try to avoid problems but accept challenges. So, if there are no problems, and only challenges, you will use your ability to confront it and solve it.

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There are no hopeless situations.

Secondly keep one important fact in mind that it is we, who loose our hope in the face of difficult situations. But in reality, there are a very few situations, that are in fact hopeless. So, keep hope that the circumstances and situations however grim they may look can be changed.

The answer to a problem is outside it.

During your lecture you draw a black dot on a white board and ask the participants what they see. Almost everyone says that they see a black dot. It is only when you draw their attention that they can see the white board, the wall, the clock hanging on wall. Because, you have drawn a dot they see the dot. This is exactly the way we see our problems. We focus on the problems rather than on the answers that lies outside the problem. So take your focus away from the problem and start thinking of the possibilities.

Be thankful for the challenge.

Thank God that you have challenges. Challenges are good for us, as each one of them strengthens our shoulders for bigger responsibilities that are brought by greater blessings. We grow the most when we are down rather than when we are up. It is during the difficult circumstances that we stretch our abilities and grow towards our potential. After all we are successful only when we are overcoming challenges and growing towards our potential. So thank God for challenges that you have because it means that you are about to be blessed with bigger things in life.

Schedule your down time.

There will be circumstances that will really pull you down. You will feel negative, hopeless, and down. You have every right to feel like that once in a while. It is a luxury that you are entitled to. As a human being you are not expected to be positive all the time. But

face the situation. So decide on the time till when you will be down. It could be a few hours, a few days or weeks. It depends on the magnitude of the situation and the time that you want to give yourself. You must set the precise date and the time when you are going to stop feeling down and get up. You will see that more number of times you will get positive again and start facing the situation head on much before your scheduled time.

Protect your mind and feed it

The human mind is a miracle. Nothing is more fertile than the human mind. If we analyze, when we are having food, which part of the body are we feeding. We are in fact feeding our body neck down. Think what we can do best with this part of body. At best we can do manual labor.

The human mind is like a fertile piece of land. Whatever seeds you put in, you harvest that crop. If you put in garbage, garbage will come out. What do we put into this mind the entire day? We read newspaper or watch news on television. There are more negative news then positive ones. No one will buy a newspaper if it was only telling good things. More negative the news is, more sensational it becomes, and we find ourselves and everyone else discussing it the entire day. So, what is going in our mind?

There are people around us who are busy telling us that how bad this world is; how incapable we are; how bad our government is; why can't we do particular thing, etc. And over and above we have to face our own sets of challenges that can be pretty intimidating in their own right. So, what will be there in our mind at the end of the day? Whatever it is, it cannot be positive and enthusiastic.

So, we need to protect our mind and feed it with positive. We have to make an effort to do it. Anything positive requires effort. Negative is automatic. If you want to grow food grains and vegetables, you will have to till the land, buy seeds, sow them, water the fields,

add fertilizers, take care of the crop and then harvest it. But do you need to do anything for weeds. They just grow on their own.

Protect your mind from negative influence.

Your attitude is your responsibility. Hence, the first step is to protect it from negative influence. Use a supermarket approach, when reading newspaper. Read it as it is important to remain aware of the world around. But do not focus on the negative. Do not discuss it. What happens is that when you discuss it, the negative aspects of the news get reinforced in your mind destroying your attitude.

Keep away from people who are negative. And even if you have to interact with a few of them, give them a dose of your positive talk. They may not agree with it, but at least this positive talk will nullify the ill affect these people have on your attitude.

Develop positive association.

What is the best way of catching a cold? Be around a person who has it. So, what is the best way of remaining positive? Be around positive people. Develop association with people who are dreamers, have strong faith, who are progressing in their lives. Their attitude will surely brush on to you. These people will respect your dream, reinforce your faith, and motivate you to achieve. One of the best ways of developing this kind of association is at training seminars, where you will find only those people who are seeking to grow. Develop long term friendship with such people. They will be your greatest assets.

Listen to powerful positive recordings.

You have already understood that during your journey to success you will face rejections, and will be affected by negative influences. So we need to give a constant dose of positive, to keep negativity out. Recording of powerful inspirational speakers is one of the purest forms of positive association. The best part with these recordings is that you need not invest extra time in it. You can listen to

your car, or commuting in public transport. These recording will keep you motivated and keep your attitude positive in face of all the rejection and negative influence that you may face during the course of the day. Listen to a recording for at least half an hour. Every time you listen to the same recording you will get to learn something new that you missed out the last time. Listening to these recording will stimulate your mind and increase your enthusiasm and productivity thus taking you towards your goals on a fast track mode.

Read positive mental attitude books.

Develop the habit of reading. Read only for fifteen minutes. When you are reading you in fact get into a conversation with your inner-self and get ideas. You are motivated to take important decisions based on these ideas, and the more you read these decisions become commitments. The more knowledge you gain, more positive you become. You discover your hidden potentials. Good books can be your friend for a life time.

Ways to Maintain a Positive Attitude

In today's life when one is thronged with worries and tensions all around, it is very difficult to maintain a positive attitude. And often the more you try and be positive, the more it seems the negative energy around you gains strength. So here are seven ways to change our modus operandi, be positive and work towards a healthier lifestyle.

Do not wait for happiness

Do not wait for good things to happen to you. You need to work towards happiness. You need to create a happy environment around you today to remain happy tomorrow. This is called an attitude. If you adopt a positive attitude, life becomes a rewarding game instead of a challenge to 'get through.'

Clarify and prioritize

Learn to know what you want. If you know what you expect from yourself, your future becomes clear and your goals become

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Clarify your purpose:

A purpose is something you fulfill each moment when you are in balance with your life. A purpose is not a goal statement, which one can achieve.

Discover your purpose by identifying and prioritizing your most important roles in life (at home, at work, community, etc.) List the positive qualities that you aspire to possess: Honesty, Philanthropic, accommodating, tolerant, etc.

Visualize your future, with a clear picture in your mind of what you want to accomplish in your lifetime. One of the most powerful techniques for achieving life goals is visualization (creating a mental image of something happening in future). Believing in and seeing your dreams can motivate you to become what you want to be.

Set goals for yourself.

To help your dreams for the future become a reality, you need to set short and long term goals to stay on course. To provide steady fuel for your energy, create a list of long term goals to be accomplished in life time and break them into several interim short term goals to help you chart your progress.

Be resilient

Resilient people are those who face setbacks but ultimately, with perseverance, recover from them. Try and be strong and face life's difficulties as challenges; respond accordingly with action, rather than with fear, self-pity, inferiority or blame. While life can be very challenging, an important step in becoming more resilient is to develop the habit of positive self talk and to remind yourself that you are strong and can grow stronger and wiser as you handle life's challenges.

Self pep talk

One's inner dialogue is one's biggest strength and critic. Listen

motivated by others. It is the inner voice that makes us critical of ourselves. Rule your inner voice.

Laugh away

Humor is the best medicine. Make laughter a part of your day. Laughter is known to be a mood elevator. When feeling low, read funny stories or go through a joke book. Allow yourself to open up. See the funny side of things and you will realize, life is a complex, yet funny game.

Seize the day

Always enjoy the moment. Do not worry about your past or future. Live for the day. What has happened is irreversible and what will happen is unknown, so try and enjoy what you have. Like someone has rightly said:

"The past is history, the future is mystery.

Today is a Gift, That is why we call it the Present"

Be an optimist

This is the golden rule to maintaining a positive attitude. Always believe in yourself. Being an optimist does not only mean to see the brighter side of life. To be an optimist means to view the surroundings wherein you maximize your strengths and achievements and minimize your weaknesses and apprehensions.

It is difficult to change yourself in a day But at least give it a try. A positive attitude in life will help you go places. Just curb that fear in you and move towards the right path. Remember, I CAN and I WILL.

Obstacles in Developing Positive Attitude

The common obstacles to developing a positive attitude are:

Exaggerating:

Overgenerating:

Taking an isolated event and assuming that it always happens.

Personalizing:

Thinking that everything revolves around you.

Thinking:

Seeing things as mutually exclusive, even when they're not.

Jumping to conclusions:

Drawing conclusions from limited information.

Ignoring the positive:

Focusing on one negative and forgetting about all the positives.

Setting yourself up for success:

Nothing enhances a positive attitude more than success. So, regard success as the normal state of affairs, and the lack of success as an exception.

Avoid perfectionism:

Very few things are perfect in this world. So try to recognize that falling short of perfection is not a failure.

Helpful approach:

There is no such thing as failure. If your efforts produce an outcome that is less successful than you had hoped, don't say I am failure. Instead, say, I will change what I did wrong and next time I will do better.

Focus on the future:

You cannot change the past. But, if you decide where you want to go in the future, you will give yourself the best chance of getting there. Always aim high, and you too will make it a winning life.

Negative Attitude

Negative attitudes are customary ways of thinking that eventually cause a misperception of a situation or event. Constant frustration can prompt negative attitudes. When frustrated, thinking can become increasingly inflexible and may ultimately become distorted. Negative attitudes could account for 90% of the times you experience frustration.

The Causes of Negative Attitude**Limiting beliefs:**

The main cause of negative attitude is wrong beliefs about life or certain aspects of it. You see the life through your beliefs and if your beliefs are negative, you will see your life as unhappy or downright pointless. So to change such attitude you need to change your beliefs.

Negative family and friends:

Your friends and family affect how you feel and if your family is negative, they cause your bad attitude. That's, however, not the case because only you can decide how you feel. You always have choices. If your family is negative, for example, you can choose to live away from them or at least see them less often. If your friends are negative, you can simply refuse to be with them. This will definitely be beneficial because then nobody will reinforce your negative beliefs and thus cause your negative attitude.

Negative environment:

If you do not see the relation between your thoughts and the environment that you find yourself in, it's no surprise that you assume that you have no power to change it. So when you think you are powerless over your environment and your environment is negative, which causes your negative attitude. So to change your negative environment you need to change your thinking.

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Unsatisfying circumstances/life:

If you find yourself complaining about how unhappy you are, it's exactly the reason you have such a negative attitude. It may be hard at first to understand and accept this but the quicker you do, the quicker you will be able to change your life for the better. Your complaining alone can keep you stuck in the circumstances that you find unsatisfying. So to change your life you should stop complaining and start working on improving your life.

The Consequences of Negative Attitude

Negative attitude shortens your life.

The more often you become angry, upset or frustrated, the fewer days you will have left to live. You are shortening your life every time you let negative emotions overtake you.

Negative attitude creates unpleasant future.

Your present actions determine your future. If you constantly moan and are dissatisfied with your circumstances, in the future you are sure to meet with more of the things you are unhappy about. The more you complain the more things you will find to complain about.

It harms others.

Your negative mood affects people around you. You should never make others feel bad because by doing so you are contributing not only to your own misery, but to the unhappiness of others also.

Such attitude produces negative effects.

Every cause has an effect and so your negative attitude produces negative circumstances. Your thinking causes your circumstances.

How to Change Your Negative Attitude

It is possible to change negative attitude, but it will not be easy. If you lived your life seeing only dark colours, you cannot turn

this around in a day. However, by taking small and consistent steps you will gradually become a happier person.

The best way to change your mental state is by understanding the outcome of negativity. Carefully read the consequences of negative attitude and they will serve as reminders as soon as your mood goes down. You will think twice before getting upset, angry or depressed. You cause your own mood and you can change it by simply focusing on good aspects of your life or imagining something positive.

As soon as you spot a negative aspect of a situation or thing, try your best to find its positive aspect instead. For example, if you oversleep, you will think that you will be late for work. Instead try to find something positive that you gain from oversleeping. You may realize that your efficiency will increase significantly because of the extra hours of sleep.

You should try to understand what causes your negative attitude. It might be that you live with a person who constantly ruins your mood or it may also be something to do with your past. Maybe something happened to you that made you deeply upset and you have not recovered from that incident since. Try to understand that the incident is long gone, and you should not live in the shadow of it. Your past can only have influence on your present if you let it.

Positive thinking is not enough.

If you cannot find the cause of your negative attitude, you will only cover this attitude with positive words which will do no good to you. So try to find the cause of it and this will allow you to change your negative attitude.

Sometimes causes are internal rather than external.

In fact, any external cause will lead you to the deeper, internal cause. For example, you might understand that you are negative

because your family makes you negative. But when you dig deeper, you may realize that you feel unworthy as a person and you project this unworthiness onto your family and that makes you angry at them. It's true that the qualities you don't like in other people are yours, so it's not others that are at fault but you. So in this example you uncover that it's your limiting belief of unworthiness that makes you negative. The next step will be to eliminate it and then your attitude will improve.

Types of Negative Attitude

There are certain types of people that indulge in negative states of mind. They are all different in some ways of thinking and acting, but the unifying feature of all of them is their constant negativity. Here are several types of such personalities:

The miserable type:

Such people are grumpy from the start of the day. They meet with failures as soon as they wake up, which sets their day to be full of anger and hopelessness. Usually this type of people keep to themselves and their presence makes others moody. People instantly feel their bad energy and try to stay away from them. The most interesting distinction of this type is that they are mainly unaware of their mental state. They don't realize that they are negative. Friendship with the miserable type of people can get you seriously depressed.

Silent killer:

Such people usually understand psychology quite well. They use this knowledge to gradually introduce hatred, anger and low self-esteem in others. They do this by making remarks about how others behave or look. They know that their remarks are destructive, but others may not realize that. The reason why silent killers act this way is because they are very insecure beings. Because of that, they want to make others feel as insecure as them. Getting others in such negative state gives them reassurance, control and satisfaction.

Drama queen:

This is the most common type. Their emotions range from anger to self-pity and every small incident can be turned into the storm. They seem to like the fact that they can change how others feel and be the centres of attention. Such people are needy and insecure, they crave for constant reassurance. They strive for attention and approval. If they don't receive what they want, they begin acting in childish ways. They may start crying, throwing things around or trying to get on others' nerves. That eventually backfires on them. Once that happens, drama queens become scared and surprised by the reaction they caused. This way drama queens try to make others feel guilty and cruel. This kind of behaviour is the result of neediness and low self esteem.

Woe is me:

Such people love to talk about their failures to everyone who would listen. They do that purely to get attention and sympathy of others. Many people do not realize that such unfortunate stories can do a lot of harm. You should stay away from such people because they will draw you in to their world of unfairness and unhappiness. This especially applies if you are mentally weak. By listening to the stories of the 'woe is me' type, you are likely to start visualizing their troubles and invite them into your own life.

The paranoid type:

They perceive others to be constantly trying to worsen their lives. If they go shopping, they think that shopkeepers are trying to rip them off. Many people who live in foreign countries fall into this type. Once they encounter one unfortunate situation when they are treated unfairly because they are foreign, they start to see unfairness everywhere. It may come to the stage where they would see that everyone is against them because of their skin colour or accent. This negative attitude is mainly caused by self-doubt and poor self-image.

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Trigger type:

Such people seek ways to release their anger or self-pity. By releasing their emotions they discharge their negativity and give some of their negative energy to the people they argue with. An example would be a person who gets into the conversation with someone who is sure to make him feel angry or hopeless. This way he destroys his mental balance and health.

Negative attitude serves no good to you or others. The quicker you start changing, the sooner you will notice the benefits you will get. People will start treating you differently and you will notice opportunities everywhere you go. You will start seeing the world as full of happiness and possibilities. From now on, start planting seeds of joy, love and happiness. This will pave your way to success in everything you do.

Short Answer Questions

1. Define attitude.
2. What do you mean by co-opting approach?
3. Define positive attitude.
4. Define negative attitude.
5. Explain the features of attitudes.
6. Briefly explain the benefits of positive attitude.
7. Explain the obstacles in developing positive attitude.
8. Explain the causes of negative attitude.
9. Explain the types of negative attitude.
10. Explain how attitude is formed.
11. Explain the ways of changing attitude in a person in detail.
12. Explain the consequences of negative attitude.

LESSON - 2

Goal Setting

Dr. A. Burhanudeen
Associate Prof. in Chemistry

“Life without goal is meaningless. It is good to be ambitious but over ambitious is not good for health. Hard work always pays in life. Be quick in deciding the goal, time does not wait for anyone”.

Introduction

Every person in the world devotes countless hours to thinking of his future and his present situation in life. Almost everyone wishes that there is something that they could change in their life. Whether it is their family life or their relationship or finance, but everyone wants to change something. The first step towards it is to set goals. However, many of us are great at trying to set goals but most of us are practically incapable of following through with them.

One of the most important aspects of success is the ability to define and achieve goals. Goals are specific, realistic reminders of the accomplishments to visualize.

Goal setting is not new. For thousands of years, prominent citizens and civilizations have used goal setting in some form to plan and then achieve incredible feats of engineering, exploration and discovery.

For example, Christopher Columbus had goals to explore the new world. Similarly all the great wonders of ancient civilizations would not exist, if some visionary didn't have the goal to build them.

We all have heard of so many philosophies that we need to have a goal in life. The goals may be personal goal, financial goal, family goal, physical goal, spiritual goal and whatever we wish to accomplish in our life.

For a player, when he scores his point to win the game, it is a goal. For an organization when they want to reach a particular state may be in terms of performance, employees, market value, it is their

... has a desired state in his life is his goal

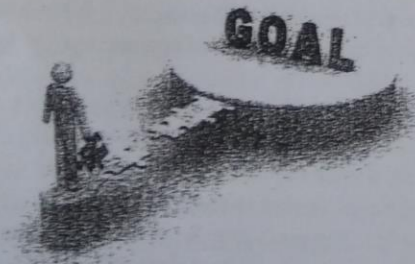
Goals are important in academics, student leadership and personal affairs. Apply goal setting to all areas of life and group activities.

Importance of goal setting

The benefits of goal setting are real and significant and apply both to student as an individual and also to the group.

Goals

- provide a sense of direction
- motivate
- make feel good about the activities
- point out strength and understand the weaknesses
- help to visualize what is important and plan actions to achieve the goals
- help to make decisions
- set priorities
- feel committed
- develop better group morale
- sharpen the leadership skill
- measure the progress
- take the responsibility for the success or failure



Goal Definition

What are goals?

The end result or achievement, in which effort is directed, is a goal. This is how the dictionary defines a goal:

A goal is defined as a target. It is a dream in action with purpose. Goal helps to fulfill the purpose in life. The truth is that a goal is the first step in making your dream a reality.

The difference between a dream and a goal is that a dream is simply fantasy, something today dream about but never actively pursued. Goals on the other hand are dreams with a dead line and an action plan. People confuse goals with dreams and wishes. Dreams and wishes are nothing more than desires. Desires become strong when they are supported by

- Direction
- Dedication
- Determination
- Discipline and
- Deadlines

That is what differentiates desires from goal.

*"Dream, Dream, Dream
Dreams transform into thoughts
And thoughts result in action"*

*-Dr. APJ Abdul Kalam
Former President of India*

Types of goals:

Goals are generally classified into the following three types:

1. Short term goals – upto one year
2. Mid term goals – upto three years
3. Long term goals – upto five years

Goals can be longer than five years but then they become a purpose of life. Having a purpose in life is very important because without the purpose it is impossible to accomplish the targets in life.

Long range goals are concerned with the kind of life you want to live with regard to your career, marriage and life style. It is quite important to keep these goals broad and flexible.

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Medium range goals cover the next three years and include the type of education you are seeking or the next step in your career or family life. You have good control over these goals and modify according to the progress made towards reaching the goal.

Short range goals apply from the next month upto one year from now. You can set these goals quite realistically and try hard to achieve them.

The goals set by an individual must be balanced. Our life is like a wheel with six spokes such as,

1. **Family:** our loved ones are the reason to live and make a living
2. **Finance:** represents our career and the things that money can buy
3. **Physique:** our health, without which nothing make sense
4. **Mind:** represents knowledge and wisdom
5. **Society:** every individual and organization has social responsibility without which the society starts dying
6. **Spirituality:** our value system represents ethics and character

If any one of these spokes is out of alignment, our life goes out of balance.

What exactly goal setting?

Goal setting is just a process. But it is a very important and personal process that helps to achieve the targets. Throughout ancient and modern history there is a clear link between people who set goals and succeed. People who set goals have a clear direction towards their chosen destination. Putting it simply;

"People who succeed have goals, and people who have goals succeed"

For an example, when you want to go on a summer holiday:

You decide where you want to go to

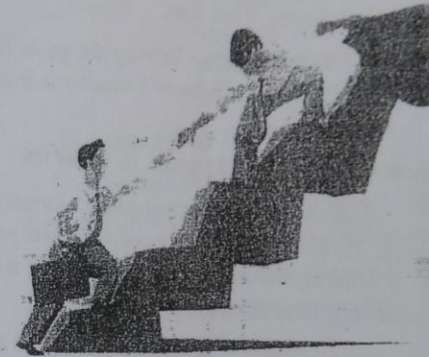
You make the reservations

You get the car ready

And then the day arrives

Car packed, you depart on your journey, and keep going, until...

You arrive at your destination - and enjoy!



Why people don't set goals?

Clearly defined goals are the key to fulfillment and achievement. They are essential for success. There are so many good reasons to set goals, however many people do not set goals. The following may be the reasons for not setting goals by the people in their life.

1. **Predictability** - Many people feel threatened by change and resist goal setting because it may be uncomfortable while moving out of the habitual life.
2. **Conditioning** - Most of us are conditioned so that after we have done something in a certain way, it becomes habit, automatic and reflexive.
3. **Belief in Miracles** - Many people sit back and wait for miracles instead of setting goals and taking action to accomplish them.

4. **Fear of Losing** - Many people do not set goals because they are afraid that they will be criticized for not reaching them.
5. **Fear of Winning** - Some people do not set goals because they cannot imagine themselves being capable of handling the new behavior of success.
6. **Over Expectations** - Setting the goals too high enables an individual to say, "I know I can't reach that goal, so I won't even try"

How to choose the right goals to focus on

Goal setting is nothing more than a formal process for personal planning. By setting goals on a routine basis you decide what you want to achieve, and then move in a step-by-step manner towards the achievement of these goals.

The process of setting goals and targets allows you to choose where you want to go in life. By knowing exactly what you want to achieve, you know what you have to concentrate on to do it.

Goal setting is a standard technique used by professional athletes, successful business people and high achievers in all fields. It gives you long term vision and provides you with short term motivation. It helps to focus your attention and knowledge which helps you to organize your resources. By setting sharp and clearly defined goals, you can measure and take pride in the achievement of those goals.

Goals are set on a number of different levels. In the first place, you decide what you want to do with your life and what large scale goals you want to achieve.

Second, you break these down into the smaller aims that you must hit so that you reach your overall lifetime goals.

Finally, once you have your plan, you start working towards achieving it.

Beginning your goal setting plans

The first step in setting personal goals is to consider what you want to achieve in your lifetime. Setting lifetime goals gives you the overall perspective that shapes all other aspects of the decision making process.

Once you have decided your goals in these categories, you will have to assign a priority to them if you want to succeed.

Then review the goals and re-prioritize until you are satisfied that they reflect the shape of the life that you want to lead.

Also, you should ensure that the goals that you have set are the goals that you want to achieve, and not what your parents, family, or employers want them to be.

Success only happens when you are working for your own well being because doing it for others will ensure that you are not achieving your own success.

How to begin to achieve your Goals

Once you have set your lifetime goals, the best thing you can do is set a 25 year plan of smaller goals that you should aim to reach your lifetime plan.

From there you can just shorten your overall goal plan. For example, you set a 5 year plan, 1 year plan, 6 month plan of progressively smaller goals to achieve your overall goals.

Each of these should be based on the previous plan as the best way to begin to achieve a lifetime goal is to start with a life without any failed wishes. It results in a life with no regrets.

How to Set Goals

To simplify matters, ensure a goal that includes all the necessary components. you can follow the goal setting process.

Fantasy: I want to improve my life.

Reality: I want to improve my life at the fact that I can't make you

Aim: I want to improve my goals. I want to improve my factors.

Method: I want to improve my life the alternative way. I want to improve my results. I want to use your plan.

Evaluation: I want to improve my life.

Summary:

turning your dreams into reality.

A

Fantasy: Dream your wildest dreams. Fantasy is the desire for any improvement to the status quo.

Reality: This means a return to reality, in the form of a careful look at the factors pros and con. Realize that you possess the power to make your fantasies real, but a realistic self-assessment is vital.

Aim: Clarify the needs and purposes that are the basis of your goals. Define your goal by striking a balance between "F" and "R" factors. Be specific in defining your goal.

Method: Plan your attack by generating the possibilities and narrowing the alternatives to the ones you really intend to pursue. Break down the larger goals into smaller steps that will help to lead to the desired result. Play on your strengths, de-emphasize your weaknesses, and use your resources to overcome anticipated obstacles. Carry out the plan you have devised.

Evaluation: Processing the results is a key to achieve the goal. Evaluation is not necessarily the last step, it should be continuous.

SMART GOALS

Once you have planned your major objective to be achieved, turn your attention to developing several goals that will enable you to be successful.

Goals should be SMART, i.e., Specific, Measurable, Achievable, Realistic and Time bound.

The acronym SMART has been introduced to provide a more comprehensive definition for goal setting.

SMART goals are those that are:

- Specific** - What you want to achieve and the standard you will use to measure your success is clearly stated
- Measurable** - The goal includes specific points of achievement or benchmarks that identifies the progress of the goal when it is completed.

- Achievable** - The goal may be challenging, but it should be within your reach
- Realistic** - Reaching the goal will make you feel good. You should recognize that you have accomplished something by raising your level of skills or knowledge and applying them successfully.
- Time bound** - The goal should have a time limit that is reasonable. You may want to include deadlines within the goal to help you manage and plan the work necessary to reach the goal.

Setting SMART goals:

Setting SMART goals will help you to generate that movement and make progress towards new strategic position in your life. Smart goal will emerge more clearly and fit into your strategy more integrally and help you to get to where you want to be. A smart goal is a goal that is important to you that you can get motivated to achieve the goal with satisfaction.

Goal Setting For Students

Goal setting for students is very important during their education. Students should be taught how to get and achieve goals. Students must apply these principles to their education. It is important to inculcate the role of goals in education and in their future.

By learning the principles, the students learn to overcome the challenges and increase the chances for success.

Career Goals

A career goal is a great tool in your hand to manage your career effectively. A career goal guides you in a proper direction. Without a proper career goal, you would be lost in the world of jobs and will find yourself unable to reach your full potential. A career goal helps you focus on what you want to do for a living.

Career goals may be classified as long-term and short-term goals:

1. **Long-term goals:** these are the goals which can be achieved in about three to five years.
2. **Short term goals:** these are the goals which can be reached in one to three years.

It is important to create both short term and long term career goals. The long term goal will give you the overall context within which to operate. However the short term goals will help you create milestones that will pave your way to your long term goals. Your long term goal should be akin to your life's ambition.

In order to achieve the goals, the goals must meet the following criteria.

Your goals must be:

1. **Conceivable:** you must be able to put your goal into words;
2. **Achievable:** you must have the attributes, energy, and time to accomplish your goal;
3. **Believable:** you must believe you can reach your goal;
4. **Achievable Within a Certain Time Frame:** you must be able to state how long it will take you to reach your goal;
5. **Clearly Defined:** you must know exactly what your goal is;
6. **Flexible:** you must be willing to modify your goal as necessary;

Once you have defined both your long-term and short-term goals, you can go on to develop a career action plan. The career action plan will list all your goals and the steps you must take to reach them. If your goals meet the criteria listed above, you are more likely

Benefits of Career Goal Setting

Setting a career goal for yourself may be one of the effective tools you have to motivate yourself and to make significant progress in your career. Career goals help you stay focused on your chosen career path and work as great indicators to measure the progress you have made. Career goals also give you direction on what you need to follow to reach your full potential. Having your full term goal in mind will inspire you to face challenges and overcome them with grit and determination.

Career Goal Setting

It is important to set proper career goals to ensure that they must be realistic and achievable. If you set goals for fantasy, you have a very slim chance of being realized, you are likely to feel frustrated and discontent. Keep your personal strengths and limitations in mind before you set your career goals. Prioritizing your goals is also a very important aspect of career goal setting. Classify your goals as very important, important and good to have according to their importance. Once these are in place, you can then create a plan of action to achieve these goals.

Flexibility is Key

The process of career goal setting should include a measure of time and results. You need to set a fixed result that you need to achieve in a fixed amount of time. This is how you will measure your progress. However, it is important to remember that the plan you have created is meant to assist you in reaching your goals.

Goal Setting Tips

Goal setting is not just an exercise that you can finish in a few minutes. Goal setting is a process, a route to achievement. Following the goal setting tips will help to set goals and guide you to achieve them.

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i. Choose goals that are worthwhile

The purpose of goal setting is to move us forward and spur positive change. Hence the goal should be meaningful.

ii. Choose goals that are achievable

The fact that goals have to be achievable and there is no point in setting a goal that you will never be able to accomplish.

iii. Make your goals specific

The goal should have built in action. You'll start accomplishing more than you thought possible.

iv. Commit to your goals

You need to dedicate yourself to accomplish the goal you have chosen. That's why writing your goals down is the first step in achieving your goals. It is important to put your full effort to accomplish your goals.

v. Make your goal public

Making your goal public is a goal setting technique that is really effective for many people. Knowing that, others are going to be monitoring your results ensures commitment to the goal and is extremely motivating.

vi. Prioritize your goals

To achieve your goal, you require commitment and need to be worked on regular basis. Every single goal requires your effort. It is your interest to prioritize each goal.

vii. Make your goals real to you

The goals should be stretching, but realistic and relevant to you. Ensure the actions you need to take in achieving your goals. However you have to leave a control over the entire process.

viii. Set deadlines to accomplish your goals

A goal without a deadline is a goal that you have not fully committed to and which you will not achieve. Having a deadline for

ix. Evaluate your goals

Remember that goal setting is a process - and evaluation is an important part of that process. Whether you have successfully accomplished your goal or not, there's always something to be learnt; extracting these lessons will increase your accomplishments even more as you apply them to your future goal setting experience.

x. Reward yourself for accomplishment

Internal satisfaction is a great thing, but external rewards can be immensely satisfying, too. When you accomplish a goal, you've devoted time and effort to your success, so take time to celebrate your success.

So don't defeat your goal setting efforts before you even start to work on accomplishing your desired goals. Set yourself up for success rather than failure by applying these ten goal setting tips and start achieving what you want to achieve.

Review Questions

1. What are goals?
2. Describe the importance of goal setting.
3. Discuss the various types of goals.
4. How do you set goals?
5. Describe the secrets of successful goal setting.
6. What are SMART goals? Explain.
7. Describe the strategy for achieving goals.
8. Why people do not set goals? Give reasons.
9. What are the benefits of career goal setting? Discuss.
10. Explain the classification of career goals.

SECTION - A

1. What are goals?
2. What are the different types of goals?

3. How do you set goals?
4. Why people do not set goals?
5. What are SMART goals?
6. Define career goals.

SECTION - B

1. Bringout the importance of goal setting.
2. Pointout the various types of goals.
3. State the reasons for people not setting the goals.
4. How do you classify the career goals? Explain.

SECTION - C

1. Describe the secret of successful goal setting.
2. Discuss the strategy for achieving goals in detail.

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LESSON - 3

Communication Skills

Dr. A. M
Asso

Communication is the process of transferring between a sender and a receiver through various [Written words, spoken words and non-verbal]. Communication is also the mechanism we use to maintain our relationship with people around us.

Effective communication is very important component in any organisation. 75% of our success in communicating with others. Most of the time we communicate with others either verbally or non-verbally.

Any communication can be further classified into:

- Intra-Personal Communication
- Inter-Personal Communication
- Inter-Group Communication
- Organisational Communication
- Mass Communication

Intra-personal communication is the process of self-communication, contemplation and meditation, for example, meditation with the divine or God. Inter-personal communication is also known as Face-to-Face Communication. It is a direct communication between two persons which is very intimate. In this type of communication maximum words and gestures are used. Intergroup communication and intragroup communication is the commun-

organisation or from the top level management to the lower level management and vice versa. The extended form of group communication is also called as Mass Communication like books, newspaper, cinema, radio, television and the internet.

The word Communication is derived from the Latin word 'communis' which means to make common. A human need for communication is strong and basic as the need to eat, sleep and love. Human beings communicate in a countless ways - words, music, gesture, picture, print, nod, postures, etc.

Basic Attitudes towards Communication

The attitudes you bring to communication will have a huge impact on the way you compose yourself and interact with others. Choose to be honest, patient, optimistic, sincere, respectful and accepting others. Be sensitive to others feelings, and believe in other's talents.

Important aspect of effective communication is to make eye contacts. Whether you are speaking or listening, looking into the eye of the person with whom you are conversing can make the interaction successful. Eye contacts convey interest and encourage your partner to be interested to you in return. In less intimate settings, when giving a speech or when in front of several people, holding the attention of different members of your audience, through eyes, can personalise what you are saying and maintain attention.

Body language can say so much more than a mouthful of words. An open stance with arms relaxed at your sides tells anyone around you that you are an approachable person and open to hearing what others have to say. Arms crossed and shoulders hunched, on the other hand, suggest disinterest in conversation and unwillingness to communicate. Often communication can be stopped before it starts by body language, which tells people that you don't want to talk. Appropriate posture and an approachable stance can make even

Courage in Communication

Successful effective communication always demands courage to say what you think. Be confident in knowing that you can make worthwhile contribution to conversation. Take time each day to be aware of your opinions and feelings so that you can adequately convey them to others. Hesitant to speak is the biggest enemy in developing one's communication skills. Throw out the fear, that, what you say is not worth in any conversation. In a world so very big, someone is bound to agree with you, or to open your eyes to an even deeper perspective. The courage to say what you think can afford you the opportunity to learn more than what you have learnt before.

Speak clearly enough to be heard effectively. When you are saying what you think, have the confidence to say it so as to be heard. An appropriate tone and volume can help your listeners understand what you say. Using appropriate tone, accent, pronunciation and volume helps to ensure that your listeners hear and understand exactly what you are saying and reduces the possibilities of misunderstanding.

Interactions for Effective Communication

Developing advanced communication skills begins with practicing simple interaction. Communication skills i.e. Listening English, Speaking English, Reading English and Writing English should be practiced every day without fail in settings that range from the more social to the more professional. Always keep in mind that new skills cannot be mastered overnight. New skills take time to refine, but each time you use your communication skills you open yourself to opportunities and future partnerships.

Develop Effective Listening Skills

Not only should one be able to speak effectively, one must listen to the other person's words and engage in communication on what the other person is speaking about. Always avoid the impulse to listen only for the end of their sentence so that you can blurt out the

ideas or memories that come to your mind while the other person is speaking. Keep in mind that communication both verbal and non-verbal is a skill. Like swimming, cycling and driving, communication skills can be mastered only by practice.

In the following paragraphs, simple techniques are given to improve LSRW i.e. Listening, Speaking, Reading and Writing skills. Listening is a very important skill. The more we listen to the English language, the English language gets internalised. Internalisation is a process by which the grammatical structure of any language we listen gets internalised in our mind.

Listening

Don't just hear, but practice to listen and take the words into the mind. Good listening also demands skills to observe the voice, tone, diction, facial expression and body language. We spend years learning how to read and write but not even a class on listening. We speak at an average of 150 words per minute, but we think at a rate of 1000 words per minute. Managing this excess brain capacity is the clue to effective listening. The following tips will be of great help:

1. Hearing is not listening, Hearing doesn't make communication; listening does.
2. Listening must take place at two levels, the level of words and the level of feeling. If we don't understand how a person feels, then it means we have not understood him/her.
3. You can't listen to another unless you learnt to listen to yourself. You cannot communicate with others if your own communication system has broken down.
4. Don't argue, because argumentation is the end of listening.
5. The first duty of love is to listen. To listen is to understand. To

6. Maintain good eye contact.
7. Take note of non-verbal clues.
8. Remain open-minded.
9. Never get distracted, be focused.
10. Maintain concentration at the highest level.
11. While listening always ask yourself What, Why, When, Who and How.
12. Recollect what you have listened.

Speaking

The next important skill in effective communication is speaking. Speaking skill is the most difficult skill which requires confidence and emotional intelligence. Learn to overcome fear in the mind.

- Before speaking your first word, take an every breath, a silence pause and then begin.
- Even if there is little time for preparation, think of how you begin and how you will end.
- Always get details of your audience, before you work on speech.
- Prefer to stand on the same level of your audience rather than on a platform above them
- Fill your talk with comparisons, vivid illustrations, and statements or questions.
- You should be conscious that you are speaking to your audience not only through your voice, but also through your eye gestures and your whole body.

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		Kilomete
Septi	Seven	Megaphe
Sex	Six	
Sub	Under	Metacarp
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Fer		Recall,
Sm		Retrogr
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Se	Aside, apart	Latin	Separate, select
Semi	Half	Latin	Semiconductor, semitone
Septi	Seven	Latin	Septuplet
Sex	Six	Latin	Sextant, sextuple
Sub	Under	Latin	Subconscious, submarine
Super	Above	Latin	Superhuman, superscript
Tetra	Four	Greek	Tetrachloride, tetrameter
Tarns	Across, beyond	Latin	Translate, transform
Tri	Three	Greek	Trio, triad
Ultra	Beyond	Latin	Ultraconservative, ultraviolet
Un	Not, break	Old English	Unhappy, undo
Under	Beneath	Old English	Underwater, underweight
Uni	One, single	Latin	Unanimous, universe

Suffixes:

Suffix	Meaning in English	Language of origin	Example
Able, ible	Capable of	Latin	Changeable, eatable
Acity	A quality	Latin	Audacity, capacity
Cle, cule	Small size	Latin	Particle, molecule
Ee	Recipient of an action	Latin	Licensee, employee
Ess	Female	Greek	Hostess, lioness
Et	Smellers	Old French	Outlet, booklet
Fy, ify	Making	Latin	Eli citify, gratify

Kin	Small size	Old English	Bod kin, catkin
Ling	Smallness	Old English	Duck ling, darling
Most	Superlative	Old English	Uppermost,
Old	Resemblance	Greek	Humanoid, rhomboid
Some	Tendency	Old English	Meddlesome, awesome
Trix	Female	Latin	Aviatrix, executrix
Tude	State of being	Latin	Exactitude, longitude
Wise	Manner, direction	Old English	Clockwise, tax wise
Y	A process	Latin	Inquiry

'suit' charges them into the adjectives 'readable' 'workable' and 'suitable'. Likewise, the suffix '-ly' to the adjectives 'slow', 'personal' and 'quick' converts them into the adverbs 'slowly' 'personally' and 'quickly', the suffix '-ion' added to the verbs 'infect', 'expedite' and complete changes them into the nouns 'infection', 'expedition' and 'completion'.

Many words used in the English language today are not originally English and are borrowed from other languages. Therefore, it would be useful to know the etymology of the suffix and prefix. For example the Latin word 'septa' and when we say 'septuagenarian', we mean someone in his seventies (in terms of age).

A large number of English words have Latin or Greek origins. It is interesting to note that the three words, 'affixes', 'suffixes', 'and 'prefixes', themselves are also different combinations of the same concept with its base as '-fix'

Some examples of prefixes and suffixes are given in Tables. **Word formation - compound words**

English has a genius for the formation of very expensive compound words, e.g., pick-pocket, sun-stroke, humming-bird, ail-bird, over-loud, elbow-room, land-lord.

Five steps of Mind Training

1. Effective reading begins with survey. Survey means to get an overview, the overall picture before going into the details. Reading without first surveying is like traveling on a bus without knowing where its going.
2. Never start reading until you have questions in your mind. You should ask questions before you start reading, as well as while you are reading.
3. After the survey and questions, you know where the author is going, and you have questions in your head waiting for answers. Now you are ready to read. So read.
4. The fourth important technique in reading is to restate. To restate means to put your book down at intervals and to tell yourself what you have read. It is the key to solid learning.
5. The fifth and the last step in reading strategy is review. Review is simply repeating the first four steps that is survey, question, reading and restating.

Short Answer Questions

1. Define Communication.
2. Write any two constructive attitudes for effective communication.
3. Why is eye contact important in speaking?
4. What does arms crossed and shoulders hunched signify in communication?
5. How does tone and pronunciation help in speaking?
6. Expand LSRW.

8. Write any two benefits of reading skill.
9. What is sub-vocalisation?
10. Why is proofreading important in writing?

Paragraph

1. Explain the constructive attitudes and beliefs in communication.
2. How is body language important in communication?
3. Write a brief note on Listening Skills.
4. Explain the benefits of Reading Skills.
5. Write a paragraph on the process involved in effective reading skill.

Essay

Write an essay on the importance of verbal communication in developing a good interpersonal relationship.

♦ ♦ ♦

LESSON - 4

Vocabulary Enrichment

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Vocabulary - Definition and Importance

Vocabulary is the words of a language. Words known to or used by a person decide the skills of the usage of language. So, acquiring word power is an art. It is interesting to know how words are formed and used in sentences.

If a person's vocabulary is limited his or her chances of success are also limited. If some one is successful in life, it is because of bigger vocabulary than you have. The vocabulary of the average person almost stops growing by the middle twenties. Therefore, it is important to have an intelligent plan to build a better vocabulary. Cultivate the habit of referring to dictionary. Know at least some words every day using a dictionary. Vocabulary enrichment is possible by knowing how, words are formed with the help of prefixes and suffixes, synonyms, Antonyms, homonyms, homophones, idioms and phrases. One-word substitutes and confused words also help us to enrich our vocabulary.

Word Formation: prefixes and suffixes.

New words can be formed with the help of affixes, which include both prefixes and suffixes. By using these, new words can be formed by making some modification in the root word. For example, if the root word 'regulate' you can change it to deregulation by adding two affixes - 'de' (prefix) and - 'tion' (suffix). By using prefixes and suffixes, the meaning of the word changes. As another word 'easy', you can see how the prefix 'un-' changes the word to 'uneasy' and the suffix '-ness' further changes it to uneasiness. After becoming aware of this pattern of word formation, you can learn new words,

The position of a prefix is in the beginning of the word, while a suffix is put at the end of the word; thus new words are formed. The prefix need not have any meaning in isolation but, in some cases, it has a meaning. For example, the prefix 'man-' in 'man made', 'manhole', 'manhandle' and 'manhood' has a meaning. 'Man' can also be used as a suffix as in clergyman, fireman etc. Though the prefix 'dis-' has a meaning 'not / the opposite of', in isolation, it does not act as a prefix in words such as 'distinguish', 'disturb' and 'district'. But when used as a prefix in words like 'disappointment', it changes the meaning of the word a great deal. 'Disinterested', 'disapprove' and 'disadvantage' are some of the examples.

Let us now see some examples of suffixes that charge the word class. The suffix '-able' added to the verbs 'read', 'work' and

Prefix	Meaning in English	Language of origin	Examples
a-	Not, without	Greek	Amoral, asexual
Ab-, abs-	Off, away, from	Latin	Abdicate, abduct, absolve, and abstain.
Ad	To, near, at	Latin	Adapt, adjacent, admire
Ambi	Both, around	Latin	Ambiguous, ambivalent
An	Not, lacking	Greek	Anesthetic, anemic
Ante	Before	Latin	Antecedent, antenatal
Anti	Against	Greek	Antibiotic, anticlimax
Bi	Twice, double	Latin	Bicycle, bilateral
Cata	Down, off	Greek	Cataract, catamaran
Circum	Around	Latin	Circumspect, circumstance
Cis	On this side	Latin	Cisalpine

Corn	With, together	Latin	Combat, combine
Contra	Against	Latin	Contraband, contradict
De	Away, off, less	Latin	Debar, debase, declare
Dec	Ten	Greek	Decade, decagon
Deci	One tenth	Latin	Decibel, decimal
Demi	Half	Latin	Demigod, demi lane
Di	Two, twice	Greek	Dioxide, diphthong
Dia	Through, across	Greek	Diachronic, diagonal
Dis	Not, down	Latin	Disable, disobey.
Epi	On, over	Greek	Epicenter, epigram
Ex	Out of	Latin	Exclude, exit, exhale
Extra	More	Latin	Extraordinary, extra circular
For	Completely	Old English	Forlorn, for spent, forbid
Fore	Front, before	Old English	Forehead, foreground, fore cart
Hector	Hundred	Greek	Hectare, hectogram
Hepta	Seven	Greek	Heptameter, heptagon
Hexa	Six	Greek	Hexapod, hexagram
Hypo	Under, less, then	Greek	Hypodermic, hypochondria
Hyper	Over, too, much	Greek	Hyperactive, hypercorrect
In, en	In, into, inside	Latin	Incarinate, income, enclose
Il, im	Not	Latin	Inactive, illiterate, impossible
Inter	Among,	Latin	Interbreed, inter fore

Intra	Inside, within	Latin	Intravenc intramura
Kilo	Thousand	Greek	Kilomete
Mega	Large, million	Greek	Megaphc
Meta	Behind, after	Greek	Metacarp zoon
Milli	One thousand	Latin	Millisecc
Mal	Bad (ly)	Latin	Maltreat, maladjus
Mis	Badly, wrong	Latin	Misrepre misspell.
Mono	One	Latin	Monoma monorai
Multi	Many, much	Latin	Multifar
Non	Not	Latin	Nonchal nonconf
Ob-, oc-	Towards, over	Latin	Obese, c
Of-, op-	Against	Latin	Offend,
Octo-,	Eight	Latin	Octopus
Penta	Five	Greek	Pentago
Per-	Through	Latin	Peramb
Poly-	Much, many	Greek	Polygar polytecl
Post-	After, behind	Latin	Postwai
Pre	Before	Latin	Preface pronou
Pro	For, in place of	Latin	Proceec pronou
Quadri	Four	Latin	Quadril
Quasi	Like	Latin	Quasi-i
Re	Back	Latin	Recall,
Retro	Backwards	Latin	Retrogr retrosp

Se			
Semi			ravenc ramura
Septi			omete
Sex			egaphc
Sub			etacar on
Super			illise
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Under			
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Suffixes:			
Suffix			
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ible			
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Se	Aside	extravenc
Semi	Half	intramur
		Kilomete
Septi	Seven	Megaphe
Sex	Six	
Sub	Under	Metacarp
		zoon
uper	Above	Millisecc
		Maltreat,
tra	Four	maladjus
		Misrepre
ns	Acro	misspell,
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	Thre	monorai
a	Bey	Multifar
		Nonchal
	Not	nonconf
		Obese, c
r	Ben	
		Offend,
	One	Octopus
		Pentago
s:		Peramb
	Me	Polygar
		polytecl
	Cap	Postwai
		Preface
	A c	pronou
	Sm	Proceec
		pronou
	Ree	Quadril
an		Quasi-i
Fer		Recall,
Sm		Retrogr
Ma		retrosp

Se	Aside, apart	Latin	Separate, select
Semi	Half	Latin	Semiconductor, semitone
Septi	Seven	Latin	Septuplet
Sex	Six	Latin	Sextant, sextuple
Sub	Under	Latin	Subconscious, submarine
Super	Above	Latin	Superhuman, superscript
Tetra	Four	Greek	Tetrachloride, tetrameter
Tarns	Across, beyond	Latin	Translate, transform
Tri	Three	Greek	Trio, triad
Ultra	Beyond	Latin	Ultraconservative, ultraviolet
Un	Not, break	Old English	Unhappy, undo
Under	Beneath	Old English	Underwater, underweight
Uni	One, single	Latin	Unanimous, universe

Suffixes:

Suffix	Meaning in English	Language of origin	Example
Able, ible	Capable of	Latin	Changeable, eatable
Acity	A quality	Latin	Audacity, capacity
Cle, cule	Small size	Latin	Particle, molecule
Ee	Recipient of an action	Latin	Licensee, employee
Ess	Female	Greek	Hostess, lioness
Et	Smellers	Old French	Outlet, booklet
Fy, ify	Making	Latin	Eli citify, gratify

Kin	Small size	Old English	Bod kin, catkin
Ling	Smallness	Old English	Duck ling, darling
Most	Superlative	Old English	Uppermost,
Old	Resemblance	Greek	Humanoid, rhomboid
Some	Tendency	Old English	Meddlesome, awesome
Trix	Female	Latin	Aviatrix, executrix
Tude	State of being	Latin	Exactitude, longitude
Wise	Manner, direction	Old English	Clockwise, tax wise
Y	A process	Latin	Inquiry

'suit' charges them into the adjectives 'readable' 'workable' and 'suitable'. Likewise, the suffix '-ly' to the adjectives 'slow', 'personal' and 'quick' converts them into the adverbs 'slowly' 'personally' and 'quickly', the suffix '-ion' added to the verbs 'infect', 'expedite' and complete changes them into the nouns 'infection', 'expedition' and 'completion'.

Many words used in the English language today are not originally English and are borrowed from other languages. Therefore, it would be useful to know the etymology of the suffix and prefix. For example the Latin word 'septa' and when we say 'septuagenarian', we mean someone in his seventies (in terms of age).

A large number of English words have Latin or Greek origins. It is interesting to note that the three words, 'affixes', 'suffixes', 'and 'prefixes', themselves are also different combinations of the same concept with its base as '-fix'

Some examples of prefixes and suffixes are given in Tables.
Word formation - compound words

English has a genius for the formation of very expensive compound words, e.g., pick-pocket, sun-stroke, humming-bird, ail-bird, over-loud, elbow-room, land-lord.

Idioms

- | | - Meaning |
|--------------------------|--|
| 1. raining cats and dogs | - raining heavily |
| 2. a man's better half | - wife |
| 3. Crocodile tears | - false tears |
| 4. blue blood | - noble blood |
| 5. a gala day | - a happy day |
| 6. Hall mark | - genuine excellence |
| 7. a maiden speech | - the first speech of a new member in a public body. |
| 8. a rainy day | - a time of adversity |
| 9. The Three R's | - Reading, Writing and arithmetic |
| 10. Hush money | - a bribe paid for silence |

One-word substitutes

We can use one word instead of description of phrases or words. Substituting a word also forms part of vocabulary enrichment. Learn to use the substitute words in sentences of your own.

1. Atheist - a person who does not believe in the existence of God.
2. Blasphemy - Talking disrespectfully of sacred things
3. Connoisseur - a sensitive critic and judge of an art.
4. Dessert - sweets and fruits served after dinner.
5. Epilogue - Concluding part of a literary work.
6. Eye-opener - an unexpected event or situation.
7. Fratricide - the murder of a brother.
8. Germicide - any medicine that destroys germs.
9. Hallucination - seeing something which is not actually present.
10. Polygamy - having several wives at the same time.

Confused Words

Some words in pairs confuse the readers to understand the meaning. By knowing the student can enrich his or her vocabulary. See below.

- | | |
|---------------|---------------------------|
| 1. awl | - tool for making holes. |
| all | - every body |
| 2. altar | - a raised platform |
| alter | - change |
| 3. Cheque | - bank order for money |
| Check | - to stop, to find out |
| 4. cue | - a sign, a symbol |
| Queue | - a line of persons |
| 5. cite | - refer to / say |
| Site | - location |
| 6. Die | - to cease to live |
| Dye | - to give colour |
| 7. Compliment | - praise, regard |
| Complement | - that which completes. |
| 8. Dose | - a small measure |
| Doze | - a little sleep. |
| 9. fair | - beautiful, bright |
| fare | - cost of a journey / tic |
| 10. heel | - back part of the foot |
| heal | - to cure the sickness. |

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tips for vocabulary

Learn root words

plurals, negative

Listen to others

Listen to good

radio or TV.

Learn unfamiliar

Learn idioms

Learn many homophones,

Learn many one-word

Practice speaking

Practice using

Read books, magazines,

Newspapers

word power.

Refer to dictionary

Write short sentences

Try to know the specific

Use simple language

Oral Presentations

Oral Presentations

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tips for vocabulary Enrichment

Learn root words, prefixes, suffixes, foreign words, formation of

plurals, negative word, abbreviations, etc.,

Listen to others who speak good English

Listen to good speeches of great orators and news in English on

radio or TV.

Learn unfamiliar words of foreign origin.

Learn idioms and phrases that are popularly used in English.

Learn many homophones, homonyms, antonyms and synonyms.

Learn many one-word substitutes for a group of phrases.

Practice speaking the words you have learnt.

Practice using new words in a new context.

Read books, magazines, articles, periodicals to know more words.

Newspapers are eye-openers, so read them daily to improve your

word power.

Refer to dictionary for meaning, pronunciation and usage of words.

Write short sentences in lucid style.

Try to know the specific and implied meaning of words.

Use simple language with short words to inspire the readers.

Oral Presentation - Techniques and Tasks

Oral Presentations include such activities as self-introduction,

speaking about objects, Description of persons, favourite dishes,

delivering a welcome speech and vote of thanks etc.,

Self-Introduction

A person can start developing his or her spoken skill by introducing

himself or herself to others and talk about family, likes and dislikes.

I am Ramesh, I study B.A. English Course

My father is a farmer and mother a homemaker

I like cricket very much

I don't like getting up late in the morning.

I have two brothers and two sisters.

2. Talking about objects

I like my Nokia mobile set very much

It was gifted by my uncle.

I use it very carefully for communication

I learn many words in mobile dictionary

I listen to songs and take photos.

It has become a wonderful tool of entertainment.

3. Description of Person

My favourite leader is Mahatma Gandhiji

He stood for Truth and Ahimsa

He fought for freedom and brought us peace

He was called the father of our nation

He was a great hero of humanity

4. A (sample) welcome speech

I consider it a proud privilege to welcome our beloved President who has given his consent to preside over the function. I am happy to extend a warm welcome to our distinguished Guest Dr. Isaac, Director, Cavin Computers, Hyderabad who is here responding to our invitation to declare open our new computer lab for advanced research. I am sure the students will benefit a lot from his speech. I also welcome our dynamic Secretary, Principal, Vice-Principal the faculty members and students who have gathered here for this function, I welcome everyone of you.

5. A (sample) vote of thanks

On behalf of the English Association of our great institution, I offer my hearty thanks to our Secretary and Correspondent, for gracing this function. He has always been in the fore front of all our academic association activities. I am also indebted to our respected Principal for his guidance and support in our activities. I thank him very much. It is

our pleasure to thank the chief guest who has delivered a special lecture on 'Life and Literature'. I am sure that the students + should have benefited a lot from his valuable address. I thank our beloved Vice-Principal and other college authorities for their august presence. I thank the staff members, organizers of this meeting and students who have added colour and grace on this occasion. I thank everyone present here.

Short Questions :

1. Define the term 'Vocabulary'.
2. What is a 'Prefix'?
3. Give an example for 'Suffix'.
4. What do you know about the Vocabulary of the average person?
5. What are 'confused' words?
6. Why should a person deliver a vote of thanks briefly?

SECTION - B

Paragraph Questions

1. Write briefly on 'Homonyms' and 'Homophones' with examples.
2. 'Acquiring word-power is an art' - explain.
3. How can a person prepare himself for self-introduction?
4. Describe any object you like very much.
5. Describe your favourite dish with examples.

SECTION - C

1. Write an essay on the various steps involved in Vocabulary Enrichment.
2. What are idioms and Phrases? How do they help a person to improve his word-power?
3. Explain with examples compound nouns and Adjectives.
4. Prepare a welcome speech for a special meeting in which the Education Minister and District Collector distribute free lap-top to students.
5. Describe the qualities of any leader / hero / social worker.

LESSON - 5

Resume Writing

Dr. A. Moham
Associa

The resume is the basic tool of job hunting one of the most important documents you will ever c generally means not getting an interview; No int means No job.

The ability to communicate in written fo job-hunting. The resume, along with a cover lett letter, are tools that you must construct. Without chances of finding a job after graduation are not resume is your professional advertisement about out what you have done and displays your qual employers. You can think of your resume as a way future employers.

Resume Development

The resume is a simple, well-organized qualifications. Its purpose is to organize relevant fa written presentation. It should tell the employer t you an interview. Interviews get jobs; resume Everything in your resume should provide employe want to interview you. Thus, the resume should sufficient information to tell a prospective employe

- What you can do
- What you have done
- What you know
- Who you are
- What kind of job you would like

There are certain principles to keep in mind when constructing a resume.

A. There is no one **right** way to organize a resume. All resumes are unique and different.

However, all resumes have certain things in common. They are neat and appealing to the eye. There are no spelling, punctuation, or grammatical errors.

B. Use quality paper. Plain white paper is still considered to be the most businesslike.

However, colored paper is acceptable. It really depends upon personal preferences and the nature of the position for which you are applying.

C. If you use colored paper make a photocopy to see how it looks. Many times the person making the hiring decision will only see a photocopy.

D. It is recommended that the resume be printed on a laser printer or high quality ink jet printer. Also, a high quality photocopier should be used to reproduce your resume.

E. The resume should be uncluttered and well organized.

F. Layout is extremely important. Good spacing, margins, and headings contribute to appearance and readability. Use creativity in your layout. Dividing lines, white space, and margins optimize graphic appeal. By being "eye catching", your resume may separate itself from others.

G. Short informational statements are best. Avoid using **first person pronouns**.

Informational statements need not be complete sentences.

H. If possible, keep the resume to one page. When you

I. Use action words. They present you as a person of action.

J. When possible, the resume should be targeted toward a particular type of job.

K. Your resume will accomplish several objectives.

1. It will serve as an introduction
2. It will save time by eliminating meaningless interviews.
3. It will serve to focus your personal interviews. When your qualifications are organized on paper, you will find it easier to discuss them with assurance. Nervous fumbling for dates and significant facts will be minimized.
4. Having all the facts at your fingertips will help you avoid over-telling or understating your qualifications.
5. It will provide the employer with a visual reminder of what you covered in the interview.

HOW DOES A RESUME WORK FOR YOU?

A good resume is an important element in the employment process. A resume is unique for each individual. It is recommended that you look at a number of different sample resumes to get ideas about style, layout, and content. Your resume gives the prospective employer a first look at who you are. You must take time and develop a format that enables you to present your qualifications in the best possible manner.

The goal is to make your resume easy to read and convincing. The resume is your chance to sell yourself. Say positive things about yourself, but stay within the limits of honesty. Some portions of your background may be important assets to your job hunt. These should be highlighted and expanded upon. Other portions of your background may serve as detriments to a successful job hunt. These should be de-emphasized or eliminated completely. Career related work experience might compensate for a low Percentage. You might

Percentage may explain a lack of participation in campus organizations and other activities. Or perhaps those who have been extremely active and have taken leadership in organizations may not have time to hold part-time jobs. You should think about these things and this kind of balance when creating your resume.

Remember that you may be dealing with people's biases. Don't give employers reasons for eliminating you from consideration. Personal information that has no impact upon your ability is to be avoided.

INFORMATION THAT APPEARS ON MOST RESUMES

1. **Personal Information:** Name, Communication (temporary)/Permanent Address, Telephone Numbers, and an E-mail address.
2. **Employment Goals:** (This is normally called the "Career Objective" or simply "Objective"). Describe the type of work you desire. The objective should reflect your short-range plans. For those with little or no full-time work experience, the development of a concisely described job objective may be the most difficult task in compiling a resume.
(Have several resumes with different objectives that you would send to appropriate employers.)
3. **Education:** Name of College(s), Location, Dates, Degree(s), Certificate Courses, Percentages..
4. **Skills:** You may decide to include a section that lists your computer skills, foreign languages, and other skills.
5. **Experience:** Previous Work details, Part-time employment, internships, volunteer work. For undergraduates with little or no full-time professional level work experience, it is very important to include part-time(if any). Remember that career related experience is most valuable, but a proven track record of other successful experience also makes you a more attractive candidate.

NOTE: It is much more important to emphasize what your experiences were (description, explanation) rather than where and when (dates, places).

6. **Activities and /or Interests:** These include extra-curricular college and/or community experiences, and any leadership positions. A brief listing of hobbies or avocations is acceptable. Teacher education candidates should include all experiences working with children and adolescents. Candidates for teaching positions might choose to include their own school activities.
7. **References:** List 3 or 4 persons. Give name, professional title, business address, and business phone. You might include a statement such as, "References: Available upon request." Do not use personal friends and relatives as references. Teachers, faculty, and former supervisors make the best references.

RESUME WRITING TIPS

Writing a resume can be a daunting experience. The following is a list of tips compiled from the advice of employers, career counselors, and recent graduates whose resumes helped them land meaningful employment.

- ♦ Pay careful attention to spelling, punctuation, grammar, and style.
- ♦ Proofread your resume carefully, using a dictionary and stylebook, and have several other people proofread it as well.
- ♦ Organize information in a logical fashion.
- ♦ Keep descriptions clear and to the point.
- ♦ Confine your information to one page.
- ♦ Use a simple, easy-to-read font.
- ♦ Use good-quality white or off-white bond paper.
- ♦ Include as much work experience as possible, even if it doesn't obviously relate to the job you're seeking.

- Tailor your information to the job you're seeking.
- Seek help at your career services center.

ONLINE RESUMES

Electronic Resumes:

It is not necessary to develop a different resume for the Internet or scanning purpose. However, you will need to consider the format in which it is presented. A well-written resume will contain all the keywords to draw attention to it. This will be true whether it is being read by a hiring agent, scanned and searched in a management system, or uploaded on an Internet site.

In terms of resumes, consider developing three types:

1. Standard:

This resume is used for standard mail. It may clearly include bullets, italics, and other highlights.

2. Scannable:

This resume is a resume that can be scanned into an electronic resume database or an electronic tracking system. Many companies have installed optical character recognition (OCR) scanners that "read" every word of your resume based on a keyword concept. The software translates the resume data into a universal computer language called ASCII (American Standard Code for Information Interchange). In the non-electronic form resume, you use action verbs. In an electronic resume, you use nouns, e.g. "PowerPoint, accountant, volunteer work".

You may want to incorporate a "Keyword Summary" upfront in your resume, right after your name, phone number, and address.

EXAMPLE: Have three years experience including: sales, retail, data entry, advertising support, internship, and data analysis.

After this section proceed with your resume in normal fashion.

3. HTML: Internet: This resume is a plain text document; it can be sent through electronic mail or cut and pasted into online forms. Often online sites will request a resume to be sent in text form. Remember: The "text" document must be saved as a "text" document.

GUIDELINES FOR SUBMITTING RESUMES ON THE WEB

1. Always send a text version of your resume in an e-mail response unless it clearly indicates that you can attach a Word file. **UNLESS** otherwise instructed, be sure to include a cover letter in the same e-mail.
Prior to sending the e-mail to the prospective employee, it is wise to test your transmittal on yourself by sending the resume e-mail to yourself and reviewing any potential formatting problem.
2. Be cautious! Although some positions **DO** advertise online, they do not accept resumes via electronic mail. Read application requirements carefully.
3. Remove bullets and highlights and save the file to 'PLAIN TEXT', sometimes called ASCII, Text Only, or DOS Text. When saving the text only document as a file, give it a new name and the extension .txt. The ASCII resume is simply a resume without fancy formatting. The ASCII resume will be easy to use when responding to jobs via email or when a company requests a scannable resume. Use (*) asterisks, hyphens (-) or (+) plus signs at the beginning of lines. **OMIT** lines, consider using capital letters to surround the text.
 - Use at least a 10-12 font.
 - Use abbreviations sparingly.
 - **DO NOT** use bullets, graphics, lines, or parentheses.
4. Always keep copies of the files on a diskette or your computer's hard drive so they are ready to edit, print, or e-mail whenever you want.

COMPUTER FRIENDLY RESUME TIPS

• Focus on nouns, not verbs.

The computer searches resumes for the "keywords" that it has been programmed to find – words that define the requisites of a particular job. The keywords for an accountant, for example, might include "BS accounting, accounts payable, accounts receivable, IRS Amendments, and CPA." If your scanned resume doesn't contain these, the computer passes it by and you're out of the running.

While there are no absolute content rules in computer resume searches, the majority of experts agree that the action words that work so well on paper resumes lose their punch on scannable resumes. Job computers rarely search for a match on verbs like "inspired, built, calibrated, represented, or verified." Yes, your resume should include verbs for sentence flow and human eyes; a computer just won't search for them.

The higher the number of keywords you have in your resume the greater are your chances of it leaving e-storage and popping to the screen where humans can get a good look at your credentials. The keywords work as a kind of electronic catcher's mitt by nabbing employers' attention.

• Keep it simple

Computers adore simplicity. By following these guidelines, you can be sure the computer is able to read your resume and store the information it contains.

- Use popular, non decorative typefaces.
- Use a font size of 10-14 points.
- Use light-colored (white is best), standard size (8-1/2 x 11-inch) paper, printed on one side.
- Avoid Italic text, script, and underlined passages.
- Capitalized words and boldface are acceptable.

- Avoid graphics and shading. Don't compress spaces between letters.
- Avoid horizontal and vertical lines – they confuse the computer.
- Avoid staples and folds. Don't fold your resume on a line of text.
- Your name should be the first readable item on each page.

Short Answer Questions

1. What is the basic tool for job hunting?
2. Define the Resume.
3. Why is the resume considered a way of advertising oneself?
4. What is Layout in a resume?
5. Why must we use action words in a resume?
6. Define the career objective.
7. What is the standard Resume?
8. Expand ASCII.
9. What is Masthead in a Resume?
10. Are references necessary in a Resume?

Paragraph Questions

1. Write a note on Resume Development.
2. Explain the language used in a Resume.
3. Discuss the divisions used in a Resume.
4. Write a note on information that appears on most resumes.
5. Give some tips for writing a resume?
6. Write a note on the Electronic resume.

Essay Type

1. Analyse the importance of Resume writing in the job market.
2. Attempt a resume for an interview you are planning to attend.

-----THE END-----