



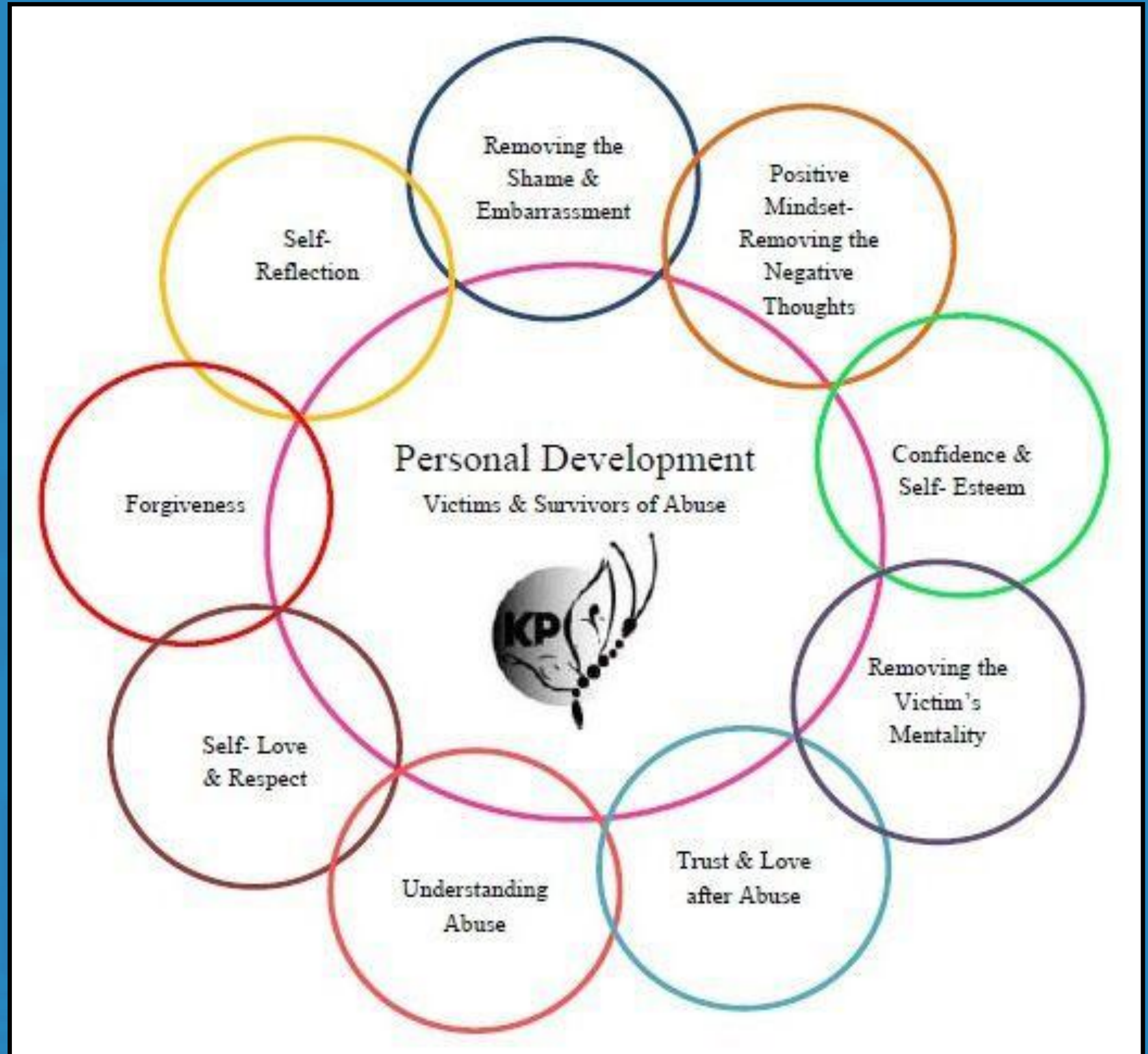
SOCIAL STUDIES FOUNDATION
PRESENTS

**CREATION OF SOFT SKILLS AND
PERSONALITY DEVELOPMENT PROGRAMME**

PERSONALITY CAPACITY BUILDING

LEARNING OBJECTIVES

- * Personal Capacity Building
- * Creation of Soft Skills
- * Professional Career Skills
- * Digital Literacy & Effective Use of Social Media



1) LISTENING AND BRAINSTORMING



Listening, steps in listening, key techniques for becoming an effective listener, factors that influence listening, why is active listening important in the workplace, brainstorming rules for productive session, importance of brainstorming for career development

ACTIVE LISTENING IMPORTANT IN THE WORKPLACE

- Helps you to build a connection
- Helps you to build trust
- Helps you to identify and solve problems
- Helps you to avoid missing critical information

TECHNIQUES TO BECOME AN EFFECTIVE LISTENER

- Pay Attention
- Show that you are Listening
- Provide Feedback
- Defer Judgement
- Respond

BRAINSTORMING



Brainstorming is another important type of soft skill that can help students to perform better and achieve success in important areas of life. Osborn (1979) credited the origin of brainstorming to Hindu teachers in India.

IMPORTANCE OF BRAINSTORMING

- Encourages novel ideas
- Inculcates team spirit
- Enhances out of box thinking

STEPS IN LISTENING



**Stage 1
Receiving**



**Stage 2
Understanding**



**Stage 2
Remembering**



**Stage 2
Evaluating**



**Stage 5
Feedback**

1. **Receiving:** The foremost step to listening is actually receiving the information being transmitted. This means isolating the information from all other sounds and focusing attention on the sole information at hand.
2. **Understanding:** At this stage, we attempt to comprehend the message or information received. We may try to decode it, or perceive the message based on previous understanding, or novel knowledge and so on.
3. **Remembering:** This involves remembering all crucial pieces of information that were received. Unable to recall the information received may indicate that the listener was not listening effectively.
4. **Evaluating:** This is a stage wherein we carefully evaluate the nature of the information received. We try to assess if the information is valid, biased free, well informed, and so in before generating a response to it.
5. **Responding:** During this stage, the listener may respond by nodding, asking questions or reaffirming that they are listening.

2) TIME MANAGEMENT AND STRESS MANAGEMENT



Time and Stress Management:
Strategies for Success

Time management, strategies for effective time management, importance of time management, sources of stress, psychological effects of stress, physiological effects, stress management at workplace

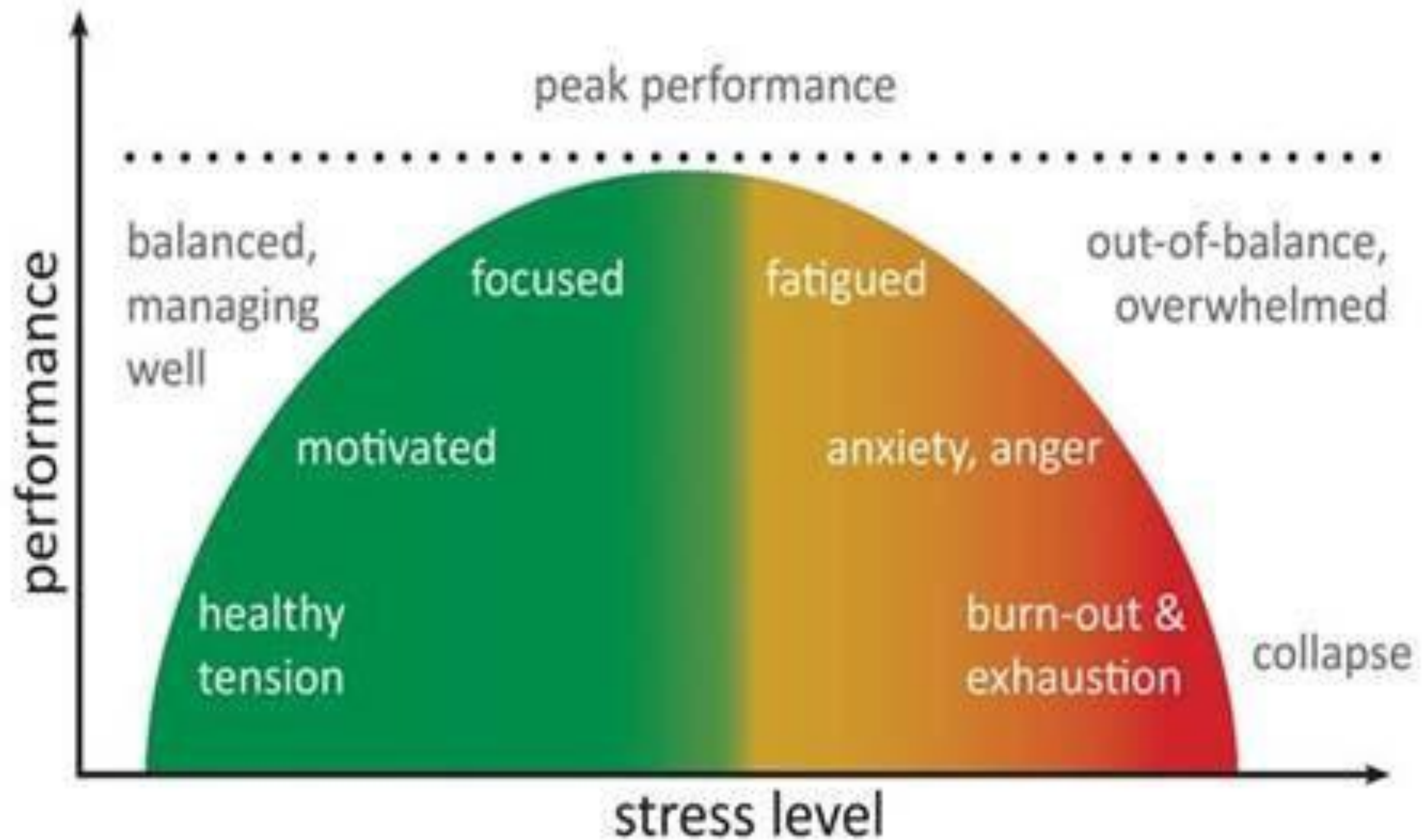
- Time management, strategies for effective time management, importance of time management, sources of stress, psychological effects of stress, physiological effects, stress management at workplace
- Time management is one of the most important type of life skill.
 - The process of organizing and following conscious control of time spent on particular tasks specifically to increase efficacy, proficiency and yield of output is called time management. This process involves the balancing of various hassles in a person's life like job, family etc. with the limited time available.
 - Time management is essential in all spheres of life, Be it personal (home management) or professional. Without proper time management a person's official as well as personal life can suffer.

2) TIME MANAGEMENT AND STRESS MANAGEMENT



It is pertinent to first understand what stress is and how it affects our physiology and mental health. It is a negative emotional experience accompanied by predictable biochemical, physiological, cognitive, and behavioral changes that are directed either towards altering the stressful event or accommodating to its effects. Stress depends on how you appraise the stressful event or situation.

The Stress Continuum



3) INTERNAL COMMUNICATION AND GROUP DISCUSSION

- Communication is a process through which individuals exchange ideas, opinions and facilitate their understanding with the help of a mutually understood language. It is a social process in which parties exchanging information and sharing meaning.
- It is an essential process that enables individuals to understand as well as extend their pieces of information and promote idea exchange.
- For communication – language skills, use of proper words and expressions is important.
- Communication with family members and public communication are equally important with professional communication



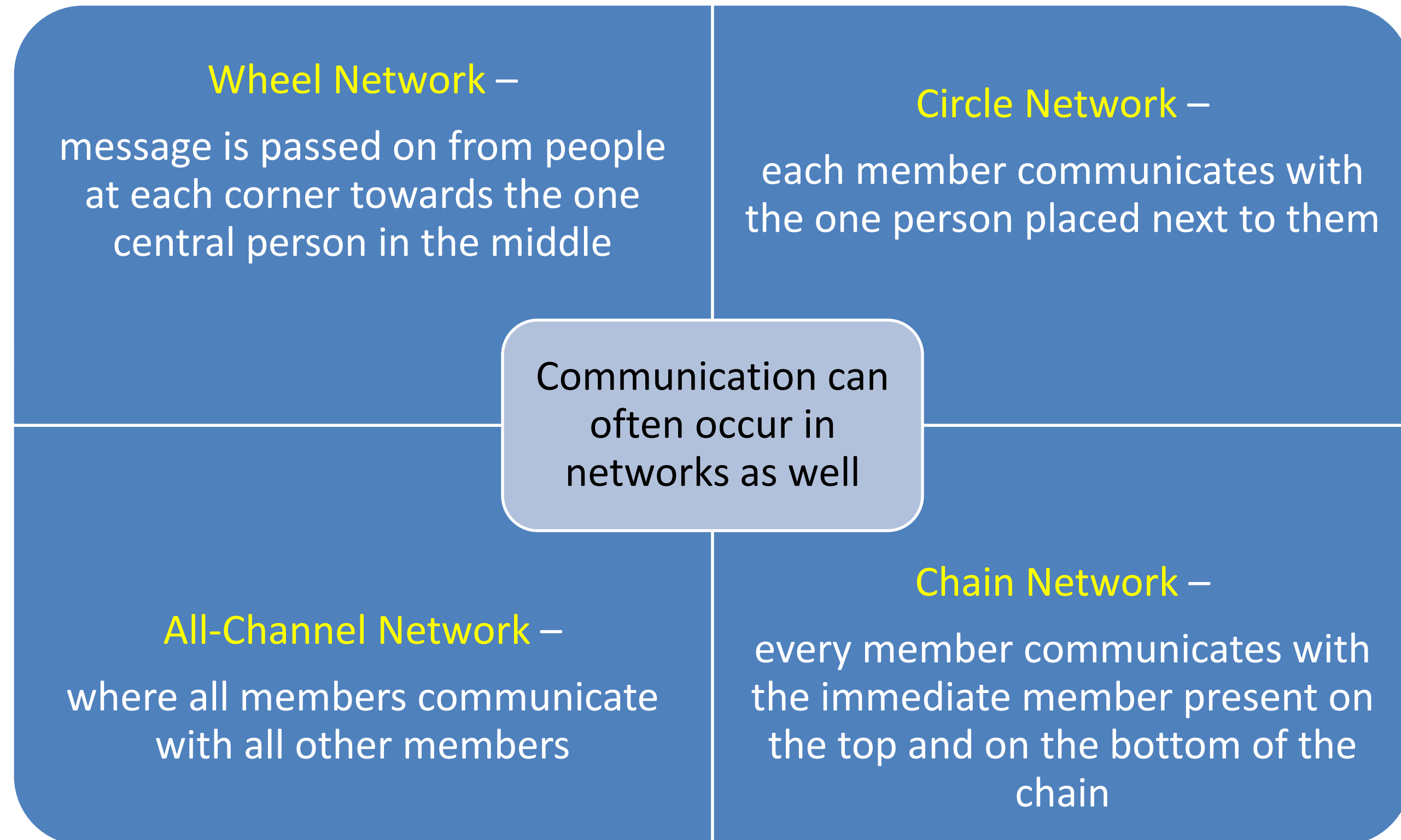
Importance of Internal Communication
in Organization, Process and direction
of Communication, Formal and Informal
communication, Forms of Internal
Communication, Group Discussion,
Dos and Don'ts of Group Discussion.

3) INTERNAL COMMUNICATION AND GROUP DISCUSSION

Helpful Language Indicators

Stating an Opinion	Interrupting	Showing Agreement
<ul style="list-style-type: none">- In my view/opinion...- I believe...- I tend to think...- It seems to me...	<ul style="list-style-type: none">- Sorry to interrupt...- If I may interrupt...- Excuse me...	<ul style="list-style-type: none">- Absolutely/Exactly- I think you're right- I quite agree
Expressing Disagreement	Moving the Discussion On	Making a Suggestion
<ul style="list-style-type: none">- I think quite differently on this- I don't really think so- I'm afraid I can't agree with you there	<ul style="list-style-type: none">- Can we go on to think about...?- I think we should now move on to consider...	<ul style="list-style-type: none">- I suggest that...- We could...- Perhaps we should...- It might be worth...- What about...?- Why don't we...?

3) INTERNAL COMMUNICATION AND GROUP DISCUSSION



Communication can occur on an informal and a formal level. The communication type differs when the setting and relationships are formal, from when they are informal.

3) INTERNAL COMMUNICATION AND GROUP DISCUSSION

1. Formal communication

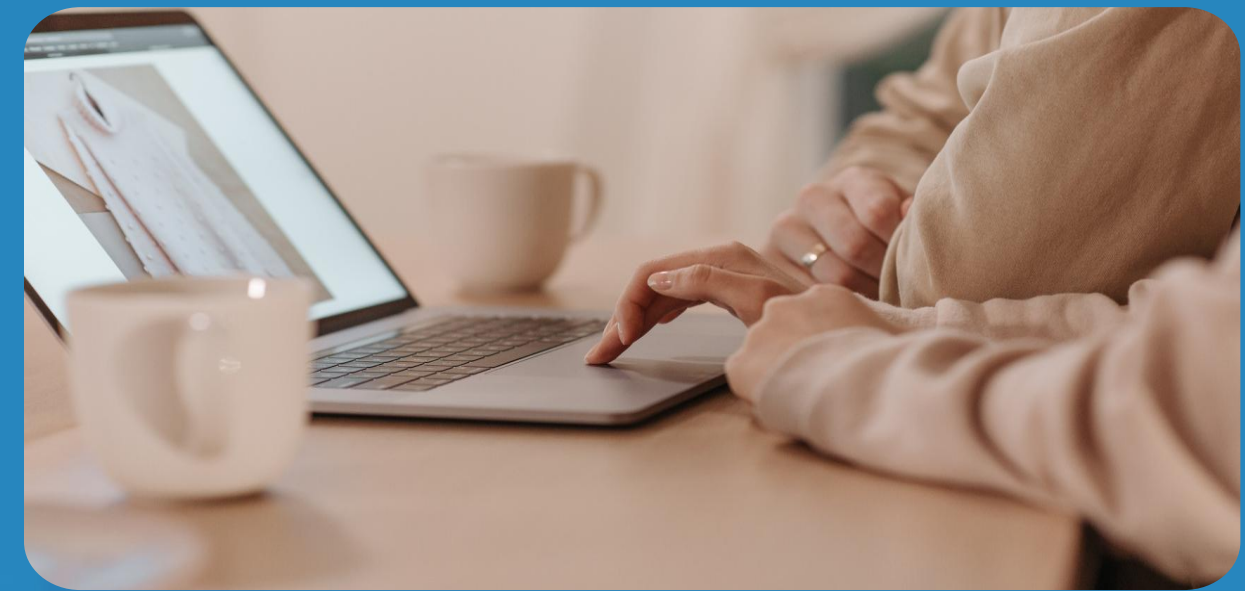
It occurs in organisations across levels of hierarchy. It is representative of senior and junior positions in an organisation. An example could be the communication between a manager and an associate, or an employer and employee. When the movement in formal communication is downward, it can be seen when managers or employers send out directives or lay out rules for all employees. When the movement is upward, examples can include employees taking up complaints to their managers or giving feedback.

2. Informal communication

Apart from the formal and defined channels of communication, informal communication is also present and necessary in an organisation. It enables the exchange of information, often personal experiences as well, which facilitate interpersonal relationship building. Informal communication commonly happens on the same horizontal level, i.e. laterally. The informal communication channel is often called Grapevine, which includes information being passed from one individual to many individuals which further follow the same course.

Basis	Formal Communication	Informal Communication
<i>Origin</i>	Deliberately Structured	Spontaneous and Unstructured
<i>Nature</i>	Well Planned, Systematic and Authorized	Unplanned, unsystematic and unauthorized
<i>Flow</i>	Prescribed through chain of command	Unofficial channels not Prescribed
<i>Flexibility</i>	Rigid	Flexible
<i>Authority</i>	Official Channel	Unofficial
<i>Purpose</i>	To achieve Business Objectives	To satisfy personal needs
<i>Speed</i>	Time taking	Fast
<i>Accuracy</i>	Accurate, Legal and Authentic	Often Distorted, may be Rumors and Gossips
<i>Form</i>	Oral and Written	Usually Oral
<i>Source</i>	Can be traced	Cannot be traced

Professional Career Skills



Identifying Career Opportunities:

What Is Career, Career Opportunity, Steps For Identifying A Career Opportunity

Resume Skills:

Resume, Purpose of Resume, Difference Between Resume And Curriculum Vitae, Essentials of A Good Resume, Dos, And Don'ts Of Writing A Resume

Interview Skills:

Interview, Job Interview, Types of Job Interview, Preparation For The Job Interview, Appearing For The Job Interview

Presentation Skills:

Meaning of Presentation, Importance And Type Of Presentation, Tips For Making A Presentation, Delivering A Presentation

CAREER OPPORTUNITY

A career opportunity refers to a job or employment which is likely to lead to higher positions in that career path. Identification of career opportunities is a continuous process. A person tries to identify career opportunities which match her/his educational qualification and experience at a point in time.

IDENTIFICATION OF EMPLOYMENT AVENUE SELF ASSESSMENT

- 1) Directorate of employment
- 2) Job Portals
- 3) Newspapers
- 4) Job Fairs
- 5) Social Media
- 6) Social Network
- 7) Organizational Website

STEPS FOR IDENTIFYING A CAREER OPPORTUNITY

- 1) Self - assessment
- 2) Education qualification
- 3) Experience
- 4) Interest
- 5) Skills

<i>Education Qualification</i>	<i>Experience</i>	<i>Job Location</i>	<i>Interest</i>	<i>Skill</i>
<ul style="list-style-type: none"> • <i>B.A. (Programme) from Non-Collegiate Women's Education Board, Delhi</i> • <i>Diploma in MS Word and Desktop Publishing</i> 	<i>Fresher</i>	<i>Delhi & NCR</i>	<i>Talking to people, Indoor work</i>	<i>Use of computer for office work, Communication</i>

WE PROVIDE RESUME SKILLS



A resume is a formal document that provides an overview of a job applicant's professional qualifications, including her/his personal details, contact information, educational qualifications, relevant work experience, skills and notable achievements. It is sent by a job application to a potential employer along with a cover letter.

- OBJECTIVE / PERSONAL STATEMENT
- PERSONAL DETAILS
- EDUCATION QUALIFICATION
- PROFESSIONAL QUALIFICATION
- ACHIEVEMENTS
- CORE COMPETENCIES
- REFERENCES

Resume Vs Curriculum Vitae (CV)

Resume

A resume is a 1-2page document presenting key facts about the professional experience, educational background, and skills of a job candidate

A resume is used in business, non-profit, government and other types of job research

A resume is not all-embracing; it should be targeted to a particular job in a particular field

Curriculum Vitae

A CV is a longer document of flexible length that details the whole course of the career of a candidate

A CV is used in academic and research-oriented job searches

A CV is a record of your academic accomplishments and credentials

Steps For A Good Resume

Targeted & Appropriate:

1. Customizations increase chances of being shortlisted for an interview
2. Analyze the job advertisement and job descriptions
3. Compose the resume to address the requirements
4. Do not send the same resume to all jobs

Highlight Your Strengths:

1. Try to establish that you are a better choice than your competitors
2. Specific achievements/Targets achieved
3. Mention the technology/skills used in different projects

Short & Simple :

1. Always write a moderate size resume
2. Use the right font size
3. Recruiters are interested in the latest experience/ job/qualifications so maintain the chronological order

Check For Errors:

1. Processors have the feature to check spelling and grammar
2. Use action verbs to demonstrate that you are a person who initiates and is proactive

Interview Skills

What is an Interview?

- 1) An interview is a structured conversation in which one or more persons ask questions to another person who provides the answers
- 2) Interviewer – The person asking the questions
- 3) Interviewee – The person providing the answers This formal meeting can take place for different purposes –
 - a) Like selecting a suitable candidate for a job
 - b) selecting a suitable candidate for a program of study
 - c) gathering information for news report
 - d) collecting data for research etc.

Types of Interview?

One-on-One Interview:

1. Most common type of interview in which one interviewer interviews a single candidate.
2. The first interview is usually conducted by the human resource (HR) department. Upon clearing this interview, the candidate is interviewed by one or more managers of the department which has the vacancy.
3. The final round of interviews is conducted by the HR team.
4. A one-on-one interview can be conducted either: Face-to-face or Telephonic Interview or Video-call Interview

Panel Interview:

1. In this type of interview, a panel of interviewers interview a single candidate.
2. The panel comprises of departmental managers, members from the HR team and representatives of the senior management of the company.

Group Interview:

It is a type of interview in which a group of candidates is interviewed at a single time by a single interviewer or a panel of the interviewers

Presentation



1. Presentations are an essential part of modern life.
2. Effective communication of ideas is crucial in today's world.
3. Workplace success depends on strong communication skills.
4. A good presentation can help convince clients and secure deals.
5. Presentations improve professional communication with managers and teams.
6. The ability to present well is a key leadership trait.
7. Schools emphasize presentation skills due to their importance in the digital age

Delivering Presentation

Things To Be Done Before The Presentation:

- 1. Prepare and Backup:** Save a copy on a portable device and print essential documents (presentation & script).
- 2. Practice and Improve:** Rehearse multiple times, use a timer, practice flow, and seek feedback.
- 3. Anticipate Challenges:** Prepare for likely questions and technical issues (e.g., power failure).
- 4. Presentation Day Readiness:** Dress appropriately, arrive early, check equipment, run a test, and keep water nearby.

Preparing for the presentation

1. Finalize your topic
2. Understand your audience
3. Define the objective of the presentation
4. Determine the duration
5. Read Thoroughly
6. Gather Data
7. Prepare Note

SOFT SKILLS

1. Soft skills are non-technical skills that relate to how you work.
2. They include how you interact with colleagues, how you solve problems, and how you manage your work.
3. Soft skills relate to how you work.
4. Soft skills include interpersonal (people) skills, communication skills, listening skills, time management, problem-solving, leadership, and empathy, among others.
5. They are among the top skills employers seek in the candidates they hire because soft skills are important for just about every job.

IMPORTANCE

1. Soft skills are particularly important in customer-based jobs, for example, employees that are in direct contact with customers.
2. It takes several soft skills to be able to listen to a customer and provide that customer with helpful and polite service.
3. Soft skills are important because they help you work well with others.
4. Communication skills, teamwork, and adaptability enable you to connect with co-workers, express your ideas, receive feedback, and achieve consensus.

ESSENTIAL

1. Communication
2. Teamwork
3. Creativity
4. Leadership
5. Time management
6. Adaptability
7. Problem-Solving

These are a few essential soft skills one should learn in today's world

DIGITAL AND EFFECTIVE LITERACY

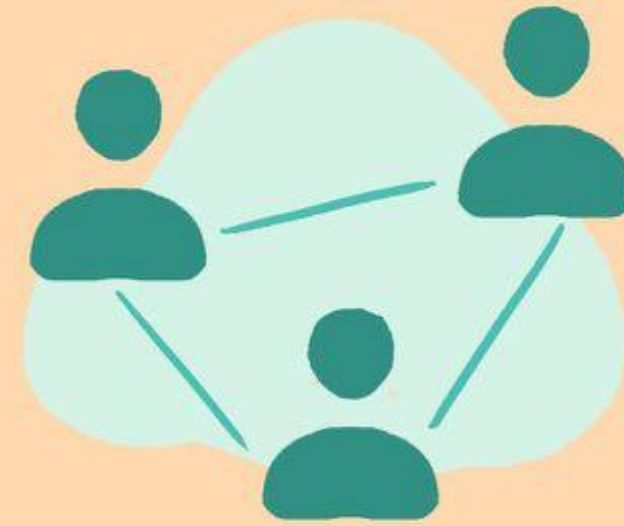
IMPORTANCE

What Exactly Are Soft Skills?

Soft skills are personal attributes needed for success on the job.



Time Management



Networking



Teamwork



Creative Thinking



Conflict Resolution

WHAT IS DIGITAL LITERACY & EFFECTIVE USE OF SOCIAL MEDIA



USE OF SOCIAL MEDIA

1. Generating email ID (on google): Simple user id, easy to remember; creating strong passwords using alpha-numeric and special characters combinations. using email id on mobile devices. identification of spam email, security settings

2. Banking Services and Payment Gateways: How to use debit card, credit card, Paytm, google pay, Bhim pay app etc. an example of purchasing an economic item. relevance of OTP, dos and don'ts for online payment.

3. Use of Social Media: Protection of own account (social media), identification of stalker and cyber-crimes, cyber security: cyber-crimes against women; legal remedies against stalker, dark web, how to keep safe from dark web and porn content

Facebook is the largest and most-used social media network as compared to other social networks. It allows the users to build your online brand, create meaningful connections with family and friends. It has more than one billion users which makes it a cultural, economic, and social phenomenon. The users spend countless hours to this site and that is how FACEBOOK is becoming an increasingly important way of obtaining information not only about friends and family but also about world events.

Protect your account

A strong password is a great first step, but as you grow and gain more followers, there are additional steps you can take to protect your Facebook account:

Manage who can see you as a friend on Facebook

For example, change your privacy setting to only friends of friends. This helps to separate your public life from your personal life.



Remove your personal profile from search engine results

In the Settings and Privacy section in Facebook, you can control whether a search engine will show your profile in its results.

Activate two-factor authentication

This means you'll have to confirm your identity when logging in from a device that Facebook does not recognise.



Activate and manage your alerts

Make sure login alerts and approvals are activated so that you're alerted if someone logs into your account from a different device.

Update your privacy settings

Make sure that all of your privacy settings are up to date. To run a Privacy Checkup, click on your Facebook profile, then select Privacy Checkup.



Assign different roles to people who manage your Page

Assign different Page roles to different people to limit the amount of access a person has.

WHAT TO DO WHEN YOUR ACCOUNT IS HACKED

Secure your account

- **Get code on email address**
- **Verify your identity**
- **Report your account**

If you think your account has been hacked or an attempt to hack your account has been made and you're still able to log in, there are things you can do to help keep your account secure: Change your password or send yourself a password reset email. Turn on two-factor authentication for additional security. Confirm your phone number and email address in account settings are correct. Check Accounts Center and remove any linked accounts you don't recognize. Revoke access to any suspicious third-party apps.



Cyber-crime is unlawful acts wherein the computer is either a tool or a target or both. Cybercrimes can involve criminal activities that are traditional in nature, such as theft, fraud, forgery, defamation, and mischief, all of which are subject to the Indian Penal Code (IPC). The abuse of computers has also given birth to various other crimes that are addressed by the Information Technology (IT) Act, 2000.