



MOTHER TERESA

INSTITUTE OF SCIENCE AND TECHNOLOGY

Approved by AICTE, Govt. of Telangana, Affiliated to JNTUH & SBTET, Hyderabad
Recognition under Section 2(f) & 12 (B) of the UGC Act, 1956
SANKETIKA NAGAR, KOTHURU (V), SATHUPALLY – 507303, KHAMMAM Dist., TELANGANA
Phone : 9494641251, Email ID : info@mistech.ac.in



DEPARTMENT OF CIVIL ENGINEERING

ACADEMIC YEAR: 2019-20

A SUMMARY REPORT

Course Name: Training and Placements.

Name of the Resource Person: Sri. A.Pradeep & Sri.P.Ravi, Program Managers, Telangana Academy for Skill and Knowledge (TASK), Hyderabad.

Gap Identified: Seminar on How to Improve Communication Skills.

No. of Students attended: 107 members

Summary: On the day of the session (i.e 28-02-2020) Sri. A. Pradeep & Sri. P. Ravi, Program Managers, Telangana Academy for Skill and Knowledge (TASK), Hyderabad. Delivered a lecture on the basics of Introduction to the course of Training and Placements in Seminar on How to Improve Communication Skills tips for a job interviews and group discussion, Personality Development

Here are specific things to do that can improve your communication skills:

1. Listen, listen, and listen. People want to know that they are being heard. Really listen to what the other person is saying, instead of formulating your response. Ask for clarification to avoid misunderstandings. At that moment, the person speaking to you should be the most important person in your life. Another important point is to have one conversation at a time. This means that if you are speaking to someone on the phone, does not respond to an email, or send a text at the same time. The other person will know that she doesn't have your undivided attention.
2. Who you are talking to matters. It is okay to use acronyms and informal language when you are communicating with a buddy, but if you are emailing or texting your boss, "Hey," "TTYL" or any informal language, has no place in your message. You cannot assume that the other person knows what the acronym means. Some acronyms have different meanings to different people, do you want to be misunderstood? Effective communicators target their message based on who they are speaking to, so try to keep the other person in mind, when you are trying to get your message across.
3. Body language matters. This is important for face-to-face meetings and video conferencing. Make sure that you appear accessible, so have open body language. This means that you should not cross your arms. And keep eye contact so that the other person knows that you are paying attention.
4. Check your message before you hit send. Spell and grammar checkers are lifesavers, but they are not foolproof. Double check what you have written, to make sure that your words are communicating the intended message.

5. Be brief, yet specific. For written and verbal communication, practice being brief yet specific enough, that you provide enough information for the other person to understand what you are trying to say. And if you are responding to an email, make sure that you read the entire email before crafting your response. With enough practice, you will learn not to ramble, or give away too much information.
6. Write things down. Take notes while you are talking to another person or when you are in a meeting, and do not rely on your memory. Send a follow-up email to make sure that you understand what was being said during the conversation.
7. Sometimes it's better to pick up the phone. If you find that you have a lot to say, instead of sending an email, call the person instead. Email is great, but sometimes it is easier to communicate what you have to say verbally.
8. Think before you speak. Always pause before you speak, not saying the first thing that comes to mind. Take a moment and pay close attention to what you say and how you say it. This one habit will allow you to avoid embarrassments.
9. Treat everyone equally. Do not talk down to anyone, treating everyone with respect. Treat others as your equal.
10. Maintain a positive attitude and smile. Even when you are speaking on the phone, smile because your positive attitude will shine through and the other person will know it. When you smile often and exude a positive attitude, people will respond positively to you.

Communicating effectively is a teachable skill, therefore following a few of the tips outlined above, will enable you to hone up on your communication skills.



Communication tips for a job interview:

Avoid interruption

Instead of rushing to answer a question, take a few moments to think about it. This will help you organise your thoughts. Allowing a pause before speaking can help you do this. Avoiding interrupting the interviewer is one of the most critical communication techniques for job interviews. Before you answer, be sure they've completed speaking.

Address the interviewer by name

It's best to address the interviewers formally until they say otherwise. Unless specifically requested, do not abbreviate the interviewer's name. If you're not sure how to pronounce a name, ask the receptionist ahead of time. Make certain you can pronounce all of the names accurately.

Preparation

If you don't have anything to say, you won't be capable of communicating successfully. Before you go to your interview, make sure you've done your homework. Prepare a few remarks about your history that succinctly illustrate why you're the best candidate for the job by going over the job description for the position you're applying for.

If you know who you'll be meeting in advance, do some research about the company you're interviewing for, the position you've applied for, and your interview panel. It's also a good idea to have a few questions ready to ask at the end of the interview based on your study.

Body language

At the start of the meeting, give each member of the interview panel a firm handshake while maintaining a big smile and solid eye contact. If the leader of your interview panel uses a prefix like Ms In her introduction, address her as such. Stay seated and avoid fidgeting. You'll come out as jittery and unprepared if you do so. Only take a seat when asked, and greet your interviewer by the names they used to introduce themselves.

Group Discussion:

Group Discussion or **GD** is a type of discussion that involves people sharing ideas or activities. People in the group discussion are connected with one basic idea. Based on that idea, everyone in the group represents his/her perspective. GD is a discussion that tests the candidate's skills, such as **leadership skills, communication skills, social skills and behavior, politeness, teamwork, listening ability, General awareness, confidence, problem-solving skills**, etc.

The Group Discussion is generally the next level after the entrance exam to pursue a professional degree. In the case of recruitments, Group Discussion can be the starting or at the end, depending on different companies or organizations.

It is not fixed that the group discussion is always performed around the table. People can sit in any arrangement, but everyone should be able to see every face. It is not only the usual discussion, but it is also a discussion with knowledge and facts.

In this topic, we have included:

- ❖ What is Group Discussion
- ❖ Why GD
- ❖ GD Process
- ❖ Importance of Group Discussion
- ❖ Types of Group Discussion
- ❖ Rules of Group Discussion
- ❖ Seven Mistakes to avoid in a Group Discussion
- ❖ Simple hacks to crack a group discussion for beginners
- ❖ Group Discussion for Competitive exams
- ❖ Rejection in Group Discussion
- ❖ Estimated criteria for a Group Discussion

Importance of Group Discussion:

Group Discussions are an essential part of testing candidates in the organizations, recruitment process, etc. It also plays an important role in improving the skills of a candidate.

6 Ways to Improve Your Communication Skills at Work:

- **Increases confidence**
 - The GD allows the participants to speak in public, which increases their confidence to speak without any hesitation.
- **Focuses on Deep thinking**
 - It tests the knowledge of a candidate. The participants get only a few minutes (3 to 5) for the preparation. In such a small duration, they have to make a list of points to speak. The participants in a group listen and understand other participants points of view, making them think deeply about the topic.
- **Improves Communication Skills**
 - GD helps the students to represent their views and ask the questions. It not only increases the confidence of a candidate but also enhances their communication skills.
- **Removes hesitation of speaking**
 - Some candidates usually have hesitation in speaking in public. At starting, such candidates might face difficulty while speaking. But, after two or three Group Discussion, it improves. Group Discussion helps such candidates to speak loudly and express their views on the topic. It further removes their hesitation in speaking.
- **Team Work**
 - Group Discussion is also based on teamwork. In a company, it is very important to work as a team for the assigned project. Due to this, the quality of working together with team members is checked in the Group Discussion. The panelist also judges the cooperation of participants in the group. It allows participants to share their views with other participants in the group.
- **Behavior**
 - It helps to understand the attitude and behavior of the candidates towards other participants in a group.
- **Listening Skills**
 - GD improves the listening skills of the candidates. For example, the panelist may ask any candidate in a group to summarize the discussion. A candidate can only summarize if he/she has good listening skills. Due to this, every candidate presents in the discussion listens carefully. It further improves the listening skills of the candidates.
- **Diversity in the Ideas**
 - The Group Discussion involves sharing ideas with other participants in the group. Every participant shares his/her thoughts in the group, which makes the diversities in the ideas.
- **Recruitments**
 - Group Discussion is widely used for the recruitment process. It helps panelist to select a few candidates from the group. It also helps them to judge that the candidate is suitable for the organization or not.

Types of Group Discussion:

There are two types of Group Discussion, which are listed below:

- Topic-Based Group Discussion
- Case Study Based Group Discussion
- Topic-Based Group Discussion

There are few candidates in a group, where each group is given any topic. The group members discuss the topic, which is called a Group Discussion.

The topic-based Group Discussion can be further classified as:

- ❖ Controversial Topics
- ❖ Knowledge-Based topics
- ❖ Abstract Topics
- ❖ Conceptual topics
- ❖ Let's discuss the above topics in detail.

❖ **Controversial Topics**

- The discussion on controversial topics becomes a debate. Such topics are given to judge the participants' temper and how they can handle the discussion without losing their calm. It shows that how a candidate can represent his/her views without arguing with other participants.
- The example of the controversial topics can be Reservation System, Religion equality, etc.

❖ **Knowledge-Based topics**

- The participants should have a proper understanding of the topic before proceeding for a discussion. The information should be enough to convince the panelists. The essential thing is to be confident. Do not initiate the discussion if you are not aware of the topic.
- The examples of Knowledge-Based topics can be 'CAT vs. GATE' and 'Government jobs vs. Private jobs'.

❖ **Abstract Topics**

- The abstract topics test the creativity and thinking of a candidate. It also tests the **communication skills**.
- The example of Abstracts topics can be 'A walk to remember'.

❖ **Conceptual topics**

The conceptual topics are widely used today by companies. It tests the knowledge, logical, and aptitude skills of a candidate. The topic for the discussion is randomly selected, giving panelists a space to judge the participants' creative thinking and ability to handle the situation.

- ❖ The example of Conceptual topics can be 'Life is a Puzzle'.



Group Discussion with IV-B.Tech students