

Technical Communication and Soft Skills – Unit 2



Institute of Sciences, Humanities & Liberal Studies

Department of Languages

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Presentation Techniques (brief summary)

- Presentation-Point A to B (Audience is at the Centre)
- Use of anecdotes/ subjective examples-Connect with the audience with relatable experience sharing
- Slides should not be crowded
- Bullets-Only when necessary
- No/Simple Background
- Simple Fonts
- Simple Colors
- Minimum Animation
- Proof Read
- Rehearse
- Timing allotted according number of slides made

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Interview Skills

“The job interviewee should possess the ability to spell out thoughts clearly and convincingly, stand up for; argue logically on one’s own point of view. S/he should be able to think out of the box and provide multiple solutions to the problems posed. While Intellectual ability is appreciated, the job interviewee should also display positive attitude and humility.”

- **Yuvraj Srivastav, Pepsico India**

❑ Types of Interviews

1. Structured : Pre-determined agenda, designed to elicit necessary information
2. Unstructured: Freewheeling exchange may shift from one to the other interests
3. Stress: Place you in anxiety producing situation to evaluate performance
4. Virtual: Conducted via Video conferencing technology
5. Group: Involving key people of org in selection process

❑ Parts of Job Interview

1. Opening Formalities

- Greet the interviewer by name with a smile, direct eye contact, & a firm handshake
- Wait for the interviewer to ask you to be seated
- Sit erect & Lean forward slightly to convey interest

2. Body of the Interview

- Adapt your responses to the type of Interview question
- Explain how your qualification relate to job requirements using multiple specific examples

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- Ask pertinent questions that communicate intelligence & genuine interest in the company.
- Introduce questions throughout the interview when appropriate.
- Allow the interviewer to initiate a discussion of salary & benefits. Be prepared to provide a general salary range for applicants with your qualifications

3. Closing the Interview

- Watch for cues the interview is ending; rise, accept the interviewer's handshake, and communicate enthusiasm
 - Express appreciation for the interview and say you are eager to hear from the company
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SQ3R Skills: A Reading Comprehension Strategy

SQ3R is an active reading strategy that is designed to help you get a fuller understanding of your reading materials. The SQ3R method was introduced in 1946 by Francis Pleasant Robinson in a book entitled *Effective Study*.

SQ3R stands for:

- Survey
- Question
- Read
- Recite
- Review

Survey: The first step of SQ3R is to survey the chapter. Survey means to observe the layout of something and get an idea of how it is constructed. Skim over the chapter and observe the titles and subtitles, take a look at the graphics, and make a mental note of the overall layout.

The survey of the chapter gives you an idea of what the author considers most important. Once you have surveyed the chapter, you will have a mental framework of the reading assignment. Jot down any words that are in bold or italics.

Question: Think about the topic and ask yourself the following questions.

- What do I already know about it?
- What do I want to know about it?
- What do I expect to learn about it?
- What must I remember about it?

Jot down questions that address the chapter titles and boldface (or italicized) words you’ve noted.

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Or else you can frame questions based on your understanding like – what, why, how, etc. The

questions you form will help the information “stick” in your head.

Read: Now that you have a framework in your mind, you can begin to read for deeper

understanding. Start at the beginning and read the chapter. As you read the chapter or material

- Start looking for the answers to your questions.
- Do not note down or underline important information.
- Re-read any parts that are still not clear.
- Try to link what you are reading to what you already know.

- If there are any new words/jargon/technical terms that you don’t understand, look them up.
- If you need to remember them, write them down, together with the definitions.

Recite: When you reach the end of a particular passage or section, quiz yourself on the questions

you’ve written. Do you know the material well enough to answer your own questions?

- It’s a good idea to read and answer aloud to yourself. This can be a great learning strategy for auditory learners.
- Decide what the main points are.
- Write them down, using your own words to explain what they mean.

Review: Go back to review your questions, and see if you can answer them all easily. If not, go

back and review the survey and the reading steps. This step will help to fix the information in your long-term memory.

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DIALOGUE WRITING

A dialogue refers to a conversation between two persons. Besides, it is a discussion between two or more people which intends to produce an agreement.

Essential Features of a dialogue:

- It occurs between two or more persons.
- It is written in the spoken language.
- It contains humor and wit.
- Its language is simple, easy to understand, and lively.
- Short forms are frequently used.
- Salutation and Addressing are important elements of a dialogue.
- It should reveal the characters

Sample Dialogue

Write a dialogue between you and your friend on the uses and abuses of the mobile phone.

Rakib: Hello, Farid, how are you?

Farid: I am fine, and you?

Rakib: I'm fairly well and I am thinking about a matter.

Farid: What is the matter? Would you like to share that with me?

Rakib: I have purchased an android mobile phone.

Farid: Actually, all walks of people are using the mobile phone.

Rakib: Right you are. They cannot do a single day without it.

Farid: It has made our life easy and comfortable. Besides talking, you can pay the electricity bill, use the internet and perform many other important jobs.

Rakib: Nowadays, android and windows mobile phone are available that work like computers.

Farid: Right you are. Now, we can send e-mails and make video calls through a mobile phone.

Rakib: It has some bad sides also. Such as, terrorists and criminals use it and they commit the crime.

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Rakib: Actually, nothing excess is good. We should make the best use of it.
Farid: Ok, now I've to go. Thanks a lot for your discussion and valuable information.

Rakib: You are welcome, my dear. Take care, bye.

Farid: See you around.

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Compiled by: Prof. Aashna Shah

ACE THE INTERVIEW : PREPARATION FOR INTERVIEW AND PRESENTATION IN INTERVIEW



- Faculty in charge: Prof. Aashna Shah

WHY ARE WE LEARNING ABOUT INTERVIEW SKILLS?

- Interview is not just about your technical skills and knowledge.
- It is a process wherein an applicant is scanned and analysed on the basis of the answers given by him and by his body language.
- It is a determinant of applicant's personality and traits.

Interviews are conducted to check your technical knowledge as well as your behavioral traits.

Body language is equally important in the process of interview. It lends a window to your interviewer to see how your body responds in certain kinds of situations and set ups.

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PREPARATION FOR INTERVIEW

- Review your cover letter and resume.
- Do some research work about the organization as well as the job profile that you have applied for.
- Make sure you have ample technical knowledge about your field and keep yourself updated with the recent trends and developments happening in your field.
- Have a mock interview round in front of your seniors, friends or family.
- Stand in front of the mirror and rehearse your interview answers.
- Prepare your own list of questions that you would like to ask to your interviewers.

Making a thorough research about the company or institution is extremely important. It is necessary to know about company's vision and mission. The information regarding these two aspects of the company will aid you in framing your answers. With this knowledge, you will be able to sync your passion and interest with the company's vision and mission.

One should be updated with the recent trends trailing in domain of one's specialization.

Having a mock interview with seniors is more recommendable because they have already passed through interview processes. They will be able to guide you in a proper direction as they may also share their past experiences.

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- Prepare your job interview kit prior the day of interview.
- Keep your clothes iron pressed that you are going to wear for the interview.
- Visit the venue on the day before the interview so as you do not waste your time searching for the venue. Use same mode of transport that you are going to use on the day of interview.

PRESENTATION IN INTERVIEW

- Non verbal communication also plays a major role here.
- Dressing and body language are doorways to know your personality.
- Dressing – Formal Clothes
- Body language
- As far as verbal communication is concerned, what do you answer and how do you answer matters.
- Choice of words and formation of sentences define your thought process and your ideology.
- Basic courtesy and manners are foremost things that are noticed and you are also judged partly on those grounds as well.

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Dressing is another major part of non-verbal communication along with body language.

Corporate interviews call for a formal dressing for men as well as women.

Dressing for man at an interview:

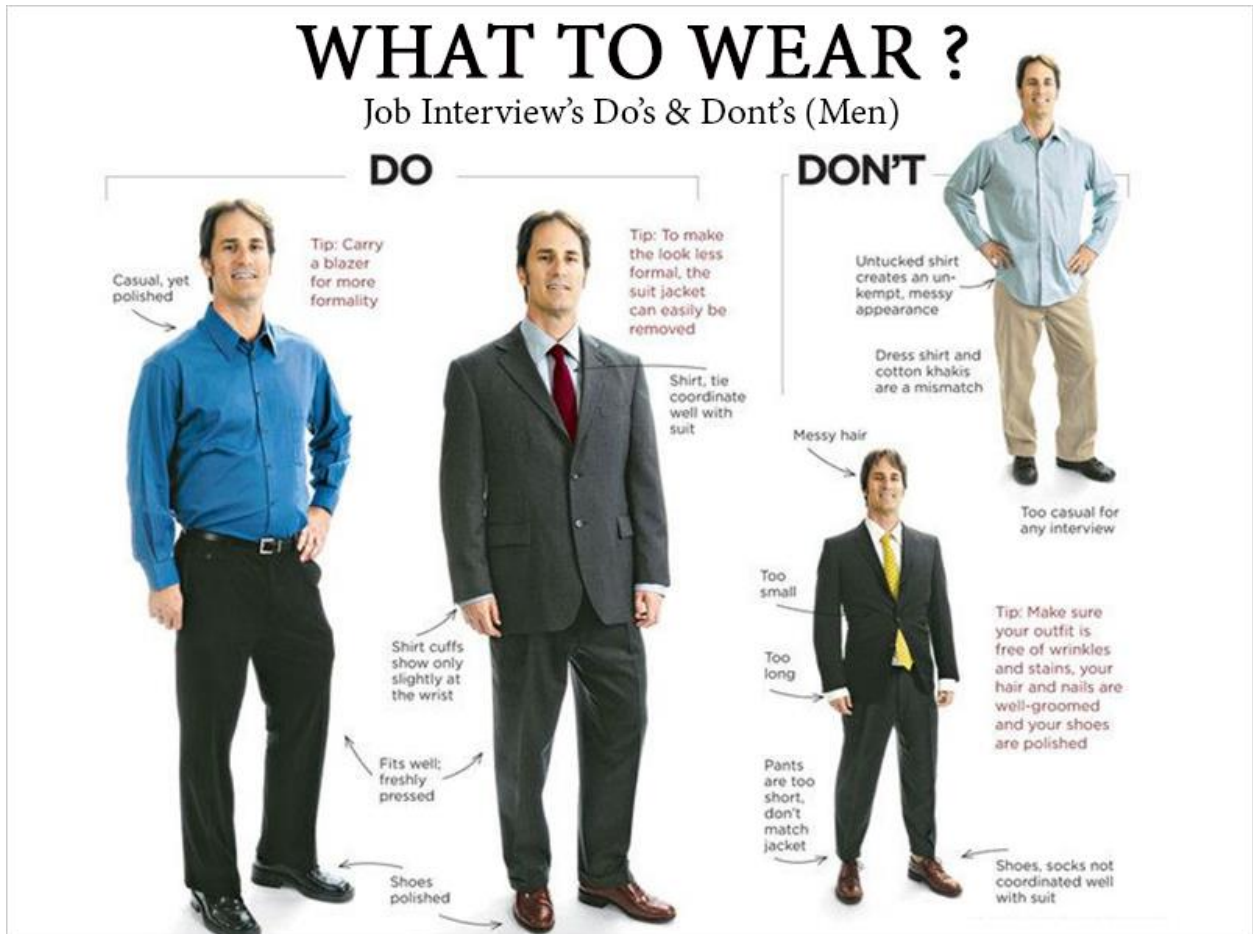


Image source – <https://images.app.goo.gl/snYBkZbRe6PycTbB6>

The kind of material that is being worn will vary according to the climate and geographical conditions of the place wherein you are located.

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Dressing for woman at an interview:



Image source: <https://images.app.goo.gl/TD9kkuDVY9q7sNYB8>

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“TELL ME ABOUT YOURSELF”

- It should be a concise journey through your career.
- Why did you choose this particular field of study.
- Highlight your accomplishments and impressive experiences.
- Your current situation

HOW TO ANSWER THE QUESTIONS THAT YOU DO NOT KNOW?



- Take a Pause
- Use pen
- Be Honest
- May ask a follow-up question.

Taking a pause will give time to think and it will also render a positive impression on the interviewer that candidate is having a logical approach towards the question being asked.

One may also ask the interviewer to simplify the question.

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TRICKS TO HANDLE TRICKY QUESTIONS

- Interviewer is more interested in your demeanour than your answer to the question.
- Connect company's mission to your professional goal.
- Turn your weaknesses into strength.
- Talk about the experiences wherein you committed some error but learnt from it.
- Never talk in negative fashion about your previous job or company.
- Use humor.

WORKSHEET

- Q-1 – Tell us in brief about yourself.
- Q-2 – Where do you see yourself in the next 5 years?
- Q-3 – Why should be appoint you?

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Mind mapping for an effective paragraph writing:

Mind map is a major tool for enhancing writing skills among the students.

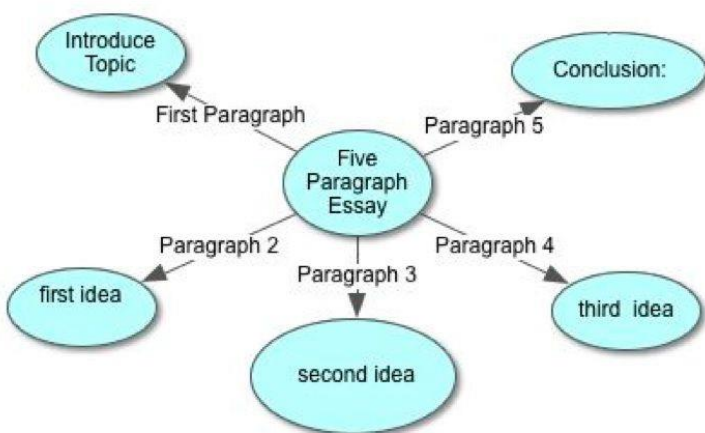
Mind map is a kind of spidergram. It is a strategy employed for writing which demonstrates hierarchical relationship between ideas. It is different from brainstorming where in students get involved in a discussion with the professor/senior/peers. During this process they just jot down few points in an unstructured fashion on the piece of paper.

Mind maps have an organized structure which enables students to form paragraph in a proper structure. While brain storming gives a very random structure at hand and it cannot help much in structuring and framing the paragraph.

Mind map should be considered as a spontaneous pre-writing activity. In this activity, students are supposed to put topic in the centre and then create a web of ideas flowing from that topic. This action will also bring clarity in minds of students as they will be able to make various associations regarding the topic.

Mind maps also function as visual designs for the particular topic.

Following image demonstrates mind map:



Image

source

:

<https://www.google.co.in/url?sa=i&url=https%3A%2F%2Fwww.pinterest.com%2Fpin%2F204139795585019757%2F&psig=AOvVaw08hBVx4->

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kQjhxqFwoTCNiYiJGfuOgCFQAAAAAdAAAAABAI