

Indian Institute of Technology Kanpur

National Programme on Technology Enhanced Learning (NPTEL)

**Course Title
Enhancing Soft Skills And Personality**

**Lecture - 02
Introduction-2: Highlights of Developing SS Course-1-24**

**by...
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Hello Hai everyone welcome back to my coats on enhancing soft skills and personality this is the first week second unit.

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Is the second lesson and we are in the introduction and this is the second introduction I am giving and as I was telling you I am trying to give you a overall preview of the previous course that most of you have done under the name developing soft skills and personality, now why it is important to talk about that course before beginning this because that was done at a very basic fundamental level some of you who are doing this have not done it and some of you who have

done it may benefit even by a quick overview of the course so what I did in the previous introduction I actually gave a quick recap solution of the first 24 lectures.

Okay in which we discussed about various aspects of soft skills as well as developing one is personality in this second part of the introduction I will try to talk about the remaining 24 lectures and then to start with I will be starting with lecture number 25 on 5th week model number one and from this week actually I started to discuss with you those who have done it before on technology and communication particularly about the technological personality.

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Highlights of Developing Soft Skills and Personality Week 5: Module 1, Lecture 25

TECHNOLOGY AND COMMUNICATION : TECHNOLOGICAL PERSONALITY?

Impact and Influence of Technology in Communication

Donna Haraway's "Cyborgs": Cybernetic Organisms
Blurred interface between biotic and mechanical
We became cyborgs by treating all media extensions of human faculty as real.
Technological components define as well as give human identity.
Machine is given human treatment and human is treated like a machine.
Story: The father's new car.
The cyborgian shift is affecting the mind and the body.

KEY WORDS: Control, Benefit and Choice
Who controls technology?
Who benefits from it?
Do we have a choice? Or who is choosing it for us?



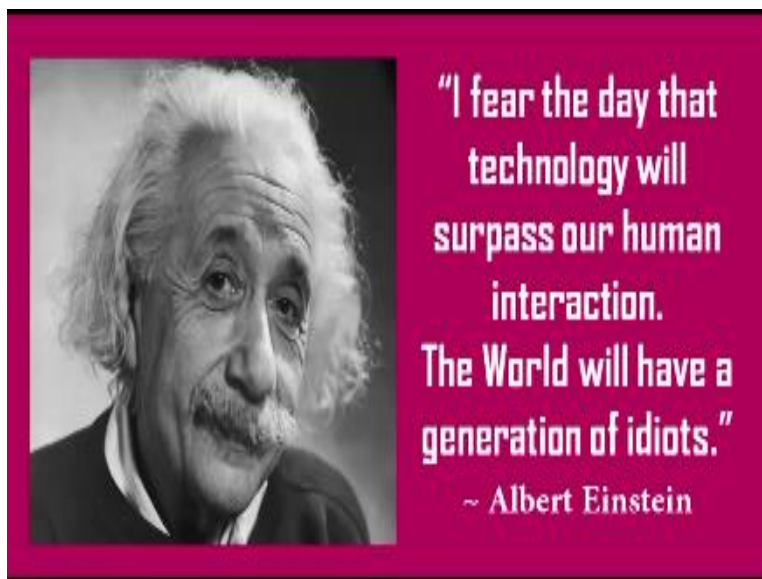
That we are all becoming this place overall the lecture focused on the impact and influence of technology in communication I started with the thought from Donna Haraway whether we are becoming “cyborgs” that is cybernetic organisms because today there is lot of blurring between the biotic that is the living and the mechanical that is the nonliving we became cyborgs by treating all media extensions of human faculty as really today there is no distinction between the eye and the camera okay.

So what the video shows you we believe that is the real one for technological component define as well as give human identity meshing is given human treatment and human is treated like a

machine so to illustrate this point I give a very poignant story about the father's new car and a child who tampered with it again if you want to recollect the story you need to go back to lecture number 25 what is the video especially those who are doing this for the first time I would say that you can just take a quick look at the story.

And why I say that the humans are treated like machine the cyborgain shift is affecting the mind and the body now in this sense I concluded the lecture with the dot that we need to keep certain keywords in mind such as control benefit and choice we need to ask questions like who controls technology who benefits from it and do we have a choice or if somebody choosing it for us and who is giving him or her the power to choose it or is it him or her or just it just a machine now with that thought I concluded with a note from Albert Einstein the code goes like this I fear the day that technology will surpass our human interaction the world will have a generation of idiots.

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Before I start at the next lecture on mobile technology and how it is affecting us I wanted the audience to think over this point.

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Mobile phone makes you closer to person far from you mobile phone makes you closer to person for from you but it takes you away from the one sitting next to you with this thought we started with next lecture.

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Highlights of Developing Soft Skills and Personality Week 5: Module 2, Lecture 26

TECHNOLOGY AND COMMUNICATION: MOBILE PERSONALITY



- ▶ Influence of mobile on human personality
- ▶ How mobile has deviated from its main intention: saving time, help in emergency, distance connection, keep human relations intact
- ▶ Humans have become "Moborgs": sleeping, playing games, watching movies, using it for checking time, calculation, address, etc
- ▶ Mobile addiction/Nomophobia
- ▶ Obsessive compulsive disorder
- ▶ Suggestions for become human: mobile free time, keeping it away, treating it as a slave, not using it as a substitute for watch, calculator, map, etc.
- ▶ Mobile Etiquette: Avoid when face-to-face communication is possible; be empathetic about others time; use apt caller/ring tone; use silent mode/switch off; use e-mail

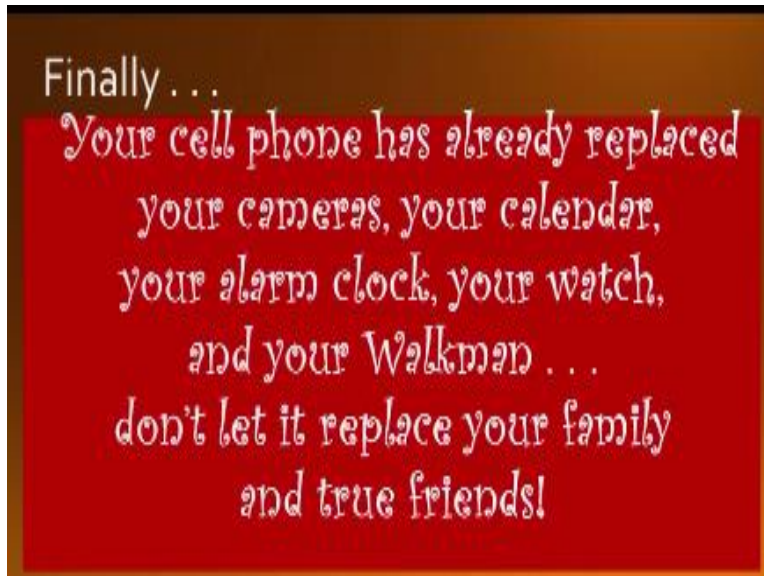
On mobile personality and how the influence of mobile is non human personality and how mobile has deviated from its main intention what was the main intention of inventing mobile it was saving time instead of keeping the phone in a fixed place mobility is given and then you can be anywhere and then you can save time it is used for help in emergency it is instantaneous distance connection and it can keep human relations impact so these were the basic purposes for which it was found but humans have become mobile organisms what are they doing they are sleeping playing games.

Watching movies using mobile for checking time calculation address and so on mobile addiction or no more phobia is something that I discussed in the lecture and cautioned people are both which can affect you your overall personality and lead you into something that we call it as obsessive compulsive disorder that you will be compelled to check your mobile to sleep with your mobile to all the time be anxious has spot updates are happening in your mobile in social network etc.

I ended the lecture with giving some suggestions for becoming human one should have mobile free kind one should keep it away sometimes and treat it as a slave notice of master not using it as a substitute for watch or calculator or map etc so these things are to be done and some basic mobile etiquette like some mannerisms you need to follow when you use mobile which we contribute to effectiveness of your personality certain things I discussed with avoiding mobile when face-to-face communication is possible meaning if you sit opposite to someone and you can talk to the person why should you text on your mobile.

And you should be empathetic about others time in the sense you should not use mobile frequently to disturb anybody at any time depending on your Vincent fancy you should use apt caller ringtone it should not be annoyance to others and you can always use silent mode or switch it off in important places official transactions where it should not distract others you can also use other modes of communication such as email effectively when mobile is not required finally I concluded with the thought that your cell phone has already replaced your camera your calendar your alarm clock.

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Your watch and your walkman do not let it replace your family and true friends so the next lecture the 27th lecture in the 50 week module 3 was again on technology and communication but focused on email principles.

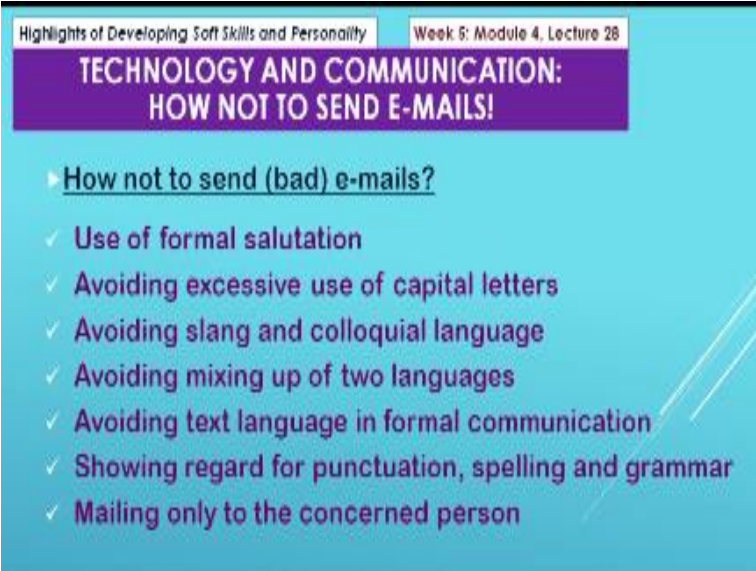
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A presentation slide with a light blue background and a purple header. The header contains the text "TECHNOLOGY AND COMMUNICATION: E-MAIL PRINCIPLES". Below the header, there is a list of five principles: Planning, Preparedness, Persuasiveness, Presentability, and Perseverance. A final bullet point states: "Discussed some E-mail examples that violated the above principles!". At the top of the slide, there are two small boxes: "Highlights of Developing Soft Skills and Personality" and "Week 5: Module 3, Lecture 27".

I try to tell them in terms of soft skills and personality development the five coordinate principles basic fundamental principles you should follow what are they planning preparedness persuasiveness ability perseverance now I try to show some email examples that violated all

these principles and ended up causing some disaster in terms of communication all were indicating that the person who sent it utterly lied to soft case and no sense of personality development we followed the same taught in lecture 28 and then I went to the next level of showing.

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Highlights of Developing Soft Skills and Personality Week 5: Module 4, Lecture 28

TECHNOLOGY AND COMMUNICATION: HOW NOT TO SEND E-MAILS!

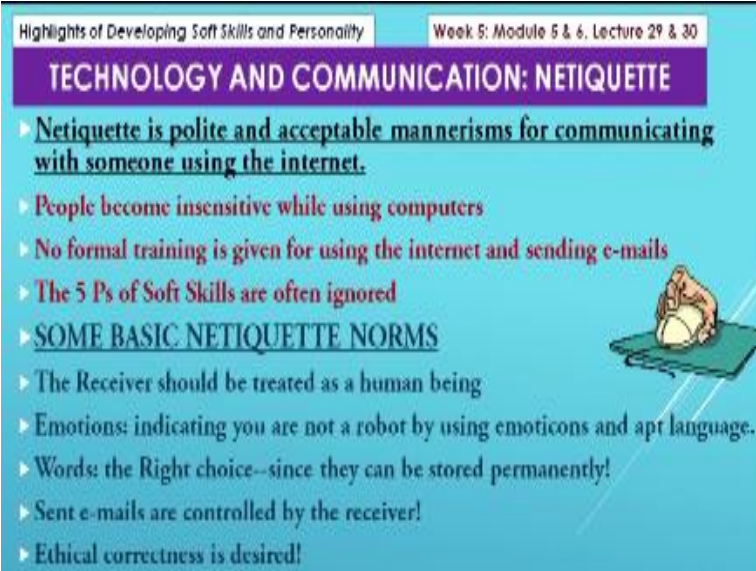
- ▶ How not to send (bad) e-mails?
 - ✓ Use of formal salutation
 - ✓ Avoiding excessive use of capital letters
 - ✓ Avoiding slang and colloquial language
 - ✓ Avoiding mixing up of two languages
 - ✓ Avoiding text language in formal communication
 - ✓ Showing regard for punctuation, spelling and grammar
 - ✓ Mailing only to the concerned person

Examples of bad emails okay how not to send emails in fact I urge those who have not seen those videos to take a quick look at them and see what bad examples are discussed so that you will be able to identify what makes a good email use of formal salutation was missing avoiding

excessive use of capital letters was not done avoiding slang and colloquial language avoiding mixing up of two languages like use of Hindi with English and informal communication it should be avoided avoiding text language informal communication showing regard for punctuation is a very good right.

Which was not followed in the bad examples that I discuss they didn't bother about spelling and grammar also and mailing only to the concerned person is another basic norm instead of sending into a group when it is not at all required in the next two lectures I just discussed about netiquette what is etiquette netiquette is just a portmanteau term combined from net internet and etiquette it refers to polite and acceptable mannerisms for communicating with someone using the internet so people become insensitive while using computers they more or less start behaving like robots.


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Highlights of Developing Soft Skills and Personality Week 5: Module 5 & 6, Lecture 29 & 30

TECHNOLOGY AND COMMUNICATION: NETIQUETTE

- ▶ Netiquette is polite and acceptable mannerisms for communicating with someone using the internet.
- ▶ People become insensitive while using computers
- ▶ No formal training is given for using the internet and sending e-mails
- ▶ The 5 Ps of Soft Skills are often ignored
- ▶ SOME BASIC NETIQUETTE NORMS
- ▶ The Receiver should be treated as a human being
- ▶ Emotions: indicating you are not a robot by using emoticons and apt language.
- ▶ Words: the Right choice--since they can be stored permanently!
- ▶ Sent e-mails are controlled by the receiver!
- ▶ Ethical correctness is desired!



No formal training is given for using the internet and sending emails whereas those days for even drafting letters people were getting formal training before getting appointed in some clerical positions most of the times these people since they do not get any formal training they ignore the

five piece of soft skills that I just discussed I ended up the lecture by giving some basic netiquette norms such as the receiver should be treated as human being not as machine sitting at the other side emotions are to be expressed through appropriate words to indicate that you are not actually a robot.

You can use emoticons words should be appropriately chosen the right word in the right place because can be stored permanently and sent emails are controlled by the receiver so one has to be very careful while sending the emails before pressing that and button and ethical correctness is always desired.

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Highlights of Developing Soft Skills and Personality Week 6: Module 1, Lecture 31

COMMUNICATION SKILLS: EFFECTIVE COMMUNICATION

- ▶ **Focussed on Effective Communication**
- ▶ An effective communicator will always lead.
- ▶ People will be happy if they are able to communicate effectively.
- ▶ Communication is a complex interactive process involving shared assumptions and unspoken agreements!
- ▶ Frequent miscommunications are possible!
- ▶ EC is your ability to cause the intended and desired response.
- ▶ Basic communication process: *Who sends what to whom through which channel with what effect?*
Components: *Conciseness & Clarity, Conviction & Confidence, Genuineness & Interest, Empathy and Timing Sense, Brevity and Effectiveness.*

In the next lecture I started focusing on communication skills I started with why effective communication is important and I focused on effective communication because an effective communicator is the one who will always lead and people will be happy if they are able to

communicate effectively most of the heart breaks most of the suicides all happen because of lack of communication because they are not able to communicate their ideas or they are not able to appropriately communicate their ideas they are not able to communicate their ideas effectively and get the desired result communication.

However is a complex interactive process involving shared assumptions and unspoken agreements so frequent miscommunications or possibly effective communication is your ability to cause the intended and desired response using communication in an effective manner you should be able to get what you want in your life through making people work for you in the way you intend them to work in the manner you want them to cause the response that you want I ended up the lecture by talking about basic communication process which can be simply asking the question who sends what to whom through which channel with what effect.

So sender is the one sends to whom the receiver to the channel with what effect so that is the feedback the components of communication were also discussed such as conciseness and clarity conviction and confidence genuineness interest empathy and timing sense gravity and effectiveness in the next lecture I focused on barriers to communication particularly the ones which are rooted out the sender and receiver personality.

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Highlights of Developing Soft Skills and Personality Week 6: Module 2, Lecture 32

BARRIERS TO COMMUNICATION: SENDER/RECEIVER'S PERSONALITY

- ▶ Barriers act as **physical, mental, emotional, psychological blocks** and result in failure of communication.
- ▶ Barriers arising from Sender/Receiver's personality
- ▶ **Encoding/Decoding level** Sharing of a common code; language common frame of reference.
- ▶ Personality barriers are Psychological in nature: Difference in backgrounds are overlooked
- ▶ Difference in perception and the factors which cause barriers were discussed.
- ▶ Overcoming strategies such as use of empathy.

So barriers actually act as physical mental emotional psychological block and the resulting failure of communication or miscommunication so in terms of for the once which arise out of sender receivers personality often it could be because of the encoding decoding issues where there is no sharing of a common code or the language that is used if not used within a common frame of reference again here very interesting examples have been discussed to make this concept clear I would suggest that you take a quick look personality barriers are psychological in nature.

So difference in barriers are often overlooked because people normally take the commonality in communication for granted so difference in perception on the factors which caused by rates were also discussed and then like I started discussing about overcoming strategies such as the use of empathy in situation where there is psychological blocks in the next lecture the focus was on interpersonal transactions.

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Highlights of Developing Soft Skills and Personality Week 6: Module 3, Lecture 33

BARRIERS TO COMMUNICATION: INTER-PERSONAL TRANSACTIONS

- ▶ Limited frame of reference
- ▶ Emotional interference
- ▶ Overcoming strategies: Removing fear of change, Choosing the right psychological moment.
- ▶ Various types of language barriers:
 - ▶ Same words, different cultural meanings
 - ▶ Same letters, different grammatical meanings
 - ▶ Overcoming strategies: Making the context clear, using nonverbal correlatives, seeking clarifications
- ▶ Technological Barrier
- ▶ Overcoming strategies: Use of appropriate medium, avoiding excessive/misuse of media.

Again what are the barriers which act and how we can overcome them so limited frame of reference could be a problem emotional interference is a problem positive emotions as well as negative emotions can be interference so negative emotions can be much more dominant than the positive ones overcoming strategies for example removing fear of change choosing the right psychological moment will all help in communicating effectively various types of language barriers were discussed.

And then in terms of use of words sometimes same words will have different cultural meanings saying letters will have different grammatical meanings we discussed these examples and overcoming strategies making the context clear will help using non verbal correlative seeking clarifications so that will help you to overcome I also concluded the lecture with technological barrier we talked about how technology itself can act as a barrier and some of the work coming strategies like use of appropriate medium as I said before do not use mobile when you can use email and do not use email when you can just go and talk to somebody face-to-face.

Avoiding excessive misuse of media should also be one of the work coming strategy in the next lecture.

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Highlights of Developing Soft Skills and Personality Week 6: Module 4, Lecture 34

BARRIERS TO COMMUNICATION: MISCOMMUNICATION

- ▶ **Miscommunication**
- ▶ Misperception; instances of action-transaction failure.
- ▶ Communication flowing through formal channels: **Downward, Horizontal and Upward.**
- ▶ Forms of Communication Flowing Through Formal Channels: **Written, Oral and Electronic**
- ▶ Barriers to information flow in organisations: **Administrative hierarchy, long lines of communication, too many transfer stations, lack of trust, etc.**
- ▶ Looked at Illustrative Examples for
 1. Message Distortion in Downward Communication
 2. Miscommunication in Product Evolvement

I again focused particularly on miscommunication actually act happens because of the misperception between either the sender or the receiver or both and then we discussed about instances of action transaction failure by looking at some example before that I talked to them about the communication flowing through formal channels like downward horizontal and upward and in the forms of communication flowing through normal channels in the form of written oral and electronic and the barriers to information flow in organizations starting with the administrative hierarchy long lines of communication too many transfer stations and lack of trust etc.

We looked at some very interesting illustrative example for message distortion in downward communication and miscommunication in product development take a look you will enjoy looking at them in the next two I started introducing non verbal communication.

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NON-VERBAL COMMUNICATION: PRE-THINKING ASSESSMENT 1 & 2

Pre-Thinking Assessments were done for checking your existing knowledge about body language and to clear certain misconceptions about non-verbal communication.

In instead of introducing nonverbal communication in a chaotic mode what I did was I just try to give a kind of free-thinking assessment in which I will be able to know like what is important at the basic level which should be imported and the readers the viewers were able to understand their level so we had two lectures lecture 35 as well as 36 and it was completely an assessment of what they know about body language and the assessments were done for checking their existing knowledge about body language and to clear certain misconceptions about non verbal communication.

We had a simple true or false way of doing this assessment and many enjoyed and then mini founder to that in a repository now in the next lecture.

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NON-VERBAL COMMUNICATION: INTRODUCTION & IMPORTANCE

- ▶ Non-Verbal Communication is Communication without words.
- ▶ Communication using images, symbols, signs, gestures, facial expressions, postures, etc.
- ▶ 93% of Communication effectiveness is determined by body language
- ▶ Nonverbal messages are harder to hide and consciously control, so they are more accurate indicators of how a person feels.
- ▶ **Functions of Nonverbal Communication**
 - ✓ Repeat what is said verbally
 - ✓ Complement or clarify verbal meaning
 - ✓ Contradict verbal meaning
 - ✓ Regulate verbal interaction
 - ✓ Substitute for verbal meaning
- ▶ Nature or Nurture?
- ▶ Nurture: Desired behaviour can be learnt and cultivated.

I introduced non verbal communication as well as I talked about the importance of non verbal communication non-noble communication as all of you know is communication without words it is using images symbol finds gestures facial expressions postures etc. And interestingly we discuss about theorists who say that 93% of communication effectiveness is determined by body language so non verbal messages are very important but they are important for reasons like they are very difficult to hide they are harder to hide and consciously control so they are more accurate indicators of how a person feels they are dealing with emotions not with reason.

And they are the truth tellers of what you feel inside I discussed about the functions of nonverbal communication in this lecture some of the basic functions which I discussed where they are used for repeating what is said verbally they are also used for complementing or clarifying verbal meaning contradicting verbal meaning regulating verbal interaction and substituting for verbal meaning then I ended up briefly talking about the debate whether it is nature or nurture so if you if you have good body language if it is something that is given to you by birth by heredity by gene or is it something that you have developed from the culture now most of the modern theories in terms of communication.

Or nonverbal behavior those who be with even soft skills they all believe that it could be nurtured because desired behavior can be learnt uncultivated you do not have to worry that oh I cannot emulate certain kinds of behavior but in fact that those behavior which you think should

be emulated can be learned and cultivated I then focus on certain issues and types of nonverbal communication the issues of nonverbal communication actually put into the voluntary and involuntary aspect of body language.

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Highlights of Developing Soft Skills and Personality Week 7: Module 2, Lecture 38

NON-VERBAL COMMUNICATION : ISSUES AND TYPES

- **Issues of Non-Verbal Communication:**
 - Voluntary body language: formalised gestures, unproblematic
 - Involuntary body language: subconscious reflections, problematic
- **Issues with Appearance:**
 - People who are attractive are judged to be more intelligent.
 - No factual basis—but it can affect decisions about hiring, placement and promotion.
- **Types of Nonverbal Communication**
 - Kinetics--body movement and gesture
 - Facial Expression
 - Oculistics--eye gaze
 - Haptics--touch
 - Proxemics--use of interpersonal space
 - Chronemics--time
 - Paralinguistics--vocal cues and silence

So voluntary body language deals with formulae gestures which are unproblematic but involuntary body language actually they deal with subconscious reflections and they are problematic the involuntary nonverbal cues they actually come from the subconscious mind now there are issues with appearance for example people who are attractive or just to be more intelligent there is no factual basis to corroborate this but it can affect decisions about hiring placement and promotion and then I discussed in detail about the types of nonverbal communication started with kinesics body movement and gesture continued with facial expression oculistics or eye gaze, haptics touch, proxemics or use of interpersonal space, chronemics or time or a linguistics that is vocal cues and silence.

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Highlights of Developing Soft Skills and Personality Week 7: Module 3, Lecture 39

NON-VERBAL COMMUNICATION: BASICS & UNIVERSALS

- ▶ We should use caution while applying some basic and universal body language in the Indian context.
- ▶ Defensive Gesture like crossing arms can also be interpreted as offensive gesture depending on the way one crosses the arms!
- ▶ Feet: Can be indicators of attraction, withdrawal/dislike
- ▶ More basics and universals indicating
 - ▶ Openness
 - ▶ Defensiveness
 - ▶ Insecurity
 - ▶ Cooperation
 - ▶ Confidence
 - ▶ Nervousness
 - ▶ Frustration, etc.
- ▶ **Body language is innate. What is latent in us can be manifested by good efforts and practice.**

In the next lecture I give a list of basic and universals to do with nonverbal communication but of course with the caution that while applying this basic and universal body language especially in an Indian context one has to be very, very careful gestures like touching the elders or gestures like crossing the arms can be interpreted in a different manner in a negative connotation where we see those gestures and a positive connotation feet can be indicators of attraction it can indicate with royal and dislike and then there are other more basics and universals indicating openness, defensiveness, insecurity, cooperation, confidence, nervousness frustration extra.

Overall I concluded with the thought that body language is innate so what is latent in us can be manifested by good efforts and practice.

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Highlights of Developing Soft Skills and Personality Week 7: Module 4, Lecture 40

NVC: INTERPRETING NON-VERBAL CUES

3 Primary Dimensions: Immediacy: Liking, Arousal: Responsiveness, Dominance: Balance of Power.

3 C: Context, Cluster & Change

- Identifying a liar

Challenges of Studying Non-Verbal Communication:
Ambiguous, Continuous, Multi-channelled, Culture-based

Caution: Don't jump into conclusions
Consider other external factors like temperature, weather, etc
Appearance can be deceptive

Awareness can help in controlling negative expressions.
Develop wide range of nonverbal behaviours

Positive Body Language:
Smile, Open Posture, Forward Lean, Touch, Eye Contact, Gestures & Nods

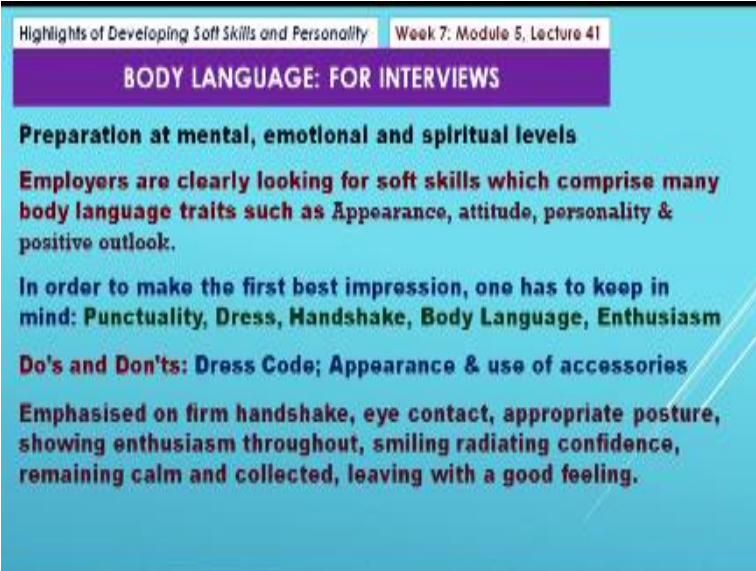
In the next one I gave some tips for interpreting nonverbal cues so you see certain cues emanating from others how do you interpret, how do you classify, how do you infer meaning so there are these three primary dimensions talked about by one famous measure Abhiyan so he talks about the immediacy that is to do with liking, arousal that is with responsiveness and dominance that is with to do with balance of power, he also gives this 3Cs by which you can identify that is looking at the context, cluster and change.

So using this method we try to see how you can identify a liar and then I later focus on the challenges of setting nonverbal communication some of the challenges are associated with its nature that it is ambiguous, it is continuous, it is multi-channel and it is culture based so I ended with some caution while interpreting this nonverbal cues but one should not jump into conclusions and one should always consider other external factors like temperature, weather extra appearance can always be deceptive.

So awareness can help in controlling negative expressions. Develop wide range of nonverbal behaviors positive body language is always desirable and it is something that is required for in terms of developing soft skills or in terms of getting success in interviews from group discussions and all that, so what are the components ingredients of this positive body language

my open posture forwardly especially while in negotiations or in interviews they say that slightly is indicating your interest touch eye contact, gestures and nods.

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Highlights of Developing Soft Skills and Personality Week 7: Module 5, Lecture 41

BODY LANGUAGE: FOR INTERVIEWS

Preparation at mental, emotional and spiritual levels

Employers are clearly looking for soft skills which comprise many body language traits such as Appearance, attitude, personality & positive outlook.

In order to make the first best impression, one has to keep in mind: Punctuality, Dress, Handshake, Body Language, Enthusiasm

Do's and Don'ts: Dress Code; Appearance & use of accessories

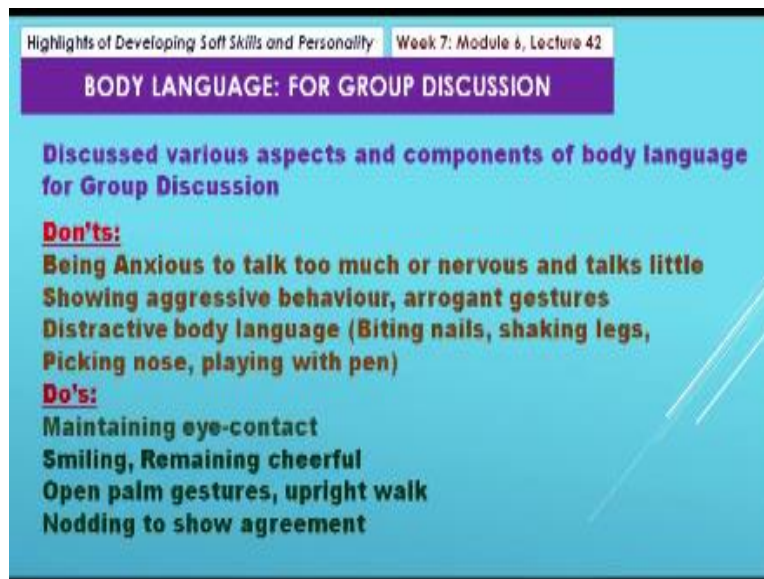
Emphasised on firm handshake, eye contact, appropriate posture, showing enthusiasm throughout, smiling radiating confidence, remaining calm and collected, leaving with a good feeling.

So this will indicate that you are positively tuned towards receiving somebody's dialogue. The next two lectures focused on body language for interviews and body language for group discussions simultaneously, you know body language for interviews i started with preparing one at mental emotional and spiritual levels but apart from that employees are clearly looking for soft skills which comprise many body language rights such as appearance, attitude, personality and positive outlook.

Now in order to make that first best impression one has to keep in mind punctuality this is part of soft skill okay dress and shake body language enthusiasm you may think that how this punctuality matter I am going to talk more about in this enhance soft skills also when I talk about time management because that is one determinant behavior by which they know so many things about your sincerity about your devotion commitment about the way you are treating your body itself your mentality attitude extra.

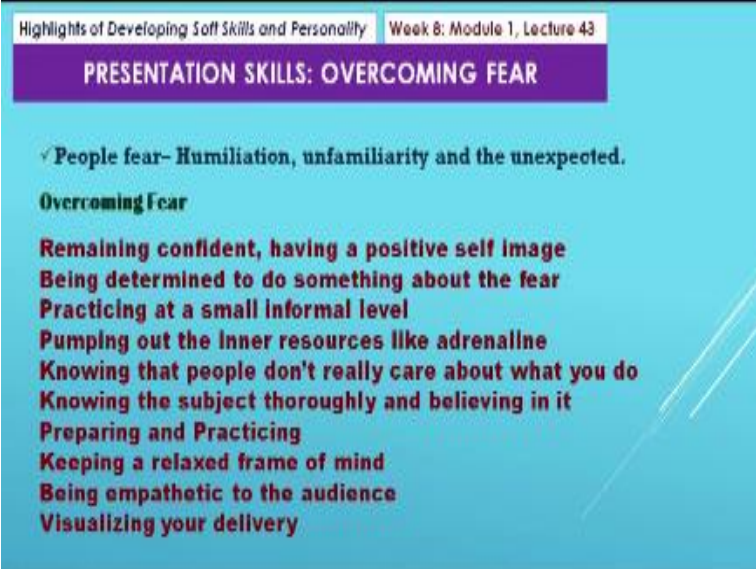
And then I discussed about some does and does not in terms of dress code in terms of appearance and use of accessories towards the end I emphasized on firm handshake, eye contact, appropriate posture showing enthusiasm throughout smiling radiating confidence, remaining common collected leaving with a good feeling.

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In the next lecture I followed saying similar tips but in terms of group discussion, so in that I discuss about various aspects and components of body language for group discussion and then focused on don'ts as well as do's some of the don'ts and do's that I discussed don'ts being anxious to talk too much or nervous and talks little showing aggressive behavior arrogant gestures distractive body language biting nails shaking like speaking nose playing with pain and do's maintaining eye contact, smiling remaining cheerful open palm gestures, upright work nodding to show agreement.

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Highlights of Developing Soft Skills and Personality Week 8: Module 1, Lecture 43

PRESENTATION SKILLS: OVERCOMING FEAR

✓ People fear- Humiliation, unfamiliarity and the unexpected.

Overcoming Fear

- Remaining confident, having a positive self image**
- Being determined to do something about the fear**
- Practicing at a small informal level**
- Pumping out the inner resources like adrenaline**
- Knowing that people don't really care about what you do**
- Knowing the subject thoroughly and believing in it**
- Preparing and Practicing**
- Keeping a relaxed frame of mind**
- Being empathetic to the audience**
- Visualizing your delivery**

And in the next set of lectures I focused on presentation skills because many participants wanted this to be a major discussion in the previous course so I started with the major issue many of the viewers are facing that is overcoming fear in terms of giving a presentation oral presentation or PowerPoint presentation whatever it is when you want to give it before public. I started analyzing like why people fear so normally it's either fear of humiliation or unfamiliarity about the surrounding or fear for the unexpected something bad might happen so that kind of thinking.

And some strategic tips which were given about overcoming fear include the following remaining confident having a positive self-image being determined to do something about the fear practicing at a small informal level, pumping out the inner resources like adrenaline, knowing that people do not really care about what you do they are buried in their own thoughts and all the time you think that they are just looking at you and then they are analyzing your behavior.

Knowing the subject thoroughly and believing in it so nothing like thorough knowledge about the subject that gives you the ultimate confidence preparing and practicing and keeping a relaxed frame of mind being empathetic to the audience and visualizing your delivery in fact visualize a

standing ovation even before going to the presentation that will actually give you a lot of nerves and energy. And then in the next one I suggested us how one should become a professional presenter to do this more awareness so you should go to the venue before time view the venue welcome to viewer.

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Highlights of Developing Soft Skills and Personality Week 8: Module 2, Lecture 44

PRESENTATION SKILLS: BECOMING A PROFESSIONAL

- ✓ View the Venue
- ✓ Welcome the Viewer
- ✓ Master Your Material
- ✓ Calm your mind
- ✓ Visualize Yourself Speaking
- ✓ Realize People Want A Winning Leader
- ✓ Avoid apologies
- ✓ Focus on Your Message -- not the medium
- ✓ Turn Nervousness into Positive Energy
- ✓ Gain Experience

Main Objectives of Public Speaking:

- ✓ To Entertain, Educate, Provoked, Influence

Structuring & Delivering Your Speech

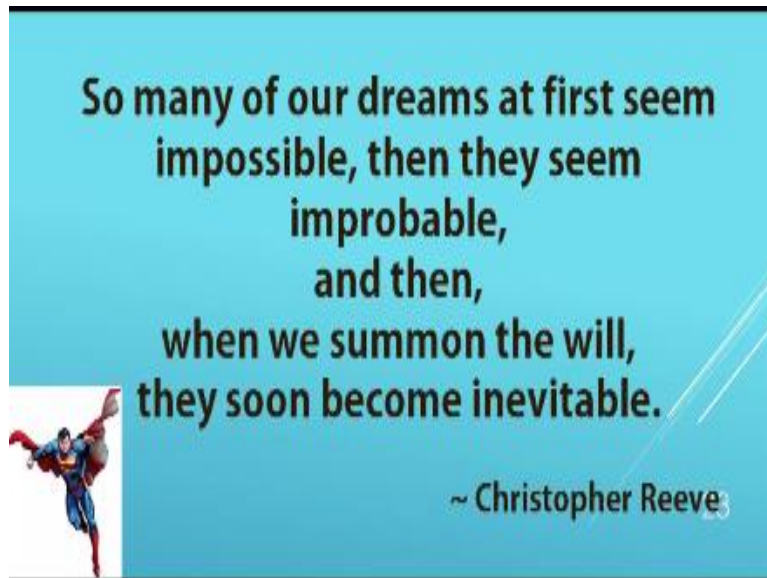
3 or 4 major points; starting strongly & clearly; making use of anecdotes, summarising briefly, making it relevant, ending with a positive note

Master your material from your mind visualize yourself speaking, realize people want a winning leader especially when there is a troublesome audience who is going to put your difficult question they want you to handle it they give you the java for leader to you so try to tackle it in an appropriate manners, avoid apologists focus on your message not the medium to nervousness into positive energy and gain experience and then I talked about main objectives of public speaking which ought to entertain educate, provoke and then influence.

So you need to decide what you are going to do which part of this objective you are trying to talk it and then the next important thing that I discussed was about structuring and delivering one speech so usually it should be three or four points starting strongly and clearly making use of anecdotes, summarizing briefly, making it relevant, ending with a positive note so this will all ensure that you are becoming a professional just to motivate I just refer to your quote from

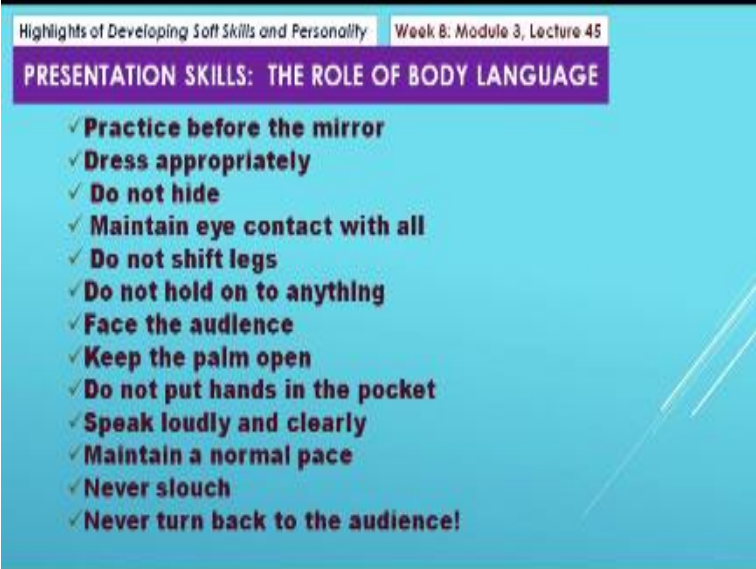
Christopher Reeve which goes like this so many of our dreams at first seem impossible than they seem improperly and then when we summon the wheel they soon become inevitable.

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In 45th lectures on the week 8 module 3.

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Highlights of Developing Soft Skills and Personality Week 8: Module 3, Lecture 45

PRESENTATION SKILLS: THE ROLE OF BODY LANGUAGE

- ✓ **Practice before the mirror**
- ✓ **Dress appropriately**
- ✓ **Do not hide**
- ✓ **Maintain eye contact with all**
- ✓ **Do not shift legs**
- ✓ **Do not hold on to anything**
- ✓ **Face the audience**
- ✓ **Keep the palm open**
- ✓ **Do not put hands in the pocket**
- ✓ **Speak loudly and clearly**
- ✓ **Maintain a normal pace**
- ✓ **Never slouch**
- ✓ **Never turn back to the audience!**

So I focused on the role of body language in presentation skills and then I gave certain tips related to some of these ideas like practice before the mirror so that is very important so you see your body language if anything is unpleasant you can change it dress appropriately, do not hide so behind the podium behind the table, maintain eye contact with all even if they look unfriendly so try to maintain look at the for it if you cannot look eye into eye, do not shift looks do not hold onto anything face the audience keep the palm open, do not put hands in the pocket speak loudly and clearly, maintain a normal pace, never slouch, never turn back to the audience.

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Highlights of Developing Soft Skills and Personality Week 8: Module 4, Lecture 46

PRESENTATION SKILLS: USING VISUALS

Purpose of Visuals
Illustrate key points; Reinforce verbal message
Stimulate audience interest; Focus audience attention

Visual Guidelines
Use of bullet points; suitable font size; checking spelling; visibility
Avoiding standing between the projector and the screen

Presentation Practicalities
E-mailing the presentation in advance
Keeping a hard/spare copy
Rehearsing with the computer

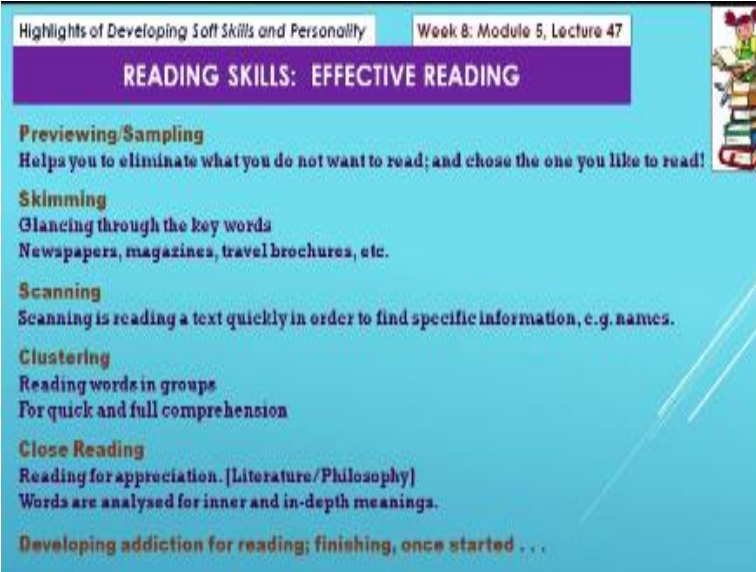
Final Tips
Using topics from own experience; developing narrative skills; speaking with purpose; using anecdotes and funny facts; communicating clearly & effectively.
Developing your own style.

In the next lecture the focus was completely about using visuals in presentations because people use visuals but then they do not know why they are using it so I started with the purpose of visuals, visuals are used to illustrate key points they are used for reinforcing verbal message and let us try to stimulate audience interest, the visuals will try to focus on audience attention and not in distracting them so some visual guidelines will also help making your presentation much more attractive and effective such as the use of bullet points suitable font size so that anybody from the last bench can also look at what you are giving.

Checking spelling visibility avoiding standing between the projector and the screen so that your shadow is seen not the PPT presentation practicals need to be looked into such as emailing the presentation in advance or keeping a hard or spare copy and then rehearsing with a computer in which you are going to give the presentation the lecture ended with some final tips such as using topics from ones own experience developing new narrative skills all the people you want to hear a story so if you give the same presentation in the form of a story people would be like it rather than giving it in a very monotonous manner speaking with the purpose and making it clear to the audience, using anecdotes and funny facts overall communicating clearly and effectively and at the end of it trying to develop your own style.

So once you develop your own style so then you will have your own friends. Now the last two lectures were rather special because the last but one the 47th one focused on reading skills it was completely on effective reading.

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Highlights of Developing Soft Skills and Personality Week 8: Module 5, Lecture 47

READING SKILLS: EFFECTIVE READING

Previewing/Sampling
Helps you to eliminate what you do not want to read; and chose the one you like to read!

Skimming
Glancing through the key words
Newspapers, magazines, travel brochures, etc.

Scanning
Scanning is reading a text quickly in order to find specific information, e.g. names.

Clustering
Reading words in groups
For quick and full comprehension

Close Reading
Reading for appreciation. [Literature/Philosophy]
Words are analysed for inner and in-depth meanings.

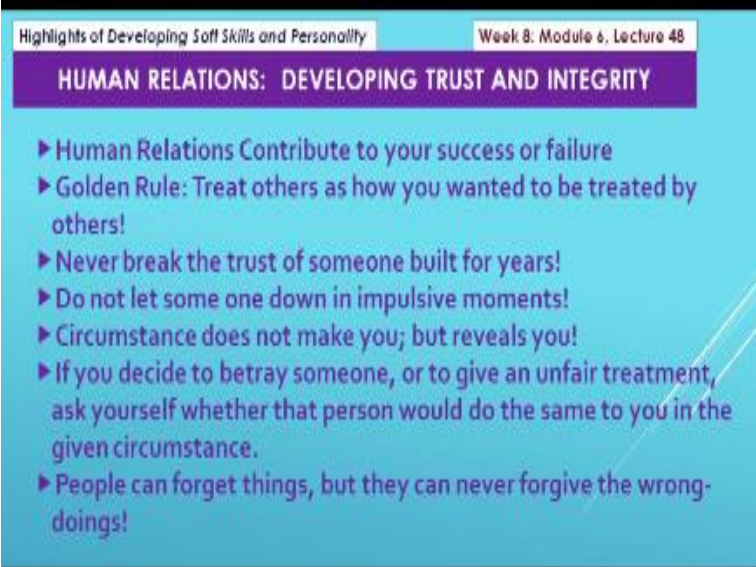
Developing addiction for reading; finishing, once started . . .

Reading is very important if you want to develop yourself as a speaker or a writer, so I started with some good techniques such as reviewing sampling which will help you to eliminate what you do not want to read until the one you like to read talk about other techniques like skimming so in which you can glance through the keywords this is useful for going through newspapers, magazines travel brochures extra scanning which is reading a text quickly.

In order to find specific information such as looking at the name, year or a figure and then using clustering for improving your speed rate of reading, reading words in groups for quick and full comprehension and then close reading that is reading for appreciation which is used in literature or philosophy one line from a play to be or not to be by hamlet in Shakespeare's Hamlet so you can talk about that 2, 3 hours why did he say that and the use of that grammatically the use of repetition of words extra, extra.

So words are analyzed for inner and in-depth meanings in close reading overall I enjoyed the lecture did the suggestion that you should develop addiction for reading and that is a very good positive addiction somebody said read anything 5 hours a day soon you will become unit and then use this gigantic effect breathe something to finish it and then reading finishing, whatever you have started so we give you confidence and make you read complex materials tougher ones by which your level of thinking will also keep on increasing. The last but not the least lecture was on human relations developing trust and integrity.

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Highlights of Developing Soft Skills and Personality Week 8: Module 6, Lecture 48

HUMAN RELATIONS: DEVELOPING TRUST AND INTEGRITY

- ▶ Human Relations Contribute to your success or failure
- ▶ Golden Rule: Treat others as how you wanted to be treated by others!
- ▶ Never break the trust of someone built for years!
- ▶ Do not let some one down in impulsive moments!
- ▶ Circumstance does not make you; but reveals you!
- ▶ If you decide to betray someone, or to give an unfair treatment, ask yourself whether that person would do the same to you in the given circumstance.
- ▶ People can forget things, but they can never forgive the wrong-doings!

We started with human perceptions the course ended with human relations and why there was emphasis on develop interest and integrity because all the soft skills that you will develop and what our personality that will develop will be of no use if you cannot gain this trust and integrity in human relations, because human relations will contribute to your success or failure whether you are going to live happily or whether you are going to live a remorseful life it is the human relationships that will determine.

So the golden rule is to treat others as how you wanted to be treated by others give respect and then you will get respect, give low will get low back but the most important thing that I was

emphasizing is never to break the trust of someone base for years whether in professional or personal level and do not let someone down in impulsive moments which you will regret forever throughout your life be careful, and the other point I emphasized was circumstance does not make you but realize you.

If you say that oh because people are on me or the situation was like that so I behaved in that mean manner so it is not the situation not the circumstance it was in you that was revealed in that situation or circumstance and if you decide to betray someone ought to give an unfair treatment ask yourself whether that person would do the same to you in the given circumstances the answer is no, you should not do this at all to that person it will be completely uncertain it is unbecoming of your personality and developing your soft skills.

Overall people can forget things but they can never forgive the wrongdoings and people will always remember the way you treated them if we may not remember the words you speak they will forget whatever you speak to them after some time but they will always feel that or whenever they met you, you left them with a good feeling, there was a positive thinking and they had a fulfilled satisfied feeling whenever they came in touch in you, whenever they contacted you so they had a feeling that you will resolve their problems and you never created problem for them.

So that dressed that integrity will go a long way in developing your soft skills and personality, but that note the course ended and that I at the end also I said that will begin the next course very soon and that is the course that we are in now that is on enhancing your soft skills and personality, so the idea was while talking about developing soft skills and personality.

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It was to focus more on personal and professional skills and discourse enhancing soft skills and personality the idea is to focus more on interpersonal and management skills also this is just for the sake of understanding them in clear cut categorical way of looking at them but you also know that these are skills which might overlap okay there are blurring so you cannot put them into watertight compartments and they say that oh this is management this is not professional and all that.

For the sake of differentiation they are different and then slightly enhanced in the sense that this basic ones such as forming good habit such as maintaining integrity or not the ones that I am going to talk about now, but slightly at a higher level so in the previous one I said that we should be able to work at a higher level of motivation so to reach that higher level how are we pitching in the next course enhancing soft skills and personality so once again I will welcome you look forward to your continuing with the course so these two introductory lectures actually gave you a good glimpse about what i have done before.

Now the next lecture will not be this long as I was telling you it will follow this 30 minutes or so pattern and then it will continue in the same manner we will be able to easily get a concept and

then understand that and respond to that, thank you so much for watching this very patiently I am ending this with further reference which I gave it in the previous one.

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So you can just go to the YouTube channel link and then download all the videos or go to NPTEL link download the videos watch it whenever you want whenever I make a reference or like there are some students who just keep on watching it within a week and then finish up it is up to you, but as I was telling you watching it will make you fine tune towards the course that we are going to do and those who have done it already in case you missed some part of the previous one now is the time to take a quick look before we actually go to the next one, thank you so much have a nice day.

Acknowledgement
Ministry of Human Resource & Development

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Padam Shukla
Sanjay Mishra
Shubham Rawat
Shikha Gupta
K. K. Mishra
Aradhana Singh
Sweta
Ashutosh Gairola
Dilip Katiyar
Sharwan
Hari Ram
Bhadra Rao
Puneet Kumar Bajpai
Lalty Dutta
Ajay Kanaujia
Shivendra Kumar Tiwari**

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