

## SEMESTER I

### TRP 1101- SOFT SKILLS PHASE -I

#### **Objectives:**

- To enhance the employability skills of learners
- To improve and use language effectively
- To help learners with active learning in job environment
- To develop writing skills and strategies in various contexts

#### **Learning Outcomes:**

Upon successful completion of the course the students should be able to

1. Demonstrate the language with confidence & without committing errors
2. Apply in practice the principles of active learning in the context of day-to-day life in general and the job environment in particular
3. Demonstrate appropriate writing skills / strategies in various contexts

#### **UNIT I- Basics of Communication**

Interpersonal communication - effective communication- listening skills - Active and Passive listening - newspaper reading and listening - listening to news items - listening practice

#### **UNIT II - Writing**

Introduction to journalistic writing - current news update -collection of news items and news clippings

#### **UNIT III - Communication Skills Enhancement**

Specific activities in writing skills - writing business letter - writing minutes - circulars - writing application for jobs - CV writing - writing mails to clients - writing advertisement - slogan writing

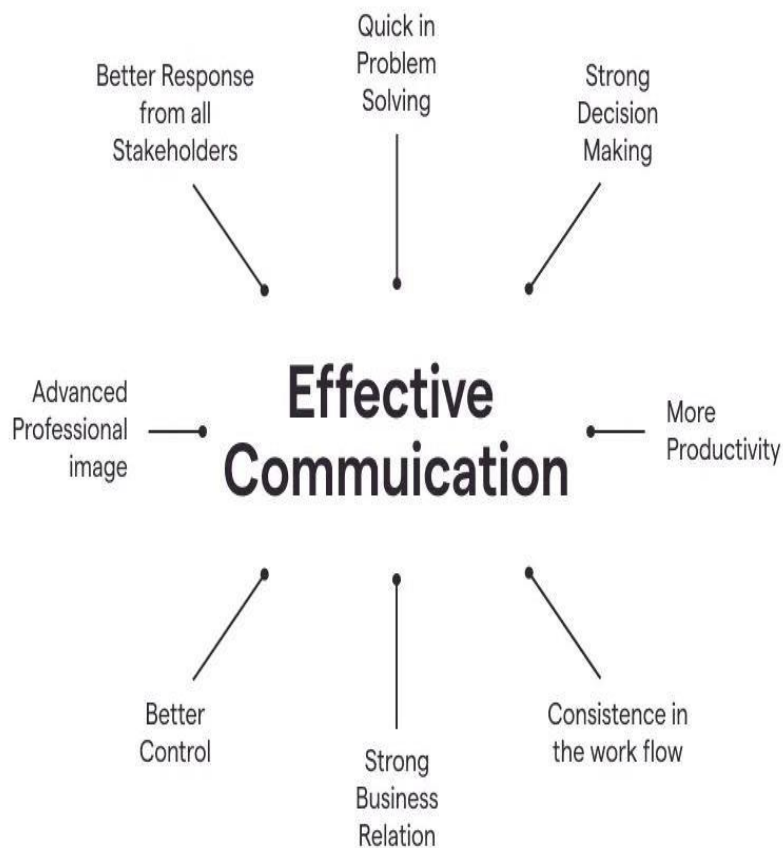
#### **Text books and references**

1. The art of speaking English. SRM Chockalingom Vesatile Publishing House, Chennai 2013
2. The English Grammar in Use. Murphy R 4<sup>th</sup> edition- PDF format- free download

## UNIT I Basics of Communication

**Interpersonal Communication** Interpersonal communication is the sharing of information, ideas, and sentiments between two or more individuals, either vocally or nonverbally. Hearing, seeing, and feeling body language, facial expressions, and gestures are frequently used in face-to-face communication.

### Effective Communication



## UNIT III Communication Skills Enhancement

January 1, 20XX

Erasto Oraro  
ABC Company, Inc.  
1234 West Main Street  
San Diego, CA XXXX

Dear Ms. Erasto,

I am submitting this request for a leave of absence to tend to important personal matters beginning next month. If possible, I would like to take my leave beginning March 15 and return to the office April 3, 20XX.

I can make myself available intermittently to answer questions via phone or email, and am happy to do whatever necessary to ensure a smooth transition before my leave begins.

Thank you for your consideration.

Sincerely, Erasto Oraro

### Minutes

- 1.Date and time of meeting.
- 2.Names of the participants.
- 3.Purpose of the meeting.
- 4.Agenda items and topics to be discussed.
- 5.Action items.
- 6.Next meeting date and place.
- 7.Documents to be included in the meeting report.



**Company Name:** Global Assistant

**Address:** South City, 43300, Selangor Malaysia. **Contact:** +601000000

**Email:** Globalassistant@gmail.com, **Website:** www.globalassistant.info

# Meeting Minutes Template

2 April 2021 / 10.00 AM

## 1. Opening

The first group meeting of Group 1 was called to conduct on 2 April 2021 at Head Office in Kuala Lumpur.

## 2. Attendee's list

- M M Kobiruzzaman,
- Nur Athirah binti Mohamad Rashid,
- Nurfatin farzana Eddy Rizal,

## 3. Absent list

- Nurul Aini Sofia bt Husin

## 4. Activities

- The members have performed the ice-breaking activities to know each other as well as being familiar.
- They have constructed an organizational structure based on the member's opinion.
- Members have done brainstorming and recording all participant's ideas that relevant to the business for the company.

## 5. Discussion

Firstly, each member of the group was introduced themselves to break the ice between them. Actually, it is very important to know each other for team building and it will be easy for the teammates to cooperate well in the future.

Secondly, each member had chosen their positions to ensure that the company has a systematic structure of organizations. Everyone was agreed with their positions as below:

- CEO (M.M.Kobiruzzaman),
- Operations Manager (Srisanthiya),
- Marketing, Customer Service Manager (Nurfatin Farzana),

Finally, the team had come out with a few suggestions of relevant businesses for the business plan. Each company should choose the very best product or service they could serve, and the team had decided to finalize it by next week.

## Notes

Everyone should prepare relevant stands for their idea and it should be presented at the next meeting so the team can finalize the best business for the company.

## 6. Action Items

- The team has finalized the organizational structure.
- All the suggestions were listed down in the PowerPoint for everyone's reference.
- The meeting had been recorded and the link was shared via WhatsApp group.

## 7. Adjournment

The meeting was adjourned at 11.00 AM as scheduled. Hence, the group leader declared the adjournment with a closing speech.

## 8. Next Meeting

Our next meeting is going to hold on Friday, 9th November 2021, at 10 a.m. using the same platform.

## 9. Submitted by: Nur Athirah binti Mohamad Rashid

## 10. Approved by: M M Kobiruzzaman

## 11. Attachment

Circulars : tool of internal communication to convey the message to various addressees within the organization. It is brief and formal.

## Circular

Date:

Salutation:

Subject:

Body Paragraph1.....

Body Paragraph2.....

Complementary Close (Sincerely)

Signature Block

Sender's Name (Printed)

Sender's Title

Enclosures

Reference Initials (if required)

State your main point in the first paragraph.

Use the right tone to connect with your readers.

Keep your circular letter concise and use simple language. Share only authorized information.

Proofread your letter before you send it.

## Writing Application for Jobs - CV writing

A curriculum vitae (CV) is a brief document that allows you to show your academic and professional credentials to a potential employer

### Van Loven S. Semborio

\*\*\*\*\*\*, Misamis Oriental  
0906\*\*\*\*\*  
Van\*\*\*\*\*@ymail.com



#### OBJECTIVE:

To acquire valuable knowledge and skills to complement those that I have learned from school in an actual job environment. In return, I offer my service and determination to be an asset to your company throughout the duration of my training period.

#### EDUCATION:

2011 – Present	STI College – Iligan Diploma in Information Technology
2005 – 2009	Bukidnon State University Bachelor in Public Administration major in Local Governance
2001 – 2005	Culipapa National High School Culipapa, Hinoba-an, Negros Occidental
1995 – 2001	Culipapa Elementary School Culipapa, Hinoba-an, Negros Occidental

#### WORK EXPERIENCE:

Dec. 2010 – Sep. 2011	Gaisano Mall Iligan Internal Audit Officer	End of Contract
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#### SKILLS

- Oriented in Microsoft Office Applications such as:
  - Microsoft Office Word
  - Microsoft Office Excel
  - Microsoft Office PowerPoint
- Oriented in Visual Basic 6.0
- Capable of editing pictures, files and presentation using different Microsoft Windows Applications.

#### REFERENCE:

Norman C. Eballe	Government Employee (MSU – Naawan)	0918*****
Victorino Baslot	University Instructor (BSU)	0926*****
Jhon B. Gerasta	Government Employee	0935*****

## COVER LETTER

A cover letter is the letter attached to a printed resume/ cv. It is also called job application letter. Writing an application (covering letter) for job and preparing a data sheet or resume to be Sent along with it or separately, are among the most important skills. In a way, an application letter serves the same purpose that of sales letter. The sales letter aims at selling a product or service, while an application letter sells a person's suitability for a job or ability to work.

It should not exceed more than a page. cover letter should be a complement to the resume. Rather than repeating the information from cv a covering letter should provide additional information about the candidate's skills and accomplishments.

Cover letter should mention the position one applies for and justify with necessary details about what makes him /her the perfect fit for the company. It should Include specific information about why you're a strong match by using examples from your own work life. The goal is to add a personal touch to complement the data-oriented facts from your resume. An effective cover letter should also explain the reasons for why the candidate is interested in the company and position applied for. cover letter consists of just a few paragraphs. A beginning, an introduction, a body text, and a closing. It should be brief.

### Qualities Of Good Job Application Letter

**Professional approach:** Use standard letter format and style.

**Positive tone:** The tone of letter should be consistently positive.

**Genuine interest:** Show interest and concern towards the job and company.

**Be specific:** Give specific details of the applicant's education; training, experiences, and skills should be emphasised.

**Coherence:** Organise your letter with consistent style and logical sequencing.

Sample:1

Dear Maria,

Your advertisement looking for a Content Marketing Manager made my heart skip a beat. I helped grow My Shoppy's revenue with 85% by adding content marketing to our growth strategy and I am confident that I can do the same for you.

In my previous position with My Shoppy I worked independently on a project aimed to grow its brand awareness by implementing content marketing. This strategy ensured that our prospective customers and partners always felt a strong connection to our company and products and thus I was able to build quality relationships and work collaboratively and professionally with all stakeholders.

A year after implementing the content marketing strategy the results reflected:

- 67% increase in overall customer recognition of our brand and products
- 33% increase in brand ambassadors

I find myself suitable for your present requirement of a person to oversee the channel-specific strategy and development of all content for the department's social channels and video platforms. This task is a great opportunity to expand your audience's knowledge of your content, which I as a Content Marketer is passionate about. Given the chance I would love to use my knowledge of social media and video-editing skills to achieve great results.

I'd be thrilled to learn more about this job opening, and show you how I can help Unilever grow through a strategic content marketing effort.

Sincerely,

James Joseph

## Sample 2

From 30 10 2021

S.V.Aryan

55, Gopuram colony Sivakasi

To

The Manager, MANTech,

Suzlon Energy, Coimbatore

Sub: Applying for the post of Project Engineers in Civil Engg dept.

Dear Sir,

I read on your website of your client's requirement of Project Engineers to work in your reputed company. I have a degree in Civil Engineering from Anna University. I believe that I have the necessary credentials for the position you are offering. I speak English fluently as I studied in an English medium from my schooling. Besides, I also have a TOEFL score. This is the first time I am applying for this kind of job. but I have worked at various levels in the construction industry. As you can see from my CV, I worked several summers as a general labourer, and now working as an Assistant Construction Instructor.

As a person, I am hard-working, punctual, responsible and I think I am able to communicate effectively with people. I am confident that my civil engineering degree, along with my construction industry experience, makes me a suitable candidate for your job.

My aspiration is to work for a reputed company such as yours. I look forward to hearing from you. Thank you for your consideration.

Yours sincerely,

C. Karthick

Sample 3

9/10/2017

From

K.Raj Kumaar

15 Car Street. Velachery ,

Chennai-42

To

The Senior Manager NFG Bearings Ltd A..

174. Anna Salai, Chennai-600 002.

Respected Sir

Sub: Application for the post of Development Engineer in your organization- RegRef: Your Adv. No.467/NFG/11 dated 05/10/2011 published in "The Hindu".

With reference to the advertisement cited above, I offer my candidature for the post of development Engineer. With regard to my academic career, I am a fresher with B. Tech in Mechanical Engineering from XYZ Engineering College, Chennai with first class. I did a 4-month project work in the field of bearings in ANS Ball Bearings Ltd, Bangalore and a 2-month project in marketing division of VK Bearings Ltd., Hyderabad. As the field of my specialization is in bearings, I am confident of performing my job efficiently. Further, the experience I gained both as a development engineer and in charge of the marketing division would help me to discharge my duties with commitment and initiative. If offered an opportunity to serve in your company, I will prove to be an asset to the company.

Thanking you

Yours sincerely,

K.Raj Kumar

## Difference between Bio Data / CV and Resume

Resume, CV, and bio data are three terms often used in similar cases yet each having different meanings at the core

### Bio Data

Biodata is the short form for biographical data. It is an archaic terminology for Resume or CV. Bio-data is mainly used for applying in government and defense jobs or for any academic or research grants or matrimony websites or to introduce someone as a guest speaker or to be retained on the back cover of a Book regarding the author of that book. Objective of a bio-data is to represent Their personal particulars. A bio-data is not about any Particular specialization or skills Rather it is about personal attributes.

The Essential information of a bio-data includes our Name, age, height, weight sex, date of birth, Gender, race, religion, nationality, residence, marital status, family members, education and professional profile. A bio-data does not require any references

CV is a short form of Curriculum Vita a Latin word meaning course of life. CV is a preferred option for fresh graduates and people looking for a career change. Objective of a CV is to demonstrate Someone's academic as well as Scholarly achievements alongside all the experiences and skills and every other general talent one possesses. CV contains all general Information of a candidate. It is not Job specific. The essential information of a CV includes experiences technical proficiencies, achievements, positions, or responsibilities handled, personal talents, Voluntary and extra-curricular Activities etc. The length of a CV is Generally two to three pages or even Longer as per the requirement. the length of a body that can be as long as it takes to entail all the relevant Information. In CV it is necessary to include references.

## Resume

Resume is a French word meaning summary. A resume is suitable when experienced people apply for Specific positions where certain Specific skills are more important than Education. It is more applicable for middle and senior level jobs. The objective of a resume is to represent the skills and experiences necessary to succeed in the position.

It is job-specific and contains only job specific information of a candidate. The essential information in resume covers only and specifically those skills and experiences which are relevant to the target job profile one is looking for. The length of resume should be Preferably one page or at best two pages. It is not necessary to include references in a resume.

### SAMPLE RESUME

Rajshekar

Mobile: +91-9894889142

E-Mail: [rajs123@yahoo.co.in](mailto:rajs123@yahoo.co.in)




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### CAREER OBJECTIVE

Seeking a position to utilize my skills and abilities that offers professional growth while being resourceful, innovative, and flexible. To work in a challenging environment that provides me very good opportunities for growth and development.

### PERSONAL PROFILE

Hardworking, Self-motivated, responsible, outgoing personality. Enjoy meeting new challenges and well adapts to new situations.

### PROFESSIONAL EXPERIENCE:

Soft Logic Systems Pvt Ltd Chennai - Customer Service Executive

July 2006-December 2006

Senior CUSTOMER CARE EXECUTIVE - Sutherland Global Services Chennai, India.

August 2006- February 2014

Operations Manager - Sutherland Global Services Chennai, India.

February 2014 – till date

#### ACADEMIC RECORD

Examination	University/ Board	Institution	Year	Percentage
B.E. (Mechanical)	Anna University	MS Engineering College, kilakarai.	2002 – 2006	70 %
HSc	Kerala State Board	SH HSS, Panthalam.	2000 – 2002	68.00 %
SSLC	Kerala State Board	Swas Tripunithura	1999 – 2000	60.00 %

#### TECHNICAL BACKGROUND

- ☐ Pro-Engineer
- ☐ Autocad2000
- ☐ MS – Office
- ☐ C, C++, & Java

#### STRENGTHS

- Quick learner and hard worker
- Flexible and quickly adapt to new working environments
- Work independently and as part of a team
- Ready to do jobs without any conflicts

PROJECT:

**TOPIC:** Failure Analysis in BUTT SEAM Welding Machine.  
Integral Coach Factory, Chennai

REFERENCE

Dr. Sudha, Associate Professor  
Dept of Mechanical Engg  
M K Engineering College, Kilakarai.

PERSONAL MEMORANDUM

Date of birth : 19/03/1983  
Nationality : Indian  
Languages known: Malayalam, English, and Tamil.  
: Malayalam (Read, Write, & Speak)  
: English (Read, Write & Speak)  
: Tamil (Read & Speak)  
Contact Address : RS BHAVAN, Manjalumoodu,  
Kanyakumari district.Tamilnadu.

DECLARATION

I do hereby declare that the particulars of information and facts stated herein above are true, correct, and complete to the best of my knowledge and belief.

Place:

Date:

(Rajshekar)

