



Unveiling Excellence

# STUDENT'S HAND BOOK

# University Finishing School

Centre for Career Guidance

*in association with*

**CONCORD** & **WiseForce**  
Guwahati                      Bangaluru

- ▶ Human Values
- ▶ Social Media
- ▶ Professional Ethics
- ▶ Social Responsibility

- ▶ Soft Skill
- ▶ Technical Skill
- ▶ Presentation Skill
- ▶ Interviewing Skill
- ▶ Team Work

- ▶ Mind Power
- ▶ Time Management
- ▶ Event Management
- ▶ Conflict Management

**UNIVERSITY OF SCIENCE & TECHNOLOGY**  
**MEGHALAYA**



## Preface

*This handout is a compilation of Ideas, individual understanding and experiences brought together in an effective way. To get a different outcome we would have to think, feel and act differently and this book is just a means to facilitate the same.*

*As dangerous as a little knowledge is, even more dangerous is much knowledge without a strong, principled character. Purely intellectual development without commensurate internal character development makes as much sense as putting a high-powered sports car in the hands of a teenager who is high on drugs. It is only character along with intellect that can balance the success of an individual and it is always good to know of them prior to the journey ahead. Students are the future leaders and they need to stand tall in their journey of life regardless of the challenges they face. It is a step towards empowering our students to be successful as well to become an individual with sound character and stand apart from the crowd.*

## ***Message from the Chancellor, USTM***



*With the objective to help our students achieve excellence not academically for also on the personal front, we are glad to introduce the Finishing School smart handbook. As the primary objective of the Finishing School is to equip our students with the 21<sup>st</sup> century skills, this book is designed keeping in mind the employability quotient as sought for in this new age along with the Emotional quotient which will make our students socially responsible so that they can contribute to Nation Building. I would like to urge upon the students to take advantage of this handbook and only application of the same would bring meaning to the purpose of developing the same. This book will help the students to have experiential learning through all the referrals and links and can be used beyond the classroom. I would like to congratulate the team who has worked to develop this handbook and I am confident that this would help transform our students as exceptional individuals.*

Mahbubul Hoque  
Chancellor  
Chairman, ERD Foundation

**Message from the Deputy Director  
Training and Placement Division, USTM**

*It is really an exciting journey to have developed the Finishing School, Student Handbook. While the handbook is equipped with the skills that we need now, it also has the ingredients to develop the value system. We always believe that humans cannot be replaced with machines; hereby our prime focus is to keep our students human by imbining in them the core values which would enrich them as individuals and help them think, relate, observe and act, hereby becoming change agents and asset to our nation.*



*I would also like to take this opportunity to extend my gratitude to Shri Mahbubul Haque, Chancellor and Chairman ERD Foundation who have welcomed and promptly accepted the idea of developing a Student Handbook and helped us give shape to what was being envisioned. We look forward to help our students take advantage of this handbook, inculcate positive habits and values, shape their personality and be the change, the world is waiting to witness in the near future.*

# CONTENTS

Sl.No	Topic	Page
1.	YES, I CAN!	1-3
2.	MY STRENGTHS	4-5
3.	SELF-ESTEEM	6-7
4.	SELF-CONFIDENCE	8-9
5.	TEAM WORK	10-11
6.	18TH CAMEL!	12-13
7.	DON'T CONFORM!	14-15
8.	EMPATHIZE!	16-17
9.	TIME MANAGEMENT	18-19
10.	MY GOAL	20-21
11.	MIND MAPPING	22-23
12.	DECISION-MAKING	24-25
13.	BROWSE TO LEARN!	26-27
14.	WRITE YOUR RESUME!	28-29
15.	BODY ALSO SPEAKS!	30-31
16.	INTERVIEW SKILLS	32-33
17.	BE THE CHANGE!	34-35
18.	SOCIAL RESPONSIBILITY	36-37
19.	EARTH, OUR HOME	38-39
20.	LEADERSHIP QUALITIES	40-41

# YES, I CAN!

(THINK POSITIVE)

As human beings we face problems in life. If we try to runaway in fear, we cannot reach our goal. We should be positive. This lesson talks about 'positive attitude'.

You must have heard about the achievements of A.P.J. Abdul Kalam, Steve Jobs, Narayana Murthy of Infosys and many such other great people. They have not become great overnight. They too faced problems in their lives. But they could face all problems boldly and mould their lives in a positive way only through their attitude.

“IF YOU WANT TO  
BE THE RAINBOW,  
YOU MUST KNOW  
HOW TO PUT UP  
WITH RAIN.”

## ATTITUDE IS EVERYTHING!

Two seeds lay side by side in the fertile spring soil. The first seed said, “I want to grow. I want to send my roots deep into the soil under me, and send my sprouts through the earth's layer above me. I want to open my tender buds to announce the arrival of spring. I want to feel the warmth of the sun on my face and the blessing of the morning dew on my petals.” And so she grew. The second seed said, “I am afraid. If I send my roots into the ground below, I don't know what I will face in the dark. If I push my way through the hard soil above me I may damage my delicate sprouts. If I open my little buds a snail may eat them. If I open my blossoms, a small child may pull me from the ground. No. It is better for me to wait until it is safe.” She waited and waited. A yard hen scratching around in the early spring for food found the waiting seed and promptly ate it.

(Source Book: Condensed Chicken Soup for The Soul,  
by Jack Canfield, Mark Victor Hansen & Patty ansen)

## Dead Poets Society (1989)

A movie in English  
for developing  
'positive attitude'.

## THE 5 STEPS TO POSITIVITY/CONDITIONING

1. PROTECT
2. DELETE
3. REPLACE
4. AFFIRM
5. BELIEVE



## KNOW ABOUT THESE PEOPLE:



Choose an answer to assess your attitude:

1. You have an interview tomorrow.
  - a. You attend a haircut, get ready with your dress and certificates.
  - b. You watch a movie, get up late in the morning and search for things.
2. Your father is upset with some problem. He needs your help but scolds you.
  - a. You go away from house.
  - b. You stay with him and give him confidence.
3. You asked your father for a new mobile. Your father does not have money.
  - a. You wait for time.
  - b. You make a row in the house.

If your answers are a, b, and a, you have a great positive attitude.

All great leaders achieved success only through POSITIVE ATTITUDE!

“You cannot climb uphill, thinking downhill thoughts!”

(source: www.quotesgram.com)



"IF YOU CAN DREAM IT, YOU CAN DO IT!"

- WALT DISNEY

Web Resources:

[https://www.youtube.com/watch?v=1O9EUzfg\\_zQ](https://www.youtube.com/watch?v=1O9EUzfg_zQ)

(How to Achieve Success and Happiness?)

<https://www.youtube.com/watch?v=zXfUoZzCNOW>

(Positive Affirmations for Well Being)

<https://www.youtube.com/watch?v=cR75B7CVuZA>

(What is Attitude?)



# MY STRENGTHS

(HONE THEM WELL)

Smart people identify their strengths and build their success on them. This lesson helps you to identify your strengths and build your future on them.

It is not always easy to do what others want you to do. That's because you may or may not want to do it. You may not be really good at doing it. But, if you are truly good at doing something, nobody can stop you. Thus, being good at doing something and trying to do it passionately becomes your strength.



Once upon a time a turtle and a rabbit had a race. They agreed on a route and started off. We know who won and why. Slow and steady wins the race was the lesson. Read the extension of the story. The rabbit thought for a while and felt that over-confidence and carelessness were the reasons for his defeat. So, he called for a race a second time. Sure enough the

rabbit ran the race with energy and enthusiasm... and won, leaving the turtle far behind proving that the fast and consistent will always beat the slow and steady. Now the turtle did some thinking and realized that he could never win if the route was the way it was. He thought for a while and then challenged the rabbit, but on a slightly different route. The rabbit and the turtle took off at the start line. The rabbit, not to be outwitted ran all through at top speed until he came to a broad river. He stopped because the finish line was on the other side of the river. In the meantime, the turtle trundled along, got into the river, swam across and continued walking to the finish line and won the race. This is where you have to understand that identifying your strength matters so much.

However the story continues... In the process of racing so many times, the rabbit and the turtle became friends and decided to run the race together. This time the rabbit carried the turtle on the land and the turtle carried the rabbit in the water. They reached the finish line together with greater satisfaction proving that when individually strong and brilliant people come together and share their strengths, success is guaranteed.

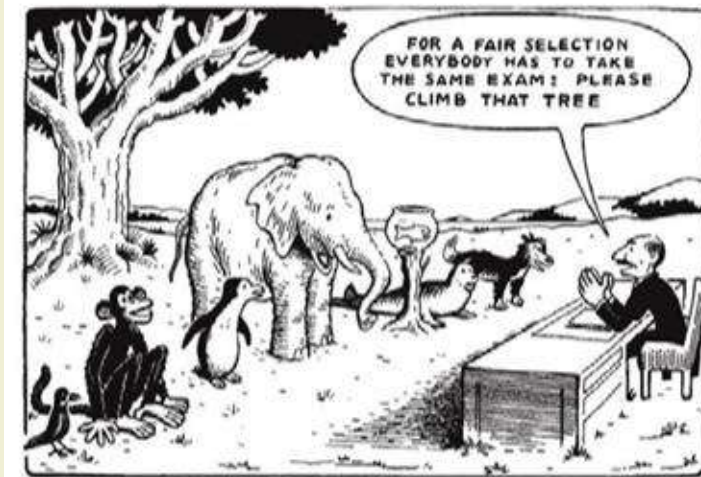
“I KNOW MY STRENGTHS.  
I KNOW WHAT I CAN DO  
AND I CAN DO IT AGAIN  
AND AGAIN UNTIL I REACH  
MY GOAL.”



**300** (2006)

A story in which the finest Spartan soldiers motivated by “honor and glory”, see the battle as their duty to protect the rest of Greece. Every strategy of theirs is based on their analyses of their strengths.

Do you think the exam in the cartoon allows each animal to use its own strengths?



(source: www.pinterest.com)



State whether the statement is a talent (what I do naturally), personal trait (behavior) or a skill (What I have learnt).

1. I am good at writing poems.
2. I have learnt to use MS Office well.
3. I am comfortable even with strangers.
4. I do my work on time.
5. I have some training in Accounting.
6. I believe there are no failures.
7. I see the darker side of things most of the time.
8. I love to work for long hours.
9. I have learnt 'Tally'.

---

---

---

---

---

---

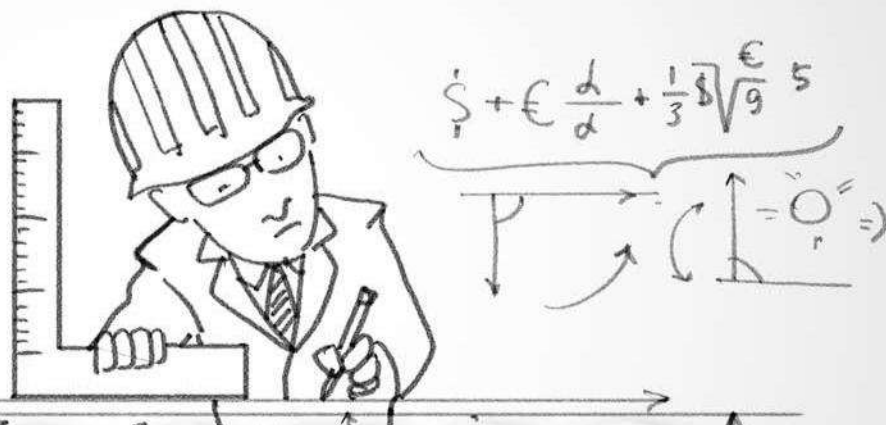
---

---

---

Observe whether you have any of the strengths given above and add a few of your own.

BUILD  
ON  
YOUR  
BEST !!



#### Web Resources:

<http://biginterview.com/blog/2013/03/what-are-your-strengths.html>

(Interview tips for answering questions on strengths)

<http://ed.ted.com/on/sYINbM36#finally>

(converting weaknesses into strengths)

<https://youtu.be/4TibPTOd-44>

(Success stories of people who have showed strength of personality and talents)

“Be sure you put  
your feet in the  
right place, then  
stand firm.”

-Abraham Lincoln.

# SELF-ESTEEM

## (I'M WORTHY OF LOVE!)

Your faith in your abilities makes you respect yourself. Such kind of love and respect for yourself is self-esteem.

Observe the following conversations:



"I am a graduate with promising communication skills. My peers frequently pass comments on me that I won't get my dream job of anchoring on T.V, as I look dark. I'm also teased that I don't stand chances of a good marriage either." – *Anjali, Graduate*



"I'm shy and cannot make friends easily. I'm called a bookworm and sissy. I lost self-confidence and can't concentrate fully on my studies. I feel inadequate".  
– *Varun, Student*

(source: www.pinterest.com)

Not only these two but most of the youngsters like them experience low self-value. When the above youngsters realize and use the strengths of their skills they develop their self-value which is also called 'Self- Esteem'.

## "I GOT TO KNOW MYSELF!"

A beautiful white rose, who couldn't see herself had no idea how pretty she was. She did not realize that she was admired for her perfection, her perfume and the softness of her petals.

The rose was beginning to fade and wilt. A young girl put the wilting rose in water, inside a lovely colourful glass vase. She placed it by the window. For the first time, the rose got to see herself in the reflection of the window. Because of water and sunshine, the rose regained her former charm. Looking at her reflection and knowing how beautiful she was, she said,

- "Wow! Till now I hadn't realised who I was!"

If you really want to know who you are, just look into your heart.



**"WHAT  
MATTERS MOST  
IS HOW YOU  
SEE YOURSELF"**

(source: www.pinterest.com)

### I AM STRONG

*I've gone through hell and kept walking.  
I know my weakness.*

### I AM WORTHY

*It took me a long time to believe that. I've  
worked through my "unworthiness".*

### I AM BEAUTIFUL

*And no one needs to convince me of that any  
more. I've dropped the illusion of not enough*

### I AM IMPERFECT

*I have imperfections but that doesn't make me  
Imperfect. I am perfect as I am.*

(source: www.pinterest.com)

## Movie to Watch

### Forest Gump (1994)

An English movie  
starring Tom Hanks.

Assess your understanding of 'self-esteem' by marking the following statements as true or false.

1. Self-esteem means feeling good about yourself.(T/F)
2. Self-esteem means being proud of who and what you are.(T/F)
3. A person who cares about his health has high self-esteem.(T/F)
4. A person with low self-esteem is unhappy when others succeed.(T/F)
5. A person with high self-esteem is very confident and optimistic.(T/F)
6. A person with low self-esteem enjoys new experiences.(T/F)

Knowing your strengths, weaknesses, achievements, etc. helps in raising self-esteem. So list yours.

My strengths \_\_\_\_\_

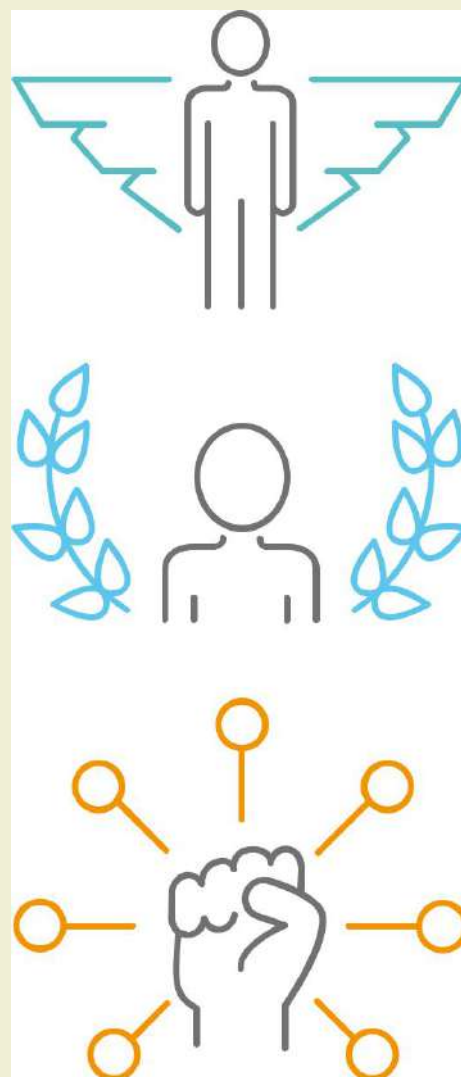
My weaknesses \_\_\_\_\_

My achievements \_\_\_\_\_

What I need to improve:

### Summary

1. To develop self-esteem,
  - Appreciate and respect yourself.
  - Feel good about yourself.
  - See yourself as deserving the respect of others.
  - Have confidence in your own abilities
2. High self-esteem,
  - Gives you the courage to try new things and the power to believe in yourself.
  - Makes you optimistic.
  - Helps to resolve your problems and help others.
3. Low self-esteem,
  - Makes you feel excluded and disconnected from society.
  - Makes you want to surrender your individuality and conform to stereotypes.
  - Makes you feel you can't handle life's challenges.
  - Leads to depression, destructive behavior, eating disorders or alcohol/drug abuse.



### Web Resources:

<http://youtu.be/dhuabY4DmEo>

(Some tips to improve self-esteem )

<http://youtu.be/85oysKCSs8g>

(Reasons for low self-esteem and ways to improve)

[https://www.ted.com/talks/meaghan\\_ramsey\\_why\\_thinking\\_you\\_re\\_ugly\\_is\\_bad\\_for\\_you#t-83071](https://www.ted.com/talks/meaghan_ramsey_why_thinking_you_re_ugly_is_bad_for_you#t-83071)

(on self-esteem)



The Strongest factor  
for success is self-esteem;  
Believing you can do it,  
believing you deserve it,  
believing you will get it.



# SELF-CONFIDENCE

(BELIEVE IN YOURSELF!)

You may be rich and intelligent. But if you do not have confidence you cannot come out and speak. Hence, apart from all your hard work, self-confidence is very important. It can be acquired through practice. Gandhiji too developed it through constant practice. It gives you inner energy.



## PRERANA:

### The story of Kushboo Rawat

"Prerana", is the name of the school where Rawat is studying. Her mother died when she was just two. Her father is a drunkard, remarried, but her stepmother died too, leaving in her care two half-siblings who are still toddlers.

Patriarchal attitude, domestic violence and child marriages forced women and girl children to surrender to the male domination. Rawat might have surrendered too. But with the support she got from her teacher Urvashi Sahni, she became confident. Her father has beaten her brutally to stop the school many a time. But with developed self-confidence, Rawat stood strong and focused on her studies. "One thing Sahni had taught me is that I'm not so weak that I should die," says Rawat. Now she is working with the lunch suppliers and earns for the family. She was given Scholarship to go to London to participate in a Drama workshop. "What led me to start Prerana was really a faith that education was the answer to girls' problems," Says Sahni, who fights against early marriages and for women education.

Listen to the inspirational story of Rawat at:

<http://www.pri.org/stories/2014-11-14/many-indian-girls-are-going-incredible-lengths-get-education-they-deserve>

Watch:

<https://www.youtube.com/watch?v=HkZDSqyE1d>

"YOU WERE BORN WITH WINGS. DON'T CRAWL; LEARN TO USE THEM TO FLY AND FLY."

- A.P.J. ABDUL KALAM



## How to Train Your Dragon

In this movie, a young viking teenager aspires to follow his tribe's tradition of becoming a dragon slayer. After finally capturing his first dragon, and with his chance at last gaining the tribe's acceptance, he finds that he is no longer inferior and achieves everything with self-confidence.

Watch "How to train your dragon" at:

<https://www.solarmovie.ph/watch-how-to-train-your-dragon-2010-2.html>

## DOs FOR SELF-CONFIDENCE:

Set challenging and realistic goals.

- Stay positive – believe in yourself.
- Think and act confidently.
- Learn from your mistakes.
- Be competitive.
- Get to know yourself.
- Live with principles.
- Empower yourself with knowledge.
- Have a great aim



## DON'Ts FOR SELF-CONFIDENCE:

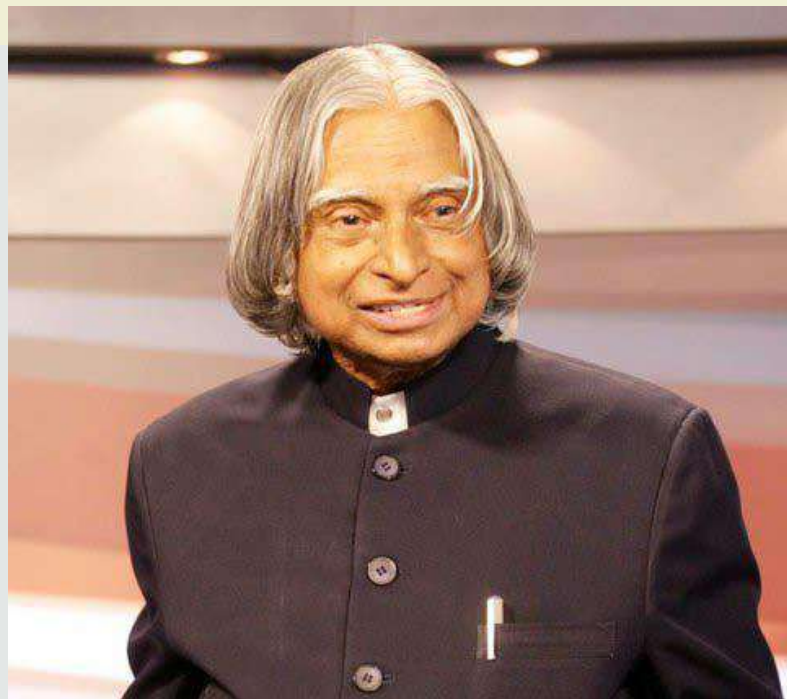
Set challenging and realistic goals.

- Don't be a critic of yourself.
- Don't expect to be successful for the first time.
- Don't be afraid to seek help.
- Don't have negative thoughts.
- Don't feel inferior.



**“I walk slowly  
but I never  
walk backward”**

– ABRAHAM LINCOLN



**“Without your  
involvement you  
can't succeed, with  
your involvement  
you can't fail”**

– APJ ABDUL KALAM

Web Resources:

<https://www.youtube.com/watch?v=w-HYZv6HzAs>

(The skill of self-confidence | Dr. Ivan Joseph | TEDxRyersonU)

<https://www.youtube.com/watch?v=-ki9-0aPwHs>

(How to believe in yourself: Jim Cathcart at TEDxDelrayBeach)

<https://www.youtube.com/watch?v=laGZaS4sdeU>

(A.P.J. Abdul Kalam's inspirational speech)

(image source: [www.google.com](http://www.google.com))

# TEAMWORK

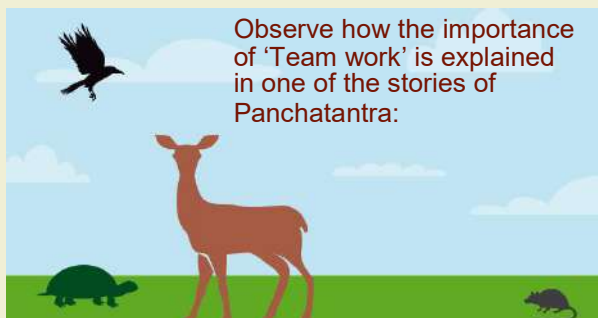
(TOGETHER EVERYONE ACHIEVES MORE)

We know that two brains are better than one. Teamwork always produces better results. But it also includes many skills. This lesson discusses such skills.

What happens when there is a function in your house? All of you divide the work among yourselves and work in small groups. Your family, friends and relatives work as a large group and achieve the target. The success or failure of any activity depends on the way the team coordinates and works. Observe the picture here. Six ants are trying to drag a piece of twig from one bank to another. They are working as a team. It is impossible for a single ant. In the same way, when we take up a bigger activity it includes so many stages.



“DON'T ASPIRE TO BE THE BEST IN THE TEAM. ASPIRE TO BE THE BEST FOR THE TEAM.”



Observe how the importance of 'Team work' is explained in one of the stories of Panchatantra:

Once a crow, a tortoise, a deer and a rat were good friends. One summer, the tortoise came out for a breath of fresh air. A hunter saw it and caught her. He bound it with ropes to sell in the town. The crow noticed the trouble. She assembled the deer and the rat and planned to save the tortoise. She assigned roles to the rat and the deer and promised to coordinate the whole project.

There was a stream on the way. The deer pretended to be dead and lay under a tree. The rat waited in the hole nearby. The crow took position on the tree. When the hunter saw the deer, he thought he had a double profit that day. He kept the tortoise at a distance, went to the deer to confirm if it was dead. The crow crowed once and the rat came out silently and cut the rope of the tortoise which at once slipped into the water. Following this she crowed twice and the deer sprang to her safety. Thus the rat, the deer and the crow achieved their mission of saving the tortoise. At the end, the tortoise thanked the friends and they all celebrated the day.

BELBIN'S TEAM ROLES	INFLUENCING PSYCHOLOGICAL FACTORS
Plant	Dominant, very high IQ introvert
Resource Investigator	Stable, dominant, extrovert
Coordinator	Stable, dominant, extrovert
Shaper	Anxious, dominant, extrovert
Monitor Evaluator	High IQ, stable introvert
Teamworker	Stable, extrovert, low in dominance
Implementer	Stable, controlled
Completer Finisher	Anxious, introvert
Specialist	Introvert, sensing, thinking and judging according to Myers Briggs Type Indicator (Botha, 1994:108-112)

QUALITIES OF A

TEAM LEADER LEAD

COACH

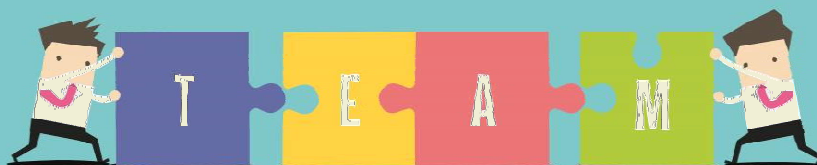
INSPIRE

MOTIVATE

LISTEN & LEARN



# HOW TO BEHAVE IN A



- Be proactive and positive
- Be respectable and fair
- Be open to new approaches
- Communicate openly
- Share issues with the team
- Use consensus
- Encourage discussions
- Celebrate accomplishments

## 6 STATEMENTS OF AN EFFICIENT TEAM LEADER!

1. I Admit I did Wrong!
2. If You Please...
3. What's Your Opinion?
4. Thank You!
5. I am Proud of You!
6. WE together!



You should have conducted many programmes in your college.  
Check if your team has fulfilled the following:

### Check your Team Skills

(For each question, judge your group's level and check the appropriate box)

	Met the goal Effective Teamwork	Somewhat Effective Teamwork	Ineffective Teamwork
1. Did we cooperate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Did we communicate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Did we concentrate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were we respectful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Tips for Effective Teamwork:

- Understand the team goals, objectives and time frames
- Know your role and responsibilities in relation to the team.
- Respect others' opinions, perspectives, thoughts.
- Share knowledge and expertise.
- Acknowledge and appreciate others' contribution
- Empathize while resolving conflicts.
- Manage the conflicts within team effectively.
- Provide coaching/ mentoring to needy members

### Web Resources:

<http://www.openthemeeting.com/united-we-stand- video-download-and-discussion-guide-team-training/> (United we stand divide we fall)

<https://www.youtube.com/watch?v=Nci9e1IHtwY>

(It's amazing how much you can achieve when you don't mind who gets the credit)

[https://www.youtube.com/watch?v=dG\\_-HteRaA4](https://www.youtube.com/watch?v=dG_-HteRaA4)

(Animation Film on Teamwork)

# 18<sup>th</sup> CAMEL!

(NEGOTIATE AND WIN!)

We use 'negotiation skills' with family, friends and a range of people and organizations. These skills are a part of our everyday life. This lesson talks about these skills.

Have you ever solved a problem between two of your friends? What do you do in such conditions? You stop their argument. You listen to each of them.

You understand and analyse their problem. You communicate and develop intimacy and at one win-win point, (a point which is agreeable and profitable to both the parties) you bring them closer by solving their problem. This will be possible if you have good decision-making ability and good moral values . You must behave without any bias or partiality. What are all these skills? Nothing but 'negotiation skills'!

Read the story:

## “18<sup>th</sup> Camel!”

This is a very old story. It is popular in many countries. A father left 17 camels as an asset to his three sons. After the death of their father, they opened his will. The will of the father stated that the eldest son should get half of 17 camels, the middle son, 1/3rd of 17 camels and the youngest son, 1/9th of 17 camels. As it is not possible to divide 17 into half or 17 by 3 or by 9, the sons started to fight with one another. How will the sons divide the camels as per their father's will? The sons failed to solve the riddle. They started fighting. One day they heard that a wise man came to their village. They approached him. He listened to them and smiled. He read the will carefully and asked them to listen to his words. He added his own camel to the group. He gave nine camels to the eldest son. The middle son was to get one-third, and one-third of 18 being 6, the middle son was allowed to take 6 camels. Then came the turn of the youngest son, who was to get one-ninth of 18, which works out to 2, so the old man gave him two camels. All the three sons were shocked but felt very happy.

How is this possible? It is just because of his 18th camel! What skills did the wise man use to pacify the fighting brothers? “NEGOTIATION SKILLS!”

IT IS HARD  
TO GET  
WHAT YOU  
NEVER  
ASK FOR!



### Some 'don'ts' when you negotiate ...

- Don't talk without prior knowledge of the issue.
- Don't proceed vaguely without having expected outcomes.
- Don't intervene when discussion is going on.
- Don't mess up with so many intentions.
- Don't let other people control the situations.
- Don't be rigid and foolish.
- Don't be silent.
- Don't confuse negotiation with confrontation - you should remain calm, professional and patient.
- Don't become emotional - remember to stick to the issue.
- Don't make it personal.
- Don't be angry, hostile or frustrated.
- Don't blame the other party if you can't achieve your desired outcome.



### Choose an Answer to Assess Your Negotiation Skills:

- |  |              |
|--|--------------|
| 1. A good negotiator is always rigid.                              | True / False |
| 2. A bad negotiator talks much.                                    | True / False |
| 3. A good negotiator keeps balance and doesnot criticise any body. | True / False |
| 4. A good negotiator understands the problem well.                 | True / False |
| 5. A bad negotiator argues and confronts.                          | True / False |
| 6. A good negotiator intervenes in discussion.                     | True / False |
| 7. A negotiator needs listening skills.                            | True / False |
| 8. A good negotiator has goals and objectives                      | True / False |
| 9. A bad negotiator doesnot have goals.                            | True / False |
| 10. Negotiation includes many skills.                              | True / False |



"I request you to attend the  
Negotiation Skills Seminar."

(source: www.cartoonstock.com)



### Jobs (2013).

American biographical film inspired by the life of Steve Jobs.

#### Web Resources:

<https://www.youtube.com/watch?v=9dxmYizpAX4>

(Negotiating Skills Tips)

<https://www.youtube.com/watch?v=1FeM6kp9Q80>

(Negotiation – Illustrative Description)

# DON'T CONFORM!

(BE YOURSELF, THINK FOR YOURSELF)

You are influenced by peers/friends who mould your personality either into a better or bad one. Monitor such pressure from peers.

Hi friends!!

How many of you have accepted your friends' proposal to go to a movie even when you have an exam the next day? How many of you insisted on your parents' buying you high-end mobiles as your peers carry them? How many of you got attracted to compulsive habits like smoking as you wanted to conform to your group of friends? Have you ever realized why you do so? Yes, to belong to the group. But there are both advantages and disadvantages in such a behavior of conformity. Setting good goals and developing good character are the positive side. However you also feel the pressure and tend to pick negative traits too.

## PRESSURIZED!!

Sagar has completed his graduation in Business Management. He is from a small town with aspirations to do his Masters in Management from a reputed

business school. However he wants to work and plan for his further studies. So he has got hold of a good job and joined classes for his admission test. Initially it went well as per his plans. As time progressed he became good friends with colleagues at office. His new friends always enjoy outings after work in the evening. Though he avoided them initially, the constant pleading of his friends made him yield to the pressure. He started missing classes frequently. Naturally Sagar's preparation for the admission test was not up to the level he planned. He wrote the exam on the scheduled date. The results were announced. Sagar stood no chance of admission for that year. He realized that he lost one valuable year.

Negative pressure from peers is never direct but is subtle. So observe and care for your life.

Watch this video which shows that peer pressure can be positive too.

<http://www.values.com/inspirational-stories-tv-spots/115-peer-pressure>



(source: www.buzzle.com)



## Boys

A Telugu movie where teenagers with the support and pressure from peer group make some untimely decisions and face the consequences.

## Heathers (1988)

Watch at:  
<http://youtu.be/g2OPV6iuk2o>

## Finding Nemo

(2003)  
An English animated movie.



Assess your awareness of Positive and Negative peer pressure by marking P/N against each situation

1. Meneka is smart and studies very hard. Her friends do not like to study further. Malati too doesn't want to go for higher education. (P/N)
2. Raju takes care of younger siblings. He loves to help his mom. His friends force him to "hang out" with them. (P/N)
3. Sangeeta doesn't plan her studies. But her hostel mates make her schedule her preparation along with them. (P/N)
4. Raghu's friends force him to go for jogging along with them every day morning. (P/N)
5. Anil knows the difference between right and wrong. When his friends encourage him to make fun of a girl, he does it. (P/N)

## SAY 'NO' TO NEGATIVE PEER PRESSURE!



Web Resources:

<http://youtu.be/ZA09vyY76g8>

(Confessions of peer pressure and anecdotes of overcoming)

<http://m.wikihow.com/Deal-With-Peer-Pressure>.

(Tips and strategies to handle peer pressure)

<http://youtu.be/ye1Fyl88aA4>

(Positive Peer Pressure in schools / TEdxTeachers College)

### Summary

Consequences of Negative Peer Pressure:

- Losing sight of one's goals
- Spending money lavishly
- Getting addicted to alcohol/ drugs
- Becoming lazy
- Losing personal values
- Becoming depressed and stressed

Qualities of Positive Peer Pressure:

- Respecting others
- Working hard
- Participateing in sports and clubs
- Making healthy decisions
- Achieving good grades
- Volunteering in the community
- Learning leadership skills.

Skills necessary in dealing with Peer Pressure

- Self-Awareness
- Coping with Stress and Emotions
- Decision-Making
- Problem-Solving
- Interpersonal-Relationships

IDENTIFY POSITIVE AND NEGATIVE PRESSURES FROM PEERS AND PLAN TO OVERCOME NEGATIVE PEER PRESSURE IN DIFFERENT WAYS.

## Peer Pressure!

" Come-on,  
everyone's doing it."



# EMPATHISE!

(STEP INTO THEIR SHOES)

Empathy is the ability to understand another person's difficulties and point of view. In the following situations, observe the difference between the responses of a coach and those of a teacher.

Anu missed her basketball training for three months as her mother had fallen severely sick. Her coach refused to listen to her. He also refused to take her back.

Madhav, a hardworking bright student, is very irregular to classes. His teacher talked to him and listened to his problem. Madhav's alcoholic father is forcing him to stop college and go for work. His teacher convinced Madhav's father about his son's abilities and also helped the boy in getting a part time job.

Who showed kind understanding?

This kind understanding is empathy.



## FEEL OTHERS' HEART!

Young Kiran is fond of puppies. His mother took him to a seller of puppies and said, "you are getting a puppy for your birthday!" Kiran jumped in excitement. There were many cute, cuddly, and healthy puppies of different colours jumping around. His mother tried to help him in his choice. She showed him a hairy, tall and bright milk white puppy. However, Kiran's eyes fell on a very small brown puppy in a corner. He said "I want the brown one". The seller said, "It can't be your play mate. It can't jump and run around you .It has a limp in its right leg." Kiran replied, "That is why I want the brown one. The other puppies are jumping around and are playing with one another. The brown one is left alone without playmates. I want to be its playmate."

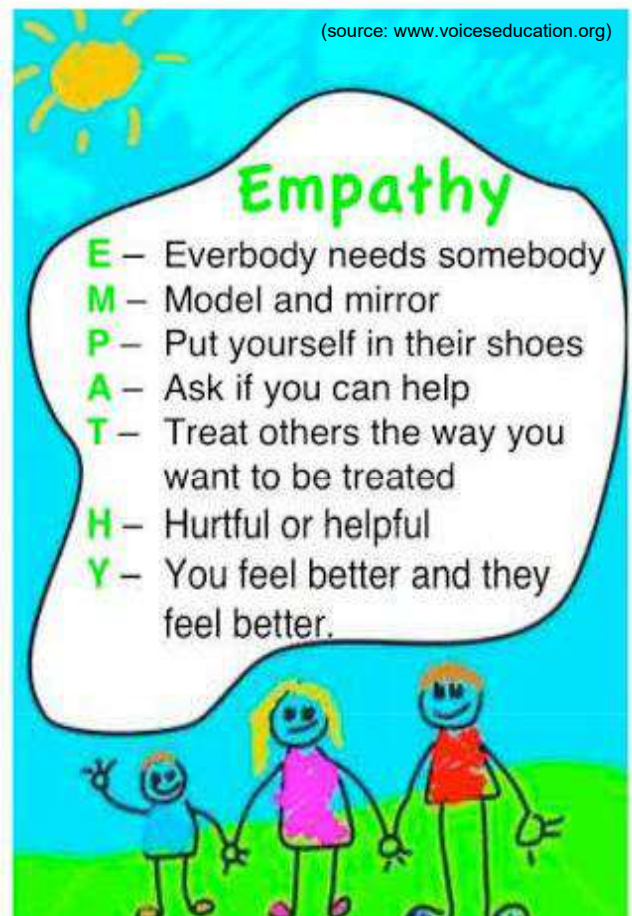
Observe the emotions of Kiran that made him choose the brown pup with limp.

Watch this animation that explains empathy:

<http://youtu.be/1Evwgu369Jw>



(source: [www.inspire.com](http://www.inspire.com))



(source: [www.voiceseducation.org](http://www.voiceseducation.org))

Watch this moving story of empathy at <http://www.braintrainingtools.org/skills/empathize-a-real-life-story-to-inspire-and-transform/>

(source: croissantdeconfiture.wordpress.com)



*I know that feel, bro.*

Choose a Yes or No and assess if you are the genie of empathy.

- I'm disturbed by others' pain. Y/N
- I'm upset if someone is treated disrespectfully. Y/N
- I like to make people feel better. Y/N
- I have feelings of concern for people less fortunate than me. Y/N
- I listen to my friends when they share their problems with me. Y/N
- I can know if others are sad even when they don't share with me. Y/N
- I can be "in tune" with other people's moods. Y/N
- When people around me are harassed or troubled I try to be of help to them. Y/N

The more number of yes for the above statements more empathetic you are.  
Test your ability to empathize by measuring it on this link <https://psychology-tools.com/empathy-quotient/>

INSTEAD OF  
PUTTING OTHERS  
IN THEIR PLACE,  
PUT YOURSELF  
IN THEIR PLACE

(source: behappy.me)

Follow these tips and become empathetic!

- Develop positive curiosity about strangers
- Challenge prejudices and discover commonalities
- Offer physical affection
- Offer help
- Volunteer
- Use your imagination
- Treat people as important
- Nurture relationship
- Identify with their personal experience
- Listen with your head and your heart

"I do not ask  
the wounded person  
how he feels;  
I myself become  
the wounded person."  
—walt whitman

(source: www.goodreads.com)

PRACTICE  
EMBODY



BUILD A CULTURE OF EMPATHY

Web Resources:

<http://youtu.be/baHrcC8B4WM>

(Power of empathy, Helen Reiss at Tedx Middlebury)

<http://youtu.be/bkmmZmbbBVo>.

(Seven ways to improve empathy by Dawn Crawly)

[http://m.wikihow.com/Show-](http://m.wikihow.com/Show-Empathy)

[Empathy](http://m.wikihow.com/Show-Empathy) (Tips along with visuals)



# TIME MANAGEMENT

(PLAN YOUR TIME, PLAN YOUR LIFE)

Hello friends, how often do you hear yourself saying you don't have enough time? Do you wish you should have more time for your studies; for your favourite sport; for preparation for competitive exams? You can have time for all these things if you plan your time. Learn to manage your time by following the tips and advice given.



## TIME AND TIDE WAIT FOR NONE

Anthony was a very lazy boy and always used to postpone things. One day his father tried to make him understand the value of time. He said one should always do things on time. Anthony promised his father that he would never postpone things.

One day, he came to know about the first prize he got in a singing competition held last month. He was asked to collect the prize the same day. He didn't care and went to collect the prize the next day. But the prize became useless for him, as it was a ticket to a circus show, which was held the previous day.

Anthony learnt a lesson from this incident.

Can you guess the lesson Anthony learnt at the end?

Give importance to the things that really matter.

Assess how good you are at Time Management.

- You plan how many hours you will need to study a week.
- You meet assignment deadlines.
- You write a daily "to do" list.
- You prevent social activities from interfering with your study time.
- You take your studies as your responsibility
- You set specific goals for each project

Each 'YES'- 1 mark; NO – 0 marks.

If your score is 4-6 you are a good time manager; between 2-3 it's OK but not upto the mark. If it is less than 2 – You need to change many aspects.



*"Until we can manage time, we can manage nothing"*

- Peter .Drucker



*"Life and time are the world's best teachers. Life teaches us to make good use of time and time teaches us the value of life"*

- APJ Abdul Kalam



**Time  
Management**  
(2009)

You can watch this on  
[www.imdb.com/title/tt1565439/](http://www.imdb.com/title/tt1565439/)

Learn to prioritize your work.

Observe the box and prioritize your daily activities under four heads as given below :



Place each activity given below as per the Box provided above:

Idling/ skill development/ watching TV/preparing for exams/ chatting/dealing with others' requests/ relationship building/ medical emergency/ writing an article/reading gossip sites.

Practice these for Effective Time Management

- Avoid postponement
- Organize work place and home
- Say "NO" wherever needed- firmly but politely
- Develop "NO DISTURBANCE TIME ZONE"
- Use waiting time usefully
- Prepare a "To do" list
- Prioritize
- Replace useless activities with productive activities
- Break big tasks into smaller chunks
- Find your most productive time

Learn the Skill of Time Management:



- To reduce stress and function effectively
- To increase your work output
- To have more control on your activities

With the help of activities given on the left, identify your own time wasters and replace them with useful activities.

Eg: Watching TV

Reading a book

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Web Resources:

<http://www.slideshare.net/shukla1986/time-management-ppt-7871087> (ppt on Time Management)

<https://www.youtube.com/watch?v=VUk6LXRZMMk>  
(How to manage your time better)

[https://www.youtube.com/watch?v=V7Ymh7j\\_cn0](https://www.youtube.com/watch?v=V7Ymh7j_cn0)  
(The Great Time Management Secret – movie trailer)

<http://www.slideshare.net/ubatool3/time-management-ppt-15402539> (Keep Smiling)



**“The key is not spending time but in investing it”**

- Stephen R. Covey  
(American author – the 7 habits of highly effective people)

# MY GOAL!

(PLAN FOR IT!!)

Studies, career or life – you must have a clear cut idea of what you want to learn, gain and achieve. You must set a goal for this. Learn how to set goals.

What do you want to become in life? This is a question that you often hear people asking you. And do you really have an answer to this? If you do have one, you are on the right track. But if you don't, start thinking about what you want to do in your life. Analyze your strengths, examine your resources, gear up your skills and then plan for your future. You now have a 'goal'. Most important is the attitude you have to achieve your goal/s. Do not be discouraged by failures, ever!

**IT'S A DREAM UNTIL YOU  
WRITE IT DOWN  
AND THEN IT'S A GOAL!**



## AT THE CROSS ROADS!!!

A man was traveling and stopped at an intersection. He asked an elderly man, "Where does this road take me?" The elderly person asked, "Where do you want to go?" The man replied, "I don't know." The elderly person said, "Then take any road. What difference does it make?"

How true? When we don't know where we are going, any road will take us there.

Begin with the End in Mind!



What was their Vision?

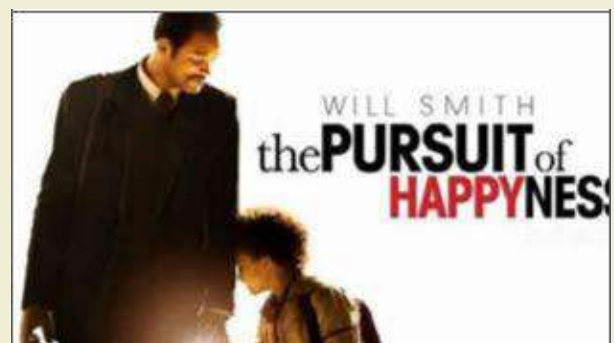
What motivated them?

How did they plan?

What strategies did they use?

What was their determination?

Learn these.



## In Pursuit of Happiness (2006)

A story of a struggling salesman taking custody of his son as he's poised to begin a life-changing professional endeavor. Watch the way he stays focused on what he wants to achieve.





# MIND MAPPING!

## (PLANNING FOR YOUR LIFE!)

Mind mapping is a way of planning things. It is like note making. It helps for clearer thinking and better planning. It gives clarity to our plans and a good direction to our ideas.

What goes into the 'mind map'? Please compare the write up, and the mind map, and observe how mind map is drawn:

Spring is one of the four seasons. When there is spring, there will be warm sun, there will be greenery all around, birds gather on the trees, there will be buds and flowers, and nature turns beautiful with honey bees and butterflies.

1. Draw a circle in the centre of the page and write 'Spring'
2. Observe the underlined important ideas.
3. As spring is associated with five factors, draw five lines in different directions. Write names / pictures.
4. Draw branches to indicate various factors.

Note: Use different colours for easy identification.



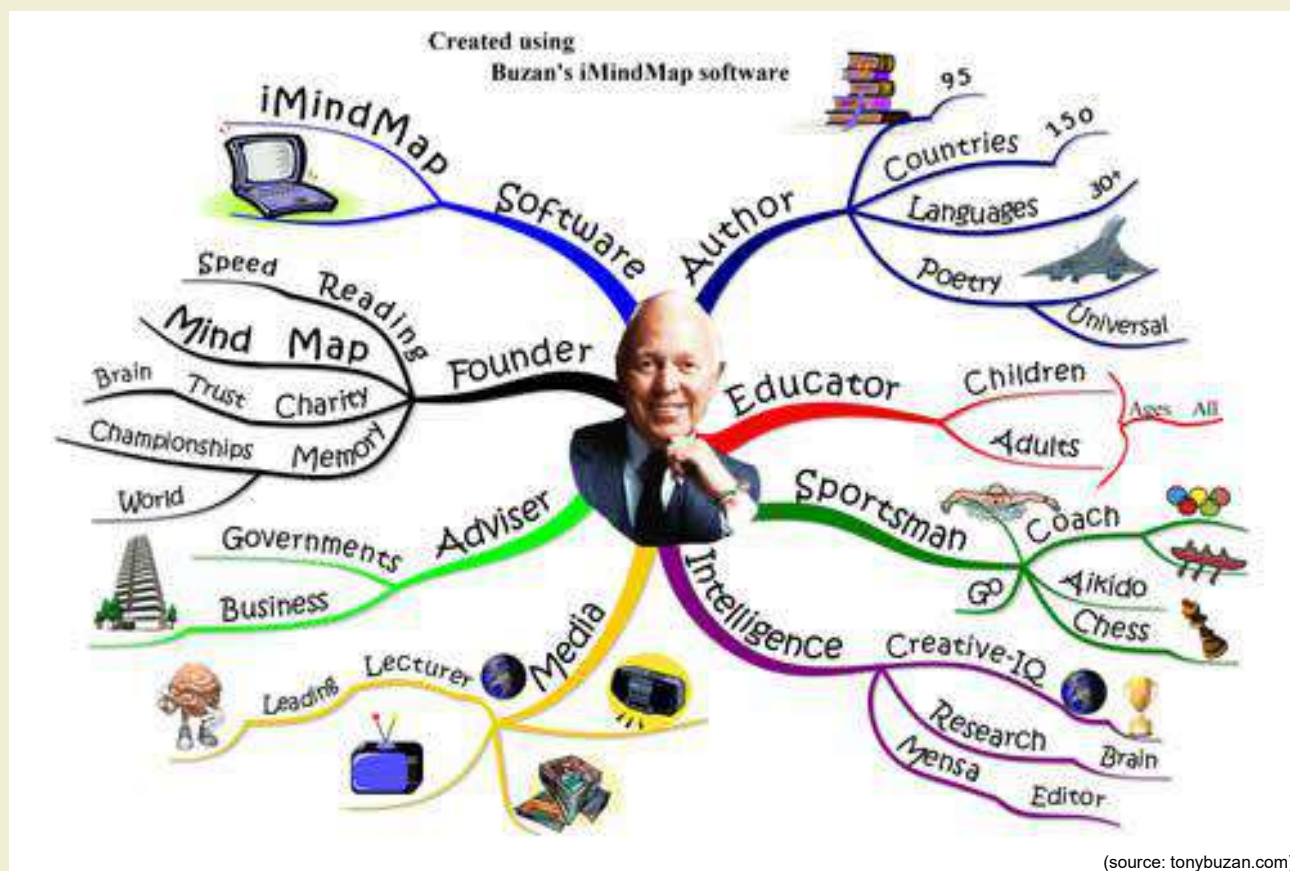
Compare the following write up and Mind Map on 'Health'. Observe how Mind-Map helps you in remembering things clearly:

Health is possible through diet, exercise, sleep and stress management. Good diet consists of wide variety of fruits, vegetables, bread, cereals and vitamins, which are low on fat and high on fiber. Exercise includes warm ups, stretching, aerobics, weight lifting, treadmill etc., 33% of our life should have sleep. The consequences of sleeplessness are many. By maintaining regular sleeping hours, by sleeping on a comfortable bed, by taking up regular exercise and by quitting smoking, we can have comfortable sleep. Then the other factor that impacts health is 'stress'. Exams, work pressure, relationship issues, etc create stress. The effects of stress are disastrous. There will be worry, diarrhea, anxiety etc. There are solutions to manage stress like relaxation techniques like yoga, meditation, deep breathing, We also need to avoid caffeine, smoking and alcohol. Help also can be obtained from doctors, dieticians and nutrition assistants.



(source: tonybuzan.com)

Tony Buzan popularized the idea of Mind Mapping. He is an English author and educational consultant. Please observe the following mind-map about Buzan and write about Buzan in your own words in the space given below:



#### Benefits of Mind map:

- Useful Resource
- Training Tip
- Brainstorming
- Revision
- Project Management
- Strategy Development
- Risk Management
- Communication
- Creativity
- Teaching
- Memory tool
- Concentration
- Solve problems, .etc.

#### Web Resources:

<https://www.youtube.com/watch?v=MlabrWv25qQ>  
( Maximise the Power of Your Brain- Buzan)

<https://www.youtube.com/watch?v=76Roy4E4ZbE>  
(Rules for Mind Mapping – Buzan)

<https://www.youtube.com/watch?v=4wZ5wV5dPZc>  
(How to Mind Map)

“LEARNING HOW TO LEARN  
IS LIFE’S MOST IMPORTANT SKILL.”

-TONY BUZAN

# DECISION MAKING

## (CHOOSING THE RIGHT OPTION)

Right from morning till night, we take many decisions every day. They may be about breakfast, choosing a dress, going to a movie – anything. These are smaller issues. But when this is about bigger things, it becomes more difficult. This lesson helps you how to make difficult decisions!

Read the story:

### The Frogs & the Well

(from Aesop's Fables)

Two frogs lived in a pond. During one summer the pool dried up. The frogs had no option but to leave the pond. They set out in search of a new home. As they went along they came across a deep well with water. The moment they saw it, one of the frogs said to the other, "Come on let's dive into it. It will give us shelter and food."

The other frog replied with greater caution, "The big ponds have dried up. So there is a chance that even wells too dry up. So if the water in this well dries up, can we get out of it?"

Think before you take a decision.

ONCE  
YOU'VE  
MADE YOUR  
DECISION  
DON'T  
LOOK BACK.



1. Tomorrow is the last day to pay the University examination fee. Your father has not sent you the money.

What will You Do?

#### 2. Types of Decisions

- No decision: You let others take decision on your behalf when the issues involved are not important.
- Snap Decision: You take a quick decision without thinking about the consequences. When time is a constraint these decisions are made.
- Responsible Decision: You take a decision considering others' views (not only me) and also your future (not only now). Many important decisions that you take in your career are 'responsible decisions' and you have to learn that art of making decisions.

#### 3. Analysis

- Problem: Having no money to pay the university examination fee.
- Cause of the Problem: Father has not sent the money for the reasons not known.
- Probable solutions:
  1. Ask the University authorities to give additional time or postpone the last date. (Not only me. It's not a possible alternative)
  2. Sell my mobile and pay the fee. (Not only now. I may need my mobile in future)
  3. Wait for somebody to help without doing anything. (This is equivalent to 'No Decision')
  4. Borrow money from my friends and repay it once I get from my father.
  5. Any other solution ....



Decision - Making involves problem solving too. While taking decisions for complex problems, we need to follow these steps:

1. Define the problem.  
That is to identify the problem first.
2. Try to know the cause of the problem. This will enable you to find a better solution.
3. Look for possible solutions.  
You can brainstorm for alternatives. Initially accept and list out all the solutions even if they are apparently not feasible.
4. Now prioritize them taking into consideration – what is best for you now, consider others (Not only me), and consider future (Not only now). By thinking beyond yourself and beyond the moment, you are more likely to select choices that are useful to the society with benefits in the future.
5. Select one from those as solution.  
Explain your decision to the people who got affected.
6. Take a viable and acceptable decision.
7. Implement it to solve the problem.  
If it doesn't work, choose the next one and try again.

**Study the following:**

You are organizing your College Sports Day. Just one hour before the function, you are informed that three prizes are missing. What decision/s do you make?

1. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Web Resources:**

[https://www.ted.com/talks/ruth\\_chang\\_how\\_to\\_make\\_hard\\_choices?language=en#t-59587](https://www.ted.com/talks/ruth_chang_how_to_make_hard_choices?language=en#t-59587)  
(Watch this TED talk about making hard choices)

<https://www.youtube.com/watch?v=z8DN2-SUSgs>  
(Watch this for tips to improve decision making)

<https://www.youtube.com/watch?v=3Ux3pm6UfCo>  
(Watch this short clipping for biases in decision making)



James Manktelow, the CEO of mindtools.com lists out the different steps in decision making. Watch it on YouTube <https://www.mindtools.com/pages/videos/decision-making-transcript.htm>

“It’s not hard to make decisions when you know what your values are.”

-ROY DISNEY



# BROWSE TO LEARN!

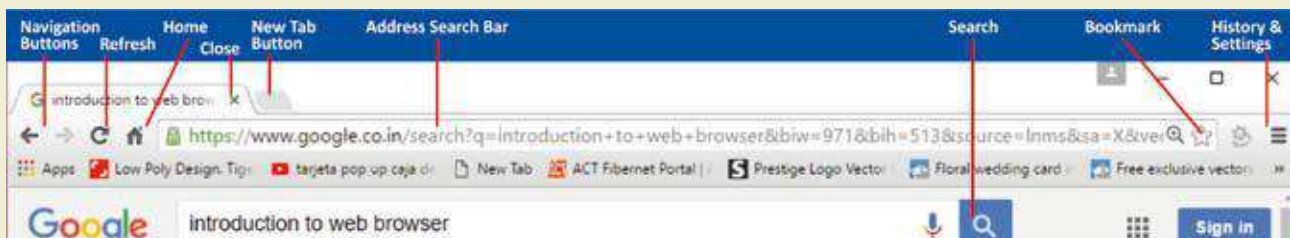
(SKY IS THE LIMIT!)

You know well that Internet has opened gates to unlimited knowledge. World Wide Web (www) makes it possible to learn things from any point of the world if you have internet connection.

You can type your favourite subject in the browser (Google or Mozilla or Bing or any other) and with a click on the enter button you are taken to a series of WebPages. You can choose, read, make notes and expand your knowledge.

- You can also check images, videos, maps, books, and many more.
- For your awareness , a picture is given below with its various parts:

- For your convenience links related to webpages and videos are given in the book.
- Type the weblink (URL) in the address/search bar and click enter.
- You will be taken to that source of information / video /podcast.
- There are millions of pages on various aspects of knowledge.



Educational Researcher Sugata Mitra speaks about 'The Future of Learning'

Watch it on You Tube:

[https://www.ted.com/talks/sugata\\_mitra\\_build\\_a\\_school\\_in\\_the\\_cloud?language=en](https://www.ted.com/talks/sugata_mitra_build_a_school_in_the_cloud?language=en)



## Core Rules of Netiquette

- Adhere to the same standard of behavior that you would follow in real life
- Know where you are in cyberspace
- Respect other people's time and bandwidth
- Make yourself look good online
- Share expert knowledge
- Respect other people's privacy
- Be forgiving of other people's mistakes

Web Resources: <http://www2.open.ac.uk/students/skillsforstudy/web-browser-basics.php>  
(web browser basics)

<https://www.youtube.com/watch?v=WcoAG-QmoVM>  
(web browser basics)

<https://www.youtube.com/watch?v=W3yttwGE-C0>  
(Internet basics for beginners)

### Websites for Education:

1. [https://en.wikipedia.org/wiki/Main\\_Page](https://en.wikipedia.org/wiki/Main_Page)

Wikipedia is a free, open content online encyclopedia created through the collaborative effort of a community of users known as Wikipedians.

2. <http://nptel.ac.in/>

NPTEL (National Programme on Technology Enhanced Learning) , provides e-learning through online Web and Video courses in Engineering, Sciences, Technology, Management and Humanities.

3. <https://www.khanacademy.org/>

Khan Academy is a non-profit educational organization that provides free video tutorials and interactive exercises.

4. <http://ocw.mit.edu/index.htm>

MIT Open Course Ware (MIT OCW) is an initiative of the Massachusetts Institute of Technology (MIT) to put all of the educational materials from its undergraduate-and graduate-level courses online, freely and openly available to anyone, anywhere.

5. <https://www.coursera.org/>

Coursera is an educational technology company that offers massive open online courses (MOOCs).

6. <https://www.quora.com/>

Quora (Question and Answer site) is a social networking site where people can ask questions & get answers.

### Sites for Employment:

1. <https://in.linkedin.com/>

LinkedIn -a site for professional networking. Create an online profile which is similar to your resume.

2. <http://www.naukri.com/>

3. <http://www.careerbuilder.co.in/>

4. <http://www.monsterindia.com/>

Naukri.com, Career Builder & Monster India are a few popular sites that give job notifications

### Social Networking Sites:

(Where users could communicate with one another and share information, media such as pictures, videos, music, blogs, etc.)

1. Facebook: <https://www.facebook.com/login/>

2. Twitter: <https://twitter.com/signup?lang=en>

### Video Sharing Sites

1. YouTube:  
<https://www.youtube.com/?gl=IN>

### Photo Sharing Sites

1. Flickr: <https://www.flickr.com/>

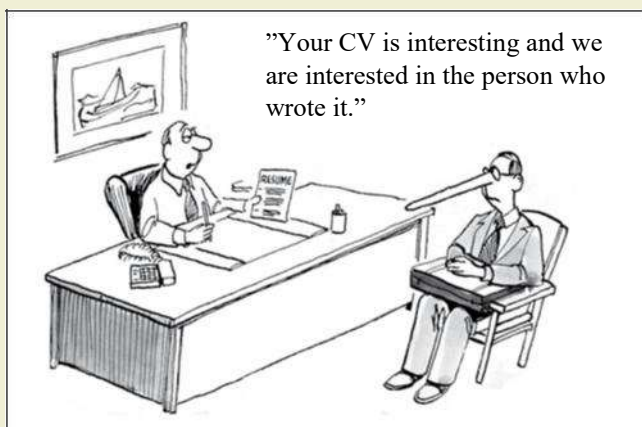
“INTERNET IS BECOMING THE TOWN SQUARE FOR THE GLOBAL VILLAGE OF TOMORROW.” - BILL GATES



# WRITE YOUR RESUME!

(IT SPEAKS A LOT ABOUT YOU!)

A resume is a documentary record of your contact details, educational qualifications, skills and employment history in a nutshell. As it establishes your details, it should be appealing and convincing. This lesson helps you in preparing your resume.



## What does a Resume Contain?

1. Name with contact Information- Your postal address, email and mobile number.
2. Objective: appears just below the contact information. It briefly describes the type of job you want and also skills that make you the best candidate for the job.
3. Education- All your educational qualifications, the most recent first.
4. Work Experience-the company, job title and responsibilities etc.,
5. Achievements if any, Skills, Interests & Languages known-any relevant skills in terms of software and hardware and other technical skills.

## Tips for Writing a Resume:

- First write down all the details that you want to include in your resume.
- Select a format
- Be simple, brief and straight
- Do NOT lie about your qualifications and experience
- Sometimes resumes are filtered by keywords, so see that the words associated with the job are included.
- Don't leave unexplained gaps in the time line. (a year off etc. )
- Do NOT COPY someone else's Resume
- Ask your friend or a teacher to check it for spelling mistakes. Review, Revise and Edit.
- Avoid fancy fonts and colours
- Print it on one side of sheet only. LIMIT it to ONE PAGE
- Use A4 size paper

Watch this Resume Writing tutorial on You Tube

<https://www.youtube.com/watch?v=G8TfZF-o8ns>

## Web Resources:

<https://resumegenius.com/resume-samples/accountant-resume-example> (for resume samples)

<https://www.youtube.com/watch?v=1tMBWQS2WV8> (what do the employers look for in a resume)

<https://gecd.mit.edu/jobs-and-internships/resumes-cvs-cover-letters-and-linkedin/resumes> (Resume writing tips from MIT Global Education & Career)

<https://studentaffairs.duke.edu/career/online-tools-resources/career-center-skills-guides/resume> (for sample resumes and powerful resume verbs)

Study the following model resume and prepare your own in the same way!

Name with  
contact Information

**Phani Prakash**

Flat No 501, New Balaji Apartments

RGB Road, Chandmari

Guwahati- 781023

Mobile: 8555092450

Email: phani123@gmail.com

**Objective**

What the candidate wants

**Objective:** Seeking a full-time position that will utilize my marketing skills and experience in pharmacy sales.

**Details of Education**

Year-Course-Institute-percentage

**Education:**

2013-15	MBA	Guwahati University, Guwahati	82%
2010-13	BA	B Barooah College, Guwahati	76%
2008-10	HS	Balaji College, Guwahati	78%

**Achievements:**

- Received a certificate of appreciation from The MD, Globalpharama Ltd for achieving highest sales
- Awarded Meritorious scholarship for doing MBA from Wipro Educational Trust
- Designed a website for sales promotion

**Skills & Interests**

relevant to the job may be given

**Skills:**

- Familiar with windows, Linux & MS Office
- Knowledge of 'Tally'

**Details of Internship /  
Experience/ achievements**

Begin with verbs like:

Developed	Planned
Conducted	Compiled
Participated	Analyzed
Designed	Wrote
Managed	Execute
Operated	Monitored

**Experience:**

- Worked as a Marketing Executive at Globalpharma Ltd, Vijayawada
- Led a sales team of 6 members from three districts

**Interests:**

- Learning about new technologies
- Travelling

**Languages:**

- Speak: English, Hindi and Telugu
- Speak, Read & Write: English, Hindi and Telugu

**Languages Known**

**Give the name**

of the person who knows you  
and also inform him/her that  
you have mentioned him/her  
as your reference

**Reference:**

Dr. R K. Sharma

Professor, Department Of Business Management

University of Science & Technology, Meghalaya

With these tips in mind try to prepare your own resume.  
Remember your employer does not spend more than 30 seconds on it.  
Hence be clear and concise!



# BODY ALSO SPEAKS!

(LISTEN TO ITS LANGUAGE!)

Your face with its forehead, eyes, eyebrows, nose, mouth, lips and the other parts of your body- shoulders, hands, fingers, legs and even feet, can express what you are thinking in your mind. This is called non-verbal communication, because this communication does not use words.

## FEATURES OF BODY LANGUAGE

1. Posture
2. Facial Expression
3. Eye contact
4. Gestures

Ramesh is very intelligent. But he never bothers about his body language. He holds the book between his face and me. I cannot see him some times. When asked a question, he immediately starts biting nails. Most often during presentations, he pulls the sides of his shirt and keeps on swinging on his legs. He touches his face and looks at the ground. He does not look into the eyes of others. I warn him but he ignores. He also does not bother about attending a saloon. He comes to college in an untidy way. He is seen frowning at his friends and shouting at the top of his voice though he is sharing good things. His staring into the eyes of girls is irking."

All underlined features indicate Negative Body Language! Try to Avoid them!

## TIPS FOR GREAT BODY LANGUAGE

1. Smile
2. Don't Cross Your Arms
3. Make Good Eye Contact
4. Keep Your Body Pointed Vertically Toward Your Guest
5. Nod at Key Points
6. Stand Up Straight

Watch the following video:

It analyses different aspects of Body Language. Just click on the link:

<https://www.youtube.com/watch?v=pWudObtwUY8>

**"YOUR EXPRESSION IS THE MOST IMPORTANT OF ALL THE THINGS YOU WEAR."**

(source: [www.quotesvalley.com](http://www.quotesvalley.com))

# The correct handshake:



The Ready Position



The Glove  
NOT FOR INTERVIEWS



The Bonecrusher  
AVOID



The Correct Handshake



The Fingertip Holder  
AVOID

(image source: google.com)

Circle an answer for the following pictures to measure GOOD/ BAD body language:



Good/ Bad



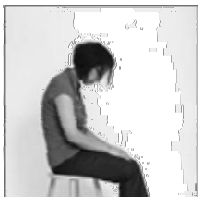
Good/ Bad



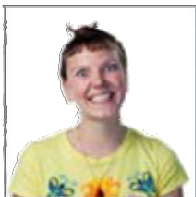
Good/ Bad



Good/ Bad



Good/ Bad



Good/ Bad



Good/ Bad



Good/ Bad



Good/ Bad

(image source: google.com)

## Web Resources:

<http://www.payscale.com/career-news/2014/11/9-tips-to-manage-your-body-language-at-interviews>  
(9 Tips to manage Your Body Language at Interviews)

[https://www.youtube.com/watch?v=bE5wCVSW\\_8U](https://www.youtube.com/watch?v=bE5wCVSW_8U)  
(10 Tips to Improve Your Body Language)

<https://www.youtube.com/watch?v=cFLjudWTuGQ>  
(Make Body Language Your Superpower)

Avoid the following Negative Aspects related to:

Eye Contact



Hands



Legs & Feet



Face



Nails & Mouth



Standing & Sitting



(image source: google.com)



# INTERVIEW SKILLS

## (GRAB YOUR DREAM JOB!)

Most of you think twice when you hear about campus interviews! But with some skills and ideas about interviews, you can easily get through them. This lesson offers you such interview tips!

Observe how these two candidates succeeded:

A fresh graduate with a Psychology degree was able to grab a job as a Retail Store Manager for a high-end clothing line. She could beat people with many years of experience. To the question, "Why are you the perfect candidate?", she replied, "I belong here. I'm like a blank slate that can absorb all the right information for getting the job done. I'm new, I'm fresh and very eager to learn, I won't be as complacent as all these other applicants."



"I wanted to let you know that I just received an offer for an Associate position with McKinsey. It was the culmination of nearly three months of near-constant preparation. I used your LOMS program and your PST prep resources throughout the process..."

What made them succeed?

Confidence, presence of mind, wits and preparation are the secrets here.

(Source: <http://www.careercentertoolbox.com/interviews/amazing-interview-success-stories/page-2#.dpuf> , <http://www.caseinterview.com/non-traditional-candidate-offer>)

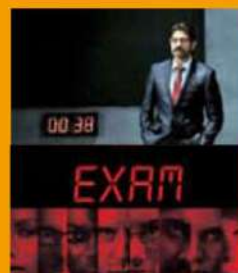
4P's Technique to have success in interview:  
PREPARE • PRACTICE • PRESENT • ARTICULATE

## DOs

- Organize all the required material neatly.
- Have a good dress sense, groom well.
- Reach the place of interview well in advance.
- Be cheerful and expressive.
- Have positive body posture.
- Be honest, sincere and simple in your talk.
- Be assertive and confident.
- Be polite in answering.
- Leave a good last impression by saying "thank you."
- Replace the chair and other things in the original place when you leave the room.

## DON'Ts

- Don't search for anything in an interview as it creates a bad impression.
- Don't fold arms or close palms.
- Don't drag the chair and make a noise.
- Don't be rigid. Don't cross your legs.
- Don't tell lies.
- Don't be very submissive or aggressive.
- Don't argue, confront, challenge.
- Don't feel frustrated if you lose the interview.



## Key

A Jagapati Babu's movie in Telugu.

## Exam

Watch at the link  
<http://t.co/ldFJ6KBP5X>

Read the following quotations and identify the skill. Clue words are given in bold form. An example is given to help you:



"People who are unable to motivate themselves must be content with mediocrity, no matter how impressive their other talents"

- Andrew Carnegie



"Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time."

- Thomas Edison



"Peace begins with a SMILE"

- Mother Teresa



"Success without confidence is not possible. Being successful in life is very important."

- Barack Obama



"Climbing to the top demands strength, whether it is to the top of Mount Everest or top of your career."

-Abdul Kalam

### Practice the following questions:

Facing interviews is a nightmare for some students, but for some others it is an excellent forum to display their knowledge, skills and confidence. Can you guess the reason? It's simple – "Enough Practice". A list of frequently asked questions is given below. One is tried as an illustration. Can you try answering the remaining?

1. Introduce Yourself.
2. What are your strengths and weaknesses?  
My strengths are adaptability, positive attitude and hardworking nature.  
My weakness is I find it difficult to tell lies what so ever the reason.
3. Can you tell something about our company?
4. Why should we hire you?
5. Are you willing to relocate/travel?
6. What was the toughest decision you ever had to make?
7. Would you lie for the company?
8. On a 10 point scale how do you rate yourself in communication skills?
9. How long would you like to work for us if we hire you?
10. How much salary you expect from us?

### Web Resources:

<https://www.bangor.ac.uk/careers/services/documents/InterviewSkills10-11.pdf> <https://www.youtube.com/watch?v=MX8-eJYvwu4> ((HR interview in Telugu) [https://www.youtube.com/watch?v=o0Mp\\_0LADWk](https://www.youtube.com/watch?v=o0Mp_0LADWk)((HR interview for freshers) <http://careerride.com/HR-Interview-Questions.aspx>  
(HR questions with answers)

Eg: Self Motivation

---



---



---



---



Take a glance:

85% of the interviews are decided in first two/three minutes. So be careful about:

- Handshake
- Eye contact
- Body language
- Right posture

"Give me six hours to chop down a tree and I will spend the first four sharpening the axe"

– Abraham Lincoln

# BE THE CHANGE!

## (SAY NO TO DISCRIMINATION)

Some people don't tolerate others because of their colour, language, sex, nationality, religion and so on. Change the world into a better place of happiness and respect.

Hi, have you ever felt let down when you were not allowed to play a game of cricket saying that only boys play that game. Have you ever felt discouraged when your mother said that you are a boy and you can't help her in kitchen as ably as your sister does? Were you ever refused an opportunity to perform in a college stage play because you are fat, lean, short, or dark? Did you feel shocked when people from particular countries are looked at suspiciously because of their nationality? Yes, you are treated with bias, prejudice or discrimination. People all over the world face such discrimination based on their sex, colour, religion, race, nationality and so on. BUT as young men and women YOU can bring change in such thinking and transform the world into a better place to live in harmony. So "YOU, Be the Change"

## SOLVE THE RIDDLE

Boys and girls in a class are asked to solve this riddle. "When Deepak and his son Arjun met with an accident, Deepak is instantly killed and his son is injured. Arjun is rushed to a hospital. But the surgeon on duty becomes very upset, and says, "I cannot operate on this child. He is my son." Both boys and girls immediately responded, "How is it possible when the father is already dead?"

What is your solution to the riddle?

It has become a riddle because the youngsters could not immediately consider that the boy's mother, a woman, to be the doctor.

Also watch this video that shows how people are discriminated because of their disability.

<http://youtu.be/PbRv5X7Jyno>



## CHANGE TRANSFORMED HER LIFE!

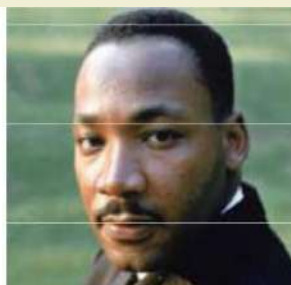


(source: thebetterindia.com)

Y. Sreelatha, with intellectual disability, from Kannepalli village, Ananthapur won gold and silver medals at the Special Olympics LA World Games 2015. Being trained in vocational education with basic life skills and sports, she learnt Badminton and Table-tennis quickly. She was selected for Special Olympics LA World Games, 2015. She created history along with a team of twelve other Indian athletes at the World Games by bagging 17 medals for India.

Observe types of discrimination she must have faced and how a change in people's mind has transformed the girl.

Find how these people  
fought against  
discrimination and  
brought a change.



## REMEMBER:

1. Don't discriminate others because they are women, weak, or disabled.
2. Don't be biased because of religion, colour, race, nationality or sex.
3. Don't be prejudiced against people because of their language, cultural practices and food habits.
4. All are equal.
5. Be inclusive of all and be human.

Web Resources:

<http://youtu.be/XWgE6D7ejtg>  
(on human equality)

[http://youtu.be/vX\\_VzI-r8NY](http://youtu.be/vX_VzI-r8NY)  
(How people face discrimination)

<http://youtu.be/U-WFP1-4XVo>  
(on gender discrimination)



# SOCIAL RESPONSIBILITY

## (THE JOY IN HELPING)

As members of society we take a lot from it in many forms. We also have to give back to it. This is social responsibility.

How does it feel to help a person in distress and see his eyes fill up with unshed tears while his lips open up into a tremulous/shaky smile? You really feel good, right? This kind of help you extend to people in need makes you a kinder and more responsible person. Sometimes you serve others because it is good for the society. This is what individual social responsibility is all about!

### A DEVASTATED VIZAG... AFTER HUD HUD

These are no rescue teams ....

These are people like you and me...  
the common people!



### CHENNAI FLOODS ...

"I kept standing near the window, waiting for my husband. Suddenly, I saw four young men going through the water on the other side of the road. I thought they were the rescue people sent for me. I called out for help. At first they did not hear me but when they passed by a second time they did. I asked if they were from the rescue team."

"We are not a rescue team ma'am but we will help. Tell us what you want," said one of them."

These were four unknown boys.

<http://www.dnaindia.com/analysis/column-chennai-floods-brought-out-the-best-in-people-2155343>



### "HELPING HANDS ARE BETTER THAN PRAYING LIPS."



### Invictus (2009)

Watch it to see how an individual strives to remove oppression from society.



(image source: newsbharati.com)

Varun Sharma



(image source: storypick.com)

Shalini Krishnan

Observe how these youngsters give back to the society.

1. The young and determined Varun Sharma has taken up the responsibility to bring electricity, education and empowerment to a remote tribal village in Odisha.
2. Nupur Ghuliani , prospective chartered accountant gave up a lucrative career to work in rural India.
3. Shalini Krishnan quit a high-paying job to teach tribal students.
4. 2 young engineers transformed a Bihar village.
5. A young engineer from BITS is helping farmers in remote villages of MP.
6. Abhinav Sharma a final-year Masters student in Mathematics at BITS Pilani, helps with educational/ recreational material from the cities reach children in villages/slums across the country.
7. Mannika Solanki, Student from Delhi volunteers for CRY. She says that CRY motivates orphaned children to go to government schools.

Sourced from:

<http://www.rediff.com/money/special/special-this-iim-grad-gave-up-a-cushy-job-to-work-in-rural-india/20150511.htm>

<http://www.thehindu.com/life-and-style/youth/giving-back-to-society/article3807281.ece>

<http://www.cry.org/what-to-do/volunteer-voices.html>

Reflect on them for a moment.

They are enthusiastic and open.

- a. Agree
- b. Partly agree
- c. Disagree

They are sympathetic and warm.

- a. Agree
- b. Partly agree
- c. Disagree

They are problem solvers.

- a. Agree
- b. Partly agree
- c. Disagree

They are innovative.

- a. Agree
- b. Partly agree
- c. Disagree

They are empathetic.

- a. Agree
- b. Partly agree
- c. Disagree

Develop such enthusiasm, openness, sympathy, warmth, empathy, problem solving ability and innovative skills. You will truly be a great worker serving others.

“Success has nothing to do with what you gain in life or accomplish for yourself. It’s what you do for others.”

-Danny Thomas

Web Resources:

<http://www.thebetterindia.com/topics/heroes/>  
(Read stories of the good Samaritans , the unsung heroes, who serve society)

<http://www.thebetterindia.com/39839/chennai-floods-rains-experience/>

(A must read... how people always rise to the occasion... don't miss the end of the story.)

<https://www.youtube.com/watch?v=HkuKHwetV6Q>  
(Worth watching many times-the joy in sharing)

<http://m.rediff.com/news/special/he-donated-every-rupee-he-earned-to-the-poor/20160323.htm?src=whatsapp&pos=news>

Read about a person who donated EVERY rupee he earned to the poor

# EARTH, OUR HOME!

(LET'S KEEP IT CLEAN...)

Our life is dependent on the well being of the Earth. But in the name of modern advancement we are causing a lot of damage to it. Learn to care for our home, this EARTH!

These days everybody is talking about hot skin-searing summers, cold biting winters, sudden floods, untimely cyclones and they say that these are the result of global warming, a man-made disaster! What a sad plight we are in! What are we doing to our planet? What are we doing to our HOME? What will we give to our future?



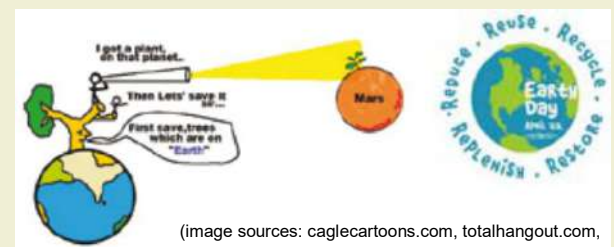
There was once a little grey planet that was very sad. The people living there had contaminated the whole countryside so much with rubbish and pollution that there were no plants or animals left. One day, a little boy walking on the planet, noticed a small red flower inside a cave. The flower was almost dying - so the boy carefully dug up the flower, with roots, soil and everything. He searched all over the planet, but everywhere it was so contaminated that there was no place the flower could possibly live in. Then he looked up at the sky and noticed the moon. It seemed to the boy that maybe the plant could survive there. So the little boy put on his astronaut suit, and climbed into a space ship. He put the little red flower in the back, and off they went to the moon.

Far away from all that the flower started to grow. The flower was so well cared for, that it had soon germinated, giving birth to others, and these other flowers spread onto other flowers. Before long, the whole moon was completely covered with flowers.

That's why, whenever the little boy's flowers open up, for a few minutes the moon takes on a soft red sheen, like a warning light. Maybe it's telling us that if you don't look after your planet, a day will come when flowers will only be able to grow on the moon.

Source: <http://freestoriesforkids.com/children/stories-and-tales/red-moon>

Observe the pictures below and see how our home the earth is burdened.



(image sources: caglecartoons.com, totalhangout.com, pinterest.com, google.com and printingnews.com)

## Earth Days (2009)

An English movie, that traces the origins of the modern environmental movement @

<https://www.youtube.com/watch?v=cBVGzf-fFI0>





### Watch out against...?



### What do we do now?

- Plant more saplings ...more greenery
- Car- pool... lesser fuel use...lesser pollution
- Segregate wet and dry waste

### Add a few more...

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

### Web Resources

<https://vimeo.com/21276535>

(Watch a video -Appreciate what you have and give the best to your the world)

<https://www.youtube.com/watch?v=kum1s5rq0oM>

(Watch this thought provoking video of how a monkey turns off a tap to conserve water- if he can-why can't we?)

<https://www.youtube.com/watch?v=eRLJscAlk1M>

(Watch this talk -'SORRY'- this is what we will have to say to the future generations if we do not take care of earth today.)

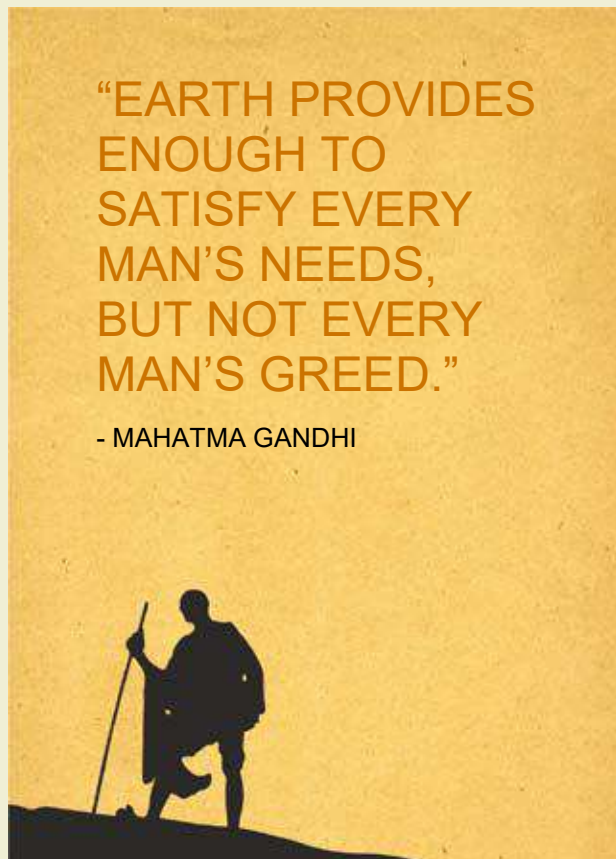
### Time to wake up...Time to THINK!

Be truthful in your answer choices...

1. What do you do when you see a tap at a public place turned on and water leaking?
  - a. Ask someone to turn off the tap
  - b. Turn of the tap yourself
  - c. Complain to the authorities about wastage of water
2. What will you do if you are asked to participate in a 'no garbage on the roads' drive?
  - a. Participate actively
  - b. Participate because others are doing so
  - c. Participate and not do anything
3. Where will you start keeping things clean?
  - a. Outside the house first
  - b. On the public roads first
  - c. At home first
4. What will you do if there are chocolate wrappers lying all over the floor in your classroom?
  - a. Ask the sweeper to clean the classroom
  - b. Complain to your class teacher about the room
  - c. Pick up the wrappers and put it in the dust bin

**"EARTH PROVIDES  
ENOUGH TO  
SATISFY EVERY  
MAN'S NEEDS,  
BUT NOT EVERY  
MAN'S GREED."**

**- MAHATMA GANDHI**





# LEADERSHIP QUALITIES

(BE THE LEADER!)

Are leaders born or made? If you look at the lives of famous leaders like Mahatma Gandhi and Nelson Mandela, you can guess that leaders are not born. With a vision for a change, hard work and commitment, leaders are made. This lesson teaches you how to develop such Leadership Qualities!

Learn about these people and know about their leadership qualities.



Satya Narayana Nadella

Born in 1967, Satya Narayana Nadella is an Indian born American business executive. He is the current Chief Executive Officer of Microsoft. He was appointed as CEO on 4 February 2014. His colleague and peer Bill Hilf speaks about his leadership style like this:

"He is very inclusive. He brings people in and gets them excited to work on stuff, and that's what I think his magic is — his authenticity and the way he is able to inspire people and not just push them. He can inspire them to do great work and get them motivated and excited. That's really about him as a person: Whether he was running a technology company or a non-profit, he would have the same demeanor."

(image source: wikipedia.org, information source: ims.gs)



Sunita Williams

"Before becoming an astronaut, I was a helicopter pilot, but realised my skills, got trained and entered the field of space engineering. I appeal you to know your skills, your comfort zone and your position in the organisation to make you successful and you will also become an asset to your organisation. You never get nervous when you are in the field of your choice. I was never nervous during my flights into space ... During my first flight, I was a crew member with a seven-member team. During the second one, I was the team leader and had members from Europe, Japan with different thinking and taking them along, was a task in itself."

(image source: iloveindia.com, information source: dnaindia.com)

**RACE, GENDER, CASTE, ECONOMIC CONDITIONS, NATIONALITY ETC., ARE NO BAR TO BECOME A LEADER!**

Six Qualities of an Effective Leader!

Once a King's two sons had to build two large canals to supply water to the royal estates. The first son took part of his father's riches and part of the army, travelled north where he ordered the people to work hard. He oversaw the work, paying the villagers fairly, and finished the project within time. Proud of his work he returned to the palace. But he was told that his brother had taken only one year to build his aqueduct in the south. He investigated and found a few irregularities and informed his father about them.

"He built his aqueduct deviating from the plans. He created so many outlets that barely half the water arrives at the royal estates. He confronted the prime minister in front of the villagers, and he left without paying any of the workers. He even used your soldiers as labourers."

The King replied. "My son, what you say is true. Your brother had the initiative to modify the aqueduct to improve it; the wisdom to propose something, which would improve the lives of everyone. And so he convinced the villagers to work quickly and without pay. He had the courage to confront the prime minister to defend justice, and the charisma to get his soldiers to work even more hours than the villagers. His commitment was so great that he himself was the one who worked hardest on the project, forgetting his Princely status. This is why everyone adores your brother, and would do anything he were to ask of them. He is more than their King, he is their leader."

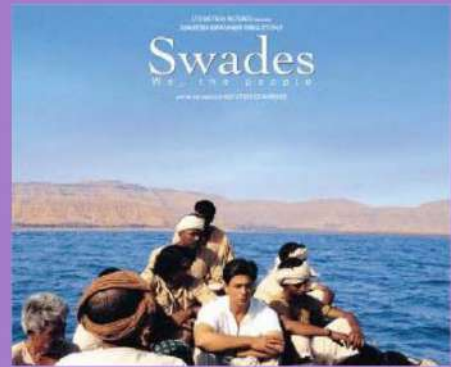
(Identify the six qualities and practice them in your everyday life)

## What Makes One an Effective Leader?

10

qualities for  
making a  
good leader

1. HONESTY
2. COMMUNICATION
3. CONFIDENCE
4. CREATIVITY
5. COMMITMENT
6. ABILITY TO DELEGATE
7. POSITIVE ATTITUDE
8. SENSE OF HUMOR
9. ABILITY TO INSPIRE
10. INSTITUTION



## Swades

Watch SRK's movie in which the hero shows several leadership qualities.

## The differences between a Boss and a Leader



### BOSS

- Drives employees
- Depends on authority
- Generates fear
- Says "I"
- Blames others for the breakdown
- Knows how it's done
- Uses people
- Takes credit
- Commands
- Says "Go"



### LEADER

- Coaches employees
- Depends on goodwill
- Kindles enthusiasm
- Says "We"
- Fixes the breakdown
- Shows how it's done
- Develops people
- Gives credit
- Asks
- Says "Let's go"

(Adapted from: thinkapps.com)

GREAT LEADERS DON'T TELL YOU WHAT TO DO  
THEY SHOW YOU HOW IT'S DONE.

## LEADERSHIP IS NOT SHOWING AUTHORITY!

### Web Resources:

<http://www.dnaindia.com/pune/report-recognise-your-interest-to-be-successful-sunita-williams-1785871> (About Sunitha Williams)

<http://www.ims.gs/blog/satya-nadella-leadership-philosophy-meaning-innovation-collaboration/> ( About Satya Nadella)

[http://www.nobelprize.org/nobel\\_prizes/peace/laureates/1991/kyi-bio.html](http://www.nobelprize.org/nobel_prizes/peace/laureates/1991/kyi-bio.html) (Aung San Suu Kyi)

<http://www.kent.ac.uk/careers/sk/leadership.htm>  
(helps in honing other related skills that have been discussed in the book)

<http://m.wikihow.com/Develop-Leadership-Qualities> (Very simple and easy for beginners)

<http://www.nwlink.com/~donclark/leader/survlead.html>  
(Assess your leadership skills)

Do not wait on  
Leader.....

Look in the mirror  
– it's you!

## ***MOTIVATIONAL/INSPIRATIONAL QUOTES:***

*“Your time is limited; don’t waste it living someone else’s life. Don’t be trapped by dogma, which is living the result of other people’s thinking. Don’t let the noise of other’s opinion drowned your own inner voice. And most important, have the courage to follow your heart and intuition, they somehow already know what you truly want to become. Everything else is secondary.” – Steve Jobs*

*“Now go, and make interesting mistakes, make amazing mistakes, make glorious and fantastic mistakes. Break rules. Leave the world more interesting for your being here. Make good art.” – Neil Gaiman*

*“You have brains in your head. You have feet in your shoes. You can steer yourself in any direction you choose. You’re on your own. And you know what you know. You are the guy who’ll decide where to go.” – Dr. Seuss*

Thank you

Training and Placement Division, Block - A, 2nd Floor  
University of Science and Technology, Meghalaya  
Email- [trainingandplacementustm@gmail.com](mailto:trainingandplacementustm@gmail.com)





## **Campus**

**Techno City, Khanapara, Kling Road, Baridua, 9th Mile, Ri-Bhoi, Meghalaya-793101**

**Ph. 0361-2895030/ 07002303751/ 098540-23060**

**E-mail : [ustm2011@gmail.com](mailto:ustm2011@gmail.com)**

**Web : [www.ustm.ac.in](http://www.ustm.ac.in)**

