

LIFE SKILLS & VALUE EDUCATION

CLASS- XI

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LIFE SKILLS

Have you ever wondered why some people get ahead and others do not? Have you noticed that the smartest people are rarely the ones in charge? That's because "smarts" are just a small part of what is required to live a happy and successful life. We also need to develop life skills, which include a mixture of psychological and behavioural skills.

What Are Life Skills?

Life skills can be defined as abilities that enable humans to deal effectively with the demands and challenges of life. They may also be called psychosocial skills, as they are psychological in nature and include thinking and behavioural processes. Others define life skills as behavioural, cognitive, or interpersonal skills that enable individuals to succeed in various areas of life.

To clarify, life skills are often broken down into **three types**:

Thinking skills: This might involve being able to think of multiple solutions to a problem or develop new innovations in a creative way.

Social skills: This might involve knowing how to develop healthy relationships, how to communicate in effective ways, and how to interact with others successfully.

Emotional skills: This might involve being comfortable in your own skin, dealing with emotions effectively, and knowing who you are.

YOU NEED TO REMEMBER: 4Cs: Critical Thinking, Creativity & Innovation, Collaboration, Communication • IMT: Information Literacy, Media Literacy, Technology Literacy • FLIPS: Flexibility and Adaptability, Leadership and Responsibility, Initiative and Self-Direction, Social and Cross-Cultural Interaction.

The Importance of Life Skills

Research suggests that developing life skills may help reduce drug, alcohol, and tobacco use. It may also reduce aggression and violence. In addition to these bigger outcomes, life skills can just make life a bit easier. When we can regulate our emotions effectively and develop enduring, supportive relationships, we're happier and healthier. This is why developing life skills is key not only to being successful in life. Let's talk a bit more about the basic life skills mentioned above. What exactly do they involve and how do we build them?

UNIT 1 : SELF-AWARENESS

Self-awareness is conscious attention directed towards the self. To cultivate self-awareness, we may engage in reflection or introspection. When we have this life skill, we often find ourselves pondering/thinking why we are the way we are or why we do the things we do.

Being self-aware also means recognizing what you can and can't control. Many of us rely on the external world to tell us how to live. As a result, we take away our ability to define our own truth. We also fail to fully discover our values, dreams, and patterns – all important keys that can help inform our decision-making in creating the life we want.

If you're looking to define self-awareness in your own words, you might say this: if you're self-aware, you're able to notice and name what you're doing and feeling at any given time.

Some of the primary benefits of self-awareness include:

1. Give you a better understanding of what you want and/or need
2. Increase your chances of getting what you want and/or need
3. Improve your decision making
4. Help you manage your emotions
5. Lead to healthier reactions to external factors
6. Boost your productivity and success
7. Enhance your ability to make positive change
8. Bolster your self-esteem
9. Strengthen your relationship

Examples of Self-Awareness in Everyday Life

1. Identifying your emotions and what you're feeling

Perhaps the biggest obstacle to self-awareness is our emotions. When our emotions become involved, we lose our rational thinking and, instead, give way to a bunch of thoughts and defenses that skew our objective nature.

One of the examples of self-awareness is your ability to identify these emotions in the moment.

This means that, at any given moment, you can objectively name the emotion you are experiencing. While this might sound obvious, it's actually pretty tricky. Emotions, especially when they're negative, have a tendency to take over our body and mind without us realizing it. Picture it like putting a pair of sunglasses on. Often, you forget they're on your face until you consciously focus on them.

When you can identify your emotions, you can begin to question what you need in that moment.

Throughout my day, I experience a range of emotions. Sometimes, when I'm feeling frustrated, I begin to get overly critical of myself and my work. In the past, I was less aware of these feelings and would fall into an unhealthy work rage. This would neither help me feel better or fix the actual problem. By improving my self-awareness, I can understand what I'm feeling and address the actual thing that made me upset in the first place.

Of all the examples of self-awareness in everyday life, checking in with your emotions is the one that you can do at any given moment of your day.

Questions:

- What emotions do you experience each day?
- How often do you listen to your body?
- What causes some of your negative emotions?

2. Recognizing your primary coping mechanisms

In addition to confusing emotions, we also employ a range of defensive coping mechanisms in our life. Often, we've developed these coping mechanisms over time. Many stem from our childhood and significant life experiences.

Being able to recognize when we get defensive and how we show it is an impactful example of self-awareness.

Let's say, Josie grew up with a family that gave her incredibly high expectations. As she maneuvered through life, she tried to find the balance between pleasing others and pleasing herself. In this journey, she began to withdraw when other people asked things of her as a defense. At times, this coping mechanism might prevent her from finding her own pride in her work.

If Josie isn't self-aware of this coping mechanism, she'll continue to withdraw in moments that could be positive opportunities for growth. The coping mechanism that once worked no longer serves her.

We all have our own coping mechanisms that protect us from the hurt, disappointment, and failure that we fear.

Examples of self-awareness include identifying these defenses when they're happening, understanding the cause, and recognizing when they serve us and when they don't.

Questions:

- What are your most common coping mechanisms?
- When do you get the most defensive in life?
- What coping mechanisms did you develop as a child that no longer serve you?

3. Defining your own beliefs without being influenced by others

Our society tricks us about what is meaningful in life. On top of that, our need for belonging makes us feel pressure to fit in with the people around us. As a result, we're always getting messages about what we should believe and who we should be. Not only can this be confusing, but it can be really harmful to our own happiness.

An example of self-awareness is your ability to distinguish your own beliefs from others. You can step back and ask yourself, Am I being true to myself at this moment?

I spent much of my life feeling like I needed to fit into feminine norms. I thought that I had to care about dressing up and wearing makeup, so I dedicated hours to becoming the "ideal female." Not only did these pursuits make me feel worse, but they took me away from the things I actually cared about.

By being self-aware about what I think is important, I can shape my life around the things that will make me happy.

It's incredibly difficult to ignore all of the outside messages about what we should believe. However, the more you can improve your self-awareness and determine your own core values, the more you can create the life you want.

Questions:

- What are your core values?
- When have you got caught up trying to please others?
- When have you based your decision more on other people's expectations than your own?

4. Prioritizing what gives you joy and purpose

I'm sure most of you have seen the quotes that scream, "Choose joy!" If you're like me, you might think, That's great, I'd love to... if only I knew what choosing joy looks like.

Self-awareness can help you identify what gives you joy in life and then prioritize it.

This example of self-awareness is relatively straightforward, yet many of us fail to take the time to ask ourselves the question: What gives me joy, and when do I prioritize it in my life? Often, we might know what makes us happy, but we convince ourselves that other things are more important.

Our culture is set up in a way that makes us prioritize a lot of stuff before happiness.

The discipline to commit to what makes you happy is not always easy. For this reason, possessing the self-awareness to realize what gives you joy is the first step.

Questions:

- What gives you joy and purpose?
- How often do you prioritize joy in your everyday life?
- What do you put above your joy, and why?

5. Identifying your strengths and shortcomings

Sometimes we avoid self-awareness because we mistakenly associate it with not being good enough. It feels intimidating to look inward because we're afraid of what we're going to find.

Self-awareness examples encompass both our shortcomings and our strengths. By refusing to acknowledge the bad, we also fail to recognize the positives.

No person is perfect (despite what some of us might be conditioned to believe). Even the most successful person you know has a list of shortcomings that they had to overcome to achieve their success. It's not about having no weaknesses.

Self-awareness is about identifying your strengths and weaknesses and finding a way to highlight your strengths.

By possessing this self-awareness, you can begin to create your life more productively. You can find strategies and support for your weaknesses, while simultaneously letting your strengths flourish.

Questions:

- What are your strengths?
- What are your weaknesses?
- How can you redesign your life or environment to emphasize your strengths?



UNIT 2 : SELF – DISCIPLINE

The Key to Success

“Self-discipline begins with the mastery of your thoughts. If you don’t control what you think, you can’t control what you do. Simply, self-discipline enables you to first think and act.”

--Napoleon Hill

We often hear people around us talking about how important it is to be disciplined. Have you ever wondered why there has always been so much emphasis on it?

The word ‘discipline’ produces images of marathon runners, people lifting heavy weights, a student studying at a late hour, and so on. It seems like it must be a very hard thing to do. And actually, it is as we are not used to it. Discipline requires training the mind to stay focused on one specific goal and constantly working towards it. Some well known, real-life examples where a person requires a strict discipline are shown in the picture given. The one thing common to all these is that they require consistent effort, practice, diligence, and mind control—and these are the elements which form the essence of discipline.

The term ‘discipline’ refers to a state of orderly conduct of an individual which is gained through training in self-control. It includes information of desirable habits and attitudes and adherence to socially-approved standards.

Another important dimension of discipline is taking responsibility. The decision to be disciplined can only come from within. It is a vow to oneself, a kind of promise, a conscious decision to 'be' a certain way, rather than being just like everyone else and doing that everyone else is doing.

Qualifying in a competitive exam.	Controlling expression of strong emotions.	Learning a new skill, such as a language, driving, or swimming.	Losing the extra weight/maintaining a certain weight.	Being punctual consistently.
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You must have often heard your parents and teachers talking about how important it is to be disciplined. That is because living a disciplined life has manifold advantages:

- Disciplined people are healthier and fitter in general.
- Disciplined people have better control over their emotions, reactions, and impulses.
- Discipline can help you align your mind with your ideas and goals (you may wish to excel in your class, but you won't unless you are disciplined about your study and your play schedule).
- A disciplined lifestyle helps you overcome emotional challenges and setbacks more easily. This way you are more likely to achieve your goals.

- Disciplined people have better mental health; they are more confident and cheerful.

FOR THE TEENAGER

Decoding the human mind and consciousness is not an easy task, especially for teenagers. The biggest challenge is that there can be no formula like we have in mathematics, because each human being is different and cannot be fit into any mould. Each one of us wants different things, understands the world in different ways, and acts differently in the same situation. However, researchers have still tried to explain the science behind discipline. Some important tricks that they have managed to nail down are:

- The more you are able to delay your natural urges, the more disciplined you will become because the brain learns from practice.
- The practice of self-control should start early for best results. It gets harder and harder as we age. This means that once you are older the brain has to be untrained for all bad habits first and only then taught self-control.
- Short-term rewards are important to keep yourself motivated. For instance, if you have stayed disciplined for 10 days in a row, reward yourself with an extra half hour of video games or have a doughnut. You are the best judge of which reward you would like in order to stay disciplined.

WAYS TO IMPLEMENT

If you wish to enjoy the benefits of a disciplined life, you must undertake the following steps:

1. **Identify your main goals and manage time accordingly.**
2. **Paste your goals where you can see them every day.**
3. **When faced with temptation/distraction to give up , remind yourself about why you started in the first place.**
4. **Set small goals and keep moving forward bit by bit.**
5. **Practice prioritizing.**
6. **Know your weaknesses and try and overcome them.**
7. **Get friends to hold you accountable.**
8. **Setting realistic/achievable goals.**
9. **Take breaks when required.**

COMMON MYTHS :

1. **Self Discipline is hard:** No doubt, self - discipline is not an easy thing . It requires self belief.However, with regular efforts it is very much achievable for someone who sets their mind to it.
- 2.**Will Power is the same thing as self-discipline:** A big part of discipline is to form healthy habits that contribute towards improving yourself. With Willpower,these habits become a way of life.
3. **Self-Discipline means having good control over everything around us:** No one can control their surroundings ,other people,and

circumstances in life. However with discipline , a person can definitely control their own actions and self-regulate difficult emotions like jealousy and anger.

4. Self-discipline means never getting to do what you want: It is commonly believed that people who follow self-discipline lead a hard life with no fun and only a strict existence where they never really get to do the things they want. But in reality being self-disciplined always allows you to find time and space for everything you like to do.

UNIT 3 : TABLE MANNERS

If we have to list it down to just a few points, we'd settle on the following.

1. **RSVP** promptly and explain any food restrictions or concerns
2. Focus on others
3. Eat from **the outside in**
4. Eat with your mouth closed.
5. While not explained in detail above, discretion is the better part of valor. Do know it is never appropriate to post pictures of the event on social media **without the express permission** of both the host and the person or person(s) in the picture.
6. Take a **small to moderate** portion size – you are not the only one at the table, and in case you dislike something you won't have to eat much of it.
7. Do your best to mingle and make light conversation with everyone. **Do not talk excessively loud.** Give others equal opportunities for conversation.
8. Do not immediately dig into your food. Make sure everyone has had the opportunity to be passed every serving plate and has their dinner selection on their plate. Wait for your host to begin and moderate your **eating pace** with his.
9. Try not to leave the table **mid-meal**. If you have to, excuse yourself. Leave your napkin either on a chair or place it to the left of your plate.
10. When finished, **place the napkin gracefully on the table**, and do not place it on top of your plate that would be a table manner faux pas.

11. Make sure to **always push your chair back** in when you leave the table. It is an often overlooked detail but it's part of proper table etiquette.

12. Before leaving the event, always find your host and **thank** him, personally.

REMEMBER::Eat to the left; drink to the right

Any plate to the left and above your main plate(as opposed to the right in front of you) is part of your place setting as is any glass to the right.



UNIT 4 : INTERPERSONAL RELATIONSHIP

Stigma Around Seeking Therapy

“What Will People Say?”

“You cannot teach a man anything, you can only help him find it with himself.”

--Galileo Galilei

To understand the stigma associated with counselling, it is first important to understand the stigma that surrounds any kind of mental illness or emotional problems in our society. A stigma is set of beliefs that develop in the absence of complete information about a subject. The understanding of a mental illness in a large part of our society currently is just limited to ‘madness’ or ‘being crazy’. People who are mentally unwell are also considered to be violent. However, that is not accurate. Let us understand how. Whenever you have felt upset about something, what has been your first reaction? It is usually either of the two:

Turn your attention away from it or distract yourself.

Talk to someone who then tells you that it will be fine and you should just keep on doing things normally.

In both cases, instead of understanding the problem or acknowledging it, you do what is considered the sensible thing to do: ignore it. You try to always 'overcome' your bad mood, bad feeling, anger, sadness, and other such feelings. That is what we have grown up doing, just as our parents have grown up doing. That is because negative feelings like these are perceived as a sign of weakness and something that spoils everyone's mood. When an entire generation of people is used to never acknowledging their true emotions, there is bound to be a stigma around it. Counselling is not something that is meant only for mad people or people who are always depressed. It can help anyone who is struggling to cope with any kind of dilemma or emotional issue. In fact, it can also help with practical aspects of life such as career, business growth, and relationship dynamics.

At some point or other in our lives, we have all felt helpless. We have all felt the need to talk it out with someone or to have someone to guide us through the painful phase. But we don't know whom to ask, and more importantly, how to ask. For most of us, it is painful to acknowledge our own negative thoughts like:

I am not comfortable in this particular situation

I feel judged

I am confused

I am scared

I am not good enough

I am overwhelmed by

I feel helpless

I feel like crying

I disagreed with my

We feel ashamed of these thoughts because we believe that feeling like this is a sign of failure. If we were stronger or smarter, we would have not felt this way. We also have the tendency to assume that others are better able to handle things than we are. But the truth is that all of us struggle with the same things. The difference may be in:

- **The intensity of the feeling:** Some of us tend to think more and feel more deeply than others.
- **The circumstances:** The situations that lead us to feel sad or helpless will be different in everyone's life.
- **The resources/help available to us:** Some of us have access to counsellors in school or we are comfortable enough with our parents to talk about anything.
- **The self-awareness of each individual:** If you are mindful of why you feel bad about something, you will be able to deal with it better.

- **The personality of the individual:** Some of us are able to let go and move on from painful things more easily and are more positive in general.

FOR THE TEENAGER

It is difficult to believe for most of us that a person who is studying and talking normally and able to do their regular tasks is mentally unwell. However, this is the biggest hurdle to people getting the correct treatment and timely help. Physical illness like cold and fever come with obvious symptoms, but mental health issues like depression, eating disorder, anxiety, and so on, do not have obvious symptoms unless they are severe.

A teenager who has mental health issue is perceived by others to be:

Crazy and unstable in behavior	Incapable of taking care of themselves or others	Of a weak character	Unfit to function in society
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Such notions can stop a teenager from seeking help and can have a very negative impact on his/her well-being. These notions have the following possible consequences:

- They make him/her vulnerable to physical or verbal abuse.

- They may lower his/her self esteem or add to feelings of fear, guilt, and shame
- They make him/her socially isolated.
- They make him/her engage in feelings of self-blame, making it even more difficult to seek help.
- They may add to feelings of stress, thus worsening the condition even more.

ROLE OF A THERAPIST

A therapist is a professional trained to understand aspects of a personality and behavioural patterns that cause problems. They know standardised treatments for various disorders and how to help a person implement the treatment. Telling a psychologist how you feel is NOT the same as sharing it with a friend or relative. Friends and relatives can sympathise and give affection to you. However, a therapist helps you to address the issue in a more objective way so that you become more self-aware and learn to understand how to cope with your own emotions. Counselling therapy is a scientific process that has been proven to show results. It is more than just 'talking it out'. It is meant for all those who wish to grow and evolve into better versions of themselves. A therapist does the following:

1. Listens to your problems
2. Analyses them to understand the root cause

3. Identifies ways of coping the issue
4. Helps you decide for yourself

A good therapist is non-judgmental, unbiased, understanding, concerned, and accepting.

Ways to Deal with the Stigma around Mental Health:

1. Accept and embrace your thoughts and feelings without shame. No emotion is wrong. Only the actions we may take as a result of that emotion could be wrong.
2. Start writing down your feelings and the thoughts you have when you feel a certain way.
3. Never hesitate to seek help because it is not a sign of weakness but a sign of strength.
4. If you feel that you are unable to cope with an issue or a set of emotions in your life, confide in someone whom you believe will understand you best. It could be a parent or a teacher or an older relative like your aunt/uncle.
5. Try to be honest in your expression of emotions when you talk to others.
6. When you share something with a friend or a person you trust, try to be as authentic as possible instead of saying what you think the other person wants to hear.

UNIT 5 : EMPATHY AND LEADERSHIP

Empathy refers to our ability to understand and share the feelings of another. When you are empathetic, you put yourself in another person's shoes, make an effort to see the world from their perspective, and feel the emotions that they feel.

Often confused with sympathy, empathy actually requires perspective-taking. When you are being empathetic, you are doing more than feeling sorry for another person; you are actually trying to imagine the situation from that person's point of view.

Being empathetic can take different forms, depending on the situation. From personal life to professional or school interactions, these are some ways people show empathy.

A Friend Fails a Test

Imagine you are a student and a friend in your class has just failed a major test or exam. Your friend is distraught because she studied really hard and still failed. Even though you got a good grade on this test, you remember what it is like to fail. You don't try to fix things for your friend. Instead, you make an empathetic statement like, "I'm so, so sorry about your grade. I know how hard you studied and how disappointed you must feel."

A Student Gets Bullied

In the restroom at school, one student gets teased and pushed into a stall by other kids. Imagine you're a kid watching this interaction. How do you demonstrate empathy? First, you remember what it is like to be picked on. You may wait until the bullies have left and help the kid out of the stall. You could also show compassionate empathy and take action by reporting the bullying to an adult.

Overwhelmed Co-Worker

Your co-worker has a mountain of work to do and will need to come in over the weekend to finish. You don't do the same kind of work, and there's no way for you to offer practical help. Still, you know what it's like to lose a weekend to work, and you feel really bad for your colleague. On Saturday, you show empathy by stopping by the office with some coffee and donuts for him, along with a few encouraging words.

Employee With a Bad Day

You run a small hardware store. One morning, a man comes in and is irate with your employee because the screws she recommended do not fit his project. You help him get what he needs and be on his way. When you look at your employee, your heart sinks. She is trying not to cry. Your empathetic response is, "I'm so sorry that happened. Being yelled at is awful. Take some time if you need it."

Client Struggling With Loss

Imagine you are a therapist or counselor. You are working with a widower who can't seem to get past his grief over the loss of his wife. You listen carefully as he explains the way the grief keeps coming back, even though it's been several months. You know what it's like to feel loss. Your empathetic response could be comforting words like, "It's really hard to feel grief like this. It follows no rules, and it can be unpredictable. Some days are just really difficult."

Patient in Pain

You work at a clinic and an older woman comes in complaining of knee pain. She has arthritis in both knees. There are many practical solutions you can offer to help, but you also choose to show empathy. You can do this by reflecting her situation in your tone and words, such as, "I

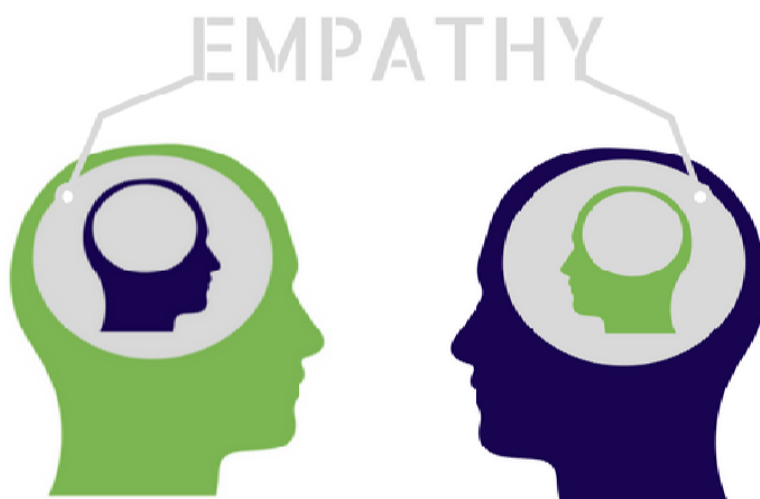
know it must be really difficult to go about your normal life with this pain. Let's see what we can do to help."

Friend Enduring a Break-Up

A friend going through a difficult break-up is an opportunity to show empathy in your social life. Imagine you didn't like her boyfriend, and you haven't approved of this relationship. She comes to you distraught that it is over. Part of being empathetic is reserving judgement, so you set aside what you think should happen and focus on her feelings instead. You give her a hug and listen attentively while she talks.

Help People Feel Less Alone

Showing empathy is an important way to build strong relationships and be a good friend. Ultimately, people feel less alone when they know you understand their perspective, and that's what empathy is all about.



Leadership And Responsibility

1. Lead while Guiding
2. Use interpersonal and problem-solving skills to influence and guide others toward a goal
3. Involve strengths of others to accomplish a common goal
4. Inspire others to attain their best by example
5. Demonstrate integrity and ethical behaviour in using influence and power
6. Be Responsible to Everyone
7. Act responsibly keeping in mind the welfare of society and nation.

At any age, regardless of your station in life or your salary, table manners are essential for two reasons. One is to make others comfortable. How many of us have been forced to dine with someone who may have filthy hands, coughs all over the food and forces us to observe the as yet undigested bits of their food as they roll around gobs of food in their open mouths? Would we wish to visit such vexatious behaviour on others?



IMPORTANT ADD ONS

There are many other important life skills that fall within the larger life skill categories and that are key to well-being. They include the following:

- Managing anger issues
- Setting goals
- Having a positive mindset
- Knowing your worth
- Self-actualization
- Self-confidence
- Having good habits
- Taking effective action
- Setting the right priorities
- Self-soothing
- Optimism
- Acceptance (non-judgement) of others
- Ability to let go of the past
- Knowing who you are

- Knowing your strengths and weaknesses
- Being thankful
- Knowing your core values
- Achieving flow
- Knowing how to generate positive emotions
- Being self-determined
- Being compassionate
- Knowing how to calm down
- Practicing kindness
- Self-motivation
- Practicing self-disclosure
- Emotional intelligence
- Being self-compassionate
- Expressing rather than suppressing your emotions
- Loving yourself
- Living without regrets

Life Skills for Teenagers

Although all of the life skills we've discussed so far are important for people of all ages, we may have an easier time learning specific life skills (and benefiting from them) at different ages. It all has to do with the kinds of challenges we are facing at different times in our lives. A teenager, for example, is dealing with changing hormones, peer pressure, and identity formation. Here are some life skills that might be good for teenagers to focus on:

- Learning how to say “no”
- Setting a schedule
- Allotting time for adequate sleep
- Time management
- Learning to communicate with adults
- Tolerating rejection
- Managing peer pressure
- Making their own decisions
- Expressing their true feelings
- Being authentic
- Stress tolerance and reduction
- Making new friends

LIFE SKILLS



Career Social Success School
Interest Personal Training Skills
PERSONAL Objectives Life
Ideas DEVELOPMENT Future Learn
Aspiration Potential Knowledge
Attitude Process Identity Coaching
Improvement Talent
Results Views Talent
Education Goals Study
Individual Practice Growth

UNIT 6 : CYBER BULLYING

Technology and cyber is part of our daily life these days. During the COVID-19 that dependency is even more, including the ELearning adopted by schools across the world. At the same time, Cyber security risks are a common menace everyone facing nowadays. Many types of cyber crimes and frauds are prevalent in the day to day life of Internet users, which vary from financially motivated activities, to cyber war. But the social challenges and physiological issues associated with cyberspace are much more significant on the children than anyone else.



One of the biggest challenges the children face these days is through Cyber Bullying. Using electronic channels to bully someone is called Cyber Bullying. This could be done by a stranger or a known person,

including their friends. Harassing, insulting with different ways, taking revenge etc. through cyber channels like social media, emails etc. can be the ways of conducting cyber bullying. It may include stalking, spreading rumours, impersonating the victim, personal information disclosure in social media etc.

Studies show that teenagers are mostly affected by Cyberbullying, but it is getting more impact to smaller children also these days.

Cyberbullying can have widespread and long lasting effects on the victims. It may create anxiety, and helplessness in the children and can lead to serious physiological issues. Some children avoid discussing it with any adults including their parents, which may have bigger impacts on them, as they could feel depressed, and can ruin their studies and daily life.

Children are recommended to ensure that they discuss these kinds of incidents or attempts to their parents or teachers for timely support and action, which can save them and correct those who conduct cyber bullying, if they are known persons. The victims must realize that they are not to be punished for the actions of the cyber bully, but parents and teachers can assist them to identify and take necessary actions to stop the bullying and to recover.

Parents must educate their children on the negative sides, and about the social and government steps that can be taken against the children if they are involved in cyberbullying. These days, technical investigation can easily identify who is the culprit and may end up in serious police actions including jailing of those who conduct cyber bullying.

Children must be very careful while using the Internet and particularly social media. They should be under the strict supervision and guidance from their parents or teacher on secure usage of these technologies. Disclosure of personal information, including address, contact details, private photos etc. must be limited and secured. This information can be used by strangers to cyber bully or can lead to damaging the safety of the children.

Interacting and befriending with strangers should be strictly avoided by children as you may not be knowing the actual person behind social media profiles or other Internet identities.

As a matter of effectively handling cyber bullying, privacy settings in the social media accounts and other Internet software should be enabled.

Children should always establish a great relationship with their parents, teachers or good friends, to whom they shall speak openly about any cyber bullying attempts or incidents to get correct guidance. They should not try to handle the situation by themselves. They must know that adults can handle it more effectively and can diffuse the issue through various means and save them from the stress.

As a better human being we all should respect and treat others with care and love and stay away from cyber bullying. It can lead to stress, and other physical and mental damages to the affected parties. At the same time those who conduct can also have serious impacts to their lives, future and social activities, which can include severe actions from the authorities once they are being investigated.

Stay safe and secure in the Cyber world!

UNIT 7 : SOFT SKILLS

Candidates with strong soft skills are in high demand for many different types of jobs. What are soft skills, and why are they so important? Soft skills are the interpersonal attributes you need to succeed in the workplace. They are how you work with and relate to others—in other words, people skills.

Q. What are Soft skills?

Soft skills tend to be more personality-focused, as opposed to being based on qualifications, technical skills or vocational experience. That include things like social skills, interpersonal skills and transferable skills. **In contrast, hard skills are technical skills that are often job specific.** They come from certification programs, employee training and work experience and can be taught, measured and tested through exams and practical assignments or quizzes. **Soft skills** deal more with interpersonal relationships and involve things like conflict resolution, communication, listening and problem-solving.

Soft skills are the skills that enable you to fit in at a workplace. They include your personality, attitude, flexibility, motivation, and manners. Soft skills are so important that they are often the reason employers decide whether to keep or promote an employee.

Soft skills are different from hard skills (also known as technical skills), which are directly relevant to the job to which you are applying. These are often more quantifiable, and easier to learn than soft skills.

A hard skill for a carpenter, for example, might be the ability to operate a power saw or use framing squares. A soft skill would be the ability of the carpenter to communicate effectively with co-workers and clients.

Regardless of the job to which you're applying, you need at least some soft skills. In order to succeed at work, you must get along well with all the people with whom you interact, including managers, co-workers, clients, vendors, customers, and anyone else you communicate with while on the job. These are the types of skills all employers value.

Employers want employees who are able to interact effectively with others. These skills are also very hard to teach, so employers want to know that job candidates already have the soft skills to be successful.

1. COMMUNICATION

Communication skills can be oral or written and facilitate effective expression in the workplace.

Key competencies and traits that make up this skill:

- Teamwork
- Communication
- Problem solving
- Empathy
- Listening
- Verbal communication
- Non-verbal communication
- Written communication
- Critical thinking
- Leadership

- Time Management

Why train your students in this skill?

Your students will be able to communicate more effectively with one another, which is a win-win situation. By developing their communication skills, you'll be empowering them to express themselves more clearly, listen more actively and attentively, and achieve better outcomes from difficult conversations.

How well do you communicate? Communication skills are important in almost every job. You will likely need to communicate with people on the job, whether they are clients, customers, colleagues, employers, or vendors. You will also need to be able to speak clearly and politely with people in person, by phone, and in writing.

You will also likely need to be a good listener. Employers want employees who can not only communicate their own ideas, but who also listen empathetically to others. Listening is a particularly important skill in customer service jobs.

VERBAL COMMUNICATION

Verbal Communication involves the use of words in delivering the intended message. Words are the most accurate and powerful tools to express and share ideas.

There are two primary forms of verbal communication:

- Oral communication
- Written Communication

ORAL COMMUNICATION

The process of expressing information or ideas through spoken words is known as **Oral Communication**. Oral Communication is a more natural form of communication than the written form. The most significant advantage of oral communication is that it provides immediate feedback and clarification. Both, the speaker and the listener take turns to speak and enter into a kind of dialogue to make the whole communication process purposeful. It is a time saving and useful tool. It lends a personal touch to the entire interaction. Telephonic conversation, Video-conferencing, voice mails, general conversation, speeches, meetings, seminars, group discussions, etc. come under the category of oral communication. The factors that determine the effectiveness of an oral communication are:

Pace: It means how fast or slow you speak. If the speaker talks too fast, the receiver may not be able to absorb and interpret the message correctly. On the other hand, if the speaker talks too slow, the receiver might lose interest.

Clarity in Pronunciation: It refers to speaking words clearly and correctly, including the correct sounds of the letters with proper emphasis.

Volume/Pitch: It means how loud or soft your voice is. If the speaker talks in loud volume with someone sitting across the table, he may sound dominating and the receiver might feel detached/unconnected. On the other hand, speaking in a soft voice leads the receiver to think that the speaker is shy or not confident. So, you need to have a balanced tone.

Choice of Words: It refers to choosing the appropriate words while communicating. Consider the following example, where a remark about someone's shoes using two different words leads to entirely different interpretations by the receiver.

Fluency: It refers to the ability to speak with ease and accuracy in a language. To talk with fluency means that your speech flows well and there are not too many interruptions to that flow. It keeps the receiver engaged. For example, too many pauses and words like um, ah, you know, etc. used by the speaker may distract the receiver and break the flow of communication.

Length of Communication: The communication should be simple, short and to the point. If a speaker talks for a long duration of time about things which are not relevant to the topic, the listeners lose interest in the speech and the purpose of the speech is defeated. On the other hand, a conversation which is short conveys the message clearly and concisely and keeps the listeners engaged.

WRITTEN COMMUNICATION

It involves sending messages in the form of written words to convey information. Written communication is the most formal form of communication. It is an innovative activity of the mind that involves a careful choice of words and their placement in the correct order. Examples of written communication include letters, reports, resumes, brochures, circulars, memorandums, contracts, notices, etc. Nowadays, written communication has become shorter and faster. SMS and messengers like What-sapp, e-mails, social media, etc. are some of the standard mediums of written communication.

NON VERBAL COMMUNICATION

Non-verbal Communication means communicating without the use of words, oral or written. It can be effectively used to enhance our verbal communication. It includes our body language, gestures, facial expressions, eye contact, pointing fingers, etc. Non-verbal signs can convey thoughts and feelings in the absence of verbal communication.

How we say something, is often more important than what we say. Research by Albert Mehrabian suggests that non-verbal communication has a more significant impact on the receiver than the speaker's words. The different elements of non-verbal communication are:

Facial Expression: It is the most noticeable aspect of non-verbal communication. The look on a person's face is often the first thing we see, even before we hear what he has to say.

Gestures: Conscious hand and body movements and signals are an essential way to communicate without words. Some of the common gestures include waving, pointing and using fingers to indicate numbers. However, some unconscious gestures also convey one's state of mind, for example, glancing at the watch is interpreted as a sign of disinterest or a desire to leave the conversation.

Voice: Non-verbal speech such as tone, pitch, volume, modulation, rhythm and rate are essential elements of communication. When we speak, other people read our voices in addition to listening to our words. These non-verbal sounds provide subtle but powerful clues into our true feelings and what we mean. For example, the tone of voice can indicate sarcasm, anger, affection or confidence. A loud voice might be interpreted as a sign of approval and enthusiasm, while soft tone of voice may be construed as a sign of nervousness. Even lack of sound and silence can communicate a lack of interest or understanding or even hard feelings in a face to face discussion.

Body Language: We communicate numerous messages through our body language. Body language includes facial expressions, eye movements, hand gestures, posture, etc. For example, standing erect and leaning forward communicates to listeners that you are approachable and friendly. Using appropriate expressions and gestures strengthen your speech. For example, in a declamation contest, if your

body language reflects confidence, your speech will have a greater impact on the audience as well as on the judge.

Eye Gaze: The movement of the eyes like looking, staring and blinking is an essential form of non-verbal communication. Eye gaze also determines if someone is being honest or not. Steady eye contact may be interpreted as the person being truthful and trustworthy.

Physical Contact: Communicating through physical contact is another essential non-verbal behavior. Sometimes, a touch may be able to express the feelings more effectively than the words. For example, a warm hug from a mother consoles a child, whereas, a firm grip of a mother shows her control to prevent the child from doing something wrong.

Dress and Appearance: In oral forms of communication, the appearance of both the speaker and the surroundings play a vital role in creating an impact on the audience or receiver. For example, a well-dressed person gives an impression of position and power, thus generating respect from others.

VISUAL COMMUNICATION

Any verbal or non-verbal communication utilizing the sense of sight is known as Visual Communication. Visual communication skills involve the judicious use of visual aids to make a penetrative and lasting impact on a receiver's mind. Graphs, charts, maps, PowerPoint presentations, overhead projectors, smart-boards, white and black boards, models, paper handouts, etc. are the

different types of visual aids that help in conveying a message effectively. For example, an educator can impart knowledge on a particular topic to the students in an effective manner with the help of a smart board, picture or a diagram. These visual aids help students to retain information and understand the concept much more clearly and

quickly. The use of visual aids grab the attention of the students and keep them engaged.

Feedback: The cycle of communication is complete when the sender receives the feedback from the receiver. Without feedback, the sender cannot confirm if the receiver has interpreted the message correctly. Feedback is also given and received to improve behaviour and performance. A constructive feedback informs and motivates people to improve themselves. In the given example, feedback was missing, that is why the communication cycle broke down in this case.

The entire cycle will start all over again if the sender feels that the message was not understood correctly. This can be easily understood with the given communication process.



LISTENING SKILLS: *Listening is the ability to accurately receive and interpret messages in the communication process. Listening is key to all effective communication. Without the ability to listen effectively, messages are easily misunderstood. As a result, communication breaks down and the sender of the message can easily become frustrated or irritated.*

If there is one communication skill you should aim to master, then listening is it.

Good listening skills also have benefits in our personal lives, including:

A greater number of friends and social networks, improved self-esteem and confidence, higher grades at school and in academic work, and even better health and general well-being.

Studies have shown that, whereas speaking raises blood pressure, attentive listening can bring it down.

Listening is Not the Same as Hearing

Hearing refers to the sounds that enter your ears. It is a physical process that, provided you do not have any hearing problems, happens automatically.

Listening, however, requires more than that: it requires focus and concentrated effort, both mental and sometimes physical as well.

Listening means paying attention not only to the story, but how it is told, the use of language and voice, and how the other person uses his or her body. In other words, it means being aware of both verbal and non-verbal messages. Your ability to listen effectively depends on the degree to which you perceive and understand these messages.

Listening is not a passive process. In fact, the listener can, and should, be at least as engaged in the process as the speaker. The phrase ‘**active listening**’ is used to describe this process of being fully involved.

UNIT 8: INTERVIEW SKILLS

Before the interview:

Dress for Success

If you don't own any professional clothing (jeans and t-shirts usually do not fall into this category), then it's time to invest in some grown-up clothing. While some companies, especially start-ups, are a little less buttoned-up than, say, a bank or legal firm, it may be useful to discern your potential company's dress code before your interview.

If your job interview is online via Zoom or a similar platform, make sure to avoid strong patterns that might be distracting on video and keep your outfit professional—even if you don't think they will see what you are wearing from head-to-toe.

Arrive Early

If you not sure where the interview location is, go there before the day of the interview, find your parking options, and make sure you know where to go. On the day of the interview, make sure you leave in plenty of time to get there, not just on time but early.

Key Takeaways

- Whether you are interviewing in-person or online, do your research on the company ahead of time and be prepared to speak confidently about why you are a good fit for the job.
- Practice for your interview with a friend, mentor, professor, or family member. If you have a virtual interview, practice using an online tool to get comfortable with a video format.

- Always write a follow-up thank you email or card after your interview.
- If you are asked to conduct a virtual interview, make sure you are set up for a smooth technical experience. Check your camera and audio before the interview begins.
- Even if you don't get the job, a great interview and a well-written thank-you note may impress the interviewer, who may consider you for other jobs in the future.

Research the Company

Whether you interview in-person or not, you need to do your research. Most companies have a website with plenty of background information about the founders, company history, company mission statement, and so on.

Spend an hour reading through the company website and search for press releases, news items, and articles related to the business. Try to figure out where you would fit into the company and what skills you should highlight. Being able to talk confidently about the company and your potential role is a good way to show the interviewer that you want to work for them.

Research Potential Questions They May Ask You

Once you do your research on the company you want to work at, do some research into the potential questions they may ask you during the interview. Use Glassdoor.com to help you. The website allows you to type the name of your potential company and find questions asked to other candidates who have gone through the interview process. You can even see the outcome of their interviews.

Remember Your Resume

Even if you snagged the job interview via your LinkedIn profile, bring a hard copy of your resume, just in case someone asks for it. Make sure it is up-to-date, polished, and easy to read. If no one asks for it, ask the interviewer if they would like a copy of it at the end of the interview.

During the Interview

Unless you are asked to use their first names, address your interviewer with their last name. Don't interrupt. Shake hands. Pull out those manners and use them, including maintaining good posture and positive body language. Stand up straight, walk tall and sit up straight in your chair.

If you are on a virtual interview, make sure to keep your backdrop professional, clear off any clutter in the way of the video, and don't eat or drink during it.

Make sure not to overshare in an interview and never speak badly of a former colleague, professor, or teacher.

Always Tell the Truth

Never lie during a job interview. Even if something is embarrassing or potentially problematic, when asked, you should answer honestly. But make sure not to share more than necessary. A few personal comments are OK, but they want to know if you can do the job and be a safer, better choice than the other students.

Be an Interview Extrovert

Even if you're an introvert, pretend to be an extrovert and adopt an extrovert persona for an hour or talk about yourself comfortably. Likewise, if you're an extrovert, don't overshare. Keep it professional.

Make Eye Contact

Making good eye contact is a skill, and sometimes it is difficult for young people to do it with confidence. Eye contact shows an employer that you are sincere, confident, and trustworthy. As a student interviewing for a job, you may not bring years of experience to the table. Still, you bring ambition, fresh perspective, willingness to work hard, and plenty of other valuable assets. Keep that in mind, and you can handle yourself with both courtesy and confidence.

After the Interview

Send a thank-you email right away after the interview. Keep it short and sincere and grammatically correct. Thank the interviewer for their time and reiterate that you are interested in the opportunity. You might not have felt it, but you were also evaluating the company and interviewing them, so let them know you are still interested. If you are worried about what to write in your email, try using a follow-up email template and get advice on writing it from experts.

REMEMBER-

- Reach venue before time
- While waiting read magazines
- Behave professionally in waiting area
- Take permission to enter interview room
- Take permission to sit
- Switch off mobile

- Don't tap feet
- Don't put bag on interviewer's table
- Wait for 5-10 seconds before answering questions
- Listen questions carefully
- Don't lie/ give wrong answers
- Don't criticize previous employer
- Write correct hobbies
- Thank the interviewer

