

B.COM.SEMESTER-3		
5	AEC 3	LIFE SKILLS-3

Name of the Course: **Life Skills- 3**
Total marks: **50**

PARTICULAR	NO.OF LECTURES
UNITNO.1:RESUME SKILLS	
Introduction of résumé and its importance, Difference between a CV, résumé and biodata, Essential components of a good résumé, Common errors while preparing a résumé, Prepare a good résumé considering all essential components.	10
UNITNO.2: INTERVIEW SKILLS	
Preparation and Presentation Meaning and types of interviews (F2F, telephonic, video, etc.), Dress code, background research, do's and don'ts, Situation, task, action, and response (STAR concept) for facing an interview, Interviewprocedure(opening,listeningskills,andclosure),Importantquestions generally asked at a job interview (open- and close-ended questions). Simulation & Common Errors: Observation of exemplary interviews, Comment critically on simulated interviews, Discuss the common errors that candidates generally make at an interview, Demonstrate an ideal interview.	10
UNITNO.3: GROUP DISCUSSION SKILLS & CAREER OPPORTUNITIES	
Group Discussion Skills: Meaning and Methods of Group Discussion, Procedure of Group Discussion, Simulation & Common Errors in Group Discussion. Career Opportunities: Knowing yourself — Personal characteristics, Knowledge about the world of work, requirements of jobs, including self-employment, Sources of career information, Preparing for a career based on potential and availability of opportunities.	10
Total Lectures/Hours	30

UNIT-1

RESUME SKILLS

Q: 1 Introduction to resume its importance?

A resume introduction is your professional summary this is a paragraph that highlights your relevant skill experience and value. It usually consist of approximately three sentence and include specific metric such as your years of experience or your label of education alongside your most impressive accomplishment.

You can place it at the very beginning of your resume just before your contact information the professional summary is one of the first thing refuters see when reviewing your resume so it's important to make a good impression.

➤ **How to write a resume**

1) Study the job description

The study job description to understand the key requirement for the role and indent potential key words this can help you to determine what skill and experience to highlight endure professional summary using key words is important because employers frequently use applicant tracking system (ATS) to screen resume key words may included job title technical skill, soft skill.

2) Create a strong first sentence

Start with strong opening sentence that attract the leader at, for ex: you might mention and impressive accomplishment or result you achieved in a previous role you are having how many years experience try to use action verbs in your introduction to make it more powerful.

3) Include your skills and experience

That next few sentence can further elaborate on your skills experience and value you can talk about your specific expertise such as in a certain industry or type of work you can list relevant education and training such as degree or certificate.

4) Proofread your work

Once you finish take the time to proofread your work by checking for grammar and spelling mistake. You can try reading it from bottom to top. This can help you to find any errors or mistake making the necessary revision is important to how successful your resume.

5) Use number quantity your accomplishment

To make your professional summary more impactful try to use numbers to quantify your accomplishment.

Example: you might mention how many people you manage in previous role or how much revenue you generated.

➤ Importance of resume

- 1) Chronology (sequence)
- 2) Identify specific skills (special course)
- 3) Matches your to job role (suitable)
- 4) Attracts the attention of potential employees
- 5) First impression
- 6) Interview performance
- 7) Career path anal
- 8) Past accomplishment or past experience
- 9) Skill

Q: 2 Different between CV, resume & bio-data.

	CV	Resume	Bio-Data
Meaning	CV is document that outline person's educational and professional history including academic achievement, work experience and research project publication and awards.	Resume is shorter document that summaries a person relevant skill, experience education for specific job.	Bio-Data is more comprehensive document that include personal information such as age, gender marital status, religion and hobby as well as education and professional background.
Format	CV is longer and more detail.	Resume is shorter and more concise.	Bio-Data include personal information behind professional qualification.
Content	CV focus on professional experience skill.	Resume focus on professional experience as well as skill and education detail.	Bio-Data focus on personal information.

Purpose	CV are use to apply to a job in most country.	Resume is use to apply to a job in most country.	Bio-Data is more common is south Asia and is often require for govt. or military position.
Length	Ideally one or two pages.	Three to Ten pages long.	Typically one to Three pages long.
Suitable for	Apply for many types of corporate roles and across the global.	Widely used applying for academy roles. It can be specifically asked for interchangeability with a resume.	Applying for job in some cases and even for seeking metro - menial sites in some countries.

Q: 4 Essential elements of resume.

➤ **Personal information**

Name, current & permanent address Telephone number, e-mail address.

➤ **Objectives**

In one short sentence summaries your goal for your job such the goal statement should be related to specific position for which you are applying, it is also effective to highlight your skill in the goal statement.

Example: Sacking a position is a social worker providing service to aged sacking a position that utilize my skill in counseling research and proposal writing.

➤ **Education**

High school name, city and state, date of graduation, course highlight (courses direct related to the job or your career field and specific ability), certificates.

➤ **Work and related experience**

Summer job, internship, volunteer work (include positions title, company organization city, state dates and brief list of the job duties).

➤ **Awards and honors**

Academy, musical, athletic and other reorganization (include name of award, who awarded and when it was awarded)

➤ **Activities and hobbies**

Include your role in the position, the organization and rate.

Example: caption share wood high school, volley ball team)

➤ **Skills**

Soft skills (being a responsible, loyal hard working, energetic out going)

Hard skill (research and writing)

Example: Microsoft word 98, Microsoft publisher 2000, public speaking

➤ **References (3-5 people)**

Teachers, professor, work supervisor, character reference (someone who know very well, include the name relationship to you, organization, contact number).

➤ **Consideration**

Limit your resume to 1or2 pages do not include birth date, health status, social security number make your resume error free use a simple easy to read & use high quality paper.

Q: 5 Common error while preparing resume.

1) Including a resume objectives

A resume objective is brief statement about what your are hoping to achieve in your carrier instead of including a resume objective write a professional summary describe your unique qualification to show employers how you can benefit their organization.

2) Describing unrelated work experience

When writing your resume list work experience that related to the new position providing information about your relevant experience shows employers you have the qualification to perform relevant task well.

3) Providing a few details

For each job on your resume include enough detail to explains how you successful in the role to provide bullet points about your responsibility & achievement in your current or recent position for all other jobs on your resume write 3 bullet points this level of detail demonstrates your professionalism.

4) Adding references

Many employer ask for references to evaluate job candidate its unnecessary to include this information to your resume employers request references in latter in the hiring process after they have review candidate resume.

5) Listing irrelevant skill

While you likely have a diverse skill set use your resume to target skills related to the new job many employers provide a list of skills in the job description so read posting carefully to ensure you are including relevant skill on your resume.

6) Using the same resume for all application

When submitting multiple job application customize your resume for each job to show employer why you are the best candidate for that specific role its helpful to create raster resume template that you can copy and save as a document for each job to which you a apply.

7) Having outdated contact information

It's important to ensure the contact information on your resume is up to date so employers can contact you make sure you provide your contact number and e-mail you check often if you have recently moved list you new location including the city and state.

8) Describing job duties

In your work experience section provide information about both your job duties and accomplishment you have had in each role including accomplishment in your resume can help you different you self from other candidates who may have performed similar duties in that past position.

9) Creating a short or long resume

Employer often evaluate candidate quickly and lengthy resume may differ them from reviewing or application keep your resume to 1 page in length, to highlight most important detail about your experience skill if you have over 10 years of relevant work experience. You may add 2nd page to your resume to describe your qualification.

10) Making grammatically or formatting error

Before submitting your resume to employer review it carefully for errors in spelling grammar sending a clean. Well written resume to employer convey professionalism and create a positive impression you can use word processing software online application to help you proof read your resume. It is also helpful to read your friend & family member to read your resume because they might notice error you may be missed.

11) Using on unprofessional e-mail address

In your header provide a professional email address such as one with your first or last name or variation of. It may be helpful to create new email address, you can use for correspondence about your job application.

12) Including salary requirement

While you have specific salary requirement for new position from including this information on your resume you can discuss your salary requirement with your employers. Later in the hiring process such as during an interview or after receiving employment offer.

13) Listing hobbies

You have limited space on your resume to describe your qualification and attract employee attention for this reason avoid listing hobbies that are unrelated to new position. If you have hobbies that apply to the role include them in the appropriate section of your resume for E.g. you are applying for teaching position and you enjoy tutoring position on the weekends include this information in the section of resume.

14) Attaching photo

In general including a photo of yourself on your resume photo or graphic may affect how ATS software, scan your resume if you work in an industry where resume photos are common such as, acting. You can include your photo in those cases.

15) Mislabeling the firm

It's common to upload a resume on website or email the document to potential employer when submitting your application digitally choose an appropriate resume file name you can save the file by using your name followed by the word resume.

Q: 6 Resume format.

Resume Format

Photo	Reena Sharma
Email:- reena@gmail.com Contact no: 123456789 Address: Morbi road Rajkot Summary qualification: ccc, Tally, Miracle	Career Objectives:- Enthusiastic student teacher with good leadership and multitasking skill familiar different instructional approach & technology option such as smart board used in lecture. Classes for creating supportive learning environment for student. Professional skill: Group teaching ability, teacher support, solid communication & intrapersonal skill. Work history: 2023 Bhushan High School Rajkot Current: 2024 Vision English Medium School

UNIT-2

INTERVIEW SKILL

Q: 1 Meaning and types of interview.

Meaning

An interview is a formal conversation between two or more people typically with 1 person, the interviewer, asking a question to obtain information exist qualification or evaluate, the sustainability of a candidate for a job, admission or other perpose.

Interviews are commonly used in various Contac including employment academic admission generalize and research or establish a connection between individual.

Types of interview

Since job interview don't have a set format, job seekers must prepare 4 several types of interviews.

1) Structured interview

A structured interview is structure dies and systematic questioning process were each candidate is exist using pre-determine set of question allowing for fair and consistent evolution.

i) Pre-determined question

In structured interview the interview ask a set of standardize question to all candidate this question are often prepared in advanced and are the some for every candidate.

ii) Consistency

The goal is to maintain consistency in the interview process ensure that each candidate evaluated based on the same criteria.

iii) Quantitative analysis

Responses are typically evaluated using pre-determine scoring system this allows for a more objective and quantitative comparison of candidate.

➤ Advantage

i) Fairness

Structure interview are considered fair as all candidates are exist using the same criteria.

ii) Reliability

Because of the standardize this interview tend to be more reliable and the result are consistent across different interview.

➤ **Disadvantages**

i) **Rigidity**

The structured format may limit the interviewers ability to explore unique aspects of a candidate background or personality.

ii) **Less flexibility**

It may not be as effective in assessing curtain soft skill or qualities that more comfortable in conversation.

iii) **How to prepare**

Research common question

Practice responses

Understand the job requirement

2) **Unstructure interview**

Unstructure interview is an informal openrneded conversation between the interviews and candidate banking a pre-determined set up question often allowing flexible exploration of the candidate back of ground and quality.

➤ **Characteristics**

i) **Open ended question**

Unstructure interview involve more opponend free flow conversation.

ii) **Exploration of personality**

The goal is offer to candidate personality, motivation and inter personal skill allowing for more holistic understanding.

iii) **Subjective evaluation**

Evaluation is more subjective as three in no pre determine scoring system.

➤ **Advantages**

i) **Depth of insight**

Unstructure interview can provide a deeper understanding of candidate character, creativity and communication skill.

ii) **Flexibility**

The interviewer has the flexibility to adapt to questions based on the candidate's response, allowing for more personal life interaction.

➤ **Disadvantages**

i) **Inconsistency**

Because there is no standardized set of questions, there can be significant variation in the topics covered and the depth of questioning for different candidates.

➤ **How to prepare**

- 1) Self reflection
- 2) Prepare personal stories
- 3) Stay informed

3) **Situation interview**

A situation interview involves presenting a candidate with a hypothetical scenario for a real-life situation to exist. How they would approach and handle specific challenges, providing insight into their problem-solving and decision-making abilities.

➤ **Characteristic**

i) **Hypothetical scenario**

In a situational interview, candidates are presented with a hypothetical situation or challenges they might face in the job.

ii) **Problem solving skill**

This interview aims to evaluate a candidate's problem-solving skills, decision-making process, and ability to think on their feet.

iii) **Restack challenges**

Situational interviews often simulate challenges that the candidate will encounter in the actual job role.

Advantages

i) **Job relevance**

By presenting scenarios related to the job, a situational interview can provide insight into how well a candidate is likely to perform in the role.

ii) **Predictive**

The way a candidate response to situational question can be inductive of that future performs.

➤ **Disadvantages**

i) **Limited predictive validity**

The correlation between how candidate perform in a situational interview and their actual job performance may not always be strong.

ii) **Stress factor**

Candidate may feel addict pressure institutional interview. Potentially affecting there response and not accurately reflecting their capabilities.

➤ **How to prepare**

- 1) Review job description
- 2) Practice problem solving
- 3) Research the company

4) **Behavioral interview**

Focus on excising a candidate past behavior and experience to predate their future performance.

➤ **Characteristics**

Questions are design to uncover specific example of how candidates handle situation in the past.

Soft skill, problem solving, team work & communication.

Offer use the star Metter [situation, task, action, result] for response.

➤ **Advantages**

Provides insight into a candidate actual behavior in various situation.

Help excise cultured fir and inter personal skill.

➤ **Disadvantages**

May not predicts future performance aurally.

Relies heavily on the candidate ability recall & accurate past experience.

➤ **How to prepare**

Review common behavioral question and prepare specific example.

Use the star method to structure your response.

Be ready to discuss various situation including challenges and success.

5) Stress interview

Stress interview intentionally create a challenging and pressurized field and environment to evaluate a candidate's ability to handle and pressure.

➤ **Characteristics**

The intentional creation of an intense atmosphere with repeated questioning or unconventional techniques.

Focus on observing candidate react under pressure.

➤ **Advantages**

Tests a candidate's resilience and composure.

High stress situation that may occur on the job.

➤ **Disadvantages**

May not accurately reflect a candidate's true ability.

This may result in negative candidate experience.

➤ **How to prepare**

- 1) Practice maintaining composure under pressure.
- 2) Familiarize yourself with common stress interview tactics.
- 3) Remember that the purpose is to observe your reaction so stay calm and collected.

6) Technical interview

Technical interview tests a candidate's specific knowledge, skill, and ability related to the technical requirements of the job.

➤ **Characteristics**

In-depth questions related to technical aspects of the role.

Open include problem exercise, coding challenges of hand on task.

Make over a range depending on the job.

➤ **Advantages**

Evaluate a candidate practical skill and expertise.

Help ensure candidate poses the necessary technical knowledge for the role.

➤ **Disadvantages**

May not capture a candidate broader ability or soft skill.

A specially for those with excellent skill but nervous interviewers.

➤ **How to prepare**

- 1) Review technical concepts relevant to the role.
- 2) Practice coding challenges or technical exercise.
- 3) Be ready to explain your thoughts process when solving a problem.

7) One to one interview

It is common type of interview where only one interviewer interview a candidate. It is conversational type of interview where the employer drives agenda and candidate ask question towards the end usually and employer may ask general, technical situation and behavioral question in a one to one interview it is grit interview technique to understand a candidate experience and domain knowledge.

8) Video or phone interview

Such interview accrue on phone or video an employer conduct such interview when a candidate cannot attend face to face interview wither then calling every candidate for interview to screen potential candidate. When candidate receive unexpected call from employer understand candidate intelligent.

Q: 2 What to wear and how to wear dress coad?

When preparing for a job interview viering the write outfit can help you feel comfortable and confidante while a high ring manager may interview based on your information in your application document dressing appropriating can help you make a strong impression.

1) Researching the company's dress coad

When you are preparing for your interview consider researching the company's dress code to learn more about their expectation even if there is casual dress code it can may benefit you to look more professional than the employer requires.

2) Choose clothing that matches the climate & season

To ensure you are comfortable during your interview try to choose clothes that suitable with season. Ex. you may not want to wear sandal if it is snowing outside or wear a wool cloth in the summer heat.

3) Check for pet hair or any noticeable defects

To ensure you look professional for your interview to check your clothing for any pet hair you may not want to wear clothing item with these details since it can't prevent to interviewer from focusing on your professionalism.

4) Ensure clothing is pressed & wrinkle free

While selecting an interview dress check it fits you well. You can examine the length of outfit and take it to a tailor if it requires adjustment.

5) Select right color

The color of an interview outfit may show your personality during an interview. Different colors may have different meanings associated with them.

For Ex: Blue can represent the trust & confidence of the candidate wearing a white color can present you as highly organized professional other colors that you can wear during an interview include yellow, red, brown, green and purple. You can also select color to introduce your personality to employer.

6) Wear formal shoes

For a job interview wear formal shoes, pumps or low heels consider matching shoes with interview outfits candidates appearing for casual interview can also wear close-toe. Avoid wearing dirty and scratch shoes.

7) Add appropriate accessories

Candidate can make good impression while adding such few accessories while like watch and belt. Make sure you limit the number of accessories as well. You can also weariness short earrings and light necklace. Avoid weariness flashy belt and tie clips.

8) Additional tips

- Use light perfume

- Be neat & clean
- Wear light makeup
- Iron your interview stress
- Knot a tie

Q: 3 Do and don't do during interview?

- **Do:**
- Do prepare for the interview know later then the night before.
- Make checklist of pot you will need to take with you.
- Insure you have direction to the interview sight and timeout long it will take you to get their.
- Chose your interview outfit in advance and make sure it is clean and iran if necessary.
- Get plenty of rest the night before to ensure you are alreat and foius.
- Research the company history, mission and resunt development.
- Outline your answer to common interview question.
- Printout at list five hardcopy of your resume incase your interview don't have their own.
- Know the format of your interview and ask the hiring manager beforehand so you can prepare.
- **Don't:**
- Don't wait the morning of an interview together your materials. An expected difficulty could issue make you late for your interview.
- Don't be late you should plant enough time to arrive at the interview location at list 10 minute early.
- Don't try to memories your answer to interview question instated remember the e-points.
- Don't bear bold clothing or strong perfume as they can be distracting.
- Don't cross your arms or use body language that could make you seems closed of.

Q: 4 Star method of interview?

The star method helps you create easy to follow story with clear conflict and reselection.

- **S: Situation**
- Set the stage for the story by haring contain around the situation or challenges you faced share any relevant details.

Ex: In my last role as lead designer my team was short staff and facing significant back log of work the account manager where setting turf that life which was causing stress for maintain and affecting moral.

➤ **T: Task**

Describe your responsibility or role in the situation or challenge.

Ex: As a team leader it was my role not only to ensure my team met our deadlines but also communicate to other department and keep my team motivated.

➤ **A: Action**

Explain how you handle the situation or overcome the challenges if the action was carried out by a team focus on your efforts.

Ex: I set up a formal creative request process including project time line estimate to set better expectation I schedule weekly meeting with account manager to discuss my team and share progress update.

➤ **R: Result**

What was the outcome you reached through your action if possible your success or provide concrete example of the effect of your efforts.

Ex: By providing more transferring into my team process and setting better exception with the account manager we were able to design teams to do list and complete everything in our backlog.

➤ **How to use star method**

While you would not know the interview question a head of time most behavioral interview will focus on various work related challenges that demonstrate critical thinking and problem solving situation that showcase leader skill. Conflict resolution and performance under pressure.

To prepare for your interview review the job describes and required skill and consider what sort of challenges what you may have navigate in the position then make a list of various situation you have handle in your professional history that would display the short of strength you will need to succeed in the role.

If you are new to the work force don't have a lengthy professional history to draw from consider example from internship. Volunteer, work or group project you completed for school in some case employer may ask you to share non work related example so consider challenge or obstacle you have overcome in your personal life too.

Q: 5 Interview process

An interview is only an effective indicator of who is the best candidate. If its well structure following the advice out line below will enable new to structure and carry about out your interview effetely a constratdue conversation that leaves the candidate feeling they have been able to perform there best and gives you the information you need. The first key elements of well structured a successfully interview process is preparation.

1) Opening the interview

Opening the interview in a clear relax and open way is important for a number of resion.

- It gives candidate information about what to expect.
- It has nervar candidate to settle down and relax.
- It gives you a chance to start will be a report with candidate.
- It provides a professional image of you and organization.
- It set the tone for the rest of interview and carriage the candidate to talk offnaly about themselves.
- If there any issue the surrounding job that are particularly important or that you may not we fully clear it is worth spending submit time covering this point.
- Classifying that a job is on a mix tam contract or were oval all through it is on a permanent contract it is subject to fix term funding.
- Classifying hours for a part time job and discoing flexibility in work pattern.

2) Asking the right question

The having prepare your plan you will have asset of you will slandered question. This is the from work to ensure that you cover the same ground with all the candidate and can of objectively exist the information they provide against the section criteria. However you do not want it horal still exchange or to come out the interview which missing information so also remember to.

- Pro with follow up question see the actively listing section below.
- Link the previous answer and your next question together so that the conversation lows.
- Pick up on aspect from individual application that is unclear.

Ex: unexplain break in employment clear faction of qualification etc.

- Check with other panel member whether there are any final follow question at the end of plan areas of questioning.

3) **Active listening**

Listening effectively is just as important as asking right question and solving that you are listening will encourage the candidate to be more open and relax.

- **Non-verbal prompt**

Smiling maintaining eye contact. Without starting and other appropriate body language can all show that you are listening and help the conversation to flow.

- **Salience is ok**

Allow the candidate a few seconds to think about and then answer your question if they have not understood or cannot answer the question they will generally let you know.

- **Keep an open mind**

Listen to the whole answer and avoid making assumption based on initial reply follow up where your question has not been fully answered.

- **Think ahead and link questions**

You will have a list of questions in order the candidate may well answer or beg to answer one of your later questions at an earlier stage if this often doesn't be afraid to your order or alter recently but remember to link back to what they say when you come to the question.

- **Confirm your understanding**

If you need to check that you have correctly understood an important point what you are hard so the candidate can confirm or collaborate where necessary.

- **Guide the flow of conversation**

If the discussion is drifting away from your area of question bring it back on track using follow up questions by summarizing.

4) **Taking notes**

Taking notes while listening can be a tricky skill (if say the note taking with follow panel members this can make life easier.)

- It shows the candidate that they are being listened to and taken seriously.
- Your notes will be invaluable at the end of each interview and specially at the end of the day when it can be hard to remember who said what.

- In the event that you have to provide feedback to unsuccessful candidate or even to differ decision your notes can similar we an invaluable source of evidence or proof to help you to do this accurately.
- You may find it helpful to draw up a simple Performa before hand to a site you with taking note during the interview.

5) Closing interview

- The opportunity for the candidate to ask any question they may have remember the interview is to way process.
- You may also at this stage want to ask if the candidate has any question on term and candidate of the employment and employee benefit this is an opportunity to promote and confirm this information which be often important factor in people's decision making process.
- An explanation of what will happen next and an indication of time scar don't commit to something that you good not be able to achieve for all candidate.

Example: Be will call you tomorrow.

Q: 6 Type interview questions.

1) Open ended interview question

Open ended questions consider the respond's point of you this are not the questions that you could answer with simple yes or no you may answer an open ended question in single line or servile paragraph when customer answer such question they can allow breath on their satisfaction and dissatisfaction which can help you visualize trends from there prospective where this question are a part of an interview you can so case your work ethic values, experience and qualification.

➤ Behavior question

In behavior interview question are show how you handle work situation, challenges they provide insight into your ability, skill and personality can assist interview in predating how you may act in future situation.

Example: Tell me about a time when you were under stress,

What happened and how did you deal with it.

What is your problem solving strategy?

➤ Situation question

When critical cricks in the work place the ability to think & respond quickly is critical employer ask situational question to understand your thought process and evaluate your

problem solving, time mgt, communication skill the way you respond under pressure tells a lot about how you may be at work during critical situation.

Example: Tell me about a time when you needed to be very strategy to accomplish all of your goal.

Tell me about a time when you set a personal goal how did you go about making sure you would achieve goal?

➤ **Competency question**

This question can help you exist your soft skill like communication leadership and team work among others hiring manager can also learn about your multitasking problem solving and critical thinking skill potential employer may ask additional question about your industry knowledge such as hard skill that you might need for the job.

Example: We have all made mistake that we wish we could reverse.

Give me an example of a time when you were on a team there was accomplice how did you deal with it.

2) Close ended interview question

Employer may ask close ended question various ways.

1) Multiple choice question

These are objective assessment were respond may select only one answer out of multiple choices given to them.

Example: How likely are you to recommend the product to your friends, the option may be “extremely likely”, “Neutral”, “smote unlikely”, “extremely unlikely”.

2) Dropdown question

Employers usually ask this type of question when the next question depend on the previous responds.

Example: Are you willing to relocate? With the dropdown option being yes and no if yes the next question may be select the place you are willing to relocate to.

3) Check box question

You may answer such question with multiple answer.

Example: Which of the following product have you used (select all that apply)

4) Ranking question

These question usually take a rating on the “STAR” basis or number basic, there question are use to take a quantities majors of how much the responded like the product or service.

Q: 4 Difference between open ended and close ended interview question.

1) Perspective

Open ended question gives ask a detail perspective of the responded were as close ended question give narrow responds basic on the option provided to the responded. You can answer open ended question in few paragraph were as close ended question are usually only one word.

Example: The answer to open ended question like what do you think about the software? Could be software is user friendly and very easy understand.

Close ended question of do you like the software the answer may simply “yes”

2) Contest

You can you find out what the problem is and the contest behind it by asking open ended question were as close ended question can only tells you if there is problem.

3) Analyses

Close ended question provide a quantities analyze while open ended question provide qualitative analyze.

Example: Open ended question may help involving about the quality of the product and may allow customer to provide details these help in achieving a collective analyze four close ended survey the rating which would provide quantities analyze.

Q: 8 Common mistake by candidate at interview.

1) Arriving late

Punctually is one of the important treat of good employ try to plan your journey to the interview location early year then necessary as there is always possibility delay in your various region it is best to ensure you have to rich at destination before time to accurately estimate the amount of time it takes to rich the location of your interview.

2) Dressing too casually

How you present yourself in your interview is very important dressing in a manner that aligns with the company's expectations can help demonstrate your professionalism. It is ideal to have business casual attire during the interview. Groom yourself nicely; also, it helps to create an impression of thoughtfulness and professionalism.

3) Using false information on your resume

Having false information on your resume is a dishonest approach, and it is casual to avoid this throughout your career. Use only true information, which can also help you to answer your interview questions confidently. It can be helpful to focus on presenting the contents of your resume in a way that provides value to the company for which you are applying and consider.

4) Not getting enough rest

People may experience feelings of stress before an interview, which can make them feel distracted. To feel prepared, it is important to be your best, mentally and physically, during an interview. To do this, eat healthy food and try to have a relaxing evening the day before the interview. Get a night of good sleep and consider a meditation or breathing exercise to help you rest peacefully.

5) Not knowing enough about company

If you interview for a position, the employer can assume that you are interested in their company. A hiring manager may ask you what you know about the company, while it may not be possible for you to know the internal policy of the company. It is possible to have basic knowledge of how the company operates and the position for which you are applying. Ask related questions so you are interested in the role and want to contribute to the company.

6) Eating or drinking during the interview

Eating or drinking during an interview serves as a source of distraction. It may be appropriate to sip water while speaking with a potential employer, but try not to drink a large amount that causes a pause during the interview. Similarly, eating food or chewing gum during the interview can be a sign of unprofessionalism to the employer.

7) Talking negative about previous company

Even if your experience in your previous company was not positive, try to show an optimistic attitude toward it and specify what you learned while working there. Speaking well about your previous employer creates a good impression of your ability to work well with others. Speaking positively about your previous employer and co-workers can also show that you may be the best situation and look at the positive aspects of work.

Q: 9 Demonstrate at an ideal interview

When looking for a new role many candidate focus all there energy on promoting their skill and experience of course. Demonstrating relevant experience and industry specific knowledge is vital the it is not always enough to sector the role many employers carefully evaluate soft skill in Oder to select most suitable person for the position.

1) Show your enthusiasm/morale

At sound obvious but don't supers your enthusiasm and excitement about a role employer want a candidate who is generally interesting in organization and passionate about what they do put all your energy into your interview don't give the impression about the position.

2) First rate communication

An interview is a good opportunity for employer to exist your verbal communication style and ability to express or idea before an interview practice talking about your experience try to keep answer clear, concise and to the point, good communication also require you to be excellently leister so always pay close attention to adjust what is being ask to you.

3) Prove you are problem solver

Potential employer look for literal thinker and innovation approach to tackle tricky solution a natural problem solver who take a creative approach to solving a business issues is highly describe to any employer make sure you think of tangible example to highlight your skill at overcoming obstacle and generating successful outcome.

4) Management material

If you are looking to progress up the ranks you will need to inspire confident that you have managerial aptitude you need to prove that you have an inclusive approach, the ability to engage with employs at all levels and are looking forward to talking on responsibility for success and well beings of others make sure you have relevant example of your soft skill.

UNIT-3

GROUP DISCUSSION SKILLS & CAREER OPPORTUNITY

Q: 1 Meaning and methods of group Discussion, importance of group discussion.

Meaning:

A group discussion is an exchange of views between a group of participants on a given subject. A group discussion typically forms a part of the selection process used by organizations and education institutes. The candidate talks about the given topic to present factors, opinion, and conclusion to the employer and uses these techniques to screen the candidate and assess their soft skills.

In a typical group discussion, activities, the panelist and moderator will introduce themselves and give you instructions about the process. The group will then get about 15 minutes to think and prepare about the subject and approximately 30 minutes to discuss it. The time limits can vary from process to process. Analysts use an evaluation sheet for rating the performance of the candidate based on predetermined marking.

❖ **Method / Types**

1) Factual group discussion

This group discussion is about practical thinking and judging how a candidate processes information and analyses day-to-day topics or socio-economic issues.

2) Opinion based group discussion

This group discussion tests how a candidate puts forward their opinion and views. This group discussion is less about facts and more about opinion.

3) Case study based group discussion

This group discussion summarizes a real-life situation. The panelist gives the group the details of a hypothetical situation and then the group is asked to resolve the situation together.

4) Abstract group discussion

This group discussion is about intangible topics. In this, the interviewer observes if a candidate can handle the given topic with logical thinking and creativity.

❖ **Importance of group discussion**

➤ To judge whether the candidate is fit for the job.

- To test whether the candidate is good team player.
- To check whether the candidate is comfortable speaking on any subject.
- To judge candidate pronunciation.
- To evaluate the body language and posture along with general competition and maturity.

Q: 2 Process of group discussion.

It is crucial to know how to start a group discussion, as organizations give significant importance to communication skill and technical knowledge while shortly stick potential candidate taking up the role of group discussion give you a chance to speak maximum time, attract everyone's attention and make good impression.

1) Introduce yourself

While starting the group discussion try to introduce yourself before you start speaking on the topic. Take a moment to introduce yourself to other participants and the supervisor. For instance, you can start with simple "Hello, my name is Komal" and then continue with the topic. Confidence is key while introducing yourself. Once the entire introduction is complete, you can start giving your inputs on the topics of discussion.

2) Communication clearly and fluently

While you introduce yourself and topic, try not to present your views and communicate with complete confidence and influence. If you have a minute to prepare your introduction with someone alone by yourself and make necessary changes according to feedback to try to present successfully. Group discussion is to stay active and involve through the discussion.

3) Present the topic with an interesting take

While the group discussion starts, make sure you start with a conventional take on the topic. This way you can attract attention in the room and increased interest. Even though group discussions are always prepared beforehand by practicing, make discussion on different industry-related topics.

4) Keep the content relevant

When starting the group discussion, it is ideal if you add relevant information on the topic. It is crucial that you at least have a basic knowledge of the topic. If necessary, you can take a moment to understand the topic before starting.

5) Use question and quotes

Starting with powerful relevant quotes or facts in one of most effective tactics that can group discussion if capture the interest of your listener and shows your in-depth knowledge of the subject.

6) Use your time efficiently

If your plan on entire group discussion remember to keep at brief and to the point avoid over elaborating the topic at the beginning keep in mind the supervisor are not looking for addition or unnecessary information ensure that you utilize the time you get specially when you are started group discussion.

Q: 3 Common cross in group discussion.

1) Endless talking

A group discussion is meant for talking and putting forth your opinion and ideas but unlike the common perception, speaking endlessly in group discussion does not make a good impression group discussion and not a one sided mouthing mast people think speaking more will work in there feveur.

2) Nervosa silence

As much as talking to much is bad in group discussion when you are suppose to speak is bad to you may say nervousness is the reason for silence but the truth is everyone of us get nervous. It is such a Comal phenomena it should never stock your from making your point.

3) Emotional outburst

It is true that every one of us has an emotional attachment with particular topics that attachment should hot carry you away often people start losing focus get angry and deviate from the topic during in a emotional outbursts put your opinion for word in a claim and appropriate minor.

4) Lake of confidence

At a time it is lack of confidence going into group discussion that can run your chances of success, thinking their other participant than you are will only put more pressure on you. You may passes good knowledge and understanding of the topic.

5) Poor communication skills

Your knowledge can not help if you cannot express what you think in wards most often people ignore communication skill. They don't realize how important it is communication skills are important to convey your clearly and effective message.

6) Bad body language

Body language play an important role in group discussion pointing figures at others while speaking, to make a point and sitting in a bad posture are some body signs that leave a bad impression on you.

7) Interrupting

No one likes being interrupted specially when a point through it important to grab the opportunity to speak. It is bad to interrupt someone mid-way though his or her speech this the other person and also the entire group wait for the other person to finish and then start speaking.

8) Drifting away from the topic

The goal of any discussion to arrive at the success level stay clear of any points that can drift the topic away from reaching conclusion one way of doing this is consider what you are saying and analyzing whether it applies to the context try to be brief and to the point.

9) Grabbing attention

Never try to grab attention you will end up feeling awkward speaking something that does not relate to the topic of discussion try to be yourself and put forth your point clearly you will very certainly be recognized for who you are.

10) Failing to keep track

In a group discussion listen slowly to what every other person is saying a moment distraction would make you miss a point lose track of proceeding this could land you in trouble and you may take point irrelevant to the conversation.

Q: 4 Personal characteristics.

1) Enthusiasm

Enthusiasm employers seek individuals who are excited about the opportunity to work for the organization. If you are passionate enthusiastic about your work you may be more engaged and produce better results your excitement about your work may also inspire your peers improve overall morale your workplace.

2) Consciousness

Consciousness can tell an employer how seriously you take your work the pride you take in a job, being consciousness may also indicate you have strong organization skills and the ability to for us.

3) Motivation

Employers want someone they can rely on to take instruction and do the job without frequent reminders of the task being self motivated shows your ability to do your job effectively taking initiative on completing certain project or last may reinforce your commitment to your job or uncover leadership skill that could help you in the future.

4) Ambition

Having ambition shows your commitment to and excitement about your career as an ambition person you may be goal oriented with a strong desire to succeed in your career and may constantly strive for new areas of success this prospect often excites employers & they may want to help develop your talent & success.

5) Confidence

Show future employers you know the value you can bring of your company real life examples of your previous achievements can support your confidence and further prove your ability.

Example: You are a graphic designer at a marketing agency who is passionate & knowledgeable about the physiology of different colors your colleague mentions and add for a client is under performing and you notice the color is not one people respond well based on your recommendation they only change the color of the and customer engagement with this and improves.

6) Humility

Being humble at work may include taking ownership of any mistakes acknowledge your opportunities for improvement & recognizing now the hard work of other contributes to your success. A good way to demonstrate you are humble on your resume or while interviewing is to discuss your previous achievements in a force way that highlight your success without boasting.

7) Honestly

Honestly is important both as you apply for jobs and once you enter the work place as you apply for jobs avoid exaggerate your vilification and skills practice honestly in the work place by taking ownership of your work and asloing for help as you need it when you ask question you demonstrate and eagerness to grow and learn new skills.

8) Flexibility

Flexibility in the work place includes having an open mind and willingness to try new things show employers that you can adapt to the natural challenges that occur with a positive attitude and openness to helping how you can.

Example: If the manager of your department resigns ask a member of senior leadership about how you can help as they search for a replacement manager be flexible if they ask you to add more project to your work load or take on responsibility you previously would not have.

9) Reliability

Employers want someone they can trust to show up everyday and do they job well try to show up to work on time everyday & maintain consistent productivity levels most employers are understanding of personal emergency or normal inconvenience such as unexpected traffic however a phone call or email to your manager to alert them. You are running late and provide them. You are running on estimate of when you will be in the office shows you are reliable.

10) Creativity

Creativity in the work place is important even if you do not work in a traditionally creative field this personal quality shows your willingness to explore every option or possibility to discover the best solution. Creative thinking empowers you to approach problems with new solution & you may encourage your company to try something they have not before.

11) Positivity

Your attitude at work influence your own job performance & that of your peers maintaining a positive attitude at work can help you do your job more effectively. Encourage collaboration strength your team and make your positivity also reflect your enthusiasm for your work and your desire to do well.

12) Loyalty

Employer's value employees who are committed to the company's success demonstrate personal responsibility by acting in the best interest of the company and doing everything in your power to promote the company's mission. A sense of loyalty can also help you stay engaged at work enhancing your overall performance.

Q: 5 Requirements of jobs.

A job may be important for a sense of purpose since it can provide to work towards each day income supportive financially it can help you will build an skill and experience that will

last throughout your career. Even if you change career later in life here are a few reason having a job may be important.

1) Socialization

It can connect you with others which can help you learn more about the world by interacting with customer, client or co-worker feel more connect to society.

2) Fulfillment

You may feel you achieved a goal within your career or personal life with the job you are currently working.

3) Income

A job may take you financially secure at the moment and in the future by providing resources for necessary.

4) Skills

A job offers an opportunity to learn new skill such as a customer service organization or public speaking.

5) Wellness

Some jobs offer an opportunity to move our bodies throughout the day which may contribute to overall health.

Q: 6 Self employment & its types, benefits?

A self employed professional is someone who runs interdependent business & offer their service to different client such as professional can either own business work as an independent contractor or perform free lenses work.

Example: Free lenses copy writer is a self employed professional. They can work with different companies but are not employee of those companies.

❖ **Types of self employment**

1) Free lenser

A free lenser is a skilled professional who offers their services to client on contract basis often free lense work offers flexibility that allows free lenser to work on several project with multiple client but certain free lense contract can restrict of a project. As they work with multiple clients it helps in increasing their income and building new connection also free lenser.

They either charge by hours or set a fixed price for the job. In many cases, a freelancer can work from home flexibly.

2) Sole proprietorship

It is a form of business managed by a single person. It is not a legal entity because registration of the business is optional. A single proprietor manages the control, decision making and investment of the business. This person bears all the losses & enjoys the profit the business makes since there is no specific law for that. You can always check the government guidance more about licensing requirements to avoid any surprises. They may pop up when you start your sole proprietorship form.

3) Independent contractor

It is similar to a freelancer who works on a contract basis. This means that a contractor signs a contract with a single company and works for them for a specific period. The time frame of the employment can be a few days or months. However, the client enjoys all the powers and decides the outcome of the project.

❖ Benefits

- 1) Offer flexible schedule
- 2) Allows creative freedoms
- 3) Expand your skill set
- 4) Ensure job security
- 5) Increase earning potential
- 6) Support your goal
- 7) Build professional net worth
- 8) Provides tax benefit

Q: 7 Sources of career information

1) Personal contacts

Friends and family are good sources of career information. Family members know someone who knows someone else that may have information about job vacancies that are not even published. So keep friends and family closer. Let them know you need a job and everyone will be on the lookout for opportunities. Personal contacts include one's relatives and friends. These contacts are very essential in providing career information. An information interview is a job seeker talking to someone who can provide valuable information about a job offer.

2) National & local newspapers

This is one of the major place where you find job opportunity just make sure you read the newspaper daily.

3) Professional bodies or association

A part from the competitive era that becoming a member of professional association gives it is one of the most over look source of information and employment some professional bodies like international, strategy, management institute offer consultancy service to company's they help his company's to solve their business challenges giving them working strategy. That is one of the reason why reputable professional bodies request for your CV on passing their examination and reserving your certificate.

4) The internet

The internet is certainly a valuable source of career information this information is available on various curbsides, application, vlogs, articles, videos on the internet a very popular sources platforms like jobber man etc are other place to look and be informed about job opportunity, requirements & other details.

5) Job fairs

Job fairs can also be excellent source of career information in many cases this fairs are open to the public and give job seeker and opportunity to speak with representatives from many different companies regarding career opportunity for somebody who is undecided about the career this can be great way to learn about different industry & the opportunity within them job fair can often as well as govt. employment agencies.

6) Career centers

At high school, vocational schools and university provide significant amt. of quality career information. At no cost to student and alumni. This service very but many include priority career and job data bias, access to occupational manual and books, as well as assessment services.

7) Counselors

Counselor is professional who help client analyze their strength and weakness. They help the client to evaluate their skill and goals counselor help determine what a client require in career.

8) Organization

Many organization provide precious career information this organization include business firm, labor union professional society, trade association and education instituted all this organization offer huge verity of inexpensive career materials.

9) Libraries

Libraries offer a massive amt. of career information one can easily find the rang in which one is seeking a job many trade publication and magazines are available in the libraries.

Q: 8 Preparing for career based advance opportunities.

An advancement opportunity is chance to move forward into a new role in company other definition include the potential for professional development like employer funded certification or continuing educational class you might also consider the ability to work within multiple roles to create an advancement opportunity whichever way you define it. An advancement opportunity offer the potential for increase responsibility and pay the position the company hired you.

Whether you are new to the job market or an established professional seeking a different career you will want to know your chance to move forward in a company. If you know that a company offer advancement opportunity you might be more likely to think of that position as long term prospect. You might also considered opportunities for advancement as a part of your overall compensation your interviewer will likely appropriate that you think about the future and it might make you more desirable candidate for the job.

❖ Tips for asking about advancement opportunity

While it is advisable to wait to ask about pay and other compensation unit an employer makes a job offer you can choose to tact inquire about advancement opportunity in first interview. However regardless of when you asked there are some things to consider when discussing advancement opportunity.

1) Be confident

Show your interview that you believe in yourself and your potential to succeed for example. I am certain that I have the qualities to succeed in this role & would like to bring my commitment and creativity to future position in the company can you tell me if this job offer opportunity for advancement.

2) **Be polite**

As with asking any other question in interview be polite pressing your question in a direct but known demanding manner will help your interview be more open to your request.

3) **Be understanding**

It is possible that your interview might not have a definite answer to your question but they might still see your potential to advance in the company if your interviewer can not tell you for sure if you will have this kind of opportunity you can still state your desire to advance.

❖ **How to advance in career**

- Be curious
- Get to know people
- Know what you want
- Act for more responsibility
- Be dependable
- Know what is available