

### Definitions

|                     |                                                                                                                                                                                                                                                         |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Life skills         | "Abilities for adaptive and positive behaviour that enable individuals to deal effectively with the demands and challenges of everyday life" - WHO                                                                                                      |
| Communication       | "Communication is the transmission of information, which may be by verbal (oral or written) or nonverbal means." - APA                                                                                                                                  |
| Emotions            | A complex psychological state that involves three components: subjective experience, physiological response, and behavioral expression. Emotions are typically brief but intense feelings that arise in response to a particular stimulus or situation. |
| Emotional reactions | things that trigger the emotions we feel, the emotion itself, and our usual ways of responding.                                                                                                                                                         |
| Leadership          | "the process of influencing the activities of an individual or a group in efforts towards the achievement of goals in a given situation" - John Gardner                                                                                                 |

|                   |                                                                                                                                                                                     |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Technical writing | "the process of designing, creating, and maintaining technical documentation that is used to communicate complex information to users." - STC (Society for Technical Communication) |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### Core life skills

Decision-making  
 Problem-solving  
 Critical thinking  
 Creative thinking  
 Communication  
 Interpersonal relationships  
 Self-awareness  
 Empathy  
 Coping with stress  
 Coping with emotions

### Technical communication skills (cont)

Flexibility flexible to revise or redo project, adapt to new tool or tech, to deal with people

### emotional reaction

things that trigger the emotions we feel, the emotion itself, and our usual ways of responding

the trigger always there, can be anything

the emotion be specific, focus on the strongest one at a time

the response/automatic pilot reaction whatever you usually do (often automatically or subconsciously) when you feel this emotion

### Flow of communication

downward superiors to subordinates, scalar chain - to explain rules etc

upward subordinates to superiors - 2 types: to respond to upward comm (feedback), given by sub directly (complaints, new ideas etc)

horizontal equal level, lateral comm - to coordinate activities of diff branches

diagonal cross-functional comm, btw higher and lower sectors

### Communication networks (cont)

star all comm with each other

### types of presentation

persuasive sales  
 instructional policy implementing  
 informational research studies  
 inspirational TED talks

### presentation delivery methods

extemporaneous deliver w/o prep, but planned beforehand  
 memorised learnt, prepared and presented  
 manuscript with help of a pre-written script  
 impromptu w/o prep or plan

### Theories of emotions

|                                   |                                                                                                                                                                                                                               |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| language skills                   | basic rules of grammar and punctuation, ability to express yourself clearly.                                                                                                                                                  |
| writing skills                    | concise, clear, understand ur audience, use graphics, decide order and filtering of info, simple language, finalize style, template.                                                                                          |
| interpersonal skills              | interact with the Subject Matter Experts (SME) to understand the concepts and/or gather info; interact with members of other teams and customers - strong comm, cooperation, effective listening, clear and prompt responses. |
| Ability to Understand the Subject | Having sufficient knowledge of the subject to effectively communicate about it.                                                                                                                                               |
| Ability to Analyze                | ability to think, learn, interpret, analyze, write, and rewrite to reorganize concepts and info                                                                                                                               |

| Communication networks |                                                                              |
|------------------------|------------------------------------------------------------------------------|
| vertical               | upward + downward comm                                                       |
| circuit                | same process as vertical, except they need not be superiors and subordinates |
| chain                  | organizational hierarchy, info from hod to teachers to students              |
| wheel                  | centralized type, one passes info to many, eg: shaji directly to students    |

|                               |                                                                                                                                    |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| james lange                   | threat-->physiological (ANS) arousal --> emotional response (fear)                                                                 |
| cannon bard                   | threat-->emotions and bodily reactions occur simultaneously (thalamus sends info abt stimulus to brain's emotion centres and body) |
| schacter singer               | threat-->physical resp-->cog appraisal -->emo resp                                                                                 |
| facial feedback               | physical (face)-->cog int of facial exp-->emo response                                                                             |
| cognitive appraisal (Lazarus) | threat-->cog appraisal of event-->phy+emo resp                                                                                     |

#### MOD 5 - Human values

|          |                                                                                                                                                                                                   |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| morality | principles, values, and beliefs that guide human behavior and determine what is right or wrong varies across cultural norms, religious teachings, personal experiences, and rational deliberation |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



By **psychedup**

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### MOD 5 - Human values (cont)

values guide and shape an individual's behavior, choices, and attitudes

ethics moral principles or rules that govern human conduct. It explores the nature of right and wrong, good and evil

### 7C's of communication

Clarity 1-in the mind of sender, 2-msg should be simple to comprehend

Credibility

Consistency

Conciseness brief and simple

Concreteness specific info, not vague and abstract

Completeness all necessary info conveyed

Correctness

### 4S's of communication

Shortness concise wording and delivery

Simplicity in both words and ideas - reveals clarity

Strength credibility of sender

Sincerity genuine sender

### Report structure (TEBSFRA)

table of contents

executive summary

background of study

scope and objectives of the study

findings and observation

recommendation

annexures extra supporting info/data in table form

### Types of interview (BJP-POSSUMS)

behavioral question their prior job actions

job related focus on past relevant job related behaviors

phone

panel/-board each applicant, many interviewers

one-on-one

situational ask how they would react to a particular situation

stress make applicant uncomfortable to gauge reaction

unstructured open ended ques

mass/group panel interviews several candidates together

structured closed ended ques, types of ques- situational, job related, job sample (perform task), worker requirements

### Role in workplace (cont)

3. ethical follow ethical principle, fair, integrated decisions

4. respect inclusive, value diversity

5. confidentiality privacy rights, safeguard info

### Role in workplace

forms +ve reputation, work envi, attract and retain good employees etc

Work ethics (5): Remember Duty's Righteous Path

1. responsibility of one's work, tasks, meeting deadlines

2. diligence consistent effort

3. reliability committed, dependable, trustworthy

4. time management allocate time, prioritize tasks, use resource effectively

5. professionalism approp boundaries, adhere to policies+ standards

Integrity (5): R-TECH

1. honesty truth, transparent

2. trustworthiness commit, reliable, confidentiality



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