

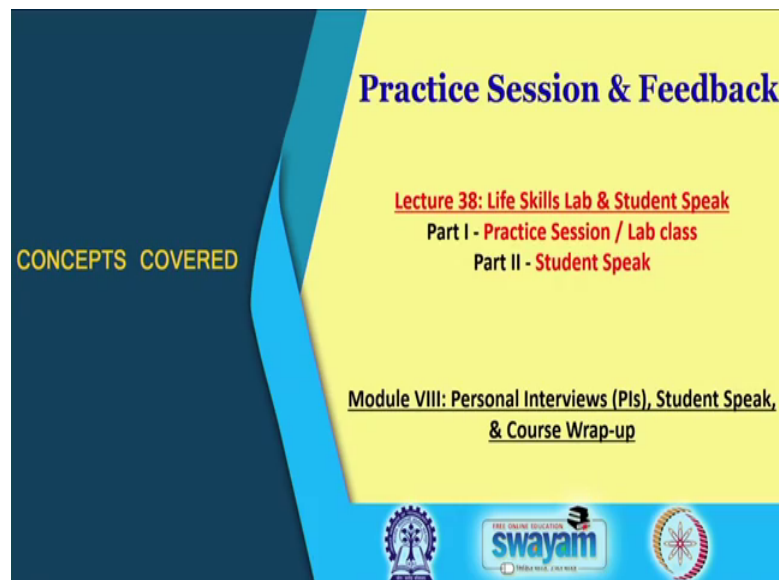
Employment Communication A Lab Based Course
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Lecture - 38
Life Skills Lab and Student Speak

Hello friends. So, here we are with lecture number 38. This is titled Life Skills Lab and Student Speak. This is part of module 8 on personal interviews, student speak and course wrap up. So, let me just tell you that in the first part of this lecture we will have two activities which prepare you for the workplace in the sense of how much ready are you, how confident are you in life skills management.

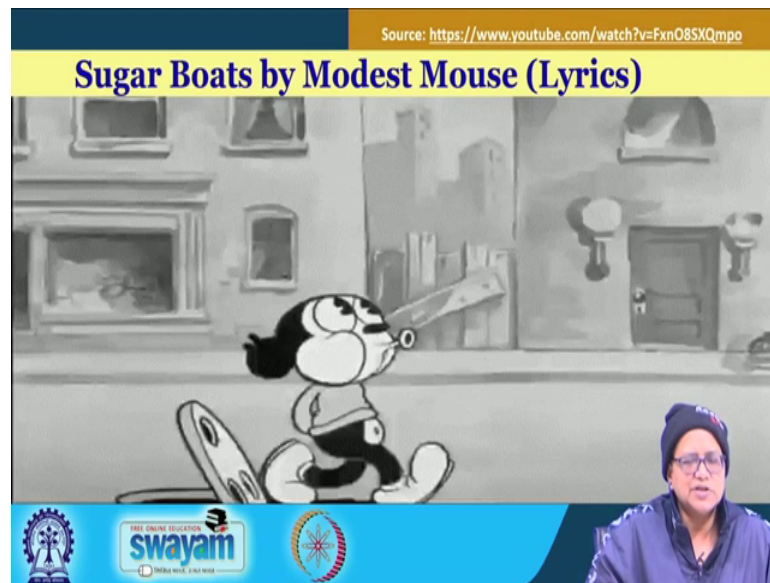
And, the second part of this presentation this lecture number 38 is the opinion or the feedback of the students who have participated in the lab component of this course, regarding how we could work upon to make this course better and more compatible and more suitable and in effect more effective more friendly towards the students who are the main target group of this course on employment communication a lab based course.

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So, this is the first part. In the first part we have the lab class or practice session and in part 2 as I have already told you it is titled student speak because students speak on the course. So, this is in effect a practice session as well as feedback on the course.

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At the outset I would like to present to you this song by Modest Mouse, Sugar Boats is the title because my idea is that this is a song which presents a situation a very real life situation which we face in life day in and day out in employment as well as in the personal home space. It is about how you fall into a problem, solve it go into another and so on and so forth until your whole day is complete. So, let us look at what is mouse and sugar boats.

This rock of ours is just some big mistake and we will never know just where we go or where we have come from. These veins of mine are now some sort of fuse now when they light up and my mind blows up my heart is amused. So, this heart of mine is just some sort of map that does not care at all or worry about where the hell you are at, but you are right there.

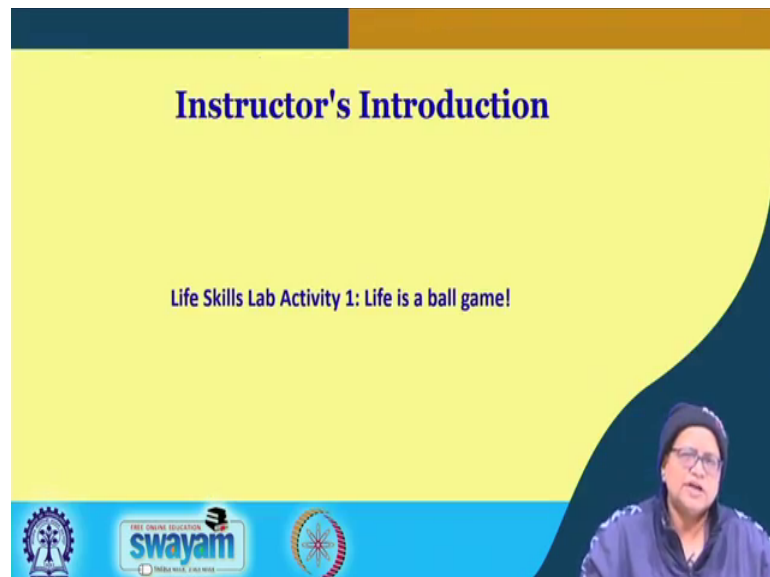
Well, I have been meaning to dismiss you yeah, I have some plans to dismiss you. So, stand by, by, by, bye, bye wave bye sugar boats as soon as you paint every last grain of sand as you as soon as you paint every star in the sky, sky, sky, sky, sky wave bye sugar boats. Well, I am swatting at mosquitoes as they are orbiting me I am orbiting the sun and this goes on and on and on you see.

This heart of mine is just some broke machine and when it gets a going and it often gets a going it starts blowing steam here we go again. This rock of ours is just some big mistake and we will never know just where we go or where we have come from this

watch of mine is like some sort of void because when I look in and I should not look in I. I see it swallow my time oh no there it goes. Well I am not getting on no fast plane. Hell I am not getting on no stuffy train. Sugar boats on the Atlantic are fine. The sugar boats they are just fine.

Well I will stand on the deck so you could see I will stand on the deck. So, you can wave bye, bye, bye, bye, bye, bye, bye, bye, bye, bye, bye, bye, bye, bye, bye, bye, bye, bye, bye, bye, bye, bye. Here is the ghost that waves bye, bye. So, bye, bye, bye, bye, bye, bye, bye, bye, bye, bye, bye I am the ghost that goes and waves bye, bye, bye.

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So, it is in the context of this song and what you in fact, get an idea out of going through this song and enjoying it is that we have to present to you the first of the lab activity on life skills titled, Life is a Ball Game.

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Now, the participants of this activity the first activity on the life skills lab life is a ball game are all the students of the MHRM program 2018 – 2019 academic session, in the first year at the Department of Humanities and Social Sciences IIT, Kharagpur.

So, we have this bag of balls and of course, you can understand that they are not the same type of balls. The activity involved in this game is to stand in an oval design or manner and let us say we number from my right hand side a b c d e f and you are 15 students. So, a b c d e f g h I j k l m n o o; so, a to o and let us say that in the role of facilitator I throw the ball at a and a throws it across this table to c not c let us say q or may be m or o on the other side, o throws it to g, g throws it to let us say h. So, just remember this sequence a and o and q or h or whatever.

Student: (Refer Time: 08:39).

Yes. So, we have not stood like that, but once you stand like that a, b shall we stand like this only ok. So, Anupam is a and ah

Student: (Refer Time: 08:50).

Yes. So, we start the game.

Student: Ok, give it to (Refer Time: 09:55). Ok, no problem.

So, the idea of this drop.

Student: last (Refer Time: 10:01).

Is that the idea of this drop is most of the balls are equally sized and of course, they are also well shaped, but this is a big ball. So, life will sometimes very big at you and the we start again from this ball because we dropped this ball and then will tell you the meaning of this game.

Student: [laughter].

No problem.

Student: [FL] [FL].

So, shall we do these two balls again?

Student: Yes, ma'am. We will do it again.

Now, in first sequence.

Student: Yes. Ankur (Refer Time: 11:08).

Let this ball continue.

Student: Yes. ma'am ma'am this one is restarted. Ma'am ma'am (Refer Time: 11:28) oh shit. I am going to catch this.

Oh, I am not getting any balls.

Student: [FL] [FL] You have anything? [FL] I am so confused. Ma'am ma'am ma'am Ranjith [FL].

(Refer Slide Time: 12:54)



So, balls represented the 7 facets of life which is multi colored and multi layered. So, we have the 14 15 participants of the MHRM program here, first year with me and point is that we played this ball game in which first a ball was thrown from the facilitator and it went in a particular sequence and before they could recover the second round began and later on towards the end of the first 10 minutes of activity we had we had gained some expertise in throwing the balls because we learnt the strategy of this ball game that we have concentrate only on from whom I am going to get a ball and before that on whom or to whom I will throw the ball.

Now, what went out of sync or out of you know when the chronology was broken was only because we stopped concentrating on these two aspects of life. So, if we are representing different aspects of life through these balls, now more or less we have 10 minutes of practice let us do one final round of 5 last 5 minutes.

Of this activity so, let us start.

Student: No problem. Alok.

No calling. Look at the next one.

Student: Hello.

Which is falling leave it out.

Student: Hello Lika got it.

Whichever falls you just leave it do not throw it back.

Student: Done.

Done?

So, how many falls we have?

Student: One. No not falls. We just kept it. (Refer Time: 14:50).

2 times know, I think?

Student: No, no. One one.

And, we had 7 balls and 14 peoples. So, how many throws and catches. Do the maths.

Student: 14 C 7.

14 into 7 throws and 14 into 7 catches?

Student: Yeah, ma'am.

So whatever it is. So, let us say that we are thinking. So, these balls as situations or experiences coming to us when we are unprepared or unexpected for it and I was thinking that we take of these this ball as sleep plane and this ball as work and this is eat and this is play. So, we are thinking of these four balls as this one for work, and this one for eat, this one for sleep and this one for play. Now, what could be this anybody?

Student: work.

Work is done. Work, eat, sleep, play is done. So, this could represent which part of your life?

Student: Family. Travelling.

Travel?

Student: Family should be bigger biggest one.

Travel. So, let us say the biggest ball?

Student: Family.

This is what, family.

Student: (Refer Time: 16:07).

So, let us say that we are now talking about any expertise in this ball game in terms of what we do in real life. So, let us say that we have with have with us Miss Varsha Vijay and she is nearly she got recently married. She is Miss Varsha Vijay. Yes this is Miss Varsha Vijay and she got recently married. So, like she had now this is the biggest ball of her life now.

Student: [laughter].

Focus is on [Laughter] that recent marriage because it is a relationship [Laughter]. So, it is a relationship on which she has to work and she is only not even one semester into MHRM program. So, she has to balance it with work. Which is the work ball tell me?

Student: Ma'am that one.

This one?

Student: No.

Work should be less know.

Student: Ok [laughter].

So, this is work. So, let us say this is work. So, now how many times it came to you may be all of us got the balls once, but in real life it is not like that know. There will be many situations many times in your life when you have to give back seat to work and give more prominence to family life. And, there will be more than one occasions when you need to sleep (Refer Time: 17:33). All we have to sleep and then this is for play and this is very important.

So, as HR managers I think that you can have some kind of activities in your work place where you certainly organize this ball game, explain the mechanics and have it this is

what I wanted to say. If anybody would like to comment on this game and it is utility what are your take away from this game as applicable to the work place?

Student: Unity in learn from (Refer Time: 18:01).

One by one.

Student: We learn unity from the game like we are going to coordinate with one another then you are going to win the match and the game which you are playing. So, this thing we learn from the play volunteers. Ma'am we want to also learnt about the working in a chronological fashion. Also that we can have a proper algorithm for we task that we do which have a start and a end. There is some rules and regulation which we have to follow under the game. So, that is why according to that we have to play, not you cannot apply your own rules and so, that is why this is the restriction which you should use in your life in your work place wherever you are. Making a good strategy and its implementation, and right coordination, copulation among the group members. Also ma'am.

Yes.

Student: Focusing yeah focus in your life is most yes very because if we lose focus then we and we might drop the ball, but if there is no I mean starting over again.

Yes. So, that is when we drop the ball the analogy is that we suffer a set back or you know we get a degrade in some event of life, but the point is you start over again. So, that is why every time a ball fell, it again started from me and the same order continued. And, towards the end of the game when many balls came together at quick volume without any gap in between then what would be the meaning of that?

Student: Being very alert.

Yes.

Student: Being very alert and always be ready for exigency and handling pressure, maintain. Yes. We have to deal with all of them when they are coming at a very slow yeah, but very fast it becomes harder you have to concentrate more.

Good. So, actually this is only one bag I have another bag. Shall we start with that?

Student: Yes.

20 balls at a time.

Student: No. Yes.

I was joking.

Student: [laughter].

I have not brought it because [laughter], but you can have it one more bag in which lot of paper is there ok. So, that is all.

Student: Thank you, ma'am.

Now, I wanted to make you listen to and watch and enjoy this song by Carmen Stromae because I thought that in the current scenario where we are placed which is an age of digitalization I feel that too much of the digitization in our life is making us go through a very difficult painful process of going up. I may sound orthodox or conventional, but when we were young and when we grew up, maybe life was with less advantages and benefits of science technology and digitalization than the present generation the contemporary times when we have so much of digitization, so many benefits, short-cuts and advantages of science technology and digitization. And, instead of real life real time face to face relationships, strong and healthy relationships we have what we call the social media and we have friends on the social media.

So, I just wanted you to look at this French song with English subtitles so that you are able to understand that there may come a time may be you should get an idea this is my proposition, this is my humble submission to you that there may come a time when this digital world will overtake your personal, physical space which will again capture and break and rupture your employment, work place, possible this is possible. I am just hinting. I am not a soothsayer, but let us look at what we see in this song.

[FL] [FL] [FL] [FL].

(Refer Slide Time: 25:56)

The slide features a yellow background with a dark blue header and footer. The title 'Life Skills Lab' is in bold blue font, followed by 'Activity 2 – Being prepared to save lives!' in a slightly smaller blue font. Below the title, three patient names are listed in two columns: 'Patient no. 1 Ankur Agarwal', 'Patient no. 2 Anupam Dash', and 'Patient no. 3 Purva Choudhury'. Underneath, the roles are listed: 'In the roles of: Doctor: Reetika Dasgupta, Nurse: Alolika Roy, Compounder (Helper): Pooja Khatwani'. The bottom left corner contains logos for 'swayam' and 'THE ONLINE EDUCATION' with the tagline 'LEARN WITH US, LEARN WITH YOU'. A small video inset of a woman is visible in the bottom right corner.

So, in short what we see in this song is that the more and more we are getting involved with this digitized medium of communication whether it is intra personal, inter personal or basically face to face communication is being totally replaced by the social media. In fact, the bird would remind you of the bird of twitter. The idea is that our life is going on a downhill track at fast space speed and we need to control that and just a line of warning from my side.

We have now the second activity on the life skills lab because the idea we got from the two songs we have seen in this lecture number 38 is that, life skills is about being prepared to face any situation. Life skills is about being resilient and strong from inside. Life skills is about being on the whole 24 – 7 prepared to face any eventuality any accident any incident in the sense that our life in today's world is so complicated so unpredictable that we need to be masters in life skills management.

So, we present to you this second activity in this life skills lab; this is the activity 2. It is titled Being Prepared to Save Lives. What we have is we have a small lab activity in which what we thought is that if engineers could be doctors, let us say we are imagining a workplace situation where engineers or techno managers that is engineers plus work ex plus 2 years MBA program these kind of employees are working and somebody falls ill.

Now, we are not having a very plain and simple first aid box in the office; of course, we do have it, but let us say we are imagining a situation where an employee or a worker

falls ill very suddenly and we have some instruments which are generally kept in the emergency room in hospitals. We have a for example, the stethoscope, we have the CPR machine, we have the mouth to mouth breath mask and we have the glucometer. So, with this four instruments which we have named we have in the role of the doctor Reethika Dasgupta, in the role of nurse is Alolika Roy and in the position of a compounder and helper we have Pooja Khatwani.

We present to you three scenes where three patients come and they are treated by this set of doctor nurse and compounder or helper. So, the first patient is Ankur Agarwal and I hope you will enjoy the role play they are enacting.

Student: What happened? Actually he is feeling tired and he is having frequent urination and feeling dizzy. (Refer Time: 29:25) 10 to 20 times a day ok. So, Reetika, please check the sugar now. Come here. You can sit. You can sit. Please come. What needs to be done? Nothing I will be just seeing (Refer Time: 29:41). It is going to be nothing just press your index finger against this, sit down. But, how you are so sure that I need to be checked for the sugar first? Because you are having frequent urinations, you are feeling tired.

(Refer Slide Time: 30:06)



So, it might be due to some other thing or is it? Let us please see, that is my job, right. But, I am afraid. No, she is there. Pooja, please help him. Give your finger. Nothing will happen just. No, just a second. Do you have some spray to? Nothing will happen nothing

will happen. Nothing will happen, it is fine. You washed your hands right? (Refer Time: 30:21) Yeah. ok. Do it now yeah just [FL]. I got scared [FL] ok, wait.

What have you done to my. Nothing, nothing please sit down. What have you done? Please, sit down. What have you done to my hand? Nothing. Nothing, please sit down. It is bleeding, it is bleeding. Yeah, just one second, just one second. It is bleeding, one second. It is bleeding, it is bleeding [FL] No. So, why do you need my blood? (Refer Time: 31:14) calm down. Is it normal? Just give me a minute. (Refer Time: 31:38) more blood. You need more blood? Yeah, need more blood. No, no I am not giving it.

Nothing will happen. No, I am not. You are grown up child. Father yeah, yeah. Father, come here I do not trust this (Refer Time: 32:05). What she is doing? What is she doing? We need more. Yeah, I know I do, but he is very scared. No, no. It is sir, do it please not on this finger ok. Some other finger? Yeah, yeah. What are. You tell you seem to have a little bit high glucose in your blood. So, you usually I will take test is correct a little bit of the higher side of sugar. So, doctor will write the prescription for you for that.

I suggest you to buy a glucometer at home so that this is the like a home set. So, you can easily check your own sugar with this, blood sugar at home with this. So, compounder please just explain them. Would you explain them? I will explain to your father you can go and sit there. You sit then yeah this one once a day and this is twice a day. Ok. Take care. So, the frequently urination and dizziness part is only due to the sugar high sugar levels. As of now, it is. You take the medicines, it will be alright, do not worry. Let us go. Thank you doctor. Take care. Take care.

Now, we have to present you patient number 2 Anupam Dash. Anupam Dash has lot of health issues suddenly and he is brought in front of the doctor Reethika Dasgupta who is aided by the nurse Alolika Roy and the compounder Pooja Khatwani.

Student: Hello, doctor. Yeah, what is the matter? This my son. Actually he is suffering from breathlessness. He is having difficulty in breathing. So, he is having difficulty breathing. So, I mean because of that he is not able to sleep at night and having sleep disorder, ok I am really worried. No issues can you just bring him here. I will just (Refer Time: 34:16) Yeah, you can assist him.

Yeah, give me your index finger of right hand. Hey, what are you doing? I am just using a pulse oximeter to just check the amount of oxygen (Refer Time: 34:40). Will that hurt him? No, no, absolutely not. Hey, be careful. Yeah, absolutely am. So, according to the reading over hear his oxygen level is below 60. Yeah, which is actually not really good. It is not a good sign. So, it is about 57. So, I would suggest you use some supplement like some oxygen mask and things like that to assist him in breathing and after 2 weeks of using that he should be fine, yeah. Ok, Reethika can you just write that.

Can you show how to use the oxygen mask? Pooja, (Refer Time: 35:21) explain. I do not know actually how to. You will get in the market and she will explain it to you in outside. So, this tablet twice a day and this tablet. Ok, thank you. Get well soon. Sorry? Any food restriction? No. No, no food restrictions, but avoid going out in really polluted areas. Try to go out in the fresh air ok. Get well soon Thank you.

In conclusion, in the third and the last role of a patient we have Miss Purva Choudhury and as again the hospital scenario or the hospital management remains the same. In the role of doctor is Reethika Dasgupta and Alolika Roy functions as the nurse and performing the role of the compounder or the helper is Miss Pooja Khatwani.

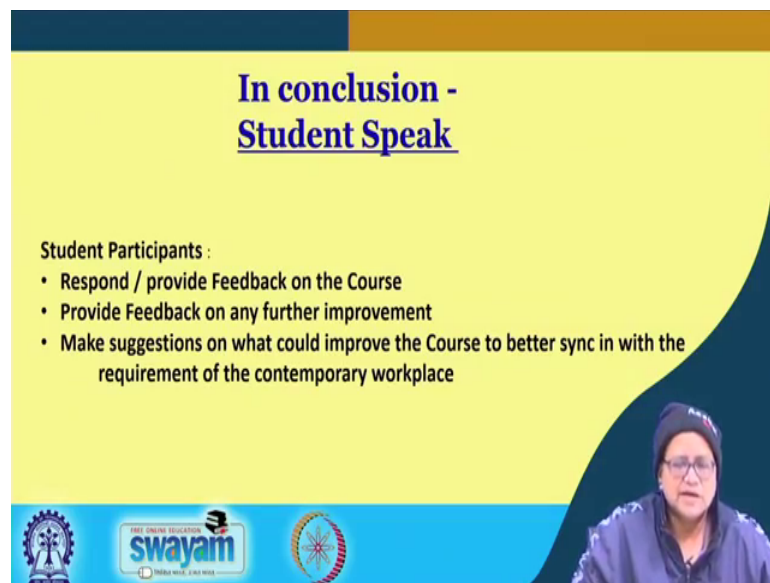
Student: Start. Yeah, so, tell me what happened? So, like she is feeling very dizzy and very weak. When was the last time she ate? She had not had food from like yesterday evening. Oh ok. Can you just come and sit here Alolika go ahead and check her BP.

(Refer Slide Time: 36:50)



Just breathe normally. No sudden movements Purva. So, doctor it is 162-519. Purva your BP seems to be normal, but it is little under (Refer Time: 38:30). So, what I will suggest to you is eat something as soon as possible. Do not skip out on your meals. I think that should be it and I write you something. Pooja Thank you doctor. Take care. Thank you.

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**In conclusion -
Student Speak**

Student Participants :

- Respond / provide Feedback on the Course
- Provide Feedback on any further improvement
- Make suggestions on what could improve the Course to better sync in with the requirement of the contemporary workplace

The slide features a yellow background with a dark blue curved border on the right side. At the bottom, there is a blue banner containing logos for IIT Kharagpur, Swayam, and another circular logo. A small video inset in the bottom right corner shows a woman with glasses and a dark top speaking.

Towards the conclusion of the course, we have this second part of lecture 38, Students Speak, we have had the first year students of the MHRM program at the Humanities and Social Science Department at the IIT, Kharagpur perform all the lab sessions in this course on employment communication a lab based course.

So, in this second part of lecture number 38 there will be some of the MHRM participants who will be responding and providing feedback on this course as they have seen it, as they have experienced it, as they have in fact, learnt from it. We will ask them to provide feedback on the course with the intension that we can have further improvements on the course in later times to come. I will also request and I have already requested them to make suggestions on what could be the fill in, what could improve the course to better sync-in with the requirement of contemporary workplace.

I need to just state here a fact that all the students of the MHRM first year at the Department of Humanities Social Sciences IIT, Kharaphur are those who have a basic b tech degree of 4 years and they have 1 to 2, some are maximum 3 to 4 years of work experience and then they have come to join the MHRM that is Master of Human

Resource Management program at the Department of Humanities and Social Sciences IIT, Kharagpur. So, let us present to you the order in which the student speak session of lecture 38 will be held.

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The first one to provide feedback on the course will be Aritra Lahiri following him will be Anupam Dash and then we will have Ankur Agarwal speak on the course. One of the best students of this program in the course on business communication is Mr. Rajarshi Tribedi and he will be speaking on the course and in conclusion we will have Ms. Reetika Dasgupta providing feedback and concluding student speak.

Student: Hello, everyone. I am Aritra Lahiri from MHRM first year IIT Kharagpur. As a part of our business communications lab courses we had a few NPTEL sessions. Some of which I could relate to my previous experience in IT multinational. Communication skills: communication skills is something which is very much essential in the present business environment. Being from an IT multinational we had the opportunity to work with foreign clients across geographies USA, UK and various other places.

So, communication skills is an essentially part of it followed by communication skills at the workplace not only with the clients, but also with people around you in the workplace may be the peers, may be managers, HR and everyone. Followed by verbal communication this is again very essential thing in the workplace. Verbal

communication, how do we verbally communicate with people because verbal communication is one of the most important modes of communication.

Followed by non-verbal communication; now, for non verbal communication when you look back at this course we had a very interesting session in which a aboriginal of continent was interacting with person who was actually washed on the seashore. So, you can relate to that you can relate to that when you see that video, what non verbal communication is and how is it important.

Then, we have intercultural communication this is nowadays extremely essential part of the business environment. As Rajarshri directly pointed out that day by day we are going to more diverse industry culture, more diverse business environments. So, in that yeah, in that case the intercultural communication is extremely important; followed by body language. So, nowadays we have regular meetings the in the business environment in the industry we have regular meetings with the managers, with the peers and other groups. So, however, good point we have to put forward we cannot make an impact on the group unless we have a decent body language. So, body language is an extremely important part too.

Followed by listening skills, CV writing. This CV writing is extremely important for me as a college student than who is going to step out to the industry in may be next one and half years to 2 years. So, this gives us an idea of how to make CV which will be attractive which the employers will see and find out the synopsis of what I am and from where do I belong, the work ex I have, the scholastic records I possess and all that.

Followed by GDs and PIs; this the probably the most important things that we as a part of the NPTEL course. We had two or three types of GDs traditional GDs, fishbowl GDs and case study base GD's. As a part of the MBA program we need to have exposure to case studies because that is how we deal with deal with problems in the workplace. So, that is what we did in the GD.

Followed by PIs; how do we appear in the PIs what all questions can be faced and how do we interact with the interviewers and finally, how we can do good to crack the PIs that is what was the part of the PI sessions that we had. This was mostly all and followed to end with was the ball game which was extremely essential probably, it was a fun event. But, yes the ball was represented various things in life and we actually maintained

we actually need to maintain all those in our lives like work life balance and all that. So, family, work, sleep, food and all that having important in our lives.

So, that is how we ended the course and this how actually I could relate to my previous experience in the IT multinational as I spoke. So, I think this course was valuable to me. I had a lot of take always and thank you thank you for this course and thank you. Thanks to the coordinator Dr. Seema Singh for arranging this. Thank you.

Student: Hi, I am Anupam Dash I am a first year student of the MHRM under the Humanities and Social Sciences Department of IIT, Kharagpur and I am in the 2018-20 batch and for the last few weeks we are practicing this session of NPTEL and all our classmates are contributing this and in the entire NPTEL session you have learned a lot, you have done a lot of activities. And, we have covered various relations of human life and which is really going which are really helpful in learning of the and development of human psychology, public relationship and also the leadership development skills.

And, the few things which can be built by these type of activities I would like to table here and I have some points there. So, the first thing I would like to highlight is the group activities. All the team members are here and in every group activities you have swiped the members and we have changed the roles. So, it was the good practice of the group activities. And, in every job either it is professional or non professional it is a within organization or in our personal or social life good learning and practice of good activities is widely important.

Now, second point I would like to speak that it makes us habitual into the busy schedule after the class or before the class if you joined here, you come to decision and it makes us it will relative busy, but and at that point of time making good regulate on punctuality is really big challenge, but still we do this. The third thing is that in various activities we have powered the diverse areas somehow we try to manage I do not know that how successful was that, but still would try to manage and in some activity it was GD, personal interview, some acting case study then various type of activity. So, in our personal life also in professional life if we want to go up in a industrial ladder, so, I think that taking various role and being habituated to it every activities in our life is widely important.

The next thing I would like to present here in the present scenario of the business environment and enterprise era of globalization in industrialization the one major thing that corporate houses ask from the students and the professional that is the personality development. So, here we got a good opportunity to develop our personality and as well as by this activities the students are people who are in who are eye witnessing this videos they also or will get a good opportunity for their personality development.

And, the thing which was necessary covered I think that camera fear and in last few session I have observed that many people they are very normal, they are very frequent, they friendly in the in their life behind the camera, but somehow whenever they are coming in front of the camera something invisible happens and they become stuck by some invisible element. So, I think the camera fears it as they see mass fear, the podium fear this type of fear should be eradicate eradicated first and so that we can make our self very frequent, very extrovert and to friendly acceptable to the common mass.

The other thing is that that NPTEL session we are also feeling in feeling very good because in this session we are reaching to the thousands and lakhs of students and people throughout the globe and it is this sessions this videos are helping those students through those people to learn at least something and to develop themselves which wherever they have lack and they can build themselves and they can make themselves better.

And, another thing is that this was the entire activity. So, it was based on the business communication and these type of activities helped us to know more and get more knowledge in the business communication, in the human psychology because we have taken many various roles here which we do ourselves virtual, we acted. We acted in that role and that was quick switch from our normal life to the virtual life up as soon as the acting is over we switch again to the normal life because these switch to be necessary to have a good understanding of human psychology. And, as soon as we can get good command over this human psychology we can get and to understand well people and that can be that can help us to know people well and to make good human relationship, relationship with people.

And, the entire credit I think I would like to give to the students, to the coordinators there and obviously, the HR idea to reach the to reach the millions and millions of students over the globe through the NPTEL channel was the main channel of Dr Seema Singh

ma'am of IIT Kharagpur HSS department say really (Refer Time: 51:00), she is just a enthusing is just package of enthusiasm and she only motivated us lot and she guided us, she mentored us. So, I think that finally, I would like to thank him and we will try to continue this NPTEL session and to reach you people. Thank you.

Student: Good evening, friends. I am Ankur Agrawal. I am a part of the course MHRM conducted by the HSS department at IIT Kharagpur. Before that I was employed with one of the IT firm where I was working on a specific project in which there was a website development I used to coordinate the test cases, I used to work with the developers there was a lot of coordination with our hiring team as well because we had to actually go to the hiring procedure for some type development work. I used to work on tools such as QC and (Refer Time: 51:48).

So, it is been a semester I have being studying I have been studying this business communication course and had recommend this course on a very very important basis. So, the key highlights are like to mention regarding this course. We learn various group activities how to actually use the leadership skills to advantage, how to use the fishbone structure in the practice life, how to actually implement it to solve various work place issues or various class room class room issues. We learnt how to use non verbal and a verbal cues to advantages.

We actually learnt the conflict management part and how to resolve it various techniques used in the practical life and ethics at workplace is one of the most important factors which we have implemented in the class and which in which we have a discussion many time many a times in the class. Morality another basic part which is often ignored has been covered by various of the classmates and there was a huge discussions sometimes in the class.

Class participation like to relate to mention various points there was a huge knowledge exchange and various news are presented. On a daily basis we actually learnt many things from one another we actually used to exchange a lot of information at which actually proved to beneficial in the in the exam point of view. Talking about the NPTEL course, this course is highly recommended for the students to view. As we have learnt many things related to the CV building, participation in GDs or the case studies, we have

actually learnt how to have a strong connection with the opponent and how to use the points to advantage.

We have actually we have actually improved a lot of conflict managements issues which have which are permanent in the GD's. A new type of GD was introduced as a fish fishbowl GD and we have learnt various techniques to handle it. Talking about the course coordinator Miss Seema Singh, she has been a mentor for the entire semester and she has taught us a lot of things ranging from CV building to conflict resolution to participation in the class to and to related to the removal of all the phobias related to the public speaking.

In the end, I would like to thank all my classmates for giving me an huge amount of knowledge, not necessarily related to the course, but varying form workplace management and many things and thank you.

Student: Hello, everyone my name is Rajashri Thribedi. I am a first year student of MHRM at IIT, Kharagpur and I would like to share a bit of my experience on the NPTEL sessions that we had and on business communication in general, both from my personal work experience as well as from the learning session from the course. So, before joining MHRM I was working for an Indian IT services form providing services to global pharmaceutical company with clients ranging across geographies with diverse requirements.

In this state of affairs what I have realized that the business communication in general is very important with especially with respect to how we are communicating with customers and what we are communicating. So, we have essentially learnt the (Refer Time: 54:55) of what communication should come consist of starting off we generally started off with the communication skills both verbal and non verbal and how we could improve on such skills especially in the workplace scenarios.

We have had GD sessions and PI as well which kind of gives the feedback on how to improve verbal communication. Now, there were sessions on non verbal communication as well it is one of the most important aspects of communication since about 65 percent of what we communicate happens non verbally. Inter cultural communication also played a big role in what in what a in a how communications transpires between cultures.

Culture plays an increasing role in effective communication as organizations nowadays are striving towards the multicultural workplace. So, it is generally presumed that multicultural diverse organization leads to better productivity, but that is a debatable proposition as there is currently no relation with diversity and productivity of an organization and that we got to wait and watch.

Coming to non verbal communication we stress the lot on body language and it is important especially in interviews, group discussions and even the subsequent courses we had. Then, moving on to the listening skills aspects which highlights listening and feedback essentially highlights that communication is basically a bi-directional phenomena between a communicator and communicatee. So, listening also plays a very important role in giving affective feedback and that in respect increases the effectiveness of a communication of communications in general.

So, there are lot of features that affect communication and it is a basic it is basically a multi faceted analysis to be an effective business communicator and a great leader in the long run with good decision making skills, conflict resolution among other things. So, I believe this course was really helpful to us in putting us into real life aspects and scenarios and how to deal with situations and events expecting the unexpected and responding to it in a in our workplace.

So, overall this course was really good and I would like to thank our course coordinator specially Mrs. Seema Singh with whose constant support and guidelines we are this learning could not having possible. Thank you very much

Student: Hi, my name is Reethika and I am here to give a brief outline about the NPTEL course. I will give brief feedback about that as well. So, the NPTEL course that we just attended it consisted of lab sessions as well as the theory classes or lectures. This is of the MOOC format which is the Massive Open Online Courses. It resembles the finishing school, it resembles the format of finishing school with the only difference being that for this NPTEL course the student do not have to be present a live.

So, a finishing school is basically a private school for students that emphasizes training on training in all round personality development, cultural and social activities. So, in the NPTEL course that we just had, we had lectures which cover the areas like a communication skills. The communication skills in the workplace, verbal

communication, non-verbal communication, intercultural communication, body language and listening skills.

All these skills are very important in a day today life even in the even in the workplace is of utmost importance because we are working and we are in close contact with the lot of other people who come from different backgrounds, who have different mentalities and of different thought processes. So, to work in candle with all of them I think it is very important to possess a you know good amount of all these skills. Apart from that we attended last sessions which included CV writing, GDs, PIs and also ones which included life skills.

For example, today we had an activity where we had to simultaneously pass a number of balls like 7 balls amongst 14 of the students present in the lab session. The balls represented different obstacles in life like your work, relationships that is form in your life, sleep, food the other extracurricular activities that you do in life. So, this activity basically brought out the brought out the benefits of working in a group, working in a group together taught us to collaborate everybody.

It taught us how to focus on certain aspects in life which are of utmost importance because we had to always concentrate on where the ball was coming from and where we have to pass the ball to next and it also taught us how to keep the balance between the different aspects in different problems in life. It is there is no harm if you feel in a particular aspect and you start over again, there is no shame in doing that.

Apart from all these I think what could have been included in the course as a lab session could have being cover letter. Now, the cover letter is very important in the workplace because it gives a very summarized version for yourself on paper by which you can be remembered by the employer in the best possible way. So, that could have been something that could have being included as the part of the NPTEL session. Apart from that the various lab sessions where extremely helpful in you know developing overall personality and taking back lot of life lessons.

So, thank you for the course I would like to thank all the all my classmates who are the part of the course and Dr. Seema Singh as well. Thank you.

(Refer Slide Time: 60:40)



So, once again it is time to bid you good bye and again I would like to express my gratefulness and my thanks and my blessings to the students of the first year MHRM program at the Department of Humanities and Social Sciences at the IIT Kharagpur.

(Refer Slide Time: 61:02)



And, to all of you out there in fact, this is the references for this lecture number 38. And, once again thank you and god bless you.