



## **CAPACITY BUILDING & PERSONALITY DEVELOPMENT PROGRAMME (PDP)**

**NATIONAL COMMISSION FOR WOMEN  
DELHI**

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***(Module prepared under the aegis of Non-Collegiate Women's Education Board, University of Delhi)***

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## CAPACITY BUILDING & PERSONALITY DEVELOPMENT PROGRAM (PDP)

Personality Development Courses (**PDP**) deal with developing the communication and interpersonal skills of an individual. Such courses are known to be high in demand as they help candidates to learn soft-skills and techniques that are required to gain a competitive edge during placement and job interviews.

Personality development is gaining more and more importance as it enables students to create a good impression about themselves on others and helps them to build & develop relationships for career growth.

### Objective:

Current course will focus on preparing students for entering job/employment market. Sometimes because of lack of confidence an individual may not be able to demonstrate good professional and communication skills. The course will focus on learning and applying the use of intuitive, logical and critical thinking, communication and interpersonal skills, not limited to cognitive/creative skills. These skills and behaviour set, when learned, will enhance outcome of employability.

### Course content: (Total Time Duration 4.5 Hours)

<b>A. Personal Capacity Building</b>	<b>(1hour 30 minute)</b>
<b>B. Professional-Career Skills</b>	<b>(1hour 30 minute)</b>
<b>C. Digital Literacy &amp; Effective use of Social Media</b>	<b>(1hour 30 minute)</b>

**MODULE A**  
**PERSONAL CAPACITY BUILDING**

## Module A: Personal Capacity Building

- 1. Listening and Brainstorming:** Listening, steps in listening, key techniques for becoming an effective listener, factors that influence listening, why is active listening important in the workplace, brainstorming rules for productive session, importance of brainstorming for career development (30 minute)
- 2. Time Management and Stress Management:** Time management, strategies for effective time management, importance of time management, sources of stress, psychological effects of stress, physiological effects, stress management at workplace (30 minute)
- 3. Internal Communication and Group Discussion:** Importance of Internal Communication in Organization, Process and direction of Communication, Formal and Informal communication, Forms of Internal Communication, Group Discussion, Dos and Don'ts of Group Discussion. (30 minute)

### Learning Objectives

- ◇ To understand listening as a soft skill, how to become an effective listener, factors that influence listening and importance of active listening in the workplace
- ◇ To know about brainstorming and importance of brainstorming for career development.
- ◇ To explore time management, importance, and strategies for effective time management
- ◇ To enable the learner to know about stress & its management techniques.
- ◇ To be able to know about communication, importance of communication in organizations, types of communication, skills in group discussion, dos and don'ts of group discussion, helpful language indicators and assessment criteria

## Chapter 1: Listening and Brainstorming

रेखा और रीना दोनों बीए द्वितीय वर्ष की छात्राएँ हैं, जो एक करीबी परिवार में पली-बढ़ी हैं। रेखा एक होनहार और जागरूक छात्रा थी। उसकी सुनने की क्षमता तेज थी और वह अवधारणाओं को जल्दी और आसानी से समझ लेती थी। वह अक्सर विभिन्न दिन-प्रतिदिन की गतिविधियों के लिए रचनात्मक विचारों के साथ आती थी। दूसरी ओर, रीना को कुछ मिनट के लिए भी चुपचाप बैठना और ध्यान से सुनना मुश्किल लग रहा था। इस वजह से वह रेखा की तरह विचारों और अवधारणाओं को समझ नहीं पाई। इसने कॉलेज में उसकी उत्पादकता और प्रदर्शन को नकारात्मक रूप से प्रभावित किया, जिसने हर दिन उसमें आत्मविश्वास की कमी, गुस्से और असहायता की भावना पैदा की।

सुनना और बुद्धिमत्ता से जुड़े कौशल, व्यक्ति की सफलता की कुंजी हैं। यह आवश्यक है कि यदि किसी बच्चे में सुनने और बुद्धिशीलता के संबंध में कोई कमी देखी जाती है, तो उसे जल्द से जल्द पहचान लिया जाना चाहिए ताकि उसकी जरूरतों पर विशेष ध्यान दिया जा सके।

Listening is one of the most important soft skill that you can have, originally developed, and refined by psychologist Carl Roger. It is the ability to accurately receive and interpret messages in the communication Process. It is the process of getting ideas, new information. It is an act that most individuals actively engage in through every walk of life. However, it may also be imperative to understand the skill of listening that may be extremely useful in the aspect of career development.

### Lesson 1: Steps in listening

1. **Receiving:** The foremost step to listening is actually receiving the information being transmitted. This means isolating the information from all other sounds and focussing attention on the sole information at hand.
2. **Understanding:** At this stage, we attempt to comprehend the message or information received. We may try to decode it, or perceive the message based on previous understanding, or novel knowledge and so on.
3. **Evaluating:** This is a stage wherein we carefully evaluate the nature of the information received. We try to assess if the information is valid, biased free, well informed, and so on before generating a response to it.
4. **Responding:** During this stage, the listener may respond by nodding, asking questions or reaffirming that they are listening.
5. **Remembering:** This involves remembering all crucial pieces of information that were received. Unable to recall the information received may indicate that the listener was not listening effectively.

Listening is an imperative skill that is of great use in careers across the globe. From managers, nurses, doctors, to technicians, drivers, and security personnel, effective listening plays a crucial role in getting the job done. Imagine if a doctor didn't have the skill of active listening. They may miss out on critical symptoms, and difficulties experienced by their patients. What a disaster that can be! Similarly, imagine if your society's security guard didn't actively pay attention to the instructions given to him. That could lead to disastrous consequences for the security of society. Here are some key pointers to being an active, attentive, and effective listener.

## Lesson 2: Key techniques to become an effective listener

**1. Pay attention:** Give the speaker your undivided attention and acknowledge the message. Recognize that non-verbal communication also "speaks" loudly.

- ◇ Look at the speaker directly.
- ◇ Put aside distracting thoughts.
- ◇ Don't mentally prepare a rebuttal!
- ◇ Avoid being distracted by environmental factors. For example, side conversations.
- ◇ "Listen" to the speaker's **body language**.

**2. Show that you're listening:** Use your own body language and gestures to show that you are engaged.

- ◇ Nod occasionally.
- ◇ Smile and use other facial expressions.
- ◇ Make sure that your posture is open and interested.
- ◇ Encourage the speaker to continue with small verbal comments like yes, and "uh huh."

**3. Provide feedback:** Our personal filters, assumptions, judgments, and beliefs can distort what we hear. As a listener, your role is to understand what is being said. This may require you to reflect on what is being said and to ask questions.

- ◇ Reflect on what has been said by paraphrasing. "What I'm hearing is... ," and "Sounds like you are saying.." are great ways to reflect back.
- ◇ Ask questions to clarify certain points. "What do you mean when you say... ." "Is this what you mean?"
- ◇ Summarize the speaker's comments periodically.

**4. Defer judgment:** Interrupting is a waste of time. It frustrates the speaker and limits the full understanding of the message.

- ◇ Allow the speaker to finish each point before asking questions.
- ◇ Don't interrupt with counterarguments.

**5. Respond appropriately:** Active listening is designed to encourage respect and understanding. You are gaining information and perspective. You add nothing by attacking the speaker or otherwise putting her down.

- ◇ Be candid, open and honest in your response.
- ◇ Assert your opinions respectfully.
- ◇ Treat the other person in a way that you think they would want to be treated.

## Lesson 3: Factors that influence listening

A growing number of researchers have contributed significantly to our understanding of listening skills. There are some findings:

**1) What are the qualities of a good listener? Do you think that some people are born good listeners?**

The answer is yes and as well as no. Personality styles does affect your listening skill. If any individual is high on anxiety, impulsive, and impatient, his tendency will be to seek information that comes in neat package. The person who is more on patience and reflective, gives more time to listen and perceive listening more effectively. Effective listeners are interested in a wide variety of issues, subjects and open to new experiences. They have positive attitude towards other people.

**2) Is it possible for average student to improve his listening skills?**

In the early studies Researchers found a link between effective listening and intelligence. Most of the researches were done in class-room lecture situations. They found that highly intelligent individuals do not demonstrate effective listening behaviour. This is because intelligence as a variable interact with many other factors such as motivation, personality



traits, attitude, and interest in task. It is important to notice that different people have different listening strengths and weaknesses. Intelligence and other cognitive abilities such as perception & attention play a significant important role in listening to tough lecture and participating effectively in conversation. Researchers have proved that people who are high on emotional intelligence are better listeners.

**3) Why is it that when people are under stress and anxiety find more difficult to listen?**

Stress and anxiety have a major impact on our ability to listen well. Our attitude towards communication in general affects our stress and consequently our listening ability. Fortunately listening anxiety can be reduced by practicing strategies for effective listening. Such practice requires you to expose yourself regularly to a wide variety of listening situations. It will increase confidence in your listening skill.

**4) If you start with negative attitude, will that interfere with your listening skills?**

Attitude of an individual towards listening influences his listening skills. People selectively listen even under the best circumstances. If he does not like a speaker and anticipate his lecture not very informative, it is likely that he won't pay attention and listen properly. People can improve their listening skill by giving more energy and effort to that activity and by connecting to the speaker.

**5) If the speaker is boring, disorganized, is it difficult to listen properly?**

Variables related to speaker affect your listening. Speakers who apply clear organizational strategies are easier to listen than those who present ideas randomly.

**6) Do you listen differently to medium of communication than you do to a live speaker?**

Yes, you tend to listen differently to someone on google meet, zoom, skype than a live speaker. This is due to the personal presence of a speaker because physical presence of another person is in itself is stimulating. Physical presence of speaker and participants improves listening behaviour. Most people appreciate the visual presentation more interesting.

## **Lesson 4: Why is active listening important in the workplace?**

Active listening is a key element of communication and can be useful in many spheres. Whether it is seeking a new job opportunity, or striving to earn a promotion, improving active listening skills will help you succeed. Here are several benefits of being an active listener:

**1. It helps you to build connections**

Active listening helps others feel comfortable sharing information with you. When you demonstrate your ability to sincerely listen to what others have to say, people will be more interested in communicating with you on a regular basis. This can help open up opportunities to collaborate with others, get work done quickly or start new projects. All of these things can help lead you to success in your career.

**2. It helps you to build trust**

When people know they can speak freely to you without interruptions, judgment or unwelcome interjections, they'll be more likely to confide in you. This is especially helpful when meeting a new customer or business contact with whom you want to develop a long-term working relationship.

**3. It helps you to identify and solve problems**

Actively listening to others will help you detect challenges and difficulties others are facing or problems within projects. The more quickly you're able to spot these issues, the sooner you can find a solution or create a plan to address it.

**4. It helps you to increase your knowledge and understanding of various topics**

Great employees are always striving to learn something new and grow their knowledge base. Because active listening helps you retain information, it will also help you better understand new topics and remember what you've learned so you can apply it in the future.

### 5. It helps you to avoid missing critical information

Because active listeners are highly engaged with the speaker, they're able to recall specific details. This is especially important when the speaker is proving instructions, training you on a new process or delivering a message you're responsible for passing along to others.

स्नेहा बीकॉम तृतीय वर्ष की छात्रा थी। कोविड महामारी के कारण, कक्षाएं ऑनलाइन स्थानांतरित हो गईं, जिससे उन्हें काफी कठिनाई हुई। घर में इंटरनेट की गति कम होने के कारण उसे बार-बार कनेक्टिविटी की समस्या होती थी क्योंकि एक इंटरनेट कनेक्शन परिवार के तीन अन्य सदस्यों द्वारा साझा किया जाता था, इसके अलावा घर में बार-बार बिजली की कटौती होती थी। घर का माहौल सीखने के लिए अनुकूल नहीं था, उसे ध्यान केन्द्रित करने में कठिनाई होती थी क्योंकि परिवार के पांच सदस्यों को 2 बेडरूम वाले अपार्टमेंट में अपना कार्यक्षेत्र साझा करना पड़ता था। अक्सर उसे क्लास मिस करनी पड़ती थी या चल रहे लेक्चर के बीच में उठना पड़ता था। घर के काम करने के लिए, वही बात उसके भाई पर नहीं थोपी जाती थी। उपरोक्त कारकों के कारण न केवल घर पर उसके सीखने की गुणवत्ता को नुकसान हुआ, बल्कि उसने अपनी अंशकालिक नौकरी भी गँवा दी, जिससे उसके भीतर आर्थिक स्वायत्तता से वंचित रहने की भावना पैदा हुई। उसके सहपाठी जो प्रौद्योगिकी से अच्छी तरह भिन्न थे और एक लैपटॉप और स्थिर इंटरनेट कनेक्शन तक पहुंच रखते थे, वे ऑनलाइन नौकरियों पर स्विच करने में सक्षम थे। स्नेहा अपनी स्थिति की तुलना अपने सहपाठियों से करती है, जिससे उसका तनाव और चिंता का स्तर बढ़ जाता है, जिससे उसके लिए परिस्थितियों का सामना करना और भी मुश्किल हो जाता है।

## Lesson 5: Brainstorming

Brainstorming is another important type of soft skill that can help students to perform better and achieve success in important areas of life. Osborn (1979) credited the origin of brainstorming to Hindu teachers in India. They have used the method of (Prai)-outside yourself (Barshana) questions for over 400 years, during which everyone questioned an idea within themselves but did not criticize or question it in the initial stage of discussion. The criticism or questioning of an idea may take place at later stage. Brainstorming can be used to generate possible solutions for problem. It is a method of generating ideas and sharing knowledge to solve a particular commercial or technical problem, in which participants are encouraged to think without interruption. Brainstorming can be an individual or group activity wherein each participant shares their ideas as soon as they come to mind. At the conclusion of the session, ideas are categorized and ranked for follow-on action. Brainstorming ideas is a key factor in many jobs. A few of them are- Social Media Marketing, Fundraising, Event Planning, Managerial posts and so on. Brainstorming therefore is an imperative skill for career development.

### Brainstorming rules for productive session –

- ◇ Group of 6 to 12 members or as an individual
- ◇ No criticism, evaluation, judgement
- ◇ Free association is encouraged
- ◇ Quantity is desired than quality
- ◇ Building an idea is encouraged
- ◇ Stimulating creativity

Rani & Rekha are classmates in B.A. 2<sup>nd</sup> year, they were given an assignment to come up with unique, creative ideas to a problem as part of a group of four people. They sat down together and analysed the problem by reading & re-reading it, thought about the different facets of the problem, the ideas that could solve it effectively & at the same time be practically feasible in real life. In this first session of sitting together & analysing the problem, they didn't discuss it with each other. When they regrouped for another session, each of them presented their ideas & these were discussed & relevant criticism given by each participant. At the end of the session, by discussing & analysing, effectively brainstorming the idea, they came with an idea that was practical, well-thought out & easily applicable in real life.

- ◇ Evaluation and selection of idea
- ◇ Encourage novel and innovative ideas, however odd they may first appear.
- ◇ Build on the idea put forward by others.
- ◇ Every person and every idea have equal worth
- ◇ Each idea generated belongs to the group rather than the individual who thought of it

### Importance of brainstorming for career development

**1) Encourages novel ideas-** Brainstorming encourages novel ideas that may be at the heart of some job descriptions. This is crucial for job enhancement, promotions, and overall career development.

**2) Inculcates team spirit:** Brainstorming, though can be done individually, largely is performed as a group activity. It encourages teamwork that is important for most jobs.

**3) Enhances out of box thinking:** Brainstorming ideas boosts out of the box thinking which can lead to the individual feeling more confident and efficacious. This in turn can help in career development as individuals may be able to take on more responsibility.

## Chapter 2: Time Management and Stress Management

पूजा बीए प्रथम वर्ष की छात्रा है जो अपने समय का कुशलतापूर्वक प्रबंधन करना चाहती है। वह महसूस करती है कि जब वह दिन के दौरान अपनी गतिविधियों को प्राथमिकता नहीं देती है तो उसका प्रदर्शन उतना अच्छा नहीं होता है। यह उसके तनाव के स्तर को बढ़ाता है और उसकी उत्पादकता को प्रभावित करता है। अपने दिन का अधिकतम लाभ नहीं उठा पाने के कारण, वह अपने बारे में दुखी महसूस करती है, जो उसके लिए अपने समय और गतिविधियों को सकारात्मक रूप से प्रबन्धित करना और भी कठिन बना देता है। यह एक दृष्टिकोण है जो स्वयं में नकारात्मक सोच को बढ़ाता है।

### Lesson 1: Time management

- ◇ Time management is one of the most important type of life skill.
- ◇ The process of organizing and following conscious control of time spent on particular tasks specifically to increase efficacy, proficiency and yield of output is called time management. This process involves the balancing of various hassles in a person's life like job, family etc. with the limited time available.
- ◇ Time management is essential in all spheres of life, Be it personal (home management) or professional. Without proper time management a person's official as well as personal life can suffer.
- ◇ For time-management basic principle is planning should be done in advance and in detail.
- ◇ Allocation of time is a prerequisite to doing a quality work.
- ◇ To improve efficiency, proper analysis of time and speed is important. Effective time management ensures that a person sets aside the required duration of time for each and every task that needs to be completed. Doing so will provide a good idea about how long every task will take to complete.
- ◇ Time usage of gadgets and social media sites needs to be evaluated. i.e. FB, WhatsApp, Netflix etc. segregate between professional and personal use such as use for entertainment, for chatting, downloading and just for scrolling.
- ◇ If we do not plan and organize ahead of time, we end up missing deadlines and a person's productivity and quality of work also dips. This can in turn causes stress and if not dealt with in time, can lead to burnout and the work suffers. To prevent this, it is crucial to practice effective time management.

### Lesson 2: Strategies for effective time management

1. **Prioritize your tasks:** Make a list of tasks you have to do, and tackle them in order of importance. Do the high-priority items first. If you have something particularly unpleasant or stressful to do, get it over early on priority. As a result, the rest of your day will be more relaxed.
2. **Setting of clear and defined goals:** Have clear objectives. Effective communication skills will help in achieving goals and objectives.

3. **One major target should be chalked out for each day:** Don't over-commit yourself. Avoid scheduling things back-to-back or trying to fit too much into one day. All too often, we underestimate how long things will take.
4. **Break activities into small steps:** If a large project seems overwhelming, make a step-by-step plan. Focus on one manageable step at a time, rather than taking on everything at once.
5. **Keep a record of how successful you have been at managing time:** Time wasting habits should be eliminated. Time limits should be set for each day. Include some personal time in the day and make a habit of completing every task.
6. **Delegate responsibility:** You don't have to finish all the work yourself, whether at home or on the job. If other people can take care of the work, why not let them? Let go of the desire to control or oversee every little step otherwise you will end up in creating unnecessary stress in the process.

### Lesson 3: Importance of time management

Time management results in higher efficiency and effectiveness as a person is able to focus more on the task at hand. In today's life when everything is so fast-paced, it can get difficult to focus on every task with equal devotion so managing one's time is essential.

1. **Effective time management improves performance:** When a person allocates time for each and every task, they are able to devote all their focus on each and every task without getting side-tracked by stressing about the things they are not able to devote time to. By doing so, an individual's performance also goes up and quality of work also increases.
2. **Time management decreases stress:** When an individual clearly chalks out a timeline and is prepared beforehand about what to expect during the day, they are able to finish their work in a timely fashion and are not struggling to meet the deadline which reduces stress. Stress also reduces the quality of work which can be prevented by planning in advance and setting aside sufficient time for each and every task.
3. **Effective management of time boosts confidence:** When people realize their ability to complete a task in a given amount of time, it boosts their confidence. Once an individual realises his/her ability to complete any given task in the set amount of time, s/he feels more confident and comfortable in facing similar circumstances in the future.
4. **It paves the way for better career opportunities:** Completion of tasks in a timely fashion saves a lot of time for other activities and a person can devote time to building their skills. Once an individual is through with the work they are supposed to complete due to personal and professional duties, they now have time to focus their time and attention to other tasks which can help widen the individual's career prospects. For example, A student who plans his/her time wisely, can engage in skill building by learning a new language or learning how to code as this will increase his/her employment chances.

### Lesson 4: Sources of stress

It is pertinent to first understand what stress is and how it affects our physiology and mental health. It is a negative emotional experience accompanied by predictable biochemical, physiological, cognitive, and behavioral changes that are directed either towards altering the stressful event or accommodating to its effects. Stress depends on how you appraise the stressful event or situation.

**Sources of Stress:** Stress can result from a wide range of factors and is harmful to the individual. Among the most important of these are related to environmental events of a personal nature like breakup of relationship, events related to career, death of loved one, financial loss. Such factors which contribute to stress are called stressors. The effects of stress are general and diffuse. There are many **types of stressors**.

### **Traumatic experiences**

These include being involved in a variety of extreme events such as fire, train or road accident, earthquake etc. the effect of these events may occur after some lapse of time (called PTSD) and sometimes persist as symptoms of anxiety, dreams and intrusive thoughts etc. severe trauma can also strain relationships, adding to more of stress, thus, leading to distress.

### **Life events**

Sudden or gradual changes keep on happening since we are born. We learn to cope with the situations, but some situations or life events can be such which can be more stressful and disturb our daily routine and cause upheaval. Unpredicted and planned things happening in a short span of time takes longer to cope up with.

### **Health issues**

Severe health issues can also lead to psychological distress. When a person finds it difficult to cope with the effects of the health problem, leading to stress.

### **Daily hassles**

These are the personal stresses we endure as individuals, due to the happenings in our daily lives, such as noisy surroundings, workplace quarrels, electricity and water shortage etc. these daily hassles may sometimes have devastating consequences for the individual who is often the one coping alone with them.

### **Occupational stress**

Occupational stress affect employee's productivity and physical and mental health. Research suggests work stress causes illness. Many factors such as excessive work load, poor work relationships, conflict with employees, unpleasant work environment, discrimination, sexual harassment, role ambiguity leads to occupational stress that can contribute to an increased rate of job related accidents, emotional distress and physiological problems.

### **Unemployment**

The last cause of stress related to work comes from unemployment. Cohen suggests that unemployment was found to be associated with high rate of anxiety, depression, and physical illness.

## **Lesson 5: Physiological effects of stress**

- ◇ Low energy
- ◇ Headaches
- ◇ Upset stomach, including diarrhea, constipation, and nausea
- ◇ Aches, pains, and tense muscles
- ◇ Chest pain and rapid heartbeat
- ◇ Insomnia
- ◇ Frequent colds and infections
- ◇ Loss of sexual desire and/or ability
- ◇ Nervousness and shaking, ringing in the ear, cold or sweaty hands and feet
- ◇ Dry mouth and difficulty swallowing
- ◇ Clenched jaw and grinding teeth
- ◇ Accelerated aging
- ◇ Decreased immunity
- ◇ Heart disease
- ◇ Digestive issues
- ◇ Hormone imbalances
- ◇ Skin issues



## Lesson 6: Psychological effects

- ◇ Headaches
- ◇ Depression
- ◇ Feeling of overwhelmed
- ◇ Difficulty sleeping
- ◇ Poor Problem solving
- ◇ Fear that the stressor won't go away
- ◇ Persistent thought about one or more stressor
- ◇ Change in behavior including social withdrawal
- ◇ Feeling of sadness, frustration loss of emotional control, inability to rest, and self-medication.
- ◇ Constant worrying
- ◇ Racing thoughts
- ◇ Forgetfulness and disorganization
- ◇ Inability to focus
- ◇ Poor judgment
- ◇ Being pessimistic or seeing only the negative side and try to manage the perceived discrepancy between the demands of the situation and the resources of the individual.

## Lesson 7: Stress management

Following **steps** are followed in stress management

**Recognizing the Stress:** Participants are taught to identify what stress is. How it is physiologically affecting them. Everybody in group share their experiences, then they realize that others have similar experience to their own.

**Monitoring Stress:** In the monitoring phase, all the Participants are taught to observe their experiences and behavior closely and understand the circumstances which they find most stressful. They monitor their Physical, emotional, cognitive and behavioral consequences as they experience them. Group members are taught to see their maladaptive ways of coping with stress, like Alcohol consumption, excessive sleeping and over-eating.

**Identify Stress Antecedents:** Once the group Participants are learned to identify their stress or and their reactions towards it. They are taught to examine the events just before happened before the experience of stress.

**Avoiding negative self-talk and engage in Positive emotions:** Participants are taught to observe their negative self-talk, when they have faced the stressful events. Negative self-talk increases irrational thinking in the individual. Students can use this technique, when they are clear about their goals. In self-instructions they can remind themselves about the ways and specific steps that are required to achieve those goals. Positive self-talk means providing self with encouragement. Positive self-talk helps to achieve goals.

**Progressive Muscle Relaxation:** Relaxation is found to be useful in dealing with stress. Person is advised to focus attention on muscle group while tightening and relaxing these muscles. This reduces the heart rate, muscle tension, anxiety, and tension. Muscle relaxation, breathing exercise, auto-suggestion, and biofeedback have all been shown to be effective for reducing physiological arousal and inducing a physically and psychologically relaxed state, thus these relaxation procedures can be used to cope up with stress responses, particularly induced by stressors. For example, before the job interview if you are stressed, you can breathe deeply and relax completely for 10 minutes. Then they can appear for the interview free from their tension. Relaxation is designed to affect physiological experience of stress by reducing arousal. Muscle relaxation exercise and deep breathing exercise have proved to decrease tension, anxiety and physiological arousal and increasing physical and physiological relaxation.

**Massage:** Massage is also used in Stress management. Massage comes under relaxation techniques. Massage can reduce anxiety and depression. It also enhances the secretion of a hormone called Oxytocin that decreases blood pressure and stress hormone levels. Massage helps in reducing hypertension, some types of pain and enhances immunity.

## **Lesson 8: Stress Management Techniques used at the workplace**

### **Correction in oneself, dialogue, and express emotions in proper way**

Internal dialogue means your thoughts, view about your own self, self-esteem, and self-confidence. It can be both beneficial and unhelpful. For example, unhappy thoughts and negative language makes you anxious and positive internal dialogue reduces stress. Always think positively. Mindfulness helps the individual to change his thoughts. You should be grateful for what you have. Stress causes emotional pain; one should learn to release those painful feelings.

### **Help of counsellor, teacher, and wellness coach**

Counselling is now common intervention that is used in companies to treat rather than prevent stress from their life. In some companies, stress management interventions are available in the company itself and others provide frequent stress management services from time to time. It is always beneficial to take the help of teacher or wellness coach during stressful times.

### **Help of relatives and friends**

Take the help of relatives and friends during stressful life events. People with stronger bonds have better physical and mental health, less depression and recover rapidly from psychological and physical illness. People who have family and friends they are less likely to experience stress whenever faced negative life experiences.

### **Positive engagement in social work**

Engagement in social work helps to deal the emotional trauma because they have a direct role in improving the lives of vulnerable people with social, emotional, and physical needs.

### **Progressive Muscle Relaxation**

Relaxation is found to be useful in dealing with stress. For example, before the job interview if you are stressed, you can breathe deeply and relax completely for 10 minutes. Then they can appear for the interview free from their tension. Relaxation is designed to affect physiological experience of stress by reducing arousal. Muscle relaxation exercise and deep breathing exercise have proved to decrease tension, anxiety and physiological arousal and increasing physical and physiological relaxation.

### **Massage**

Massage is also used in Stress management. Massage comes under relaxation techniques. Massage can reduce anxiety and depression. It also enhances the secretion of a hormone called Oxytocin that decreases blood pressure and stress hormone levels. Massage helps in reducing hypertension, some types of pain and enhances immunity. A common approach used at a work place to manage stress is stress management training is given to the employees. In this training program, information about the nature of stress, and work lifestyle change interventions are included.

### **Humor**

Humor is one of the particularly effective coping strategies. People who use humor as coping approach they have the tendency to funny side of the situation rather than irritating aspect.. Humor has been found to decrease a pain and facilitate recovery from illness or surgery.

### **Emotional disclosure**

When some painful event occurs in the individual's life, some people try to keep that painful happening with them, then their health suffers from mental and physical health problems. For example, People who have faced abuse in their life, did address memories of those painful events, have poor health, visits doctor more often and suffer more from illness.



### **Faith & Religion**

Religious involvement is associated with both physical and mental health. People during their painful times try to find meaning. Religion helps people to find new sources of significance.

### **Exercise**

Exercise protects us from negative and harmful effects of stress. Exercise increases intellectual functioning and personal control and decreases anxiety, depression, and tension. People who do exercise report less stress and time pressure in their lives. People who do exercise are more physically fit and show less reactivity to stress and less likely to suffer from hypertension than people who do less exercise. Healthy young adults who had sedentary lifestyle and do less exercise suffer from stress and high blood pressure. Exercise prevents people from developing stress related illness.

### **Ayurvedic interventions**

Ayurveda recognizes that stress causes various disorders. Charaka in Charakasamhita advises to keep away from stress as much as possible as it leads to Ojahksaya- loss of immunity. It suggests lifestyle changes

### **Aaahar & Vihaar**

Food habits and diet Research indicates that nutritious food full of proteins, vitamins, minerals & antioxidants, etc enhances the ability to deal with stress. Keep your salt & sugar intake to a minimum. Avoid junk food as it not only lowers your immunity but also has a negative impact on your mental health. According to research in Ayurveda, you can do yoga, meditation, deep breathing exercise or any other form of indoor exercise, whatever you feel like. Just make sure you get some sort of physical activity every day. Your brain gets more oxygen during deep breathing exercises, it calms your mind and activates the parasympathetic nervous system which controls your blood-pressure and pulse rate and decreases level of stress. If you have a balcony, terrace, garden, or any other open space, go out and try to get some fresh air every day. Put on some music and dance around. Take your dog for a Walk or cycle to the grocery store. Use the stairs at home or work rather than an elevator.

### **Medication**

Doctors prescribe many types of drugs to help the patient in getting relief from stress. Benzodiazepines and beta-blockers are commonly advised because these drugs reduce anxiety and physiological arousal. They block the activity stimulated by adrenaline and nor-adrenaline in the Peripheral nervous system. Beta-blockers cause drowsiness. Taking drugs to reduce stress is a short-term solution. Drugs are only prescribed to tackle stress from acute crisis. Now these days psychological methods are used to beat stress rather than medicines.

## Chapter 3: Internal Communication and Group Discussion

प्रेरणा को सामूहिक चर्चा और साक्षात्कार में स्वयं के विषय में बताना कठिन लगता है, भले ही उसके पास विषय का आवश्यक ज्ञान और समझ हो। उसे लगता है कि उसे अपने संचार कौशल पर मेहनत करने की जरूरत है। यह उसे किसी भी सामाजिक और औपचारिक स्थिति में अन्य लोगों के सामने अपना दृष्टिकोण रखने में बहुत मदद करेगा।

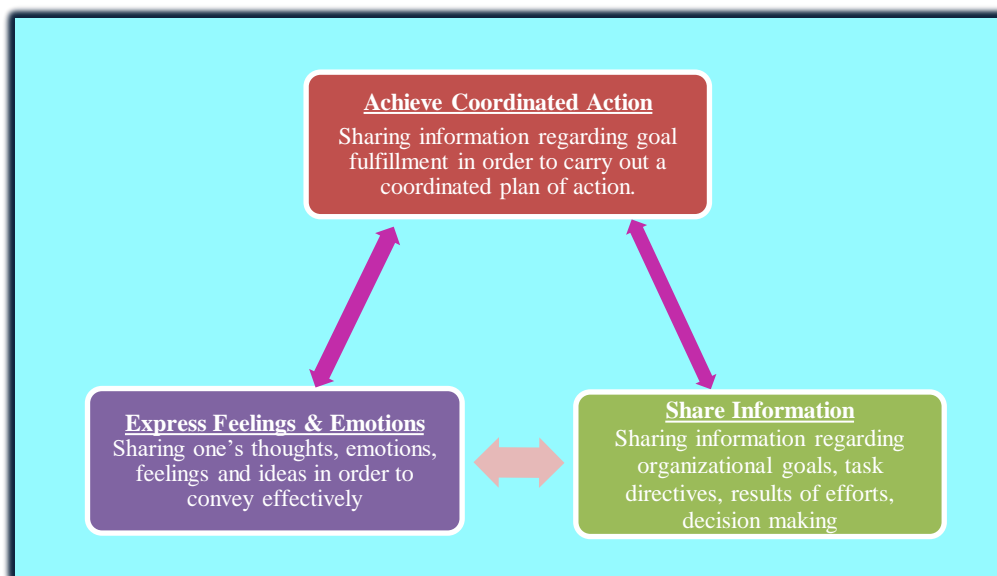
### Lesson 1: Communication and its importance

Communication is a process through which individuals exchange ideas, opinions and facilitate their understanding with the help of a mutually understood language. It is a social process in which parties exchanging information and sharing meaning.

- ◇ It is an essential process that enables individuals to understand as well as extend their pieces of information and promote idea exchange.
- ◇ For communication – language skills, use of proper words and expressions is important.
- ◇ Communication with family members and public communication are equally important with professional communication

### Importance of internal communication in organizations:

Communication within individuals and groups in an organisation is indispensable. It is foundational to ensuring smooth functioning and productivity. Below mentioned are some important purposes of smooth internal communication in groups and organisations:



### Lesson 2: Process and direction of communication

A message consisting of an expressed idea is transferred between a sender and a receiver. The message is encoded and passed by way of a medium to the receiver who decodes the message initiated by the sender. This is known as the process of communication. All communications are intended to evoke some action. Therefore, the **process of communication** begins with concept clarification and ends with the complete understanding of the message by the receiver. The receiver might then go on to take necessary action.



### Direction of communication

Communication flows along intended channels. The flow can be upward, downward and lateral, as well as unidirectional or multidirectional.

1. **Downward communication:** Communication that flows from one level of a group or organization to a lower level is known as Downward Communication.
2. **Upward communication:** It refers to the flow of communication from a lower level to a higher level of hierarchy in a group or organization.
3. **Lateral communication:** When communication takes place among any horizontally equivalent personnel, it is known as lateral communication.

### Lesson 3: Formal and informal communication

Communication can often occur in networks as well. In a **wheel network**, the message is passed on from people at each corner towards the one central person in the middle whereas, in a **circle network**, each member communicates with the one person placed next to them. There also exists an **all-channel** network where all members communicate with all other members. In a **chain network**, every member communicates with the immediate member present on the top and on the bottom of the chain.

Communication can occur on an informal and a formal level. The type of communication carried out differs when the setting and relationships are formal, from when they are informal.

1. **Formal communication:** It occurs in organisations across levels of hierarchy. It is representative of senior and junior positions in an organisation. An example could be the communication between a manager and an associate, or an employer and employee. When the movement in formal communication is downward, it can be seen when managers or employers send out directives or lay out rules for all employees. When the movement is upward, examples can include employees taking up complaints to their managers or giving feedback.
2. **Informal communication:** Apart from the formal and defined channels of communication, informal communication is also present and necessary in an organisation. It enables the exchange of information, often personal experiences as well, which facilitate interpersonal relationship building. Informal communication commonly happens on the same horizontal level, i.e. laterally. The informal communication channel is often called **Grapevine**, which includes information being passed from one individual to many individuals which further follow the same course. Employers often use informal communication channels to strengthen interpersonal relationships and facilitate a healthy and productive working environment. Grapevines are susceptible to influence by gossip, rumours, and discredited information which calls for caution and becomes the reason for some managers not promoting it. Nevertheless, it is an integral part of every organisation.

### Lesson 4: Forms of internal communication

The two principal forms of internal communication include **Oral and Written Communication**. These are the two major ways in which messages are encoded, sent, received, and understood by both the parties. Each method has its own set of advantages and pitfalls but are used in suitable situations. Another form of communication, which is lesser used is **nonverbal communication**. Here, exchange of information occurs through signals and

gestures, often used when to pass messages in complex situations of the modern organisational world.

1. **Oral communication:** It is the most commonly and widely used form of communication where spoken words and language is used to convey and receive messages. It includes speeches, office gossip, lectures, group discussions, interpersonal chatter etc. It can either occur face to face or through the use of telephones and other electronic media.

Advantages	Disadvantages
Time friendly and less expensive	Lack of accountability
Immediate Feedback	No Legality
Personal Contact & Cooperative Spirit	Not suitable for lengthy messages
Persuasive	Can lead to unnecessary talk, time wastage
Can be used with varied audiences	Greater scope for error
Speedy Action	Can be easily forgotten

2. **Written communication:** Communication in written form is usually known to set things in stone and ensure that the messages are duly recorded. This includes all communication sent across via letters, memos, circulars, reports, notices and nowadays, even emails. Written communication is preferred when formal and official matters are being discussed to properly record and take note of messages exchanged.

Advantages	Disadvantages
Permanent Record	Slow and Time Consuming
Mass dissemination of information	Lengthy and Expensive
Accountability and legally acceptable	Lacks personal touch
Suitable for long messages	Unsuitable for illiterate people
Allows forethought, ensuring precision and accuracy	Confidentiality can be an issue
Exact message is passed and delivered	Immediate response is highly unlikely

While selecting an appropriate form of communication, the following things can be considered to make a suitable choice:

1. If the **Speed** of the channel used can match the urgency of the message to be delivered
2. If the **Cost** of the channel is affordable
3. If there is a need for **Permanent Record** of the messages exchanged
4. If it is extremely important to avoid the **Possibility of Error**
5. If the message contains **Confidential Information** or not

## Medium of communication

Various means, methods and devices offer the facility to support the communication process, both oral and written. Some of the commonly used mediums are mentioned below:

Oral Communication	Written Communication
Face to Face conversation	Postal Letters
Telephonic Conversation	Online Emails
Video Conferencing	Fax

Communication is one of the most important processes that ensure smooth and productive functioning of an organization and its individuals. It is essential for the superiors to construct clear channels of communication in their organizations to facilitate effective work productivity and build a healthy work environment.

## Lesson 5: Group discussion

Group discussions (GD) have now become an integral part of the selection process, as it enables the selectors to observe and identify certain attributes in a semi-natural setting. The process always involves two parties: **the GD participants and the selectors**. The selectors play a passive role and majorly observe the situation around.

Group discussions are increasingly being used as a part of the selection process in organizations as well as professional educational institutions to screen out the candidates more effectively. It is usually held after the written exam or the first level of selection. It allows the selection panel to reject outright candidates and map skills of potential candidates, in large numbers in a short span of time. Certain skills which can't be examined via resumes or entrance tests, and even personal interviews, can be seen and noted through participation and conduct in Group discussions. Some of those skills are:

- ◇ Leadership Qualities
- ◇ Quality of Participation
- ◇ Problem Solving
- ◇ Non-verbal behavior
- ◇ Team Spirit
- ◇ Interpersonal and Professional Communication
- ◇ Group Goals and Objectives
- ◇ Analytical Skills

### What happens in a group discussion?

A group is formed, usually consisting of 8-15 invited people to participate in a formal discussion. A topic, often contemporary and debatable, is given to the participants and they are allowed some time to ponder over the same and organize their thoughts. Followed by this, they are asked to discuss their views in a discussion, ideally lasting from 25-30 minutes. The time is communicated in advance, and no leaders are appointed. The selection committee observes certain candidates who end up assuming leadership roles. The candidates are free to defend or disagree with the topic being discussed, and the selection committee strictly follows a no interference policy. They observe every participant and their conduct very closely.

The selectors are closely observing attributes like your ability to listen, your ability to communicate, how you exhibit your analytical skills, how you present yourself, what is your level of knowledge, and much more.

### The DO's and DON'Ts of group discussion

DO's	DON'Ts
Listen to others attentively	Don't impose your views upon others
Try to enter the discussion at an early stage	Don't keep silent for too long.
Communicate with confidence	Do not make anything personal, for yourself or for others.
Stay relevant to the topic being discussed	Don't deviate from the actual subject of discussion
Be unique and innovative with your views and words	Don't interrupt when others are speaking
Do ask pertinent questions	Don't speak only for the sake of speaking
Use dignified language, especially when presenting an opposing point of view	Stay away from abusive and irrelevant language and gestures
Use positive body language	Don't exhibit incompetent body language
If you see the discussion going out of focus, try to bring it back on track	Avoid giving instructions to others
Do Collaborate and support collaboration instead of competition	Avoid losing temper or getting irritated
Remain confident and interested	Don't feel restless and disinterested, especially when others are speaking.

### Helpful Language Indicators

Stating an Opinion	Interrupting	Showing Agreement
<ul style="list-style-type: none"> <li>- In my view/opinion...</li> <li>- I believe...</li> <li>- I tend to think...</li> <li>- It seems to me...</li> </ul>	<ul style="list-style-type: none"> <li>- Sorry to interrupt...</li> <li>- If I may interrupt...</li> <li>- Excuse me...</li> </ul>	<ul style="list-style-type: none"> <li>- Absolutely/Exactly</li> <li>- I think you're right</li> <li>- I quite agree</li> </ul>
Expressing Disagreement	Moving the Discussion On	Making a Suggestion
<ul style="list-style-type: none"> <li>- I think quite differently on this</li> <li>- I don't really think so</li> <li>- I'm afraid I can't agree with you there</li> </ul>	<ul style="list-style-type: none"> <li>- Can we go on to think about...?</li> <li>- I think we should now move on to consider...</li> </ul>	<ul style="list-style-type: none"> <li>- I suggest that...</li> <li>- We could...</li> <li>- Perhaps we should...</li> <li>- It might be worth...</li> <li>- What about...?</li> <li>- Why don't we...?</li> </ul>

Language is very essential to communicate your views and understand those of others. It is also a very delicate instrument for communication and must be used very carefully to conduct oneself and convey information appropriately. Below mentioned are some useful phrases:

### Assessment Criteria

The panel of experts observing the discussion critically evaluate the participants according to the criteria they set. Some of the things they commonly note include:

- ◇ Command over the **language used for communication**
- ◇ The depth of **knowledge** possessed by the speaker
- ◇ Ability to **persuade** and convince
- ◇ Ability to navigate through the **continuous arguments** and facts
- ◇ Positive **Body Language**
- ◇ **Active Listening**- attentive, intelligent, and analytical listening
- ◇ **Assertiveness** and **Initiative** Taking
- ◇ Leadership
- ◇ Ability to **supplement** and refresh arguments
- ◇ Ability to perform under **pressure**
- ◇ Maturity to **Conduct** oneself appropriately.

Group discussions are being employed increasingly as a selection technique and show effective results when it comes to mapping potential performance of candidates. It enables selection panels to carefully screen out candidates of their choice and find the best fit. We must work on enhancing our soft skills for successful life in all areas of functioning such as social, occupational, and family life. This is how soft skills such as internal communication and group discussion that help the students for better performance and success in occupational, social or other important areas of functioning.

**MODULE B**  
**PROFESSIONAL – CAREER SKILLS**



## Module B: Professional- Career Skills

1. **Identifying Career Opportunities:** What is career, career opportunity, steps for identifying a career opportunity (30 minute)
2. **Resume Skills:** Resume, purpose of resume, difference between resume and curriculum vitae, essentials of a good resume, dos, and don'ts of writing a resume (30 minute)
3. **Interview and Presentation Skills:** Interview, job interview, types of job interview, preparation for the job interview, appearing for the job interview, meaning of presentation, importance and type of presentation, tips for making a presentation, delivering a presentation (30 minute)

### Learning Objectives

- ◇ To enable the learner to explore career opportunities, considering their strengths and weaknesses
- ◇ To impart the skills of preparing an appropriate resume for the identified career opportunities
- ◇ To enable the learner to face the interview and avoid common mistakes.
- ◇ To impart the skills of preparing an effective presentation

## Chapter 1: Identifying Career Opportunities

### Lesson 1: What is a career?

A career can be defined as ‘a profession for which one acquires training, and which is undertaken for a long period of one’s life’. It also refers to the ‘the part of life that is concerned with employment’<sup>1</sup>. It can also mean the ‘sum total of various jobs a person may hold during her/his lifetime’. A person earns her/his livelihood from the profession s/he chooses to pursue as a career.

After completing her graduation from Non-Collegiate Women's Education Board, University of Delhi Gargi wants to start her career as a receptionist in a hospital. Based on our understanding of a ‘career’, we can say that to work as a receptionist:

- Gargi will have to attain a minimum educational qualification.
- She must possess certain essential skills to work as a receptionist. She must be good in verbal communication and be able to work with computers.
- She will have to apply for this job and qualify in the interview.
- She will also have to successfully complete the training provided by the employer before she can start her career as a ‘receptionist’.

During her career as a ‘receptionist’, Gargi may continue to work in the same hospital or may change her place of employment. It is possible that after few years of experience in this hospital, Sita may get a better opportunity in another hospital, and she can shift to that hospital. It is unlikely that Sita will remain a receptionist throughout her life. Based on her experience, she may get the job of an ‘administrative secretary’. Later in her life, she can also become an ‘office manager’. This gradual progression based on a person’s experience, from an entry level job to a higher-level job that require similar skills is called the **career path**. The position that Sita wishes to achieve after a definite period will be her **career goal**. Some persons stick to one career though out their life, whereas some persons opt for multiple careers.

### What is a career opportunity?

A career opportunity refers to a job or employment which is likely to lead to higher positions in that career path. **Identification of career opportunities is a continuous process**. A person tries to identify career opportunities which match her/his educational qualification and experience at a point in time.

At present Gargi is trying to identify an entry-level job of a receptionist in a hospital. This job matches her present educational qualification and skills. Few years later, she is likely to look for the opportunity of a ‘senior receptionist’ in a hospital as by that time she would have gained the experience necessary to perform that job.

Broadly speaking, one can aspire to become **self-employed** or look for a career opportunity in the **private** or **government sector**. In this session we shall focus on identifying a career opportunity in the private sector.

### Lesson 2: Steps for identifying a career opportunity

Identification of career opportunity is a very important task. Since, we will spend a substantial amount of our time in the profession we choose as our career, we must be very careful in

<sup>1</sup> <https://www.dbq.edu/CampusLife/OfficeofStudentLife/VocationalServices/WhatisaCareer/>

identifying it. The process of identification of a career opportunity can be divided into five major steps.

**a. Self-assessment:** Self-assessment is the first and most important step in the process of identifying career opportunity. A person must undertake her/his self-assessment in the following aspects:

1. **Educational qualification:** A specific educational qualification is prescribed for every job that is advertised. This is the first parameter that determines whether one can apply for a job or not.
2. **Experience:** Each job is associated with pre-specified years of experience. The entry level jobs do not require any previous experience and freshers can apply for these jobs provided they meet the educational qualification.
3. **Interest:** This is a very important determinant in identifying a career opportunity. Every person is unique with varying interests. Hence, we should avoid opting for a career just because our friend or relative has opted for it. Identification of area of interest should not be done in a haste. We must devote enough time to identify what kind of job will interest us. This will also depend on our personality type. There are several websites which can enable us to assess our personality type. However, these websites are designed in the western context and may not be able to gauge our personality. Receiving guidance from a career counsellor can also help us determine what we would enjoy doing.
4. **Skills:** Each profession needs a specific set of skills. These must be acquired by a person desirous of opting for that profession. We can acquire skills like using the computer for office work, learn the use of various software like MS Word etc. along with our studies. Being able to communicate effectively is an essential skill in the present-day scenario.

*Activity: Take a blank sheet of paper and make four columns. In the column headings write:*

<i>Education Qualification</i>	<i>Experience</i>	<i>Interest</i>	<i>Skill</i>
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*In the column on **education qualification**, write down the details of your highest educational qualification and any value-added courses that you may have completed. In the column on **experience** write down your years of experience. In the next column specify your **interests** e.g., whether you prefer an outdoor job or indoor job. In the column on **skills**, mention the skills that you have acquired. The columns filled by Gargi a part of her self-assessment is shown below:*

<i>Education Qualification</i>	<i>Experience</i>	<i>Job Location</i>	<i>Interest</i>	<i>Skill</i>
<ul style="list-style-type: none"> <li><i>B.A. (Programme) from Non-Collegiate Women's Education Board, Delhi</i></li> <li><i>Diploma in MS Word and Desktop Publishing</i></li> </ul>	<i>Fresher</i>	<i>Delhi &amp; NCR</i>	<i>Talking to people, Indoor work</i>	<i>Use of computer for office work, Communication</i>

**b. Identification of employment avenues:** After we have undertaken a thorough self-assessment, we should start exploring jobs which match our profile. Information about jobs can be found from the following sources:

1. **Directorate of employment, government of NCT of Delhi:** It aims to provide employment services to the job- aspirants through its nine District Employment Exchanges (DEEs) / University Employment Information & Guidance Bureau (UEI&GB) located at University of Delhi, Jawaharlal Nehru University and Jamia Millia Islamia University.

2. **Newspapers:** Jobs are advertised in all the major national and local dailies. Most newspapers also publish a weekly special section on employment. We must make it a habit of visiting a nearby public library and reading this section. **The Employment News** is a weekly newspaper published by the Ministry of Information and Broadcasting, Government of India and provides latest job vacancies of Central, State Governments, Public Sector Undertakings.
3. **Job Portals:** These days most people search for job openings online. A person can register in these websites by filling the **Registration Form**. After registering, one can search through various job openings available in that website. A person can filter her/his search in the online job portals depending on her/his educational qualification, experience etc.
4. **Recruitment/Placement agencies:** Private recruitment/placement agencies also provide information about jobs openings.
5. **Job Fairs / Job Expo:** These are events in which many potential recruiters come to one place and give information regarding the jobs available in their organization to potential employees. Many virtual job fairs are also being held to enable recruiters and job seekers meet in a virtual space.
6. **Organization website:** Every organization announces the available job position in their website. If a person is very clear about the career s/he would like to pursue, s/he can prepare a list of organizations likely to have openings in that area and periodically visit the websites of these organizations. Job openings are usually announced under the tab: **‘Work with Us’**, **‘Careers’** etc.
7. **Social media:** Jobs are also advertised in the social media sites.
8. **Social network:** We can also get information about job openings from our friends and seniors.

One should keep a separate diary / register for noting down the details of the identified employment opportunities. The following points should be noted down from the job description:

- ◇ Name of Organization / Company
- ◇ Job Title and Responsibility
- ◇ Nature of Job: Permanent or Fixed Term Contract
- ◇ If Fixed Term Contract: Duration of contract
- ◇ Minimum Educational Qualification
- ◇ Work Experience
- ◇ Job Location
- ◇ Contact details

Gargi is trying to gather information about job openings of a receptionist in a hospital. She received a phone call offering her information about a similar job in a leading hospital in Delhi. The caller requested her to deposit INR One Thousand to get the detailed job description in her e-mail. Sita became suspicious and declined the offer.

One should be very careful while seeking information about job openings. Information should be taken from authentic and reliable sources. One should be beware of fraudulent calls or emails offering information about jobs. One must never disclose the bank details, ATM password etc. to anyone on the phone or while registering in job portals. One must also be extremely cautious during social media interactions while searching for jobs.

- c. **Matching of career opportunity and individual profile:** The next step in the process of identification of career opportunities involves the matching of employment opportunities with the individual profile prepared after the self-assessment exercise. The matching should be done at all four levels:
  - ◇ Level I: Careers which match only the Educational Qualification

- ◇ Level II: Careers which match Educational Qualification & Experience
  - ◇ Level III: Careers which match Educational Qualification, Experience & Skills
  - ◇ Level IV: Careers which match Educational Qualification, Experience, Skills & Interest
- A list of all such jobs should be prepared and maintained in the diary / register.

The matching exercise completed by Gargi is shown below:

Level of Matching	Career Opportunity
Level I	Customer Service Executive, Tele-Caller, Insurance Executive
Level II	
Level III	Sales Representative, Marketing Executive, Marketing Research Field Investigator
Level IV	Front Office Executive in a hospital, hotel, business firm

**d. Gathering information about identified careers:** The next step in the process is to gather detailed information about the potential careers identified in the previous step. To begin with information should be gathered about careers matched at Level IV. **The information can be gathered from acquaintances who are pursuing the career.** The detailed information should cover the following points:

- ◇ Present and Future Scope
- ◇ Entry Level Salary
- ◇ Career Prospects
- ◇ Training Requirements

**e. Fixing the career goal:** After gathering detailed information about the various career options which match our profile, one must identify one (or two) career opportunities. Aspiring for several careers at one time can lead to wastage of our energies. After the career goal is fixed, one should undertake relentless efforts to achieve the same. Efforts can also be made to acquire new skills needed to excel in the identified career. It is also important to polish the existing skills. One should also keep oneself updated about the latest happenings in that field.

## Conclusion

While one is trying to identify a career opportunity and undertakes efforts to achieve this goal, one must always remember this śloka from *Hitopadeśa*: उद्यमेन हि सिध्यन्ति कार्याणि न मनोरथैः॥ न हि सुप्तस्य सिंहस्य प्रविशन्ति मुखे मृगाः॥ (One can achieve success only by working hard and not by mere thinking. A deer never comes and enters the mouth of a lion while he sleeps.)

Sita has identified her career opportunity. She aspires to become a front office executive in a hospital. In the next segment, we shall learn how she can prepare a resume in order to apply for this position.

## Chapter 2: Resume Skills

### Lesson 1: What is a resume?

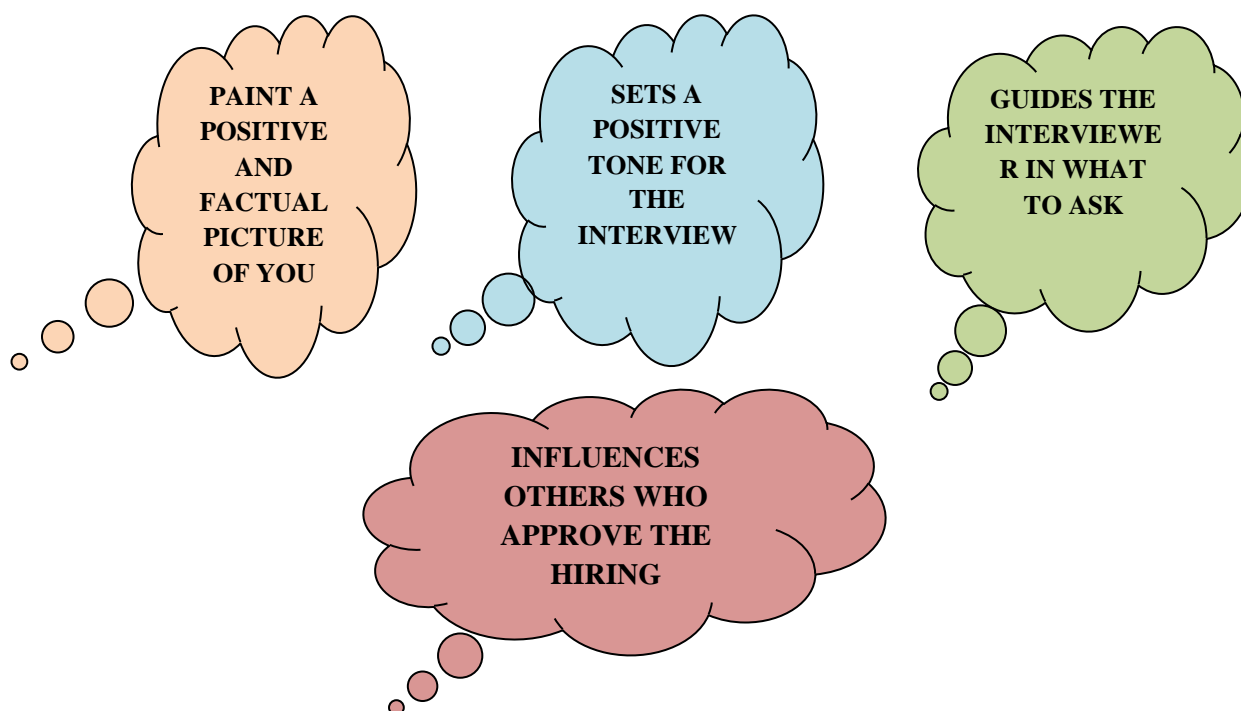
A resume is a formal document that provides an overview of a job applicant's professional qualifications, including her/his personal details, contact information, educational qualifications, relevant work experience, skills and notable achievements. It is sent by a job application to a potential employer along with a cover letter.

A resume and cover letter are a candidate's marketing tools to impress a potential employer and secure an interview. Resume is the marketing brochure and cover letter is candidate's introduction to her/his resume and highlights her/his writing skills. Hence, a resume is:

- A summary of educational qualification details.
- It highlights skills and experience relevant to the fields.
- It highlights objective and accomplishments.
- A resume should reflect more than just work experience.
- It should include a candidate's extracurricular, and leadership qualities.

### What is the purpose of a resume?

The main purpose of a resume is to get an interview call from the potential employer. A well designed resume can achieve several objectives like:



### Lesson 2: Key differences between resume vs curriculum vitae (CV)

- ◇ A resume is a one-two page document presenting key facts about the professional experience, educational background, and skills of a job candidate. A CV is a longer document of flexible length that details the whole course of the career of a candidate.
- ◇ A resume is used in business, non-profit, government and other types of job researches. A CV is used in academic and research-oriented job searches.
- ◇ A resume is not all-embracing; it should be targeted to a particular job in particular field. A CV is a record of your academic accomplishments and credentials.



## Essentials steps to a good resume

- a. Objective/Personal Statement:** A personal statement for a job application should highlight the candidate's unique fit to the role s/he is applying for. It must be personal, it must talk about candidate, it must not be copied from another. It should focus on the skills and achievements - the ones that are relevant to the job.

An example of a Personal Statement:

I am Sunita, a third-year aspiring designer and entrepreneurial student. Throughout my degree I have worked on a diverse range of projects that have immersed me in the creation of digital experiences and content for potential businesses, customers, and organisations. I want to use my communication design skill set to help contribute to digital and physical experiences that transform brands, engage customers, build relationships, and grow businesses.

- b. Personal details:** This is the first opportunity to introduce yourself to a potential employer. It should contain the personal information such as name, date of birth, permanent address, address for communication add and contact details (e-mail address and mobile number).

Example: Ms Sunita

.....

Flat No.- 120, Hari OM Sadan, Noida, U.P.

Phone No. : xxxxxxxxxx, Email : [xyz@mail.com](mailto:xyz@mail.com)

- ◇ Give your personal email address (not work email address)
  - ◇ The e-mail address should sound professional
  - ◇ Give a functional mobile number.
  - ◇ Which personal detail not to include on your resume: Nationality, Gender, Martial Status, Religion, etc., (reasons are various including outdated, prevent discrimination, employers are not interested).
- c. Educational qualification:** A well-written education summary can show the recruiter candidate's relevant academic qualifications and set her/him apart from others. Hiring managers look at education summary in a resume to see if the candidate has the right academic background for the job.
- d. Professional experience:** The details of your work experience describe your past jobs. It is the most crucial component of your whole job application. Recruiter and hiring managers ask for a resume to know about a candidate's work history and experience.
- e. Technical qualification:** Relevant technical skills can make increase the chances of getting an interview call from a potential employer. It should be highlighted in the resume. For example: *If a candidate has applied for an Accounts Executive position, s/he should be well versed in Maintaining Monthly Bank Reconciliation Statement, Salary Statement, TDS, VAT, Service tax, and Tally entries etc,*
- f. Core competencies:** Core competencies are the skills a candidate brings to a job. They can either be hard or soft skills. Hard skills are quantifiable knowledge and abilities. While communication and collaboration are soft skills. For example: *If a candidate is a web designer, companies would want her/him to have hard skills such as HTML and Adobe Creative Suite. Meanwhile they would like to hire a candidate with communication and collaboration skills in resume.*
- g. Achievements:** Your achievements are the things you did which can make a positive impact and contributed in your organization growth.

For example: *If you improved office efficiency by 15%, surpassed sales target by 20%.*

**h. References:** If candidate should provide references in the resume. They should be professionals who can vouch for her/his skills, character and work performance.

### Lesson 3: Tips for Writing a Good Resume

#### a. Write resume with a target in mind and be appropriate

- ◇ Customisation of resume can increase chances of short listing for the interview
- ◇ Analyse the job advertisement and job descriptions.
- ◇ Compose the resume to address the requirements.
- ◇ Do not send the same resume to all jobs.

#### b. Highlight your strengths

- ◇ Try to establish that you are a better choice than your competitors
- ◇ Specific achievements/Targets achieved
- ◇ Mention the technology/skills used in different projects.

#### c. Keep it short & simple

- ◇ Always write a moderate size resume.
- ◇ Use the right font size.
- ◇ Recruiters are interested in the latest experience/ job/qualifications so maintain the chronological order.

#### d. Ensure correctness

- ◇ Make sure to mention correct employment dates & designations.
- ◇ Employer can use a background check to validate the information.
- ◇ If the data in resume is a fake your chances are ruined. Hence, one must be very careful.

#### e. Check for grammar & typing errors

- ◇ No excuse for typing errors, grammatical and spelling mistakes. Word processors have the feature to check spellings and grammar.
- ◇ Use action verb to demonstrate that you are a person who initiate and pro act.

Let us assist Aparna in writing her resume for the position of a Receptionist in Hospital. Her resume can read like:

**APARNA KUMARI**  
**FLAT NO.- QWE, XYZ APARTMENT**  
**EAST DELHI**  
**aparnakumari@mail.com, Mobile Number. ....xxxxxxx**

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#### MEDICAL RECEPTIONIST

Patient-focused, detail-oriented and computer-savvy medical receptionist. Personable and courteous in all interactions with patients and team members and skilled at anticipated physician and practice needs.

- **Effective** in handling office and administrative tasks within busy, multi-physician practices.
- **Expedient** in processing patient check-in/ check -out, verifying insurance and collecting third-party claims.
- **Efficient** in managing appointment scheduling, patient record, medical billing and financial information.

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#### EXPERTISE



(i) Medical Office Procedures (ii) Front Desk Reception (iii) Patient Relation  
(iv) Insurance Verification (v) Claims filing (vi) Financial Transactions (vii) Physician Support  
(viii) Medical Terminology, Billing and Coding

**Computer Programmes:** MS Office (Word, Excel, Outlook, PowerPoint)

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### EXPERIENCE

XYZ HEALTH CARE CENTRE (East Delhi): **Medical Receptionist**, February 2021 to present.

Provide multifaceted administrative support for busy general OPD practice. Answer phone calls; handle insurance pre-certifications; schedule surgeries, appointment and meetings of doctors and manage medical file upkeep and office supply ordering.

#### Achievement Highlights:

- Improved the organisation of patient files and practice records, instituting new system that saved time, minimized errors and accelerated insurance payments by up to 75%.
- Maintained heart patient programme, ensuring accuracy on data entry and tracking of 300+ heart patients and their follow-up schedules.
- Awarded best medical receptionist (Internee) by hospital management authorities in August 2021.

ABC MEDICAL PRACTICE (North Delhi): **Medical Receptionist**, August 2020 to January 2021. Extended a friendly greetings to all patients and managed scheduling, paperwork and office procedure.

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### Lesson 4: Why do you need a cover letter?

A resume cover is not always necessary, however, when it is sent by the candidate, it acts as an introduction to the recruiter and probably determine whether they will scan resume or not. So, a cover letter always compliments the candidates resume and provides additional information on her/his skills and experience. It may also explain candidate's most relevant skills. It allows recruiters and hiring managers to develop a better understanding of the candidate's suitability for a position.

A cover letter is structured very differently from a resume and includes a subject line, greeting, main message and sign-off. When a candidate's cover letter is reviewed, this is often the point at which first impressions are made in mind of an employer, making it as essential part of her/his application. In addition to this, employers often favour resumes that are accompanied by a cover letter and will in most cases specifically request one as a mandatory requirement to apply for their vacancies.

### Cover Letter Writing Sample

**AAYUSH HOSPITAL & HEART CARE CENTRE**  
**SECTOR - QWE, NOIDA, UTTAR PRADESH**

**September 19, 2021**

**Application for Medical Receptionist**

Dear Hiring Manager,

I am pleased to learn that you are seeking to fill the position of a Medical Receptionist at Aayush Hospital & Heart Care Centre. I believe that my qualifications make me an ideal candidate for the position. I am confident that it would be an extraordinary opportunity for me to grow both professionally and personally.

From answering incoming calls and organising office appointments, to handling paperwork and medical records, I am adept in my ability to deliver excellent service, managing relevant documents and records and resolve complex problems daily. I am highly confident that I would prove to be a positive addition to Aayush Hospital & Heart Care Centre.

I would be thankful to you if you present me with an opportunity of a personal interview with you. I look forward for an early and favourable response from your side.

Thanking you in anticipation.

Sincerely

**Aparna Kumari**

[Resume Enclosed]

### Lesson 5: Do and Don't of Resume Writing

#### a. Do's

- ◇ **Customise your resume every time.** Tailor the document for each position you apply for by highlighting your qualifications and expertise that match the specific job requirements. Employers often use screening software that scans documents for keywords, so follow the job listing's lead on phrasing.
- ◇ **Show off your technical skills.** Accurately summarise the software and technologies that you are familiar with, noting proficiency level and how long you have used each one. Again, refer to the job listing to decide which programs are vital to include.
- ◇ **Highlight your achievements.** When listing your past positions, give tangible examples of how the projects you worked on affected the company's bottom line. Did they increase sales, broaden the customer base or reach target markets? Did you receive more responsibility in your company after proving yourself in your current job?
- ◇ **Note your accomplishments.** Include a brief list of any special recognition and awards you have received.
- ◇ **Proofread and proofread again.** Typing errors and mistakes tell the hiring manager you are not detail oriented. Ask a few friends or trusted colleagues to have a look at your resume. Fresh eyes are always more likely to catch errors.
- ◇ **Give a heads up to your references.** If you're going full-steam-ahead on your job search, give your key contacts a heads up that they may be getting calls or emails about you. Send them your most recent resume so they're up-to-date on your current accomplishments and have all the facts in front of them.
- ◇ **Keep it updated.** Even if you are not job-hunting, update your resume every time you accept a new job or complete a significant project. Keeping your job application materials updated regularly will make it seem like less of a burden.

#### b. Don't

- ◇ **Misrepresent your education or job experience:** Even one fabrication can be grounds for termination. Stay honest in all of your job application materials.

- ◇ **Give reasons for leaving each job:** Some employers might ask about your reasons for leaving your current position at the interview and you should be ready to talk about why you left. You don't need to include that information in your resume.
- ◇ **Get too personal:** Do not put personal information, such as your photo, height, marital status, or religious affiliation, in your resume. You don't want to expose yourself to conscious and unconscious bias on the part of the hiring manager.
- ◇ **Worry about using exact dates:** Trying to remember the exact day you started a job 15 years ago is difficult, to say the least. Using the month and year you started and left each position are totally sufficient.
- ◇ **Experiment with a crazy format:** Stick to a clean, easy-to-read format. Catch a recruiter's eye with your experience, not with trendy fonts, colours or designs.
- ◇ **Use your company phone number or email address:** It's always better to use your personal email address and phone number rather than your professional contact details, even if your current boss is aware of your intent to leave.
- ◇ **List past salary information:** If the advertisement requests that applicants reply with a salary range, state it in the cover letter. Otherwise, wait until later interviews to discuss money.

A polished resume is the foundation of your job search. But to land your dream job, you'll need to develop a sound and winning strategy. You may seek the guidance of a professional recruiter for tips on how to write a cover letter, prepare for an interview and salary negotiations, and other career advice.

**Remember - a good resume gets you the interview!**

## Chapter 3: Interview and Presentation Skills

### Lesson 1: What is an interview?

An interview is a structured conversation in which one or more persons asks questions to another person who provides the answers. The person asking the questions is called the 'interviewer' and the person providing the answers is known as the 'interviewee'. This formal meeting can take place for different purposes like selecting a suitable candidate for a job, selecting a suitable candidate for a program of study, gathering information for news report, collecting data for research etc. In this segment we shall focus on interview for selecting a suitable candidate for a job.

### Lesson 2: Job interview

When this structured verbal interaction between an interviewer and interviewee takes place with the objective of offering employment to a suitable candidate it is referred to as a job interview. In a job interview, one or several persons representing the organization interested in hiring a candidate asks questions to the prospective candidate or job applicant. A job interview is conducted at a pre-decided time in a physical location or online.

A job interview is an important step towards obtaining a career position. During this interview the objective of the job applicant is to get the job offer. The objective of the employer taking the interview is to assess the suitability of the application for the job. The employer during the interview tries to gauge the following about the candidate:

- ◇ Basic knowledge to perform the job
- ◇ Skills possessed by the candidate
- ◇ Personality Traits and Aptitude
- ◇ Salary Expectations
- ◇ Willingness to work in shifts
- ◇ Willingness to relocate for job
- ◇ Ability to work in a team
- ◇ Ability to multi-task, solve problem and handle work stress
- ◇ Career goal
- ◇ Flexibility / Adaptability
- ◇ Respect for senior management

A candidate may be required to undergo more than one round of interview in an organization before s/he is offered the job. If a candidate clears one round of interview, s/he is asked to appear in the next round. During these interview rounds, the members of the human resource team and departmental managers ascertain whether the candidate fits the requirements of the organization for that job.

**Gargi has received an e-mail in response to her application for the job of a front desk executive from a hospital located in Central Delhi. She has been asked to appear for her interview in the hospital. Let us assist Gargi as she prepares for her interview.**

### Lesson 3: Types of job interview

The following are the major types of job interview:

- a. **One-on-one interview:** It is the most common type of interview in which one interviewer interviews a single candidate. The first interview is usually conducted by the human resource (HR) department. Upon clearing this interview, the candidate is interviewed by one

or more managers of the department which has the vacancy. The final round of interview is conducted by the HR team. A one-on-one interview can be conducted either:

- ◇ Face-to-face
- ◇ Telephonic Interview
- ◇ Video-call Interview

**b. Panel interview:** In this type of interview, a panel of interviewers interview a single candidate. The panel comprises of departmental managers, members from the HR team and representatives of the senior management of the company.

**c. Group interview:** It is a type of interview in which a group of candidates is interviewed at a single time by a single interviewer or a panel of the interviewers.

## Preparing for the job interview

A candidate should undertake the following tasks while preparing for a job interview:

- ◇ Read the job description advertised by the organization thoroughly.
- ◇ Prepare a write-up on how your profile matches the job description: An organization wants to select a candidate whose profile matches that of the job description. Preparing a write-up will ensure that the candidate will be able to demonstrate her/his suitability for the job during the interview.
- ◇ Update the Resume and take at least three copies.
- ◇ Prepare a folder of the necessary documents: Arrange the original documents (e.g. educational marksheets and degrees) likely to be verified before the interview in a folder. Take a photocopy of all these documents. Also take any other document(s) mentioned in the interview call letter.
- ◇ Read the interview call letter in detail.
- ✓ Check the location and time of interview.
  1. In case of physical interview ascertain the location of the place. If the location is not known to you, find out about the directions to this place well in advance.
  2. In case of telephonic interview, ensure that the telephone number provided to the prospective employer is not engaged at the time specified for the interview. Stay in a place where the network is proper and is not noisy.
  3. In case of online interview, ensure that the internet is working properly. Install the application in advance and check its functioning once before the interview. Check the position of the camera. In this case also, one must connect from a place where there is no connectivity issues and without any external disturbances.
- ✓ Select the cloths to be worn for the interview. If needed, wash and iron them properly. While choosing your clothes remember that what you wear will make an impression on the interviewer(s).
- ✓ The first question in most interviews is **‘Tell us something about yourself?’**. Prepare the answer to this question. While answering this question you should tell the interviewer(s) your name and provide information about your educational qualifications, experience and skills possessed by you. This is an opportunity to tell the interviewer(s) at the outset how your profile matches that of the job description.
- ✓ A candidate can also do a self-assessment exercise and list down her/his strengths and weaknesses. S/he should fix his career goal.
- ✓ Research about the organization. Visit the website and go through the information thoroughly. One can also meet people who are working or have worked in that organization to learn more about that organization. **It is also important to research about the organization as many a times fraudulent organization also send fake interview call letters. One should always make proper enquiries about the organization and its work culture before appearing in the interview.**
- ✓ Gather information about the industry.

- ✓ Get the references for the interview.
- ✓ Anticipate and practice interview questions. Make a list of questions commonly asked in an interview and prepare their answers. Some questions are given below:
  - Tell me about yourself.
  - How did you hear about this position?
  - Why do you want to work at this company?
  - Why do you want this job?
  - Why should we hire you?
  - What can you bring to the company?
  - What are your greatest strengths?
  - What do you consider to be your weaknesses?
  - What is your greatest professional achievement?
  - Tell me about a challenge or conflict you've faced at work, and how you dealt with it.
  - Tell me about a time you demonstrated leadership skills.
  - What's a time you disagreed with a decision that was made at work?
  - Tell me about a time you made a mistake.
  - Tell me about a time you failed.
  - Why are you leaving your current job?
  - Why was there a gap in your employment?
  - Can you explain why you changed career paths?
  - What is your current salary?
  - What do you like least about your job?
  - What are you looking for in a new position?
  - What type of work environment do you prefer?
  - How would your boss and coworkers describe you?
  - How do you deal with pressure or stressful situations?
  - What do you like to do outside of work?
  - What motivates you?
  - Where do you see yourself in five years?
  - How do you plan to achieve your career goals?
  - What's your dream job?
  - What other companies are you interviewing with?
  - What should I know that's not on your resume?
  - What are your salary expectations?
  - When can you start?
  - Are you willing to relocate?
  - If you were an animal, which one would you want to be?
  - Sell me this pen.
  - Is there anything else you'd like us to know?
- ✓ Ask a friend to conduct a mock interview.

## Lesson 4: Appearing in the Job Interview

### a. Reaching the venue:

- ◇ Leave for the venue well in advance. In case of a telephonic or online interview remain available at least 15 minutes before the scheduled time of the interview.
- ◇ Dress appropriately for the interview. One should dress professionally. One should dress for an online interview just like one would have dressed for a physical face-to-face interview.
- ◇ Carry all the documents and their photocopies in a folder. Bring a notepad and a pen.
- ◇ Upon reaching the venue inform the reception desk about your arrival.



- ◇ Put your signature in the register kept for the candidates and wait for your turn in the waiting area.
- ◇ Use this time to relax and remain focused. Switch off your mobile phone during this time.

#### **b. Entering the interview room:**

- ◇ Remember 'First Impression is the Last Impression'.
- ◇ When your name is called, stand up from your seat, take a deep breath and walk with confidence to the interview. Stand at the door and seek permission to enter the room. Enter the room only after you have been asked to come inside.
- ◇ After entering the room, walk towards the interviewer(s). Maintain eye contact with the interviewer(s). When you are near the interviewer(s), greet her/him/them with a smile. Sit in the chair only after you are asked to. Sit straight and if needed adjust the height of the chair so that you can maintain eye contact with the interviewer(s).
- ◇ At the beginning of the interview, your goal is to make a string first impression on the interviewer. Start the interview with a polite greeting like '*How are you today?*' and express your gratitude for being considered for the interview.
- ◇ Listen to the questions very carefully. Do not interrupt the interviewer.
- ◇ In case you did not understand the question properly, you may request the interviewer to repeat the question by saying, '*I'm sorry, could you please repeat the question?*'
- ◇ Think and then answer a question. Do not blurt out the first thing that comes to your mind.
- ◇ Answer all the questions with confidence. Answers should be to the point. Avoid giving vague answers.
- ◇ In case you do not know the answer to a question, be honest and tell the interviewer that you do not know the answer to this question by using phrases like '*To be honest, I do not know the answer at this moment; but I would learn it soon*'. In case you know the answer partially you can say '*I am not sure I quite know the answer yet but let me try and attempt it*'.
- ◇ Stay calm and maintain a positive body language during the interview. Use effective non-verbal communication. Maintain eye contact with the interviewer(s), smile and nod.
- ◇ Remain enthusiastic and energetic during the interview.
- ◇ Your answers should reflect that you are interested in the job and it means a lot to you.
- ◇ During the interview point out that you are a great fit for the job. Explain how you will add value to the organisation. Convey that you are a team player. Emphasis that you are eager to learn and develop yourself personally and professionally.
- ◇ Sometimes the interviewer(s) can ask the candidate to ask a question. This opportunity should be used by the candidate to her/his advantage. One can ask questions like:
  - ✓ Can you share more details about the job role?
  - ✓ If recruited, what would be my target in my first few months?
  - ✓ What is the career path for this position in the organization?

Avoid asking questions about salary, complicated questions, and questions one can answer oneself.

#### **Ending the job interview**

- ◇ Thank the interviewer(s) for their time and confirm your interest in the position.
- ◇ In case you are required to shake hands, ensure that you have a firm grip.
- ◇ Slowly get up from the chair, keep the chair in its original position and leave the room with confidence. When you walk out of the room, make sure to take your certificates and also close the door behind you when you go out.
- ◇ Thank the receptionist on your way out.
- ◇ Inform the people whom you have added as your references that they may get a call from the organization asking about you.

- ◇ In case you do not hear from the organization in a week, you can write an e-mail and ask them about the outcome of the interview. Many a times due to work load the next round of interviews are not scheduled. An e-mail will act as a reminder to the HR team to schedule the interview.

## Lesson 5: What is a presentation?

Presentation is a means of communication. It can be defined as the practice of conveying information about a particular topic by a speaker to an audience. It can be adapted to various speaking situations, such as speaking to a group, addressing a meeting, persuading a client or briefing a team. There are three essential components of a presentation:

- a. Topic:** The topic of a presentation is pre-determined. It is the subject on which the speaker is going to talk during the presentation. The contents of the presentation depend on the time allotted to the speaker and the nature of audience.
- b. Presenter:** The person who makes the presentation is called the 'presenter'. Usually the presenter is an expert on the topic. Students are also required to make presentations on topics assigned to them by their teachers. Employees are required to make presentation about the work done by them or their team. Presentation can also be a part of the selection process. In this case, a potential candidate makes a presentation before the members of the selection committees on a topic assigned to her/his.
- c. Audience:** People who gather either in physical or virtual space to listen to the presenter are referred to as the audience / listeners. The presenter talks to them on the topic and tries to explain an idea, concept, process, proposal, recent performance, forecast etc.

To make an effective presentation, a presenter must focus on all three components.

Laxmi completed her graduation in Commerce from Non-Collegiate Women's Education Board, University of Delhi. After the completion of her studies, she was offered the job of a Sales Executive in the marketing division of a company producing digital education tools. Her Team Manager has asked her to make a presentation about the work done by their division in the last quarter for the Senior Management Team of the company. She has also been asked to prepare another presentation for a prospective client who has shown interest in their products. **Laxmi is wondering why she must prepare a presentation when she can just write to the senior managers and the prospective client.** Let us assist Laxmi in understanding the importance of a presentation.

## Importance of presentation

Presentations have become a part and parcel of our lives. In the present times, it is very important to communicate our ideas and views to the rest of the world. Success in the workplace depends on how well an employee can communicate her/his ideas to the clients and management. An effective presentation can play a major role in convincing a prospective client to sign a deal with our company. It can help us communicate more efficiently and professionally with our managers and team members. The ability to present is also an important leadership trait. In view of its importance in this digital age, emphasis is laid on imparting presentation skills to students from school level.

A presentation can be made in a diverse range of situations. We can make a presentation when we wish to inform, influence, encourage, inspire, generate goodwill, or present a new idea / product. The purpose for which a presentation is being made will influence its content and structure. Following are examples of situations in which a presentation is made:

- ◇ Presentation by students in the classroom
- ◇ Presentation in workshops, seminars and conferences



- ◇ Presentation before an interview panel
- ◇ Presentation to team members / seniors / clients associated with our workplace
- ◇ Presentation to prospective clients for getting new business
- ◇ Presentation to raise funds for a cause like building a new **Gaushala** in our locality
- ◇ Presentation on a topic like 'Women Warriors of Bharat' to general audience
- ◇ Presentation to raise awareness about an issue like 'Crime against Women'

Presentations have following advantages over other forms of communication:

- ◇ During a presentation we can communicate our ideas / thoughts directly to the audience.
- ◇ It provides an opportunity to meet our team members, seniors in workplace, customers and prospective clients in person.
- ◇ It enables us to engage with the listeners and interact with them. This ensures that many queries about the topic of the presentation can be addressed immediately after the presentation.
- ◇ One can use visual aids during a presentation to make it more interesting for the audience.
- ◇ During a presentation the speaker has the opportunity to make changes or incorporate new information depending on the situation.
- ◇ It is easier to emphasis upon the key points we wish to communicate to the audience during a presentation.
- ◇ The presenter is able to observe the reaction of the audience and can accordingly alter the style of the presentation.
- ◇ The speaker can know who attended and the evaluate their views on the presentation. Further, it enables the speaker to assess whether the audience was convinced by the presentation.

Laxmi has understood that in both the situations it is better to communicate by making a presentation rather than only sending a written document. She will be able to inform the senior management about the work done by her division in person. This will give her an opportunity to interact with them and take their feedback immediately after the presentation. Similarly, she will be able to meet the prospective client and interact with them. She can emphasise upon the major features of the products and why they should invest in them. In case the client has any queries regarding the products of her company, she will be able to address them during the presentation. She will also be able to ascertain their level of interest in the products and design the sales strategy accordingly.

## Lesson 6: Types of presentation

A presentation can be classified into the following categories:

### a. Based on the use of technology:

- ◇ Simple Oral Presentation: In this type of presentation, the presenter speaks without the LCD projector or computer. This type of presentation is usually given in areas where these facilities are not available. The presenter can use paper flip charts.
- ◇ Technology-Aided Presentation: In this type of presentation, the presenter prepares her/his presentation using computer software like Microsoft PowerPoint and projects the same using a LCD projector.

### b. Based on the purpose of the presentation:

- ◇ Informative Presentation: In this type of presentation, the aim of the presenter is to provide detailed information about a topic to the audience. This type of presentation is made mostly in educational settings.

- ◇ Persuasive Presentation: Here the presenter aims to influence the decision-making process of the listeners.
- ◇ Demonstrative Presentation: In this type of presentation, the presenter discusses in detail the functioning of a product.
- ◇ Business Presentation: This can include the various types of presentations made in the workplace like sales presentation, training presentation, client meeting presentation, board meeting presentation, team meeting presentation, daily/weekly/monthly/annual progress presentation
- c. Based on the type of audience:**
  - ◇ Internal Presentation: When the presentation is made for people in the office. It can be for the team or senior management.
  - ◇ External Presentation: When the presentation is made for people outside the workplace. It can be for the existing clients or for prospective customers.
- d. Based on the number of presenters:**
  - ◇ Individual Presentation: When the presentation on a topic is made by one person.
  - ◇ Group Presentation: When the presentation on a topic is made by more than one person. In these presentations each member of the group talks on one aspect of the topic.

## Preparing for the presentation

- a. Finalize your topic:** In most cases the topic for the presentation is provided to the speaker well in advance. This is the most important element of the presentation as everything will revolve around the topic.
- b. Understand your audience:** It is important to know about the listeners likely to be present during the presentation. This will help the presenter in ascertaining the objectives of the presentation, its content and style. One must also try to find out the expectation of the audience from the presentation.
- c. Define the objective of the presentation:** Based on the purpose of the presentation, its audience and their expectation, the presenter must define the objective of the presentation. The objective should clearly specify what you wish your audience to take away from your presentation.
- d. Determine the duration:** This is very important. The presenter should be aware of the time allotted for the presentation before making the presentation. It is very important to structure the presentation as per the allotted time for the presentation.
- e. Read Thoroughly:** One must read about the topic in detail. Emphasis should be given on understanding the latest developments related to the topic.
- f. Gather Data:** In case it is a progress presentation of the department/unit or sales presentation then relevant data must be collected. This data must be classified into tables or graphically represented.
- g. Prepare Notes:** Based on the type of audience, objectives of the presentation and duration of time allotted for the presentation notes should be prepared. It is advisable that the notes should be neatly written down in sheets of paper. This will make the task of making the presentation easier.

## Making the Presentation

- a. Know your Venue:** The venue will determine the type of presentation. Most venues have facilities for computer-aided presentation. In case one must make a presentation outside the office then this point should be confirmed from that person looking after venue.
- b. Choose the Software:** Several options are available for making a computer-based presentation. Microsoft PowerPoint is a commonly used software. Google Slides can also

be used. Other popular softwares are Prezi, Canva, LibreOffice, WPS Office, Apache OpenOffice Impress tool.

**Laxmi has completed the following tasks for her presentations based on the above information:**

Task	Presentation 1	Presentation 2
Finalise your topic	Quarter I Progress of Marketing Team of Delhi NCR	EduVision: Using Technology to Groom Brilliant Minds
Understand your Audience	Senior Management of the Company, Sales Team of Delhi NCR	Principals of Private Schools in Delhi NCR
Define the Objective of the Presentation	To provide the management a detailed understanding of the work done by the sale team, the targets achieved and plan	To convince the prospective clients to buy the products of the company for their schools
Determine the Duration	20 minutes	30 minutes
Read Thoroughly	Read the sales records of the team and other relevant details	Read about all the products in detail
Gather Data	Collect all sales related data	Collect data from studies showing the benefit of using educational tools in schools, data of usage of such tools in Delhi NCr, Data on existing customers
Prepare Notes	Prepare detailed notes	Prepare detailed notes

**c. Familiarize with the software:** In case someone is using a software to make a presentation for the first time, it is advisable that s/he should take an online tutorial about using the software. One may also consult a professional to get acquainted with the software.

**d. Prepare the presentation:** The following points should be kept in mind while preparing a presentation:

- ◇ Determine the amount of information that can be presented in the allotted time.
- ◇ Design the Title Slide. The following must be included in the 'Title Slide': Topic of Presentation, Name of Presenter, Name of Company / Division / Unit, Company Logo, Date, Time and Venue of Presentation.
- ◇ Start with the body of the presentation.
- ◇ One can follow the 10-20-30 rule of PowerPoint presentation as suggested by Guy Kawasaki, '**No PowerPoint presentation should be more than 10 slides, longer than 20 minutes, and use fonts smaller than 30-point size**'. A good rule of thumb is one slide per minute.
- ◇ Number of slides in a presentation should be in accordance with the allotted time. Ensure that the presentation ends at least two minutes before the allotted time.
- ◇ One slide should not have more than one idea.
- ◇ Choose a font style that your audience can read from a distance.
- ◇ Use contrasting colors for text and background. Use of Light text on a dark background is suggested.
- ◇ One must not overuse special effects such as animation, sounds and flashy transitions.
- ◇ The language must be kept simple.
- ◇ Limit the number of words on each slide. Only essential information should be included in the form of bullet points. **NEVER MAKE THE SLIDES TEXT HEAVY.**

- ◇ High resolution images, infographics and flowcharts related to the presentation can be used.
- ◇ Data related to the presentation can be used in the slides in the form of graphs and tables. Make labels for charts and graphs understandable.
- ◇ Based on the body of the presentation add the 'Introduction Slide' and 'End Slide'.
- ◇ Check the spelling and grammar.

## Delivering the presentation

### a. Things to be done before the presentation:

- ◇ Save a copy of the presentation in the portable device like pen drive
- ◇ Take a print-out of the presentation. Also take a printout of the script of the presentation.
- ◇ Deliver your presentation to someone who has not seen our presentation. Also seek her/his honest feedback on the contents and presentation.
- ◇ Practice your presentation several times. Practice with a timer in front of a mirror. Also, practice the presentation flow.
- ◇ Know how to and practice moving forward and backward within your presentation.
- ◇ Prepare a list of questions likely to be asked and their answers.
- ◇ Dress appropriately for the presentation.
- ◇ Arrive early at the venue on the day of the presentation and check everything is in order like the LCD projector. Run your presentation once in the venue.
- ◇ Keep a glass of water near the place where the presenter will stand.
- ◇ Keep a Plan B in the event of technical difficulties like power failure.

**b. Take a deep breath and start strongly:** The first few minutes set the tone for the entire presentation, and it is important to have a good start. One can start with a quote, or an interesting fact related to the presentation.

**c. Do not read from the slides:** Write and memorize the script of the presentation so that one can speak from bullet points.

**d. Speak comfortably and clearly:** Use your voice effectively. The pace of the presentation should be steady and controlled.

**e. Observe the audience:** Focus on the needs of the audience and change your style if needed. Always maintain eye contact and avoid talking to the slides. If time permits one can narrate one or two real life incidents.

**f. Remain confident throughout the presentation and maintain a positive body language.**

After going through this section, Laxmi has decided that she will make the presentations using a computer software. She is confident and is also seeking the guidance of her friend Sita, who has been making presentations.

**MODULE C**  
**DIGITAL LITERACY & EFFECTIVE USE OF SOCIAL**  
**MEDIA**

## Module C: Digital Literacy & Effective Use of Social Media

- 1. Generating email ID (on google):** Simple user id, easy to remember; creating strong passwords using alpha-numeric and special characters combinations. using email id on mobile devices. identification of spam email, security settings (30 minutes)
- 2. Banking Services and Payment Gateways:** How to use debit card, credit card, Paytm, google pay, Bhim pay app etc. an example of purchasing an economic item. relevance of OTP, dos and don'ts for online payment. (30 minutes)
- 3. Use of Social Media:** Protection of own account (social media), identification of stalker and cyber-crimes, cyber security: cyber-crimes against women; legal remedies against stalker, dark web, how to keep safe from dark web and porn content (30 minutes)

### Learning Objectives

- ◇ To generate awareness among women on safe usage of internet and social media platforms
- ◇ To raise awareness about cyber crimes
- ◇ To advice users about the resources available to prevent the problem
- ◇ To learn how to handle such crimes

राधिका: हेलो ! मेघा कैसी हो, एग्जामिनेशन फॉर्म भरना है।

मेघा: हाँ, सही कह रही हो, पर इस बार तो ऑनलाइन फॉर्म भरना है। कैसे भरे, कोई आईडिया ही नहीं है।

राधिका: ये ईमेल क्या होता है, सुना है इस के लिए ईमेल होना चाहिए।

मेघा : छोड़ भी इंटरनेट वाली शॉप से करवा लेंगे।

राधिका : नहीं अब हमें भी यह सब सीखना चाहिए।

मेघा : पर कैसे, कहाँ से।

राधिका: हमारा NCWEB सेंटर एक कोर्स करवा रहा है इस के लिए, चल मैडम से पूछते हैं।

## Lesson 1: Benefits of e-mail

In today's world nothing is far away, neither classroom nor bank everything is on your mobile phone. But we should have an idea on how to make best use of this technology. Every technology has its own merits and demerits. We have studies that a nuclear bomb may be used for destruction or lots of electricity may be generated from the nuclear. Thus, our motive should be positive, creative and constructive which gives benefit to the society.

In the digital era, one should learn technology along with structured course work. Having own email account is an essential requirement for various purposes due to its **advantages** as mentioned below:

- 1. Mode of communication:** Email is a simple tool through which one can communicate with others at any point of time without disturbing them unlike in case of telephone calls. The sender can communicate by sending an email to the recipient. On the other hand, the recipient may read the message as per her convenience.
- 2. Requirement of various forms:** Email has also been becoming a formal channel of communication. On various occasions, email of the person is required e.g., at the time of admission in colleges, opening bank accounts, examination forms, railway ticket booking etc. It is interesting to note that you get your admit card, bank account statement, railway ticket on the email which is mentioned at the time of availing such services.
- 3. Saving own documents in the email account:** The good feature of having email is that you may save your documents in it. There are two ways to save your documents in the email. First, by sending an email to yourself, and second, by saving the document in the drive (email).
- 4. Easy to carry and transfer information:** Since email is an electronic platform of communication, thus carrying information from one place to another, or transferring information to another person is easy on the scale of time and place. It is also convenient for the users because one needs a mobile device only for this purpose.
- 5. No risk of loss of documents:** Since the information is in electronic form therefore, the risk of losing the information is minimum. You may take printouts of the same document number of times as and when required. But you should ensure that your email account is fully protected and no one else knows your password or secret information.
- 6. Economic:** Communication through email is very economical. It saves cost of travelling, cost of posting charges, cost of printing etc. without losing effectiveness of the communication. Moreover, it also gives you scope to make editing as per desire of the sender. But after sending the communication, no change can be made.
- 7. Paperless communication:** Now at various places, paperless communication is promoted instead of carrying documents, e.g., you may carry railway tickets while travelling in the train, showing insurance premium slip while making payment of the policy premium on the desk and many more.



मेघा : हाँ, फ़ायदे तो है ईमेल अकाउंट होने के, पर ये सब काम तो इंटरनेट शॉप वाले भईया भी कर देते हैं. फिर क्यों सिरदर्दी ले रही हो राधिका ।

राधिका : नहीं मेघा बात किसी के करने या करवाने की नहीं है , बात सिरदर्दी की भी नहीं है ।

मेघा : तो क्या हैं फिर ?

राधिका: बात अपने आप को आगे बढ़ाने की हैं, अगर इंटरनेट शॉप वाले भईया कर सकते हैं हमारे लिए तो हम खुद के लिए क्यों नहीं कर सकते, ये उनका बिज़नेस है जिस के लिए वो हम से फीस भी लेते हैं उस काम की जो हम भी कर सकते हैं वो भी घर पर ही बिना पैसे लगाए और टाइम भी बच जायेगा ।

मेघा: पर फिर भी ?

राधिका: और एक बात और सुनो इस से हमे दो और फ़ायदे होंगे, पहला हमारी पर्सनल इनफार्मेशन किसी दूसरे के पास नहीं होगी और न ही उसका कोई गलत इस्तेमाल कर पायेगा, दूसरा, हमें skills भी तो आएंगी , नौकरी करोगी तो क्या ऑफिस का काम इंटरनेट शॉप वाले भईया से करवाने के लिए जाओगी रोज ।

मेघा: ठीक कह रही है, तो चलो सीखते हैं फिर कैसे बनाते हैं अपना ईमेल अकाउंट ।

## Lesson 2: Email creation

Developing our own skills make us better and more competent. Enhancing our own strengths should be the aim for lifelong learnings. Let's see how to create a Gmail account on the phone. Generally, a new android device does not open unless you have a valid email ID, however we will try to understand how to open a new Gmail account.

**Step 1: Google search engine:** Go to app settings and tap on google

**Step 2:** tap for 'personal account'

**Step 3: Personal details:** enter your name, gender and date of birth in the required fields, it is advised to enter correct details. Sometimes students fill in artificial data to hide personal details but it creates problems in future because it is difficult to remember artificial details in the comparison of correct data. The question of privacy does not arise because you herself is going to use the same device, thus it is more secure than accessing the internet in a cafe.

**Step 4: Create an account:** Click on "create account", it will ask to enter 'username' of the account. Username is the name with which your email ID will be created. It should be simple and unique. You are advised to create a simple user id, too long user id is not recommended. Creating long or confusing user id creates problems for the communicator. Google also gives advice for available user id in case the preferred user id is already created on the Gmail account by someone else.

For example: your name is Neha Kumari and your date of birth is 05-09-2001 and you want to create a user ID "nehakumari5901". It may possible that such email ID is already created by someone else, then you may choose some more options like:

*Kumarineha5901*

*5901kumarineha*

*5901nehakumari*

*59nehakumari01* and many more, but it should be simple.

**Step 5: Creating a password:** entering password is the next step. The password must be strong. It is advised not to use your own name and date of birth as a password. The minimum length of the password must be eight digits. It may contain alpha, numeric and special characters. Alpha means letter A to Z (may be in small or capital letters), numeric means 0 to 9 in any combination, special characters refers to %&\*() etc.



Remember that only specific special characters are allowed to be part of the password. After entering the password, initially, if a block turns into green then it shows that your password is highly secured. It is advised to create a password which is known to you and easy to remember for you only. A password which is difficult to remember is not recommended.

**Step 6: Recovery phone number and email address:** A mobile number and email is asked for recovery purposes. Recovery purposes refers to a situation where your email is being used by someone else on an unknown device or you forgot the password then few security codes are asked on the registered mobile number. It is also advised that you don't change your phone number frequently.

**Step 7: Extra information:** provide other information e.g., your address, country, image etc. Accept the statement of privacy and security. After completing these steps your account will be created.

Let's say you have created an email ID with user ID "kumarineha5901". Now your user ID will be- [kumarineha5901@gmail.com](mailto:kumarineha5901@gmail.com) . This would be an email ID that you will share with others at your college, bank, insurance company. This will be a letter box for you in which you will get messages from others, and this is the platform through which you may send your message to them.

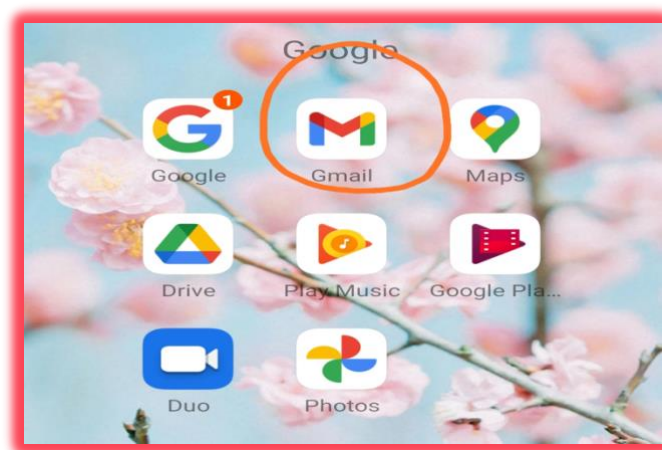
मेघा: अरे! मेरा जीमेल अकाउंट बन गया ।

राधिका: चलो अब इसे उसे करना भी सीखें ।

मेघा : हाँ , देखते हैं ।

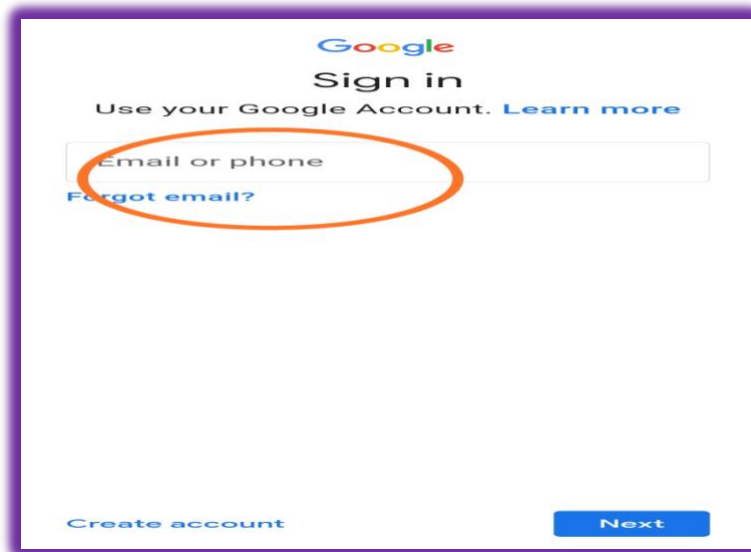
### Lesson 3: How to use email ID

As discussed above, email is a platform of communication. In this section, we will learn how to use one's email account.



**Image-1: Gmail icon on the phone.**

- ◇ On the opening google you will find following page (Image 1)
- ◇ Tap on the "Gmail" icon. (See Image 2)

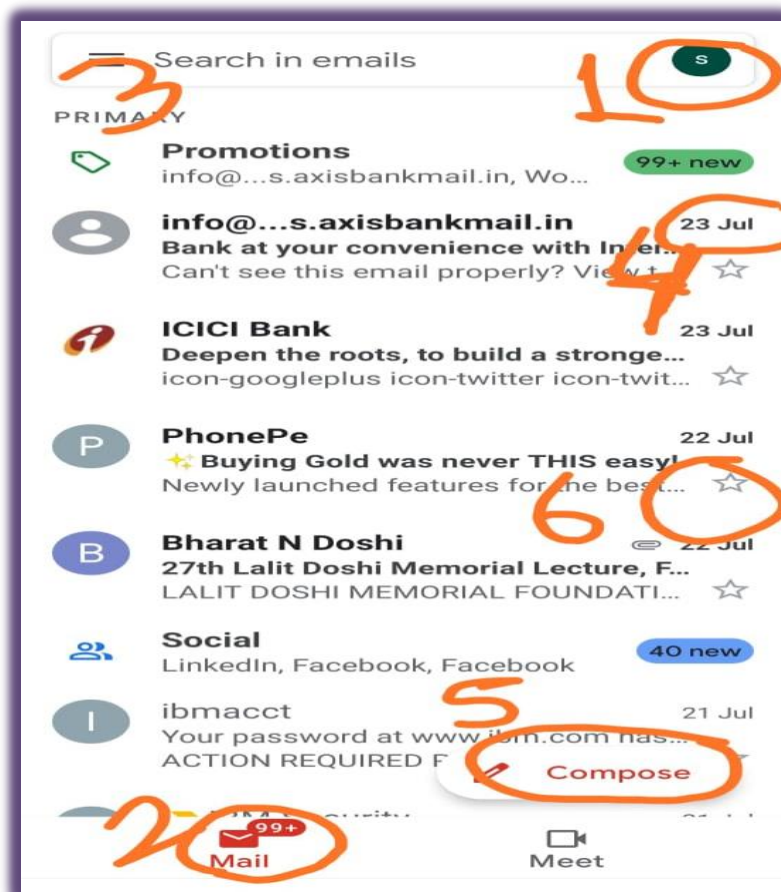


**Image 2: Login your account**

- ◇ Enter Your email address (no need to type @gmail.com) it is just an extension, but useful for people who will send email to us.
- ◇ Enter your password
- ◇ After successful login a screen will appear which is shown below (Image 3)

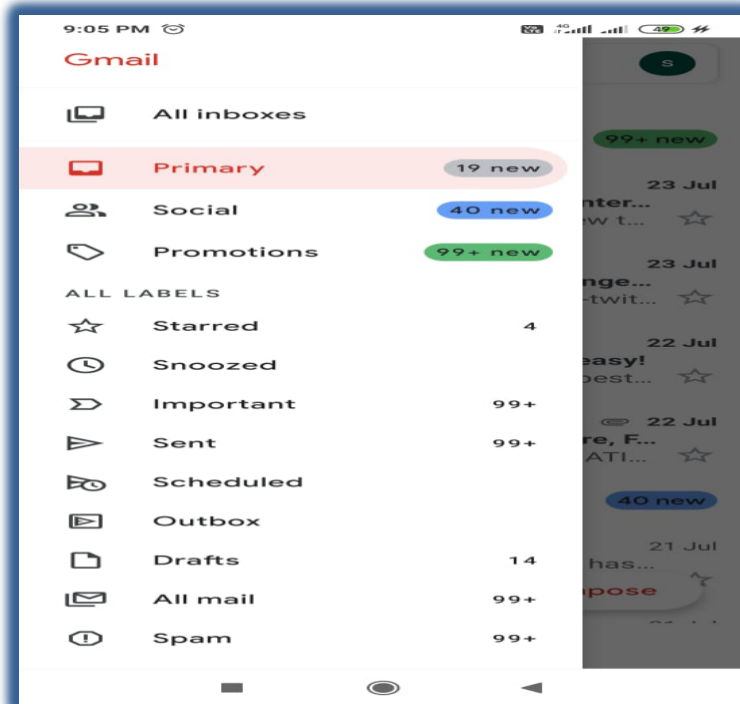
### Account login

There is an icon shown on the top right corner with some letter or image. If you have uploaded your image while creating a Gmail account, then your image will be displayed on this icon otherwise the first letter of your email address will be shown there. It shows that your account is logged in. **Image 3 below shows the login details:**



1. **Mail:** at the left side bottom of the screen you will see an icon of “Mail”. It shows unread messages. In the image it displays that more than 99 emails are unread. However, the maximum number of unread messages are shown on this icon up to 99 only. You may click on this icon to read these messages.
  2. **Three parallel lines:** At number 3 of image 3, on the top left corner you will find three parallel lines. On clicking these three parallel lines you will be able to see the full menu.
  3. **Chart of your account.** These are also called folders for example Inbox folder, Draft folder, Spam folder etc. It is displayed in image 4 on the next page.
- A. **Inbox:** The first appearance on opening a Gmail account is inbox. This is the place where all your emails sent by someone else are placed. All emails are arranged in chronological order of date. The recent email appears on the top. Date is mentioned on the right-hand side of each email, and emails of the current date are arranged according to time (See point 4 of the image 3). To read an email, you are required to just click on the specific email it will open before you. You may also delete or reposition your email according to your preferences. The inbox has three parts, (i) **Primary**, (ii) **Social**, and
  - (iii) **Promotions.** Out of these three the important one is “Primary” only. It includes genuine emails. Social tab includes emails from Facebook, LinkedIn, twitter etc. You may delete all these emails because it has the least importance for an ordinary user. Emails sent by someone either as advertisement or to promote their products or services come under promotions, you may also delete them if found not relevant for you.
  - B. **Starred:** while going through the INBOX tab you must have noticed that there is a star icon on the right-hand side of the screen below every email (See point 6 in Image 3)). However, this star is not coloured. But once you click on the STAR then it will turn into yellow. On turning it in yellow, the selected email will become important for you and will be staged in the STARRED tab along with INBOX tab. This feature is important because you may trace all starred emails at once that you marked starred earlier. Let’s say University sends emails to the students regarding examinations and you put a star on each email that you received from the University. On a later stage, you needed some information from a specific email. Now, no need to scroll through all emails and searching emails will be time consuming too. Just click on the STARRED tab all emails will come at one place those were starred earlier.
  - C. **Important:** this is in addition to starred email; important emails are also marked with a special sign (right arrow sign). Your important emails like from banks or known senders.
  - D. **Sent:** This is your post office through which you have sent emails to others, all emails that are already sent / delivered to other persons are listed under the SENT tab. You may relook these emails for the reference of future correspondence.
  - E. **Scheduled:** This feature of Gmail account allows you to send email on a future date. This helps you to write an email in advance, but if you want it to be delivered on a specific future date then you can schedule an email. This tab shows all emails that are scheduled for the future dates.
  - F. **Outbox:** on mobile devices, the outbox tab is a good feature. When you send an email to another person then it takes time (a few seconds). It also depends upon the internal memory of the phone. If phone memory is less or already filled with lots of apps/files etc. then firstly your email will reflect in the outbox tab. Remember, OUTBOX is a tab in between the compose and sent tab. This includes those that have already been sent by you, but delivery is not made yet.
  - G. **Drafts:** You want to send an email to someone, and you have started typing email accordingly, but before sending it you noticed that some editing or attachment is required which is possible after some time then your email will be saved in DRAFTS. Thus, DRAFTS includes those work which are yet to be sent. After making desired changes in the DRAFT email you may send it to a person for whom it was written. Once the email is sent from the

DFATS after making changes then it will be listed under sent emails. You may also delete the draft email if you don't want to send it.



**Image 4: On Clicking three parallel lines**

**H. Spam:** The meaning of SPAM is unwanted. The google also traces email which is not relevant for a user for example, advertisements, promotional emails etc. These irrelevant emails are listed under the SPAM folder.



**Image 5: Compose of e-mail**

**4. Compose:** From the above, we have learnt how the emails are listed under different folders that are sent by someone to us in our email box. Now, the question is how we can send email to someone else. This is done through a compose feature. See Image 3 once again and look at point number 5. This is the icon that will appear on your device. It will be down on the right-hand side. On clicking that icon, you will see image 5 on your device screen as shown below.

- (a) **From:** This detail will be auto filled on your device with your email address. This will show the email address from where the email is to be sent (see point 1 of image 5).
- (b) **To:** Here you are required to type the email address of the person to whom you want to send email (see point 2 of image 5). If you want to send the same email to multiple persons, it is even possible to send from the “TO” tab only. You may type email addresses as many as you want. While typing the email address of the other persons, you must ensure that no typographical mistake is allowed. The extension like, @gmail.com, @yahoo.com etc should also be typed correctly. If you have already sent an email to someone in the past, then google will display email addresses while typing the email address of that person.
- (c) **Subject:** Subject means title of the communication (see point 3 of image 5). This is a good feature of every communication that must be tilted properly. For example, if you are writing an email to the college or University then you write the subject of the letter. It clarifies the other person who will be reading your email in way that what you want to say. Always give a suitable title to your email.
- (d) **Attachment:** See point 4 of image 5, let's say your college asked you to send your examination admit card on its email ID. Now, you have downloaded this examination admit card in your mobile phone from the University's website. The next step would be adding that admit card in the email address of the college. On clicking the attachment icon, the device will ask you the location of the document. want to send your examination roll number at your college email address. After searching the location of a document, you just select the document to add it to the email address. Once the document is uploaded, you may send it to another person.
- (e) **Body Text:** (point 6 of image 5): This is the place where you can type a message that you want to send to other persons.
- (f) **Send:** The icon of triangular shape is of send (see point 5 of image 5). The moment you finalise the text, attachment, subject, email of the recipient etc. you may click on that icon. After clicking on this icon your email will be sent to that person whose email address you typed in the “TO” tab.

#### Lesson 4: Google drive

We have learnt how to create our own email ID. Having our own email ID protects our lots of personal information which otherwise we unknowingly share with other persons for example, the person to whom we are requesting to apply for examination, job form or other purposes.

मेघा: राधिका मेरा जीमेल अकाउंट बन गया ।

राधिका : मेरा भी ।

मेघा: चलो अच्छा हुआ अब हमें इंटरनेट वाली दुकान पर नहीं जाना होगा, और बहुत से काम घर बैठे हो जायेंगे।

राधिका: अब फॉर्म भरे ?

मेघा: पर उसके लिए हमें अपनी फोटो, आधार कार्ड की कॉपी भी चाहिए । कुछ ऐसा हो सकता है कि हम अपने जरूरी दस्तावेज की एक कॉपी भी जीमेल अकाउंट में रख लें।

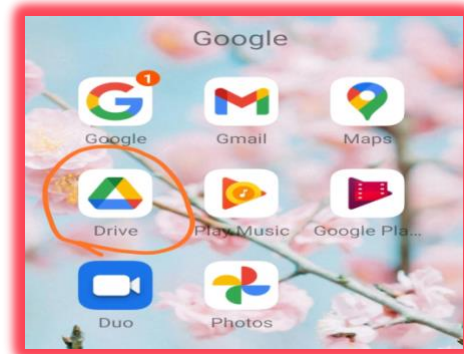
राधिका: हाँ हाँ क्यों नहीं, मैंने कक्षा में मैडम से इस बारे में सुना है, गूगल ड्राइव पर हो सकता है

मेघा : अब गूगल ड्राइव क्या है ?

राधिका: चलो इस के बारे में भी पूछते है मैडम से ।

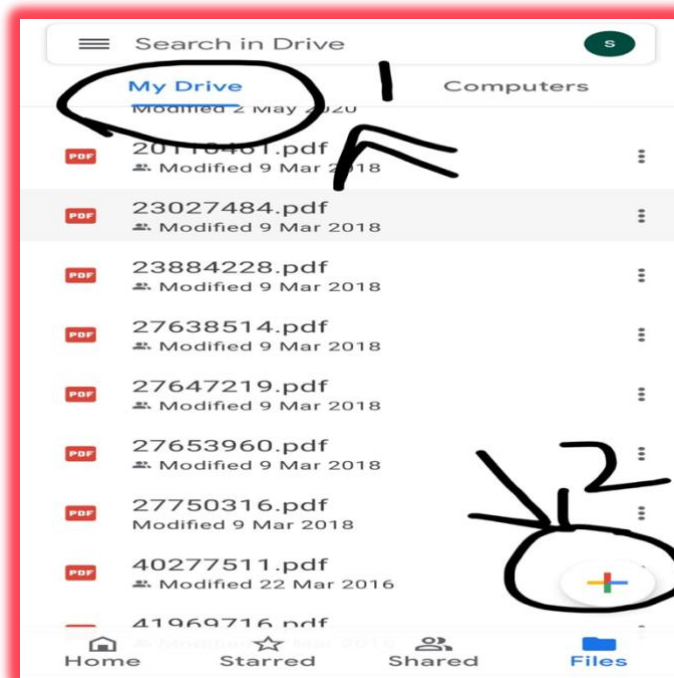


To access google drive on a mobile phone, you have to download google drive from the play store. It is free of cost and easily accessible. After downloading google drive an icon will come on your phone device as shown in the circle in image 6 below.



**Image 6: Google drive**

On clicking this icon, the google drive will open and on your mobile phone it will be displayed as shown in Image 7.

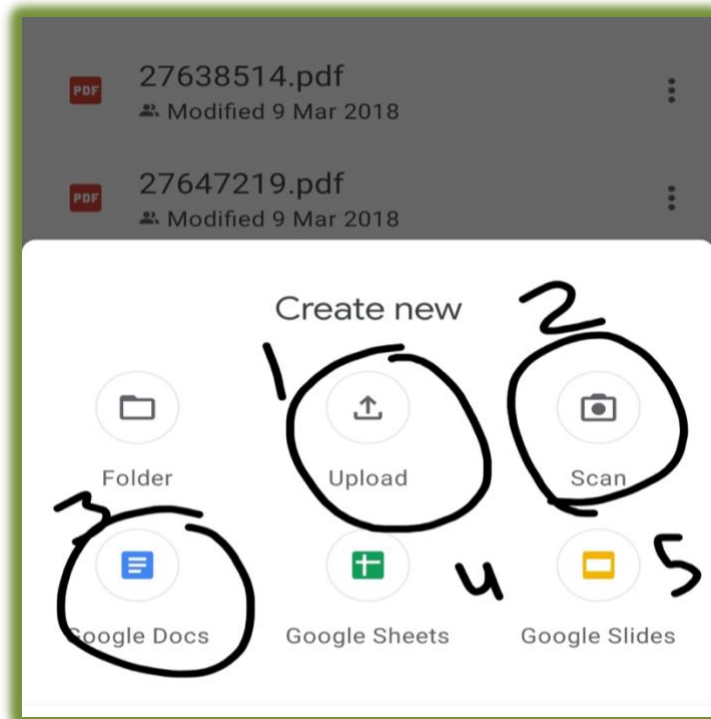


**Image 7: Opening drive link**

Image 7 is an illustrative image of google drive, on clicking MY DRIVE point 1 of image 7 will give your result by listing all documents that you are having in google drive, it may be a document file (word, pdf), or picture (jpg) file. If you want to save a new document on your google drive, then click on the “+” icon (see point 2 of image 7). On clicking the “+” icon a new window will be opened as shown in image 8 below.

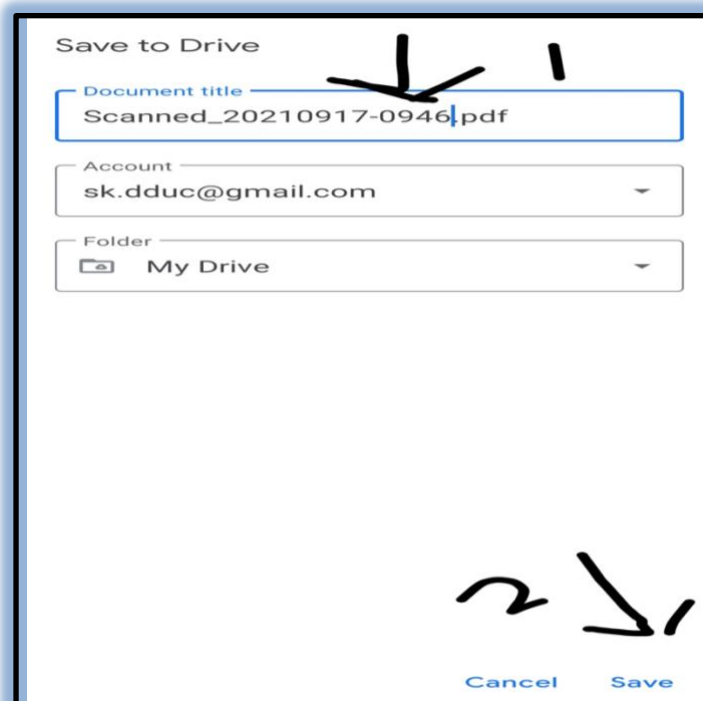
On clicking “Upload” (see point 1 of image 8) the device will ask to upload an existing document on the google drive. But if you need to create a new document then click on “SCAN” (see part 2 of image 8). Camera of your device will be opened on clicking the SCAN icon. You may take the photo of your document to upload it. You may add more pages in one document also. After finalizing the photographs your documents/ jpg will be ready to upload. See Image 9 for details. Point 3 shows the icon of google docs, it allows you to create a document, it is just like MS-Word, so if you don’t have laptop or a laptop without MS-Office then you may access the features of google docs to enjoy the benefits of MS-Word. Similarly, point 4 and 5 in the image 8 are of google sheet (alternative to MS-Excel) and google slides (alternative to

MS-PowerPoint). You may explore them by clicking on it and use them in your day-to-day life.



**Image 8: Creating new file for google drive**

At the below, you will find an option create new which consists of six options, viz., folder, upload, scan, google docs, google sheets, and google slides



**Image 9: Saving document in drive**

See image 9, point 1 suggest that you may give a name to your document as per your choice, e.g., if you are uploading an assignment of political science paper then you can write “Political Science Sem 3 17 Sept 2021”, then click on SAVE icon as shown in point 2 in image 9. After that your document will be listed in the drive.

The advantage of having a Gmail account is not restricted to receiving and sending email, rather it is also helpful for us to save our documents online in electronic form on the google drive linked with our account only. We can share these documents as per our requirement at any point of time. We may also use google docs, google sheets, and google slides especially when we don't have MS-Office or Laptop.

## Lesson 5: Security Settings

मेघा: अरे वाह ! अब तो मोबाइल फ़ोन का इस्तेमाल और भी अच्छी तरह से होगा.

राधिका: बिल्कुल सही,

मेघा: अब तो मोबाइल फ़ोन के जरिये हम सारी दुनिया से जुड़ सकते हैं।

राधिका: सारी दुनिया का मतलब समझती हो ना

मेघा: राधिका तुम क्या कहना चाहती हो

राधिका : दुनिया में अच्छे और बुरे लोग दोनों हैं, जैसे हमे अच्छे लोगो के संग रहना चाहिए वैसे ही अपने फ़ोन को बुरी चीजों से बचाना चाहिए.

मेघा: पर कैसे

राधिका: हमारे फ़ोन में कुछ **Security Settings** के बारे में सीखते हैं।

A mobile phone is a window to the world for its user. You may see a lot of things through this window. Now it depends upon the user to decide what is wrong for them and what is fruitful? There are lots of bad elements in the world which may use our personal data for deceitful purposes. Now the question arises, how to protect our device from these bad elements. In the following discussion, few important points are given to ensure mobile security.

- ◇ Lock your phone screen with appropriate Personal Identification Number (PIN), Pattern, or Biometric Identification. The PIN or Pattern must be exclusive to ensure undesirable access of unknown persons to one's device.
- ◇ 2-Way Protection is the best policy to protect personal information especially images, documents or any personal details.
- ◇ Use personal locking features for sensitive applications (apps) especially, banking apps, e-wallets apps, or health related apps. The locking PIN / Pattern should be different from the screen lock PIN/Pattern.
- ◇ Be careful while downloading any application (app). There are lots of apps freely downloadable from the internet platform e.g., google play store etc. Always check ratings of an app before downloading. Download any app, drivers etc. from a reliable resource only.
- ◇ Don't allow your phone to access any network from wi-fi. The network may be available free of cost but may steal your data and other personal information for deceitful or fraudulent purposes. On the other hand, don't share your mobile network with unknown persons, it may be equally harmful as accessing others' networks.
- ◇ Take Backup of your data on a regular basis. The settings may be made with google drive in order to save data on a real time basis or on an interval.
- ◇ Keep note down the MAC (Media Access Control) address of your phone number. MAC address is an interface between device to device or networks. This is helpful in tracing mobile devices in case it is lost or stolen.
- ◇ Update emergency contacts of your device. It allows others to access your device to contact persons whose details are set under emergency. The unknown cannot access other credentials except emergency contacts numbers.



## Chapter 2: Banking Services and Payment Gateways

राधिका: कुछ समझ नहीं आया तो पूछ लो ?

मेघा: हाँ ,

राधिका : क्या हुआ ?

मेघा: बस सोच रही थी हम कितना समय और पैसा दोनों खर्च कर रहे थे उस काम के लिए जो हम घर पर ही खुद कर सके थे ।

राधिका: कोई बात नहीं देर आये दुरुस्त आये, चलो अब सीखते है कि फ्रीस जमा कैसे कर सकते है।

मेघा : हम कैसे कर सकते है, इस के लिए तो फिर साइबर कैफे पर जाना होगा ।

राधिका: नहीं, साइबर कैफे पर नहीं, मैडम के पास चलो, हर समस्या का समाधान मिलेगा और सीखने के लिए तो बहुत कुछ।

मेघा : चलो, फिर देर क्यों कर रही हो ।

In this chapter we will learn how to make payment using **DEBIT CARD, PAYTM, GOOGLE PAY, or BHIM PAY**. Most of us now understand that we can fill various forms online, but some forms require a fee also in order to finalize the application process. Most of our students still are not familiar with online payment. The objective of this chapter is to provide knowledge to students on different payment gateways available for online payments. In this chapter, the simple and economic modes of e-payments have been covered which are readily accessible to students.

The payments made using the internet facility are transferred from one bank to another bank through (Unified Payment Interface) UPI system. UPI allows consumers to make payments from one bank account to another by using either their own account or through specific application software. The UPI system was launched on 11th April 2016 in India.

### Lesson 1: Different online mode of payments

In the present time, all transactions are moving towards online. Thus, it is important for us to understand the various modes of such transactions and technologies used for. To access such modes of payment, one must have a bank account. If you have not a bank account, then you are advised to get it open with any Bank. In case of students, generally, the bank opens a **SAVING ACCOUNT**. Whenever you open a bank account, make a request to the bank to provide at least two facilities. First, to issue a cheque book, and second to issue a debit card (or ATM cum Debit Card). ATM cum Debit Card can serve two purposes one is to withdraw money from an ATM machine, second it provides help in making online payments. ATM cum Debit card is a card of plastic having a stripe on the backside of it or a chip on the face of it. Image 10 demonstrates a debit card with a magnetic strip (a black rectangular strip) on the backside of the card. Image 11 shows a debit card with chip card on the face of it.

Debit card number, name of the bank, name of the cardholder is generally printed on the front side of the debit card. In addition to that, the validity of the card is also printed on the card. One should not share the validity date with any other in online transactions.

A debit card may be anyone of the following types. Type of any card is printed on the left hand side of the card:

- ◇ Rupay Card
- ◇ Maestro Card
- ◇ Master Card
- ◇ Visa Card

These different types of cards are issued according to the level of customers e.g., balance in account, number of transactions, credit score etc. A student account is generally open with a minimum amount or no minimum balance account. In Such as case the account holder is issued **RUPAY CARD**.

On the backside of the card, you will find a black strip and below that a CVV number besides space for signature. One should not share CVV number with anyone even in online transactions unless the user is fully satisfied with the transaction going to be executed.



**Image 10: Illustrative image of debit card with strip on backside**

Nowadays, debit cards with magnetic tape are getting out of fashion and banks are issuing cards with a microchip on the face of the card itself. The features of both cards are the same except for reading the data. Image 11 shows a debit card with a chip on the face of it.



**Image 11: Illustrative image of debit card with chip**

### Benefits of e-payments

- ◇ It is easy to access anytime.
- ◇ No need to visit the bank every time.
- ◇ Save time and costs.
- ◇ Easy to use.
- ◇ No need to fill any form, or no paperwork.
- ◇ Easy to carry and secure in comparison to carrying cash.

In addition to **ATM CUM DEBIT CARD**, there are other platform from where one can also make payments, e.g., internet banking, credit card, but these are not discussed here, because credit cards are not issued to students (having no income records) and internet banking services are generally not provided by banks to students below the age of 18 years. The aim is to make things easier for students.

### E-payments through e-wallet

E-wallets are the app-based payment system viz., Paytm, google pay, BHIM app etc. Since these are app-based payment systems thus a smart phone is required for these apps. A student may use any app as per her choice. **BHIM APP** is promoted by Govt. of India and developed by **National Payments Corporation of India (NPCI)**. These apps can be downloaded from the google play store without any costs on the mobile phone. Once you download the app, it will ask your basic information as given below:

- ◇ Valid Email ID
- ◇ Valid Mobile Number
- ◇ Your Name and other details like gender, age etc.
- ◇ Your bank account

After providing necessary information and accepting conditions you will be able to access these apps.

A practical demonstration will be conducted by paying Rs. 10 at the following link

**<http://www.fee.du.ac.in/index.php/site/login>**

मेघा: ये तो आसान है, बिल्कुल आसान

राधिका: अब हमें अपना बैंक अकाउंट ओपन करवाना है

मेघा: राधिका, मैंने पिछली बार फीस का भुगतान साइबर कैफे से किया था, फीस तो डेबिट हो गई पर विश्वविद्यालय की तरफ से कोई मैसेज नहीं आया. कैफे वाले भईया ने कहा अब आप को मुझे पैसे देने होंगे क्योंकि उन्होंने भुगतान अपने कार्ड से किया था और कहा जब पैसे वापिस आ जाएंगे तो मैं वापिस कर दूँगा , अब 6 महीने से ज्यादा समय हो गया जब भी कैफे पर जाती हूँ तो वह कहते हैं कि अभी पैसे वापिस नहीं आये हैं।

राधिका: यही तो, अगर भुगतान हम अपने अकाउंट से करेंगे तो अगर पैसे कट जाए और विश्वविद्यालय से कोई मैसेज न आये तो पैसे हमारे अकाउंट में ही वापिस आएंगे।

मेघा: और हमारी व्यक्तिगत जानकारी भी सुरक्षित रहेगी ,

राधिका: हूँ , समझ गई।

मेघा : बिल्कुल, और यह भी समझ गई कि हमारी मैडम क्यों कहती है कि हमें साक्षर होने के साथ -साथ आर्थिक और तकनीकी रूप से भी साक्षर होना जरूरी है।

## **Lesson 2: Security measures while making online payments**

### **Important points to be noted**

**“Always check that your browser is opened with HTTPS prefix before the WWW. It is the highest standard of security protocol .”**

- ◇ Never disclose your CVV (Consumer Verification Value) printed on the backside of Debit Card with anyone, even not to customer care personnel. Asking for CVV by anyone is against security policy.
- ◇ Whenever you use an ATM / Debit Card for cash withdrawals or purchasing goods or services at any shop, try to hide the keyboard while entering the secret code (PIN) of the Card.
- ◇ While withdrawing cash from ATM Machine and collecting cash from the Machine ensure that the transaction is completed. It can be confirmed easily by watching green lights that blink around the slot where you insert an ATM / Debit Card. During the processing of the transaction, the green light does not blink, but once a transaction is completed and the customer takes back her card from the machine, it starts blinking again.

- ◇ In case of any problem, you may make a phone call on the number displayed in the cabin.
- ◇ Never disclose / share / transfer your OTP (One Time Password) with anyone, not even with the bank itself. It is the highest order of security, sharing OTP with anyone may put you in danger.
- ◇ If someone asks you, on a telephone call or otherwise, your account number, Aadhar number, date of birth etc. at one time then it may trouble you. Banks generally ask the date of birth or surname to confirm the consumer identity.
- ◇ Keep your KYC (Know Your Customer) updated as and when the bank asks for it.
- ◇ Set the password for your device, but don't set the same password for all e-wallets.
- ◇ Don't set passwords which are easily traceable, for example, your date of birth.
- ◇ Always subscribe to the message service of the bank, it gives you information after each transaction. Don't avoid messages from the bank, give priority to messages from your bank.

### Lesson 3: Financial and digital literacy

It is an essential requirement in addition to your degree/ diplomas in order to develop ourselves. We should not be afraid of learning such techniques. The technology has overcome the limitation of earlier systems where we have to, especially being female, travel from bank to college/University, facing lots of trouble of carrying cash and documents, long queues on the college windows, in addition to depending upon family members. With the help of technologies, these tiny jobs can be done on a click of a mobile phone following simple steps. This does not mean that you lock yourself at your home, rather technology helps you in saving time which can be utilized in more productive ways. More than that you may also help your family members in solving their information technology related problems, for example paying electricity bills, booking gas cylinders online.

Financial literacy and digital literacy go hand by hand. Digital literacy is restricted to use of technology for information sharing purposes, but financial literacy helps us in building up knowledge on using digital technology for financial transactions purposes. A right blend of both makes the things wonder but using either of them ignoring safety measures may convert wonders into disasters.

### Dos and don'ts for digital payments

All of us have used some or the other mode for carrying out digital transactions, especially during the pandemic. It is convenient, no doubt, but it comes with its own risks.

Dos and Don'ts related to two of the most popular modes of digital payment today—digital wallets and credit/debit cards.

#### Digital wallets

##### DOS:

Set a strong **password/PIN** for your phone and mobile wallet app.

Download a verified app from the Play Store/App Store.

Install an anti-virus to ensure your phone is protected.

Exit the app or log out after every transaction.

##### DON'TS:

Do not use the same password for all wallets.

Do not download third-party applications and enter your details without authentication.

Avoid scanning unidentified QR codes.

#### Credit and debit cards

**DOS:** While using the computer at a cafe we should keep following points in our mind

- ◇ Opt for getting mobile notifications every time a transaction is made.
- ◇ Properly discard receipts or statements with your details on them.
- ◇ Choose a secure PIN and stay away from predictable ones such as common dates like birthdays etc.
- ◇ Always logout your account before closing the browser.
- ◇ Always delete all downloaded files from the system permanently as these can be used by someone else later.
- ◇ 2-Step verification of the email account or social media account is the most preferred one.

### **DON'TS:**

- ◇ Do not disclose your CVV or PIN to anybody. The bank will never ask for personal information over a call.
- ◇ Do not ignore a transaction alert on SMS. Contact your bank immediately.
- ◇ Never save your user ID and password on unknown computer system
- ◇ Avoid saving your card details on online platforms.



## **TOP 10 SECURITY DOS & DON'TS**



### **DO**

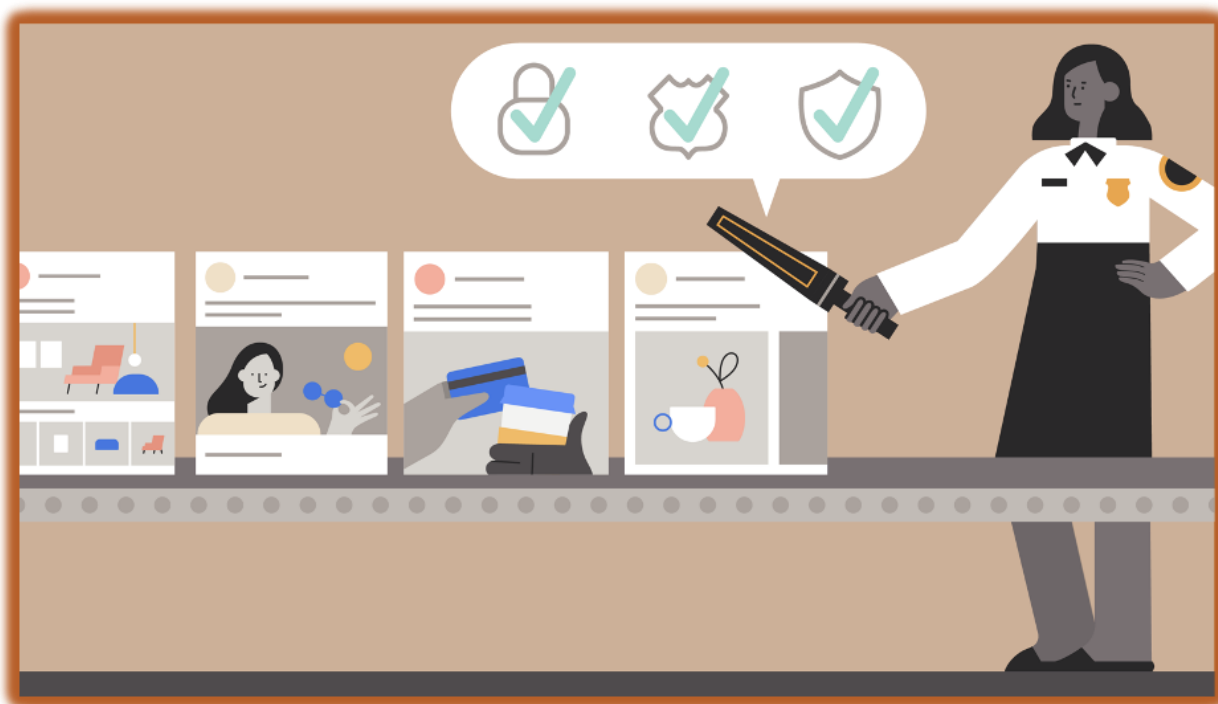
- 1. Be observant when withdrawing cash from ATMs.**  
Look for wobbly parts and malfunctioning screens as these may indicate the presence of a card skimmer. Contact your card issuer immediately if you inadvertently insert a card into a suspicious ATM.
- 2. Know your daily balance for checking and savings accounts.**  
Even better, sign up for mobile card controls and alerts that notify you of transactions – with the option to block those you don't recognize.
- 3. Check your own credit.**  
Identity thieves are hard at work opening accounts in the names of innocent consumers – don't let this be you. Every consumer in the U.S. is entitled to receive a copy of his or her credit report once a year. Here is a link to get you started: <https://www.annualcreditreport.com/index.action>.
- 4. Check your FICO score on a regular basis.**  
Many credit unions display it when you log into their online banking systems. You can also access your FICO score at [www.MyFICO.com](http://www.MyFICO.com) for a nominal fee.
- 5. Read the fine print.**  
Before submitting payment information or even clicking links, double check all URLs and e-mail addresses. Make sure there are no extra commas or other unusual characters. Fraudsters are masters at impersonating brands and individuals. Run frequent virus scans on all home PCs and Android devices as well.

### **DON'T**

- 6. Just download apps from anywhere.**  
There are many unlicensed banking apps out there, and many popular smartphone apps today that appear harmless – but that contain risky code. If you need to access mobile banking, get the app from your credit union's website – not Snapchat.
- 7. Believe everything you hear or read.**  
Fraudsters love to catch people when their resistance is down and frequently attach a sense of urgency to their requests. If someone calls or texts you 'with a very important message from your card issuer,' don't pick up and don't respond. Place a separate call to your card issuer to assess the situation.
- 8. Talk to unknown callers.**  
If you don't recognize the phone number on the other end of the line, don't answer. Fraudsters are aggressive, and there are many tools out there they can use to synthesize human voice now. Don't give away a sample of yours.
- 9. Swipe cards.**  
EMV chip cards and digital wallets like Apple Pay are much more secure than that old magnetic stripe. If a business is still asking you to swipe at checkout, shop elsewhere.
- 10. Store card numbers on merchant sites you don't frequent for future use.**  
A breach on any site can send your card data straight to the dark web. Use Visa Checkout and Masterpass instead to protect sensitive card data, and always look for that little lock in your browser window to ensure that a webpage is secure.

## Chapter 3: Use of Social Media

Facebook is the largest and most-used social media network as compared to other social networks. It allows the users to build your online brand, create meaningful connections with family and friends. It has more than one billion users which makes it a cultural, economic, and social phenomenon. The users spend countless hours to this site and that is how **FACEBOOK** is becoming an increasingly important way of obtaining information not only about friends and family but also about world events.



### Lesson 1: How to protect your account on Facebook and Instagram

Facebook works to provide a safe environment for every user. To maintain this, Facebook has Community Standards and guidelines that inform what is and is not allowed. Facebook quickly responds to anyone who compromises community trust and safety. Violations can immediately result in deleted Pages, content, and disabled accounts.

#### Protect your password

Your Facebook and Instagram passwords should be unique and never shared with anyone. To create a strong password and protect it, follow these tips:

- ◇ Avoid using anything that's personally identifiable, such as your name, phone number, birthdate, or address.
- ◇ Ensure that it's at least six characters long and use a complex combination of numbers, letters, and punctuation marks.
- ◇ Avoid using common words or your name.
- ◇ Use a unique password that you're not using anywhere else online.
- ◇ Never share your password.
- ◇ For extra security, change your password every six months.



## Protect your account

A strong password is a great first step, but as you grow and gain more followers, there are additional steps you can take to protect your Facebook account:

### Manage who can see you as a friend on Facebook

For example, change your privacy setting to only friends of friends. This helps to separate your public life from your personal life.



### Remove your personal profile from search engine results

In the Settings and Privacy section in Facebook, you can control whether a search engine will show your profile in its results.

### Activate two-factor authentication

This means you'll have to confirm your identity when logging in from a device that Facebook does not recognise.



### Activate and manage your alerts

Make sure login alerts and approvals are activated so that you're alerted if someone logs into your account from a different device.

### Update your privacy settings

Make sure that all of your privacy settings are up to date. To run a Privacy Checkup, click on your Facebook profile, then select Privacy Checkup.



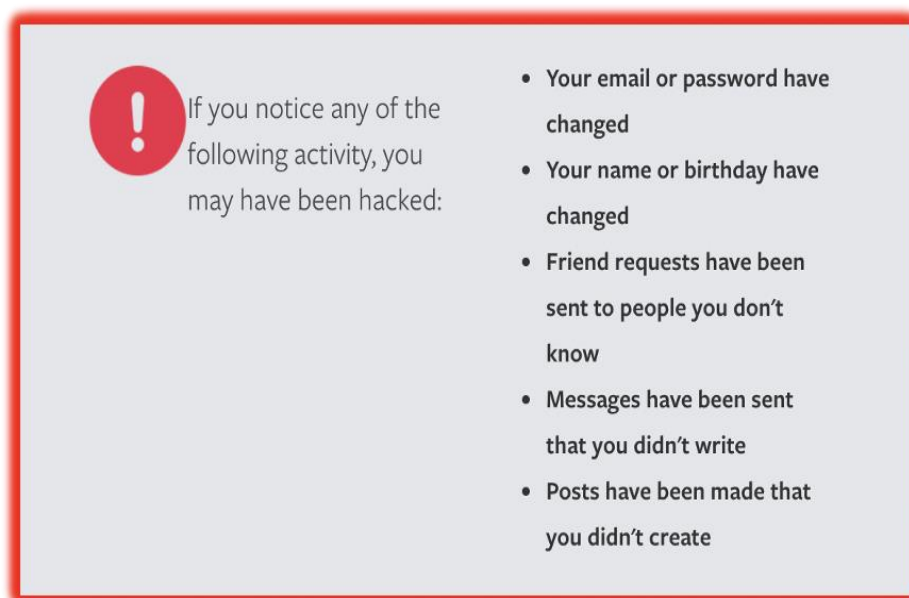
### Assign different roles to people who manage your Page

Assign different Page roles to different people to limit the amount of access a person has.



## When ALARMING situation arises-take action

Your account should represent you, and only you should have access to it. Knowing what signs to look for can help you take swift action. **ALARM**-Take action your account should represent you and only you should have access to it. Knowing what signs to look for can help you take swift action.



## Lesson 2: What to do when you are hacked on FACEBOOK

Here's what you should do if you suspect that someone has hacked or taken over your account:

### Secure your account

Visit [facebook.com/hacked](https://facebook.com/hacked) immediately to secure your account. Our guided help tool will take you through each step to protect your page from hackers. You will be prompted to change your password and review your recent login activity.

#### a. Get a security CODE sent to your email address or phone number

Facebook has added another layer of protection that you can use to ensure that your account is secure. You can request that we send a security code to your email address or phone number to help us confirm that you are indeed the owner of the account.

To request a security code, follow these steps:

- ◇ Tap **My login info isn't working** on the login screen.
- ◇ Choose either your email address or phone number to have the code sent to you and then tap **send security code**.
- ◇ Enter the 6-digit code you receive, tap **Confirm** and follow the on-screen instructions.

#### b. Report your Account

You should report your account to us if you're unable to recover your account with the security code sent to you. We will do our best to help you access and secure your account so you can continue connecting and sharing with your friends and family.

## Lesson 3: What to do when you are hacked on Instagram

If you think your account has been hacked or taken over, there are several actions you may be able to take to secure your account. Some of these recovery steps may not be available to you depending on the type of account you're trying to recover, but we recommend trying them all.

## A. Check your email account for a message from Instagram

If you received an email from security@mail.instagram.com letting you know that your email address was changed, you may be able to undo this change by selecting **revert this change** in that message. If additional information was also changed (example: your password), and you're unable to change back your email address, request a login link or security code from Instagram **Request a login from Instagram**

To help us confirm that you own the account, you can request that we send a login link to your email address or phone number.

### To request a login link:

- ◇ On the login screen, tap **Get help logging in.** (Android) or **forgot password?** (iPhone).
- ◇ Enter the username, email address, or phone number associated with your account, then tap **Next**. Note: If you don't know the username, email address, or phone number associated with your account, tap **Need more help?** below the **Next** button and follow the on-screen instructions.
- ◇ Select either your email address or phone number, then tap **Send login link.**
- ◇ Click the login link in your email or a text message (SMS) and follow the on-screen instructions.

## B. Request a security code or support from Instagram

If you're unable to recover your account with the login link sent to you, you may be able to request support from both **FACEBOOK** and **INSTAGRAM**. To request support from Instagram:

### Instagram app for Android:

On the login screen, tap Get help logging in. below Log In.

Enter the username, email address, or phone number associated with your account, then tap Need more help? Keep in mind that if you have more than one Instagram account you may need to select the account, you're having trouble logging into first, then follow the on-screen instructions.

Tap Need more help? then follow the on-screen instructions.

Select either your email address or phone number, then tap Send Security Code.

If you don't receive a security code, tap I can't access this email or phone number below Send Security Code, then follow the on-screen instructions.

### Instagram app for Apple:

Be sure to enter a secure email address that only you can access. Once you've submitted your request, you should receive an email from Instagram with next steps.

Help from  
**FACEBOOK** and  
**INSTAGRAM**

Be sure to enter a secure email address that only you can access. Once you've submitted your request, you should receive an email from Instagram with next steps.  
Let us learn more about what you can do if you don't know your username.

### a. Verify your identity (instructions)

- ◇ If you submitted a support request for an account without photos of you, you should receive an auto-response email from the Support Team at Facebook. We'll ask you to help us verify your identity by providing the email address or phone number you signed up with and the type of device you used at the time of sign up (example: iPhone, Android, iPad, other).
- ◇ If you request support for an account with photos of you, you'll be asked to take a video selfie of you turning your head in different directions to help us check that you're a real person and confirm your identity.
- ◇ Once you submit the video selfie to help us verify your identity, you'll receive an email from Instagram at the secure email address you provided.
- ◇ Keep in mind that the video you submit will never be visible on Instagram and will be deleted within 30 days.
- ◇ If we couldn't confirm your identity from the video you submitted, you can submit a new video and we'll review it again.

### b. If you're still able to log into your Instagram account

If you think your account has been hacked or an attempt to hack your account has been made and you're still able to log in, there are things you can do to help keep your account secure:

- ◇ **Change your password** or send yourself a **password reset email**.
- ◇ Turn on **two-factor authentication** for additional security.
- ◇ **Confirm your phone number and email address in account settings** are correct.
- ◇ **Check Accounts Center** and remove any linked accounts you don't recognize.
- ◇ **Revoke access** to any suspicious third-party apps.

**निधि :** मुझे इंस्टाग्राम पर अपना अकाउंट नहीं मिल रहा या मुझे अपना यूजर नेम नहीं पता चल पा रहा है।

**पारुल :** अगर आपको यूजर नेम डालने के बाद भी अपना अकाउंट नहीं मिल रहा है तो:

निश्चित करें कि आप अपना यूजर नेम सही डाल रहे हैं, खासतौर पर अगर उसमें कोई दोहराए जाने वाले वर्ण शामिल हैं.

अपना यूजरनेम डालते समय @ का निशान न डालें.

**अगर आपको ऐसा लगता है कि अकाउंट के साथ छेड़छाड़ होने वजह से आपका यूजर नेम बदला गया है तो:**

देखें कि क्या आपको इंस्टाग्राम से कोई ऐसा ईमेल मिला है, जिसमें आपको सूचित किया गया हो कि आपके अकाउंट की जानकारी को बदला गया था.

अपने मित्र से आपकी प्रोफ़ाइल पर जाकर आपके मौजूदा यूजर नेम का स्क्रीनशॉट लेने को कहें.

**पारुल :** अगर आपको लगता है कि आपका अकाउंट हैक किया गया है तो क्या कर सकते हैं इसके बारे में और जानें।

## Lesson 4: Cyberstalking

Cyberstalking is a crime in which someone harasses or stalks a victim using electronic or digital means, such as social media, email, instant messaging (IM), or messages posted to a discussion group or forum. Cyberstalkers take advantage of the anonymity afforded by the internet to stalk or harass their victims, sometimes without being caught, punished, or even detected.

## How to guard against cyberstalking

Individuals can guard against cyberstalking without losing their online independence. One strategy is to stay as anonymous as possible. Of course, complete anonymity is almost impossible on the internet nowadays, so the next best thing is to keep a low profile, especially on social media.

Rather than having an identifiable and traceable online presence, use nicknames and/or gender-neutral names when possible. Avoid posting personal details, such as your email address, home address, phone number or workplace details, online, where anyone can easily access them and use them to cyberstalk. Also, guard photographs, and make sure all private information, like vacation plans, photos and posts, are visible only to trusted individuals.

Use a primary email account only for communicating with known/trusted people, and set up an anonymous email account for all other communications. Install email spam filters to minimize spam and the possibility of email-based phishing or cyberstalking attacks.

**Other ways to guard against cyberstalking include the following:**

- ◇ update all software to prevent information leaks,
- ◇ mask your Internet Protocol address with a virtual private network,
- ◇ strengthen privacy settings on social media,
- ◇ strengthen all devices with strong passwords or, better, use multifactor authentication,
- ◇ avoid using public Wi-Fi networks,
- ◇ send private information via private messages, not by posting on public forums,
- ◇ safeguard mobile devices by using password protection and never leave devices unattended,
- ◇ disable geolocation settings on devices,
- ◇ install antivirus software on devices to detect malicious software,
- ◇ always log out of all accounts at the end of a session, and
- ◇ beware of installing apps that ask to access your personal information.

## Lesson 5: Cyber-crimes and cyber laws

Cyber-crime is unlawful acts wherein the computer is either a tool or a target or both. Cyber-crimes can involve criminal activities that are traditional in nature, such as theft, fraud, forgery, defamation, and mischief, all of which are subject to the Indian Penal Code (IPC). The abuse of computers has also given birth to various other crimes that are addressed by the Information Technology (IT) Act, 2000.

Cyber Law is a term used to describe the legal issues related to use of communications technology, particularly ‘cyber space’, i.e., internet. It is a specialized field of law that attempts to integrate the challenges presented by human activities on the internet with legacy systems of laws applicable to the physical world. Following are the few important sections that safeguards internet users from cybercrimes.

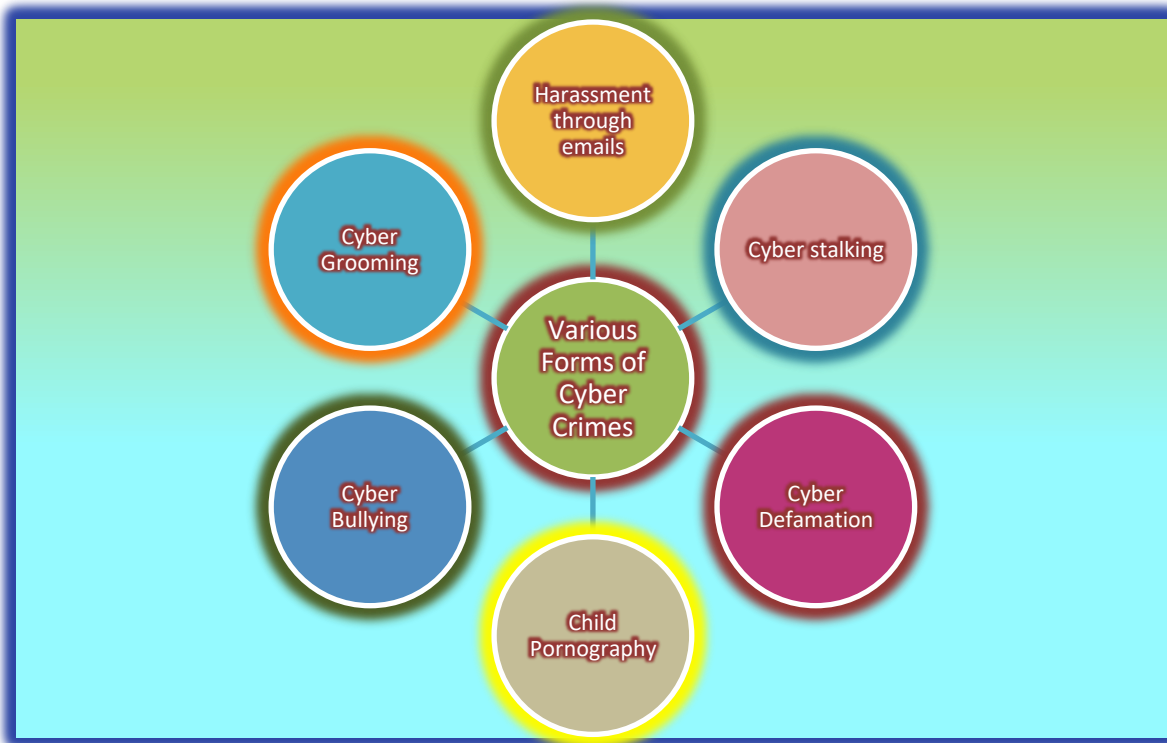
- ◇ Section 65: Tampering with computer source documents.
- ◇ Section 66: Using password of the other person.
- ◇ Section 66D: Cheating using computer source.
- ◇ Section 66E: Publishing private images of others.
- ◇ Section 66F: Acts of cyber terrorism.
- ◇ Section 67: Publishing child porn or predating children online.
- ◇ Section 69: Govt’s power to block websites.
- ◇ Section 43A: Data protection at corporate level.

## Lesson 6: Various forms of cyber-crimes

In general, cyber-crime may be defined as “Any unlawful act where computer or communication device or computer network is used to commit or facilitate the commission of

crime”. Below is a list of some of the cyber-crimes along with their indicative explanation. This is to facilitate better reporting of complaints.

- 1. Harassment through emails:** Harassment via email, includes black mailing, threatening and constant sending of love letters in anonymous names or regular sending of embarrassing mails.
- 2. Cyber stalking:** ‘Stalkers are strengthened by the anonymity the internet offers. He may be on the other side of the earth, or a next-door neighbor or a near relative!’ It involves following a person’s movements across the Internet by posting messages (sometimes threatening) on the bulletin boards frequented by the victim, entering the chat-rooms frequented by the victim, constantly bombarding the victim with emails etc. In general, the stalker intends to cause emotional distress and has no legitimate purpose for his communications.
- 3. Cyber defamation:** Cyber defamation also called Cyber smearing can be understood as the intentional infringement of ‘another person's right to his good name. ‘Cyber Defamation occurs with the help of computers and / or the Internet. It is considered more of a menace owing to its expeditious nature.
- 4. Child pornography:** Child sexually abusive material (CSAM) refers to material containing sexual image in any form, of a child who is abused or sexually exploited. Section 67 (B) of IT Act states that “it is punishable for publishing or transmitting material depicting children in sexually explicit acts, etc. in electronic form.



- 5. Cyber bullying:** A form of harassment or bullying inflicted through the use of electronic or communication devices such as computer, mobile phone, laptop, etc.
- 6. Cyber grooming:** Cyber Grooming is when a person builds an online relationship with a young person and tricks or pressures him/ her into doing sexual acts.

## Lesson 7: Understanding the dark web

The dark web is a secret network that exists underground. It’s made up of a series of websites that are hidden from the public. This means they are not accessible through traditional search



engines for example google. You must have observed that while searching anything on google, it automatically shows related information. This happens because such search engines contain indexes of links of websites. The dark web is not accessible because it is not indexed by conventional search engines. Accessing the dark web can only be done using specific browsers for example The Onion Routing (TOR). Some people use the dark web for criminal activity.

## Lesson 8: How to deal with dark web, cyber porn, and cyber stalking cases in India?

Every activity performed on the internet is under the legal lenses of the government. Therefore, we should use the internet very carefully. Sometimes we commit small actions which may be considered as mistakes on social norms, but these actions could be crime in the eyes of law. For example, saving any porn content on the device against the provisions of law though you have saved that content unknowingly or mistakenly. There are three disadvantages of using any porn content and indulging oneself into the dark web.

1. It is a crime in the eyes of laws.
2. It is against social norms.
3. It may use your personal data for illegal purposes.

मेधा: अगर किसी की कोई सूचना चोरी कर ले या गलत तरीके से इस्तेमाल कर ले तो क्या करें , किस को बताये ताकि ऐसे गलत लोगों के खिलाफ कानूनी कारवाई हो सके।

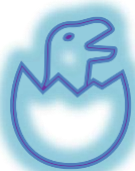
राधिका: हाँ, ऐसे लोगो के खिलाफ कंप्लेंट की जा सकती है।

In addition to lodging a complaint to nearest police station in the form of FIR, the aggrieved party may file a complaint or provide information against such wrong doers on the following:

1. **National Cyber Crime Reporting Portal:** This portal is to facilitate victims/complainants to report cyber-crime complaints online with special focus on cyber-crimes against women and children. The complaint may be lodged anonymously. The website address is given below:

<https://cybercrime.gov.in/Webform/CrimeCatDes.aspx#>

2. **National Helpline number:** The national helpline number is **155260** for making complaints against cyber-crime.



If you want to become a volunteer for raising awareness against cyber-crime, then you may register yourself as volunteer on the above given portal

- ◇ Information technology act 2000.
- ◇ The criminal law (Amendment) act 2013.

### Information Technology Act 2000

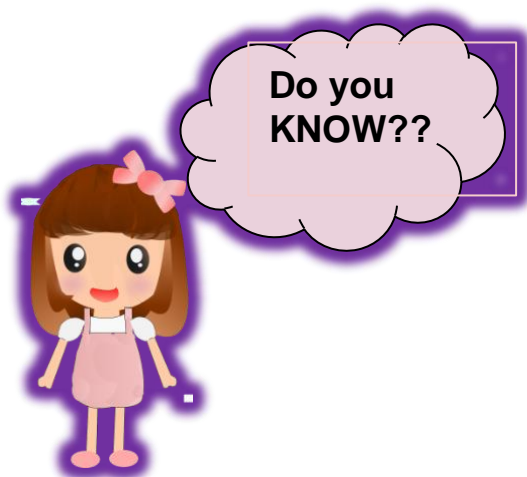
If any person is publishing or sending any salacious material in the form of electronic media is to be charged under section 67 of the Act. This does not involve the determination of the extent of liability of ISP (internet service providers) and their directors.

For the preclusion of cyber stalking the protection of the data is very important, which gets leaked easily by the hackers. According to the amended IT act, section 43 A is added for the inclusion of a Body corporate”, the allowing of the compensation in the case of a firm or a company which causes any wrongful losses or gain to any person by the way of transmitting

any sensitive information and the maintenance of such type of security, then such body corporate shall be liable to pay damages by way of compensation.

The Information Technology Act, 2000 also comes into picture when the **cyberstalker** posts or sends any obscene content to the victim. Section 67 of the Information Technology Act states that when any obscene material is published, transmitted, or caused to be published in any electronic form, then it is a crime of obscenity, punishable with imprisonment for up to 5 years with fine of up to Rs. 1 lakh. A second or subsequent conviction is punishable by imprisonment for up to 10 years with a fine of up to Rs. 2 lakhs.

Section 500 of the Indian Penal Code that deals with defamation, can be applied in case of cyber stalking in India if the stalker forges the victim's personal information to post an obscene message or comment on any electronic media. Section 500 criminalizes publishing any false statement against a person or harming the person's reputation and provides punishment for any such act with imprisonment up to 2 years, fine or both.



**The first ever complaint against cyber stalking in India was filed by Ritu Kohli in 2003, whose name and contact information was posted by her husband's friend on a chatting site, without her permission. She filed a complaint with the cyber cell in India under Section 509 of the Indian Penal Code for outraging her modesty.**

The crime of cyber stalking in India is prominently increasing, with new cases of internet stalking every day. With ease in accessing personal information of a person online, cybercriminals are easily able to stalk and harass a person.

#### **The criminal law (Amendment) Act, 2013**

The act includes Stalking" as an offence under Section 354D of the IPC (Indian penal code).

This act states that, Any man who-

- I. contacts and follows a woman or attempts to contacts such woman to proselytize personal communication repeatedly despite of being clear indication of disinterest by such woman or;
- II. Observe the use of a woman over the internet, instant messages, e-mail or any other form of electronic communication is the offence of stalking".

Racism is also a factor in cyber stalking.

**"The punishment of the offence under section 354D is of two folds. If someone commits crime under this section first time then the punishment is in form of imprisonment up to 3 years and with fine for first conviction, but for second and subsequent time, it is punishable up to 5 years imprisonment with fine"**