

**Skill Enhancement Course (SEC)
Skills for Employability—I, Semester—III**

Unit-I Preparing for Employment

1. Self-Discovery—Know yourself

The American English Dictionary defines self-discovery as follows:

“A becoming aware of one’s true potential, character, motives, etc.”

Merriam Webster: the act or process of achieving self-knowledge

Learner's definition of SELF-DISCOVERY [Non-count]

“The act or process of gaining knowledge or understanding of your abilities, character, and feelings”. E.g. she was on a voyage of *self-discovery*.

“When I discover who I am, I’ll be free.” — Ralph Ellison, Invisible Man

Steps to Self-Discovery:

Step #1 Face Your Demons (Evil): Understandably, examining your life under a microscope can be discomfoting and an unpleasant exercise. I know that. I have been through it. However, you will be grateful for starting the process of self-discovery, because rewards unfold when you know more about yourself. You need to confront your emotional issues and weaknesses, because they reveal the separation from the real **You**. The real **You** is an authentic, loving and nurturing self. However, these negative parts add destructive layers to your Being, causing you distress and disharmony.

Negative beliefs tend to pervade every aspect of your life. If you have feelings of low self-worth, then you are likely to carry them in the relationships you have at home, in the office, with your friends, relatives and loved ones.

If you find yourself coming up short, do not beat yourself up either. Instead, understand the separation and see if you can make improvements to your behavior, thoughts and emotions. Uncovering answers will help peel off layer-by-layer the negative thoughts that have been imprinted in your mind since ages ago. These negative thoughts and beliefs have been your obstacles to inner growth. Learn to forgive yourself. When your outer Self is aligned with your inner Being, you will feel happy and free!

“You yourself, as much as anybody in the entire universe, deserve your love and affection.”

Buddha quotes (Hindu Prince Gautama Siddharta, the founder of Buddhism, 563-483 B.C.)

Step #2 Recognize Your Strengths: The process of self-discovery is not just about unearthing nasty stuff about yourself. It is also about honoring your strengths and abilities. As you become more aware of what you are good at, you lessen the list on weaknesses. You need to learn to love yourself.

“You really have to look inside yourself and find your own inner strength, and say, “I’m proud of what I am and who I am, and I’m just going to be myself.” Mariah Carey quotes (American Singer. b.1970, New York, USA).

Usually, your position of strengths come from your interests and hobbies. List down activities that you enjoy currently or have enjoyed in the past. Find out what makes your heart sing. Find out what keeps you excited. Find out what inspires you. These are the things that define **You**.

Step #3 Ask Yourself: What Is Your Life Purpose? It is important to ask yourself what you want out of life and work towards it. Having a purpose that connects to your inner Being is fulfilling. Without a purpose and direction, you are going to feel like a ship which is going nowhere. I can assure you that if you don’t go through this process of evaluation on what your purpose is, you are going to experience regret while on your death bed.

“The purpose of life is a life of purpose.” Robert Byrne Quotes.

Start by listing down everything you would like to achieve. The one that stands out is the one that has made you cry or that has resonated best with you. You may also want to use the opportunity to consider your life goals in all aspects: physical, mental and spiritual.

Step #4 Clarify Your Core Values: In the questioning process, ask yourself what your personal values are. Core values will be things like compassion, honesty, love, kindness, loyalty, etc. Clarifying your core values will give you an exact picture of who **You** are. When I first went through this process, I had no clear idea of what my core values are. I suspected I had none. To assist myself, I imagined myself in a couple of roles

and asked myself what my values were in each case: as a mother, wife, daughter and entrepreneur. It is important your actions are supported by your core values and fundamentals. If not, you will find yourself in self-sabotage. The ability to reach your highest potential is severely curtailed!

Step #5 Find Inspiration from Things around You: Self-improvement books have been particularly helpful for me, in discovering more about myself. They include Law of Attraction books, Conversations with God by Neale Donald Wasch and in understanding ego, Eckhart Tolle's the Power of Now: A Guide to Spiritual Enlightenment. These books prompt me to ask questions about myself and how I would want to live my life. Hence, if you still find it difficult to know yourself, look for books and coaches for help. Being with Nature is also a good idea. You tend to connect better to your inner **Being**, when you are more relaxed. The answers that you seek, while in a state of mental relaxation, surface more easily.

Step #6 Spend Time Alone: To know a person, is to spend time with him or her. In the same manner, to build a relationship with yourself, you need to spend time getting to know more about yourself. You cannot know Your-self well, if you are surrounded by lots of noise, friends and family, or if you are always preoccupied in your mind and with things to do.

"To love oneself is the beginning of a life-long romance." Oscar Wilde quotes (Irish Poet, Novelist, Dramatist and Critic, 1854-1900).

To kick start the process of self-discovery, it may be a good idea to go on a retreat. This is especially if you find it hard to think clearly amidst the everyday mayhem that is going on in your life. To know yourself intimately, make an exclusive date – away from your spouse or partner, kids, colleagues, boss and parents.

Time alone to meditate and reflect is productive time. You cannot expect to function well physically every day, if you are out of balance in other aspects such as mentally and spiritually. Very importantly, consider putting aside "me" time on a regular basis. For myself, I choose to spend "me" time meditating, reading books or simply just **Be**.

Step #7 Journaling: You can get to know yourself better through the process of journaling. Consider starting a blog, just like this one. Write about your likes and dislikes, and reactions to your various experiences. As you write, you are connecting to your deeper Self. Your posts can provide much needed clues about your emotions, strengths, weaknesses and areas that you never knew about yourself. They provide an opportunity for you to heal and grow.

"The golden opportunity you are seeking is in yourself. It is not in your environment, it is not in luck or chance, or the help of others; it is in yourself alone." Orison Swett Marden quotes

Know Yourself by Z. Hereford

To know yourself is your first priority!

How can you realistically set goals, go about life and have successful relationships if you don't know who you are or what you want? You really can't. Not knowing yourself will lead to confusion and wasting much time in hit and miss situations. We tend to underestimate the importance of knowing ourselves. Many of us go through each day reacting to events and just getting by rather than making conscious choices based on who we are and what we want. When we don't know where we are headed it's hard to set goals, get motivated and determine the best course of action. Before we can do any of these things we must establish who we are.

To know yourself:

- Be aware of your strengths, weaknesses, likes and dislikes
- Observe and be aware of your moods, reactions and responses to what is happening around you
- Become aware of how these moods and emotions affect your state of mind
- Examine how you interact with others
- Observe how your environment affects you

Knowing and understanding yourself better, in turn, leads to better decision making, setting and reaching appropriate goals and ultimately living more a productive life. There are many interesting personality tests and evaluations for self-discovery that can help you become more in tune to yourself and are also fun to do.

Two powerful tools I found exceptionally helpful are the Myers-Briggs Type Indicator (MTBI) and The Enneagram. Not only do these tools help you understand yourself better and what drives some of your behaviors, they also help you understand and get along better with others.

The above material is derived from:

1. <http://www.evelynlim.com/7-steps-to-self-discovery/>
 2. http://www.huffingtonpost.com/eleni-makedonas/the-journey-of-selfdisicvo_b_7028362.html
 3. <http://www.essentiallifefskills.net/knowyourself.html>
 4. <http://www.learnersdictionary.com/definition/self-discovery>
 5. <https://www.merriam-webster.com/dictionary/self-discovery>
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2. Career Planning

Career planning is an ongoing process that can help you manage your learning and development.

Career planning is the continuous process of:

- thinking about your interests, values, skills and preferences;
- exploring the life, work and learning options available to you;
- ensuring that your work fits with your personal circumstances; and
- Continuously fine-tuning your work and learning plans to help you manage the changes in your life and the world of work.

You can revisit and make use of this process all the way through your career.

Start at the step that is most relevant for you now.

The career planning process has four steps:

Step 1: knowing yourself: Begin by thinking about where you are now, where you want to be and how you're going to get there. Once you have thought about where you are at now and where you want to be, you can work on getting to know your skills, interests and values. Begin by asking yourself the following questions:

- Where am I at now?
- Where do I want to be?
- What do I want out of a job or career?
- What do I like to do?
- What are my strengths?
- What is important to me?

At the end of this step you will have a clearer idea of your work or learning goal and your individual preferences. You can use this information about yourself as your personal 'wish list' against which you can compare all the information you gather in Step 2: finding out. Your personal preferences are very useful for helping you choose your best option at this point in time, which you can do in Step 3: making decisions.

Step 2: finding out: This step is about exploring the occupations and learning areas that interest you. Once you have some idea of your occupational preferences you can research the specific skills and qualifications required for those occupations.

- Explore occupations that interest you and ask yourself how do my skills and interests match up with these occupations?
- Where are the gaps?
- What options do I have to gain these skills or qualify for these occupations?
- What skills do I need?
- Where is the work?

At the end of this step you will have a list of preferred occupations and/or learning options.

Step 3: making decisions: This step involves comparing your options, narrowing down your choices and thinking about what suits you best at this point in time. Ask yourself:

- What are my best work/training options?
- How do they match with my skills, interests and values?
- How do they fit with the current labour market?
- How do they fit with my current situation and responsibilities?

- What are the advantages and disadvantages of each option?
- What will help and what will hinder me?
- What can I do about it?

At the end of this step you will have narrowed down your options and have more of an idea of what you need to do next to help you achieve your goals.

Step 4: taking action: Here you plan the steps you need to take to put your plan into action. Use all you have learnt about your skills, interests and values together with the information you have gathered about the world of work to create your plan. Begin by asking yourself:

- What actions/steps will help me achieve my work, training and career goals?
- Where can I get help?
- Who will support me?

At the end of this step you will have:

- a plan to help you explore your options further (eg work experience, work shadowing or more research); or
- a plan which sets out the steps to help you achieve your next learning or work goal.

Decide which step is relevant for you right now and start from there.

Definition of Career

Career is a sequence of attitudes and behaviours associated with the series of job and work related activities over a person's lifetime.

Yet in another way, it may be defined as a succession of related jobs, arranged in hierarchical order, through which a person moves in an organization. As the literal definition of career focuses on an individually perceived sequence, to be more accurate, career may be either individual-centred or organizational-centred. Therefore, career is often defined separately as external career and internal career. **External career** refers to the objective categories used by society and organizations to describe the progression of steps through a given occupation, while **internal career** refers to the set of steps or stages which make up the individual's own concept of career progression within an occupation. For such two different approaches, in organizational context, career can be identified as an integrated pace of vertical lateral movement in an occupation of an individual over his employment span.

Important Elements of Career

Analyzing definitional context, it is clear that career has following important elements-

1. It is a proper sequence of job-related activities. Such job related activities vis-a-vis experience include role experiences at diff hierarchical levels of an individual, which lead to an increasing level of responsibilities, status, power, achievements and rewards.
2. It may be individual-centered or organizational-centered, individual-centered career is an individually perceived sequence of career progression within an occupation.
3. It is better defined as an integrated pace of internal movement in an occupation of an individual over his employment span.

Overview

Career planning generally involves getting to know who you are, what you want, and how to get there. Keep in mind that career planning is a continuous process that allows you to move from one stage to another stage as your life changes. You may even find yourself going back to look at who you are again after exploring how to get there. Learning to negotiate the career planning process now is essential, considering most people will change careers several times in a lifetime. If a career plan is to be effective, it must begin with an objective. When asked about career objectives, most managers will probably answer by saying that they want to be successful. What is success? Definition of success depends on personal aspirations, values, self-image, age, background and other different factors. Success is personally defined concept. In order to plan your career, you need to have an idea of what constitutes career success.

Do you want to be president of the company?

Do you want to be the senior executive in your field of expertise?

Would you be happier as a middle manager in your area?

Whatever the choice it must be yours.

Career management is a process by which individuals can guide, direct and influence the course of their careers.

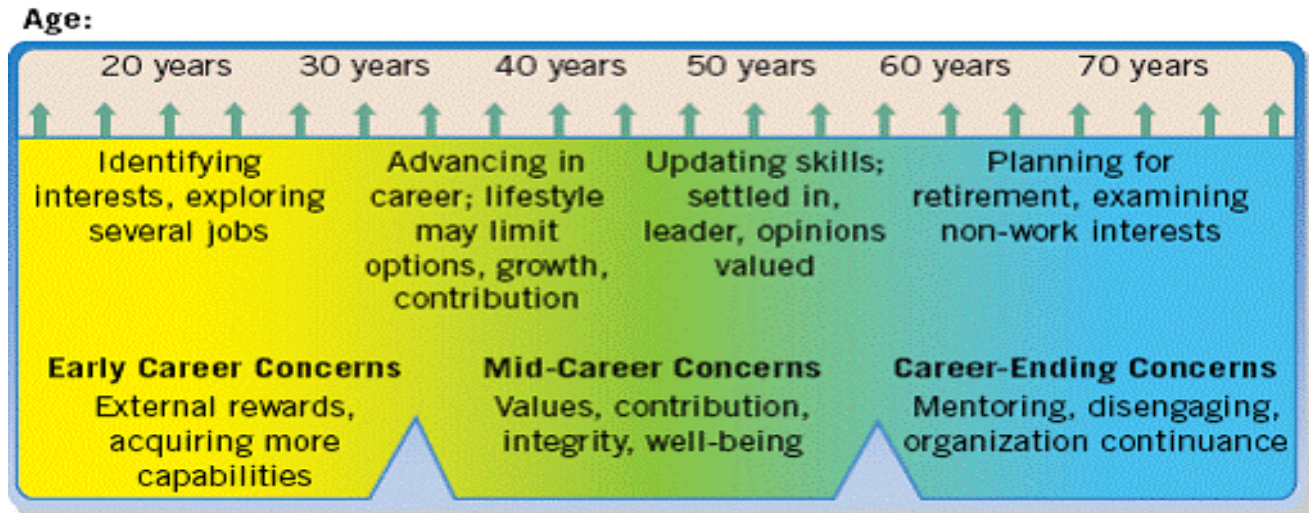


Fig. General Periods in Careers

In the course of our career we move from one stage to another setting and implementing appropriate goals at each stage. Our goals differ from getting established on job at early career stage to career reappraisal, moving away from technical areas & becoming more of a generalist. Movement from one career stage to another will require individuals to update self & to appropriate change goals. When required danger exist that individuals may too long stay in a job they don't like or miss career opportunity

A sensible early step in career planning is to diagnose. You might answer questions:

- What types of positions and career experiences do I need to achieve my goals?
- What personal traits characteristics and behaviors require change in order for me to improve my professional effectiveness?

Need for Career Planning

Every employee has a desire to grow and scale new heights in his workplace continuously. If there are enough opportunities, he can pursue his career goals and exploit his potential fully. He feels highly motivated when the organization shows him a clear path as to how he can meet his personal ambitions while trying to realize corporate goals.

Unfortunately, as pointed out by John Leach, organizations do not pay adequate attention to this aspect in actual practice for a variety of reasons. The demands of employees are not matched with organizational needs; no effort is made to show how the employees can grow within certain limits, what happens to an employee five years down the line if he does well, whether the organization is trying to offer mere jobs or long-lasting careers, etc. When recognition does not come in time for meritorious performance and a certain amount of confusion prevails in the minds of employees whether they are 'in' with a chance to grow or not, they look for greener pastures outside. Key executives leave in frustration and the organization suffers badly when turnover figures rise. Any recruitment effort made in panic to fill the vacancies is not going to be effective. So, the absence of a career plan is going to make a big difference to both the employees and the organization. Employees do not get right breaks at a right time; their morale will be low and they are always on their toes trying to find escape routes.

Organizations are not going to benefit from high employee turnover. New employees mean additional selection and training costs. Bridging the gaps through short-term replacements is not going to pay in terms of productivity. Organizations, therefore, try to put their career plans in place and educate employees about the opportunities that exist internally for talented people. Without such a progressive outlook, organizations cannot prosper.

Objectives

Career planning seeks to meet the following objectives:

- i. Attract and retain talent by offering careers, not jobs.
- ii. Use human resources effectively and achieve greater productivity.

- iii. Reduce employee turnover.
- iv. Improve employee morale and motivation.
- v. Meet the immediate and future human resource needs of the organization on a timely basis

10 Tips for Successful Career Planning:

Career planning is not an activity that should be done once — in high school or college — and then left behind as we move forward in our jobs and careers. Rather, career planning is an activity that is best done on a regular basis — especially given the data that the average worker will change careers (not jobs) multiple times over his or her lifetime. And it's never too soon or too late to start your career planning.

Career planning is not a hard activity, not something to be dreaded or put off, but rather an activity that should be liberating and fulfilling, providing goals to achieve in your current career or plans for beginning a transition to a new career. Career planning should be a rewarding and positive experience.

1. Make Career Planning an Annual Event
2. Map Your Path since Last Career Planning
3. Reflect on Your Likes and Dislikes, Needs and Wants
4. Examine Your Pastimes and Hobbies
5. Make Note of Your Past Accomplishments
6. Look beyond Your Current Job for Transferable Skills
7. Review Career and Job Trends
8. Set Career and Job Goals
9. Explore New Education/Training Opportunities
10. Research Further Career/Job Advancement Opportunities

The above material is derived from:

1. <http://www.careercentre.dtwd.wa.gov.au/CareerPlanning/Pages/CareerPlanning-4StepPlanningProcess.aspx>
 2. <https://corehr.wordpress.com/hr-planning/70-2/>
 3. <https://www.livecareer.com/quintessential/career-planning-tips>
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3. English – the language for global communication

ENGLISH LANGUAGE FOR GLOBAL COMMUNICATION by S. Krupa Sheela

The process of globalization that accelerated during the last decade of the twentieth century is generally associated with easier and increased cross-border capital flows, trade, and integration of world markets. There had been another globalizing influence quietly taking hold and spreading through the twentieth century which has been continuing to do so in the twenty-first too that is the English language. English emerged as the lingua franca of the world in the twentieth century, and promises to grow in that stature in the twenty-first. Its presence is overwhelming: in education, business, research, science and technology, entertainment, the Internet, and almost every other sphere of human engagement. According to estimates, it is spoken by some two billion people at various levels of fluency around the world, including 380 million native speakers (people in the US, UK, Canada, Ireland, and Australia), and those who learn it as a second or foreign language. Even though, in numbers, this is just about a third of the world's population, the geographical and domain spread of English is greater than that of any other language. In a sense, English is being globalized as well as acting as a globalizer (Betty Kirkpatrick : 2005).

English Appropriate for a Global Language? Some have also argued that there are other intrinsic features of the English language that set it apart, and make it an appropriate choice as a global language, and it may be worthwhile investigating some of these claims:

- The richness and depth of English's vocabulary sets it apart from other languages. The 1989 revised "*Oxford English Dictionary*" lists 615,000 words in 20 volumes, officially the world's largest dictionary. If technical and scientific words were to be included, the total would rise to well over a million. By some estimates, the English lexicon is currently increasing by over 8,500 words a year, although other estimates put this as high as 15,000 to 20,000. It is estimated that about 200,000 English words are in common use, as compared to 184,000 in German, and mere 100,000 in French. The availability of large numbers of synonyms allows shades of distinction that are just not available

to non-English speakers and, although other languages have books of synonyms, none has anything on quite the scale of "*Roget's Thesaurus*". Add to this the wealth of English idioms and phrases, and the available material with which to express meaning is truly prodigious, whether the intention is poetry, business or just everyday conversation.

- It is a very flexible language. One example of this is in respect of word order and the ability to phrase sentences as active or passive (e.g. *I kicked the ball*, or *the ball was kicked by me*). Another is in the ability to use the same word as both a noun and a verb (such as *drink, fight, silence*, etc). New words can easily be created by the addition of prefixes or suffixes (e.g. *brightness, fixation, unintelligible*, etc), or by compounding or fusing existing words together (e.g. *airport, seashore, footwear*, etc). Just how far English's much-vaunted flexibility should go (or should be allowed to go) is a hotly-debated topic, though. For example, should common but incorrect usages (e.g. *disinterested* to mean *uninterested*; *infer* to mean *imply*; *forego* to mean *forgo*; *flout* to mean *flaunt*; *fortuitous* to mean *fortunate*; etc) be accepted as part of the natural evolution of the language, or reviled as inexcusable sloppiness which should be summarily nipped in the bud?
- Its grammar is generally simpler than most languages. It dispenses completely with noun genders (hence, no dithering between *le plume* or *la plume*, or between *el mano* or *la mano*), and often dispenses with the article completely (e.g. *It is time to go to bed*). The distinction between familiar and formal addresses were abandoned centuries ago (the single English word *you* has seven distinct choices in German: *du, dich, dir, Sie, Ihnen, Ihr* and *euch*). Case forms for nouns are almost non-existent (with the exception of some personal pronouns like *I/me/mine, he/him/his*, etc), as compared to Finnish, for example, which has fifteen forms for every noun, or Russian which has 12. In German, each verb has 16 different forms (Latin has a possible 120!), while English only retains 5 at most (e.g. *ride, rides, rode, riding, ridden*) and often only requires 3 (e.g. *hit, hits, hitting*).
- Some would also claim that it is also a relatively simple language in terms of spelling and pronunciation, although this claim is perhaps more contentious. While it does not require mastery of the subtle tonal variations of Cantonese, nor the bewildering consonant clusters of Welsh or Gaelic, it does have more than its fair share of apparently random spellings, silent letters and phonetic inconsistencies (consider, for example, the pronunciation of the "ou" in *thou, though, thought, through, thorough, tough, plough* and *hiccough*, or the "ea" in *head, heard, bean, beauand beauty*). There are somewhere between 44 and 52 unique sounds used in English pronunciation (depending on the authority consulted), almost equally divided between vowel sounds and consonants, as compared to 26 in Italian, for example, or just 13 in Hawaiian. This includes some sounds which are notoriously difficult for foreigners to pronounce (such as "th", which also comes in two varieties, as in *thought* and *though*, or in *mouth* as a noun and *mouth* as a verb), and some sounds which have a huge variety of possible spellings (such as the sound "sh", which can be written as in *shoe, sugar, passion, ambitious, ocean, champagne*, etc, or the long "o" which can be spelled as in *go, show, beau, sew, doe, though, depot*, etc). In its defence, though, its consonants at least are fairly regular in pronunciation, and it is blessedly free of the accents and diacritical marks which festoon many other languages. Also, its borrowings of foreign words tend to preserve the original spelling (rather than attempting to spell them phonetically). It has been estimated that 84% of English spellings conform to general patterns or rules, while only 3% are completely unpredictable (3% of a very large vocabulary is, however, still quite a large number, and this includes such extraordinary examples as *colonel, ache, eight*, etc). Arguably, some of the inconsistencies do help to distinguish between homophones
- like *fissure* and *fisher*; *seas* and *seize*; *air* and *heir*; *aloud* and *allowed*; *weather* and *whether*; *chant* and *chance*; *flu, flue* and *flew*; *reign, rein* and *rain*; etc.
- Some argue that the cosmopolitan character of English (from its adoption of thousands of words from other languages with which it came into contact) gives it a feeling of familiarity and welcoming compared to many other languages (such as French, for example, which has tried its best to keep out other languages).
- Despite a tendency towards jargon, English is generally reasonably concise compared to many languages, as can be seen in the length of translations (a notable exception is Hebrew translations,

which are usually shorter than their English equivalents by up to a third). It is also less prone to misunderstandings due to cultural subtleties than, say, Japanese, which is almost impossible to simultaneously translate for that reason.

- The absence of coding for social differences (common in many other languages which distinguish between formal and informal verb forms and sometimes other more complex social distinctions) may make English seem more democratic and remove some of the potential stress associated with language-generated social blunders.
- The extent and quality of English literature throughout history marks it as a language of culture and class. As a result, it carries with it a certain legitimacy, substance and gravitas that few other languages can match.

On balance, though, the intrinsic appeal of English as a world language is probably overblown and specious, and largely based on chauvinism or *naïveté*. It is unlikely that linguistic factors are of great importance in a language's rise to the status of world language, and English's position today is almost entirely due to the aforementioned political and economic factors.

HOW ENGLISH BECAME THE GLOBAL LANGUAGE

People often talk about English as a global language or *lingua franca*. With more than 350 million people around the world speaking English as a first language and more than 430 million speaking it as a second language, there are English speakers in most countries around the world. Why is English so popular, though? And why has it become a global language?

People often call English the international language of business, and it's increasingly true as international trade expands every year, bringing new countries into contact. Many of the best MBA programs are taught in English, so speaking it well can put you in a position to get the best training and credentials. Most multinational companies require a certain degree of English proficiency from potential employees so in order to get a position with a top company, more and more people are learning English.

If your ambitions lie in science or medicine, you can't neglect English either. Much of the technical terminology is based on English words, and if you want to learn about the latest developments and discoveries from around the world, you'll read about them in journals and research reports published in English, no matter whether the scientists who wrote them are from China or Norway. And, of course, with good conversational English, you'll be able to network and make important contacts at conferences and seminars.

English also opens doors in the academic world. Of course, if the best program in your field is in an English-speaking country, English will give you the opportunity to study with the top scholars. Western universities are attracting more and more visiting scholars, students and professors from all around the world, and their common working language is English. As well as studying and teaching, attending international conferences and publishing in foreign journals are some of the key steps to success in academia. In order to speak at these conferences or publish in these journals, excellent English is essential.

Journalists and writers around the world are finding a good command of English to be an increasingly useful skill. Even if you're writing your articles and doing interviews in your own language, with good English you can get background material from international wire services and papers and magazines from around the world. You can interview foreign businessmen, diplomats and maybe even get sent to cover overseas stories. Good English skills mean that you are not reliant on translators and can work faster and more accurately with English information sources.

If you want a career in travel, English is absolutely essential. As the international language of aviation, pilots and cabin crew all need to speak English. Even if you're not up in the air, speaking English accurately will ensure you are able to communicate with clients and suppliers all over the world.

So, what's stopping you from learning this global language? With all the resources available on the internet and so many other English speakers around the world to practice with, there's never been a better time to start learning English. Pick up a book, learn a few words, or even start a course today and take your first steps towards becoming one of nearly 800 million English speakers in the world.

The Importance of the English Language in Today's World: Language is our primary source of communication. It's the method through which we share our ideas and thoughts with others. Some people even say that language is what separates us from animals and makes us human.

There are thousands of languages in this world. Countries have their own national languages in addition to a variety of local languages spoken and understood by their people in different regions. Some languages are spoken by millions of people, others by only a few thousand.

Why Learn English?

English was originally the language of England, but through the historical efforts of the British Empire it has become the primary or secondary language of many former British colonies such as the United States, Canada, Australia, and India. Currently, English is the primary language of not only countries actively touched by British imperialism, but also many business and cultural spheres dominated by those countries. It is the language of Hollywood and the language of international banking and business. As such, it is a useful and even necessary language to know.

English is the International Common Tongue: There are several factors that make the English language essential to communication in our current time. First of all, it is the most common foreign language. This means that two people who come from different countries (for example, a Mexican and a Swede) usually use English as a common language to communicate. That's why everyone needs to learn the language in order to get in touch on an international level. Speaking it will help you communicate with people from countries all over the world, not just English-speaking ones.

Education: English is also essential to the field of education. In many countries, children are taught and encouraged to learn English as a second language. Even in countries where it is not an official language, such as the Netherlands or Sweden, we will find many syllabi in science and engineering are written in English. Because it is the dominant language in the sciences, most of the research and studies you find in any given scientific field will be written in it as well. At the university level, students in many countries study almost all their subjects in English in order to make the material more accessible to international students.

List of Countries by English Speaking Population

Country	% English Speakers	Total English Speakers
United States	94.2	298,444,149
India	10.35	125,226,449
Pakistan	49	92,316,049
Nigeria	53	82,941,000
United Kingdom	97.74	63,962,000
Philippines	56.63	57,292,884
Germany	64	51,584,000
Bangladesh	18	29,398,158
Canada	85.63	28,360,240
Egypt	35	28,101,325
France	39	25,500,000
Italy	34	20,300,000
Ghana	66.67	18,000,000
Australia	97.03	17,357,833
Thailand	27.16	17,121,187
South Africa	31	16,424,417

Source: https://en.wikipedia.org/wiki/List_of_countries_by_English-speaking_population

The Internet and Press: On the Internet, the majority of websites are written and created in English. Even sites in other languages often give you the option to translate the site. It's the primary language of the press: more newspapers and books are written in English than in any other language, and no matter where in the world you are, you will find some of these books and newspapers available. In fact, because it is so dominant

in international communication, you will find more information regarding nearly every subject if you can speak this language.

Resources Make Learning English Easy: Although many people think that it is very difficult and confusing, English is actually the easiest language of the world to learn because there are so many resources available. As soon as you decide you want to learn, there are thousands of resources on the Internet and in bookstores. I'm not just talking about lessons and grammar books. You can supplement traditional learning materials with children's TV shows and books. I suggest watching as much TV as you can, in English with English subtitles, and you will pick up conversational English in no time.

Travel and Business: With good understanding and communication in English, you can travel around the globe. Because it is the international language for foreigners, it's easy to get assistance and help in every part of world. You can test it by online travel. Any travel booking site you can find will have English as a booking option. English skills will also help you in any business venture you choose to follow. If you visit some offices, companies, governmental organizations, or even math or engineering companies, you will see the importance of English. Any big company will hire their professional staff after getting to know whether the people they are hiring are good at English or not. Companies who want to function at an international level only consider their staff well educated if they are good English speakers, writers, and readers.

The Language of Hollywood: Everyone knows that Hollywood is in the United States, and that the biggest television and music industries in the world are based there. As I mentioned above, TV and movies are a great way to practice your English once you start learning. What's more, knowing English opens up thousands of movies, television shows, and games for your enjoyment. If you want to one day work in the entertainment industry, English is even more essential.

Those who are still unaware of the importance of English should start learning it, as a time will come when everything will be understood, spoken and written in English. In a lot of ways, that time is already here. Go ahead, watch some media, and get an idea of the language. You won't be disappointed.

The above material is derived from:

1. <http://iml.jou.ufl.edu/projects/students/Wheaton/page1.htm>
 2. https://figshare.com/articles/ENGLISH_LANGUAGE_FOR_GLOBAL_COMMUNICATION/651770
 3. http://www.thehistoryofenglish.com/issues_global.html
 4. <https://englishlive.ef.com/blog/english-became-global-language/>
 5. <https://owlcation.com/humanities/importanceofenglishlanguages>
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4. Adapting to the work culture

a) Govt./Private/Corporate culture

Culture fit in the Workplace: What It Is and Why It's Important:

What is cultural fit in the workplace? Dr. Kerry Schofield explains why company culture is important to your success and the happiness of your employees.

We all know that people differ in their personalities, attitudes, and values. For example, some people like to spend their free time doing extreme sports, while others would rather don a Sith costume and attack their friends with light sabers at a science fiction convention. However, what many don't realize is that individual differences aren't just for playtime – an understanding of our individual personality is profoundly important in maximizing our happiness and productivity at work!

We spend a third of our lives at work, and in our fast-paced world, people are moving around from job to job more frequently, seeking a company that allows them to maximize their potential, earn more money, or achieve a better work-life balance. For some, all of these factors will be equally important, while others will prioritize them differently. Whatever our priorities, work feeds into many different aspects of our lives – it influences our self-identity, self-esteem, and opportunities for personal growth. If work was just about making money, it wouldn't matter so much where we worked – but for most of us, it's about far more than that. This is where cultural fit comes into play. But what exactly *is* cultural fit?

Culture Fit in the Workplace: Organizational psychology guru Adrian Furnham offers this definition in his seminal academic textbook, “The Psychology of Behaviour at Work” (which I highly recommend... despite the fact that he graduated from Oxford’s Pembroke College, deadly rivals to my own college, Christ Church):

“A fit is where there is congruence between the norms and values of the organization and those of the person.”

So if the introvert ends up in an organization that only uses open-plan offices – or, even worse, expects all employees to attend riotous parties every weekend – this would be an example of poor fit, or *strain*. An extravert in the same environment would have a much higher level of positive cultural fit. Of course, it isn’t nearly that simple. Nobody is *just* an introvert or *just* an extravert – every human being is a complex mix of interacting personality traits, all influencing each other.

Why is Culture Fit Important?

Back in 1975, an organisational psychologist named John Morse conducted a study of the effect of congruence – fit between personality and organisation – and employees’ self-ratings of competence. He split employees into two groups: one group was placed in a job using the usual procedure of the time, which did not involve any kind of psychometric testing. The second, experimental group was placed in a job which suited their particular personality (*like our Maverick or Go-Getter*) were given more ambiguous roles, whereas those with a low tolerance for change (*like our Rock or Technician*) were placed in more routine, stable positions. The result? Those in ‘congruent’ jobs which matched their personality reported feeling more competent. In other words, positive cultural fit can improve our self-esteem and make us feel more capable of carrying out our work to the best of our ability.

Good cultural fit is associated with many more positive outcomes too. A 2005 meta-analysis by Kristof-Brown reported that employees who fit well with their organization, coworkers, and supervisor:

- Had greater job satisfaction
- Identified more with their company
- Were more likely to remain with their organization
- Were more committed
- Showed superior job performance

Studies of cultural fit across many countries have also found a relationship between cultural fit and mental and physical health – so if your job fits your personality, you’re less likely to exhibit signs of depression, anxiety and the like, and you might live longer. The average correlation between good cultural fit and these positives outcomes is about 0.43, which means that cultural fit accounts for nearly half the variance between employees in job satisfaction!

Culture Fit: Vital for the Hiring Process: Not only has the company benefited, of course. Friends and family of someone who has a good fit to their workplace get a happier, more fulfilled person who doesn’t annoy them by constantly whining about how much they hate their job (*although they still might annoy them by constantly squeezing about how much they love their job!*).

The really big beneficiary, however, is society itself. The happier, fulfilled people there are in a society, the stronger that society becomes. If organizations take an individual differences approach, assessing and taking into account the specific personalities and values of their employees, everyone benefits. Those benefits are more than worth the extra effort and initial outlay. Giving people more control over their lives, more personal freedom to be the best they can be, is crucial in building a happier, freer, more fulfilled, and more productive environment for everyone.

Adjust To a New Workplace Culture: 7 Tips to Fit In by Michelle Sammut:

1. Establish a cultural checklist: Make a list of the qualities you liked and disliked about your last workplace. This strategy will help you figure out which cultural qualities you need at the office in order to thrive (like an open-door policy with management) and those you can live without (lunchtime yoga classes). Developing your sense of self-awareness can help to inform your future career strategy. Be careful to approach everything with a positive attitude.

2. Examine your new employer's online presence: Are they active on social media? Do they have a blog? Does their website feature staff photos or personal bios? If an online culture is fun and interactive it may reflect a youthful culture offline. If their online presence is more formal, offline culture could be by the book.

3. Compare cultural checklists: It's difficult to assess workplace culture from the outside, so seize the opportunity to learn more during your interview. Targeted questions that touch on issues like work-life balance can offer you a glimpse of an employer's expectations. Potential questions include: "*What does the busiest time of year look like?*" and "*Which teams will I be interacting with?*"

4. Take a "culture walk" around the office: Look for items that tell a company story. Family photos on desks, accomplishments on office walls, memos on bulletin boards and the arrangement of furniture can all provide insight. Market-driven cultures typically have financial goals and targets displayed in plain view on whiteboards. Highly collaborative cultures might have open-concept work areas where desks are arranged into clusters.

5. Listen to conversation (but don't eavesdrop): Are people sharing stories about their weekend or are they talking about work? Adjusting to a new role always takes time. The level of personal interaction at a workplace can reflect how that team balances building community and growing the bottom line. You can also discern culture by the way work is assigned. Are projects assigned primarily through email or is your manager more likely to stop by your desk to chat about it in person?

6. Find a mentor to help you navigate office norms: Mentorship can take many forms beyond professional development. Connecting with someone on your team who has a good understanding of how the workplace culture works can help you avoid a misstep until you're more comfortable on your own. Ask questions about things you don't understand, but be careful to approach everything with a positive attitude. Instead of saying: "*It was weird when X happened, is that normal?*" Try: "*I'm curious about X. Does that happen often?*"

7. Ask around about social initiatives and activities: Establishing personal connections at your new workplace can be an intimidating challenge. Getting involved outside of the office (in a volunteer program or organized sports league) can help you build social capital. The initiatives a company is involved with can also be a great indication of their cultural values. Remember, adjusting to a new role always takes some time. Be patient with the process and be proud of yourself for moving on to the next step of your career path!

How to Adapt to a New Workplace BY JOHN KELLY:

To help yourself adapt, begin by learning as much as you can about the company for which you're going to be working. Who are the top executives, and how do the various departments and sectors work together? What's the company's history? Who are its main competitors? What trends are affecting the industry? Once on the job, the Leadership IQ survey found, it was not a lack of competence but difficulty in accepting and implementing feedback that proved the most common downfall of new employees. "The best way to show deference to a group is to listen," says psychologist Albert J. Bernstein in his book "Am I the Only Sane One Working Here?" Your coworkers "want you to show them that you value the experience and knowledge of the group," Bernstein says. Feedback is so important that if you aren't getting it, you should request it. Ask your boss: How am I doing? How could I be performing my job better? Some of what you hear might not be pleasant, so you should be able to take criticism in stride.

In addition to knowing your company, learning what's expected of you and being ready to accept feedback, here are some additional tips to help you adapt to your new job:

- Don't talk about how you did things at your old job. It's a big temptation, but a serious mistake.
- Don't bluff. If you don't know how to do something, ask.
- Acknowledge your mistakes. You're bound to make some; don't try to cover up.
- Ask questions, take notes. Most people don't mind explaining things to you, but they'll lose patience if you ask the same questions over and over.
- In office jobs, don't dress too casually. One common suggestion is to dress for the job you want to have, not the one you already have.
- Keep your boss informed. No surprises or embarrassments.

- Study the employee handbook. Pay close attention at orientation and training sessions. Every workplace has its own pace. Read on for advice about adjusting to the rhythms of a new job.

Top Tips for Adapting to a New Workplace:

OK, so you've just started working at a new company. That of course means a new work environment, a new corporate culture, a new group of colleagues, a new boss and new responsibilities—but most of all, new opportunities and challenges.

On your first day in a new job, you're inevitably feeling both excited and a little anxious. If you wish to successfully pass your evaluation period and completely blend into your new environment, you should keep in mind the following pointers:

1. Pay attention during the job introduction: A company's HR department will no doubt provide training for a new employee during their first week on the job. During this training, the HR staff will introduce a series of information concerning the company, such as the company's corporate culture and values, their organisational structure, the scope of their business activities, and their office environment. The purpose of this information is to advertise the company's good side and to make the new employee identify with the company. New employees should take advantage of this introduction in order to become rapidly familiar with the company's background, culture, regulations, work style and relevant departments. This is essential should the new employee wish to swiftly adapt to their new role, complete their new duties to the best of their ability and avoid making minor mistakes that would influence their colleagues' impression of them.

2. Keep quiet and observe: New employees are susceptible to being overly enthusiastic. It is normal that, when we enter a new work environment, we want our abilities to be recognised—however, at times this may lead us to be overly proactive and talkative. At this initial stage, any carelessness may confine you to the periphery of your work team and make it difficult for you to fit in. During your first month in a new company, it's important to be highly observant: instead of talking, just get the job done. Use chats and lunch breaks as an opportunity to assess the true behaviour and values of your work team and discover who keeps the team afloat.

3. Be careful when managing vertical relationships: I previously witnessed a candidate fail their assessment period due to an unharmonious relationship with their subordinates. As a newly arrived boss, this candidate had already squandered their subordinates' hope for a promotion. On top of that, some of the members of the team, who were unexceptional in terms of their abilities but who were nonetheless highly experienced, chose to adopt a critical and even antagonistic attitude in regard to their young new boss. During this initial phase, a new boss should foster their subordinates' strongpoints while at the same time circumventing their weaknesses. The candidate should take advantage of the fact that their new subordinates are familiar with the company's environment and business activities; however, they should avoid prematurely adjusting the team's structure.

How to adapt to a new superior is a thorny issue. I strongly recommend candidates to develop an understanding of their new boss during the interview process (that is to say, before accepting a job offer) in order to avoid the unfortunate scenario of ending up with a boss whose work habits, personality traits or values are at odds with their own. During your first few weeks within a new company, I would suggest that you regularly interact with your boss in informal surroundings as a means of understanding their behaviour, their short and long-term expectations—and even their hobbies. Throughout these interactions, you should avoid being excessively self-assertive while at the same time making sure that your boss recognises and appreciates your value.

The above material is derived from:

1. <https://good.co/blog/cultural-fit-in-the-workplace-what-it-is-and-why-its-important/>
 2. <http://talentegg.ca/incubator/2014/06/03/a-new-workplace-culture-is-sink-or-swim-7-tips-to-fit-in/>
 3. <http://money.howstuffworks.com/business/starting-a-job/how-to-adapt-to-new-workplace.htm>
 4. <http://www.morganmckinley.com.cn/en/article/top-tips-adapting-new-workplace>
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b) Opportunities in Govt./Private/Corporate sectors

Sectors such as construction and real estate, beauty and wellness, organised retail, transport and logistics hold the maximum job potential in India in the near future, according to a report. The ASSOCHAM-Thought Arbitrage Research Institute Paper noted that the country's information technology and IT-enabled services sector may add at best one million jobs in the next five years.

"The IT and ITeS, which is under pressure at present, in any case, was to expand at a lesser pace in job creation. On the employment base of 3.3 million in 2013, the much-touted sector had an incremental human resource requirement of 2.2 million by 2022, of which about one million have been added in the last 3-4 years," the report pointed out. It observed that the IT and ITeS is going through fresh challenges of technology up-gradation, automation, visa restrictions in the US and increasing skill gaps.

"Thus, as a country which requires at least 15-20 million jobs a year, we need to look quite broader and at those areas which expand not only in the export market but also within the country," ASSOCHAM Secretary General D S Rawat said. Mapping the job potential, the paper found that on the employment base of 45.4 million in 2013, the building, construction and real estate (including infrastructure) would require 31.1 million incremental human resources.

"The sector has been the worst-hit because of multiple factors including high level debts and non-performing assets, delays in delivery of housing projects, and environmental and regulatory hurdles. We need to get these issues out of the way in a manner that it becomes a robust engine of job creation and economic growth," Rawat said.

Likewise, organized retail can create incremental level of at least 10-12 million new jobs in the next five years. Textiles and clothing can also be a potential area of job creation, the paper said, underscoring the need for skill up-gradation in all those sectors of the economy which are largely focused on domestic demand. While looking for job, your eyes are set on the career options promising lucrative and well-paying remunerations, along with growth. Einstein as well in this context has quoted, "Try not to become a man of success but rather to become a man of value". Lucrative jobs with great money offers combined with job satisfaction and liberal perks, are every one's desire. The future with these fat salaried jobs thus seems to be very high and secure, with lots of growth opportunity.

Here is a list of top 12 careers options in India in 2012, with hot salary offers:

1. High Management Cadre: The apex management with decision taking responsibilities command phenomenal remunerations. The entry level in corporate though demands lots of struggle and hard work for sustenance. But once you are at the higher management level your salaries are what you wish. If you are holding a management degree from a renowned institute, even the sky cannot be your limit. With the present trend of hiring young CEOs and managements on board, doors to endless & wide opportunities has opened up.

2. Medical Professionals: Both regular as well as emergency medical services are always in demand, driving in huge amount of respectable money. Doctors having private practice and are well recognized and renowned (specially specialized ones like Surgeons, etc.) command high consultation fees. And to talk about the non-tangible asset in terms of dignity and respect their profession earns them, is unmatched. The other professionals like dentists, dietitians, etc.; with good practice are as well quite much in the race. Similarly the medical service institutions like Apollo, Dr. Lal Path Lab's, etc. drive lots of money and job opportunities.

3. IT Professionals: IT industry and their solutions are always in high demand round the globe and it thus fetches exorbitant salaries to its employees. The industry though has seen a downturn in the past years, but the computer and software dependency of the industries had brought it up. The salaries paid are touching the sky by the day and people thus in this sector in any department get a pay far more than in other sector and jobs here are recession proof.

4. Chartered Accountants (CAs) & Corporate Financial Advisors (CFAs): Updating and maintenance of books of accounts is a prerequisite for every company, for which they are willing to pay what the professionals demand. Companies are dependant on CAs and CFAs to keep their books handy for the audit time; and for annual financial planning as well. Thus a wizard at accounts and numbers has phenomenal job options at his hand, or you can do private practice as well demanding fees as per your expertise.

5. Aviation Careers: The commercial airline sector has witnessed good growth and expansion in the recent years. Many private companies have collaborated; many have started new services and/or more flights as per possibilities. The inevitability of the sector so has a constant demand for qualified pilots, ground staff, stewards, air hostesses, etc.

6. Software Programmers: These professionals on account of the urgency and technicality of their work, command high salaries and are willingly paid so. A software programmer offering SAP services can easily fetch up to 12 lakhs per annum. Computer professionals can join a company or set up a coaching institute. Or they can in collaboration simply set up a small firm offering relevant solutions like SAP/ERP, etc., charging good fees.

7. Legal Professionals: A well-established lawyer as well advocates on account of the nature and significance of their service and track records, command the fees of their desire. While the ones who move ahead in the hierarchy and enter the Govt. appointments are further in the top bracket. Income of public prosecutors and judges are quite rich including the additional benefits that they get.

8. Education: Education is a basic amenity for all and so its demand is evergreen and payments top notch. Demand for learned teachers and coach right from schools to colleges to management and technical institutes add to the possibilities and earning capacity of the talented professionals.

9. Sportsmen: The sports field is yet another sector that offers lots of money shower along with glamour flavor. The wide spread scope of this industry offers lots of opportunities to people to work in here. The major plus point here is that there is higher demand outweighing the supply. Moreover once you get the spotlight with good performance, the endorsements and recognition get you big boons. Moreover events like IPL has opened up many more doors here like sports jockey, Sports/team management, etc.

10. Oil & Natural Gas Sector: Oil and Natural Gas is another sector that makes huge profits and thus pays exorbitant salaries to its employees. Moreover the monopoly of the Government of India over the profits generated in offshore drilling, adds to the big bucks involved here. Some of the best known professions in this sector include: geologists, marine engineers etc.

11. Entertainment Industry: Media, events and entertainment are big players of investment and return, offering glamour and big monetary chunks to employees in these industries. The professionals like actors & models, apart from their regular roles with fixed charges, get additional high endorsement worth. While event/portfolio managers, news readers, producers and such various profiles once they have set themselves in the industry, people run after them with all the offers that they would desire.

12. BPOs and KPOs: Customer service is a basic necessity for every company irrespective of the industry and size; and for that they are ready to pay good money. Moreover with the global recession waning, the call center job market is booming once again. Good talents are thus once again in high demand there. The other perks offered in here are as well a very good consideration.

Employment sector information

We have gathered together all our expertise and information on a wide range of employment sectors. If you can't find what you're looking for then please see our General Job sources where we have compiled a list of information that covers various sectors.

- Academic and research, Advertising, PR and marketing, Animal Care, Charities and the voluntary sector, Childhood and youth work, Earth resources, Engineering, manufacturing and processing, Environmental Work, Financial services, Government and public service, Health care, Information, patent and library work, Information technology, Languages, Law, Marine Biology, Media and journalism, Museums, archives and archaeology, Property and housing, Publishing, Retail and buying, Science and mathematics, Self-employment, Social and pastoral care, Sport, leisure and event management, Teaching (including TEFL), Theatre and Performing Arts, Transport and logistics, Travel and tourism, Vacation work and work experience.

Top Job Websites in India:

Naukri, Jobrapido, freelancer, Indeed, Shine.com, FreeJobAlert.com, Timesjobs.com, Monsterindia, Jobsdb, Splashfind, click.in, Freshersworld.com, सरकारी नौकरी, E Govt Jobs.in, recruitmentresult.com, Careesma.in, Techgig.com, iimjob.com, indgovtjobs.in, CareerRide.com, FreshersLive, Vivastreet, SarkariExam.com, JobRiya.com, Trovit India, AMCAT, Sarkari Naukri Sarch.in, CareerBuilder,

babajob.com, recruitment-career.in, Sarkarinaukriblog.com, sarkari Naukri Career, eLitmus.com, recruitmentnews.in, Food Corporation of India Job, Portal, WISDOMjobs.com, Gigajob, jobnation.in, SimplyHired, Sarkari Naukri, HeadHonchos, CareerAge, ChetanaS, Firstnaukri.com, YuvaJobs, RRB Secunderabad, Jobsindia.com, ItsMyAscent.com, TipTopJob.com, Clickjobs.com, Careerjet, Present Jobs, iitjobs, FreshersCafe.com, Freshers Home, After Btech, Niyukti.in, Vfresher.com, JobsVision, indevjobs, Best Jobs, jobsforgood.com, AboutJobs.In, Jobsindia1, etc.

The above material is derived from:

1. http://www.business-standard.com/article/current-affairs/these-sectors-will-be-the-biggest-job-creators-for-india-in-the-near-future-117060400292_1.html
 2. <http://career.careesma.in/top-12-career-options-with-hot-salaries/>
 3. <http://www.exeter.ac.uk/careers/research/sector/>
 4. http://splashfind.com/in/Top_100_Job_Sites_India.html
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c) Manners and Etiquettes to be adopted in Govt./Private/Corporate sectors

What is Etiquette?

Etiquette in simpler words is defined as good behaviour which distinguishes human beings from animals. Human Being is a social animal and it is really important for him to behave in an appropriate way. Etiquette refers to behaving in a socially responsible way. **Etiquette refers to guidelines which control the way a responsible individual should behave in the society.**

Need for Etiquette

- Etiquette makes you a cultured individual who leaves his mark wherever he goes.
- Etiquette teaches you the way to talk, walk and most importantly behave in the society.
- Etiquette is essential for an everlasting first impression. The way you interact with your superiors, parents, fellow workers, friends speak a lot about your personality and up- bringing.
- Etiquette enables the individuals to earn respect and appreciation in the society. No one would feel like talking to a person who does not know how to speak or behave in the society. Etiquette inculcates a feeling of trust and loyalty in the individuals. One becomes more responsible and mature. Etiquette helps individuals to value relationships.

Types of Etiquettes:

1. **Social Etiquette-** Social etiquette is important for an individual as it teaches him how to behave in the society.
2. **Bathroom Etiquette-** Bathroom etiquette refers to the set of rules which an individual needs to follow while using public restrooms or office toilets. Make sure you leave the restroom clean and tidy for the other person.
3. **Corporate Etiquette-** Corporate Etiquette refers to how an individual should behave while he is at work. Each one needs to maintain the decorum of the organization. Don't loiter around unnecessary or peep into other's cubicles.
4. **Wedding Etiquette-** Wedding is a special event in every one's life. Individuals should ensure they behave sensibly at weddings. Never be late to weddings or drink uncontrollably.
5. **Meeting Etiquette-** Meeting Etiquette refers to styles one needs to adopt when he is attending any meeting, seminar, presentation and so on. Listen to what the other person has to say. Never enter meeting room without a notepad and pen. It is important to jot down important points for future reference.
6. **Telephone Etiquette-** It is essential to learn how one should interact with the other person over the phone. Telephone etiquette refers to the way an individual should speak on the phone. Never put the other person on long holds. Make sure you greet the other person. Take care of your pitch and tone.
7. **Eating Etiquette-** Individuals must follow certain decorum while eating in public. Don't make noise while eating. One should not leave the table unless and until everyone has finished eating.
8. **Business Etiquette-** Business Etiquette includes ways to conduct a certain business. Don't ever cheat customers. It is simply unethical.

To conclude, etiquette transforms a man into a gentleman.

Everything You Need To Know About Office Etiquette by Andrea Riddell

Working five days a week, eight hours a day often means that we end up spending more time in the office with our work colleagues than at home. In order to peacefully work, live and play with our office family we need to follow the unspoken rules of workplace etiquette. Etiquette guidelines are important to show your manners and respect for others to ensure a harmonious workplace. While the accepted behaviour is different at different workplaces, there are some common practices which can be applied to most.

1. Dressing the part: Unless you work in Hungary where shorts are considered acceptable office attire, you should err on the side of formal for your first day of work. While Google's dress code is simply 'must wear clothes', most other companies will require you to put in a bit more effort. Dress codes will vary with the industry and business you are in and it's best to scope out your colleagues' attire before you pull out your sequined one-piece.

2. Cleanliness is next to godliness: There is more to portraying an appropriate image than just choosing the right clothes. Cleanliness is also a very important factor and taking your personal hygiene seriously is good etiquette. No one will remember what you wear if you accompany it with your own pungent, personal fragrance. The state of your clothes will also reveal your attitude towards hygiene as well as your work. Nothing says 'I deserve a promotion' like a crumpled shirt with tomato sauce stains down the front.

3. Cover up odours: It's important to eliminate any potentially offensive odours you may be responsible for. As covered in point number two, deodorant and showering are not optional in the workplace. Keep your feet in your shoes and breathe mints in your pocket. Also refrain from trying to mask strong smells with equally strong perfume or cologne, unless you want to leave a path of nausea and gagging in your wake. Avoid any overly strong-smelling foods that may have a way of travelling around the office. In a professional environment it is also frowned upon to emit bodily gases of any kind. If nature comes a-calling, it is best to step outside and deal with the issue in privacy.

4. Acting the part: Take heed of the wise words belted out by Aretha Franklin and respect your co-workers. The saying, 'treat others how you want to be treated' is never truer than in the workplace. Make sure you listen to others and value their opinion and, if they also follow office etiquette, they shall do the same for you. Teamwork requires you to be diplomatic and while this can be difficult especially when dealing with troublesome colleagues, it will help to ensure all hell does not break loose when you reach a disagreement.

5. Mind your Ps and Qs: Being on your best behaviour means that you cannot treat the office like your bedroom and your colleagues like your siblings. Opening the door for your colleagues, asking them how they are and using 'please', 'thank you' and 'sorry' are small acts that can make a huge difference in your office relationships. And if you happen to enjoy a bit of colourful language when you're with friends, it's best to leave it at the office door and keep your workplace lingo cuss-free.

6. In sickness and in health: With air-conditioning systems, shared kitchens and windows that don't open, the office can be a breeding ground for all sorts of bugs and bacteria. If you are sick and decide to come to work, take steps to avoid creating an epidemic in the office, infecting all your colleagues and bringing productivity to a grinding halt. Take the necessary precautions to avoid spreading your germs by covering your mouth when you sneeze and cough, and washing your hands on a regular basis. Dispose of your used tissues quickly and thoughtfully. Your colleagues will not look too kindly upon your sickly state if they find dirty tissues sandwiched between important files.

7. Loud noises: Loud people, loud music and loud ringtones can make working in an office unbearable. The more distracting you are, the more you are going to get on people's nerves. Unnecessary interruptions can severely disturb one's train of thought. Be careful that your voice is not an assault on your colleagues' eardrums, especially in an open plan office. Turning your phone off or on silent when you enter the building will ensure that no one has to share your love for Justin Bieber whenever you receive a phone call.

8. Synchronise your clocks: It is poor etiquette to turn up late to anything, and in the office this can be a strong reflection on your work ethic. Turning up late to meetings can leave you frazzled and unprepared and the other party unimpressed. Synchronise your watch with the main clock in your office to ensure that you're not turning up to work five minutes later than you think you are. And if unforeseeable circumstances mean you do happen to arrive late to work, show your good manners and stay back late to make it up.

9. Be a team player: Working in a team environment means that it is important not to forget your team. Never make a tea or coffee or undergo a beverages run without consulting the rest of your colleagues. Otherwise be prepared for a sea of beady looks eyeing you off while you obliviously sip your mocha Frappuccino.

If your office usually collects money for birthdays or even just for the weekly milk, remember that 'chipping in' is not voluntary. If you don't contribute to team presents, don't expect one on your birthday, but do expect to be labelled a scrooge for the rest of your working life.

10. Etiquette is for everyone: Remember that these rules do not only apply to the people you work with, but also anyone else who occupies your office space. Cleaners and deliverymen, as well as other businesses, deserve the same respect you bestow upon your colleagues and it would be poor etiquette to neglect them. Good etiquette is just all-round good form and should be adopted in all scenarios, inside the office and outside, to ensure that practice makes perfect.

Corporate or business Etiquette by Prof. M.S. Rao:

"Your manners are always under examination, and by committees little suspected, awarding or denying you very high prizes when you least think of it", Ralph Waldo Emerson.

When a person gets into employment for the first time he gets confused with the corporate culture and finds it very difficult to learn the corporate etiquette which is otherwise also known as business etiquette. There will be vast cultural gaps from the background from where the individual has come and that of the organization he enters. He finds it very difficult to get along with new cultures, customs, norms and rules. There would certainly be a gap. It takes certain time to get adjusted and adapted to the corporate culture and learn the etiquette.

Etiquettes are of different types. It is desirable to focus on a few basic etiquettes which collectively constitute the corporate etiquette. They are Hand shake, Interview etiquette, Mobile etiquette, Telephone etiquette, Office etiquette, Dress code, Giving business card, Dining etiquette, Handling people, International business etiquette, Email etiquette, etc.

HANDSHAKE: When two men meet each other they shake their hands as a symbol and sign of meeting. There is a right manner in handshake. There has to be firm handshake that represents the confidence level of the persons. If a person presses down the palm of the other person and shakes his hand it indicates that the person is dominant in nature. On the other hand, if the person allows his own palm pressed downwards and lets the other person's palm upwards it indicates the submissive style of the person. In the third scenario if both the persons keep their palms perpendicular to the ground and if both persons plays neutral neither being in the dominant level nor in the submissive level then it is the right method of handshake and it indicates win-win or assertive handshake. A person's nature can be easily judged by the way he shakes his hand with others. It becomes the core part of any corporate culture.

INTERVIEW ETIQUETTE: When going for an interview, the door is to be knocked, and after seeking the permission the person should enter the interview room. The person should greet the interview panel member like 'Good morning Sir/Sirs' depending upon the time of interview and wait for the permission to be seated. If there is a woman Interviewing Officer(IO) it is etiquette to greet her first followed by male members as it is part of the Indian culture to respect women.

After getting the permission to sit, the person should sit with straight posture at the back with his back touching the chair and without dragging the chair or dragging the feet. No attempts should be made either to lean forward or to lean too much backward or to sit in totally at an ease position. The person should sit straight and be alert by keeping both the legs together with both feet touching on the ground.

When the question is posed, the person should fully wait till the completion of the sentence by the IO and then reply. No attempts should be made to interrupt or interfere with the conversation of IO. After listening carefully the person should analyze, process with in his mind and then should reply appropriately with clear cut thoughts. In case if there are any differences of opinion, the same should be handled with tact and diplomacy. In case if there is a need to clarify anything, the same can be asked with a request to speak the same. After the completion of the interview, thank them and exit the room smartly without any unnecessary noise.

MOBILE ETIQUETTE: Now days, mobiles have become both a boon and bane. Whenever there is an engagement or any hectic or important activities are going on, the mobile should be kept in a silent mode. It

is not proper to talk over the phone when important discussion or meeting is in progress. After the completion of the meeting the calls can be attended as unattended calls are reflected in the handset. These days, marketing calls do come frequently and it disturbs the mood and also the precious time. These are known as unsolicited calls. The best thing is to cut short such calls by saying, 'I will get back to you' or 'Can I call you back?'

TELEPHONE ETIQUETTE: It is more or less like mobile etiquette only. The caller has to identify himself first, and then should confirm whether he is looking for the concerned person and then should start conversation. Even if you are interrupted, exercise patience to the caller and respond. Radiate energy and if it is not possible, at least exercise warmth so that the caller feels comfortable and convenient to communicate. Do not keep the caller on hold without asking 'Say like, may I put you on a hold for a moment?' and then put the caller on hold till you connect the right person or to give the correct information. Personalize the conversation to make it polite and presentable. If the concerned person is not there and if the caller provides the information to pass on, then note down on a paper or a note pad, sign and make it accessible and reachable to the concerned person. Small things make major differences in telephone etiquette. Ensure that your voice mail system is working properly and is not full of messages to prevent incoming calls.

OFFICE ETIQUETTE: When you visit to somebody's office, do not roam around as though it is your own office. When you are a stranger to a place maintain and behave like a visitor or as a guest not like a host. Do not disturb the receptionist with too many queries. When you are asked to work in your cubicle stick to that only and do not encroach into others' cubicles. You can call person by name at the corporate world but politely. There is no need to call 'Sir' or 'Madam' frequently. The body language must be positive and assertive it should neither be aggressive nor submissive. While addressing a woman if it is not clear whether she is married or unmarried, you can use Ms as that can convey politely for both married and unmarried woman. Personal space from person to person needs to be maintained properly. It is known as proxemics. You should not behave with unknown people by being too close by maintaining intimate distance as it creates discomfort for others.

DRESS CODE: For men the shirt should be in light color with a tie. There should not be any cabbage socks. The socks need to be changed regularly. Avoid wearing white socks. The body can be applied with light perfume. It is essential to wear tie for formal meetings. A few companies have separate and specific dress code to its employees on specific days. There is a traditional formula for male attire. BBTSS is the acronym for Boot and Belt which must be of the same color, Tie and Trousers should preferably match with each other and Shirt and Socks should match with each other. There is no hard and fast rule to accept this formula but it all depends on the situation and occasion. Ultimately the dress code should be pleasing, neat and clean and presentable.

Dress code for women is a very complicated one. It differs from region to region and from country to country based on their cultural background as well as their tastes and temperaments. They should not dress like a Christmas tree. There should not be any hanky panky costumes. Don't decorate with excessive jewellery or ornaments. The dress should match as per the corporate culture and values of the organization. The clothes must be positive and presentable and not of tight fittings, no obscene clothes or revealing clothes etc.

BUSINESS CARD: When business card is given, it must be taken with the right hand in India. It must be read with details like name, designation and other details and then it should be kept in a visiting card holder. Always give fresh cards and do not give the cards that look dirty or old or faded cards.

DINING ETIQUETTE:

- Wait for your host to ask you to sit or else sit after the host sits.
- Keep solids of the food on the left and the liquids on the right side.
- Keep the napkin folded towards you on your lap.
- If you have any food allergies tell the same in advance or to the server and if it is already served leave it on the plate.
- Don't fill your plate with entire food at one go. Fill little by little as you consume.
- If you have any doubts regarding the starting of eating food or about the chronological order of eating food, observe your host closely and follow.

- At the time of eating, keep the knife across the top of your plate when you are eating, blade facing towards you.
- It is formal to leave some food on the plate at the end.
- If you are a slow eater and the host has completed eating food, you leave the food and catch up with the host.
- If the food is not good and if the host enquires how is the food, say politely, "Fine, thank you".
- Once the meal is finished your silverware should be parallel to each other in the ten and four O clock position with handles at 4.00 and tops of the utensils at 10.00. The knife blade points towards you.
- The amount is usually paid by the host.
- Thank the host for your meal at the end.

HANDLING PEOPLE:

- Every business person should learn basic etiquette to deal with people. Of course, there are number of written and unwritten rules and guidelines and when in doubt stick to the basic and follow.
- Build good relations with peers and subordinates.
- Never differentiate people based on designations and rank.
- Memorize the names of the people. If not, then correlate the name of the person with that of your previous acquaintances with in your mind for effective retention. Make a good practice of collecting the names of the people with their phone numbers, date of birth, family details. This will help you to build strong relations with them.
- Learn to appreciate people sincerely. If it is essential to criticize, do not attack the person rather attack his behavior as it takes the matter away from person-centric to problem-centric or behavior-centric.
- Never surprise your boss. Always keep him informed about the work related activities and try to be in the good books of your boss.

INTERNATIONAL BUSINESS ETIQUETTE: With the rapid growing technology the globe has become smaller. As a result, there are plenty of opportunities since the communication has become easier. Employers began thinking broadly and are trying to set up their ventures at the global level. Along with that the employees have opportunities to work with the people across the globe. It is necessary to know the basics of international etiquette such as the multicultural issues, different time zones, different workings hours, holiday patterns, table manner etc., Mr. Laxmi Niwas Mittal the global steel czar has clearly mentioned about the significance and importance of multicultural issues so as to succeed in the international business.

EMAIL ETIQUETTE: Paper correspondence is gradually losing its relevance. In every business there is growing significance attached to Email and it is necessary to dwell at length about email etiquette in this context. The subject matter should be simple, specific, short and identify yourself. It should not be like compound sentences. The receiver should be in a position to identify its source and the objective behind it. In the 'To' address column put the main addressee and if the same is to be informed to other addresses you can add those emails in the 'CC' column. It is usually considered unethical to use the BCC column. If the mail is not to be known to the other addressees and in extreme cases you can use 'BCC'. Personalize the mail to create bonding with the reader. Dear Sir/Madam, followed by the name of the person with designation as it impresses the reader for the significance you have accorded to the designation and also for having made it personal. Follow proper alignment and the margin on the left side. Write the contents in simple, straight and short manner. The contents must be concise, crisp and clear. Put across all the points. At the end, you may conclude with 'Regards', or 'Best regards', or 'With regards', or 'Best wishes' followed by your signature. Before sending check for grammar, syntax, sentence format, punctuation. Read and reread the email before hitting the 'send' button as it becomes an evidence for future records.

While replying to official mails do not check 'Reply all' button as the confidential information, if any, will be known to all. Never type the contents in capital letters as that indicates that you are shouting at others. And also avoid using lower case. As far as possible the business letter should not last more than a page as it is an official document. Do not visit pornographic sites as every company has an internal scanning system to check the same. And ultimately you will be in deep hot water. Try to use soft, polite and neutral words and avoid using un-parliamentary language.

Etiquette and business etiquette is essential to survive and succeed both at the personal and professional level. It has paramount significance and importance at the corporate world either to make or break the business deals. Therefore, it is mandatory to stick to the basics of all etiquettes to become a successful professional. To conclude, the business etiquette is essential from peon to principal and from employee to employer. (Source: <http://www.articlesbase.com>)

The above material is derived from:

<http://www.smetimes.in/smetimes/in-depth/2010/Aug/09/corporate-or-business-etiquette12344321.html>

<https://www.careerfaqs.com.au/news/news-and-views/the-employees-guide-to-office-etiquette>

<http://managementstudyguide.com/what-is-etiquette.htm>

5. Vocabulary building

What Is It? One of the most important responsibilities of every teacher is to help students develop a strong working vocabulary. Vocabulary falls into four categories:

1. **Listening:** the words we understand when we hear them
2. **Speaking:** the words we use when talking
3. **Reading:** the words we understand when we read
4. **Writing:** the words we use when writing

To develop students' vocabulary, teachers must encourage a curiosity about the meaning and use of unfamiliar words and promote the use of strategies that will help students find the meaning of unfamiliar words.

Why Is It Important? The size of a person's working vocabulary is both a measure of educational attainment and a key to academic and career success. Vocabulary development, for example, is crucial to success in reading. Research shows that the proportion of "difficult" words in a text is the single most important predictor of the difficulty of the text, while the size of a person's vocabulary is the best predictor of how well that person can understand the text (Anderson and Freebody 1981).

Unfortunately, research also shows marked differences in vocabulary development in students from high- and low-income families, with a widening gap during the first three years in the lives of children – much of which can be attributed to the level of verbal interactions that children have with their parents. For example, researchers have found a difference of almost 300 spoken words per hour between parents who hold professional positions and parents on welfare. As a result, by the age of three, children in "professional" families actually had a larger vocabulary than the parents with low-incomes (Hart and Risley 1995). Research also shows that children who enter school with a vocabulary deficit tend to continue to fall behind through the course of their schooling. If education is truly to be the "great leveler" and provide all children access to the same opportunities, teachers must somehow find ways to reverse this trend and help all children develop a rich working vocabulary.

How Can You Make It Happen? Strategies for fostering vocabulary development fall into two broad categories: teaching strategies for vocabulary *directly* and learning new words *indirectly*. Generally, school-age children learn about 3,000 new words a year, but only about 10 percent of these words come from direct vocabulary instruction. The rest come from their everyday experiences with oral communication, listening to text read aloud, and reading a wide variety of texts independently. Researchers conclude that teachers can have the biggest impact on vocabulary by increasing the amount of incidental word learning (Nagy and Herman 1987).

Effective Ways to Build Your Vocabulary: Building vocabulary is a powerful way to enhance your life and career.

Learning how to build a better vocabulary can be a pleasurable and profitable investment of both your time and effort. At least fifteen minutes a day of concentrated study on a regular basis can bring about a rapid improvement in your vocabulary skills, which in turn can increase your ability to communicate by writing, conversing, or making speeches. Acquiring a large vocabulary can benefit you in school, at work, and socially. It will enable you to understand others' ideas better and to have the satisfaction of getting your thoughts and ideas across more effectively.

Of course, you already know thousands of words, and you will continue to learn more whether you work at it or not. The fact is that many of the words you know were probably learned simply by coming across them often enough in your reading, in conversation, and even while watching television. But increasing the pace of your learning requires a consistent, dedicated approach. If you learned only one new word a day for the next three years, you would have over a thousand new words in your vocabulary. However, if you decided right now to learn ten new words a day, in one year you would have added over three thousand to what you already know, and probably have established a lifetime habit of learning and self-improvement.

Four basic steps to a better vocabulary: While there are not any magic shortcuts to learning words, the larger your vocabulary becomes, the easier it will be to connect a new word with words you already know, and thus remember its meaning. So your learning speed, or pace, should increase as your vocabulary grows. There are four basic steps to building your vocabulary:

1. Be Aware of Words: Many people are surprised when they are told they have small vocabularies. “But I read all the time!” they protest. This shows that reading alone may not be enough to make you learn new words. When we read a novel, for instance, there is usually a strong urge to get on with the story and skip over unfamiliar or perhaps vaguely known words. But while it is obvious when a word is totally unknown to you, you have to be especially aware of words that seem familiar to you but whose precise meanings you may not really know. Instead of avoiding these words, you will need to take a closer look at them. First, try to guess at a word's meaning from its context—that is, the sense of the passage in which it appears; second, if you have a dictionary on hand, look up the word's meaning immediately. This may slow down your reading somewhat, but your improved understanding of each new word will eventually speed your learning of other words, making reading easier. Make a daily practice of noting words of interest to you for further study whenever you are reading, listening to the radio, talking to friends, or watching television.

2. Read: When you have become more aware of words, reading is the next important step to increasing your knowledge of words, because that is how you will find most of the words you should be learning. It is also the best way to check on words you have already learned. When you come across a word you have recently studied, and you understand it, that proves you have learned its meaning. What should you read? Whatever interests you—whatever makes you want to read. If you like sports, read the sports page of the newspapers; read magazines like *Sports Illustrated*; read books about your favorite athletes. If you are interested in interior decorating, read a magazine like *House Beautiful*—read it, don't just look at the photographs. Often people with very low vocabularies don't enjoy reading at all. It's more of a chore for them than a pleasure because they don't understand many of the words. If this is the way you feel about reading, try reading easier things. Newspapers are usually easier than magazines; a magazine like *Reader's Digest* is easier to read than *The Atlantic Monthly*. There is no point in trying to read something you simply are not able to understand or are not interested in. The important idea is to find things to read you can enjoy, and to read as often and as much as possible with the idea of learning new words always in mind.

3. Use a Dictionary: Most people know how to use a dictionary to look up a word's meaning. Here are some pointers on how to do this as a part of a vocabulary-building program:

- **Have your own dictionary:** Keep it where you usually do your reading at home. You are more likely to use it if you do not have to get it from another room. At work, there may be a good dictionary available for your use. At home, most people do not have a big, unabridged dictionary; however, one of the smaller collegiate dictionaries would be fine to start with.
- **Circle the words you look up:** After you have done this for a while, your eye will naturally move to the words you have circled whenever you flip through the dictionary. This will give you a quick form of review.
- **Read the entire entry for the word you look up:** Remember, words can have more than one meaning, and the meaning you need for the word you are looking up may not be the first one given in your dictionary. Even if it is, the other meanings of the word will help you understand the different ways the word is used. Also, the word's history, usually given near the beginning of the entry, can often give a fascinating picture of the way the word has developed its current meaning. This will add to the pleasure of learning the word as well as help you remember it.

4. Study and Review Regularly: Once you have begun looking up words and you know which ones to study, vocabulary building is simply a matter of reviewing the words regularly until you fix them in your memory. This is best done by setting aside a specific amount of time each day for vocabulary study. During that time you can look up new words you have noted during the day and review old words you are in the process of learning. Set a goal for the number of words you would like to learn and by what date, and arrange your schedule accordingly. Fifteen minutes a day will bring better results than half an hour once a week or so. However, if half an hour a week is all the time you have to spare, start with that. You may find more time later on, and you will be moving in the right direction. In order to review words effectively, all the information on a word should be kept in one place—in a notebook, for example, or on an index card. Index cards are convenient because the words can be placed in alphabetical order, which makes them easy to find when reviewing; and the cards can be carried around with you, so you can study them anywhere. You should try to be systematic about studying, so that you are sure to review each word at least once every couple of weeks. Do not throw cards away, though; you can get a great feeling of accomplishment by looking at the growing stack of words you have learned and by occasionally glancing at an old card and thinking, “Once I actually didn't know the meaning of this word!”

Other vocabulary building materials: The steps we have just discussed do not involve the use of vocabulary-building aids such as books, tapes, or CDs; all that is required is a dictionary. But what about such materials? Are they worth using? We say yes.

The first advantage of vocabulary-building books is that they present you with words generally considered important to know, thus saving you time. Another advantage of many of these books is that they will use the words in several sentences, so that you can see the words in different contexts. A third advantage is that they usually have exercises that test what you have learned, which gives you a clear sense of progress.

The major disadvantage of many of these books is that the words in them may sometimes be too difficult for the person who does not have a large vocabulary. Such a person would have a hard time learning these words and could quickly become discouraged. We suggest, therefore, that you scan the materials you are interested in before buying. If most of the words are totally unfamiliar to you, you will probably not get very much out of it. If, however, you recognize many of the words but do not quite know them, then the material is probably at the right level for you.

Many books approach vocabulary building by teaching you word parts—prefixes, suffixes and roots—and showing you how these parts can go together to form many different words. You might find this approach useful, because it will make you sensitive to how words are formed, and this can often be a help in figuring out a word's meaning from its context.

The important thing to keep in mind is that these materials are not a complete substitute for the process we have been talking about. One book will not give you all the words you need to know. Besides, you are establishing a lifetime interest in building your vocabulary, and just selecting one way to approach it may not be enough. However, the use of vocabulary-study materials as a supplement to the “Four Basic Steps” will reinforce your learning and speed your progress immediately.

Motivation: Perhaps the most important factor in a successful vocabulary-building program is motivation. It will be very difficult for you to study words month after month without a strong feeling that it is worth doing, that a larger vocabulary will help you in school and on the job, and that it can well lead to a more exciting and fulfilling life. We certainly feel that this is true, for nothing we measure at the Johnson O'Connor Research Foundation contributes more to success in life more than vocabulary. Your time could not be better spent. We know you can expand your vocabulary almost as fast as you wish. There are countless examples of people who have done so. Remember, you started out in life knowing no words, and now you know thousands. You can learn many more. Why not start today?

Some Vocabulary Tools/Websites: *Here are some useful (if slightly random) tools for helping improve your vocabulary:*

- Dictionary.com's Word-of-the-Day
- English-Word Information
- Free Rice: Learn Vocabulary, Donate Rice to UN World Food Program
- Get The Words

- Improving Vocabulary
 - Vocabulary.com: Free Word Puzzles and Activities
 - Vocab Vitamins: MyWordaDay, Grammar, Vocabulary Supplements
 - WordPlays.com: Word Games
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The above material is derived from:

<http://www.jocrf.org/resources/effective-ways-build-your-vocabulary>

<http://www.enhancemyvocabulary.com/improve-expand-vocabulary.html>

<https://www.teachervision.com/teaching-strategies/building-vocabulary>

6. Career Readiness

CAREER READINESS DEFINED

The career readiness of college graduates is an important issue in higher education, in the labor market, and in the public arena. Yet, up until now, "career readiness" has been undefined, making it difficult for leaders in higher education, work force development, and public policy to work together effectively to ensure the career readiness of today's graduates.

The National Association of Colleges and Employers, through a task force of college career services and HR/staffing professionals, has developed a definition, based on extensive research among employers, and identified seven competencies associated with career readiness.

DEFINITION OF CAREER READINESS AND COMPETENCIES: *Career readiness is the attainment and demonstration of requisite competencies that broadly prepare college graduates for a successful transition into the workplace.*

These competencies are: Critical Thinking/Problem Solving: Exercise sound reasoning to analyze issues, make decisions, and overcome problems. The individual is able to obtain, interpret, and use knowledge, facts, and data in this process, and may demonstrate originality and inventiveness.

- Oral/Written Communications: Articulate thoughts and ideas clearly and effectively in written and oral forms to persons inside and outside of the organization. The individual has public speaking skills; is able to express ideas to others; and can write/edit memos, letters, and complex technical reports clearly and effectively.
- Teamwork/Collaboration: Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints. The individual is able to work within a team structure, and can negotiate and manage conflict.
- Digital Technology: Leverage existing digital technologies ethically and efficiently to solve problems, complete tasks, and accomplish goals. The individual demonstrates effective adaptability to new and emerging technologies.
- Leadership: Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others. The individual is able to assess and manage his/her emotions and those of others; use empathetic skills to guide and motivate; and organize, prioritize, and delegate work.
- Professionalism/Work Ethic: Demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, and time workload management, and understand the impact of non-verbal communication on professional work image. The individual demonstrates integrity and ethical behavior, acts responsibly with the interests of the larger community in mind, and is able to learn from his/her mistakes.
- Career Management: Identify and articulate one's skills, strengths, knowledge, and experiences relevant to the position desired and career goals, and identify areas necessary for professional growth. The individual is able to navigate and explore job options, understands and can take the steps necessary to pursue opportunities, and understands how to self-advocate for opportunities in the workplace.
- Global/Intercultural Fluency: Value, respect, and learn from diverse cultures, races, ages, genders, sexual orientations, and religions. The individual demonstrates, openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people and understand individuals' differences.

USING THE DEFINITION AND COMPETENCIES: How do the definition and competencies help those focused on ensuring new college graduates have the skills necessary to enter and become part of a strong, productive work force? The definition and competencies provide for development of strategies and tactics that will close the gap between higher education and the world of work. They lay the foundation for the work necessary to prepare college students for successful entry into the work force by:

- Providing a common vocabulary and framework to use when discussing career readiness metrics on campus, within employing organizations, and as part of national public policy.
 - Establishing defined competencies as guidelines when educating and advising students.
 - Establishing defined competencies to identify and assess when hiring the college educated.
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The above material is derived from:

<http://www.naceweb.org/career-readiness/competencies/career-readiness-defined/>

Dept. of English, TACS College, Senggaon