

UNIT-5

1. What do you mean by presentation?

Ans!—Presentation typically refers to the act of showing or conveying information to an audience. It involves organising and delivering information, often in a structured and visually engaging manner to effectively communicate a message or share knowledge with others.

2. What are the features of good presentation?

Ans!—Following are the features of a good presentation!

① Clear structure: A well structured presentation has a clear beginning, middle, and end. It follows a logical flow of ideas, making it easy for the audience to follow.

② Engaging opening: Start with a hook or a compelling opening to capture the

audience's attention, and create interest in your topic.

④ Focused content: Stick to the main points and avoid information overload. Keep the content relevant to your topic.

⑤ Visual Aids: Use visuals like slides, images and diagrams to complement your spoken words. Visuals should enhance understanding, not overwhelm.

⑥ Concise Text: Limit text on slides to key points. Use bullet points and avoid long paragraphs. Your spoken words should provide the details.

⑦ Good Typography: Choose readable fonts, appropriate font sizes, and a consistent style throughout your presentation.

⑧ Engaging Delivery: Maintain eye contact, use a clear and confident voice, and vary your tone and pace to keep the audience engaged.

⑨ Interactivity: Encourage audience participation.

through questions, discussions, or interactive activities, if appropriate.

② Practice: Rehearse your presentation multiple times to ensure you're comfortable with the content and delivery.

③ Time management: ~~Also~~ Respect the allocated time and stay within your time limit. This shows consideration for the audience and other presenters.

3. What are the elements of effective negotiation?

Ans! Following are the key elements of effective negotiation:

① Preparation: Thoroughly prepare by researching the issues, understanding our interests and knowing our limits and priorities. We should also research the other party's position and goals.

② Clear objective: We should clear our objectives and desired outcomes before entering into the negotiations.

③ Active listening: We should pay close attention

to the other party's perspectives, needs and concerns . .

④ Effective communication : We should clearly and assertively communicate our points, needs and expectations .

⑤ Patience : Negotiations can take time and so impatience can lead to unfavourable agreements .

⑥ Flexibility : We should be open to compromise and expect to accept alternative solutions . Flexibility allows for creating problem solving ideas and developing win-win situations .

4. What is effective negotiation ?

Ans :- Effective negotiation is a process of communication and interaction between two or more parties with the goal of reaching an agreement or resolving a dispute in a way that is satisfactory to all involved parties .

5. What are the general guidelines for effective negotiations ?

Ans :- Following are the general guidelines for

effective negotiation:

① Same as elements

② Build rapport: Trust: we should establish a positive and respectful relationship with the other party. Building trust can lead to more productive negotiations.

③ Control information: we should share relevant information transparently and honestly. We should be very careful of what we are disclosing.

6. Discuss the process of effective negotiation.

Ans: (i) Prepare by understanding what you want and what the other party wants. Start the conversation by listening carefully to their needs.

(ii) Clearly state your goals and explain why they're important. Be respectful and build a good relationship. During the discussion, find common ground and be open to different ideas.

(iii) As the negotiation continues, be patient and stay calm. Focus on solving problems together rather than arguing. Be creative and think of win-win situations. solutions.

④ Once you agree on terms, put them in writing so everyone knows what to expect. Follow up to make sure both sides stick to the agreement.

⑤ Real Negotiation is about finding solutions that benefit everyone. It's not about winning or losing. With practice and these steps, we can become a better negotiator and achieve positive outcomes in various situations.

7. Write a note on telephonic conversation.

Ans:- A telephonic conversation often referred to as a phone conversation or phone call is a form of verbal communication that takes place over the telephone or a similar communicating device.

Advantages

- ① Real time Interactions: Telephonic communication enables real time conversations, allowing immediate exchange of information and feedback which can be crucial in urgent or time sensitive situations.
- ② Convenience: It is a convenient means of communication, as it allows people to connect with each other regardless of geographical distances, eliminating the need for physical presence.
- ③ Cost - Effective: Telephonic communication can be cost-effective for long-distance conversations compared to in-person meetings, especially when considering travel expenses and time.
- ④ Wide Reach: It provides a broad reach, allowing individuals or organizations to connect with a large audience quickly and efficiently.

- ⑤ Privacy: Sensitive or confidential information can be shared securely over the phone, ensuring privacy and confidentiality.

Disadvantages

- ① Lack of visual cues: Unlike face-to-face communication, telephone conversations lack the benefit of visual cues, such as facial expressions and body language. This can lead to misunderstandings or difficulties in interpreting the emotions or intentions of the speaker.

- ② Limited Non-Verbal communication: Non-verbal communication elements like gestures, eye contact, and physical presence are absent in telephone conversations, which may hinder effective communication and relationship building.

- ③ Technical Issues: Telephone communication can be disrupted by technical issues like poor call quality, dropped calls and network problems, which can lead to frustration and interruptions in the conversation.

(iv) Miscommunication: Misinterpretation or misunderstanding of words, tone, or context can occur more easily in telephonic conversations, due to the absence of visual cues, leading to communication breakdowns.

(v) Lack of personal connection: Building personal relationships and rapport can be more challenging over the phone compared to face-to-face interactions, as the personal touch is often missing.

8. What do you mean by Interview?

Ans: An interview is a formal or informal communication / conversation or discussion between two or more individuals where one person often referred to as the interviewer asks questions and takes information from the other person known as interviewee.

9. What is group discussion?

Ans: - A group discussion is a structured communication activity where a small group of people typically 5 to 10 participants engage in a conversation to discuss a specific topic or issue.

Q. What are the essentials for conducting interviews?

Ans: - Following are the essentials for conducting interviews:

① Preparation: As an interviewer, we should prepare thoroughly and should also know the purpose of the interview and prepare a list of relevant questions.

② Setting the environment: As an interviewer, it is our duty to make the environment comfortable so that the candidate feels easy to communicate.

③ Use structured questions: We should develop a list of questions related to the job and skills required. Unnecessary questions should be avoided.

④ Active listening: As an interviewer, we must pay close attention to the response to the candidate and should take notes to refer back to during the evaluation.

⑤ Avoid bias: We should be aware of unconscious biases and strive for fairness in our evaluations.

(vi) Provide feedback: We should always provide feedback to all the candidates whether they are successful or not.

(vii) ii. write a note on facing interviews.

or

What are the points to be considered by a candidate while giving interview?

Ans:- Following ^{that are} are the points to be considered by a candidate while appearing for interview:

- ① Research the company: Before the interview a candidate should understand the organisation, its culture and the role they are applying for.
- ② Practice common questions: A candidate should prepare answers for common interview questions to showcase their skills and experience.
- ③ Use the STAR method: While answering behavioural questions a candidate should use the situation, task, action and result method.
- ④ Dress appropriately: A candidate should dress professionally according to the culture of the company.

(vi) Answer early: A candidate should answer briefly and before the start of the interview.

(vii) Show interest: A candidate should show genuine interest in the role and company.

(viii) Ask Questions: A candidate should prepare thoughtful questions and ask the interviewer about the role and company.

Q. 12. What are the different points to be considered while delivering a presentation?

Ans: While delivering a presentation, we should consider the following points:

(i) Audience: We should understand the need of the audience, their expectation while delivering a presentation.

(ii) Clear objective: While delivering a presentation, we should clearly define our objective and what we want to achieve.

(iii) Structure: We should organise with a logical structure, including an introduction, main points and conclusions.

(iv) Timing: we should stay within the allocated time and have a plan for managing our time effectively.

(v) Rehearsal: we should practice our presentation multiple times to build our confidence and define our delivery.

(vi) Body language: we should maintain good posture, make eye contact and use gestures to engage with our audience.

(vii) Voice: we should speak clearly at an appropriate volume. We should vary our tone and pace to keep the attention of the audience.

(viii) Nervousness: we should manage our nervousness with relaxation techniques and focus on our message and not on our ~~anxiety~~ anxiety.

(ix) Visuals and slides: we should use slides and visuals effectively, keeping them uncluttered and complementary to our message.

(x) Engagement: we should encourage interaction through questions, discussions or activities to keep the audience engaged.

19. Write a note on participating in group decisions.

Ans:- Participating in group decisions is a valuable skill that involves collaboration and consensus building. Following are the key points to be considered:

① Active listening: Pay close attention to others' ideas and opinions. Listen actively without interrupting.

② Respect: Treat all group members with respect, valuing their input and perspectives, even if you disagree.

③ Contribution: Share your thoughts and ideas clearly and concisely. Be prepared to support your viewpoints with evidence.

④ Constructive Feedback: Provide feedback in a constructive manner. Focus on the ideas rather than personal criticism.

⑤ Consensus: Strive for consensus when possible, aiming for a decision that everyone can support.

- ⑥ Compromise: Be willing to compromise when necessary to reach a decision that benefits the group as a whole.
- ⑦ Time Management: Be mindful of time constraints and help keep the discussion on track to make efficient decisions.
- ⑧ Leadership: If you have leadership skills, guide the discussion, encourage participation, and ensure a fair process.
- ⑨ Decision-making Methods: Be aware of different decision-making methods, such as majority vote, consensus, or expert opinion, and choose the most appropriate one for the situation.
- ⑩ Document Decisions: Keep records of decisions made and action items to ensure accountability and clarity.

14. What are the different ways of conducting group decisions?

Answer: Following are the different methods of conducting group decisions:

① Majority vote: In this method, the decision is made based on a simple majority. It's a straightforward way to make decisions when time is limited or when consensus is hard to achieve. However, it can leave a minority dissatisfied.

② Consensus: Consensus decision-making aims to reach a decision that everyone in the group can agree with. It's a collaborative approach but can be time-consuming and may require compromise.

③ Plurality: Similar to majority voting, but it doesn't require a clear majority. The option with the most votes, even if it's not more than 50%, is chosen. It's often used in situations with many options.

④ Unanimity: This approach requires complete agreement from all group members. It can be challenging to achieve but ensures everyone is on board with the decision.

⑤ Expert Opinion: Sometimes, a group may decide

to defer to an expert or authority figure who has the most knowledge on the subject at hand.

(vi) Ranking or Rating: Group members rank or rate different options or proposals, and the one with the highest overall score is chosen.

(vii) Delphi Method: This method involves multiple rounds of discussion and voting, with participants revising their opinions in between. It's often used for complex or long-term decisions.

(viii) Nominal Group Technique: Participants individually generate and prioritize ideas, which are then collectively discussed and ranked.

(ix) Brainstorming: Groups generate a large number of ideas without immediate evaluation. The ideas are later analyzed, refined, and narrowed down.

(x) Multi-Criteria Decision Analysis (MCDA): For complex decisions, this method involves weighing various criteria and attributes to arrive at a decision that optimizes the desired outcomes.