



MADRAS SCHOOL OF SOCIAL WORK (AUTONOMOUS)

#32, CASA MAJOR ROAD, EGMORE, CHENNAI – 600 008

MSW (AIDED)

III SEMESTER (2020-2021)

SOFT SKILLS REPORT



Head of the department

Dr.J.S.GUNAVATHY

Skill Lab Coordinator

DR.P. AMUTHALAKSHMI

Name of the Programme : Placement Training

Name of the Trainer : Ms.Kavitha

Date :18/08/2020 10.00 AM to 12.25 PM

Total No. of Students Attended : 46

Initially, Ms. Kavitha was planned for the session but due to some emergency, she cannot make it so Mr. Johnson took over the session. The trainer started the session by asking for the feedback of the past 4 days and then as planned before other teams' group discussion has happened.

| TEAMS | TOPICS |
|------------|--|
| HR TEAM | MOVIES ARE A GREAT MEDIUM FOR EDUCATING THE SOCIETY IS IT TRUE IN TODAY'S CONTEXT |
| MNP TEAM | USE OF SOCIAL MEDIA IS A BOON OR BANE TO SOCIETY TODAY. |
| MIXED TEAM | DID LOCKDOWN STRATEGY HELPS INDIA TO COPE WITH THE COVID PANDEMIC OR DID IT WORSEN THE LIVES OF ITS CITIZEN? |

The above table shows teams and their GD topics. Every team participated and shared their views. After finishing each team got reviews from observers. The trainers and other members who are not presenting was observed their speech and told some changes to improve.

After the Group discussion session, a small break was given then the trainer resumed with the final topic of skill lab which is Etiquette.

Etiquette:

Etiquette is the customary code of polite behavior in society or among members of a particular profession or group. The trainer explained the importance of etiquette, body language, grooming, and etiquette in various places.

Importance of etiquette:

Importance of etiquette is to learn to be

1. Polite
2. Courteous
3. Thoughtful
4. professional

The trainer then explained some of the important body language to be followed in informal places. Some of the Body languages are:

- Posture (Standing & Sitting)
- Eye Contact
- Smile
- Shake Hands
- Pointing Directions

The trainer explained everybody's language like how we should approach others and how others perceive certain body language. For example, he described types of a handshake and its meaning.

Then Mr. Johnson gave tips on etiquette in various places like:

Tips on Public Area Etiquette:

- Should speak on Phone/Mobile as softly as possible
- Please ensure that the ring tone on the mobile does not distract or disturb people around.
- Talk slow talk low.
- Do not dress your hair in guest areas.

Tips to Elevator Etiquette:

- ❖ Please allow people to alight first before boarding the lift.
- ❖ Allow the elderly to get in first especially ladies.
- ❖ Should be careful and aware of the language and slang. Also, ensure that language does not hurt people around.

Tips on Telephone Etiquette:

- Always Speak Clearly
- Have a notebook pen handy when answering phone calls.
- Don't Use Slang
- Always announce the name when you are calling.

- Ask Permission Before Placing a Call on Hold.

Tips on E-Mail Etiquette:

- ✓ Attend to your emails promptly, do not delay.
- ✓ The subject line should be crisp and to the point.
- ✓ Do not miss out on Salutations-Greetings.
- ✓ Use your organization's approved font size and signature lines.
- ✓ Do not answer emails when you are highly emotional.

Tips on Video call Etiquette:

1. Do test your camera and microphone ahead of time.
2. Don't start a spontaneous video call without warning.
3. Dress appropriately.
4. Don't interrupt when someone is talking.
5. Mute yourself or minimize your background noise.

Finally, the trainer concluded with sharing a video that shows how every detail in individual matters. Then Mr.Johnson asked for feedback for the five-day skill lab. Many of the student trainees shared their views and gave some inputs to improve the future session.

Finally, Ms. Jeena Jones concluded the five-day skill lab with a vote of thanks by thanking Ms. Kavitha and Mr. Johnson for sharing their insights through the platform. The session got over at 12.25 PM

Student Completed List

| Sl. No | Register No | Student Name | Status |
|--------|---------------|--------------------------|---------------|
| 1 | 1915772091001 | AKSHAY KUMARAN S | Not Completed |
| 2 | 1915772091002 | DEEPAK T KAPPEN | Completed |
| 3 | 1915772091003 | DEVIKA K S | Not Completed |
| 4 | 1915772091004 | DHIVYA BHARATHI P | Completed |
| 5 | 1915772091005 | IMRAN R S | Completed |
| 6 | 1915772091006 | JAFRIN ASFARA T | Completed |
| 7 | 1915772091007 | KEZIA KEERTHANA FINNEY | Completed |
| 8 | 1915772091008 | KRISHNA RETHNAM R | Completed |
| 9 | 1915772091009 | MOHAMMAD SHADAAB | Completed |
| 10 | 1915772091010 | NANDHINI SRINIVASAN | Completed |
| 11 | 1915772091011 | PADMA PRIYA S | Completed |
| 12 | 1915772091012 | PARVATHA SUNDARI S | Completed |
| 13 | 1915772091013 | RAMYA S | Completed |
| 14 | 1915772091014 | ROHITH JASON MESHACH P I | Completed |
| 15 | 1915772091015 | SANDHRA ELIZABETH JOSEPH | Completed |
| 16 | 1915772091016 | SARANYA G | Completed |
| 17 | 1915772091017 | SATHIYA ANANDHI P | Completed |
| 18 | 1915772091018 | SEENIVASAN P | Completed |
| 19 | 1915772091019 | SIDDARTH O J | Completed |
| 20 | 1915772091020 | SWARNA H | Completed |
| 21 | 1915772091021 | TRINIMA MORAIS F | Completed |
| 22 | 1915772091022 | VENKATESAN R | Completed |
| 23 | 1915772091023 | VIGNESH A | Completed |
| 24 | 1915772091024 | VINODHINI R | Completed |

| Sl. No | Register No | Student Name | Attended |
|--------|---------------|---------------------|----------|
| 25 | 1915772091025 | AGILA D | Present |
| 26 | 1915772091026 | ANGELA DANIEL | Present |
| 27 | 1915772091027 | ARYA V | Present |
| 28 | 1915772091028 | CHRIS NIRMAL A | Present |
| 29 | 1915772091029 | DHARANIDHARAN D | Present |
| 30 | 1915772091030 | JEENA JONES | Present |
| 31 | 1915772091031 | MADHUMITHAA R | Present |
| 32 | 1915772091032 | NIDHIN BABU | Present |
| 33 | 1915772091034 | RAMYA M | Present |
| 34 | 1915772091035 | SANZAY KARTHICK S M | Present |
| 35 | 1915772091037 | SWECHCHA GANAPATI | Present |
| 36 | 1915772091038 | VANMATHI R | Present |
| 37 | 1915772091039 | VISHNU K | Present |
| 38 | 1915772091040 | AKHIL KUMAR PANDULA | Present |
| 39 | 1915772091041 | ANCY BABU | Present |

| | | | |
|----|---------------|---------------------|---------|
| 40 | 1915772091042 | CIJU SILPA B P | Present |
| 41 | 1915772091043 | HEMALATHA P S | Present |
| 42 | 1915772091044 | JITHIN KRISHNA | Present |
| 43 | 1915772091045 | LOGANAYAKI S | Present |
| 44 | 1915772091046 | PAUL SOLOMON S | Present |
| 45 | 1915772091047 | POONGKOTHAI T | Present |
| 46 | 1915772091048 | RAZIA K J | Present |
| 47 | 1915772091049 | SANGEETHA JILLIAN B | Present |
| 48 | 1915772091050 | JAYALAKSHMI.M | Present |

J. J. Manohar

