# UG DEPARTMENT OF SOCIAL WORK (BSW)
# MADRAS SCHOOL OF SOCIAL WORK

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

## III BSW - VI SEMESTER SOFT SKILL REPORT 2019

## TOPICS:

- Preparation for Aptitude Test/Interview/ Group discussions.
- Resume preparation
- Career Guidance
- Work Environment

**DATES: 26/11/2019 (Tuesday) 29/11/2019 (Friday)**

**FACULTY CO-ORDINATOR: Mrs. S.Sudarmthy M.S.W., M.Phil**

**Trainers from FYMC Talent Management Company**

**DAY – 1**

The first day of soft skills training for the BSW- III year students was conducted on 26/11/2019 (Tuesday). The topic is interviewing and group discussion methods and processes. The session was conducted by Ms.Vimla Melwani. The session was started around 8:20 am with a general talk and an introduction on soft skill and applications for our professional lives. Around 8:30 am student had an activity on ways and means to overcome crisis and achieve the destined goal. Ms. Ashtalakshmi from our class was chosen among the group to execute the task. The task was to arrange the room with full of obstacles and hurdles and the person who is performing the task has to achieve the final goal. After 30 minutes of this activity, Ms. Ashtalaksmi was given few minutes to share her experience on the task she performed.

After this session, the major learning emphasized were empathy, emotional intelligence, body intelligence, thinking out of the box, open mindedness and knowing our limitations. Secondly, the process in interview was clearly elaborated by Ms. Vimla Melwani. The first process is the aptitude under which it has three broad categories namely verbal, logical, and numerical. The second process is the group discussion and the process in it was well explained.

After the first session the entire class was divided into eight groups with five members each. Each group was asked to frame a topic for the team and also form logo for the title chosen and also each group was asked to choose the group leaders. After choosing the group leaders the resource person gave some orientation about the next activity for few minutes and the game started therein. The main aim in that game is to make maximum number of boats of the same size with the given sheet of paper in duration of five minutes and the groups started to perform this activity around 10:30 am. After the buzzer time the students were asked to display their paper boats in an ordered way and asked everyone to leave for a break of half an hour.

The second session started around 10:45 am and the main topic discussed was the interview and the posters and body language the interviewee must posses. And also, each group was asked to list down some qualities as everyone expected to have as the interviewer expect to employ an individual to work. Quality like punctuality, commitment, physical health status was listed down and also few other students in the class demonstrated for proper understanding. Ms. Sahana and Mr. Omar were the interviewer and interviewee respectively.

After this, as the last part of the day team one was asked to share their experience working as a team and identify all the flaws by themselves. The word "same size" was not carefully mentioned by some of the leaders and that's how the earnings were shared by the group leaders and members collaboratively. At the end of the day, the session winded up with a group picture along with the classmates and the resource person.

**DAY – 2**

The second day of soft skills training for the BSW- III year students was conducted on 27/11/2019. The topics covered were 'resume and interview preparation'. The session was conducted by Ms. Hemalatha M, a soft skill trainer at Faithfully Yours Management Consultants Private Limited. At the initiation of the session, the students were asked to form a circle around the room and take turns explaining their future academic and career plans.

**2. Resume**

A resume is a short document used to summarize a job seeker's experience and qualifications for a prospective employer. It is a document used and created by a person to present their background, skills, and accomplishments. Resumes can be used for a variety of reasons, but most often they are used to secure new employment. A resume includes the job seeker's contact information, work experience, education, and relevant skills in support of a job application A typical resume contains a "summary" of relevant job experience and education.

The types of resumes are:

i. Chronological format
ii. Functional format
iii. Hybrid format

**3. Components of a resume:**

a) Personal data and contact information:
Personal contact information on resume headers usually includes the full name of the applicant, mailing address, phone number, and email address. Providing contact information allows employers to be able to get in touch with the applicant.
Many personal details are off-limits for employers to ask during job interviews, such as race, ethnicity, gender, disability, etc. It's generally considered a good idea to leave those pieces of information off the resume, as they're not necessary and shouldn't be used for the basis of the job decision.

b) Career objective:
A career objective is a heading statement of the resume, in which the applicant describes their professional goals in the job they're applying for. A well-written career objective will prove to the recruiter that the applicant is a suitable candidate for the job. The career objective is usually 2-3 sentences long and should be placed at the top of the resume.

c) Skills summary:
When reviewing the credentials of the applicant, the hiring managers will hold a particular interest in the skills they possess. This means it's very important to know what is relevant to the job when thinking of the skills to list in the resume. There are hard skills which are industry-specific skills as well as the soft skills, productive personality traits that every job demands. Some skills employers expect to see are written and verbal communication, the ability to work independently, time and task management, organization, and comfort with technology.

d) Work experience:

Each description of the work history and volunteer experience should be clear and concise, yet descriptive. After reading the description, a prospective employer should know exactly what the applicants 'responsibilities were, what skills they have developed, where their strengths lie, and what they have achieved. Each item should consist of the name of the workplace, location, dates, and job title (e.g. manager, volunteer).The list of work experiences must be listed in reverse chronological order

e) Achievements:

Achievements show the difference the applicant has made in their work and by inference the difference they will make to the new employer. Substantiated accomplishments give the employer confidence in calling the applicant to the interview.

Examples of achievements that may be included in the resume:

- Completion of any project
- Internships
- Articles that have been published
- Presentations at conferences and seminar
- Honours and awards

f) Educational attainment:

The essential information to include in the education section is the degree(s) and the schools attended. The applicant can also give more specific information, including their major and minor. Details such as the year of graduation can also be included although that is not required.

| Name of course | Name of the University | Year of passing | Percentage/CGPA |
|---|---|---|---|
| | | | |

g) Affiliations:

The applicants can state the organizations they are affiliated with if any.

h) References:

A resume reference list is a document that provides contact and background information on professional references. Recruiters and hiring managers may contact people on the applicant's reference list during the hiring process to learn more about their professional history, job performance, and other details. It is acceptable to include references if the job description not only requires the applicant to include references but explicitly states that they should be included directly on the resume. If not, the applicant should include the reference list on a separate document.

**4. Resume preparation:**

The students were asked to prepare their resumes based on the format provided. Individual assessment and evaluation was provided to the students.

**5. Interview**

A job interview is an interview consisting of a conversation between a job applicant and a representative of an employer which is conducted to assess whether the applicant should be hired. Interviews are one of the most popularly used devices for employee selection.

Types of interview:

i. One on One interview
ii. Panel interview

**6. Preparation for an interview:**

a) Research on the company (inception, key people, vision and mission statement).
b) Know subject knowledge.
c) Practice current affairs and general awareness.
d) Examine job description and prepare for expected questions.
e) Conduct mock interviews.
f) Be familiar with the time, venue and dress code details, how many rounds of interview, etc.
g) Prepare travel arrangements.
h) Go through your resume.

**7. Employer expectations:**

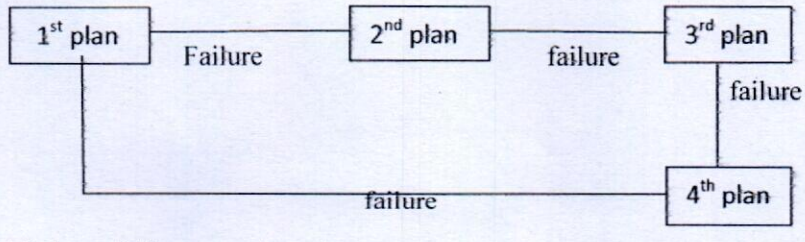
a) Punctuality of the applicant.
b) Personality of the applicant (confidence, attitude).
c) Body language and dressing of the applicant.
d) Knowledge level of the applicant (subject, current affairs, company).

**Day - 3**

## Career guidance

The soft skills session for the day 3 started around 8 am. The topic for the day was Career Guidance and the resource person was Mr. Rajan Babu from FYMS.

The session started with an ice breaker. Students were asked to walk randomly and greet everyone in the room. Then students were asked to write down our ambition with respect to our career. He then explained about having alternatives and learn from the failures. He also advised us to perceive them as experiences than failures. Then, Mr. Rajan Babu played a video which beautifully visualized on how our "today becomes our tomorrow" and how students must not leave our hope.




All these failures are learning.

Mr. Rajan Babu then gave a few steps to succeed in goals:

- Ambition
- Action plan
- Do not worry
- Have small inspirations
- Succeed in them and have self motivation

He also gave a different perspective on how "thinking small will enable in achieving big".

Steps in setting a career.

- S- specific
- M- measurable
- A- attainable
- R- realistic
- T- time bound

Then students were divided into 8 groups of 5 each and were asked to tear a quarter of paper and do any design without using external resources and without wasting the paper. We were given 10 minutes and each group came with different designs, a flower vase, a lamp, a shield, etc.

Then we presented it with our experience in making without wasting and within the stipulated time with learning that each one has unique potential and one must not underestimate ourselves. Then a movie clipping from tamil movie "sarvar sundaram" was played in order to depict how one must believe in one's talent and not on how others criticize.

After this, students were asked to choose one career option of social worker from the listed options and were asked to do a role play highlighting the importance of the particular profession of a social worker. The topics chosen were,

- Medial social worker
- Community social worker
- School social worker
- Welfare officer
- Group worker
- Environmental social worker
- Child and family social worker
- Psychiatric social worker.

The role play was much appreciated and the team won were given cash prize of Rs.500/- and one special prize was given to Ms.Mariaa Evangeline for her good acting.

Then discussed about the job opportunities available and the sectors in which social workers are getting placed. Also glanced about the skills required for the social worker. The skills include "communication skills, interpersonal skills, controlled emotional involvement, observation, listening and planning.

The resource person also appreciated the students. Session ended with discussing the specializations available in India for social workers which includes:

- Medical and health setting
- Corporate sector
- Education and research
- Ngo's
- Government sector

The session ended with a motivational video and a group picture.

**DAY -4**

The soft skill session on 29.11.2019 was started around 8:30 a.m. The trainer Mrs.Nisha Ravi addressed the gathering and gave a small introduction about herself to the students.

The agenda of the session were

- Work environment
- Kind of work environment
- Organizational expectation
- Organizational culture
- How to blend in
- The motivation for building a positive attitude

**SESSION:**

The trainer started with a basic understanding of the work environment set up. A work environment is a place or the site where the conditions of the surrounding are suitable for the employee to work or operate. Most of the corporate companies expect the employees to be formally dressed in proper ties, appropriate shoes.

The trainer inserted some factual information about the corporate companies for better understanding such as corporate like The Amazon doesn't expect traditional dress code from the employees.

The **jargon** of the work environment were discussed such as

- PFA - Please Find Attached
- ASAP - As Soon As Possible
- GD - Group Discussion
- KRA - Key Result Area

**Activity:**

- To draw four straight lines over a 9 dotted matrix without lifting the pen.
- To add an adjective before the name with the same starting letter and to introduce oneself.
- Name relay: To pass a ball to another person by saying out their adjective. By understanding the pattern of the ball passed, it was asked to pass it in reverse order.

This activity was related to the pattern of a person in the corporate sector and by arranging the pattern; one can have a better relationship with the other person by understanding their character and personality.

Some **facts** were provided such as

- There were 3500 applications for a job of sanitation (sweeping, etc) for a vacancy of 350, of which majority of the applicants were engineering graduates.
- The bank of New York recruits HR to fire people due to demand for jobs.

IQ and EQ differences were discussed.

- IQ - Intelligent Quotient calculated by aptitude tests
- EQ - Emotional Quotient

To find out EQ, Johari window model is used.

| | |
|---|---|
| Self-awareness | Social awareness |
| Self-management | Social management |

To develop one's **EQ,** it is essential to throw importance on

- Business etiquette
- Email and telephone communication
- Client interaction skill
- Teamwork and interaction skill

**Activity:**

- A cake was asked to draw and cut into pieces as many as possible. Majority of the cakes were a circle but it's easier to cut a square-shaped cake to cut into many pieces which are related to the people's comfort zone as they are familiar with it. It is essential to come out of that comfort zone in a work environment.

Success starts with **self-assessment**. Some of the things that need to be assessed by oneself are

- How does one evaluate and treat others
- What areas one wanted to improve
- How to adjust to the environment healthily

**Expectations from an employee:**

- The clarity in thoughts and communication
- Stable temperament
- Good rapport with clients and colleagues
- Team spirit

**Activity:**

- The class was separated into two groups and each group has a leader who picks up a paper in which an action to be acted is written. The leader acts it out to one person of the group while the others turn to their backs then the second person acts it out to the third person and goes on till the last one enacts it out.

This is played to identify how well one communicates with others.

**Basics of communication:**

- Verbal - the words we choose to say
- Para verbal - how we say the words, i.e.the word we stress upon in a sentence gives a different meaning.
- Non-verbal - our body language

**5 rules of communication:**

- Listening - active listening, passive listening
- Keeping it short and simple
- Ask questions
- Notice body Language
- Playback and summarise

**Activity :**

Reading out colours of the words given and not the word.

**Process of the interview:**

- Face to face or an aptitude test interview where a general set of questions were asked majorly to filter the applicants
- Group discussion
- HR personal interview
- IS - Industry specialist interview

Contents required in a resume such as personal information, educational qualification, skills, strength, achievements, etc.

While sending a resume via email, a cover letter is needed which consists of an introduction, body, and conclusion which takes triangular importance.

**Expectations from Group Discussion:**

- Corporate CSR skills - how well a person is socially responsible.
- Self Help Group projects
- Livelihood Education - basics like subtraction, addition, seeing time, signature, etc.
- Women empowerment
- Life skills
- Community development
- Self-employment
- Health - such as corporate games, bringing in yoga, gym, etc.

**Skills needed for the workplace environment:**

- Coordination skills
- Multi-tasking skills
- Research skills
- Case study and white paper
- Spoken and written communication
- Internet/ technical skill

**Power dressing:**

The practice of dressing in a style intended to show that one holds an important position in business, politics, etc.

Dress code for women:

- Indian wear: saree, churidar, Salwar kameez, with appropriate footwear.
- Western: formal shirt, formal skirt, etc with close covered shoes.

Dress code for men:

- Formal: collared singe coloured shirt- plain/striped.Formal pants and shoes
- Casual: collared shirt, formal denim pants, etc.

**Interview model:**

The employee can find out how the employer receives the person. Two types:

- Traditional
- Modern

One must address a person in a group in the order of the hierarchical structure of the organisation, Provide background information, Mention the client or customer first.

**Physical distance:**

- Half arm distance around oneself and the others
- To understand the difference between Friendship and friendliness.
- Getting involved in activities where volunteerism is needed and not getting involved in politics.

**Corporate etiquette:**

- Work station - to keep it neat, organised, and leaving the same for the next shift employees.
- Elevator - not to make people wait.
- Corridors - to be conscious while talking, not to gossip since everything is being recorded.
- Restrooms - keeping it clean, not taking long breaks, make sure someone is taking care of the work when you aren't available.
- Transport - not to take advantage of.
- Cafeteria - how long one spends time and who they spend their cafeteria time with will be noticed.

**Corporate ethics:**

- Integrity
- Honesty
- Fidelity
- Responsibility
- Respect
- Self-discipline

**Activity:**

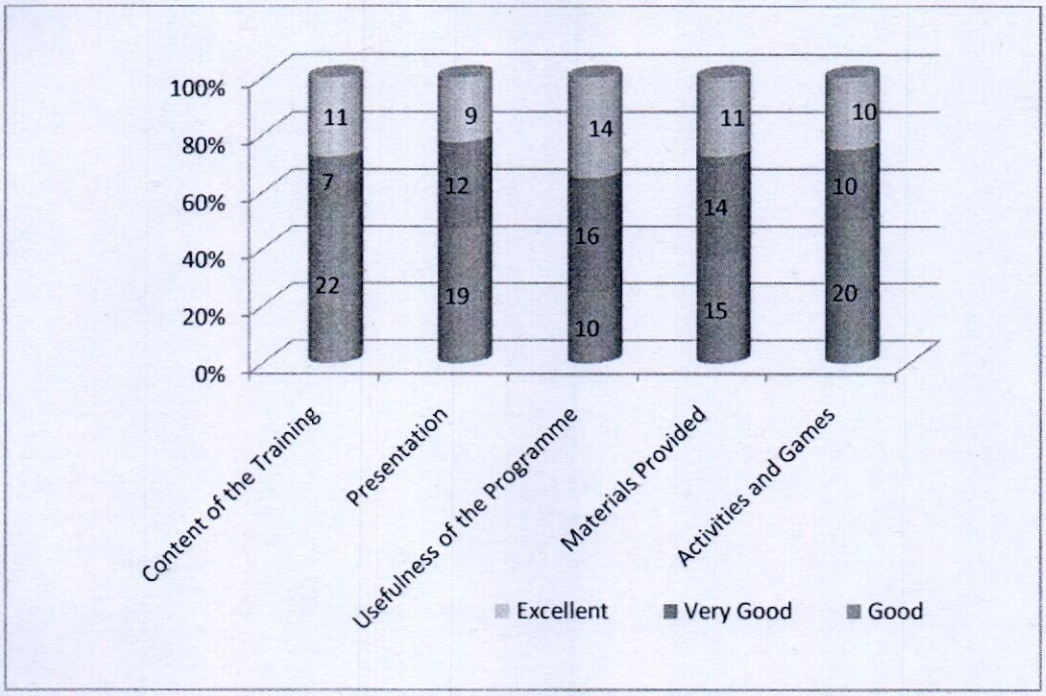
- A scenario was discussed where a person makes an effort to gain positive comments from the customers but was not given pay raise.
- Everyone was given a balloon to be blown and the person with a balloon after the given time of 10 seconds will be the winner.

  This activity relates to keeping oneself motivated.

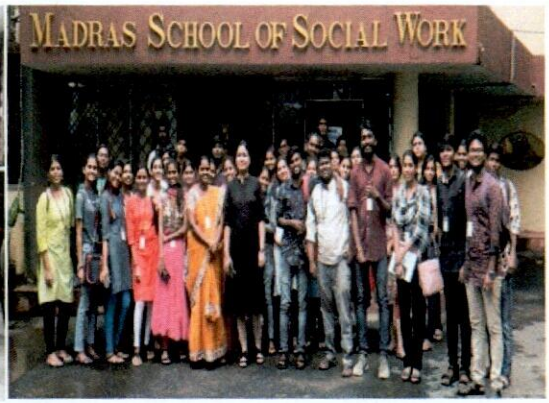
**CONCLUSION**:

The session was wrapped with feedbacks and question segment and a group photo around 1:15p.m.The session gave the students a head start about the work environment and the reality of corporate life. It provided the students, the importance of preparation and seriousness to be taken when seeking a job in the corporate companies.

**FEED BACK:**



## SOFT SKILL SESSION PHOTOS



## SOFT SKILL SESSION PHOTOS

FYMC
TALENT MANAGEMENT COMPA

*Four days Learning Program for*

# MADRAS SCHOOL OF SOCIAL WORK

*Quality Learning Experience is Guaranteed*

FYMC
TALENT MANAGEMENT COMPA

# Objective

To Improve Career growth of College Students

FYMC
TALENT MANAGEMENT COMPA

## Session Details – Resume Preparation - 27/11/2019

- Introduction and Objectives of the program
- Value and Importance of Resume
- How to prepare your resume, practical exercise, assessment, give feedback, show the real requirements in resume, professional structure how it has to be
- How to Prepare yourself day before interview ( How to attend interview need not be covered here )
- How to be punctual for attending the interview, what are the employer expectations ( practical sharing from faculty experience )
- Motivate them that there are opportunities and how you can prepare to fetch those opportunities

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# Outcome

- Enhance knowledge about excel application
- Clarify all the doubts gained deeper guidance from the expert

# Faculty Profile

## Nisha

- Ms. Nisha is a creative, articulate, goal-oriented achiever with excellent organizational, analytical& interpersonal skills; and her multi-disciplinary base enables holistic and effective planning& execution of projects She became trainer due to her passion for becoming a Corporate Trainer.
- She holds a Degree in Visual Communication and MHRM at LIBA. She is also a certified Trainer through Train the Trainer Program.
- She has hands on rich practical experience in competency management, Learning and development and Employee engagement.
- Some of the companies where she conducted training programs are HCL, Schwing stetter, Moa, Cognizant, L&T, Dell, Amazon, Wipro and many more.
- She has conducted training programs in various subjects including Verbal Communication, Conflict Management, Team Building, Customer service, Innovative Thinking and many more.
- She is a Learner Friendly Trainer who can make the participants to participate during the training program.

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# Key Information

- **Faculty:** Highly experienced and well-qualified faculty will conduct this program.
- **Date & Duration: From 26/11/2019 to 29/11/2019; Timings: 8a.m to 1p.m**
- **Method:** Practical Exercises 80% and 20% Input and Interaction Session.
- **Program Fee:** Rs. 20,000/- + GST per day. As a special case we offer Rs. 16,000/- + GST per day. Program fee includes pre program study, Content Preparation, Program Delivery and feedback after the program.
- **Payment Terms**: Payment to be paid through bank transfer at the end of the program in favour of **"Faithfully Yours Management Consultants Private Limited".**
- The Program Facility Requirements need to be arranged from your end.
- More than five lakhs people experienced our Programs in the last 20 years. We look forward to conduct this Program to your team members. Thank You
- If you need any further support, Please contact Ms. Sukanya - crm@fymc.co.in / 9551281395

| MADRAS SCHOOL OF SOCIAL WORK (AUTONOMOUS)<br>Department of BSW | | | |
|---|---|---|---|
| 2017 Batch -Soft Skill Attendance | | | |
| Sl. No | Register No | Student Name | STATUS |
| 1 | BSW-17-01 | SOPHIA TRAPHENA RACHAEL R | COMPLETED |
| 2 | BSW-17-02 | ANNANYA P | COMPLETED |
| 3 | BSW-17-03 | JAISHREE S | COMPLETED |
| 4 | BSW-17-04 | MONIKAVARTHINI K | COMPLETED |
| 5 | BSW-17-05 | MARIAA EVANGELINE J | COMPLETED |
| 6 | BSW-17-06 | RAKESH R K | COMPLETED |
| 7 | BSW-17-07 | KAVYA K | COMPLETED |
| 8 | BSW-17-08 | PREM JONATHAN E M | COMPLETED |
| 9 | BSW-17-09 | RANJANA AMBROSE | COMPLETED |
| 10 | BSW-17-10 | AISHWARYA SEKAR | COMPLETED |
| 11 | BSW-17-11 | DAVIS PANNA | COMPLETED |
| 12 | BSW-17-12 | LAKSHMI PRIYA M | COMPLETED |
| 13 | BSW-17-13 | NIRMAL SHERIN I | COMPLETED |
| 14 | BSW-17-15 | RAJALAKSHMI S | COMPLETED |
| 15 | BSW-17-16 | SUSHUMITHA T | COMPLETED |
| 16 | BSW-17-17 | DAVID ASIR K | COMPLETED |
| 17 | BSW-17-18 | BALAKRISHNAN G | COMPLETED |
| 18 | BSW-17-19 | BHARATHI V | COMPLETED |
| 19 | BSW-17-20 | CHANDRU D | COMPLETED |
| 20 | BSW-17-21 | DHARSIKAA T | COMPLETED |
| 21 | BSW-17-23 | OMAR ABDULLAH N | COMPLETED |
| 22 | BSW-17-24 | MAHENDRA BHARATHI S | COMPLETED |
| 23 | BSW-17-25 | TITUS LYONAL JACOB | COMPLETED |
| 24 | BSW-17-26 | VINDHYA T | COMPLETED |
| 25 | BSW-17-27 | RATCHAGAN S | COMPLETED |
| 26 | BSW-17-28 | DHIYA CHANDRA KANTH | COMPLETED |
| 27 | BSW-17-29 | PREM CHARLES G | COMPLETED |
| 28 | BSW-17-30 | ISWARYA S | COMPLETED |
| 29 | BSW-17-31 | RAVINA NARAYANAN | COMPLETED |
| 30 | BSW-17-32 | MUGILAN R | COMPLETED |
| 31 | BSW-17-33 | MADHURAN H | COMPLETED |
| 32 | BSW-17-34 | MOKSHAVATHI A | COMPLETED |
| 33 | BSW-17-35 | ALBERT A | COMPLETED |
| 34 | BSW-17-36 | ABHINAYA RAJU | COMPLETED |
| 35 | BSW-17-37 | SAGHANA R | COMPLETED |
| 36 | BSW-17-38 | CARL KANE EBENEZER C | COMPLETED |
| 37 | BSW-17-39 | PARISUTHAMARY J | COMPLETED |
| 38 | BSW-17-40 | RAKSANA SENTHIL | COMPLETED |
| 39 | BSW-17-41 | GOWTHAMI R K | COMPLETED |
| 40 | BSW-17-44 | ASHTALAKSHMI S | COMPLETED |

P. K.Vathani, Hod-Dept of BSW

P. K. Vathani

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