Definitions

Life skills	"Abilities for adaptive and positive behaviour that enable individuals to deal effectively with the demands and challenges of everyday life" - WHO
Communication	"Communication is the transmission of information, which may be by verbal (oral or written) or nonverbal means." - APA
Emotions	A complex psychological state that involves three components: subjective experience, physiological response, and behavioral expression. Emotions are typically brief but intense feelings that arise in response to a particular stimulus or situation.
Emotional reactions	hings that trigger the emotions we feel, the emotion itself, and our usual ways of responding.
Leadership	"the process of influencing the activities of an individual or a group in efforts towards the achievement of goals in a given situation" - John Gardner
Technical writing	"the process of designing, creating, and maintaining technical documentation that is used to communicate complex information to users." - STC (Society for Technical Communication)

Core life skills

Decision-making
Problem-solving
Critical thinking
Creative thinking
Communication
Interpersonal relationships
Self–awareness
Empathy
Coping with stress
Coping with emotions

Technical communication skills

Technical communication skills (cont)

Flexibility	flexible to revise or redo project, adapt to new tool or tech, to deal with people

emotional reaction

e things that trigger the emotions we feel, the emotion itself, and our usual ways of responding

the trigger	always there, can be anything
the emotion	be specific, focus on the strongest one at a time
the response/autopilot reaction	whatever you usually do (often automatically or subconsciously) when you feel this emotion

Flow of communication

downward	superiors to subordinates, scalar chain - to explain rules etc
upward	subordinates to superiors - 2 types: to respond to upward comm (feedback), given by sub directly (complaints, new ideas etc)
horizontal	equal level, lateral comm - to coordinate activities of diff branches
diagonal	cross-functional comm, btw higher and lower sectors

Communication networks (cont)

star	all comm with each other

types of presentation

persuasive	sales
instructional	policy implementing
infomational	research studies
inspirational	TED talks

presentation delivery methods

extemporaneous	deliver w/o prep, but planned beforehand
memorised	learnt, prepared and presented
manuscript	with help of a pre-written script
impromptu	w/o prep or plan

Theories of emotions

language skills	basic rules of grammar and punctuation, ability to express yourself clearly.
writing skills	consice, clear, understand ur audience, use graphics, decide order and filtering of info, simple language, finalize style, template.
interpersonal skills	interact with the Subject Matter Experts (SME) to understand the concepts and/or gather info; interact with members of other teams and customers - strong comm, cooperation, effective listening, clear and prompt responses.
Ability to Understand the Subject	Having sufficient knowledge of the subject to effectively communicate about it.
Ability to Analyze	ability to think, learn, interpret, analyze, write, and rewrite to reorganize concepts and info

Communication networks

vertical	upward + downward comm
circuit	same process as vertical, except they need not be superiors and subordinates
chain	organizational hierarchy, info from hod to teachers to students
wheel	centalized type, one passes info to many, eg: shaji directly to students

james lange	threat-->physiological (ANS) arousal --> emotional response (fear)
cannon bard	threat-->emotions and bodily reactions occur simultaneously (thalamus sents info abt stimulus to brain's emotion centres and body)
schacter singer	threat-->physical resp-->cog appraisal -->emo resp
facial feedback	physical (face)-->cog int of facial exp-->emo response
cognitive apprasial (Lazarus)	threat-->cog appraisal of event-->phy+emo resp

MOD 5 - Human values

morality	principles, values, and beliefs that guide human behavior and determine what is right or wrong varies across cultural norms, religious teachings, personal experiences, and rational deliberation

MOD 5 - Human values (cont)

values	guide and shape an individual's behavior, choices, and attitudes
ethics	moral principles or rules that govern human conduct. It explores the nature of right and wrong, good and evil

7C's of communication

Clarty	1-in the mind of sender, 2-msg should be simple to comphrehend
Credibility	
Consistency	
Conciseness	brief and simple
Concreteness	specific info, not vague and abstract
Completeness	all necessary info conveyed
Correctness	

4S's of communication

Shortness	concise wording and delivery
Simplicity	in both words and ideas - reveals clarity
Strength	credibility of sender
Sincerity	genuine sender

Report structure (TEBSFRA)

table of contents	
executive summary	
background of study	
scope and objectives of the study	
findings and observation	
recommendation	
annexures	extra supporting info/data in table form

Types of interview (BJP-POSSUMS)

behavioral	question their prior job actions
job related	focus on past relevant job related behaviors
phone	
panel/board	each applicant, many interviewers
one-on-one	
situational	ask how they would react to a particular situation
stress	make applicant uncomfortable to gauge reaction
unstructured	open ended ques
mass/group	panel interviews several candidates together
structured	closed ended ques, types of ques- situational, job related, job sample (perform task), worker requirements

Role in workplace

forms +ve reputation, work envi, attract and retain good employees etc	
Work ethics (5):	Remember Duty's RighTeous Path
1. responsibility	of one's work, tasks, meeting deadlines
2. diligence	consistent effort
3. reliability	commited, dependable, trustworthy
4. time management	allocate time, prioritize tasks, use resource effectively
5. professionalism	approp boundaries, adhere to policies+ standards
Integrity (5):	R-TECH
1. honesty	truth, transparent
2. trustworthy	commit, reliable, confidentiality

Role in workplace (cont)

3. ethical behav	follow ethical principle, fair, integrated desicions
4. respect	inclusive, value diversity
5. confidentiality	privacy rights, safeguard info