

SOFT SKILLS DEVELOPMENT STUDENT'S WORKBOOK (For all First Year UG Students) Semester II



Offered by

JAMAL MOHAMED COLLEGE (AUTONOMOUS)

Accredited (3rd cycle) with 'A' Grade by NAAC

(Affiliated to Bharathidasan University)

Tiruchirappalli – 620 020

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Workbook for Students

Prepared by

Dr. M. Syed Ali Padusha, Associate Professor of Chemistry

Dr. S. Peerbasha, Assistant Professor of Computer Applications

Mr. Y. Mohammed Iqbal, Programmer of Computer Applications

Declaration

I of
..... with **register number**
declare that the contents of the work submitted for External Assessment of Soft
skills development course are my original work.

Signature of the Student with date

I the faculty of soft skills development,
ensure that the work submitted by the student is only meant for his/her personal
development. No part of this work is revealed without the consent of the student
and all confidentiality is maintained.

Place:

Date:

Signature of the Teacher

FINAL EVALUATION SHEET

(For Examiner's purpose only)

Scheme of Evaluation

Name of the student :

Roll number :

Register number :

Class : Section

Sl.no	Description	Maximum marks	Marks awarded
1.	Self Introduction (3-5 minutes Video Presentation)	20	
2.	Resume	10	
3.	Mock Interview	20	
4.	Workbook (Each unit carries 10 marks)	50	
TOTAL MARKS		100	

Signature of the Examiner with date

UNIT-1 COMMUNICATION SKILLS

Exercise-1 (2.5 Marks)

Conversation inside the Train

Mr. X: Will this train go to Ghaziabad?

T.T.E: Ghaziabad! Don't you know it's a Superfast train?

Mr. X: But that man at the ticket window told me to board this train!

T.T.E: Never mind! Now take it easy! It happens!

Mr. X: I'll complain against that man!

T.T.E: Please don't get agitated! You seem to be an educated person!

Mr. X: I can't even get down as the train has already started!

T.T.E: I told you, take it easy! You can get down at Aligarh, the next halt of the train! From there, you may catch the other train back to Ghaziabad!

Mr. X: Oh! I shall be wasting my time and money both!

T.T.E: There you can see, Ghaziabad has come and it will not stop at all!

Mr. X: I wish it stops for a second!

T.T.E: Even if it stops you can't get down! It's illegal!

Mr. X: But what is this?

T.T.E: Perhaps it is a crossing of the trains!

Mr. X: There it has stopped! I must be going!

T.T.E: I warn you! You can't get down!

Mr. X: Sorry! I have to go, bye bye!

T.T.E: I warn you once again! What you are doing is not permitted under the rules!

A. Answer the following questions:

1. Is the passenger educated?

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2. What is the reason for the passenger to be unhappy?

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3. Does the train halt at Ghaziabad?

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4. Where does the passenger intend to get down?

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5. Does he finally manage to get down where he wishes to?

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6. What is the T.T.E's suggestion to the passenger?

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7. Why is the T.T.E requesting the passenger not to get agitated?

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8. Why does the train halt?

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9. Which is the next halt of the train?

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10. How can the passenger lose both his money and time?

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Exercise-2 Find out the opposites of the following words: **(2.5 marks)**

- Common

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- Difficult

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- Equal

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- Exterior

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- Adversity

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- Conquer

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- Glad

- Conceal

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- Smile

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- Virtue

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Exercise-3 Use the following words in sentences of your own, in order to bring out their meanings: **(2.5 marks)**

- Authorise

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- Simplify

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- Envious

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- Reception

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- Concentrate

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Exercise-4 Fill in the correct prepositions in the following: **(2.5 marks)**

1. Do not meddle _____ the affairs _____ others.
2. You should be honest _____ your dealings _____ others.
3. I took exception _____ the remarks made the speaker.
4. He complained _____ the Principal _____ the peon.
5. The book differs _____ that _____ size.

UNIT-2 EMOTIONAL SKILLS

Exercise-5 Read the following situations and Write about your feelings at that moment. (3 Marks)

- a) Imagine that you are in a canteen. Your class teacher comes to the canteen to have a cup of tea with his colleague. You greet your teacher with a smile and say "Good morning sir/madam." Your class teacher does not look at you or respond to your greeting.

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- b) Imagine that you are working part-time at a Restaurant as a Server. When you approach a table or two in your restaurant, you notice one of the customers ordering rapidly often looking his watch. He seems to be in a hurry.

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c) When you are asking your teacher, "How was your festival celebrations?
He / She replied, "OK," with a strange look.

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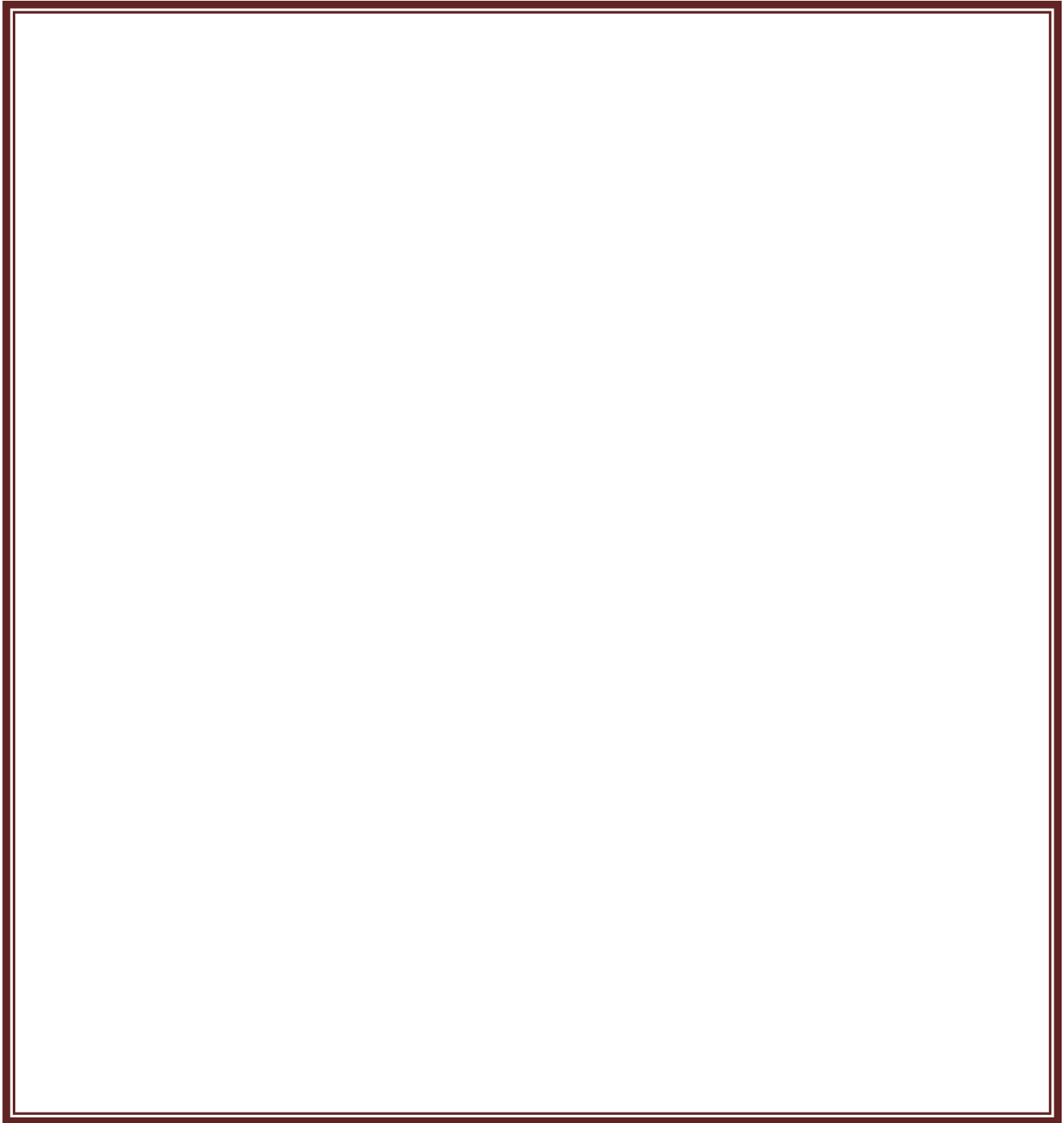
Exercise-8 Positive Affirmations (2 marks)

Positive affirmations are a great way to feel good about yourself and your life.

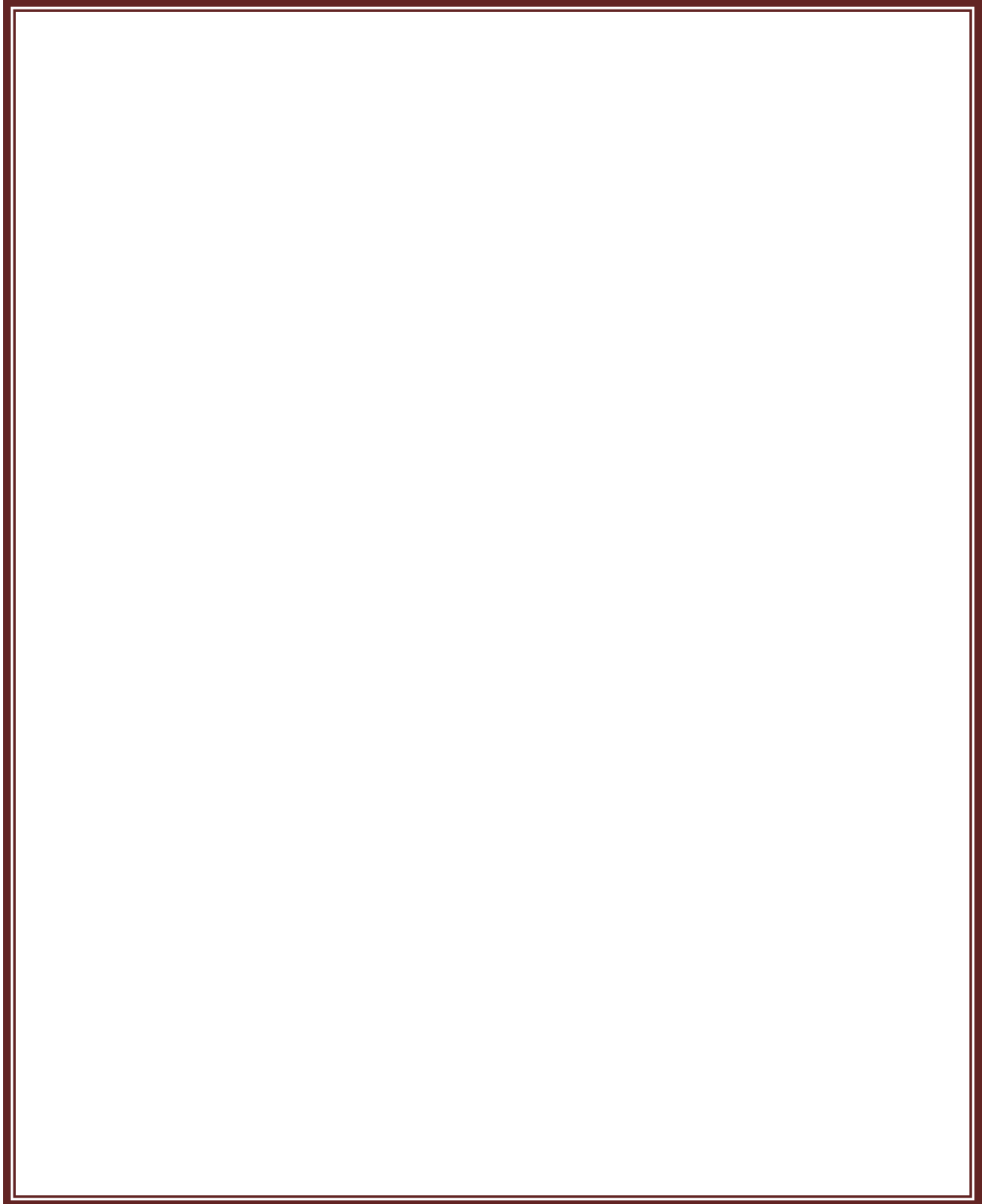
Complete the sentences below and then read them.

1. I feel very happy when I
2. Everyone thinks I am good at
3. I feel proud that I know how to
4. I always smile when

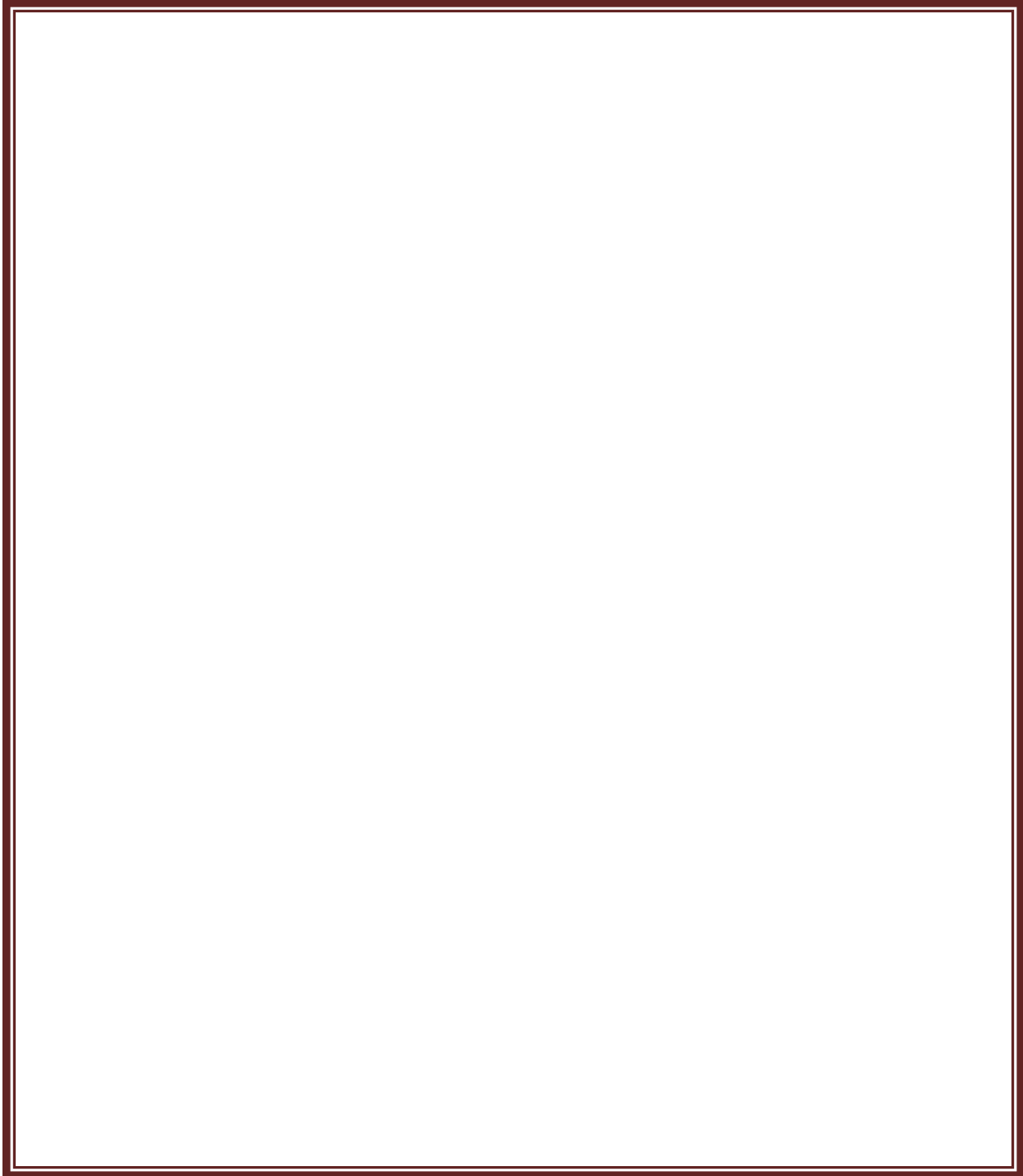
Exercise-10 Create a Pamphlet for your Course / Business / Entrepreneurship and paste it. **(2.5 marks)**

A large, empty rectangular box with a dark red border, intended for pasting a pamphlet. The box is centered on the page and occupies most of the lower half of the document.

Exercise-11 Paste a photograph that should have hidden meanings and explain in your own words. **(2.5 marks)**

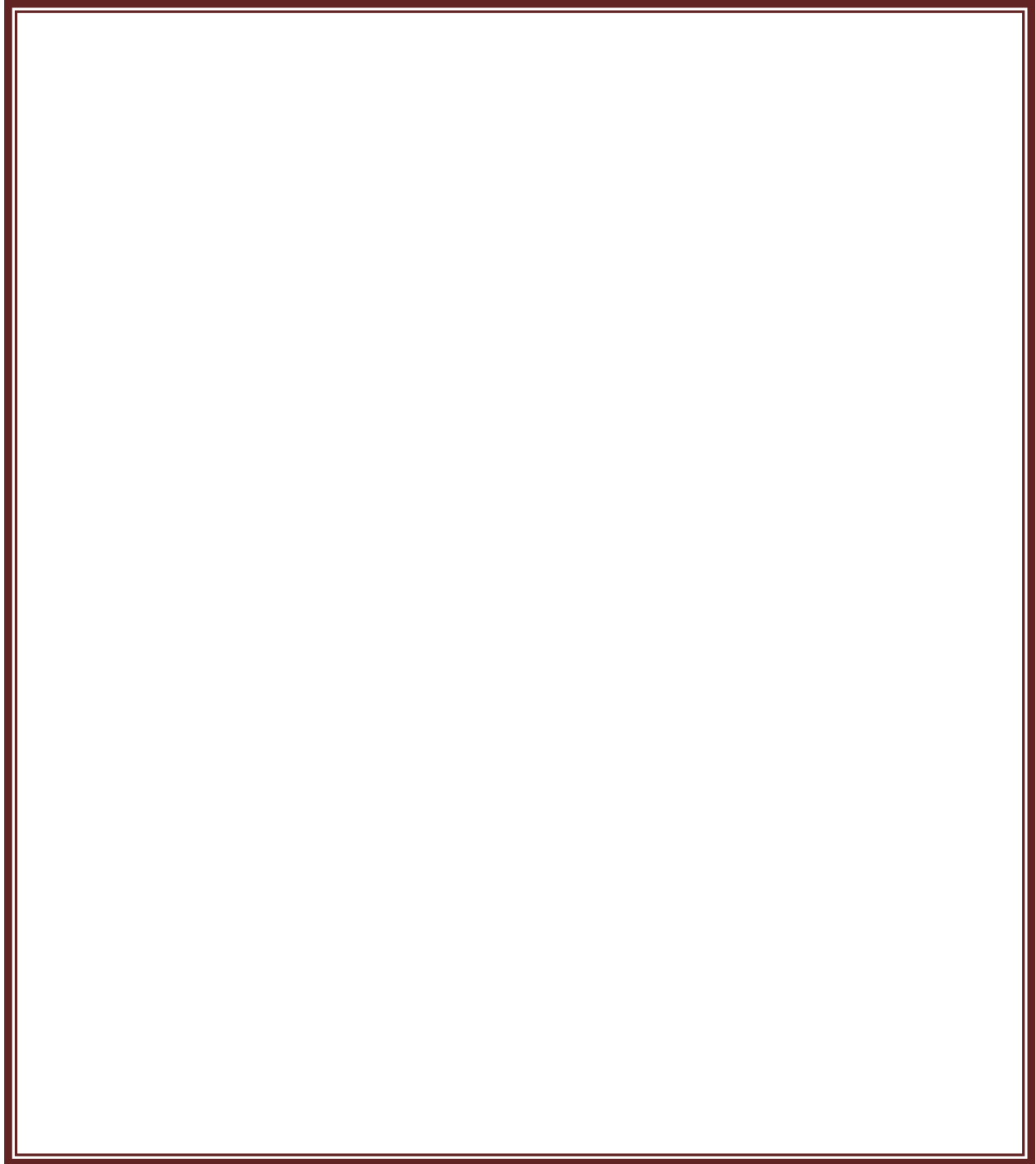


Exercise-12 You can do any of the social activities alone or in a group and take a photo and paste it here. Example:- Plant tree sampling. **(2.5 marks)**



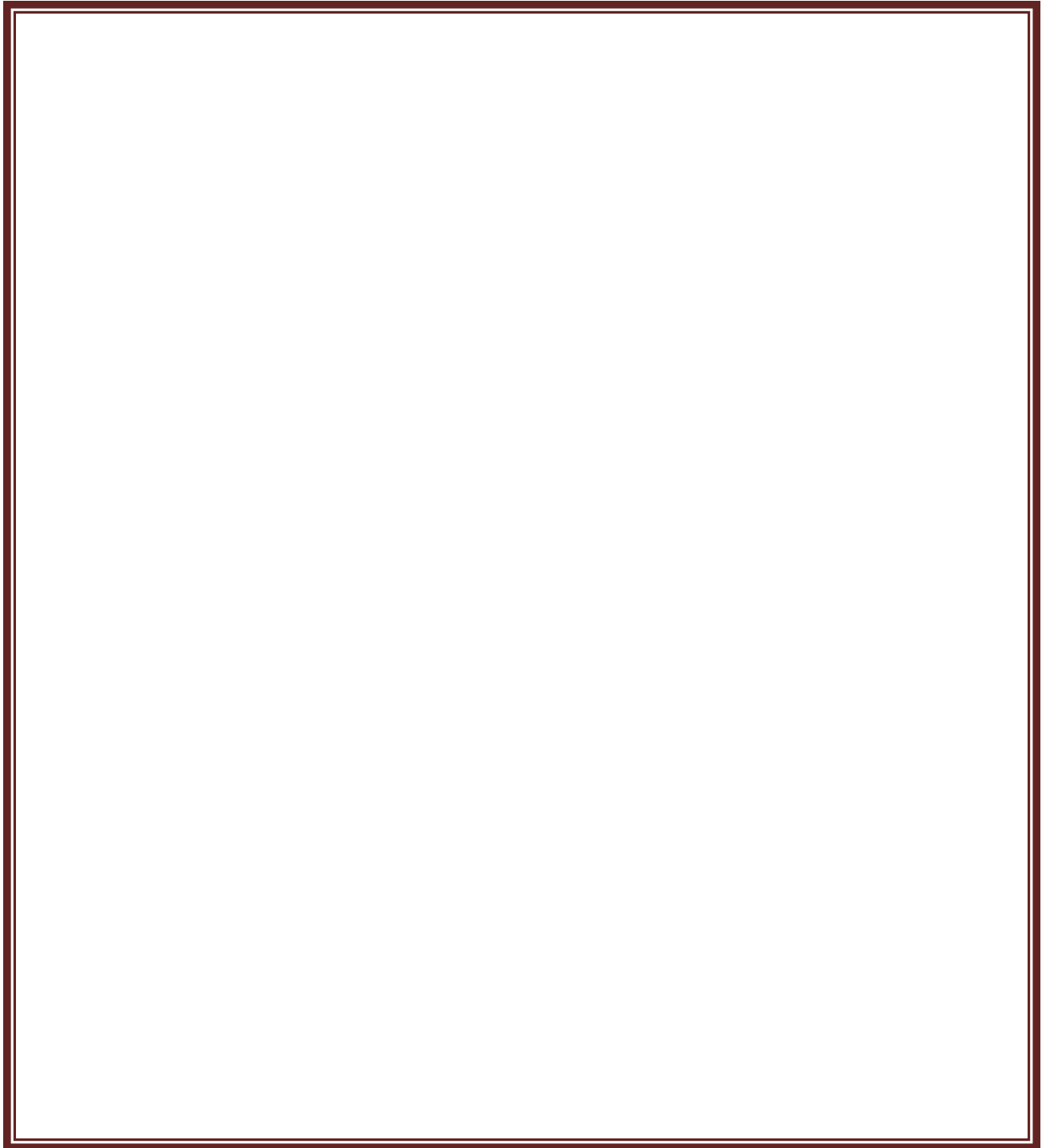
UNIT-4 INTERPERSONAL SKILLS

Exercise-13 Prepare a business proposal to start your own company. (2.5 marks)

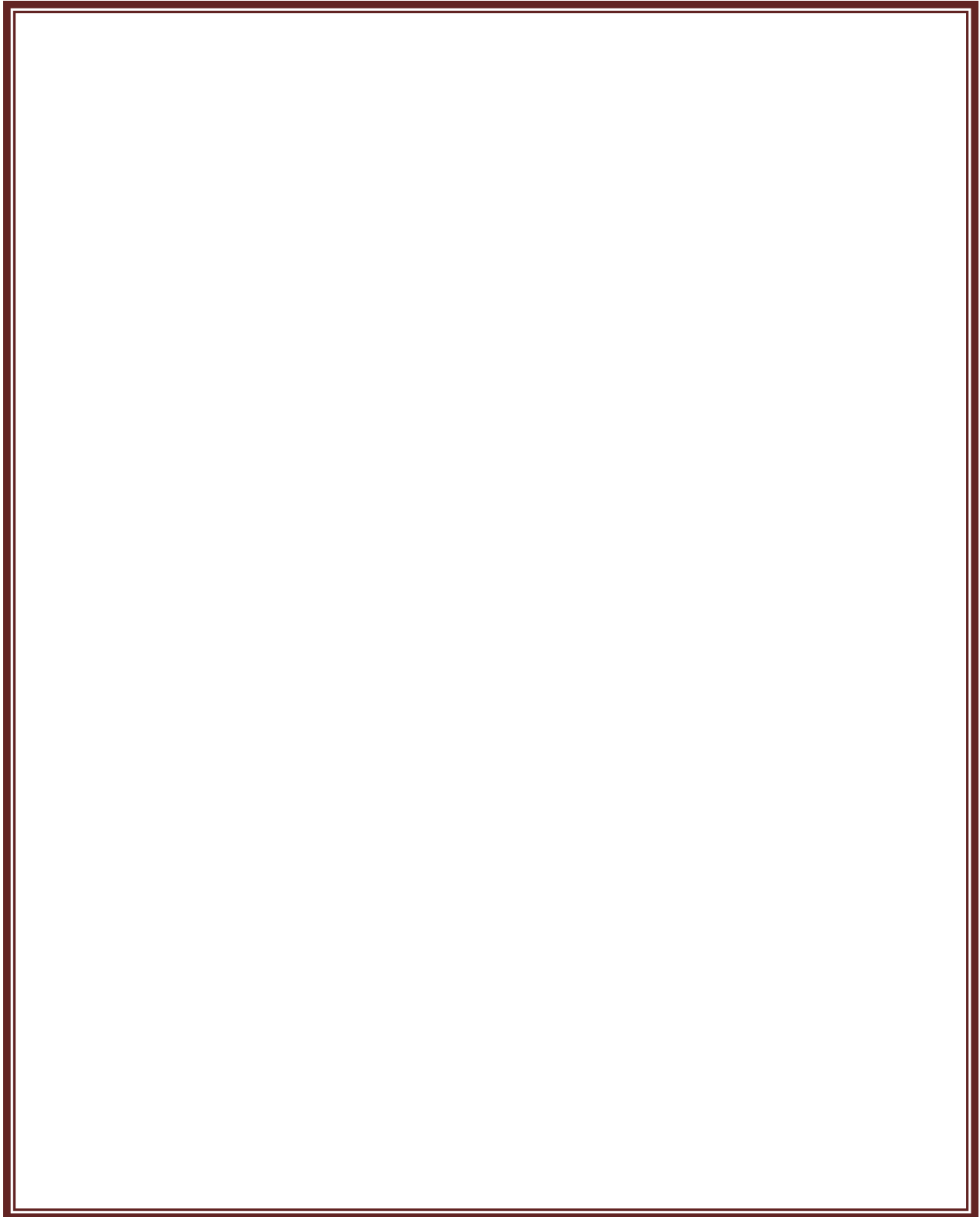
A large, empty rectangular box with a dark red border, intended for writing a business proposal. The box is centered on the page and occupies most of the lower half of the document.

Exercise-14 Imagine that there is an unfortunate reduction of five thousand from your bank account. Draft a complaint letter regarding this to the bank manager.

(2.5 marks)

A large empty rectangular box with a dark red border, intended for writing a complaint letter. The box is centered on the page and occupies most of the lower half of the document.

Exercise-15: Take a photo of your best talent and paste it. **(2.5 marks)**



UNIT-5 PERSONALITY SKILLS

Exercise-17 Personal Qualities

Jane worked as an administrative assistant for five years. She then stayed at home to be with her children for a couple of years. She would like to apply for an administrative assistant position at the bank. Jane's Personal Profile She dresses neatly and is always well presented. She is friendly, helpful and courteous to both customers and other employees. She can use a range of computer applications such as word processing, email and the Internet. She can type reports and maintain files. She has good telephone skills and is reliable with messages and other communication. She is very organized and careful with her work.

What skills and personal qualities should Jane put in her resume? **(2 marks)**

Skills	Personal Qualities

Your Name:

Your Personal Profile

What skills and personal qualities should you put in your resume? (2 marks)

Skills	Personal Qualities

Exercise-18: Feeling Good About Yourself (2 Marks)

Feeling good about yourself and your positive attributes is a great way to be positive at work.

Your Turn!

Write down five of your strengths, for example: friendly, happy, generous, etc.

1. _____

2. _____

3. _____

4. _____

5. _____

Write down the five greatest achievements in your life so far

1. _____

2. _____

3. _____

4. _____

5. _____

Exercise 19: Write down five things you can do to make yourself feel better, like calling a friend, going for a walk, having a bath, etc. **(2 marks)**

1. _____

2. _____

3. _____

4. _____

5. _____

Exercise 20: Make sentence to expression your emotion better to the following phrases. **(2 marks)**

1. Flying high: _____.

2. Pumped up: _____.

3. Fool's paradise: _____.

4. Be down in dumps: _____.