



ESSENTIAL SOFT SKILLS FOR B. TECH GRADUATE STUDENTS

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ABSTRACT

Multi National Companies are looking for young Engineers who have command over Soft Skills as well as effective Communication skills. Every year thousands of B.Tech Graduates are appearing for Screening Written Test and H.R.Round oral test to enter in to Global Soft ware Companies. Among them, many get through Technical and other written subject easily. Thousands of Engineering Graduates are getting problems while facing H.R. Round. This is because, up to+2 Level only Group subjects are given the most priority in Academic evaluation. Languages are completely neglected. It is the main cause of the Students is having no minimum basics in Communication Skills, Inter Personal Skills, Group Discussion and Interview facing skills. To provide minimum basic concepts to get the main points immediately to get better jobs for M.N.C.Companies.

Key Words; *multi national, inter personal, group discussion, H.R. Interview*

MULTI CULTURAL SKILLS;

India is a land of diversification, many cultures, Multi languages, regions, religions, casts and habits, vast country like ours is the synonym of multicultural country.

- ❖ “If you talk to a man in a language he understands, that goes to his head, if you talk to a man in his own language, that goes to his heart”... Nelson Mandela.



- ❖ Culture is the collective program me of the mind, which distinguishes the number of one group from another.

Every region, state and country has its own values, customs, and cultures. If any other person or culture interferes and insults there will be cultural disturbance. Technology, Computers, Electronic Media has made the Globe smaller and people are learning to respect various cultures across the world. It is essential to manage and minimize the cultural differences at all the levels. It helps people understand better and enhance peace and tranquility in the society. At the corporate level also it promotes healthy relations among the work force. It enhances productivity and performance. Generally multinational companies recruit the employees from different cultural backgrounds to maintain cultural competency.

How to minimize cultural differences:

1. Learn to respect others' cultures. Love your mother tongue but not hate other languages.
2. An optimist looks at the things from positive side where as a pessimist looks from a negative side. Learn to look at the commonalties among various cultures other than at the differences. It helps the friendly relationship with other cultures.
3. Develop tolerance towards others' cultures. Read literature to promote cultural literacy and cultural competency.
4. When you enter into a new cultural zone, closely and keenly observe the situation and people, analyze and adopt. Speaking less and observe more is important.
5. Don't criticize and don't compare others culture
6. Develop patience towards others and don't rush in your actions and activities.
7. Lot of research and homework needs to be done when entering into a new cultural environment.
8. Keep passport, visa, and identity card when you are going out in the land of other countries.

Dress Code

Generally, we wear three types of dress codes.

1. Informal or casual 2. Semi-formal 3. Formal or Official

1. Casual Dress Code: In day-to-day life, we wear causal dresses for our comfort and convenience. We have a wide variety of choice to choose the color and the type of the dress. The choice of the dress is purely according to our taste and our financial status. The selection of the dress is based on our culture, Environment and new styles and fashions.



2. Semi-Formal Dress Code: Semi-Formal dress is used to attend birthday parties, marriage functions; go to picnic places, meet relatives, friends and well wishers. The selection of semi-formal dress is more careful than informal dress. It should be dignified and good looking.

3. Formal Dress Code: Informal and semi-formal dresses are for our comfort and for regular use. Formal dress code is an occupational one where we should take utmost care to choose suitable dress. It reflects our individuality and our complete personality. Formal dresses are used to attend Interviews, HR Interviews, Seminars, Business Conferences, Group Discussion Processes, Public Speeches, Academic Lectures, Job Market areas and for Executive Professionals. Formal dress code simply reflects our career positions. We should not use Informal, Semi Formal dresses in Formal situations.

The main parts of a Formal Dresses.

- 1) Tie: it is the indication of dignity of an individual. Tie should be properly used.
- 2) Cream colored shirt or white colored shirt with neatly tucked.
- 3) Wear black colored shoes with neatly polished.

The formal dress gives confidence and gets respect from other people. For women light colored saris or light colored dresses should be preferred. Completely covered foot wear should be preferred to attend formal occasions. Our personality and our profession should be reflected through our dress code.

“Attire should reflect two areas of our Life. One is profession, second is personality”.

Interview Skills

1) **Introduction:** Interview is face to face oral interaction. To pursue higher education or to get a job, interview is essential. The candidate's abilities, skills and knowledge of the subject shall be tested through this method. Skills are not acquired in a day or two, but take a long practice. To attend model interviews, to attend or face any kind of interviews, a candidate needs some important areas to brush up his or her skills.

2) **Subject knowledge:** It is most important among all. A candidate should know his or her subject thoroughly. It is not a university examination. Interviewer tests the depth in the subject of a candidate. He or she should know the current developments and trends in the relevant field. Reading journals and browsing Internet are the methods to update the subject knowledge.



3) **Communication skills:** The very important skill that a candidate requires is proper communication with the interview board members.

a) **Listening:** It is the most important skill, which is not taught in schools and colleges. Communication comes through proper listening only. The best speakers are the best listeners. When the interviewers speak, do not interrupt the speaker. If the person's voice is not audible, ask for clarification by saying "Pardon me, Please repeat" In the interview hall listen thrice but speak once.

b) **Speaking:** Speak clearly and use proper words. Single words and loose communication should not be used. Speak only what is exactly useful to the situation. Simple and relevant information is preferred.

c) **Body language:** Body language is one's own language. Posture, gesture, face appearance, eye contact and hand moments are important factors in body language. The board members look at the person whether he or she knows the behavioral skills or not. It shows one's abilities and interests with others. Proper eye contact should be maintained with the interviewers. A candidate should not praise or criticize the board members.

4) **Trouble Zone:** If the interviewer asks any question, which is not related to the participant's field, politely says "sorry, I don't know"

5) **Know the organization:** We are in the Global World, so there are plenty of opportunities. Multinational companies have their own strategies, so before attending an interview, one must know some knowledge about the company.

6) **Conclusion:** Say "Thank you" before leaving the hall. The candidate should not involve in any discussion or argument with the interviewers. Generally the board members look at candidates who work for their company and its progress rather than their interests and ideas.

Do's

Don'ts

1. Attend early
2. Give positive response
3. Use proper dress.
4. Maintain proper body language
5. Talk politely
6. Maintain proper eye contact

1. Don't be late
2. Don't say no
3. Don't use jeans & T- Shirts
4. Don't put hands on the Table.
5. Don't use a long and high-flown language.
6. Don't look at the door, floor while speaking.



- 7. Listen attentively
- 8. Know the subject thoroughly
- 9 Use complete sentences
- 10) Say, "Thank you" before leaving the hall.
- 7. Don't interrupt the Speaker
- 8. Never try to bluff
- 9. Don't give one word Replies.
- 10. Don't argue with Interviewers.

Group Discussion

Group is a collection of people. Groups are required for working together and to do job effectively. We require group discussions to find out the solutions for the existing problems. A pool of members combined discusses a particular topic and find out suitable solutions for the problems. Group discussion is based on the teamwork, incorporating use of different team members to reach a common goal.

Some advantages with group discussion:

- i) Ideas can be generated.
- ii) Ideas can be shared.
- iii) Ideas can be responded by others.
- iv) Group discussion skills have many professional applications.
- v) Working in-groups is fun.

There are two types of group discussions

- i) Structured group discussion
- ii) Unstructured group discussion.

i) Structured group Discussion:

A structured group discussion is a formal discussion. A formal discussion is around 20-25 minutes taken by 8-10 participants. This type of discussions allow to exchange information and ideas. In the work place, discussion enables to draw the ideas and expertise the staff.

Structured group discussion follows these rules:

- i) Initiator: He starts the topic of discussion.
- ii) Information seeker: His role is to ask questions related to topic
- iii) Information giver: His role is to answer any question raised

During the discussion.

- iv) Opinion giver: Answer the opinion seeker and others.



- v) Opinion seeker: This person asks opinion of others.
vi) Social supporter: Encourages the group when good points are

Raised.

- vii) Tension reliever: This person makes the discussion in a Meaningful order.
viii) Summarizer: This person summarizes the discussion.

Draw backs of structured group discussion:

- i) Someone who doesn't participate in the discussion makes other participants dull.
- ii) Someone who acts aggressively by expressing disapproval of others
- iii) Dominator: Someone who takes control of the discussion by talking too much.

i) Unstructured Group Discussion follows these Rules:

Companies to assess candidate's personal traits normally use an unstructured group discussion.

i) Team player: Team players are the most important persons in any company because they work with teams. At the beginning of his career a manager works as a team member, later as a team leader.

ii) Reasoning ability: Reasoning ability plays an important role while expressing opinions or ideas at a group discussion. So reasoning ability is very important here.

iii) Leadership: leader shows the direction to the group whenever group moves away from the topic. The leader co-ordinates and motivates team members to express their views.

iv) Flexibility: A leader must be open to others ideas as well as his own. He is also interested to pick up good ideas raised by the team members.

v) Assertiveness: A candidate should have positive manner. He should not in an aggressive manner.

Follows these rules in unstructured group discussion:

- i) Speaking is important. Speak freely and clearly.



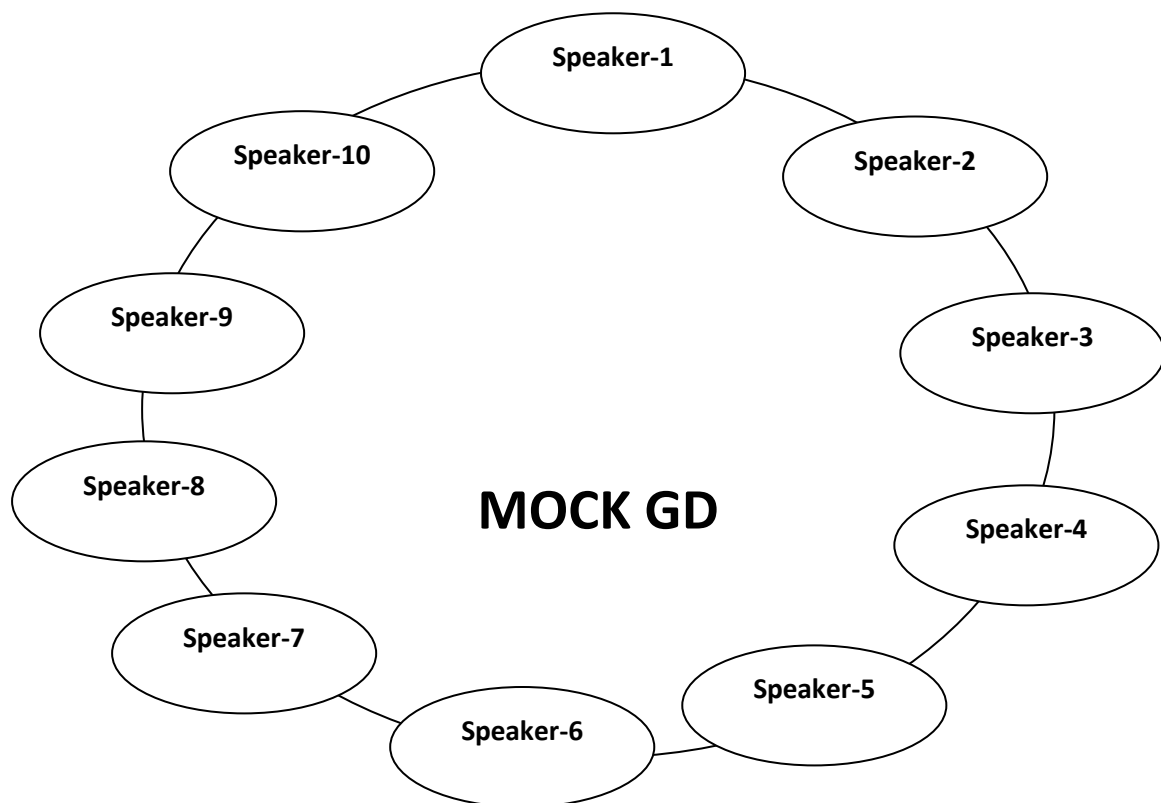
- ii) Give everyone a chance to speak.
- iii) Maintain eye contact with every member in the group.
- iv) Listen attentively.
- v) Be friendly with others.
- vi) Encourage someone who may be silent.
- vii) Keep the topic on track.
- viii) Listen when someone talks in the group.

Don'ts follow these negative things:

- i) Do not speak too much.
- ii) Do not interrupt anyone while speaking.
- iii) Do not argue with others.
- iv) Avoid raising new points.
- v) Do not commit grammatical mistakes.

Multi national companies conduct group discussions for fresher's who are interested to get into their companies. Through GD process English speaking fluency, interpersonal skills and personality is assessed accurately.

- 8-10 members are formed in a circle.
- A topic is given to each team.
- 10 min time is allotted for brain storming.
- 20 min time is given for discussion.
- Feed back provided by the trainer.



- From these 10 members, any member begins the topic sentence.
- It is followed by other team members.
- Every member should speak about its introduction.
- After completing the introductory round any speaker discuss the topic with other speakers.
- After finishing this process the trainer give feed back for each and every speaker as well as find out the best speaker.

Frequently asked group discussion topics

Urbanization of India-Causes and consequences

Impact of globalization in our country

Western Universities should /shouldn't be accepted in our country

Advantages of multinational companies to boost up employment opportunities for the youth.

Democratic reforms in India

Deemed Universities should or shouldn't be accepted

Is Private Blood banks really established for service motto?

Electronic media and its impact on teenagers

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IT sector is really back bone to our Indian economy

Is machine power dominates Human knowledge

Public sector / Private sector

Causes of unemployment in India

Why still India is a developing nation

How to root out corruption in our Country

Village life/ city life

Too many political parties in India

Desktop/Laptop

Impact of terrorism in the society

Cell phones should/shouldn't be banned in educational institutions

To provide quality education what is your choice-English medium schools/ Telugu medium schools

G. D. Participants Feedback Form

Name of the Participant:

- | | |
|---|-------------|
| 1. Co-Ordination with other team members: | Ok / Not ok |
| 2. Voice modulation of the Participant: | Ok / Not ok |
| 3. Clarity & Fluency of the language: | Ok / Not ok |
| 4. Command over the topic of the Participant: | Ok / Not ok |
| 5. Listening Skills of the Participant: | Ok / Not ok |
| 6. Behavior of the participant: | Ok / Not ok |
| 7. Total performance of the Participant: | Ok / Not ok |
| 8. Total feed back of the Team: | Ok / Not ok |

H. R. Questionnaire

Frequently repeated H.R.Questionnaire

1. Why did you select your career in I.T field?

Ans: Globalization has opened the doors of technological opportunities. Grooming of Informational Technology, M.N.Companies are interested to recruit young talented technical students for high positions. Salary hike, challenging career, many young students are interested to join the I.T jobs. So Iam also waiting for this opportunity.

2. .Are you ready for work with others or your own?

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Ans: I am interested to work with other people. Because group work produces effective result by discussing others. We take correct and perfect solutions for a problem.

3. How can you describe your own personality?

Ans: I am a flexible person and easy to mingle and interact with other people. I like to listen to other people ideas and opinions and identify the right solutions for existing problems. I've a cool, confident, hard working nature so I am ready to work in any kind of atmosphere.

4. Why do you want to work in this particular firm?

Ans: This is the best Multi National Software Company in India and also its standards are high so I am interested to work for this company. Individual reputation getting good position is the key reasons to join in this company.

5. Do you have interpersonal skills?

Ans: Interpersonal skills are people skills. To interact with others we must show interest in others. Listen to the person whom we are speaking to and convey our message clearly and briefly.

3. How do you handle stress?

Ans: Hectic schedule, Night working hours, Time bound projects are the main reasons for the stress. In IT Industry Employees face this problem severely. Regularly I do Physical exercise and do at least 20 minutes Yoga on my own. I think Yoga, Physical exercise help me to overcome.

4. Why should we hire you?

Ans: Sir, I got the highest grades in all my Academics. I am fluently in spoken and written English apart from it I've mathematical knowledge and soft skills knowledge. So I think I am a suitable person to do work in your esteemed company.

5. How much salary do you expect?

Ans: I am willing to improve my career in IT Industry. As for my performance, I expect my salary.

6. If you set a good opportunity are you ready to change this company?

Ans: Definitely not sir, I am interested to work for this company. This is my dream to work for this Multi National Software Company. Here, I improve my performance as your expectations level.

7. How can you overcome Negative situations?



Ans: I'm a proactive person. My focus is on strengths but not weak areas. I look for the growth and improvement. If any thing goes wrong in my work immediately I rectify it, if not possible remind it to the higher officials.

8. Do you think you have sufficient skills to acquire M.N.C job?

Ans: Yes Sir, I've enough skills to acquire M.N.C job. The M.N.C job market requires computer basic skills, Mathematical skills and most important are soft skills from the students. So I feel I've all these abilities.

9. Tell 5 strong points from your side?

Ans: I'm optimist and hard working guy. I'm interested in I.T sector and give importance to my career. I'm good at computer programming skills.

10. How did you prepare for this interview?

Ans: Daily I read English newspapers to update my current affairs knowledge. I attended two mock-Interview sessions to feel confident to face an interview.

11. What computer languages do you know?

Ans: I know C++, SQL, Java, and Advanced Java Programming Languages.

12. How do you sell your ideas?

Ans: India is a right place to sell the ideas. Because it has the largest consumer market. Flexibility, good communication skills like other people are important to sell our ideas. In these ways I can sell my ideas.

13. How do you tell, you are the best participate among all?

Ans: I've good Academic record. I've extra skills like soft skills, computer skills than others. So I think I'm the best them others.

14. Which positions do you went after 5 years?

Ans: I'm willing to join in I.T field to climb the ladder of success. I work hard to improve my position as early as possible. I've good people skills and willing to lead the team so I want to become team leader after 5 years.

15. What are the objects in the interview room?

Ans: when I stepped into the Interview hall, I feel strange and tense. The chairman and other members are sitting around. They are cordial, so I feel confident. The room is decorated with light color and there is a photo hanging on the wall. A single chair is there before the round table.



16. Are you ready to work in late hours?

Ans: Yes sir, my aim is to improve my career opportunities. To improve and update my I.T skills I'm ready to work in late hours.

17. What are six sigma levels?

Ans: Six Sigma is a business management strategy originally developed by Motorola, USA in 1981. Its purpose is to improve the quality by rectifying the gaps and in process. It uses quality management methods, including statistical methods and creates a special infrastructure of people within the organizations. These are the popularly known as Black Belts, Green Belts.

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