



14. Workplace Communication Activities

3. You are attending a customer speaking a different language

You have joined a very good service company in your city. You are in - charge of providing the on-door service to all the customers who purchase an air conditioner from the company's biggest store in the city. You have been working in the company for 6 months, and have so far enjoyed your work. You are fairly confident of your skills and always manage to get good reviews from the people whose A/Cs you install. This week, however, there is one customer who has been filing a complaint about a mysterious noise in his air conditioner. The store manager sends you to look at it because he trusts you will be able to deal with a difficult customer. When you reach the site, you find out that the customer is not a native Hindi speaker (he is an American and speaks mostly English) and cannot explain the problem to you fully in Hindi.

a. What is the way forward?

b. Is it a good idea to just leave and make the customer wait for some time till someone who understands English can return to service the AC?

c. What if there is a serious miscommunication and the AC is damaged while the customer waits?



Hint: Think out of the box! Often while dealing with customers, strange and unexpected problems arise. Perhaps, call a friend and have them speak to the customer on the phone and translate to you!

4. Gender sensitivity

You are a woman and you have secured a job in the manufacturing plant. You have always been at the top of your class in the ITI and are confident of your skills. As per company policy, you cannot be assigned a night/evening shift and are given the morning shift. However, you soon observe that the attitude of your supervisor towards you is very biased. He has openly told you that he doesn't trust you with heavy machine jobs because you are a girl. This is preventing you from working at jobs that will further your promotion. You are also afraid that this will affect your performance review, which will be submitted by this same supervisor. When you approach the HR department, it is suggested that you take up the night shift as that will mean a change in your supervisor.

a. What is the way forward?

b. There is also an option of just leaving the job, would you take up the night shift?

c. What can possibly be the role of other male colleagues in this situation?



d. What are the different approaches that can be tried while speaking to the supervisor or the HR?

e. Is there something you should avoid doing in this situation? If yes, what?

Hint: Do not make a vague complaint. Explain what exactly the problem is – you are unable to operate this one machine – clearly suggest to the HR an alternate way forward. Tell him/her exactly that you want to be given a chance to do (i.e. you want to prove that you are as capable of handling machinery like men). Eventually, everyone on the plant should work as per manual and guidelines.

5. Applying for leave

You have recently joined a big automobile manufacturing company. As per the company policy, you are not eligible for more than one day leave in 30 days till you have completed the first 6 months of employment. However, in the second month of your work, your family asks you come back to your hometown to attend a close cousin's wedding. The wedding date is fixed, and the invitations have been sent. You don't want to miss this wedding, and know that it will upset your whole family, if you don't go. If the HR on the plant is approached, they will clearly state that he/she does not have the authority to alter policy.

a. How will you communicate this to your supervisor and HR?



b. What are the points to be taken care of while approaching your seniors in an office?

c. Should you get an appointment or should you just walk in and ask for a 'minute' of their time?

d. How will you communicate the result to your family?

Hint: Policies, safety manuals, etc., are decided by the top executives of a company and have to be followed by all. You will have to forego the wedding. But, perhaps, make up for it to your family, later, in some other way.



Complete the What I learned column in the KWL chart.



How was today's session?

Boring		
Fun		
	Lots of learning	Less learning

Think, and share:

What are the characteristics of a good employee?

What are the traits of an irresponsible employee?

What is the role of safety manuals? Are they important? Why?

What is the best way to resolve a conflict in the team during work hours?

How can you improve your ability to communicate professionally?

<https://www.youtube.com/watch?v=kaH4xfodN3w>



15. Decoding Interview



At the end of this lesson, you shall be able to:

- learn the dos and don'ts of facing an interview
- identify the common questions asked in an interview
- assess your ability to appear in an interview.



Interview skills: Upon your completing your education, you will get an opportunity to appear for job interviews. During these interviews, your ability to communicate about yourself will also be assessed! Through an interview, the employer is able to find out the following things:


- if the candidate has the ability to perform the job
- if the applicant is reliable, honest, and trustworthy
- if the applicant will fit in with the team and organization.



What I already **K**now

What I **W**ant to find out

What I **L**earned



SO TELL
ME ABOUT
YOURSELF.

This is how all interviews begin! This question gives you a chance to tell the employer about strengths and skills.



Stages of an interview		
Pre-interview	Interview	Post-interview
Apply for the right job. Check the required qualifications.	Greet the employer with a smile!	Write an email to HR. Thank them for the opportunity.
Prepare a folder with your resume, identity cards, and mark sheets.	Maintain eye contact.	Wait for a week or longer for the response.
Reach 15-20 minutes before the scheduled time.	Speak clearly and loudly.	If you are selected, reply confirming your willingness to join.
Groom yourself.	At the end of the interview, thank the employer for the opportunity.	If you are not selected, reply thanking the employer for this opportunity.



1. Discuss with friends and prepare answers to the following questions:

Tell us about yourself.

Tell us a little about your city.

Apart from studies, what other interests did you pursue during your year at the ITI?

Why did you choose this trade, and what have you learned from it?

Why have you applied for this job?

2. Discuss with friends and guess the reason these questions are commonly asked in an interview by the employers. Some hints are provided for your help. You can also seek the advice of your mentors / local employers.

Questions	Why are they asked?
Tell us about yourself.	Your communication skill ... and this is also a chance for you to showcase your _____ ?
Tell us a little about your city.	Your communication skill ... and this is also a chance for you to showcase your general awareness and _____ ?
Apart from academic, what other interests did you pursue during your year at the ITI?	Your interests, leadership ability (if you led teams), and _____.
Why have you applied for this job?	Your awareness of the industry, and the specific job role, and _____.



Complete the What I learned column in the KWL chart.



How was today's session?

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Fun		
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Think, and share:

What is the purpose of an interview for an employer? What do they judge about the applicants from an interview?

How would you answer 'tell me about yourself' in an interview?

How can we prepare ourselves for an interview?

How can you assess your preparedness to appear in an interview?



Invite your friend to interview you using the commonly asked questions given in this section.

After the interview is over, ask your friend to give you a score in each of the categories in the below table. Identify your areas of improvement and work on them!

Your Name: _____

Parameters	Scores	Indicators
Salutation	0: Did not greet. 1: Greeted without eye contact or without a smile. 2: Greeted with eye contact and with a smile.	
Voice Clarity	0: Was audible. 1: Was not audible.	
Resume	0: Incomplete or no Resume. 1: Complete Resume but answers not completely aligned to the Resume. 2: Well-structured Resume and answers aligned to the Resume.	
Introduction	0: Introduction only had few lines. 1: Introduction had clarity on Who and Why. 2: Introduction had clarity on Who I am, Why I want this job and How I will be a good fit.	
Strength	0: Could not tell about his/her strength. 1: Could tell about a strength, but could not give relatable example. 2: Could tell about a strength and could give relatable example form recent past.	
Subject Knowledge	0: Could not answer any subject-related question. 1: Could give only incomplete answers. 2: Was able to give complete answers.	

16. Handling Rejection and Failure



At the end of this lesson, you shall be able to:

- identify that failures are stepping stones to succeed
- reflect on experiences and set short-term and long-term goals
- take measures to improve performance for success.

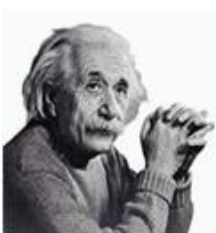
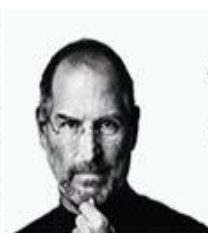



Success does not come easily. Everyone who is in top position today has reached there after facing some hardship and with enormous amount of hard work. Failures may be considered as opportunities for better performances.



What I already Know	What I Want to find out	What I Learned



	<p>ALBERT EINSTEIN He wasn't able to speak until he was almost 4-years-old and his teachers said he would "never amount to much."</p>		<p>STEVE JOBS At 30-years-old he was left devastated and depressed after being unceremoniously removed from the company he started.</p>	<p>WALT DISNEY Fired from a newspaper for "lacking imagination" and "having no original ideas."</p>	
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It feels easier to give up half way,
But the trick lies in standing tall.
Work hard and be patient, as they say
There's success after every fall.



1. Choose a partner. Answer the following questions. If your response is different from that of your partner, write both responses in the space provided.

a. Have you ever missed the bus? Did you feel unhappy about it?

b. What are your ambitions in life?

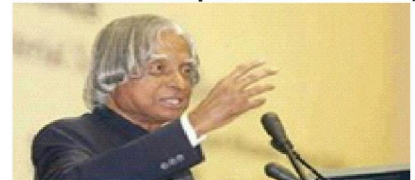
c. Is it necessary to be upset when you fail in one of your attempts? Give reasons.

d. What are the important things to you want to do when you get a good job?

e. Have you seen a spider climbing on the wall? What is unique about the spider?

2. Look at the picture. Reflect on what it means. Choose a partner and discuss. Take the help of the instructor, if you want.

Make notes here:



Don't carry your mistakes around with you. Instead, place them under your feet and use them as stepping stones to rise above them.

3. Look at the following picture. Do you know what it means? Can you recall learning it earlier?



Well, you learnt it in the module on English Literacy. Let's get back to it. All you need is to make a "to do" list and follow it very strictly. List three things you wish to achieve in the table given.

Within a month	Within 6 months	Within a year

4. Look at the picture. Choose one goal from each of the three columns. Prepare actions that you need to take in order to meet the requirements of achieving the goal. Also, make a list of alternate plan of action in case your effort to achieve your goal fails.





5. Reflect on the previous activity that you just completed. What did you learn? Choose a partner and share.



Complete the What I learned column in the KWL chart.



Failure does not mean that one is worthless. It only means that a little more hard work is necessary. Failure helps to identify shortcomings and improve.

Google and find how many famous personalities were school dropouts, rejected by teachers and society. Make a list and put it in a poster on the wall to draw inspiration to succeed.



<https://youtu.be/aUjbiZWnF3s>

<https://youtu.be/WR8lQOpIzhY>

<https://youtu.be/vOev6zSII1U>

17. Professional Networking



At the end of this lesson, you shall be able to:

- identify the basics of professional networking
- practice the use of effective communication in building a professional network
- develop the ability to build professional networking.



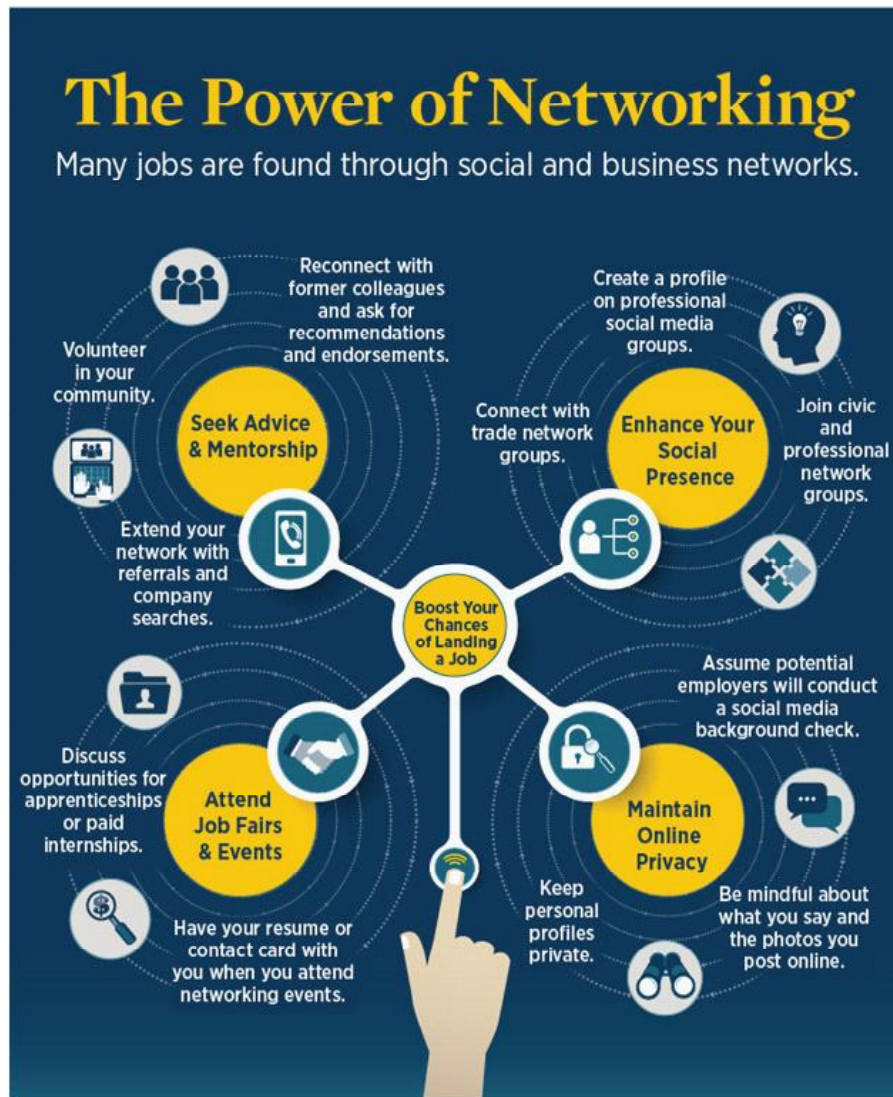
A professional network can be defined in very simple terms as your circle of acquaintances (friends) who are from your chosen field of work. Is it nuisance or a benefit to have a large circle of such acquaintances? A large professional network can help you find great job opportunities. It can also help you stay updated about industry trends and technology. This network is a resource for life. Let’s learn how to make friends in the professional world, and grow our network. Easy ways to create a professional network are:

- join online networking websites, like LinkedIn, etc.
- attend job fairs organized by both government and private companies, and
- keep in touch with your teachers and fellow students.



What I already K now	What I W ant to find out	What I L earned





1. Read and discuss with your friends!

You have been asked to go for a job fair in your city. Make a list of all the documents that you will carry with you to this event.

- _____
- _____
- _____
- _____
- _____

2. Your seniors have been placed in a prestigious service sector company in your city. What can be the best way to stay in touch with your seniors? Ask them to share with you any relevant job opportunities in that company.



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a. What is the meaning of a professional network?

b. What is the use of a professional network?

c. How can we search for better job opportunities through our network?

d. How can we make our existing network stronger? How can we use our communication skills to build our professional network?

e. What are some of the online websites that you can use to build a professional network?



Explore the following websites for learning more about online professional networking.

The balance careers > How to use linkedIn effectively ><https://www.thebalancecareers.com/how-to-use-linkedin-2062597>

Wiki How> How to use LinkedIn ><https://www.wikihow.com/Use-LinkedIn>