Shivaji University, Kolhapur
Sem- VI
vi) Interviews

Unit-I

Introduction

An Interview is a structured conversation in which one participant asks question, and the other provides answers. According to Scott, an interview is a purposeful exchange of ideas, the answering of questions and communication between two or more persons. In most cases, interview is conducted to find out if someone is suitable for a specific purpose. The main objective of our SIM is to understand the process of Job Interview. Hence, in the present SIM, entire description is prepared with reference to the Job Interviews.

A job interview is an interview consisting of a conversation between a job applicant and a representative(s) of a company/organization which is conducted to assess whether the applicant isqualified for the specific job.Job interviews are usually conducted to know whether the candidate is the best qualified for the specific job and will fit the culture of the organization.Job Interview process can be single step or multi-stage process. It is necessary to understand the following terms in order to understand Job Interview process.

Employer: An employer is a person or company that employs other people.

Employee: An employee is a person who was hired by an employer for a particular specific job.

Resume: Resume is a document consisting of a brief summary of educational qualification, skills and personal and professional experiences.

Human Resource (HR) Manager:A human resources manager, most commonly referred to as an HR manager, is an employee of a company/organization involved with recruitment, training, career development, compensation and benefits, employee relations, industrial relations, employment law, compliance, disciplinary and grievance issues.

Cost to company (CTC):Cost to company (CTC) is a term for the total salary package of an employee.

Job Description (JD):A job description is a written narrative that states the essential job requirements, job duties, job responsibilities, and skills required to perform a specific job.

Objectives of Interview:

1. To verify the information obtained through resume.
2. To obtain additional information from the applicant not available in the resume.
3. To give the candidate necessary facts and information about the job and the company/organization.
4. To establish the mutual understanding between the company/organization and the candidate.
5. To understand skills sets of the candidate and to find out the scope for the training.
6. To communicate company expectations, working style, culture to the candidate.

A good interviewer will be attempting to evaluate those qualities that are not revealed in your resume: what motivates you, what kind of personality you have, what you value, whether you are a leader, what your ambitions are, how well you communicate, how much career planning you have really done, etc. The interview will be a test of preparation and your ability to communicate it.

Types of Interviews:

There are several types of interviews conducted. They are listed below:

1. Structured Interview

2. Personal Interview

3. Panel Interview

5. Telephonic Interview

6. Technical Interview

7. Stress Interview

8. Lunch / Dinner Interview

1. Structured Interview:

Structured interview is a traditional form of interview which is usually refereed as first job interview. In this type of interview, standardised questions are usually asked i. e.

interviewer asks a particular set of predetermined questions. This type of interview helps to assess skill and abilities of all the candidates impartially.

2. Unstructured Interview

It is a free-flowing conversation. In unstructured Interviews, generally questions are made and asked during the interview. This type of interview does not follow any formal rules and procedures. It is opposite of a structured interview.

3. Screening Interview

Screening interview is often refereed as data verification interview. It is typically the first interview in the recruitment process. During a screening interview, the recruiter might provide a brief description of the company and the job description.

4. Panel Interview

Panel Interview involves one applicant and two or more members of recruitment team. The panel may involve representatives of different departments within a company/organization who then make the hiring decision.

5. Video Interview

Video Interviews are conducted through various video conferences or online chats. It is similar to personal interviews. In the recent times, these types of interviews have proved most affordable and convenient interview process.There are two types of video interviews. In the first type there is face-to-face interview in real time through online meeting/messaging platform whereas the second typeinvolves pre-recorded interview in which candidates are given the same set of questions with the same amount of time to reply. The recorded videos are watched back later.

6. Telephonic interview

Telephonic interview is an interview process that is conducted through telephonic conversation. It is economical and less time-consuming interview process. It is a typical first-round screening process to identify whether you are suitable to come in for a full interview.

7.Meal time Interview

Meal time interviews which are also refereed as Lunch/Dinner interviews have become very common in the recent times. These are interviews are conducted during meal time. The

intention of this interview is usually to understand public behaviour traits such as communication and interpersonal skills of the candidate.

8. Technical Interview

Technical Interview is also refereed as knowledge or skill-based interview. In this type of interviews, questions related to domain-specific knowledge are asked to candidate. These types of interviews are usually preferred by IT, Banking, finance and manufacturing sector.

9. Stress Interview

Stress Interview is an interview style used to evaluate candidate's response under stress or pressure. It is usually used in high priority tasks dealing with challenging profile.

Interview Preparation:

To be successful in any interview, it is necessary to learn things to do Before the Interview, On the day of Interview, During the Interview and After the Interview.

1. Before the Interview

a) About Company/Organization:

Candidate should gather sufficient information about the job and the Organization/Company. The more information you have about organization/company, the better prepared you will be during the interview. The information about the job and organization can be easily gathered from the company's/organization's website, blogs, and social media pages. In addition, lot of reviews about employees' feedback are available on various websites. It is necessary to go thoroughly through the following points.

► Job description: Major duties of the position, minimum qualification and desired skills required for the particular position.

►Organization's background, mission, vision and goals, location, number of plants, offices and stores of organizations, products/services, client-base, anticipated growth of organization, chief competitors, recent news, etc

b) Evaluate Job Description:

Most of the employers provide detailed Job Description in the advertisements because they are looking for someone who perfectly complements the job profile and position. It is necessary to go thoroughly through the job description so that you are aware of the expectations the company has for the particular position.

c) Self-assessment:

Candidate should be able to identify whether his qualification, skills and other qualities are aligning with the job description. This will give candidate an idea regarding strengths and weaknesses as a candidate for particular employment. Candidates are advised to tweak their resume accordingly.

d) Make a list of questions:

As per the job description and company/organization's background, identify a list of questions that can be asked to you during the interview and prepare proper answers to these questions.

Some Commonly asked questions in Interview

1) Introduce yourself.
2) Tell me about your educational background.
3) How did you learn about this job opening?
4) Why should we hire you?
5) Describe what you do in your current position.
6) Why did you leave your last job?
7) What motivates you?
8) What is your greatest strength?
9) What is your greatest weakness?
10) Why do you want this job?
11) Where do you see yourself in 5 years?
12) What are your hobbies?
13) What is your management style?
14) Can you tell me about a time where you encountered a biggest challenge in your earlier job? How did you overcome it?
15) What do you consider to be your biggest professional achievement?
16) What kind of work environment do you like the best?
17) Why are you leaving your current job?

18) Tell me how you think other people would describe you.

19) How do you handle pressure or stressful situations at the workplace?

20) Tell me about an accomplishment you are most proud of.

21) Why are you looking for a new job?

22) Are you willing to relocate?

23) Would you work holidays/weekends?

24) Would you work holidays/weekends?

25) What do you know about our company?

26) Who are our competitors?

27) What do you think are the responsibilities of current job position?

28) Are you willing to travel?

29) Do you have any questions for me?

30) What are your salary expectations?

Practice answering these questions with your friend or family member or go for mock interview with Training and Placement officer.

e) Verify Interview Venue and directions well in advance:

You should know the exact venue and timings of interview. You should make sure that you know exactly where is the venue of interview and how to get to the venue. You should plan your journey considering all these points so that you reach well in time for the interview.

e) Sleep and eat well:

A night before the interview, sleep well for at least 6 to 7 hours. Take sufficient food before the interview so that you have the energy and patience to sit through the interview process. You should carry a bottle of water or juice along to keep yourself hydrated.

2. On the day of Interview

a) How to Dress for a Job Interview

Interviews are not only conducted for skill assessment, but the interview panel also checks whether candidate fit their professional environment. Therefore, dress code plays a crucial role in the interview process. It is very important to wear a proper dress for job interview.The dress that you wear should make you look the most presentable and highlight your smartness, make you look sharp and elegant, and at the same time define you for who you are. Many of

the Interviewers have emphasized that dressing professionally is essential for creating a favourable impression.

It is noteworthy to understand that interview dress code for males and females vary greatly depending upon factors like location, organization and the work culture. It is crucial to wear a formal dress while appearing for a job interview scheduled at anentry or middle level or senior position. Reason being, formal outfits reflect a person's leadership skills and also show seriousness towards the company and the interviewer.

What to Wear to an Interview?

Formal interview dress code for males:

1. The main outfit:

Shirts: A neatly pressed light or solid coloured long-sleeved shirt is advisable for job interview. You can either go for a plain shirt or a one with micro checks.

Suits and blazers: You can also wear a formal suit or simply put on a blazer over a light or solid coloured shirt. For suits and blazers, it is always better to go for colours like black, navy blue, dark grey, etc.

Trouser: Choose a dark-coloured trouser, preferably in black, grey, or blue color. The fitting of trouser i.e. slim, medium, or regular fit should depend on your comfort level. Prefer a plain trouser over a printed one.

2. Footwear: It is better to wear a pair of clean and plain full-length socks with no highlighting designs present on it. The colour of socks should match with the colour of trouser. It is advisable to wear simple formal shoes rather than sandals, loafers or sports shoes.It is always a safe bet to go for black or tan coloured shoes.Shoes should be neat and well-polished.

3. Accessories: A tie is optional but it is necessary to wear it to give a better professional look.For the tie, it is advisable to select a color and pattern that complements your shirt.Ensure that the tie just touches the belt. One should carry a decent brown or black bag or briefcase for documents.Watches convey a sense of professionalism and reliability. It is better to wear a simple and classic watch.

4. Personal Hygiene: With the proper dressing, you have to maintain a professional haircut, proper shave/well-groomed facial hair, trimmed nails, etc.

Formal interview dress code for females:

1. The main outfit:

Traditional wear:A well-fitted traditional Indian suit is a good option for female candidates.You can also opt for a simple cotton saree in solid or pastel colours for a formal look.

Western wear: A dark or pastel coloured pantsuit with light coloured shirt is a classy interview dressing. In addition, full-sleeve or half-sleeve shirt or top with a knee-length pencil skirt is also acceptable as professional dress code. A well-fitted, knee-length dress in straight style is also a good option for female candidates. You can choose a solid-coloured blazer that you can pair with skirt or trousers.

2. Footwear: It is not advisable to wear high heels. Wear comfortable and formal moccasins, bellies, or sandals. If you're wearing leather footwear, they must be polished nicely. Precaution should be taken that footwear doesn't make knocking sounds on the floor while walking.

3. Accessories and Personal Hygiene:Try to keep the number of accessories to a minimum. Heavy jewellery such as nose and lip rings, heavy earring or necklace does not harmonize with a formal dress. You can wear a statement jewellery piece like a simple stud or a light chain with your outfit to give an elegant look. It is better to keep make up as simple as possible. Keep nails well-trimmed and choose neutral colours for nail paint.Hair should be neatly styled in a basic manner.Hair must be washed and combed nicely. Do not keep hair open.Bangles and bracelets should be avoided.A simple wristwatch is sufficient as a hand accessory.Female candidates can carry a basic hand bag to keep their relevant documents.

b) Documents to be taken for interview:

It is necessary to carry relevant documents during the interview. Candidates are advised to carry out following documents while appearing for the interview.

► Three copies of CV/Resume/Biodata

► Relevant documents to verify your basic identity proof like PAN card, Voter's ID, Driving License etc.

Ⓧ Original certificates and 2 photocopiesassociated with educational qualification such as Post graduation/Graduation marksheet & degree certificate, HSC marksheet & certificate, SSC marksheet and certificate for age proof as well. In the digital era, candidates are suggested to

carry copies of relevant educational documents in a digital format preferably stored on a google drive so that you can email them instantly if asked.

▢ Extracurricular activity andexperience certificates (if any)

► Two recent passport size colour photographs.

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► A small notepad and a pen.

► Interview Letter.

3. During theInterview

► Reach at Venue at least 20-25 minutes before the interview timings.

► Be polite, humble and pleasant with everyone at the Interview site.

► Don't talk loudly with your friends/other candidates. Strictly avoid using cell phones in the interview premises.

►Do not laze around or hunch while sitting in the waiting area.

► Offer a firm hand shake and have a good eye contact with an enthusiastic smile.

► Sit with a proper posture on a chair.

► Use best of your verbal as well as non-verbal (body gestures, postures, voice modulation, tonality) communication skills during the interview process.

► Listen carefully to interviewers. Respond politely to all aspects of a question. Be honest while answering the questions. Avoid arguments with interviewers.

► You should be able to convince the interviewer that you are best fit for the job role by explain them that you have necessary skills and competencies for performing the job role effectively. Explain how you will add value to the company, Convey that you're a team player and emphasize that you are eager to learn and develop yourself personally and professionally

► Don't complain about a former employer, job or academics.

►If the interviewer asks if you have any questions then remember that it is an oppurtinity to demonstrate your knowledge of the organization by asking thoughtful questions. Prepare at least 2–4 questions to ask the interviewer. Never say you don't have any!

► At the end of interview, thank the Interviewer's for their time and consideration.

4. After the interview

a) Thanking Letter: It is a good practice to send the interviewera thank-you note preferably within two days. You can write a letter or send an e-mail.Keep the content and format of e-mail professional. Consider the following points in thanking letter/e-mail.

► Thank the interviewer for their time and consideration

► Remind them about the qualification and skills you possess which are especially significant to the job role.

► Convey your continued interest in the job position and that you are excited to work for the company/ organization.

b) Inform your references: Inform your references about your performance in the interview and tell them that they may receive a call from the company/organization. Tell them about the position and elaborate them your key points that you would like to be recommended for.

c)Send requested documents: Many a times, interviewer may ask you to send additional documents after the interview process is over. Provide these requested by the interviewer at the earliest after the interview.

d) Follow up:If you don't receive any response within the expected number of days, you should not hesitate to communicate to company/organization with a phone call or email. This will give them an impression about your continuing interest in them.

Color psychology

Color plays an important role in how your appearance is perceived. Color evokes feelings, incites emotions and can enhance or damage one's image. Color psychology studies the relationship between colors and human behavior. It aims to determine how color affects our daily decisions and choices, e.g. what items we buy and why we prefer certain colors over others.

Whatever color you choose to wear to your interview won't affect your chances of being admitted, but it might be useful to consider what feelings each color traditionally associates when planning your outfit so that it fits your personality and ambition the best.

Here is what color psychology says about the meanings of each color:

- The **red** color is associated with excitement, passion, danger, energy, and action.

- **Orange** expresses creativity, adventure, enthusiasm, success, and balance.

- The color meaning for **yellow** revolves around sunshine. It evokes feelings of happiness, positivity, optimism, and summer but also of deceit and warning.

- **Pink's** color meaning revolves around femininity, playfulness, immaturity and unconditional love.

- **Green** is frequently connected to nature and money. Growth, fertility, health, and generosity are some of the positive color meanings for the color.

- **Blue's** color meaning ties closely to the sea and the sky. It is associated with stability, harmony, peace, calm and trust.

- **Purple** is considered a royal color. the color meaning for purple is connected to power, luxury, wisdom, nobility and spirituality.

- **White** represents innocence, goodness, cleanliness, and humility.

- The meaning of **black** color symbolizes mystery, power, elegance, and sophistication.

- **Grey** showcases neutrality and balance. Its color meaning likely comes from being the shade between white and black.

Personal Presentation Skills

- Introduction, Objectives, Purpose of Personal Presentation
- Types of presentation skills
- Communication Skills
- Use of ICT Techniques
- Answering the queries
- Closing of presentation.

Shivaji University, Kolhapur

Sem VI

Unit Number II

vi) Personal presentation skill

2.1 Introduction, Objectives, and Purpose of Personal Presentation skill:

2.2 Types of Presentation:

2.3 Communication skills for Presentation:

2.4 Use of ICT techniques:

2.5 Answering the queries:

2.6 Closing the presentation:

2.1.1 Introduction:

The corporate business world is always facing the pace of stiff competition, difficult targets and speedy developments of the projects, production schedules and other functional management practices. In all the aspects of corporate management and business affairs various skills are required. Personal presentation skills are one of the prime needs of corporate business empires in modern era. Presentation of project, presentation of new design of the product, production schedule, reporting of financial records etc. i.e. almost at each and every step of corporate business the personal presentations are required. The personal presentation skill is a great art which help to express our thoughts, ideas, opinions, share our emotions, findings of research, reporting, motivation to the others etc. These are the avenues when personal presentation is inevitable need of the hour. There is also need of mastering personal presentation skills for the students of degree and post degree programs in order to present their project, seminars, research etc.

The personal presentation is also a part of your personality. An impressive presentation helps to create good notable personality. To the extent the person possesses good presentation skills to that extent he or she can create identity of own. Especially in the area of sales and marketing, personal presentation skills have enormous importance. The personal presentation skills are useful in one to one business dealings, mass marketing, advertising, handling exhibition stalls, reporting, motivating the human resource. The personal presentation is required in all fields of activities. It is also required in Armed forces. The personal presentation helps to present the facts in front of target audience. The information can be presented in form of charts, numbers, videos, songs, music, images, pictures, text, games etc. Generally, it is understood that the audience expect the presentation of grave data with small entertainment. Thus the word "Edutainment" has become famous in the world of presentation. "Edutainment" means "Education plus Entertainment."

There are no hard and fast rules and regulations for personal presentation. The structure of personal presentation may vary as per situation to situation. The purpose and occasions greatly influence the style and contents of personal presentation. For this purpose the students need to master various skills such as use of language, use of ICT technology, handling question answers etc. Thus the personal presentation skill cannot be used in isolation, however it is to be backed by other skills such as language and communication skills, use of ICT techniques skills, entertainment skills etc. The students are also supposed to develop self-esteem and self confidence. Thus developing the skills of personal presentation helps to groom overall personality of the students. The students can develop their own presentation style to impress the audience. The effective use of audio visual presentation helps the audience to develop proper concentration to the presenter's speech. The students need to establish a proper plan to develop themselves as great presenter. It is needed to consider various aspects of presentations for this purpose. The presentation could be made for and delivered to one person e.g. salesman to customer. The presentation could be made for and delivered to more than one person. E.g. teacher to students, or a team leader can speak with many team members. The presentation can be for very large congregational gathering e.g. addressing election rallies and campaigns. The presentation content , style , etc. shall change as per need of audience.

Once mastered on presentation skills, the students can stand as professional presenter. They can present variegated topics professionally, with various purposes. The professional presenter can influence people with his/her commanding voice and influence the audience. Those student who can develop presentation skills are naturally accepted as leaders. At workspace a personnel who has capacity of public speaking is distinctively respected. The development of presentation skills help overcome the fear of public speaking. Skill of personal presentation also help to speak at different occasions such as weddings, office meetings, seminars, inaugural ceremony, thank you note, symposium and conventions etc.

Thus personal presentation skills help to groom overall personality of the person. It creates identity to your personality. Therefore, the students should seriously strive hard and practice to acquire the skill of public speaking.

The students in while learning personal presentation skills must present as they are. They should not pretend about their presentations. They should present themselves as they are. With the help of personal presentation the students can create their identity and fame among the audience, develop own brand, awareness about own personality. The expertise in personal presentation definitely helps to get the career opportunity in the area of sales and marketing, Human resource management, accounts and finance. To send message across audience the skill of personal presentation helps a lot.

Many people fear for developing personal presentation skill. However, now a days with the help of ICT tools it has become very easy to develop presentation. The presenter can use PowerPoint presentation, videos, online presentation software and create an effective presentation. The presenter can create effective presentation with the help of words, pictures, colors, symbols, music etc. Thus delivering an effective presentation can be the differentiated that provides the competitive edge for you.

2.1.2 The objectives and purposes of personal presentation:

The basic objective of personal presentation is to communicate our thoughts, opinions, views, visions, reports, findings, suggestions, data, news, etc. to a pre-identified target audience with a clear understanding to them and expect action from them .

The objectives can be described in following words

1) For a marketer the personal presentation is required for presenting benefits of product offering to the target customers. In the instances of selling personal presentation is used to convince customer on one to one basis.
2) In case of exhibitions stall the stall manager requires to deal with stall visitors. On this occasion also personal presentation is required.
3) For corporate executives personal presentation is required for communicating in meetings, reporting to the senior executives, presenting data, presenting upgraded version of product design as well as for customers.
4) The teachers require personal presentation skills for teaching students.
5) The graduation as well as diploma students require to master personal presentation skills for presenting their seminar, research work, project report etc.
6) The job seekers need presenting skills to win the job in a corporate business entity.

The main objective of personal presentation is not only good transmission of message but a very good reception of the same.

In all above situations, professional circumstances determine the objectives of the presentations.

2.1.3 Types of Presentation:

The types of presentation depend upon the goal of presentation :-

1) Presentation to Inform :-
The presenters need to inform the client, customer, business colleagues, and other stakeholders. These types of presentations are aimed to pass on information to the related stakeholders. For e.g. presentation about values, rules, regulations, procedures , etiquettes, etc.
2) Presentation to Educate :-
In many instances the presentations are aimed at educating the students, such presentations help to simplify difficult concept, tenets, technical issues. The presenter need to take care that presentation should be made in a very understandable language. It should also contain mind catching words. The educational presentations may be long or short. They can be presenting entire topic or small concept.

3) Presentation to persuade or Convince :-
The persuasive presentation are used to convince the target audience. E.g. the marketer or sales agent uses these types of presentations to narrate benefits of product and service. These types of presentations help to communicate product features, price, etc. Politicians give presentations for acquiring votes from voters. The persuasive presentations can remain successful if it is providing solutions. These types of presentations should present logical facts as well as emotional appeal.

4) Presentation to Bring Action :-

These type of presentations are action oriented. These type of presentation are useful for HR. managers, team leaders, encourage people, officer and leaders in armed forces to commanding subordinates, in case of corporate office these presentations are useful in bringing   actions in colleagues. These type of presentations are presented with proper plan of action. Following the plan of action is the expected outcome of these type of presentations.

5) Presentation to inspire or motivate :-
These types of presentations are aimed at motivating and inspiring the target audience. The presenter uses such kind of inspiring language and words, that the target audience is moved to act and achieve better things. These presentations remain helpful to bring change in the belief of people, to reallocate set of values such as enthusiasm etc. These type of presentations are very much useful to motivate people to confront and face the challenges, hardships and hurdles. These types of presentations are used in sports by coach in order to inspire team members and participants for improving performance.

6) Presentation to Entertainment :-
This kind of presentation can be used with the help of jokes, hilarious stories, funny videos, cartoons etc. the best examples such as stand up comedy, story telling, etc. These types of presentations are aimed at providing family relaxation, creates laughter.

7) Oral presentations :
The oral presentations are presented only with the help of oratory. The speaker speaks with out using any audio – visual aids. It is done without use of ICT techniques.

8) Audio – Visual Presentation
In these type of presentation the presenter uses ICT tools. The presenter effectively makes a use of videos, pictures, maps, symbols, songs, music. The presenter may also use different advanced ICT enabled tools for presentations. The presenter may also use tools such as mind maps. Thus by using Audio – Video tools the presenter can create very effective presentation.

2.3   Developing Communication for Presentation:

Developing a proper presentation, suitable to needs of the audience is highly intricate task. It requires deliberate and painstaking efforts. Developing a proper communication requires following basic steps

a) Know your Audience :-
The presenter must understand the requirements of the audience. The presenter must know the goals and objectives of the audience. The presenter needs to match the objectives of audience and presentation. Otherwise, the direction of content of presentation and expectations of audience shall mismatch. Therefore the presenter must do initial research to understand exact expectations from audience about the presentations. The presenter need

to understand language of audience, age, educational background, understanding about the subject, their special needs if any.

b) Know yourself :-

The presenter should know his/her strengths and weakness. Presenter must be well aware about own upper and lower limit. The presenter must be well aware about his/her subject knowledge, understanding about technology etc. It is very clear that, the presenter must remain honest and follow the value of integrity. The presenter is expected not to cheat the audience on any terms.

c) Mastering subject matter:-

The presenter need to understand the details of the subject with required depth for presentations. The presenter should be well versed in the subject to be presented. Details of subjet or the topic must be properly understood by the presenter him/herself. Tenets, principles , theories, technicalities, concept of subject must be studied by the presenter.

d) Content Development :-

The Content Development consists of considering very important key points that the presenter needs to communicate with the audience. The content should have a logical flow line. And it should be presented in the beginning of the presentation. This initial presentation of list of content helps audience to match their purpose of listening the presentation. The presenter must take care that the content should match the audience expectations. Content development means developing message that the presenter want to deliver to the audience. The presenter can write his/her own script.

e) Developing outline of presentation :

While developing content and outline of presentation the presenter must take care of span of attention of the audience. The presenter must look after content must be presented in very good manner so as to catch the attention of the audience. Not all the points are remembered by the audience. Therefore, the presenter must take care to highlight important points in the outline of the presentation. The outline of presentation consists of over all design of the delivery of content. It includes the beginning, body and closure of the presentation. While developing the outline the presenter should take care that the content must be presented in precise manner. The flow of presentation must be maintained properly. The structure of presentation is required to be prepared. Any technical subject need to be presented with proper structure. Initially the title of presentation with introduction needs to be presented. Followed by the objectives of the presentation needs to be presented. The scope of subject must be discussed. After scope the presenter can present the main theme of presentation, such as concept, observations, findings benefits of product or project. At the end, the presenter should open up for queries and questions. Quoting proper references in technical presentation is necessary. Thus the structure of presentation should be designed and outlined in a proper flow.

f) Language of communication :

The presenter should take a very special care for language to be used for communication. The language should be very much affirmative. The attitude of presenter is is expressed in the language which is used. It should be motivating, inspiring, and filled with enthusiasm. The language should be very much polite and appealing to the heart. Overall the language

should be very catchy enough to uphold the attention of audience till the end of presentation.

g) Use of presentation tool :

The presenter should properly select the presentation tool to be used for presentation. The most commonly used tool for presentation is MS- Powerpoint . Also in order to communicate the presenter can use different charts, symbols, pictures, graphs, graphics, videos, mind maps, diagrams etc. The presenter should effectively use these tools for preparation of presentation.

h) Preparing slide show :-

In the case of using ICT techniques the presenter can use slideshows. While preparing slide shows the presenter must consider time constraint. While preparing slideshow the presenter must consider number of slides, color of slide, color of text, font and it's size, etc. presenter also provide due attention to the animation effects to the slides. The presenter must not forget to put the date and time of presentation along with slide number.

i) Practice, practice, and practice is the mantra:-

Before, final presentation the presenter must practice the presentation multiple times. The presenter can visualize in the mind that he or she is presenting in front of the audience and rehearse the presentation for multiple times and practice the presentation. Practicing the presentation for multiple times is the only success mantra.

2.4 Use of ICT techniques:

The presentations can be done orally without using ICT tools and techniques. However it is always good to effectively use modern ICT tools and techniques. The presenter need to be computer and internet savvy. The presenter should be well aware about using hardware as well as software required for presentations. The presenter must be aware and should have a hands on training about handling projector, screen. The presenter should be aware about connecting laptop or personal computer with the projector. Handling the projector thorough desktop, use of remote control, pointers, handling external memory devices such as pendrive, CD and DVD etc.

In case of software systems the presenter should be well versed with powerpoint presentation. How the prepare slide presentation, using different themes, wizards, inserting charts, pictures, videos, etc. The presenter also know about slide animation. The presenter must master over slide show.

Over and above powerpoint there are other software available in the market such as

1) Visme :

It is a cloud based presentation tool. It helps to create highly visual presentation which attract the attention of audience. It is commercial presentation tool which charges fees. It is very useful to track online viewer of the content.

2) Haiku Deck :

This presentation tool is useful to making very simple presentations which are easily accessible from multiple devices. The Haiku Deck is very much useful in presenting vast text by using images and different fonts.

3) Voki :-

Voki is very interesting ICT tool which help to create very wonderful and amazing presentations . It helps to engage our audience in very hilarious way. It help to change our voice, facial expressions, eye and skin color.

4) Prezi :-

Many presenters now a day's very famous ICT tool used for creating and sharing videos online. Prezi can provide various visual multimedia type effects for our presentations. The presenter can create great presentations. The prezi helps to give musical presentations which are very catchy.

5) Powtoon:-

Powtoon is another powtoon online presentation tool which has capacity to create highly attractive presentations. Powtoon has capacity to integrate seamlessly with leading sites apps, and content by using multiple online platforms. Powtoons can give access to the vast media collections for sharing their presentations.

6) MS- Powerpoint :-

Most widely used Slide show presentation tool is known as Microsoft Powerpoint. This soft system provides the user to create, edit, save and share powerpoint slideshow presentations. The presenter can present the slideshow to large audience with the help of connecting computer system to projector. The powerpoint can give animation effect, insert different charts, graphs, pictures, audio effects, animations, connect videos etc. It is most popular ICT tool used for personal presentation.

7) Google meet :

It is online two way as well as multi way videos presentation application provided by google. It is launched in 2017. At present it can be used by 100 participants in it's starting versions. For business versions the capacity can be increased. The presenter can join the meeting with the help of web browser with the help of PC, Laptop or smart phone. The google meet provides facilities such as video calls with chat facility, audio filter for noise cancellation, entry can be controlled by the host, screen sharing , sharing of powerpoint presentation, etc. Now a days it is most advanced ICT tool for sharing personal presentation.

2.5 Answering the queries:

It is the last part of personal presentation. The audience may raise any question related to the presentation topic. They may raise question, doubt, and enquiry. The audience may express their matching or mismatching opinions. They may seek more elaborative explanation about certain point in the presentation. In all conditions the presenter must be very well prepared for different dimensions of the discussions. The presenter should handle this section of the presentation very wistfully. It is always better to keep interactive discussion with the audience. The presenter should not let this section turn into heated arguments. Handling queries at the time of personal presentation is great art and skill. As a part of preparation presentation the presenter should identify possible questions and scope of the answers.

The presenter need to consider following things for handling questions at the time of presentations.

1) **Positive attitude** :-

The presenter must consider the queries and questions raised by the audience very affirmatively and positively. The questions are always helpful for improvising the overall quality of presentation.

2) **Facing questions with confidence** : -

The presenter should not fear with audience and questioner. Rather the presenter should keep eye contact with questioner. And even if the presenter may not be in the positions to answer the question, still the presenter can decline to answer with the confidence.

3) **Small Pauses :-**

After question is asked, the presenter may take a very little pause. This little pause of a moment shall give required time to the presenter for getting organized for answering the question. The presenter can recollect required information in this pause.

4) **Understanding question :-**

The presenter should understand question first. For this the presenter can repeat question. Put the same question in different words. Make it brief and precise. The presenter can paraphrase the question. He/she can reframe the question. Shorten the question.

5) **Respecting the question as well as questioner. :-**

The presenter must be very much respectful to the question as well questioner. For this the presenter can use words such as " Wonderful question ", " Good question" , etc.

6) **Maintain mental stability :-**

In any condition the presenter must not get annoyed by the questions. The presenter must be calm and cool enough as to handle the adverse situations very cool manner.

7) **Maintain honesty :-**

The presenter must follow the value of integrity. In case the presenter does not know the answer he/she can honestly express such inability for answer instead of beating around the bushes.

8) **Try to answer in short :**

As far as possible the presenter should answer the questions in precise. If the concept is lengthy the answer can be presented in section wise. Or in some of the occasion the presenter may opt to choose to say "for details we can discuss later."

9) **Establishing rules for questions :-**

The presenter may set the rules for asking questions. Eg. The presenter can set the timeframe for asking the questions. Such as before presentation, mid way of presentation, or after presentation. The presenter can perform the highly interactive section. One question at a time. Keeping ample time for asking question etc. all these thing can be predetermined.

10) **Involving the whole audience :-**

The presenter should make sure that in question answer section all the audience should be considered. No body should be avoided or felt to be left out. For this the questions which are commonly answered and not much personalized in nature can be answered publicly.

11) **Avoid the answering the questions out of subject:-**

The presenter must avoid the discussion and answering the questions out of subject.

12) **Strategies to when it is difficult to answer:-**

In some situation the presenter feels very difficult to respond or answer the question. This may happen because the presenter may not be aware particular part of the subject. Or question may be very embarrassing. In such situation the presenter need not require to lose his/her confidence. But instead the presenter should come with confidence. For such questions the presenter must establish a proper strategy. Initially, he should acknowledge

the question. Appreciate and respect the questioner. The presenter can decline from answering the question by saying " sorry I cannot answer this question." If it is appropriate the presenter can express the reason for not answering the question. The presenter can state that the questioner can meet personally for discussion. The presenter can also provide incomplete answer. And for remaining part of the discussion the presenter can invite the questioner privately.

13) **The presenter should always avoid :**

Too much elaboration, lengthy responses, passing blames, avoiding responsibilities, ambiguous statements, defending wrong stands, argumentative debates, arrogance, etc. The presenter always be ready to admit fault in oneself with humility. The presenter should always remain empathetic towards others feeling and emotions.

Disclaimer: This material is prepared for guiding students and not for any commercial purpose. The material is preliminary source on the topics. For extensive knowledge the students may refer any standard reference book or original source like a copy of law or act. It is expected that student should develop the respective skill by this course.