

SOFT SKILL DEVELOPMENT LAB

SEMESTER-VI

LABORATORY MANUAL

Name of Student _____

Registration No. _____ Batch No. _____ Branch _____



School of Aeronautics (Neemrana)

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(Approved by Director General of Civil Aviation, Govt. of India, All India Council for Technical Education, Ministry of HRD, Govt of India & Affiliated to Rajasthan Technical University. Kota, Rajasthan)

School of Aeronautics (Neemrana)



CERTIFICATE

This is to certify that Mr./Ms. _____

Registration Number _____

of B.Tech () has satisfactorily completed the term of the subject, Soft Skill Development Lab, prescribed by Rajasthan Technical University, Kota.

DATE:

SIGNATURE OF THE FACULTY

INDEX

S.No.	Name of the Experiment	Page No.	Checked On	T. Sign.
1.	To acquaint with various types of skills which are essential for Engineers.	1-2		
2.	To acquaint with techniques of communication for Collaboration.	3-4		
3.	To focus on many aspects of professionalism.	5-6		
4.	To teach several aspects of Management and Leadership excellence.	8-9		
5.	To introduce the skills required to take part in successful negotiation.	10-11		
6.	To teach the skills to communicate effectively over the phone.	12-14		
7.	To provide students with an in-depth understanding of email skills.	15-17		
8.	To develop confidence and skills in giving speeches.	18-19		
9.	To overcome the barriers to working efficiently and effectively.	20-22		
10.	To focus on introductions and meetings, making suggestions.	23-24		

EXPERIMENT NO.1

AIM

Essential skills for Engineers

MATERIAL AND SOFTWARE

Questionnaires, Paper, Pen

INTRODUCTION

This module will concentrate on developing skills through a questioning and analytical approach which will enable students to better understand, communicate with and lead a team.

While speaking, writing, and listening are everyday actions, many professionals underestimate the importance of communication skills. Engineers tend to prioritize technical skills over communication skills, not realizing that they cannot be fully effective in their jobs if they are inadequate speakers, writers and listeners. Yet it is particularly in the engineering fields that effective communication skills are crucial to success.

PROCEDURE

1. Students are instructed to form groups of five students each. Each group will be required to report to Communicative Technique Lab as and when scheduled.
2. Students are then required to sit on the system assigned to them.
3. They will then be told about the PowerPoint Presentation which is already available on the system assigned to them.
4. This particular PowerPoint Presentation will have slides consisting of the knowledge of the skills which the students are supposed to learn.
5. This presentation has slides about the knowledge of various skills for eg. Communication skills, Interpersonal skills, Leadership skills, Collaboration skills, Motivational skills, Professional skills, Negotiation skills, Telephone skills, etc.
6. While going through the slides, students will make handy notes in their notebooks so that they can access to them in future.
7. After the presentation is over, students will be asked to switch off their systems.
8. Now, the Instructor will ask few questions to have an idea as to how much information students have grasped.

EXPERIMENT NO. 2

AIM

Communication for Collaboration

MATERIAL AND SOFTWARE

INTRODUCTION

A combination of individual coaching, great tips and techniques within lively interactive training program will transform team into a dynamic and cohesive unit which works together and also communicates more effectively with clients/colleagues.

Whether you call it cooperation, collaboration, or teamwork, an engineer's ability to work with other people from different backgrounds is essential. For eg., when designing a transformer for high- voltage transmission lines, it takes more than one engineer to complete the project. It requires a team of engineers and other professionals – drafters, project managers, and administrative staff – working together and potentially interfacing with clients, regulatory agencies, subcontractors, and even public advocacy groups.

PROCEDURE

1. Through this module, students will be taught how to communicate effectively so as to make collaborative process a success.
2. Each batch will be divided into groups of four students. And each group will be given the name of different departments which prevail in an organization.
3. Different groups will be like HR dept., Sales dept., Production dept., Finance dept., etc.
4. Now, members of each group will be called for a meeting where the aim of collaboration process will be explained.
5. Aim of the collaboration will be to increase the customer base for the company.
6. After giving the aim to the students, teacher will sit aside to see the role play of collaboration process by the students.
7. At the end of the enactment, teacher will assess each student on the basis of their performance.

WORKSHEET

Keep in mind the following ten cultural elements for Coolaboration:

1. Trust
2. Sharing
3. Goals
4. Innovation
5. Environment
6. Collaborative chaos
7. Constructive collaboration
8. Communication
9. Community
10. Value

Ways to foster Collaboration in your workplace

- ✓ Communicate company expectations
- ✓ Set team goals
- ✓ Foster a creative atmosphere
- ✓ Build cohesion
- ✓ Know one another
- ✓ Leverage team member strengths
- ✓ Encourage social interaction
- ✓ Use video conferencing
- ✓ Don't limit collaboration
- ✓ Make collaborative information readily available

CONCLUSION

QUESTIONS

Students will be asked to enact a role play of a situation where team members of an organization are asked to use the collaborative information for future reference.

EXPERIMENT NO. 3

AIM

Professional Excellence

MATERIAL AND SOFTWARE

INTRODUCTION

This module will focus on many aspects of professionalism including fundamentals of excellent professional and positive attitudes.

The training path for engineers focuses intensely on scientific and technical knowledge. Yet, our professional and personal satisfaction and success also depend on other traits that make us more effective and productive. This module will provide practical guidance in developing the skills to become more effective in their work, while also balancing their life.

PROCEDURE

1. Students will be taught the key characteristics of professional people.
2. Then, components of personal effectiveness will be taught.
3. In order to make students realize their strengths and fulfill their potential, students will be evaluated in different areas, such as, aptitudes, personal style and development areas.
4. Application of multiple intelligences model in different situations will be taught to the students.
5. To work out the strengths of the students, they will be asked to assess their natural talents and personal values and the influence of intelligence on their personalities.
6. Also, various situations will be given to make them manage disagreement with colleagues in a productive manner. For this, they will be taught how to be assertive without being aggressive, how to diffuse disagreement with active listening and how to deal with more serious disagreement situations at workplace.
7. Through certain activities, harnessing the power of positive psychology will be imbibed. For eg., seeing stress as a gift, building short-term coping mechanism, developing mental toughness, etc.

8. Finally, students will be asked to prepare a report on what they have learned in the class and also to make a professional image that they wish others to see of them in future.

WORKSHEET

7 principles that are found to be very useful for building professional excellence:

1. **Follow your passions** – Passions are a gift. They are a source of energy. They light up your life and bring joy and vitality. They are also the foundation for excellence. If you do what you enjoy doing, you will do it well. So, follow your passions and you would have begun your life journey well.
2. **Persist in search of excellence** – Passions are a good starting point but not enough. Passions alone are like sparks that will flicker but might not sustain. To achieve sustained success, you need to strengthen your passions with excellent skills or competence. Excellence is the fuel that helps convert your sparks of passion into the bright and sustainable fire of success.
3. **Be proactive and take responsibility** – Whether it is the organization you work for or the society at large, you would see many chronic problems that can create a sense of helplessness about the “system”. If you aspire to develop as a leader, then be proactive and take ownership of the problems around you.
4. **Focus on giving not getting** – Early stages of one’s career we are often obsessed about value addition to self, “what is in it for me”. This is a narrow perspective and might lead to disappointment. Let go of your self interest and seek to give and to add value to people and situations around you. Focus on “We” not “I”. That will grow you as a leader and as a human being, and eventually more success will come to you.
5. **Build lasting relationships** – Whether it is achieving difficult targets as a team, resolving conflicts, or finding your next job, relationships are the key to success. They are a force multiplier helping you achieve outcomes, which you can never do on your own. Moreover, relationships are not just about a means to an end. They are an end in themselves. Man is a social animal. We crave for trust and togetherness. Deep relationships bring joy and warmth to life making it more meaningful. So, build trust-based relationships and nurture them with care. They will be your most important asset in life.
6. **Stay humble and true to your values** – One of the negative consequences of success is arrogance. Sometimes successful people become too full of themselves, stop listening and eventually lose touch with reality. That is the beginning of their end. So, do not let success or position go to your head. Always stay humble, grounded, natural and spontaneous. It will help you connect with people and earn you their love & respect.
7. **Keep balance and pursue interests beyond work** – Business school is a phase of life when one tends to be obsessed about career. Life is not a sprint; it is more like a marathon. You need to learn how to sustain yourselves for the long run. For that, cultivate interests and passions outside of

work. They will give you a fresh and deeper perspective on life. They will also recharge and rejuvenate you and ensure that you have the energy to play a long innings.

CONCLUSION

QUESTIONS

Craft a blueprint for your professional personality stating your strengths, weaknesses, your methods of coping with stress, etc.

EXPERIMENT NO. 4

AIM

Management and Leadership Excellence

MATERIAL AND SOFTWARE

INTRODUCTION

Leadership is a vital aspect of effective management, the responsibility for ensuring that each person gives their best. The module will cover several aspects like assertive vs. aggressive management, giving effective feedback, business acumen, assessment of key strengths and development, basic and advanced management skills.

In an engineering context, leadership incorporates a number of capabilities which are critical in order to function at a professional level. These capabilities include the ability to assess risk and take initiative, the willingness to make decisions in the face of uncertainty, a sense of urgency and the will to deliver on time in the face of constraints or obstacles, resourcefulness and flexibility, trust and loyalty in a team setting, and the ability to relate to others.

PROCEDURE

1. All the students will be divided into groups of five.
2. Each group will be assigned a task. Each group will have one team member who will be called 'leader'.
3. Leader of each group and team members will be acquainted with their duties and rights.
4. Different tasks will be given to all groups. It will be the duty of the leader to give guidelines to the team members, making them realize the importance of completing the assigned tasks in given time.
5. Team members will participate in the work assigned to them and the capability of the leader will be assessed through his participation in solving the issues arose within the team members.
6. All the participants including team members and leaders of all groups will be assessed on the basis of their performance in the task assigned to them.
7. Through this activity, students will learn the importance of leadership and time management in an organization.

Worksheet

A leader is far more than a label - leadership is about taking actions to create sustained, positive transformations within an organization. Great leaders align their own values and vision with those of their business and help operationalize them for the future. The most meaningful way to demonstrate these skills is to passionately communicate your shared vision and practice what your company stands for. Leaders also cultivate committed employees who strive to lead as well.

- Adapt time-tested Disney business insights to assess and improve your organization.
- Identify the personal and organizational values that drive you as a leader to carry out your organization's vision.
- Establish an alignment of personal values and organizational values to enthusiastically support your organization's vision.
- Understand a leader's values-infused role in operationalizing culture-building and team support.
- Develop strategies to sustain your organization's values and vision during turbulent times as well as good times.
- Build your own personal legacy as a leader.

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CONCLUSION

QUESTIONS

1. Manage upcoming cultural event of your college where you need to plan everything starting from selling the tickets to organizing the event.
2. Plan and organize a Farewell Party for your seniors to be held next month.

EXPERIMENT NO. 5

AIM

Negotiation Skills

MATERIAL AND SOFTWARE

INTRODUCTION

This module will introduce the skills required to take part in successful negotiations. It introduces a systematic approach to preparing and conducting negotiations at all levels such as analyze case studies, discuss real life experience and take part in simulations.

The objective of this module is to familiarize engineers with the nature and objectives of the negotiation processes in the engineering fields and to introduce engineers to negotiation planning and negotiation tactics. Also to upgrade the skills of engineers in conducting negotiations, analysis and achieving good results.

PROCEDURE

1. Each batch will be divided into groups of five students.
2. Each group will be assigned a different goal for the collaboration process.
3. Also, each group will have one team leader who will take in charge of the completion of the work assigned to team members.
4. Each group will have members from different departments of an organization, such as, Production team, Sales team, HR team, Finance team, etc
5. These participants from different fields will be asked to work together on the same project.
6. Through this activity, they will get to know the values of cooperation and team work. Also, they will learn how to overcome the problems which exist during collaboration process.
7. At the end of the activity, all the group members will be assessed on the basis of their performances in the work assigned.

WORKSHEET

Success could be defined as the ability to deal with and sell to anyone. Engineers, business owners, project managers, consultants, sales professionals - all have to sell. Your ability to persuade people is critical in developing successful business relationships. The seminar explores a variety of negotiation strategies and tactics. Participants will achieve better day-to-day outcomes, become more effective in dealing with their clients and enhance their leadership skills. You will also learn how to use negotiation strategies and develop the practical skills and techniques you need to resolve complex situations effectively and with confidence. This seminar will give you the tools to manage conflict constructively, which can be applied to any context.

How You Will Benefit

- Learn how to negotiate effectively in a variety of different situations ranging from single issue, two party negotiations to multiple issue, multi-party negotiations
- Examine strategies for dealing with different types of conflict
- Define what your unique negotiation handling style is and how that impacts you in the workplace
- Build an environment where people listen and make changes in their behaviour
- Develop a negotiation plan for a specific situation you are currently facing
- Develop an appreciation of the ethical implications of different negotiation approaches
- Receive valuable feedback on your newly acquired negotiation skills in a risk-free environment
- Develop confidence in the negotiation process as a means of conflict resolution

CONCLUSION

QUESTIONS

EXPERIMENT NO.6

AIM

Telephone Skills

MATERIAL AND SOFTWARE

Telephone, Handsets, Notepad, Pen

INTRODUCTION

This module will give students the skills to communicate effectively over the phone. With the aid of role plays , videos and group discussions. Students will learn the correct way to make a good first impression, take clear messages, listen positively and handle problems with confidence.

The interaction between stakeholders, whether it is internal in an organization or external with partners or clients, is fraught with opportunities for misunderstanding. That is why effective communication also involves listening, which is itself an essential soft skill. Without actively listening to customers, clients, or project partners, problem- solving becomes much more difficult and time- consuming.

PROCEDURE

1. All the students will be divided into pairs of two students each.
2. Different situations will be given to each pair.
3. They will be asked to make a professional phone call and keep in mind the components of communication process viz., sender, message, channel, receiver and feedback.
4. Keeping in mind the guidelines given to them for placing the calls and answering the calls, student will understand the situation to their best level and give their best performance.
5. Different situations, such as, making a phone call to travel agent for enquiry, phone call to team members for a scheduled meeting, phone call for requesting an urgent leave from a boss, phone call for enquiring information for admission into a college, phone call to enquire about a job vacancy, etc.
6. Each student will be given fifteen minutes to prepare for the call.
7. And then they will be assessed on the basis of their performance during the phone call.

8. Through this activity, students will become expert both in placing and answering calls and will also get to know the challenges one face in using telephone as a communication tool.

WORKSHEET

In this fast and furious age we live in, one of the more important issues being addressed in the workforce is a lack of effective and proper telephone skills and etiquette. How many times have you been upset or put off by a call center or business representative who had no telephone etiquette? This professional deficiency will create a negative perception of your business and cause a loss of customers and revenue.

The following top 10 tips to improve telephone skills will help develop a positive and professional atmosphere with regard to your business:

1. *Speak precisely*

The caller cannot see you to discern your facial expressions and it is therefore important you talk in a clear manner that is slightly slow with a positive effort.

2. *Do not shout*

Using a normal tone of voice is imperative in order to keep the level of stress at a minimum. Talking loudly will annoy the caller and create tension.

3. *No drinking, no eating, and no gum*

The person on the other end of the phone line has no desire to listen to your chewing or gulping. It is rude and very unprofessional.

4. *Use proper language*

Do not swear or curse, stay away from slang words and improper language. It is offensive to many individuals and shows disrespect.

5. *Use their proper name*

Never address the caller by their first name as this will impart a familiarity that does not exist. Always use their proper (last) name and title when addressing them.

6. *Listen attentively*

Allow the caller to express their reasons for contacting you and listen to what they say. Restating what was said or repeating it back to them is a sign of a good listener. Plus it is always best to verify a message to ensure accuracy.

7. *Patience is a virtue*

Allow the caller time to vent their frustrations. Do not engage your emotions and become rude or snappish. Remain calm and speak with a low and monotone voice in order to assuage the caller's rage. Incoming calls – always ask if you can place the caller on hold for a moment. Never set the phone down without asking or placing the call on hold. It is unprofessional and the caller may misunderstand something they overhear. Once you have placed the incoming call on hold as well, go back to the first caller and thank them for holding.

8. *Focus on the call*

Do not allow any distractions as it is critical to give the caller your full attention. If you allow someone in the office to pull your attention away from the phone call, the caller will become upset and angered.

9. *Properly Identify who you are*

Make sure you tell the caller your name and your company's name so that they know who is on the phone with them and that they have called the desired place of business. When leaving a message, be brief, to the point, and clearly state your name, the company you work for, the call back telephone number and the date and time of your call.

CONCLUSION

QUESTIONS

Imagine any organizational situation and write a conversation between the sender and receiver in your file.

EXPERIMENT NO. 7

AIM

Email Skills

MATERIAL AND SOFTWARE

INTRODUCTION

This module will provide students with an in-depth understanding of how to write good emails in a style that builds better relationships.

PROCEDURE

1. Students will be asked to enter into Communication Technique Lab and each student will be assigned a system.
2. Then, students will learn how to create e-mail id. Students can choose a portal of their choice eg., gmail, yahoo, indiatimes, rediffmail, etc.
3. After creating their e-mail ids, students will be given a situation where they will be made to send an e-mail to someone.
4. Different situations like, sending an e-mail to principal for one day leave, e-mail to request enquiry about a job vacancy, e-mail to a friend for party invitation, e-mail to inform your colleague about an unscheduled meeting, e-mail to enquire about room tariff in a hotel you wish to visit, etc.
5. Thereafter, students will be asked to send a copy of their mail to the administrator also for assessment.
6. Now, students will be taught each component of e-mails, such as, subject line, To, Cc:, Bcc:, message, greeting, sign offs, etc.
7. Also, they will try sending same mail in different ways for eg. how to forward an e-mail to multiple addresses, how to add previous content of the e-mail to make receiver understand the context.
8. Through this activity, students will learn how to write e-mails in an effective manner as e-mail is a communication tool which is used for business and organizational purpose.

WORKSHEET

Tips for Composing Clear, Concise & Responsive Emails

1. Determine Your Desired Outcome

Most people know roughly what they want, but do not take the time to clearly think it through. This is how we end up with ambiguous or rambling email. Without a clear understanding of our desired end results, our thoughts are disorganized and we can easily confuse the receiver.

2. Quickly Answers, "What's the Point?"

People want to know "what do you need from me?" Answer this question quickly. Skip long introductions, backgrounds, compliments and details. Jump to the point. State it clearly using minimal words.

If action is needed, make it clear what the desired action is from the recipient.

3. State Benefits Clearly

If a pitch is presented, make sure it includes many clearly stated, easily understood benefits for the receiver.

4. Save the Whole Story – Stick to the Facts.

People tend to say too much in email. We feel compelled to describe all the details and disclose the whole of our existence so that the receiver can understand the whole picture.

5. Check the Tone

When we meet people face-to-face, we use the other person's body language, vocal tone, and facial expressions to assess how they feel. Email robs us of this information, and this means that we can't tell when people have misunderstood our messages.

6. Proofreading

Finally, before you hit "send," take a moment to review your email for spelling, grammar, and punctuation mistakes. Make sure that the information you are supposed to share is written in the best way possible so that you receive the outcome in the desired manner.

EXPERIMENT NO. 8

AIM

Presentation and Public Speaking

MATERIAL AND SOFTWARE

INTRODUCTION

This module will help students to develop confidence and skills in giving speeches, by exploring techniques for preparing and delivering talks, as well as exploring ways to engage audience in a range of situations.

PROCEDURE

1. All the students will be asked to enter auditorium of the college with a notepad and a pen and take their seats.
2. Students will now be asked to remain quiet and prepare themselves for the documentary which will be played on the screen.
3. This documentary will have public speaking videos of famous personalities.
4. Students will see and analyze the personalities of the famous speakers. They will be amazed to learn the effect that these famous leaders make on their audience.
5. Students will make short notes on the guidelines for effective speaking. Also, they will try to reflect on the body language and voice intonation of these personalities.
6. Afterwards, each student will be called on stage and made to speak on him/herself for ten minutes each.
7. Through this activity, students will learn how they can be good orators because success is all about communicating your ideas in the best possible way.

WORKSHEET

- ✓ Hold up your end with compelling material. It can be simple and engaging to make eye-catching slides and graphics.
- ✓ The most effective Power Point presentations are simple – charts that are easy to understand, and graphics that reflect what the speaker is saying.
- ✓ Power Point's lure is the capacity to convey ideas and support a speaker's remarks in a concise manner. If you want to emphasize a statistic in Power Point, consider using a graphic or image to convey the point.
- ✓ One of the most prevalent and damaging habits of Power Point users is to simply read the visual presentation to the audience. Not only is that redundant, but it makes even the most visually appealing presentation boring to the bone.
- ✓ Again, PowerPoint is most effective as a visual accompaniment to the spoken word. Experienced PowerPoint users aren't bashful about letting the screen go blank on occasion.
- ✓ A striking contrast between words, graphics and the background can be very effective in conveying both a message and emotion.
- ✓ Don't limit your presentation to what PowerPoint offers. Use outside images and graphics for variety and visual appeal, including video.
- ✓ Never lose the perspective of the audience. Once you're finished drafting your PowerPoint slides, assume you're just one of the folks listening to your remarks as you review them. If something is unappealing, distracting or confusing, edit ruthlessly. Chances are good your overall presentation will be the better for it.

CONCLUSION

QUESTIONS

Prepare a Power Point Presentation on How to write effective resumes.

Prepare a Power Point Presentation on business letter writing and its significance.

EXPERIMENT NO.9

AIM

Time Management

MATERIAL AND SOFTWARE

INTRODUCTION

This module will give students the tools to overcome the barriers to working efficiently and effectively and to discover a range of techniques for prioritizing tasks, dealing with time wasters and managing yourself and others. Students will participate in a series of exercises, discussions and hands-on activities that relate time management techniques to daily life.

PROCEDURE

1. Each student will be given a different task on the system assigned to them.
2. They will be asked to complete the task given to them in stipulated time.
3. Through this activity, they will learn the importance of time management.
4. Various time- sensitive activities such as typing two page content in seven minutes, brain storming activities, completing word formation exercise in ten minutes, writing minutes of a meeting in ten minutes, preparing content of a new project in half an hour, etc.
5. Also, they will learn how and when to prioritize activities in an organized matter.
6. All the students will be divided into groups of two teams for debate. They will be given ten minutes to prepare notes among themselves for the debate.
7. After ten minutes, they will start the debate by expressing their views, attacking and counter attacking with the opposite teams.
8. Since, they will be asked to complete the debate in half an hour, they will get to know the value of time.

WORKSHEET

	Mon	Tues	Wed	Thur	Fri
Am	<ol style="list-style-type: none"> 1. check emails,post 2. review last week reports 3. department meeting 4. agency meeting 5. check emails 	<ol style="list-style-type: none"> 1. check emails etc. 2. staff appraisal 1 3. staff matters arising time-slot 4. project time-slot 5. check emails 	<ol style="list-style-type: none"> 1. check emails. 2. chase figures for weekly report 3. strategy meeting 4. process review time-slot 5. check emails 	<ol style="list-style-type: none"> 1. check emails 2. my appraisal 3. staff appraisal 4. staff appraisal 5. check emails 	<ol style="list-style-type: none"> 1. check emails 2. weekly report 3. conference planning 4. unresolved non-urgent issues 5. phone calls 6. check emails
Lunch	<ul style="list-style-type: none"> • with agency 	<ul style="list-style-type: none"> • project team working lunch 	<ul style="list-style-type: none"> • with customer 	<ul style="list-style-type: none"> • with appraisee 	<ul style="list-style-type: none"> • with boss
Pm	<ol style="list-style-type: none"> 1. return phone calls 2. emergency situations time-slot 3. reading monthly reports 4. appraisals preparation 5. check emails and initial responses 	<ol style="list-style-type: none"> 1. supplier visit 1 2. supplier visit 2 3. major phone calls 4. check emails 5. thinking time-slot for new strategy project 	<ol style="list-style-type: none"> 1. customer visit 2. customer visit 3. my appraisal preparation 4. check emails 5. phone calls and correspondence 	<ol style="list-style-type: none"> 1. emergencies time-slot 2. systems and process review time-slot 3. weekly report preparation 4. check emails 	<ol style="list-style-type: none"> 1. agenda for next week dept meeting 2. plan next week's schedule 3. spare time-slot for staff issues 4. check emails 5. clear up outstanding issues

Use a simple weekly planner to manage and protect your planned activities. You'll manage your time by managing your activities - that means protecting the time slots you plan for your task

CONCLUSION

QUESTIONS

EXPERIMENT NO. 10

AIM

Good English Speaking

MATERIAL AND SOFTWARE

INTRODUCTION

This module will focus on Introductions and meetings, Talking about studies and/or job, Expressing likes and dislikes, Describing daily routines and current activities, Talking about past states and events, Talking about future plans and intentions, Expressing preferences, Giving reasons, Expressing opinions, agreement and disagreement, Seeking and giving advice, Making suggestions.

PROCEDURE

1. All the students of Sem 6 will be asked to undergo various literary activities.
2. First, they will be asked to speak about themselves for ten minutes.
3. Then, they will be asked to explain their dreams and tell how they foresee themselves in the coming ten years.
4. Students will also be asked to read a fiction or non-fiction book and write synopsis of that book in 150 words.
5. Various situations will be given to students and they will be asked to enact those situations by using English as the medium of language.
6. A debate will be held, where a relevant controversial topic will be given to students and they will be asked to express their beliefs and opinions on the same.
7. Also, students will be asked to prepare a powerpoint presentation on different topics and they will be asked to explain that presentation in English language.
8. Through above activities, students will not only learn how to speak English effectively, but will also improve their confidence level.

