

A. Match the words with the sentences below.

communication barriers objectivity jargon company assumptions experience

1. Developing your communication skills can help all aspects of your life, from your professional life to social gatherings and everything in between.
2. Barriers may lead to your message causing confusion and misunderstanding.
3. One of the key takeaways from my personal story is how important it is to balance passion with objectivity.
4. After an extensive survey, we came up with 15 most commonly used startup jargon words that every aspiring entrepreneur should know about.
5. Entrepreneurship has traditionally been defined as the process of designing, launching and running a new business, which typically begins as a small business, such as a startup company, offering a product, process or service for sale or hire.
6. It's impossible to know everything, so we use assumptions as patchwork to complete the range of our expectations and suppositions.
7. The more experience you have in your industry, the more you know about the products, services, competitors, customers, and opportunities.

B. Name the reasons and classify them under the table.

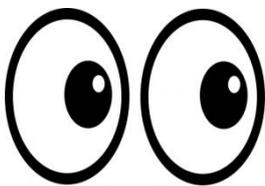
| | |
|---------------------------------------|--|
| Physical Barriers | <i>Inadequate Equipment</i> |
| Attitudes | <i>Strong Emotions (like anger or sadness) Being extremely nervous Having a personal agenda</i> |
| Language | <i>Slangs Professional Jargon Regional Colloquialism</i> |
| Physiological Barriers | <i>Ill Health Poor eyesight & Hearing Difficulties Pain</i> |
| Problems with Structure Design | <i>Unclear organizational structures Bad information systems Lack of supervision and employee training</i> |
| Cultural Noise | <i>False assumptions by cultural background and associated stereotypes</i> |
| Lack of Common Experience | <i>People may not have the same knowledge or shared experiences</i> |
| Ambiguity and Overuse of Abstractions | <i>Leaving things half-said Using too many generalizations/proverbs</i> |
| Information Overload | <i>Too many details</i> |
| Jumping to Conclusions | <i>Making assumptions before listening</i> |

MODULE 3, KIT 1, Develop an awareness of body language

Task 1: Fill in the text below using the information from the video about Body Language Mistakes.



Crossed Arms are physical barriers that suggest you're not open to what the other person is saying. Even if you're smiling or engaged in a pleasant conversation, the other person may get a nagging sense that you're shutting him or her out.



Bad Eye Contact make it look like you have something to hide, and that arouses suspicion. Lack of it can also indicate a lack of confidence and interest, which you never want to communicate in a business setting.



Fidgeting signals that you're anxious, over-energized, self-conscious, and distracted. People will perceive you as overly concerned with your physical appearance and not concerned enough with your career.



Leaning Away portrays that you are unengaged, uninterested, uncomfortable, and perhaps even distrustful of the person speaking.



Mean Expression sends the message that you're upset by those around you, even if they have nothing to do with your mood. Scowls turn people away, as they feel judged.



A Bad Handshake signal that you lack authority and confidence, while it is too strong could be perceived as an aggressive attempt at

domination, which is just as bad. Adapt it to each person and situation, but make sure it's always firm.

Task 2: Look at the pictures of common body language mistakes and explain how to be fixed.



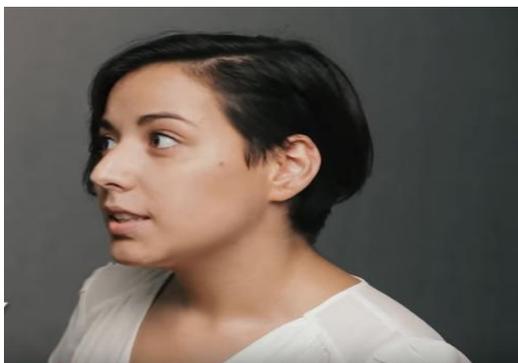
Relax your arms to look more friendlier.



Keep eye contact to show your interest



Gesture lightly with your hands instead.



Face forward to look engaged.

Module 3, Kit 1

Assessing Someone Through Body Language

Task 1: Interview with your classmate to hire him/her to your company and try to read his/her body language. You can use the chart on task 3 to assess. You may ask:

1. Can you tell me a little about yourself?
2. How did you hear about the position?
3. What do you know about the company?
4. Why should we hire you?
5. What are your greatest professional strengths?
6. Tell me about a challenge or conflict you've faced at work, and how you dealt with it.
7. Why are you leaving your current job?
8. What type of work environment do you prefer?
9. What's a time you exercised leadership?

Then, write a report to chief of staff and describe how s/he use his body language during in your own words. Follow the model:

- **Posture:**
- **Eye contact:**
- **Gestures with hands and arms:**
- **Speech:**
- **Conclusion:**

STUDENTS'

OWN

ANSWERS



Task2: read the statements to find out awareness on body language

Does s/he use his/her body language correct?

Our bodies have a language of their own, and their words aren't always kind. Your body language has likely become an integral part of who you are, to the point where you might not even think about it. So, read the statements to find out awareness on body language.

| | 1 (NEVER) | 2 (SOMETIMES) | 3 (ALWAYS) |
|---|-----------|---------------|------------|
| When s/he bored and has no desire, s/he slouchs. | | | |
| Turning her/himself away from others if s/he is unengaged or uninterested | | | |
| If s/he is lack of confidence and interest about the topic,s/ he avoids eye-contact | | | |
| s/he has a habit of rolling her/his eyes | | | |
| When s/he is argumentative and defensive, s/he clenchs his/her fists. | | | |
| If s/he is anxious, over-energized, s/he fixes hair. | | | |
| When s/he is anxious to leave the speaker, s/he can't help but watching the clock. | | | |
| s/he stands in someone personal space of someone when we talk. | | | |

If your point is:

1-5: S/he is a body language wizard. Well done! Hire him/her!

5-15: s/he is on the right track, keep up the good work. You may think about getting him/her.

15-28: If s/he uses your body language that way, s/he could be sabotaging career. Pay attention!

Task1: Read the text and discuss with your classmates;

- Are you technology-friendly?
- Have you ever interviewed through video?
- What could be pros and cons of interviewing online?

10 Top Tips to Help You Master a Video/Skype Interview

Video interviews are being increasingly seen as a more efficient and cost-effective way to vet potential new employees – and with global hiring also becoming more commonplace, it's worth understanding how best to maximise your chances if you're invited to a Skype interview.

It's important to familiarise yourself with some Skype video etiquette. Avoid the pitfalls and navigate your way to on-screen success with our 10 top tips for making the most of your Skype video virtual interview:

1. Test your technology

Do a technical check before your online interview begins to make sure that your internet connection is stable enough to avoid dropouts and poor sound and picture quality. Consider setting up a dedicated external lapel or desktop mic if your built-in mic sounds muffled. Have a list of links to a resume or portfolio ready to copy and paste if required. And ensure your Skype name and photo are professional looking, so you create the right impression from the outset.

2. Practice makes perfect

Do a quick 'mock interview' run-through with a friend beforehand and you'll feel much more confident when the time comes. This is a great chance to test out your technical set-up, your comfort levels on Skype and the quality of your answers.

3. Turn off other applications

Before your online interview begins, make sure you switch your phone onto silent and turn off other applications (such as Facebook), so that message alerts don't intrude and distract.

4. Dress appropriately

This is no time for a T-shirt and sweatpants – you need to treat this like a face-to-face interview. Dress as you would for any normal interview and be well groomed, so you really look and feel the part.

5. Make eye contact

It can be harder to create engagement and connection with your interviewer through video – so be sure to counter this by looking directly into the camera as you speak, rather than at the screen or the picture of yourself. This can be tricky to sustain, but if you accomplish this you'll be way ahead of your competition (who mostly won't use this trick).

6. Avoid distracting backgrounds

Position yourself to minimise distracting background clutter. Piles of laundry or mess behind you are distracting and will send the wrong message. Frame yourself in the best light and in the best surroundings to convey an image of calm, order and professionalism.

7. Minimise background noise

Whether it's a screaming baby, a blaring TV or the roar of the nearby freeway, background noise can interfere with your concentration and distract your interviewer. Make sure you're somewhere where you won't be disturbed – and remember that your mic will also potentially pick up the sound of shuffling papers or drinking from your coffee cup, so be careful to minimise those types of noises.

8. Watch your body language

Physical cues can be even more noticeable on Skype – so avoid crossing your arms or hunching your shoulders. Adopt a posture that is relaxed and open, remember to smile a lot, and try not to slouch in your seat or rest your head in your hand.

9. Ask the right questions

As with a face-to-face interview, be ready when you're asked if you have any further questions. You're likely to leave more of a lasting impression in the mind of your interviewer if you do ask some incisive questions.

10. Follow up correctly

You may have spoken on Skype, but avoid the temptation to follow up with a message on Skype Chat – it can come across as a little too casual and informal. Instead, stick to an email 'thank you', which will impress much more.

Task2: Check the entrepreneur ad and prepare a video to apply the job opportunity. Take care of what has been mentioned above the text and send to info@donorworx.com.

Non Profit Fundraising Representative - No Exp Req - Austin, TX

Job Title: Non Profit Fundraising Representative - No Exp Req - Austin, TX

Job Type: Part Time

City/State: Austin, Texas, United States

Location: Work at a charity branded booth inside a premier mall in the Austin region

Job Type: Full-time & Part-time, Contract.

Are you looking for a creative outlet ?

Are you a recent graduate trying to gain valuable experience ?

Are you a graduate/student in Public Health, International Studies,
Women's Studies or International Business or a similar field?

Are you looking for a career change ?

Look no further! No experience required.

Requirements:

- excellent communication skills
- adaptability
- passion to represent charitable clients
- ability to learn and apply new skills
- integrity
- positive and upbeat countenance
- punctuality and perfect attendance