

St. Charles College of Education



Life Skill Education Elective B.Ed Sem IV



Unit 2

Social Skills



Social skills: Social skills are defined as the tools that enable people to communicate, learn, ask for help, get needs met in appropriate ways, get along with others, make friends, develop healthy relationships, protect themselves, and in general be able to interact with the society harmoniously.

Communication skills:

Good communication skills are essential to allow others and ourselves to understand information more accurately and quickly.

Importance of communication skills: Communication is the transmission of ideas and information with the purpose of better understanding one another.

2.1.1 Listening: It is the ability to accurately receive and interpret messages in the communication process. Listening is the key to all effective. With out the ability to listen effectively , messages are easily misunderstood.

The situation for non-listening:

- ☐ Being wrapped up in our own thoughts
- ☐ Being distracted by something
- ☐ We have already formulated a response
- ☐ Something conflicting with our opinion.



Why is listening important:

Listening plays an integral part of communicating and the differences from actively listening can be seen in multiple facets of our lives and development.

Active listening helps to:

- ☐ Learn and understand things better in a social and professional environment
- ☐ Become better at socializing
- ☐ Better sympathize with friends and family
- ☐ Build stronger relationships by making people feel valued
- ☐ Absorb information better



What is Active listening:

- Concentrate on what is being said
- Show that are engaged
- Wait for the speaker to finish speaking before asking questions
- Summarize your understanding

2.1.2 Speaking:

It helps us to form connections, influence decisions and motivates change.

The ability to express ideas, opinions and feelings as well as sound words together, offers the speakers these benefits.

2.1.3: Reading: Reading can make you a better writer and speaker. Among the various reading skills, intensive reading is used most often

Reading enhances our life in several ways:

- ❖ Exercising your mind
- ❖ Finding yourself
- ❖ Becoming a well read individual
- ❖ Keeping calm and entertained
- ❖ Improves you rethinking skills and analytical abilities
- ❖ Helps you block out the noise
- ❖ Helps master a language
- ❖ Connecting with others
- ❖ Keeps you grounded.

Writing: Good writing skills allow one to communicate the message with clarity and ease to a far larger audience than through face to face or telephone conversations

Quick fixes for effective written communication:

Sentences: Sentences should average around 23 words, but sentences that are all the same length are boring to read, so vary their length.

Paragraphs: A paragraph is usually two or more sentences that addresses a single topic or. We can keep a paragraph tight by re-reading our work carefully. Long paragraphs are difficult to read and turn readers off.

2.1.5 Different modes of writing:

A Writing mode is the technique an author uses to share their communication or message with an intended audience.



1. *Narrative writing*: The narrative writing style is descriptive and tells a clear story with a beginning, interval and the end.

You may find writers use the narrative style in:

- ☐ Novels
- ☐ Short stories
- ☐ Memoirs
- ☐ Biographies and Screen plays

2. *Descriptive writing*: It is primarily focused on details of things like a group of characters, a setting or an event.

Example:

- ☐ Poetry
- ☐ Personal Journals
- ☐ Descriptive Passages
- ☐ Diaries

3.Persuasive writing: It is used to convince readers of decision makers to believe in the content you have produces

It is used in

- ☐ Company Brochures
- ☐ Advertisements
- ☐ Opinion columns
- ☐ Business proposals
- ☐ Cover letters
- ☐ Recommendation letters
- ☐ Reviews



4.Expository Writing:

The expository writing style is one of the basic techniques of writing used to inform the reader or describe something to other. This writing is basis on facts and does not account for writer's personal opinions on the subject. It is used in:

- ☐ Text Books
- ☐ Educational articles
- ☐ News letters
- ☐ Instruction manual
- ☐ Business technical and scientific writing
- ☐ Recipes



Digital Literacy:

Having the skills needed to live, learn and work in a society where communication and access to information is increasingly through digital technologies like internet platforms, social media and mobile devices.

Communication is also a key aspect of digital literacy. When communication in virtual environments, the ability to clearly express ideas, ask relevant questions, maintain respect and build trust is just as important when communicating in person.

2.2.1 Internet platform:

The term internet platform is also called as online platform. It is used to describe a series of services available online such as

1. Technology platforms
2. Computing platforms
3. Utility platforms
4. Interaction Networks
5. Market places
6. On demand service platforms
8. Data harvesting platforms
9. Content distribution platforms.

1. Technology platforms: Amazon Web Services, Microsoft Azure and Twilio are examples of technology platforms. They provide building blocks or services that are reused in a large number of products.



2.Computing Platforms: Computing platforms in stark contrast with technology platforms, enable interactions between platform users and 3rd party developers.

3.Utility Platforms: Google search , kayak and Zenefits are examples of utility platforms. These attract users by providing a useful, typically free service.

4.Interaction Net works: Face book, we chat and Bitcoin are the examples of interaction network.

5.Marketplace: Marketplaces like eBay, Amazon market places , AirBnB, Kick starter or up work are two sided platforms connecting supply with demand. These enable transactions between demand side participants and supply side participants.

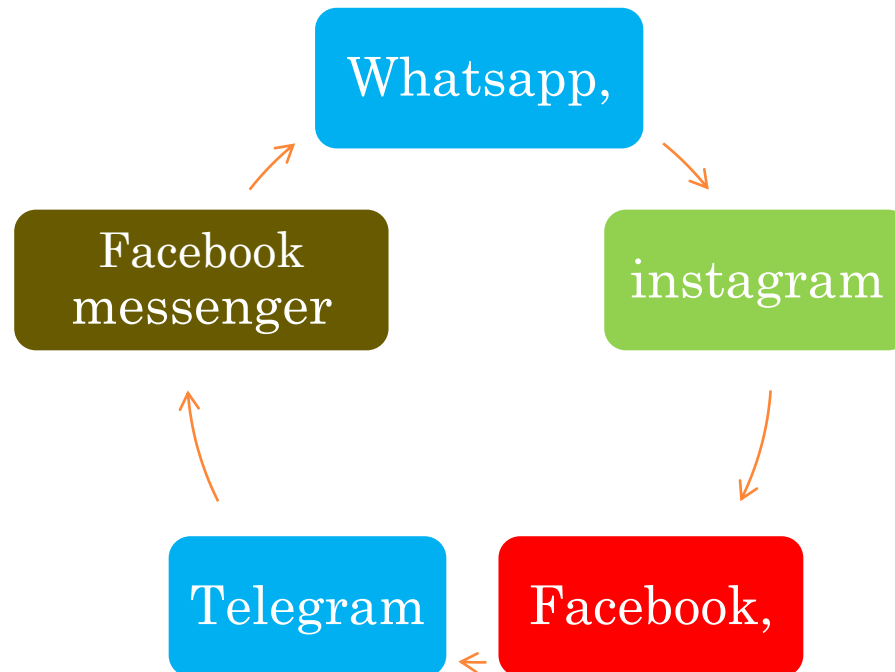
6. On demand Service platforms: Uber, munchery, ehal are the examples of Service platforms. These integrate discovery, order , payment, fulfillment, certification and confirmation of service under one proof.

7.Connect crowd sourcing platforms: YouTube, Yelp and Trip advisor are examples of content crowd sourcing platforms. Its about collecting content form subset of users.

8.Data harvesting platforms: Waze, open signal and inside sales.com are the examples. These offer a useful service to the users and generate data through usage of platform service.

9.Content Distribution Platform: Google ad sense, Out brain, smaato, Millennial media are examples. These connect owners of users touch points with content owners wishing to deliver the content to the users

2.2.2 Social Media: Social Media is a collective term for websites and applications that focus on communication, community based input, interaction, content sharing and collaboration. There are more than 3.8 billion social media users around the world. This is an ever changing and ever evolving field



2.2.1. Effective Use of social media:

Meeting human needs:

People crave interaction and connection with other people. These meet the need of the people transferring some of the information.

Cost Effective marketing: It is not free but significantly cheaper than traditional advertising methods

Build Brand Loyalty: Based on 2009 data reported from comscore and Group M Search social media plays an important role in paid and organic search. Using this research we can see how social media directly contributes brand recognition.

Real-time Necessity: Social media can be used effectively in build brand awareness, as well as by people to share brand positives and negatives.

2.2.2.2. Social Media in Education: Social network tools afford students and institutions multiple opportunities to improve learning methods. There is valuable information and knowledge gained through social media.

Institutions can share supportive and positive posts. It offers the audience and subject monitoring tools that are useful and it is one of the best platforms to extract data.

Teachers can also use social media as a medium to get new resources to support their lessons, activities to teach popular contents , bulletin board ideas, information on new apps etc.



2.2.3 Mobile devices:

Characteristics of mobile devices:

- Wi-fi or cellular access to the internet or a Bluetooth connection to another device.
- A battery that powers the device for several hours
- A physical onscreen keyboard.
- Touch screen interface in almost all cases.
- Wireless operation.

Smart Phones: These have taken the society by storm. These are advanced version of cellular phones. Such as ability to make and receive calls, send messages and voicemails.

Tablets: Tablets are portable, like laptops, but they provide a different experience.

E- Readers: E-Readers are specialized tablets that are designed for reading books, These can be purchased or downloaded free from online resources.

Wearable's: Smart watches and fitness trackers are among the newest additions to the mobile free device landscape.

Other mobile devices: Some portable music player shave access to the internet and can download the apps to enhance their value to their owners.

2.3 Non verbal communication; It is the transmission of messages or signals through a non verbal platform such as eye contact , facial expressions, gesture, posture and body language.

Types of Non verbal communication: It began with the publication of 1872 of Charles Darwins's the expression of the emotions in man and animals.

Facial Expressions: Facial expressions are responsible for a huge form of non verbal communication.

- **Gestures:** Deliberate movements and signals
- **Paralinguistic's:** Verbal communication that is separate form actual language
- **Body language or posture:** The way we hold and present ourselves
- **Proxemics:** People often refer to their need for personal space. This is known as proxemics.
- **Eye Gaze:** Eye contact is form of strong non verbal communication skill
- **Haptics:** Communication through touch.
- **Apperance:** Our choice of clothing, hairstyle and other appearance factors.
- **Artifacts:** A Usually simple object showing human workmanship or modification as distinguished from a natural objet especially an object , remaining from a particular period.

2.3.2: Non verbal communication in teaching and learning:

Freeze: For this non verbal cue, the teacher freezes his her body and stand still

Above – Pause- whisper: Sets his her voice volume just above the volume of the group. Pauses for few seconds. While keeping his\ her body still

Exit Directions: 3-4 Written steps posted using fewer words and more symbols

Color Cues: Colors used in art class room

2.4. Effective communication Techniques: Create a safe learning environment with supportive relationships

More team work

•Feedback

•Use of real time technical skills

Body language

Sense of humor

Active listening'

Clarity

2.5 interpersonal skills: These involve ability to communicate and build relationships with others. Components are given below:

- ☐ The ability to initiate relationship
- ☐ Sustenance of relationships
- ☐ Negotiation
- ☐ Compromise
- ☐ Maintain boundaries
- ☐ Listening
- ☐ Dimensions of Interpersonal relationships: Influence
- ☐ Interpersonal Facilitation
- ☐ Relational creativity



2.5.4 Methods to Enhance interpersonal Relationship:

- ✓ Cultivate a positive outlook
- ✓ Control your emotions
- ✓ Acknowledge other expertise
- ✓ Show areal interest in your colleagues
- ✓ Find one good trait in your coworker'
- ✓ Practice active listening
- ✓ Be assertive
- ✓ Practice empathy
- ✓ Maintain your relationships



2.6 Empathy: It's the ability to sense other people's emotions coupled with the ability to imagine what someone else might be thinking and feeling.

Types: **Cognitive Empathy:**
Being able to put yourself in someone else's place and see their perspective

Emotional Empathy:
Emotional empathy can be good and bad. It's good because we can readily understand and feel other people's emotions
It's bad because we can be overwhelmed by other's emotions:

Compassionate empathy: It's feeling someone else's pain and taking action to help. We need to find balance in our dealings with others..



Two other types of empathy:

Somatic Empathy: Feeling some one else pain physically.

Spiritual empathy: Direct connection with a higher being or consciousness.

Dimensions:

Cognitive empathy: it refers to how individual can perceive and understand the emotions of the other.

Empathetic concern: Sympathy and compassion for others in response to their suffering

Somatic empathy: it s described as responding to pain and sorrow in others by physically experiencing the same pain through proximity to them.

Moral empathy: Motivation to seek the good of others

Affective empathy: Also called emotional empathy is the ability to respond with an appropriate emotion to another mental state.

2.6.3: Teaching strategies for enhancing empathy:

- ❖ Modeling
- ❖ Teaching point of view
- ❖ Listening actively to others
- ❖ Halt
- ❖ Engage
- ❖ Anticipate
- ❖ Replay

Practices for fostering empathy:

Teach children how to empathize- Teach children their names and emotions. Let children see your concern for others well being

Empathy scavenger hunts: Teach children to understand others

Identifying the emotions: Ask the children to guess the emotion

Feeling collage: Ask the children to collect the news paper cutting and tell them guess the feeling that the people face

Helpful activities and exercises

2.7 Service learning and social curriculum design: Promoting social change through service learning in the curriculum requires attentiveness to social justice.

Social justice education is student centered, experiential, collaborative, intellectual, analytical, multi cultural, value based and activist.

Student centered and experiential: The recognize and value students ideas and experiences as part of the curriculum.

Collaborative: Students learn and serve together and work with community members to effect change

Multi cultural and vale based: Student address issues in diverse perspectives.

Intellectual and analytical: Instructors ask students to engage in research. Students examine multiple perspectives as they analyze the causes of injustice and explore their own roles in relation to social problems.

Activist: They encourage students to take action that support the rights of the people who are dominated and deprived.

2.7.1: Social Justice \ Service learning link: social justice educational and related service learning activities allow students to explore the historical, sociological and cultural and political contexts of the social issues they address in the community. In the process students develop the civic knowledge and skills that will prepare them for a role as agents of social change.

Preparing the syllabus: A syllabus does more than provide basic information regarding a course. It also serves to sell the course to students and to welcome them into the learning experience by using positive and encouraging language.

A Well crafted syllabus shows consistency between course goals and course requirements, and it has a warm tone that encourages a positive student outcomes. These features are particularly important when the course has a service learning component, because students may feel over whelmed by a new instructional approach that requires both classroom and community based work.

