

UNIT IV

ICE BREAKING

An 'Ice Breaker' as the term indicates is meant for the purpose of making people know each other. It is normally used in parties, get togethers or meetings where the participants are not acquainted with each other. A picture says a thousand words. You can see that the ship is carving out a path in hostile terrain. The ice has to be broken if the ship has to make headway. The situation is no different in human relations.



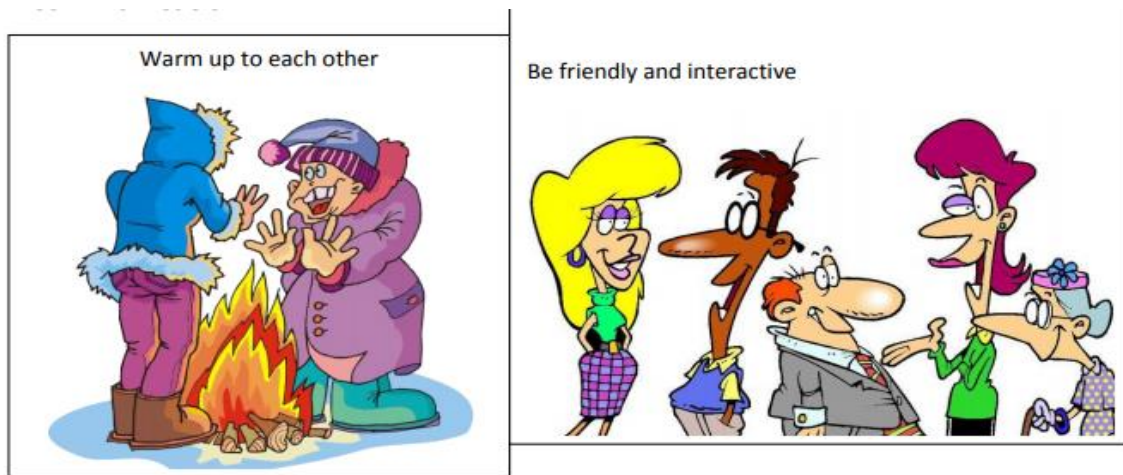
AN ICE BREAKER IS A PATH MAKER

What ice do you want to break?

Fear of the unknown always makes people behave in ways that are not quite nice. When thrown together in a group, people tend to be COLD AND RESERVED, or get glued to the person/people they know in the group. This is the ICE that has to be broken.



Sometimes it is the fear of speaking in English that FREEZES your body and mind. Take it easy. Warm up to each other. Relax. Get to know each other and have a great time together. Group dynamics plays a key role in successful group discussions and team work. That is why Ice Breaking has been prioritized among several other strategies for effective communication.



Warm up to each other Be friendly and interactive You don't achieve anything by being cold and reserved For the purpose of the Soft Skills class we are looking at Ice Breakers from 2 perspectives.

1. Introducing yourself and introducing a fellow participant. (Introductions play a key role in identifying people. The identification is not based only on names but other key information that is shared in the course of introduction)

2. Organizing Ice Breaking activities. (This is a part of being an organizer. In professional life you may be called upon to organize an event/ constitute a team for a task. Event Managers especially, have a stock of Ice Breaking activities.)

Ice Breaking as a part of Introductions Instead of the routine and drab way of taking your turn and standing up and saying,

“Good Morning, I am _____ (Name) and I am from _____ (college/company)”,

you can have innovative ways in which people introduce themselves.

Activity 1 (for a group of 50) – Your Personality in a Picture

On a table place around 60 pictures (which may be advertisements/pictures of nature or animals, or just about anything). The teacher gives the instruction that every individual should select a picture that he/she feels is related to his/her personality. Having chosen the picture, the individual should explain to the person seated next to him/her why he/she has chosen that particular picture. Every student should introduce the person seated next to him/her with a few words about the personality of that individual. This activity makes people warm up to each other.

Part 2 of the same activity

The teacher asks, “You have been introduced by the person seated next to you. Please add a few more points to what has been said about you.”

Activity 2

Lie Detector! Divide the class of 50 into 5 teams of 10 each. Every person should introduce himself/herself with 5 statements, of which 2 should be lies (i.e. not the truth). The group is asked to identify which statements are NOT TRUE. This is also a fun activity.

Activity 3

Keep the Talk Going This activity is designed to teach students the importance of not being tongue-tied when they are in a group and that they should venture to say something and contribute to the group banter/discussion. Each group should have 5 to 7 members. Every group is given one opening statement and every member should add one sentence to that opening statement. With this exercise students will realize that they can participate in a conversation and be sociable.

The following statements are samples of opening statements.

1. Traffic in the festival season is terrible.
2. Some people have too many cups of tea in a day

3. Fruits and vegetables are my staple food.

4. My favourite TV program is _____.

MASTER THE ART OF SELF INTRODUCTION

Self-introduction:

A well-knit selfintroduction delivered with poise creates an impression For your first speech project, you will introduce yourself to your fellow members and give them some information about your background, interests and ambitions.

Practice giving your speech to friends or family members, and strive to make eye contact with some of your audience. This is your opportunity to give your first prepared talk and “break the ice.” The best way to begin your speaking experience is to talk about a familiar subject—yourself.

Of course, this subject is too broad for a short four- to sixminute presentation. You must narrow it by selecting three or four interesting aspects of your life that will give your fellow members insight and understanding of you as an individual. These might include your birthplace, education, or family but focus on your strengths, your abilities, dream, your efforts to realize your dreams etc.. Share significant personal experiences.

Beginning, Presentation and Conclusion:

Like any good story, your talk needs a clear beginning and ending. Create an interesting opening sentence Memorize it, if necessary, and use it even if a better idea occurs to you just before you speak. Then devise a good closing and memorize it, too. A memorized beginning and ending enable you to start and finish your talk with confidence and ease. A memorized beginning and ending enable you to start and finish your talk with confidence and ease.

Here are a few examples for you

EXAMPLE 1

Hi Friends, I am ShivajiRaoPatil from Hyderabad. I am pursuing B-Tech in stream of Computer Science and engineering from NICT College, xxx with aggregate 65%. I have completed HSC from GURU BASAVA junior college with aggregate of 62% and SSC from Pratibha N. High school with aggregate 73%. We are five in my family. My father is a private

employee and my mother is a homemaker. I have two siblings. About my achievements, I never made any achievements at state level. But in my schooling I got certificate in singing level competition. In college I got NSS certificate which I participated as volunteer in my 1st year of engineering. My strengths are: I am hardworking, self-motivating and dedicated towards my work. I'm a good learner as well as a teacher. My hobbies are making crafts, painting, surfing net. My short term goal is to get placed in well reputed company. My long term goal is to be placed in a MNC company and give my best to the Organisation. As a fresher, I don't have any work experience, but I will prove once the opportunity comes.

EXAMPLE: 2

Good morning Mam/Sir It's my pleasure to introduce myself. Well, I'm Rehana born and raised in Anantapur. I did my schooling in Little flower Montessori English Medium High School with 77% , then I did my plus 12 from S.S.B.N Junior College with 77.7% and now I'm pursuing my final year B.Tech from Anantha Lakshmi Institute of Technology and Sciences, Anantapur with an aggregate of 78.33%. My strengths: I believe in myself and my hard work ,my attitude and my way of thinking.I like to take challenges with a determination that I CAN do it,I take both success and failure in a balanced manner. I don't like to say weakness but I like to say scope for improvement that is i won't leave any task incomplete, and I want perfection in everything. My short term goal: want such a platform where i can grow in my career along with the organisation growth like yours and My Long term goal: I want to be one of the reasons for the success of the organisation My ethic is "I never neglect an opportunity for my improvement". Thank you for giving me such a wonderful opportunity.

EXAMPLE: 3

I am Siddharth and I am from Chennai. I am currently studying Finance and Economics at Hong Kong University. I was raised in Bengaluru and when I was 18, I moved to Hong Kong to take my University degree. Last year I went to London to join the school's exchange program. During my exchange I went backpacking with other backpackers across Europe. It was a fun experience. I think I have been fortunate enough to be able to live in different parts of the world and thus be able to broaden my horizon. I have a strong interest in banking and financial services industry. The reason is I would like to leverage my detail-oriented mind and apply the skills and knowledge that I have attained throughout my degree courses. I see myself as a people-oriented and over-achiever person. I demonstrated this through working in various group projects with different types of people in which I had been able to perform well. I would

like to be part of your company to further develop myself in banking field and to use my capabilities to serve both your company and your clients. (Note: all locations here are fiction, the rest is based on factual experience even though some parts have been distorted a little bit. The purpose is just to let you know a structure of self-introduction that I think is good and appropriate.)

EXAMPLE: 4

Good morning Sir/Madam; I would like to thank you for giving me this opportunity and it's my pleasure to introduce myself. I am Sanjeev from Erode, Tamil nadu. I completed my BCom with CA from Arulanadar College, Madurai with 64.5% and I have completed my +2 from Government Higher Secondary School with 63.58%. My mother is working in school. My father passed away when I was doing my +2. My hobbies are net surfing and playing chess. I have just completed my degree and I have no previous work experience.. My strength is i can adapt myself easily to any type of environment. My flexibility is my advantage and a disadvantage too. My short term goal is to get placed in a reputed company like yours which will give me an opportunity to enhance my skills and Knowledge. My long term goal would be reaching the higher position in your company. Thank you for giving such a wonderful opportunity.

ICE BREAKER JOKES/ANECDOTES

1. My Beauty, Your Intelligence

George Bernard Shaw was once approached by a seductive young actress who cooed in his ear, "Wouldn't it be wonderful if we got married and had a child with my beauty and your brains? George Bernard Shaw gave a witty reply. "My dear" he said, "That would be wonderful, but what if the child had my beauty and your brains!!"

2. Why was the math book sad?

Because it has many problems.

3. What did the traffic light say to the car?

Do not look at me. I am changing.

4. What do you call nuts hanging on your wall?

Walnuts.

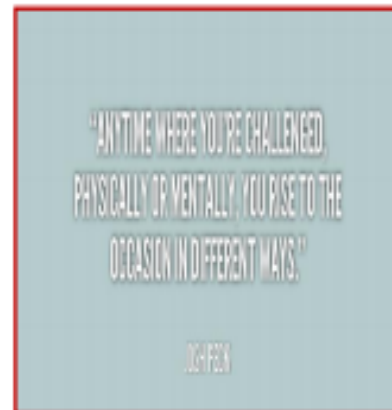


RAISING TO THE OCCASION

OBJECTIVES:

- **To be positive and creative**
- **To hone the problem solving ability**
- **To manage crises in personal and professional spaces**

The key to success is to keep 'believing in yourself'. "Stay focused, learn from life's experiences and never give up"- these are the basic mantras of success. Skill development is an essential contribution to success. It involves consistent effort. Visualize the act of climbing a ladder. It is done one step at a time, till one reaches the top of the ladder. Being on the top also means being prepared or ready to face challenges and achieve goals.



To know your strengths and weaknesses and to have self-esteem is very important. Dreaming about your future and thinking of innovative ways of doing things and solving problems is the first and crucial step. "Let yourself free, get set, go...." is the spirit one should work with to make dreams come true. With every step you take, you will gain experience and confidence and soon you will be at the top.

An organization / industry always looks for people who are team players, i.e. people who are equipped with all skills that are required for the successful fulfillment of the goals and objectives of the company. A team player plays a role. S/he is so sensitive and sensible in grasping the role he can play or is expected to play so that the team may be successful.

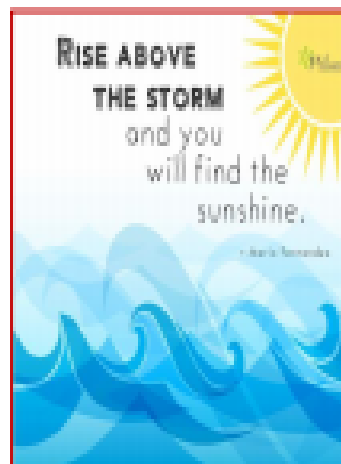
Rising to the occasion simply means getting ready to do "Role Play" in the workplace. This anecdote is an eye-opener.

Meera hails from a small village in south India. School going was a hardship for her and other children as they had to travel 4 kms to reach school. She grew up seeing her elders walk 5 kms to fetch water for their homes. They also had to go the wastelands on the outskirts of the village for toilet purposes. There was no sanitation in the village. She was not happy with this situation. Meera was barely 13, but she believed that she could make a difference.

Meera was alive to the world around her. She liked being well informed. The moment heard about Prime Minister Modi's 'Swachh Bharat' scheme, she got to work. She sought her teacher's help and wrote a letter to the Prime Minister's office requesting for sanitation for her village. The authorities acted on her letter. A team came to the village looking Meera. She was so excited and everyone in the village was proud of Meera. The team transformed the village by providing good sanitation. Now Meera and other womenfolk did not need not to feel shy or bad anymore. Health and hygiene walked hand in hand in the fresh free air of Meera's village.

1. If you were Meera, what changes would you like to bring in your locality? (Clean water, tree planting, clean environment.etc.)
2. Are you aware of the welfare schemes of the government? Collect information on schemes for farmers, women, children, youth, health, education etc.
3. Have you heard of Malala Yousuf and the work that she is doing? Think of similar ways of making a contribution to society.

You could do some exercises given below: which express what we love most and value- as it would make one feel better:



- If I win 10 crore rupees in a game show I will _____
- I love to work as a _____
- If I was very talented, I would _____
- If I am appointed as a VAO (Village Administrative Officer), I will _____
- I am really concerned about one section of society, i.e. _____ (women, children, alcoholics.....). I would like to serve this section by _____

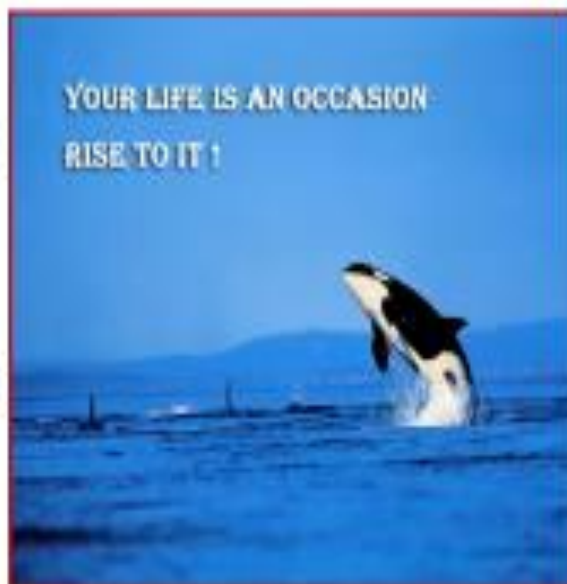
➤ **SOME MORE EXERCISES**

- Time travel/ time machine - Date a sheet of paper 10 years from now and write where you would be and what you would be.
- List five hobbies that sound fun
- List five skills you consider very important to participate in a job fair.
- List out any five top positions in which you would like to serve.

➤ **Here are some 'markers which help in making a 'difference'".**

Identify which of these statements is true of you and can serve as the force inside you.

- I'm intelligent,
- I'm talented
- I have enough money
- I am successful
- I am beautiful
- I can have what I want
- I am good enough
- I will win
- I'm ready to change
- I'm willing to be a learner

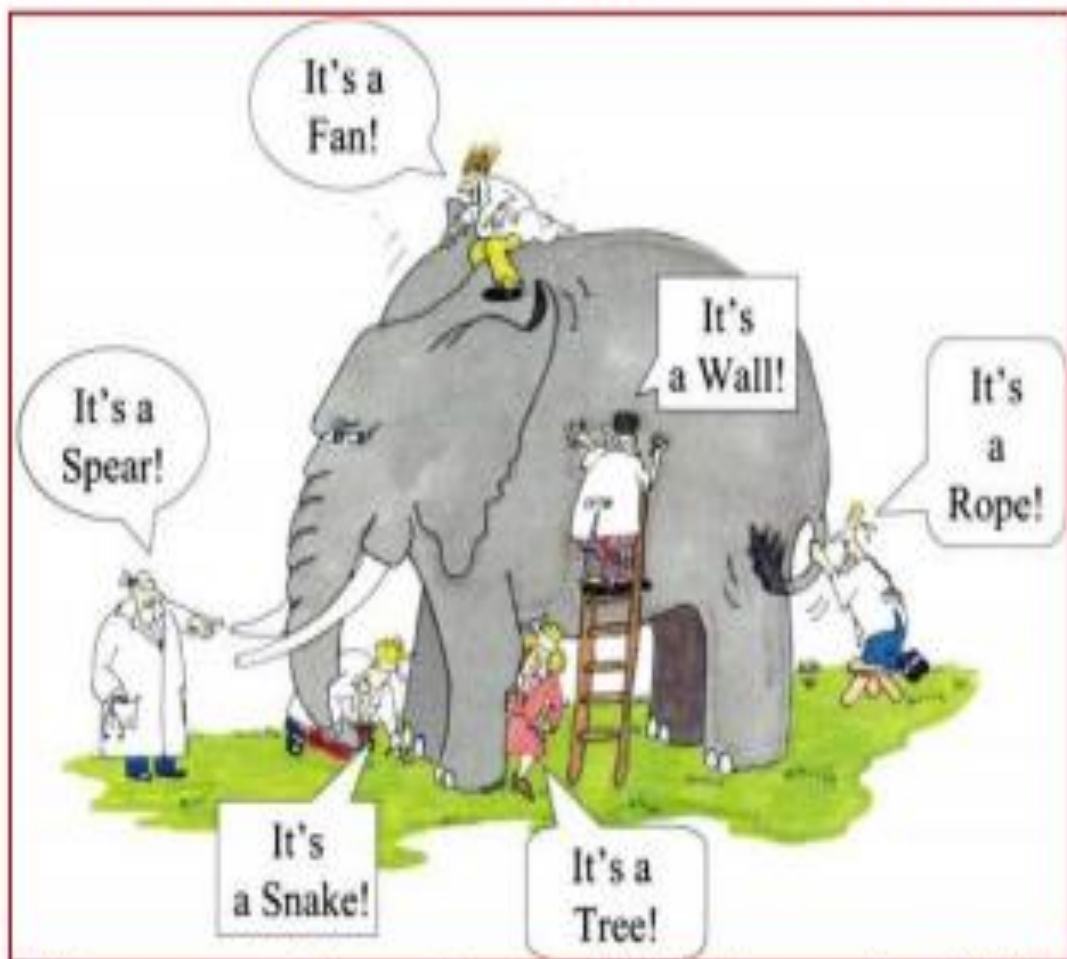


Liberate yourself from self doubt. You are a significant part of life on planet earth. Transform the space you inhabit and make every moment of your life worth living.

DESCRIBING OBJECTS / PROCESSES

Perception Matters

You are familiar with the story of the Blind Men and the Elephant. The moral of the story is that limiting oneself to one aspect of an object/issue leads to misrepresentation. The misrepresentation by the six



blind men was not because they were blind, but because they failed to explore the whole creature (the elephant)

Explore and Express

In depth knowledge of the subject is a prerequisite for effective communication on the same. When you know what you have to say, half the battle with regard to expression is won. If a student of Botany is asked to speak about Photosynthesis, s/he should be able to speak with

confidence and clarity. If a student of Physics is asked to speak on Heat/Light energy, he should be able to do so without difficulty.

Knowledge is not confined to what is acquired from text books. In the workplace, you have to constantly equip yourself with information about products and explain procedures whenever and wherever it is required.

You might have to describe the product being prepared by your company. At times you might have to explain a process. For example, if you are working for a publishing firm, you might have to give a prospective buyer details about a book that is prepared by your firm. When a client enquires about submission of a manuscript, you have to explain the companies' policy on publication, the process to which a manuscript is subjected before it is selected for publication. In case you are working for a food processing company, you will have to face a health & hygiene audit. To the auditor you will have to explain all the procedures and processes that are involved in ensuring that the product is produced under the most hygienic conditions and in keeping with all the protocols.

Here are some tips on helping you to organize your thoughts in relation to describing an object.



Anecdote:

Jennifer, a first year undergraduate student stepped into the English Language lab, along with her classmates in one of her spoken English classes. She looked at the computers in the lab, and was so amazed to sit in front of one, wear a headphone and listen to the software on English Language skills. The systems were equipped with Globerena and Hi-tech software, which offers simple learners, based grammar exercises. The learners by doing these exercises focus in listening to the native speaker's pronunciation as well. Jennifer along with her friends used the software and was thrilled to check the proficiency. There was all sound and laughs as the class was beaming with pleasure to learn by themselves.

Jennifer volunteered to teach some of her classmates, who are slow learners. She made a presentation in the lab to help them. She described to them the parts of a computer and the software that was being used. The object and the process of its working were neatly done by her. This

peer learning made her class, an example for others to follow, to be updated.

Products and processes are part of any business; to be able to describe them is therefore an ability that goes without saying. This chapter is focused on this potential that is inbuilt in most individuals, an inherent quality of the mind which links expression to perception. Observing and perceiving objects, people, places, events and process

Cultivating the habit of observing and lucidly expressing your observations is something with which you have to spend time.

Points to Ponder

What will you say if you have to speak on the following topics

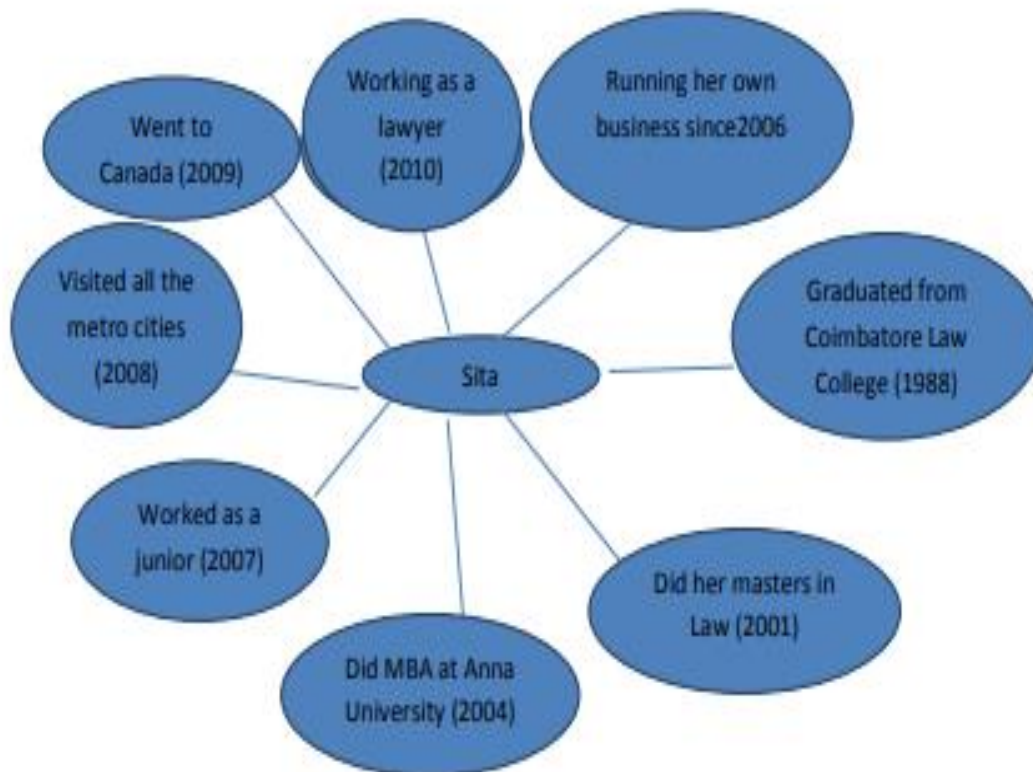
- **Your career**
- **Your experience of life.**

ACTIVITY

- From the mind map given below write in a paragraph the events that take place in Sita's career in a chronological manner. Discuss with your partner and share the views with the class.

Activity 1

➤ Mind Map

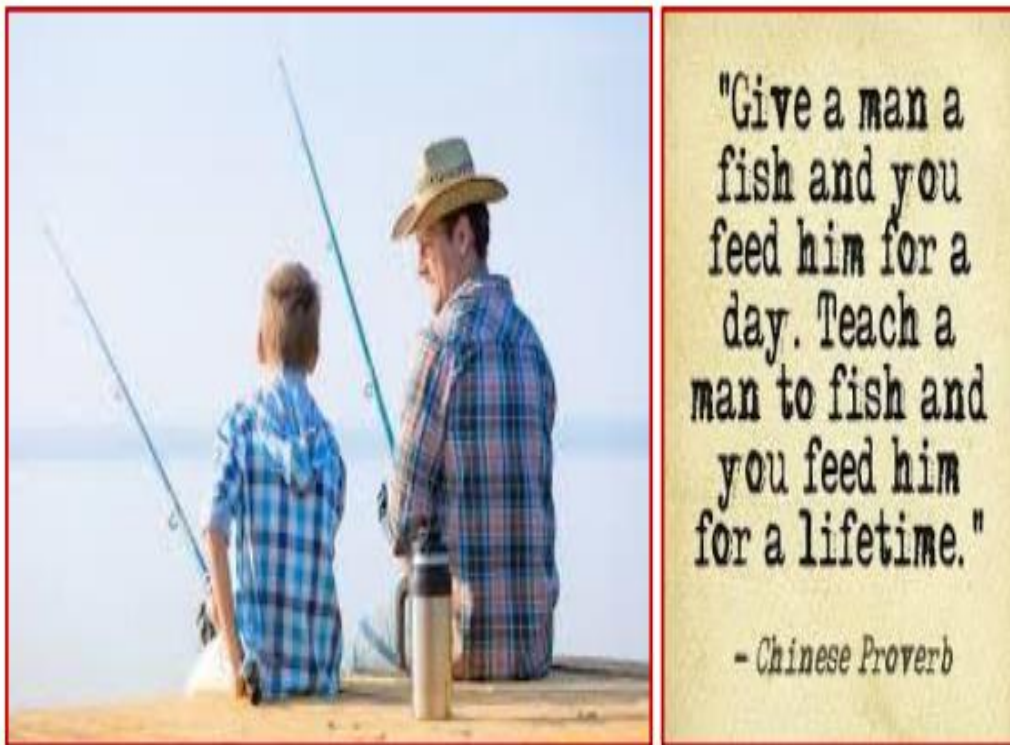


➤ A few more Activities:

- Q cards-Link words-Connect and comment
- Word Building
- Activity cards- act to be described
- Dumbsharade
- Recipe preparation: Demo/ Listening answer the questions
- Product preparation-marketing
- Pick up and perform
- Words / Homonyms from the box
- Sound and Spelling - Pronunciation

Activity 2:

Here is a picture with a message. How will you interpret it?
Discuss with your partner.



The Evolution of Media



➤ **Activity 3:**

- **What does the picture tell you? Share it with your friend and present your comments to the class.**

➤ **Activity 4**

Look at the following pictures and try to answer the questions:



1. What do the three buildings represent?
2. Are you familiar with the term 'fourth estate'? What does it mean?
3. What is the role of the fourth estate in the modern world?
4. How effective is the fourth estate today?

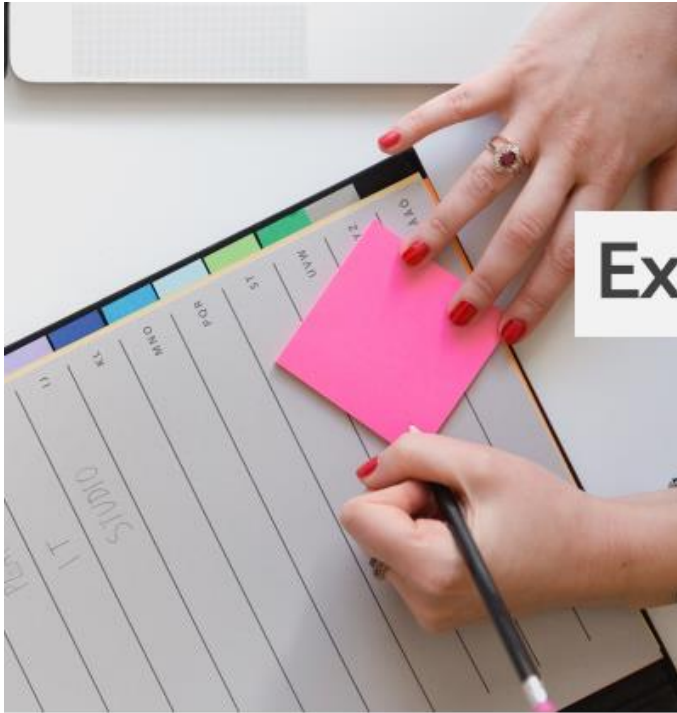
MEETINGS AND GREETINGS

When **meeting and greeting** – especially in business – you always introduce less important people to more important people. The way to do this is to say the name of the more important person first, followed by the words “I'd like to introduce...” and then give the other person's name.



- (formal) Hello/ Hi (Informal)
- How are you, how do you do?
- Fine thanks and you?
- Just fine
- Good Morning
- Good afternoon
- Good evening





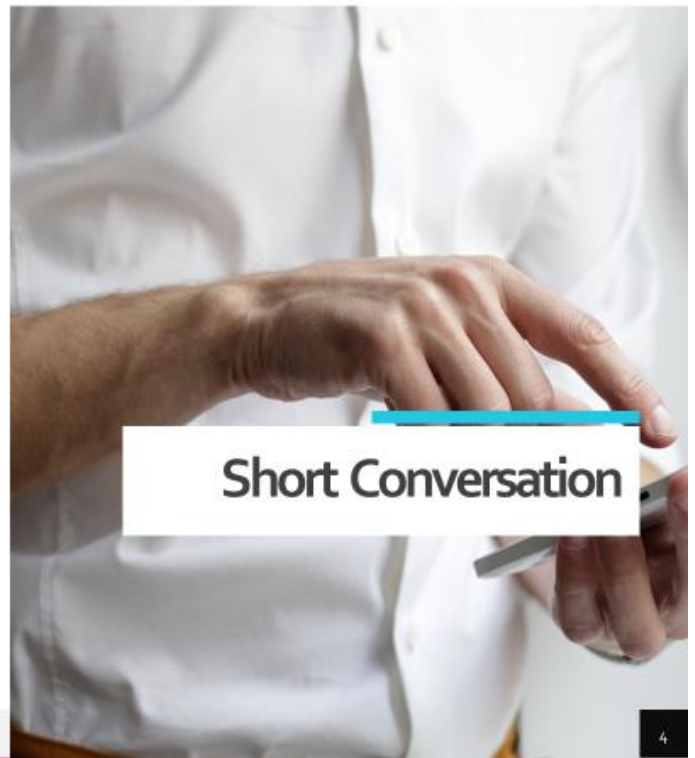
Expressions

Expressions that indicate concluding activities.

- See you tomorrow/ I see you tomorrow/ See you.
- See you next time
- Good luck OR Good bye
- Good night
- So long
- I'll see you later
- That's all for today

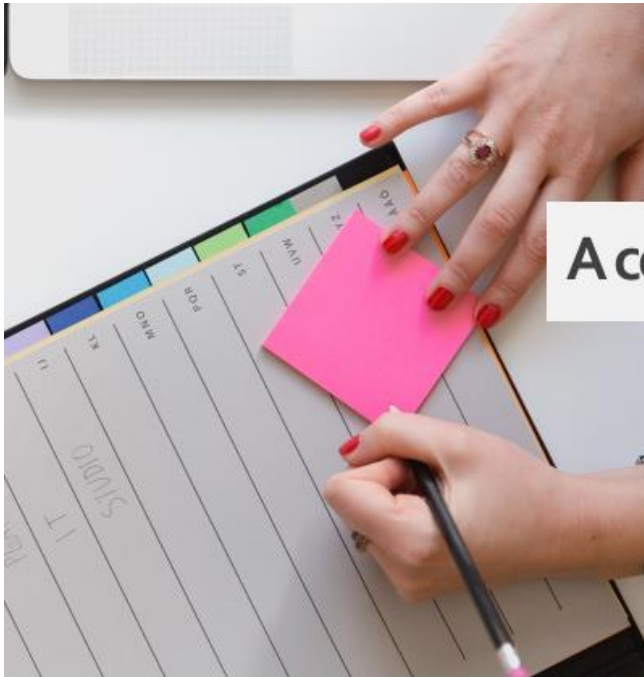
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- Hello/ Hi
- How are you?
- My name is _____
- Hi, my name is _____
- Nice too meet you
- Nice to meet you too.



Short Conversation

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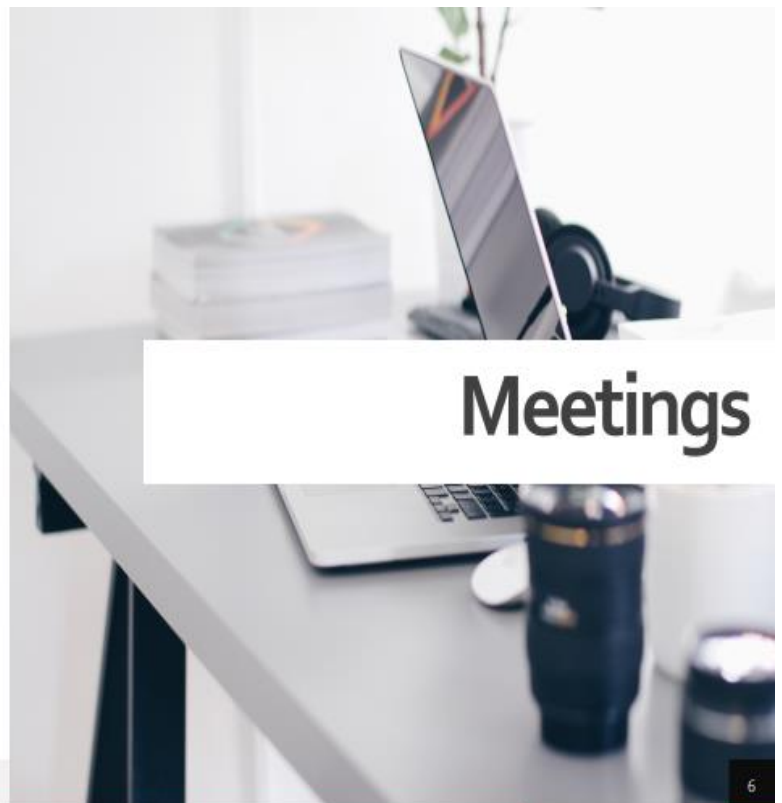


A conversation

- Hi ___ How are you?
- I'm fine. Thank you, and you?
- What is your name?
- My name is
- Where are you from?
- I am from
- Do you like CR Yes, I like or No, I don't like
- Good bye, see you later.

5

- Have a good evening & You too
- See you next week & Have a nice day
- See you later
- Nice to meet you



Meetings

6

Expressions that indicate concluding activities



- ☞ See you tomorrow/ I see you tomorrow/ See you
- ☞ See you next time
- ☞ Good luck
- ☞ Good bye
- ☞ Good night
- ☞ So long
- ☞ I'll see you later
- ☞ That's all for today



Strategies For Getting Off On The Right Foot

Stand up when you meet someone

This allows you to engage the person on an equal level – eye to eye. By remaining seated, you send a message that you don't think the other person is important enough to warrant the effort it takes to stand. If you find yourself in a position where you can't stand up (such as being trapped behind a potted plant) offer an apology and an explanation. You might say something like, "Please excuse me for not getting up. I can't seem to get around the foliage."

Smile when meeting people

Your facial expression says more than your words. Look as if you are pleased to meet the other person regardless of what is on your mind. Put a smile on your face for the person standing before you. A sincere smile sends the message that you are safe and trustworthy.

Make eye contact when greeting people

Looking at the people you meet says you are focused and interested in them. If you are staring off somewhere else, you may appear to be looking for someone more to your liking to come along. When you fail to make consistent, appropriate eye-contact, people find it hard to trust you.

Take the initiative when you meet other people

As soon as you approach people you don't know or are approached by them, say who you are. Don't stand around as if someone else is in charge of introductions. Getting off to a great start when meeting and greeting people sometimes means that you must take the initiative.

Include a statement about who you are and what you do

It is not always enough to say, "Hello, I'm Mary Jones." Give more information. "Hello, I'm Mary Jones. I work for XYZ Corporation." Be confident about who you are and what you do. This often sparks interest and opens up a fruitful conversation.

Offer a firm handshake as you greet people

Extend your hand as you give your greeting. The person who puts a hand out first comes across as confident and at ease. Make sure that this physical part of your meeting and greeting is professional. Don't offer bone-crushing grips or wimpy limp-wristed shakes. If you are confused about men and women shaking hands, don't be. There once was a time when women didn't shake hands with men. We are past that. Everyone in business shakes hands with everyone else.

Learn how to make smooth introductions

When meeting and greeting – especially in business – you always introduce less important people to more important people. The way to do this is to say the name of the more important person first, followed by the words "I'd like to introduce..." and then

give the other person's name. Be sure to add something about each person so they will know why they are being introduced and will have some information with which to start a conversation.

Focus your attention on the more important person

The client or the business prospect is more important than your boss. This is where you want to focus your attention. When you make other people feel important they'll want to do business with you. (Just hope your boss agrees.)

Pay attention to names when you are meeting and greeting

When meeting and greeting, especially when things are moving fast or there are multiple people in the conversation, it is easy to forget names. It is all too common to be thinking about what you are going to say next and not focus on the other person. If you concentrate and repeat the name as soon as you hear it, you stand a better chance of remembering it later. Remembering and using names is one of the fastest paths to building new relationships and getting off to a great start.

Use first names of people whom you have just met only after they give you permission

Not everyone wants to be addressed informally on the initial encounter. It is better to err on the side of formality than to offend the other person right off the bat. Respect matters. When you are respectful, you are memorable.

Your goal within the first few minutes of meeting and greeting other people is to make them feel comfortable and to put them ease so they will want to do business with you. When you are confident of the rules for those critical initial encounters, you will have a solid start for long-term profitable relationships.
