



# MUTHAYAMMAL ENGINEERING COLLEGE

(An Autonomous Institution)

(Approved by AICTE, New Delhi, Accredited by NAAC & Affiliated to Anna University)

Rasipuram - 637 408, Namakkal Dist., Tamil Nadu.



## MUST KNOW CONCEPTS

MKC

ENGLISH

2021-22

Course Code & Course Name : 21HSS03 & Life Skills & Workplace Psychology

Year/Sem/Sec : I/ II/

S.No.	Term	Notation (Symbol)	Concept / Definition / Meaning / Units / Equation / Expression	Units
<b>Unit-I : Critical Thinking &amp; Problem Solving</b>				
1.	Life skills-based education (LSBE)		Life skills-based education (LSBE) is a form of education that focuses on cultivating personal life skills.	
2.	Ten life skills		<ul style="list-style-type: none"> <li>➤ Problem solving,</li> <li>➤ Critical thinking,</li> <li>➤ Effective communication skills,</li> <li>➤ Decision-making,</li> <li>➤ Creative thinking,</li> <li>➤ Interpersonal relationship skills,</li> <li>➤ Self-awareness building skills,</li> <li>➤ Empathy,</li> <li>➤ Coping with stress</li> <li>➤ Coping with emotions.</li> </ul>	
3.	Self-awareness		Conscious knowledge of one's own character and feelings.	
4.	Empathy		The ability to understand and share the feelings of another.	
5.	Creativity		A way of looking at problems or situations from a fresh perspective.	
6.	Levels of Creativity		<ul style="list-style-type: none"> <li>➤ Innovative Creativity.</li> <li>➤ Inventive Creativity.</li> <li>➤ Technical Creativity.</li> <li>➤ Expressive Creativity.</li> </ul>	
7.	Innovative Creativity		Innovative creativity refers to thinking that results in new (innovative) solutions.	
8.	Decision Making		The action or process of making important decisions.	
9.	Tips to improve your decision-making		<ul style="list-style-type: none"> <li>➤ Make a plan. If you know you have an upcoming decision to make, it can help to make a plan.</li> <li>➤ Be assertive. Try taking command of the decision-making process.</li> <li>➤ Ask an expert.</li> <li>➤ Keep it in perspective.</li> <li>➤ Set deadlines.</li> <li>➤ Limit choices.</li> </ul>	

10.	Problem Solving		The process of finding solutions to difficult or complex issues.	
11.	Tips for Effective Problem-Solving		<ul style="list-style-type: none"> <li>➤ Keep calm – don't panic.</li> <li>➤ Avoid jumping to conclusions.</li> <li>➤ Write it down.</li> <li>➤ Break it down.</li> <li>➤ Try different approaches.</li> <li>➤ Use appropriate tools and techniques.</li> </ul>	
12.	Lateral thinking		The solving of problems by an indirect and creative approach, typically through viewing the problem in a new and unusual light.	
13.	Critical thinking		The objective analysis and evaluation of an issue in order to form a judgement.	
14.	Multiple Intelligence		Multiple intelligence refers to a theory describing the different ways of students learning and acquiring information.	
15.	Six Thinking Hats		Six Thinking Hats is a system designed by Edward de Bono which describes a tool for group discussion and individual thinking involving six colored hats.	
16.	White Hat		It helps to focus on the available data.	
17.	Red Hat		It helps look at the problems using your intuition, gut reaction, and emotion.	
18.	Black Hat		It helps to look at a decision's potentially negative outcomes.	
19.	Yellow Hat		It helps you to think positively.	
20.	Green Hat		Green Hat represents creativity.	
21.	Blue Hat		This hat represents process control.	
22.	Mind Mapping		A mind map is a diagram used to visually organize information. A mind map is hierarchical and shows relationships among pieces of the whole.	
23.	Analytical Thinking		Analytical thinking is a critical component of visual thinking that gives the ability to solve problems quickly and effectively.	
24.	3 steps of Analytical Thinking		<p>Gather information</p> <p>Identifying issues and problems</p> <p>Organizing information</p>	
25.	Visual thinking		Visual thinking is a way to organize your thoughts and improve your ability to think and communicate.	

### Unit-II : Teamwork

26.	Team Development		Enhancement of the effectiveness of work groups, by improving goal- and role-clarification and interpersonal processes.	
27.	Group		A group is a collection of individuals who coordinate their efforts.	
28.	Team		A team is a group of people who share a common goal.	
29.	Group or Team formation process		Tuckman's model identifies the five stages through which group or team	

			progress: forming, storming, norming, performing, and adjourning. Each of the five stages of team development represents a step on the team-building ladder.	
30.	Stages of Group		<ul style="list-style-type: none"> <li>➤ Forming stage</li> <li>➤ Storming stage</li> <li>➤ Norming stage</li> <li>➤ Performing stage</li> <li>➤ Adjourning stage</li> </ul>	
31.	Founder of the stages of group		Bruce Tuckman	
32.	Forming stage		This is the initial stage of putting the team together where individuals learn about each other and the team requirements as well as the challenges, expectations, and the organizational structure of the team.	
33.	Storming stage		The storming stage is the most difficult and critical stage to pass through. It is a period marked by conflict and competition as individual personalities emerge.	
34.	Norming stage		Norming stage involves bonding and the development of a group identity.	
35.	Performing stage		In this stage the team members are trained, competent, as well as able to do their own problem-solving.	
36.	Adjourning stage		Adjourning stage occurs when a group wraps up its work and then dissolves. At this time, it is important for members of the team to get appropriate closure as well as recognition for the work they accomplished.	
37.	Group dynamics		Group dynamics is a system of behaviors and psychological processes occurring within a social group intergroup dynamics, or between social groups intergroup dynamics.	
38.	Team management		Team management is the ability of an individual or an organization to administer and coordinate a group of individuals to perform a task.	
39.	Group process		Group process refers to how an organization's members work together to get things done.	
40.	Team dynamics		Team dynamics are therefore the unconscious, psychological factors that influence the direction of a team's behaviour and performance.	
41.	Key aspects of a group		<p>Common fate—sharing a common outcome with other members;</p> <p>Mutual benefit—an enjoyable, rewarding experience associated with group membership;</p> <p><b>Social structure</b>—a stable organization</p>	
42.	Group theory		<p>Number theory</p> <p>The theory of algebraic equations</p> <p>And geometry.</p>	
43.	The aspects of group structure		The aspects of group structure to be considered are (1) work roles, (2) work group size, (3)	

			work group norms, (4) status relationships, and (5) work group cohesiveness.	
44.	Types of Groups		<ul style="list-style-type: none"> <li>➤ Formal Group.</li> <li>➤ Informal Group.</li> <li>➤ Managed Group.</li> <li>➤ Process Group.</li> <li>➤ Semi-Formal Groups.</li> <li>➤ Goal Group.</li> <li>➤ Learning Group.</li> <li>➤ Problem-Solving Group.</li> </ul>	
45.	Managed Group		Groups may be formed under a named manager, even though they may not necessarily work together a great deal.	
46.	Semi-Formal Groups		Many groups act with less formality, in particular where power is distributed across the group, forcing a more collaborative approach that includes negotiation rather than command and control.	
47.	Process Group		The process group acts together to enact a process, going through a relatively fixed set of instruction. The classic environment is a manufacturing production line, where every movement is prescribed.	
48.	Goal group		The goal group acts together to achieve a shared objective or desired outcome. Unlike the process groups, there is no clear instruction on how they should achieve this, although they may use a number of processes and methods along the way.	
49.	Learning Group		The learning group comes together to increase their net knowledge. They may act collaboratively with discussion and exploration, or they may be a taught class, with a teacher and a syllabus.	
50.	Problem-solving group		Problem-solving groups come together to address issues that have arisen.	
<b>Unit-III : Leadership Skills</b>				
51.	Leadership skills		Leadership skills are skills you use when organizing other people to reach a shared goal.	
52.	Top 6 leadership skills		<ul style="list-style-type: none"> <li>➤ Decisiveness</li> <li>➤ Integrity</li> <li>➤ Relationship building (or team building)</li> <li>➤ Problem-solving</li> <li>➤ Dependability</li> <li>➤ Ability to teach and mentor</li> </ul>	
53.	Decisiveness		Decisiveness is seen as a valuable leadership skill because it can help move projects along faster and improve efficiency.	
54.	Integrity		Integrity in the workplace often means being able to make ethical choices and helping the company maintain a positive image.	
55.	Relationship building (or team building)		Leadership requires the ability to build and maintain a strong and collaborative team of	

			individuals working toward the same goal.	
56.	Problem-solving		Problem solving is the essence of what leaders exist to do. As leaders, the goal is to minimize the occurrence of problems – which means we must be courageous enough to tackle them head-on before circumstances force our hand.	
57.	Dependability		A dependable leader means that people can trust and rely on you. A dependable person follows through on plans and keeps promises.	
58.	Ability to teach and mentor		This skill is useful for those leaders who think less about themselves and more about how to make their team as a whole successful	
59.	The 5 Levels of Leadership		<ul style="list-style-type: none"> <li>➤ Position</li> <li>➤ Permission</li> <li>➤ Production</li> <li>➤ People Development</li> <li>➤ The Pinnacle</li> </ul>	
60.	Position		The lowest level of leadership—the entry level. People who make it only to Level 1 may be bosses, but they are never leaders.	
61.	Permission		Making the shift from Position to Permission brings a person’s first real step into leadership	
62.	Production		Production qualifies and separates true leaders from people who merely occupy leadership positions.	
63.	People Development		In this level the emphasis is on personal and corporate productivity.	
64.	The Pinnacle		In this level the leaders often possess an influence that transcends the organization and the industry the leader works in.	
65.	Autocratic Leadership		Autocratic leadership style is centered on the boss. In this leadership the leader holds all authority and responsibility.	
66.	Democratic Leadership		In this leadership style, subordinates are involved in making decisions.	
67.	Strategic Leadership Style		Strategic leadership is defined as utilizing strategy in the management of employees.	
68.	Transformational Leadership		Transformational leadership is defined as a leadership approach that causes change in individuals and social systems.	
69.	Team Leadership		Team leadership involves the creation of a vivid picture of a team’s future, where it is heading and what it will stand for.	
70.	Cross-Cultural Leadership		Cross-cultural leadership is the leader in the implementation of an organization constituted by the staff of different nationalities, different values and different cultural backgrounds to guide and coordinate the behavior.	
71.	Facilitative Leadership		Facilitative leadership is dependent on measurements and outcomes – not a skill, although it takes much skill to master.	
72.	Laissez-faire Leadership		Laissez-faire leadership gives authority to employees.	

73.	Transactional Leadership		Transactional leadership is a style of leadership in which leaders promote compliance by followers through both rewards and punishments.	
74.	Coaching Leadership		Coaching leadership involves teaching and supervising followers.	
75.	Charismatic Leadership		The charismatic leader manifests his or her revolutionary power.	
<b>Unit-IV : Grammar &amp; Vocabulary</b>				
76.	Single Word substitutes		One word substitution means to find a single word that describes the given definition or property.	
77.	Give one word substitute for, One who is not sure about God's existence		Agnostic	
78.	An unconventional style of living		Bohemian	
79.	Persons living at the same time		Contemporaries	
80.	A leader who sways his followers by his oratory		Demagogue	
81.	A lover of mankind		Philanthropist	
82.	A person who is indifferent to the pains and pleasures of life		Stoic	
83.	Verb patterns		Verb patterns: different meanings.	
84.	Voices		The <i>voice</i> of a verb describes the relationship between the action (or state) that the verb expresses and the participants identified by its arguments (subject, object, etc.).	
85.	Active Voice		A form or set of forms of a verb in which the subject is typically the person or thing performing the action and which can take a direct object.	
86.	Passive Voice		A form or set of forms of a verb in which the subject undergoes the action of the verb.	
87.	Comparative adjectives		Comparative adjectives are used to compare differences between the two objects they modify (larger, smaller, faster, higher).	
88.	Nominal Compound		Nominal Compound is a process whereby two words belonging to different parts of speeches combine to form a single word, which is by nature a noun.	
89.	Articles		An article is a word used to modify a noun, which is a person, place, object, or idea.	
90.	Indefinite Articles		A determiner (a and <i>an</i> in English) that introduces a noun phrase and implies that the thing referred to is non-specific.	
91.	Definite Articles		A determiner (the in English) that introduces a noun phrase and implies that the thing mentioned has already been mentioned, or is	

			common knowledge, or is about to be defined.													
92.	Preposition		A preposition is a word used to link nouns, pronouns, or phrases to other words within a sentence.													
93.	Phrasal verb		A phrasal verb is a combination of words (a verb + a preposition or verb +adverb) that when used together, usually take on a different meaning to that of the original verb.													
94.	British and American Vocabulary		<table border="1"> <thead> <tr> <th>British Vocabulary</th> <th>American Vocabulary</th> </tr> </thead> <tbody> <tr> <td>Biscuit</td> <td>Cookie</td> </tr> <tr> <td>Holiday</td> <td>Vacation</td> </tr> <tr> <td>Lift</td> <td>Elevator</td> </tr> <tr> <td>Post</td> <td>Mail</td> </tr> <tr> <td>Taxi</td> <td>Cab</td> </tr> </tbody> </table>	British Vocabulary	American Vocabulary	Biscuit	Cookie	Holiday	Vacation	Lift	Elevator	Post	Mail	Taxi	Cab	
British Vocabulary	American Vocabulary															
Biscuit	Cookie															
Holiday	Vacation															
Lift	Elevator															
Post	Mail															
Taxi	Cab															
95.	Abbreviation		It is a shortened form of a written word or phrase used in place of the whole word or phrase.													
96.	Acronym		An <i>acronym</i> is a word composed of the first letters of the words in a phrase, especially when this is used as a name. e.g. NATO - 'North Atlantic Treaty Organization'.													
97.	Giving Instruction		It is the act of educating, giving the steps that must be followed or an order.													
98.	Recommendation		The recommendations of a person or a committee are their suggestions or advice on what is the best thing to do.													
99.	Dialogue Writing		Dialogue writing is a literary technique in which writers employ two or more characters to be engaged in conversation with one another.													
100.	Checklist		The definition of a checklist is a list of things that can be checked off as completed or noted.													
<b>Unit-V : Workplace Psychology</b>																
101.	Psychology		The scientific study of the human mind and its functions, especially those affecting behaviour in a given context.													
102.	Workplace psychology		It refers to the practice of applying psychological principles and practices to a work environment.													
103.	Performance Appraisals		They are designed to provide employees with feedback about their performance, to help foster increased productivity.													
104.	Employee Selection		Employee Selection is the process of interviewing and evaluating the candidates for a specific job and selecting an individual for employment based on certain criteria.													
105.	Purpose of selection process		The purpose of selection process is to pick up the most suitable candidate who would meet the requirements of the job in an organization best, to find out which job applicant will be successful, if hired.													

106.	Aims of the selection process		<ul style="list-style-type: none"> <li>➤ Gather as much relevant information as possible</li> <li>➤ Organise and evaluate the information</li> <li>➤ Assess each candidate in order to</li> </ul>	
107.	Types of Selection Device		<ul style="list-style-type: none"> <li>➤ The Application Form</li> <li>➤ Written Tests</li> <li>➤ Performance-Simulation Tests</li> <li>➤ The Interview</li> <li>➤ Background Investigations</li> <li>➤ Physical Examination</li> </ul>	
108.	Selection Process		<ul style="list-style-type: none"> <li>➤ Screening of Applications</li> <li>➤ Selection Tests</li> </ul>	
109.	Types of Test		<ul style="list-style-type: none"> <li>➤ Achievement test</li> <li>➤ Intelligence test</li> <li>➤ Personality test</li> <li>➤ Aptitude test</li> <li>➤ Interest test</li> </ul>	
110.	Achievement test		An achievement test is a test of developed skill or knowledge.	
111.	Intelligence test		Intelligence Test tries to measure the level of intelligence of a candidate.	
112.	Personality test		Personality test refers to techniques that are used to accurately and consistently measure personality.	
113.	Aptitude test		Aptitude test is used for measuring human performance characteristics related to the possible development of proficiency on specific jobs.	
114.	Interest test		Interest test is designed to discover a person's area of interest, and to identify the kind of jobs that will satisfy him.	
115.	Fair Employment Practices Recruitment		Fair employment practices consist of hiring practices that are fair, merit-based and non-discriminatory.	
116.	Reasons to be fair		<ul style="list-style-type: none"> <li>➤ Improved customer satisfaction.</li> <li>➤ Flexibility in deploying employees.</li> <li>➤ Be an employer of choice.</li> </ul>	
117.	Guiding principles		The guiding principles are stated in the Tripartite Guidelines on Fair Employment Practices that are formulated by the Tripartite Alliance for Fair and Progressive Employment Practices (TAFEP).	
118.	Biographical Information		Biographical information is that which pertains to a person's life.	
119.	Interviews		An interview is essentially a structured conversation where one participant asks questions, and the other provides answers.	
120.	Types of Interviews		<ul style="list-style-type: none"> <li>➤ The Conversational Interview.</li> <li>➤ The Direct Interview.</li> <li>➤ The Stress Interview.</li> <li>➤ The Behavioural Interview.</li> <li>➤ The Practical Interview.</li> </ul>	
121.	Job analysis		Job analysis is the process of gathering and analyzing information about the content and	



			the human requirements of jobs, as well as, the context in which jobs are performed.	
122.	Methods / Types of Job Analysis		<ul style="list-style-type: none"> <li>➤ Direct Observation</li> <li>➤ Work Method Analysis</li> <li>➤ Micro-Motion Analysis</li> </ul>	
123.	Interpret Visual Information		To interpret visual information, look for headings, bold text, key terms, and other details in the picture.	
124.	Flowchart		A flowchart is a type of diagram that represents a workflow or process. A flowchart can also be defined as a diagrammatic representation of an algorithm, a step-by-step approach to solving a task.	
125.	Pie Chart		A pie chart is a circular statistical graphic, which is divided into slices to illustrate numerical proportion.	

### Placement Questions

126.	Positive Body language		Body language is immediately noticeable and is observed through the course of the interview. It's always great to see a smile when the person walks in.	
127.	Communication skills		These communication skills include how well you speak – your accent, ease of understanding your speech as well as your grasp of English. It's important that students are able to communicate well with future teams and clients.	
128.	Comprehension skills		Comprehension means the ability to understand the situation. In an interview it is important that the student is alert, answers to the point, speak relevant points and does not divert from the topic.	
129.	Enthusiasm & passion		Students need to showcase equal amounts of passion and enthusiasm, both towards the company as well as the job being offered.	
130.	Attitude		Recruiters most importantly assess the attitude of a candidate during the interview. It is often said that you can train for skills but you cannot train for the right attitude.	
131.	Readiness for the job		Recruiters expect students to have prepared themselves for the job interview. The expectation is that they know basic information about the company as well as the job description.	
132.	Honesty and authenticity		Recruiters will assess through the interview questions if the student has been truthful on their resume or not.	
133.	General Awareness		Students are expected to have well-rounded personalities and an indicator of this is how well aware they are of their surroundings.	
134.	Five major categories of personality development		Mental, Social, Spiritual, Emotional, And Physical.	

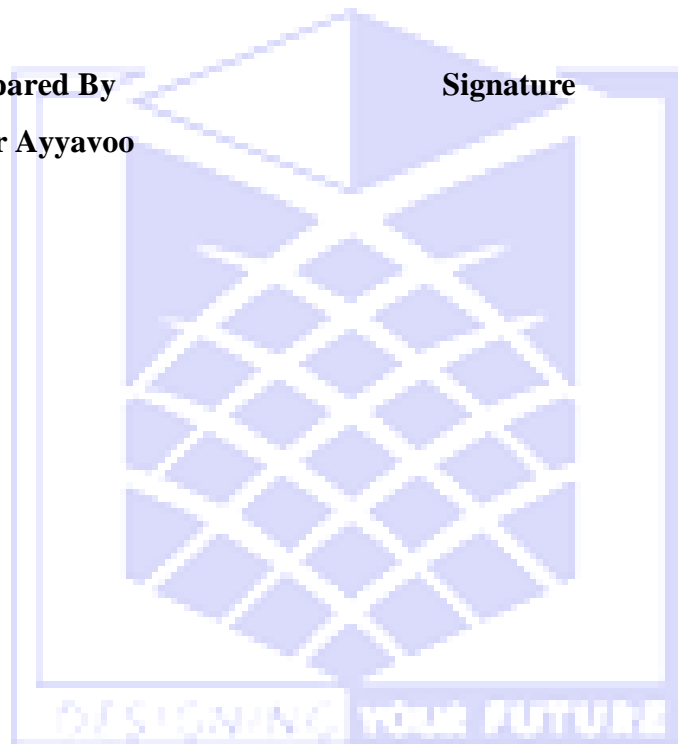
135.	Personal development goals		Personal development goals are objectives you set to improve your character, skills and capabilities.	
136.	Types of Interviews in HRM		<ul style="list-style-type: none"> <li>➤ Preliminary Interview</li> <li>➤ Patterned or Structured Interview</li> <li>➤ Non Directive Interview</li> <li>➤ Depth or Action Interview</li> <li>➤ Group Discussion Interview</li> <li>➤ Panel or Board Interview</li> <li>➤ Stress Interview</li> </ul>	
137.	Preliminary Interview		A preliminary interview is an initial meeting to gather basic information about how an applicant's goals, skills and qualifications can benefit a company's needs.	
138.	Types of test in interview		<p>Aptitude tests  Psychometric tests  Skills tests  Cognitive ability tests  Personality tests  Physical fitness/ability tests  I Presentations</p>	
139.	Aptitude tests		Aptitude tests, also known as ability tests, measure an individual's ability to problem-solve, learn, digest and apply new information.	
140.	Numerical reasoning tests		Questions asked in these assessments are typically based on statistics and charts. They assess an individual's ability to quickly and accurately understand numbers.	
141.	Abstract reasoning tests		These tests, also known as inductive reasoning tests, are used to identify how well an individual understands logic. Their goal is to measure lateral thinking and fluid intelligence using shapes and patterns.	
142.	Verbal reasoning tests		These test a candidate's ability to understand, analyse and comprehend paragraphs of text. Each chunk of text is followed by a question, while the questions typically get increasingly difficult.	
143.	Psychometric tests		Psychometric tests provide a way of understanding a person's suitability for a job and offer a robust way of sifting through many candidates.	
144.	Skills tests		Skills tests measure competencies related to specific roles.	
145.	Cognitive ability tests		These assessments measure a variety of mental abilities, such as verbal and mathematical ability, mechanical reasoning, reading comprehension and memory span.	
146.	Fluid intelligence:		The ability to differentiate between different factors, retain new information and handle issues under various circumstances.	
147.	Crystallized intelligence		An individual's capacity to use data and utilize their expertise to perform different tasks.	

148.	Personality tests		Personality tests measure behavioural traits. Personality tests that assess traits relative to job performance have been proven to be effective predictors of subsequent job performance.	
149.	Physical ability		Physical ability tests are used in certain selection situations. They focus on physical attributes of job candidates, such as an individual's endurance, strength or general fitness necessary to perform the job.	
150.	Presentations		Presentations are often used to assess an individual's ability to think under pressure. Whether you're pitching an idea or a product, this sort of test is used to measure your confidence levels – and your ability to communicate.	

**Faculty Prepared By**  
**Sureshkumar Ayyavoo**

**Signature**

**HoD**



**Estd. 2000**