



THE SKILL ROADMAP

**The Difference between You and
What You Want is SKILL**

MIRANDA HOUSE NCWEB

STUDENTS HANDBOOK 2023-27

COL AMARDEEP SINGH, SM (RETD)

KHUSHI SHARMA

EDITORIAL BOARD

ENGLISH (IN ALPHABETICAL ORDER)

Editorial Consultant : **SONALI CHITALKAR**

Editors : **POOJA SOLANKI**

RANJANA SHARMA

SEEMA VERMA

VIKAS

VIMLOK TIWARI



MIRANDA HOUSE UNIVERSITY OF DELHI DELHI -110007



PREFACE

The current year, with the shift to the UGCF in Higher Education Institutions, is an exciting time of change in the way Education is being conceptualized for the young generation of graduates in India. The New Education Policy (NEP) of India, which was announced in 2020, places a strong emphasis on the development of professional skills in students. The policy aims to provide students with a holistic education that prepares them not only for academic success, but also for success in the workforce.

One of the key objectives of the NEP is to provide students with a flexible and multidisciplinary education that allows them to explore different fields and develop a range of skills. The policy encourages students to take up vocational education, internships, and apprenticeships, in order to gain practical experience and develop professional skills.

The NEP also emphasizes the importance of soft skills, such as communication, critical thinking, problem-solving, and teamwork. These skills are essential for success in the modern workforce and are in high demand by employers. The policy aims to integrate soft skills development into the curriculum and provide students with opportunities to practice and develop these skills.

The change aims to promote entrepreneurship and innovation among students. The policy encourages students to take up entrepreneurship as a career option and provides them with the necessary skills and support to start their own businesses.

The New Education Policy of India places a strong emphasis on the development of professional skills in students. The policy aims to provide students with a flexible, multidisciplinary education that prepares them for success in the workforce, through practical experience, soft skills development, and entrepreneurship opportunities.

As the Head of Institution and the coordinator of MH-NCWEB, it is my pleasure to introduce this skill development handbook to our students. Our institution is committed to providing our students with the knowledge and skills

necessary to succeed in their chosen fields, and this handbook is an important resource in achieving that goal.

This handbook is designed to help students develop a variety of essential skills, such as time management, effective communication, and self-grooming. These skills are not only important for academic success, but also for success in the workplace and in life.

We believe that the development of these skills is an ongoing process, and this handbook will provide students with the tools and strategies they need to continuously improve and grow.

I encourage all of our students to make use of this valuable resource and to take an active role in their own skill development. By committing to continuous learning and growth, our students will be well-prepared for the challenges and opportunities that lie ahead.

I wish all of our students the best of luck in their academic and professional endeavors, and I look forward to seeing the progress and success that they will achieve with the help of this skill development handbook.

Prof (Dr.) Bijayalaxmi Nanda

Principal, Miranda House



**MIRANDA HOUSE
UNIVERSITY OF DELHI
DELHI -110007**



FOREWORD

“I would say that the five most important skills are of course, reading, writing, arithmetic, and then as you’re adding in, persuasion, which is talking.

If you’re good with computers, if you’re good at basic mathematics, if you’re good at writing, if you’re good at speaking, and if you like reading, you’re set for life.”

Naval Ravikant, Entrepreneur

As the consulting author of this Skill development handbook, it is my pleasure to introduce it to undergraduate students of Miranda House NCWEB. From what I understand many of the students of MH-NCWEB are already working or pursuing professional courses alongside graduation. This handbook is designed to provide you with the tools and strategies to develop the skills you need to succeed in your chosen field.

The job market is constantly changing, and the skills that were in demand yesterday may not be relevant today. This handbook is designed to help you stay ahead of the curve and develop the skills that employers are looking for. Whether you are looking to start your own business, advance in your current career, or make a change, this handbook will provide you with the resources you need to achieve your goals.

This handbook covers a wide range of skills, from time management and effective communication, to self-grooming. It also provides strategies for building a personality, networking, and job searching, as well as tips for staying motivated and avoiding burnout.

I hope that you will find this handbook to be a valuable resource as you navigate the challenges of the job market and begin your professional journey. Remember, skill development is an ongoing process, so don't be afraid to experiment with different techniques and strategies, and always be open to feedback.

I wish you all the best in your professional endeavors and look forward to hearing about your successes as you put the strategies and techniques outlined in this handbook to use.

In this handbook we have included some Self learning exercises. I encourage you all to read and work on these exercises.

There are a number of topics that we could have included but this handbook is conceived as a dynamic document that will be constantly updated. As someone who has had a successful stint in the Indian Army for two and a half decades and then as an entrepreneur I vouch for the importance of core skills in the world of work.

I congratulate the leadership of the college, Miranda House-NCWEB and Delhi University for their emphasis on Skill Development as a co-curricular component of learning.



Col Amardeep Singh, SM (Retd)

Director, The Winning Edge, Dehradun

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CHAPTER -1

SKILL DEVELOPMENT

Have you ever seen other people achieve their goals effortlessly and wonder how they do that?

This is where Skill Development comes in. Now in next few sections we will know about:

- *Why Skill Development is an important part of goal achievement? and*
- *How to go about doing it?*

Skill development: is the process of *acquiring new skills or improving upon existing ones* in order to *achieve personal or professional goals*. It can take many forms, including formal education, on-the-job training, and self-directed learning.

Skill development is important because it allows individuals to improve their competencies and capabilities, which can lead to increased job performance, career advancement, and personal growth. In addition, the constantly changing job market and technological advancements mean that individuals must continuously develop new skills in order to stay competitive and relevant in their fields. As a result, skill development is a lifelong process that requires ongoing effort and commitment.

Why Skill Development is essential for Students	
1. Improved academic performance:	Developing a wide range of skills can help students to better understand and apply the material that they are learning in school. This can lead to improved grades and a deeper understanding of the subjects they are studying
2. Increased employability:	By developing a variety of skills, students can make themselves more attractive to potential employers. This can lead to better job opportunities and career advancement.
3. Enhanced problem-solving abilities:	Learning different skills can help students to become more flexible and adaptable problem-solvers, which is an important skill in any field.
4. Improved communication and collaboration:	By developing communication and collaboration skills, students can work more effectively with others, both in and out of school.
5. Personal growth and development:	Learning new skills can help students to discover and pursue new interests, build confidence, and expand their horizons.

SKILL MAPPING

Skill mapping is the process of identifying and documenting the skills that an individual possesses, as well as the skills that they would like to develop. This can be helpful for students because it allows them to better understand their strengths and areas for improvement, and can also be used to inform their academic and career planning.

Here are some **steps** that students can follow to create a skill mapping document:

1. Make a list of your current skills _____

This should include any skills that you have developed through your education, work experience, or personal interests. Be as specific as possible, and try to think about both hard skills (such as coding or design) and soft skills (such as communication or problem-solving).

2. Identify your goals: _____

Think about the types of careers or roles that you might be interested in pursuing, and make a list of the skills that will be necessary to succeed in those positions. This will help you to focus on developing the skills that are most relevant to chase your goals.

3. Assess your skill level: _____

For each skill on your list, rate your proficiency on a scale of 1 to 5 (with 1 being beginner and 5 being expert). This will help you to identify which skills you are already strong in and which ones you need to work on.

4. Create a plan for skill development: _____

Based on your goals and your current skill level, create a plan for how you will acquire or improve upon the skills that you need to reach your goals. This might include taking classes, seeking out internships or job opportunities, or engaging in other activities that will allow you to build your skills.

5. Regularly review and update your skill mapping document:: _____

As you continue to learn and develop new skills, be sure to update your document so that it reflects your current abilities. This will help you to stay focused on your goals and ensure that you are making progress toward your desired career path.

CORE SKILLS FOR PROFESSIONALS

Who is a Professional?

A professional is someone who is trained and qualified in a particular field or occupation. Professionals typically have a high level of expertise and knowledge in their area of work, and they are often held to a high standard of ethical behavior.

Examples of professions include doctors, lawyers, engineers, teachers, and accountants.

In order to become a professional, individuals typically need to complete a significant amount of education and training in their field, and may also need to pass licensing or certification exams. In many professions, there are also ongoing requirements for continuing education in order to maintain their professional status.

Professionals are often expected to adhere to a code of ethics or professional standards, which outline the behavior and practices that are considered acceptable within their field. This can include things like maintaining confidentiality, acting with integrity, and upholding the standards of their profession.

Overall, professionals are highly skilled individuals who are committed to their work and to upholding the standards of their profession.

To excel in their profession, there are certain essential skill sets. There are many different ways that skills can be divided into broad categories, and the specific categories that are used may depend on the context in which the skills are being discussed.

Here are a few common ways that skills can be grouped:

1. Hard skills vs. soft skills

Hard skills are specific, technical abilities that are typically learned through education or training. Examples of hard skills include programming, accounting, or carpentry.

Soft skills, on the other hand, are personal qualities and traits that are more difficult to quantify. Examples of soft skills include communication, teamwork, and problem-solving.

2. Technical skills vs. interpersonal skills

Technical skills are those that are specific to a particular field or profession, and may involve the use of specialized tools or equipment.

Interpersonal skills, on the other hand, are those that relate to interacting with others and may include things like communication, teamwork, and conflict resolution.

3. Knowledge-based skills vs. performance-based skills

Knowledge-based skills are those that involve the acquisition and application of information, such as understanding a particular concept or being able to read and interpret data.

Performance-based skills, on the other hand, involve the ability to take action and produce results, such as the ability to solve problems or complete tasks efficiently.

4. Foundational skills vs. specialized skills

Foundational skills are those that are essential for success in any field, and may include things like communication, problem-solving, and time management.

Specialized skills, on the other hand, are those that are specific to a particular industry or profession and may require specialized education or training to acquire.

By dividing skills into broad categories, it can be easier to understand the different types of skills that are important and to focus on developing the skills that are most relevant to your goals.

CHAPTER -2

HARD SKILLS AND SOFT SKILLS FOR YOU

HARD SKILLS

Hard skills are specific, technical abilities that are typically learned through education or training. These skills are often highly specialized and are necessary for success in particular fields or occupations. Some examples of hard skills include:

- Programming languages: such as Java, Python, or C++
- Design software: such as Adobe Photoshop or Illustrator
- Data analysis: such as Excel or SPSS
- Medical procedures: such as surgery or administering medication
- Welding or carpentry: being proficient in the use of specific tools and

Hard skills are usually easier to quantify and assess than soft skills, and they are often tested through exams or other forms of assessment. Employers often place a high value on hard skills when hiring, as they are often essential for success in particular roles or industries.

SOFT SKILLS

Soft skills are personal qualities and traits that are more difficult to quantify than hard skills, which are specific, technical abilities that are typically learned through education or training.

Soft skills are often referred to as "people skills" because they relate to interacting with and working effectively with others.

Some examples of soft skills include Communication, Problem Solving, Leadership, Teamwork, Emotional Intelligence

Soft skills are often highly valued by employers because they are essential for success in many different types of roles. Developing strong soft skills can help you to be more effective in your personal and professional life.

Some Soft Skills you need to work on

1) Social Adaptability

Successful people feel comfortable around different people and in a wide range of situations. How can you cultivate this trait:

- ❖ **Practice active listening:** Make an effort to listen to and understand others' perspectives, even if you disagree.
- ❖ **Seek out new experiences:** Take opportunities to interact with new people and try new things in order to practice adapting to new social situations.
- ❖ **Develop communication skills:** Work on improving your communication skills, including verbal and nonverbal communication, in order to effectively interact with others.
- ❖ **Build your emotional intelligence:** Practice self-awareness, self-regulation, and empathy in order to better understand and interact with others' emotions.
- ❖ **Build confidence:** Practice self-affirmation and set small goals to achieve in order to build confidence in your ability to adapt to new situations.
- ❖ **Practice open-mindedness:** Try to approach new situations with an open mind and a willingness to learn and adapt.
- ❖ **Stay flexible:** Practice being open to change and adaptable to new situations.

2) Social Perception

- ❖ When you are in a social/professional gathering can you estimate the mood of the gathering? As perceiving or estimating the mood of the gathering will allow to give a good start over.

3) Non Verbal Communication

- ❖ Non Verbal Communication includes your posture, the way you smile, your appearance etc.
- ❖ Push back your shoulders, Hold eye contact & SMILE.
- ❖ This is a key skill. Work on it.

4) **Active Listening**

- ❖ **Paying full attention:** This involves giving the speaker your undivided attention and avoiding distractions such as checking your phone or multitasking.
- ❖ **Restating and paraphrasing:** This involves repeating back or summarizing what the speaker has said in your own words to show understanding and clarify any misunderstandings.
- ❖ **Asking open-ended questions:** This involves asking questions that cannot be answered with a simple "yes" or "no" in order to encourage the speaker to elaborate and share more information.
- ❖ **Using nonverbal cues:** This involves using body language such as nodding, maintaining eye contact, and leaning in to show that you are actively listening and engaged in the conversation.
- ❖ **Empathizing:** This involves showing understanding and compassion towards the speaker's feelings and experiences.

Overall, active listening involves being present and engaged in the conversation, and showing understanding and empathy towards the speaker. Not only helps in maintaining undivided attention but also to obtain understanding of the topic.

5) **Impression Management:** Impression management is the process of influencing how others perceive you through your actions and behaviors.

Some methods of impression management include:

- ❖ **Self-presentation:** This involves presenting oneself in a way that is favorable to others, such as through appropriate dress and grooming, and using body language and verbal cues to convey confidence and competence.
- ❖ **Appearance:** This involves making an effort to look presentable and put-together, in order to create a positive impression on others.
- ❖ **Communication:** This involves being mindful of how you communicate with others, including using appropriate language and tone, and being aware of nonverbal cues such as body language and facial expressions.
- ❖ **Social media:** This involves being mindful of what you post on social media, as it can impact how others perceive you.

- ❖ **Networking:** This involves building relationships with others and networking in order to create a positive impression and establish oneself as a valuable connection. Overall impression management involves being mindful of how you present yourself to others and actively working to create a positive impression.

CHAPTER -3

TRANSFERABLE SKILLS

TRANSFERABLE SKILLS

These are the skills that can be applied in a variety of different contexts and settings. These skills are not specific to a particular job or industry, but rather are general abilities that are useful in a range of situations.

Soft skills and **Transferable Skills** are similar in that they are both general abilities that can be applied in a variety of different contexts and settings. However, there is a distinction between the two types of skills.

Soft skills are personal qualities and traits that are more difficult to quantify, such as communication, problem-solving, and teamwork. These skills are often referred to as "people skills" because they relate to interacting with and working effectively with others.

Transferable skills, on the other hand, are skills that can be applied in a variety of different contexts and settings, but are not specific to a particular job or industry. Examples of transferable skills include communication, problem-solving, time management, leadership, and adaptability.

While both soft skills and transferable skills are valuable in the workplace, transferable skills tend to be more general in nature and can be applied in a wider range of settings, while soft skills are more specific to interacting with and working effectively with others.

A list of transferable skills required by professionals from any field are listed below. These can be re-organized based on the specific profession.

LEVEL 1

1. Communication

The ability to effectively communicate with others is crucial for professionals in any field. This includes the ability to listen actively, speak clearly and concisely, and write effectively. This is essential skill for almost all. Media professionals, teachers, doctors, sales and marketing representatives may require a different level of verbal communication vis-a-vis a programmer or a data analyst.

2. Problem-solving

Professionals need to be able to identify and solve problems in order to be successful in their careers. This requires the ability to analyse data and situations, generate and evaluate options, and make decisions. Senior level professionals need it as an essential skills compared to junior levels.

3. Time management

The ability to manage time effectively is important for professionals in order to meet deadlines and be productive. This includes the ability to prioritize tasks, set goals, and manage workload. Students need it the most as they have too much to learn in a specified time. Mastery of Time management will enable anyone to learn many other skills simultaneously. Also, one gets time to pursue hobbies and for social interaction.

4. Leadership

Many professionals are expected to lead and manage teams, so strong leadership skills are important. This includes the ability to inspire and motivate others, delegate tasks effectively, and build strong relationships.

5. Collaboration

The ability to work effectively with others is crucial for professionals in any field. This includes the ability to build strong relationships, negotiate and compromise, and communicate effectively in a team setting.

6. Adaptability

The ability to adapt to change is important for professionals, as the work environment is often dynamic and constantly evolving. This includes the ability to be flexible, open to new ideas, and willing to learn and grow.

LEVEL 2

1. Creativity

The ability to think creatively and come up with new and innovative ideas is important for professionals in many fields. This can involve using lateral thinking, brainstorming, and problem-solving techniques to find new solutions to problems.

2. Interpersonal skills

The ability to effectively interact with others is important for professionals, as they often work with a variety of people in their careers. This includes the ability to build relationships, communicate effectively, and work well in a team setting.

3. Critical thinking

The ability to think critically and analyze complex problems and situations is important for professionals in many fields. This involves being able to assess information, evaluate arguments, and make sound judgments.

4. Emotional intelligence

The ability to understand and manage one's own emotions, as well as those of others, is important for professionals in any field. This includes the ability to be self-aware, self-regulate, and have empathy for others.

5. Negotiation skills

The ability to negotiate effectively is important for professionals in many fields, as they may need to negotiate contracts, salaries, or other important agreements. This involves the ability to communicate effectively, build trust, and find mutually beneficial solutions

LEVEL 3**1. Initiative**

The ability to take initiative and take on new challenges is important for professionals, as it shows that they are proactive and willing to take ownership of their work. This includes the ability to identify opportunities for growth and take steps to pursue them.

2. Organizational skills

The ability to organize and manage tasks and projects effectively is important for professionals in any field. This includes the ability to prioritize tasks, create schedules and deadlines, and manage workload.

3. Attention to detail

The ability to pay attention to detail is important for professionals in many fields, as it ensures that work is of high quality and meets the necessary standards. This involves being thorough and accurate in one's work.

4. Resilience

The ability to bounce back from setbacks and continue to persevere is important for professionals, as they will encounter challenges and setbacks in their careers. This includes the ability to adapt to change and maintain a positive attitude in the face of challenges.

5. Ethical behavior

Professionalism and ethical behavior are important for professionals in any field, as they demonstrate integrity and trustworthiness. This includes adhering to professional standards and codes of conduct, and acting in a manner that is honest and transparent.

**YOU HAVE JOINED
MIRANDA HOUSE IN 2022.
PROMISE YOURSELF THAT
YOU WILL LEARN THESE
FUNDAMENTAL SKILLS IN
THE NEXT
4 YEARS**

Key Skills Required by B Com Students

As a B.Com (Bachelor of Commerce) student, there are a number of key skills that can help you to succeed in your studies and in your future career.

Some of the most important skills for B Com students include:

1. Financial analysis

Understanding how to analyze and interpret financial statements and other financial data is an essential skill for B.Com students. This includes being able to understand

21 most important life skills everyone should learn

- ❖ How to shop for Groceries
- ❖ How to cook
- ❖ How to manage money
- ❖ How to stay organized
- ❖ How to manage time
- ❖ How to talk on the phone
- ❖ How to swim
- ❖ How to find a job
- ❖ How to be a self-starter
- ❖ How to stand up for yourself
- ❖ How to cope with failure
- ❖ How to clean the house
- ❖ How to drive safely
- ❖ How to read a map and use public transportation.
- ❖ How to travel safely- Do you carry a pepper spray in your bag? If not, buy it today.
- ❖ How to operate a laptop.
- ❖ Learn all self-defense skills
- ❖ Learn all google applications-google docx, google worksheets, google meet, google news, etc.
- ❖ Learn how to operate microsoft-word, ppt, excel, etc.
- ❖ Learn Hindi Typing
- ❖ Practice Cyber-Hygiene

and use financial ratios, as well as being familiar with financial analysis tools and techniques. This understanding will help to develop more interest and explore more into the perceived field.

2. Business writing:

Being able to communicate effectively in writing is important for B Com students, as they will often be required to write reports, proposals, and other business-related documents. Not only writing is important but to write short & crisp data so that it can be understood.

3. Data analysis:

The ability to analyze and interpret data is an important skill for B Com students, as they will often be working with large amounts of data as part of their studies. This includes being proficient in tools like Excel and being able to use statistical analysis techniques. Nowadays, INFORMATION IS WEALTH so in order to effectively handle the data the techniques are required to be used effectively & cautiously.

4. Communication:

Strong communication skills are important for B Com students, as they will often be interacting with clients, colleagues, and other business professionals. This includes the ability to speak clearly and effectively, as well as being able to listen actively and respond appropriately. Communication not only requires to speak but all the spheres are to be taken care of.

5. Time management

B Com students will have to study and master subjects that they may not have studied earlier, especially if the students have a science or humanities background. Thus, time management is an essential skill for them. It is the skill to complete the task on time, be effective & able to prioritize the task so that goal can be achieved. As this is the habit that can make it or break it.

Some additional skills that may be helpful for B Com students include

1. **Critical thinking**

The ability to analyze and evaluate information and arguments is an important skill for B Com students, as they will often be required to make informed decisions based on data and analysis.

2. **Teamwork:**

Being able to work effectively with others and contribute to a team is an important skill for B Com students, as they will often be required to collaborate on projects and assignments.

3. **Leadership**

Strong leadership skills can be valuable for B Com students, as they may be called upon to lead teams or projects in their future careers. This includes the ability to inspire and motivate others, as well as being able to delegate tasks and make decisions.

4. **Presentation skills**

B Com students may be required to make presentations as part of their studies or in their future careers, so it can be helpful to develop strong presentation skills, including the ability to speak confidently and clearly and to use visual aids effectively.

5. **Interpersonal skills**

Being able to interact effectively with others and build relationships is an important skill for B Com students, as they will often be working with clients and colleagues in their future careers.

Key Skills required by BA Students

As a BA (Bachelor of Arts) student, there are a number of essential skills that can help you to succeed in your studies and in your future career.

Some of the most important skills for BA students include:

1. **Communication**

Strong communication skills are essential for BA students, as they will often be required to express ideas clearly and effectively, both in writing

and orally. This includes the ability to listen actively and respond appropriately to others.

2. Research

Being able to conduct research and evaluate sources is an important skill for BA students, as they will often be required to write papers and complete assignments that involve research.

3. Critical thinking

The ability to analyze and evaluate information and arguments is an important skill for BA students, as they will often be required to make informed decisions based on data and analysis.

4. Time management

Managing your time effectively is crucial for BA students, as they will often have multiple deadlines and commitments.

5. Collaboration

Being able to work effectively with others and contribute to a team is an important skill for BA students, as they may be required to collaborate on projects and assignments.

Some additional skills that may be helpful for BA students include:

1. Creativity

The ability to think creatively and generate new ideas is an important skill for BA students, as they may be required to come up with original solutions to problems or create new content.

2. Interpersonal skills

Being able to interact effectively with others and build relationships is an important skill for BA students, as they may be required to work with clients or colleagues in their future careers.

3. Leadership

Strong leadership skills can be valuable for BA students, as they may be called upon to lead teams or projects in their future careers. This includes

the ability to inspire and motivate others, as well as being able to delegate tasks and make decisions.

4. Presentation skills

BA students may be required to make presentations as part of their studies or in their future careers, so it can be helpful to develop strong presentation skills, including the ability to speak confidently and clearly and to use visual aids effectively.

5. Emotional intelligence

The ability to understand and manage your own emotions and the emotions of others is a valuable skill for BA students, as it can help them to interact effectively with others and handle challenging situations.

Common IT Skills for All

1. Word processing software:

Word processing software, such as Microsoft Word or Google Docs, is essential for professionals who need to create documents, reports, and other written materials.

2. Spreadsheet software:

Spreadsheet software, such as Microsoft Excel or Google Sheets, is essential for professionals who need to analyze and manage data, create charts and graphs, and create budgets and financial statements.

3. Presentation software:

Presentation software, such as Microsoft PowerPoint or Google Slides, is essential for professionals who need to create presentations, slide decks, and other visual materials.

4. Email:

Email is essential for professionals who need to communicate with others and share information electronically.

5. Internet browser:

An internet browser, such as Google Chrome or Mozilla Firefox, is essential for professionals who need to access the internet and perform online research.

6. File management software:

File management software, such as Windows Explorer or Apple Finder, is essential for professionals who need to organize and manage their files and documents.

7. Graphic design software:

Graphic design software, such as Adobe Photoshop or Illustrator, is essential for professionals who need to create and edit visual materials, such as logos, graphics, and brochures.

8. Video conferencing software:

Video conferencing software, such as Zoom or Skype, is essential for professionals who need to communicate and collaborate with team members remotely.

9. Cloud storage:

Cloud storage, such as Google Drive or Dropbox, is essential for professionals who need to store and access documents and files from any device and location.

CHAPTER -4

HOW TO DEVELOP SKILLS

COMMUNICATION SKILLS

Developing strong communication skills is an important part of being successful in both personal and professional life. Here are a few ways you can work on improving your communication skills:

1. **Practice active listening:** Pay attention to what others are saying, and make an effort to understand their perspective. This includes asking clarifying questions and giving verbal and nonverbal cues that you are listening.
2. **Improve your public speaking skills:** If you are nervous about speaking in front of others, consider joining a group like Toastmasters, which provides a supportive environment for practicing public speaking.
3. **Write clearly and concisely:** Whether you are writing an email or a report, strive to be clear and concise in your writing. This includes using proper grammar and avoiding jargon or confusing language.
4. **Use nonverbal communication effectively:** Pay attention to your body language and facial expressions, as they can often convey important information.
5. **Seek feedback:** Ask others for feedback on your communication skills and be open to learning from their suggestions.

- **Atomic Habits** by James Clear
- **Mindset** by Carol S. Dweck
- **Goals!** by Brian Tracy
- **Wings of Fire: An Autobiography** by APJ Abdul Kalam
- **Ignited Minds: Unleashing the Power Within India** by APJ Abdul Kalam
- **Ikigai: The Japanese Secret to a Long and Happy Life**
- **Netaji: The Unknown Story** by Anuj Dhar
- **The Indian National Army and Japan** by Pradeep Barua
- **India's War of Independence: 1857-1947** by V.D. Savarkar
- **Time Management for Dummies** by Dirk Zell

Read the Daily newspaper without fail if you want to build skills for competitive Exams.

Read to develop communication skills:

In Your next four years at Miranda House develop these reading habits:

Read at least one book not related to academics in 15 days. Here is a list to start with:

How to improve the verbal and non-verbal communication skills

Verbal skills-

Verbal communication is the most obvious form of passing information through speaking and writing.

Ways to improve verbal communication skills

1. Use of simple language is the prerequisite of an impressive verbal communication. It ensures the reach of ideas and thoughts to the larger audience.
2. Before speaking it is important to think about what the individual is planning to speak.
3. Peer discussion is an important tool which can enhance the speaking skills of an individual.

4. Confidence plays an important role in enhancing verbal skills. So, speaking with confidence is important. Confidence can be built through constant practice with oneself.
5. Development of politeness and positivity in speaking is also important. Basically, tone of voice.

Non-Verbal skills

Non Verbal communication is way of transmitting ideas and thoughts without speaking

Ways to improve non-verbal communication skills:

1. Practicing in front of a mirror, recording voice, taking selfies (not in danger zone) can enhance the confidence, pronunciation, voice quality and appearance of an individual.
2. Practice to improve the facial expression or how to react on a particular situation (sad, happy and angry)
3. Appearance- improve the way you are carrying yourself through self-introspection and peer review about one's appearance
4. Eye contacts- making eye contact while someone is speaking is a way to communicate with others non verbally
5. Work on improving the Gestures in a positive manner
6. Body postures
7. Inculcation of physical symbols such as handshakes and other ways to greet people can improve individual relations with others.

PROBLEM SOLVING

Developing strong problem-solving skills can be an important part of being successful in many different settings. Here are a few ways you can work on improving your problem-solving skills:

1. **Practice regularly:** The more you practice problem-solving, the better you will become at it. Look for opportunities to practice problem-solving in

your daily life, whether at work, at home, or in your personal hobbies and interests.

2. **Break problems down into smaller pieces:** When faced with a complex problem, try breaking it down into smaller, more manageable pieces. This can make it easier to identify the root cause of the problem and come up with potential solutions.
3. **Gather information:** Before trying to solve a problem, make sure you have all the necessary information. This may involve doing research, asking questions, or seeking the input of others.
4. **Consider multiple perspectives:** When solving a problem, try to consider multiple perspectives and approaches. This can help you to come up with a more well-rounded solution.
5. **Practice creativity:** Try to come up with as many potential solutions as possible, even if some of them seem unlikely or unrealistic. This can help to stimulate creativity and increase the chances of finding a successful solution.

Time management is an important skill for students to develop in order to be successful in their studies and in their personal lives. Here are a few tips for managing time effectively as a student:

1. **Set specific goals:** Clearly defined goals can help you to stay focused and motivated, and can also help you to prioritize your tasks.
2. **Create a schedule:** Having a schedule can help you to better manage your time by allowing you to plan your day and allocate specific blocks of time for different activities.
3. **Use a planner or calendar:** A planner or calendar can be a helpful tool for keeping track of deadlines, appointments, and other important dates.
4. **Avoid distractions:** It can be easy to get sidetracked by things like social media or other online distractions, so it is important to minimize these distractions and stay focused on your tasks.
5. **Take breaks:** While it is important to stay on top of your work, it is also important to take breaks and give yourself time to rest and recharge.

6. **Use the Pomodoro Technique:** This involves working in focused blocks of time (usually 25 minutes) followed by short breaks (usually 5 minutes). This can help to increase your productivity by breaking up your work into smaller, more manageable chunks.
7. **Get organized:** Taking the time to organize your workspace and materials can help you to work more efficiently and save time in the long run.
8. **Learn to say no:** It is important to be able to prioritize your time and not take on more than you can handle. If you find yourself overwhelmed with commitments, it may be necessary to say no to some requests in order to focus on what is most important.
9. **Seek help when needed:** If you are struggling to manage your time effectively, don't be afraid to seek help. This may involve working with a tutor or academic advisor, or simply asking for help from a friend or classmate.
10. **Review and adjust your habits:** Regularly review your time management habits and make changes as needed. This may involve identifying and addressing time-wasting habits, or finding more efficient ways to complete tasks.

CHAPTER -5

SPHERE OF INTERNSHIP

INTERNSHIP is a period of work experience offered by an organization for a limited period of time. Wide range of placements in businesses, non-profit organizations and government agencies. an internship consists of an exchange of services for experience between the intern and the organization. An internship gives a student the opportunity for career exploration and development, and to learn new skills.

Students who pursue internships at an organization are able to gain experience and practical exposure in their particular interest field. So, the benefits of internships are:

- To gain real work experience and provide meaningful assistance to the company.
- To have a mentor who provides guidance, feedback, receptiveness and models professionalism.
- To gain experience and skills in a particular field.
- To develop professional contacts.
- To gain exposure to upper management.
- To receive an orientation to the company for which they are interning. This introduces the student to the company's mission and goals and provides them with information about company rules, regulations and procedures. It also introduces the intern to fellow employees who they can go to in the future with questions.

REFERENCES FOR INTERNSHIP

- 1 Internshala
- 2 Linked in
- 3 UP GRAD
- 4 COURSERA
- 5 Glassdoor
- 6 Google
- 7 Internships.com, etc.

Best Career Options to choose from after B.Com.

- Master of Business Administration
- Chartered Accountancy (CA)
- Company Secretary (CS)
- Master of Commerce (M. Com)
- Chartered Financial Analyst (CFA)
- Business Accounting and Taxation (BAT)
- Certified Management Accountant (CMA)
- US Certified Public Accounting (CPA)
- Financial Risk Manager (FRM)
- Association of Chartered Certified Accountants (ACCA)
- Certified Financial Planner
- Certificate in Investment Banking (CIB)
- Bachelor of Education (B.Ed.)
- Digital Marketing
- Tax consultant
- Auditor
- Stock Broker
- Banker
- Export-import Manager
- Finance consultant, etc.

Best Career Options to choose from after B.A.

1. Degree in M. A
2. Master of Journalism and Mass Communication (MJMC)
3. Master of Fine Arts (MFA)
4. Masters/PG Diploma in Digital Marketing
5. LLB
6. Bachelor of Education (B.Ed.)
7. Creative Writing Courses
8. Graphic Design Courses
9. Fashion Design Courses
10. Visual Arts Courses
11. Foreign Language Certifications
12. Photography Courses
13. Event Management Courses
14. PG Diploma Courses:
 - PG Diploma in Management (PGDM)
 - PG Diploma in Business Analytics (PGDBA)
 - PG Diploma in Marketing
 - PG Diploma in Fashion Designing
 - PG Diploma in Finance
 - PG Diploma in Computer Applications (PGDCA)
 - PG Diploma in Development Studies
 - PG Diploma in Social Work
 - PG Diploma in Journalism and Mass Communication

Government Jobs After B.A /B.Com

1. SSC (Staff Selection Commission)
2. UPSC (Union Public Service Commission)
3. Indian Railways (via RRB exams)

4. Defense Services (Indian Army)
5. Indian Foreign Services
6. State Public Services
7. Specialize in Cybersecurity
8. Social worker

SELF ASSESSMENT EXERCISES

Rate yourself on the following skills.

1	I am very poor at that skill
2	I am poor
3	I am sometimes good
4	I am usually good
5	I am always good

1.	I am prepared for the question 'Introduce Yourself'	1	2	3	4	5
2.	Listening – I can listen to people	1	2	3	4	5
3.	Listening – I am interested in what people say and I can show it	1	2	3	4	5
4.	I can Communicate my feelings	1	2	3	4	5
5.	If someone is angry/hostile with me I can deal with it	1	2	3	4	5
6.	I am able to respond to praise	1	2	3	4	5
7.	I am able to responding to anxiety of others	1	2	3	4	5
8.	I am able to respond to negative feedback or statements about self	1	2	3	4	5
9.	I can cope with persons who express apathy and disinterest in self	1	2	3	4	5
10.	Silences in conversations make me uneasy	1	2	3	4	5
11.	I can effectively appreciate other people's feelings	1	2	3	4	5
12.	I am able to give information when asked	1	2	3	4	5
13.	I am able to seek clarifications where I need them	1	2	3	4	5
14.	I am capable of summarising what people have said	1	2	3	4	5
15.	I am capable of holding someone's interest and attention	1	2	3	4	5
16.	I can finish conversations in a positive way	1	2	3	4	5
17.	I am organised in my daily life	1	2	3	4	5
18.	I am able to do basic Time management	1	2	3	4	5
19.	I can liaise with others for tasks	1	2	3	4	5
20.	I am capable of resolving conflicts in daily life	1	2	3	4	5
21.	I am capable of finishing tasks in daily life	1	2	3	4	5

My score in the above was: _____

I need to improve in the following areas: _____

SELF LEARNING EXERCISE 1

Non Verbal Communication

At the end of this exercise you will be able to:

- a. list the basic non-verbal skills required by you
- b. comment on your non verbal skill set
- c. identify the areas where you need to improve non verbal communication
- d. identify changes needed by you in dressing and grooming
- e. practice non verbal skills

A number of good guides on body language are there online. Google and download one from pdfdrive. Read it and list down its main suggestions below.

From the book named _____ on body language I have read, these are my observations:

1. Importance of Body Language _____

2. Main aspects of body language _____

Observe your own body language: In the space given below write down your observations about your own body language. You can also take help of a friend or teacher:

There are many aspects of body language, but some of the main ones include:

1. Posture: This includes the way you stand or sit, as well as the overall position of your body.

2. Gestures: These are movements or positions of your hands, arms, or other parts of your body that can convey meaning.

3. Facial expressions: These can convey a wide range of emotions and are often a key part of nonverbal communication.

4. Eye contact: The way you look at someone can convey interest, attention, or lack of interest.

5. Touch: The way you touch someone or allow someone to touch you can convey a range of emotions and intentions.

6. Proximity: The distance you maintain from other people can convey familiarity, intimacy, or discomfort.

7. Tone of voice: The way you speak, including your volume, pitch, and pace, can convey meaning and emotion.

By paying attention to these and other aspects of body language, you can gain a better understanding of your own nonverbal communication and how it is being perceived by others.

Rate yourself on the changes that you need to make in the above :

SELF LEARNING EXERCISE 2

Dressing and Grooming for Professional life

A well-groomed person typically has several key characteristics, including:

1. **Good hygiene:** They practice good personal hygiene habits such as bathing regularly, brushing and flossing their teeth, and washing their hands. They maintain a clean and fresh appearance, and use appropriate personal grooming products.
2. **Well-maintained hair:** They take care of their hair by keeping it clean, styled, and trimmed. They may use styling products, and are aware of different hairstyles, and which one suits them best.
3. **Good skin care:** They take care of their skin by cleansing, moisturizing, and protecting it from the sun. They are aware of their skin type, and use appropriate skincare products to maintain healthy skin.
4. **Appropriate clothing:** They dress appropriately for different occasions and situations, and pay attention to the fit and appearance of their clothes. They take care of their clothes and make sure they are clean, ironed, and in good repair.
5. **Good posture:** They stand and sit up straight, and maintain good posture. They are aware of the way they carry themselves, and their body language.
6. **Attention to detail:** They pay attention to the small details, such as keeping their nails trimmed, clean and well-manicured, and making sure their shoes are polished.
7. **Confidence:** They carry themselves with confidence, they are comfortable in their own skin and are aware of their own personal grooming and presentation.
8. **Professionalism:** They understand the importance of how they are perceived by others, they understand that professional attire, grooming, and manners can make a difference

Here are some tips on how to practice self-grooming skills:

1. **Develop a consistent skincare routine:** This includes cleaning your face, moisturizing, and protecting your skin from the sun. Learn about the different types of skin, and what products are best suited for your type of skin.
2. **Practice good hygiene:** Brush and floss your teeth, and make sure to wash your hands regularly. Use soap and water or an alcohol-based hand sanitizer. Practice good personal hygiene to keep yourself clean and healthy.

3. Take care of your hair: Brush or comb your hair daily, and learn how to style it. If you have long hair, learn how to braid or put it up in a bun. Learn about the different hair types, and what products are best suited for your type of hair.
4. Manicure and pedicure: Take care of your nails, cut them regularly and file them to a nice shape. Keep your cuticles moisturized and pay attention to the appearance and cleanliness of your hands and feet.
5. Dress well: Choose clothes that are appropriate for the occasion, fit well and make you feel good. Develop a personal style that reflects your personality and makes you feel confident. Learn how to iron clothes and sew basic repairs.
6. Practice good posture: stand and sit up straight, and make sure your shoulders are back and your head is held high. It will help you look taller and more confident.
7. Practice self-grooming on a regular basis. Make it a habit to take care of yourself daily, whether it's putting on lotion, styling your hair or cleaning your nails.
8. Finally, seek for feedback and advice. Talk to a friend, a family member or a professional, and ask for their opinion on your self-grooming skills. Listen to constructive criticism, and take it as an opportunity to learn and improve.

Remember that self-grooming is a lifelong skill and practice, and it's always good to seek for advice and improve on your technique.

Based on the above make your own grooming schedule below. Tick along the box if you have included these in your routine:

I have a skin care routine	
I regularly trim nails	
I stand in front of a full length mirror and assess myself before stepping out – are my clothes ironed, am I wearing something too shiny and unprofessional, am I wearing plunging necklines and short skirts for a formal meeting	
I plan my outfit for the next day , the night before I go out.	
I have clearly divided professional, college and party dresses	
I check my posture daily	
I check my shoes daily	
I have appropriate bags for work and party	

SELF LEARNING EXERCISE 3

Do I focus on my health? Is Exercise necessary for me ? I'm so thin/so fat, why do I need exercise? Write down those answers below:

Fat, thin, big or small all of us need exercise in some way. Read on Exercise has been shown to have a positive impact on overall well-being. Here are some of the ways that exercise can affect well-being:

1. **Mental Health:** Exercise has been shown to reduce symptoms of depression and anxiety, improve mood, and boost self-esteem. It releases endorphins, chemicals in the brain that act as natural painkillers and improve mood. It also promotes better sleep, which is crucial for mental well-being.
2. **Cognitive Function:** Exercise has been shown to improve cognitive function, including memory, attention, and learning. It increases blood flow to the brain, which helps to nourish the brain cells and supports their growth and survival.
3. **Physical Health:** Regular exercise can improve overall physical health by reducing the risk of chronic diseases such as diabetes, heart disease, and obesity. It can also improve cardiovascular health, increase muscle strength and endurance, and improve flexibility and balance.
4. **Stress Management:** Exercise is a natural stress-buster. It can help to lower the levels of the stress hormone cortisol, and reduce feelings of stress and tension.
5. **Relationship and socialization:** Regular exercise can also improve relationships and socialization. It can lead to meeting new people, and forming friendships, as well as enjoying activities with friends and family.
6. **Self-esteem and self-confidence:** Regular exercise can also have a positive impact on self-esteem and self-confidence, by improving one's physical appearance and overall health.

Here is an example of a daily yoga routine:

1. **Surya Namaskar (Sun Salutation):** Start by performing a series of 12 postures, including downward facing dog, plank, cobra and upward facing dog, that will warm up your body and improve flexibility.
2. **Standing Poses:** Continue with standing poses such as Tadasana (Mountain Pose), Virabhadrasana (Warrior Pose), and Trikonasana (Triangle Pose) to strengthen your legs, core, and improve balance.

3. Seated Poses: Next, perform seated poses such as Paschimottanasana (Seated Forward Bend) and Janu Sirsasana (Head-to-Knee Pose) to stretch your legs, hips and back.
4. Twists: Include a few twists such as Ardha Matsyendrasana (Half Lord of the Fishes Pose) to improve spinal flexibility and to stimulate digestion.
5. Inversions: Practice inversions such as Sarvangasana (Shoulder Stand) to increase blood flow to the brain and improve balance.
6. Forward Bends: Include a few forward bends such as Uttanasana (Standing Forward Bend) and Paschimottanasana (Seated Forward Bend) to stretch the spine and hips.
7. Relaxation: Finish the practice with a relaxation pose such as Savasana

Make your own exercise routine and check below for eight days. You can include Yoga, Weight training or simply walking. Choice is yours:

Day	Time	Checked Done	Remarks
Day 1			
Day 2			
Day 3			
Day 4			
Day 5			
Day 6			
Day 7			
Day 8			

SELF LEARNING EXERCISE 4

Time Management

Read on the common reasons why we do not have enough time. Read and self asses against each point. There are several common obstacles to effective time management. These include:

1. Procrastination: Putting off tasks or delaying decisions can lead to a backlog of work and increased stress.

Do you procrastinate? _____

Lack of focus: Distractions such as social media, email, and phone notifications can disrupt your focus and make it difficult to complete tasks.

What is your daily screen time? How much of it is spent in gaining knowledge and how much in instagram reels? _____

Lack of organization: Without a clear plan or system in place, it can be easy to lose track of tasks and deadlines.

Do you plan your day/week/month/year _____

2. Over-committing: Saying yes to too many requests or taking on more work than you can handle can lead to burnout and decreased productivity. Check for yourself points 4,5,6 _____

3. Perfectionism: Striving for perfection can lead to wasted time and effort, and can be a barrier to completing tasks.

4. Lack of motivation: A lack of motivation or interest in a task can make it difficult to stay focused and engaged.

5. Not prioritizing: Without a clear understanding of what is most important, it can be easy to get bogged down in less important tasks.

Check for yourself ...Do you know the basics of prioritisation? _____

6. Not having a plan for interruptions: Interruptions like phone calls or unexpected visitors can disrupt your schedule and make it difficult to stay on track.

Use Pomodoro given below to avoid distractions _____

Recognizing and addressing these obstacles is an important step in developing effective time management.

Here is a sample Pomodoro Schedule. Fill it for yourself and try

The Pomodoro Technique is a time management method that can help you to stay focused and increase productivity. The basic rules of the Pomodoro Technique are:

1. **Decide on the task to be done:** Choose a task that you want to focus on and make sure it is specific, measurable, and achievable.
2. **Set a timer for 25 minutes:** This is known as a "Pomodoro." During this 25-minute period, you should focus solely on the task at hand and avoid any distractions.
3. **Work on the task until the timer goes off:** Use the time to make progress on the task, and try to work as efficiently as possible.
4. **Take a short break:** After the timer goes off, take a short break of 5 minutes to rest and recharge.
5. **Repeat steps 2-4:** Continue with a 25-minute work session followed by a 5-minute break. After four 25-minute Pomodoros, take a longer break of 15-20 minutes.
6. **Record your progress:** Keep track of the tasks you complete during each Pomodoro. This will help you to stay accountable and measure your progress over time.
7. **Adjust the technique:** The technique is flexible and can be adapted to suit your needs. You can adjust the length of the Pomodoros and breaks as needed.
8. **Be consistent:** The key to success with the Pomodoro Technique is consistency. By sticking to the technique regularly, you can train your mind to focus and increase productivity.

It's important to remember that the Pomodoro Technique is a tool and not a rule, you should use it as a guide and adjust it to your needs and habits.

Here's an example of a daily Pomodoro schedule using 25-minute Pomodoros with 5-minute breaks for work schedule of three hours.

9:00 am - Start the day with a 25-minute Pomodoro of reviewing and planning the day's tasks

9:25 am - Take a 5-minute break

9:30 am - Pomodoro 2: 25-minute focused work on an important project _____

9:55 am - **Take a 5-minute break**

10:00 am - Pomodoro 3: 25-minute focused work on another task _____

10:25 am - **Take a 5-minute break**

10:30 am - Pomodoro 4: 25-minute focused work on another task _____

10:55 am - **Take a 5-minute break**

11:00 am - Pomodoro 5: 25-minute focused work on another task _____

You can make such a schedule for your self

CONCLUSION

In conclusion, developing a range of skills is an important part of being a successful student and preparing for the future. From hard skills, such as specific technical abilities, to soft skills, such as communication and problem-solving, there are many different types of skills that can be valuable for students to have. Transferable skills, which can be applied in a variety of different contexts and settings, can also be particularly useful for students as they begin to explore different career options.

There are many ways for students to develop their skills, including through coursework, internships, extracurricular activities, and personal development efforts. It is important for students to take an active role in their own skill development and to seek out opportunities to learn and grow. By focusing on skill development, students can increase their flexibility and adaptability and be better prepared for the challenges and opportunities that they will encounter in their future careers.

KHUSHI SHARMA

JOURNEY FROM THE ONLINE ERA TO THE UNION'S PRESIDENT:

Hey Readers,

I am Khushi Sharma, a 3rd Year student. Pursuing B.COM (P) from Miranda House, alongside chasing my dream of Chartered Accountancy (CA) as well. My journey from being a shy & nerdy individual to the passionate speaker and keen debater has been an incredible but a tough one as well. I have keen interest in Reading, Journalising (Diary writing) & Drawing. All these creative habits or skills have helped me a lot in shaping my personality.



So, this journey began in the year 2020 when I got the admission in esteemed institution Miranda House, DU. That was also the year being hit by the pandemic. I have spent my whole 1st, 2nd & 3rd semester online by sitting in front of screen, by trying to focus more on the PDF's and documents & not getting distracted by the background voices & scenarios. But this was also a good time that helped me in excelling in my skills and to become aware of my potential. In those hard pandemic times, I started reading a lot on various topics, listening podcasts, doodling (art form), etc. Though all the good things take time to happen, as right things happen at the right time.

I noticed all the good factors later of these skills when the picture changed in April 2022. The college classes started in offline mode. Then it was quite difficult to balance both college and CA Intermediate studies. Then came the turning point in my journey, where the events and programmes added a lot of potential along with the certification in my collection. Me and my teammates have volunteered in the "Delhi Police Cyber Security Awareness Programme" organised in May'2022 by Miranda House, NCWEB along with Delhi Police. There I also hit my creative nerve, by preparing the rangoli for the welcome honour of guests. It was great event where we got the opportunity to meet the renowned IPS personalities. In the event we were being taught how to manage & not to get trapped in the cyber crimes. Not only becoming aware of the cyber crimes but also learnt the teamwork abilities, networking, creativity, etc.

Then next opportunity came in June'2022 where i supervised a 10 days Yoga Camp in collaboration with Azadi ka Amrit Mahotsav. It was great 10 days event with my college teammates, which gave a lot of learning along with the Yoga postures. Health is also an important element of an individual, it comprises of all spheres i.e. Mental, Physical, Interpersonal & Emotional well being. We were able to learn yoga from prominent personalities and also Yog Guru Baba Ramdev Ji. One should add yoga to the daily routine not only to have flexibility but also to gain advantage of calm body, mind & soul.

Then I welcomed the opportunity by being one of the student from the college attending Banking & Finance Literacy training. It was a good opportunity to attend and grab the certification with A+ rank. Granting the thanks to Geeta Bhatt ma'am (Director, NCWEB) for organising such good events provide learning and financial literacy. It is important to attain financial independence and literacy, as it will not only educate one but also to excel in investment opportunities it as well.

I have welcomed various other opportunities to welcome whole heartedly and do serve my college. Always it is great to be ambitious and take initiative in the class as well in the curricular activities. Not only the such opportunities give you learning but also help in adding highlights to the resume.

It is all great fun with the guidance and support of Prof. Bijayalaxmi Nanda ma'am (Principal, Miranda House), Sonali Ma'am (TIC, NCWEB), J.P. Sir, Dr. Sunil Vipul Kumar sir, Pooja Solanki ma'am and the whole NCWEB team. I am proud to be the part of such an esteemed institution and complete my graduation, alongside feeling overwhelming after becoming CA Finalist.

Do develop skills, follow your heart & chase your dreams!! Sooner or later the right things will come at right time.

“ONE MUST DO THE THINGS WHAT ONE ACTUALLY FEARS THE MOST.”



Khushi Sharma

(President, NCWEB Students Union)



