Criteria 1

1.2.2 Average number of value added course offered during the last five years

1.2.2.1: Number of value- added courses offered during the last five years

Year	2017-18	2018-19	2019-20	2020-21	2021-22	Total
Total number of value- added courses offered	nil	nil	6	3	3	12

Average = $\dfrac{\text{Total number of value- added courses offered during the last five}}{\text{Total no of years 5}}$

$$= \frac{12}{5}$$

$$= 2.4 \ \text{Courses}$$

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Details of the Courses Conducted during five years

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Sr. No	Particulars
1	Brochure
2	List of the courses
3	Content of the Courses

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Brochure

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Nirmala Memorial Foundation college of Education

Address: D.S Road, Asha Nagar, Thakur complex, kandivali (East),

Value- Added certificate course
Information Brochure 2021-2022

Topic: Ancient Indian Management
(By Dr. Alka Jain, Taxila business school)

Resource Person: Asst. Professor Dr. Nitisha Jha

Mode: Online lecture basis

Schedule : 15 July to 29th july 2019

Time: 5 pm to 7 pm

Duration: 30 hours

For: S.Y.B.ED Students

Nature: Mandatory as course work

"Certificate will be provided to all the participants"

Attendance is compulsory

Asst. Professor Dr. **Nitisha Jha**

Name of Resource person

Dr. Tandra Bandyopadhyay

Principal

Nirmala Memorial Foundation college of Education

Address: D.S Road, Asha Nagar, Thakur complex, kandivali (East),

Value- Added certificate course
Information Brochure 2021-2022

Topic: Success Practical Thinking Skill
(Hong Kong polytechnic university via Edx)

Resource Person: Asst. Professor Ms. Damanjit Kaur

Mode: Online lecture basis

Schedule : 5th August to 24th August 2019

Time: 5 pm to 7 pm

Duration: 30 hours

For: S.Y.B.ED Students

Nature: Mandatory as course work

"Certificate will be provided to all the participants"

Attendance is compulsory

Asst. Professor **Ms. Damanjit Kaur**   **Dr. Tandra Bandyopadhyay**
Name of Resource person   Principal

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Nirmala Memorial Foundation college of Education

Address: D.S Road, Asha Nagar, Thakur complex, kandivali (East),

Value- Added certificate course
Information Brochure 2021-2022

Topic: Supporting and Developing Resilience in social work
(The open university via open learn)

Resource Person: Asst. Professor Ms. Usha Iyer

Mode: Online lecture basis

Schedule : 9th Sep to 28th Sep 2019

Time: 5 pm to 7 pm

Duration: 30 hours

For: S.Y.B.ED Students

Nature: Mandatory as course work

"Certificate will be provided to all the participants"

Attendance is compulsory

Asst. Professor **Ms. Usha Iyer**   **Dr. Tandra Bandyopadhyay**
Name of Resource person   Principal

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Nirmala Memorial Foundation college of Education

Address: D.S Road, Asha Nagar, Thakur complex, kandivali (East),

Value- Added certificate course
Information Brochure 2021-2022

Topic: **English in Early childhood: Language Learning and Development**
(British Council via Future Learn)

Resource Person: Asst. Professor Ms. Sweety singh

Mode: Online lecture basis

Schedule : 1st Oct to 21st Oct 2019

Time: 5 pm to 7 pm

Duration: 30 hours

For: S.Y.B.ED Students

Nature: Mandatory as course work

"Certificate will be provided to all the participants"

Attendance is compulsory

Asst. Professor **Ms. Sweety Singh**   **Dr. Tandra Bandyopadhyay**

Name of Resource person   Principal

Nirmala Memorial Foundation college of Education

Address: D.S Road, Asha Nagar, Thakur complex, kandivali (East),

Value- Added certificate course
Information Brochure 2021-2022

Topic: **Mind Education**
(International Youth Fellowship and ACITE via Swayam Hel)

Resource Person: Asst. Professor Ms. Navita Sood

Mode: Online lecture basis

Schedule : 4th Nov to 23rd 2019

Time: 5 pm to 7 pm

Duration: 30 hours

For: F.Y.B.ED Students

Nature: Mandatory as course work

"Certificate will be provided to all the participants"

Attendance is compulsory

Asst. Professor **Ms. Navita Sood**
Name of Resource person

Dr. Tandra Bandyopadhyay
Principal

Nirmala Memorial Foundation college of Education

Address: D.S Road, Asha Nagar, Thakur complex, kandivali (East),

Value- Added certificate course
Information Brochure 2021-2022

Topic: Science, Technology and Society
(By Prof. Sambit Mallick IIT Guwahati)

Resource Person: Asst. Professor Ms. Glany Gonslavis

Mode: Online lecture basis

Schedule : 9th Nov to 28Th Nov 2019

Time: 5 pm to 7 pm

Duration: 30 hours

For: F.Y.B.ED Students

Nature: Mandatory as course work

"Certificate will be provided to all the participants"

Attendance is compulsory

Asst. Professor. **Ms. Glany Gonslavis**   **Dr. Tandra Bandyopadhyay**
Name of Resource person   Principal

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Nirmala Memorial Foundation college of Education

Address: D.S Road, Asha Nagar, Thakur complex, kandivali (East),

Value- Added certificate course
Information Brochure 2021-2022

Topic: **Yoga and Positive Psychology for Managing Career and Life**
(BY Prof. Ashish Pandey, IIT Bombay)

Resource Person: Asst. Professor Ms. Damanjit Kaur

Mode: Online lecture basis

Schedule : 21st Sep to 10th Oct 2019

Time: 5 pm to 7 pm

Duration: 30 hours

For: S.Y.B.ED Students

Nature: Mandatory as course work

"Certificate will be provided to all the participants"

Attendance is compulsory

Asst. Professor **Ms. Damanjit Kaur**   **Dr. Tandra Bandyopadhyay**

Name of Resource person   Principal

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Nirmala Memorial Foundation college of Education

Address: D.S Road, Asha Nagar, Thakur complex, kandivali (East),

Value- Added certificate course
Information Brochure 2021-2022

Topic: Managing Conflict and Projects with Cultural Emotional Intelligence
(University system of Maryland college park via edx)

Resource Person: Asst. Professor Ms. Charu Ghule

Mode: Online lecture basis

Schedule : 4th Jan to 23rd Jan 2021

Time: 5 pm to 7 pm

Duration: 30 hours

For: F.Y.B.ED Students

Nature: Mandatory as course work

"Certificate will be provided to all the participants"

Attendance is compulsory

Asst. Professor **Ms. Charu Ghule**   **Dr. Tandra Bandyopadhyay**

Nirmala Memorial Foundation college of Education

Address: D.S Road, Asha Nagar, Thakur complex, kandivali (East),

Nirmala Memorial Foundation college of Education

Address: D.S Road, Asha Nagar, Thakur complex, kandivali (East),

Value- Added certificate course
Information Brochure 2021-2022

Topic: Strategic communication with sustainable development

Resource Person: Asst. Professor Ms. Shubhangi Kore

Mode: Online lecture basis

Schedule : 2nd August to 21st August 2021

Time: 5 pm to 7 pm

Duration: 30 hours

For: F.Y.B.ED Students

Nature: Mandatory as course work

"Certificate will be provided to all the participants"

Attendance is compulsory

Asst. Professor **Ms. Shubhangi Kour**   **Dr. Tandra Bandyopadhyay**

Name of Resource person   Principal

Nirmala Memorial Foundation college of Education

Address: D.S Road, Asha Nagar, Thakur complex, kandivali (East),

Value- Added certificate course
Information Brochure 2021-2022

Topic: **Stress Management**
(By Prof. Rajlaxmi Guha, IIT Karagpur

Resource Person: Asst. Professor Ms. Shushmita patro

Mode: Online lecture basis

Schedule : 6TH Sep to 25th Sep 2021

Time: 5 pm to 7 pm

Duration: 30 hours

For: S.Y.B.ED Students

Nature: Mandatory as course work

"Certificate will be provided to all the participants"

Attendance is compulsory

Asst. Professor **Ms. Shushmita Patro**

Name of Resource person

Dr. Tandra Bandyopadhyay

Principal

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Nirmala Memorial Foundation college of Education

Address: D.S Road, Asha Nagar, Thakur complex, kandivali (East),

Value- Added certificate course
Information Brochure 2021-2022

Topic: **Presentation Skill and Effective Presentation Delivery**
(Tomsk State University TSU)

Resource Person: Asst. Professor Ms. Sweety Singh

Mode: Online lecture basis

Schedule : 21st March to 9th April 2021

Time: 5 pm to 7 pm

Duration: 30 hours

For: F.Y.B.ED Students

Nature: Mandatory as course work

"Certificate will be provided to all the participants"

Attendance is compulsory

Asst. Professor **Ms. Sweety Singh**

Name of Resource person

Dr. Nitisha Jha

Principal I/C

List of the courses

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Class	Date	Course	Prepared by	Taught by
S.Y B.Ed.	15th july to 2nd August 2019	Ancient Indian Management	By Dr. Alka Jain Taxila Business School	Nitisha Jha
S.Y B.Ed.	5th Aug to 24th Aug 2019	Success:Practical Thinking Skills	Hong KongPolytechnic University Via Edx	Ms Damanjit Kaur
S.Y B.Ed.	9th Sept to 28th Sep 2019	Supporting and developing resilience in social work	The Open University Via Open learn	Ms Usha Iyer
S.Y B.Ed.	Ist Oct to 21st Oct 2019	English in Early Childhood: Language Learning and Development	British council via futurelearn	Ms Sweety Singh
F.Y B.Ed.	4th Nov to 23rd Nov 2019	Mind Education	International Youth Fellowship and AICTE via Swayam Hel	Navita Sood
F.Y B.Ed.	9th Nov to 28 Nov 2019	Science, Technology and Society	By Prof. Sambit Mallick IIT Guwahati	Glany Gonslavis
S.Y B.Ed.	21st Sep to 10th Oct 2020	Yoga and Positive Psychology for Managing Career and Life	By Prof. Ashish Pandey | IIT Bombay	Damanjeet Kaur
F.Y B.Ed.	4th Jan to 23rd Jan 2021	Managing Conflicts on Projects with Cultural and Emotional Intelligence	University system of maryland college park	Ms Charu Ghule
S.Y B.Ed.	1st Feb to 20 Feb 2021	Soft Skill Development	By Prof. Priyadarshi Patnaik, Prof. V.N. Giri, Prof. D. Suar	Ms Usha Iyer

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S.Y B.Ed.	2nd Aug to 21st Aug 2021	Strategic Communication for Sustainable Development	By Prof. Aradhna Malik IIT Kharagpur	Ms Shubhangi Kore
S.Y B.Ed.	6th Sep to 25th Sep 2021	Stress Management	By Prof. Rajlakshmi Guha IIT Kharagpur	Ms Sushmita Patro
F.Y B.Ed.	21st march 2022 to 9th april 2022	Presentation skills: Effective Presentation Delivery	Tomsk State University (TSU)	Ms Sweety Singh

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COURSE CONTENT

1.   **Ancient Indian Management**

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By Dr. Alka Jain | Taxila Business School
https://onlinecourses.swayam2.ac.in/aic22_ge19/preview

Course Outcomes

- To make the ancient concepts of management clear to the budding managers of India, so that they can practice these concepts in their future career as managers in the corporates.

Course Content

1. Understanding management

- Defining management
- Nature of management
- Management: Science or art?

2. Ancient Indian Management

3. Management Perspective of Ancient Indian Literature

- What is Jain Literature?
- What is Vedantic Literature?
- code of conduct in vedantic literature
- code of conduct in Jain Literature
- Four pillars of human labor in ancient Vedantic and Jain Literature

4.   Management   lessons   from   Mahabharata

5. Management in Bhagavad Gita

- Introduction to Gita
- Management Lessons from Bhagavad Gita

6. Management lessons from Ramayana

- Introduction to Ramayana
- Management Lessons from Ramayana

7. Ancient Indian Economics

- Kautilya's economics
- Mahavira's economics

8. Assignment/Questions to ponder

2. Success: Practical Thinking Skills
Hong Kong Polytechnic University Via Edx

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Course Outcome

- The Learner will be able to learn the skills to achieve success in work and gain the mastery of positive values and powerful problem-solving skills.
- The Learner will be able to apply problem-solving skills in such a testing situation.
- The learner will be able to develop creative problem-solving skills in the light of unique personal traits, potentials and talents.
- The wide applicability of the practical thinking skills of this course helps to creatively address different sorts of challenges, including the one brought on by the pandemic of COVID-19. Should doctors, for instance, provide medical treatment only to selected patients who are more likely to survive because of the shortage of resources?

Syllabus

Part1: Positive Values for Success in Work and Life

- Introduction
- Aristotle – Optimizing Personal Happiness
- Kant – Acting on Moral Principles
- Mill – Contribution to Social Happiness
- Case Study: Smart Study in Higher Education
- Case Study: Success in a Job Interview

Part 2: Practical Thinking Skills

- Creative Problem-Solving Skills
  - Five Faces of Creativity
  - Ten Provocative Operations
  - Six Thinking Hats
- Success Stories
  - Bruce Lee
  - Nick Vujicic
  - J. K. Rowling
  - Steve Jobs

Micro-Move -How to make a life-and-death

3. Supporting and developing resilience in social work
The Open University Via Open learn

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Overview

- The learner will be able to become a resilient practitioner in social work?
- This free course will be , Supporting and developing resilience in social work,

Syllabus

- Introduction
- Learning outcomes
- 1 What is emotional resilience?
- 1 What is emotional resilience?
- 1.1 Social worker resilience
- 1.2 Coping with feelings of distress
- 1.3 Emotional labour
- 1.4 Organisational and socio-political factors
- 2 Enhancing resilience
- 2 Enhancing resilience
- 2.1 Creating your emotional resilience toolkit
- 2.2 Skills and techniques
- 3 Engaging with professional leadership
- 3 Engaging with professional leadership
- 3.1 Managers and leaders: what's the difference?
- 3.2 Influencing the practice of others
- 4 Supervision
- 4 Supervision
- 4.1 Reflective supervision
- 4.2 Barriers to supervision
- 4.3 Going further
- 5 Reviewing emotional resilience
- 5 Reviewing emotional resilience

4.English in Early Childhood: Language Learning and Development

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<p align="center">**British council via futurelearn**</p>

https://www.classcentral.com/course/english-in-early-childhood-6910

Course Out Comes

- In this online course, the learner will learn how and why children learn best through play.
- Learners will develop the skill to enable children to get the most out of a learning experience?

Syllabus

- **How children learn**
  - Getting started
  - Early childhood development
  - Children and language acquisition
  - Review
- **Learning through play**
  - All play is a form of learning
  - Play is important
  - Creating the right play environment
  - Developing language through play
  - Review
- **How to talk to young children**
  - Communicating with young children
  - Talk that encourages a child's emotional development
  - Developing language through interactions
  - Review
- **Learning: English and everything**
  - Developing the whole child
  - Learning English in context
  - Guiding the learning experience
  - Everything is connected
  - Review
- **Feeling safe and happy**
  - Children learn when they are safe and happy
  - Positive relationships
  - The importance of knowing the child well
  - Enabling environments
  - Review
- **Watching children learn**
  - Every child is unique
  - Observation

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- Assessment in the early years
- Planning: building on what children can do

5. Mind Education

International Youth Fellowship and AICTE via Swayam Help

https://www.classcentral.com/course/swayam-mind-education-17695

Course outcome

1.To mould a clean mindset in individuals based on values to reduce the possibility for corruption, crimes and injustice.

2.To improve the quality of expert educators enabling them to nurture leaders of the next generation with a mindset of serving others.

3.To cultivate a mindset that overcomes one's limitations and frame of thought, challenging themselves and opening up infinite possibilities.

4.To instill a healthy mindset that allows students to break free from themselves (addictions, depression, personal problems) and experience true change in their lives.

Syllabus

- Importance and necessity of mind education

Importance and necessity of mind education PDF

Importance and necessity of mind education

Knowledge based education vs wisdom based education

Knowledge based education and wisdom based education PDF

Knowledge based education and wisdom based education

Knowledge based education and wisdom based education (Only Eng)

- Desire and Self-control

Lecture Plan_Richard Hong

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Desires Self-Control: The essential of life

Desires Self-Control- The essential of life (Only Eng)

- Wounds of the heart: Causes and Cure

Wounds of the heart: Causes and cure

Wounds of the heart: Causes and cure PDF

Listening: Wisdom to gain hearts

Listening: Wisdom to gain hearts PDF

Listening: Wisdom to gain hearts Video

Listening- Wisdom to gain hearts (Only Eng)

- Importance and necessity of contemplating

Thinking Power -Importance and necessity of contemplating PDF

Importance and necessity of contemplating

- Change in perspective (Placebo Effect)

Change in perspective (Placebo Effect) PDF

Change in perspective (Placebo Effect)

Change in perspective : Placebo Effect(Only Eng)

Managing the heart

Managing the heart PDF

Managing the heart (Audio)

Mind Education Course 2 Layout

Mind education course 2 introductory video

The other side

The Other Side

- The other side 2

-Exchanging heart-to-heart conversation

The cause of fear and its solution

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6. Science, Technology and Society

By Prof. Sambit Mallick | IIT Guwahati

https://onlinecourses.nptel.ac.in/noc20_hs85/preview

The objective of the course is to enable students to understand science as a socio-cultural product in specific socio-historical contexts. The course exposes students to philosophical, historical and sociological perspectives to look at science as a practice deeply embedded in culture and society. It emphasizes the dynamic nature of the relations between wider cultural practices on one hand and scientific practices on the other. The attempt is to equip students with an understanding indispensable for an in-depth study of science-technology-society dynamics.

Course layout

- Science, Technology and Society: Cognitive and Ethical Dimensions
- Science, Technology and Society: Methodological Dimensions I
- : Science, Technology and Society: Methodological Dimensions II
- : Science, Technology and Society: Methodological Dimensions III
- : Inequalities in Science I
- Inequalities in Science II
- Technology as Knowledge
- : Social Shaping of Technology I
- Social Shaping of Technology II
- : Social Shaping of Technology III
- : Information Society
- : Science and Technology in India

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7. Yoga and Positive Psychology for Managing Career and Life

By Prof. Ashish Pandey | IIT Bombay

https://onlinecourses.nptel.ac.in/noc23_hs74/preview

Start Date:14 sep 2020 End Date:4 Dec 2020

Course Out come

The Course will aim to trace the legal development of the RTI and compare the development of the 'right of information' in comparative jurisdictions such as Sri Lanka USA and UK.

Course LayOut

: History and Background to RTI

:Legislating RTI

- Official Secrets Act and RTI
- Role of NGOs and activist in RTI
- Mis-use of RTI
- Important SC and HC judgments in RTI

:Salient Features of RTI-1

:Salient features of RTI-2

:Powers and Functions of Information Commission

:Public Authority

:Exempted Information

:RTI & Its interface

- Public Records Act
- Whistleblower Protection Act
- Judiciary and RTI
- Ecological perspective on RTI
- Lessons from RTI: Sakaala: Public Service Guarantee Act

: RTI: A comparative perspective

- Comparative Constitutional and Comparative FOI regime

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- RTI in Srilanka

: How to Draft RTI Application and Appeals: Do it yourself

8 .Managing Conflicts on Projects with Cultural and Emotional Intelligence
University system of maryland college park via edx

https://www.classcentral.com/course/edx-managing-conflicts-on-projects-with-cultural-and-emotional-intelligence-19747

.Course Out Come

- This course will aid the manager in using the tools of CMM.
- To develop Understanding of the different social worlds of your program and its project team members and stakeholders
- will help to create persuasive communications, have a positive impact, and increase understanding among the project team members and stakeholders.
- CMM will help to become a master of communication and persuasion.

Syllabus

- Emotional Intelligence

Module One - Defining Emotional Intelligence (EI)

Module Two - EI Components One and Two - Self-Perception and Self-Expression

Module Three - EI Component Three - Interpersonal

Module Four - EI Component Four - Decision Making

Module Five - EI Components Five - Stress Management

- Cultural Intelligence

Module One - Defining Cultural Intelligence (CI)

Module Two - CI Component One - Drive

Module Three - CI Component Two - Knowledge

Module Four - CI Component Three - Strategy

Module Five - CI Component Four - Action

The Coordinated Management of Meaning

Module One - What is CMM?

Module Two - Taking the Communication Perspective

Module Three - Social Worlds

Module Four - The Tools of CMM

Module Five - Preparing to Use CMM

- The CMM Tools

Module One - SEAVA - Part One: Storyboarding and Enriching

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9. Soft Skill Development

By Prof. Priyadarshi Patnaik, Prof. V.N. Giri, Prof. D. Suar

https://onlinecourses.nptel.ac.in/noc21_hs07/preview

Course Out come

- The focus of the course is to develop a wide variety of soft skills starting from communication, to working in different environments, developing emotional sensitivity, learning creative and critical decision making, developing awareness of how to work with and negotiate with people and to resolve stress and conflict in ourselves and others.

- To equip the learner in developing skills to be effective in workplace and social environments.

- To develop conversation skills, group skills, persuasion skills, presentation skills, critical and creative thinking, emotional skills, positive thinking and vocational skills.

Course layout

Communication skills 1: The basics

Topics to be covered:

i. Understanding the communicative environment-I

ii. Understanding the communicative environment-II

iii. What to listen for and why

iv. When to speak and how

v. Starting and sustaining a conversation

Communication skills 2 : Presentation and interaction

Topics to be covered:

i. What to present and how – I

ii. What to present and how – II

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iii. Multimedia presentation: Understanding the basics

iv. Communication styles

v. Speaking in groups

Communication skills 3: Visual, nonverbal and aural communication

Topics to be covered:

i. The world of visual culture

ii. Visual perception

ii. The aural: Its relevance and impact

iv. The body and the way it communicates

v. The face, its expressions and what it says

Interpersonal communication 1: Individuals, groups and cultures

i. Building Relationships

ii. Understanding Group Dynamics- I

iii. Understanding Group Dynamics- II

iv. Groups, Conflicts and their Resolution

v. Social Network, Media and Extending Our Identities

- Interpersonal communication 2: Emotional and social skills

- Developing key traits 1: Creativity, critical thinking and problem solving

Developing key traits 2: Motivation, persuasion, negotiation and leadership

i. Motivating oneself

ii.The art of persuasion-I

iii.The art of persuasion-II

iv. From persuasion to negotiation

v. Leadership and motivating others

Essential and vocational skills: survival strategies

i. Managing time

ii. Managing stress

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iii. Resilience

iv. Work-life balance

v. Applying soft-skills to workplace

10. Strategic Communication for Sustainable Development

By Prof. Aradhna Malik | IIT Kharagpur
https://onlinecourses.nptel.ac.in/noc21_mg55/preview

Course Out Come

This course aims to provide basic formal training to budding professionals, social workers, and

students in the role of strategic communication in sustainable development.

Course Goals:

1. To help the students understand the role of communication in sustainable development

2. To help students use strategic communication to solve problems of sustainable development

Course layout
- **:**Introduction to sustainability communication
- Why is communication important for sustainable development
- Approaches to sustainability communication
  - Sociological & psychological perspectives of sustainability communication
  - Sustainability communication: A systemic-constructivist perspective
  - Strategies for sustainable development
  - What is strategic communication?
  - How is strategic communication related to sustainable development?
  - Steps of strategic communication for sustainable development
  - Applications of strategic communication in sustainable development
- Best practices in strategic communication in sustainable development

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11. Stress Management

By Prof. Rajlakshmi Guha | IIT Kharagpur

https://onlinecourses.nptel.ac.in/noc21_ge18/preview

Course Out come

To develop healthier ways to cope with stress, help reduce its harmful effects, and prevent stress from spiraling out of control again in the future.

To teach the student how to limit the harmful effects of stress while maintaining life's quality and vitality.

Course layout

: Scientific Foundations Of Stress

 : Stress Psychophysiology

 : Developing Resilience To Stress

: Strategies For Relieving Stress

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12. Presentation skills: Effective Presentation Delivery
Tomsk State University (TSU)

Course Outcome

1) Preparation — how to deal with fear and anxiety

2) Voice, pace and gesture — how to speak, stand and move.

3) Getting live feedback — how to interact with the audience.

4) Taking Q&A and Improvisation

Syllabus

- ○ **Part 1: Preparation**
  - ○ This week is about preparation. Preparation is the key to dealing with anxiety and fear, various technical, semi-technical faults and live mistakes. We will cover the proper ways to rehearse, ways to deal with faults and mistakes.
- ○ **Part 2: Voice**
  - ■ This week is about key principles of delivery: how to spread attention between audience, yourself and material, how to visualize and feel in order to appear more passionate, how to do semi-warm-ups (if only needed) and how to speak with an audience.
- ○ **Part 3: Contact**
  - ■ This week is about the contact with your audience. Connection with the audience is the most important part of the delivery. No connection — you are talking to abyss, your message is lost. But there is no single ultimate indicator whether you have the connection or not. It is more like a cloud of small nonverbal and verbal signs: faces, gestures, smartphones, questions and so on. So you need to look for, decode and respond to the feedback.
- ○ **Part 4: Q&A**
  - ■ This week is about Q&A and improvisation. Q&A's are risky, because you can be caught off-guard and look stupid, but at the same time exciting — live demos are always more fun than screencasts; and important, because anyone can memorize somebody else's speech, but only the author can answer tough but valuable questions. So we are going to cover some basic dos and don'ts and then my proven algorithm of dealing with questions.

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