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**THE INSTITUTE OF
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भारतीय कम्पनी सचिव संस्थान

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**Dear Students,**

In any household, the common story that makes rounds is that the youngest kids of the house, are the most beloved ones. And this is one fact that has made its way past all the generational changes & transitions, and is still a matter of great contention between siblings.

As I see you smile on that statement, I cannot hold back from confirming that even though all the students are equal before us as a team, those pursuing CSEET, have a pinch more of attention, for it is the smaller buds of the garden that need more tending.

Fresh out of school and deciding upon your future journey can indeed be daunting. All options seem equally lucrative, and the zeal to conquer the world is palpable. There is a spring in our step and a firmness in our thought. And it amazes me to think that after all deliberations, and immensely long list of choices – you chose this profession to serve the nation – by guiding the corporate – both from within and outside.

To me, this in itself is the portrayal of true professionalism.

Friends, given the fact that every second month the CSEET examinations are conducted, gives me a continuous opportunity to extend my heartiest congratulations to all those who have made it through to the next level and extend my best wishes for the future.

And to those, who couldn't, I must say, I am not at all disheartened, and neither should you; rather I still hold you and your capabilities in high regard. I am sure that the January 2024 session of examinations shall accord you the perfect moment to prove me right.

To further provide you with the right guidance at the right time from the right people, your Institute has initiated Centralized Online CSEET Preparatory Classes for all the students registered free of cost. I would urge all of you to grab this beneficial opportunity with both hands and make the most of it.

So pull up your socks, grab your reading and learning gear and let's begin the new year on the note of success.

With the festival of Christmas just around the corner, I hope you all revel in the joys of carols and relish the sweetness of cakes & muffins.

And yes, add that same flavour to the flair of your preparations...!!!

Good luck my young friends !!!

Regards,

CS Manish Gupta

President

The Institute of Company Secretaries of India

Significance of Listening Skills*

Introduction

Listening involves receiving sound, understanding the message conveyed in the sounds you hear, evaluating the message, and responding to it. People with good listening skills are able to comprehend what they hear and respond appropriately.

Listening within the work context is the process by which one gain an understanding of the needs, demands, and preferences of the stakeholders through direct interaction. A stakeholder could be anyone from boss, a client, customer, co-worker, subordinate, upper management, board member, interviewer, or job candidate.

Good listeners always strive to fully understand what others want to communicate, particularly when the statement lacks clarity. Listening requires the ability to decode and interpret verbal messages and nonverbal cues, like tone of voice, facial expressions, and physical posture.

Active listeners also show their curiosity by asking questions. Do this, and you will make a great impression. Through body language and other cues, good listeners subtly communicate to the speaker that they're listening. Additionally, they encourage and welcome the thoughts, opinions, and feelings of others.

Forms of listening

1. Comprehensive listening

Comprehensive listening is listening to learn the content. Also known as informational listening, you listen to comprehend and absorb the information presented. This type of listening is commonly used in day-to-day lives, where you would use comprehensive listening along with verbal cues to understand the message being communicated. This listening style requires concentration and a conscious effort to understand. In comprehensive listening, you would distinguish the main point or idea from the details. While attending a presentation or lecture, this is the most critical listening skill you need to have.

When two different people listen to the same message, they understand its meaning differently. A significant reason is that comprehensive listening involves cognitive skills, where people may interpret and understand the meaning of a message based on their knowledge, outlook and experiences. To improve comprehensive listening, you have to work on your vocabulary, language skills, knowledge and cognitive skills.

** Dr. Akinchan Buddhodev Sinha, Deputy Director, The ICSI.*

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2. Discriminative listening

This type of listening identifies the variation in tones and sounds. It interprets the verbal cues to understand what the speaker is truly saying. The nuances in their voice will help you to distinguish what emotions they are going through. Discriminative listening is a basic type of listening skill developed quite early on in life, where different sounds of the words are recognised without understanding their meaning. For example, if your client speaks in a foreign language that you have difficulty understanding, you can use discriminative listening skills to comprehend what is going on to some extent, based on their tone, mannerisms or body language.

3. Empathetic listening

Empathetic listening is a way of listening for emotional support and improves mutual trust and understanding. Listening with empathy means that you place yourself in the speaker's situation. A major quality of empathic listening is to give support and encouragement rather than advice or criticism. This type of listening will help you to learn about a person's perspective regardless of how different it is from your own.

Counsellors and other professionals use empathetic listening to understand and help their clients. In this type of listening, you do not make unnecessary judgments or offer advice; instead, you gently encourage the speaker to describe and elaborate on their emotions and feelings. An example would be, when a customer expresses dissatisfaction with a product, you can use empathy to ascertain how you might feel in their position and understand how their expectations were not met.

4. Critical listening

Critical listening is listening to scrutinise or analyse the idea being expressed. Here you make mental judgments based on what the other person is saying and evaluate the trustworthiness of the message and the speaker. This type of listening involves more active listening, and it usually includes some sort of decision-making or problem-solving. When you listen critically, you examine the facts and compare the message presented with the knowledge you may already possess about the subject and then form your own interpretation of it.

An important element of critical listening is to have an open mind without any preconceived ideas or stereotypes. This will help you become a better listener and broaden your knowledge and improve your interpersonal skills. This type of listening skill enables professionals to conduct brainstorming sessions, debate strategies and develop new and innovative solutions.

5. Appreciative listening

Appreciative listening is when the listener seeks certain information which they will appreciate since it meets their needs or goals. You may listen appreciatively to good music, podcast or an inspiring speech of a great leader. This type of listening will make the speaker feel valued and appreciated. For example, if a co-worker is giving a presentation, you can use eye contact and nodding to show that you are listening intently.

6. Full listening

Full listening happens when you pay careful attention to what the other person is saying. In this type of listening, you aim to understand the entire content that the speaker wants to convey. This may be a very active form of listening, where you may pause for summaries or paraphrase to ensure that what you understood was correct. When the conversation is concluded, the speaker and you may probably agree that you have fully understood the content of the conversation. Full listening is a useful skill to have when trying to understand a lecture or presentation.

7. Selective listening

In selective listening, you filter the message too quickly, concentrating only on certain aspects. This may affect your ability to understand the whole intent of the message and leads to miscommunication. When you filter out some of the messages, it may reinforce your bias for future communications.

8. Partial listening

In partial listening, you have the intention to listen to another person but are distracted. You may be distracted by your phone, noise or preoccupied with stray thoughts or other issues. You may start by listening to the message but may drift off. This type of listening may impact a person's ability to answer a question or follow instructions accurately.

This can lead to critical issues, especially when the speaker has moved on and you are unable to pick up the message. In such a situation, when confronted, it is best to admit that you have lost the flow and ask them to repeat the conversation.

9. Biased listening

Biased listening is a type of listening when people hear only what they want to hear and form opinions based on a stereotype they may have against the speaker or message. They may misinterpret what the speaker says based on their bias.

10. False listening

In false listening, you pretend to listen to the other person but do not really listen or comprehend the message. These listeners may be pretending to listen with the help of appropriate gestures like smiling and nodding. This type of listening will undoubtedly impact your ability to be effective in your job.

References

1. <https://www.thebalancemoney.com/types-of-listening-skills-with-examples-2063759>
2. <https://in.indeed.com/career-advice/career-development/types-of-listening>
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Current Affairs*

- **Vice President calls Company Secretaries as ‘custodians of corporate governance’ (November 02, 2023)**

The Vice President, Shri Jagdeep Dhankhar emphasized the need for Company Secretaries to detach from management objectives and focus on statutory compliance. Drawing attention to the potential consequences of even a slight deviation, he cautioned, "If you slightly bend, the bending will never stop." He also encouraged upholding the highest standards of professionalism and the Rule of Law to drive the nation forward.

The Vice President made these remarks while delivering an address at the 51st National Convention of Company Secretaries on the theme - "India@G-20: Empowering sustainable future through governance & technology", underlining that the fruitful deliberations in this convention will determine the future of India in 2047 and Company Secretaries have to play a "multifaceted and indispensable role in the realization of the vision", he added.

For details: <https://www.pib.gov.in/PressReleasePage.aspx?PRID=1974240>

- **IREDA Launches CSR Portal to Improve Transparency in CSR Initiatives (November 07, 2023)**

Indian Renewable Energy Development Agency (IREDA), a Mini Ratna (Category – I) Government of India enterprise under the administrative control of Ministry of New and Renewable Energy, has launched a Corporate Social Responsibility (CSR) portal for enhancing transparency in its CSR initiatives. The portal will facilitate transparency in receipt and disposal of CSR requests from various organizations and institutions. It will be accessible to all 24x7, with a CSR policy and proposal checklist for examination of CSR requests. The portal will also contribute to the more efficient execution of IREDA's social welfare initiatives as part of its CSR efforts, making them readily available to the public.

For details: <https://www.pib.gov.in/PressReleasePage.aspx?PRID=1975453>

**Collated by Mahesh Airan, Assistant Director, The ICSI.*

- **AIM- NITI Aayog launches new accelerator to support Australian and Indian circular economy startups to rise (November 21, 2023)**

Startups and small to mid-sized enterprises (SMEs) in India and Australia working on circular economy technologies and solutions will benefit from a new accelerator program designed to open new doors to explore opportunities between the two countries.

AIM, NITI Aayog launched a new accelerator called Rapid Innovation and Startup Expansion (RISE) to support Australian and Indian circular economy startups.

The India Australia RISE Accelerator is delivered in partnership between CSIRO, Australia's national science agency, and Atal Innovation Mission (AIM), the Government of India's flagship initiative to promote a culture of innovation and entrepreneurship.

This program will help to accelerate technologies and solutions to grow economies, create jobs and reduce waste

There is no charge for startups to participate in the program, which will be delivered virtually, with a number of opportunities to travel between Australia and India. Participating startups may also be eligible for up to INR 40,00,000 in non-equity grants.

Applications for the RISE Accelerator program are open now, and will close Saturday 7 January 2024.

For details: <https://www.pib.gov.in/PressReleasePage.aspx?PRID=1978485>

- **SC verdict on abrogation of Article 370 (December 11, 2023)**

The Supreme Court gave its verdict on December 11, 2023 on the Union government's 2019 move to amend Article 370 of the Constitution. The abrogation ended the special status conferred to the erstwhile state of Jammu and Kashmir. The court held the Constitutional order that abrogated Article 370 as valid.

A five-judge Constitution bench, presided by Chief Justice of India (CJI) DY Chandrachud, had reserved its verdict on as many as 23 petitions in the matter on September 5 this year, after 16 days of hearings. The bench also comprised Justices S K Kaul, Sanjeev Khanna, B R Gavai and Surya Kant.

CJI DY Chandrachud said that Jammu and Kashmir held no internal sovereignty after accession to India. He said there was no prima facie case that the President's 2019 orders were mala fide (in bad faith) or extraneous exercise of power. While the court said the reorganisation of the erstwhile state into Union Territories in 2019 was a temporary move, it directed the Centre for the restoration of statehood and for Legislative Assembly elections to be held.

For details : <https://indianexpress.com/article/explained/explained-law/article-370-verdict-supreme-court-explained-live-updates-9061383/>

Sample Questions

Paper 1 : Business Communication

1. Batch, company, university, crowd, flock, etc. are which form of noun?
 - a. Common noun
 - b. Collective noun
 - c. Proper noun
 - d. Special noun
2. A _____, by definition, is placed before a noun or its equivalent in order to show its relationship in terms of time, place, etc.
 - a. Adverb
 - b. Verb
 - c. Preposition
 - d. Adjective
3. _____ are prefixes that denote the absence of distinguishing features of the root word.
 - a. Derivative Prefixes
 - b. Supportive Prefixes
 - c. Opposing Prefixes
 - d. Negative Prefixes
4. Communication between top level and bottom level employees is an example of _____.
 - a. Vertical Network
 - b. Chain Network
 - c. Wheel or Spoke Network
 - d. Star Network
5. Listening to someone without bias is related to which of the following essentials of effective listening skills?
 - a. Limiting distraction
 - b. Practicing objectivity
 - c. Clarifying
 - d. Summarising

Paper 2 : Legal Aptitude and Logical Reasoning

6. Complete the statement given below:
- We, the People of India, having solemnly resolved to constitute India into a Sovereign Socialist Secular Democratic Republic and to secure to all its citizens: JUSTICE, social, _____ and political:
- Economic
 - Geographical
 - Civil
 - Financial
7. All agreements are contracts if they are made by the free consent of parties competent to contract, for a lawful consideration and with a lawful object, and are not hereby expressly declared to be _____.
- Valid
 - Voidable
 - Void
 - All of these
8. What is the full form of CSR?
- Corporate Sovereign Responsibility
 - Corporate Social Responsibility
 - Corporate Sovereign Responsibility
 - Company Social Responsibility
9. Given that 21st December is Thursday, what will be the day on 1st March of the next year?
- Thursday
 - Friday
 - Thursday or Friday
 - Friday or Saturday
10. If Pen is called Pencil, Pencil is called Telephone, Telephone is called Mobile, Mobile is called Book and Book is called Jar, what is used for making calls?
- Telephone
 - Mobile
 - Book
 - Both b and c

Paper 3 : Economic and Business Environment

11. Expenditure by government on 'National Highways Development Project' is covered under:
 - a. Plan Capital Expenditure
 - b. Non-Plan Capital Expenditure
 - c. Plan Revenue Expenditure
 - d. Non-Plan Revenue Expenditure
12. The _____ is the difference between the government's revenue from taxes and non-tax sources and its expenses, excluding interest payments on past debt.
 - a. Revenue deficit
 - b. Primary deficit
 - c. Capital deficit
 - d. Recurring deficit
13. Which of the following is not a function of financial market?
 - a. Mobilising Funds
 - b. Liquidity of Financial Holdings
 - c. Ease of Access
 - d. Promoting speculation
14. Which was the first Development Financial Institution of India set up on July 1, 1948 to propel economic growth through the development of infrastructure and industry?
 - a. Industrial Finance Corporation of India.
 - b. Industrial Credit and Investment Corporation of India.
 - c. Small Industries Development Bank of India
 - d. Industrial Development Bank of India
15. Which of the following ministry launched the Krishi UDAN 2.0 scheme in October 2021 that proposed assistance and incentive for movement of agri-produce by air transport?
 - a. Ministry of Finance
 - b. Ministry of Defence
 - c. Ministry of Commerce & Industry
 - d. Ministry of Civil Aviation

Paper 4 : Current Affairs and Quantitative Aptitude

16. Who was the first woman judge of the Supreme Court who passed away recently?
 - a. Ruma Pal
 - b. Sujata Manohar
 - c. Fatima Biwi
 - d. R Bhanumathi
17. In which country has the world's largest single-site solar power plant been inaugurated?
 - a. United Arab Emirates
 - b. Qatar
 - c. India
 - d. USA
18. In which of the following states, the President Draupadi Murmu has launched the National Education Campaign named 'New Education for New India'?
 - a. Uttar Pradesh
 - b. Odisha
 - c. Madhya Pradesh
 - d. Rajasthan
19. Atal Innovation Mission'-NITI Aayoghas signed an agreement with which country to promote circular economy startups?
 - a. Italy
 - b. Canada
 - c. Russia
 - d. Australia
20. Who has been appointed as the new Chief Executive Officer of 'Association of Mutual Funds in India'?
 - a. Venkata Rao Reddy
 - b. Rajendra Singh Bhalla
 - c. Venkat Nageshwar Chalasani
 - d. Urjit Patel

21. What is 25 percent of 75 percent of 5000?
- 927.5
 - 937.5
 - 1125.5
 - 77.5
22. Look at this series: 2, 5, 20, 95, ... What number should come next?
- 995
 - 470
 - 225
 - 475

Answer Key:

1	b	6	a	11	a	16	c
2	c	7	c	12	b	17	a
3	d	8	b	13	d	18	b
4	a	9	c	14	a	19	d
5	b	10	d	15	d	20	c
						21	b
						22	b

Motto

सत्यं वद | धर्मं चर ।

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"To be a global leader in promoting good corporate governance"

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"To develop high calibre professionals facilitating good corporate governance"



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