



CHARUSAT

CHAROTAR UNIVERSITY OF SCIENCE AND TECHNOLOGY

CHAROTAR UNIVERSITY OF SCIENCE AND TECHNOLOGY

Criteria 6

Metric 6.3.3	Average number of professional development / administrative training programs organized by the institute
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Supporting Document

**Brochure/circular, report, list of
participants and photos with date and
caption for each program organized by
HRDC centre
(Year: 2015-16)**



Head HRDC CHARUSAT <head.hrdc@charusat.ac.in>

Two day Training Programme for Non - Teaching Staff scheduled on 14/12/2015 & 15/12/2015

1 message

Dr. Kamal Chakravartty <kamalc.hrdc@charusat.ac.in>

Wed, Nov 25, 2015 at 11:12 AM

To: AHMEDABAD MANAGEMENT ASSOCIATION AMA <ama@amaindia.org>

Respected Sir,

We are in receipt of your email conveying 15% concession offered by your good self on the fees quoted by you.

Considering the concession offered, fee per participant works out to Rs 722.50, which may be kindly rounded off to Rs. 700 if not inconvenient.

We append below the relevant details pertaining to the training programme:

1. Theme of Training Programme: **"Empowering Workforce with Efficiency & Effectiveness."**
2. Dates for the Training Programme: **Monday, December 14, 2015 & Tuesday, December 15, 2015**
3. Timing: **9:30 AM to 4:00 PM on both days with lunch break of an hour and 15 mins of Tea break - Pre and post Lunch Sessions.**
4. Venue: **HRDC Training Centre, CHARUSAT Campus.**
5. Training Groups: **Office Assistants & Laboratory Technicians**
6. Batch Size: **Maximum 35 Participants**
7. Hospitality Arrangements: **Breakfast, Lunch, Tea/ Coffee at breaks.**
8. Stay Arrangement for your faculty: **Can be arranged subject to your confirmation.**

While on the subject, we would request you to kindly furnish us the following at the earliest:

1. **Details of Day wise Programme Coverage.**
2. **Profile of the Trainer/s**
3. **Course Material details**

HRDC makes honest endeavour towards improving people's skill accross the university. In our endeavour, we would like to make AMA a partner towards progress. Hence, our fervent appeal to you is to depute the best training personnel from your end so as to create interest amongst participants and make the programme effective.

Will appreciate your kind and immediate response on the above.

With best regards,

For Prin. B. I. Patel Human Resource Development Centre (HRDC)
Dr. Kamal Chakravartty
(Head)

Programme on
Empowering Workforce with Efficiency & Effectiveness
Monday & Tuesday, December 14 & 15, 2015 (9.30 a.m. to 4.00 p.m.)
(Organized for Office Assistants & Lab Technicians of CHARUSAT)

Venue: Ahmedabad Management Association, ATIRA Campus, Ahmedabad

Programme Schedule

09.30 to 11.00 p.m.	Session – 1
11.00 to 11.15	Tea/Coffee
11.15 to 01.00	Session – 2
01.00 to 02.00	Lunch
02.00 to 03.15	Session – 3
03.15 to 03.30	Tea/Coffee
03.30 to 05.00 p.m.	Session – 4

Day – 1 (Monday, December 14)

Programme Contents:

Self Motivation and Positive Attitude

Emotional Intelligence at Work:

- Emotional Sensitivity
- The Impact of EI
- The Five Components of EI at Work
- Communication at Work
- Fundamentals of Good Communication
- What are the barriers to Communication
- How to be an Effective Communicator
- Discussion Session pertaining to different jobs/
- Your contribution for building organizational image

Faculty: Mr. Paresh Pandya, Corporate Trainer

Day – 2 (Tuesday, December 15)

Timings - same as above

Programme Contents:

Team Working for Results:

- Put the Team First
- Be Part of the Solution, Not the Problem
- Ask & Encourage the Right Questions
- Promote Interdependent Thinking
- Harmony in Human Relationship

Developing Leadership Qualities and Supervision:

- Characteristics of an Effective Leader
- Leader as a Change Agent

Creativity, Innovation and Work Improvement

- Making Job delightful and meaningful

Time Management and Work Discipline

Faculty: Mr. Kamal Dabawala, Corporate Trainer

Profile

Mr. Paresh Pandya

He is Management Psychologist, Corporate Trainer & HRD Consultant. His specialization is Performance Enhancement, Peak Performance, Motivation, Organizational Behaviour and Organizational Development. He is Behaviour Therapist, Hypo Therapist and Counselor. He is passionate about developing people. He is Thinker, Writer, Trainer, Educator and Coach in the field of Psychology and Management for last more than 30 years. Published more than 1000 articles in various newspapers and magazines. Trained more than 1,50,000 participants from various fields and organization in all over India and abroad. He is visiting faculty to many Universities and Institutions.

Mr. Kamal Dabawala

Mr. Kamal Dabawala is a *Change Agent* by passion and *Training and Development Consultant* by profession. He is a founder & Chairman of "*Continuous Learning Pvt. Ltd.*" a company providing HR Services & Training & Development solutions.

He loves to *Design, Develop* and *Deliver* training to groups of people belonging to different profession and working at different levels. Known for his innovative style of training he enjoys being instrumental in bringing change in people's life since more than a decade. He has conducted more than 1500 training programs influencing life of more than 50,000 people across eight different countries of the world.

His clientele includes many Private & Public Limited companies, Public Sector Units, Educational & Professional Institutes and NGO's in India and outside India. He is associated as visiting faculty with organizations like AMA and also conducted sessions on Businessmen & Industrialists community for The Southern Gujarat Chamber of Commerce & Industry (SGCCI), Vithal Udyognagar Industrial Association (VIA) and many more.

He is an International Training Fellow (ITF). It is the highest level of recognition bestowed by JCI Training, USA.

**Training Programme for Non – Teaching Staff (All categories) under the title’
“Empowering Workforce with Efficiency and Effectiveness.”**

The Training Programme for Non-Teaching Staff members (all categories) had been arranged under the title’ “Empowering Workforce with Efficiency and Effectiveness” in collaboration with AMA in multiple batches on and from Monday, December 14, 2015 & Tuesday, December 15, 2015 | Timing: 9:30 AM to 4:00 PM on both days with lunch break of an hour and 15 mins of Tea break - Pre and post Lunch Sessions. At HRDC Training Centre, CHARUSAT Campus. The programme was organised and attended by Office Assistants & Laboratory Technicians with maximum 35 Participants per batch. Total 52 participants have participated in the said programme.

Empowering People with Efficiency & Effectiveness

A Programme for Office Assistants & Lab Technicians of

Charotar University of Science and Technology



Date & Time

Tuesday & Wednesday, January 12 & 13, 2016
(9.30 a.m. to 4.00 p.m.)

Photographs for Non-teaching





List of Participants for Empowering People with Efficiency and Effectiveness

Sr. No	Name	Department
1	Aanal Patel	PRO OFFICE / RECEPTION
2	Ashish Patel	E & C
3	Bhavin Dave	CE
4	Chintan Patel	PHARMACY
5	Darshankumar R. Patel	HR
6	Deepal Patel	IQAC
7	Dipakkumar Patel	Mech. Engg.
8	Dixit D. Patel	CMPICA
9	Hardik Patel	WINCELL
10	Harikrushna A. Patel	CMPICA
11	Harsh Mehta	Comp. Engg.
12	Hemant G Patel	ME
13	Hetal Patel	PHARMACY
14	Hiral Patel	RPCP
15	Hiren patel	ME
16	Jaimin R. Patel	IT
17	Jaydeep Bhoi	CV
18	Jignesh Patel	RPCP
19	Jinit R Patel	Civil Engg.
20	Jinit Rajnikant Patel	Civil Engg.
21	Kalpesh Patel	Comp. Engg.
22	Kalpesh Patel	EC
23	Kalpesh R Patel	EE
24	Kalpeshkumar Patel	EE
25	Kamal Patel	RPCP
26	Kamlesh Patel	WINCell
27	Maulik Patel	Estate
28	Minal Mamotara	PDPIAS
29	Minal Patel	PHARMACY
30	Mukesh Patel	PHARMACY
31	Niki Shah	PDPIAS
32	Nikul Patel	E & C
33	Paresh N. Desai	CENTRAL LIBRARY
34	Piyush Vaghela	CE
35	Pragnesh N. Patel	EE
36	Prijesh Patel	CV

37	Rahul Solanki	ME
38	Rajendra Solanki	HR Section - Central Admin
39	Rajesh D. Patel	ME
40	Raxesh B. Mistry	NURSING
41	Rita S. Patel	CENTRAL LIBRARY
42	RiteshKumar Patel	Mech. Engg.
43	Ronak Patel	EE
44	Rushi R. Patel	ADMIN
45	Sandip V Valand	Civil Engg.
46	Sandip Valand	Civil Engg.
47	Shahnawaj Pathan	ADMIN & ACCOUNTS
48	Shambukumar M. Patel	PHYSIOTHERAPY
49	Snehalkumar Patel	IT
50	Timil V. Patel	EE
51	Viral Patel	WINCell
52	Vivek Patel	CV

Empowering People with Efficiency & Effectiveness

A Programme for Office Assistants & Lab Technicians of

Charotar University of Science and Technology



Date & Time

Tuesday & Wednesday, January 12 & 13, 2016
(9.30 a.m. to 4.00 p.m.)

Participants Handouts



Presented By

Kamal Dabawala



Registered Office: "Parishram", 9, L. B. Avenue, Opp. Nairobi Colony, College Road, Nadiad-387 001
Email: kamal@continuouslearning.in Mobile: +91 98250 92762 Website: www.continuouslearning.in
Corporate Identity Number (CIN): U80903GJ2010PTC061236

1. Self Motivation

Self-motivation is, in its simplest form, the force that drives you to do things.

What is Motivation?

Motivation is what pushes us to achieve our goals, feel more fulfilled and improve overall quality of life.

As per Daniel Goleman four elements that make up motivation are:

1. **Personal drive** to achieve, the desire to improve or to meet certain standards;
2. **Commitment** to personal or organisational goals;
3. **Initiative**, which he defined as 'readiness to act on opportunities'; and
4. **Optimism**, the ability to keep going and pursue goals in the face of setbacks.

There are many advantages to self-motivation. People who are self-motivated, for example, tend to be more **organised**, have good **time management skills** and more **self-esteem** and **confidence**. Understanding and developing your self-motivation can help you to take control of many other aspects of your life.

There are two main types of motivation: 'intrinsic' and 'extrinsic' motivation.

- Intrinsic = love, because we want to.
- Extrinsic = money, because we have to.

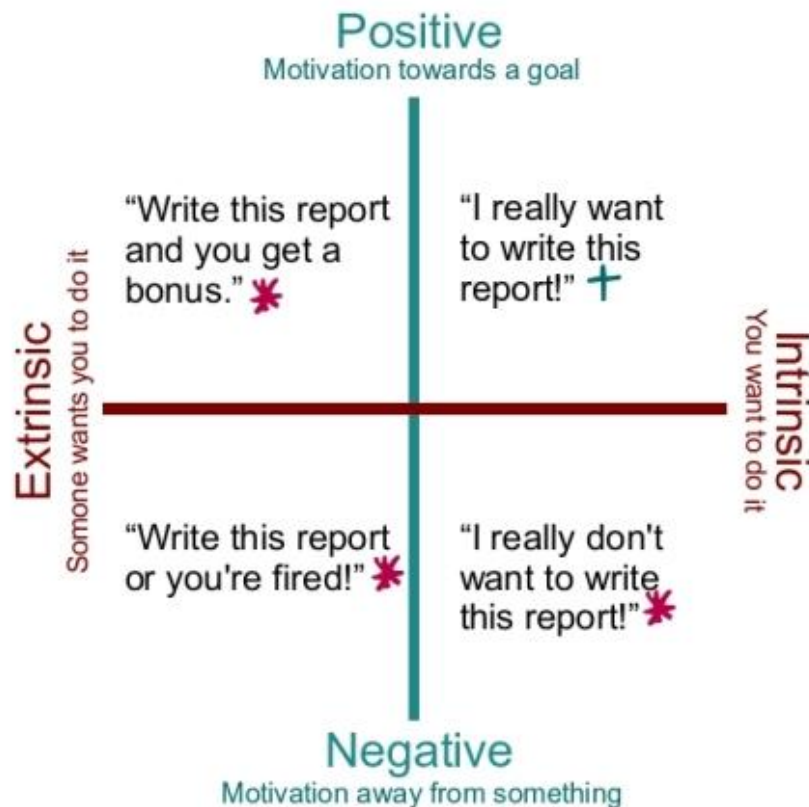
A more detailed definition is:

Intrinsic: To perform an action or task based on the expected or perceived satisfaction of performing the action or task. Intrinsic motivators include having fun, being interested and personal challenge.

Extrinsic: To perform an action or task in order to attain some sort of reward, including money, power and good marks or grades.

Different people are motivated by different things and at different times in their lives. The same task may have more intrinsic motivators at certain times and more extrinsic motivators at others, most tasks have a combination of the two types of motivation.

4 kinds of motivation



Skills Involved in Self-Motivation

- Setting high but realistic goals.
- Taking the right level of risk.
- Seeking constant feedback to work out how to improve.
- Being committed to personal or organisational goals and going the 'extra mile' to achieve them.
- Actively seeking out opportunities and seizing them when they occur.
- Being able to deal with setbacks and continue to pursue goals despite obstacles.
- Those who are motivated also find it much easier to motivate others. This can be particularly important in leadership roles.

How to Keep Motivated:

- **Learn and Acquire Knowledge**
Read, study and talk to people – knowledge and information are key for feeding your mind and keeping you curious and motivated.
- **Keep the Company of Enthusiastic People**

Try to avoid negative people and seek out positive, well-motivated people. It is a lot easier to be motivated if the people around you are.

- **Keep Positive**

Keep a positive attitude; see problems and set-backs as learning opportunities.

- **Know Your Strengths and Weaknesses**

Work on ironing out your weaknesses and building on your strengths.

- **Do It**

Try not to procrastinate, assess the risks but keep working towards your goals.

- **Get Help and Help Others**

Don't be afraid to ask other for help and don't hold back if you can help them. Seeing other people succeed will help to motivate you to do the same.

2. Positive Attitude

The Power of Positive Attitude

Positive attitude helps to cope more easily with the daily affairs of life. It brings optimism into your life, and makes it easier to avoid worry and negative thinking. If you adopt it as a way of life, it will bring constructive changes into your life, and makes them happier, brighter and more successful. With a positive attitude you see the bright side of life, become optimistic and expect the best to happen. It is certainly a state of mind that is well worth developing and strengthening.

Positive attitude expresses itself in the following ways:

Positive thinking.	Constructive thinking.
Creative thinking.	Expecting success.
Optimism.	Motivation to accomplish your goals.
Being inspired.	Choosing happiness.
Not giving up.	Believing in yourself and in your abilities.
Displaying self-esteem and confidence.	Looking for solutions.
Seeing opportunities.	Looking at failure and problems as blessings in disguise.

A positive attitude leads to happiness and success and can change your whole life. If you look at the bright side of life, your whole life becomes filled with light. This light affects not only you and the way you look at the world, but also your whole environment and the people around you. If it is strong enough, it becomes contagious.

The benefits of a positive attitude

- Achieving your goals and attaining success.
- Success achieved faster and more easily.
- More happiness.
- More energy.
- Greater inner power and strength.
- The ability to inspire and motivate yourself and others.
- Fewer difficulties encountered along the way.
- The ability to surmount any difficulty.
- Life smiles at you.
- People respect you.

Negative attitude says: you cannot achieve success.

Positive attitude says: You can achieve success.

If you have been exhibiting a negative attitude and expecting failure and difficulties, it is now the time to change the way you think. It is time to get rid of negative thoughts and behavior and lead a happy and successful life. Why not start today? If you have tried and failed, it only means that you have not tried enough.

How can you develop a positive attitude that will lead you to happiness and success?

- Choose to be happy.
- Look at the bright side of life.
- Find reasons to smile more often.
- Have faith in yourself and in the Power of the Universe.
- Contemplate upon the futility of negative thinking and worries.
- Associate yourself with happy people.
- Read inspiring stories.
- Read inspiring quotes.
- Repeat affirmations that inspire and motivate you.
- Visualize only what you want to happen.
- Learn to master your thoughts.
- Learn concentration and meditation.

Even following one of the above suggestions will bring more light into your life!

3. Emotional Intelligence at Work

What is Emotional Intelligence?

Emotional Intelligence (EQ or EI) is a term created by two researchers – Peter Salavoy and John Mayer – and popularized by Dan Goleman in his 1996 book of the same name.

EI is the ability to:

- Recognize, understand and manage our own emotions
- Recognize, understand and influence the emotions of others

In practical terms, this means being aware that emotions can drive our behavior and impact people (positively and negatively), and learning how to manage those emotions – both our own and others – especially when we are under pressure.

The Five Components of EI at Work

1. Self-awareness:

If a person has a healthy sense of self-awareness, he understands his own strengths and weaknesses, as well as how his actions affect others. A person who is self-aware is usually better able to handle and learn from constructive criticism than one who is not.

2. Self-regulation:

A person with a high EQ can maturely reveal her emotions and exercise restraint when needed. Instead of squelching her feelings, she expresses them with restraint and control.

3. Motivation:

Emotionally intelligent people are self-motivated. They're not motivated simply by money or a title. They are usually resilient and optimistic when they encounter disappointment and driven by an inner ambition.

4. Empathy:

A person who has empathy has compassion and an understanding of human nature that allows him to connect with other people on an emotional level. The ability to empathize allows a person to provide great service and respond genuinely to others' concerns.

5. People skills:

People who are emotionally intelligent are able to build rapport and trust quickly with others on their teams. They avoid power struggles and backstabbing. They usually enjoy other people and have the respect of others around them.

4. Communication at Work

What is Communication?

Communication is the transfer of information and understanding from one person to another person. It is a way of reaching others by transmitting ideas, facts, thoughts, feeling and values. Its goal is to have the receiver understand the message as it was intended.

INTENDED = UNDERSTOOD

Communication is what the receiver understands, not what the sender says.

Process of Communication

Eight steps of Communication:

1. Develop idea
2. Encode
3. Transmit
4. Receive
5. Decode
6. Accept
7. Use
8. Feedback

A communicator may make others listen, but there is no way to make them understand.

Barriers in Communication & its impact

Personal Barriers:

It arises from human emotions, values, and poor listening habits. Personal barriers often involve a psychological distance. We see and hear what we are emotionally tuned to see and hear, so communication is guided by our expectations.

Physical Barriers:

A typical physical barrier is sudden distracting noise, distance between people, walls, and all external Sounds.

Semantic Barriers:

Semantic, is the science of meaning, as contrasted with phonetics, the science of sounds.

Words:

Words are the main communication symbol used. But a major difficulty occurs since every common word has several meanings.

Pictures:

Extensive use of pictures, such as blueprints, progress charts, fishbone diagrams, casual maps, visual aids etc is most effective.

Action:

Non-verbal communication is the most important, since we send messages by both action and inaction, we communicate almost all the time at work, regardless of our intentions.

Some of the commonly found barriers in communication are as follows:

1. Distortion of message
2. Semantics (Differences in speaking/understanding of language)
3. Low retention of the message.
4. Distance
5. Noise
6. Fatigue / sickness
7. Ego
8. Preconceived notions
9. Lack of interest
10. Poor listening
11. Lack of clarity
12. Distrust / fear

To become an effective communicator one has to overcome the above barriers in communication.

Guidelines for effective listening:

- Stop Talking: You cannot listen if you are talking.
Polonius (Hamlet): "Give every man thine ear, but few thy voice."
- Put the talker at ease: Welcome the person, and express your availability.
Help a person feel free to talk by making him or her comfortable.
Create a permissive atmosphere by establishing rapport.
- Show a talker that you want to listen: Look interested.

Establish eye contact and give nonverbal responses.

Listen to understand rather than to oppose.

- Remove distractions: Don't doodle, tap, or shuffle papers.
Offer to shut the door.
- Empathize with a talker: Try to see the other person's point of view.
Connect with the person by sharing a similar experience.
- Be patient: Allow plenty of time. Do not interrupt a talker. Wait out for the short pauses. Don't start for the door or walk away.
- Hold your temper: Pause before you speak or respond.
An angry person takes the wrong meaning from words.
- Go easy on argument and criticism: These approaches put a talker on the defensive, and she or he may calm up or become angry.
- Do not argue. Even if you win, you lose.
- Ask relevant questions: Asking questions encourage a talker and shows that you are listening. It helps develop points further, and discloses relevant emotions.
- Stop Talking: This guideline is both first and last, because all others depend on it. You cannot be effective listener while you are talking.

5. Team Working for Results

Team building must be:

- A way of life
- The responsibility of every Team Member
- A continuous process
- About developing a clear and unique identity
- Focused on a clear and consistent set of goals
- Concerned with the needs and ambitions of each team member recognizing the unique contribution that each individual can make
- An awareness of the potential of the team as a unit
- Results oriented
- Enjoyable

Team building must NOT be:

- A short term, flavor of the month
- Imposed without regard to peoples' feelings
- Occasional
- Reserved for only some members of the team
- An excuse for not meeting personal responsibilities
- A process where actions clearly contradict intentions
- Seen as a task

Ten characteristics of well-functioning teams:

Purpose: Members proudly share a sense of why the team exists and are invested in accomplishing its mission and goals.

Priorities: Members know what needs to be done next, by whom, and by when to achieve team goals.

Roles: Members know their roles in getting tasks done and when to allow a more skillful member to do a certain task.

Decisions: Authority and decision-making lines are clearly understood.

Conflict: Conflict is dealt with openly and is considered important to decision-making and personal growth.

Personal traits: members feel their unique personalities are appreciated and well utilized.

Norms: Group norms for working together are set and seen as standards for everyone in the groups.

Effectiveness: Members find team meetings efficient and productive and look forward to this time together.

Success: Members know clearly when the team has met with success and share in this equally and proudly.

Training: Opportunities for feedback and updating skills are provided and taken advantage of by team members.

Key Learning Points:

- Put the Team First
- Be Part of the Solution, Not the Problem
- Ask & Encourage the Right Questions
- Promote Interdependent Thinking
- Harmony in Human Relationship

Most Critical Elements of a Team

- Common GOALS
- Complementing ROLES
- Free COMMUNICATION
- Constructive CONFLICTS
- Trusting RELATIONSHIPS
- Credible Leadership
- COMMITMENT to achieve results

6. Developing Leadership Qualities and Supervision

Leadership is ability to:

- Motivate one's own self and then others
- To obtain the maximum support and efforts from the group
- To see a problem, recognize it, plan a number of solutions, choose the best and execute the same
- Is lifting of a man's vision

Leader is a person who knows the way, goes the way and shows the way.

Leadership is not about PUSHING. It's about PULLING

Leadership is not POST or POWER

An army of sheep led by a lion would defeat an army of lions led by a sheep.

- Arab Proverb

Seven basic of leadership – 7 “I” of a Leader:

Insight

Self-awareness
Understanding others
Seeing the situation

Involvement

Enrolment
Empowerment
Personal investment
Stakeholders

Initiative

Taking responsibility
Risk
Direct action
Vitality

Improvisation

Creativity
Flexibility
Presence

Inspiration

Vision
Communication
Passion
Trust

Individuality

Being yourself
Personal experience
Style
Values, Integrity
Networking

Implementation

Action minded
Modeling
Feedback
Perseverance

7. Creativity, Innovation and Work Improvement

Some Myths

- Creativity is rare and mysterious
- Only Artists are Creative
- It's an inborn quality
- It's a God given gift to some

Some Realities

- It's a generation of new ideas
- A simple skill
- It can be learned
- It's within everyone's reach

Tools to Think CREATIVELY

- Believe it can be done
- Don't let tradition paralyze your mind
- Ask yourself "How can I do it better"
- Ask yourself "How can I do more"
- Practice asking and listening
- Stretch your mind

Unleash Your Creativity

After nearly 20 years of laboratory research, it is concluded that creativity is within everyone's reach-no exceptions.

To unleash your creative potential, master these strategies. They may be all that stand between you and some of the most creative people in history.

- Capturing
- Challenging
- Broadening
- Surrounding

How to fight TRADITIONAL THINKING

- Become receptive to ideas
- Be an experimental person
- Be progressive not regressive

8. Time Management and Work Discipline

Time Punctuality is not Time management

If you know the PRICE of Time you can understand the VALUE of Time

Value of Time is in everybody's mouth but few people's practice

Tips on Managing Time:

- Maintain a to-do list
- Allocate your time
- Set and respect deadlines
- Use your time wisely
- Get organized
- Stay on task
- Avoid disruptions
- Collaborate and cooperate
- Avoid unnecessary follow-ups
- Cancel routine meetings
- Keep busy
- Pick your projects carefully
- Stop procrastinating
- Reward yourself

Identify & Eliminate Time Wasters:

- Unplanned & Underprepared Meetings
- Unwanted & Long Phone calls
- Learn to say "no"
- Intruders
- Paperwork and Email
- Yourself
 - Look hard at yourself — are you wasting your time and that of others?
 - Delegate — if it can be handled by someone else, let him or her do it. You don't have to do everything yourself.
 - Stop procrastinating — take the first step and finish it.
 - Be clear about your priorities — get results, not perfection.



Head HRDC CHARUSAT <head.hrdc@charusat.ac.in>

Nominations - One Day Workshop (in Batches) on Teacher Effectiveness for Teaching Faculty Members as part of HRDC FDP-2016

Dr. Kamal Chakravartty <kamalc.hrdc@charusat.ac.in>

Mon, Feb 29, 2016 at 3:18 PM

To: "Dr. A D Patel" <adpatel.cspit@charusat.ac.in>, Amit Ganatra <amitganatra.ce@charusat.ac.in>, Parth Shah <parthshah.ce@charusat.ac.in>, Vijay Chaudhary <vijaychaudhary.me@charusat.ac.in>, Pragnesh Bhatt <pragneshbhatt.ee@charusat.ac.in>, Trushit Upadhyaya <trushitupadhyaya.ec@charusat.ac.in>, "Dr. A V Thomas" <avthomas.cv@charusat.ac.in>, RH Parikh <rhparikh.ph@charusat.ac.in>, Govind Dave <govinddave.mba@charusat.ac.in>, bhaskar pandya <bhaskarpandya.cs@charusat.ac.in>, Atul Patel <atulpatel.mca@charusat.ac.in>, "Dr. R V Upadhyay" <rvu.as@charusat.ac.in>, "Dr. Bala Ganapathy" <balaganapathy.phy@charusat.ac.in>, Anil sharma <anilsharma.nur@charusat.ac.in>

Cc: Devang Joshi <devang.adm@charusat.ac.in>

Bcc: Vishal Patel <vishalmpatel.adm@charusat.ac.in>, Harshil Patel <harshilpatel.medi@charusat.ac.in>, Hari Patel <haripatel.mba@charusat.ac.in>, Rakesh Dave <rakeshdave.bt@charusat.ac.in>, Shambhu Patel <shambhupatel.adm@charusat.ac.in>, Raxesh Mistry <raxeshmistry.nur@charusat.ac.in>

Dear All,

We feel happy to have to inform you that HRDC has initiated Workshop Module Training Programme for Teaching Faculty on the theme **"Teacher Effectiveness"**. The Workshop will be conducted by Dr. Mahendra Chotaliya, Former Director, Research, Children's University, Gandhinagar and HOD, SPU, VV Nagar. The major Learning Outcomes to be addressed viz. **1. Reading Comprehension, 2. Learning of Process, 3. Recalling and Presenting Details.**

Hon'ble PROVOST Sir emphatically suggested that Training Programme for the Teaching Faculty should ideally be scheduled on First Saturday of the Month, since most of the Faculty Members having free hours on the same day.

Accordingly, the workshop has been finalized on **First Saturday of each Month** effective from 02/04/2016 to 02/07/2016, in 08 Batches (2 Batches in a Day of 03 Hours duration for each batch), as per details below:

- **Workshop Theme** : Teacher Effectiveness
- **Cadre** : Teaching Faculty
- **Batch Size** : 45 in each batch
- **No. of Batches** : 08
- **Duration per Batch**: 03 Hours
- **Timings** :
 - **Morning Session** - 09:30 AM to 12:30 PM
 - **Afternoon Session** - 1:15 PM to 4:15 PM

[Faculty Members can opt for either of the slots, as per their convenience. However, keeping in mind the batch size of maximum 45 participants, necessary adjustment would be made accordingly.]

We shall appreciate your kind co-operation in sending the nominations (for 08 Batches) **on or before 14/03/2016 by 2:00 PM**, so as to enable us to finalize the Workshop arrangements.

Attached please find the excel worksheet with the request to fill up the Nominations for each batch.

Regards,

Dr. Kamal Chakravartty - Head

Pri. B.I. Patel Human Resource Development Centre

Charotar University of Science & Technology (CHARUSAT)

CHARUSAT Campus, Changa -388 421

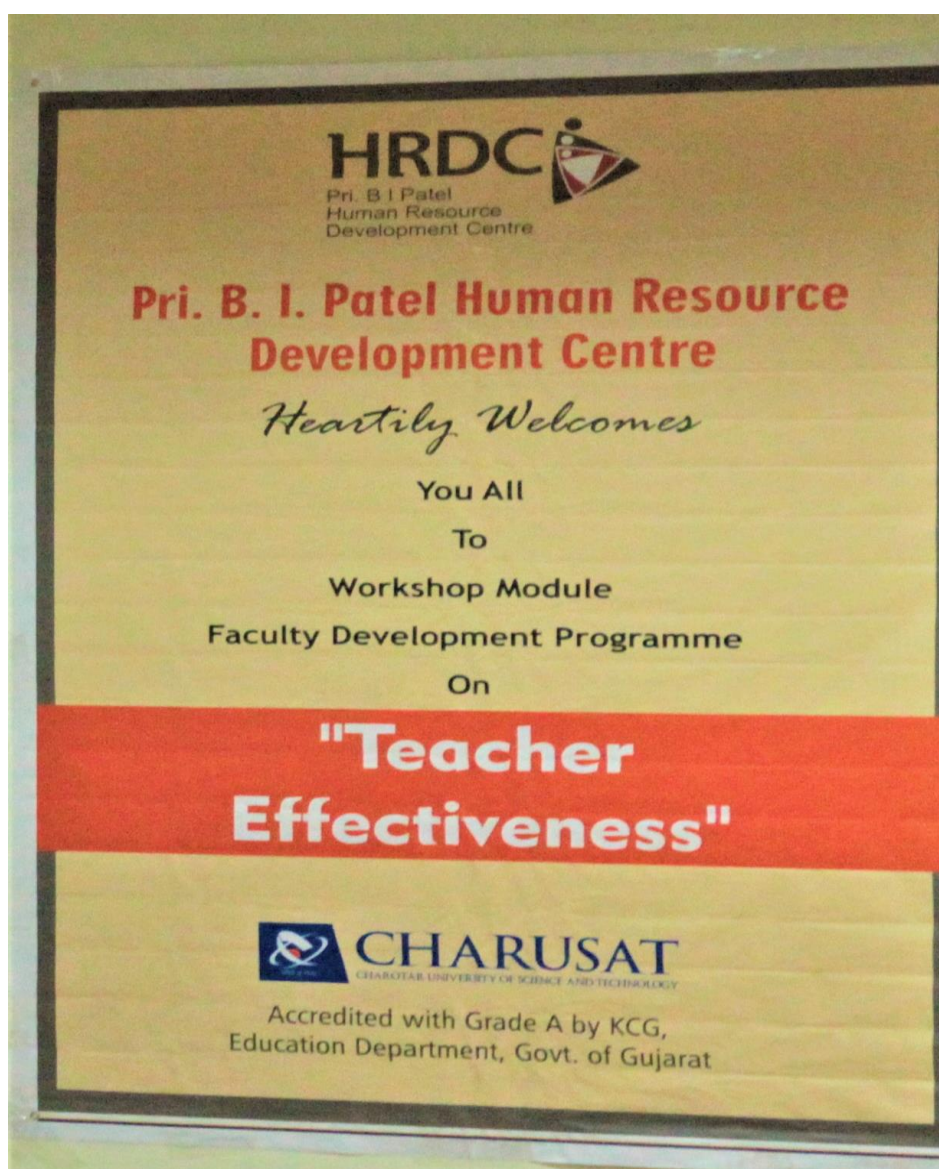
Ph. No. : 02697-265181

[URL : www.charusat.ac.in](http://www.charusat.ac.in)

Report on Teacher Effectiveness

Pri. B. I. Patel Human Resource Development Centre, CHARUSAT, had been making honest endeavour to enhance and sharpen Teaching Competence for generating qualitative learning outcomes for the teaching fraternity of CHARUSAT. In view of the above, HRDC had designed One Day Workshop for our Teaching Faculty under the theme 'Teacher Effectiveness', covering the broad areas like Reading Comprehension, Learning of Process, Recalling and Presenting Details.

Dr. Mahendrakumar Chotaliya has conducted workshop as Key Presenter. Total 276 participants have attended the programme.



Photographs for Teacher Effectiveness











List of Participants for Teacher Effectiveness

Sr no.	Name of the Faculty	ID No.	Department
1	Prof. Sarman K. Hadia	214	EC
2	Prof. Brijesh N. Shah	86	EC
3	Dr. Hiren K. Mewada	192	EC
4	Prof. Pradip I. Panchal	77	EC
5	Hardik Mandora	832	CE
6	Amrin Shaikh	828	CE
7	Nikita Bhatt	328	CE
8	Vandana Ratwani	8238	CE
9	Mrugendra Rehvar	327	CE
10	Jay Bhavsar	600	CV
11	Mitali Vedanti	274	CV
12	Mehul Katakiya	8204	CV
13	Parth Patel	8220	CV
14	Nlrpex Patel	8222	CV
15	Hiteshri Shastri	107	CV
16	Virag Shah	8233	CV
17	Devang Patel	8188	CV
18	Darpan Doshi	8192	CV
19	Vipul Vyas	8104	CV
20	Jaydeep Dasai	8223	CV
21	Purvi Prajapati	305	IT
22	Priyanka Patel	830	IT
23	Ayesha Shaikh	732	IT
24	Sonal Rami	8120	IT
25	Chandani Shah		IT
26	Neha Patel	432	IT
27	Nehal Patel	8130	IT
28	Henish Shah	8141	IT
29	Hemant Yadav	472	IT
30	Manan Shah	840	IT
31	Vishwa vala	8244	IT
32	Naresh Patel	8154	IT
33	Amit Parmar	8243	IT
34	Jaimin Chavda	471	IT
35	Chintan Gajjar	286	IT
36	Nirav Bhatt	428	IT
37	Sujal dadhaniya	891	ME
38	Punit Patel	8103	ME
39	Yogin Patel	8234	ME
40	Nipun Gosai	8226	ME
41	Jay Desai	8231	ME

42	Bhavin Mehta	823	ME
43	Pushpak Patel	654	ME
44	Hardik Patel	750	ME
45	Khuhboo Purani	8236	ME
46	V Prakash	4014	ARIP
47	Prof. Poonam J. Thanki	722	EC
48	Prof. Dhara M. Patel	8127	EC
49	Prof. Rajat G. Pandey		EC
50	Prof. Yogesh S. Tiwari	8160	EC
51	Meghna Luthra	8146	CE
52	Sagar Patel	8216	CE
53	Deval Patel	898	CE
54	Divyesh Patel	8240	CE
55	Parth Shah	54	IT
56	Amit Thakkar	164	IT
57	Amit Nayak	315	IT
58	Bimal Patel	244	IT
59	Pinal Shah	744	IT
60	Jalpesh Vasa	738	IT
61	Sagar Patel	8242	IT
62	Sanket Suthar	837	IT
63	Mrudang Pandya	737	IT
64	Kamlesh Makwana	8131	IT
65	Jay Patel	8215	IT
66	Sandip Patel	8245	IT
67	Pritesh Prajapati	8128	IT
68	Hardik Jaiswal	473	IT
69	Ravi Patel	829	IT
70	Harsh Patel	8246	IT
71	Robert Parmar	7009	CS
72	Pranav Dhimantkumar Desai	371	MBA
73	Kinjal B Mistri	2011	MBA
74	Venu Vrundavan Mehta	518	CS
75	Soniya Kesarsingh Rajput	554	CS
76	Reshma Gunaji Sable	2024	MBA
77	Arpit Rajeshbhai Patel	2025	MBA
78	Krima Harshil Patel	596	MBA
79	Kaushik Rohitkumar Trivedi	2027	MBA
80	Sheetal Pulipilelil Thomas	2032	MBA
81	Rajesh Kanayalal Sadhwani	2033	MBA
82	Kirti Jayantibhai Makwana	2034	MBA
83	Gauravkumar Thakarar	2038	CS
84	Komal Kiranbhai Shukla	2040	MBA

85	Vijay Mahendrabhai Makwana	2044	CS
86	Binitkumar Naineshbhai Patel	2046	MBA
87	Krishna Ashokkumar Parikh	2047	CS
88	Snehal Jatinkumar Bhatt	2048	MBA
89	Kirankumar Francis Vaghela	2049	CS
90	gaurang patel	8210	ME
91	Dattatraya Subhedar	401	ME
92	Dhrunal Patel		CS
93	Riki H. Patel	8199	EC
94	Sagar B. Patel	459	EC
95	Arpita P. Patel	391	EC
96	Dharmendra V. Chauhan	559	EC
97	Minal Maniar	747	CE
98	Devyani Panchal	409	CE
99	Mayuri Popat	833	CE
100	Khushboo Patel	8241	CE
101	Kanchal Dave	8232	CV
102	Pinki Sharma	8224	CV
103	Vikas Panchal	892	ME
104	Satayu Travadi	895	ME
105	Keval Patel	8211	ME
106	Akash Vyas	8225	ME
107	Madhav Oza	8235	ME
108	Milind soni	812	ME
109	Abhishek Swarnkar	8237	ME
110	viral panara	8124	ME
111	Rugnesh Patel	8252	ME
112	Arpit Trivedi	956	CMPICA
113	Rupal Patel	977	CMPICA
114	Nirali Honest	256	CMPICA
115	Rachana Patel	953	CMPICA
116	Swati Patel	948	CMPICA
117	Sanskriti Patel	941	CMPICA
118	Dhatri Raval	968	CMPICA
119	Mubina Malik	961	CMPICA
120	Shreya Mahida	960	CMPICA
121	Hema Patel	952	CMPICA
122	Trisha Patel	962	CMPICA
123	Hetal Patel	972	CMPICA
124	Sheenal Patel	970	CMPICA
125	Nilam Desai	971	CMPICA
126	Vipin vageriya	5515	MTIN
127	Sapna patel	5540	MTIN

128	Vijaykumar	5573	MTIN
129	Rameshwari Zala		MTIN
130	Meghal Jani	5545	MTIN
131	Ravi Barot	5574	MTIN
132	Anilkumar Jarali	5578	MTIN
133	Binal Joshi		MTIN
134	Reshma shah	454	PDPIAS
135	Niru Patel	877	PDPIAS
136	Rajesh Savalia	876	PDPIAS
137	Kaushal M. Vala	618	EC
138	Upesh P. Patel	558	EC
139	Falguni A. Raval	343	EC
140	Himashu A. Patel	503	EC
141	Brijesh L. Kundaliya	819	EC
142	Ritesh Patel	58	CE
143	Vaishali Mewada	467	CE
144	Ronak Patel	834	CE
145	Trusha Patel	897	CE
146	Reshma Dayma	743	CE
147	Jesal Desai	8138	CE
148	Gaurang Panchal	374	CE
149	Kanubhai Patel	967	CMPICA
150	Mahesh Gadhavi	957	CMPICA
151	Zankhan Sonara	637	ME
152	Mayank Pawar	575	ME
153	Sagar CHokshi	573	ME
154	harmish bhatt	8189	ME
155	Deepak K	5521	MTIN
156	Anjali Tiwari	5522	MTIN
157	Jayesh Patidar		MTIN
158	Krishna Kant Kamble	896	EE
159	Pooja Aboti	1298	RPCP
160	Jalpa Suthar	1239	RPCP
161	Avani Chokshi	1273	RPCP
162	Gayatri Patel	1292	RPCP
163	Vijaykumar Parmar	1291	RPCP
164	Amit Patel	362	RPCP
165	Ravish Patel		RPCP
166	Dharmang Pandya	1271	RPCP
167	Samir Patel	1257	RPCP
168	Nilay Solanki		RPCP
169	Dr Arpita Jingar	4051	ARIP
170	Dr Shreya Patel	4038	ARIP
171	Dr Vidhi Thakar	4056	ARIP
172	Dr Krishna Bhatt	4045	ARIP

173	Dr Megha Chavda	4046	ARIP
174	Dr Garima Gedamkar	4047	ARIP
175	Dr Nency Pandya	4040	ARIP
176	Dr Hemal Patel	4043	ARIP
177	Pooja Parekh	984	CMPICA
178	Pranav Vyas	940	CMPICA
179	Jaimin Undavia	943	CMPICA
180	Karan Patel	949	CMPICA
181	Abhilash Shukla	945	CMPICA
182	Prof. Maulik J. Patel	820	EC
183	Prof. Killol V. Pandya	460	EC
184	Prof. Miral M. Desai	8125	EC
185	Chintan Bhatt	544	CE
186	Hina Vaghasia	8186	CE
187	Preetpal Singh	993	CMPICA
188	Saumya Patel	986	CMPICA
189	Nilay Ganatra	947	CMPICA
190	Hardik R Patel	969	CMPICA
191	Hardik I Patel	976	CMPICA
192	Tusahar Mehta	975	CMPICA
193	Chirag Patel	944	CMPICA
194	Akash Patel	936	CMPICA
195	Dr Hetshri Shah	4024	ARIP
196	Dr. Dipika Shah		ARIP
197	Prof. Bhavesh G. Gopani	8187	EC
198	Rachna D. Jani	82	EC
199	Prof. Vishal P. Tank	815	EC
200	Haresh Rathod	8214	CE
201	Rutu Ataliya	8239	CE
202	Martin Parmar	416	CE
203	Vinay Viradia	893	CE
204	Jayesh patidar	5576	MTIN
205	Arpan Pandya	5577	MTIN
206	Rameshwari Zala	5529	MTIN
207	Khyati Sura	5553	MTIN
208	Divya Jain	5561	MTIN
209	Nissy Kant	5569	MTIN
210	Aruna Jani	5513	MTIN
211	Shilpa Dalwadi	5508	MTIN
212	chirag jain	5562	MTIN
213	Praneeta christian	5564	MTIN
214	Jamin Chauhan	5565	MTIN
215	Anil Patidar	5566	MTIN
216	Raj sharon	5525	MTIN
217	nazneen vahora	5546	MTIN

218	Jignesh J. Patoliya	474	EC
219	Hitesh N. Patel	462	EC
220	Hardik K. Modi	496	EC
221	Manthan S. Manavadaria	590	EC
222	Rajesh Patel	8209	CE
223	Ashwin Makwana	464	CE
224	Ditixa Vyas	398	CE
225	Kruti Dhyani	8185	CE
226	Nilesh Dubey	8191	CE
227	Dr. V. R. Panchal	8184	CV
228	kundan Patel	635	ME
229	Vishal Mehta	636	ME
230	Dipal Patel	485	ME
231	Kawaljit singh Randhawa	754	ME
232	Dhaval Patel	552	EE
233	Mihir Patel	8229	EE
234	Kamal Patel	8248	EE
235	Ankur patel	8119	EE
236	Dipa J, Kapupara	522	EE
237	Jil sutaria	8101	EE
238	Vineetha ravindran	826	EE
239	Mihir Mehta	8230	EE
240	Rahul Soni	8227	EE
241	Jignesh Patel	8228	EE
242	Jigar Sarda	676	EE
243	Payal Shah	313	ARIP
244	Zafar Azeem	4054	ARIP
245	Shuchi Joshi	4065	ARIP
246	Avanti Shah	4061	ARIP
247	Sweni Shah	4057	ARIP
248	Shivani Bhatt	4058	ARIP
249	Krupa Shah	4060	ARIP
250	Vandita Soni	4059	ARIP
251	Dr. Lourembam Surbala Devi	4049	ARIP
252	Dr. Dipika shah	4013	ARIP
253	Dhaval Bhoi	52	CE
254	Arpita Shah	66	CE
255	Nishidh Chavda	430	CE
256	Ashish Patel	728	CE
257	Prabhin Sukumaran	768	CV

258	Prakash Dabhi	104	CV
259	Pinal Patel	772	CV
260	Megha Desai	8180	CV
261	Gargi Sojitra	890	CV
262	Dipali Patel	547	CV
263	Pooja Mistry	593	CV
264	Shweta Sharma	8213	CV
265	Neha Chauhan	534	CV
266	gajanan patange	422	ME
267	kamlesh chauhan	278	ME
268	Anand P Patel	674	ME
269	Mihir Bhatt	415	EE
270	Pratik Mochi	741	EE
271	Sajid M Patel	723	EE
272	Mahammadsoaib Saiyad	721	EE
273	Maulik J. Shah	625	EE
274	Pankita Mehta	345	EE
275	Ratan Khuman	4048	ARIP
276	Hemal Patel	4066	ARIP



CHARUSAT
CHAROTAR UNIVERSITY OF SCIENCE AND TECHNOLOGY

Certificate of Participation

This is to certify that Mr/Ms..... **Sapna patel**

has actively participated in the workshop on "Teacher Effectiveness"

*(May 07, 2016) organized by Pri. B. J. Patel Human Resource
Development Centre.*

HRDC wishes you to keep the spirit of learning alive.


Registrar

HRDC
Pri. B.I.PATEL
HUMAN RESOURCE
DEVELOPMENT CENTER

06 Day Orientation Programme during Summer Vacation for New Recruits on and from January 2015

Dr. Kamal Chakravartty <kamalc.hrdc@charusat.ac.in>

Fri, May 13, 2016 at 12:35 PM

To: "Dr. A D Patel" <adpatel.cspit@charusat.ac.in>, Amit Ganatra <amitganatra.ce@charusat.ac.in>, Parth Shah <parthshah.ce@charusat.ac.in>, Vijay Chaudhary <vijaychaudhary.me@charusat.ac.in>, Pragnesh Bhatt <pragneshbhatt.ee@charusat.ac.in>, Trushit Upadhyaya <trushitupadhyaya.ec@charusat.ac.in>, "Dr. A V Thomas" <avthomas.cv@charusat.ac.in>, RH Parikh <rhparikh.ph@charusat.ac.in>, Govind Dave <govinddave.mba@charusat.ac.in>, bhaskar pandya <bhaskarpandya.cs@charusat.ac.in>, Atul Patel <atulpatel.mca@charusat.ac.in>, "Dr. R V Upadhyay" <rvu.as@charusat.ac.in>, "Dr. Bala Ganapathy" <balaganapathy.phy@charusat.ac.in>, Anil sharma <anilsharma.nur@charusat.ac.in>

Cc: Devang Joshi <devang.adm@charusat.ac.in>, Hashmukh Patel <hasmukhpatel.adm@charusat.ac.in>, Rajendra Solanki <rajendrasolanki.adm@charusat.ac.in>

Bcc: Vishal Patel <vishalmpatel.adm@charusat.ac.in>, Harshit Patel <harshitpatel.ph@charusat.ac.in>, Hari Patel <haripatel.mba@charusat.ac.in>, Rakesh Dave <rakeshdave.bt@charusat.ac.in>, Shambhu Patel <shambhupatel.adm@charusat.ac.in>, Raxesh Mistry <raxeshmistry.nur@charusat.ac.in>

Dear Sir,

This is in line with activities required to be undertaken by HRDC and also as approved by Hon'ble provost, 06 Day Orientation Programme for New Recruits has been finalized on and from **May 30, 2016 till June 04, 2016**. This Orientation Programme is meant for all the new recruits who have not had Orientation Programme.

Attached please find the list of new recruits as well as the Day and Date wise programme schedule for your kind reference.

We would request you to kindly intimate the respective Teaching and Non-Teaching Faculty of your institute for positively attending the Orientation Programme as per the schedule. A separate communication will be sent to all the Teaching and Non-Teaching staff members, as per the new recruits list, conveying the programme details with Date, Time and Venue.

Further, **you are also kindly requested to take note of the time slot allocated to your good self for addressing the teaching faculty members.**

Regards,

Dr. Kamal Chakravartty

Head - Pri. B.I. Patel Human Resource Development Centre

Charotar University of Science & Technology (CHARUSAT)

CHARUSAT Campus, Changa -388 421

Ph. No. : 02697-265181

[URL : www.charusat.ac.in](http://www.charusat.ac.in)

2 attachments



New Recruits - 2015-16 for Orientation-Department wise.xlsx
18K



Schedule of Orientation Program-Final.docx
23K

**06 Day Orientation Program during Summer Vacation
(New Recruits on and from January 2015 till April 2016)**

Programme Date: May 30, 2016 to June 04, 2016

Day 1

May 30, 2016

Venue: RPCP Seminar Hall

Time	Programme Details
9:30 to 10:00	Registration and Breakfast
10:00 to 10:30	Welcome and Self-Introduction by Faculty Members
10:30 to 12:00	Current Scenario on Higher Education & its global perspective and what makes University world class Dr. B.G Patel, Hon'ble Provost
12:00 to 12:30	CHARUSAT Movie
12:30 to 1:30	LUNCH BREAK
1:30 to 3:00	HR System, Policies and Best Practices Mr. Deveng Joshi, Registrar
3:00 to 3:15	TEA BREAK
3:15 to 4:00	Quality assurance in higher education: indicators of quality assurance, assessment and accreditation, Quality assurance agencies UGC/NAAC /AICTE,NCTE etc Dr. Anuradha Gajjar

Day – 02

May 31, 2016

Venue: I2IM Classroom

Time	Batch 01	Batch 02
9:30 to 04:00	Communication Skills Mr. Rohit Patel	Empowering Education by Soft-skills Mr. Dipak Rai

Day – 03
June 01, 2016
Venue: I2IM Classroom

Time	Batch 01	Batch 02
9:30 to 04:00	Empowering Education by Soft-skills Mr. Dipak Rai	Communication Skills Mr. Rohit Patel

Day 04
June 02, 2016
Venue: RPCP Seminar Hall

Time	Programme Details
9:30 to 10:45	Academic Assessment Work Dr Harish Desai, Deputy Registrar
10:45 to 11:00	Tea Break
11:00 to 11:45	Introduction of CSPIT Dr. A.D. Patel, Principal - CSPIT
11:45 to 12:30	Introduction of CSPIT – CE Dr. Amit Ganatra, Dean-CSPIT
12:30 to 1:30	LUNCH BREAK
1:30 to 2:15	Introduction Of CMPICA Dr, Atul Patel, Dean & Principal – CMPICA
2:15 to 3:00	Wincell - E –Governance IT Policy - By Mr. Ritesh Patel
3:00 to 3:15	Tea Break
3:15 to 4:00	A brief on Exam Department: Norms and Procedures – By Mr. R. M. Patel

Day 05
June 03, 2016
Venue: RPCP Seminar Hall

Time	Programme Details
9:30 to 10:30	Introduction of CSRTC and its activities Dr S P Kosta
10:30 to 11:15	Introduction of CSPIT - IT Dr. Parth Shah, HOD-IT
11:15 to 11:30	TEA BREAK
11:30 to 12:15	Introduction of CSPIT – EE Dr. Pragnesh Bhatt, HOD-EE
12:15 to 1:30	LUNCH
1:30 to 2:15	Introduction of EC Dr. Trushit Upadhyaya, HOD-EC
2:15 to 3:00	Introduction of ME Dr. Vijay Chaudhri, HOD-ME
3:00 to 3:15	TEA BREAK
3:15 to 4:00	Introduction of CSPIT - CV Dr. A. V. Thomas, HOD-Civil

Day 06
June 04, 2016
Venue: RPCP Seminar Hall

Time	Programme Details
9:30 to 10:30	Introduction to PDPIAS & KRADLE Dr RV Upadhaya, Dean & Principal- PDPIAS
10:30 to 11:15	Introduction Of I2IM Dr, Govind Dave, Dean & Principal – I2IM
11:15 to 11:30	Tea Break
11:30 to 12:00	Introduction to Humanities and Social Sciences Dr. Bhaskar Pandya - HOD HSS
12:00 to 12:30	Introduction CREDP and its activities Mr. Robert
12:30 to 1:30	LUNCH
1:30 to 2:15	Introduction to RPCP By Dr R. H. Parikh
2:15 to 3:00	Introduction of Physiotherapy by Dr Bala Ganapathy
3:00 to 3:15	TEA BREAK
3:15 to 4:00	Introduction of Dept. of Nursing – By Mr Anil Sharma

























Report on 06 days Orientation programme

This Orientation Programme is meant for all the new recruits on and from January 2015 till date, who have not had Orientation Programme earlier. The programme has been designed to get the new recruits familiarized broadly with the University and its functionary areas as well as one's roles and responsibilities in the entire system. The 06 Day Orientation Programme, includes 02 Days of Soft-skill Training for Teaching Faculty, which have been allocated to Mr. Rohit Patel, member HR Committee-CHARUSAT and Mr. Dipak Rai, Soft-skill Trainer, Baroda. The programme was attended by 18 non-teaching staff members and 78 Teaching Staff Members.



The poster features a light blue background with decorative wavy lines in the corners. At the top right is the HRDC logo, which includes the text 'HRDC' and 'Pri. B I Patel Human Resource Development Centre' next to a stylized icon. The main text is centered and reads: 'Heartily Welcomes' in a red script font, followed by 'All the Members Joined CHARUSAT Family' in a bold blue font. Below this, it says 'on and from January 2015 to April 2016 at the "ORIENTATION PROGRAMME"'. The dates are listed as ': Date : May 30, 2016 to June 04, 2016'. At the bottom right is the CHARUSAT logo, which includes the text 'CHARUSAT' and 'CHAROTAR UNIVERSITY OF SCIENCE AND TECHNOLOGY' next to a stylized icon, with 'Accredited with Grade A' written below it.

HRDC
Pri. B I Patel
Human Resource
Development Centre

*Heartily
Welcomes*

**All the Members Joined
CHARUSAT Family**

on and from
January 2015 to April 2016
at the

“ORIENTATION PROGRAMME”

: Date :
May 30, 2016 to
June 04, 2016

 **CHARUSAT**
CHAROTAR UNIVERSITY OF SCIENCE AND TECHNOLOGY
Accredited with **Grade A**

List of New Recruits (January 2015 to April 2016)											
Orientation Programme during Summer Vacation											
Non Teaching Staff											
Sr No	Card ID	Employee Name	Sub Organization	Joining Date	Department	Functional Department	Designation	Employee Category	Appointment Type	Tenure From	Tenure To
1	980	KAJAL MEHIR MERCHANT	CMPICA	01.01.2015	MCA	MCA	SYSTEM ANALYST	NON TEACHING	Full Time-Adhoc	01.01.2015	31.12.2017
2	982	KALPESHKUMAR ISHWARDAS GOHIL	CMPICA	01.05.2015	MCA	MCA	TRAINEE	NON TEACHING	Full Time-Adhoc	01.05.2015	31.03.2016
3	988	NEELKUMAR SHAILESHBHAI PATEL	CMPICA	01.09.2015	MCA	MCA	TRAINEE	NON TEACHING	Full Time-Adhoc	01.09.2015	30.07.2016
4	989	SURESHKUMAR BACHUBHAI SOLANKI	CMPICA	01.09.2015	MCA	MCA	ASSISTANT LIBRARIAN (ADHOC)	NON TEACHING	Full Time-Adhoc	01.09.2015	30.07.2016
5	8004	KAMAL DINESH CHAKRAVARTTY	PBIPHRDC	07.10.2015	GENERAL DEPARTMENT	GENERAL DEPARTMENT	HEAD	NON TEACHING	Full Time-Regular		
6	8005	SHETLUR DIVYA SOUNDERRAJAN	PBIPHRDC	02.11.2015	GENERAL DEPARTMENT	GENERAL DEPARTMENT	HR ASSISTANT	NON TEACHING	Full Time-Regular		
7	7010	MEETA MAYANKKUMAR PATEL	CSAT	13.04.2015	GENERAL ADMIN	GENERAL ADMIN	OFFICE ASSISTANT	NON TEACHING	Full Time-Regular		
8	7013	HITIXABEN ARUNBHAI PATEL	CSAT	01.09.2015	GENERAL DEPARTMENT	GENERAL DEPARTMENT	TRAINEE	NON TEACHING	Full Time-Adhoc	01.09.2015	31.08.2016
9	7014	HARESHKUMAR JAYANTILAL JANI	CSAT	04.11.2015	GENERAL DEPARTMENT	GENERAL DEPARTMENT	ADVISOR	NON TEACHING	Full Time-Regular		
10	7011	RUSHI RAJENDRAKUMAR PATEL	CSAT	22.06.2015	GENERAL DEPARTMENT	GENERAL DEPARTMENT	TRAINEE	NON TEACHING	Full Time-Adhoc	22.06.2015	20.05.2016

11	8205	PRITESH CHANDRAKANTBH AI PATEL	CSPIT	01.07.2015	ADMIN. & ACCOUNTS	CHARUSAT - SPORTS SECTION	PHY. INSTRUCTOR	NON TEACHING	Full Time- Regular		
12	3059	CHIMANBHAI RAVJIBHAI PATEL	PDPIAS	04.05.2015	M.SC. BIO- TECH	M.SC. BIO- TECH	STORE KEEPER	NON TEACHING	Full Time- Adhoc	04.05.2015	03.05.2016
13	3061	MINAL NIKHIL MAMTORA	PDPIAS	03.08.2015	M.SC. BIO- TECH	B.SC	LABORATORY ASSISTANT	NON TEACHING	Full Time- Adhoc	03.08.2015	02.07.2016
14	3063	PATEL KHUSHBU VIPULBHAI	PDPIAS	03.08.2015	M.SC. BIO- TECH	B.SC	LABORATORY ASSISTANT	NON TEACHING	Full Time- Adhoc	03.08.2015	02.07.2016
15	3064	NIKI RAJESHKUMAR SHAH	PDPIAS	03.08.2015	M.SC. BIO- TECH	B.SC	LABORATORY ASSISTANT	NON TEACHING	Full Time- Adhoc	03.08.2015	02.07.2016
16	3069	SUKETU RAMESHBHAI SHRIMALI	PDPIAS	25.04.2016	LIBRARY	LIBRARY	LIBRARY ASSISTANT	NON TEACHING	Full Time- Regular		
17	5586	HANSA MANUBHAI PATEL	MTIN	01.04.2016	DEPARTMENT OF NURSING	CHARUSAT HOSTEL	RECTOR	NON TEACHING	Full Time- Regular		
18	5591	ZALAK SUNILKUMAR PATEL	MTIN	19.04.2016	DEPARTMENT OF NURSING	DEPARTMEN T OF NURSING	CLINIC INSTRUCTOR	NON TEACHING	Full Time- Regular		

List of New Recruits (January 2015 to April 2016)											
Orientation Programme during Summer Vacation											
Teaching Faculty											
Sr No	Card ID	Employee Name	Sub Organization	Joining Date	Department	Functional Department	Designation	Employee Category	Appointment Type	Tenure From	Tenure To
1	8184	VIJAYKUMAR RAMANLAL PANCHAL	CSPIT	20.05.2015	CV	CV	PROFESSOR	TEACHING	Full Time-Regular		
2	8192	DARPANKUMAR BIPINCHANDRA DOSHI	CSPIT	22.06.2015	CV	CV	ASST. PROFESSOR	TEACHING	Full Time-Regular		
3	8204	MEHULKUMAR PRAVINBHAI KATAKIYA	CSPIT	26.06.2015	CV	CV	ASST. PROFESSOR	TEACHING	Full Time-Regular		
4	8223	JAYDEEP NILESHBHAI DESAI	CSPIT	11.01.2016	CV	CV	ASSISTANT PROFESSOR (ADHOC)	TEACHING	Full Time-Adhoc	11.01.2016	10.12.2016
5	8224	PINKIBEN MAHAVIRPRASAD SHARMA	CSPIT	11.01.2016	CV	CV	ASSISTANT PROFESSOR (ADHOC)	TEACHING	Full Time-Adhoc	11.01.2016	10.12.2016
6	8213	SHWETA RAJESHKUMAR SHARMA	CSPIT	03.08.2015	CV	CV	ASST. PROFESSOR	TEACHING	Full Time-Regular		
7	8222	NIRPEX AMRUTLAL PATEL	CSPIT	10.12.2015	CV	CV	ASST. PROFESSOR	TEACHING	Full Time-Adhoc	10.12.2015	09.11.2016
8	8232	KANCHAL DAVE	CSPIT	18.01.2016	CV	CV	ASST. PROFESSOR	TEACHING	Full Time-Regular		
9	8233	VIRAG SHAILESHKUMAR SHAH	CSPIT	18.01.2016	CV	CV	ASST. PROFESSOR	TEACHING	Full Time-Regular		

10	8214	HARESHKUMAR MANSUKHBHAI RATHOD	CSPIT	27.07.2015	CE	CE	ASST. PROFESSOR	TEACHING	Full Time- Regular		
11	8238	VANDANA RAJESHBHAI RATWANI	CSPIT	01.02.2016	CE	CE	ASST. PROFESSOR	TEACHING	Full Time- Regular		
12	8239	RUTUBEN VIJAYSINH ATALIYA	CSPIT	01.02.2016	CE	CE	ASST. PROFESSOR	TEACHING	Full Time- Regular		
13	8240	DIVYESH BHUPENDRABHAI PATEL	CSPIT	01.02.2016	CE	CE	ASST. PROFESSOR	TEACHING	Full Time- Regular		
14	8241	KHUSHBOO HIRENKUMAR KAVAR	CSPIT	01.02.2016	CE	CE	ASST. PROFESSOR	TEACHING	Full Time- Regular		
15	8225	AKASH VISHNUPRASAD VYAS	CSPIT	18.01.2016	ME	ME	ASST. PROFESSOR	TEACHING	Full Time- Regular		
16	8226	NIPUN DILIPKUMAR GOSAI	CSPIT	18.01.2016	ME	ME	ASST. PROFESSOR	TEACHING	Full Time- Regular		
17	8231	JAY RAKESHKUMAR DESAI	CSPIT	18.01.2016	ME	ME	ASST. PROFESSOR	TEACHING	Full Time- Regular		
18	8208	ASHWINKUMAR DHULABHAI PATEL	CSPIT	01.07.2015	ME	ME	PROFESSOR & PRINCIPAL	TEACHING	Full Time- Regular		
19	8234	YOGIN KAMLESHBHAI PATEL	CSPIT	20.01.2016	ME	ME	ASST. PROFESSOR	TEACHING	Full Time- Regular		
20	8235	MADHAV NITINBHAI OZA	CSPIT	25.01.2016	ME	ME	ASST. PROFESSOR	TEACHING	Full Time- Regular		
21	8236	KHUSHBOO KAMLESH PURANI	CSPIT	01.02.2016	ME	ME	ASST. PROFESSOR	TEACHING	Full Time- Regular		

22	8237	ABHISHEK SWARNKAR	CSPIT	01.02.2016	ME	ME	ASST. PROFESSOR	TEACHING	Full Time-Regular		
23	8227	RAHULKUMAR BHARATKUMAR SONI	CSPIT	18.01.2016	EE	EE	ASST. PROFESSOR	TEACHING	Full Time-Regular		
24	8228	JIGNESHKUMAR SUBHASBHAI PATEL	CSPIT	18.01.2016	EE	EE	ASST. PROFESSOR	TEACHING	Full Time-Regular		
25	8229	MIHIRKUMAR RAMESHBHAI PATEL	CSPIT	18.01.2016	EE	EE	ASST. PROFESSOR	TEACHING	Full Time-Regular		
26	8230	MIHIR SIDDHARTH MEHTA	CSPIT	18.01.2016	EE	EE	ASST. PROFESSOR	TEACHING	Full Time-Regular		
27	8244	VALA VISHWAKUMARI TIKENDRASINGH	CSPIT	01.02.2016	IT	IT	ASST. PROFESSOR	TEACHING	Full Time-Regular		
28	8245	PATEL SANDIPKUMAR PANKAJBHAI	CSPIT	01.02.2016	IT	IT	ASST. PROFESSOR	TEACHING	Full Time-Regular		
29	8246	HARSH PINAKINBHAI PATEL	CSPIT	01.02.2016	IT	IT	ASST. PROFESSOR	TEACHING	Full Time-Regular		
30	8215	PATEL JAY RAMESHBHAI	CSPIT	17.08.2015	IT	IT	LECTURER(A DHOC)	TEACHING	Full Time-Adhoc	17.08.2015	16.08.2015
31	2044	VIJAY MAHENDRABHAI MAKWANA	IIIM	06.07.2015	CS	CS	ASST. PROFESSOR	TEACHING	Full Time-Adhoc	06.07.2015	05.07.2018
32	2047	KRISHNA ASHOKKUMAR PARIKH	IIIM	17.07.2015	CS	CS	ASST. PROFESSOR	TEACHING	Full Time-Adhoc	17.07.2015	14.07.2018
33	2049	KIRANKUMAR FRANCIS VAGHELA	IIIM	01.12.2015	CS	CS	ASST. PROFESSOR	TEACHING	Full Time-Adhoc	01.12.2015	30.11.2018

34	2052	DHRUNALKUMAR KIRTIKANT KA.PATEL	IIIM	28.03.2016	CS	CS	ASST. PROFESSOR	TEACHING	Full Time- Regular		
35	2053	KINJAL PREMPRAKASH BHATIA	IIIM	04.04.2016	CS	CS	ASST. PROFESSOR	TEACHING	Full Time- Regular		
36	2050	BINITKUMAR NAINESHBHAI PATEL	IIIM	01.02.2016	MBA	MBA	ASST. PROFESSOR	TEACHING	Full Time- Regular		
37	2051	SNEHAL JATINKUMAR BHATT	IIIM	01.02.2016	MBA	MBA	ASST. PROFESSOR	TEACHING	Full Time- Regular		
38	985	PATEL AKASHKUMAR SUNILBHAI	CMPICA	03.08.2015	MCA	MCA	ASST. PROFESSOR	TEACHING	Full Time- Adhoc	03.08.2015	02.08.2018
39	993	PRITPAL RANJIT SINGH	CMPICA	28.11.2015	MCA	MCA	ASST. PROFESSOR	TEACHING	Full Time- Regular		
40	1002	POOJABEN VINODCHANDRA PAREKH	CMPICA	01.04.2016	MCA	MCA	ASST. PROFESSOR	TEACHING	Full Time- Regular		
41	1003	SAUMYA SUBHASCHANDRA PATEL	CMPICA	01.04.2016	MCA	MCA	ASST. PROFESSOR	TEACHING	Full Time- Regular		
42	4048	P RATAN KHUMAN	ARPIP	10.09.2015	ARIP	ARIP	ASST. PROFESSOR	TEACHING	Full Time- Regular		
43	4049	LOUREMBAM SURBALA DEVI	ARPIP	15.09.2015	ARIP	ARIP	ASST. PROFESSOR	TEACHING	Full Time- Regular		
44	4054	ZAFAR AZEEM	ARPIP	01.02.2016	ARIP	ARIP	ASST. PROFESSOR	TEACHING	Full Time- Regular		
45	4056	VIDHI VINODCHANDRA THAKAR	ARPIP	01.02.2016	ARIP	ARIP	ASST. PROFESSOR	TEACHING	Full Time- Regular		

46	4057	SWENI ATULKUMAR SHAH	ARPIP	28.03.2016	ARIP	ARIP	ASST. PROFESSOR	TEACHING	Full Time- Adhoc	28.03.2016	27.03.2017
47	4058	SHIVANI SATISHCHANDRA BHATT	ARPIP	01.04.2016	ARIP	ARIP	ASST. PROFESSOR	TEACHING	Full Time- Adhoc	01.04.2016	31.03.2018
48	4059	VANDITABEN SANATKUMAR SONI	ARPIP	01.04.2016	ARIP	ARIP	ASST. PROFESSOR	TEACHING	Full Time- Adhoc	01.04.2016	31.03.2018
49	4060	KRUPABEN DHIRENDRAKUMAR SHAH	ARPIP	01.04.2016	ARIP	ARIP	ASST. PROFESSOR	TEACHING	Full Time- Adhoc	01.04.2016	31.03.2017
50	4061	AVANTI PRAKASHKUMAR SHAH	ARPIP	01.04.2016	ARIP	ARIP	ASST. PROFESSOR	TEACHING	Full Time- Regular		
51	4062	SHREYA PRAFULCHANDRA PATEL	ARPIP	01.04.2016	ARIP	ARIP	ASST. PROFESSOR	TEACHING	Full Time- Regular		
52	4063	NENCY KALPESHBHAI PANDYA	ARPIP	01.04.2016	ARIP	ARIP	ASST. PROFESSOR	TEACHING	Full Time- Regular		
53	4064	GARIMA RAHUL GEDAMKAR	ARPIP	01.04.2016	ARIP	ARIP	ASST. PROFESSOR	TEACHING	Full Time- Regular		
54	4065	SHUCHI RASHMIRATHI JOSHI	ARPIP	01.04.2016	ARIP	ARIP	ASST. PROFESSOR	TEACHING	Full Time- Regular		
55	4066	HEMAL MAHENDRAKUMAR PATEL	ARPIP	01.04.2016	ARIP	ARIP	ASST. PROFESSOR	TEACHING	Full Time- Regular		
56	4067	KRISHNA KIRANKUMAR BHATT	ARPIP	01.04.2016	ARIP	ARIP	ASST. PROFESSOR	TEACHING	Full Time- Regular		
57	4068	MEGHA VIPULBHAI CHAVDA	ARPIP	01.04.2016	ARIP	ARIP	ASST. PROFESSOR	TEACHING	Full Time- Regular		

58	5576	JAYESH PATIDAR	MTIN	18.01.2016	MTIN	MTIN	ASST. PROFESSOR	TEACHING	Full Time- Regular		
59	5577	ARPAN JAYPRAKASH PANDYA	MTIN	01.02.2016	MTIN	MTIN	ASST. PROFESSOR	TEACHING	Full Time- Regular		
60	5578	ANILKUMAR BHIMAPPA JARALI	MTIN	01.02.2016	MTIN	MTIN	TUTOR	TEACHING	Full Time- Regular		
61	5582	ANILKUMAR PATIDAR	MTIN	01.04.2016	MTIN	MTIN	TUTOR	TEACHING	Full Time- Regular		
62	5583	PRANEETA ARPAN CHRISTIAN	MTIN	01.04.2016	MTIN	MTIN	TUTOR	TEACHING	Full Time- Regular		
63	5584	JAMIN CHAUHAN	MTIN	01.04.2016	MTIN	MTIN	ASST. PROFESSOR	TEACHING	Full Time- Regular		
64	5585	NISSY EMANUEL KANT	MTIN	01.04.2016	MTIN	MTIN	TUTOR	TEACHING	Full Time- Regular		
65	5587	AKSHITA DINESHBHAI PATEL	MTIN	19.04.2016	MTIN	MTIN	CLINIC INSTRUCTOR	TEACHING	Full Time- Regular		
66	5588	ASHANA ANANDKUMAR PATEL	MTIN	19.04.2016	MTIN	MTIN	CLINIC INSTRUCTOR	TEACHING	Full Time- Regular		
67	5589	DIVYA NATUBHAI PATEL	MTIN	19.04.2016	MTIN	MTIN	CLINIC INSTRUCTOR	TEACHING	Full Time- Regular		
68	5590	DIPIKA MANHARBHAI SUTHAR	MTIN	19.04.2016	MTIN	MTIN	CLINIC INSTRUCTOR	TEACHING	Full Time- Regular		
69	5592	PRIYANKA RAJENDRAKUMAR PATEL	MTIN	25.04.2016	MTIN	MTIN	CLINIC INSTRUCTOR	TEACHING	Full Time- Regular		
70	5593	BINAL DHARMINKUMAR JOSHI	MTIN	02.05.2016	MTIN	MTIN	TUTOR	TEACHING	Full Time- Regular		

71	5571	HETAL JITENDRABHAI SHAH	MTIN	12.10.2015	MTIN	MTIN	ASST. PROFESSOR	TEACHING	Full Time- Regular		
72	5573	VIJAYKUMAR M B	MTIN	20.11.2015	MTIN	MTIN	TUTOR	TEACHING	Full Time- Regular		
73	5574	RAVI BAROT	MTIN	20.11.2015	MTIN	MTIN	ASST. PROFESSOR	TEACHING	Full Time- Regular		
74	3066	DIJITKUMAR MAHENDRABHAI PATEL	PDPIAS	18.04.2016	ADVANCED ORGANIC CHEMISTRY	ADVANCED ORGANIC CHEMISTRY	TEACHING ASST.	TEACHING	Full Time- Regular		
75	3067	DEEPAK ARJUNSINGH KATHERIYA	PDPIAS	18.04.2016	ADVANCED ORGANIC CHEMISTRY	ADVANCED ORGANIC CHEMISTRY	TEACHING ASST.	TEACHING	Full Time- Adhoc	18.04.2016	17.10.2016
76	3068	NIRAVKUMAR HARIHARBHAI PATEL	PDPIAS	18.04.2016	PHYSICS	PHYSICS	TEACHING ASST.	TEACHING	Full Time- Adhoc	18.04.2016	17.10.2016
77	3065	PALASH MANDAL	PDPIAS	21.12.2015	B.SC	B.SC	ASSOCIATE PROFESSOR	TEACHING	Full Time- Regular		
78	3060	CHIRAYU RAMESHCHANDRA DESAI	PDPIAS	20.07.2015	B.SC	M.SC. MICRO BIOLOGY	ASST. PROFESSOR	TEACHING	Full Time- Regular		



Soft-skill Training Programme
as part of
Orientation Programme
for
All the Staff Members
joined CHARUSAT Family
on and from
January 2015 till April 2016



Accredited with Grade 'A'

SOFT SKILL & ASSERTIVE SKILL



Empowering Education through soft skill

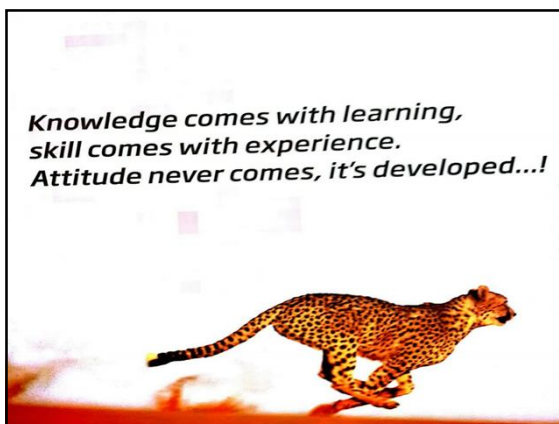
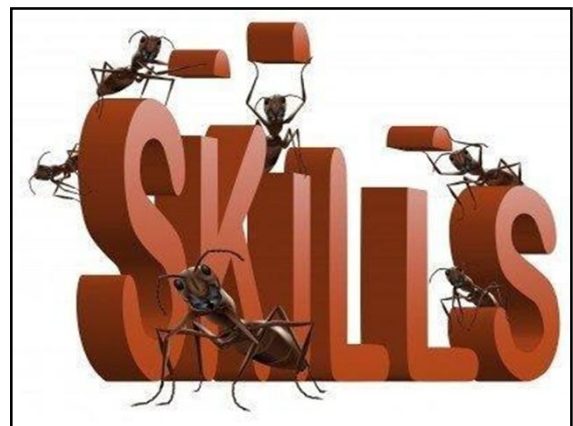
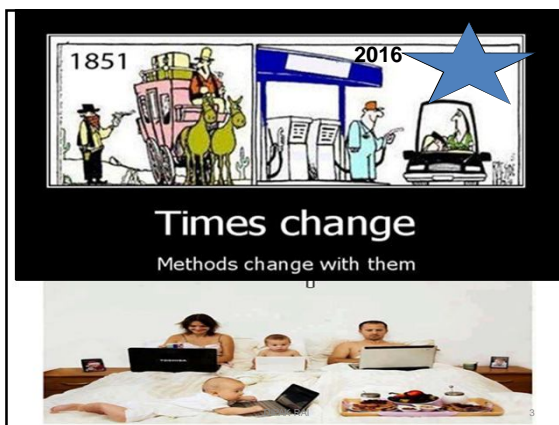
**CHAROTAR UNIVERSITY
OF
SCIENCE & TECHNOLOGY**



Presentation by

Dipak Rai-Ex Vice President(Reliance Industries Limited)

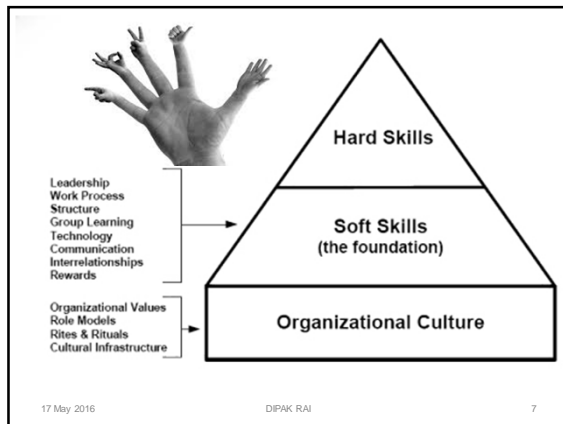
Visiting Professor & Corporate Trainer



Soft Skills are techniques , you need-
to work with others .
It includes working with other people , faculties ,
students , staff ,public speaking successfully
,Networking with other people and gracefully
convincing others of your view point.etc.

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SOFT SKILL & ASSERTIVE SKILL



Soft Skills Vs Hard Skills

Hard Skills	Soft Skills
Measurable or technical skills	Immeasurable Skills Dealing with Mental Make-Up
Things done in the Workplace	Ability to deal with other people at the Work Place
Primarily Solitary	Predominantly Gregarious

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Soft Skills definition:

What is: Soft skills are personal attributes that enhance an individual's interactions, job performance and career prospects. Unlike hard skills, which are about a person's skill set and ability to perform a certain type of task or activity, soft skills are interpersonal and broadly applicable.

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Soft Skills

(or 'people skills' as they're sometimes called)

are equally as important as hard skills, say 77 percent of employers.

VERY HARD

VERY SOFT

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WHAT EMPLOYERS LOOK FOR

1. First and foremost, can you do the job?
2. Are you going to be reasonably easy to work with?
3. Will you be satisfied with the job or will you be looking to leave within six months?
4. Are you reasonably likeable?
5. Do you seem like you can put up with whatever the negatives of the job are?
6. Will you fit in with the company culture?
7. Do you have a strong work ethic?
8. How enthusiastic are you about the job?

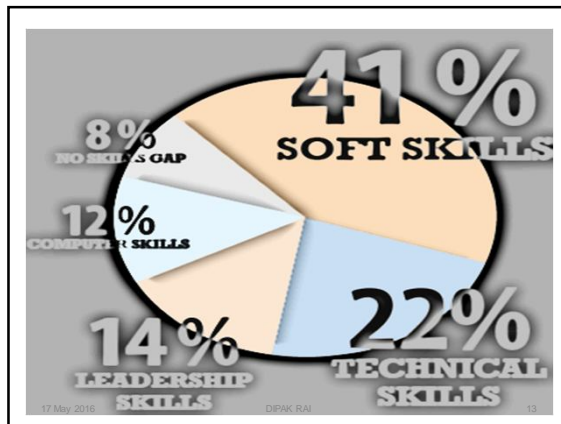
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77% of employers say that soft skills are just as important as hard skills

soft skills = hard skills

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SOFT SKILL & ASSERTIVE SKILL



TOP 60 SOFT SKILLS

1. Math.	1. Personal energy.	1. Ability to fill out a job application.
2. Safety.	2. Work experience.	2. Ability to make production quotas.
3. Courtesy.	3. Ability to measure.	3. Basic manufacturing skills training.
4. Honesty.	4. Personal integrity.	4. Awareness of how business works.
5. Grammar.	5. Good work history.	5. Staying on the job until it is finished.
6. Reliability.	6. Positive work ethic.	6. Ability to read and follow instructions.
7. Flexibility.	7. Interpersonal skills.	7. Willingness to work second and third shifts.
8. Team skills.	8. Motivational skills.	8. Caring about seeing the company succeed.
9. Eye contact.	9. Valuing education.	9. Understanding what the world is all about.
10. Cooperation.	10. Personal chemistry.	10. Ability to listen and document what you have heard.
11. Adaptability.	11. Willingness to learn.	11. Commitment to continued training and learning.
12. Follow rules.	12. Common sense.	12. Willingness to take instruction and responsibility.
13. Self-directed.	13. Critical thinking skills.	13. Ability to relate to co-workers in a close environment.
14. Good attitude.	14. Knowledge of fractions.	14. Not expecting to become a supervisor in the first six months.
15. Writing skills.	15. Reporting to work on time.	15. Willingness to be a good worker and go beyond the traditional eight-hour day.
16. Driver's license.	16. Use of rulers and calculators.	16. Communication skills with public, fellow employees, supervisors, and customers.
17. Dependability.	17. Good personal appearance.	
18. Advanced math.	18. Wanting to do a good job.	
19. Self-supervising.	19. Basic spelling and grammar.	
20. Good references.	20. Reading and comprehension.	
21. Being drug free.	21. Ability to follow regulations.	
22. Good attendance.	22. Willingness to be accountable.	

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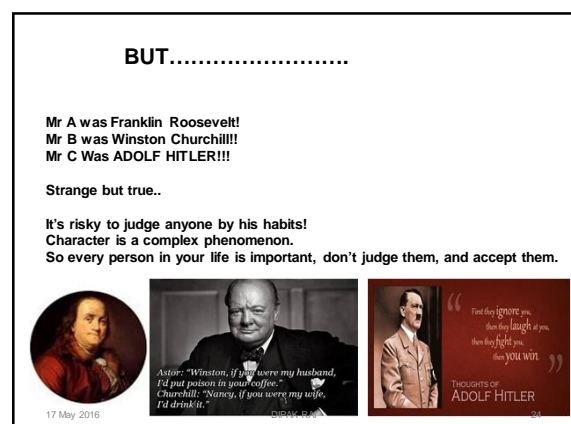
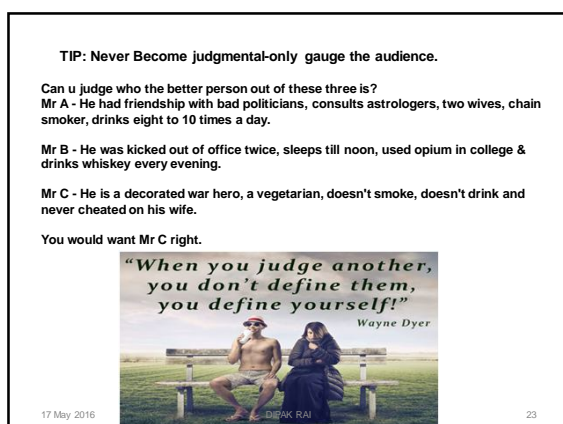
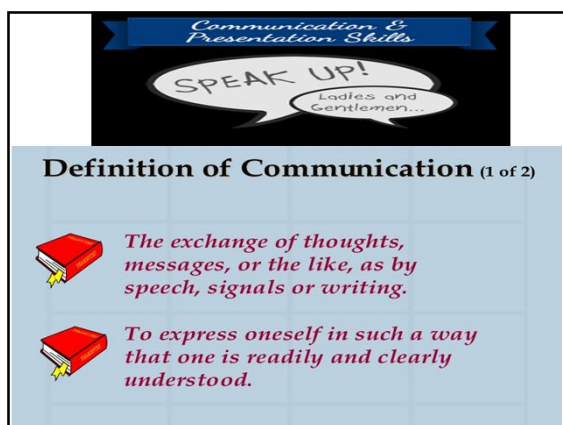
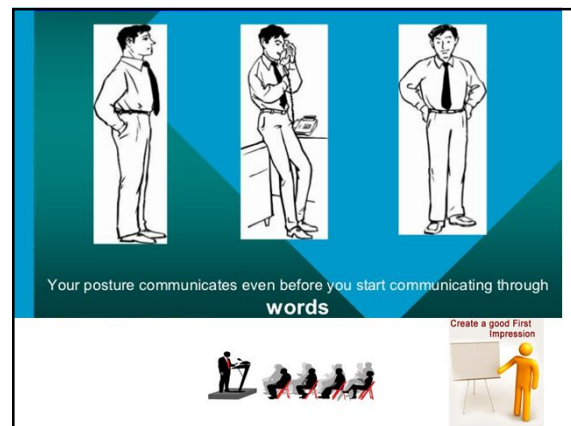
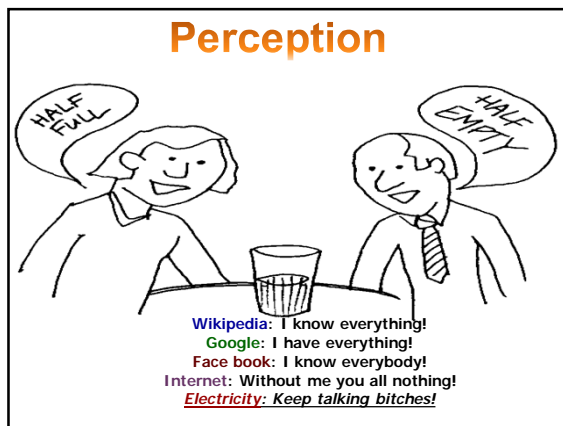


PERCEPTION: It is really confusing!!!

People are different and we need to understand these differences. Two Basic differences between the people are "Personality" & "Perception". These differences causes people to behave differently towards other in same situation which causes Communication Problems"

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SOFT SKILL & ASSERTIVE SKILL



SOFT SKILL & ASSERTIVE SKILL

Establishing Rapport – Why?

- ⊗ The most important factor of the process of communication - to be en rapport with the audience
- ⊗ The audience may have other things in their mind
- ⊗ A communicator's job is **not only to affect them, but to affect as he/she wishes**
- ⊗ To have them **tune into what you are saying**

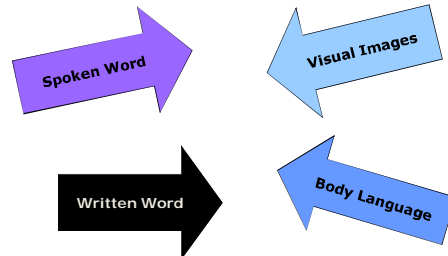


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What are the most common ways we communicate?



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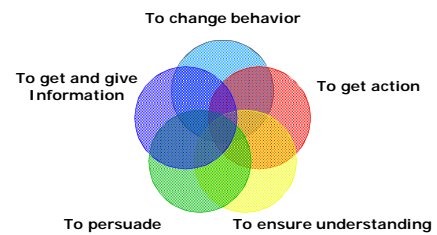
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All communication methods are important but our emphasis is upon the spoken word... since

70 % or all our communication efforts are:
misunderstood, misinterpreted, rejected, disliked, distorted, or not heard (in the same language, same culture)!

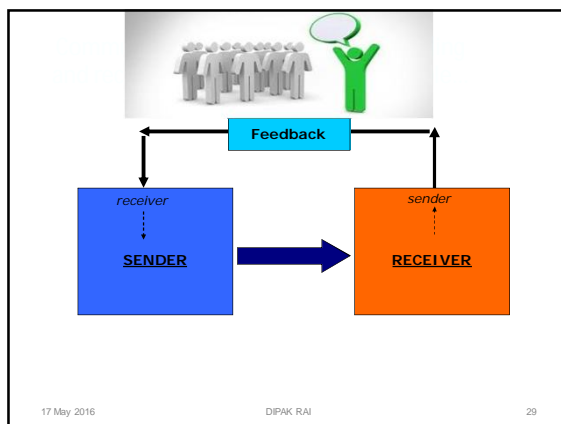
70%

The Goals of Communications:



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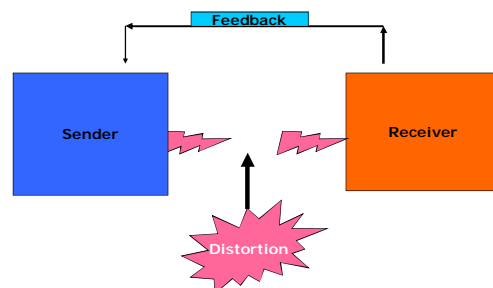


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All messages do not reach the receiver due to "distortion" or "noise"



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SOFT SKILL & ASSERTIVE SKILL



What causes distortion or the barriers to understanding/listening?

- Perceptions
- Language
- Semantics
- Personal Interests
- Emotions
- Inflections
- Environment – noise
- Preconceived notions/expectations
- Wordiness
- Attention span
- Physical hearing problem
- Speed of thought

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Heard on public transport vehicle in ORLANDO

“When you exit bus, please be sure to **lower your head and watch your step**. If you miss your step and hit your head, please **lower your voice and watch your language**. Thank you.”

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- **Proximity or Space** – Personal Bubble, privacy, levels of proximity. Different with males and females, age.
 - **(Intimate)** - Touching to 18” Reserved for certain people.
 - **(Personal)** - 1.5 to 4ft – Familiar people, training.
 - **(Social)** - 4 to 12ft – Business, co-workers, professional distance, people of different status.
 - **(Public)** - 12 to 25 – Instructors and Managers in working groups, public speeches.

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Gestures - The Language of Your Body

Unit of transaction:
 Verbal communication – **WORD**
 Non-verbal communication - **GESTURE**

Whenever people meet & interact observe:

- ⊗ Non-verbal communication
- ⊗ (Body language)
- ⊗ (Non-cognitive signals)
- ⊗ (Kinesics)
- ⊗ (Sub-rosa)

>>Reference to what happens “beneath the surface”
 Develop and cultivate “**Sakshi bhav**” and “**Dhrishta bhav**”

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Gestures & Body parts

Head: conceptual/ intellectual

Torso: defensive

Legs: escape

Body language gives messages more reliable than verbal messages

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Barriers in Communication

Communicator specific barriers:

- ⊗ Unwillingness to relate to different people differently
- ⊗ Unwillingness to learn new approaches
- ⊗ Voice quality
- ⊗ Disagreement between verbal & non-verbal messages
- ⊗ Lack of self confidence
- ⊗ Vocabulary level

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Barriers in Communication

Communicator specific barriers ...

- ⊗ Lack of enthusiasm
- ⊗ Lack of training in the art of speaking or writing
- ⊗ Lack of motivation
- ⊗ Negative self image
- ⊗ Lack of feedback
- ⊗ Prejudice
- ⊗ Here & Now – internal & external factors

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Barriers in Communication ...

Receiver specific barriers:

- ⊗ Selective perception
- ⊗ Unwillingness to change
- ⊗ Lack of interest in topic
- ⊗ Prejudice
- ⊗ Rebuttal instinct

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Barriers in Communication ...

Receiver specific barriers ..

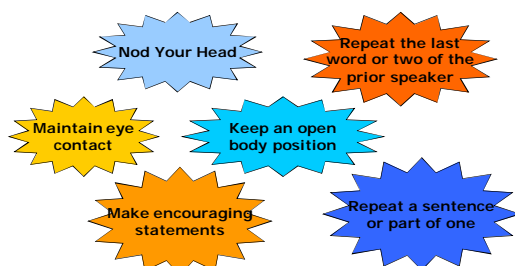
- ⊗ Vocabulary level
- ⊗ Voice quality of the speaker
- ⊗ Gestures of the speaker
- ⊗ Lack of eye contact in case the communicator is visible
- ⊗ Here & Now – internal and external factors

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Other helpful techniques to foster communication
(both verbal and non-verbal)...



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The Art of Listening

" Nature has given us two ears, two eyes, and but one tongue, to the end that we should hear and see more than we should speak."

- Socrates

Research findings on listening:

1. "Listening comprehension" factor may be identified
2. Improvement in listening achieved, may not be permanent.
3. Distinct difference between speaking rate and that of listening.

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SOFT SKILL & ASSERTIVE SKILL

Research findings on listening ..

4. By increasing the rate of speaking by as much as 100%, the listen-rate does not suffer.
5. There is a high correlation between listening and intelligence.
6. One quarter of our waking life is spent in listening. Elementary school children spend one-half.

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Research findings on listening ..

7. Three types of listening
 - ✧ Listening for recall - learning
 - ✧ Critical listening – negotiation / persuasion
 - ✧ Non-directive listening – counseling, customer care
8. You can improve your listening skills by:
 - ✧ Being in good mental and physical health
 - ✧ Not being preoccupied
 - ✧ Being open minded
 - ✧ Being non-defensive
 - ✧ Minimizing interruptions

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Research findings on listening ..

9. Effective listening includes: hearing, interpreting when necessary, understanding the message and relating to it. A good listener learns to:
 - ✧ Distinguish fact from opinion
 - ✧ Understand and evaluate inference and reasoning
 - ✧ Detect prejudices, assumptions, attitudes
 - ✧ Restructure vague speaking into clearer meaning
10. A good listener adds a new dimension to the art of communication

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FILTERS FOR LISTENING

- I. VALUE SYSTEM
- II. EXPECTATION
- III. [AST EXPERIENCE
- IV. BELIEF AND ASSUMPTION
- V. SELECTIVE PERCEPTION



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Art of listening

- People do not listen
- You can control people by not answering
- Listening is much faster than speaking
- Improvement in listening is vital. Awareness is the key.
- Types of listening
 - Critical Listening
 - Non Directive listening
 - Listening for recall

EFFECTIVE LISTENING SKILL WILL BE IMPROVED BY BEING OPEN MINDED & MINIMISING INTERRUPTIONS.

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Listening...the other side of communication



Messages must be received as well as sent.

A good question to ask yourself is, are you really listening or simply waiting for your turn to talk?

If you are thinking about your reply before the other person has finished, then you are not listening!

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SOFT SKILL & ASSERTIVE SKILL

How can we improve our listening skills?

- Eliminate distractions
- Concentrate
- Focus on the speaker
- Maintain an open mind
- Look for nonverbal cues
- Do not react to emotive words
- Ask questions
- Sit so you can see & hear
- Avoid prejudices
- Take notes
- Ask for clarification



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The Art of Listening

"If I can listen to what he tells me, if I can understand how it seems to him, if I can sense the emotional flavor which it has for him, then I will be releasing potent forces of change within him"

- Dr. Carl Rogers

Every closed eye is not sleeping, and every open eye is not seeing & listening.

-Bill Cosby

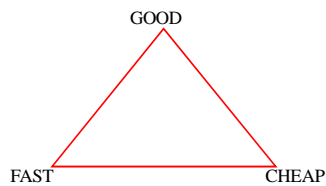
Take responsibility to listen!

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Truman's Triangle & Communication



The three vertices cannot be in a line!

Communication is not cheap, so it has to be good & fast

Communication is not good, so it has to be fast & cheap

Communication is not fast, so it has to be good & cheap

If the communication is not good & fast:

- ⊗ Spend more money & time to correct the problem !
- ⊗ Stock up on your favorite ulcer medicines and Aspirin !!

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Remove all sharp objects from your office !!!

51

When speaking or presenting in front of others:

- ⊙ Appear relaxed, confident and in control
- ⊙ Deliver your message with clarity, brevity and impact
- ⊙ Command instant trust and respect from your audience
- ⊙ Know how to satisfy the "needs" of your audience

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FACULTY ORIENTATION PROGRAMME

Assertiveness Skills



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ASSERTIVE SKILL




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SOFT SKILL & ASSERTIVE SKILL

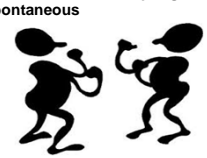
- Do you have trouble saying no, even when you really should?
- Do you feel like people walk all over you?
- Do you have trouble expressing your thoughts and feelings?
- Do you want to learn better how to stand up for yourself and take charge?
- Do you have trouble keeping your temper under control?
- If you answered yes to any of the above questions, you might find it really helpful to learn about assertive communication.



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Style of communication

1. Direct aggression: Bossy, Arrogant
2. In Direct aggression: Sarcastic , Ambiguous , Manipulative, Guilt inducing
3. Submissive: Helpless, Passive , Indecisive
4. Assertive: Direct , Honest , Accepting , Responsibilities, spontaneous



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Basic Behaviour Styles

- ☹ Nonassertive
- ☹ Aggressive
- ☺ Assertive

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Understanding Behavior Patterns

3 Basic Types




AGGRESSIVE ASSERTIVE NON ASSERTIVE

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Communication – Styles


- AGGRESSIVE: "ONLY I Matter, you don't"
- SUBMISSIVE: "ONLY YOU Matter, I don't".
- ASSERTIVE: "NOT ONLY I Matter but YOU TOO"



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A Challenge

Please write a One Sentence Definition of ASSERTIVENESS.




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Definition of Assertiveness

An honest, direct, and appropriate expression of one's feelings, thoughts, and beliefs.



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Objectives

- ◊ Develop assertive behavior for better personal and professional life
- ◊ Be aware of your rights
- ◊ Express your feelings, wants and ideas effectively
- ◊ Develop a positive self-image
- ◊ Handle unfair demands, conflicts, and discipline problems effectively
- ◊ Say 'NO' comfortably
- ◊ Avoid being exploited or manipulated
- ◊ Be confident and positive when speaking up


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Nonassertive behaviour

- ⇨ Passive & indirect
- ⇨ Communicates message of inferiority
- ⇨ Wants, needs and rights of others more important than ours
- ⇨ Creates win-lose situation
- ⇨ Nonassertiveness leads to being a victim always

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Aggressive behaviour

- ✧ More complex, can be passive or active
- ✧ Can be direct or indirect, honest or dishonest
- ✧ Always communicates impression of superiority/ disrespect
- ✧ Self needs, wants and rights above those of others
- ✧ Will invoke 'bully' perception by others
- ✧ Success may invoke retaliation

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Negative attitude and aggressive behaviour

- Lack of self confidence and low self esteem
- Lack of respect towards others
- Put others down
- Feelings of superiority
- Like to be in control of people and situations
- Disinterested in others' thoughts and feelings
- Feel angry towards others and are quick to blame them
- Don't listen to or ask questions
- Dismissive of feedback

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Negative attitude and manipulative behaviour

- Lack of self confidence and low self esteem
- Lack of self respect and lack of respect for others
- Mistrustful and suspicious of others' motives
- Negative feelings and thoughts about self and others
- Feel very wary towards others
- Dishonest and indirect
- Twist what others have said
- Undermine others' self esteem
- Depressed and demotivated

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Positive attitude and assertive behaviour


- Self confidence and high self esteem
- Respect for self and towards others
- Take responsibility for self
- Motivated to do a good job
- Interested in others' feelings and thoughts
- Ask questions
- Honest and direct
- Listen to others
- Ask others for feedback

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Never point your finger at somebody, as this makes you look harsh or angry.



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Aristotle's Challenge

Anyone can become angry -- that is easy.
But to be angry

- with the right person,
- to the right degree,
- at the right time,
- for the right purpose, and
- in the right way --

this is not easy.

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Do you think?

- ☞ It is all right to know or understand things.
- ☞ You are responsible to yourself and that you define your responsibility rather than be guided by vague edicts.
- ☞ That to get along in life everybody does not have to like you or have goodwill towards you and vice versa.
- ☞ That it is only human to fail and have inadequacies.

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Reactive response to challenge

Animals — **Challenge** —

Human beings — **Challenge** —

Flight — Non-assertive

Fight — Aggressive

Logical/
Analytical/
Problem solving

Assertiveness implies balancing of power

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Assertive behaviour



- ✧ Active, direct and honest
- ✧ Say NO comfortably
- ✧ Communicate self-respect & respect for others
- ✧ Treat wants, needs and rights of self as equal to those of others
- ✧ Leads to 'Win-Win' situation
- ✧ Others chose to cooperate with an assertive person
- ✧ Success will not invoke retaliation

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Non assertive	Assertive	Aggressive
Long, rambling statements	Statements that are brief, clear and to the point	Excess of 'I' statements
Fill in words (e.g. 'maybe')	'I' statements: 'I'd like'	Boastfulness: 'My'
Frequent justifications	Distinctions between fact and opinion	Threatening questions
Apologies and 'permission seekers'	Suggestions not weighted with advice	Requests as instructions or threats
Few 'I' statements (often qualified)	No 'shoulds' or 'oughts'	Heavily weighted advice in the form of 'should' and 'ought'
Self put-downs (for example, 'I'm hopeless')	Questions to find out the thoughts, opinions and wants of others	Assumptions
Phrases that dismiss own needs (for example, 'not important really')	Constructive 'criticism' without blame or assumptions	Blame put on others
	Ways of getting round problems	Sarcasm and other put-downs

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Assertion: some facts

Comfortable about expressing one's opinions, thoughts, needs or wants in a particular situation

Be aware - sometimes the needs are met, opinions / ideas accepted
- sometimes they are not

- ✧ Assertion is not to have one's own way always.
- ✧ It is to realize that one has communicated honestly, appropriately and directly with another person while respecting the right of all parties involved.
- ✧ It is not appropriate to be assertive in all the situations.

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Why Assertiveness Is Important?

- ◆ Effective communication brings about the achievement of individual and/or shared goals.
- ◆ Assertiveness increases your ability to reach these goals while maintaining your rights and dignity.



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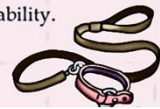
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What's Keeping You From Being Assertive?

- Fear of change.
- Refusal to admit their submissiveness.
- Fear of ruining relationships if you speak your mind.
- Lack confidence in your ability.



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Being Assertive

- 1-Being assertive is focusing on your goal
- 2-Being assertive is being self-aware
- 3-Being assertive is being true to yourself
- 4-Being assertive is building self esteem
- 5-Being assertive is nurturing yourself.
- 6-Showing respects to your rights and others rights

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Learn to say no...




with SMILE

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Why is it difficult to say no?

- If I say no, they may feel hurt or injected
- If I say no this time, they may not like me anymore
- If I say no this time, they may never ask again
- They won't take any notice if I say no
- They would say 'yes' to me (and so I will feel guilty if I refuse them)
- I can't say no, because I feel sorry for them


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How to say 'no' assertively?

- Remember you are saying 'no' to that particular request, not rejecting the person
- If the request takes you unawares or you have not sufficient time to think when asked, you can always say, 'I will let you know' in order to give yourself time to think about what you want to say
- Take responsibility for saying no-do not blame the other person for asking you
- Ask for more information if you need it in order to decide whether you want to say 'yes' or 'no'

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How to say 'no' assertively?

- Start your reply with a clear, firm, audible 'no'
- Do not justify or make excuses. Giving a reason is different from over-apologizing
- Feel that you have a right to say no
- Once you have said 'no', do not stay around waiting to be persuaded to change your mind. Make a definite closure by changing the subject, walking away, continuing with what you are doing-whatever is appropriate

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Why is it difficult to say 'yes'?

- I don't deserve it
- They might not really mean it
- I am not really sure that is what I want
- I don't have enough information

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7-HUMAN ASSERTIVE RIGHTS

- The right to express sexuality
- The right to have needs and desires
- The right to have information
- The right to have goods or services which have been paid
- The right to be independent and to be left alone
- The right to say no
- The right to be treated with respect

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If you do not know how to be assertive, you might experience

follow

1. Depression
2. Resentment
3. Frustration
4. Temper violence
5. Anxiety
6. Poor relationship
7. Physical complaints




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Test Your Assertiveness (1 of 3)

- ◆ Can you express negative feelings about other people and their behaviors without using abusive language?
- ◆ Are you able to exercise and express your strengths?
- ◆ Can you easily recognize and compliment other people's achievements?




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Test Your Assertiveness (2 of 3)

- ◆ Do you have the confidence to ask for what is rightfully yours?
- ◆ Can you accept criticism without being defensive?
- ◆ Do you feel comfortable accepting compliments?
- ◆ Are you able to stand up for your rights?




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Test Your Assertiveness (3 of 3)

- ◆ Are you able to refuse unreasonable requests from friends, family, or co-workers?
- ◆ Can you comfortably start and carry on a conversation with others?
- ◆ Do you ask for assistance when you need it?

A "yes" response to the questions indicates an assertive approach.



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Remember

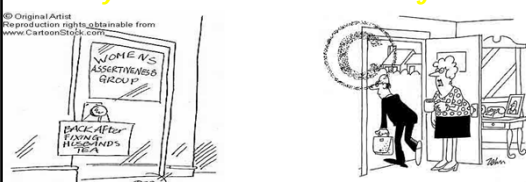
- ✓ You do not live in isolation.
- ✓ Your actions impact everyone.
- ✓ You are in control of your behavior.
- ✓ Your response to a situation must be guided by ascertaining your rights and responsibilities and following through.



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Assertiveness: Meaning & Philosophy

"Assertiveness means your ability to act in harmony with your self-esteem without hurting others."



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Ask yourself: **AM I ASSERTIVE?**

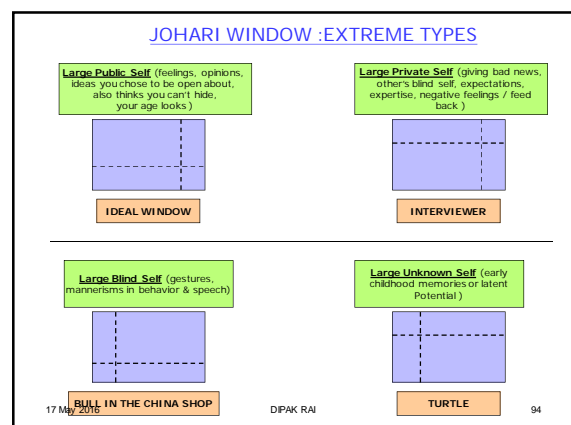
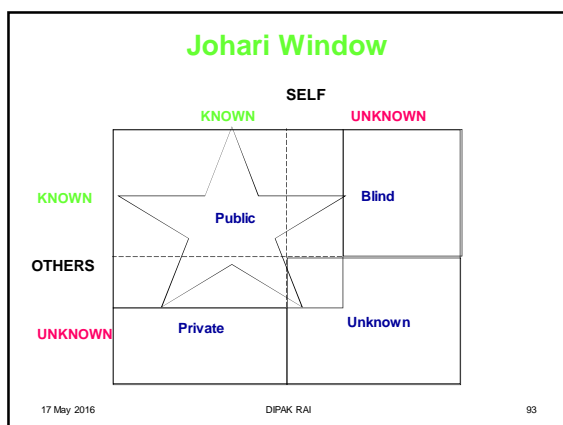
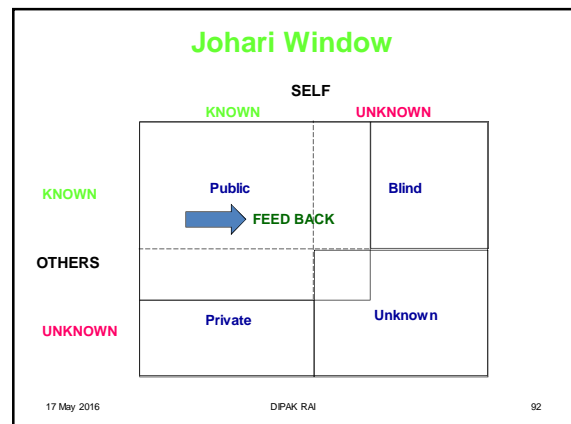
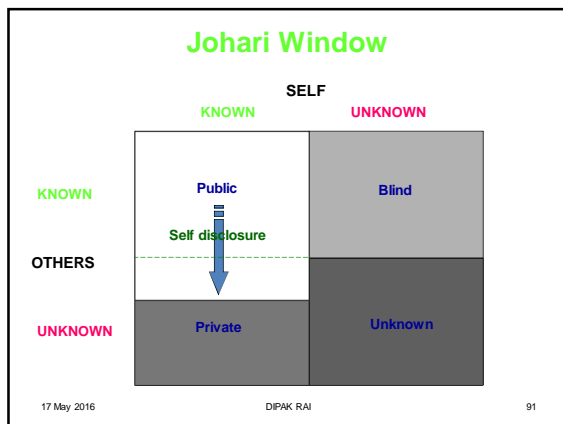
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Johari Window

	SELF	
	KNOWN	UNKNOWN
OTHERS	Public	Blind
	Private	Unknown
	KNOWN	UNKNOWN

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SOFT SKILL & ASSERTIVE SKILL



CHECK-UP

The following questions will help you to assess your assertiveness;

1. When you differ with someone you respect, are you able to speak up and share your own viewpoint?
2. Are you able to refuse unreasonable requests made by friends or co-workers?
3. Do you readily accept positive criticism and suggestion?
4. Do you ask for assistance when you need it?
5. Do you usually have confidence in your own judgment?
6. If someone else has a better solution, do you accept it easily?
7. Do you express your thoughts, feelings, and beliefs in a direct and honest way?
8. Do you try to work for a solution that, to the degree possible, benefits all parties?


A "yes" response indicates an assertive approach.

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SOFT SKILL & ASSERTIVE SKILL

“If you always think the way you always thought,
you’ll always get what you always got; the same old ideas”



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Let us start communicating more effectively &
Assertively



Thank you

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TEAM

TOGETHER EVERYONE ACHIEVES MORE

Team Work

Coming together is a beginning, keeping together is progress and working together is success


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1

Good old lessons in teamwork from an age-old fable

The Tortoise And The Hare

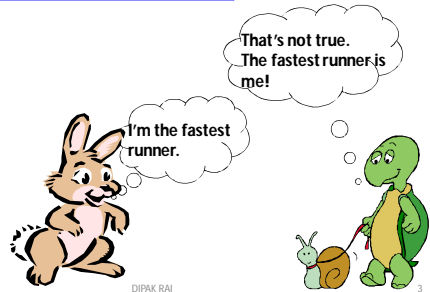


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2

Once upon a time a tortoise and a hare had an argument about who was faster.

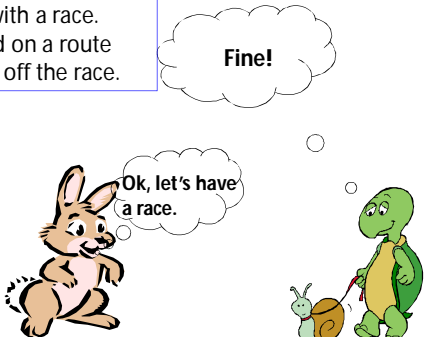


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3

They decided to settle the argument with a race. They agreed on a route and started off the race.




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4

The hare shot ahead and ran briskly for some time. Then seeing that he was far ahead of the tortoise, he thought he'd sit under a tree for some time and relax before continuing the race.




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He sat under the tree and soon fell asleep.

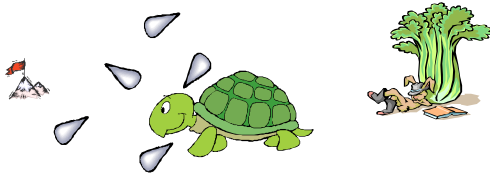


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6

The tortoise plodding on overtook him and soon finished the race, emerging as the undisputed champ.

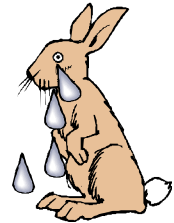


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7

The hare woke up and realized that he'd lost the race.



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The moral of the story is that *slow and steady wins the race.*

This is the version of the story that we've all grown up with.

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9

The story continues ...



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10

The hare was disappointed at losing the race and he did some soul-searching. He realized that he'd lost the race only because he had been overconfident, careless and lax. If he had not taken things for granted, there's no way the tortoise could have beaten him.



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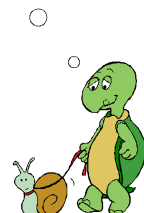
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11

So he challenged the tortoise to another race. The tortoise agreed.



Can we have another race?

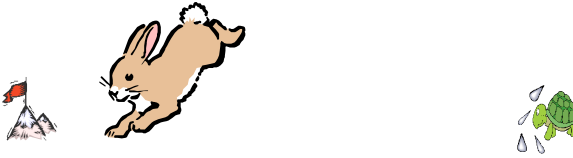


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This time, the hare went all out and ran without stopping from start to finish. He won by several miles.



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The moral of the story?

Fast and consistent will always beat the slow and steady. If you have two people in your organization, one slow, methodical and reliable, and the other fast and still reliable at what he does, the fast and reliable chap will consistently climb the organizational ladder faster than the slow, methodical chap.

It's good to be slow and steady; but it's better to be fast and reliable.

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Presenter Media

But the story doesn't end here ...

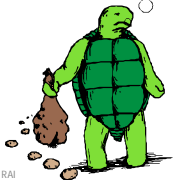
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The tortoise did some thinking this time, and realized that there's no way he can beat the hare in a race the way it was currently formatted.

How can I can win the hare?



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He thought for a while, and then challenged the hare to another race, but on a slightly different route. The hare agreed.

Can we have another race? This time we'll go through a different route.

Sure!



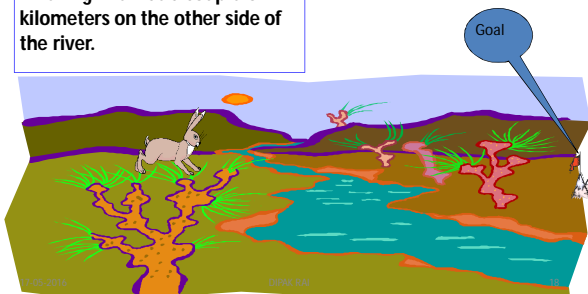
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They started off. In keeping with his self-made commitment to be consistently fast, the hare took off and ran at top speed until he came to a broad river. The finishing line was a couple of kilometers on the other side of the river.

Goal



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The hare sat there wondering what to do. In the meantime the tortoise trundled along, got into the river, swam to the opposite bank, continued walking and finished the race.

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The moral of the story?

First identify your core competency and then change the playing field to suit your core competency.

In an organization, if you are a good speaker, make sure you create opportunities to give presentations that enable the senior management to notice you.

If your strength is analysis, make sure you do some sort of research, make a report and send it upstairs.

Working to your strengths will not only get you noticed, but will also create opportunities for growth and advancement.

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The story still hasn't ended ...

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The hare and the tortoise, by this time, had become pretty good friends and they did some thinking together. Both realized that the last race could have been run much better.

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So they decided to do the last race again, but to run as a team this time.

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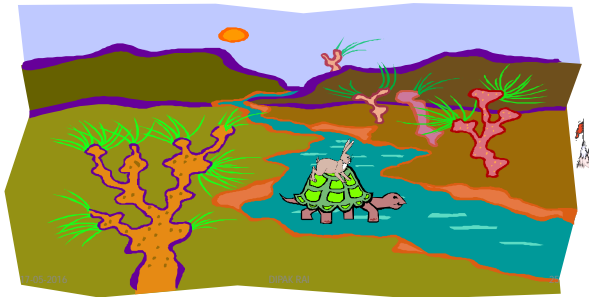
23

They started off, and this time the hare carried the tortoise till the riverbank.

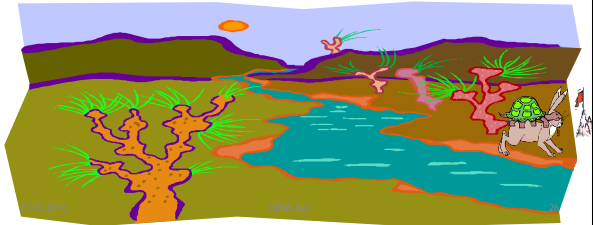
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There, the tortoise took over and swam across with the hare on his back.



On the opposite bank, the hare again carried the tortoise and they reached the finishing line together. They both felt a greater sense of satisfaction than they'd felt earlier.



The moral of the story?

It's good to be individually brilliant and to have strong core competencies; but unless you're able to work in a team and harness each other's core competencies, you'll always perform below par because there will always be situations at which you'll do poorly and someone else does well.

Teamwork is mainly about situational leadership, letting the person with the relevant core competency for a situation take leadership.



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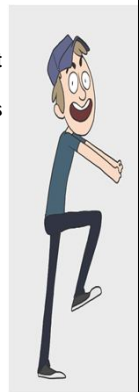
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There are more lessons to be learnt from this story.

Note that neither the hare nor the tortoise gave up after failures. The hare decided to work harder and put in more effort after his failure. The tortoise changed his strategy because he was already working as hard as he could.

In life, when faced with failure, sometimes it is appropriate to work harder and put in more effort. Sometimes it is appropriate to change strategy and try something different. And sometimes it is appropriate to do both.

The hare and the tortoise also learnt another vital lesson. *When we stop competing against a rival and instead start competing against the situation, we perform far better.*



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To sum up, the story of the hare and tortoise teaches us many things:

- ✚ *Never give up when faced with failure*
- ✚ *Fast and consistent will always beat slow and steady*
- ✚ *Work to your competencies*
- ✚ *Compete against the situation, not against a rival.*
- ✚ *Pooling resources and working as a team will always beat individual performers*

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When Roberto Goizueta took over as CEO of Coca-Cola in the 1980s, he was faced with intense competition from Pepsi that was eating into Coke's growth. His executives were Pepsi-focused and intent on increasing market share 0.1 per cent a time.

Roberto decided to stop competing against Pepsi and instead compete against the situation of 0.1 per cent growth.




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TEAM DEFINATION



He asked his executives what was the average fluid intake of an American per day? The answer was 14 ounces. What was Coke's share of that? Two ounces. Roberto said Coke needed a larger share of that market. The competition wasn't Pepsi. It was the water, tea, coffee, milk and fruit juices that went into the remaining 12 ounces. The public should reach for a Coke whenever they felt like drinking something.

To this end, Coke put up vending machines at every street corner. Sales took a quantum jump and Pepsi has never quite caught up since.

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TEAM

A team is a number of persons associated together in work or activity.

T	→	TOGETHER
E	→	EVERYONE
A	→	ACHIEVE
M	→	MORE

"Teamwork is the concept of people working to gather as a TEAM for one specific goal under the same values. Greater interpersonal skills are required when you work together."

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Team Work

A powerful fuel that allows common people to attain uncommon results.

Members create an environment that allows everyone to go beyond their limitation.




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Why We Need Team Work



The overriding need of all people working together for the same organization is to make the organization profitable.

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Stages in Team Building

Forming

Storming

Norming

Performing




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Benefits of Team Work



- Quick Solution
- Improve productivity
- Distribution of Work Load
- Diversity of Ideas
- Better Decision
- Motivation
- Learning

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Shared Responsibility . . .

- Allows team members to feel equally responsible for the performance of the team and its outcome.
- Permits individuals to have primary roles for completing team tasks and remain flexible to do what is necessary to accomplish the team's goals and tasks.



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Tips for Team Building

- Clear Expectation
- Commitment
- Competence
- Control
- Collaboration
- Communication
- Creative Innovation
- Consequences
- Coordination
- Cultural Changes



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Good Team

- Work effortlessly
- Trust
- Good communication
- Supportive
- Participation
- Innovative
- Motivation



Let's go and build stronger teams!

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Characteristics of Effective Team Members

- Team members are supportive to achieve the results.
- Team members avoid "winning" or looking good at the expense of others.
- Team members are open to the ideas of others.
- Team members share information and ideas.
- Team members support the contribution of others.



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Effective team membership

- ✓ Participate fully and keep your commitment.
- ✓ To fully participate, you to contribute ideas, challenge conventional ways of doing the things, ask questions, and the complete task assigned to you in timely and professional manner.
- ✓ Without enthusiastic participation of all its members, a team is a just collection of individuals.
- ✓ The unique skills and viewpoints you bring to the team are crucial to the successful completion of task.



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Conflict

- Most difficult to deal with personally and professionally.



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About conflict:

- Conflict is inevitable;
- Conflict develops because we are dealing with people's lives, jobs, children, pride, self-concept, ego and sense of mission or purpose;
- Early indicators of conflict can be recognized;
- There are strategies for resolution that are available and DO work;
- Although inevitable, conflict can be minimized, diverted and/or resolved.

©Conflict is **good** for you! (contrary to conventional wisdom)
 ©Conflict is a **creative force in today's society**

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Conflict Resolution

© Human relations and realistic models of conflict

Old View	New Look
<ul style="list-style-type: none"> • Conflict is by definition avoidable • Conflict is caused by trouble makers, boat rockers and prima donnas. • Legalistic forms of authority such as "going through channels" or "sticking to the book" are emphasized. • Scapegoats are accepted as inevitable. 	<ul style="list-style-type: none"> • Conflict is inevitable • Conflict is determined by structural factors such as the physical shape of a building, the design of a career structure, or the nature of the class system • Conflict is integral to the nature of change • A minimal level of conflict is optimal

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Conflict Resolution

- Absence of conflicts does not indicate perfect organizational health. If properly handled, conflict can lead to more effective & appropriate adjustments
- Anxiety in small quantities facilitates adjustments (people need some anxiety)
- Conflict management recognizes that Executives :
 - have aggressions to expend
 - can withstand fair amount of anxiety
 - can welcome uncertainty as an opportunity to restructure their environment
- Tension need to be reappraised & exploitation of healthy tension can:
 - Simulate learning
 - Serve to internalize problems of other managers
 - Increase critical vigilance of self appraisal
 - Induce decision making to examine conflicting values more discerningly while people are making decisions

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Conflict Resolution

- Conflict is endemic, inevitable and necessary to organizational life & always involves some testing of the power situations
- In more general terms conflict is always moral conflict, where there is a dispute, values, norms, roles and statuses will be involved.
- Conflict is only likely to produce constructive change when there is a rough balance of power between parties of dispute.

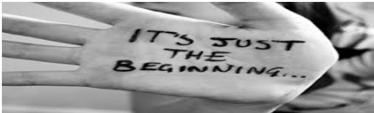
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Techniques for avoiding and/or Resolving conflicts

- ❖ Meet conflict head-on
- ❖ Plan for and communicate frequently
- ❖ Be honest about concerns
- ❖ Agree to disagree- Understand healthy disagreement would build better decisions.
- ❖ Let yur team create – people will support what they help create.
- ❖ Discuss differences in values openly.
- ❖ Continually stress the importance of following policies
- ❖ Communicate honestly – avoid playing "Gotcha" type game.

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Beginning of conflict



- ❖ Poor communication
- ❖ Seeking power
- ❖ Dissatisfaction with management style
- ❖ Weak leadership
- ❖ Lack of openness
- ❖ Change in leadership


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Conflict indicators:

- Body language
- Disagreements, regardless of issue
- Withholding bad news
- Surprises
- Conflicts in value system
- Desire for power
- Increasing lack of respect
- Open disagreement
- Lack of clear goals

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The controversies usually involve:

- Changes in the way "we've always done things"
- Notions of fundamental values
- Determined, articulate advocates for every side
- Inability to compromise
- Rampant rumors
- Threats of retaliation

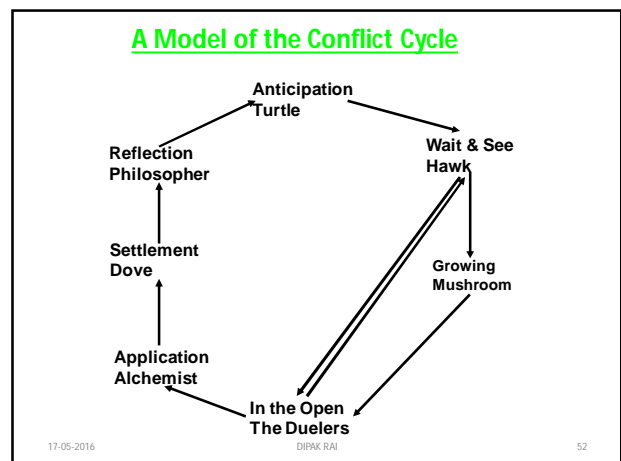
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Dealing with Conflict

- Conflict occurs when individuals or groups are not obtaining what they need or want and are seeking their own self-interest.
- Sometimes the individual is not aware of the need and unconsciously starts to act out.
- Other times, the individual is very aware of what he or she wants and actively works at achieving the goal.



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A Model of the Conflict Cycle

Phase 1 : Anticipation (Turtle)
It is the starting point
Realization of conflict as normal part of existence, in spite of created protective shell

Phase 2 : Wait & See (Hawk)
It is after the emergence of conflict
Individuals attempt to survey the situation, assess what is happening and its seriousness

Phase 3 : Growing (Mushroom)
Results from the Conflict not getting resolved by itself
It can grow slowly or erupt abruptly warranting attention

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A Model of the Conflict Cycle

Phase 4 : In the Open (The Duelers)
Existence of the conflict cannot be denied
At this stage some people may retreat either to avoid conflict or to buy more time.
Eventually they need to admit to tackling the conflict

Phase 5 : Application (Alchemist)
Attempting different approaches to resolve the conflict.
Identify the right approach.

Phase 6 : Settlement (Dove)
Stage at which all those involved in the conflict are satisfied.
Tensions dissipate & energy is redirected to other activities
Parties involved in the conflict might recollect past good feelings.

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A Model of the Conflict Cycle

Stage 7 : Reflection (Philosopher)

Critical stage of conflict cycle, but often forgotten

Analysis of the conflict just resolved by asking questions:

- ? What was the real cause of the conflict?
- ? Has that source been eliminated to avoid repeat of conflict?
- ? How did each party react to conflict?
- ? Was it an appropriate response/behaviour?
- ? What resolution technique worked and why?

Answers to these questions provide learning points for parties of conflict.

When conflicts emerge and erupt fast, the seven stages are not seen clearly.

If the conflict is long drawn, the stages are visible.

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Comparison of five conflict management approaches

No.	Approach	Objective	Your Position	Supporting rationale	Likely outcome
1	Competing	Get your way	I know what is right. Don't question my judgment or authority	It is better to risk causing a few hard feelings than to abandon the issue	You feel vindicated, but the other party feels defeated and possibly humiliated
2	Avoiding	Avoid having to deal with conflict.	'I'm neutral on that issue. Let me think about it. That's someone else's problem.'	Disagreements are inherently bad because they create tension	Interpersonal problems don't get resolved, causing long term frustration manifested in a variety of ways.

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Comparison of five conflict management approaches

No.	Approach	Objective	Your Position	Supporting rationale	Likely outcome
3	Compromising	Reach agreement quickly	Let us search for a solution we can both live with so we can get on with work	Prolonged conflicts distract people from their work and cause bitter feelings	Participants go for the expedient, rather than effective solutions
4	Accommodating	Don't upset the other person	How can I help you feel good about this? My position isn't so important that it is worth risking bad feelings between us	Maintaining harmonious relationships should be our priority.	The other person is likely to take advantage.

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Comparison of five conflict management approaches

No.	Approach	Objective	Your Position	Supporting rationale	Likely outcome
5	Collaborating	Solve the problem together	'This is my position, what is yours? I am committed to finding the best possible solution. What do the facts suggest?'	Each position is important though not necessarily equally valid. Emphasis should be placed on the outcome and the fairness of the decision making process.	The problem is most likely to be resolved. Also both parties are committed to the solution and satisfied that they have been treated fairly.

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Matching conflict management approach with the situation

Situational considerations	Competing	Accommodating	Compromising	Collaborating	Avoiding
Issue Importance	High	Low	Medium	High	Low
Relationship Importance	Low	High	Medium	High	Low
Relative Power	High	Low	Equal-High	Low-High	Equal-High
Time Constraints	Med-High	Med-High	Low	Low	Med-High

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Five Methods for Resolving Conflicts

Method 1: Denial

- Ignoring the conflict or denying its existence
- Caused by ignorance of what to do with the conflict, being afraid of conflict or apprehension regarding the conflict coming out in the open
- Appropriate to use when the issue is really not very important
- Allow cooling-off time to temper the emotions and gather more information
- Inappropriate if the issue is really important, can lead to escalation and difficulty in resolving

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Five Methods for Resolving Conflicts

Method 2 : Suppression

- Attempts to suppress or smooth over conflicts by playing down the differences
- Reflected by wait and watch approach when fully aware of the conflict
- Appropriate to use when issue is not very important or the timing is not right and when it is more important to maintain relationships
- Inappropriate to use when the issue is important and minimization/smoothing can escalate the same or when the parties are willing to work together towards resolution

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Five Methods for Resolving Conflicts

Method 3 : Power

- Method relies on the authority & power associated with position (boss/parent)
- Appropriate to use while resolving issues between subordinates/children (when they are unable to resolve it themselves)
- Applicable if the parties approach the issue differently
- Necessary if speedy resolution is needed.
- Inappropriate to use the method when opportunity to express the needs of parties is denied. Dictated resolution can bring down commitment to it.

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Five Methods for Resolving Conflicts

Method 4 : Negotiation

- Needs give & take attitude on the part of both the parties in conflict
- Needs readiness to move from declared positions to middle of the path position
- Appropriate to use when parties involved are committed to the process, recognize how it works and are willing to give enough leeway to make it work
- Parties involved have sufficient self concept and confidence in reaching a compromise.
- Inappropriate to use when parties have tough attitude, determined to give little from the declared position or maintain inflated position.

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Five Methods for Resolving Conflicts

Method 5 : Collaboration

- Parties desire is to achieve an agreement or consensus
- Parties recognize and respect abilities, values and expertise of each other
- Parties attempt to derive creative solution using clearly stated goal and position
- Appropriate to use when parties are committed to collaboration process
- Parties commit to follow guidelines and devote enough time until consensus is reached
- Inappropriate when parties involved are not committed nor trained in the process
- Undesirable if there isn't enough time to see the process through or parties involved are highly competitive in their attitude.

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Follow these guidelines for reaching a consensus:

- Avoid arguing over individual ranking or position. Present a position as logically as possible.
- Avoid "win-lose" statements. Discard the notion that someone must win.
- Avoid changing of minds only in order to avoid conflict and to achieve harmony.
- Treat differences of opinion as indicative of incomplete sharing of relevant information, keep asking questions.
- Keep the attitude that holding different views is both natural and healthy to team building.

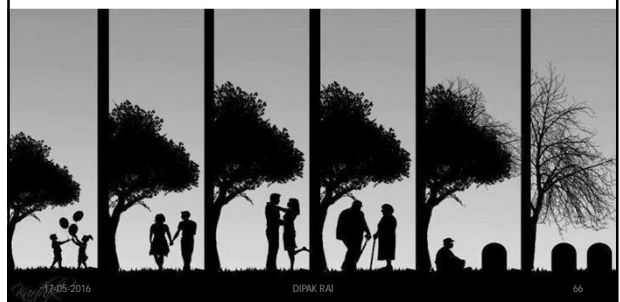


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TEAM MUST BRING LOGICAL AND PHYSICAL END OF THE GOAL FOR WHICH ITS CONSTRUCTION IS DONE



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A Model of Team Effectiveness


Procedures

All members to be **clear about the procedures** for making **quality decisions & executing** them

Relationships

All members to be aware that:

- They **develop feelings** for each other
- **Positive feelings** enhance **effectiveness**
- **Actions** of each member will be **interrelated**



Goals
Roles
Procedures
Relationships


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GOAL SETTING

'The difference between a goal & a dream is the written word.' - Gene Donohue.



*Goal setting is well defined Target that gives
Clarity, Direction, Motivation & Focus*

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WHAT IS A GOAL ?

A goal is a well-defined target that gives you CLARITY, DIRECTION, MOTIVATION & FOCUS.

Goals are tools that help you in five main ways –

1. Make a positive change in your life.
2. Form a new habit or change an existing habit.
3. Improve or develop a skill, talent or ability.
4. Realize a dream or other important outcome.
5. Improve your performance on a task or activity.

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GOALS

The Power Line to Success & Achievement

WHY DO WE NEED GOALS?

- Goals give you direction in all areas of your life – Personal, Professional, Spiritual & Material life.
- Goals give you a purpose in life. A reason to get up early in the morning everyday.
 - Goals will put drive & passion in your life.

HOW DO I SET GOALS?

- First you must dream ! Dream of everything you want, & have always wanted in every facet of your life. There are no limits.
- Define your dream precisely. Define which of these goals are most important to you & why?
- Write down one goal at a time. Write down a dead line for achieving that goal & be sure that the deadline is realistic.

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THE SECRETS OF ACHIEVING YOUR GOALS

The Seven Most Important Secrets of Achieving your Goals are –

1. *Make your goals Inspirational.*
 - You need to set goals grand enough to challenge yourself.
 - To be successful, & reach your true potential, you must constantly push yourself to move outside of your 'comfort zone'.
2. *Define your goals with Clarity.*
 - Be precise in what you want. The more clearly defined your goal is, the easier it will be for you to attain.
 - Once you know the exact outcome you want you will be able to create an action plan that will ensure your success.
3. *Write a Paragraph.*
 - Write a paragraph or two describing exactly why you absolutely must attain your goal. Write down all reasons why you are committed to attain your goal.
 - Feel the emotion stir up inside of you. Feel the passion & drive.
 - This will bring the goal to life.

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THE SECRETS OF ACHIEVING YOUR GOALS

Contd

4. *Write another Paragraph.*
 - This should explain what will happen if you don't attain your goal.
 - How will you feel? What will happen to your lifestyle? Will you be embarrassed? Will you lose self-esteem? Will you lose your job?
 - The more emotion you can put behind the reasons why you must succeed & why you must not fail, the more committed to attaining your goals you will become.
5. *Constantly evaluate your Progress.*
 - You will have to constantly evaluate your progress in order to be sure you are on target
 - Unforeseen obstacles are sure to arise. Notice what is working & what is not.
 - If an approach is not working, don't waste your time with it, change your approach.

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THE SECRETS OF ACHIEVING YOUR GOALS

Contd

6. *Never Lose sight of your Goal.*
 - Take time to review your goals every now & then.
 - This will keep them fresh in your mind.
7. *Do not Procrastinate.*
 - Procrastination is a 'Silent Killer'.
 - Understand that the only way to achieve your goals is to take action.
 - The world is full of people who don't apply their knowledge.
 - On the other hand, chances are you know of people with less educational background who apply everything they learn.

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CREATING S.M.A.R.T GOALS

- *Specific – Measurable – Attainable – Relevant – Time-bound*

1. *Specific*

- A specific goal has a much greater chance of being accomplished than a general goal.
- To set a specific goal you must answer the six 'W' questions.
 - * Who : Who is involved?
 - * What : What do I want to accomplish?
 - * Where : Identify a location.
 - * When : Establish a time frame.
 - * Which : Identify requirements & constraints.
 - * Why : Specific reasons, purpose or benefits of accomplishing the goal.

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TEAM BUILDING

CREATING S.M.A.R.T GOALS Contd

2. **Measurable :**
 - Establish concrete criteria for measuring progress towards the attainment of each goal you set.
 - When you measure your progress, you stay on track, reach your target dates, & experience the exhilaration of achievement that spurs you on to continued effort required to reach your goal.
3. **Attainable :**
 - When you identify goals that are attainable, though with some stretch & challenge you begin to figure out ways you can make them come true.
 - You develop the attitudes, abilities, skills & financial capacity to reach them.
 - Goals that may have seemed far away & out of reach, eventually move closer & become attainable, not because your goals shrink, but because you grow & expand to match them

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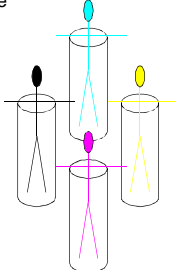
CREATING S.M.A.R.T GOALS Contd

4. **Relevant :**
 - To be relevant, a goal must represent an objective towards which you are both, willing & able to work.
 - Be sure that every goal represents substantial progress in the direction you want to grow.
5. **Time Bound :**
 - A goal should be grounded within a time frame.
 - With no time frame tied to it there is no sense of urgency

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Barriers to Teamwork

- ✧ Cultural, social differences amongst the members
- ✧ Difference in levels of hierarchy
- ✧ Difference in levels of personal resources and skill of members
- ✧ Knowledge/information gap between members
- ✧ Fear of being attacked by the team members

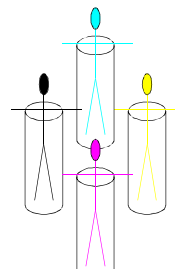


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Barriers to Teamwork

- ⊙ Lack of interest or motivation
- ⊙ Insecurity of some team members
- ⊙ The internal politics of the team
- ⊙ Fear of hurting other members of the team
- ⊙ Fear of being shown up for one's lack of knowledge
- ⊙ New member feeling like an outsider

"Our problems are man-made, therefore they may be solved by man
...No problem of human destiny is beyond human beings."
- John F. Kennedy



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Ten Building Blocks for Effective Team

- Clear Objectives & Agreed Goal
- Openness
- Support & Trust
- Cooperation
- Sound Procedures
- Appropriate Leadership
- Regular Review
- Individual Development
- Sound Inter-Group relations
- Good Communication

Together Everyone Achieves More

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Working alone or in a Team? Remember Pareto's Principle!

The 80/20 rule
In a list of 10 items, doing 2 (20%) of them will yield most (80%) of the value
Identify them, label them and work on them.

Examples of 80/20 rule

- 80 % of sales come from 20 % of customers
- 80 % of production is in 20% product line
- 80 % of sick leave is taken by 20 % of the employees
- 80 % of the dirt is on 20 % of the floor area, which is used most
- 80 % of the washing is done on 20 % of the wardrobe that is well used
- 80 % of the productivity is from 20 % of the employees – old PSU perception!
- 80 % of the rain fall happens during 20 % of the rainy season

- ☑ Do not get bogged down by low value activities
- ☑ Focus on the 20 % of high value tasks

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TEAM BUILDING

Measures of Team Performance

What to measure? & How to measure?

- ◆ Identify **six to eight** performance measures
- ◆ Assign individual team members to conduct different measurement & reporting
- ◆ Report measurements as average percentage against the team goal
- ◆ Review the team charter & team performance during team meetings
- ◆ All members to contribute their perceptions about progress made

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List of Measurement Parameters

- Process yield coupled with reduced cycle time
- Quality (mean time between failures)
- Number of reports generated within specified time frame
- Profits
- Cycle time
- Work-in-progress inventory
- Percentage of location accuracy

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List of Measurement Parameters ..

- Production costs
- Customer satisfaction
- Number of customer orders entered/invoiced in a day
- Responsiveness to customer inquiries(# of requests received/processed)
- Order entry accuracy (number of errors)
- Number of information requests processed
- Telephone efficiency (number of rings before lifting)

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List of Measurement Parameters ..

- Telephone frequency (number of calls made and received)
- Invoicing accuracy (percentage correct)
- Percentage of shipping accuracy
- Downtime (number of hours)
- System enhancement (list of request made and processed)
- Courtesy (conformity to team norms)
- House keeping
- On-time delivery

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Networking & Teamwork Advantage

The philosophy of Networking & Team working

- ☞ The **belief that people are more important** than things
- ☞ That **man is a social animal**
- ☞ That **success depends in creating support systems and building relationships**
- ☞ Appreciating that **there is synergy in nature** and that **the same principle is applicable in one's personal & professional life**
- ☞ **Understanding personal style when relating to others**
- ☞ **Recognizing and dealing more effectively with behavior of others in a workplace.**

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Networking & Teamwork Advantage

Critical requirements for developing a Support system/ Networking

- ☐ Win/Win attitude
- ☐ A strong sense of identity
- ☐ An open mind
- ☐ Empathy
- ☐ Non judgmental attitude
- ☐ Respect for others
- ☐ Nurturing nature
- ☐ Curiosity
- ☐ Trusting nature
- ☐ A zest for life
- ☐ Positive worldview

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TEAM BUILDING

<u>Team Building & Leadership</u>	
Factors influencing Team performance	
Strength	Activities / Actions
Investigating	Looking for the latest ideas and developments Developing and using contacts outside the team Taking advantage of new opportunities Opening up discussions to stimulate thinking
Innovating	Developing new insights and perspective on problems Making original contributions Finding areas to stretch the imagination Producing ideas
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<u>Team Building & Leadership</u>	
Factors influencing Team performance ..	
Strength	Activities / Actions
Evaluating	Analyzing situations and weighing up possible choices Providing the objective outlook and cool judgment Putting a case for alternative actions Finding a line of argument to refute unsound propositions
Focusing	Focusing the group on task at hand Exercising strong influence on decisions and pushing for action Willing to take lead in the absence of progress Prepared to challenge the views of others
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<u>Team Building & Leadership</u>	
Factors influencing Team performance ..	
Strength	Activities / Actions
Implementing	Finding practical solutions to problems Turning plans to reality Organizing essential work Operating well in a structured framework
Finishing	Working well with different people Preventing careless mistakes and omissions being made Giving tasks complete attention Pushing to get task completed on time
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<u>Team Building & Leadership</u>	
Factors influencing Team performance ...	
Strength	Activities / Actions
Supporting	Working well with different people Promoting a good team atmosphere Supporting good suggestions in the common interest Interested in developing good relationship with members
Coordinating	Drawing out team member's views and options Influencing without exerting pressure Developing agreement in the team Coordinating the activities of team member
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The Art Of Presentation



**Presentation Skills
for
Professional Excellence**


May 17, 2016 DIPAK RAI 1

Let us Hone those Skills...



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May 17, 2016 DIPAK RAI 2



“Great presenters aren’t born, they are trained.”

May 17, 2016 DIPAK RAI 3

I. Introduction

II. Structuring a presentation

III. Communication Skills for excellent presentation

IV. Presentation Technique

Agenda



May 17, 2016 DIPAK RAI 4

I. Introduction


Aims of the session

1. Presentation : Definition
2. What makes a poor presentation ?
3. Salient features of a good presentation.
4. Art of listening

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1. Presentation : Definition

“A structured piece of communication to all the members of any audience for affecting them as you wish , to move them , to have them tune into you for the purpose of achieving the desired goal of the communication.”



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WHAT IS A PRESENTATION ?

Presentation is an art of putting a message effectively across, a matter of techniques and skills that can be developed through observation and experience for mutual benefit .

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WHY TO MAKE A PRESENTATION?

- ♦ The basic purpose of any presentation is to get the message across effectively in the given time.
- ♦ For sharing experience, knowledge and getting recognition.

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WHEN ARE WE REQUIRED TO MAKE PRESENTATIONS?

- * When our project is in progress.
- * When our project is completed and the management is to be informed.
- * When we have to participate at the conventions and competitions at the state, national and international level.
- * When there are VIP visitors, the management wanting to show presentation.
- * When there are invitations from other organizations.
- * When there are social functions.
- * When our paper at conferences to be presented.
- * When we have to face audit committee.

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WHERE ARE WE REQUIRED TO MAKE PRESENTATION?

- ✦ At the work place.
- ✦ At the convention venues at State, National and International levels.
- ✦ At the place where there is a need.
- ✦ At a seminar, training programme or group discussion.

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WHO CAN MAKE A PRESENTATION?

- ♦ Quality Circle members.
- ♦ QIT (Quality Improvement Team) members.
- ♦ Managers, Officers, Supervisors, HRD executives.
- ♦ Teachers, Professors, Scientists, business persons.

In short any one in need can make a presentation.

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2. What makes a poor presentation

- Little/no eye contact
 - Resulting in lack of engagement with the audience
- Mumbling
 - Making the speech inaudible or unclear to the audience.
- Reading from a paper without practice
 - Resulting in wrong pauses, inadequate eye contact, poor phrasing & lack of voice modulation.



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2. What makes a poor presentation

- Little/no structure
 - Resulting in lack of clarity. Not a coherent composition with a beginning, middle, end.
- Too much information
 - Making it difficult for the audience to comprehend/digest.
- Poorly designed / used audio - visual aids.

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3. Salient features of a good presentation.

- ✓ Clearly audible. Delivered with well modulated voice
- ✓ Appropriate audio - visual aids
- ✓ Well structured piece with beginning , middle and end
- ✓ Appropriately paced and completed in time
- ✓ Appropriate eye contact with the audience
- ✓ Body language in harmony with the spoken words
- ✓ Interesting and emotionally / intellectually engaging

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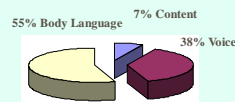
Visuals

- Use diagrams when possible
 - Communication (easier to understand, more potent)
 - Spatial memory
 - Impact (less cognitive, more visceral)

Elements of Dynamic Delivery

- 55% Body Language
- 38% Voice
- 7% Content

Elements of Dynamic Delivery



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HOW SHOULD ONE MAKE A PRESENTATION?

Prepare , get a feel of the Topic

- Collect data from various sources, persons, etc
- Consolidate and give shape
- Edit, try to be Precise and Crop the cut
- Use that.....mirror !!

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HOW SHOULD ONE MAKE A PRESENTATION?

Practice makes Perfect

- Keep Repeating
- Self Audit
- Use your family and friends
- Use state-of-art techniques
- Feedback is an Important tool - Always....

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HOW SHOULD ONE MAKE A PRESENTATION?

- ♣ Try to understand the objective of the presentation clearly, precisely up to the points and focus on your message.
- ♣ Plan to prepare well to display your confidence.
- ♣ Ensure excellent beginning which creates curiosity, interest, satisfaction and delight.
- ♣ Body language, facial expressions, eye contact with audience tone of voice, enthusiasm and accuracy, Effectiveness and innovation in presentation are most important for capturing attention of audience.

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HOW SHOULD ONE MAKE A PRESENTATION?

- ◆ Know the type, age group, back ground, experience expectations of audience and try to make presentation to suit the same.
- ◆ Ideas presented in a familiar way are more likely to be accepted and remembered.
- ◆ Ensure availability of multi media presentation aids, if not ensure availability of overhead projector. Number the transparencies and guideline for correct position. Check the order to avoid last moment problem.

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HOW SHOULD ONE MAKE A PRESENTATION?

- * Humour works well when used judiciously which fits the occasion, topic, audience and presenter's style. It (humour) should be relevant, brief, topical, inoffensive and fresh.
- * Effective delivery should display confidence, fearlessness. Correct pitch and modulation of voice, optimum speed and emotion.
- * If you are participating at a competition, know the rules, evaluation criteria, total time allotment and schedule of time (time-table) precisely to build up your confidence. Adequate number of rehearsals are essential.

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HOW SHOULD ONE MAKE A PRESENTATION?

- ♣ It is important to reach the venue of presentation 15 to 30 minutes in advance to check seating, lighting, acoustic arrangement and establish rapport with audience by chatting and trying to know their expectation.
- ♣ Ensure that you don't waste time of audience.

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II. Structuring a presentation.

Aims of the session

1. Purpose of a presentation
2. Three Ss of a good presentation
3. Various parts of a presentation.
4. Dynamics of a presentation
5. Revision of the Steps

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1. Purpose of a Presentation

Three main purposes –

1. Inform / Educate
2. Motivate , Sell , Persuade
3. Entertain



These three purposes are not mutually exclusive.

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2. Three Ss of a good presentation

1. Substance
2. Style
3. Skills.

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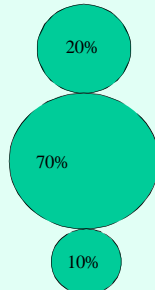
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3. Various parts of a presentation.

1. Introduction -

- Introduce the topic
- Specify the points to be covered.
- Use General Benefit Sentences. (GBS)



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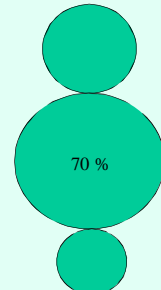
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3. Various parts of a presentation.

2. Body –

- Describe the various topics
- Include relevant analysis
- Specific Benefit Sentences. (SBS)



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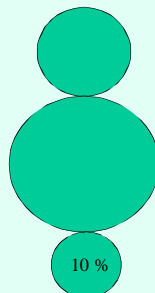
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3. Various parts of a presentation.

3. End -

- Revise important points.
- Use Power/ Emotion packed Closing Sentences / Quote (CS)



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General Benefit Sentences (GBS) –

- Description of one or more audience needs.
- Description of one or more benefits that meet audience needs.

Specific Benefit Sentences (SBS) –

- Details about audience needs.
- Clarity of the benefits.

Closing Sentences (CS) –

- Slogans
- Punch lines.
- Inspiring story/ lines of a poem / anecdote with a message

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4. Dynamics of a Presentation

1. Assess Your Audience.
2. Do proper home work for –
 - A . content / substance
 - and
 - B . delivery / style

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4 Art of listening

“ Achieving the goal of your presentation depends on your ability to reach your audience.”

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HINTS TO BECOME A PROACTIVE LISTENER:

- Make time.
- Show interest. Looking bored and fidgeting is discourteous.
- If you are unable or unwilling to listen just then, it is thoughtful to say so.
- Give full attention.
- Listen for feelings. "Hear" between the lines.
- Ask questions. Do not think of your answer.
- Listening is more than just keeping silent until it is your turn to speak. Since you can listen and comprehend faster than a person can speak, utilize the lead time to mentally summarize their main ideas.
- Let the speaker finish.
- Always remain respectful. There is a tendency to "write off" someone's remarks if you do not place much importance in them as a person.

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Listener's Perception

Whenever you make a presentation anywhere, anytime, the listeners will be asking the following questions in their mind.

- Is the presenter well prepared?
- What is lacking in her/his homework?
- Does the presenter use the audio/visual material effectively?
- Is the presentation interesting?
- Is the presenter's voice suitable and well modulated at all times?
- Does the presenter hold my interest?
- Is the presenter's body language (eye contact, facial expressions, gestures and postures) in harmony with her/his verbal message?

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Listener's Perception

- What do I like about her/his presentation?
- What don't I like about her/his presentation?
- Has it begun and ended well?
- Does it have substance?
- Is it well balanced?
- Does the presentation serve its purpose?

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Presentation Variables

- PURPOSE
- OCCASION
- LISTENER
- ENERGY

- PAUSES
- PHRASING
- PRACTICE
- DELIVERY

- MODULATION
- EYE CONTACT
- GESTURES
- POSTURES
- COMPOSURE
- CONFIDENCE

- OUTLINE
- DATA
- ORGANIZING
- TEXT
- VISUALS

- AUDIENCE
- MIKE
- PROPS
- SETTING

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Albert Mehrabian Formula

Understanding a message depends -

- 7% on the meaning of words used
- 38% on the way the words are said: tone, accent, rhythm, loudness, conviction, etc.
- 55% on factors that have nothing to do with the words at all, such as your facial expressions.

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1. Assess Your Audience

Factors for audience classification

- Size - Number of people in the audience will affect the seating arrangement and your body language.
- Background - Age, sex and educational level will influence your use of language, vocabulary and examples.
- Knowledge level - Knowing this will help you to set the tone of your presentation as well as influence the level of the content.



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Assess Your Audience – Contd.

■ **Motivation level** – Please keep the following aspects of your audience profile while preparing your presentation


Emotive – spontaneous, guided by emotional statements e.g, masses / crowd

Directive – determined and opinionated e.g, political group

Reflective – precise, serious and scientific data oriented e.g, group of professionals


Supportive – loyal and good followers e.g, religious groups

Needy – groups having a need for ideology, belonging, etc.




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2. Doing proper home work for – A. content / substance




- Select a topic e.g, communication
- Narrow the topic e.g, the art of listening
- Collect and organize data
- Locate examples to support your point of view
- Write out the entire presentation
- Read, edit, write short sentences
- Be thorough with the topic & facts
- Avoid factual errors
- Beware of categorical statements: it takes only one out of six billion people to prove you wrong.
- Learn to appreciate “the economy of words”

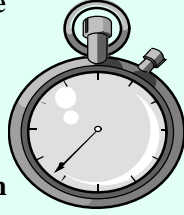


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2. Doing proper Home work for – B. delivery / style



- Learn to control impulsive reactions
- Learn to be creative and interesting
- Practice till you sound confident
- Work on voice modulation
- Practice to complete your presentation in time.



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***“Presentation is like a drama not a movie.
There is no retake”.***

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5. Revision of the Steps

1. Select a topic
2. Narrow the topic
3. Determine purpose
4. State objective
5. Do your homework:
 - A. content / substance
 - B. Practice delivery – stage walk, non-verbal communication



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Using Positive Thoughts While Preparing a Speech

SELF-DEFEATING NEGATIVE THOUGHTS	ENCOURAGING POSITIVE THOUGHTS
I have got too many bits and pieces of information that will never make sense.	If I proceed slowly and organize my data I will see a pattern.
I should have all the answers but I don't.	No audience is that unreasonable. I am prepared and I'll make a good presentation.
I have to prepare the perfect speech.	There is no perfect speech. Even great speeches can be improved upon.

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While Approaching the Day of Speech

SELF-DEFEATING NEGATIVE THOUGHTS	ENCOURAGING POSITIVE THOUGHTS
I can't make a mistake because it will spoil my speech.	Everyone makes mistakes. One mistake generally does not spoil an entire speech.
If I forget I'll fall apart and be humiliated.	I will have necessary notes with me to help me remember.

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“Whenever you are making a presentation you are under audience’s microscope.”

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III. Communication skills for excellent presentation

Aims of the session

- 1. Good presenter is an effective communicator**
- 2. Overcoming anxiety and personal inhibitions.**
- 3. Verbal communication.**
- 4. Non-verbal communication.**



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Evolution of communications

- Word of mouth- Mahabharata / Veda
- Written
- Electronic Communications (AMAZONE. COM Virtual Book Store)
- Learning of communication has become social activity
- People needs to be multi skilled
- Domain knowledge is no longer considered as final

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1. Good presenter is an effective communicator

- People will judge you and your ideas based on your ability to communicate.
- **80/20 Rule –**
To present 20 % you need... 80 % preparation
- In education system :
Evaluation is mostly paper-based
- Out there: It is the reverse...
- The Good News: Communication skills can be practiced



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While Beginning the Speech

SELF-DEFEATING NEGATIVE THOUGHTS	ENCOURAGING POSITIVE THOUGHTS
What if my listeners are bored and fall asleep?	Some may not be as interested as others. But I'll do my best.
I'll never be able to speak from notes.	I will practice one chunk at a time, I will modify it slightly and enjoy the process.
My speech isn't 'meaty' enough.	They want clarity and brevity. I can go into detail if necessary.

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1. Anxiety and personal inhibitions.

Anxiety –

Symptoms - shaky hands, blushing cheeks, memory loss, nausea, and knocking knees

Causes-

- Fear of the unknown or loss of control
- Fight or Flight mode
- No backup plan
- No enthusiasm for subject
- Focus of attention




Remedy - Relax, Relax, Relax....

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Personal Inhibitions

- Prejudices.
- Assuming.
- Hand lock.
- Low self confidence.



Remedy- Master the skills to such an extent that it becomes a second nature.

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Non-Verbal Communication

- First impressions
 - Appear confident and positive
 - Look presentable
- Dress
 - What image do you want to convey?
 - What do you feel comfortable in?
 - Is your dress appropriate for the occasion?
- Eye contact
 - Makes the audience feel involved
 - Gives you non-verbal feedback from audience
 - Minimises audience's "mind wandering"




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Common Problems of Non-Verbal Communication

- Verbal fillers
 - "Um", "uh", "like"
 - Any unrelated word or phrase
- Swaying, rocking, and pacing
- Hands in pockets
- Lip smacking
- Fidgeting

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Remedies

- During presentation address all the members of the audience through your eye contact.
- Make sure your facial expressions are in harmony with your words.
- Don't lock your hands. Move them appropriately in harmony with your words to enhance the impact of your speech.
- Exude confidence.
- Observe the non-verbal feedback of the audience.

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While Speaking to the Audience

SELF-DEFEATING NEGATIVE THOUGHTS	ENCOURAGING POSITIVE THOUGHTS
I am not sure what to say next. Where am I? Help!	I will stay with the present. A few seconds of silence is okay.
I'm nervous.	I'm prepared, the edginess will pass
I don't think they are responding. They don't like me.	Some people don't always respond. People have different behaviors and tastes.
Why is that person leaving? He must think I'm a bore.	He may have another appointment. He is missing a good speech.

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IV. Presentation Techniques

Aims of the session

- 1. Incorporate a variety of media**
- 2. Build rapport**
- 3. Feedback and questions from audience**
- 4. Supporting techniques**



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1. Incorporate a variety of media

- The spoken word
 - The dominant mode.
- Computer (PowerPoint) presentation
 - Can be useful, but not everyone likes it.
- Overhead Projector Transparency
 - As a general rule, do not crowd it.
- Quality Visual slides
 - Could make your presentation dynamic.
- Hand outs and Exhibits
 - Essential for loads of information.

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Visual Aids - Examples

Audio & Video are for supporting your presentation not a substitute for a good presentation and presenter.

- PPTs and Overhead TP
- Graphs/Charts
- Pictures
- Films/Video
- Flip Charts
- Sketches



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Visual Aids

Purpose-

- Keyword reminders
- Conversational flow
- Flexibility
- Enhance understanding
- Add variety
- Support claims
- Lasting impact

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Visual Aids Should ...

- Outline the main points
- Serve audience's needs, not speaker's
- Add to better understanding
- Illustrate complex ideas with clarity
- Be used seamlessly in your presentation slide and your speech
- **Precautions-**
 - Don't crowd the presentation slide.
 - Don't stand in front of projector's zoom. Switch off the projector when not needed.

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Be Visible

- Titles
- Points and explanation
- Short sentences
- Use colors wisely



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2. Build Rapport

- **Introduce Yourself –**
Why should they listen to you?
- **Get attention, build more rapport, introduce the topic with**
 - Humor
 - Short story
 - Startling statistics
 - A question that will make the audience think



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**"Good presenter
converts the audience
into a group having one
mind."**

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3. Always Remember

- **Avoid asking an open ended question to audience when you want them to agree with you.**
- **Use the device of rhetorical questions to create interest and maintain the speed of presentation.**
- **Never underestimate anybody's intelligence.**
- **Avoid prejudices and out guessing.**
- **Avoid arrogance, be courteous at all times.**

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4. Supporting Techniques

- **Make sure that your presentation has sufficient content; avoid dilution & repetition.**
- **Use words, metaphors that the audience can understand and relate too.**
- **KISS. Keep it short and simple. Use short sentences. Six to eight words per sentence.**
- **If you are using notes keep them in hand and be natural about it.**
- **Be aware of the cultural differences while using an example or narrating an anecdote.**

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Supporting Techniques...Contd

- **If you use a writing board, make sure that your words are readable to the last person in the audience.**
- **Do not leave half complete words on the board.**
- **Clean the writing board after you finish your presentation as a courtesy to the next speaker.**



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Supporting Techniques...Contd

- **Be aware of people's rebuttal instinct: in every audience there might be somebody whose full time job is to disagree with you.**
- **Give examples that the audience can relate to it will make the subject more lucid.**
- **If you use any phrase of some language other than the main language of your presentation, please explain the meaning of that phrase.**
- **Be aware at all times about everything that is happening around you and within you while you are communicating.**
- **Always maintain control over the audience and don't allow the audience to take control of the process.**

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After Presentation	
SELF-DEFEATING NEGATIVE THOUGHTS	ENCOURAGING POSITIVE THOUGHTS
People didn't clap enough. They didn't like me.	Different audiences have different habits. Some clap louder than others.
It didn't turn out well as it should have.	I did as well as I could. It turned out better than I thought.
It wasn't worth it. It took too much out of me.	Every experience puts something into me. The next speech will be easier and better than the last one.
I could have done it better if my boss (or so & so) hadn't been there evaluating every word I said.	Maybe, but I'm learning better how to come through under pressure and the next time I'll be better.
I didn't give the speech I prepared.	Speeches rarely turn out exactly as planned, but the one I prepared helped me.

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HOW TO GET RID OF YOUR FEAR?

1. Through understanding, preparing and referring to the points of the relevant slide.
2. Rehearse your speech before a life size mirror to understand and ensure that gestures, impressions are in order.
3. Get used to your own voice by using a tape recorder which will help in learning speech modulations, speech rhythms, correcting pronunciations, check the speed of your speaking ability and thus increase comprehensibility of your speech.

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HOW TO GET RID OF YOUR FEAR?

4. Adopt a courageous posture to develop self confidence self control and ability to influence others.
5. The fear of unknown audience, consequences of a bad speech and awkward (difficult or aggressive) questions being asked by audience shall be eliminated by practicing the above four tips and a regular practice to find out the area of scope for improvement from your facilitators, Head of Departments or even fellow speakers.

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Meet your Tryst face

on...

- Each day is a new beginning
- It's a mind share game
- We are all here to learn
- There are no Champions
- Never doubt yourself, Twill show....
- Be a friend, the rapport is bound to come....

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Always remember....

"Training makes it possible not easy."

An FBI Coach



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Thank You

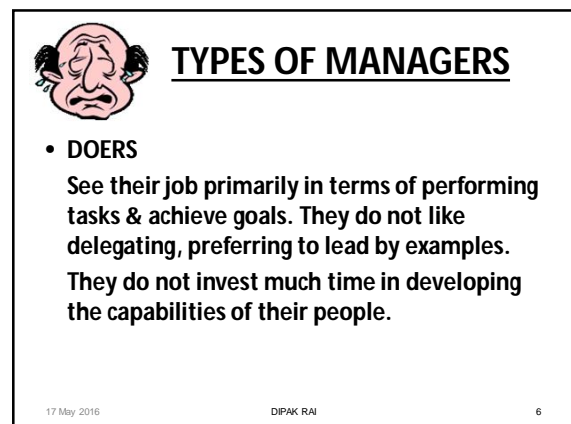
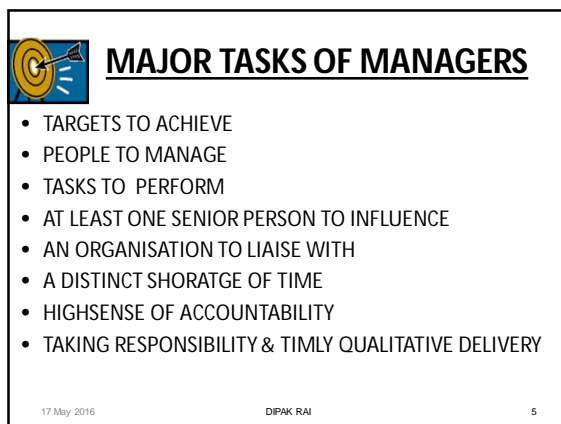
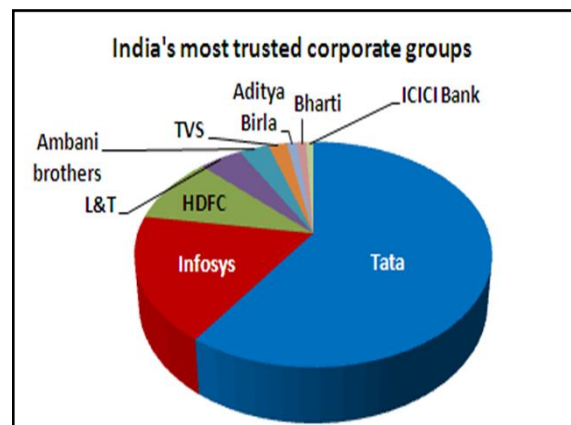
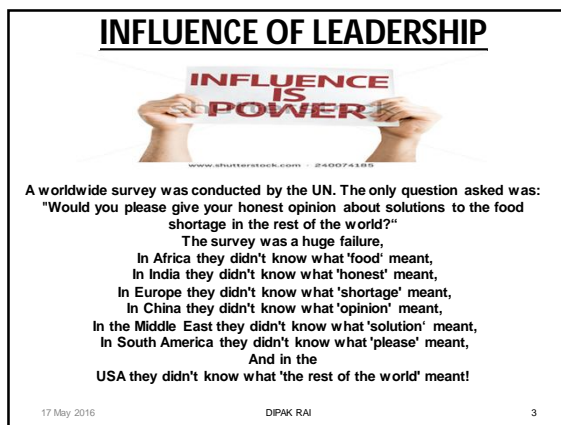


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LEADERSHIP SKILL



LEADERSHIP SKILL

TYPES OF MANAGERS

- **DEVELOPERS**

They enable their team to perform tasks & achieve its targets. They delegate as much of their work load as they can so that they have a time to play strategic role within their team. They invest considerable time in developing capabilities of their people.



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FACTORS THAT PLAY ROLE

INTERNAL
Responsible

EXTERNAL
Responsive

EXTERNAL

- Will the performance of your people improve significantly if you invest time in developing them?
- Will the performance of your team be significantly improved if people's capabilities are developed?
- Would your performance as manager be significantly improved if you delegate more?
- Will your career in the organization be significantly improved if you develop your people's potential.

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FACTORS THAT PLAY ROLE

INTERNAL

- TRUST
- RISK
- CONTROL
- SATISFACTION



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FACT IS MOST MANAGERS FALL SOME WHERE IN BETWEEN



MOST MANAGERS TEND NATURALLY TOWARDS BEING "DOERS"- PARTICULARLY IN THE EARLY STAGE OF THEIR CAREER BY DOING WHAT THEY KNOW BEST. AS ONE BECOMES MORE EXPERIENCED AND COMFORTABLE, HE/SHE WILL NATURALLY GRAVITATE TOWARDS THE "DEVELOPPER".

THERE ARE TWO VALID REASONS WHICH STOP MANAGERS BEING "DEVELOPERS"

- **TIME:** DEVELOPING PEOPLE IS TIME CONSUMING AND THE MANAGERS DO NOT HAVE TIME
- **SKILL:** THEY DO NOT HAVE A SKILL TO DEVELOP A PEOPLE. THEY ARE NOT TEACHERS THEY ARE MANAGERS.

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MANAGER MUST HAVE SKILL TO

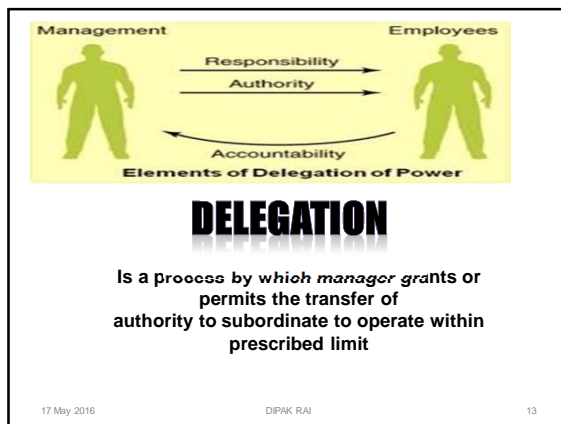
- I. DELEGATION**
- II. COACHING AND COUNSELLING**
- III. TIME MANAGEMENT**
- IV. STRESS MANAGEMENT**

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LEADERSHIP SKILL



ADVANTAGES OF DELEGATION

"Delegation is the process by which a manager grants or permits the transfer of authority to subordinates' to operate within prescribed limits."

- Delegation allows the managers more time for thinking & planning.
- The person closest to the activity should be better able to make decisions than a distant superior.
- It tends to encourage initiative in subordinate & to make effective use of their skills. Initiative, in turn, improves morale.
- It tends to reduce decision time, as it eliminates recommendations going upwards to the superior, where the decision is made & subsequent downward communication.
- It develops the skills of subordinates' by permitting them to make decisions & apply their knowledge aimed from training programs & meetings.
- It improves the interacting skills of the managers & improves their effectiveness in leadership roles.

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INEFFECTIVE DELEGATION & CAUSES

- Insecurity – fear of failure
- Lack of confidence in subordinates'
- Involving yourself in detail & routine
- Delegate responsibility without authority
- Giving unclear, incomplete or confused instructions
- Envy of subordinate's ability
- Can do the job better & faster by yourself
- More comfortable 'doing' than 'managing'
- Failure to establish appropriate controls
- Failure to follow-up
- Under-staffed or overworked subordinates
- Inadequate, untrained staff
- Upward delegation
- Problem not clear

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'WHAT TO' & 'WHAT NOT TO' DELEGATE

- What to Delegate :**
 - Routine jobs, together with attendant responsibility & power to make decisions.
 - Whole jobs – to give a sense of achievement
 - Jobs that others can do better & probably more cheaply too.
- What not to Delegate :**
 - Accountability for the task – It is part of your job you are doing
 - New tasks without giving guidance or training
 - Unpleasant tasks which are really your responsibility

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HOW TO DELEGATE – TEN STEPS :

- Step 1 :** Analyzes your work & identify task you feel will provide you with additional freedom as well as benefitting the employee to whom you assign the responsibility.
- Step 2 :** Select the most logical individual for the task identified & delegate it.
- Step 3 :** Instruct the individual selected how to perform the task, even by demonstrating it.
- Step 4 :** Solicit feedback to ensure that the employee is prepared to assume new responsibility.
- Step 5 :** Allow the employee the freedom to do practice the new assignment for a few days.
- Step 6 :** Follow up in a positive manner. Praise for good job & correct if required.
- Step 7 :** Consider the rotation of tasks so that each employee gets skilled in many jobs.
- Step 8 :** Delegate those assignments that prepare employees to take over in absence of others – including you.
- Step 9 :** Give everyone an opportunity to contribute. Solicit ideas. Use their special talents & abilities.
- Step 10 :** Discuss new assignments & rotation plans with the entire group to obtain feedback & generate enthusiasm.

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ADVANTAGES OF DELEGATION

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LEADERSHIP SKILL

INEFFECTIVE DELEGATION & CAUSES

- ❖ Insecurity – fear of failure
- ❖ Lack of confidence in subordinates'
- ❖ Involving yourself in detail & routine
- ❖ Delegate responsibility without authority
- ❖ Giving unclear, incomplete or confused instructions
- ❖ Envy of subordinate's ability
- ❖ Can do the job better & faster by yourself
- ❖ More comfortable 'doing' than 'managing'
- ❖ Failure to establish appropriate controls
- ❖ Failure to follow-up
- ❖ Under-staffed or overworked subordinates
- ❖ Inadequate, untrained staff
- ❖ Upward delegation
- ❖ Problem not clear

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COACHING & COUNSELLING



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COACHING & COUNSELLING – WHAT'S THE DIFFERENCE ?

Counselling : A **supportive** process by a supervisor to help an employee define & work through personal problems that affect job performance.

Coaching : A **directive** process by a supervisor to train & orient an employee to the realities of the work place & to help the employee remove barriers to optimum work performance.

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BENEFITS OF COUNSELLING

Why should you improve your Counseling skill?

- Improves productivity of your unit when employees feel listened to & supported.
- Reduces attritions when employees feel they vent their thoughts & feelings & deal with problems openly & constructively.
- Makes your job easier by giving you warning of resistance or problems that may occur following changes or requirements.
- Increases efficiency of your unit when you understand the motives & needs of each employee & how he or she will react to organizational events.
- Reduces conflict & preserves self-esteem when parties are really listened to.
- Helps you to solve problems before they occur.
- Improves your decision making when everyone's ideas are heard & employees' strengths & abilities are complemented
- Improves your career opportunities when you are known as a person who can motivate employees & build constructive working relationships with bosses & peers.
- Increases self knowledge & personal satisfaction in your job.
- Improves your self confidence.

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BENEFITS OF COACHING

Why should you improve your Coaching Skills ?

- Makes your job easier when employees build their skill levels.
- Enables greater delegation so you can have more time to truly supervise versus 'do for' each employee.
- Builds your reputation as a people developer.
- Increases productivity when employees know what the goals are & how to achieve them.
- Develops sharing of leadership responsibilities.
- Positive recognition & feedback increases employee motivation & initiative.
- Increases likelihood of tasks being completed in a quality way.
- Avoids surprises & defensiveness in performance appraisals.
- Increases creativity & innovation of unit as employees feel safe to take risks.
- Increases team cohesiveness due to clarified goals & roles.

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WHY MANAGERS AVOID COUNSELLING

They Avoid Counselling because they say –

1. They don't have time.
2. ... Feelings are personal & not their business.
3. Counseling is for Psychologists & Psychiatrists.
4. They feel awkward doing Counseling.
5. Employees won't listen to advice.
6. They think feelings about organizational changes are a waste of time & they just want to get the job done.
7. Feelings & concerns may go away.
8. They fear their own feelings.
9. They are afraid to give the wrong advice & be blamed for it.
10. Employee's career decisions are personal.
11. They fear uncovering frustration, complaints & dissatisfaction.
12. They lack self-confidence & know-how.
13. Employees may become dependant on them for empathy & advice.
14. They don't know how to explore or manage their own career let alone those of others.
15. They feel a loss of control when the employee cries or gets angry.

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LEADERSHIP SKILL

WHY MANAGERS AVOID COACHING

They Avoid Coaching because they say –

1. They don't have time.
2. Fear of failure.
3. They don't want to scare or overwhelm a new employee.
4. They feel awkward while coaching.
5. Nobody coached them; they have no role-model.
6. They have too many employees.
7. Employees won't listen.
8. Employees should be able to figure things out on their own.
9. Employees do not ask for help.
10. Employees' Performance is 'almost acceptable'.
11. Employees get defensive.
12. Employees need a certain period of learning time.
13. Their standards are obvious & employees should know what to do.
14. They don't care whether employee is developed.
15. They feel threatened.

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WORK SITUATIONS THAT MAY REQUIRE COACHING

Check any that you might have personally encountered :

1. Orientation & training of a new employee.
2. Teaching a new job skill.
3. Need to explain standards of the work unit.
4. Need to explain cultural norms & political realities of the organisation.
5. Simple corrections to performance are required.
6. Goals or business condition change.
7. You are new to a group.
8. Employees facing new work experience.
9. Employee that needs help setting priorities.

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WORK SITUATIONS THAT MAY REQUIRE COACHING Contd....

Check any that you might have personally encountered :

10. Follow-up to training session.
11. Employee that displays low or moderate performance.
12. Employee who needs reinforcement for good performance.
13. Employee wants to become a peak performer.
14. Employee needs preparation to meet his/her future career goals.
15. Employee needs preparation for more challenging work assignment.
16. Employee needs self-confidence developed.
17. When power or control battles are affecting team cohesiveness.
18. Formal or informal performance reviews.

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COUNSELLING PITFALLS TO AVOID

*Following are some pitfalls if Managers do not prepare properly.
Check those pitfalls that you have experienced or observed.*

1. Manager has preconceived notions about what the real problem is.
2. Manager has opinions about employee's choices & judges employee's decisions according to his own values.
3. Manager tells the employee what he/she should or ought to do.
4. Manager plays Psychiatrist & attempts to diagnose or 'treat' employee.
5. Manager downplays employee's problem or pain by using clichés such as 'Cheer Up!'.
6. Manager moves into problem – solving mode from start, rather than listening.
7. Manager doesn't empathize with employee's problems or feelings.
8. Manager 'rescues' employee by taking responsibility for decision making away from the employee.
9. Manager does not check with HR for assistance in problem beyond his scope.

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COACHING PITFALLS TO AVOID

*Following are some pitfalls if Managers do not prepare properly.
Check those pitfalls that you have experienced or observed.*

1. Manager is unclear about what is expected.
2. Manager doesn't have enough information.
3. Manager exhibits bias towards employee or problem.
4. Manager loses control due to employee's hostile reaction.
5. Manager becomes defensive.
6. Manager doesn't solicit employee's suggestions or solutions.
7. Manager doesn't listen to employee's story.
8. Manager fails to hold employee accountable in follow up meeting.
9. Manager fails to reinforce improved performance.

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WHAT DOES TIME MANAGEMENT MEAN ?

" Time Management is the art of managing our time in such a way that we concentrate on pursuing a few value adding activities. It is the art of getting organised to realise our life-time goals, the art of understanding what activities need not be done by us & eliminating them from our daily schedule"

– Michael LeBoeuf

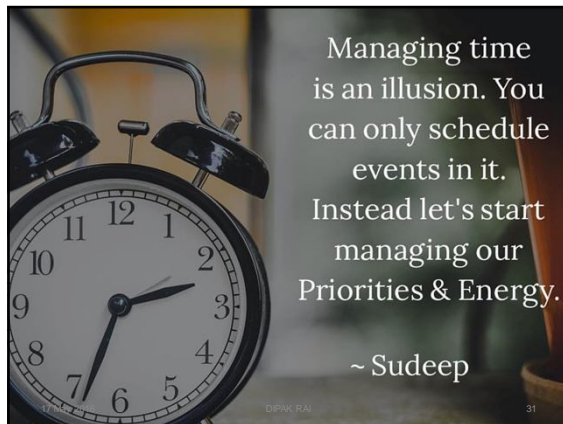


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LEADERSHIP SKILL



THREE STAGES TO GET CONTROL OF ONE'S TIME

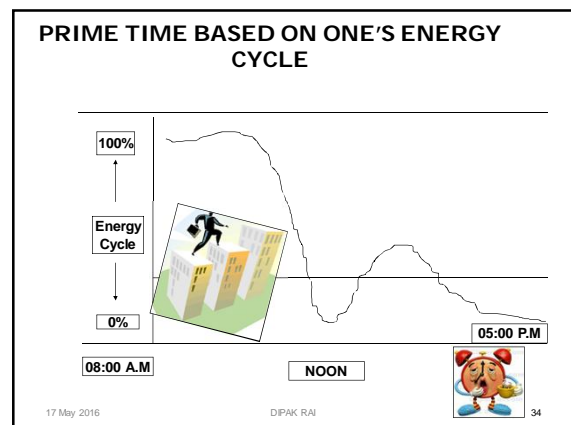
- ❖ Stage One consists of understanding where your time goes at present .
- ❖ Having understood where your time goes, Stage Two is to plan where it should go.
- ❖ Stage Three consists of identifying your goals & pursuing activities towards realising your goals.

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BENEFITS OF EFFECTIVE MANAGEMENT OF TIME

- ❖ A greater likelihood of all of you & as a result an organization meeting its objectives effectively.
- ❖ Greater devotion to important, long run managerial issues rather than short run issues .
- ❖ Better developed managers.
- ❖ Higher productivity & satisfaction, both on the job & in personal life.
- ❖ More creative way of working as the mind is more focused.
- ❖ Improved delegation helps to free time, besides being a powerful developer & motivator of subordinates'.

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STEPS IN TIME MANAGEMENT

- ❖ Log time
- ❖ Establish goals/roles/priorities/objectives
- ❖ Eliminate time wasters
- ❖ Gain time through delegation
- ❖ Eliminate time consuming activities/systems
- ❖ Changing habits

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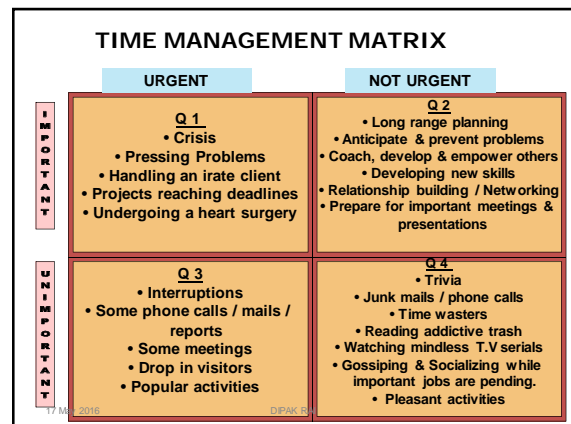
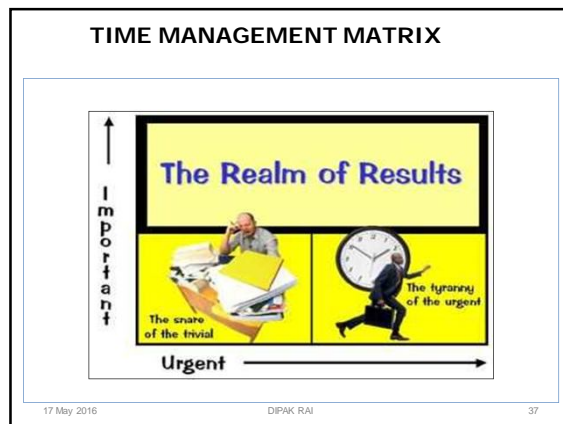
PRIORITY GRID

Helps in analyzing two factors i.e. **Urgency & Importance.**

- ❖ **Urgency**: To what extent it is urging us to act now, or to what extent it requires our immediate attention ?
- ❖ **Importance**: To what extent does it contribute to our high priority goals? How much does it improve our short term & long term effectiveness on the activity in relation to our role?

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LEADERSHIP SKILL



IMPORTANT & URGENT – Q 1 :

- ❖ Crisis
- ❖ Pressing Problems
- ❖ Handling an irate client
- ❖ Projects reaching deadlines
- ❖ Undergoing a heart surgery

We all spend significant amounts of time in Q1. But, are we in Q1 based on urgency or importance ?

- ❖ If urgency dominates, when importance fades, we will slip into Q3 (Urgency – Addiction)
- ❖ If Importance dominates , & when urgency fades, we will move into Q2
- ❖ We must remember that many important & not urgent activities become urgent & important through : procrastination / because we don't do enough planning& prevention.

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IMPORTANT & NOT URGENT – Q 2 :

- ❖ Long range planning
- ❖ Anticipate & prevent problems
- ❖ Coach, develop & empower others
- ❖ Developing new skills
- ❖ Relationship building / Networking
- ❖ Prepare for important meetings & presentations

Ignoring Q 2 issues feeds & enlarges Q 1 , creating stress & burn-out. Increase in time spent in Q 2 increases our capacity to handle Q 1.

- ❖ Then why are people not doing this frequently ? Because, they are not pressing & urgent. They don't act on us. We have to act on them through our initiative.
- ❖ Where do we get the time to spend in Q 2 ?
- ❖ Q 3 is the place to get it. We know we can't avoid Q 1 & we know we should avoid Q 4 , but, Q 3 can fool us.
- ❖ The Key to learning is to see all our activities in terms of their importance to long-term overall goals.

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UNIMPORTANT & URGENT – Q 3 :

- ❖ Interruptions
- ❖ Some phone calls / mails / reports
- ❖ Some meetings
- ❖ Drop in visitors
- ❖ Popular Activities

This is the Quadrant of Deception. If they are important at all, they are important only to someone else. We spend a lot of time in Q 3 meeting other people's priorities & expectations while thinking we are really in Q 1.

- ❖ Some of us get so used to the adrenaline rush of handling crisis that we become dependent on it for a sense of excitement & energy.
- ❖ People expect us to be busy. Overworked. If we are busy, we are seen as important people. It has become a status symbol. Business, is where we get our security. It is validating, popular & pleasing .
- ❖ It is also a good exercise for not dealing with difficult Q 2 issues.

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UNIMPORTANT & NOT URGENT – Q 4 :

- ❖ Trivia
- ❖ Junk mails / phone calls
- ❖ Time wasters
- ❖ Reading addictive trash
- ❖ Watching mindless T.V serials
- ❖ Gossiping & Socializing while important jobs are pending.
- ❖ Pleasant Activities

This is the Quadrant of Waste, we should try to avoid / minimize this.

- ❖ Many managers often do these ahead of Q 2 activities. Since, they are relaxing & diversionary or they provide a feeling of activity & accomplishment.
- ❖ We get so battle-scared from being tossed around in Q 1 & Q 3 that we often escape to Q 4 for survival.

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LEADERSHIP SKILL

CRITERIA THAT GOVERN OUR TIME ALLOCATION

We do –

- ❖ what we like to do before we do what we don't like to do.
- ❖ things we know how to do faster than the things we don't know how to do.
- ❖ things that are easiest before doing things that are difficult.
- ❖ things that require a little time before we do things that require a lot of time.
- ❖ things for which the resources are available.

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CRITERIA THAT GOVERN OUR TIME ALLOCATION Contd

We –

- ❖ do things that are scheduled(for e.g. – meetings) before we do non-scheduled things.
- ❖ sometimes do things that are planned before things that are unplanned.
- ❖ respond to demands from others before we respond to demands from ourselves.
- ❖ do things that are urgent before we do things that are important.
- ❖ readily respond to crises & emergencies.
- ❖ do interesting things before we do uninteresting things .
- ❖ do things that advance our personal objectives or that are politically expedient.

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CRITERIA THAT GOVERN OUR TIME ALLOCATION Contd

We –

- ❖ wait until a deadline approaches before we really get moving.
- ❖ do things that provide the most immediate closure.
- ❖ respond on the basis of who wants it.
- ❖ respond on the basis of the consequences to us of doing or not doing something.
- ❖ tackle small jobs before we tackle large jobs.
- ❖ work on things in the order of their arrival.
- ❖ work on the basis of squeaky-wheel principle (the squeaky wheel gets the grease).
- ❖ work on the basis of the consequences to the group.

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TIME WASTERS

- Anything that prevents you from achieving your objective effectively.
- Can be grouped by seven principle management functions.

PLANNING :

- ❖ Lack of Objectives / Priorities / Planning
- ❖ Crisis Management , Shifting Priorities
- ❖ Attempting too much at once / Unrealistic time estimates
- ❖ Waiting for Appointments
- ❖ Travel
- ❖ Haste & Impatience

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TIME WASTERS Contd

ORGANISING :

- ❖ Personal disorganization / cluttered desk
- ❖ Confused responsibility & authority
- ❖ Duplication of effort
- ❖ Multiple bosses
- ❖ Paper work / red tape
- ❖ Poor filing systems
- ❖ Inadequate equipment / facilities

STAFFING :

- ❖ Untrained / Inadequate staff
- ❖ Under / over staffed
- ❖ Absenteeism / Tardiness / Turn over

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TIME WASTERS Contd

DIRECTING :

- ❖ Ineffective delegation / Involved in Routine Details
- ❖ Lack of Motivation / Indifference
- ❖ Lack of Coordination / Team work

CONTROLLING :

- ❖ Telephone interruptions / Drop-in visitors
- ❖ Inability to say 'no'
- ❖ Incomplete / delayed information
- ❖ Lack of self-discipline
- ❖ Leaving tasks unfinished
- ❖ Lack of Standards / Control / Progress Reports
- ❖ Visual Distractions / Noise
- ❖ Over control
- ❖ Not being informed ?People not available for Discussion

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LEADERSHIP SKILL

TIME WASTERS Contd

COMMUNICATING :

- ❖ Ineffective Meetings
- ❖ Lack of / Unclear Communication , Instructions
- ❖ Socializing / Idle Conversation
- ❖ Memos / Over Communication
- ❖ Failure to Listen

DECISION MAKING :

- ❖ Procrastination / Indecision
- ❖ Wanting all the facts
- ❖ Snap Decisions

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EMINENT TIME TAKERS - SOLUTIONS

TELEPHONIC INTERRUPTIONS :

- ❖ Take time-log of phone calls
- ❖ Set periods for taking & making calls
- ❖ Recognize danger of involvement of detail
- ❖ Delegate
- ❖ List points to be discussed
- ❖ Preset time limit
- ❖ Be Candid
- ❖ Foreshadow ending
- ❖ Concentrate on priorities
- ❖ Use secretary to screen & divert calls if necessary.



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EMINENT TIME TAKERS – SOLUTIONS Contd

MEETINGS :

- ❖ Don't attend meetings unless it has a written agenda
- ❖ Only those needed should attend
- ❖ Give adequate written notice with all the essentials including expected contribution from members attending
- ❖ Start on time & get down to the business
- ❖ Demand adherence to agenda
- ❖ Resist 'hidden agenda' plays
- ❖ Time-limit the meeting & each item on the agenda
- ❖ Keep objective in mind & move towards achieving it
- ❖ Ensure requisite information will be available before convening a meeting
- ❖ End on time
- ❖ Summarize conclusions to ensure agreement & remind participants of assignments
- ❖ Record decisions, assignments & deadlines in concise minutes
- ❖ Ensure effective follow-up on all decisions
- ❖ List uncompleted items under 'unfinished business' of next agenda
- ❖ Request status reports until completed

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EMINENT TIME TAKERS – SOLUTIONS

CLUTTERED DESK / MAILBOX :

- ❖ Read papers / mails selectively
- ❖ Delegate routine to subordinates
- ❖ Handle each piece of paper / e-mail only once
- ❖ Aim to clear 90% of paper / e-mails everyday
- ❖ Use telephone often instead of sending mails
- ❖ Ensure good filing & retrieval system
- ❖ Arrange papers related to current assignments in separate folders & keep them in easy reach

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Team Leader Roles



Control
Inspire
Adjust
Update
Advice
Consult

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LEADERSHIP

- LEADER LEADS, MANAGER MANAGES
- LEADERS ARE ELECTED
- LEADERS DO NOT JUST EMPOWER, BUT ALSO ENABLE ACHIEVEMENT
- MANAGERS DO THINGS DIFFERENTLY, LEADERS DO THE DIFFERENT THINGS.
- LEADER MUST HAVE FOLLOWERS
- EFFECTIVE LEADERS ARE ALIKE IN ONE CRUCIAL WAY: THEY ALL HAVE A HIGH DEGREE OF EMOTIONAL INTELLIGENCE.
- LEADERS OWN THE JOB

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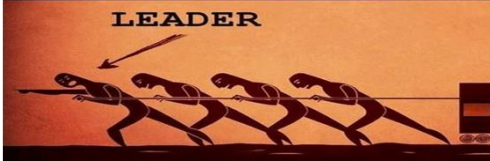
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LEADERSHIP SKILL

LEADERSHIP

- LEADERSHIP MASTERS THEIR EMOTIONS AND ARE ABLE TO ROLL WITH THE CHANGES.THEY DO NOT PANIC.
- GOOD LEADERSHIP WILL BE FRANK IN ADMITTING TO FAILURE- AND WILL OFTEN TELL THEIR TALES WITH A SMILE.
- LEADERS DO NOT NEED EXTRA RESOURCES TO REACH THE TIPPING POINT.THEY CONCENTRATE RESOURCES WHERE THE NEED AND LIKELY PAYOFFS ARE GREATEST.



LEADER

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LEADERSHIP

GOOD LEADER QUALITY

1. NEVER QUIT
2. ALWAYS BELIEVE IN HIMSELF
3. ALWAYS POSITIVE
4. GOOD MOTIVATOR
5. CREATIVE
6. INNOVATIVE

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Leadership & the Art of Motivation

- ⊗ Motivation means providing motive for action
- ⊗ It is an art of influencing people's behaviour
- ⊗ Reward & punishment are traditional means of motivation
- ⊗ Appreciating work well done is much more effective than punishing for bad work
- ⊗ Inner motivation propels an individual to excel in his/her work

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INTERDEPENDENCE OF QC AND MOTIVATION

WHAT IS MOTIVATION?

- ≠ A motive is what induces a person to act in a particular way.
- ≠ To motivate means to supply a motive, or to be the motive of any particular action.
- ≠ Motivation is the effect of supplying a motive or being a motive of any particular action.

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INTERDEPENDENCE OF QC AND MOTIVATION

WHAT IS MOTIVATION?

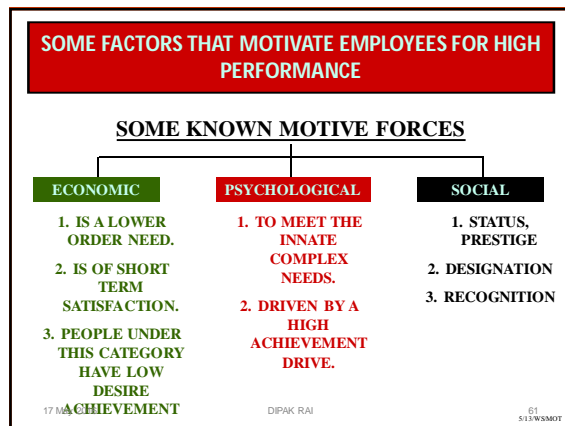
- It can be seen that motivation is the result of something from within or without.
- Performance of an individual or a group of individuals / a team, greatly depends on three elements-motivation, knowledge / ability and skill. If any one of the three is absent, it affects the performance adversely. Hence motivation is a key factor in business as well as in society.

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SOME FACTORS THAT MOTIVATE EMPLOYEES FOR HIGH PERFORMANCE

- * A feeling that they are wanted in the organisation.
- * Clarity of their role - what they are expected to do and have a say in modification of that role.
- * Experience of achievement in the task that they perform.
- * Provision of opportunity for recognition / reward for high performance.
- * Provision of opportunity to develop & utilize their capabilities.
- * Mutual trust & treatment with human dignity.

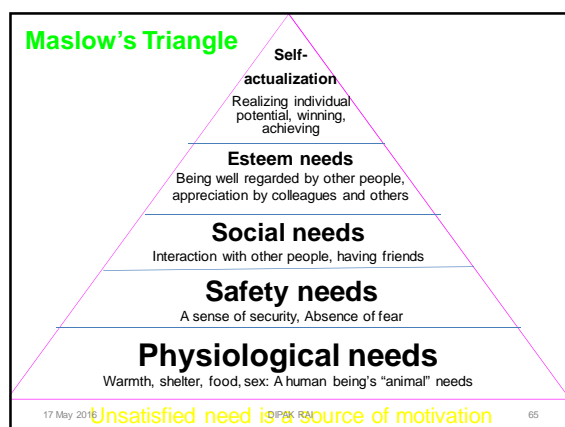
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- SOME FACTORS THAT MOTIVATE EMPLOYEES FOR HIGH PERFORMANCE**
- Motive forces for quality circles are derived from psychological and social categories.
 - Motivation and goals of individuals may vary.
 - Motivation can be combination of above factors in varying degrees.
 - People differ not only in their ability to do but also in their will to do.
 - Motives are directed towards goals which may be conscious or sub-conscious.
 - In a given condition different people will perform differently depending upon the motive strength.
- 17 May 2016 62 613WSMOT

- CLASSIFICATION OF INTRINSIC AND EXTRINSIC MOTIVATORS**
- There are two types of Motivators : Intrinsic and Extrinsic.
 - Intrinsic:
 - Are those motivators which make work itself enjoyable as in the case of playing games for the enjoyment of the game. These motivators get a push.
 - When employees feel that Management genuinely cares for them.
 - As in games, participation encourages intrinsic motivation.
- 17 May 2016 63 713WSMOT

- CLASSIFICATION OF INTRINSIC AND EXTRINSIC MOTIVATORS**
- Environment for work should be conducive and enjoyable.
 - More challenges in work and passing of more responsibility to the employees for the result of their jobs rather than only the job.
 - Performance of jobs with responsibility for results need to be recognised.
 - Extrinsic:
 - Are those motivators which are of the job benefits where one does the job in anticipation of a reward.
 - The mind is set calculating what and how much he would get in return and hence excellence will not result, necessarily, from one's job.
- 17 May 2016 64 813WSMOT



- ABRAHAM MASLOW'S THEORY OF HIERARCHY OF HUMAN NEEDS WHICH MOTIVATE PEOPLE**
- Five levels of needs.
 - Fulfillment of lower needs produces satisfaction.
 - Non-fulfillment brings about dissatisfaction.
 - Needs those are satisfied lead to satisfaction of higher level of needs for motivation.
- 17 May 2016 66 913WSMOT

ABRAHAM MASLOW'S THEORY OF MOTIVATION BASED ON HUMAN NEEDS

<p>➤ 1. PHYSICAL NEEDS</p> <ul style="list-style-type: none"> * Food and thirst * Sleep * Health * Body needs * Exercise & rest * Sex <p>➤ 2. SAFETY NEEDS</p> <ul style="list-style-type: none"> * Security and safety * Protection * Comfort & peace * No threats or danger * Orderly and neat surroundings 	<p>➤ 3. SOCIAL NEEDS</p> <ul style="list-style-type: none"> * Acceptance * Feeling of belongingness * Membership in group * Competence & affection * Group participation
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ABRAHAM MASLOW'S THEORY OF MOTIVATION BASED ON HUMAN NEEDS

<p>➤ 4. SELF ESTEEM NEEDS</p> <ul style="list-style-type: none"> * Recognition and prestige * Confidence and leadership * Achievement & ability * Competence & success * Strength & intelligence 	<p>➤ 5. SELF ACTUALISATION NEEDS</p> <ul style="list-style-type: none"> * Self fulfillment of potential * Doing things purely for the challenge of accomplishment * Intellectual curiosity and fulfillment * Creativity & aesthetics * Acceptance of reality
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The Seven Major Positive Emotions

- ☺ The emotion of desire
- ☺ The emotion of faith
- ☺ The emotion of love
- ☺ The emotion of sex / 'kama'
- ☺ The emotion of enthusiasm
- ☺ The emotion of romance
- ☺ The emotion of hope

Master these seven emotions by use; other positive emotions will be at one's command when needed !

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The Seven Major Negative Emotions

- ☹ The emotion of fear
- ☹ The emotion of jealousy
- ☹ The emotion of hatred
- ☹ The emotion of revenge
- ☹ The emotion of greed
- ☹ The emotion of superstition
- ☹ The emotion of anger

The negative emotions are to avoided!

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THE LANDSCAPE OF CREATIVITY

"CREATIVITY is not an occupation; it is an approach, a way of dealing with life's small & big issues."


"CREATIVITY is the outcome of our thinking process, our personality & our motivation."



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CREATIVITY CAN BE UNDERSTOOD AS THE ABILITY TO

- ❖ Come up with a variety of solutions to a given problem.
- ❖ Respond to a problem from a variety of view points.
- ❖ Come up with unusual but appropriate responses .
- ❖ Notice the unexplained, in other words the ability to sense the problems.



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WHAT IS CREATIVITY ??

There are many definitions each emphasizing a different facet of creativity.

- ♦ Creativity could be described as the discovery of something that is novel, but also useful or relevant or economical or elegant or valuable.
- ♦ It could also be understood in terms of the creative efforts made i.e. wide search or exploration, leaps of imagination, sometimes strikingly fresh insights.
- ♦ In expressing feelings, receptivity to ideas, concern for others, desire to grow as a person, etc....

Creativity

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INVENTIONS & INNOVATIONS

There are 2 types of new products –

• Inventions :

- As something that has no precedent.

e.g. – A Black & White Television or a Telephone

• Innovations :

- Grows from the existing product.

- To change or to modify it in such a way that its value has been increased.

e.g. – Colour Television or a Mobile Phone.

Innovations are preferable to Inventions from the point of risk & taking the idea to markets.

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(MEETING-A NECESSARY EVIL)

**MEETING IS A PLACE
WHERE
MINUTES ARE PREPARED
AND
HOURS ARE LOST**



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Management of Meetings

General perception on meetings

- ⊗ Waste of time
- ⊗ Hindrance to action
- ⊗ Dominated by a few individuals

The practical reality is if conducted with:

- ⊗ Clarity of purpose,
- ⊗ Clear agenda,
- ⊗ Effective chairperson and
- ⊗ Right timing,

Meetings helps key members of the organization:

- ⊗ Clarify their thinking
- ⊗ Articulate the company's policy
- ⊗ Create team spirit
- ⊗ Create a sense of involvement in company's growth

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Checklist for conducting a Meeting

1. Is the meeting necessary?
2. What is the purpose of the meeting?
3. Can I deal with the issue without holding a meeting?
4. Whom do I want to attend the meeting?
5. Why do I want that person to attend the meeting?
6. What will be the duration of the meeting?
7. Am I aware of any legal requirements for holding the meeting?
8. Have I got agenda for the meeting?

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Checklist for conducting a Meeting ...

9. Have I thought logistics for the people attending the meeting?
10. Have I considered the sitting arrangement for the meeting?
11. Have I checked the audio/video equipment for the meeting?
12. Who is going to chair the meeting?
13. Who is going to write down the minutes?

Meetings cost both time and money!

So before organizing a meeting ask the above questions!

17 May 2016

DIPAK RAI

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Tips for a Successful Meeting ...

- No mobile phones or any other interruptions are allowed
- All members are visible to everybody
- The chairperson should start the meeting by articulating the purpose and defining the objectives of the meeting
- All members are punctual

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DIPAK RAI

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Tips for a Successful Meeting ...

- All members have done their home work by reading the agenda, the supporting data and thinking about their own role and contributions
- The chairperson makes sure that the participants feel comfortable in giving their views
- The chairperson makes sure that any newcomer is introduced before the start of the meeting

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Tips for a Successful Meeting ...

- No side conversations are allowed
- Any emotional outbreak is dealt with calmly and rationally
- All meetings do well to end on a positive note



17 May 2016

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Recording the Minutes of the Meeting

- ✧ It is the responsibility of the chairperson to make sure that the secretary or one of the participants is writing the minutes.
- ✧ The name of the chairperson and the participants are recorded
- ✧ Time date and place of the meeting are recorded
- ✧ Every item on the agenda which was discussed is recorded

17 May 2016

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Recording the Minutes of the Meeting ..

- ✧ All decisions along with the persons responsible for the follow up/ action on decisions are recorded
- ✧ The time when the meeting ended is recorded
- ✧ If possible, the time, place and date of the next meeting are recorded
- ✧ The copies of the minutes are distributed to all the people effected by any action resulting from the meeting even if they were not present at the meeting

17 May 2016

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"8 TIPS FOR BECOMING A TRUE LEADER"

- REAL LEADERSHIP MENAS LEADING YOURSELF
- DON'T BE A MONARCH
- BE OPEN TO NEW WAYS OF DOING THINGS
- LEARN TO WORK WITH DIVERSITY
- ESTABLISH A GENUINE SENSE OF COMMITMENT.
- FINISH THE JOB
- SHOW GENUINE APPRECIATION
- KNOW THAT LEADERSHIP SKILLS COME FROM LEARNING

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LEADERSHIP SKILL

Leadership Behavior



PresenterMedia
Leadership
IS EARNED NOT GIVEN

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The research found six distinct leadership styles, each springing from different components of emotional intelligence

1. **Coercive leader:** Demand immediate compliance
Directives and --ve feedback
2. **Authoritative Leader:** Mobilize people to vision
Develop a articulate clear vision
3. **Affiliates leader:** Creates emotional bond & harmony
People first- job second
4. **Democratic leader:** Build consensus through participation
Involving others
5. **Pacesetter leader:** Expect excellence & self direction
Follow me, Do what I say
6. **Coaching leader:** Develop people for future
Managing performance with the Business function

LEADER NEEDS MANY STYLE

17 May 2016 DIPAK RAI 86

See yourself differently

- **AS A LEADER-** Who impacts Business Performance by improving human performance.
- **AS A COACH-** who expands people's capabilities rather than supervision who checks them.
- **AS A REACHER-** Who takes the time to share his/her knowledge and how to do it?
- **AS A MENTOR-** Who takes a personal interest in people's development



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LEADERSHIP STYLE VARIES INTERNATIONALLY

- a) **BRITISH-** Conceals firm orders behind apparently woolly statements
- b) **GERMAN-** Invite the views of their team but retain control of all decision making.
- c) **AMERICANS-** Blunt, Assertive leadership
- d) **JAPANESE-** Consensus through which unanimous is reached via laborious process.



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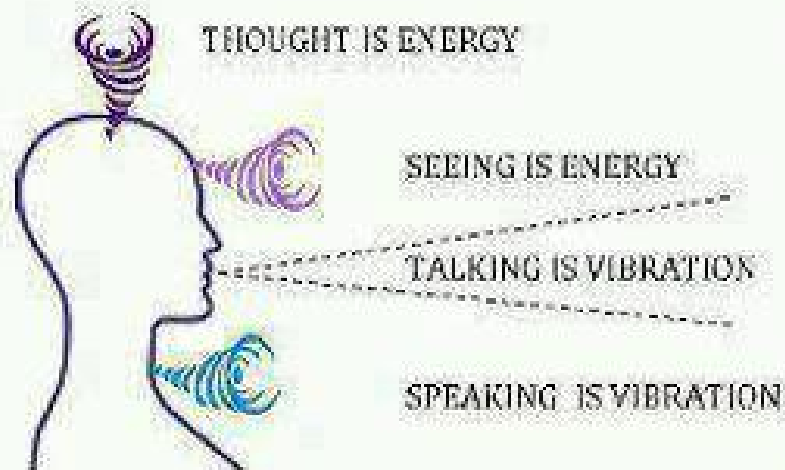


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YOUR VOICE COMMANDS YOUR MIND, BODY & SPIRIT

Learn the true meaning of each word, the root and the original intention. Find the cousins to each word, say it, feel it, which one will move you forward in your own life?

ENERGY + VIBRATION = MATTER



THOUGHTS + VOICE = REALITY

Help the self by Walking the Absolute Truth of your own life, Meditate & Pray...Keep thoughts, actions & words positive...Be self empowered and use the tools presented in a good way

*Made with unconditional love,
Barbara M. Moreau, Angel who dances on the Clouds
Frank J. Austin, Manhorses (Teacher)*

**I can't
I won't
It's hard
I Don't Believe
I'm a skeptic
I don't like it**

=

- Will literally stop growth
- Will literally put a block in your way
- Can not is a command to self
- Will literally stop you from achieving anything in your life
- Is a taught behavior that is a conditional to hold a person back
- Stops a person from learning
- Stops a person from gaining intellect (IQ)

**Try
Trying
I can try
I'm trying
I will try
I will attempt**

=

- Try and you will do it over and over and over never get to the end
- Puts a block in your way
- Try is a command to self
- Try and trying is a taught behavior that is a condition to hold a person back
- It has very little or no results
- It is like running a race with no end
- It is never ending
- It is repetitious

**I can
I am
I believe
It is done
I can do it
I can do anything**

=

- Literally promotes growth
- Can is a command to self
- Allows your wants, needs and desire to come true
- Is a behavior of using good words
- It is unconditional and moves a person forward in life
- When you know inside you can do it your body needs to hear it
- Your body reacts to key words

"Take it till you make it" -Grandma Rosalia Austin



CHARUSAT
CHAROTAR UNIVERSITY OF SCIENCE AND TECHNOLOGY

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Education Department, Govt. of Gujarat

HRDC
Pri. B I PATEL
HUMAN RESOURCE
DEVELOPMENT CENTER

INVITATION

Pri. B. I. Patel Human Resource Development Centre cordially invites you as valuable partner in progress for CHARUSAT Family in a 'Happy Meet' on Thursday, March 17, 2016 at HRDC Seminar Hall, 1st Floor, I²IM Building at 2:45 pm.

Your kind presence and participation in the Meet will strengthen our bond in our healthy journey to progress.

Programme Details

Date : Thursday, March 17, 2016

Time : 2:45 pm onwards

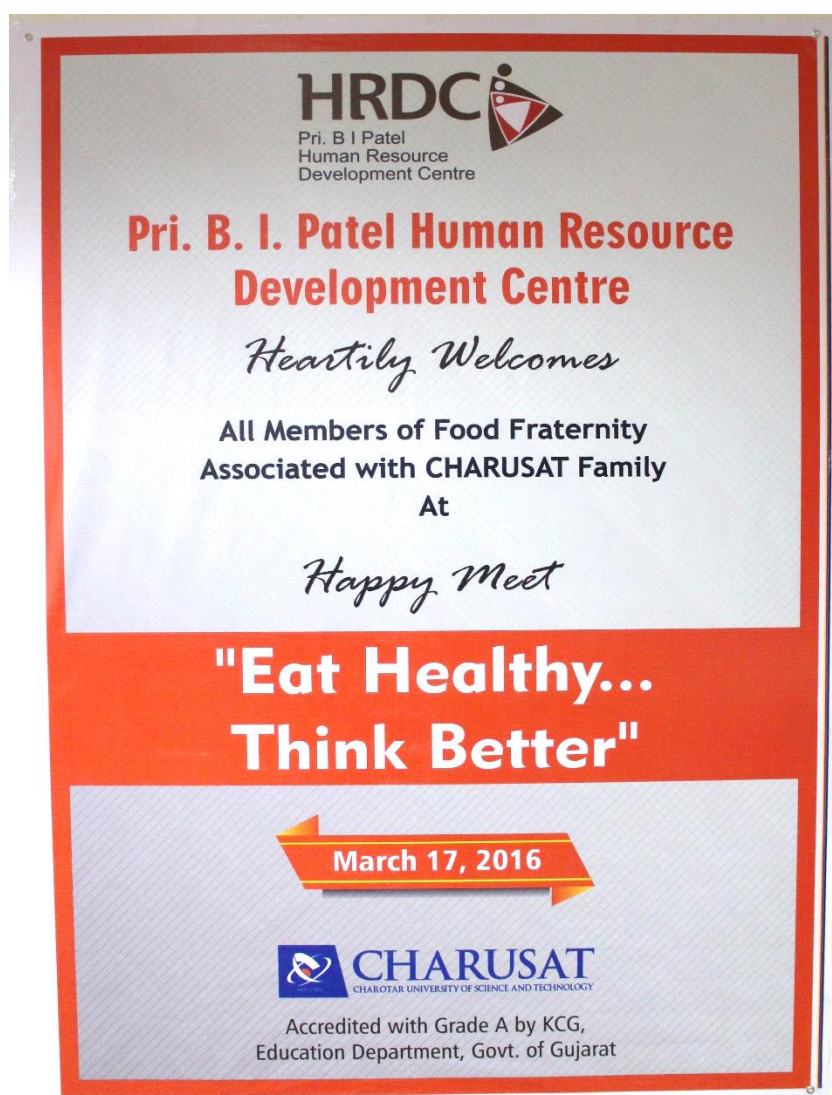
Venue : HRDC Seminar Hall, 1st Floor, I²IM Building

Programme

- ❖ Registration
- ❖ Welcome address by HRDC
- ❖ Brief Introductory Session – Mrs. Madhuben Patel-
Joint Secretary, Kelavni Mandal
- ❖ Brief Introductory Session – Mr. Sharadbhai Patel-
Karobari Member, Kelavni Mandal
- ❖ Key Note Address – Mr. Yogesh M. Soni- Food and
Drug Controller, Anand District
- ❖ Vote of Thanks
- ❖ Hi-Tea

Report on Food Vendor's Happy Meet

CHARUSAT, under the aegis of Pri. B. I Patel Human Resource Development Centre organized a unique Programme for the Members of Food Fraternity associated with CHARUSAT Family under the caption, **"Eat Healthy... Think Better"**, on March 17, 2016 at HRDC Conference Hall, at CHARUSAT campus. Members of Food Fraternity consisting of Food Vendors, Mess Operators, Tiffin Service Providers, gathered in large numbers and were welcomed by Head – HRDC, Dr. Kamal Chakravartty, in the Happy Meet to strengthen our bond in our journey to progress. The programme was graced by Mr. Yogesh M. Soni, Controller- Food & Drugs Control Authority, Anand Dist. And Mr. K.V. Dabhi, Officer-Food & Drugs Control Authority, Anand Dist. The guests were welcomed with flower bouquet by Ms. Divya Shetlur, member HRDC. In the Introductory address, Mr. Robert Parmar, Assistant Professor, I²IM, welcomed all the participants and introduced the honourable guests. Mr. Dabhi, addressing the participants emphasized on cleanliness and hygiene about food making and food storage. His ppt presentation elaborately covered the various aspects of food and hygiene norms which was liked and appreciated by all the participants. All the members of the food fraternity expressed their willingness for more programmes on this theme in times to come. The Programme concluded with expression of thankfulness by HRDC and the Happy Meet ended with Hi-Tea together.



Photographs for Happy Meet - Food Vendors









Programme Details

"Eat Healthy...Think Better"

Date : Thursday, March 17, 2016

Time : 2:45 pm to 4:00 pm

Venue : HRDC Seminar Hall, 1st Floor, I²IM Building

Sr. No.	Name of the Representative	Name of the Food Zone	Contact Details	Signature
1	અગાધી બેન ડાહ્યા		9829044432	S.K.P.
2	અગાધી બેન ડાહ્યા		9829044432	S.F.P.
3	Jyoti Patel	met	9725761477	
4	Memailul Paliwal	"	"	"
5	Jugdish Jashi	"	"	"
6	Shreshing Rathod	"	"	"
7	Sankar Pannan	"	"	"
8	Ravindra Yadav	"	"	"
9	Soma Pannan	"	"	"
10	Manish Solanki	"	"	"
11	Shulekiran	"	"	"
12	Sanjay Solanki	"	"	"
13	Ramshing Rathod	"	"	"
14	Anil Chouhan	"	"	"
15	Patel Kailash R.	Tarbag	9558738742	
16	Patel Umesh H.	"	9879564113	
17	Turkio, Kauri	Dumra S. G. G. G.	990012903	
18	Ajay A. Bhat	NBSRAC	9537921816	
19	C. V. Pan		8758615517	C.V. Pan
20	M. D. M.	M. D. M.	928435903	M. D. M.

[illegible]



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INVITATION

Pri. B. I. Patel Human Resource Development Centre cordially invites you as valuable partner in progress for CHARUSAT Family in a 'Happy Meet' on Wednesday, March 16, 2016 at HRDC Seminar Hall, 1st Floor, I²IM Building at 9:45 am.

Your kind presence and participation in the Meet will strengthen our bond in our journey to progress.

Programme Details

Date : Wednesday, March 16, 2016

Time : 9:45 am onwards

Venue : HRDC Seminar Hall, 1st Floor, I²IM Building

Programme

- ❖ Registration & Refreshments
- ❖ Welcome address by HRDC
- ❖ Brief Introductory Session – Mr. Dhirubhai C. Patel-
Joint Secretary, Kelavni Mandal
- ❖ Brief Introductory Session – Mr. Chandrakant Patel-
Convener, Transport Committee, CHARUSAT
- ❖ Key Note Address – Mr. Devang Joshi- Registrar,
CHARUSAT
- ❖ Vote of Thanks
- ❖ *Having Lunch together will be our pleasure.*



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Education Department, Govt. of Gujarat



આમંત્રણ

પ્રિ. બી. આઈ. પટેલ. હ્યુમન રીસોર્સ ડેવેલોપમેન્ટ સેન્ટર-ચારુસેટ આપ સૌ ને ‘ખુશીની મુલાકાત’ માં હાર્દિક નિમંત્રણ પાઠવે છે.

આપની ઉપસ્થિતિ અમોને ચારુસેટની વિકાસ યાત્રા ને ગતિશીલ બનાવવા મદદરૂપ બનશે.

: કાર્યક્રમની સ્થળ અને માહિતી :

તારીખ - બુધવાર માર્ચ ૧૬, ૨૦૧૬

સમય - સવારે ૯.૪૫ કાંવાક

સ્થળ - એચ.આર.ડી.સી સેમીનાર હોલ, પ્રથમ માળ, ઈન્ડુકાકા ઈન્કોવાલા ઈન્સ્ટીટ્યુટ ઓફ મેનેજમેન્ટ, ચારુસેટ, ચાંગા

: કાર્યક્રમની રૂપરેખા :

૧. રજીસ્ટ્રેશન અને અલ્પાહાર
૨. આવકાર
૩. કાર્યક્રમ વિશે જાણકારી - શ્રી ધીરુભાઈ સી પટેલ, જોઈન્ટ સેક્રેટરી, કેળવણી મંડળ
૪. વિશેષ જાણકારી - શ્રી ચંન્દ્રકાન્ત પટેલ, સભ્ય, ટ્રાન્સપોર્ટ કમિટી, ચારુસેટ
૫. વિશેષ જાણકારી - શ્રી દેવાંગ જોશી, કુલ સચિવ, ચારુસેટ
૬. આભાર વિધિ
૭. સ્વચ્છી ભોજન

Report for Transport Vendors Happy Meet

CHARUSAT, under the aegis of Pri. B. I Patel Human Resource Development Centre organized a unique Programme for the Members of Transport Fraternity associated with CHARUSAT Family under the caption, "Partners in Progress", on March 16, 2016 at HRDC Conference Hall, at CHARUSAT campus. Members of Transport Fraternity consisting of Bus and Auto Operators, gathered in large numbers and were welcomed by Head – HRDC, Dr. Kamal Chakravartty, in the Happy Meet to strengthen our bond in our journey to progress. Shri. Devang Joshi-Registrar CHARUSAT, addressing the participants, emphasized upon the fact that they are the most valuable partners in the progress of CHARUSAT Family. The Key Speakers Shri. Dhirubhai C. Patel-Joint Secretary, Kelavni Mandal and Shri. Harish Desai-Deputy Registrar, CHARUSAT, elaborately described the journey of CHARUSAT and its philosophy of growth through education in the remote part of the villages, enabling the participants to know many encouraging facts about the growth and prospective of CHARUSAT. The participants felt happy and enthused knowing the vast area of services available in terms of Primary Education, Higher Education, Health and Medical Services that CHARUSAT caters for to Humanity at Large. All the participants representing Transport Fraternity pledged their best services in terms of Safety and Security of the Commuting Students and Staff. The Programme concluded with expression of thankfulness by HRDC and the Happy Meet ended with community lunch.



Photographs for Transport Vendors Happy Meet







List and contact of Transport Vendors associated with CHARUSAT University

અમદાવાદ-વડોદરા-આણંદ-નડીયાદ-ખંભાતના ટ્રાવેલર્સના ફોન નંબરનુ લિસ્ટ.

બ્રહ્માણી ટ્રાવેલ્સ - અમદાવાદ	૯૪૨૬૭૫૩૫૦૯,૯૫૩૭૫૩૭૨૪૭ ૯૪૨૭૩૦૦૦૮૨	જીતુભાઈ દીપકભાઈ
અજીતનાથ ટ્રાવેલ્સ - અમદાવાદ	૯૮૨૫૦૨૪૮૩૦ ૯૭૮૦૩૨૬૧૨૩	ધનેશભાઈ રાજેન્દ્રભાઈ
સુનીતા ટ્રાવેલ્સ - વડોદરા	૯૨૨૮૪૧૯૧૪૬ ૯૭૨૪૧૯૦૭૨૩	જગદીશભાઈ રાકેશભાઈ
જય માતાજી ટ્રાવેલ્સ - વડોદરા	૯૪૨૭૮૩૯૭૫૫	સોમેશભાઈ
બંસરી ટ્રાવેલ્સ - વડોદરા	૯૮૨૫૦૮૧૫૯૦	તારકભાઈ
વેઈટીંગ ફોર યુ ટ્રાવેલ્સ - વ.વિ.નગર	૯૮૯૮૪૬૯૦૨૭,૯૫૫૮૨૨૭૧૫૦	કિરીટભાઈ
ધનલક્ષ્મી ટ્રાવેલ્સ - આણંદ	૯૯૭૯૧૦૦૪૭૯,૯૨૬૫૨૫૦૪૩૦	ઈન્દ્રજીતભાઈ
એજ્યુકેશનલ ટ્રાવેલ્સ - નડીયાદ	૯૮૨૪૪૬૮૧૨૭	અલ્પેશભાઈ
રોશન ટ્રાવેલ્સ - ખંભાત	૯૫૩૭૭૮૮૨૩૭	યુનુસભાઈ