SPARK PROGRAM ASSIGNMENTS

Date:20/11/2023 Assignment 01

( **Communication Module answers**)

**Ans1)**

* Laksh was physically present in the meeting but he was mentally absent in the meeting. It shows that he was listening actively what surya was saying.
* During listening one should have direct eye contact to

Speaker and body language matters a lot. Since he was busy in chatting, I think his body language was not up to the mark.

* In order to be an active listener, one must ensure to discard

all types of distraction which Laksh didn’t do.

* Proper response was missing by Laksh during meeting with Surya.

**Ans2)**

* Firstly, it was lunch break and usually one should not disturb to anyone during break time so Surya should ask Laksh before meeting that Is it right time to talk or not.
* Secondly instead of meeting surya could have submitted all the info to Laksh by email also.
* If that task was not that much important then Surya could also contact Laksh whenever he would have become free.

**Ans3)**

* Due to this there might be chances that a bad impression might have been created for Laksh in Sury’s mind.
* Trust deficiency or misconception could arise in future because of Laksh’s behavior.
* There is famous saying that “The way you treat others, same way others also treat you.” .So, this way Surya could also behave with Laksh in future.

Date:21/11/2023 Assignment 02

( **Interpersonal skills Module answers**)

Ans1)

* She seems like she is that person who holds on assumption.
* I mean it was her duty to brief Ajay regarding project.
* She seems to be very less collaborative.She expects that everyone must be aware of the project fully.

Ans2)

* Instead of complaining the manager he should have consulted her.
* In this situation one has to be little quite and handle the situation in easy way but I guess ego came in between and matter got escalated.

Ans3)

* There might be chance that Malathi might take revenge with Ajay as she might got to listen harsh feedback from manager.

Date:22/11/2023 Assignment 03

( **Business Etiquettes Module answers**)

Ans1)

* She is unaware of the fact that how one should behave in the corporate culture.
* Even she also not greeted to her manager which is not appropriate thing.
* Before coming to office, one must pe in proper office look so that you could look presentable but here her clothes were not ironed.

Ans2)

* Before coming to office she should have mentally prepared herself like how to behave in corporate saga.
* She should have asked her corporate friends those who are working in corporates like how to dress properly and look more confident.

Date:22/11/2023 Assignment 04

( **Service orientation Module answers**)

Ans1)

* Riya’s team must be straight forward and ask her client like what is the core issue due to which client is not getting that much happy.
* Involve client in decision making also.
* Always ask for daily feedback from client by doing meeting et EOD.

Date:27/11/2023 Assignment 05

( **Accountability ownership answers**)

Ans1)

* Lack of Planning.
* Over dependency on others.
* Not taking ownership.

Ans2)

* Confirm and validate Before doing the task.
* Take feedback as in when necessary.

Date:27/11/2023 Assignment 06

Ans1)

* She was not adaptable
* She should understand that client requirement should be priority rather adding own changes.

Mail Writing Activity

Hi Ram,

I hope things are well with you.

I am getting back to you about the email that you wrote me yesterday where you had mentioned that you want my help in the Design phase of the project ABC. Unfortunately my schedule is full and since my project's deadline is getting closer, me and my team are working overnight for project deployment.

If you don't mind I can provide you with an online resource link which could help you to solve the problem or I can connect with someone who is a subject matter expert in that field.

Feel free to reach me anytime.

Best regards,

Amit Pandharikar

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