

NAME – ARPAN MONDAL

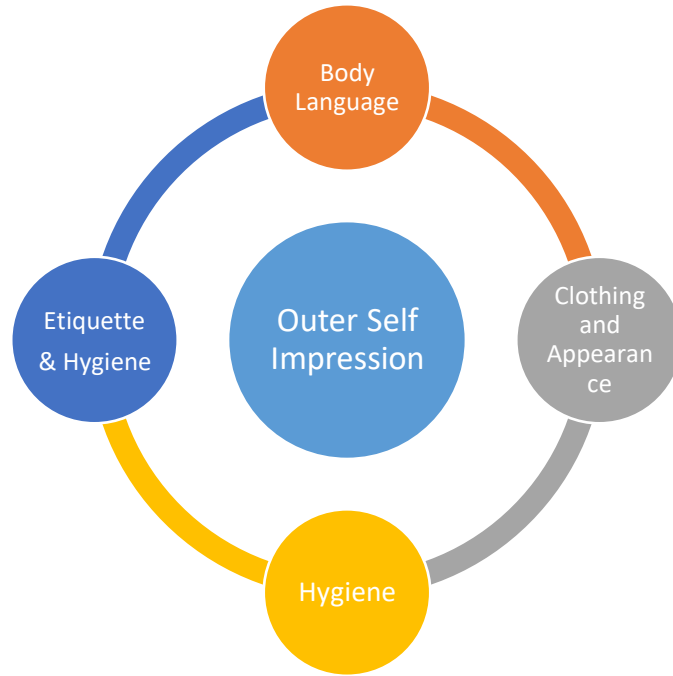
DESIGNATION – SENIOR ANALYST

TOPIC – IMPRESSION MANAGEMENT

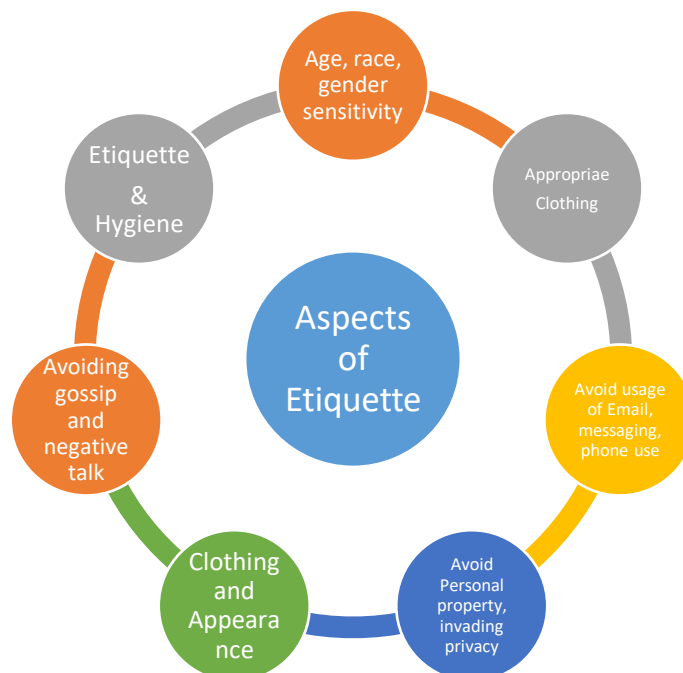
TEACHER IN CHARGE – SHRUTI RAVINDRAN

DATE – 14.10.19

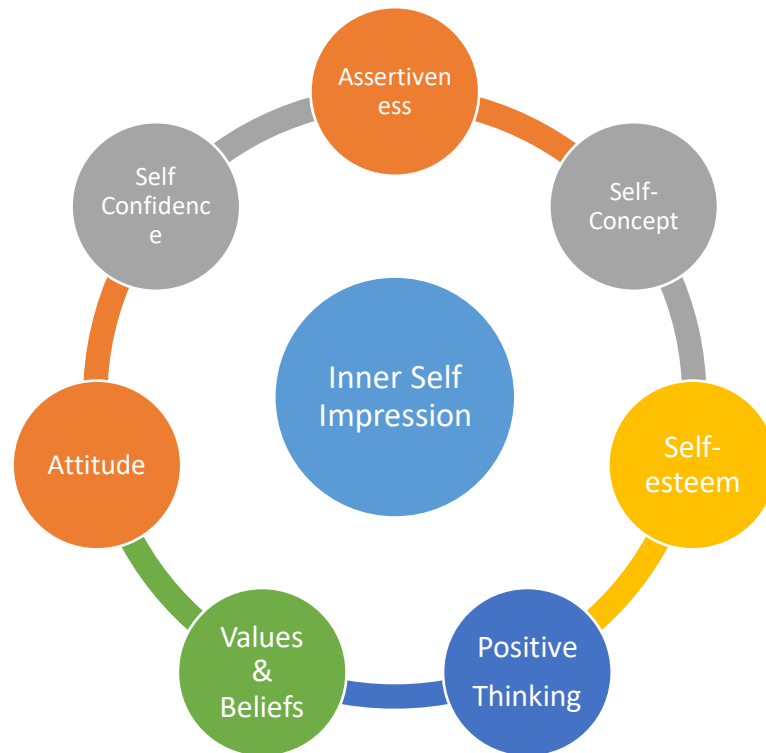
## Outer self of Impression



## Aspects of Etiquette and relation to impression management



## Inner self of Impression



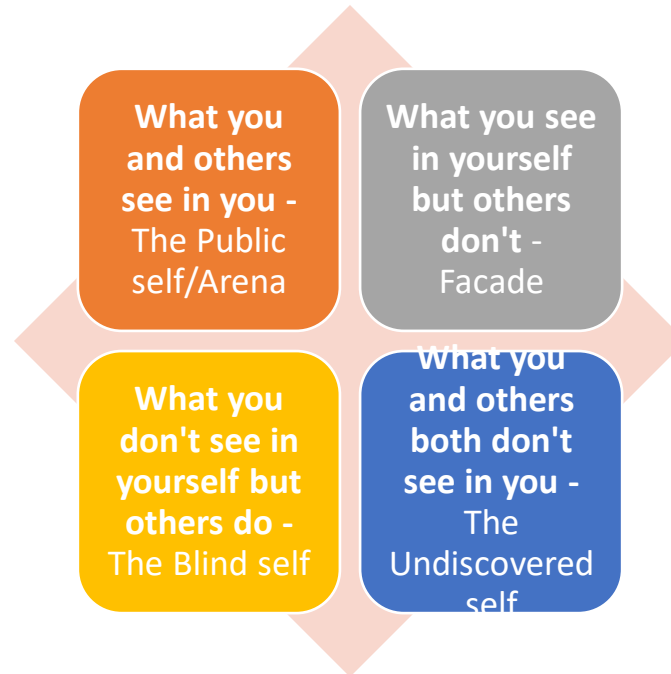
## Challenges to Assertiveness

- The barriers to saying “No”
- Handling unreasonable requests
- Being forced to act against your true self
- Handling criticism
- Giving positive feedback

## Advantages of being assertive

- Better interpersonal skills
- More effective communication
- Better able to handle skills, difficult situations or people

## The Johari Window



## What is attention to detail?

- Focus on multiple small tasks that makes up a larger task
- Concentration on minute details

## Why it is important?

- Avoid rework
- Maintain efficiency
- Analyzing information
- Making a good impression

## **Importance at workplace**

- Improves accuracy
- Higher efficiency
- Greater success rate
- Customer satisfaction
- Positive First impression
- Building relationship
- Increases analytical and problem solving skills
- Prevention of accidents at workplace

## **How to improve your attention to detail**

- Get organized
- Make a list
- Keep a specific schedule
- Limit Distractions
- Don't multitask
- Take breaks