NAME – ARPAN MONDAL

DESIGNATION – SENIOR ANALYST

TOPIC – IMPRESSION MANAGEMENT

TEACHER IN CHARGE – SHRUTI RAVINDRAN

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* **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