A note from CEO & Managing Director

Dear Colleague,

Assalamuwalaikum. Congratulations! I am very happy to have you in our TechForing family. I would like to take this opportunity to share my thoughts as an Entrepreneur. It is important you read and understand this message fully. This will be your guide to prosper at TechForing.

TechForing is my baby, my life and everything that made me who I am today. I know and understand that you can't love someone else's baby like your own but do you think that someone will understand that ? Unfortunately, NO! Every mother expects everyone to love her child like she does. I am not an exception in this case for TechForing. So please at least try to love TechForing as your own baby.

A business can be successful only if all the team members are putting their efforts and working sincerely. We can't succeed without your contribution. Always remember, your contribution is very important and valuable to TechForing. We plan to go far only with your help and contribution.

You are hired for a specific role to play at TechForing. We saw potential, promise and value in you. Always prove to us that we were right to make that decision.

There is a saying "Hire slow, fire fast", which I am a big fan of. Bear with me to understand why this is something I live by.

We try not to hire someone who has an attitude problem, is unable to adjust with the team members and doesn't add value to our corporate culture. Unfortunately, sometimes we make mistakes and hire the wrong people. A good team member can take the business to the next level and on the other side, someone arrogant with a bad mind setup can sink the ship. As the captain of the ship, it's my duty to keep the ship afloat even if I need to sacrifice one or two for many.

Please understand I am a madman when it comes to work. I will respect you, love you, care for you but you will have to earn that through your work. I can be a pain in your neck only if you don't do your job accurately and on time.

I manage our entire TechForing family across 4 continents. With over a decade of entrepreneurship experience, I have met, worked and managed hundreds of people all over the world. I might not be so smart but I am a hardworking person. I know how to get things done and I expect nothing less from you. If you think you can outsmart your supervisor or me, sure, you can but if you think you can continuously do that, I am afraid, that might not be so realistic.

When we hire someone, we expect them to work with us as long as possible (at least 5 years), and build a long term professional relationship. When someone leaves, we want to miss them and they should be able to proudly say, I have done an excellent job at TechForing that my ex-colleagues still miss me.

If you work well, bring value to the company, nothing can stop you from rising above everyone. Rome wasn't built in a day, you won't get anywhere in a day as well. You will need to consistently put in effort, one day at a time, for weeks, months, and years.

Firing someone is always painful but remember I don't know you personally and I have no personal conflict with you. I will have a professional relationship with you and only you can fire yourself and solely you are responsible for your actions. If you are helping our company sincerely then that day will never come. Few reasons I normally come to the conclusion, this would be someone's last working day with us.

- If someone gossips at the office about anything or anyone, try to analyze someone from their back and make the environment polluted. If someone has a complaint about anyone or anything, they should directly complain to HR.
- When someone doesn't respect his/her fellow colleagues and doesn't consider the chain of commands and seniority.
- When someone takes credit of other's work
- When someone is not sincere in his/her work and not putting 100% effort. **If you are not helping us, then you are hurting us.**
- When someone is not truthful and dishonest about anything or keeps making up excuses.
- When someone doesn't reason but is arrogant and has an attitude issue. The killer of all. Tips- Develop a good communication skill, see the bigger picture and try to put yourself into someone else's shoes. Be adaptable.
- When someone is not aggregable. What does it mean ? It means sometimes you will have to follow orders and policies. If someone is not aggregable and constantly disagrees with everything, then it doesn't work out mostly. There is always a kind and gentle way to disagree and provide new suggestions and the reason for disagreement if something really bothers you. If that happens often, then we let them go.
- When someone doesn't have passion. Passion is very important in what you do. You shouldn't do something just because you need a job. With over a decade of my experience I can understand the difference between passion and just going by.
- When someone tries to be manipulative and has a poor work ethic.
- When someone thinks he/she can't be fired because he/she is irreplaceable or without them, the company won't run. Trust me on this 100%, everyone, including me is replaceable. Be humble and don't take anything for granted.

I value my peace and calm. If someone is costing my peace then they are too expensive to work with. Here I personally apply the 80 /20 rule. I work and hang out with people (client, partner, employees, friend, relatives etc) who bring 80% of peace/ result / happiness with 20% of time/effort /communication and problems.

Please take a moment to read this message thoroughly, reflect on your personality, keep everything I said above in mind and be a dream team player for us.

I welcome you one more time and can't wait to start working with you!

Introduction to Asana- Project Management Tools

Introduction to Asana- Project Management Tools

Asana is a project management platform to manage any kind of projects for any types of organization. In traditional method, tasks are being managed by email or direct meeting. It creates chaos and mismanagement in work. On top of that, you have to maintain another live chatting application to chat live with respective departments. **Asana** provides us the opportunity

to organize all projects, their progress, follow the deadline and manage them in a centralized platform.

- **Accessing Asana:** First you need to signup in Asana. The admin can directly invite you by email. Then you can create the account under the team account.
- **How we use Asana internally:**
    - Creating new projects: When a project comes. Admin will create a project in Asana under the respective department category. He can set the due date, description and responsible person for the project.
    - Creating tasks: Every projects have some tasks. The admin will create the tasks under the projects and will assign them to the respective person. Every task can have different sub tasks. Admin can assign individual person for individual tasks and sub tasks.
    - To- do, Doing and Done: There are three steps to track the task assigned to someone. When the task is assigned for the first time, it is set in **To-do** step. When the person starts the task, he needs to move it to **Doing** step. When the task has been done, it needs to be move to **Done** steps. The admin will check the task and will mark it as complete. Remember one thing, don't ever mark as complete any task unless it is a daily, weekly or monthly task that is repetitive. Otherwise all the tasks must be reviewed the by the supervisor and then mark as completed.

Note- Anyone can always create a new project or new task if they think it is necessary. It doesn't always have to be the supervisor or the admin.

- **Always check my tasks and inbox:** When you open the Asana, you can see the task option. It will show the tasks that has been assigned to you. You need to check the priority level and due date first. If you see the color of the Project is red that means this is a high priority task, if the color is **green** it means that is a medium priority project. If it has **grey** color it means it is normal priority.

For tasks, always check the Priority Level beside the tasks. Also you need to check the due date. Because if you don't complete the high priority task that has due date immediately, it will affect the KPI score. So both the due date and priority needs to be checked.

Always check the inbox before starting the day. It will show you the admin feedback and comments. You can also give the reply on those comments.

- **Daily, Weekly and monthly tasks:** You need to create the daily, weekly and monthly task to complete the goal. Every day after completing the daily task always mark them as complete, it will show overdue and it will not come to the list again.
- **Giving update on Asana:** When a task has been done, you can move them to done part and give an update in the comment box. You can share drive links, attach files and mention any person associated with the project. It is important to give the update must, cause it will help to track the project and due task. When you see a feedback from supervisor / admin, acknowledge the comment/ feedback by replying or liking it.

Some Do's and Don'ts

1. Don't discuss a project outside of Asana if you don't need to. Always keep it within Asana for better tracking the project.
2. In a case of an attachment, upload that on the google drive under your assigned folder and share the direct link on comment box on Asana.

How we use slack internally

Internal team communication and team collaboration is done with the help of Slack. There are different channels and direct messaging options available on slack. Here are the rules to follow while you are communicating via slack,

Channels: Channels are made for intra- department communication. You will be added to different channels where you'll play your roles according to the channel description and responsibilities assigned by your supervisor. For example: if you are a member of the channel #content_marketing, then any discussion related to content marketing will exclusively take place in that particular channel.

Direct Messaging: Any kind of one-to-one discussion should take place via direct messaging or DM. Only DM for absolute necessary situations like personal help, critique, your colleague's mistakes. Use common-sense to figure when to use DM and when to Channel.

Avoid one-to-one discussion (DM) which can be done on channel, so that your supervisor can acknowledge what communication you are making with your colleagues in a project. Even if your colleague is sitting next to you, it's a good practice to communicate via slack channel , that way there will always be proof that you are doing your part correctly and no one can tell you otherwise.

As of June, 2021 The existing channels at TechForing are,

- **#administration:** Members related to administration will be a part of this group and will communicate
- **#content-markeing:** Members related to content marketing will be a part of this group and will communicate
- **#general:** All the members will be part of this General issues and queries related to your workplace will be addressed here.
- **#marketing:** Members related to the marketing team will be a part of this group and will communicate
- **#meetings:** If any team meeting or one-to-one meeting is required then you have to use this channel to address the people to join in the meeting. For meetings, you can use google meet to prosecute the
- **#random:** It is what it is, yes, you can put random things on this Just remember this group is a part of professionals so keep your private thoughts to yourself and put this that is only suitable for your professional workplace. Don't forget to maintain professional courtesy.
- **#sales:** Members related to sales will be a part of this group and will communicate
- **#updates:** You will share your daily updates here according to your daily work and responsibilities.

Do's	Don'ts
For intra-team communication, always communicate through respective channels.	Avoid putting or addressing an issue unrelated to the channels.
Always tag respective teammates related to your queries.	Avoid tagging irrelevant people.

Maintain professional courtesy within the channels.	Communicate only in the official language in the channels, English.
If needed then add further comments or conversations in the reply section of a post.It is known as Thread.	Don't flood the channels replying independently in an issue.
If someone posts something that is related to you then put a tick mark or say "Ok", so that responsible persons would know that you have seen that.	Don't do unnecessary DM
If you don't get someone's response then in the reply ping that individual another time and cc your supervisor for being on the same page.	Don't share big files via slack. Use a drive link instead.
Use reminder for any comment by clicking next to it	Don't call someone directly, request their availability first
Always check if a task is being created via slack or on Asana. You may create a task via slack directly for Asana and assign to yourself, give a deadline and put that under the right project if required.	Don't create a task from slack comments without asking your supervisor.
Always turn on the notification (both desktop and mobile) for all the channels you are in	Don't use different emails for slack, asana or google drive.

Watch the following video to get yourself familiar with Slack:

- How to use slack
- When to use Slack or Asana for team communication

Unit 4/105 minutes

How We Use WhatsApp

At TechForing, we use WhatsApp primarily to share our attendance whether we are working remotely or physically. However, it can also be used as secondary communication media if anyone is unavailable via slack or phone calls.

Attendance: While sharing attendance, when you are at the office physically, you need to share your live location both at the time of signing in and signing off. If you are working remotely then there is no need to share live location, just a simple text stating "signing in" and "signing off" will suffice.

Do's	Don'ts
Share your live location only when you enter the office	Don't share made-up locations
Only sign in via your personal devices	Don't use multiple numbers for signing in and off
Use a desktop version if required for ease of access	Don't start any conversation in the attendance group.

TechForing suggests you not to stalk any group members and it is advised not to share anyone's contact number with anyone outside TechForing.

Unit 5/105 minutes

How we use google drive and accounts internally

As soon as you have become a member of TechForing, the authority will provide you a google drive folder and a google account. Anything related to the office that requires any google services, you need to perform only via those office-provided drives and accounts.

File, Folder & Link sharing: If you need to share a file, doc, or folder with anyone within the organization then you must have to upload that under your office-provided designated google drive and then share the link with the respective individual or group.

Always organize your files in different directories under your designated folder and make sure the following email has access "rabiulislam.sumon214@gmail.com"

If you produce new files very often, then organize your folders by different categories. Month/ Date or Specific category name are suggested ways to tidy up your folders and files to quickly find them when necessary.

For sharing the link, always use Asana under each task. In rare cases, if you need instant feedback or your supervisor is required, only then you are permitted to share the link via email, or slack.

Account: You need to use only the office-provided google accounts to perform any task related to google products.

3rd party accounts and software: For any third-party apps or websites related to your WORK you can use your office provided google account if necessary.

Do's	Don'ts
Always share relevant content link	Don't share links from any outside accounts
You compress a folder before sharing for big files	Never put personal contents in the office provided drive
Always share link via Asana	Don't forget to give access to your contents as soon as you are finished uploading
	Never share any untrusted file or link or contents in the allotted drive

How to communicate with CEO, HR (leave, application, complain, raise, promotion etc), Manager and Colleagues.

Out of many things, there are two things you can't take back, a bullet after fired and your words after spoken. Choose your every word wisely and everyone on the planet will consider you a wise person. 20% of your skill will ever matter, the rest 80% is how you communicate. At TechForing we expect professional communication, and a good attitude.

For any kind of communication, you should maintain proper slack channels and people. For any individual feedback or communication simply DM that individual.

Some rules to communicate with the CEO-

Just like you, The CEO is also a human being. The only difference is, he has to work much harder to keep things together. It is your duty to make his job easier, respect his time and help him to help you. How can you do all of these ?

1. Follow the company rules, regulations and policy
2. Do your job sincerely and on
3. Don't run to him for your day-to-day personal
4. Do not cross the chain of
5. Communicate with him only when it is absolutely

If you want to address the CEO for any reason that you can't solve discussing with your supervisor or teammates then reach out to him via proper channels. For examples,

- If the issue is related to feedback that you need, then ask for feedback in proper channels via slack, or on
- If it's personal or too formal to ask on asana or slack then email
- A good employee is someone who does what he is told but the best employee is someone who is a problem solver, who doesn't run to management / CEO every time he faces a problem. Sure, there will be time, you won't be able to solve a problem and you will need help from your supervisor / CEO, in such cases also present some solution and get a
- There is a saying, "A mute has no enemy". The reason behind that is, a mute is not a smart mouth who has an answer for everything. Remember to be polite, gentle and respectful

Communication with HR Admin –

For any formal request or application related to your individual performance or leave, application, complaint, raise, promotion, etc, reach out to your supervisor or the HR admin. Here are some of the clauses from the HR policy where you need to address the HR or authority formally via email,

- Leave application should be addressed to HR with proper For example, if you are absent because of illness, please attach medical reports.
- For advance leave, you need to notify the authority via email and it is your responsibility to finish any pending task or project before you enjoy your

- If you want a raise or promotion that you see fit, then you have to email HR admin explaining why the organization should raise you or prompt you and cc the

Procedure: To make a complaint

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure,

1. Tell the offender the behavior is offensive, unwelcome, and against business policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your manager). Keep a written record of the incident(s).
2. If the unwelcome behavior continues, contact your supervisor or manager for
3. If this is inappropriate, you feel uncomfortable, or the behavior persists, contact another relevant senior Employees may also lodge a complaint with the local law enforcement agency but before doing so, it is highly recommended to contact the Managing Director/ Managing Partner/ Chairman and wait to see the result.

Employees should feel confident that any complaint they make is to be treated as confidential as possible.

Procedure: To receive a complaint

When a manager receives a complaint or becomes aware of an incident that may contravene TechForing EEO Policies, they should follow this procedure.

1. Listen to the complaint seriously and treat the complaint Allow the complainant to bring another person to the interview if they choose to.
2. Ask the complainant for the full story, including what happened, step by
3. Take notes, using the complainant's own
4. Ask the complainant to check your notes to ensure your record of the conversation is accurate.
5. Explain and agree on the next action with the
6. If the investigation is not requested (and the manager is satisfied that the conduct complained is not in breach of TechForing EEO policies) then the manager should:
   - act promptly
   - maintain confidentiality
   - pass any notes on to the manager's manager

If an investigation is requested or is appropriate, follow the next procedure.

Procedure: To investigate a complaint

When a manager investigates a complaint, they should follow this procedure.

1. Do not assume guilt
2. Advise on the potential outcomes of the investigation if the allegations are substantiated
3. Interview all directly concerned, separately, and in-person
4. Interview witnesses, separately, and in-person
5. Keep records of interviews and the investigation

6. Interview the alleged harasser, separately and confidentially and let the alleged harasser know exactly what they are being accused of. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions, however, the manager will still make a decision
7. Listen carefully and record details
8. Ensure confidentiality, minimise disclosure
9. Decide on appropriate action based on investigation and evidence collected
10. Check to ensure the action meets the needs of the complainant and TechForing
11. If resolution is not immediately possible, refer the complainant to more senior management. If the resolution needs a more senior manager's authority, refer the complainant to this
12. Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their Possible outcomes If after investigation management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:
    ○ disciplinary action to be taken against the perpetrator (counselling, warning or dismissal)
    ○ staff training
    ○ additional training for the perpetrator or all staff, as appropriate
    ○ counselling for the complainant
    ○ an apology (the particulars of such an apology to be agreed between all involved)

Do's	Don'ts
Always maintain a proper thread for fruitful communication	Don't put comments or feedback in the wrong channel
Maintain a chain of communication	Don't reach out to the CEO if the matters can be handled by any other person in the office.
Always seek help from your teammates first. If the issue is not resolved then communicate with your manager.	Don't raise any unprofessional query or issue
For any official inquiry, you can always reach out to the HR admin	Don't bring politics, religion, gossip into the office.

Unit 7/105 minutes

Right way of writing an email, when to send an email and basic rules of sending emails.

Communicating clearly is an art and it takes time to master. However, for formal communication email is the best way to go. For a better understanding of how you should proceed while writing an email and the etiquettes related to emailing please go through the following links and use the tips and do's/donts accordingly.

1. How To Write a Professional Email | com
2. Writing professional emails in the workplace | Writing and Communication Centre | University of Waterloo (uwaterloo.ca)

When to send an email and some basic rules:

- If you are communicating with anyone outside of TechForing, always use your official @techforing.com
- Always CC info@techforing.com or other respective emails (inquire your supervisor for further details if required).
- For any formal application , always email to hr@techforing.com
- Do not send unnecessary project updates via email , use Asana comments
- Do not CC CEO's personal email anywhere unless he asks
- Do not email any google drive link via email (unless requested) , use Asana comments instead.

How we use different tools and site at TechForing – High Level Overview

Site and Tools at TechForing and How we use them

At TechForing we use various tools and sites to learn, communicate, and keep the business running. In this post, you will be given a very high-level overview which you will be able to make sense after getting yourself familiar with each tool/ site independently.

- **Gmail Account –** Mainly used to tie all your official accounts
- **Official Email –** If you are given an official email, always use that for email communication with clients, candidates, partners, colleagues Avoid using your gmail account for emailing purposes.
- **Google Drive –** Share all the files, folders under your designated folder
- **Asana –** Project management Create a task, assign yourself a deadline and provide an update under each task.
- **Slack –** The instant chat tool of TechForing
- **Google Meet –** The name says it all!
- **techforing.com –** We call it TFOS, this is where you learn and evolve.
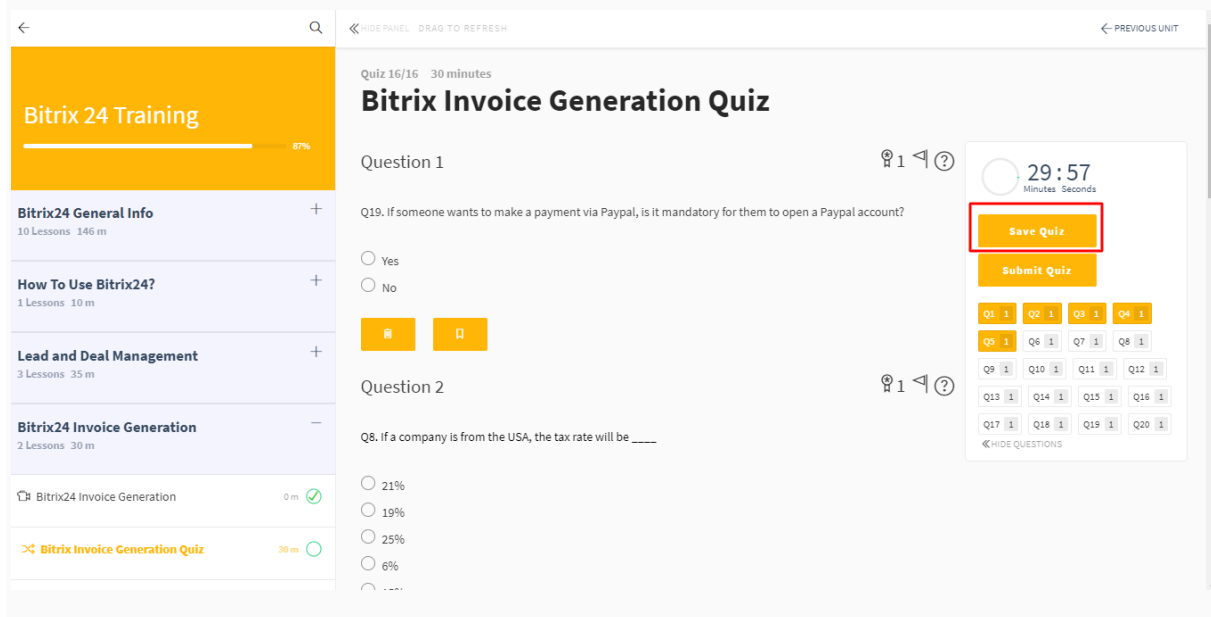
Unit 9/100 seconds

How to Submit Quiz in Member Site

TechForing's member site is an in-house initiative to engage employees with a learning curve. Here you can find different courses according to department categories. Each course has several sections, units, and quizzes. Every unit is locked and you have to complete the previous unit to unlock the next unit and quiz. In this article, you can have an overview of how to submit the quiz and see the results.

When you enter the course, you can see a screen like below. When you complete the unit before a quiz, the quiz will open and the start screen will appear.
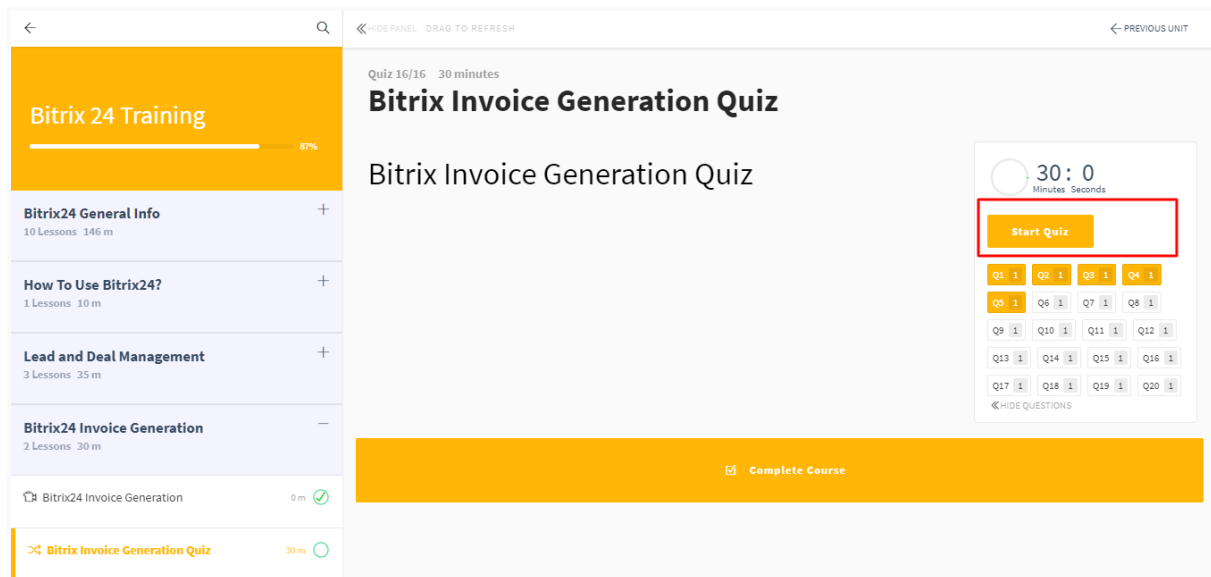
You have to click the start quiz button (red marked) to start the quiz. When you will click the start button the quiz will start with the timer. You can see a limited number of questions per page. When you complete a page with answers, **you must click the "Save Quiz" button and then click the next page at the bottom of the page. Otherwise, the quiz will not be saved.** Please see the image below:

When will arrive at the last page of the quiz, before submitting, please click the save button and then submit. After submitting, you can see the result. At the top right corner, you can see an

option. If you click the "Tick" mark you can the questions that you have chosen right and the "Cross" mark will show you the wrong answers you have marked.

The pie chart will show you the overall percentage of your submitted quiz.