

# **Essential Soft Skills Program (ESSP) V2.0**



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## Essential Soft Skills Program Overview:

### Objectives of the program:

- To understand and apply the various skills involved in Personal Excellence and Development, Communication, Time Business Etiquette, Interpersonal Skills, and Presentation
  - To develop the right communication skills associated to the business environment
  - To understand the elements involved in Personal Development and Excellence by being more organized, self-disciplined and confident, understand Strengths and Weaknesses through a SWOT analysis
  - To manage time effective through effective Time Management Techniques
  - To understand what is appropriate and what must be avoided in an office environment through understanding Business Etiquette
  - To improve on Interpersonal Interactions with better Interpersonal Skills
  - To hone the skills needed in delivering a good presentation

### Contents:

- Communication Skills
- Interpersonal Skills
- Business Etiquette
- Personal Development and Excellence
- Time Management
- Presentation Skills

### Methodology:

- Group Discussions
- Presentations
- Video Clips for experiential learning
- Role Plays
- Activities
- Assignments
- Case Scenarios
- Online Learning

### Duration:

7 Days

## Session Plan:

Essential Soft Skills Program - ESSP V2.0 Course Plan				
S. No.	Modules	Module Duration	Module Duration	
		Minutes	Hours	
	<b>Introductions and Icebreaker</b>	30	0.5	
<b>Communication Skills</b>				
1	What is Communication? The Process of Communication	15	7	
2	Barriers in Communication			
3	Communication Techniques	30		
4	Being Proactive	30		
5	Behavioral Communication Styles - Basics on Assertive Skills	90		
	<b>Roleplay</b>			
6	Active Listening Skills	45		
	<b>Roleplay</b>			
7	Questioning Skills	60		
	<b>Roleplay</b>			
8	Meeting Etiquette	45		
9	Stand Up Meeting Etiquette/ Sprint Meeting Etiquette			
10	Telephone Techniques & Courtesy			
11	Business Writing Skills - Reports and Email Composition and Etiquette	45	5.5	
12	Chat Etiquette			
13	<b>Knowledge Check</b>	60		
	Case Scenario/Role Play			
<b>Interpersonal Skills</b>				
1	Accountability & Ownership	70	5.5	
2	Building Credibility and Rapport			
3	Being Empathetic	30		
	Case Scenario	20		
4	Collaboration and Team Work	60		
	<b>Roleplay</b>			
5	Making Requests and Giving Suggestions	60		
	<b>Roleplay</b>			
6	Dealing with Difficult People	45		
	<b>Roleplay</b>			
7	<b>Knowledge Check</b>	45		
	Case Scenario/Role Play			

<b>Business Etiquette</b>			
1	Introduction to Business Etiquette	90 45 60 45	4
2	The First Impression		
	<b>Roleplay</b>		
3	Professional Behavior		
	<b>Roleplay</b>		
4	Campus Etiquette		
	<b>Roleplay</b>		
5	Multi-cultural Etiquette		
6	<b>Knowledge Check</b>		5
	Case Scenario/Role Play		
<b>Role Play Assessments for Module 1,2,3</b>		<b>570</b>	9.5
<b>Personal Development and Excellence</b>			
1	Developing Confidence	60 60 45 90 45	5
2	Being Self-organized, Independent and Disciplined		
	<b>Case Scenario</b>		
3	How to receive and give feedback?		
4	How to work on feedback?		
	<b>Case Scenario</b>		
5	SWOT Analysis		
6	Problem Solving		
7	Deriving possible solutions	90	4
	Mind Mapping		
	<b>Case Scenario</b>		
8	<b>Knowledge Check</b>		
	Case Scenario/Role Play		50
<b>Time Management</b>			
1	Characteristics of Time - Activity	70 60 60 50	4
2	Goal Setting		
3	Pareto Principle – 80/20 Rule		
4	Planning and Prioritizing:		
5	<b>Case Scenario</b>		
6	Time Management Tools/Time Wasters and how to avoid them		
8	<b>Case Scenario</b>		
9	Day-to-Day Time Management Tips & Techniques		
	<b>Case Scenario</b>		
10	<b>Knowledge Check</b>		
	Case Scenario/Role Play		
	Prioritizing a list using the Quadrants and prepare a To-Do list		

Presentation Skills		
1	Mock Presentations	60
2	Essential Elements of making a presentation	
3	Basic Presentation Flow	
4	Preparing for a presentation	
5	Delivering a good opening and closing to your presentation	
6	Managing your audience	
7	Responding to questions	
8	Delivering your Presentation	
9	<b>Knowledge Check</b>	
	Case Scenario	45
	Individual Presentations - 3 Minute presentation per consultant - Assignment	210
<b>Individual Feedback on all modules</b>		
		<b>42 Hours</b>

Online Learning - Udemy Courses			
S.No	Topic	Link	Duration
1	Communication & Social Skills	<a href="https://hexaware.udemy.com/course/communication-social-skills/">https://hexaware.udemy.com/course/communication-social-skills/</a>	0.6
2	Assertiveness Basics: The 50-minute Communication Guide	<a href="https://hexaware.udemy.com/course/assertiveness-basics-the-30-minute-communication-guide/">https://hexaware.udemy.com/course/assertiveness-basics-the-30-minute-communication-guide/</a>	1
3	Assertive Communication Skills Masterclass	<a href="https://hexaware.udemy.com/course/assertive-communication-skills-masterclass/">https://hexaware.udemy.com/course/assertive-communication-skills-masterclass/</a>	3
4	Active Listening Masterclass	<a href="https://hexaware.udemy.com/course/active-listening/">https://hexaware.udemy.com/course/active-listening/</a>	0.5
5	Business Etiquette 101: Social Skills for Success	<a href="https://hexaware.udemy.com/course/business-etiquette-101-social-skills-for-success/">https://hexaware.udemy.com/course/business-etiquette-101-social-skills-for-success/</a>	4
6	Productivity Machine: Time Management & Productivity Hacks	<a href="https://hexaware.udemy.com/course/productivitymachine/">https://hexaware.udemy.com/course/productivitymachine/</a>	2.5
7	Business Presentation Skills - Excellence Made Easy	<a href="https://hexaware.udemy.com/course/the-engaging-presenter/">https://hexaware.udemy.com/course/the-engaging-presenter/</a>	2.5
<b>Total Duration</b>			<b>14.1</b>

## Module 1 Communication Skills



## Communication Skills

### Objective



- To be able to communicate effectively as it directly impacts the company's brand image and its services.
- To learn how to demonstrate a professional approach while communicating in a corporate environment.



## Agenda



- What is Communication? The Process of Communication
- Formula of Communication
- Being Proactive - giving information and seeking help
- Barriers in Communication
- Behavioral Communication Styles - Basics on Assertive Skills
- Questioning Skills
- Active Listening Skills
- Meeting Etiquette
- Sprint Meeting Etiquette
- Telephone Techniques & Courtesy
- Business Writing Skills - Reports and Email Composition and Etiquette



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## The Process of Communication

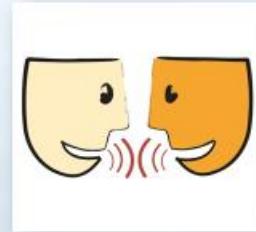
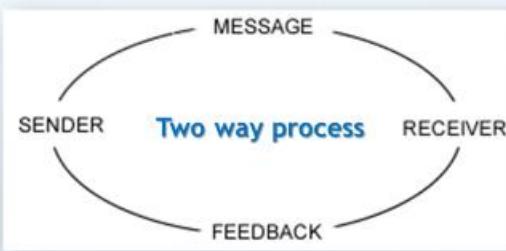




## What is Communication



- A process of transferring information from one entity to another.
- It is an interchange of thoughts or opinions through shared symbols.  
E.g. language, words, phrases





## Modes of Communication

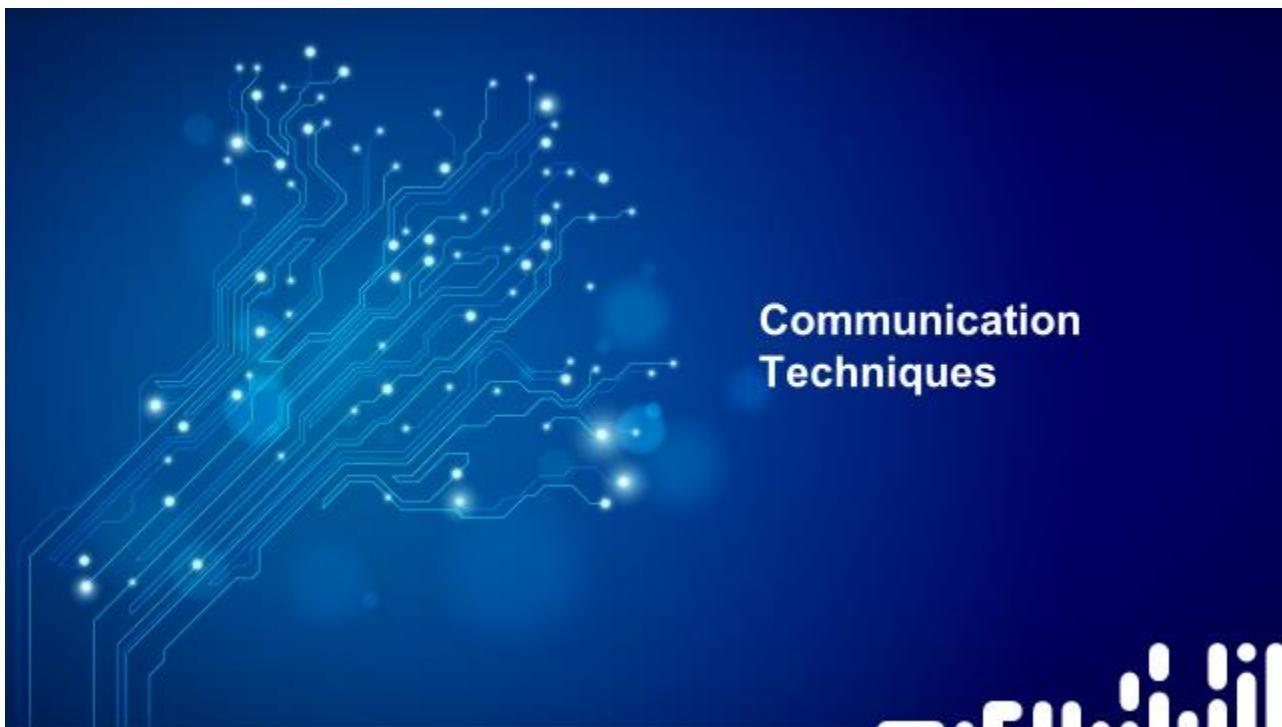


Face to Face

Telephone

Emails

Chat



## Communication Techniques



- S** Speak slowly and clearly
- M** Maintain your manners always
- I** Identify yourself
- L** Listen carefully
- E** End the conversation appropriately



## Communication Techniques - *Persuasive Technique*



- L** Listen carefully
- A** Acknowledge, apologize, empathize, understand
- C** Clarify all facts/details/specifications
- E** Explain your plan of action



## Effective Communication through Effective Listening



- S** See listening as an opportunity  
*(to get information, share views, broaden your own knowledge)*
- P** Prepare to Listen *(by focusing on the speaker)*
- E** Establish appropriate eye contact
- C** Control and eliminate distractions

**‘Listen a hundred times; Ponder a thousand times; Speak once.’**

**Turkish Proverb**



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## Barriers to Communication

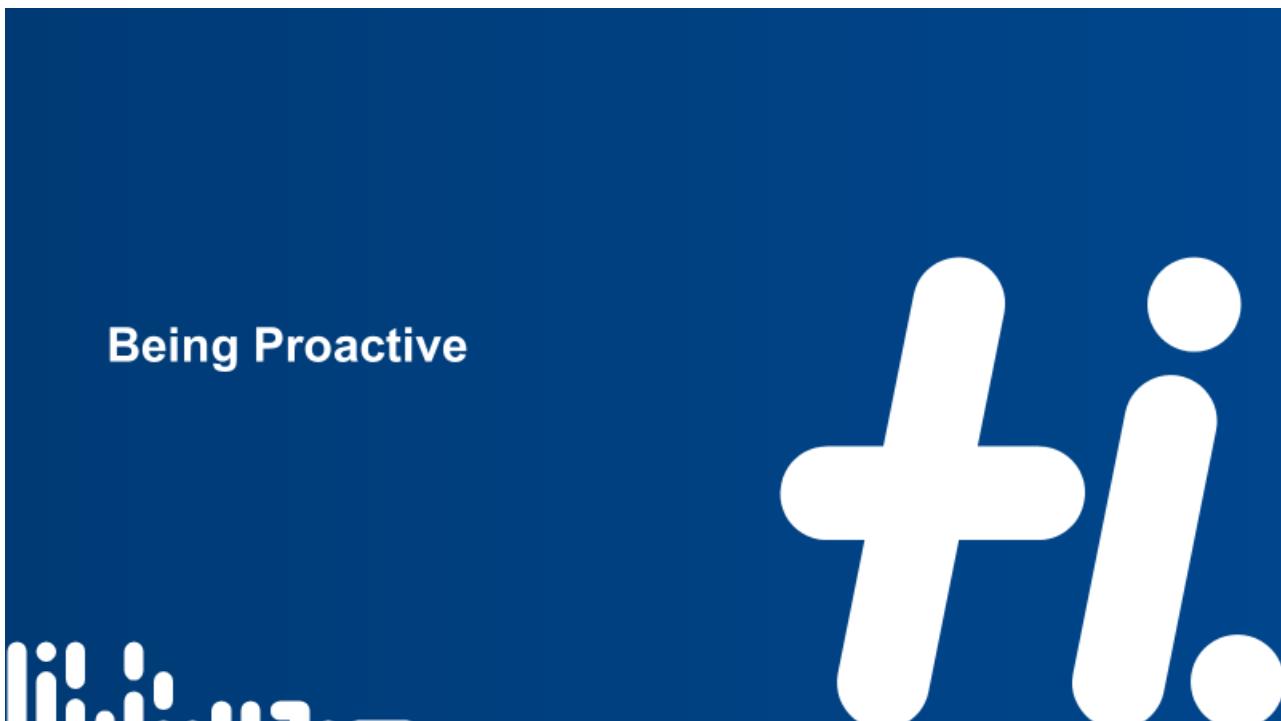


- Language
- Culture
- Gender
- Attitude
- Poor listening skills
- Lack of feedback
- Muddled messages
- Interruptions & distractions
- Physical distractions
- Perception



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***"The proactive approach to a mistake is to acknowledge it instantly, correct and learn from it."***

**-DR. STEPHEN R. COVEY**



## Being Proactive

- Be Response-Able and not React-able
- Try and see the big picture
- Acknowledge the freedom to choose your own behavior
- Use of Proactive Language – “I can, I prefer, I will..”
- Its all about You!
- Make your own Luck!
- Find the right people



## Being Proactive at Work



- Plan for problems even before they occur
- Improve work place communication – Helps you give and receive information
- Stay focused on the goal and mission – Helps you be less reactive
- Develop your strengths – Adds to confidence in the workplace
- Work on your weaknesses
- Stay away from the distraction zone that can cause bad stress
- Do only those things you need to do now
- Stay productive and positive by controlling your thoughts
- Look for the answer inside yourself
- Don't blame others. Take full responsibility
- Hope for the best & prepare for the worst



<https://www.youtube.com/watch?v=Tex0zKuLCMg>

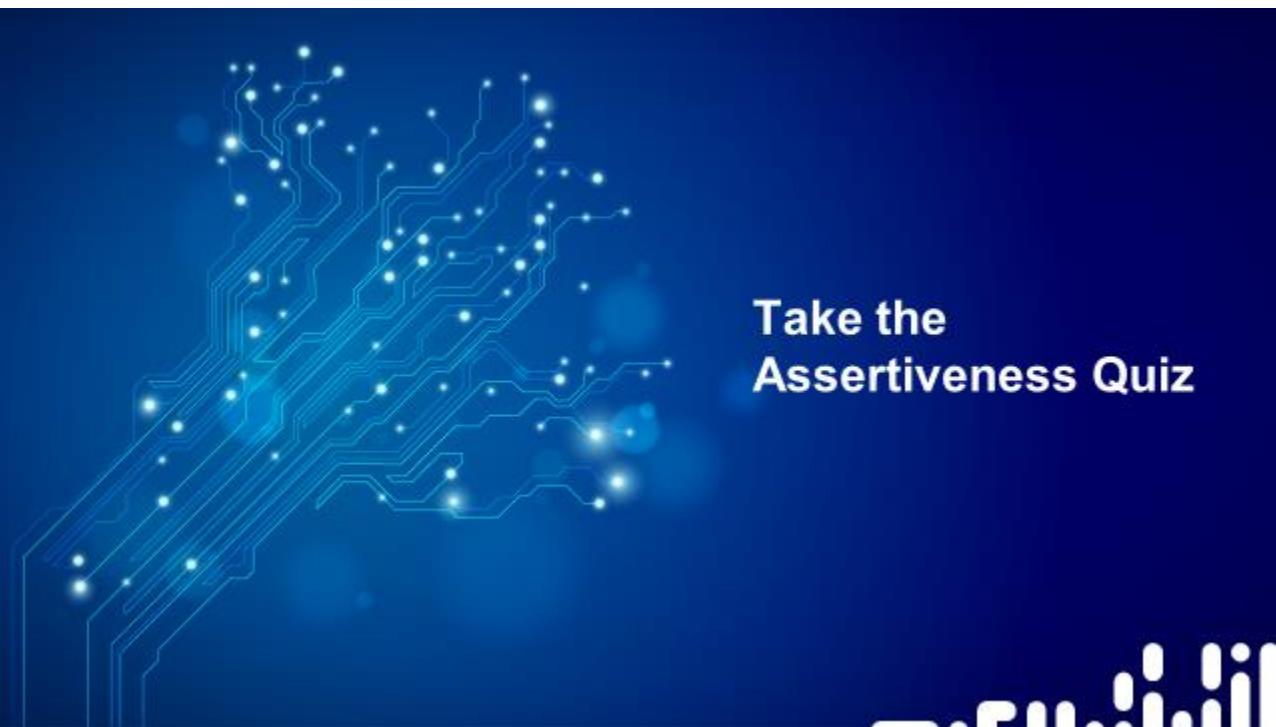


<https://www.youtube.com/watch?v=Tex0zKuLCMg>

## Assertive Communication



**Take the  
Assertiveness Quiz**



## Take the Assertiveness Quiz



Do the following statements pertain to you? Answer 'Yes' or 'No':

- I lie about my feelings if the truth might upset someone.
- I want people to sense when I've hit my limit, without my having to say anything.
- My "to do" list includes things I don't have to do, and things I don't want to do.
- I eat, cry, smoke, or drink when I'm angry.

• *Continued...*



## Take the Assertiveness Quiz



- I sometimes feel quite drained; I explode at my loved ones and then feel terrible about it.
- I feel panicky about the thought of someone disliking or disapproving of me.
- I feel virtuous when I override my own needs or wishes to please others.
- I feel resentful while doing things for other people.



## Assertiveness Quiz – Interpretations/Debrief



- If you answered “**Yes**” to One of these statements, you need to work on that particular action and reaction.
- If you answered “**Yes**” to Four or more of these statements, you are definitely submissive. You need to work on saying “No”!



## Behavioral Styles



To understand Assertiveness, we need to understand behavioral styles:

- Passive
- Aggressive
- Passive Aggressive
- Assertive



## What is Assertiveness?

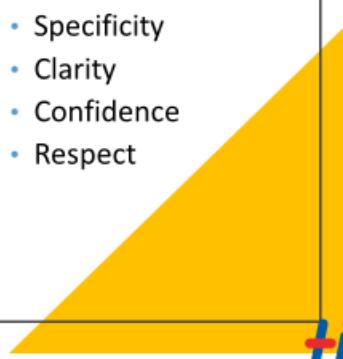


- The ability to communicate opinions, thoughts, needs and feelings in a direct, honest and appropriate manner, while respecting that of others
- Used to give praise or compliments, state information or facts, raise issues, and for self-disclosure.



## Assertive Qualities

- Directness
- Equality
- Challenging Nature
- Caring Nature
- Honesty
- Self-Awareness
- Spontaneity
- Non-Judgmental Nature
- Risk taking attitude
- Imitativeness
- Specificity
- Clarity
- Confidence
- Respect



# Assertive Behavior at Work

- Ask task-related questions
- Suggest alternative solutions/courses of action
- State opinions
- Be willing to speak up and out if necessary
- Maintain your position politely
- Confront ambiguities and conflicts
- Ask for assistance when overloaded or having difficulty with a task



## Assertive Statements



- *I haven't thought about that before, I'd like time to think about your suggestion”*
- *“I thought your presentation was really good”*
- *“I feel nervous”*
- *“I need to leave the office at 4 pm”*
- *“In my opinion.....”*
- *“What I think we could do.....”*



## Body Talk - Activity

### Body Talk



	Negative Body Talk		Positive Body Talk
	Passive	Aggressive	Assertive
<b>Posture</b>	Shrinking back/submissive	Leaning forward, invading the personal space of others	Upright/straight
<b>Head</b>	Head/chin down	Chin jutting out	Firm, not rigid
<b>Eyes</b>	Glancing away, little eye contact	Strongly focused staring, often piercing or glaring eye contact	Direct, not staring, appropriate, good & regular eye contact
<b>Face</b>	Smiling even when upset/ sullen expression	Set/firm/belligerent	Expression fits the words
<b>Voice</b>	Hesitant/Soft, trailing off at the end of words/sentence	Raised/loud/shouting/Excessively emphatic	Well modulated, fitting the situation & context
<b>Arms/ Hands</b>	Aimless/still/folded	Sharp gestures/finger pointing, jabbing, hands on hips, clenched fists	Relaxed/Moving easily
<b>Movement/Walking</b>	Slow and hesitant or fast and jerky	Slow and heavy or fast, deliberate, hard	Measured pace suitable to situation



## Role Play – Scenario



- Jana has a lot of work to get done by the end of the day. His friends are compelling him to take a break and go see the new stall put up in the office premises that everybody is talking about.
- Do a Roleplay to showcase Assertive Behavior.



## Active Listening





## Activity

### *Listen & Count*

## Benefits and Steps to Active Listening



- It teaches people to listen attentively to others.
- It tends to open people up, to get them to say more.
- Shows empathy
- Builds relationships

- 1) Listen
- 2) Question
- 3) Reflect-Paraphrase
- 4) Agree/Disagree



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## Barriers to Listening



Lack of Interest & Attention

Being Judgmental

Short Attention Span

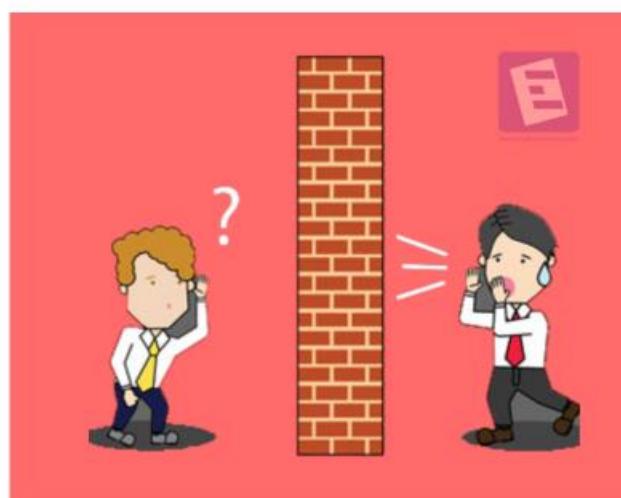
The Speaker's Limitations

Clarity of Message

Interruptions & Physical Distractions

Language/ Culture/Gender

Perception or Frame of Reference





## Activity - Randall's Lab

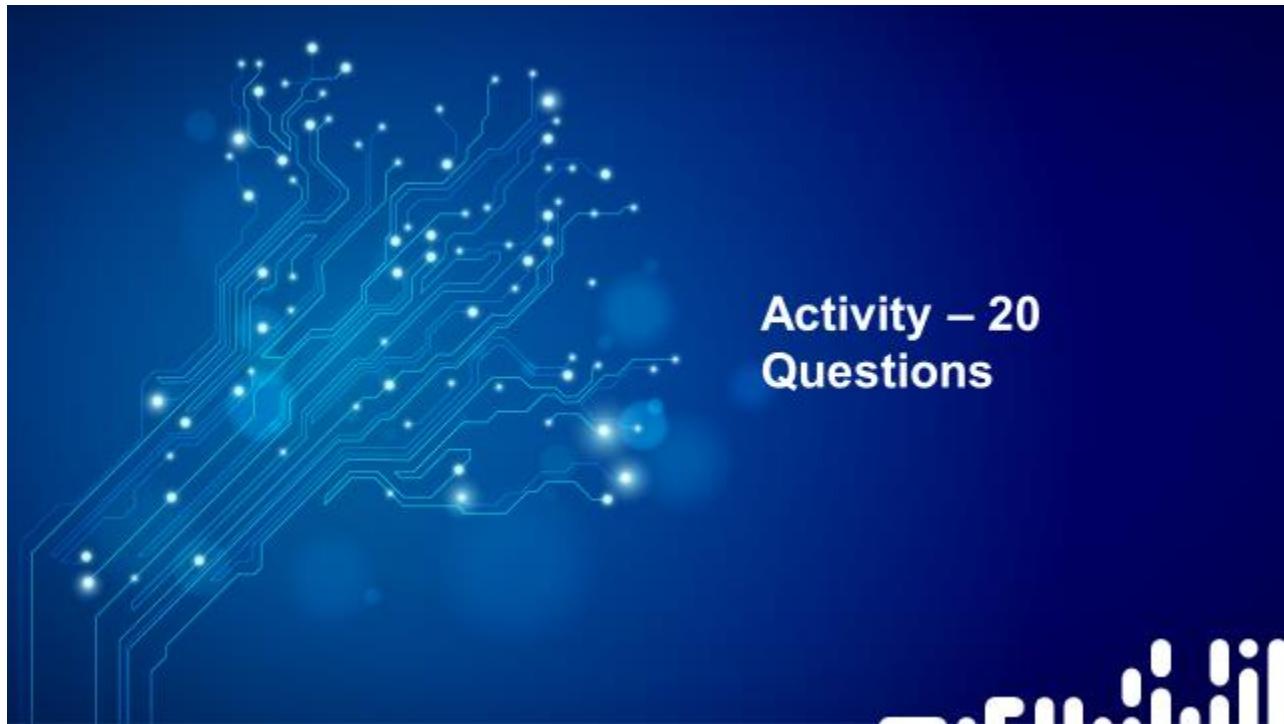
Access the website - <http://www.esl-lab.com/>

### Role Play – Scenario



- Suresh is on a call with a client, Paul. Paul is angry and upset as there is a technical defect in the final product that Suresh's team delivered. Suresh says, "I understand your concern Paul, and I would feel exactly the same way you do. Could you please let me know your concern again in detail so that we can correct our mistake?" What do think about Suresh's statement to the client?
- Do a Roleplay to showcase how you would handle this situation differently.





### Types of Questions

- Open
- Closed

### Questioning Techniques

- Funneling
- Probing
- Leading Questions
- Rhetorical Questions
- Paraphrasing

## Examples

- Open - What would like to discuss in today's meeting?
- Closed – Did you send out the MOM from today's meeting?
- Funnel
  - When is the project being initiated? (Response: Sometime in the first week of March)
  - So that's approximately 2 weeks from now. Isn't that too little time? (Response: Well,
  - Ram says if we manage our tasks and time accordingly, it won't be a problem.
  - Is Ram going to be our Scrum Master?... (Response: Yes, that's correct)
- Probing - "How do you know that the new database can't be used by the sales force?"
- Leading Questions – What domain would you prefer to work on? Java or Python?
- Rhetorical questions – Who knows when this project will be approved!?

**Identify the following  
Types of Questions**

-  Is the meeting scheduled for tomorrow at noon?
-  Now that you have learned the art of listening, how well are you going to listen?!
-  What led you to the conclusion that the project deadline will be extended?
-  For the upcoming project, would you prefer to work on the front end or back end?
-  What are your thoughts on the review meeting from this afternoon?
-  Who knows what changes the customer will request after this sprint?!
-  So based on what you just said, then the next sprint is in 12 days. Will we have to include changes from the last sprint in this short time?
-  How much delay do you think we will have in delivering the project?

## Role Play – Scenario



- Rohit, a fellow team mate just made a presentation on Social Media. However, the presentation didn't have enough information and examples on the topic discussed, and you want more details on whether Social Media is a boon or bane.
- Do a Roleplay to showcase using the funneling technique to get the information that you require.



## Communicating During Meetings



## The Basic Etiquette



- Introduce yourself appropriately
- Speak concisely
- Pause and allow for interruptions
- Be aware of who you are meeting
- Be confident & smile
- Don't pretend to know more than you do
- Be positive
- Be attentive
- Ask questions



## Stand-Up/Sprint Meeting Etiquette



- Stand Up Meetings save time and keep the team focused
- Speaking up, Clarification and Questioning is vital
- The cycle for a stand-up includes
  - What have I completed in the last 24 hours
  - What is In Progress
  - The Challenges faced
- Understand that your updates will help the team understand whether they are closer to their deadlines
- Offer Help and Suggestions
- Be conscious of your Body Talk
- Listen Actively



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### Video

[https://www.youtube.com/watch?v=q\\_R9wQY4G5I](https://www.youtube.com/watch?v=q_R9wQY4G5I)[https://www.youtube.com/watch?v=q\\_R9wQY4G5I](https://www.youtube.com/watch?v=q_R9wQY4G5I)

## Telephone Techniques & Courtesy



### Do's

- Smile ☺ (they really can hear it!)
- Speak Clearly and Concisely
- Be Enthusiastic
- Lower the Pitch of your Voice
- Talk in a Positive Mood
- Listen/Discuss

### Don'ts

- Frown ☹
- Mutter
- Sound Tired
- Speak in a Shrill Voice
- Speak Negatively
- Ramble

# P.I.C.T.U.R.E.



- P – Pitch
- I – Inflection
- C – Courtesy
- T – Tone
- U – Understand
- R – Rate of Speech
- E - Enunciate



## Business Writing

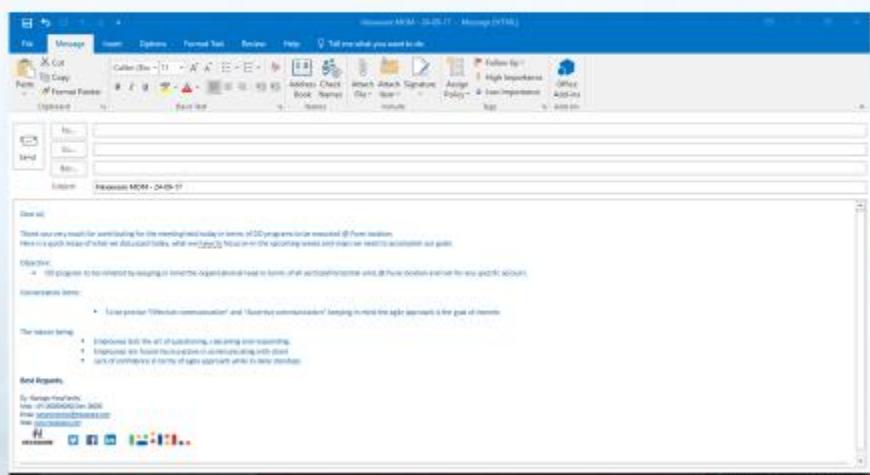




## The Components of an Email



- From
- To
- CC
- BCC
- Subject
- Attachments
- Salutation
- Pleasantry (Optional)
- Body
  - Context
  - Content
  - Conclusion
- Signature
- Proofread



## Do Not's



- No SMS language
- No Emoticons
- No Abbreviations
- Don't forget the Subject
- Don't forget the attachment
- Don't be colloquial
- Don't use Humor
- Don't forget your Signature
- Don't discuss personal information
- Don't overuse exclamations



## Do Not's



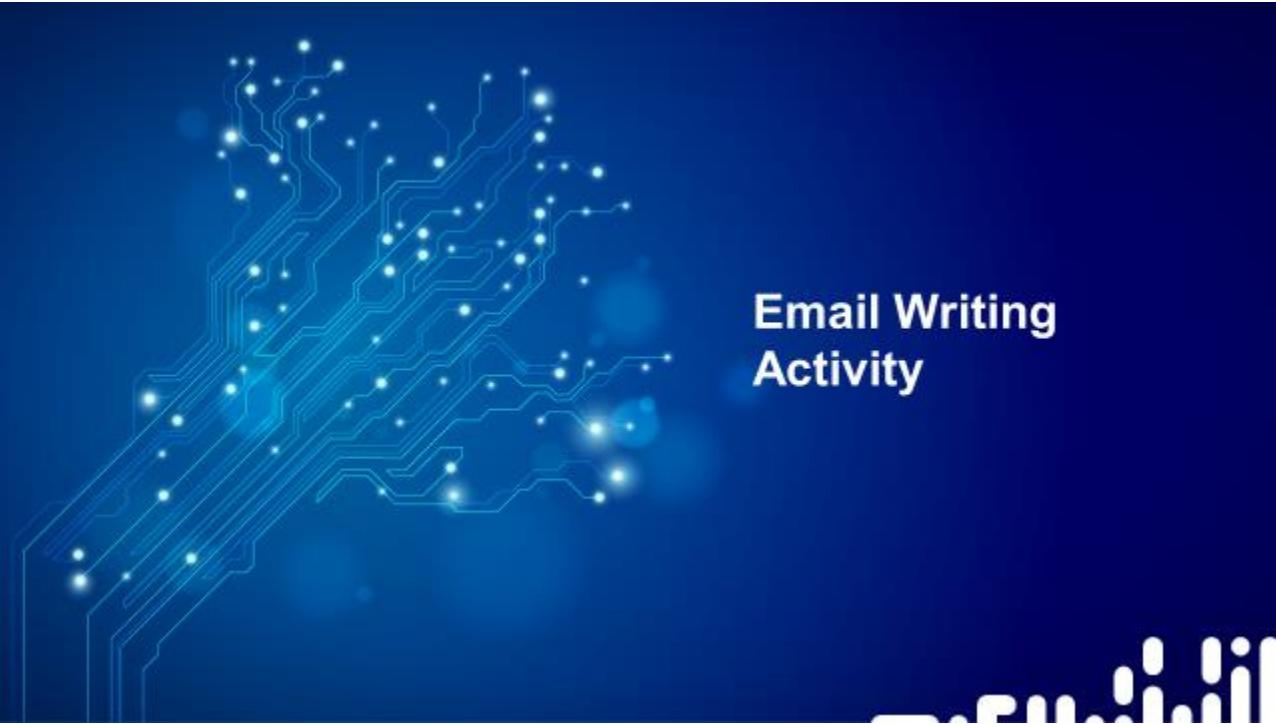
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- Don't forget your Signature
- Don't discuss personal information
- Don't overuse exclamations





## Business Chat

- Start with a "Hi (person's name), do you have a few minutes to spare?"
- Remember its not a conversation where both sides are engaged at the same time
- Be Patient
- If you do not get a response, do not keep typing
- Don't abuse the Enter Key. Type your sentences fully and wait for a reply
- Don't use emoticons or SMS language
- Don't assume confidentiality – The person might be sharing his screen.
- Use Upper Case only when required or you will seem like your shouting
- Build Rapport, but don't be over friendly
- You may leverage on this friendly professional relationship sometime in the future



## Email Writing Activity

## Email Etiquette

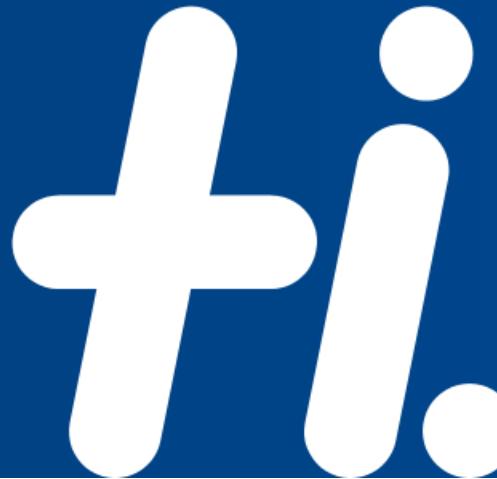


A Microsoft Excel training has been announced by the organization, and you feel it will be quite useful to your role.

Write an email to your manager, requesting for his approval to sign up for this training session; and give reasons as to why you would like to attend.



## Knowledge Check



## Module 2: Interpersonal Skills



### Interpersonal Skills

## Objective



- By the end of this module, you should be able to
  - Understand the importance of accountability & ownership at work
  - Know how to be empathetic
  - Understand how to build credibility and rapport
  - How to collaborate and work as a team
  - Know how to make requests and offer suggestions
  - Know how to deal with difficult people in the workplace



## Agenda



- Accountability & Ownership
- Building Credibility and Rapport
- Being Empathetic
- Collaboration and Team-Work
- Making Requests and Giving Suggestions
- Dealing with Difficult People





## Accountability

- The ability to take complete responsibility for the results and outcomes of your actions
- Being accountable is the first step towards creating an Ownership Mindset
- Accountability is not a choice of consequence. But a choice of ownership, and most importantly a choice they make for themselves.

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**You can make the willing able, but you can't make the able willing!**

### Accountable Behaviors:

- Acknowledge Reality
- Embrace Problems
- Find Solutions
- Make It happen



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## Accountability at work includes:



- Ensuring that a task gets the attention of the respective team member so that it can be completed on time
- Ensuring that the task gets completed to the best possible degree
- Ensuring your contribution is of high quality.
- Keeping all the stakeholders informed on the progress of your task
- Accepting the results and outcomes of your tasks and act with a solution mindset



## The Principles of Ownership



- Show Up!
  - Come in early and stay late when required
  - Separate yourself from the world called "Average"
- Soak Up!
  - Soak up all the knowledge you can where you work.
  - Ask people up the ladder so you can understand the bigger picture.
  - Everyday is a different challenge – learning about challenges you gain insight
  - The more you know about what is going on, the better perception people will have about you
- Serve Up!
  - The best thing to do with the information you have is to share it with others selflessly
  - You will gain a sense of fulfillment
  - You will develop trust and loyalty with others.
  - You will create a network that will always help you when you need it





## Building Credibility



- Act with integrity
- Set a positive example
- Take responsibility
- Keep commitments
- Show genuine concern
- Be honest
- Solve problems creatively
- Resolve conflicts and disagreements



## Building Rapport

- Match & Mirror
- Understand People's Values
- Use their name – pronounce it correctly
- Make Small Talk – avoid politics, religion and other controversial topics
- Tone and Intent – Don't make people feel your intruding
- Timing is important
- Ask relevant questions
- Listen Intently – Seek to understand
- Seek Similarities



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## What is Empathy?

Empathy is the ability to understand and share another person's feelings and emotions; and understand other people's perspective in a situation



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## Importance of Empathy at Work

Helps to resolve conflicts



Build more productive teams



Improve relationships  
with co-workers and  
clients



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## Stages of Empathy



### Cognitive Empathy

*Cognitive empathy is the ability to understand what another person might be thinking or feeling. It need not involve any emotional engagement by the observer.*

### Emotional Empathy

*Emotional empathy is the ability to share the feelings of another person, and so to understand that person on a deeper level.*

### Compassionate Empathy

*Compassionate empathy is the most active form of empathy. It involves not only having concern for another person, and sharing their emotional pain, but also taking practical steps to reduce it.*



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## Ways to Improve Your Empathy

- Challenge yourself
- Get feedback
- Explore the heart not just the head
- Walk in others' shoes
- Examine your biases
- Ask better questions



## Case Scenario

Maria is a new recruit in a Bank. Norah is a seasoned employee who also performs the same role in the organization, and is skeptical of Maria's capabilities and quite often peers over her to check on what she is doing. Maria, due to this constant observation, tends to make mistakes which she normally wouldn't.

What could Maria and Norah do to improve the situation between them?





## Collaboration and Team Work



## The Crab Story



## Teamwork Vs Collaboration



- Individual tasks
- Shared Goals
- Individual Effort
- Same premises
- Focus is the Goal
- Is dependent on a Leader/Authority figure
- Work on tasks by putting aside indifferences or disputes

- Collective minds towards an individual task
- Shared Values
- Shared Effort
- Can work from different locations
- Focus is the process in achieving the Goal
- Is interdependent
- Is more of a relationship. There can be no indifferences and disputes.



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## Take initiative



- It's not about the "Me", it's about the "We"
- Observation plays a vital role
- Compliment generously
- Speak out
- Have a positive attitude
- Smile
- Build Rapport
- Contribute to the bigger picture



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## Be Supportive



- Collaborate
- Help/assist
- Empathize
- Recognize someone's value
- Recognize their goals and interests
- Listen
- Give positive feedback
- Use positive language



## Roleplay



Anu is a hard worker and does do an efficient job with tasks assigned to her. She however, seems to lose track of time and often ends up coming in late for meetings or discussions and this tends to annoy the rest of the team. In one meeting, the team decides to share their feelings with her, and let her know how her lack of time management is affecting their time.

Do a Roleplay to showcase this situation with Anu and her teammates.



## Making Requests and Giving Suggestions



## Making Requests



- Making requests are essential in any work environment
- It can be quite challenging when you are dealing with difficult or aggressive people
- Understanding behavioral styles and learning how to be assertive helps
- However, remember to always be polite
- Be firm, but also fair in the language you use
- Choose the right words
- Provide valid reasons
- Remember to smile. Your body language and facial expressions can add to a positive outcome



## Some phrases to use when making requests



- Could you please send out the report by today?
- Would you be able to work on this with me?
- Sorry to have to ask you this, however,
- I would be really grateful if you could...
- Would you have the time to assist me with some...
- Please ensure that..



## Suggestions



- Suggestions are very different from opinions
- Ensure that your suggestions don't end up sounding like an opinion
- A suggestion is more likely to be pondered upon and accepted than advice or criticism.
- You can use phrases like
  - May I suggest..
  - Its just a suggestion, but if you...
  - I would suggest you try
- Suggestions can be used when refusing a request. It reduces the negativity in a refusal.



## Roleplay



Samantha keeps a low profile in the office and often avoids crowds. She speaks in a hushed tone of voice and avoids making eye contact with people. She doesn't interact much with the rest of the team in team meetings and discussions. A peer decides to give her a few suggestions to help improve her communication with others.

Do a Roleplay to showcase this situation and the suggestions Samantha's peer would have for her.



## You, Me & Difficult People



### Clues to deal with difficult people



1. Listen
2. Stay calm
3. Don't judge
4. Reflect respect and dignity toward the other person
5. Look for the hidden need
6. Look for others around you who might be able to help
7. Don't Argue



## Clues to deal with difficult people ctd.



8. Allow people to vent
9. Say, "Tell me more so I can understand better"
10. This may not be the time to make jokes
11. Don't act defensively
12. Don't return anger with anger
13. Apologize
14. Set limits and boundaries.



## Clues to deal with difficult people ctd.



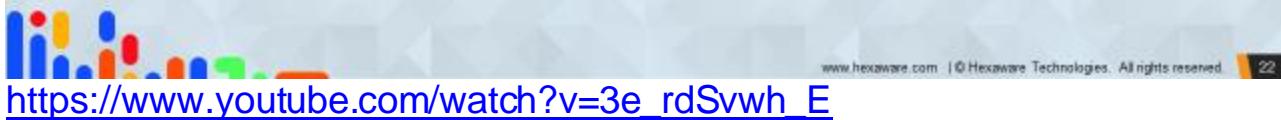
15. Trust your instincts
16. One response does not fit all. You have to remain flexible
17. Discharge your own stress
18. Give yourself credit for getting through an uncomfortable situation



## Video: Dealing with Difficult People



- Video link: [https://www.youtube.com/watch?v=3e\\_rdSvwh\\_E](https://www.youtube.com/watch?v=3e_rdSvwh_E)



## Roleplay



Devashree tends to argue on every point or suggestion made by the rest of the team. She spends a lot of time researching topics trying to stay one step ahead of the crowd. The rest of the team are finding this behavior difficult to deal with and exhausting, especially since she argues on the minutest of details. One of the senior team members, Rajesh, decides to handle her behavior assertively with the intent to help her understand that others in the team are entitled to their perspectives as well.

Do a roleplay to showcase the conversation between Devashree and the senior team member.



## Knowledge Check



linkus...

## Module 3: Business Etiquette



### Objectives



- To learn techniques to engage with clients & colleagues in a professional manner, ensuring positive first impressions
- To create a professional image, follow business etiquette, and maintain positive official relationships
- To be a good Team player, communicator, and follow proper etiquette in meetings
- To behave appropriately at work, handle ethical dilemmas and personal issues in the workplace



## Agenda



- Introduction to Business Etiquette
- The First Impression
- Professional Behavior
- Multi-cultural Etiquette



## Introduction to Business Etiquette



**What is  
Etiquette?**

Business Etiquette refers to how an individual should behave while he/she is at work

*It is far more impressive when others discover your good qualities without your help*

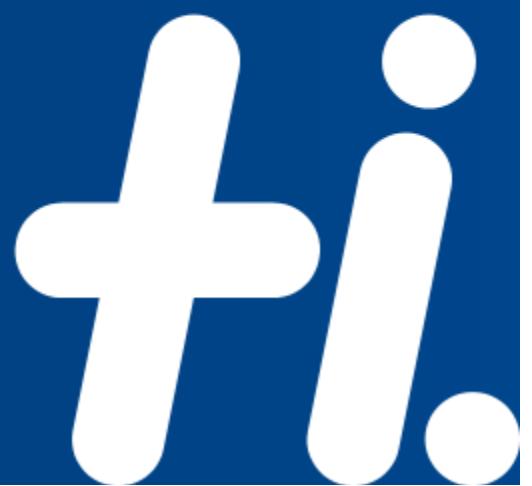
**Why is it  
Important?**

**How does it  
impact your work?**

Business Etiquette enables the individuals to earn respect and appreciation in the society



## The First Impression



Activity Time!!

**hi**  
HEXWARE



## The First Impression



You only have ONE opportunity to make a good first impression.

- Professional Appearance
  - Dressing
  - Personal Grooming
- Body Language
- Shaking Hands
- Introductions



## Professional Appearance



### Dressing



- Be aware of the Company's dress code and comply
- If no specific dress code, it's advisable to dress professionally



### Personal Grooming

- To look your best consistently practice good grooming habits everyday
- Staying neat and clean will boost your self confidence and positivity





<https://www.youtube.com/watch?v=mPHFIE1xoX0>

<https://www.youtube.com/watch?v=mPHFIE1xoX0>

## Hand Shake



Sweaty palm



The hand hug



Hand crusher



Queen finger tips



The dominator handshake



The right handshake



## Self Introduction



### Introductions:

- Self Introduction
  - This is an opportunity to meet others and to share information about yourself.
  - It always includes your full name and what you do



## Roleplay 1

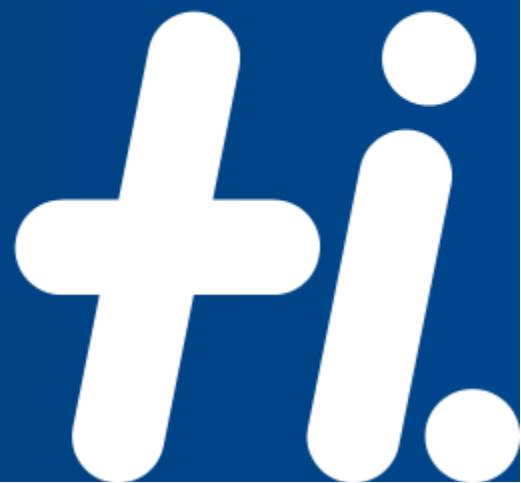


You are meeting your new manager for the first time, how will you introduce yourself to him or her?

Do a roleplay to showcase self introduction.



## Professional Behavior



### Professional Behavior



Respect Work Time

Keep an Open Mind

Communicate Effectively

Be Friendly

Be Positive & Supportive

Keep Personal Information to Yourself



## Basic Etiquette at Work



- Be polite, thoughtful and considerate at the Cafeteria
- Be mindful of your behavior when inside the campus
- Follow a queue system at ATMs and food counters
- Respect and Value your fellow Hexawarians
- Avoid rumors and gossiping
- Avoid extending office hours unnecessarily – just to spend time with friends
- Avoid wandering around the campus
- Behave appropriately with colleagues of the opposite gender



## Roleplay 2



Vidya and Ajay are talking about their TL being a difficult person and that he is being unreasonable to them. They ask for if you feel the same way about this person as well. How would you respond?

Do a roleplay to showcase how you would deal with this situation.



## Campus Etiquette



### The Lift

- While waiting for the elevator. Do not block the door way
- Allow people to get out first before you rush in
- Allow people who were already there to get in first
- Don't be afraid to make eye contact with people and smile
- If crowded, do not take up too much of space
- Do not laugh and jest loudly with colleagues when the elevator has other people

- Do not cram yourself in if the elevator is full
- Do not push. Politely excuse yourself.
- Don't press the buttons to all the floors if you are getting off at Floor 1.
- If you would like to go down, do not get into the elevator that is going up
- If the elevator has people in it. Do not hold it for your friends and colleagues.
- If someone is rushing to the elevator, hold the door for them.



## The Cafeteria



- Do not jump the queue
- Ask permission to sit at a vacant seat at someone else's table
- Ask politely if you could pull out a spare chair
- Be kind to the cleaning crew
- Be patient at the serving counter
- Be considerate of other people waiting for a table
- Do not take and make business calls if your environment is too noisy
- Try not to spill food or dump waste food on the table (bones, etc..)
- Chew with your mouth closed
- Don't talk/laugh and eat at the same time



## The Pantry



- Exit the pantry once you pick up your coffee
- Do not hold conversations at the vending machine
- Do not speak loudly. Be considerate of people around
- Do not sit on the vending machine slabs
- Do not leave dirty coffee mugs behind
- Do not use the sink to spit or wash your face
- Do not eat in the pantry.



## The Cubicle



- Step out of your work environment when you have to take a personal call
- Take your meetings in a conference room/meeting room
- Keep your belongings organized
- Do not hang around other people's work area and chit chat
- Do not use the speaker on your desk phone for calls
- Do not invade your neighbor's desk space
- When you borrow a chair or move it to a conference room, put it back
- Follow work place rules from Admin



## Roleplay 3



Tarun and Vinisha decide to login to a conference call at Tarun's desk. They are connected to a couple of teammates from a different location to discuss the design for a new piece of work. They are soon asked to move their conversation into a meeting room by their TL.

Do a roleplay to showcase the reasons why the TL had asked them to move into a meeting room.



## Roleplay 4



You are standing in a queue to buy food in the cafeteria. A bunch of your teammates come to you requesting to join the queue behind you. The person behind you looks at your with a scowl on his face. How would respond to them?

Do a roleplay to showcase how you would handle this situation.



## Multi-Cultural Etiquette



## Cultural Differences: High Context – Low Context



### High Context

1. Group and family dominated cultures
2. Low personal space needs, comfortable with hugging and touching
3. Business on trust and word of mouth
4. Vague about time
5. Parallel processors, can do many things simultaneously
6. Okay about talking loud

### Low Context

1. Individual, self-oriented cultures
2. High personal space needs, need physical distance
3. Business based on written documents, legal agreements
4. Very specific about time and punctuality
5. Sequential processors, like to do one thing at a time
6. Loud voices sound like shouting



## Knowledge Check



## Module 4: Personal Development & Excellence



## Objectives



- Understand how to develop self confidence
- Understand how to be self organized and disciplined
- Understand how to give, receive and work on feedback



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## Agenda



- Developing Confidence
- Being Self-organized, Independent and Disciplined
- How to receive and give feedback?
- How to work on feedback?
- SWOT Analysis
- Problem Solving
- Deriving possible solutions – Mind Mapping



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## Developing Confidence



### How confident are you?

  
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- Confidence is a state of mind
- A person's state of mind is in constant flux
- Comfort levels and surroundings can affect your confidence
- Become a master of your weaknesses
- Remember that there is a very thin line between confidence and overconfidence.
- Remember that body language can say a lot about your confidence levels



## Building Self Esteem & Positivity



- Gain control over yourself – don't be critical of yourself to others
- Don't complain all the time – See things from different points of view
- Boost your own morale – Visualize a positive outcome
- Learn to calm your nerves and avoid negative talk
- Exercise Assertiveness– Speak up, be heard and believe in your abilities
- Don't compare yourself to others
- Surround yourself with people that support you
- Learn from the past and look to the future
- Look at things as a challenge and not a problem
- Don't lose focus on what is important



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**Self-organized,  
Independent and  
Disciplined**



## Being Self-organized, Independent and Disciplined



- Self-discipline and self-organization go hand-in-hand just like freedom and responsibility.
- They are the important ingredients of success.
- To improve teamwork, you need to improve yourself.”



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**Self-discipline and self-organization go hand-in-hand,  
just like freedom and responsibility!**



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## How to be Self-organized, Independent and Disciplined

- Envision and define your end goals and your means goals
- Create personal/internal value and meaning
- Find role models and mentors
- Identify and overcome obstacles
- Organize your desk and your paperwork
- Try not to be dependant on your colleagues for your own tasks



- Design conducive environments
- Develop a plan of action, and commit to the timelines you set
- Track your progress
- Be mindful of your emotions
- Make it fun!
- Find inspiration
- Manage your timelines



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## Case Scenario

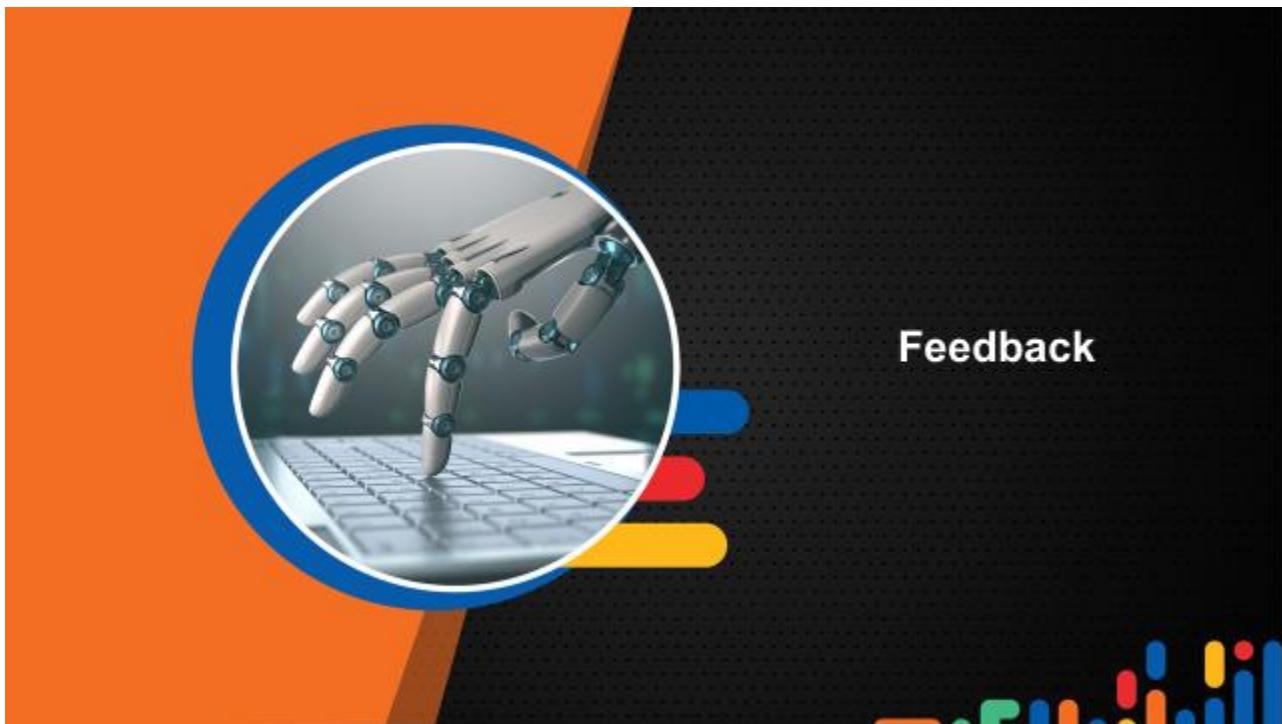


Malini has just landed in Mexico for her first onsite experience. She will be working for six months in the Development Center in Mexico. She arrives at her new workplace and discovers that life isn't going to be the same as it was back home. She is insecure to travel alone and hence inconveniences her colleagues to pick her up and drop her back to the hotel. She struggles to communicate with the people around causing her to fall back on her deadlines. When asked for her travel documents and paperwork, she could not recall where she left them and asked for extra time to submit her documents. She is stressed and unable to concentrate on work.

What could Malini do to help improve her situation?



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## Feedback

Feedback can motivate you or pull you down

Effective and timely feedback is a critical component in the life of every employee

If your manager or supervisor has not given you any feedback, ask for it

Feedback can be Positive & Negative. However, it must always be accepted positively



**Feedback is the breakfast of champions.**

- Ken Blanchard

## Receiving Feedback Positively



- Keep an open mind
- Speculate on what feedback you are receiving. Think about how it can help you improve
- Take time to ponder over the feedback you received before you dismiss them
- Criticism is also a form of Feedback
- Notice non-verbal communication as well, and pay attention to what your colleague is saying, as well as what they are not.
- Don't get defensive.



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## Giving Positive Feedback



- While giving feedback try and be specific about the area of improvement.
- Make sure your timing is correct.
- It is more effective to hear that you have exceeded your target by 40% than to hear that "you're doing a great job".
- Successful feedback is when you can deliver it in such a way that the recipient accepts it and implements it.
- Always keep in mind the goal of delivering feedback
- Remember to deliver it politely and positively, as if delivered abruptly, can cause offence.
- Make sure that your reflection and questions focus on **behavior**, and not personality.
- Tone of voice & body language is most vital when providing feedback.



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## How to work on Feedback?



- Stop Your First Reaction
- Say Thank You
- Implement feedback immediately
- Evaluate yourself to check to see an improvement
- Request Time to Follow Up and constantly work on checking if your headed in the right direction until you get it right

*Remember - Practice makes perfect! So start Now!*



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## Case Scenario: 1



Rochelle is reviewing a performance report generated by Sandy. The report has many errors and has been forwarded to senior leadership. Since she is working along with Sandy on the same tasks, she can't afford for this to happen again.

What must Rochelle do to prevent this situation from occurring again?



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**Case Scenario: 2**

Divya receives feedback from her manager on a task that was done incorrectly. She, however, ignores the feedback and ends up making the same error again despite having been given feedback. Divya feels she doesn't need to change the way she performs the task, because she has been doing this before in the same way and she isn't sure why the error is occurring again and again. She feels it is not her fault and that the system is to blame.

What does Divya need to work on to improve the situation?

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## SWOT Analysis

### Let's do a SWOT Analysis

**Strengths:** Strengths describe the positive attributes, tangible and intangible attributes.

**Weaknesses:** Weaknesses are factors that are within your control that detract you from your ability to obtain or maintain a level of performance.

**Opportunities:** Opportunities assess the external attractive factors that help contribute to your current level of performance or help in augmenting it.

**Threats:** Threats are internal and external factors that can affect your current level of performance.


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## S.W.O.T. Worksheet

Internal  
You can control

- Strengths:**
- What do you do well?
  - What unique resources can you draw on?
  - What do others see as your strengths?

External  
You can't control

- Opportunities:**
- What good opportunities are open to you?
  - What trends could you take advantage of?
  - How can you turn your strengths into opportunities?

- Weaknesses:**
- What could you improve?
  - Where do you have fewer resources than others?
  - What are others likely to see as weaknesses?

- Threats:**
- What trends could harm you?
  - What is your competition doing?
  - What threats do your weaknesses expose you to?

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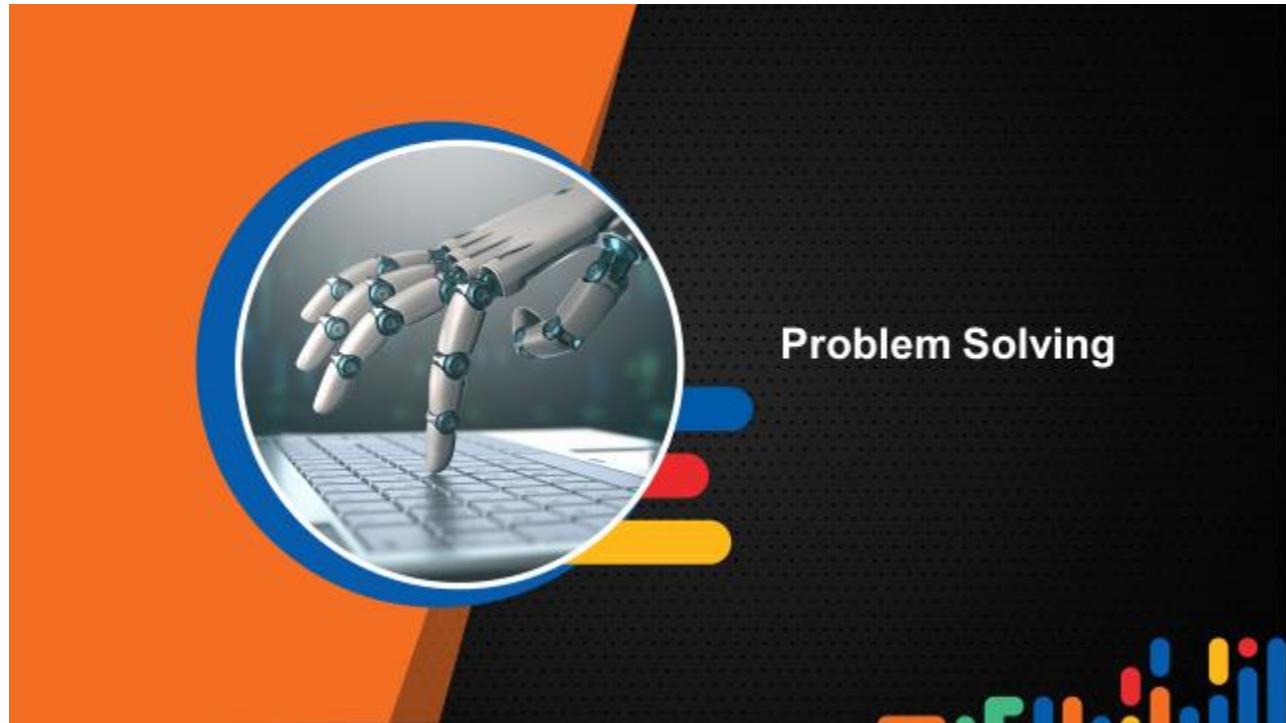
## Assignment

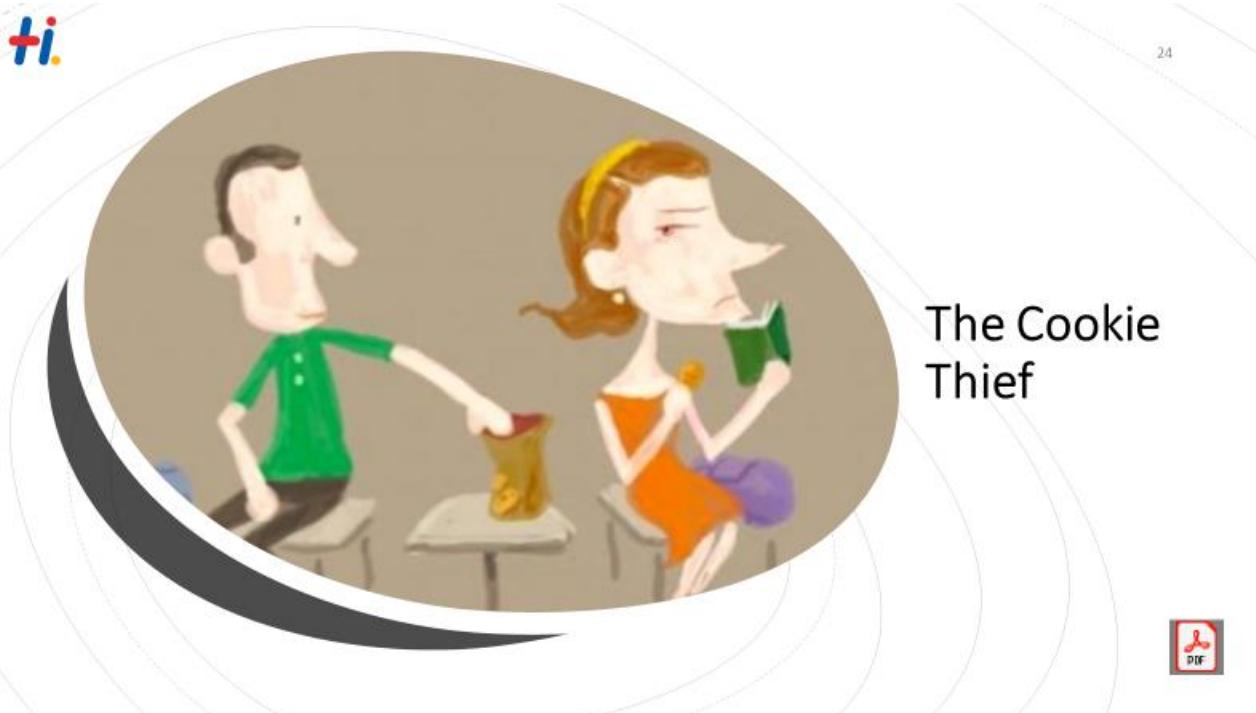
Do a S.W.O.T analysis for yourself



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## Problem Solving





## The Cookie Thief

### Perception



- Remember importance of perception & think outside the box
- Draw on the perspective of your team
- Take a step back – The Creative Pause (Edward de Bono)
- Ensure thought is followed by action
- View problems as challenges and as opportunities for improvement
- Look for opportunities to create solutions
- Evaluate, Improve, Polish & Market ideas for them to add value



## Approaches to Creativity



- Technical Creativity consists of two main strands
  - Programmed Thinking
    - logical or structured ways of creation (Convergent)
  - Lateral Thinking
    - Free flow thought, Random inputs, Brainstorming (Divergent)



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## Mind Mapping



- Mind mapping is a way of thinking that focuses on finding potential solutions for a given problem.
- When you Mind Map for problem solving, you instantly gain more clarity, so you can find answers more easily.

## Steps to Mind Map

1. Identify the central idea and add it to your Mind Map
2. Identify the main areas that impact the problem
3. Brainstorm Things that impact each of the categories



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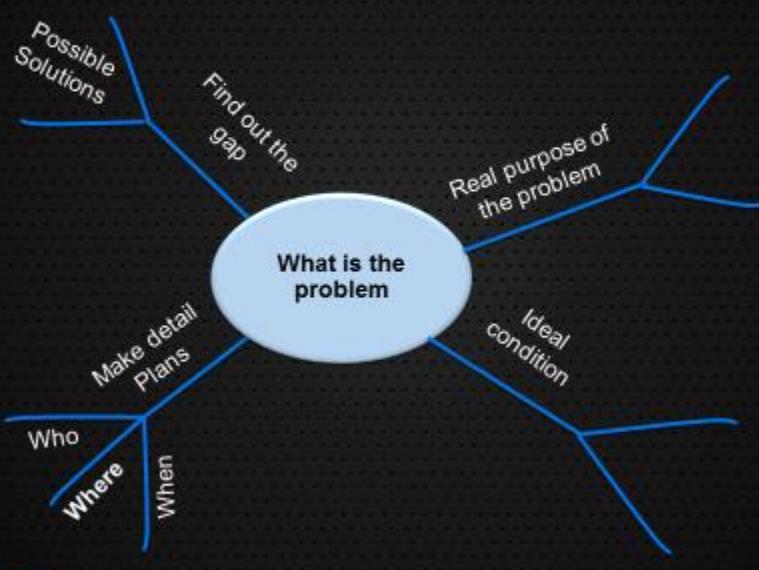
## Benefits of Mind Maps



- Mind Maps prioritize the most important aspects of your problem, focusing your mind.
- The use of colours and images stimulate your brain, meaning that you are engaged and ready to solve the problem.
- By using mind maps, your brain generates more ideas and associations, for many solutions.

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## How to Mind Map



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## Things to Remember



- Be Agile
- Be Proactive
- Be Observant
- Clarify, Research & Ask for Help
- Brainstorm and Mind Map
- Be Flexible
- Take a step back – Use the Creative Pause



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## The Zombie Riddle



<https://www.youtube.com/watch?v=7yDmGnA8Hw0>



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## Let's Mind Map



- You and your team have been given the task of organizing the yearly Culture Fest for XYZ organization. The Event management team has had to cancel their appointment at the last minute due to a personal injury. Your team has only a week to organize a Culture Fest for 850 people on a 40 foot wide stage.
- Chalk out a plan using effective problem solving skills and draw a mind map.



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## Knowledge Check



## Module 5: Time Management



## Objectives



- To learn the importance of goal setting and techniques for effective goal setting
- To know the importance of planning and prioritizing and tools/techniques to plan and prioritize your task
- To determine why and where you procrastinate and overcome procrastination
- To identify the most common interruptions of working time and ways to eliminate them
- To apply the practical techniques, concepts and strategies developed through this program



## Agenda



- Characteristics of Time
- Goal Setting
- Pareto Principle – 80/20 Rule
- Planning and Prioritizing:
- Creating a To-Do list
- Prioritizing activities and tasks - Daily - Weekly – Monthly
- Time Management Tools
- Time Wasters and how to avoid them
- Procrastination?
- Day-to-day Time Management Techniques
- Case Scenarios - Discussion and Feedback



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## Activity!!



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## Goal Setting



- One of the most effective ways to stay motivated is by setting goals for you everyday.

**Effective Goal setting principles:**

- Clarity- Set specific, achievable, time-bound goals.
- Challenge- set realistic and challenging goals.
- Commitment- invest enough effort into your goal
- Feedback- Identify a method to collect feedback on your progress
- Task complexity- In-case of a complex goal take enough time to complete it or modify the task to reduce time and complexity.

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## SMART Goals



Specific

Measurable

Achievable

Realistic

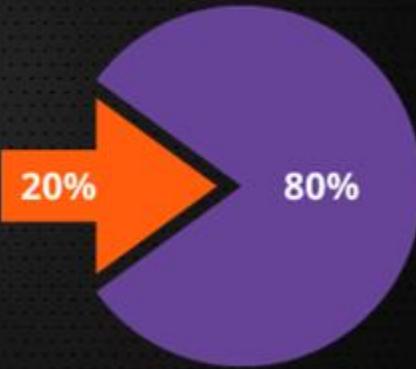
Time-Bound



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## Pareto Principle

20% of your tasks contributes to 80% of the results.  
Therefore focus 80% of your efforts on these 20% tasks to achieve desired results.



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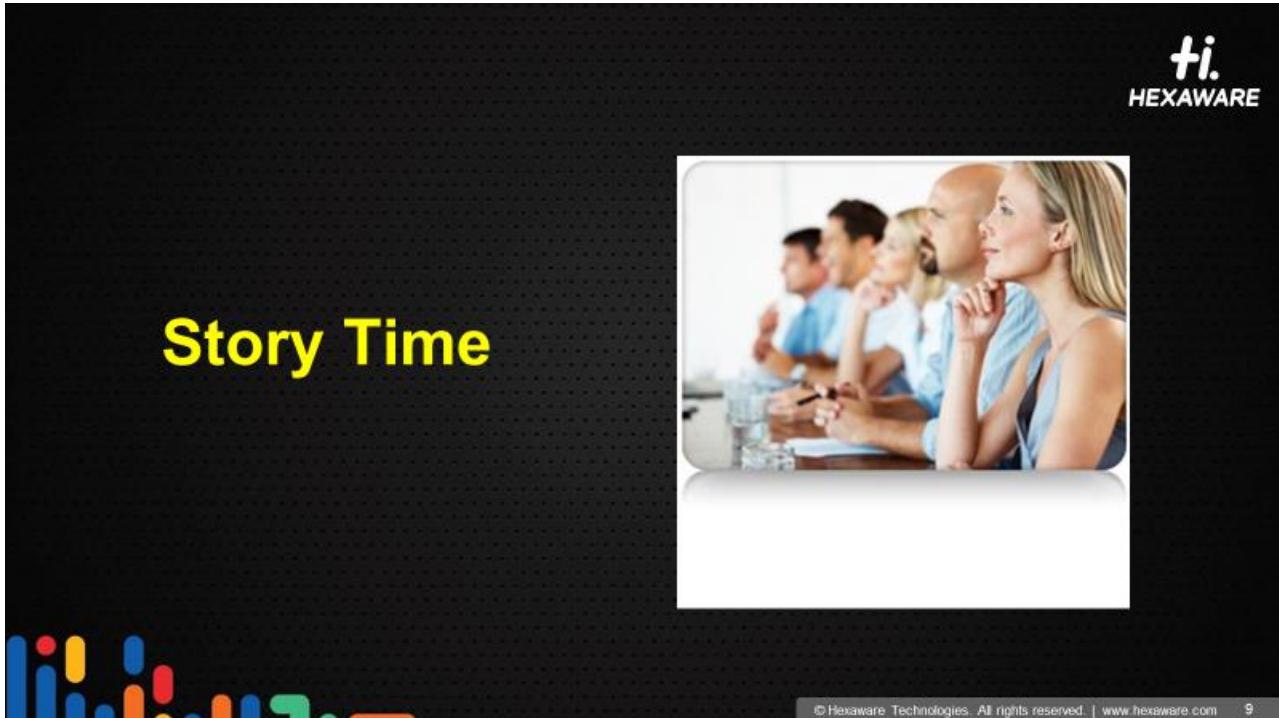
## Video – Pareto Analysis



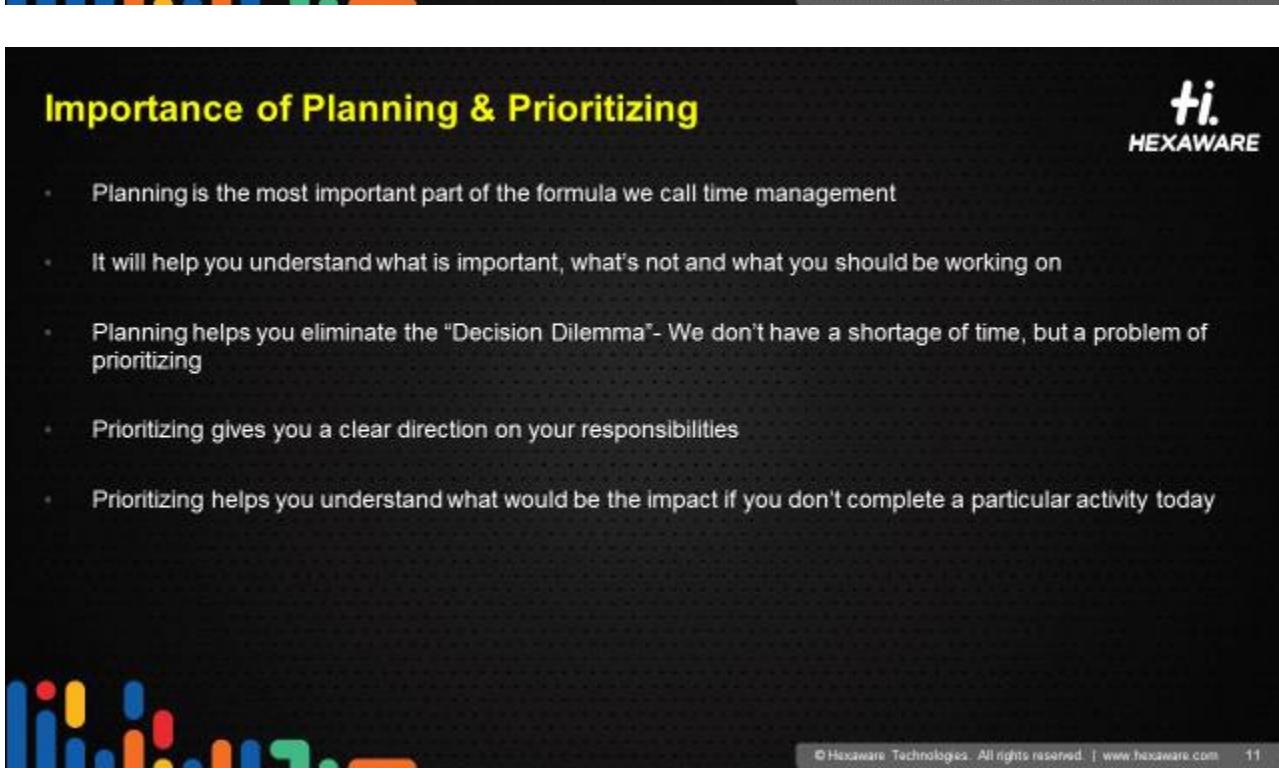
- <https://www.youtube.com/watch?v=npSeqHOdwRY>

<https://www.youtube.com/watch?v=npSeqHOdwRY>

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The slide features a large yellow title 'Story Time' on the left. On the right is a photograph of four people (three men and one woman) sitting at a table, looking towards the right. The Hexaware logo is in the top right corner of the slide area.



The slide has a dark background with a colorful bar chart graphic at the bottom. The title 'Importance of Planning & Prioritizing' is in yellow. The Hexaware logo is in the top right. A bulleted list follows:

- Planning is the most important part of the formula we call time management
- It will help you understand what is important, what's not and what you should be working on
- Planning helps you eliminate the "Decision Dilemma"- We don't have a shortage of time, but a problem of prioritizing
- Prioritizing gives you a clear direction on your responsibilities
- Prioritizing helps you understand what would be the impact if you don't complete a particular activity today

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**Four Quadrants of Time Management**

	Urgent	Not Urgent
Important	1	2
Not Important	3	4



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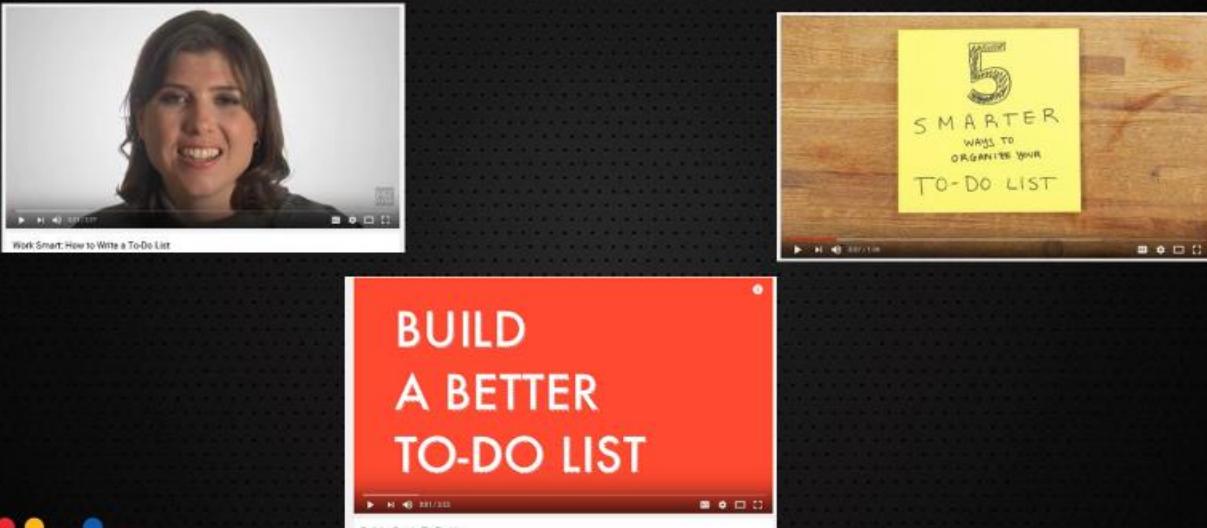
**To-Do-Lists**

- Differentiate between projects, goals and tasks
- Ensure your to do list is organized
- Ensure your to-do list is effective



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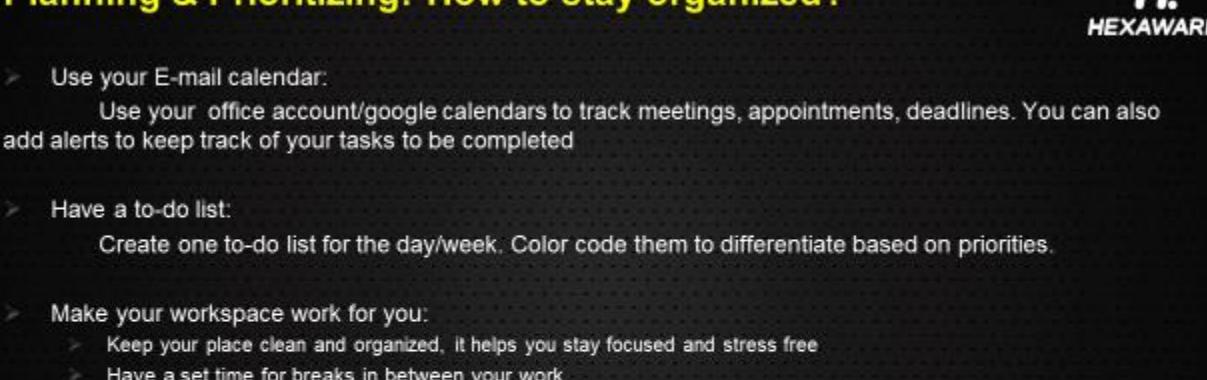
## Planning & Prioritizing: Creating a To-Do List



The slide features three video thumbnails arranged in a grid. The top-left thumbnail shows a woman smiling, titled "Work Smart: How to Write a To-Do List". The top-right thumbnail shows a yellow sticky note on a wooden surface with the text "5 SMARTER WAYS TO ORGANIZE YOUR TO-DO LIST". The bottom-center thumbnail has a red background with white text reading "BUILD A BETTER TO-DO LIST". A decorative bar with colored vertical bars is at the bottom left. The Hexaware logo is in the top right corner.

<https://www.youtube.com/watch?v=fjiKuoeYP5A>  
<https://www.youtube.com/watch?v=ibGnjSKLqTc>  
<https://www.youtube.com/watch?v=XRDEp9JK5kg>

## Planning & Prioritizing: How to stay organized?



The slide lists several tips for staying organized:

- Use your E-mail calendar:  
Use your office account/google calendars to track meetings, appointments, deadlines. You can also add alerts to keep track of your tasks to be completed
- Have a to-do list:  
Create one to-do list for the day/week. Color code them to differentiate based on priorities.
- Make your workspace work for you:
  - Keep your place clean and organized. It helps you stay focused and stress free
  - Have a set time for breaks in between your work

## Activity

Let's create the Time Management Matrix Urgent and Important Quadrants and then create a To-Do-List



	URGENT	NOT URGENT
IMPORTANT	<b>Quadrant #1 "NECESSITY"</b> Your Key Action: <b>"MANAGE"</b> <b>Common Activities</b> - Crises - Deadline-driven activities - Medical emergencies - Other "true" emergencies - Pressing problems, - Last minute preparations	<b>Quadrant #2 "QUALITY &amp; PERSONAL LEADERSHIP"</b> Your Key Action: <b>"FOCUS"</b> <b>Common Activities</b> - Preparation and planning - Values clarification - Empowerment - Relationship-building - True recreation
NOT IMPORTANT	<b>Quadrant #3 "DECEPTION"</b> Your Key Action: <b>"USE CAUTION or AVOID"</b> <b>Common Activities</b> - Meeting other people's priorities and expectations - Frequent interruptions: - Most emails, some calls - Urgency masquerading as importance	<b>Quadrant #4 "WASTE"</b> Your Key Action: <b>"AVOID"</b> <b>Common Activities</b> - Escapist activities - Mindless tv-watching - Busywork - Junk mail - Some emails - Some calls

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## Time Wasters and how to avoid them

A few examples of time wasters at work

- Interruptions/Distractions
- Poor Planning
- Perfectionism
- Procrastination
- Trying to do everything yourself
- Too much socializing
- Not valuing your own time

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## Case Scenario



Mani is very good at completing tasks fast and efficiently. However, off late, due to his ability to get work done quickly, he seems to find himself being given many tasks from his manager and the expectations are for them to be completed as quickly as possible, with no errors.

What can Mani do to be able to manage these tasks better and complete them on time?



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## Case Scenario



Divya is very good at her work. She has a bunch of friends who love to take long walks in the garden, after lunch and during breaks, to ensure they get enough exercise and fresh air. This tends to eat into Divya's time and she seems to find herself rushing to complete her tasks for the day and sometimes doesn't get to complete her work and has to push them for the next day.

What can Divya do to ensure she manages to complete her tasks better?



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## Case Scenario



Arun is a person who likes to take his time to complete tasks, and due to this habit, he tends to put aside tasks and delays on completing them. He only begins working on them in a hurry when the deadline is approaching, and hurriedly submits tasks, which sometimes gets sent back for rework due to mistakes.

What can Arun do to help prevent this from happening again?



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## Case Scenario



Ram comes in at 9.00 am and begins by checking his email. He finds an email from his manager requesting for a project report to be sent to him by the afternoon. He begins working on the report on priority. He works on it for a whole hour and feels he is about to finish with the document, just then he decides to give himself a break and have some coffee and a quick chat with a colleague. When he gets back he finds 5 emails in his inbox. He begins reading them and responding to these emails. He then gets back to the report and finds it difficult to pick up from where he left off.

What can Ram do in the future to prevent this from happening again?



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## Day-to-day Time Management Techniques

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<https://www.youtube.com/watch?v=a1RH1-oULho>

## Knowledge Check



## Module 6: Presentation Skills



## Objectives

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- To understand the vital elements of a presentation
- To understand how to prepare yourself and deliver an effective presentation
- To understand how to manage your audience and respond to questions



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## Agenda

- Presentation Skills - Vital Elements
- Essential Elements of making a presentation
- Basic Presentation Flow
- Preparing for a presentation
- Delivering a good opening and closing to your presentation
- Managing your audience
- Responding to questions
- Delivering Presentations
- Knowledge Check



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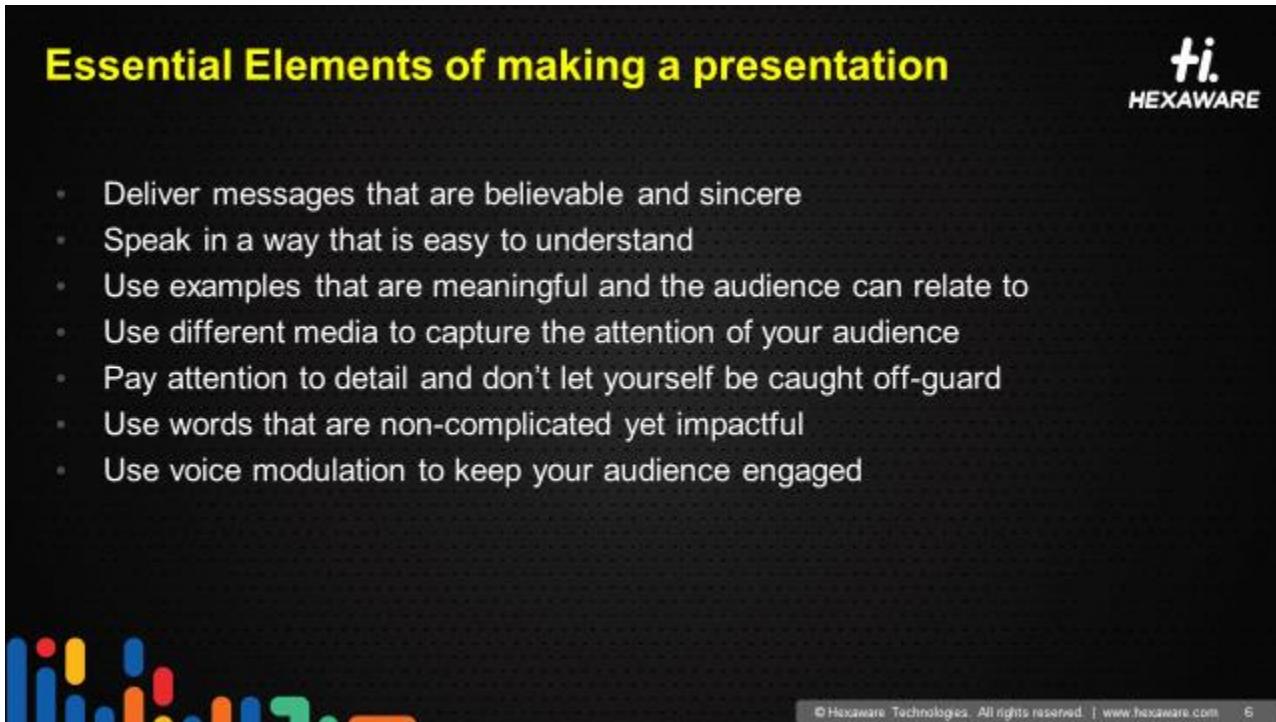
## Activity 1



Make a quick presentation on any business related topic for about a minute.



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## Basic Presentation Flow



- Opening - Introduction
- WIIFM
- Objectives
- Presentation
- Audience Management / Handling Questions
- Closing



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## Preparing for a presentation



- Be prepared – know the content like the back of your hand
- Rehearse many times to ensure your fear is reduced
- Understand the audience's profiles before your presentation
- Know how to operate the equipment in the room
- Be aware of any soft spots on the floor or loose wires that might trip you
- Keep your attire simple yet elegant – preferably formal
- Ensure the air-conditioning works well
- Make a checklist of the possible probable questions you might encounter



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**Delivering a good opening and closing to your presentation****Opening:**

- Keep your introductions short – under 30 seconds would be a good idea
- Open with a Bang!!! – A good opening will always impress your audience
- Use Rhetorical questions, Stories, real life examples, use a video, or an activity to begin your presentation – depending on your audience

**Closing:**

- Close with a Bang!!! As well!
- Leave the audience with a thought, a call to action, a quote or a video and pause for questions, if any



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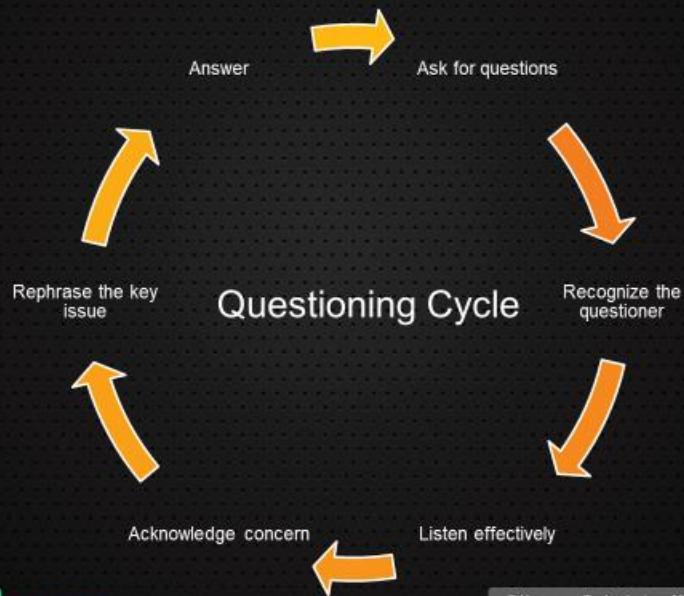
**Managing your audience**

- Encouraging Questions and Handling them in the right manner
- Avoid the common mistakes we make as presenters
- Learn the right way to deal with side conversations and dozers
- Learn to handle difficult people in the audience – questioners, ramblers, side trackers, know-it-alls, etc.



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## Responding to questions

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## Delivering Your Presentation

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- Use Appropriate Gestures – No distractions – Rattling keys, clicking pen, marker cap, jewelry
- Actively listen to participants & encourage participation
- Engage the audience through questions & wait for responses
- Reiterate Key Concepts
- Be approachable & confident, demonstrate Integrity & support all information

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## Effective Presentation Tips – Video



<https://www.youtube.com/watch?v=MnIPpUiTcRc>



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<https://www.youtube.com/watch?v=MnIPpUiTcRc>

## Knowledge Check

