

# TNPC3010

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Corporate Grooming & Etiquette

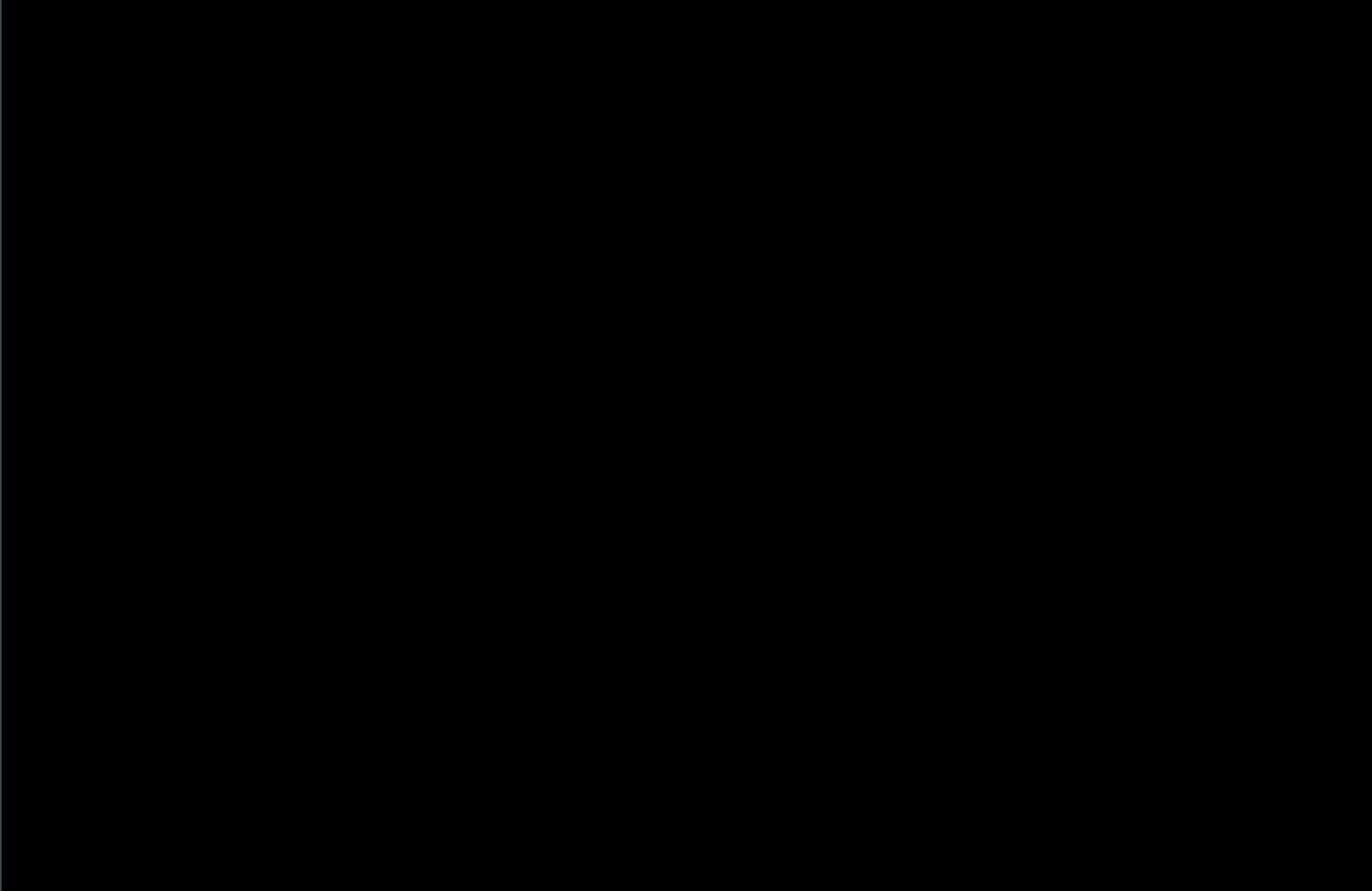
## Practical:01

Let's watch videos to understand  
what is exact corporate grooming?

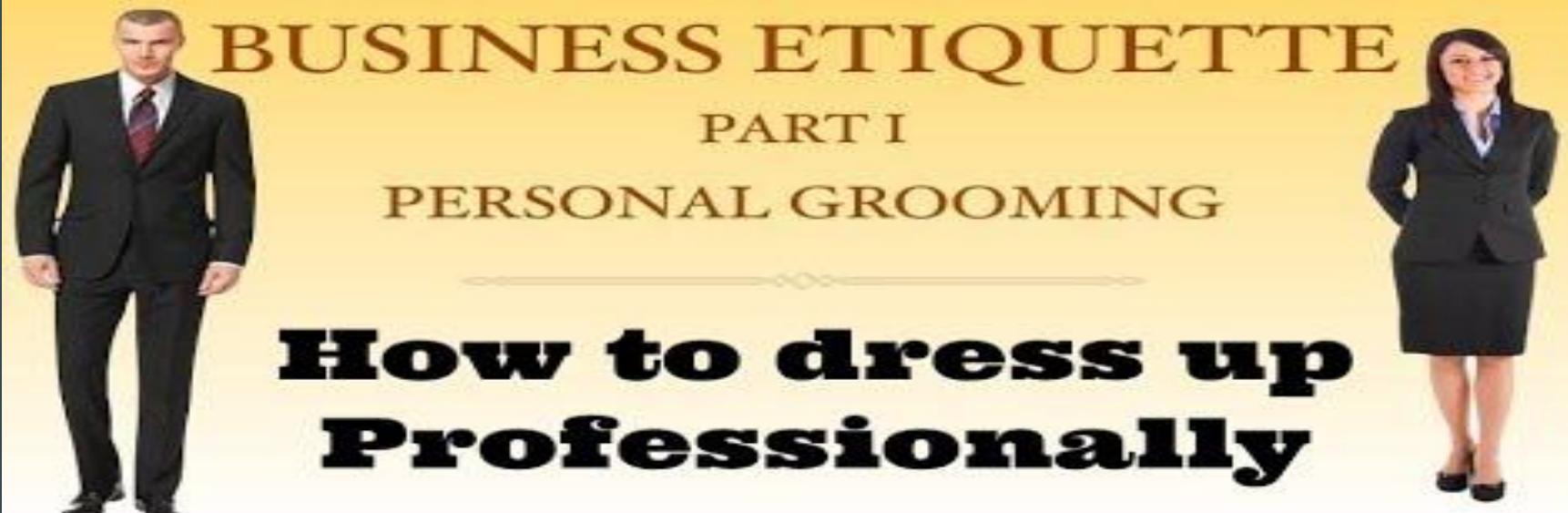


# CORPORATE GROOMING





Do you think professional attire matter ???



**BUSINESS ETIQUETTE**  
PART I  
**PERSONAL GROOMING**

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**How to dress up  
Professionally**

# Practical:02

## The Lifeboat



"We need to lighten the boat.  
You're a good team member, aren't you?"

# Situation

As your ship is sinking, you spot an island and believe that you are close enough to reach it in a lifeboat. However, there are 13 of you left alive, but only room for 8 in the lifeboat. Those that go in the lifeboat will probably make it to the island where they will try to survive until they are rescued. Those that are left on the sinking cruise ship will likely go down with the ship and die. You are one of the officers of the cruise ship and the highest ranking survivor. You are given the responsibility of deciding who remains on the ship and who goes aboard the lifeboat.

# Rule...

You have to decide the order in which you would save the people on the sinking ship.

On a separate sheet of paper, write down the reason why you choose each person?

# **People/Description**

1. **Lola** – She is a 22 year old go-go dancer who was on the boat to relax from her recent breast augmentation surgery. She suffers from clinical depression and has had 2 suicide attempts but none in at least a year.
2. **Mary Anne** – She is a 45 year old experienced nurse and single mother with 2 school aged children at home however they are living with her sister due to a Child Protective Services because she is an active alcoholic
3. **Billy** – He is a 16 year old boy on probation for stealing money from old ladies. He is very charming, friendly and helpful when he wants to be but cannot be trusted.
4. **Dr. Storch** – He is 55 in good health except he has a prosthetic leg from a car accident. He is very intelligent but likes to throw his knowledge in everyone's face as he is a bit arrogant.
5. **Sheena** – She is 30 and is an ex- fitness instructor with an athletic build however she is HIV positive from a being raped one late night after working on the side as a cocktail waitress.
6. **Mickey** – Mickey is in his mid 40's and is unemployed cocaine addict, however he is unusually strong from years of street fighting and working on the docks. Mickey has a disfigured face from the years of street fighting and his hygiene is not the best.

7. **Shane** – Shane is a genius age 39 with a degree in cellular biology, making breakthroughs in his work on a cure for cancer but he is in a wheelchair and he comes across as selfish and rude.
8. **Tom** – He is 41 and a hero from both gulf wars but he hears voices when he isn't medicated.
9. **Cindy** – Cindy is a 70 year old retired schoolteacher with 4 adult children and 15 grandchildren. She also is an expert chef and homemaker. Cindy is a chronic smoker who is awaiting test results from a test indicating she may have lung cancer.
10. **Barry** – He is in his late 20's and has survival techniques from his years as a hired mercenary. He angers easily with a short temper but otherwise has excellent leadership skills when calm. Barry admitted to you that he killed someone in a fight in a 3rd world country many years ago and he never was caught and claims it was self-defense anyway

**11 Xavier**– He is 18 and in good health, but he barely speaks English as he is from some strange country you've never heard of but he is an aspiring musician with a newly signed record contract for playing the zither. He is on an international terrorist watch list but swears he is being wrongly racially profiled.

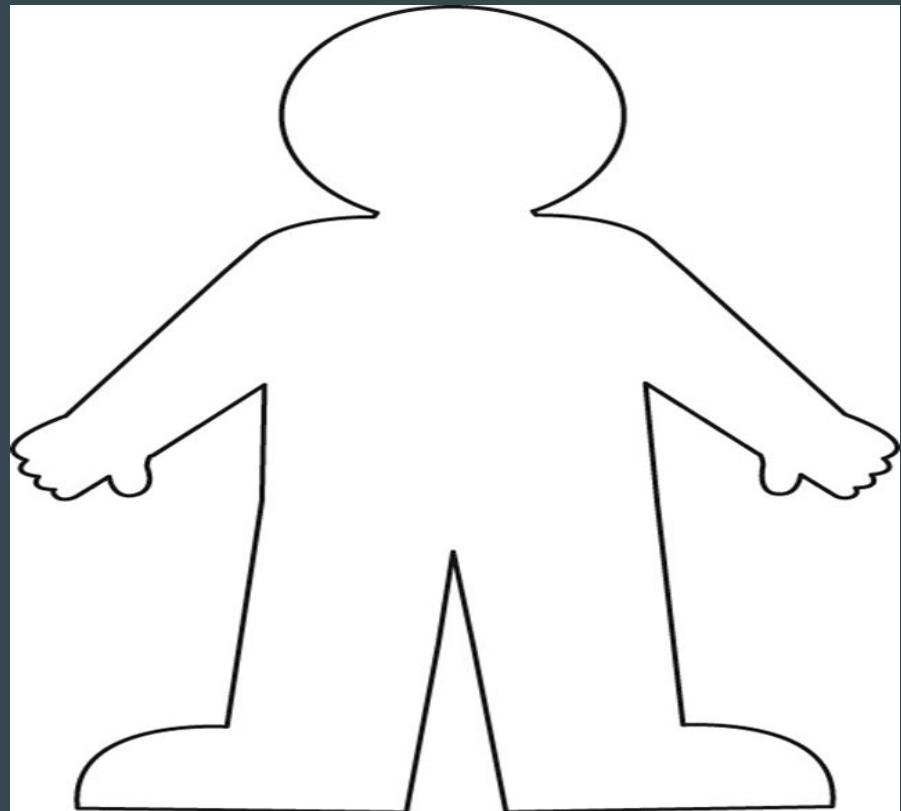
**12. Fred** – He is a 40 year old husband and father of 4 and an expert in yachting and sea navigation and in good health but since you have been on this boat trip he has gotten on your nerves often because he is very opinionated. Fred is on this trip because he recently abandoned his sick wife and children and does not plan on ever seeing them again.

**13. Yourself**

**“It’s not hard to make decisions when you  
know what your values are” - Roy Disney**

# Practical:03

Who am I?



# Self Awareness

1. What does your ideal “you” look like?
2. What kinds of dreams and goals do you have?
3. Why are these dreams or goals important?
4. What is keeping you from these dreams or goals?
5. Rank 5-10 of the most important things in your life in your career, family, relationships and love, money, etc.
6. Now think about the proportion of time you dedicate to each of these things.

# Self Awareness

1. Describe yourself in three words.
2. Ask yourself if your personality has changed since childhood.
3. Is your personality like either of your parents?
4. What qualities do you most admire in yourself?
5. What is your biggest weakness?
6. What is your biggest strength?
7. What things scare you?
8. Do you make decisions logically or intuitively?
9. How would you complete the question: “What if?”.

# Self Awareness

1. Who would you call if you only had a few minutes to live? What would you say?
2. Who have you loved the most?
3. Of all the relationships you have had, describe the best moment.
4. Describe a devastating moment in terms of relationships.
5. Ask yourself if you treat yourself better than others?

# Techniques

## Meditation

## Grounding

**Every individual has qualities which make them unique.**

Think about yourself and complete the following sentences by writing on a piece of paper.

1. I feel happy when I.....
2. I sometimes fear that....
3. My expectation from life is....
4. I make my family happy when I.....
5. It makes me angry when...
6. One unique thing about me is.....
7. My dream is to....

**Answering these questions can give you insight.**

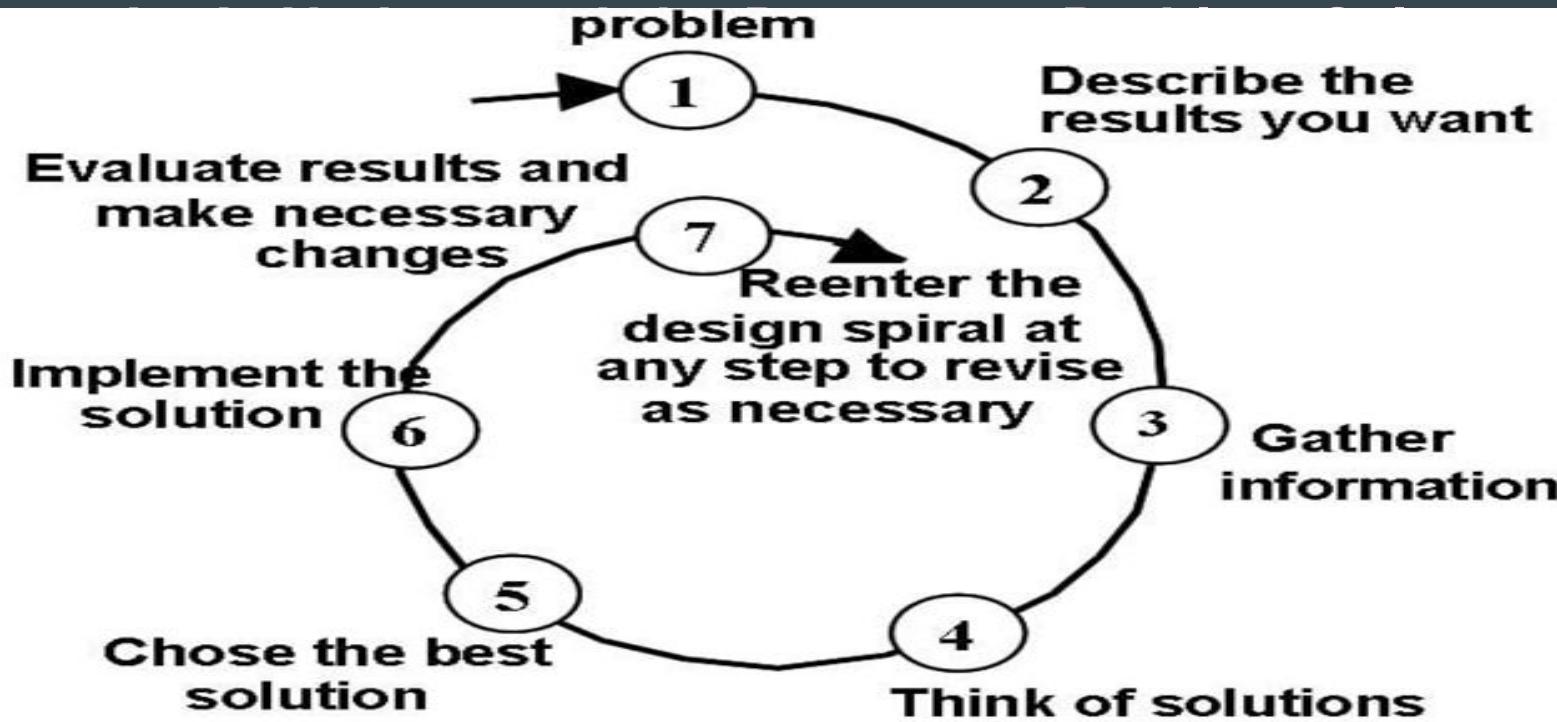
Write short statements on the following points about your one of the batchmates.

1. STRENGTH
2. WEAKNESS
3. FUTURE GOAL
4. PERSONALITY TRAITS THAT NEED TO BE CHANGED

It is important to know what others think about you.

# Practical:04

**The Technological Method of Problem Solving**



# Activity

1. Identify a real life problem that you observed in your surrounding.
2. Make a list of your desired results for problem.
3. Gather Information which can include cause and effect of identified problem.
4. Think about different technical solutions for a problem.
5. Choose one of the best solutions.
6. Implement the solution to resolve the problem.
7. Evaluate results and make appropriate changes to resolve the identified problem.

# Practical :05

## Role Play

1. A customer ordered a product online, and they still haven't received it after the expected delivery date. The customer is irritated and demanding a refund. While the late delivery might not be your fault, and the customer's attitude might trigger defensiveness, so the important thing to do is to apologize and assure them that you're working on resolving the issue. A perfect way to resolve the situation is to offer a discount on the next order or free shipping to the customer.

# Role Playing Scenario

2. Jeremy has been working with your company for over thirty years and is going to retire next week. With a partner, you have been tasked with choosing a retirement present for him. Discuss the situation with your partner and come to a decision on what to get him.

Suggested phrases: “What is our budget?” “I think we should get him a...” “What sort of things does he like?” “I believe he already has one of those.”

# Role Playing Scenario

3. Ronak has just come to work late for the third time this week. His manager asks to see him.

Student A: You are Ronak. You need to explain to your boss why you are late. You may wish to apologise.

Student B: You are Ronak's manager. Find out why Ronak has been late and decide whether you need to discipline him.

Suggested phrases: “I’m sorry I was late.” “It won’t happen again.” “This behaviour cannot continue.” “We expect our employees to be punctual.”

# Role Playing Scenario

4. You come to work one day and notice an expensive car parking in the company's handicapped parking space. A man exits the car and he looks perfectly fine.

Student A: You are the employee. Approach the visitor and find out why he is parking in a disabled spot. This spot is usually used by one of the employees, who is a wheelchair user.

Student B: Explain why you parked in the disabled space. You have a sore foot and you are in a hurry for an important meeting.

Suggested phrases: "Excuse me, may I ask you something?" "We do have disabled employees who need that spot." "I have an extremely urgent meeting." "I'll be less than half an hour."

# Role Playing Scenario

5. Recently, on a business trip, you stayed for two nights at the Fortuna Hotel at a cost of Rs.10,000 . You wish to claim the expenses back from your company. However, you have lost the receipt. You decide to speak to the Finance Manager.

Student A: You are eager to claim your money as the two nights were quite expensive. Although you lost the receipt, the company knows that you stayed at the hotel.

Student B: You are the Finance Manager. You like to follow rules, especially where money is concerned. Your company has a simple rule: no receipt, no money.

Suggested phrases: “I hope you can be lenient.” “It’s a lot of money.” “We have strict guidelines that we must follow.” “I don’t like to bend the rules.”

# Role Playing Scenario

6. Your co-worker often asks you to ‘cover’ for him. For example, yesterday he took an extra half-hour for lunch and he asked you to tell the boss that he was in a meeting.

Student A: Your co-worker wants you to cover for him again. You are becoming fed up with his behaviour and you are worried that the boss will catch both of you out.

Student B: You need to take an extra half hour on your lunch break to pick up some medicine for your daughter from the pharmacy. Ask your coworker to cover for you if the boss is around.

Suggested phrases: “You’re going to get both of us in trouble.” “The boss is very suspicious.” “I really need you to do me a favour.” “This is an emergency.”

# Role Playing Scenario

7. You work for a small company, which only has one nice conference room for meetings. You booked this room for an important meeting with a client today at 4pm. However, when you arrive at the room at 4pm, you find out that an employee from another team claims to have booked the room at the same time.

Student A: You really need to use the conference room. Your meeting is important and it cannot be rescheduled.

Student B: You also really need to use the conference room. Your meeting is important too and it cannot be rescheduled.

Suggested phrases: “Our meeting is extremely urgent.” “We booked the room three days ago.” “There’s no way we can reschedule.” “Let’s come to a compromise.”

# Role Playing Scenario

8. Situation: Jack has just received an urgent phone call from his wife. Her car has broken down by the side of the road. He has to go and help her out. But first, he needs to get permission from his boss.

Student A: You are Jack. Your wife's vehicle has broken down and she needs your help. It will likely take you an hour or two to sort it out.

Student B: You are Jack's boss. You only allow employees to leave the office during working hours in cases of emergency.

Suggested phrases: "I've just received a phone call from my wife." "She's very upset." "How long will it take you to sort this out?" "I'm not sure that I would classify this as an emergency."

# Role Playing Scenario

9. It is a normal day at work when suddenly one of your co-workers collapses. Call emergency services and explain the situation.

Student A: Your co-worker has just collapsed. Call emergency services and ask them what to do.

Student B: You work for emergency services. When you receive a call about someone who has collapsed, you need to dispatch an ambulance to the correct address while asking the caller to check for a pulse. The caller should also check that the person is breathing and administer aid if necessary.

Suggested phrases: “My co-worker has just collapsed.” “Our address is...” “You need to check for a pulse.” “The ambulance should be there in approximately ten minutes.”

# Role Playing Scenario

10. You are trying to get some important work done, but some other employees are horsing around near the water cooler. They're very loud and you need to ask them to stop.

Student A: Ask your co-workers to stop making so much noise.

Student B: You are chatting with some co-workers near the water cooler. Another employee asks you to keep the noise down.

Suggested phrases: “Excuse me!” “I don’t mean to sound rude...” “I didn’t realize we were being so loud.” “We’ll try to be a bit quieter.”

# Practical :06

## Language Skills



*A conversation with  
**Dr. Shashi Tharoor,**  
*the big daddy  
of English nuts.**

# Spelling Battle

Think of a word and ask to one of batchmates to spell it.

For Example: Tomato

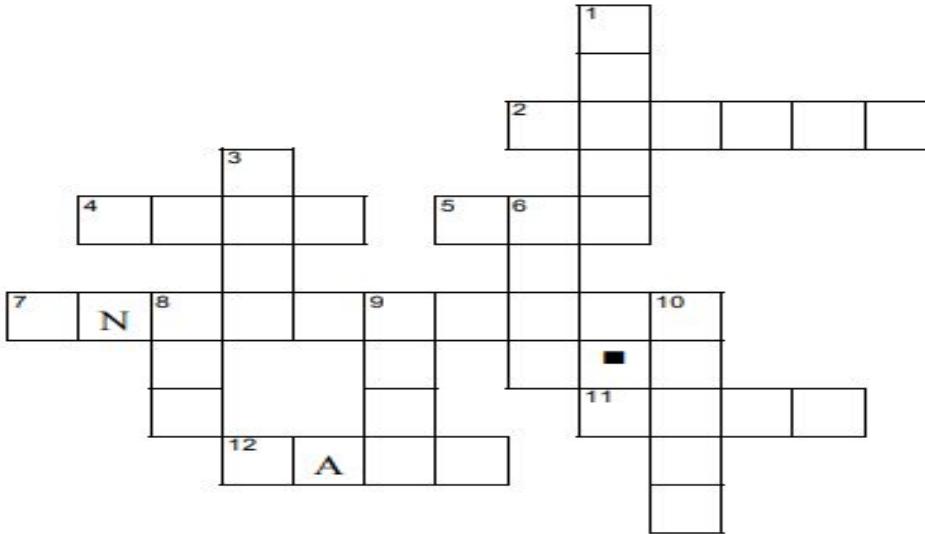
Next student to spell a word which begins with the last letter of the last word, for example, orange and so on.

# VOCABULARY WITH SHASHI THAROOR

LESSON - 1



# Simple Past Crossword

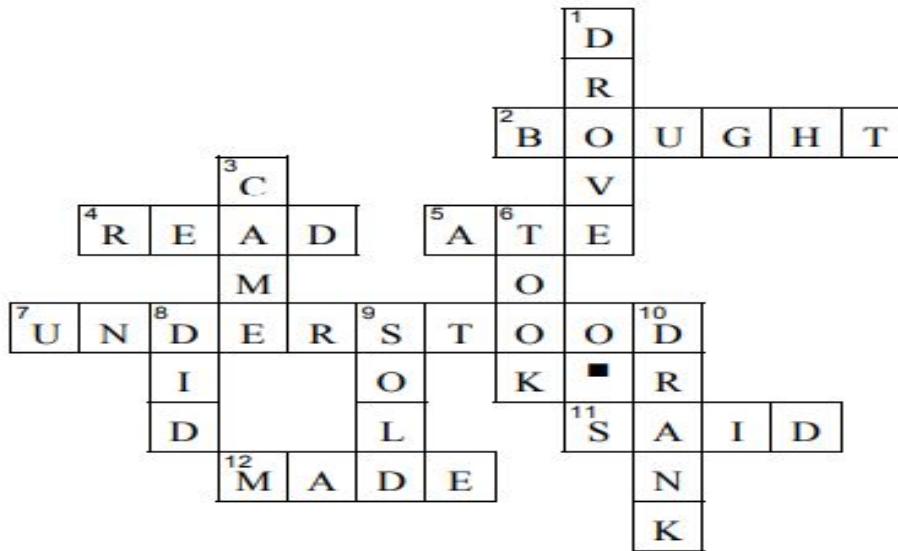


## Across:

- 2. buy
- 4. read
- 5. eat
- 7. understand
- 11. say
- 12. make

## Down:

- 1. drive
- 3. come
- 6. take
- 8. do
- 9. sell
- 10. drink

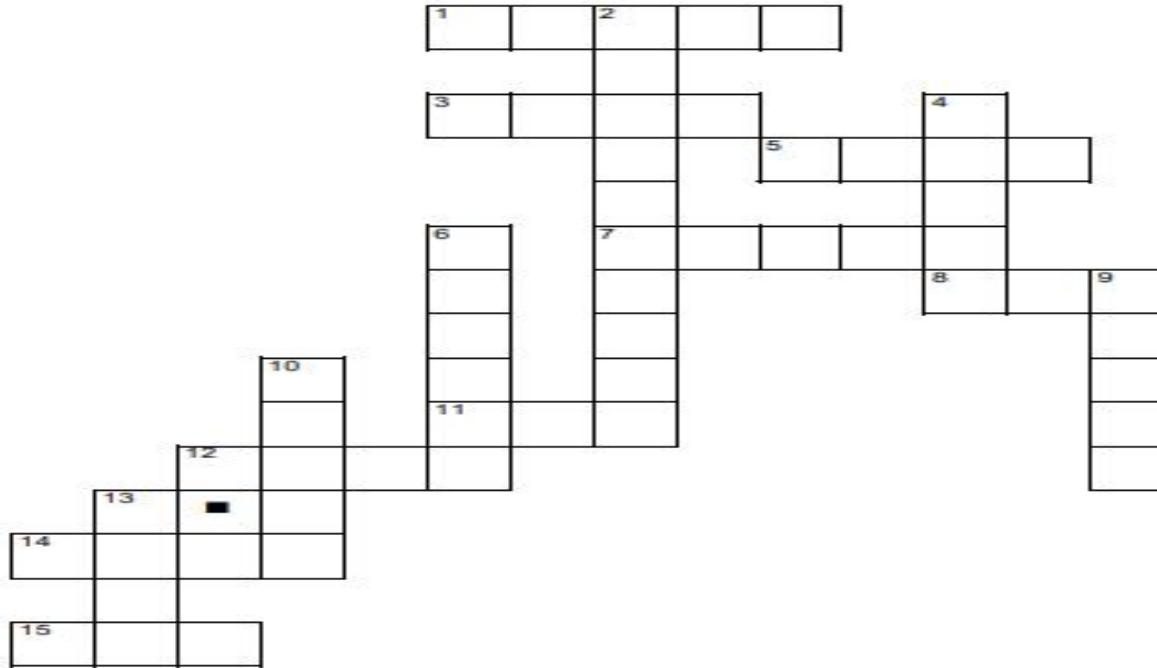


**Across:**

- 2. buy
- 4. read
- 5. eat
- 7. understand
- 11. say
- 12. make

**Down:**

- 1. drive
- 3. come
- 6. take
- 8. do
- 9. sell
- 10. drink



**Across:**

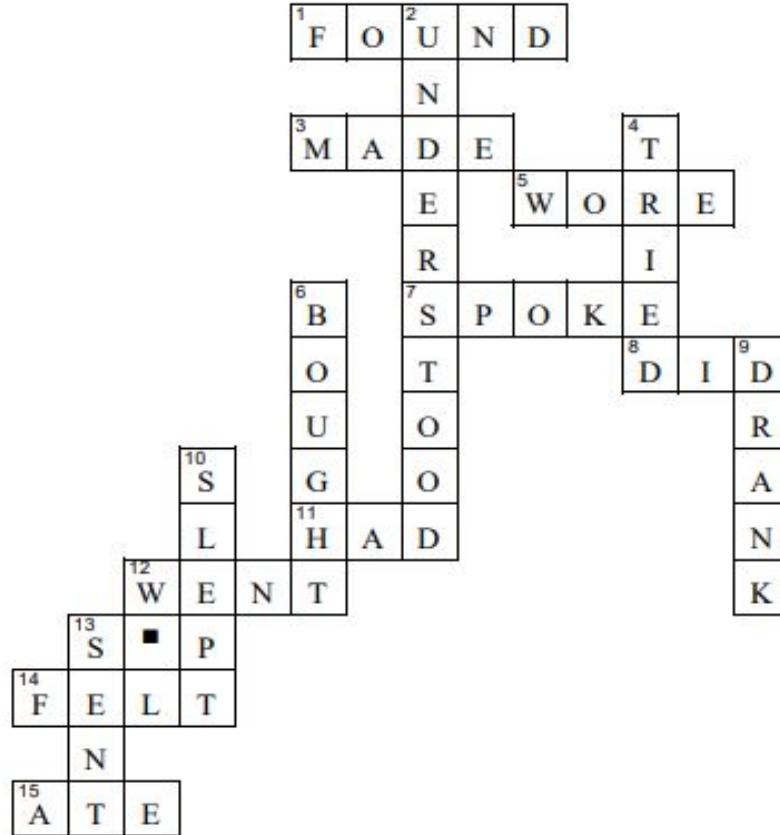
- 1. find
- 3. make
- 5. wear
- 7. speak
- 8. do

**Down:**

- 11. have
- 12. go
- 14. feel
- 15. eat

- 2. understand
- 4. try
- 6. buy

- 9. drink
- 10. sleep
- 13. send



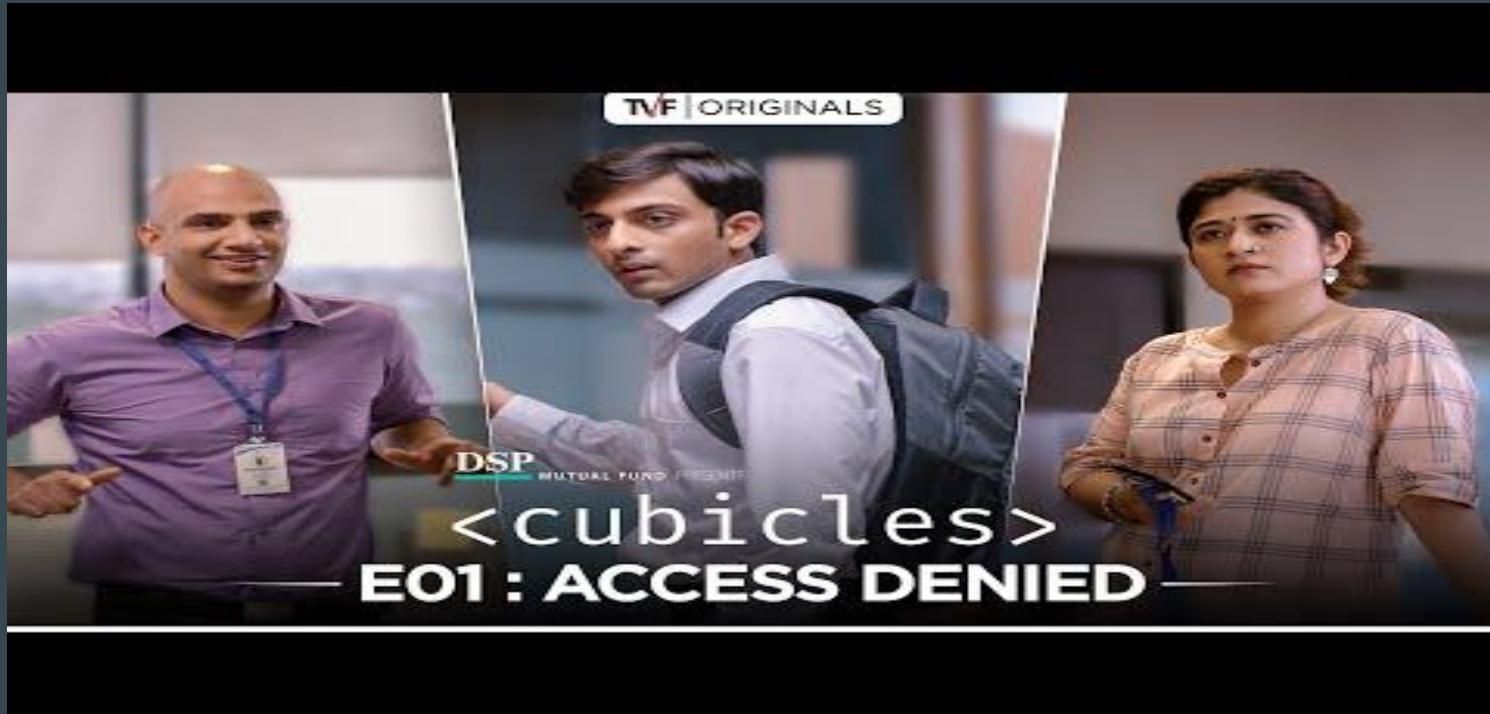
# Word Search

c	o	t	u	l	b	l	e	e	d	n	t	g	h	h	u
i	o	v	s	w	e	a	t	h	i	y	c	e	r	i	r
b	z	u	e	s	p	a	l	l	o	c	e	a	t	k	b
a	a	u	g	m	i	o	h	l	u	e	o	o	t	u	i
o	w	r	a	h	c	f	u	r	p	n	m	i	a	c	y
d	o	o	o	i	a	p	r	j	s	o	t	i	g	t	h
n	a	r	n	t	i	r	t	b	v	c	l	l	o	a	f
e	i	f	e	e	l	x	f	a	a	n	r	e	w	i	v
a	w	l	o	o	k	a	f	t	e	r	e	a	v	o	f
e	t	b	s	r	g	s	e	f	a	i	n	t	t	e	w
d	a	i	t	r	i	w	r	n	h	s	e	s	a	c	d
e	e	n	a	a	s	a	r	c	a	e	a	t	e	s	h
i	r	j	k	h	t	u	t	z	e	u	a	r	a	i	d
i	t	u	e	n	b	i	a	r	i	w	t	a	x	v	c
i	a	r	o	p	e	r	a	t	e	e	i	i	i	s	n
c	z	e	e	e	l	e	b	o	e	t	o	n	w	e	k

# *Words in the puzzle*

- feel Faint
- Catch itch
- Hurt sweat
- look after treat
- take
- bleed
- burn
- cough
- Injure
- operate

# Practical :07



1 The first death anniversary day of Sri Rajiv Gandhi was observed as the

- A. National Integration Day
- B. Peace and Love Day
- C. Secularism Day
- D. Anti-Terrorism Day

**Ans:** May 21, the death anniversary of ex-prime minister of India, Shri Rajiv Gandhi is also observed as Anti Terrorism Day in India.

2. 20th August is celebrated as

- A. Earth Day
- B. Sadbhavana Divas
- C. No Tobacco Day
- D. None of these

Ans: Rajiv Gandhi's birthday is celebrated as Sadbhawana Diwas on 20th August.

3. World Literacy Day is observed on

- A. Sep 5
- B. Aug 6
- C. Sep 8
- D. Oct 24

Ans: C

4. Under the government's new vehicle scrapping policy, personal vehicles will have to undergo fitness tests after how many years?

- a) 20
- b) 15
- c) 10
- d) 18

Ans: 20 Years

5 RBI has projected real GDP growth to be how much in FY 2021-22?

- a) 10.5 percent
- b) 9.7 percent
- c) 11.0 percent
- d) 12.7 percent

Ans: 10.5

6. The Defence Ministry has awarded the contract to manufacture 83 Light Combat Aircraft (LCA) Tejas fighters to which among the following companies?

- a) DRDO
- b) Antrix
- c) TASL
- d) HAL

Ans: Hindustan Aeronautics Limited (HAL)

7 Jeff Bezos has decided to step down as CEO of which company?

- a) Microsoft
- b) Facebook
- c) Amazon
- d) Google

**Ans:** Amazon announced on February 2, 2021 that its founder Jeff Bezos will step down as CEO of the company during the third quarter of 2021. Bezos will transition to the role of Executive Chair of Amazon's board, while Amazon Web Services CEO Andy Jassy will succeed him as the new Amazon CEO in Q3.

8 The United States has extended the New START Nuclear Treaty for five years with which nation?

- a) Japan
- b) Russia
- c) China
- d) UK

Ans: Russia

9. Which company has got the world's first consignment of 'carbon-neutral oil' from the US?

- a) Reliance
- b) Tata Group
- c) HAL
- d) DRDO

Ans: Reliance has sourced the world's first consignment of 'carbon-neutral oil' from the United States. The move comes as the company looks to become a net zero-carbon company by 2035.

10. In which state PM Narendra Modi has inaugurated four projects worth around Rs 4700 crore in gas, oil and infrastructure sectors?

- a) Assam
- b) Tripura
- c) Chhattisgarh
- d) West Bengal

Ans: West Bengal

11. Who has become the third Indian pacer to take 300 wickets in Test Cricket?

- a) Jasprit Bumrah
- b) Mohammed Shami
- c) Ishant Sharma
- d) Umesh Yadav

Ans: Ishant Sharma became the third Indian pacer to take 300 wickets in the longest format of the game on February 8, 2021.

12 Military Exercise Yudh Abhyas 2.0 began on February 8, 2021 between India and which nation?

- a) Japan
- b) Singapore
- c) US
- d) Australia

Ans: US

13. India signed an agreement with which nation for the construction of Shatoot dam?

a) Pakistan

b) Tajikistan

c) Kazakhstan

d) Afghanistan

Ans: **Afghanistan**

14. PM Narendra Modi held talks with which nation's President on February 8, 2021?

- a) US
- b) France
- c) Maldives
- d) Sri Lanka

Ans: US

15. Tata Institute of Fundamental Research is located in ...

A - New Delhi

B - Mumbai

C - Gulbarg

D - Lucknow

Ans: B

16. In terms of Geographical area, which among the following is the largest state of India?

A - Rajasthan

B - Madhya Pradesh

C - Maharashtra

Ans: Rajasthan is followed by Madhya Pradesh and Maharashtra.

17. The term ‘bull’s eye’ is related to ...

A - Base ball

B - Boxing

C - Billiards

D - Rifle shooting

Ans: D

# Practical :07

## Management Skills

# Manager Vs Leaders

Identify the elements which fall under manager and leader.

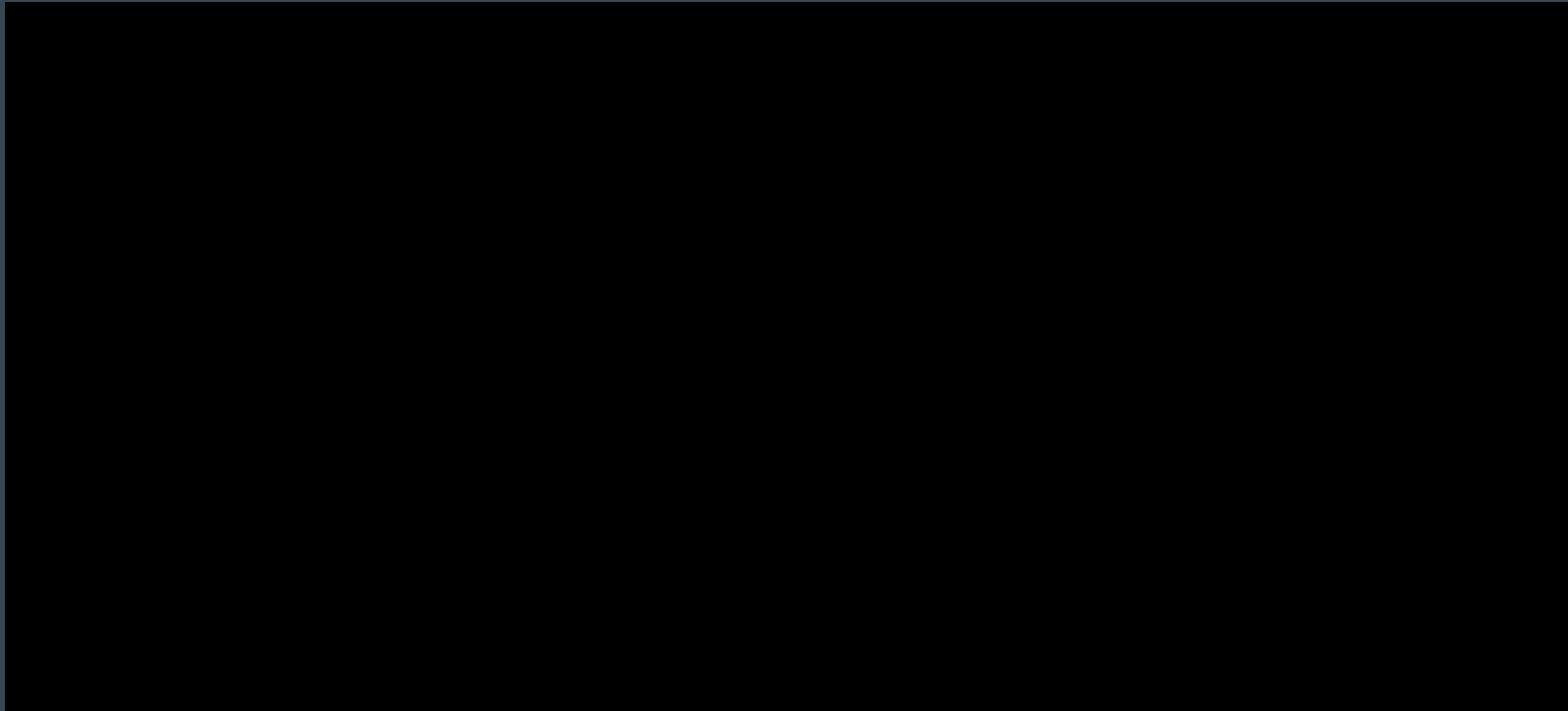
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Scheduling work	Inspiring people
Sharing a vision	Delegating tasks
Plan and prioritise steps to task achievement	Ensuring predictability
Use analytical data to support recommendations	Co-ordinate effort
Explain goals, plan and roles	Co-ordinate resources
Provide feedback on performance	Give orders and instructions
Motivating staff	Act as interface between team and outside
Provide focus	Take risks
Create a 'culture'	Guide progress

# Manager Vs Leaders

Evaluate progress	Follow systems and procedures	Unleashing potential
Check task completion	Provide development opportunities	Be a good role model
Create a positive team feeling	Ensure effective induction	Appeal to rational thinking
Monitor feelings and morale	Monitor budgets, tasks etc	Build teams
Look 'over the horizon'	Use analytical data to forecast trends	
Appeal to peoples' emotions	Monitoring progress	

# Learn how to manage people and be a better leader



# Management and Leadership

- Management and leadership are often interchanged within the business world. However, they are two very distinct skills.
- Management is essentially process/task focused and centers on the current and immediate future. Whereas, **Leadership** is much more people and future focused. It includes setting culture & Direction for the organization.

The following table shows the distinct elements which fall under each category.

<b>Manager</b>	<b>Leader</b>
Scheduling work	Build teams
Delegating tasks	Provide feedback on performance
Use analytical data to support recommendations	Motivating staff
Ensuring predictability	Act as interface between team and outside
Co-ordinate effort	Explain goals, plan and roles
Co-ordinate resources	Inspiring people
Give orders and instructions	Appeal to peoples' emotions
Guide progress	Sharing a vision

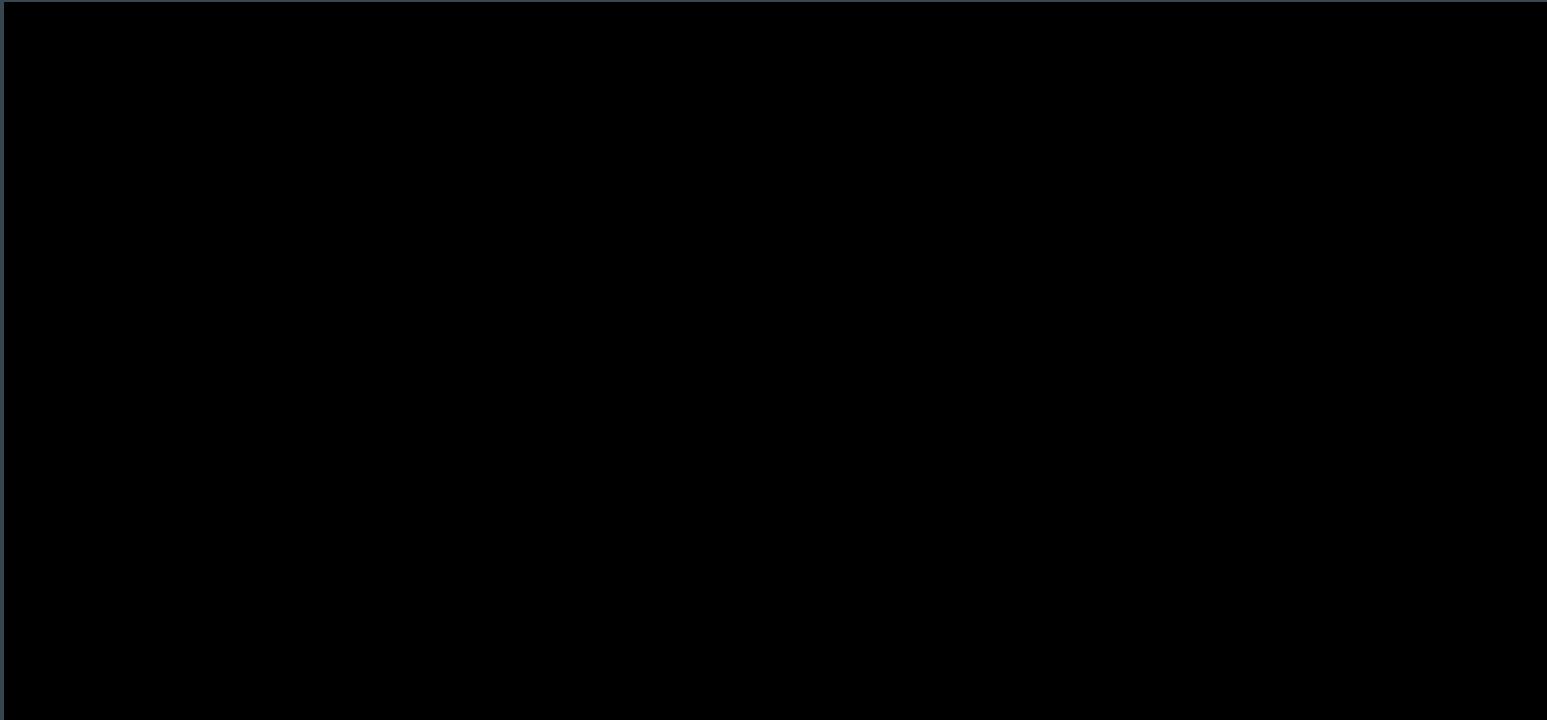
Manager	Leader
Evaluate progress	Provide focus
Check task completion	Monitor feelings and morale
Follow systems and procedures	Create a 'culture'
Monitor budgets, tasks etc	Create a positive team feeling
Use analytical data to forecast trends	Create a positive team feeling
Monitoring progress	Provide development opportunities
Appeal to rational thinking	Unleashing potential
Plan and prioritise steps to task achievement	Look 'over the horizon'/Take risks/Be a good role model

# Practical :08

## Management Skills

# Success Story

# Look at Challenges as Opportunity





# HOW TO DEAL WITH A DIFFICULT BOSS

By Vivek Bindra

Need of an Hour



# Management Skills

**Business Trends for 2021**



# **SMART WORK & TIME MANAGEMENT**

# Practical :08

## Work Life Balance

# Love Your Work



# The Fallacy of Work Life Balance



# Work Life Balance

**WORK - LIFE  
Balance**  
(English)

- B K SHIVANI



# Practical :09

## Organizational Etiquettes

# Case Studies

1. You notice your boss has sat in something and has a stain on his or her backside. You are about to go in to an important meeting where he or she will be standing to give a presentation. What should you do?

# Case Studies

2. You are making an introduction and forget a person's name. What should you do?
3. You have been asked to attend the weekly board meeting of the top management officials. When you arrive you are not sure where to sit. What should you do?
4. You are being criticized by your boss and feel it is unfair. You are angry. What should you do?

1. What is the proper way to make an introduction of group members?

Ans: The most important person is mentioned first. Give a bit more information about each party other than their name.

2. What are some ways you can make a good first impression when you are introduced to someone?

Ans: Smile, give a good handshake, establish eye contact, say hello, start conversation.

# Answer True or False

1. Always mention your boss' name first when making an introduction.
  - False
2. If someone forgets to introduce you, introduce yourself.
  - True
3. A weak handshake is most appropriate when shaking a female's hand.
  - False
4. A two-handed "sandwich" shake is inappropriate in a business exchange.
  - True
5. A man should not initiate a handshake with a woman.
  - False
6. If you are the junior executive at a meeting, you should wait for others to be seated first and then choose your seat from those remaining.
  - True

# Telephone Tips

Make group of students and list as many telephone courtesy tips as the group can come up with.

This list might include:

- Speak clearly and in a pleasant tone
- Ask if the person has time to talk right now.
- Take clear,detailed,accurate message for coworkers
- Don't engage in side conversations while on the phone
- Tell the caller to whom you are transferring them and why
- Dont eat,drink or chew gum while on the phone
- Return all calls the same day
- Don't leave people on hold for extended periods of time

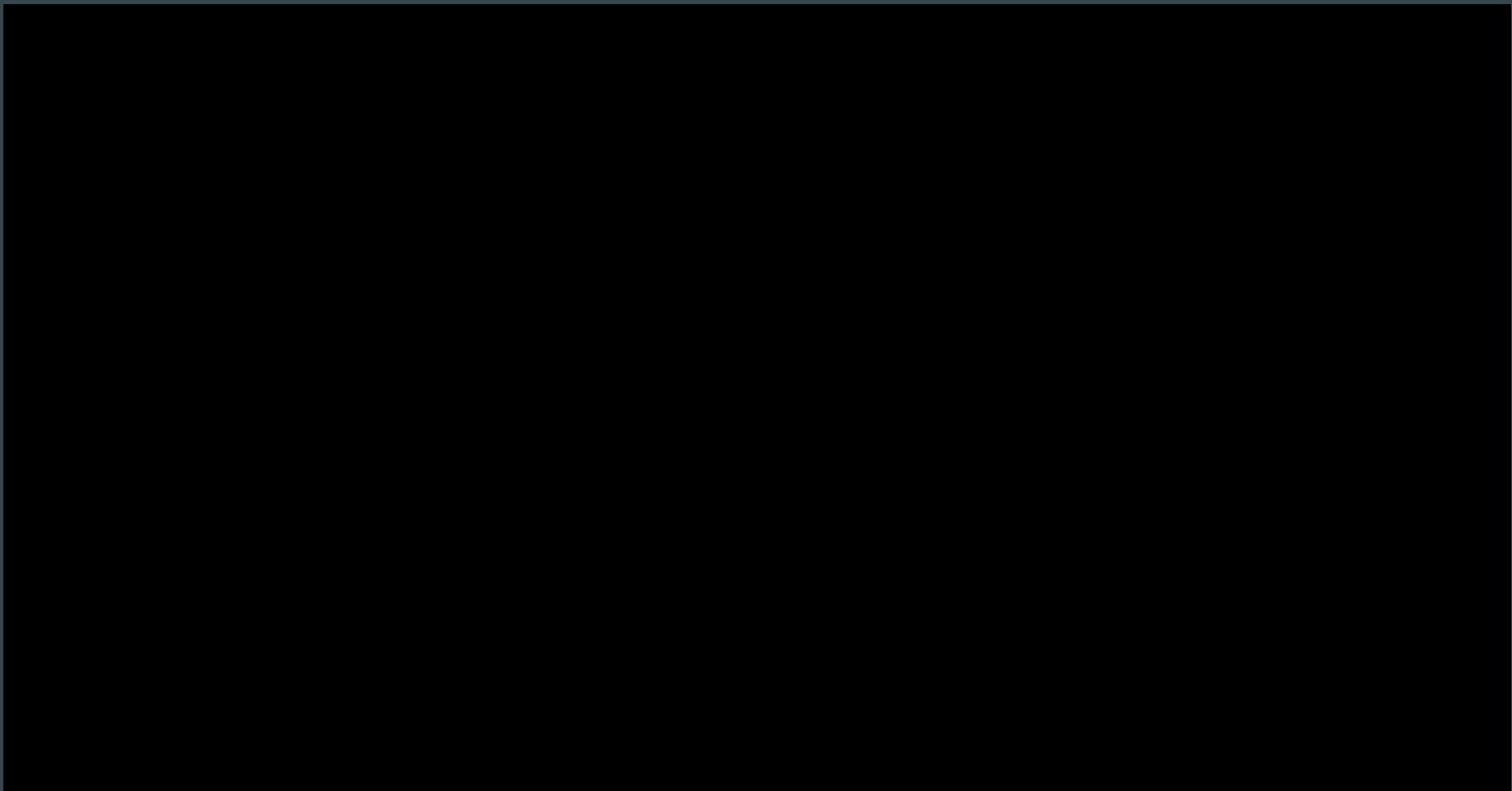
# Practical :10

## Organizational Etiquettes

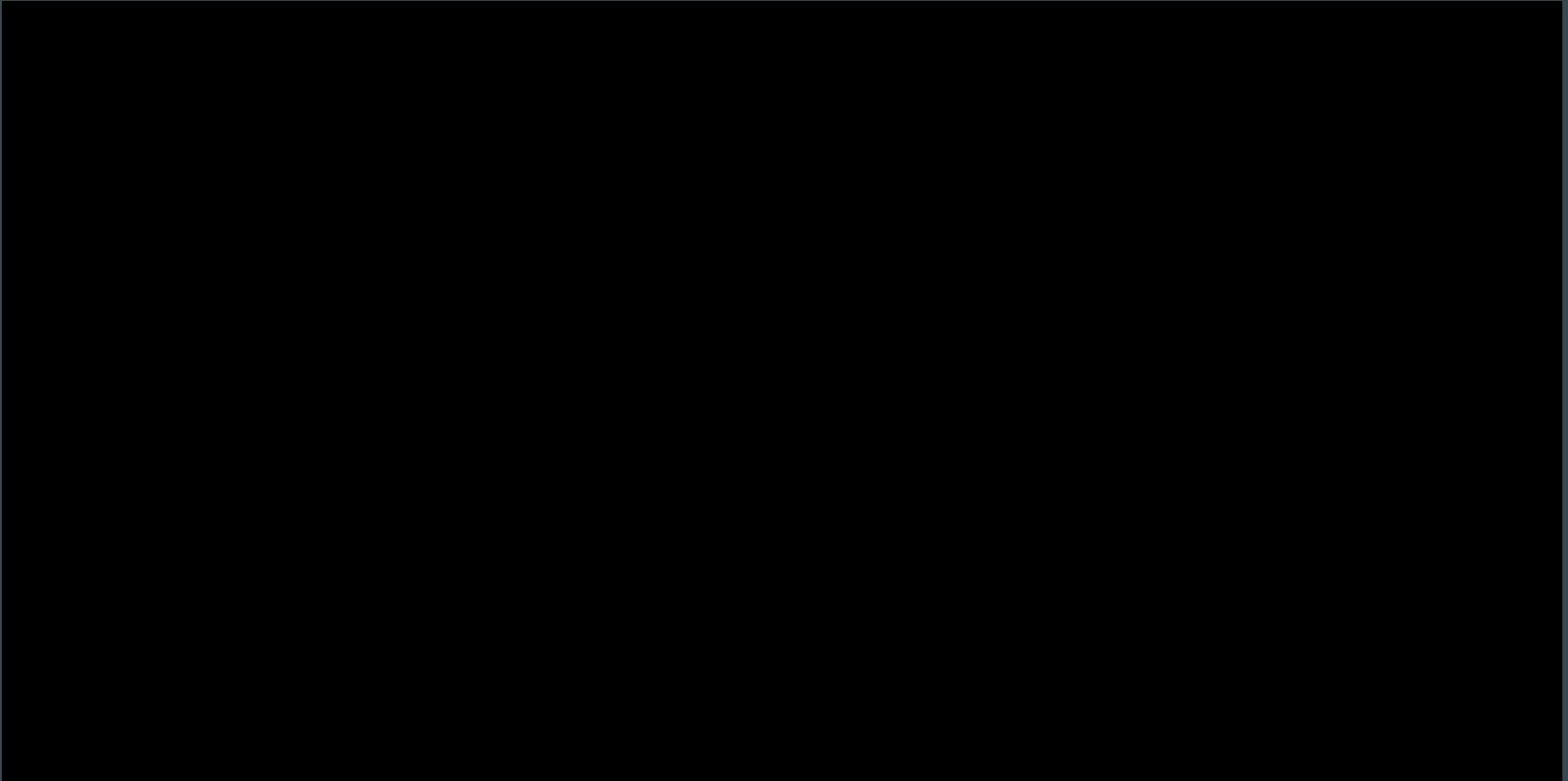
### Case Study

Practical :11

# WorkPlace Etiquettes









MAKE A POSITIVE IMPRESSION BY  
ATTENDING OFFICE EVENTS

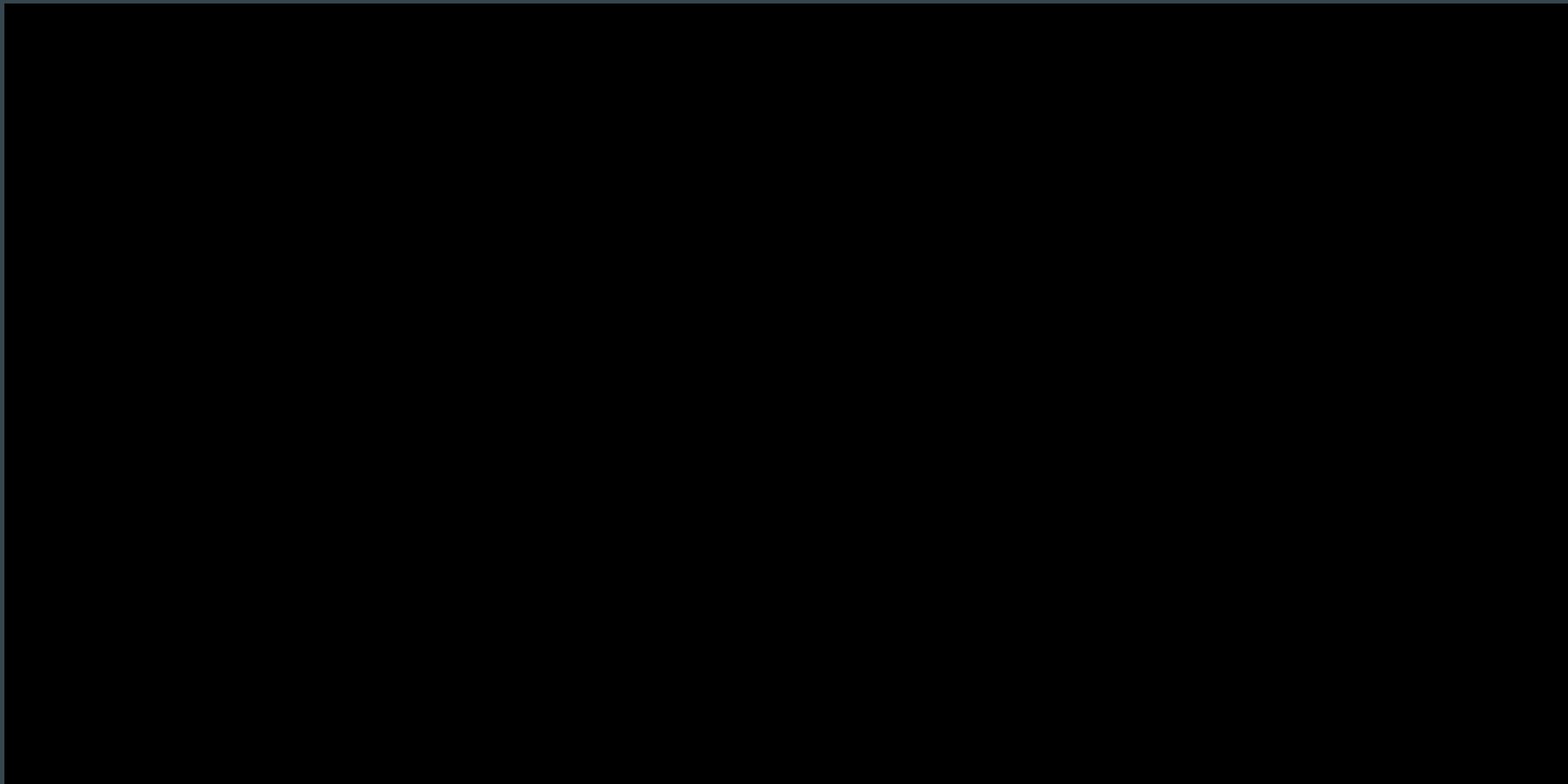


GENTLEMAN'S  
GAZETTE

Practical :12

# WorkPlace Etiquettes













# Practical :13

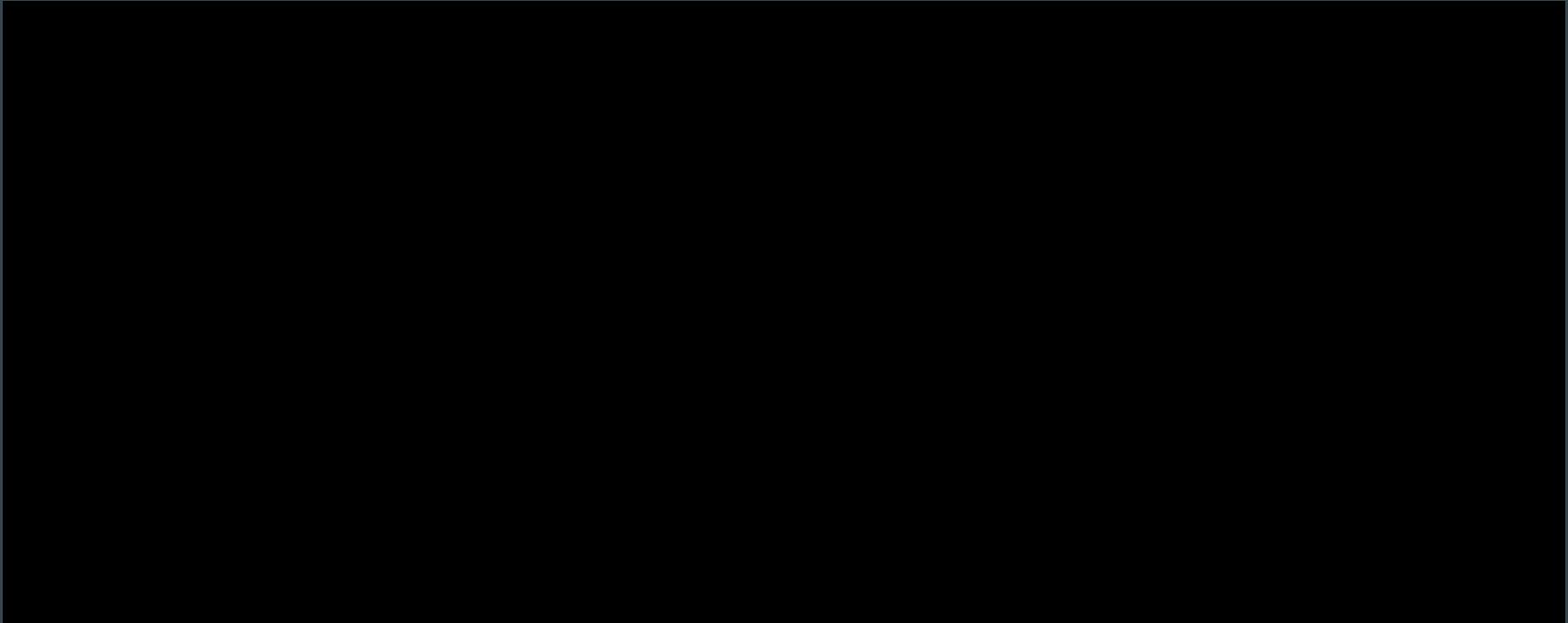
## Case study\_Organizational Communication

# Practical :14

## Leadership Etiquettes

-Leadership is not about position, it is about responsibility.

# How to be a Leader?



# Most Leaders Don't Even Know the Game They're In...

