

# Business Skills

## Topics:

- 1) Introduction to Mindfulness
- 2) Mindfulness and Emotional Intelligence
- 3) Empathy
- 4) Compassion
- 5) Time Management
- 6) Observation & ElectroThinking
- 7) Diversity & Inclusion
- 8) Global culture
- 9) Working at client location
- 10) Mentoring juniors - grow yourself

### ★ Introduction to Mindfulness

→ Human ability to be fully present, aware of our surroundings and our actions.

→ To wake up to the inner workings of our mental, emotional and physical processes.

### 8 Facts of Mindfulness

- 1) Mindfulness is not obscure or esoteric
- 2) Mindfulness is not spiritual added things we do
- 3) You don't need to change
- 4) Mindfulness has the potential to become a transformative social phenomenon.

- ⑤ It's a way of living
- ⑥ Mindfulness is more than just a practice
- ⑦ It's evidence-based
- ⑧ It sparks innovation

### ★ Mindfulness & Emotional Intelligence

→ Interconnected concepts that play significant role in personal and interpersonal well-being

→ Mindfulness is the practice of intentionally bringing one's attention to the present moment without judgement.

→ Emotional Intelligence → refers to the ability  
→ recognize, understand, manage and effectively use one's own emotions and the emotion of others

key components of  
Emotional Intelligence:

Self Awareness

Self Regulation

Motivation

Empathy

Social Skills

Benefits of

EI :

Improved Relationship

Effective Leadership

Conflict Resolution

Relationship between Mindfulness and  
Emotional Intelligence

Enhanced Self-Awareness

Improved Self-Regulation

Greater Empathy

Stress Reduction

Empathy

(Understanding others)  
(共感する能力)

→ Ability to emotionally understand what other people feel, see things from their point of view, and imagine yourself in the place

→ It is putting yourself in someone else position and feeling what they are feeling

Types of Empathy



Affective Empathy

Somatic empathy

Cognitive empathy

## use of Empathy:

→ Empathy promotes helping behaviour

★ Sympathy (Empathy)

★ Compassion

→ The ability to understand the emotional state of another person or oneself. After confused with empathy, compassion has the added element of having a desire to alleviate or reduce the suffering of another.



→ Someone has done something that hurts you

we think → They are selfish X

we should think → They had a good reason for doing it S

## 10 ways to bring Compassion

1) Offer guidance to a co-worker

2) Get to know your colleagues

3) Lead a hand to someone who is under a tight deadline

4) Cultivate a collaborative environment

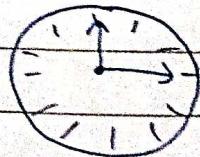
5) Acknowledge employee strengths and positive attributes in front of others.

- 6) Be an example of compassionate leader.
- 7) Check the motivation behind your decision, your words, and your behavior.
- 8) Organize team-building activities.
- 9) Encourage employees to practice conscious communications.
- 10) Design a competition challenge to inspire daily acts of kindness.

## \* Time Management

→ Involve organizing and planning how to allocate your time effectively to achieve specific goals.

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### Principle of Time Management:

- Set clear goals
- Create To-Do list
- Learn to say No
- Regular Breaks
- Prioritize Tasks
- Time Blocking
- Use tools and Technology
- Evaluate and Adjust

## Tips for Effective Time Management:

- Limit Distractions
- Learn from mistakes
- Set realistic deadlines
- Learn to Delegate
- Continuous Improvement.

## \* Observation & Effective Thinking.

- Paying close attention to your surroundings, the actions of others, and the broader context
- Helps you identify challenges, opportunities and potential areas of improvement.

## 10-behaviours of developing observations

- Sizing up people.
- Clarity
- Curiosity
- Listening Skills
- Willingness
- Willingness to seek input from others.
- Seeking out new experiences
- Being comfortable
- Knowledge
- Self-knowledge
- How to impact others

## ★ Elastic thinking

→ Elastic thinking → "pattern of thinking"

→ Elastic thinking → contributing to the society

- ET attributes:
- > Perspective gathering
  - > Spectral Diversity
  - > Discerning Patterns
  - > Attitude of Boundary
  - > Connection-Making

## ★ Diversify & Inclusive

→ Embracing diversity and fostering an inclusive environment contribute to individual growth, team effectiveness, and overall organizational success.

→ Embracing diverse perspectives fosters innovation

→ In an inclusive environment, individuals feel empowered to share their ideas and collaborate effectively

## ★ Global culture

→ It is a significant factor in the development and application of business skills in the increasingly interconnected and diverse global marketplace

ways global culture intersect with business skills

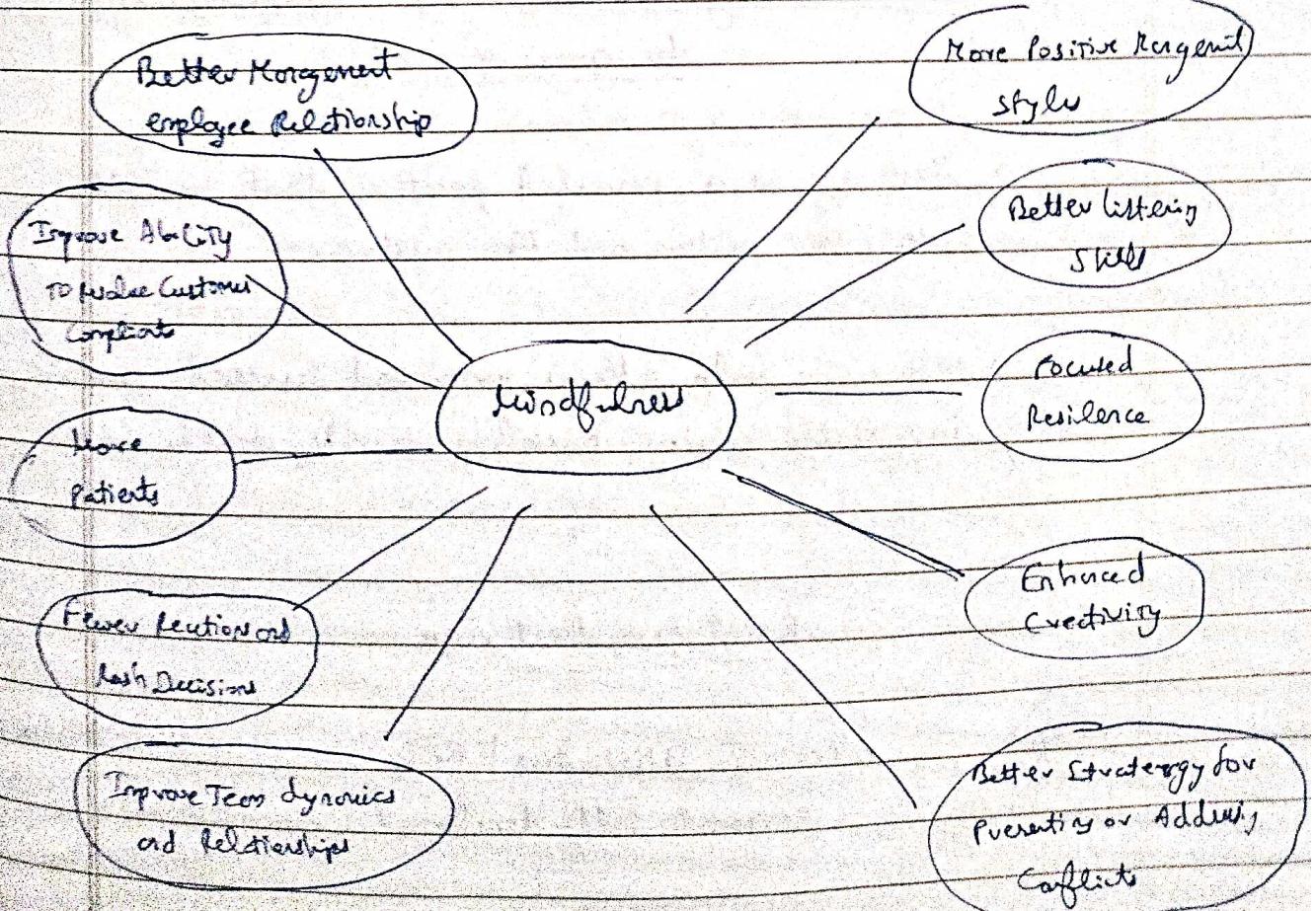
→ Cross-Culture Communication

- Adapting communication styles when dealing with diverse teams, clients and stakeholders.

→ Global Market Awareness

- Understanding the global market involves staying informed and international trends, economic conditions, and geographical factors.

### \* Working at client location & Benefits of Mindfulness



## Advantages of direct location

faster decision making



avoid misunderstanding



Closer Collaboration



more flexibility



Build Trust



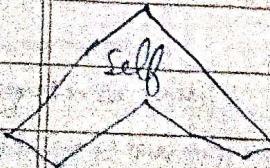
Mutual education

\* Mentoring ~~other~~ juniors - growing others  
to grow yourself

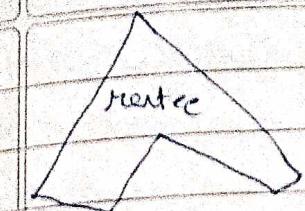
→ Mentoring is a powerful practice that benefit both the mentor and the mentee.

→ When we help others grow and succeed, we are invariably helping ourselves to also do the same.

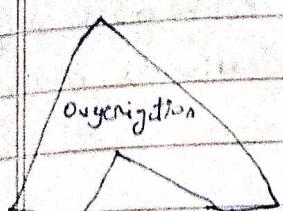
## Benefits of mentoring



- Personal satisfaction / Role Enhancement / Skill enhancement
- Personal self-development



- Better organization Awareness | Learning to Learn  
| Problem solving | Self development.



- Better skilled associates | Strong org culture  
Positive orientation to learning

### Professional Networking

- 1) Introduction to Professional Networking
- 2) Building & Expanding Professional Relationships
- 3) Overcoming Barriers of Networking
- 4) Building Internal & External (Soft & Capital)
- 5) Being an Influencer

#### ★ Introduction to professional Networking

→ Process of interacting with others to exchange information and develop professional or social interest

→ Networking is fun, enriching, career-enhancing and thought-provoking.

Operational

3 Types of  
professional  
Networking

Personal

Strategic

## Operational Networking :-

→ Involved connecting with colleagues, supervisors, subordinates and other professionals directly.

### Benefits:-

- facilitate collaboration
- information sharing
- problem-solving with your immediate work context.

## Personal Networking:-

→ Involved connecting with individuals outside your immediate work environment but within your industry or related fields.

### Benefits:

- Expand your knowledge base.
- exposes you to new ideas and trends.
- creates opportunities for career growth.

## Strategic Networking:-

→ Involved Connecting with influential individuals and key decision makers.

→ This type of networking goes beyond immediate colleague and industry peers.

### Benefits:-

- career advancement
- business development
- gaining access to opportunity

## Benefits of Professional Networking

- 1) Job opportunities
- 2) Career Advancement
- 3) Industry Trends
- 4) Learning from Peers
- 5) Personal Branding
- 6) Business Growth
- 7) Emotional Support and Motivation
- 8) Increased Confidence
- 9) Innovation and Collaboration
- 10) Professional and Personal Growth

## Professional Networking at workplace:

→ Cultivating an ever-expanding list of contacts will give you the skills and sensibilities to develop a highly effective network and build robust workplace relationships.

- 1) Know yourself well
- 2) Treat others well
- 3) Don't be afraid to collaborate and share
- 4) Don't do half dialogues
- 5) Address people by name
- 6) Focus on the solution, not the problem
- 7) Interact face to face whenever possible

## \* Building and Expanding Professional Relationships!

→ Building a strong network can help extend your employment opportunities and professional resources.

### 6 ways to Build a Better Connection

- 1) Focus on know like and trust factor
- 2) provide value
- 3) Make it About them
- 4) Seek out the Best in the Network
- 5) Be an Active Listener
- 6) Follow up

### 5 ways to Expand your Professional Network

- 1) Use social media sites
- 2) Ask for introductions to meet new professional contacts
- 3) Keep in touch to nurture professional networks
- 4) Never stop looking for opportunities

## Building Internal & External Social Capital

→ Social Media (SocMe) has helped to introduce the concept of Social media for 'Professional Networking'

→ Social provides a platform to connect, engage and share information.

→ Building Internal Social Media Platforms.

1) Intranet of employees to connect, share knowledge and collaborate. Ex:    
Microsoft Google  
Intranet Intranet

→ Building External Social Media Capital.

1) Maintain a consistent and professional brand presence across external Social media platforms.

Ex:   

Instagram LinkedIn WhatsApp

## Being an Influencer.

→ Influencers are social media personalities with very loyal and engaged followers.

→ Express opinions on specific brands or products, consequently influencing their captive audience

New influences - see following

Micro-influencer - 10k to 100k followers

Non-infectors — look to M following

*Mega-influvialis* - 1H + foliosus

## Decision-Making

## Introduction to Decision Making

## Introduction to Collaboration

## Collaborative Decision Making

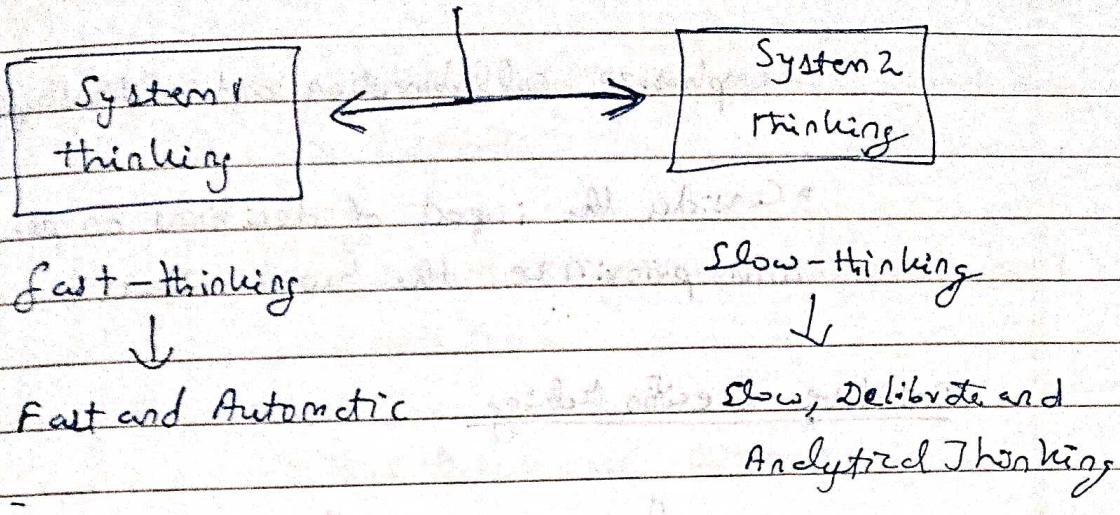
## 1. Introduction to decision making

→ Decision making is a thoughtful process of considering options, analyzing information

→ Effective decisionmaking → Combination of

analytical thinking      emotions      cognitive  
Intelligence

## thinking fast and slow



## decision making styles and types

### Analytical Decision Making

- Systematic and thorough
- gather and analyze data
- make decisions based on logical reasoning

### Directive - Decision Making

- decisive and action-oriented
- focus on result and prefer quick - efficient solutions

### Conceptual Decision Making

- Creative and open minded
- consider innovative ideas
- long - term implication when making decision.

## Behavioral Decision Making

- emphasize collaboration and relationships
- Consider the impact of decisions on people and prioritize the human aspect.

## Intuitive Decision Making

- rely on gut feelings and instincts
- often make quick decisions based on intuition and past experiences
- Speed, adaptability, and simplicity

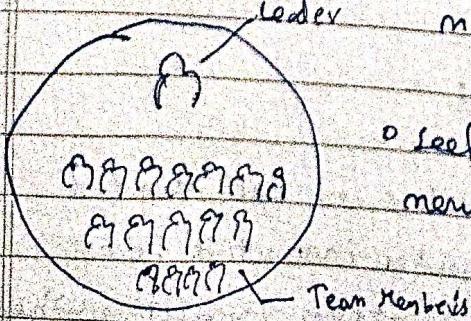
## Autocratic Decision-Making (Leader Decision)

- Make decisions independently without consulting others.
- assume full responsibility for the choices made.

## Participative Decision Making

- involve others in the decision making process

- seek input and opinions from team members before making a choice



## Consensus Decision-Making

- aim to reach an agreement that everyone can support
- prioritize group cohesion and cooperation
- High level of commitment.

## Decision Making Tools and Techniques

Decision Matrix: A table that represents options, criteria and their respective weights.

Decision Tree: A visual representation of decision making process.

SWOT Analysis: Strength, Weakness, Opportunity Threats.

Pareto Analysis: Known as 80/20 rule  
20% Effort  $\rightarrow$  80% Outcomes

Cost Benefit Analysis: Cost  $\rightarrow$  Benefit  
3 hrs      Knowledge  
\$1,50,000    \$2,50,000

## Force Field Analysis

→ Force Field Analysis examines the forces that support and oppose a decision

→ Influencing the decision

## Nominal Group Technique (NGT) :-

o NGT is a structured group discussion technique

• It involves → Generating ideas  
↳ discussion then

- o ideal 1
- o ideal 2
- o ideal 3
- o ideal 4

Voting   
best one.

## Decision Support System (DSS)

o DSS involves computer-based tools



tools and models

Assist decision makers in analyzing data and generating insights.

→ Analytics and data visualization tools.

## Six thinking hats:

Hats

o Decision 1 

o Decision 2 

o Decision 3 

o Decision 4 

Explore decision from

different angles /

multiple cycles

## Decision Making Challenges

→ Decision making is a complex process and organization often faces various challenges

### Cognitive Bias

→ Rationality in Judgement

Ex. Confirmation Bias, Anchoring Bias, Availability Bias  
(Refer Part - I)

Lack of Information: Insufficient or incomplete information

Time Constraint: Pressure to make quick decision

Groupthink: Thinking in Groups (good or poor decisions)

Decision Fatigue: Deteriorating quality of decisions

Emotional Influence: Fear, stress or attachment influence decision making.

Sunk Cost Fallacy: Individuals investing in decisions or projects.

Escalation of Commitment: Increasing one's investment in a decision

Uncertainty and Ambiguity: Making decision challenging

### \* Decisiveness

→ The ability to make decisions promptly and effectively

→ A decisive person → reaching → conclusion and taking actions in a timely manner



### Intro to Collaboration

→ Group of people constructively explore their Ideas.

→ Vision of Collaboration

### Establishing Effective Collaboration at work

Team

Team

→ To achieve a common goal.