**MALISETTY PRASANTH**

**JR-3**

**SOFT SKILLS PART-1**

**13 FEB 2021**

**1). What is diversity?**

Diversity is defined as the condition of having many different elements.

**For Example:** Classroom full of children of different backgrounds.

We do have so many definitions for the word **“diversity”.**

**Diversity** means understanding that each individual is unique, and recognizing their individual differences. These differences can be along the dimensions of race, gender, ethnicity, gender and sexual orientation. Understanding that **diversity** includes not only ways of being but also ways of knowing.

**Types of Diversity at a workplace:**

There are many different **types**of workplace diversity. In the beginning, the term diversity was used **primarily**to address **racial**and **ethnic**diversity.

However, in recent years, the term workplace diversity has been expanded to encompass **many different characteristics**, such as:

* Race
* Ethnicity
* Gender
* Age
* Sexual orientation
* Physical abilities and disabilities
* Religion
* Political beliefs
* Education
* Socioeconomic background
* Geographical orientation
* Language
* Culture
* Military service.

**2). What is discrimination?**

**Discrimination** is the unfair or prejudicial treatment of people and groups based on characteristics such as race, gender, age or sexual orientation.

**Types of discrimination:**

* Direct discrimination:

1. An employer refuses to interview a candidate because he belongs to a Scheduled Caste. This is direct discrimination in relation to caste.
2. An employer fires a female employee after her marriage because he makes the assumption that married women do not make efficient workers. This is prima facie direct discrimination in relation to sex.
3. A hospital hires only female nurses based on the assumption that women are more caring than men. This is prima facie direct discrimination in relation to sex.
4. A housing society advertisement offers apartments on rent to married couples. This is prima facie direct discrimination in relation to marital status.
5. A university has a policy of conducting random security checks of student hostel rooms. In practice, this policy is only invoked to check rooms of Kashmiri students. This is prima facie direct discrimination in relation to ethnicity, descent and linguistic identity.

* Indirect discrimination:

1. An employer pays part-time workers at a lower hourly rate than full-time workers for doing the same work. A majority of part-time workers in his establishment are women but a majority of full-time workers are men. This is prima facie indirect discrimination in relation to sex.
2. A housing society only rents out apartments to persons with a Master’s degree. In the relevant geographical area, persons belonging to the Scheduled Castes are substantially less likely to have Master’s degrees compared with others. This is prima facie indirect discrimination in relation to caste.
3. A milk delivery company has a policy of not supplying milk to butchers. Most butchers in that locality are Muslims. This is prima facie indirect discrimination in relation to religion.

* **Harassment:**

1. A schoolboy, who refuses to play sports, is called a 'sissy' by his teacher. This is harassment in relation to gender identity.
2. A co-worker sprinkles 'holy water' on a machine previously operated by a colleague belonging to a scheduled caste to 'purify' it. This is harassment in relation to caste.

* Boycott:

1. A khap panchayat orders villager to stop all interaction with the families of a couple who belong to different religions. This is boycott in relation to religion-cum-marital status.

* Segregation

1. An employer operates separate canteens for upper-caste Hindus and all others.
2. A Hindu boy is threatened with violence unless he breaks off his romantic relationship with a Muslim girl.
3. An adult consenting couple, walking hand in hand in a park, is set upon by a mob which, on discovering that they are not married, forces the woman to tie a rakhi on the man's wrist.
4. A young woman has her movements restricted and monitored by her family because she is seen at a cinema hall in the company of a young man belonging to the same *gotra*as herself.

* Discriminatory violence

1. A woman belonging to a Scheduled Caste is stripped and paraded around a village. This is an act of discriminatory violence in relation to caste and sex.

**3). Why do we need teams in business or a workplace?**

**Businesses** thrive when they have a diverse **team** of people who **can** contribute individual ideas. **Teamwork** helps solve problems. Collaboration within a group **can** help solve difficult problems. Brainstorming **is** a good opportunity for the **team** to exchange ideas and come up with creative ways of **doing** things.

**Some common behavior of people or team members:**

1. Collaborate. This means to cooperate with one another.
2. Constructive Criticism.
3. Park Ego Outside.
4. Energetic and Enthusiastic.
5. Empathy.
6. Integrity.
7. Balances The Role Of Leading And Following.

**5 important do's and don'ts for someone working in a team:**

**Do** use team building events to solve any problems faced within the team. Link the challenges faced by the team with the challenges you set them during the event.

**Don’t** create events that are too physically demanding for any team members. I’ve done this before and realised very early on that the fitness levels of some team members meant they couldn’t participate and were left out of the event. Exactly the opposite of what we wanted to achieve! Physical activities can be memorable events, but set the right level of fitness and make sure everyone can be included.

**Do** ask for feedback from the event. If you have organised drinks in the pub ask a few attendees if they are enjoying themselves and if they want the drinks to become a regular thing. If you have organised an away day ask the delegates to complete a feedback form and do follow up on what they have to say. Ensure your managers see what has been achieved and what requires additional work.

**Don’t** make the event all about work, work, work. Yes, this is important, but it is also important that the team enjoy each other’s company and have the chance to relax.

**Do** have a mixture of tasks, some for fun and others that are more challenging. Do remember to create a balance between the two so that the overall message isn’t lost amongst all of the fun or all of the difficult aspects of the event.

**Don’t** forget that team building events are the same as other events and still require objectives and a budget.

**Do** think about hiring a professional to help with the facilitation of the event. It is sometimes very useful to have someone outside of the company able to help with the organisation on the day so that every member (including yourself) can get involved with the activities.

**Don’t** have the event in your office. If you can afford to go off-site, do so, if you don’t have the budget, try and find an area in your building as far away as possible from your department. If you have to work on building your team then I highly, highly recommend you do not do it in the office. People do need to be removed from the workplace so that they can focus without interruption and can mentally clear their mind from the usual work issues.

**Do** make the event theme as inspirational as you can. The main objective of a team building event is to inspire the team to work well together so do ensure you keep this in mind as you work on the organisational aspects of the event.

**Don’t** just stick to the same old tired team building activities. There are loads of exciting and innovative things you can do with your team, spend ten minutes on the internet and you will see there are so many different options. A great example would be rather than heading to the pub after work arranges a wine tasting lesson instead. Something a bit different to the usual Thursday night drinks.

**Manage difference of opinions among team member:**

* Understand the conflict.
* Invite constructive criticism.
* Keep a cool head.
* Pick your battles.
* Avoid blame.
* Listen to both sides.
* It's the problem, not the person.
* Lead by example.

**4). What is Social media and give examples of the same?**

As a **social media** pro, you probably already use all the biggest **social networks** (Facebook, Twitter, LinkedIn) and **media** sharing sites (Instagram, YouTube, Snapchat), along with maybe a handful of others like Pinterest and Google Plus.

**Two examples where using social media can be risky for you or lead to wrong usage it from Capgemini point of view:**

* cyberbullying (bullying using digital technology)
* invasion of privacy
* identity theft
* your child seeing offensive images and messages
* the presence of strangers who may be there to ‘groom’ other members.

**Two examples where using social media can be used effectively as an employee of Capgemini:**

1. Allows employees to take a mental break

### **2. Enables employees to make and support professional connections**

### **3. Employees can ask questions and solve a work problem**

### **4. Strengthens and builds personal relationships with coworkers**.

### Case study of an employee who misused the social media:

#### **When the Personal Goes Public**

These examples highlight an important issue: When employees post discriminatory, harassing or otherwise inappropriate work-related content — even if it's on their personal social media accounts — employers may be held liable. According to the U.S. Chamber Institute for Legal Reform, in cases where an employer is aware of discriminatory harassment through social media use, event if that harassment takes place on personal social media accounts and outside of work hours, the courts may view that social media as "extension of the workplace for which employers bear responsibility and may bear liability for hostile work environments, depending on the facts and evidence in a particular case."

#### **Labour Law Issues**

Imagine you have an employee who writes what you feel is an offensive post on Facebook. Perhaps this employee is describing their job or workplace in a negative manner, or even using expletives to discuss their job or their supervisor. While an employer's first instinct may be to simply fire that employee, keep in mind that, in certain circumstances, social media posts may be protected by the National Labour Relations Act or NLRA. The NRLA may protect employees who engage in concerted activity with the goal of improving workplace conditions; employers may be liable if their actions prohibit, interfere or chill employees' concerted activities.

**5). Gossip, backbiting & slandering:**

## As verbs the difference between **backbite** and **gossip**

 is that **backbite** is to make spiteful slanderous or defamatory statements about someone while **gossip** is to talk about someone else's private or personal business, especially in a way that spreads the information.

## As nouns the difference between **backbite** and **gossip**

 is that **backbite** is one who engages in backbiting; a backbiter while **gossip** is someone who likes to talk about someone else’s private or personal business.

**Advantages and disadvantages of gossip, backbiting, slandering:**

Being the focus of gossip is not only likely to be humiliating in the moment, it can also have a long-term negative impact on a person's self-confidence and self-esteem. This impact might, in some cases, contribute to the development of depression, anxiety, suicidal thoughts, and eating disorders.

* Gossip involves conversation about the other person which is not necessarily true. Engaging in it simply indicates that we have ample amount of time to waste on something which might not even be a fact.
* Many of us nowadays lack self - esteem. So, talking ill about others, in a way, makes us feel better about ourselves by satisfying our false ego. Not only does it project our insecurity but the underlying danger is that it snatches away our desire to grow and become a better person since we already began to feel superior by demeaning others. There are just two ways to show that we are genuinely better than someone, either by actually putting efforts in the direction of our growth or by simply bringing down others. We need to decide which category we want to belong to.
* Moreover, what we do in one particular situation is not just limited to that situation only. Any action repeated multiple number of times becomes a habit. Gossip mostly involves talking negative about someone rather than positive. But it is not just limited to that person. We see the entire world with that negative filter including ourselves. This is why most of us are our biggest critics. Do you think “self-criticism” is the recipe for growth?
* It’s aptly said that-”**Those who gossip to you will gossip about you”.**When we engage in gossip it indirectly sends a signal to the other person that we are not reliable which obviously impact our relationships and our image as a whole.
* It also means discussing about something which we cannot change no matter how many efforts we put in. Do you think you can change other’s nature??