

## ASSIGNMENT COVER SHEET

### STUDENT DETAILS

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### UNIT DETAILS

<b>Unit Title</b>	Professional Practice	<b>Unit Code</b>	Y/615/1620
<b>Assessor Name</b>	Dil Kumar Ale	<b>Issued Date</b>	06/21/2021
<b>Assignment Title</b>	Enhancing Professional Practices		
<b>Assignment No</b>	1/1	<b>Submission Date</b>	08/20 /2021
<b>Qualification</b>	BTEC HND IN COMPUTING	<b>Campus</b>	ISMT College

BTEC

# HIGHER NATIONALS

## STUDENT ASSESSMENT SUBMISSION AND DECLARATION



When submitting evidence for assessment, each student must sign a declaration confirming that the work is their own.

Student Name	Suresh Rokaya	Assessor Name	Dil Kumar Ale
Issue Date	06/21/2021	Submission Date	08/20 /2021
Programme	BTEC HND IN COMPUTING		
Unit Name	Professional Practice		
Assignment Title	Enhancing Professional Practices		

### Plagiarism

Plagiarism is a particular form of cheating. Plagiarism must be avoided at all costs and students who break the rules, however innocently, may be penalized. It is your responsibility to ensure that you understand correct referencing practices. As a university level student, you are expected to use appropriate references throughout and keep carefully detailed notes of all your sources of materials for material you have used in your work, including any material downloaded from the Internet. Please consult the relevant unit lecturer or your course tutor if you need any further advice.

### Student Declaration

I certify that the assignment submission is entirely my own work and I fully understand the consequences of plagiarism. I understand that making a false declaration is a form of malpractice.

Student signature: Suresh Rokaya

Date: 08/20 /2021

# INTERNATIONAL SCHOOL OF MANAGEMENT AND TECHNOLOGY

KATHMANDU, NEPAL

Qualification	Unit Number & Title		
BTEC HND IN COMPUTING	Y/615/1620 – Unit 3: Professional Practice		
Student Name	Assessor Name		
Suresh Rokaya	Dil Kumar Ale		
Assignment Launch Date	Due Date	Completion Date	Session/Year
06/21/2021	08/20 /2021	08/20 /2021	2021
Assignment Title	Assignment Number		1/1
Enhancing Professional Practices			

## Assignment submission format

Each student has to submit their assignment as guided in the assignment brief. The students are guided what sort of information is to produce to meet the criteria targeted. You are required to make use of headings, paragraphs and subsections as appropriate, and all work must be supported with research and referenced using the APA referencing system.

## Learning outcomes covered

- **LO1** Demonstrate a range of interpersonal and transferable communication skills to a

target audience.

- **LO2** Apply critical reasoning and thinking to a range of problem-solving scenarios.
- **LO3** Discuss the importance and dynamics of working within a team and the impact of team working in different environments.
- **LO4** Examine the need for Continuing Professional Development (CPD) and its role within the workplace and for higher level learning.

## Purpose of this assignment

This assignment helps students to demonstrate their employability skills required for effective employment and to manage their own personal and professional development. The assignment provides an opportunity to the learners to assess and develop an understanding of their own responsibilities and performance in or when entering the workplace.

Completing this assignment you will demonstrate a range of interpersonal and transferable communication skills to a given target audience, apply critical reasoning and thinking to a range of problem scenarios, be able to discuss on the importance and dynamics of working within a team and the impact of team working in different environments and most importantly examine the need for Computing Professional Development (CDP) and its roles within the workplace and for higher level learning.

## Other requirements

**Part 1:** Training schedule (using project management software) for the two-day event and a training pack to include a range of activities, seminars, workshops, team-building activities and break-out sessions.

**Part 2:** Ten-minute Microsoft® PowerPoint® style presentation with interactive links to suitable sites and an activity sheet. The presentation slides for the findings should be submitted with speaker notes. You are required to make effective use of headings, bullet

points and subsections as appropriate. Your research should be referenced using the APA referencing system. The recommended word limit is

600 words, including speaker notes, although you will not be penalized for exceeding the total word limit.

**Part 3:** A written evaluation of your performance in this task and your contribution to the team. You are required to make use of headings, paragraphs, subsections and illustrations as appropriate, and all work must be supported with research and referenced using the APA referencing system. The recommended word limit is 1,000 words, although you will not be penalized for exceeding the total word limit.

**Part 4:** A report discussing problem-solving techniques.

**Part 5:** A report examining the need for CPD (continuing Professional needs)

## Scenario

Assume that you have been working as an intern in an IT company. Your key task is to support your training and development manager with the planning and implementation of a professional development event to targeted audiences.

The training event is scheduled over a two-day period at a mutually agreed venue, and will include a number of activities such as workshops, pair works, presentation and discussion. The center requires a schedule of the types of activities proposed so that plans can be finalized. You have also been asked to design and deliver a workshop as part of the training event based on the dynamics of team working.

To effectively complete the tasks below you need to be able to apply a range of skills such as effective communicative skills, interpersonal skills, and time management skills. You need to be able to develop a specification of an identified problem, identify the tools and methods to solve the problems, plan and implement the solutions and finally be able to evaluate the problem.

## Assignment Task

**Based on the context above, complete the followings.**

### **Part 1 (work in a small group of 3 or 4 but each has to produce individual report)**

1. Produce a professional schedule for a two-day event (using project management software) that identifies planning and resourcing prior to the event.
2. Design a training pack including a range of activities, seminars, workshops, team-building activities and break-out sessions. It is expected that 30 employees will attend the event. There is a large auditorium that will seat 60, and the outdoor center can accommodate 15 at any one time for activities. In addition, there are three break-out rooms, one with computers for up to 20 and two other seminar rooms that seat up to 30.

### **Part 2**

1. Design a two-hour workshop session based on ‘team dynamics’. The workshop will include a presentation which will discuss the importance of team dynamic in the success and/or failure of a group work. You will also provide interactive links to suitable sites and prepare an activity sheet that will require delegates (trainees/participants) to take part in some form of team-building task.

### **Part 3**

1. Following the event, you’re training and development manager has asked you to provide some feedback. Produce a written evaluation of the effectiveness and application of interpersonal skills during the design and delivery process. You should also include an evaluation of your performance in this project and your contribution to the team you worked in.
2. Produce a report discussing problem-solving and its importance in planning and running an event. Your report should include a discussion of various problem-solving techniques and justify the solution methodologies used during your project. You should also include a critique of the application of critical reasoning and your experiences of it.

### **Part 4**

1. Having completed the Training Event Management project, you now need to reflect on

your experience and consider your Continuous Professional Development (CPD) needs.

## Section 1

Consider your personal and/or career goals and identify your CPD needs and what actions would put you in a position to achieve these goals. Produce a development plan outlining your future goals and identifying how these can be realized.

## Section 2

Conduct some research into motivational theories and illustrate how they can be used to improve employee performance. Compare a number of theories and present your findings.

## Section 3

Write a report on the usage of CPD within organizations and what evidence would be required to measure how effective this CPD is in helping employees achieve their goals while using their time and resources effectively.

Pass	Merit	Distinction
<b>LO1 Demonstrate a range of interpersonal and transferable</b>		

<b>communication skills to a target audience</b>		<b>LO1</b>
<p><b>P1</b> Demonstrate, using different communication styles and formats, that you can effectively design and deliver a training event for a given target audience.</p> <p><b>P2</b> Demonstrate that you have used effective time management skills in planning an event.</p>	<p><b>M1</b> Design a professional schedule to support the planning of an event, to include contingencies and justifications of time allocated.</p>	<p><b>D1</b> Evaluate the effectiveness and application of interpersonal skills during the design and delivery of a training event</p>
<b>LO2 Apply critical reasoning and thinking to a range of problem-solving scenarios</b>		<b>LO2</b>
<p><b>P3</b> Demonstrate the use of different problem-solving techniques in the design and delivery of an event.</p> <p><b>P4</b> Demonstrate that critical reasoning has been applied to a given solution.</p>	<p><b>M2</b> Research the use of different problem-solving techniques used in the design and delivery of an event.</p> <p><b>M3</b> Justify the use and application of a range of solution methodologies.</p>	<p><b>D2</b> Critique the process of applying critical reasoning to a given task/activity or event.</p>
<b>LO3 Discuss the importance and dynamics of working within a team and the impact of team working in different environments</b>		<b>LO3</b>
<p><b>P5</b> Discuss the importance of team dynamics in the success and/or failure of group work.</p> <p><b>P6</b> Work within a team to achieve a defined goal.</p>	<p><b>M4</b> Analyse team dynamics, in terms of the roles group members play in a team and the effectiveness in terms of achieving shared goals.</p>	<p><b>D3</b> Provide a critical evaluation of your own role and contribution to a group scenario.</p>
<b>LO4 Examine the need for Continuing Professional Development (CPD) and its role within the workplace and</b>		

**for higher level learning**

**P7** Discuss the importance of CPD and its contribution to own learning.

**P8** Produce a development plan that outlines responsibilities,

**M5** Compare and contrast different motivational theories and the impact they can have on performance within the workplace.

**LO4**

**D4** Evaluate a range of evidence criteria that is used as a measure for effective CPD.

**Grades Achieved**

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**Note:** Refer the unit details provided in your handbook when responding all the tasks above. Make sure that you have understood and developed your response that matches the highlighted key words in each task.

**Plagiarism Notice**

You are reminded that there exist **Academic Misconduct Policy and Regulation** concerning **Cheating and Plagiarism**.

**Extracts from the Policy:**

**Section 3.4.1:** Allowing others to do assignments / Copying others assignment is an offence

**Section 3.4.2:** Plagiarism, using the views, opinion or insights / paraphrasing of another person's original phraseology without acknowledgement

**Requirements**

- It should be the student's own work – **Plagiarism is unacceptable.**
- Clarity of expression and structure are important features.
- Your work should be submitted as a **well presented**, word-processed document with headers and footers, and headings and subheadings, **both in hard and soft copies**.

- You are expected to undertake research on this subject using books from the library, and resources available on the Internet.
- Any sources of information should be **listed as references** at the end of your document and these sources should be referenced within the text of your document using **APA Referencing style**
- Your report should be illustrated with screen-prints, images, tables, charts and/or graphics.
- All assignments must be typed in **Times New Roman, font size 12, 1<sup>1/2</sup> spacing**.

**The center policy is that you must submit your work within due date to achieve “Merit” and “Distinction”. Late submission automatically eliminates your chance of achieving “Merit and Distinction”. Also, 80% attendance is required to validate this assignment.**

I declare that all the work submitted for this assignment is my own work and I understand that if any part of the work submitted for this assignment is found to be plagiarized, none of the work submitted will be allowed to count towards the assessment of the assignment.

Assignment Prepared By	Signature	Date
Sheela Paudyal		April 06, 2021
Brief Checked By	Signature	Date
Dhruba Babu Joshi	7321	April 09, 2021

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**List Abbreviation:**

OS – Operating System  
MS – Microsoft  
IT – Information Technology

CPD – Continuing Professional Development

PDP – Personal Development Plan

## Part 1:

**1 Produce a professional schedule for a two-day event (using project management software) that identifies planning and resourcing prior to the event.**

**2 Design a training pack including a range of activities, seminars, workshops, team-building activities and break-out sessions. It is expected that 30 employees will attend the event. There is a large auditorium that will seat 60, and the outdoor center can accommodate 15 at any one time for activities. In addition, there are three break-out rooms, one with computers for up to 20 and two other seminar rooms that seat up to 30.**

### **1.1 Introduction:**

I've been working as an intern for the IT company, Nepal IT Solution company. My main responsibility is to assist my training and development manager in designing and implementing a professional two-day event for specific audiences. The training will take place over two days at a mutually agreed-upon location and will involve workshops, pair work, presentations, and

discussions. In addition, as part of the training event, I've been asked to prepare and give a session on teamwork dynamics.

Professionalism requires not only knowing and doing things well, but also honesty and fairness. In this report, I, together with my three other team members, will plan a two-day event at a certain location. We've chosen ABC school to host the training session. The primary goal of this event is to teach the school's trainees about the Microsoft Office Package and how to use it. Even by end of the event, students will be able to successfully use Microsoft Word, Microsoft Excel, and Microsoft Power Point, as well as the numerous tools available inside them.

To prepare and deliver the event, we created a professional timetable in which all of our actions were meticulously arranged to ensure the training project's success. We've created a detailed itinerary for our event in the Gannt Chart, which will allow us to see every element of our planning and progress for the event, such as what activities we'll be doing. How do we organize our efforts in terms of time and resources? Who are we organizing this event for? What is the aim of this? With the help of a professional timetable, we will be able to control and run the project successfully and efficiently.

Also, we have divided our project into two parts, first three days for planning and preparation, next two days for delivery of the event and the final day for the review and evaluation of the event.

## 1.2 Profession schedule and its importance

Making a proper timetable allows us to run an event effectively and efficiently. We can't plan properly without a schedule. As a result, in order to properly plan our activities, we must create a professional timetable. So, what exactly does a professional schedule entail? A schedule is merely a list of activities or procedures that will be carried out throughout an event. It's all too easy for something like this to happen. With numerous meetings, distractions, and last-minute jobs, you might easily spend the entire day working on low-priority projects and goals. That's why it's critical to understand how to effectively schedule your time. There are many important of professional schedule. Some are mention below in point.

- Understand what you can realistically achieve with your time.

- Make sure you have enough time for essential tasks.
- Add contingency time for "the unexpected."
- Avoid taking on more than you can handle.
- Work steadily toward your personal and career goals.
- Have enough time for family and friends, exercise and hobbies.
- Achieve a good work-life balance (Mindtools, n.d.)

### 1.3 What is Gantt Chart?

A Gantt chart is a project management tool that represents the progress of a project. It usually contains two sections: on the left, a list of tasks is outlined, and on the right, a timetable with scheduling bars is used to visualize work. Task start and end dates, milestones, task dependencies, and assignees can all be included in the Gantt chart. Roadmap tools like Jira Software incorporate features like a collapsible task structure and resource management panels to keep up with the needs of current software development. Despite the iterative nature of the software development process, these roadmap tools assist teams in maintaining a consistent project approach. (Meardon, n.d.)

### 1.4 Why Gantt Chart Used for project Management?

We must consider all of the tasks involved in our project while creating a Gantt chart. we'll figure out who will be in charge of each task, how long each activity will take, and what challenges our team might face as part of this process.

They can also assist us in determining practical aspects of a project, such as how long it will take to finish and which tasks must be accomplished before others can begin. We may also use them to determine the critical route, which is the sequence of jobs that must all be done on time in order for the project to be completed on time. Finally, they can be used to keep our team and sponsors updated on your progress. Simply update the chart to reflect schedule changes and their consequences, or use it to indicate the completion of essential activities.

Some of the points are given below

1. Schedule and plan Projects

2. Plan task
3. View task
4. Team collaboration
5. Dividing team's work
6. Resources collection/management

In this task we also have planned our activities regarding the two-day training in the Gantt Chart, which is presented in the figure below.

# PROFESSIONAL PRACTICE

2021

EVENT SCHEDULE							
	Task name	Day	Duration	Start date	Due date	Resources	Contingencies
1	Day 1 (OVERAL)	Sunday	5 hours				
2	Creation of team	Sunday	4 hours	1/2/2021	1/2/2021	Team collection(Introduction)	
3	Team settlement	Sunday	1 hour	1/2/2021	1/2/2021		
4							
5	Day 2 duty	Monday	5.5 hours				
6	goal settlement	Monday	1.5 hour	2/2/2021	2/2/2021		
7	Training package	Monday	1.5 hour	2/2/2021	2/2/2021	Discussion	
8	Role distribution to each member	Monday	0.5 hour	2/2/2021	2/2/2021	Evaluation	
9	Budget management	Monday	2 hours	2/2/2021	2/2/2021		
10							
11							
12							
13							
14							
15	Day 3 duty	Tuesday	4 hours				
16	Selection of school	Tuesday	2 hour	3/2/2021	3/2/2021		
17	Sending proposal letter	Tuesday	0.5 hour	3/2/2021	3/2/2021	Primary source (letter)	
18	Permission for an event	Tuesday	1 hour	3/2/2021	3/2/2021	Describe about main goal	
19	Selection of preferable day and time	Tuesday	0.5 hours	3/2/2021	3/2/2021	Discussion	Changed date and time according to school
20							
21	Day 4 duty(Event day 1)	Wednesday	6 hours				
22	Introduction of Program & team	Wednesday	hour	4/2/2021	4/2/2021		
23	Presentation and discussion	Wednesday	1 hour	4/2/2021	4/2/2021	Talked with students	came up with student's demanded topic
24	Practice class for students	Wednesday	2 hour	4/2/2021	4/2/2021	use of school materials(equipments)	
25							
26	Day 5 duty(Event day 2)	Thursday	5 hours				
27	Feedback session	Thursday	2 hour	5/2/2021	5/2/2021	with written form	
28	Summary of our event	Thursday	1.5 hour	5/2/2021	5/2/2021		
29	Thanks giving to staffs and students	Thursday	1.5 hour	5/2/2021	5/2/2021		
30							
31	Day 6 duty	Friday	2 hours				
32	Reviewed an event	Friday	1 hour	6/2/2021	6/2/2021		
33	Evaluation of events	Friday	1 hour	6/2/2021	6/2/2021	well discussion	correct use of problem solving method
34							
35							

Figure 1: Gantt chart Professional Schedule

Note: We had already selected a four-member team to prior to Day 1 after discussing with our training and development manager.

## Day 1

1. This was the very first day for us. So, after selection of good team members with different technicalities we tested our skills.
2. We discussed the team work and team dynamics at first and how we can apply on us. We took 3 hours to settle our planning.
3. Firstly, we elected a topic for training.
4. Prepared a professional schedule for all day's preparation.

## Day 2

1. On the second day we meet the training manager and set meeting to learn about the process of conducting event. We detailly learned requirement procedure that we have to apply during our event.
2. At first, we assigned all team role to each member according to our talent. For example, manager, Tutor, Presenter, Technician etc.
3. This was our going to be first and new experience of an event. Therefore, we did not have good budget. So, we kept everything simple. We allocate budget for certificate printing, coffee/tea, feedback form printing as well as transportation fare.

## Day 3

1. Third day was for the selection of suitable venue. We had searched different colleges and schools for our event. Finally, we were able to find Laliguras secondary school.
2. After selection of school, we prepared proposal included all points that we are going to present and motive of our program and importance of it.
3. After confirmation of event on same day, we went to talk with school management for suitable date and time. Moreover, we also discussed about how we can set 2 days event and management of time.

4. We requested School Principal Mr. Rambabu Rai to provide all the technical equipment which are needed for our event.

TWO DAYS EVENT						
	Task name	Day	Duration	Date	Resources	Communication
1						
2						
3	<b>Task name</b>	<b>Day</b>	<b>Duration</b>	<b>Date</b>	<b>Resources</b>	<b>Communication</b>
4	Event Day 1 (OVERAL)	Wednesday	6 hours			
5	Introduction of program	Wednesday	30 min	4/2/2021		verbal
6	Team introduction	Wednesday	10 min	4/2/2021		
7	Clearing our presentation obejective	Wednesday	20 min	4/2/2021		verbal
8	<b>Microsoft Office Package</b>	Wednesday		4/2/2021	power point slideshow	
9	Introduction on Ms Office package	Wednesday	20 min	4/2/2021		
10	Giving descriptive information	Wednesday	30 min	4/2/2021		
11	About Ms office	Wednesday	20 min	4/2/2021		verbal
12	Advantages of package	Wednesday	20 min	4/2/2021	slideshow	
13	<b>Tea/coffee break</b>		20 min	4/2/2021		
14	Revised previous topic	Sunday	30 min	4/2/2021		
15	Diverse usages of ms office	Sunday	1 hour	4/2/2021		
16	Giving example of it	Sunday	20 min	4/2/2021		
17	<b>short refreshing break</b>	Sunday	10 min	4/2/2021		
18	Revised previous topic	Sunday	20 min	4/2/2021		
19	Showing practice demo	Sunday	1 hour	4/2/2021		
20	Clearing doubt of students	Sunday	30 min			discussion randomly
21						
22	<b>Event Day 2 (OVERAL)</b>	Thursday	6 hours			
23	Once more revision	Thursday	10 min	5/2/2021		verbal
24	Once more practice training	Thursday	10 min	5/2/2021		
25	<b>Practical</b>	Thursday		5/2/2021	power point slideshow	
26	making groups	Thursday	20 min	5/2/2021		
27	Testing practical practice	Thursday	1 hour	5/2/2021		
28	Guiding them individually	Thursday	2 hour	5/2/2021	individually	verbal
29	discussion learn topic practically	Thursday	1 hour	5/2/2021		verbal
30	<b>Workshop</b>	Thursday		5/2/2021		
31	Discussion on idea from slideshow	Thursday	30 min	5/2/2021	slideshow	
32	Tested students progress	Thursday	30 min	5/2/2021		
33	<b>short refreshing break</b>	Thursday	10 min	5/2/2021		
34	distribution & collection feedback form	Thursday	1 hour	5/2/2021	feedback form	written
35	Wrapping up events	Thursday	30 min	5/2/2021		
36						

Figure2: Gantt Chart Event Planning

## Day 4 (Event Day 1)

1. Started presentation with team introduction and motive of an event
2. Introduced Microsoft package and its history
3. Giving MS package introduction with its usages and importance.
4. 20 minutes for tea/coffee break
5. After tea break, Once again revised the same topic and showing practice live demo
6. Detailed information of Office packages usages on different organizations and clearing doubt they are having.
7. Once more we allocate short break for 10 minutes and wrapped up day 1 presentation with answering students doubt.

## Day 5 (Event Day 2)

1. We gave revision time for all students
2. On the second day, we presented MS word, MS excel and Power Point live demo.
3. Exercises on MS Power Point, asked the students to develop a short power point slide on MS Word and MS Excel. This exercise also helped us examine the progress of the students and their learning about all three programs of the MS Office package.
4. We requested that trainees, participating teachers, and other school personnel fill out feedback questionnaires that we had developed.
5. Thanked the trainees and awarded those who performed really well during the event.
6. End of Event Day 2

## Day 6

1. On the last day, we set our meeting for evaluation and to know our good and bad feedback from students and staffs.
2. We kept all good and bad feedback separately, and pointed out all bad feedback in our notebook. So that we could improve our error in upcoming events.

3. After pointing out all feedback, we planned to identified whether our team work event was successful or not. Therefore, our most of the comments were good rather than bad compliments which confirmed us our event was good.
4. We all team members gave our selves a very big congratulation and promised each other to give best performance from each side on upcoming events and make our self-better than now.
5. With discussion of these all agenda, we ended our first event.

## 1.5 Overview of the event:

We requested Laliguras Secondary School's Principal to set aside two days for the event so that we could teach the children about Microsoft Package. Then we invited other members of the school's staff and teachers to our gathering. I'd want to express my gratitude to the school's principal and entire staff for believing in us and our idea.

I am also grateful to the school for arranging us a large auditorium hall that could accommodate at least 60 trainees, three-break out rooms each with computers for up to 20 and two other seminar rooms that seat up to 30 students.

The event engaged a total of 60 employees, including 50 trainees or students. Furthermore, the school had provided us with an additional projector, printer, white board, markers, and other necessary items that we were unable to bring to the training location.

## 1.6 Activities performed during the two- introduced day event

### **Introduction of Microsoft Office Package:**

On most devices, including desktops, laptops, tablets, and smartphones, you can access everything Microsoft Office has to offer. You can utilize the Microsoft Office Online suite of applications if you don't have a computer or if the one you do have doesn't support a full version of Office. Apps for Microsoft Office are also available for the iPhone and iPad, all of which can be found in the App Store. Apps for Android are available from Google Play.

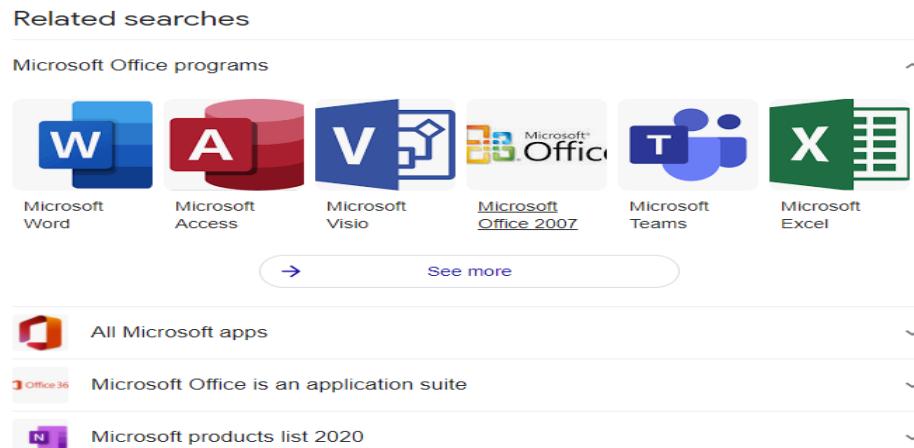


Figure 3: Microsoft package

Source: <https://www.lifewire.com/microsoft-office-4156573>

The programs that come with a particular Microsoft Office suite are determined by the Microsoft Office package you choose (as does the price). Word, Excel, PowerPoint, OneNote, and Outlook are all included with Microsoft 365 Family and Personal. Word, Excel, PowerPoint, and OneNote are included in Office Home & Student 2016 (for PC only). Business Suites also feature unique pairings, such as Publisher and Access.

Here's a short description of the apps and their purpose:

- ❖ **Word** – to create documents, flyers, publications.
- ❖ **PowerPoint** – to organize and manipulate data including formulas, graphing tools, and more.
- ❖ **Excel** – to store, organize, and manipulate data.
- ❖ **OneDrive** – to store data online.
- ❖ **OneNote** – to organize data you collect including handwritten notes, drawings, screen captures, audio clips, and more.
- ❖ **Publisher** – to create extensive publications, posters, flyers, menus.
- ❖ **Outlook** - to manage email and calendars, to-do lists, and contacts.
- ❖ **Access** – to compile and organize large amounts of data.

The programs in the suites were created by Microsoft to function together effortlessly. If you look at the list above, you can see how many different combinations of apps are possible. For example, you can create a document in Word and then save it to OneDrive. You can use Outlook to compose an email and then attach a PowerPoint presentation. Contacts from Out can be imported. (Bellew, 2021)

## **Workshop on MS Word**

We focused our training on teaching them MS Word, MS Excel, and MS Power Point because these three Microsoft programs are the most widely used software. Because it was not possible to teach all of the MS Office packages in two days, we focused our training on teaching them MS Word, MS Excel, and MS Power Point. We began our instruction with MS Office Word after learning about the MS Package. I had been entrusted with the task of teaching MS Word. To instruct the students, we presented and lectured, as well as question and answer sessions, games, and practical work in two or three break out rooms. In each break out room, there were 15 trainees.

## **Workshop on MS Excel**

I Conducted a question answer session to check if the students were doing well or not. He conducted 2 days events with his presentation on MS Excel as well as revision of MS Word. Actively giving presentation on Excel by him made our event more interesting.

## **Workshop on MS PowerPoint**

Kapil Shrestha completed his duty fluently on this part. He was assigned specially for PowerPoint presentation and he well explained about creation steps of MS PowerPoint as well as detailed advantages of it.

### **1.7 Uses of various forms of communication**

We used different forms of communication during this event. As I have mentioned above on the schedule table, we have used verbal communication most because it was needed to express our ideas, presentation as well as feedback. We even used oral communication at the time when giving practical demo like giving example of using of MS word. We used written form communication while giving feedback to students and staffs. Likewise, speech was also used by team leader while giving motive of our event, and team introduction.

### **1.8 Feedback**

Following the conclusion of the program and conversation, we will provide listeners with a feedback form for a summary of our program. As a result, feedback is the most effective way for us to learn from our mistakes and improve in the future. So that we can even evaluate and get chance to improve in upcoming other events.

## Feedback Form

Name \_\_\_\_\_ Date \_\_\_\_\_

Class \_\_\_\_\_ Project Title \_\_\_\_\_

School | \_\_\_\_\_

**Directions:**

✓ Please answer each question. Using the below check list to help you make sure our feedback form from specific and thoughtful.

Was our event useful?

Yes

No

Were we able to make you guys understand everything?

Yes

No

Would you like to attend more event in future?

Yes

No

What was missing in our class?

**Guiding Criteria**

- ◆ Feedback is focused on the project
- ◆ Feedback is doable
- ◆ Feedback is simple
- ◆ Feedback helps the work become better

### 1.10 Contingencies Plan

A contingencies plan, sometimes known as a backed-up plan, is a sort of strategy. Our strategy may not be successful in some cases; thus, we must be properly prepared for task failure. So, after analyzing our event, we prepared a contingency plan to address any problem areas to our goal.

Date	Original Plan	Contingencies plan
Tuesday (3/2/2021)	Select time for the event	Time postpones according to school management and students.
Wednesday (4/2/2021)	Talk with students for desired topic	Change event topic according to student's demand
Friday (6/2/2021)	Used beta version of software for conducting event.	If that software gets failure, then use cracked pirated software.

Table 1: Contingencies Plan

We cannot be 100% sure in any of the plan and schedule we make for the event. Sometimes unexpected things could be happened. So, we must create backed up plan which can be performed effectively. At first, we decided to look over time formulation according to students and school management. After that, a major problem is about information to be shared with the audience. We made a plan to make our presentation more interesting for which we made planning to ask students about their interesting topic choose for listening. Also, before starting the event, incase if we get trouble on software then we can use another pirated software for conducting smooth program.

### **1.11 Roles and Responsibility During Training events.**

After doing the training, we divided our responsibilities in order to ensure that the training was a success. Team members began taking the duties and responsibilities. It was clarified and accepted that each team member had a certain function to play during training events. Individual roles were successful in this way since the tasks and responsibilities for team members were familiar, and we were all focused on our goal while on training events. Individual's roles are divided successfully as mentioned below:

Name	Task
Bigraj Sunuwar	Event speaker/presenter
Suresh Rokaya	Tutor/Technician/Presenter
Kapil Shrestha	Collection and distribution of forms/presenter
Nikesh Deula	Event supervisor/Presenter

**Table 2: Role and Responsibility**

#### **Bigraj Sunuwar (Event Speaker/ Manager)**

This role was given to Bigraj Sunuwar, he had responsibility to manage all the teams and collaborate the member of the team. This role is perfectly match for Bigraj and he handled the crowed very easily. We needed a perfect leader personality for our task and Bigraj was perfect for the roles of event speaker/ Manager. He also gains experience of Event Speaker already.

#### **Kapil Shrestha (collection and distribution)**

Kapil, as a resource collector, gathered the necessary resources, such as assessing the students' requested themes and materials for tutoring, and maintaining sufficient computers with excellent backup. He also handles this role perfectly.

### **Nikesh Deula (Event Supervisor)**

This role was given to Nikesh Deula, he had responsibility to manage all the teams and equipment which is needed for our teams, he has quite knowledge how to manage all thing like tools and equipment required in our project. He gives us truth word that he can control all the program with successfully.

### **Suresh Rokaya (Tutor/Technician)**

As I assigned the role to everyone in the group our teams though I was perfect for the role Tutor/Technician. I have experience of handling the technical device perfect. So, our team chose me for the work as I have great knowledge of technical device and can handle them so effortlessly. I give us truth that I can conduct with more quietly and successfully going. I have a more knowledge to make a technician of this training event moments.

#### **1.12 Effective of the time management:**

Time management is the technique of effectively and efficiently managing one's time. Each and every step requires time management. Managing time while executing the work is critical to get positive feedback. Time management aids in enhancing productivity and efficiency, which aids in the task completion in a timely manner. The small deadline will not damage our productivity if we organize our time properly; rather, it will help us to increase our productivity. Good time management allows us to give better or work smarter. However, good time management necessitated a significant shift in activity concentration. There are three ways by which we can manage our time effectively. They are Mention below:

1. Eisenhower's time managements
2. To-do-list
3. Activity log

#### **Eisenhower's time managements**

The Eisenhower's technique is a theory that can help you improve your work prioritization. To apply this principle, make a list of all the tasks and projects you believe you need to complete.

Include anything that takes up your time at work, no matter how insignificant. All of your jobs are evaluated and categorized using four-sectioned "quadrants" as mention below



Figure 5. Eisenhower's Urgent/Important Principle

Source. [https://www.mindtools.com/pages/article/newHTE\\_91.htm](https://www.mindtools.com/pages/article/newHTE_91.htm)

### 1.13 Conclusion:

So, in this part first selection of the team member by the help manager of the company (Nepal IT Company) and create a professional schedule and explain about it and it's important for the program with the help of Gannt chart. Also show how we used the Gannt chart and mention the important of it. I have also, explains about the Microsoft Packages. To implement my training event to the target audience and make a presentation in class, I implemented a program that included many communication methods such as verbal communication, interactions, presentations, and workshops. This was very helpful for me and my team members in time management and management of all the features needed for successful teamwork. I've also noted and described the time management skills we utilized in this project in order to make everything apparent to all of the students and to make our project more productive. Finally, our teams successful to give a training event to Laligurash Secondary school. I hope that the students of Laligurash Secondary school understood about what I told them.

## Part 2

**1 Design a two-hour workshop session based on ‘team dynamic’. The workshop will include a presentation which will discuss the importance of team dynamic in the success**

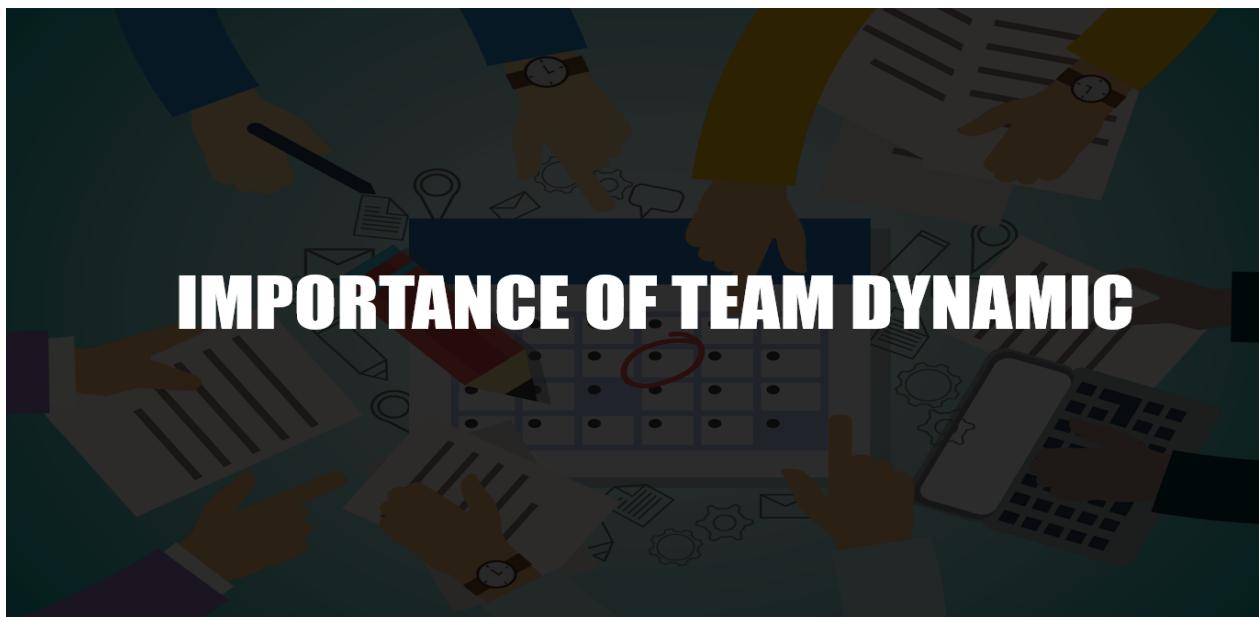
and/or failure of a group work. You will also provide interactive links to suitable sites and prepare an activity sheet that will require delegates (trainees/ participates) to take part in some form of team-building task.

## 2.1 Introduction

We have created presentation slides based on team dynamics. The Power Point presentation includes the discussion on the importance of team dynamics in the success and failure of a team work. While designing and delivering the two-day training event, we worked as a team and we made collective effort to achieve a common or team goal—which is successfully accomplishing the event. A four-member team was selected to perform the task. All the team members were very committed to the team, they were collaborative and worked really hard which made our team dynamics very positive and, therefore, our team work was a huge success.

## 1.2 Team dynamic presentation slides

Slide 1:



Slide 2:

## TEAM DYNAMIC

Team dynamics describes the behavioral relationships between the members of a group. The dynamic between them includes how they interact, communicate and cooperate with one another. How well your team is able to do these things directly influences what it can accomplish.

The team dynamics directly influences the output of teamwork. It has a big impact on the profitability of an organization, company reputation and team and individual performance.



Slide 3:

## Steps to improve team dynamics

- I. Know your team
- II. Tackle problems quickly with good feedback
- III. Define roles and responsibilities
- IV. Enhance team culture
- V. Focus on communication.
- VI. Pay attention

Slide 4:

# LEADERSHIP

Leadership is the art of motivation to groups of people working towards a common goal. In a business setting, this can mean directing staff, and colleagues in order to develop strategies to meet the needs of the business.

Leadership captures the essentials of being able and prepared to inspire others. Effective leadership is based upon ideas—both original and borrowed—that are effectively communicated to others in a way that engages them enough to act as the leader wants them to act.



Slide 5:

# Effective leadership



- The dictionary version of leadership is “to lead a group of people or an organization.” But it’s not as simple as that. Leaders throughout every rung of the organization ladder are integral to the overall success of the business. Effective leadership is about executing the company’s vision (or redefining and improving it, in some cases) and setting the tone and the culture for that particular organization. Leadership means creating and planning, securing resources, and looking out for and improving errors. Leadership is about motivating people to work together and cooperate with themselves and in some cases, other teams, to achieve a certain goal.
  - It’s also important to point out that leadership is different from managing. While management is also an integral part of the success of an organization, it is fundamentally different from leadership. Managers manage things. They look at logistics, balance budgets, and so on.

Slide 6:

## TEAM CULTURE

Team Culture is the shared passion for achieving a fixed outcome and the beliefs and values which develop within a group of individuals who have come together to achieve the fixed outcome.

A good culture is one in which team members collaborate, share knowledge, communicate and most importantly support one another. When people feel supported and know that someone has their back they're able to do great things. It's like having a safety net that allows you to ask questions, have confidence, speak up and take on challenges. Not only does this benefit the company, but it benefits your own personal growth.



Slide 7:

### 6 Ways To Improve Your Team Culture

by @inner\_drive | www.innerdrive.co.uk

1. Be aware of your team's own culture
2. Encourage team responsibility for the creation of your team culture
3. Encourage team experiences together
4. Recognize team conflict as a natural and necessary occurrence
5. Encourage athletes to contribute ideas and opinions to group discussions
6. Include everyone in the culture



### Developing Learning Culture



The diagram illustrates the 'Developing Learning Culture' process through a central green hexagon labeled 'Creation of a Learning Culture', surrounded by six other hexagons in orange and yellow, each representing a key component:

- Align Learning with Business
- Integrate Learning with Business Process
- Provide appropriate Learning opportunities
- Manage Learning Effectively
- Support Learning Transfer in the Workplace
- Evaluate Learning

Slide 8:

## Poor leadership signs

- No one on your team has criticized one of your ideas in the past month.
- You spend more time planning your own career progression than that of your team members.
- You haven't had at least three completely non-work-related conversations with a team member weekly.
- Different team members would provide different answers if asked your top three priorities for the year.
- Team members are afraid to fail.



Slide 9:

## Teams work

- Teamwork, at its simplest, is the process of collaborating and working together in a group to achieve a common goal. When a group of people works cooperatively, they're combining each of their personal strengths to enhance their overall performance of the team.
- However, teamwork is much more than achieving common goals. It's also about skills that are essential to your personal and professional lives. Teamwork skills are qualities that allow you to work effectively with others. You're better equipped for collaborative assignments like projects and meetings.
- Teamwork will follow wherever you go. Learning about teamwork importance is therefore vital. Deeper work relationships lead to new and lasting opportunities. Efficient teamwork can help you strengthen your resume and that'll lead to well-rounded personal development.

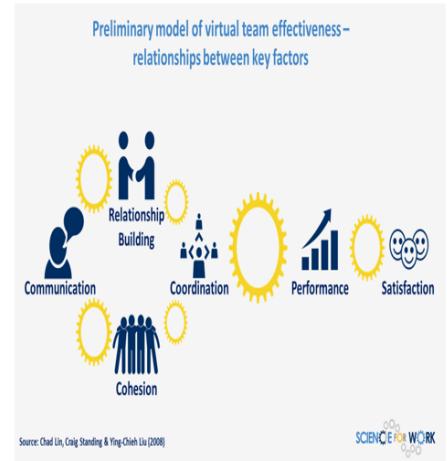


Slide 10

## Important of teams work

The important of teams works are mention below in point:

1. Teamwork is efficient work
2. Teams self-monitor
3. Teams innovate faster
4. Teammates learn from each other
5. Teamwork can create healthy competition
6. Teamwork promotes strong working relationships



Slide 11:

## Why team work ?

- Teamwork motivates unity in the workplace :  
A teamwork environment promotes an atmosphere that fosters friendship and loyalty. These close-knit relationships motivate employees in parallel and align them to work harder, cooperate and be supportive of one another.
- Teamwork provides improved efficiency and productivity:  
When incorporating teamwork strategies, you become more efficient and productive. This is because it allows the workload to be shared, reducing the pressure on individuals, and ensure tasks are completed within a set time frame. It also allows goals to be more attainable, enhances the optimization of performance, improves job satisfaction and increases work pace.
- Offers differing perspectives and feedback.  
Good teamwork offers a diversity of thought, creativity, perspectives, opportunities, and problem-solving approaches. A proper team environment allows individuals to brainstorm collectively, which in turn increases their success to problem solving and arrive at decisions more efficiently and effectively.
- Upgrades workplace synergy  
Synergy is two or more things working together in order to create something that is bigger or greater than the sum of their individual efforts. Mutual support, shared goals, cooperation and encouragement promote synergy.

Slide 12:



Slide 13

## Team building

- Team building is a management technique used for improving the efficiency and performance of the workgroups through various activities. It involves a lot of skills, analysis and observation for forming a strong and capable team. The whole sole motive here is to achieve the organization vision and objectives.
- Trying to put something together great team requires a wide range of abilities and mental fortitude. Typically, certain managers specialize in team-building abilities and are chosen by businesses based on this criteria. The manager responsible for team building must be able to find out the strengths and weaknesses of the team members and create the right mix of people with different skill sets. He must focus on developing strong interpersonal relations and trust among the team members.

Slide 14

## Team Building Process

- Team building is not a one-time act. It is a step by step process which aims at bringing a desirable change in the organization. Teams are usually formed for a particular task or project and are mostly for the short term. Cleary explain in below figure



Slide 15

## Importance of team Building

- Team building can help your workforce get on the same page, work together, and increase their motivation to complete tasks in a timely manner. In other words, productivity can rise.
- When team building exercises are implemented, employees build trust and a spirit of unity. They get engaged with each other and with their work. Employees feel more comfortable expressing concerns and needs, which leads to more effective communication.
- How do you get started? In the next few paragraphs we outline how to set up effective team building events and provide examples that can work well in recycling facilities and manufacturing environments.

Slide 16:

# Thank you

### 1.3 Conclusion:

During our session, we gave a brief overview of team dynamics and how to establish a strong team. We created a two-hour program for our event that covers team dynamics and aspects in a practical way. A person can learn the appropriate method to be in a team and come out triumphant by understanding the team dynamics. During our structured event, we noticed that certain teams were very focused and familiar with team dynamics, while others were missing. Overall, we learn about team dynamics and how to work effectively in a team to achieve a beneficial outcome.

## Part 3 (1)

**1 Following the event, your training and development manager has asked you to provide some feedback. Produce a written evaluation of the effectiveness and application of interpersonal skills during the design and delivery process. You should also include an evaluation of your performance in this project and your contribution to the team you worked in.**

### 3.1 Introduction:

In this part I am analyzing the need and important of interpersonal skill and also analyzed about roles and responsibility of team member. I am also including the description of the personal skill needed in this project. We will implement the features of personal skill in our task and also try to convey the importance of personal skill and its development in our entire life. How the implementation of personal skill in our daily life will help to achieve our goal in better way? Why we need personal skill in our life? We are discussing all of this in our project. And also say while completing our project did, we try to use interpersonal skill or not? In this part we will also evaluate our progress in achieving our goal.

### 3.2 Interpersonal Skill:

Interpersonal skills are the competencies and abilities that help you interact and communicate with other people. There are very few jobs where someone works 100% on their own; even the roles you might think are mostly solo affairs still require some human interaction and teamwork. Simply put, interpersonal skills are the tools you use to get on with other people. (University, 2019)

While doing our event in the training day we use interpersonal skill. Interpersonal skills are the important part in our training day to achieving goal. In order to succeed our training day to achieve our successful goal, it is more successful than ever to apply personal skills in our event, without these personal skill in the training it will be very difficult because every part of the work involves communication. While delivering the speech on the stage is interpersonal skill, a good speech can be given without any fear. The interviewer will ask about anything we need to answer them showing them our interpersonal skills we acquire.

In this event we used a lot of interpersonal skills. Some examples of interpersonal skills are:

## **Communication**

Communication is main part while doing any project and give presentation. It is many types of communication like verbal communication, nonverbal communication etc. Mostly verbal communication and nonverbal communication has been used in our training. In our event all the staff and students very happy in our project

## **Empathy**

In our training, we show the same behavior to all the participation. First comprehend participation though, feeling and view point. We worked on the project according to the participation:

## **Teamwork**

In our event, first set of tasks and activities performed by individual and collaborate with each other to achieve a common objective. That object can create a product, delivering a service, writing reports, or making decision and shared our responsibility for final outcome

## **Leadership:**

In our team Bigraj Sunuwar leads the main role of leadership. we all team members worked together which made it easy and complete. Leadership is the ability of an individual or a group of individuals to influence and guide followers or other members of an organization.

## **time managements skill:**

Time management skill include a variety of skill that will help you manage your time well. To save time, take a feedback at break time and communication with participation to understand their views.

### **3.3 Interpersonal skills I used While conducting the event**

As you all know that I and my team had conducted a two days event about Microsoft office package in Laligutash Secondary School. So, I get additional support from this school staff, while designed and delivery of an event we used different interpersonal skills. Staffs and principles of the school were also very happy seeing our development, dedication and skills which we used while we were conducting the event. We used many types of personal skill to design and delivery during my training event successfully. Some of the personal skills we use to designed and delivery my training event as

## **Verbal Communication:**

Communication skill is necessary doing an event effective and good. Verbal communication is used during any events or training. Similarly, as we used verbal communication. It is necessary for many of us in order to do well we are responsible for ensuing an excellent customer experience, motivation a team, persuading the client or leading change. While perfect communication isn't always possible, smart and respectful communication essential. Skills in verbal communication might help you avoid confrontations and settle problems quickly. During an in-person meeting or training session, participants can ask spontaneous questions, get quick responses, and completely appreciate the subject or job at hand. We employed verbal communication skills to answer questions that students had during the training event, and we were able to answer them quickly.

## **Self-confidence:**

During training events, we must give a speech, give a lecture, and present the materials that we have worked on for a long time in preparation. If we become nervous, all of our preparations will be for nothing. As a result, we should avoid allowing uneasiness to approach us during the event. We must learn to be self-assured and confident in our work. We believed on our self and the knowledge and skill we have effort for making training successfully. After using this skill, the training was successfully which We had more expected on it.

## **Body language / Nonverbal communication:**

Body language is also important part for us in order to make training effective. Maintaining the body language while delivering a speech is very necessary. Movement of the part of the body, such as movement of head or movement of body part. Movement of the body part is important to active the audience and audience feel active ourself. Similarly, eye contact with audience to make friendly with me and transfer my ideas to them.

## **Active listening**

Listening skill is one of the important skills for every person, Active listening may also include attention to speaker behavior and body language. Have the ability to interpret a person's body language allows the listener to develop a more accurate understanding of the speaker's message like that in my training session, we engaged in conversation by in quite in order to know the

students that I am listening and giving paying attention to what they are asked question about topic, it help us to solve the question regarding the topic through student asked , after that the student get motivated and get more focused on my word while I am giving presentation on training session and take benefit.

### **Voice tone:**

In events when we give our speech, we have to use polite language which shows the interpersonal skills. as it really important. As while we give speech politely while conducting the programs. As if someone asked the question then we shouldn't show our angriness we have to use polite language which gives good impression toward the people

### **3.4 Evaluation of own role and contribution to a group scenario:**

while conducting the events Laligurash secondary school about the definition and important of Microsoft office package. We divide the roles and responsibility among ourselves and according to our roles and responsibility. We have well performed and managed team perfectly. Our entire team performed admirably. We can achieve anything if we give our all to what we want. As we all know, when we set a goal or target and try to achieve it, we fail. However, we should not give up; instead, we should keep trying until we succeed.

I got the responsibility for managing all the technical head on my team, in my experience I think I am not perfect person to manage all the technical head because I didn't have any experience and idea to manage that for getting success I managed to learn with short period of time because I have not sufficient time for learn for getting perfect on my tea. I manage to get some knowledge from our learn leader so that we can achieve our goal and make team successfully'

If we have no prior experience with anything, the greatest thing we can do is try. We can achieve anything if we strive our hardest. I'm sure we'll fail once or twice, but after that, we'll be on our way to reaching our goals. We should work hard and give it our all, and our grades will improve as a response.

### **3.5 My contribution:**

Even though it was a difficult assignment for me to perform my role while working on my team, I believe I played a critical role at the event that allowed us to reach our goal. Making my team

good, I was responsible for managing all of the technical heads, which was difficult for me to do alone. I guess none of my team member would have managed to do that I preferred them in physical strength and my mental level was a bit high in case you feel I have played a vital role in achieving our goal.

### 3.6 Feedbacks and rooms for improvement

We received feedback from each student once the event was completed. According to the response, it was a success. However, there are a few points raised by students that we need to address. Because we are hosting the event for the first time, it isn't too horrible, according to every student's feedback.

### 3.7 Conclusion:

In this way, I was able to analyze the team dynamic by discussing the various roles played by team members in order to achieve the shared goals, and I also noticed that I used a variety of communication and communication skills, such as a positive attitude, receiving counseling and feedback from the main teacher, and so on, to make the training more fruitful and useful to me while I was giving training. I have successfully implemented interpersonal skill during my training sessions, but I have to make a lot for improvement when I use them the next time.

**2) Produce a report discussing problem solving and its importance in planning and running an event. Your report should include a discussion of various problem-solving techniques and**

**justify the solution methodologies used during your projects. you should also include a critique of the application of critical reasoning and your experience of it.**

### 3.1 Introduction

This section requires us to write a report outlining any issues that arise while we are executing the activities and how we resolved them utilizing our problem-solving skills. Students are making noise because our microphone is having problems and the sound is getting low. It's causing issues for us when we're giving our speech at the event. We've used a variety of techniques to fix the issues. We figured out what was causing our troubles and worked on it until it was no longer a problem. In our lesson, we employed a lot of the problem-solving approaches and methods that our teacher had taught us. Let's acquire a better understanding of the issues and how to solve them.

### 3.2 What is problem?

A problem, also known as an issue, is any situation that comes unexpectedly or hinders anything from happening. When dealing with computer issues, you must first identify the root of the problem before attempting to resolve it. Troubleshooting is the process of determining the source of a problem. When dealing with software issues, such as defects in a program, you must download a patch to fix the problem. Other software issues can be resolved by altering a program's or computer's setting, or by shutting other programs that are in conflict with the program.

When a gadget fails due to hardware issues or physical faults, the only option may be to replace it. (Definitions & Hope, 2018)

Those obstacles that come as we accomplish our work, events, speeches, or other activities. Problems cause problems in our daily lives as well. Similarly, if we perform any activities, tasks, or anything else that produces a problem, it weakens our willpower and adds stress to our daily life.

### 3.3 Problem solving Methodologies

To solve the unwanted issues that arise throughout our events, we must employ strategies that will solve our difficulties immediately. Finding a solution to our unsolved difficulties is what problems solving entails. We can solve any difficulty in our existence because we have varied

problem-solving skills. If we have any troubles while doing any activities or tasks and they fail, it might demotivate the team because it can generate stress and a lack of willpower. As problems develop, we should attempt to address or solve them utilizing various ways or techniques.

We won't be able to provide our best effort, and our grade will suffer as a result. So, in order to avoid being depressed and demotivated when an issue arises during our running event, we all need to brush up on our problem-solving skills and approaches. SWOT Analysis, Six Thinking Hats, and Five Why Technique are just a few of the approaches we can utilize to tackle our challenges. Some of them were employed when we ran across issues during our event. In this section, I've included all of the problem-solving approaches and carefully detailed them.

### 3.4 Ways to solve our problems:

As we have talked before about problem solving, as it many of the problems arises while we perform our tasks or any events. but we have to try and try to fix it.

### 3.6 Uses of 5 why techniques

As we have different technique to solve the problems. as in 5 why technique we have to questions ourself and also, we have to answer ourself. which is really effective and it really helps to solve every problem easily.

- why are student not paying attention?
- as there is nothing else to show for example videos etc.
- Why students are feeling bored?
- as its just a lecture without any presentation.
- Why didn't we use any videos or any presentation slide?
- we haven't got a sufficient time to prepare videos or presentation.
- why students are making too much noise?
- Due to mike problem as student can't hear the speech properly.
- why we haven't showed any action activities or fun activity?
- we are just focused on education learning.

### 3.6 Main cause and findings

we have asked questions to ourself and answered ourself we have found the solution. as the main problems while we are conducting the event is students are feeling speech is boring due to problem of which because its speaker sound is too low which students can't listen it properly. and also, we are just giving lectures without making any presentation or showing videos to the students because we are just focusing to educational/academic learning. We had a quiz competition and asked questions about the MS Office program, which was one of our topics. Which made the environment fun and refreshing, and the kids remained quiet after the activity, therefore the 5 WHY problem-solving technique worked really well in our situation.

### 3.7 other problems occurred during the events

In events some problems occur, as we all know that while conducting any of the programs or events, we have to fix every problem. problems we have faced during event:

- Mike Problem
- Just focusing on lectures without showing presentation or without doing any fun activities.

as we face different problems while performing any tasks, events or conducting any programs, as we have technique to solve the problem. which helps to fix the problem quickly. For the first problem mike problem our teams used 5 why technique and second problem just focus on presentation without any activities. We have used six thinking hats of problem solving:

As we described earlier, the five-way technique can be used to address problems when doing tasks, events, or programs. As a result of the low sound produced by the microphone, students are unable to hear it properly. and there's also a problem because we're only focused on lectures and not showing any related presentations, which makes the speeches boring. As a result, we must incorporate it into our events as well, as the microphone must be fixed, and we must focus on the presentation linked to the themes so that kids can understand it fast.

### 3.8 Six Thinking Hats

Six Thinking Hats (also known as Mr. Edward de Bono's Six Hats) is a useful strategy for improving team communication and decision-making. This strategy, which is comparable to the three Disney chairs, allows you to explore all of the diverse perspectives on a specific topic

while avoiding needless fights between coworkers who hold opposing viewpoints. To put it another way, the participants examine all of the many perspectives on a project to see if it is truly applicable.



Figur5: Six Thinking Hats

Source: <https://think2make.ch/en/6-thinking-hats/>

To start with six Hats of different color. These colors have deeper meaning and give different idea. Then, on the tables, arrange the six pictures in small groups. Each team will be required to “wear” all six hats in order to provide as many different perspectives as possible. Let's look at the above image to help with this explanation. As you can see, each hue has a name and a function (or hat). It means you'll need to form opinions that are in line with the job or hat you're wearing. We'll go over each hat one by one to see what role each performs. (Antonatos, 2020)

#### **Blue Hat:**

This is the hat that can be used both at the start and at the finish of the contest. Blue hat can be used in the beginning to plan and formulate a strategy, as well as at the end to summarize our issues.

Looking down on a situation and planning the best method to think about it is wearing the blue hat. It directs the thought process by establishing a schedule and determining the next step. It brings the process to a close by making decisions, summarizing, and concluding the actions taken. It is critical to wear this headgear in order to solve the problem properly and accurately. The challenge was quickly handled in our event once we performed this six-step thinking hats approach.

#### **White hat:**

As a result, the first thinking hats we must put on when solving any challenges is the white hat. It is designed to be the first thinking hat in the sense that it is used to think deeply about the topic. It is employed in the development of data. As is the case with this project, I must produce and investigate knowledge about the issue. I need to involve myself in the topic and then gather data, such as why are pupils not understanding our position. Is the issue with us or our delivery methods, or is there another issue? We need to learn as much as we can about such a topic while wearing our white hat.

**Black hat:**

The black hat is the hat of prudence and judgment. It is the most valuable hat in the world. This hat helps us in determining the best way to approach the threats, defects, and difficulties that may surface throughout our event. In this instance, we should also consider our possibilities. I devised a simple strategy for resolving the issue and ensuring that our children comprehend the things covered in the presentation. I'll be able to think about the risks and hurdles that will arise when I carry out my plans after wearing the hat. Overuse of the black hat is not advised since it can lead to an unhealthy cynicism in which people only perceive flaws in everything.

**Green hat:**

The green hat represents innovative thought. It authorizes the generation of alternatives and the exploration of ideas. We should think positively after wearing the green hat and declare, "We need to explore new possibilities." It promotes the employment of innovative problem-solving techniques. It aims to answer queries like "Are there any other methods we could do this?" and "Are there any other ways we could accomplish this?" "Is there anything else we could do?" Green hat thinking provides an answer to black hat thinking issues. "How should you proceed?" This kind of thinking generates fresh ideas and options. Green hat thinking can be used to shake things up and get things moving in a new direction.

**Yellow hat:**

After white hat I have to wear yellow hat. As the yellow hat queries about the benefit of the activity we are engaged in. We're attempting to fix a student's problem, therefore after donning the yellow hat, we should be able to determine whether we've benefited or not. Is what we're doing correct? It also focuses on finding the primary cause, which is critical when attempting to solve any problem. In our case, we should be able to zero in on the problem's deep root cause

and clearly define it. Then we should think about whether we're obtaining positive results or not. Are we going to be able to gain from what we're doing or not? It also assists us in finding a good solution to the problem.

**Red hat:**

The red hat represents our emotions, feelings, and so on. They are not logical, according to Red Hat. All of the thinking is accomplished by completely immersing oneself in the emotions and making decisions. We must think emotionally rather than intellectually after wearing this hat. We must trust our instincts. What our intuition tells us to do, we just have to do it, which aids in issue resolution. Because our intuitions aren't always correct, we shouldn't rely solely on them and instead try to solve our problems logically.

We have another method of problem resolution, but as you know, we only had two major problems during the event, so we only used the 5 Why method and the Six Hats method to solve the issues that occurred. But I've explained a little about SWOT analysis so that we're always on the same page when it comes to problem-solving SWOT analysis.

**3.9 SWOT Analysis:**

SWOT analysis is a business analysis technique that guarantees a project's objectives are clearly stated and all project-related aspects are appropriately identified. The four areas of the SWOT analysis are Strengths, Weaknesses, Opportunities, and Threats. When doing a SWOT Analysis, both internal and external factors are evaluated, as they both have the potential to influence a project's or venture's success. The below figure as clearly explain about SWOT Analysis (DAME, 2020)



Figure: SWOT Analysis

Source: <https://www.wordstream.com/blog/ws/2017/12/20/swot-analysis>

### 3.10 Critical Thinking

Critical thinking is the ability to think clearly and reasonably about what to do or believe, i.e. analyzing information objectively (without being influenced by personal sentiments or ideas). It's a skill that allows you to make the best possible rational and informed decisions. It's about being a participant rather than an observer when it comes to learning. A youngster who has not yet developed these skills, for example, may believe the Tooth Fairy left money beneath their pillow based on stories given by their parents. Even if there are a few dollars beneath their pillow, a critical thinker can immediately determine that the reality of such a thing is highly doubtful.

Critical thinking abilities include the ability to recognize, build, and evaluate arguments; discover contradictions and frequent errors in reasoning; solve issues systematically; identify the significance and importance of ideas; and reflect on the explanation of one's own beliefs and values.

### 3.11 Implementing critical thinking in our task

steps to implement critical thinking in our tasks are as follows:

- 1 Determine the issue or inquiry:** we should try to make a problem specific as possible. its easier to locate remind and answer if we specify the problem.
- 2 collect information, views and argument:** we can collect more new information through different source like magazine form internet which can provide us more knowledge and brings increment in ideas.

- 3 **Make a list of assumption:** we have to assume and make the list of problems, which makes easier to solve the problems.
- 4 **Communicate:** find your stakeholders once you've reached to the conclusion that are conceivable are solved properly.

### 3.12 Stages of critical thinking

As a result, we've had a lot of issues with the duties since the first day of the event. First and foremost, the schoolchildren were creating a lot of noise, not listening to us, and not concentrating on our lectures, speeches, and presentations. We felt a little demotivated because they were making so much noise, and our team spirit and activity were slowly evaporating. So, in order to deal with this issue, I did a lot of brainstorming and tried a problem-solving strategy. For this challenge, I used the 5 Why strategy. After asking myself a lot of questions and figuring out the answers on my own, I got to the point where I got my answer. I was able to handle this issue quickly and continue my program without interruption because the children had ceased making noise. Now I am demonstrating how I used critical thinking for solving my problem, I have explained below:

After confronting the issue, I began to investigate what was the root of the issue. Why are the students making such a racket at our event? I had to thoroughly examine each of them. Then I thought for a bit and asked myself, "Why are the kids making such a racket?" Then I got the response that they might be bored. While we were putting on our event, we gave a speech, and I wondered again why they were bored. Then I got another response that perhaps we hadn't included any enjoyable activities in our event, and since they were children, they could easily become bored with such tedious lectures and presentations. I realized that the problem was our boring lectures, so I thought critically and brainstormed a lot. After that, I decided to intersperse the lesson with a quiz. A quiz regarding computers, their capabilities, and the Microsoft Office suite assisted me in making the youngsters happy, and we learned whether or not the children are computer literate. It made it easier for us to comprehend the youngsters, and we were able to apply the problem-solving process to solve the problem, as well as solve it by critically thinking about it.

Another issue I had with kids was that they didn't comprehend the crucial and technical phrases. The issue of comprehension arose in the middle of the discourse. So, once again, I thought critically and solved the problem using the six hats of thinking method. I utilized this strategy, which made it very simple to solve the problem and allowed me to quickly and easily teach the youngsters technical words.

### 3.13 Problem solving methodologies

As we all know, an issue can arise at any time and in any location. As long as we have a goal or an objective, we will confront several challenges. We might find problems in little steps and must confront them. We don't know when the problem will occur, and we can't halt it, but we can't solve it using the following techniques:

- Six thinking Hats
- why technique
- critical thinking

### 3.14 Justification of problem solving

Everyone experiences problems on a regular basis, such as having to deal with a minor issue that can ruin our project, speech, or lecture, among other things. To overcome the challenges that arise, we must employ some problem-solving techniques. If we apply our expertise to solve all of the challenges we've faced thus far. We must consider all of the problem-solving techniques we have learned very carefully. To solve our challenges, we shall employ all of our problem-solving abilities. We've run into a number of issues when working on these chores and events. We made every effort to resolve our issues. We employed a variety of problem-solving techniques in this exercise as well. SWOT Analysis was utilized to identify our strengths, weaknesses, opportunities, and threats. Using the SWOT analysis method, we identified all of our strengths, weaknesses, opportunities, and threats. Our other major problems were also solved using the 5 whys technique. Six Thinking Hats was also one of the problem-solving techniques we employed to deal with our issues during the event. There are four steps of problem solving and they are as follows:

- Analysis of the problem (Problem Analyzing)

- Goal Identification (Problem Identification)
- Response to the Instruction/Intervention
- Instructional or Intervention Design

### 3.15 Evaluating roles in the events:

In the end, we all formed a team and performed our tasks in accordance with our roles and responsibilities. We've divided the portions of the issues we're working on. All of the teams operate extremely effectively together. We all gathered knowledge from various sources such as the internet, magazines, and so on. Everyone has a certain duty to play, and everyone works extremely hard and fulfills their obligations admirably.

### 3.16 Examine the areas in which we need to make changes:

Several challenges arose during the event, but by thinking critically, I was able to conquer them until I understood that there are some positive aspects in my life. I was able to recognize all of the wonderful aspects of my life, as I previously indicated. Some things were taught to me by my elders, mentors, teachers, and parents. However, I do not have to be completely positive all of the time. So, after giving it some thought, I was able to identify or highlight some areas where I need to improve.

When planning the event, I encountered a number of challenges to which I had to find solutions. As a student, I've had to deal with lecturers who refused to allow us to take breaks for snacks, water, or bathroom breaks. As a result, the students asked breaks during the event I organized, which I provided. However, after giving it some thought, I realized that I shouldn't have given them such pauses. I've also realized that I can't be too kind and easy on the pupils, so I've decided to be stricter with them. I will endeavor to address all of my problems on the next event that I will hold in the future, as this one has already ended.

### 3.17 Conclusion

We've spoken about how to think critically, how to solve problems, different approaches to solve difficulties, and several sorts of thinking hats in this section. These techniques also assist us in our daily lives. We also created the questions and answered them ourselves, allowing us to solve the challenges fast and efficiently.

## Part 4

**1. Having completed the Training Event Management project, you now need to reflect on your experience and consider your Continuous Professional Development (CPD) needs**

**(Section 1)**

**Consider your personal and/or career goals and identify your CPD needs and what actions would put you in a position to achieve these goals. Produce a development plan outlining your future goals and identifying how these can be realized.**

### **4.1 Introduction:**

In this first segment of Part 4, I'll talk about Continuing Professional Needs (CPD) and its relevance and needs in our event, as well as the influence it has on our lives. I'm also talking about my CPD contribution in the event that we're having. I'll also create a well-managed strategy, as well as the resources, responsibilities, and skills necessary to achieve our objective. Let's know about CPD more in our upcoming topic.

### **4.2 Continuing Professional Development (CPD):**

The process of training and growing professional knowledge and abilities through independent, participation-based, or interactive learning is referred to as continuous professional development. Professionals might develop their capabilities with the support of certified learning in this type of learning. CPD courses for professionals should be tailored to their present needs as well as their

long-term goals. The information and abilities you'll need will change as your career progresses. Throughout a professional's career, it also comprises the development of personal attributes necessary for carrying out professional and technical responsibilities. Both technical and non-technical abilities must be acquired.

CPD can only be effective when:

- It is part of a planned process;
- There is a clear perspective on the improvement required;
- It is tailored individually to each professional;
- It is taught by people who have the necessary expertise, experience and skills.

In addition, while executing a structured learning plan, experts must identify short- and long-term goals. They may also be asked to keep note of what they are learning and how far they have progressed in order to maintain track of their skills and knowledge. (Careers & Staff, 2019)

#### 4.3 Important of Continuing Profession Development (CPD):

CPD is important in one's professional life, especially if one works in an IT firm. CPD allows us to determine whether or not our knowledge and abilities are outdated. The rapidity of development in today's digital era can render earlier skills obsolete. It is a constant process that will continue throughout our working careers to ensure that our skills and abilities are current in our sector. We can increase our knowledge so that we can deliver professional services to our customers or community. Typically, a given level of education has been accomplished, and they are now employed in a specific industry.

CPD allows people to focus on the precise tasks that require their attention during a short period of time by keeping track of their progress. It helps us to grow as individuals. It ensures that we are proficient in our field. It gives us a report on how far we've come in our field and what we've accomplished so far. Some of the importance of continuing professional development are as follows;

- CPD assists in keeping a person current.
- CPD also aids in the advancement of a successful career.
- CPD makes favorable for the future goals.
- CPD helps us comprehend our professional growth, appreciation, and dedication, among other things
- CPD not only allows us to improve our abilities, but it also aids in the development of a successful career.
- Make the true aim a reality and assess the developmental stage.

- People would be more successful as a result of the higher earnings and better job opportunities.
- It keeps us up to date, which helps us improve our personal and professional skills.

#### 4.4 Contribution of CPD in My own learning process:

Continuing professional development is critical in every organization, as well as in many businesses. I'm working for a Nepal IT Solution Firm as an intern for three months, and the top software company is developing software for schools, banks, supermarkets, hospitals, and other businesses.

CPD was crucial in preparing me to work as a software developer at this company as an officer. I've used CPD to help me attain my objectives. As a junior IT officer with no experience and training. In the beginning of my career, I went through a lot of hardships. it was difficult for me to work with the member I interacted with for the first time and I had little faith in my work and I was afraid to face the challenges I would face in the near future. So, in order to be better professional and do the right things. CPD has been used to adjust and work in this environment. At first, I looked for gap that were required to be a good employer for company. During my studies I did not have much confidence in correcting skill. It was difficult to adapt to the team members as well as to a task like them. Now, after that, CPD has been used to improve these things and become better responsible for the company. So, first I began to keep records and ideas by typing in my note and reviewing it. after finding my gaps, I tried to improve my personal skill and practiced a lot to improve such skills in a real environment. After that, I work hard to fill the void in debugging the problem. As a result, I managed to address the situation I had to face every day at the company. After the second months of my trip to this company, I received good supports form important person. Similarly, like another CPD move, I asked myself how I could achieve the goal. After getting the practical experience required for this company, I plan to establish my own company later. Also, as another steps I am currently using is the direction to get to destination you want. To reach the aim I desired, I conduct research on new technology and other necessary items, and then, after gaining experience here, I will seek investors for my company, so I cultivate strong relationships with young people who have money and want to work in the field of information technology. Continuing Professional Development is utilized in this manner.

#### 4.5 Personal Development Plan

A personal or professional development plan (PDP) is a formal document that outlines an individual's learning and training goals, tactics, and outcomes (usually in collaboration with a teacher, mentor, or supervisor). This, too, is in line with the professional program of study, and it's frequently written to meet regulatory or statutory requirements for continuing professional development (CPD) and revalidation in order to keep a license to practice, stay on a professional register, and demonstrate professional standing. In simple words, it helps to sets out the strategy, goals and results in learning and training. "The process of developing and implementing a

professional development plan not only allows for a more concrete visualization of the possibilities of a brighter future based on personal and social resources, but it also serves as a self-commitment to make them a reality," says Alfonso Martinez, Chief Human Resources Officer. Goal-setting and planning used more strategically can have a substantial impact on the quality and flow of professional and personal accomplishments." Setting a goal without any preparation will almost always result in failure. As a result, a professional development plan assists individuals in developing appropriate strategies, planning, and establishing goals, whether short-term or long-term. (Spruce, 2020)

#### 4.6 My Responsibilities

As An IT officer at Nepal IT Solution Company, I have a lot of obligations and functions to complete in a timely and effective manner. While working at the IT Company, I am responsible for all tasks and responsibilities assigned to me by the company president and my superior. I should also research all of the consumers' demands and desires. As an IT company manager, I was promoted, I have various responsibilities towards the other staffs and company. As an IT manager, I have look after all the security that are provided to our clients. The clients have many comments and feedbacks on the software updates and technical support. So, as it is the matter of technology, I have to keep update time to time with the technology and critically think how to make the IT of the company better and better which will help to develop my thinking skill also it enhances my creativity level. I have deal with the feedbacks of the clients. If they are facing difficulties then I have to make the plan, follow the strategy, communicate problems with the company members and owner and deal with the problem and look for the better solution of the problem. Sometime the problem can be very big and takes lots of time to solve. For this I need to have good communication and interpreter skill. I have to always spread positive vibes to the staff so that they keep on motivated and solve the problem effectively without any pressure.

After learning many things and getting experience, I am planning to established my own IT Company for that I need to look after my weakness from where I can improve it and develop more skill. So, after improving my weaknesses and strength and I can set the target to achieve the goal where professional will help me to achieve my goal.

#### 4.7 Current Situation:

I have been working in Nepal IT Solution Company since, three months. In this time, I have studied at ISMT College for getting more knowledge about It field. While at ISMT, I studied professional development, which has helped me improve my speaking and writing skills. I've also had more opportunities to conduct training events in front of students and audiences, and I've studied programming to learn how to code and develop different types of websites.

#### 4.8 Personal Development Plan:

Name – Suresh Rokaya

Faculty – Information Technology (IT)

Working Organization –Nepal IT Solution Company:

Date of PDP made – 2021/05/19

**Strength and Weakness**

Strengths	Weakness
I gained confidence and also learnt skill of multitasking and managing multiple works at the same time.  I also got the opportunity to handle the big clients of the office which helped me gain more confidence.	As I am new intern with limited experience so I learnt that I should spend more time to understand the process and also learn how to handle the annoyed customers smoothly.  I needed more experience to handle the presentations, speeches, lectures for my clients and also study time management.
Opportunity	Threats
I am getting a lot of job offers in many big companies which are providing me with good sum of money.	Due to a lot of personal commitments I am little nervous as I couldn't be able to manage all the commitments that I have made.

Table SWOT Analysis:

After Conducting Personal Analysis, I have set my Goal

Establish own It Company

Increase Expectation to achieve higher position in IT Field.

Goal	Action	Achievement	Target date
Completion of BSc. IT degree	Give 100% focus on study and maintain good grade.	Certificate	March, 2024
Collect good experience designing fields.	Learn new trends coming on market	Work experience	2024
Attend IELTS test	Attend daily classes	Certificate	June, 2024
Master's degree	Join Canada's	Upgrade education	2025

	popular universities	level as well as working knowledge	
Full time job holder of well-known company as I have dream about	Evaluating the CPD and goals.	Handsome salary, excellent on my working knowledge.	Depends upon my performance

Table: Future Goals:

#### 4.9 Skill Required:

- Decision Making Skill:

It is an essential ability for any person to develop in order to advance in their job. Any employee can solve any type of problem, big or small, with the help of decision-making skills. So, now that I have this expertise, I can confidently make decisions and put my new ideas into action to help the firm grow and wow the Manager.

- Critical reasoning and leadership skill

While my seniors are absent, critical reasoning and leadership skills will enable me to make suitable decisions and complete the needed tasks for the company. Not only would having this expertise assist me in dealing with various connection problems.

- Managements and Motivational skill

here are numerous issues that arise during the course of the work. As a result, such a skill enables me to effectively handle all of my difficulties and find answers without feeling pressed, and motivational skill enables employees to solve problems by using the opportunity to learn something new, so increasing their interest in working.

- Good It Skill:

Despite the fact that I am familiar with two types of networking, I want to develop my networking skills and continue to study whenever the opportunity arises. If I get the chance to work for a larger company, I hope that it will allow me to further expand my networking skills as a network administrator, Windows server administrator, and so on.

#### 4.10 Conclusion:

In this task, I'd want to conclude that work planning is important since it helps us to clarify our vision and achieve a goal. Working plans assist people in prioritizing their work, completing tasks in less time, producing high-quality work, and maintaining discipline. Planning my work is critical since it boosts my productivity by ensuring that I stay on track to achieve my objectives.

## (Section 2)

**Conduct some research into motivational theories and illustrate how they can be used to improve employee performance. Compare a number of theories and present your findings.**

### 4.1 Introduction:

In this task, I am going to compare and contrast different motivational theories and the impact they can have on performance within the workplace. Actually, motivation is the way of lifting the people to perform the work and achieve the goal and motivational theories are those theories which helps to increase the productivity of the workplace. Some of the motivational theories are mentioned below;

### 4.2 Herzberg's Two Factor Theory:

“In 1959, Frederick Herzberg, a behavioral scientist proposed a two-factor theory or the motivator-hygiene theory. According to Herzberg, there are some job factors that result in satisfaction while there are other job factors that prevent dissatisfaction. According to Herzberg, the opposite of “Satisfaction” is “No satisfaction” and the opposite of “Dissatisfaction” is “No Dissatisfaction”. Herzberg’s Classified these job factors into two categories.

#### Hygiene Factors:

Hygiene considerations are those aspects of the job that are required for motivation to exist at work. These do not contribute to long-term good satisfaction. However, if these factors are missing or non-existent in the job, unhappiness will result. In other words, hygiene considerations are those aspects of a job that, when adequate/reasonable, calm people and prevent them from being unsatisfied. These are factors that are not related to work. Because they are required to avert unhappiness, hygiene factors are also known as dissatisfiers or maintenance factors. The job environment/scenario is described by these characteristics. The hygiene factors symbolized the physiological needs which the individuals wanted and expected to be fulfilled.

### **Motivational Factors:**

The hygiene elements, according to Herzberg, cannot be considered motivators. Positive contentment is a result of the motivational elements. These aspects of job are unavoidable. These elements encourage employees to give their best effort. These elements are known as satisfiers. These are aspects of the job that must be considered. These aspects are naturally rewarding to employees. The motivators represented the psychological requirements that were seen as a bonus. (MSG, n.d.)

### **4.3 Maslow's Theory:**

“Abraham Maslow (1908 - 1970) was a psychology professor who founded the Humanistic Psychology discipline. In 1943 he published a paper called "*A Theory of Human Motivation*" in which he first presented his *hierarchy of needs theory*”. (PM & Theory, n.d.)

Maslow grouped human needs into five categories are mention Below:

- **Physiological Needs** are the basic elements the human body needs to survive. These are food, water, and sleep.
- **Safety Needs** are the items a person needs to feel safe from physical or economic harm.
- **Social Needs** include the desire to give and receive affection and to be part of a group.
- **Esteem Needs** have to do with the recognition received from others as well as with self-esteem.

- **Self-Actualization Needs** are the desires an individual has for self-fulfillment and developing to their full potential.



Figure: Maslow Theory of Motivation Pyramid

Source: <https://www.project-management-skills.com/maslow-theory-of-motivation.html>

#### 4.4 McGregor's X and Y theory:

Douglas McGregor, a social psychologist, proposed two opposing hypotheses in the 1960s to explain how managers' views about what drives their employees might influence their management style. These he labeled Theory X and Theory Y. Even now, these theories are still relevant. (Mindtools, 2009).

##### Theory X

Theory X supervisors have a negative attitude toward their employees, assuming that they are innately uninspired and despise their jobs. As a result, they believe that team members must be continually reminded, rewarded, or penalized to ensure that they perform their responsibilities. Work in such companies may be monotonous, and workers are frequently motivated using a "carrot and stick" strategy. Performance evaluations and pay are often based on measurable outcomes, like as sales statistics or product output, and are used to manage and "keep eyes" on employees.

This management style implies that employees:

I don't care for their work.

Avoid taking responsibility and require continual guidance.

To deliver work, you must be controlled, forced, and intimidated.

At all times, you must be monitored.

Have little motivation to work or ambition, and must be encouraged to attain goals through rewards.

Despite the fact that Theory X management has largely fallen out of favor in recent years, large organizations may find that it is unavoidable due to the sheer number of people they employ and the tight deadlines they must meet.

## Theory Y

Theory Y managers have a good attitude toward their employees and employ a decentralized, participatory management style. This motivates managers and their team members to work together more collaboratively and trustingly. Managers push employees to enhance their abilities and recommend improvements as they take on more responsibility. Appraisals are held on a regular basis, but they are intended to foster open dialogue rather than to manage employees, as they are in Theory X firms. Employees at Theory Y firms are also given regular opportunities for advancement. The give figure are diagrammatical explain below.

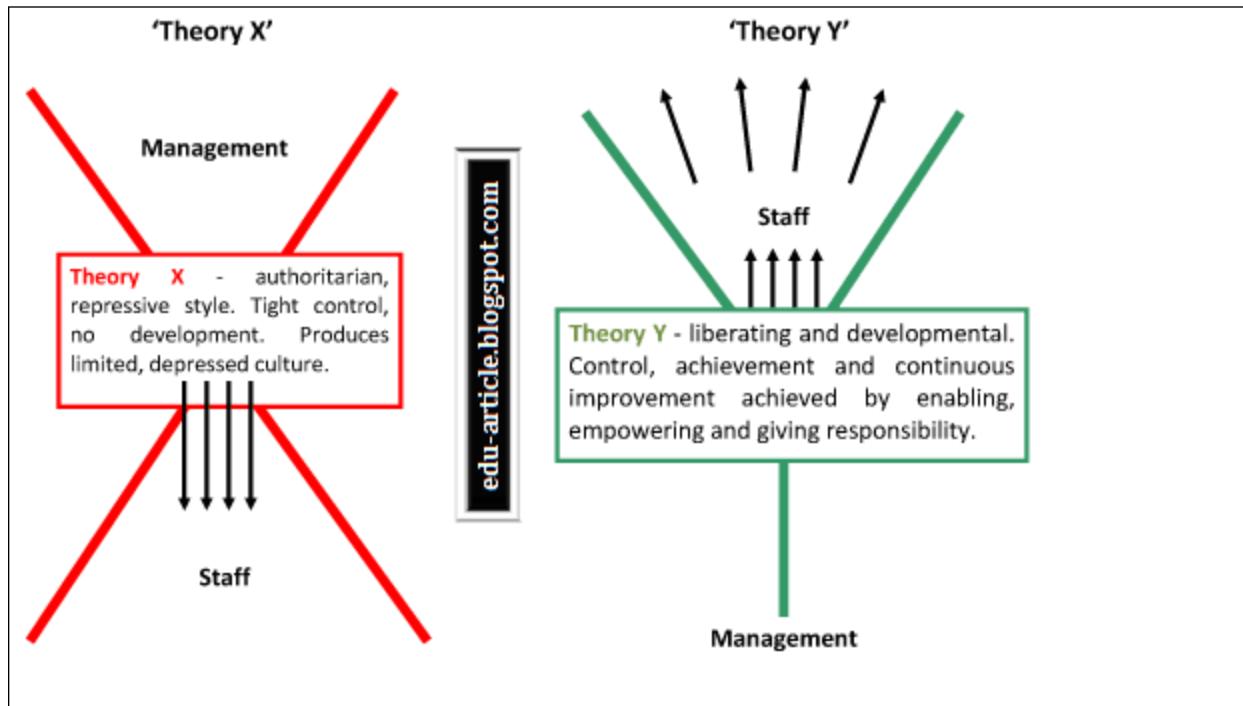


Figure: McGregor X and Y Theory

Source: <https://www.iedunote.com/theory-x-theory-y-motivation>

This management style implies that employees are:

They are eager to work independently.

Involved in decision-making to a greater extent.

They are self-motivated to finish their responsibilities.

They take pride in owning their work.

Seek and take responsibility, and don't require much guidance.

Consider employment to be both rewarding and difficult.

Organizations are increasingly adopting Theory Y. This reflects workers' growing demand for more fulfilling jobs that provide them more than simply a paycheck.

## 4.5 Comparison between Herzberg's theory of Motivation and X and Y theory of McGregor's

Work may be a motivator for employees, according to the motivation-hygiene hypothesis, but individuals despise work, according to theory X. While hypothesis X states that money is the only motivator for employees, the motivation-hygiene hypothesis emphasizes achievement, responsibility, and growth as five driving aspects. Finally, the motivational-hygiene theory focuses on assisting the employee in developing and advancing his or her talents and abilities, whereas theory X contends that one option for motivating an employee is to use tight supervision, threats, and control, among other things, which I tend to disagree with.

#### 4.6 Similarities between Herzberg's Theory and Maslow's Theory

There is a great similarity between Maslow's theory and Herzberg's theory of motion.

The higher-level needs of Maslow's model (esteem and self-actualization) are the key motivators for those employees who have achieved a level of social and economic growth in society, according to Herzberg's model.

Herzberg's concept distinguishes between motivational and maintenance elements, pointing out that motivational factors are frequently drawn from the job itself.

The majority of maintenance variables are classified as lower-order demands, while motivational elements are similar to higher-order needs. (iEduNote, n.d.)

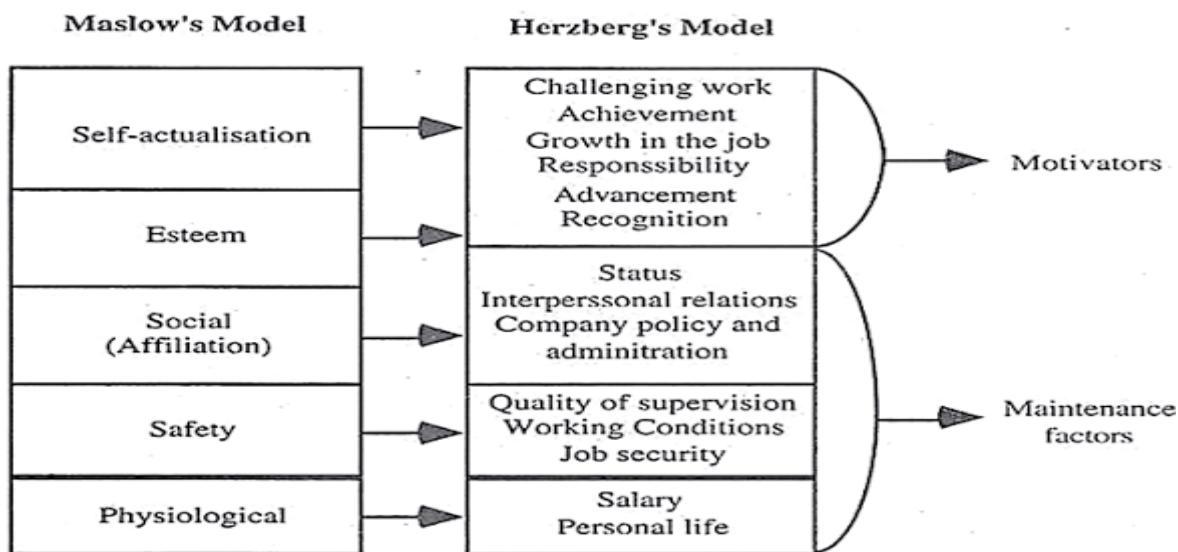
#### 4.7 Differences between Herzberg's Theory and Maslow's Theory

Difference between Herzberg's theory and Maslow's Theory are mention below in table and figure:

Herzberg's Theory	Maslow's Theory
No such hierarchical arrangement.	The hierarchical arrangement of needs.
Gratified needs cause performance.	Performance is a result of satisfied needs.
Prescriptive	Descriptive.
Only higher-order needs serve as motivators.	If a need is generally unmet, it might serve as an incentive.

The positive and negative aspects are diametrically opposed.	The presence of certain things leads to a positive attitude, whereas their absence leads to a negative attitude.
Takes a micro-view and addresses professional workers' work-related motivational issues.	Takes a broad picture of all employees' motivating issues.

Table: Difference between Maslow and Herzberg theory of motivation: (iEduNote, n.d.)



#### MASLOW'S AND HERZBERG'S MODELS OF MOTIVATION

Figure: Maslow's and Herzberg's Models Motivation

Source: <https://www.iedunote.com/maslow-herzberg-theory-comparison>

#### 4.8 Conclusion

In this section, I conclude that these theories are related to workplace and person, these types of theories show us that there are different factors that play a vital role in each and person which they behave in workplace and I want to add these ideas that all people need to learn and get these ideas form these theories, because they prepare a person's mindset before going to work.

(Section 3)

**Write a report on the usage of CPD within organizations and what evidence would be required to measure how effective this CPD is in helping employees achieve their goals while using their time and resources effectively.**

#### 4.1 Introduction:

In this section, I will discuss the evidence for CPD that will be required to determine how effective this CPD is in assisting employees in achieving their goals while maximizing their time and resources.

#### 4.2 Define Continuing Professional Development (CPD):

The process of training and growing professional knowledge and abilities through independent, participation-based, or interactive learning is referred to as continuous professional development. Professionals might develop their capabilities with the support of certified learning in this type of learning. CPD courses for professionals should be tailored to their present needs as well as their long-term goals. The information and abilities you'll need will change as your career progresses. Throughout a professional's career, it also comprises the development of personal attributes necessary for carrying out professional and technical responsibilities. Both technical and non-technical abilities must be acquired.

CPD can only be effective when:

It is part of a planned process;

There is a clear perspective on the improvement required;

It is tailored individually to each professional;

It is taught by people who have the necessary expertise, experience and skills.

In addition, while executing a structured learning plan, experts must identify short- and long-term goals. They may also be asked to keep note of what they are learning and how far they have progressed in order to maintain track of their skills and knowledge. (Careers & Staff, 2019)

#### 4.3 Evidence Criteria:

Evidence Criteria are guidelines that are used to determine whether or not we have acquired a certain level of ability, skill, capability, or competency. To serve as a baseline for successful CPD, we need to develop a set of evidence-based criteria. We must also evaluate the provided criteria, identifying the most important components. CPD (Continued Professional Development) is a learning and development process that lasts a lifetime. If a person's abilities and knowledge aren't kept up to date in accordance with time and needs, they can't be considered professionally competent. It is a never-ending process that takes place throughout one's career. Let's have a look at a few of them:

The following are some of the elements that are considered while determining whether CPD is effective.

### **Production Data**

Production data is information that professionals keep and use on a regular basis to carry out business operations including controlling, managing, reporting, and evaluating events, processes, or circumstances. Information must be accurate, recorded, and managed on a regular basis in order for it to be beneficial to a company. It is the most critical proof to present to anyone.

### **Personal Data**

Personal data refers to current and former employees, volunteers, and independent contractors. The vast bulk of personal data is kept confidential. The following kinds of personnel data, on the other hand, are open to the general public. It can also be used as evidence if our company or institute has an issue. The following are the types of personal information that a company must have about its employees:

-Name of the worker

the salary of the worker

The employee's work-related continuing education; and the location of the employee's work.

The explanation for any increased pay, as well as the amount; an employee's job title and description and the terms and conditions of the employment relationship.

### **Self-Evaluation**

Self-evaluations, also known as self-performance reviews, are assessments of one's own abilities and deficiencies. It is an essential component in the development of virtuous deeds and self-judgments. It is a necessary habit for personal development. For self-evaluation, we must ask ourselves some questions.

#### 4.4 Continuing Professional Development Record

In this task, I will identify a set of evidence criteria that may be utilized as a measure of effective CDP, as well as evaluate these criteria and determine the most important components.

CDP is the process of determining your goals, understanding your strengths, and taking steps toward realizing them. It aids in the preservation of past records and acts as a boost in the development of confidence. Furthermore, using past records, it is quite easy to determine our strengths, which greatly aids in the setting of a goal and progress toward reaching it. CPD gives you a report on how far we've come and what we've accomplished thus far. It enables you to make an useful contribution to your organization and improve your workplace productivity, allowing you to grow your career. Below is a list of the skills I've gained.

S.N.	Date	Skills	Rating	Next move
1	2021/January/12 2021/March/15	Programmin g	Improving better	Learning another language while working on an online job
2	2021/May/18 2021/07/01	Data storing	Good at this	I've learned about data storage and software development for businesses.
3	2021/August/05 2021/October/09	Networking	Excellent at this	I wish to share my expertise with others so that they can protect themselves against viruses.

Table: CPD skill

## 4.5 Evaluation for effective CPD

We must follow some criteria when dealing with CPD in order to make our CPD more effective, and for this we must consider the following criteria while implementing CPD:

### **Time / Duration**

We must provide appropriate time or duration while planning the development tasks that we need to improve. It is critical to recognize the importance of time in this situation. Let's say we want to improve our networking skills but only have two weeks to do so, resulting in unproductive CPD. So, to improve CPD on this matter, we need to provide sufficient time and develop our knowledge effectively.

### **Consistency**

It means you created a day-to-day development plan, but if you don't follow it effectively, you won't be able to get any meaningful CPD. Let's say I need to improve my communication skills; if I don't do anything to develop them, CPD will have no effect. To make my growth plan effective, I need to integrate it to my activities.

### **Supportive**

It indicates that, even though we have created a development plan to improve our abilities or activity and are following it, we need assistance from our organization and colleagues to inspire us and give us with effective CPD.

### **Reviewing your outcomes**

It is vital to go through your results and provide feedback. When the activity is finished, we must review it and assess what we had hoped for and what the outcome was. This will assist you in expanding your knowledge and thinking creatively, as well as identifying and improving your weaknesses. As a result, reviewing the results aids in providing effective CPD.

## 4.6 Conclusion

Finally, I'd like to stress the necessity of CPD for anyone looking to further their career. The most important thing you can do in your life is keep your own CPD records. I've defined many criteria for improving my CPD, which has greatly aided in the development of my various skills. I've also reviewed those criteria, which aids me in determining the most crucial variables.

## Feedback Form:

### Feedback Form

Name Suman Khadka Date 10 /July/ 2021

Class 06 Project Title Microsoft office package

School Shree Laligurash Secondary School

#### Directions:

- ✓ Please answer each question. Using the below check list to help you make sure our feedback form from specific and thoughtful.

Was our event useful?

Yes  \*

No

Were we able to make you guys understand everything?

Yes

No  \*

Would you like to attend more event in future?

Yes  \*

No

What was missing in our class?

I had some understanding problem

#### Guiding Criteria

- ⚠ Feedback is focused on the project
- ⚠ Feedback is do able
- ⚠ Feedback is simple
- ⚠ Feedback helps the work become better

## Feedback Form

Name Ramesh Khanal Date 10 /July/ 2021

Class 05 Project Title Microsoft office package

School Shree Laligurash Secondary School

**Directions:**

- ✓ Please answer each question. Using the below check list to help you make sure our feedback form from specific and thoughtful.

Was our event useful?

Yes

No

Were we able to make you guys understand everything?

Yes

No

Would you like to attend more event in future?

Yes

No

What was missing in our class?

It as so boring

**Guiding Criteria**

- 👉 Feedback is focused on the project
- 👉 Feedback is do able
- 👉 Feedback is simple
- 👉 Feedback helps the work become better

## Feedback Form

Name Suresh Rokaya Date 10 /July/ 2021

Class 09 Project Title Microsoft office package

School Shree Laligurash Secondary School

**Directions:**

- ✓ Please answer each question. Using the below check list to help you make sure our feedback form from specific and thoughtful.

Was our event useful?

Yes  \*

No

Were we able to make you guys understand everything?

Yes  \*

No

Would you like to attend more event in future?

Yes  \*

No

What was missing in our class?

It was so good. It is more effect for the ~~laligurash~~ school

**Guiding Criteria**

- ☝ Feedback is focused on the project
- ☝ Feedback is doable
- ☝ Feedback is simple
- ☝ Feedback helps the work become better

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