***Training Session***

***14-Nov-2022***

End goal - Knowledge

Patience and consistency - Attitude

Determination - Attitude

Hard work - Attitude

Leadership qualities - Skill

Will to learn throughout - Attitude

Teamwork - Skill

Hunger for passion - Attitude

Able to choose right person for the task or make the person right - Knowledge

Decision making – skill

* Attitude is altitude
* Attitude is the foundation on which knowledge and skills are built.
* Attitude = Willingness
* When your attitude is right, we recognise opportunities.
* People who don’t know how to recognise opportunities, complain of noise when they knock.
* Lost opportunities are easier recognised when they are leaving rather than when they are coming.
* An opportunity only knocks once. The next one may be better or worse, but never the same.
* Grass on the other side always looks greener.
* 5 steps to attitude change:

1. Change focus, look for the positive.
2. Start your day with something positive.
3. Develop an attitude of gratitude.
4. Stay away from negative influences.
5. Build high self-esteem.

* **GOALS**
* No goals, no plans.
* Plans change with goals.
* Goals help you plan in life.
* Goals give you direction in life.
* Goals will motivate you in life.
* Goals will tell you whether you are successful or not.
* How to set goal – SMART method:
* Goals should be specific. (Specific)
* Goals should be measurable. (Measurable)
* Goals should be achievable. (Achievable)
* Goals should be reviewable/relevant. (Reviewable)
* Goals should be time-bound. (Time-Bound)
* ***COMMUNICATION***
* 4 Cs of communication

1. Clarity of Objective
2. Clarity of speech
3. Concise
4. Courtesy – Respect in words and tones

Fantastic, wonderful, gorgeous, marvellous, tremendous, awful, delicious, precious, elegant, delightful, honour, horrible, terrific, gruesome, starving, humongous, repulsive, alluring, terrified

* Tone:

1. Volume
2. Pronunciation
3. Tone of the voice
4. Intonation – Emphasizing on words

* Body Language

1. Eye contact
2. Facial expressions
3. Gestures
4. Posture and body orientation
5. Proximity

* Listening

1. Paying attention to the speaker with the purpose of understanding.
2. Listening types:
   1. Ignoring
   2. Pretend to listen
   3. Selective listening
   4. Active listening
   5. Empathetic listening (listening to words and emotions)
3. How to make our listening effective:
   1. Questioning – Asking for information for better knowledge
   2. Paraphrasing – Restating what other has said in your own words.
   3. Summarising – Pulling together the main points of the speaker.

***19-Nov-2022***

***Behaviour***

* Three styles of communications:
  1. Aggressive (Fight approach) – Only speaks, doesn’t listen
  2. Passive (Flight approach) – Only listens, doesn’t speak
  3. Assertive (Firm approach) – Listens and speaks, both
* What is assertiveness?
* Assertive means an interpersonal behaviour (verbal or non-verbal) in which a person expresses themselves and their needs in such a way that the rights of others are not infringed upon.
* People who use assertive communication generally starts their statements with ***my opinions are***, ***my thoughts are***, ***my feedbacks are***, ***my idea is***, ***my suggestion is***.
* Body language of an assertive speaker:
  + Relaxed
  + Good eye contact
  + Well modulate voice
  + Nods and questions while listening
  + Observant
  + Active listening skills
* Assertiveness can be effectively used when:
  + Negotiation
  + Resolving conflicts
  + Implementing/explaining controversial policies
  + Communicating through tough decisions
  + Solving problems
  + Establishing boundaries
  + Dealing with aggressive or passive behaviour

|  |  |  |  |
| --- | --- | --- | --- |
| **Communication Styles** | **Voice** | **Language** | **Delivery** |
| **Aggressive** | Frown Smirk | Staring Shifting eye contact | Finger tapping, foot tapping |
| **Passive** | Frown Bored, scared | Head down No proper eye contact |  |
| **Assertive** | Pleasant look Smiling | Normal constant eye contact |  |

***Written Communication***

* **3 questions before writing an email:**

1. Whom are you writing to?
2. What are you writing on?
3. Why are you writing this for?

* **3 steps of writing an effective email:**
  + **Introduction/Backdrop/Context:** After greetings clearly write the context or backdrop of the email message. E.g., With reference to the discussion we had on…., This is regarding…, This is a long due case that started with… etc.
  + **The message:**  Write the message in small, concise and east to understand sentences, use bullet points/numbers to segregate the points appropriately. Highlight the important piece of information.
  + **Mention clearly what you want receiver to do:** like please provide your approval; for waiving PI, please send the SOA today etc.
* **Do’s**
  + Respect and Etiquettes
  + Small and easy sentences
  + Subject line rightly representing inside message
  + Right use of
    - Bullets/Numbers
    - Texts and Fonts (11 or 12 for texts, 14 for headings/side headings)
    - Highlighters and colours
  + Flow is right
  + Key message is appropriately highlighted
  + Write message in such a way that it is visible on screen without scrolling it down.
  + In case of forwarding an email, put your comments.
  + Check it once before sending.
* **Don’ts**
  + Copy to people not concerned
  + CAITAL LETTERS
  + Key message isn’t coming up clearly
  + Sending material to dealers/agency owner which is meant for internal use
  + Forwarding emails without reading and understanding the trail mail.
  + Replying all where it is not required.

***TIME MANAGEMENT***

* It’s all about managing the tasks with respect to the time that is available with us.
* The urgent/important matrix
* The Result
* Strategy
* TIME MANAGEMENT
  1. PRIOTIZE
  2. PLAN
  3. ORGANIZE
* Organise
  + Your day
  + Your work
  + Your resources
  + Your computer
  + Your emails
* How to overcome procrastination
  + Pick your time for a key task (refer your daily diary).
  + Don’t waste time preparing (get it ready previous night).
  + Break down a big job into small pieces (and follow stage by stage).
  + Choose your own starting point.
  + Reward yourself for getting stuff done (a pat on your back!!!).
* Building Interpersonal Effectiveness – JOHARI WINDOW

* OWNERSHIP

* **Responsibility:** Overseeing a specific task.
* **Accountability:** Responsible for the success or the failure of that task.
* **Ownership:** Ownership & Responsibility & Accountability at its peak.

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