

(PB-1,2,7,~8)

> Time management

includes: (Organized, ^{don't} misuse, ^{be} focused)

- Effective planning
- Setting goals & objectives
- Setting deadlines
- delegation of responsibility
- Prioritizing activities as per importance
- Right time on right activity

Effective time mgmt

- Set goals correctly
- Prioritize wisely
- set time limit to complete task
- take break b/w task
- organize yourself
- Remove non-essential task
- Plan ahead

> Leadership (PB-3,4,5,6)

(1) Importance of leadership/qualities

- Leaders provide task support
- Psychological support
- Development of individuals
- Building Team spirit
- Motivation
- Provide feedback
- Helps in introducing change
- Maintain discipline
- Affirming ethical values
- Empowering others
- Reviewing the Norms (vision, mission)
- Setting the ethical example

(good leaders are ~~not~~ ^{made} ~~born~~ ^{they are} not born)

(Team members help each other to accomplish the company's goals and provide expertise on different project and duties)
(hierarchy ppl are allocated with specific roles in group)

UNIT-4

> Stress management

(PB-8,9,14,15 ; PC-7)

(negative stress - distress
positive stress - ^{good} eustress)
- we for one - we for other
stress: react both physically and mentally to changes.
(Nervousness is natural response to stressful event)
(temp and resolves once stress chachipointi)

Acknowledging Stress:

causes of stress

General
Life stress
work stress
Internal stress

- identify cause of stress
- ↳ exercise, meditation, talking, therapist

Talking:

- venting to trusted friend
- discussing conflict with a partner
- Talk therapy with a licensed therapist
- Being open abt your struggles

How can we do it better?

- choose the right ppt to talk to
- choose the right time to talk
- Find a therapist, even if you're not mentally ill
- Give yourself an endpoint
- Talk abt good as well as the bad

> Audience analysis (PB-16)

- Audience expectations
- Knowledge of topic
- Attitude towards topic
- Audience size
- Demographics (age, gender, occupation, religion, education)
- settings (room, temp, light, noise)
- voluntariness
- Egocentrism

Voluntariness:

Keep spark of interest for both voluntary & involuntary.

Egocentrism:

most interested in how it will affect them, So make sure to show that importance.

> Tips for before, during, after, prez (PB-11,12,13)

Before:

- Eat good bf - energy
- light exercise
- check laptop charge
- check slides ready on laptop
- Get on venue time
- get necessary - cables, backup slides, USB, hard drive, ^{water} bottle, handouts, notes/use card.

During: (slides, small eye contact, confident, bold)

- Register & let organisation know
- mingle with peeps
- take time to setup
- Test slides
- walk around & get comfy
- sit back & make sure visible text
- Turn mobile on silent

After:

- make yourself visible so peeps can ask queries
- post slides online
- email ppl to answer queries
- Thank organiser & ask for feedback
- If talk was filmed, ask for a copy to learn from it

Manage Presentation -

- Know your audience
- Know your material
- Structure your presentation
- Practice
- Prepare
- calm yourself from inside

> Body language (PC-4)

- Postures
- Gestures
- Appearance
- eye contact
- Facial expression

> Never get second chance to make 1st impression

- Be aware of how you appear to others
- Be conscious of your body language
- Be the one to start the conversation
- Pay close attention to what other ppl is saying
- Be your most authentic self.

> Task

- write about delegation
- It is activity or piece of work which you have to do before deadline

> Presentation content (PC-9)

- Aim • Audience
- content • simplify
- Images • Signposting (tell them what's next)
- Specificity (dates, day)
- Storytelling
- Structure • Timings

> PC-10 (50% planning - lack of planning)

- 1 Audience
 - > focus on audience
 - > organize info
 - > Build repetition
- 2 Introduction
 - > introduce yourself
 - > effective opening
 - > reveal topic
 - > brief outline

3 Main body

- > explain your point
- > ex. and stories

4 Conclusion

- > summarize
- > future action
- > Thank you
- > queries

> Telephonic etiquette

- smile even if its not visible
- greet caller / inform who they are talking to
- speak clearly
- make caller feel welcome

> Basic etiquette - Rule of polite and correct behaviour

- Arrive early & prepared
- Dress properly and eat well
- Be respectful & thoughtful
- Don't be too quick to react
- Be aware of your word emphasis
- own your stage & watch body lang.
- Be prepared for unexpected
- Never turn your back on audience
- Speak with educative tone
- visual aid should be used with care.

> Social etiquette

- Say thank you
- offer compliments
- self control
- Active listening
- speak with Caution
- Be punctual
- make eye contact
- Stand during intro
- offer your seat
- Hold doors
- Bring a gift
- Pay your share

> Business etiquette

- greetings matters
- Names are important
- clothes are important
- pay attention to body lang
- show your involvement
- Send handwritten notes
- Be polite, punctual
- Keep cubical neat
- Be mindful of others.

- > eating etiquette
- > Social etiquette/basic

> How etiquette defines personality

- first impression
- enhance your status at workplace
- boost self confidence & self esteem
- makes ppl comfortable around you
- Stand out from crowd
- opportunity for growth (self)
- Clear & better communication
- gives idea about culture functionality
- positive attention from other
- well manner & proper rule and regulation from early age

(PB-1)

> Stages of problem solving

IDEAL

- Identify the problem
- Define the context of problem
- Explore possible strategies
- Act on best solution
- Look back and learn

UNIT-5

> methods of PS

- Define the problem
- List all possible sol
- Evaluate the options
- select the best solution
- create an implementation plan
- communicate your solution

Strategies of PS (PC-5)

- 1) Analogies (sol from past exper)
- 2) Brainstorming
- 3) Divide and conquer
- 4) Trial and error
- 5) Root cause analysis
- 6) IDEAL

> Interview skills (PB-2,9,10,12,13,19,20)

Before :

- company information
- About interviewer
- Evaluate job description
- Fit in skill & qualities
- Make list of questions
- Mock interview
- organise document
- check your social presence
- Interview dress
- check location
- eat and sleep well

During

- Timing/punctuality
- Body lang (sit,
- Question for interviewer
- Ending interview
- Dress appropriately
- don't speak neg. abt current emp.
- X monosyllabic, not too loud
- don't interrupt
- X own trumpet

After

- Keep overthing what you could have done better.
- constantly calling company
- give up job search
- don't post on social media
- don't ghost hiring manager
- Analyse the interview.

> In-depth interviews

In-depth interview are a qualitative research method ; their goal is to explore in depth a respondent's point of view, experiences, perspectives.

> Problem solving (PB-1,14,18, PC-1,3,6,7,8,9,10)

Need for PS:

- Fixing thing that are broken
- Addressing risk
- Improving performance
- seizing opportunity

skills needed

- analytical skills
- innovative & creative thinking
- adaptability & flexibility
- level headedness
- team work
- influencing skills
- initiative

Process of PS

- Identify the issue
- understand everyone interest
- List the possible solutions
- Evaluate the options
- select best option/s
- document the agreement
- Agree on monitoring & evaluation

> formal letter salutation

- Greetings (Gm or Ha) : instead of Hi / Hello
- Dear
- To whom it may concern

> Resume Vs CV - pics

> view success in company

- write down your business goal
- Be objective
- use smart method
- Study your field
- Delegate the work
- measure your growth
- Don't be afraid of failing or change
- Remember your mission

PB Types of resume => pics

> Tips for resume writing

- Look for keyword in job posting
- Review resume ev for your comp
- Use professional font
- most relevant info only and prioritise
- use active lang (achieved, earned etc)
- Call attention to imp. achievement
- only include section & subheader you need.
- choose appropriate margin
- proof read and edit
- Third party review
- no jargons