



ADVANCED PEOPLE MANAGEMENT TECHNIQUES

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Overview of Advanced Techniques

- **Understanding the Concept:** Advanced people management incorporates strategic approaches that maximize teamwork and employee growth.
 - **Importance in Achieving Goals:** Facilitates organizational success by channeling individual skills towards shared objectives, increasing engagement.
 - **Addressing Common Issues:** Helps resolve frequent hurdles such as poor communication, unskilled leadership, and resistance to change.

Why Do People Management Challenges Arise?

- **Definition of 'Challenges':** Refers to dips in team efficiency and morale due to mismatched skills and expectations.
- **Main Reasons for Failure:** Often linked to insufficient communication, unclear leadership, unwillingness to adapt, or lack of training.
- **Solutions to Mitigate Issues:** Focus on frequent training, open communication, flexible leadership, and continuous improvement.



Communication Breakdown

- **Causes and Examples:** Situations where team members receive mixed messages, lack direction, or fail to provide feedback.
- **Impact:** Leads to reduced output, increased confusion, and disengagement.
- **Improvement Strategies:** Implement regular team meetings, clarify roles, and establish open feedback channels.





Leadership Pitfalls

- **Symptoms of Ineffective Leadership:** A leader lacking vision, providing little support, or mismanaging responsibilities.
- **Effects on the Workforce:** Results in demotivated employees, high turnover, and poor performance.
- **Solutions:** Introduce leadership development programs and peer-to-peer coaching.

Resistance to Change

Underlying Causes: Rooted in comfort with existing processes or fear of the unknown.

Impact on Performance: Decreases adaptability, leading to missed opportunities.

Management Techniques: Clearly communicate the benefits of change, involve employees in planning, and provide necessary resources for a smooth transition.



Core Aspects of People Management

- **Definition:** Systematic efforts to enhance employee capabilities and build a productive workplace culture.
- **Key Areas:** Recruitment, goal setting, fostering engagement, continuous learning, and conflict management.
- **Benefits:** Boosts team collaboration, morale, and achieves organizational goals.

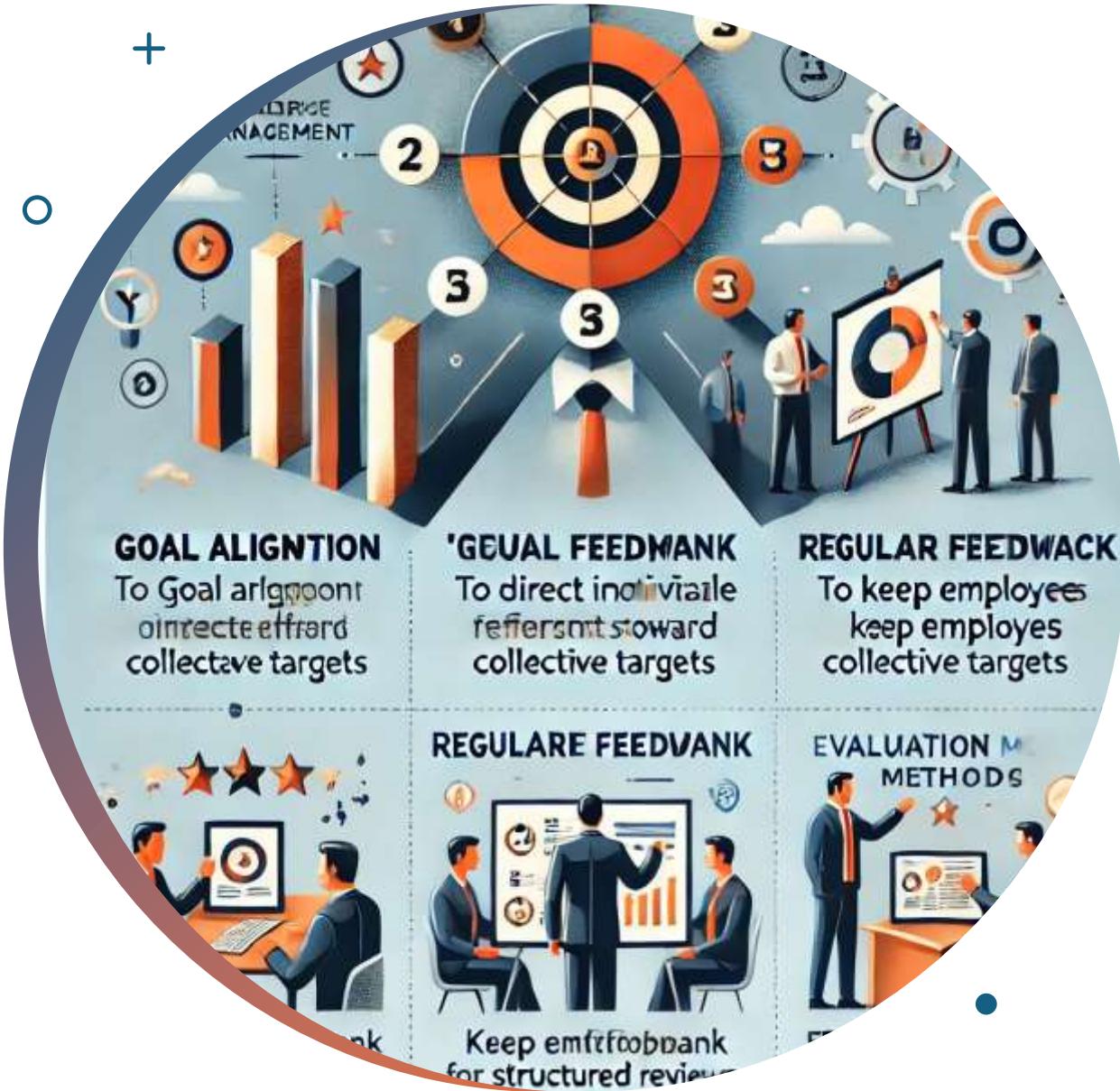


Recruitment Practices

- **Hiring for Cultural Alignment:** Ensures individuals' values resonate with the company ethos, promoting harmony.
- **Use of Assessment Tools:** Techniques like personality assessments and skill evaluations to identify top talent.
- **Data-Driven Approaches:** Applying insights from past recruitment patterns to optimize hiring decisions.



Performance Management Strategies



- **Goal Alignment:** Setting performance objectives that direct individual efforts towards collective targets.
- **Value of Regular Feedback:** Keeps employees aligned with expectations and improves efficiency.
- **Evaluation Methods:** Use structured performance reviews to guide career development.

PROMOTING EMPLOYEE ENGAGEMENT

1



MOTIVATION AS A CATALYST:

Engaged employees exhibit higher productivity and job satisfaction. Job

2



ENGAGEMENT INITIATIVES

Implement programs like reward systems, social activities, and mental health resources.

3



FEEDBACK CHANNELS

Establish routine check-ins to strengthen employee-manager communication.

- **Motivation as a Catalyst:** Engaged employees exhibit higher productivity and job satisfaction.
- **Engagement Initiatives:** Implement programs like reward systems, social activities, and mental health resources.
- **Feedback Channels:** Establish routine check-ins to strengthen employee-manager communication.

Learning and Development



Identifying Skill Gaps: Use surveys and assessments to uncover training needs.



Structuring Development Programs: Design workshops that align with career progression and emerging trends.



Effective Training Rollout: Regularly assess training effectiveness and update materials accordingly.



Leadership Management



Key Points:-



Leadership Styles

Transformational: Motivates teams by creating a vision and fostering innovation.

Transactional: Focuses on structured goals and uses rewards for performance.

Servant: Puts the team's needs first, helping them grow and succeed.



Core Leadership Skills

Communication: Ensures clear and transparent information flow.

Decision Making: Uses analysis and insight to make effective choices.

Adaptability: Adjusts strategies and approaches in response to change.

Emotional Intelligence: Understands and manages emotions for better team dynamics.



Effective Leadership Practices

Goal Setting: Defines clear, actionable objectives aligned with the organization's mission.

Collaboration: Builds a culture of teamwork and open communication.

Recognition: Boosts morale by acknowledging and rewarding contributions.



Types of Leadership Styles



Democratic Leadership
Decisions based on input



Situational Leadership
Decisions and leadership styles vary by situation



Visionary Leadership
Energetic focus on the future



Transformational Leadership
Pushing to think and work in new ways



Autocratic Leadership
Decisions from a single source

Key Leadership Skills



Quiz Time:

1] What is a common reason for poor leadership?

- a) Effective communication
- b) Resistance to change
- c) Poor decision-making
- d) Continuous training

Quiz Time:

2] Name one technique to manage resistance to change.

- a) Ignoring feedback
- b) Providing training
- c) Avoiding communication
- d) Promoting conflict

Quiz Time:

- 3] Which of the following is a key characteristic of effective leadership?
- a) Inflexibility and adherence to a single approach
 - b) Ability to inspire and motivate a team
 - c) Delegating all tasks to team members without supervision
 - d) Avoiding feedback from team members

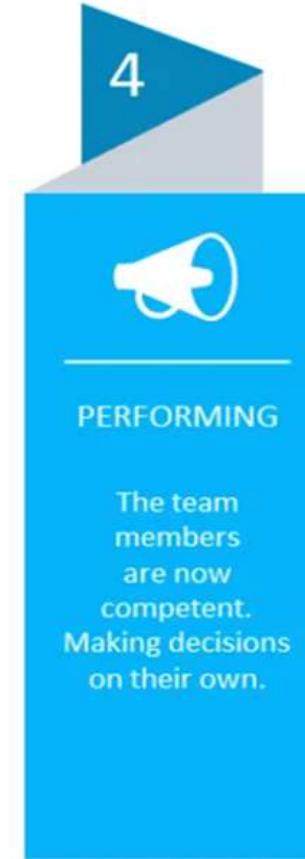
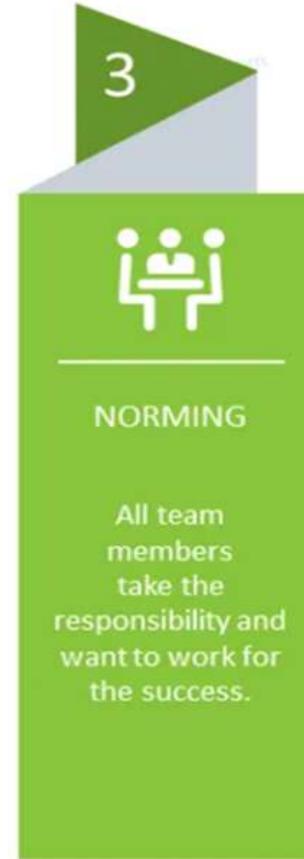
Quiz Time:

- 4] Which leadership style involves making decisions without consulting others, maintaining strict control over the team?
- a) Transformational Leadership
 - b) Autocratic Leadership
 - c) Democratic Leadership
 - d) Laissez-Faire Leadership



Team Building

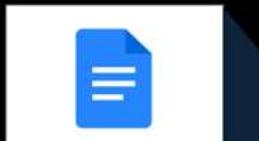
Team Building Process Steps



Get these slides & icons at www.infoDiagram.com

Team Building Activities Best Practices





slack

zoom



Jira

Team Collaboration

Measuring the benefits of team collaboration adoption

Organizations that tracked the success of their team collaboration app deployments saw measurable benefits, including cost savings and improved productivity.



Reduced
email use

23.2%
Average
reduction



Reduced
meetings

31.8%
Average
reduction



Increased
productivity

22.2%
Average
improvement



Saved
money

\$71,000
Average
savings



Increased
revenue

\$126,536
Average
increase

Quiz Time!

1] Which of the following activities is often used to improve communication and collaboration among team members?

- A) Team-building exercises
- B) Individual assessments
- C) Performance reviews
- D) Solo projects

Answer: A) Team-building exercises

Quiz Time!

- 1] Which of the following is a strategy to boost employee engagement?
- a) Limiting career development opportunities
 - b) Implementing recognition programs
 - c) Reducing communication
 - d) Ignoring employee feedback

Answer: Implementing recognition programs

Quiz Time!

2. In the context of team building, what is the primary purpose of holding regular team meetings?

- A) To assess individual performance
- B) To distribute tasks to team members
- C) To foster open communication and collaboration
- D) To evaluate budget expenditures

Answer: C) To foster open communication and collaboration

Quiz Time!

3.Which of the following is a benefit of effective team building?

- A) Increased individual competition
- B) Improved team morale and productivity
- C) Reduced need for communication
- D) Greater emphasis on personal achievements

Answer: B) Improved team morale and productivity

Harnessing Emotional Intelligence for Effective Leadership

Presented By – Viraj Pathak

Emotional Intelligence

MIND MAP

1. Self Awareness

This refers to the ability to recognize and understand one's own emotions, strengths, weaknesses, values, and drivers. Self-awareness is about having a clear perception of your personality, including your thoughts, beliefs, motivation, and emotions.

2. Self Regulation

This involves the ability to control or redirect disruptive emotions and impulses and to adapt to changing circumstances. It includes self-control, trustworthiness, conscientiousness, adaptability, and innovation.

3. Motivation

Focuses on the inner drive that leads to goal-oriented behavior. It's about the passion for work that extends beyond external rewards, demonstrating a commitment to pursue goals with energy and persistence.

5. Social Skills

Involves managing relationships and building networks effectively. It's about finding common ground, effective communication, and fostering teamwork and collaboration.

4. Empathy

This is the ability to understand and share the feelings of another. In the context of emotional intelligence, it's about recognizing emotions in others and understanding their perspective. It involves service orientation, developing others, leveraging diversity, and political awareness.

- "Emotional Intelligence is composed of five key elements: self-awareness, self-regulation, motivation, empathy, and social skills.
- Let's break these down:

Self Awareness



Self- Awareness

- This is about being conscious of your own emotions and how they affect your thoughts and behavior.
- For instance, if you're feeling stressed, acknowledging it can prevent you from taking it out on your team.
- Leaders with high self-awareness are also aware of their strengths and weaknesses, which helps them to lead more effectively."

Case Study

"Consider Satya Nadella, the CEO of Microsoft. When he took over in 2014, he emphasized empathy and collaboration, transforming Microsoft's culture. Under his leadership, the company's market value soared from around \$300 billion to over \$3 trillion."

Self-Regulation



Self-Regulation

- This involves managing your emotions in healthy ways.
- Leaders who can regulate their emotions remain calm under pressure and avoid making impulsive decisions.
- Example, taking a few deep breaths before responding to a stressful situation can help you maintain composure."

Question

- Why do you think self-regulation is crucial for leaders?



Motivation



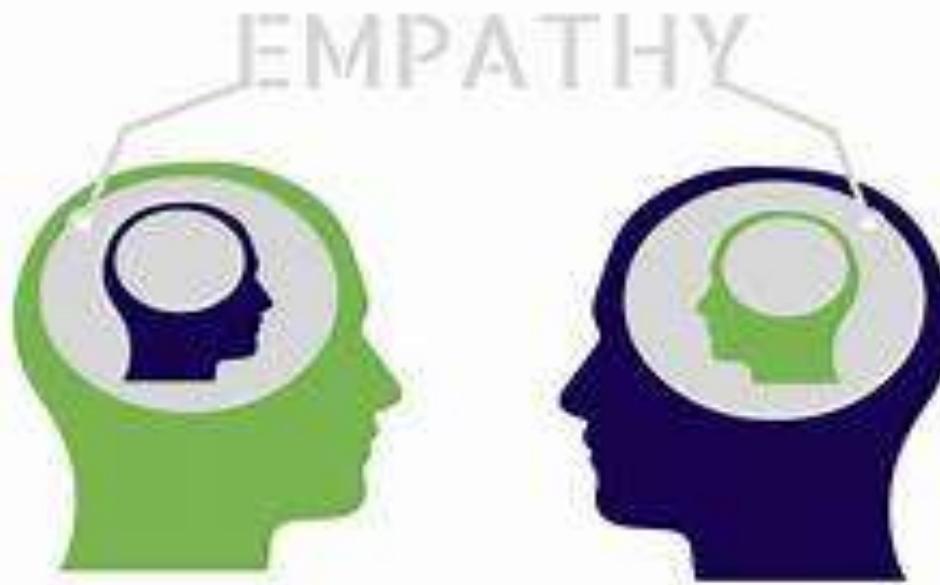
Motivation

- This is the drive to achieve goals for intrinsic reasons rather than external rewards.
- Motivated leaders are passionate, resilient, and committed to their work.
- They set an example for their teams by staying focused on long-term goals even when facing short-term challenges.

Statistics

- According to a study by TalentSmart, 90% of top performers have high emotional intelligence, while just 20% of bottom performers have high EI.

- Empathy



Empathy

Empathy is the ability to understand and share the feelings of others.

- Empathetic leaders can build stronger relationships and are better at managing teams.
- For instance, by showing genuine concern for an employee going through a tough time, you build trust and loyalty."

Question

- "Why is it good for a leader to understand team members' feelings?"



Social Skills

A central word cloud centered around the word "people". The words are arranged in a radial pattern, with larger words in the center and smaller related words branching out. The colors of the words transition from green on the left to yellow on the right.

The main words in the center are:

- people
- listening
- communication
- skills

Surrounding words include:

- work
- stress
- design
- business
- understanding
- psycho
- trust
- life
- definition
- interpersonal
- getting
- interactions
- self
- effective
- motivations
- communicate
- connection
- speaking
- conversational
- representation
- group
- agree
- negotiation
- stylized
- background
- work
- skill
- major
- verbal
- ability
- emotional
- deficits

• Social Skills

- These are the skills we use to interact and communicate with others.
- Leaders with good social skills are excellent communicators and can manage conflicts effectively.
- This includes being a good listener, resolving conflicts diplomatically, and fostering a collaborative team environment.

Statistics: "Emotional Intelligence is critical for leadership. According to TalentSmart, people with high emotional intelligence make \$29,000 more annually than their counterparts."

Conclusion

- Incorporating emotional intelligence into your leadership style can lead to better team dynamics, improved performance, and a more positive work environment.
- Remember, leadership isn't just about driving results; it's also about connecting with your team on an emotional level.



• Succession Planning and Talent Management

- Identification
- Development
- Retention
- Succession Planning
- Boosting Employee Engagement

• Identification



• Identification

The process of hiring elite personnel and seeing to it that they are developed and retained is known as talent management. This entails offering chances for ongoing development, fostering professional advancement, and honouring exceptional work.

- **Talent Identification:** The first step is to identify key roles and high-potential employees. This involves assessing current talent and determining where gaps may exist.

- **Question**

What are some benefits of identifying top talent within a company?



- **Development**



• **Development**

Encouraging high-potential people to develop is essential once they have been discovered. Opportunities for development could be as follows:

Mentoring: Assigning workers to seasoned executives.

Leadership Training: Providing managerial skill-building training.

Job rotation: Introducing staff members to various departments within the company to foster a more comprehensive understanding.

• Case Study

Through its Corporate Leadership Program (CLP), General Electric cultivates new leaders by providing senior leaders with mentorship and rotating responsibilities. By creating a robust internal talent pipeline, this strategy guarantees seamless leadership position changes.



- **Retention**



• **Retention**

For the business to continue, it is crucial to retain valuable staff. Offering Competitive pay, a supportive work environment, and chances for individual development are ways that organisations might do this.

Retention Strategies:

- Flexible work arrangements.
- Recognition programs for high performance.

• Succession Planning

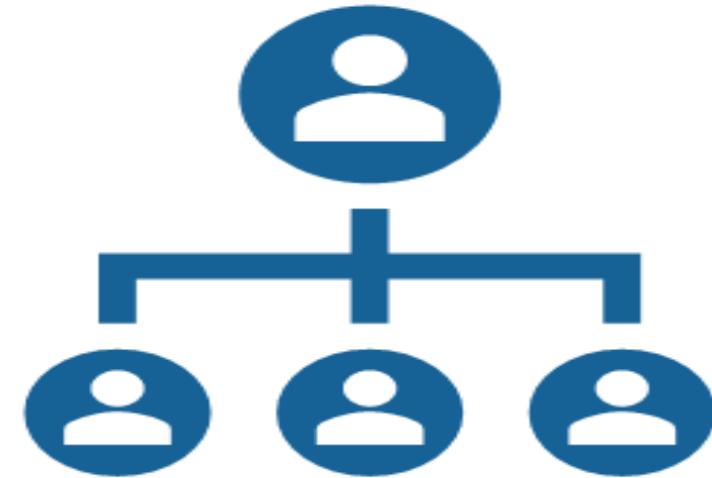


Succession Planning Best Practices



• Succession Planning

In order to maintain corporate continuity, succession planning entails preparing the upcoming generation of leaders. Reduces the possibility of unanticipated talent loss and offers future leaders clear development pathways.



Key Components:

- **Assessment:** Regularly evaluate the current workforce to pinpoint potential leaders.
- **Personalized Development Plans:** Offer customized training, mentoring, and leadership opportunities.
- **Monitoring:** Continuously track employee progress and update development plans as needed.

• Quiz Time!

What is the first step in the talent management process?

- a) Retention
- b) Development
- c) Identification
- d) Monitoring and Adjusting

• Answer: c) Identification

Boosting Employee Engagement



• **Strategies to enhance engagement:**

Autonomy: Giving workers the freedom to decide for themselves and take responsibility for their work boosts their sense of accountability and job satisfaction.

Clarity: Employees are better able to maintain attention and alignment with organisational goals when expectations, goals, and duties are communicated clearly.

Acknowledgement: Rewarding staff members on a regular basis for their efforts motivates them and raises job satisfaction.

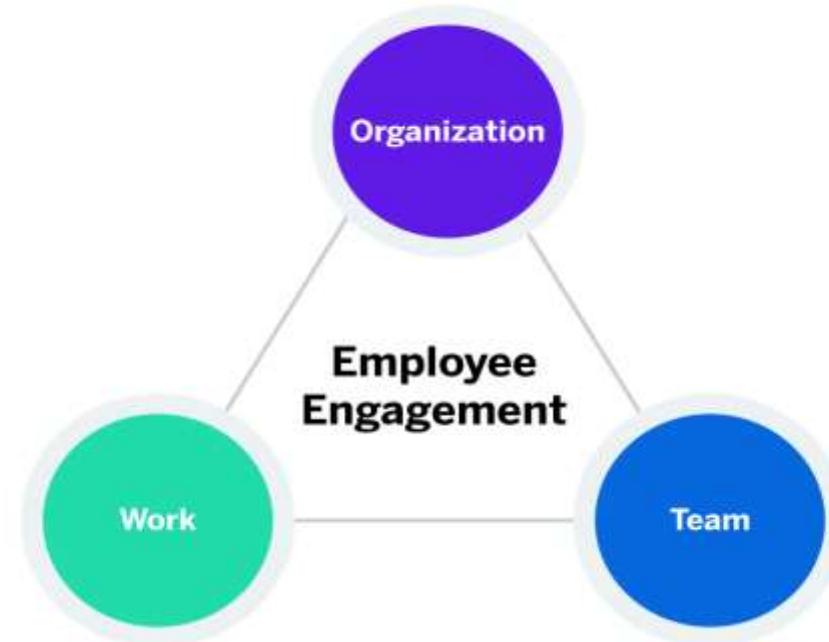
Stress: Excessive stress can lower worker productivity and engagement.

Growth: By demonstrating to workers that the company cares about their future, providing them with chances for training and professional progression increases employee engagement.

Relationship: A cooperative and encouraging work atmosphere produced by strong bonds between coworkers and management

Fairness: Promoting, rewarding, and allocating work fairly contributes to the development of equity and trust inside the company.

Workload: Keeping workloads balanced and moderate helps avoid burnout.



• Quiz Time!

Which factor is improved by providing employees with opportunities to make independent decisions?

- a) Clarity
- b) Autonomy
- c) Recognition
- d) Fairness

Answer: b) Autonomy

• Quiz Time!

What factor relates to regularly rewarding employees for their hard work?

- a) Stress
- b) Growth
- c) Recognition
- d) Workload

• **Answer:** c) Recognition

• Quiz Time!

Which factor focuses on ensuring employees understand their roles and expectations?

- a) Fairness
- b) Clarity
- c) Relationship
- d) Stress

Answer: b) Clarity



What is Performance Management ?

- Performance management is an ongoing process in which managers and employees regularly communicate to assess and review job responsibilities, expectations, performance, and development strategies.
- The goal is to empower employees to perform at their best, align their efforts with the organization's strategic objectives, and create a positive and fulfilling work environment for everyone.



Key Elements in Performance Management

➤ Setting Expectations (Goals)

1. Set clear and achievable goals for each team member.
2. Align goals with overall project objectives.

➤ Performance Evaluation (Assessment)

1. Regularly evaluate team members' performance.
2. Use methods like code reviews, performance metrics, and peer feedback.

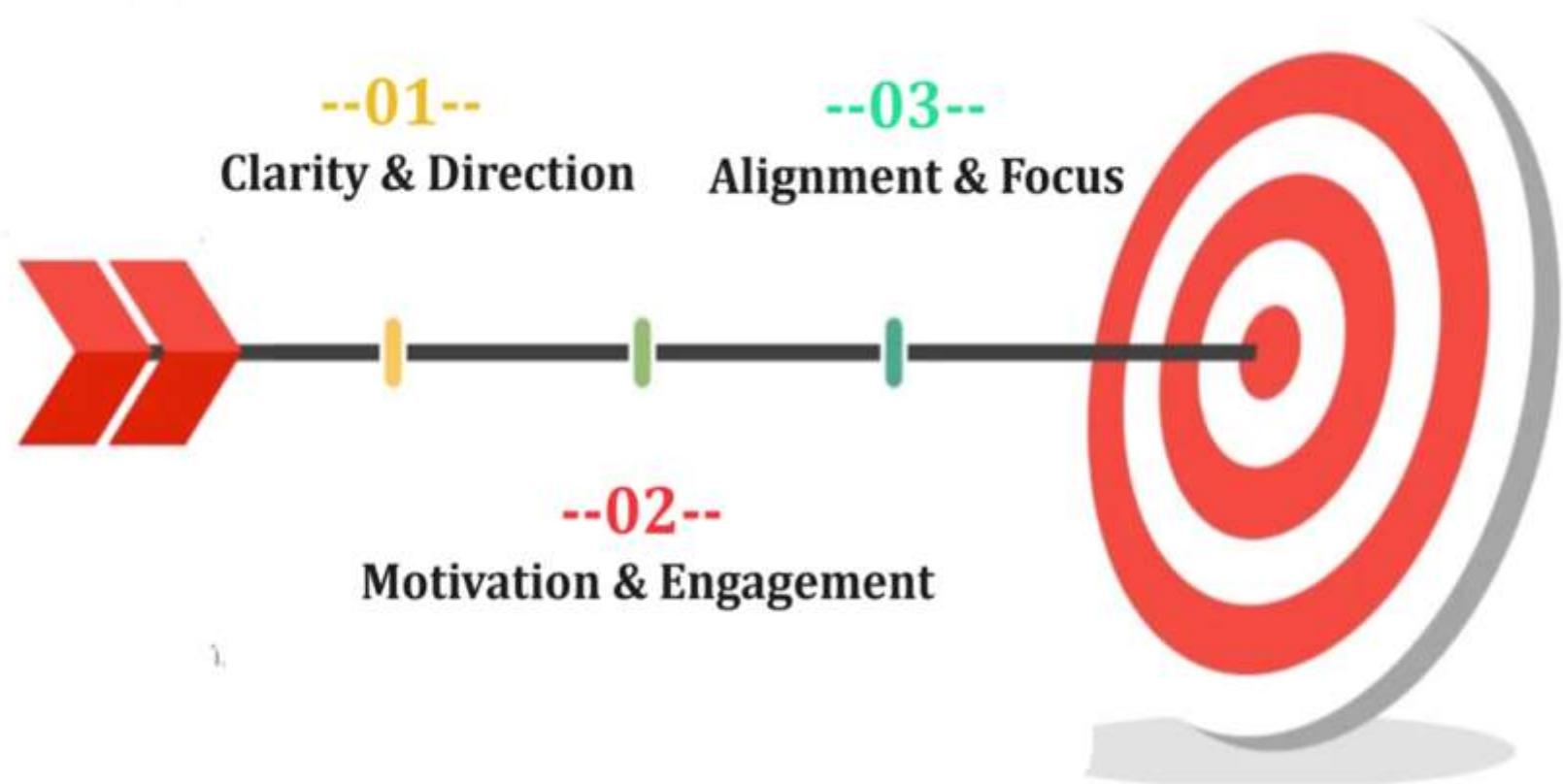
➤ Feedback

1. Provide constructive feedback to help team members grow and improve.
2. Ensure feedback is specific, actionable, and given promptly.

1. Setting Expectations (Goals)



Why Goal Setting Matters ?



2.
Performance
Evaluation
(Assessmen
t)



Benefits of Performance Evaluation

- **Improved Performance:** By providing constructive feedback, evaluations help employees identify strengths and weaknesses, leading to growth and development.
- **Goal Setting:** Evaluations align employee goals with organizational objectives, ensuring everyone is working towards a common vision.
- **Motivation:** Recognition of achievements through performance evaluations can boost employee morale and motivation.
- **Compensation Decisions:** Performance data is used to make fair and equitable compensation decisions.

3. Feedback

1

1. Be Specific: Focus on specific behaviors and outcomes.

2

2. Timely Feedback: Give feedback soon after the event.

3

3. Balanced Approach: Combine positive and constructive feedback.

4

4. Actionable Suggestions: Offer concrete steps for improvement.

5

5. Two-Way Dialogue: Engage employees in discussions and solutions.

Tools for Improving Performance Management

- Collaboration tools
- Code Review Platforms
- Task Management Tools



Jira Software



Key Takeaways from Performance Management

- 1. Clear Goals:** Setting clear and achievable goals aligns individual work with overall project objectives and helps track progress.
- 2. Regular Evaluation:** Regular performance assessments using methods like peer reviews, code reviews, and performance metrics ensure that employees stay on track and meet their goals.
- 3. Constructive Feedback:** Providing specific, actionable, and timely feedback helps employees improve and grow in their roles.
- 4. Continuous Improvement:** Effective performance management supports both individual and team development, leading to better productivity and job satisfaction.

Example

An organization conducts quarterly performance reviews:

- - Employees and managers set clear objectives.
- - Continuous feedback is given during the quarter.
- - At the end, a formal evaluation discusses achievements, areas of improvement, and next steps.

Quiz Time!

1] Why is performance management important in people management?

- A) To monitor employee attendance
- B) To align individual goals with organizational objectives
- C) To reduce training costs
- D) To manage employee benefit.

Quiz Time!

- 2] Which of the following is not a core component of performance management?
- A) Goal Setting and Alignment
 - B) Continuous Feedback
 - C) Employee Development
 - D) Fixed Work Hours

Quiz Time!

- 3] How does continuous feedback contribute to performance management?
- A) By reducing the workload of managers
 - B) By providing data for employee benefits
 - C) By fostering an environment of trust and continuous improvement
 - D) By ensuring employees work overtime

Work Life Balance & Employee Well-being



Components of Employee Wellbeing



Work-Life Imbalance - Impact on Employee Wellness

- Increased Stress and Burnout
- Poor Mental Health
- Strained Relationships
- Health Issues

Strategies for Promoting Work-Life Balance & Employee Wellbeing



Key Takeaways from Work-Life Balance & Employee Well-Being

- 1. Balance is Essential:** Maintaining a good work-life balance reduces stress, prevents burnout, and enhances job satisfaction.
- 2. Comprehensive Support:** Addressing physical health, mental and emotional well-being, social connections, and financial stability helps employees stay healthy and engaged.
- 3. Supportive Policies:** Implementing flexible work arrangements, encouraging time off, and providing wellness programs contribute to overall well-being.
- 4. Positive Work Environment:** A supportive culture and ongoing development opportunities foster a positive work atmosphere and boost team performance.

Quiz Time!

- 1] What is the primary goal of promoting work-life balance in an organization?
- A) Increase working hours
 - B) Enhance employee satisfaction and productivity
 - C) Reduce salary costs
 - D) Increase employee turnover

Quiz Time!

2] How can employers support financial wellbeing of their employees?

- A) Offering competitive salaries
- B) Providing financial education resources
- C) Promoting physical exercise
- D) Encouraging social interactions

Remote Team Management

Presented By Sujeeth

What is Remote Team Management?

- Remote team management involves coordinating employees working from various locations, ensuring effective communication, collaboration, and productivity across different time zones and geographies.
- For this management style to preserve team unity and accomplish corporate objectives, new tactics and the use of digital tools are necessary.



Strategies for Remote team management

1) Clear Communication Channels

- a) Use unified communication platforms like Slack, Microsoft Teams, and Zoom.
- b) Establish guidelines for communication, including response times and preferred channels for different types of messages.

2) Regular Updates and Check-ins

- a) Schedule daily stand-ups and weekly syncs to keep everyone aligned.
- b) Utilize asynchronous check-ins for teams across different time zones.



3) Goal Setting and Accountability

- a) Set SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound).
- b) Use OKRs (Objectives and Key Results) to align individual goals with team and company objectives.

4) Performance Management

- a) Provide frequent, real-time feedback using tools like Lattice or 15Five.
- b) Use KPIs to measure productivity and performance, focusing on output rather than hours worked.

5) Collaboration Tools

- a) Implement project management software such as Asana, Trello, or Jira to track tasks and progress.
- b) Use document collaboration tools like Google Workspace or Microsoft Office 365 for real-time editing and version control.

Case Study: GitLab's Remote Team Management Strategies

Overview:

GitLab is an American company with a development platform that got established as an all-remote enterprise in the late 2010s. GitLab has effectively constructed and sustained a workforce of 1,200+ employees residing in above 65 countries. Their idea of remote work is systematic, clear cut and is an integral part of the company's culture.

Key Strategies:

1. Transparent Communication
2. Asynchronous Work
3. Virtual Team Building
4. Performance Management
5. Supportive Culture

Advantages

- 1) **Flexibility:** Employees can work from anywhere, providing flexibility in balancing work and personal life.
- 2) **Enhanced Diversity:** Remote teams can include members from various cultural backgrounds, bringing diverse perspectives and ideas.
- 3) **Reduced Environmental Impact:** Less commuting leads to a smaller carbon footprint.
- 4) **Innovation:** Exposure to different work environments and the autonomy to solve problems can foster creativity and innovation



Quiz Time!

- 1] Which of the following options accurately defines the management of a remote team management?
- A. Managing a team in a single office.
 - B. Coordinating employees working from various locations.
 - C. Holding only physical meetings.
 - D. Using only traditional office tools.

Answer. B) Coordinating employees working from various locations.

Quiz Time!

2] Which tools are used for Performance Management?

- A] Lattice
- B] 15Five
- C] Slack
- D] Both A and B

Answer: D) Both A and B

Professional development training

Introduction to Professional Development Training

- Professional development training refers to educational and training programs designed to help individuals improve their skills, knowledge, and effectiveness in their professional roles.
- This type of training is often aimed at enhancing one's career prospects, staying updated with industry trends, and improving job performance.



• Types of professional development training

Professional development can include training, formal education, or advanced learning that helps improve skills, knowledge, and effectiveness.

Some types of professional development training:

- **Training**

Can be company-wide or individual, and can help people refresh current skills or learn new ones. Training can help people and teams excel in their roles, which can lead to higher quality work and more confidence.



- **Leadership coaching**

Can help managers, senior leaders, and executives better understand themselves, including their ways of thinking and acting.

- **Mentoring**

Can facilitate relationships between coworkers and foster an inclusive and empowering work environment. Leadership mentors can also facilitate succession planning and assist in developing future leaders.

- **Soft skills training**

Can support workers in acquiring abilities like problem-solving, communication, and emotional intelligence—all of which are critical for both professional growth and productive teams.

Case Study: Professional Development at FinServe Corp.

- **Background:** FinServe Corp., a large financial services company, needed to address skill gaps and improve employee performance in response to industry changes and increased competition.
- **Objectives:**
 - Upgrade Skills.
 - Promote Leadership
 - Increase Retention

- **Program Design:**
 - **Workshops:** Data analytics, financial modeling, and customer service.
 - **Leadership Training:** Mentorship, coaching, and development sessions.
 - **Career Pathways**
 - **Recognition**

Diversity and Inclusion Initiatives



Presented By Vishal Puri

Introduction to Diversity and Inclusion

- **Innovation Through Diversity:** Diverse viewpoints foster creativity by challenging norms and introducing unique solutions, enhancing innovation significantly.
- **Impact on Engagement:** Inclusive environments promote employee engagement, leading to increased morale, satisfaction, and retention within teams.
- **Attracting Top Talent:** Organizations prioritizing inclusion attract a wider talent pool, thus enriching the workplace with diverse skill sets.



Benefits of Diversity and Inclusion



- **Diversity-Driven Revenue Growth:** Companies with high diversity levels report revenue increases, showing a strong correlation to market success.
- **Improved Problem Solving:** Diverse teams exhibit 60% better decision-making outcomes, enhancing business agility and strategic foresight significantly.
- **Increased Market Share:** Organizations with diverse leadership achieve a 19% increase in market share compared to their less-diverse counterparts.

Strategies for Promoting Diversity

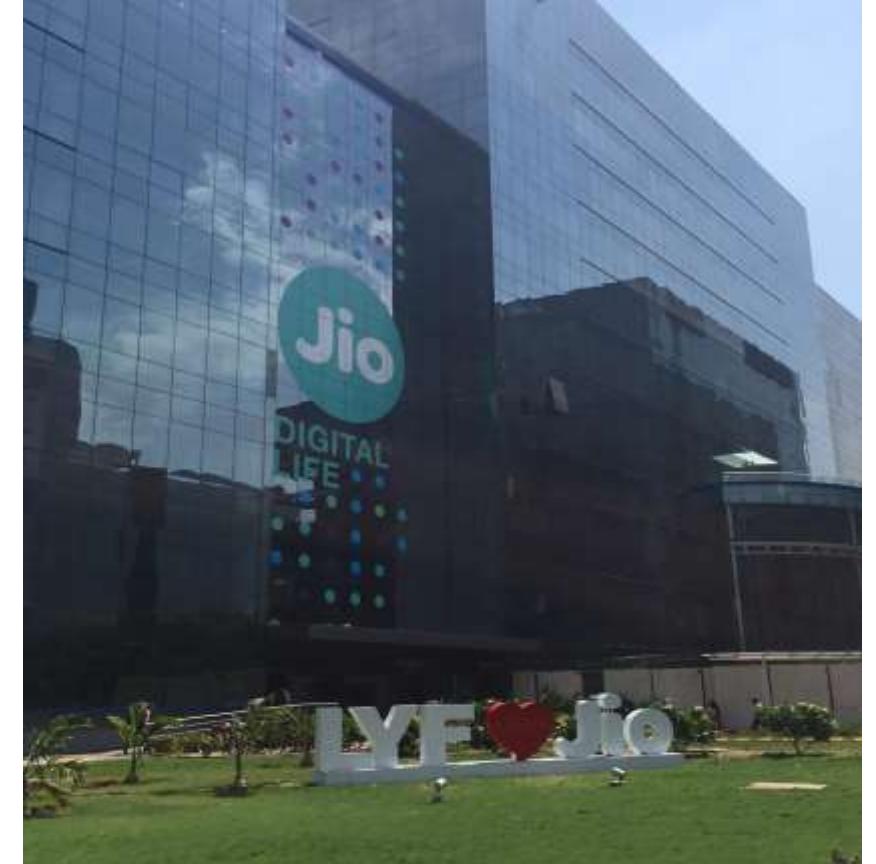
- **Diverse Job Boards:** Utilizing varied job boards enhances outreach, attracting candidates from underrepresented backgrounds for greater inclusivity.
- **Unconscious Bias Training:** Implementing unconscious bias training cultivates awareness among hiring teams, improving decision-making processes significantly.
- **Mentorship Programs:** Establishing mentorship programs fosters career growth and support for employees from marginalized groups, enhancing retention.

Creating an Inclusive Culture

- **Equality-Driven Policies:** Implementing inclusive policies ensures equitable opportunities for diverse employees, facilitating career advancement and representation.
- **Flexible Work Options:** Creating flexible working arrangements accommodates various personal needs, promoting work-life balance and enhancing employee satisfaction.
- **Ongoing Development Programs:** Investing in continuous development programs enables diverse employees to acquire skills and ascend professionally within the organization.

Case Study: Effective Diversity and Inclusion

- **Comprehensive Training Initiatives:** JIO Corp implemented extensive training to address unconscious bias, promoting a more aware and inclusive workforce.
- **Employee Resource Groups:** Creation of employee resource groups facilitated mentorship and support, actively engaging diverse demographics within the organization.
- **Updated Recruitment Practices:** Revamped recruitment processes focused on inclusivity attracted diverse talent, leading to heightened innovation and engagement levels.



Quiz Time!

1. What is one of the primary benefits of creating an inclusive workplace?
 - A. Increased employee turnover
 - B. Reduced job satisfaction
 - C. Enhanced team creativity and innovation
 - D. Decreased financial performance

Answer. C. Enhanced Team Creativity and Innovation

Conflict Resolution and Team Dynamics



Presented By Vishal Puri

Conflict Resolution and Team Dynamics

- **Significance of Conflict Management:** Effective conflict management is vital for maintaining productivity and encouraging a collaborative team environment.
- **Building Trust Through Resolution:** Addressing conflicts promptly fosters trust among team members, ensuring open communication and mutual respect.
- **Enhancing Team Cohesion:** Conflict resolution techniques strengthen team cohesion, leading to improved collaboration and overall team performance.



Introduction

- **Miscommunication Risks:** Conflicts often stem from miscommunication, leading to misunderstandings that can derail team productivity and harmony.
- **Diverse Perspectives:** Differing perspectives can ignite conflicts; effective management harnesses these differences for constructive dialogue and solutions.
- **Sustaining Team Harmony:** Proactive conflict resolution strategies are essential for sustaining team harmony, productivity, and enhancing workplace relationships.



Techniques for Conflict Resolution

- **Active Listening Techniques:** Utilizing active listening fosters understanding and encourages open dialogue, essential for effective conflict resolution.
- **Safe Communication Channels:** Implementing safe communication channels enables team members to express concerns freely without fear of repercussions.
- **Collaborative Tools Implementation:** Leverage collaborative tools such as Slack to streamline communication, enhancing efficiency during conflict resolution processes.



Best Practices for Team Dynamics

- **Team-Building Activities:** Organizing team-building activities nurtures relationships, boosts morale, and enhances collaboration among diverse team members.
- **Open Communication Lines:** Encouraging open communication channels fosters trust, ensuring that team members feel valued and respected.
- **Regular Team Retreats:** Conducting regular retreats facilitates bonding experiences, encouraging teamwork and strengthening interpersonal dynamics in diverse groups.

Quiz Time!

1. Which technique is used to ensure that all parties in a conflict feel heard and understood?
 - A. Avoiding eye contact
 - B. Active listening
 - C. Ignoring concerns
 - D. Documenting issues without discussion

Answer. B.Active Listening

Coaching and Mentoring

PRESENTED BY RAKSHIT SARKHELIYA

• Coaching and Mentoring As development Process

- Coaching and mentoring promote continuous learning, helping employees stay adaptable and skilled.
- That involves training, observing, and providing feedback to improve employee performance.
- Employees are key assets, and investing in their growth benefits the organization.
- Coaching and mentoring prepare employees for future leadership roles.

Coaching and Mentoring

1. Mentoring

- Informally sharing knowledge, building strong relationships, and giving career advice and support.
 - Casual communication
 - In-person interactions
 - Long-term engagement



2. Coaching:

- Gives personalized help to improve skills and reach goals.
- Offers regular feedback to track progress and keep employees on the right path to success.

- GROW Model



Goal Reality Options Will

What's your
goal?

What is your
current
situation?

What are your
options for
moving forward?

What will you
do now?

The **GROW** model is widely used by mentors and coaches for effective people management.

- Start with the end in mind

Preferred Future

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Reason

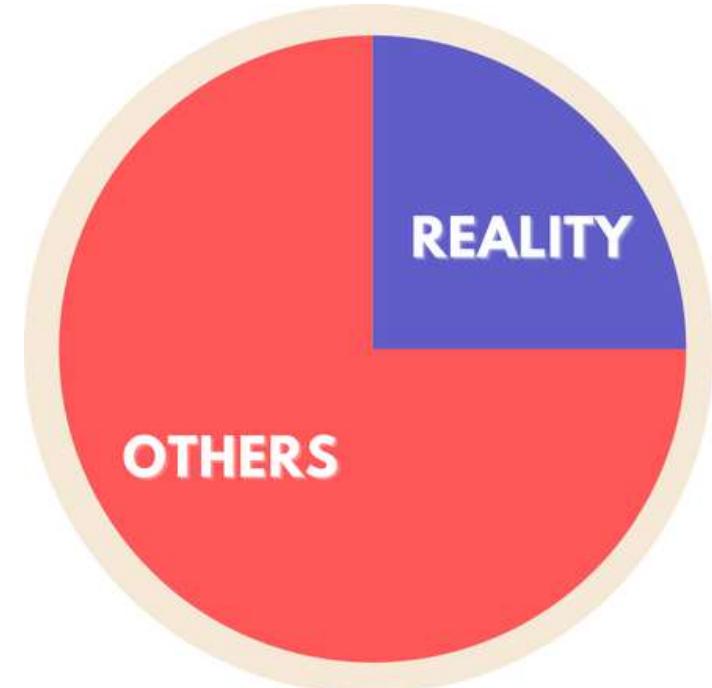
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Agreed Results



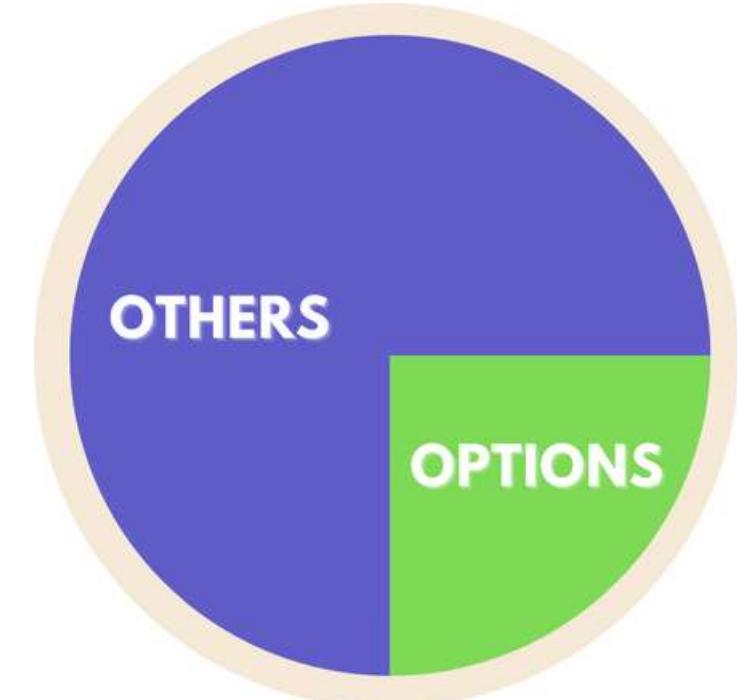
Listen and Uncover

- They share clear examples of their current situation.
- They find out the reasons behind these situations.
- They explain how they feel and what they believe about these situations.



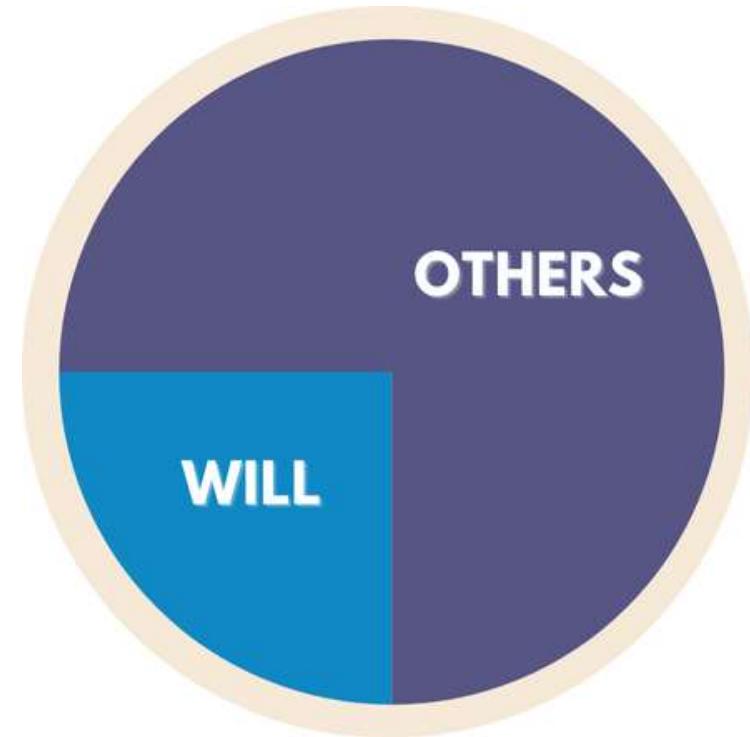
Explore ideas and options

- Come up with ideas together.
- Ask for suggestions before sharing your own ideas.
- Think creatively.
- Talk about the options.



Agree on the action plan

- Help them decide.
- Help them stick to their decision.
- Look for any problems.



Benefits of Coaching and Mentoring

- Makes employees more valuable to the company.
- Helps employees improve their skills both at work and in life.
- Guides employees toward their goals.
- Helps employees understand themselves better and grow by organizing and enhancing their abilities.

Coaching Vs Mentoring

Coaching

1. Focus: Concentrate on tasks.
2. Duration: Short-term.
3. Goals: Improve performance.
4. Method: Formal and organized.
5. Frequency: Often, until the schedule ends.

Mentoring

1. Focus: Build relationships.
2. Duration: Long-term.
3. Goals: Develop careers.
4. Method: Casual.
5. Frequency: Whenever necessary.

Mentoring and Coaching in the Work Place

IBM

IBM, With a workforce of over 300,000 employees globally, IBM aims to foster innovation by encouraging collaboration across different departments. To enhance knowledge sharing, IBM introduced a global mentoring program that connects employees from various teams and regions. The program focuses on building cross-functional relationships, where mentors share expertise to help mentees grow in their roles and broaden their perspectives.

DELOITTE

Deloitte, with more than 300,000 professionals worldwide, places a strong emphasis on rapid professional development. To support new employees, Deloitte launched a mentoring initiative that pairs junior staff with seasoned leaders. This program helps new hires navigate the firm's complex environment while receiving guidance and insights from experienced professionals, accelerating their growth and confidence in their roles.

Diversity coaching- Case Study

Amazon

In 2020, Amazon faced criticism when warehouse workers raised concerns about unsafe conditions during the COVID-19 pandemic. Some employees were fired after protesting for better safety measures, causing public backlash. This led people to focus on how Amazon treats its frontline workers. In response, Amazon promised to improve safety by providing protective gear, offering more paid time off, and enforcing social distancing in warehouses. However, some worker groups said that more changes were needed to fix deeper problems. Amazon agreed that there were challenges and promised to focus on improving employee well-being in the long run.

People Management



Quiz Time!

1. Effective people management helps in:
 - A] Reducing training costs
 - B] Enhancing employee engagement
 - C] Increasing absenteeism
 - D] Creating a hierarchical structure

Quiz Time!

2. People management strategies primarily aim to:
 - A] Improve employee satisfaction
 - B] Limit career growth
 - C] Decrease productivity
 - D] Increase staff turnover



THANK YOU