

TCS Wings 1 Articulation - Quick Revision Summary

1. Summary of Key Topics

Teams Without Borders

- Understand time orientation differences (linear vs polychronic).
- Communication varies: silence can signal discomfort in some cultures.
- Respect hierarchy in cultures like India and Japan.
- Small talk accepted in US, Brazil, India; minimal in Scandinavia.

Business English & Communication

- Use assertive and respectful language.
- Emails should be concise, clear, and polite.
- Use the 6 C's of storytelling: Content, Characters, Chain of Events, Catch, Change, CAS (Key Messages).
- Be aware of intercultural communication nuances.

Agile Meetings & Roles

- 4 Key Agile Meetings: Sprint Planning, Daily Scrum, Backlog Grooming, Retrospective.
- Roles: Scrum Master, Product Owner, Development Team, Agile Coach, Stakeholders.
- Scrum meetings are time-boxed and purpose-driven.

Storytelling & Presentations

- Start with a hook, use clear structure, and end with key message.
- Apply Robert McKee's storytelling elements: Character, Context, Conflict, Creation.
- Adapt style to audience: logic in France, visuals in Japan, directness in US.

Negotiation Techniques

- BATNA, Win-Win mindset, Anchoring, Framing, Salami, Nibble, Quivering Pen, Vice Principle.
- Use open-ended and probing questions to uncover true interests.
- Manage emotions and apply active listening.

Questioning Techniques

- Open-ended: To explore ideas.
- Closed: For confirmations.
- Probing/Funnel: To dig deeper.
- Clarifying: To ensure mutual understanding.
- Leading/Rhetorical: To guide or emphasize points.

2. Scenario-Based Questions with Answers

1. Your colleague from Japan is silent during a meeting when asked for input. What should you infer?

- A) They agree with you
- B) They didn't hear the question
- C) They are likely uncomfortable or disagree silently
- D) They have nothing to say

Answer: C

Explanation: In Japanese culture, silence can indicate discomfort or disagreement, not necessarily agreement.

2. In a daily stand-up, one member keeps exceeding their time. What is the best response?

- A) Let them finish every time
- B) Cut them off rudely
- C) Politely remind them of the time-box and take it offline
- D) Ignore and continue

Answer: C

Explanation: Scrum meetings are time-boxed. Issues should be discussed after the meeting if needed.

3. You're presenting to a French client. What's an effective approach?

- A) Use long visual slides
- B) Focus on emotion
- C) Present detailed, logical, research-backed arguments
- D) Use humor to connect

Answer: C

Explanation: French business culture values intellectual depth and structure in presentations.

3. Paragraph-Based Question

Jamsetji Tata envisioned India as a nation of scientific excellence. Though he passed away before seeing it, his son fulfilled his vision by establishing the Indian Institute of Science in 1909. The institute laid the foundation for world-class research and technological advancement.

Question: Did Jamsetji Tata live to see his dream realized?

A) Yes

- B) No
- C) Only partially
- D) The passage does not say

Answer: B

Explanation: The passage clearly states he passed away before the institute was founded.