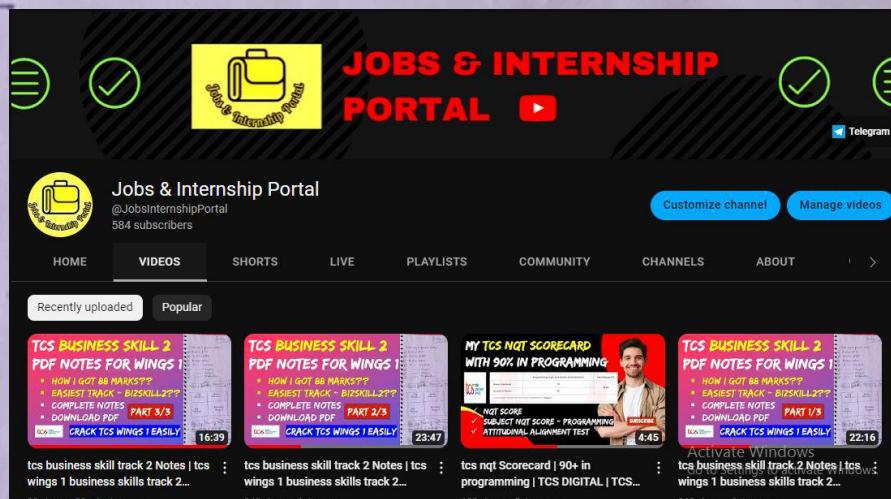


Business Skill 2

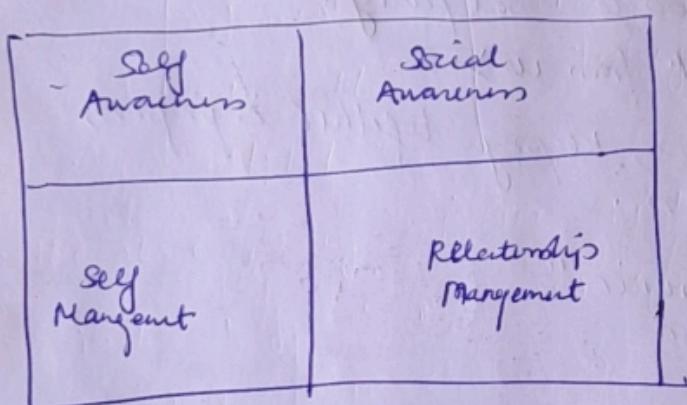
05:50pm

→ Pathway to personal Mastery →

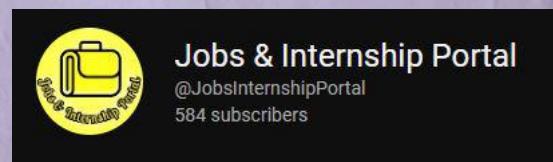
- ① Personal Vision
- ② Personal purpose
- ③ Personal Values
- ④ → Alignment
- ⑤ → Perception
- ⑥ → Awareness
- ⑦ → Transformation



→ Daniels (Goleman's) 4 Dimensions of Emotional Intelligence



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→ Peter Senge: Author of The 5th Discipline

→ Personal Mastery is 'the discipline of personal growth & learning' by Senge
the foundation on which organisational learning is built

→ Peter Drucker: The only type of leadership that will be counted in 21st century is personal leadership.

→ Growth Mindset: Tendency to believe that you can grow opp. to fixed mindsets

→ Result oriented
↓
then on process
procedure to get
intelligent result
To a 3rd party

→ Success = Systems + Accountability + Motivation (SAM)
↓
how u do?

- System Accountability (Motivation XO) = Complain (Doing things like that)
- System Accountability mat'n = Decline
- Sxo + A/m = Inconsistency
- Skills can't be taught but traits are inherent
- Trust: confidence in another's ability to keep a promise a result.
- Healthy vision always includes a time frame.

Δ we choose to own our work, managers can't force us to \times

> Ownership:- To know why u are doing your work & makes sure that your opp is fit for purpose. It means understanding, learning & challenging rather than mindlessly following instructions.

> Accountability :- To be held account for the fulfillment of your duties & responsibilities. like we are accountable to 3rd party.

Δ Some things that our managers can expect from us \times

Henry Ford :- Coming together is success, keeping together is progress, working together is success.

> Strength of a team -

- ① Open communication
- ② Cooperation
- ③ Trust

> Barriers to team

- | | | |
|----------------------------------|------------------|-------------------------------|
| ① Physical sep / lack of contact | ② Gender Diff | ③ Generational Diff |
| ④ Cultural Diversity | ⑤ Language Diff. | ⑥ Diff. in values & beliefs |
| ⑦ Lack of Trust | ⑦ Noise | ⑧ Info. overload |
| | | ⑩ Personal Biases & prejudice |

Vinod Lombardi :- Individual commitment to a group effort - that is what makes a team work, a company work, a society work, a civilization work.

Carol Dweck :- gave idea of mindset

⇒ Micromanagement :- Control over every post, however small of an authority / enterprise

Agile :- It has 3 forms -

- ① Scrum :- Creative & cross-functional teams for solving complex problems.
- ② KANBAN :- Reducing lead time & no. of process in work.
- ③ Lean Dev't :- Continuous elimination of waste from system.

~~AGILE SCRUMS~~

Agile Teams -

Not yet done	In progress	Completed
000	000	00
000		

KANBAN
BOARD

- ① Leadership team :- Set priorities, estab. innovation teams, assign leaders to team & remove impediments.

② Initiative owner :- Owns result of her team, sets visions & roadmaps, ensures clear communication, approves team's work.

③ Process facilitator :- He is a team member who facilitates & coaches other team mem., work on teams & their work.

④ Innovation team :- (3-9 members) including (② & ③) multidisciplinary self-governing experts focused to the project.

Agile sprint time :- 1-4 weeks

Each task is tracked using KANBAN Board, by dividing into categories like -
> Yet to be done
> In progress (has upper ^(Cap) value)
> Completed

DISCOVER > DESIGN > DEVELOP > INTEGRATE > TEST > DISSEMINATE

Agile Mindset = Cognitive + Professional & Change + Social
agent Personal Agency + Ability Agility

Develop mindset :- to remove barriers b/w Development & System of Dev.
:- It need to have environment ~~is~~ which is in continuous integration with version control system
CI VC

Consultative Mindset :- Shifting from 'what' 2 do → 'How' 2 do

Steps -

- (1) Identify Problem
- (2) Hypothesis
- (3) Analysis & Research
- (4) Recommendation

V → Volatility

U → Uncertainty

C → Complexity

A → Ambiguity

Complex Prob. Solvng Cap.

* Butterfly effect :- small Δ causes Proj Δ

* Albert Einstein :- If I had to sum a problem in 1 hr — I would spend 55 min thinking about the prob & 5 min thinking about soln.

Problem Solvng :-

- (1) Define the problem
- (2) Analyze it
- (3) Identify potential solns
- (4) Choose best solutn
- (5) Plan action
- (6) Implement & review projms

Problem Solvng Style :-

- (1) Idealist
- (2) Activist
- (3) Realist

Obstacles in Problem Solvng

- 1) Assumption
- 2) Functional Fixation
- 3) Misleading Info.
- 4) Mental Set

Cliche :- General words used frequently, How are u? , Good morning!

Creative Abstraction :- Prof. Rosabeth Moss

> Best method to begin with hardest part of problem.

Sayar Achu → In complex problem solving, there is no recipe, only art

- Key analysis skills
- ① Attention to detail
 - ② Critical Thinking
 - ③ Decision Making
 - ④ Researching skills

→ Encourage critical thinking with 3 question - Brian Oshiro - TEDx Xiguan
 ↗ 7 steps of creative thinking - Raphael DiLuzio - TEDxDirigo
 ↗ Creative Thinking - How to get out of box - Giovanni Georgia - TEDx Roma
 Giovanni Georgia
 Box in round

→ Founder of Root Cause analysis - Sakichi Toyoda - to identify true cause of any failure

→ 3 NODES of PERSUASION - coined by Aristotle -

- ① Ethos - ethical appeal
- ② Pathos - Emotional appeal
- ③ Logos - logical appeal

Persuasion :- Rationally winning the heart & mind of your target.
 Emotionally △ the behaviors of someone

Influence :- ability to affect the manner of thinking of others

Persuasion is action, influence is a state/ condition

Principle of Reciprocity :-

Impact

Important

Not Imp.

Do it yourself	Find time - give yourself a deadline
Delegate	Don't do it

Urgent

Not Urgent

→ I have a dream - Martin Luther King Jr

Cialdini's 6 principle of Persuasion -

Reciprocity → Someone invited u on board, you also do the same

Scarcity :- The less of something there is, the more people tend to want it

Authority :- Highly truths & true Authority, Credible & knowledgeable people are more persuasive

Commitment & consistency :-

Likability

Social Proof

⇒ Negotiation technique -

(1) Via technique :- You will have to do better than that.

(2) Quivering pen technique :- Asking for little extra just before making the deal/end.

(3) Nibble technique :- Start small and not start

(4) Salami technique → use many small action to produce large effect
(Divide & conquer)

⇒ 5 steps of Negotiation :- (No feedback)

(1) Prep- & planning

(2) Definition of Ground Rules

(3) Clarification & Justification

(4) Bargaining & Problem Solving

(5) Closure & Implementation



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Implication :- effect of anything on other thing in future

Top down approach :- Plan → Make Structure → Write → Step by Step approach

Bottom up approach :- Write → then make structure

