

HEXAWARE TRAINING

Assessment – Zohra

SESSION 1 – 11/Jan/2024

1. Case Scenario
2. Role Play

You are an employee at a fictional company, and your colleague, Alex, has been facing communication barriers with a new team member, Taylor. Your manager has asked you to help resolve the issue and improve communication between Alex and Taylor.

what should have been done right?

- ⇒ To resolve the communication issues between Alex and Taylor, the following steps could be taken:
 - ⇒ **Identify the specific barriers:** It's important to understand what is causing the breakdown in communication between Alex and Taylor. Are there language or cultural differences? Is there a lack of attention or interest? By identifying the specific barriers, you can develop strategies to overcome them.
 - ⇒ **Encourage open communication:** Alex and Taylor should be encouraged to communicate openly and honestly with each other. This could include scheduling regular check-ins, using active listening techniques, and providing feedback in a constructive and respectful manner.
 - ⇒ **Facilitate collaboration:** Encourage Alex and Taylor to work together on projects or tasks that require collaboration. This can help build trust and improve communication between them.
 - ⇒ **Provide training or support:** If language or cultural differences are barriers, provide training or support to help Alex and Taylor understand each other's perspectives and improve their communication skills.
 - ⇒ **Monitor progress:** Regularly check in with Alex and Taylor to monitor their progress and identify any ongoing issues. Provide additional support as needed to help them overcome any remaining barriers to effective communication.
 - ⇒ Overall, resolving communication issues between team members requires a proactive and collaborative approach, with a focus on identifying barriers, encouraging open communication, and providing support as needed.
- ⇒ In conclusion, to enhance communication between Alex and Taylor, the team identified their preferences, established a compromise, and committed to a structured feedback loop. This proactive approach aims to foster better collaboration and productivity, ensuring a more harmonious working relationship moving forward. Regular check-ins will

provide an opportunity to assess the effectiveness of the new communication strategies and make further adjustments if necessary. Open dialogue and flexibility are key components in building successful team dynamics.

Which of these should not be avoided for effective communication?

(a) Noise (b) Planning (c) Semantic problems (d) wrong assumption.

The correct answer is (d) wrong assumptions. Effective communication requires avoiding wrong assumptions because they can lead to misunderstandings and misinformation. Making assumptions about what the other person is thinking or feeling can prevent us from fully understanding their perspective and message. It's important to approach communication with an open mind and to verify our assumptions through active listening and clarification.

On the other hand, noise, planning, and semantic problems should be avoided for effective communication as well. Noise can interfere with the transmission of the message, planning helps ensure that the communication is organized and coherent, and semantic problems can lead to misunderstandings due to differences in the meaning of words or phrases. Therefore, all of these should be avoided to ensure effective communication.



Role Play – Group Activity

HEXAWAR

Your company is organizing a cultural fest.

Brainstorm as a group to create a plan to organize the event

At the Cultural Council Meet, your team will have the opportunity to pitch your plan. Identify Key Strengths of your team members and own various aspects of the upcoming tasks.

Tell the audience what makes you the best fit for the task.



Hello everyone, my name is [name], and I believe that my passion and experience with singing in different languages make me well-suited to organize the singing part of this cultural fest. I would be honored to lead this aspect of the event, and I am confident that I can bring a unique perspective and expertise to the planning process. I am eager to work with the team to create a lineup of performances that showcases the diversity of musical styles and languages.

Speak Up Video

1. Why Having An Opinion & Speaking Up Is So Important
2. To Speak Up - 4 Tips For Speaking Up At Work
3. When To Express Your Opinion At Work
4. Different Ways To Challenge Without Offending
5. Listening - The Ideas And Solutions Supercharger explain in short each for speak up

Key Takeaways:

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|----|---|
| 1. | Importance of Having Opinions: <ul style="list-style-type: none">• Expressing opinions at work is crucial for personal growth, career development, and overall business success.• Businesses thrive on great ideas and solutions, and every team member, regardless of their position, has a valuable contribution to make. |
| 2. | Benefits of Speaking Up: <ul style="list-style-type: none">• Speaking up adds value to the business, increasing the chances of promotion and career advancement.• Leadership involves taking risks, influencing others, and contributing positively to team performance.• Voicing opinions helps in creating and controlling a personal brand, contributing to professional visibility. |
| 3. | Tips for Speaking Up at Work: <ul style="list-style-type: none">• Do your homework: Base your opinions on facts and insights to make them more compelling.• Be diplomatic and considerate: Show care for others, use respectful language, and consider the perspectives of your audience.• Maintain confidence: Find the right balance of confidence in your tone, volume, and body language.• Frame opinions in alignment with team objectives: Connect your ideas to the overall goals and direction of the team or business. |
| 4. | When to Express Your Opinion: <ul style="list-style-type: none">• When asked for your opinion.• When you spot a problem and have a better idea or solution.• Express opinions privately with your boss, especially if it opposes their view.• Actively participate in meetings and encourage open expression of opinions. |
| 5. | Different Ways to Challenge Without Offending: <ul style="list-style-type: none">• Ask leading questions to guide others to discover potential issues.• Present past experiences, facts, and data to support your challenges.• Ask your boss directly about their preferred way of being challenged.• Build on your boss's ideas, collaborating for better outcomes.• Ask permission to express your opinion, keeping the tone and body language respectful. |
| 6. | Listening as a Supercharger for Expressing Opinions: <ul style="list-style-type: none">• Active listening to others' opinions makes them feel valued and appreciated. |

- Encourages reciprocity, where others are more likely to listen to and consider your opinions.
- Creates a positive atmosphere for team members to express their ideas freely.

7. **Summary:**

- Expressing opinions adds value to the team and business.
- How to speak up is crucial, and it involves being well-prepared, diplomatic, confident, and aligned with team objectives.
- Knowing when to express opinions and different ways to challenge without offending are essential aspects of effective communication.
- Listening actively to others' ideas supercharges the overall process and contributes to a collaborative and innovative work environment.

Behavioral Styles

1. **Aggressive:**

- **Meaning:** Expressing one's needs or opinions in a forceful and confrontational manner, often at the expense of others.
- **Example Statement:** "You always mess things up! I can't rely on you for anything."
- **Body Language:** Intense eye contact, raised voice, clenched fists, invading personal space.

2. **Assertive:**

- **Meaning:** Communicating confidently and clearly while respecting the rights and opinions of others.
- **Example Statement:** "I have a different perspective on this. Let's discuss it and find a solution together."
- **Body Language:** Maintaining eye contact, using a steady tone, open and confident posture.

3. **Passive:**

- **Meaning:** Avoiding conflict and expressing needs indirectly, often by yielding to others.
- **Example Statement:** "It's okay, do whatever you want. I don't really mind."
- **Body Language:** Avoiding eye contact, slouched posture, speaking softly or hesitantly.

4. **Passive-Aggressive:**

- **Meaning:** Indirectly expressing hostility or resentment through subtle, non-verbal means.
- **Example Statement:** "Sure, I'll get that done... whenever."
- **Body Language:** Sarcasm in tone, eye-rolling, sighing, avoiding direct confrontation.

Assertive Way of Saying "No"

- Realize that it is Ok to Say No
- Don't be apologetic
- Keep it simple
- Provide alternatives
- Be respectful
- Be firm and congruent
- Practice saying No

Assertive Indicators

- Starting, changing or ending conversations.
- Sharing feelings, opinions, and experiences with others.
- Making requests and asking for help when you need it.
- Addressing problems or things that bother you.
- Being firm so that your rights are respected.
- Expressing positive and negative emotions

Making Requests



- Making requests are essential in any work environment
- It can be quite challenging when you are dealing with difficult or aggressive people
- Understanding behavioral styles and learning how to be assertive helps
- However, remember to always be polite
- Be firm, but also fair in the language you use
- Choose the right words
- Provide valid reasons
- Remember to smile. Your body language and facial expressions can add to a positive outcome

Some phrases to use when making requests

- Could you please send out the report by today?
- Would you be able to work on this with me?
- Sorry to have to ask you this, however,
- I would be really grateful if you could...
- Would you have the time to assist me with some...
- Please ensure that..

Suggestions



- Suggestions are very different from opinions
- Ensure that your suggestions don't end up sounding like an opinion
- A suggestion is more likely to be pondered upon and accepted than advice or criticism
- You can use phrases like
 - May I suggest..
 - Its just a suggestion, but if you...
 - I would suggest you try
- Suggestions can be used when refusing a request. It reduces the negativity in a refusal.

Samantha keeps a low profile in the office and often avoids crowds. She speaks in a hushed tone of voice and avoids making eye contact with people. She doesn't interact much with the rest of the team in team meetings and discussions. A peer decides to give her a few suggestions to help improve her communication with others.

Do a Roleplay to showcase this situation and the suggestions Samantha's peer would have for her.

Peer: Hey Samantha, can I talk to you for a moment?

Samantha: Sure, what's up?

Peer: I've noticed that you tend to keep to yourself in the office, and I'm wondering if there's anything I can do to help you feel more comfortable.

Samantha: Oh, I'm just not really a people person.

Peer: That's totally understandable, but have you considered that being more vocal in team meetings and discussions could actually benefit your career and relationships with your colleagues?

Samantha: I guess I've never really thought about it that way.

Peer: You could try a few things to improve your communication with others. Have you considered speaking up more in meetings, maintaining eye contact, and using a more confident tone of voice?

Samantha: I could try that. I suppose I've been hesitant because I don't want to come across as pushy or aggressive.

Peer: I totally understand, but you can be assertive without being aggressive. It's about finding a balance and expressing your opinions respectfully.

Samantha: That makes sense. I'll try to be more vocal in the future. Thanks for your suggestions.

Peer: You're welcome! Remember, it's okay to take small steps and build your confidence over time.

What suggestion will you give to Samantha

1. Start by setting small goals for yourself, like offering one idea in each team meeting.
2. Practice active listening and try to engage in conversations with colleagues.
3. Remember to maintain good eye contact and use a clear, confident voice when speaking.
4. Seek feedback from trusted colleagues or a mentor on your communication style and ways to improve.
5. Take time to reflect on your own communication style and identify areas for improvement.
6. Join a public speaking or communication skills training to improve confidence and communication skills.