

HEXAWARE TRAINING

Assessment – Shameem Afroze

SESSION 1 – 10/Jan/2024

Role Play:

You have arranged to meet a client along with your boss. You have never met this client before. The client arrived early. Initiate a conversation with the client until your boss arrives.

[Scene: A corporate office, reception area. You, a team member, are meeting a client for the first time. The client arrived early for a scheduled meeting.]

You: (smiling) Good afternoon! Are you Mr. Patel?

Client: Yes, that's me. Good afternoon.

You: Great to meet you, Mr. Patel. I'm [Your Name], and I'll be joining you and our boss, Mr. Johnson, in the meeting today. I hope you found the office okay?

Client: Yes, thank you. It's a lovely place.

You: I'm glad you think so. We're really looking forward to our discussion today. Mr. Johnson should be joining us shortly. In the meantime, can I offer you something to drink or perhaps a coffee?

Client: A coffee sounds perfect, thank you.

[You make a quick call to the office pantry.]

You: (on the phone) Hi, this is [Your Name] at the reception. Could we have a cup of coffee sent to the client seating area? Thank you.

You: So, Mr. Patel, while we wait, I thought we could briefly discuss your expectations for the meeting. Is there anything specific you'd like to cover or any questions you have in mind?

Client: Well, I'm interested in understanding how your team can support our upcoming project. I've heard positive things about your company's expertise.

You: That's fantastic to hear. We've been dedicated to [Company's Name] for [number] years, and I believe we can bring valuable insights to your project. Is there a particular aspect you're most concerned about or excited to discuss?

Client: I'm particularly interested in how we can ensure smooth collaboration throughout the project.

You: Absolutely, collaboration is key. We've implemented some effective strategies in previous projects, leveraging Agile methodologies to enhance communication and adaptability. I'm eager to discuss how we can tailor them to fit your needs.

[The coffee arrives.]

You: Ah, here's your coffee. Please make yourself comfortable, and we can continue our conversation. By the way, we also discussed the importance of soft skills in Agile environments in our recent training module. It's something we take seriously here, and I'm confident it will contribute to the success of our collaboration.

Client: That's reassuring to hear. I value effective communication and teamwork.

You: Absolutely, and speaking of communication, we've also covered idioms and phrases to ensure clear and impactful language in professional settings. It's fascinating how language nuances can enhance understanding.

[The conversation continues, covering various aspects discussed in the training modules.]

You: Now, as we're about to start the meeting, let's briefly touch on the Agile principles we follow. Our Sprint Life Cycle emphasizes iterative progress, and our team is committed to adapting to changes efficiently.

Client: That sounds like a robust approach. I appreciate the flexibility.

You: Great! I'm sure you'll find our team's approach aligns well with your project goals. And here's Mr. Johnson. Good afternoon, sir.

Boss: Good afternoon, [Your Name], Mr. Patel. Apologies for the brief delay. I appreciate you making Mr. Patel comfortable in the meantime.

[End of Script]

This script incorporates elements from the training modules, covering topics such as Agile methodologies, soft skills, and idioms, seamlessly integrating them into a natural conversation with the client.

Role Play:

You were just about to finish an urgent piece of work when your computer crashed and won't restart. You need to call the IT department and ask them to get your computer back online as soon as possible.

Do a roleplay to enact how you will reach out to your IT department to resolve the issue

[Software Engineer (SE) dials the IT department]

IT Support: IT support, this is Alex. How may I assist you?

Software Engineer: Hi Alex, this is Sarah from the software engineering team. I hope you're doing well. I'm facing an issue with my computer. It crashed, and I was just about to finish some urgent work. I really need your help to get it back online as soon as possible.

IT Support: Of course, Sarah. I'll do my best to help you. Could you please provide me with your asset tag or any other identification?

Software Engineer: Absolutely, it's asset tag ABC123.

IT Support: Thank you, Sarah. Let me check on that for you. Please hold for a moment.

[IT Support investigates the issue]

IT Support: Sarah, it looks like your system has encountered a crash. I'll initiate a remote restart to see if that resolves the issue. It may take a few minutes.

Software Engineer: Thanks, Alex. I really appreciate your quick response. I'm on a tight deadline here.

IT Support: I understand, Sarah. I'll make this a priority. I'll update you as soon as the restart is complete.

[IT Support initiates the remote restart]

IT Support: The remote restart is in progress. I'll keep an eye on it and let you know once it's done.

Software Engineer: Great, thank you. I'll be here waiting.

[After a few minutes]

IT Support: Sarah, the remote restart has been completed. Can you please check if your computer is responding now?

Software Engineer: Let me try... Yes, it's working! Thank you so much, Alex. I really appreciate your help. I can get back to my work now.

IT Support: I'm glad to hear that, Sarah. If you encounter any further issues, don't hesitate to reach out. Have a productive day!

Software Engineer: Thanks again, Alex. You too!

Sprint meetings are held at the beginning and end of a sprint, which is a short, time-boxed period of work. These meetings are used to plan the work for the upcoming sprint and review the work that was completed in the previous sprint.

Standup meetings are daily meetings held with the team to provide updates on progress, identify any roadblocks or issues, and plan the work for the coming day. These meetings are typically brief, with each

team member providing a quick update on their current tasks and any obstacles they are facing.

Both sprint and standup meetings are important for promoting communication and collaboration within the team, and for helping to keep the project on track. They also provide an opportunity for the team to refine their processes and adapt their plans based on feedback and changing requirements.

Create as many Phrasal Verbs as possible from the list of Verbs & preposition Verbs: come, give, go, get, hold, keep, make, put, see, set, take, turn Prepositions: over, on, in, through, down, up, at, off, of, out, around, about, away, for, with, back, into

1.	Come:	
	• Come about:	Occur or happen unexpectedly.
	• <i>Example:</i>	I can't believe how this situation came about.
	• Come across:	Encounter or find unexpectedly.
	• <i>Example:</i>	I came across an interesting article while browsing.
	• Come along:	Progress or develop.
	• <i>Example:</i>	The project is coming along nicely.
	• Come around:	Change one's mind or opinion.
	• <i>Example:</i>	After discussing it further, she came around to our perspective.
	• Come by:	Obtain or acquire.
	• <i>Example:</i>	Can you come by some information on that topic?
	• Come over:	Visit someone's place.
	• <i>Example:</i>	Can you come over for dinner tonight?
	• Come up:	Arise or be mentioned in conversation.
	• <i>Example:</i>	The issue of budget cuts came up at the meeting.
2.	Give:	
	• Give away:	Share or distribute freely.
	• <i>Example:</i>	We decided to give away the surplus items to charity.
	• Give back:	Return something to its owner.
	• <i>Example:</i>	It's important to give back what you borrow.
	• Give in to:	Yield or submit to pressure.
	• <i>Example:</i>	Despite his resistance, he eventually gave in to their demands.
	• Give out:	Distribute or emit.
	• <i>Example:</i>	The machine will give out tickets automatically.

	<ul style="list-style-type: none"> • Give off: Emit or release. <ul style="list-style-type: none"> • <i>Example:</i> The flowers give off a pleasant fragrance.
	<ul style="list-style-type: none"> • Give in: Yield or surrender. <ul style="list-style-type: none"> • <i>Example:</i> After hours of negotiation, they finally gave in.
	<ul style="list-style-type: none"> • Give up: Quit or surrender. <ul style="list-style-type: none"> • <i>Example:</i> Don't give up on your dreams; keep working towards them.
3.	Go:
	<ul style="list-style-type: none"> • Go after: Pursue or chase. <ul style="list-style-type: none"> • <i>Example:</i> She decided to go after her dreams with determination.
	<ul style="list-style-type: none"> • Go along with: Agree or comply with. <ul style="list-style-type: none"> • <i>Example:</i> I'll go along with your suggestion if it makes sense.
	<ul style="list-style-type: none"> • Go away: Disappear or leave. <ul style="list-style-type: none"> • <i>Example:</i> The pain should go away with rest.
	<ul style="list-style-type: none"> • Go off: Explode or make a loud noise. <ul style="list-style-type: none"> • <i>Example:</i> The alarm will go off if there's a fire.
	<ul style="list-style-type: none"> • Go on about: Talk persistently or excessively about something. <ul style="list-style-type: none"> • <i>Example:</i> He tends to go on about his new project.
	<ul style="list-style-type: none"> • Go out: Exit or leave a building. <ul style="list-style-type: none"> • <i>Example:</i> Let's go out through the back door.
	<ul style="list-style-type: none"> • Go through: Examine or experience. <ul style="list-style-type: none"> • <i>Example:</i> We need to go through the contract before signing it.
4.	Get:
	<ul style="list-style-type: none"> • Get across: Communicate or convey successfully. <ul style="list-style-type: none"> • <i>Example:</i> It's essential to find a way to get your message across.
	<ul style="list-style-type: none"> • Get ahead: Progress or succeed in one's endeavors. <ul style="list-style-type: none"> • <i>Example:</i> With hard work, you can get ahead in your career.
	<ul style="list-style-type: none"> • Get along with: Have a good relationship or rapport with. <ul style="list-style-type: none"> • <i>Example:</i> It's crucial to get along with your colleagues at work.
	<ul style="list-style-type: none"> • Get around to: Find time or opportunity to do something. <ul style="list-style-type: none"> • <i>Example:</i> I finally got around to fixing that leaky faucet.
	<ul style="list-style-type: none"> • Get away with: Escape punishment or consequences. <ul style="list-style-type: none"> • <i>Example:</i> He thinks he can get away with anything.
	<ul style="list-style-type: none"> • Get by: Manage with what is available. <ul style="list-style-type: none"> • <i>Example:</i> We'll have to get by with the resources on hand.
	<ul style="list-style-type: none"> • Get down: Depress or make someone feel sad. <ul style="list-style-type: none"> • <i>Example:</i> The bad news really got me down.
	<ul style="list-style-type: none"> • Get in: Enter or board a vehicle or space. <ul style="list-style-type: none"> • <i>Example:</i> Let's get in the car and head to the beach.
5.	Hold:

	• Hold back: Restrain or inhibit.
	• <i>Example:</i> Don't let fear hold you back from pursuing your goals.
	• Hold off: Postpone or delay.
	• <i>Example:</i> The meeting was held off until next week.
	• Hold on to: Keep or retain possession of.
	• <i>Example:</i> It's wise to hold on to important documents.
6. Keep:	• Hold out: Resist or endure.
	• <i>Example:</i> They held out against the difficult conditions.
	• Hold up: Delay or impede.
	• <i>Example:</i> The traffic accident held up the morning commute.
	• Keep away: Stay at a distance.
	• <i>Example:</i> Keep away from the edge; it's dangerous.
	• Keep in: Maintain contact or communication.
	• <i>Example:</i> Let's make an effort to keep in touch regularly.
	• Keep off: Avoid or refrain from.
	• <i>Example:</i> Keep off the newly planted grass.
	• Keep on: Continue without stopping.
	• <i>Example:</i> Despite challenges, she decided to keep on working.
	• Keep up with: Stay informed or match the pace of.
	• <i>Example:</i> It's challenging to keep up with rapidly changing technology.
	• Keep to: Stick to or adhere to.
	• <i>Example:</i> Please keep to the schedule; we have a tight timeline.
7. Make:	• Make for: Head towards or move in the direction of.
	• <i>Example:</i> Let's make for the exit before the crowd gets too big.
	• Make into: Transform or convert something into another form.
	• <i>Example:</i> She can make old furniture into beautiful pieces with a bit of creativity.
	• Make up: Invent or create.
	• <i>Example:</i> She tends to make up stories to entertain her friends.
	• Make up for: Compensate or atone for a mistake or loss.
	• <i>Example:</i> He worked extra hours to make up for the time he took off last week.
	• Make out: Discern or understand.
	• <i>Example:</i> It's hard to make out the details in the dark.
	• Make over: Redesign or improve the appearance of.
	• <i>Example:</i> They decided to make over the entire room with new furniture.

8.	Put:	
	• Put across:	Communicate or express effectively.
	• <i>Example:</i>	It's crucial to put your ideas across clearly.
	• Put aside:	Save or reserve for future use.
	• <i>Example:</i>	We should put aside some funds for unexpected expenses.
	• Put away:	Store or tidy up.
	• <i>Example:</i>	After dinner, please put away the dishes in the cupboard.
	• Put back:	Return something to its original place.
	• <i>Example:</i>	When you're done using the book, put it back on the shelf.
	• Put down:	Depress or criticize.
	• <i>Example:</i>	It's not fair to put down someone's ideas without considering them.
	• Put forward:	Propose or suggest.
	• <i>Example:</i>	If you have any ideas, feel free to put them forward during the meeting.
	• Put off:	Postpone or delay.
	• <i>Example:</i>	The meeting was put off until next week.
	• Put on:	Wear clothing or accessories.
	• <i>Example:</i>	Don't forget to put on your coat; it's cold outside.
	• Put out:	Extinguish or stop something from burning.
	• <i>Example:</i>	She managed to put out the fire before it spread.
9.	See:	
	• See about:	Investigate or take care of.
	• <i>Example:</i>	Can you see about fixing the leaky faucet in the kitchen?
	• See into:	Examine or inquire about something.
	• <i>Example:</i>	I'll see into the matter and get back to you with the details.
	• See through:	Recognize the true nature of a person or situation.
	• <i>Example:</i>	I can see through his excuses; he's not being honest.
	• See off:	Accompany someone to their departure point.
	• <i>Example:</i>	We went to the airport to see off our friend.
	• See to:	Attend to or take care of.
	• <i>Example:</i>	Please see to it that the tasks are completed on time.
10.	Set:	
	• Set about:	Begin or start doing something.
	• <i>Example:</i>	Let's set about cleaning the house before guests arrive.
	• Set down:	Write or record.

	<ul style="list-style-type: none"> • <i>Example:</i> It's essential to set down the key points of the discussion.
• Set in:	Begin and continue steadily.
	<ul style="list-style-type: none"> • <i>Example:</i> As winter sets in, the days become colder and shorter.
• Set off:	Start a journey or trigger something.
	<ul style="list-style-type: none"> • <i>Example:</i> They plan to set off on their road trip early in the morning.
• Set out:	Start a journey or begin a task with a particular purpose.
	<ul style="list-style-type: none"> • <i>Example:</i> The explorers set out to discover new lands.
11. Take:	
• Take apart:	Disassemble or dismantle.
	<ul style="list-style-type: none"> • <i>Example:</i> The mechanic will take apart the engine to identify the issue.
• Take down:	Record or note.
	<ul style="list-style-type: none"> • <i>Example:</i> Please take down the details of the meeting.
• Take for:	Mistake someone or something as something else.
	<ul style="list-style-type: none"> • <i>Example:</i> Don't take his silence for indifference; he's just shy.
• Take in:	Understand or absorb information.
	<ul style="list-style-type: none"> • <i>Example:</i> It takes time to take in the complexity of the instructions.
• Take on:	Accept or undertake a challenge or responsibility.
	<ul style="list-style-type: none"> • <i>Example:</i> She decided to take on the role of project manager.
• Take up:	Start a new activity or hobby.
	<ul style="list-style-type: none"> • <i>Example:</i> She decided to take up painting in her free time.
• Take off:	Remove or lift.
	<ul style="list-style-type: none"> • <i>Example:</i> Please take off your shoes before entering the house.
• Take over:	Assume control or responsibility.
	<ul style="list-style-type: none"> • <i>Example:</i> The new manager will take over the team starting next month.
12. Turn:	
• Turn around:	Change direction or attitude.
	<ul style="list-style-type: none"> • <i>Example:</i> The company's fortunes began to turn around after the new CEO took charge.
• Turn away:	Refuse entry or reject.
	<ul style="list-style-type: none"> • <i>Example:</i> The bouncer had to turn away those without proper identification.
• Turn down:	Reject or decline an offer.
	<ul style="list-style-type: none"> • <i>Example:</i> She had to turn down the job offer due to personal reasons.
• Turn in:	Submit or hand over.

	<ul style="list-style-type: none"> • Example: Please turn in your assignments before leaving the class.
• Turn out:	Attend or appear.
	<ul style="list-style-type: none"> • Example: A large crowd turned out for the event.
• Turn on:	Activate or start.
	<ul style="list-style-type: none"> • Example: Can you turn on the lights?
• Turn off:	Deactivate or stop.
	<ul style="list-style-type: none"> • Example: Remember to turn off the stove before leaving the kitchen.

These examples showcase how the combination of verbs and prepositions in phrasal verbs can convey specific meanings in different contexts.

IDIOMS & EXPRESSION:

1.	To put one's hand to the plough:
	<ul style="list-style-type: none"> • Meaning: To commit to a task or endeavor; to start working on something. • Example: After completing his training, John decided to put his hand to the plough and start his own business.
2.	To play second fiddle:
	<ul style="list-style-type: none"> • Meaning: To take a subordinate or secondary role; to be in a supporting position. • Example: In the orchestra, Sarah was used to playing second fiddle, but she dreamed of leading her own ensemble someday.
3.	To hit the nail right on the head:
	<ul style="list-style-type: none"> • Meaning: To describe precisely or identify the core issue accurately. • Example: During the discussion, Mark hit the nail right on the head when he pointed out the main obstacle to the project's success.
4.	To bury the hatchet:
	<ul style="list-style-type: none"> • Meaning: To reconcile or make peace; to end a conflict. • Example: After years of rivalry, the two neighbors decided to bury the hatchet and collaborate on a community project.
5.	To clear the air:
	<ul style="list-style-type: none"> • Meaning: To resolve misunderstandings or tensions; to promote open communication. • Example: The team held a meeting to clear the air and address any concerns before starting the new project.
6.	No axe to grind:
	<ul style="list-style-type: none"> • Meaning: Having no hidden agenda or personal motive; being impartial.

- *Example:* In the negotiation, Sarah assured everyone that she had no axe to grind and was focused on finding a fair solution.

7. **Gift of the gab:**

- **Meaning:** The ability to speak eloquently and persuasively; having good communication skills.
- *Example:* James won the debate not because of his well-researched points but because of his incredible gift of the gab.

8. **A foregone conclusion:**

- **Meaning:** An outcome that is certain or inevitable; something that is expected to happen.
- *Example:* With the team's strong performance throughout the season, winning the championship seemed like a foregone conclusion.

9. **To be above board:**

- **Meaning:** To be honest, transparent, and without deceit.
- *Example:* The business deal was conducted above board, with all transactions and agreements clearly documented.

10. **A moot point:**

- **Meaning:** An issue open to debate or discussion; a point that may not have a practical impact.
- *Example:* Whether we choose option A or B is a moot point since both lead to the same outcome.

Objective



- To understand what communication is and the process of communication.
- To identify the barriers of communication and learn how to effectively communicate using various techniques.

Agenda

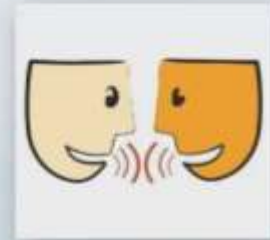
- What is Communication?
- The Process of Communication
- Barriers in Communication
- Effective Communication Techniques



"Good communication is determined not by how well we say things but by how well we have been understood."

What is Communication

- A process of transferring information from one entity to another.
- It is an interchange of thoughts or opinions through shared symbols.
E.g. language, words, phrases



Barriers to Communication

- Language
- Culture
- Gender
- Attitude
- Poor listening skills
- Lack of feedback
- Muddled messages
- Interruptions & distractions
- Physical distractions
- Perception

Communication Techniques

- S** Speak slowly and clearly
- M** Maintain your manners always
- I** Identify yourself
- L** Listen carefully
- E** End the conversation appropriately

Communication Techniques - *Persuasive Technique*

- L** Listen carefully
- A** Acknowledge, apologize, empathize, understand
- C** Clarify all facts/details/specifications
- E** Explain your plan of action

- S** See Listening as an opportunity
- P** Prepare to listen
- E** Establish appropriate eye contact
- C** Control & Eliminate Distraction

“Listen a hundred times; Ponder a thousand times; Speak Once”

Foresight

Toby has been with the company for a few months now and is confident in his new environment. It is important to him that he meets his deadlines and creates a good impression of himself to his management

Johnathan is about 2 weeks old in the organization. He is a little unsure of himself and tends to try too hard to ensure his new organization is happy with his working style. He is also rushing to complete a few tasks as they are new, and he has never done them before.



Toby is conversing with Johnathan and sharing instructions for a task that needs to be completed for his meeting with the manager at 4:00 PM. Toby says, *You will need to collate all the requirements that we have gathered since the 1 of Feb and share it with me by 4:00 PM Johnathan is checking his email, shrugs his shoulders and says, "oh ok Sure" Toby says, "Thanks!" and walks away. At 4:00 PM, Toby panics as he hasn't received the collated requirements from Johnathan yet. Johnathan replies, "I'm just finishing it, I will send it to you in 10 minutes" Toby's presentation on the requirements gathered is delayed and he had to reschedule his 4:00 PM call with the Project Manager

Scene: Office, Toby's desk

Toby (T): Good morning, Jonathan. I hope you're settling in well. I have a task that needs your attention. Could we discuss it?

Jonathan (J): Good morning, Toby. Absolutely, I'm eager to contribute. What can I help you with?

Toby: Great! We have a meeting at 4:00 PM, and I need you to collate all the requirements gathered since Feb 1. It's crucial for our presentation.

Jonathan: I appreciate you entrusting me with this, Toby. I'll make sure to have it ready for you by 4:00 PM.

Toby: Fantastic, Jonathan. I'm here if you have any questions. Thank you for your assistance.

Later at 4:00 PM, Toby's desk

Toby (concerned): Jonathan, the meeting is starting, and I haven't received the collated requirements yet. Is everything okay?

Jonathan (apologetic): Toby, I apologize for the delay. I'm just finishing it up. I'll send it to you in 10 minutes.

Toby (calm and understanding): I appreciate your efforts, Jonathan. Please prioritize accuracy, and we'll address the timing issue afterward. Let me know if you need any assistance.

Result: Presentation delayed, 4:00 PM call rescheduled.

Closing scene: Office, the next day

Toby (T): Good morning, Jonathan. Let's ensure we plan our tasks effectively today to avoid any last-minute rush.

Jonathan (J): Good morning, Toby. Absolutely, I've learned from yesterday. I'll manage my time more efficiently.

Toby: Great to hear, Jonathan. Teamwork and effective communication are key. Let's have a productive day!

Jonathan: Agreed, Toby. Thank you for your guidance.

End of the skit.

Mistakes by Toby (Sender):

1. **Assumption of Understanding:** Toby assumed that Jonathan fully understood the urgency and importance of the task without explicitly emphasizing the time sensitivity of the 4:00 PM meeting.
2. **Lack of Confirmation:** Toby didn't confirm Jonathan's understanding or commitment to the task. He thanked Jonathan and walked away without ensuring Jonathan had a clear grasp of the task's importance.
3. **Failure to Set Expectations:** Toby could have provided clearer expectations regarding progress updates. This would have helped in managing expectations and avoiding last-minute surprises.

Mistakes by Jonathan (Receiver):

1. **Lack of Clarification:** Jonathan didn't seek clarification or ask questions when given the task. He simply said, "oh okay sure," which may indicate a lack of full understanding.
2. **Underestimation of Time:** Jonathan underestimated the time required to complete the task, leading to delays. He should have assessed the complexity of the task and communicated any potential challenges.
3. **Late Communication:** Jonathan informed Toby about the delay at the last minute, creating unnecessary stress and causing a delay in the 4:00 PM meeting.

Barriers in Communication:

1. **Perception Barriers:** Both Toby and Jonathan might have different perceptions of the urgency and importance of the task, leading to misunderstandings.
2. **Language Barriers:** There might be a difference in the interpretation of terms like "collate" or "requirements," leading to miscommunication.
3. **Noise in Communication:** External distractions or competing priorities could have affected the clarity of the message and the reception of information.

How Toby Could Have Avoided the Predicament:

1. **Clearly Define Urgency:** Toby should have explicitly communicated the urgency of the task, emphasizing the importance of meeting the 4:00 PM deadline.
2. **Check for Understanding:** Toby should have asked Jonathan to repeat or summarize the task to ensure mutual understanding. This would have confirmed that Jonathan was clear on expectations.
3. **Establish Progress Checkpoints:** Toby could have set intermediate deadlines or progress checkpoints throughout the day to receive updates on Jonathan's progress and address any potential issues in a timely manner.
4. **Encourage Questions:** Toby should have encouraged Jonathan to ask questions if anything was unclear. This would have promoted a more open and effective communication channel.

By addressing these points, Toby could have fostered a more effective communication process and avoided the predicament he faced with the delayed presentation.