

# Spark Program



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**Facilitator Guide**
**HexaVarsity – Behavioral Training**

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## Spark Soft Skills Program Overview:

### Competencies Addressed

Communication, Interpersonal Skills, Business Etiquette, and Personal Productivity

### Introduction

The Spark has been designed to enhance the skills of the consultants and enable them to become more efficient, effective and agile in performing their role within organization. The program aims at empowering them to become more effective communicators, adaptable to change and perform under pressure. The program is designed keeping in mind these elements and will be driven by practical exercises and activities to give them a flavor of their real work environment.

### Objectives

To understand and apply the various skills involved in Personal Excellence and Development, Communication, Time Business Etiquette, Interpersonal Skills, and Presentation

- To develop the right communication skills associated to the business environment
- To establish the right attitude towards customers, and to develop and maintain great customer service standards.
- To understand how to emotionally intelligent and learn to develop Empathy
- To understand what is appropriate and what must be avoided in an office environment through understanding Business Etiquette
- To improve on Interpersonal Interactions with better Interpersonal Skills
- To hone the skills needed in delivering a good presentation

### Who should attend?

Consultants who are Fresh Graduates, G2s and Non-Engineers

### Contents:

#### Communication Skills:

- What is Communication? The Process of Communication
- Communication Techniques
- Barriers in Communication
- Being Proactive - giving information and seeking help
- Behavioral Communication Styles - Basics on Assertive Skills
- Active Listening Skills
- Meeting Etiquette
- Storytelling for Effective Communication
- Telephone Techniques & Courtesy

- Business Writing Skills - Reports and Email Composition and Etiquette
- Role Plays - Scenario Based
- **Knowledge Check**
  - Case Scenario/Role Play
  - Email Writing

**Interpersonal Skills:**

- Building Credibility and Rapport
- Collaboration and Teamwork
- Making Requests and Giving Suggestions
- Role Plays - Scenario Based
- **Knowledge Check**
  - Case Scenario/Role Play

**Business Etiquette:**

- Introduction to Business Etiquette
- The First Impression
- Professional Behavior
- Multi-cultural Etiquette
- Role Plays - Scenario Based
- **Knowledge Check**
  - Case Scenario/Role Play

**Service Orientation**

- A Service Oriented Mindset
- Characteristics of Service Orientation
- Customer Collaboration
- Customer Experience
- Levels of Service Orientation
- Case Scenario

**Role Play Assessments for Module 1, 2, 3 & 4**

**Emotional Intelligence & Empathy**

- Understanding your Emotions

- Reading Non-Verbal Cues
- Exercising Empathy
- Dealing with Difficult People
- **Knowledge Check**
  - Case Scenario/Role Play

### **Accountability and Ownership**

- Accountability & Ownership
- Promoting Accountability at Workplace
- Accountability Framework
- Elements of Ownership
- The Ownership Paradigm
- Ways to Encourage Ownership
- Case Scenario
- Adaptability as a behaviour
- Three Dimensions of Adaptability
- 4 ways Boost your Adaptability
- Adapting to Change
- Enhancing Flexibility
- Role Play

### **Presentation Skills:**

- Essential Elements of making a presentation
- Basic Presentation Flow
- Preparing for a presentation
- Delivering a good opening and closing to your presentation
- Managing your audience
- Responding to questions
- Delivering Presentations
- **Knowledge Check**
  - Case Scenario/Role Play
  - Individual Presentations - 3-minute presentation per consultant

### **Individual Feedback on all modules**

## **Methodology**

- Group Discussions
- Presentations
- Video Clips for experiential learning
- Role Plays
- Activities
- Story Telling
- Assignments
- Case Scenarios
- Knowledge Checks
- Evaluations

## **Duration**

9 Days (72 Hours)

Phase 1 – 36 Hours

Phase 2 – 18 Hours

## **Faculty**

Internal & External

## **What will be achieved?**

Participants will be able to develop their business communication skills & etiquette and implement appropriate interpersonal skills while engaging with internal stakeholders and clients. They will derive a hands-on understanding of concepts through activities and business-related situational roleplays.

## Session Plan: Phase 1

| Spark Program               |  |                    |                    |  |
|-----------------------------|--|--------------------|--------------------|--|
| Phase 1                     |  |                    |                    |  |
| Mavericks Spark Program     |  |                    |                    |  |
| S.<br>No.                   | Modules  | Module<br>Duration | Module<br>Duration |  |
|                             |  | Minutes            | Hours              |  |
|                             | <b>Introductions and Icebreaker</b>                          | 30                 | 0.5                |  |
| <b>Communication Skills</b> |  |                    |                    |  |
| 1                           | What is Communication? The Process of Communication          | 30                 | 7.5                |  |
| 2                           | Barriers & Modes   |                    |                    |  |
| 3                           | Communication Techniques                                     | 45                 |                    |  |
| 4                           | Being Proactive  | 30                 |                    |  |
| 5                           | Behavioral Communication Styles - Basics on Assertive Skills | 45                 |                    |  |
|                             | <b>Roleplay</b>  |                    |                    |  |
| 6                           | Active Listening Skills                                      | 30                 |                    |  |
|                             | <b>Roleplay</b>  |                    |                    |  |
| 7                           | Speaking Up & Asking Questions                               | 40                 |                    |  |
|                             | <b>Roleplay</b>  |                    |                    |  |
| 8                           | <b>Storytelling - Introduction, Uses, Basics, practice</b>   | 90                 |                    |  |
| 8                           | Telephone Techniques & Courtesy                              | 20                 |                    |  |
| 9                           | Email Writing Basics   | 120                |                    |  |
| 10                          | Chat Etiquette   |                    |                    |  |
| 11                          | <b>Knowledge Check</b>                                       | 20                 |                    |  |
|                             | Case Scenario/Role Play                                      |                    |                    |  |
| <b>Interpersonal Skills</b> |  |                    |                    |  |
| 1                           | Building Credibility and Rapport                             | 30                 | 4                  |  |
|                             | Case Scenario  | 20                 |                    |  |
| 2                           | Collaboration - Behaviours & Principles                      | 20                 |                    |  |
|                             | Collaboration and Team Work                                  |                    |                    |  |
|                             | Improving workplace collaboration                            | 20                 |                    |  |
|                             | Boosting Productivity through Collaboration                  |                    |                    |  |
|                             | Brainstorming Techniques                                     | 60                 |                    |  |
|                             | <b>Roleplay</b>  |                    |                    |  |
| 3                           | Making Requests and Giving Suggestions                       | 40                 |                    |  |

**Facilitator Guide**
**HexaVarsity – Behavioral Training**

|   |   |     |     |     |
|---|---|-----|-----|-----|
|   | <b>Roleplay</b>                                       |     |     |     |
| 4   | <b>Knowledge Check</b>                                |     | 20  |     |
|   | Case Scenario/Role Play                               |     |     |     |
| <b>Business Etiquette</b>                           |   |     |     |     |
| 1   | Basics of Business Etiquette                          |     | 60  | 3.5 |
|   | <b>Roleplay</b>                                       |     |     |     |
| 2   | Professional Behavior & traits                        |     | 45  |     |
|   | <b>Roleplay</b>                                       |     | 25  |     |
| 4   | Campus Etiquette                                      |     | 40  |     |
|   | <b>Roleplay</b>                                       |     |     |     |
| 5   | Multi-cultural Etiquette                              |     | 40  |     |
| 6   | <b>Knowledge Check</b>                                |     |     |     |
|   | Case Scenario/Role Play                               |     |     |     |
| <b>Service Orientation</b>                          |   |     |     |     |
| 1   | A Service Oriented Mindset                            |     | 150 | 2.5 |
| 2   | Characteristics of Service Orientation                |     |     |     |
| 3   | Customer Collaboration                                |     |     |     |
| 4   | Customer Experience                                   |     |     |     |
| 5   | Levels of Service Orientation                         |     |     |     |
|   | <b>Case Scenario</b>                                  |     |     |     |
|   | <b>Role Play Assessments for Module 1,2,3 &amp; 4</b> | 570 |     | 9.5 |
| <b>Emotional Intelligence &amp; Empathy</b>         |   |     |     |     |
| 1   | Understanding your Emotions                           |     | 120 | 2   |
| 2   | Reading Non-Verbal Cues                               |     |     |     |
| 3   | Exercising Empathy                                    |     |     |     |
| 4   | Emotional Intelligence                                |     |     |     |
| 5   | Dealing with Difficult People                         |     |     |     |
|   | <b>Case Scenario</b>                                  |     |     |     |
| <b>Accountability, Ownership &amp; Adaptability</b> |   |     |     |     |
| 1   | Accountability & Ownership                            |     | 210 | 3.5 |
| 2   | Promoting Accountability at Workplace                 |     |     |     |
| 3   | Accountability Framework                              |     |     |     |
| 4   | Elements of Ownership                                 |     |     |     |
| 5   | The Ownership Paradigm                                |     |     |     |
| 6   | Ways to Encourage Ownership                           |     |     |     |
|   | <b>Case Scenario</b>                                  |     |     |     |
| 7   | Adaptability as a behaviour                           |     |     |     |

**Facilitator Guide**
**HexaVarsity – Behavioral Training**

|   |   |     |  |                 |
|---|---|-----|--|-----------------|
| 8   | Three Dimensions of Adaptability                                |     |  |                 |
| 9   | 4 ways Boost your Adaptability                                  |     |  |                 |
| 10  | Adapting to Change  |     |  |                 |
| 11  | Enhancing Flexibility   |     |  |                 |
|   | <b>Role Play</b>  |     |  |                 |
| <b>Presentation Skills - Basics</b>       |   |     |  |                 |
| 1   | Mock Presentations  | 60  |  |                 |
| 2   | Essential Elements of Making a Presentation                     |     |  |                 |
| 3   | Basic Presentation Flow   |     |  |                 |
| 4   | Preparing for a Presentation                                    |     |  |                 |
| 5   | Delivering a Good Opening and Closing to your Presentation      |     |  |                 |
| 6   | Managing your Audience  |     |  |                 |
| 7   | Responding to Questions   |     |  |                 |
| 8   | Delivering your Presentation                                    |     |  |                 |
|   | Individual Presentations - 2 minute presentation per consultant | 240 |  |                 |
| <b>Individual Feedback on all modules</b> |   |     |  |                 |
|   |   |     |  | <b>39 Hours</b> |

## MODULE 1 – COMMUNICATION SKILLS



# Communication Skills

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## Objective

- To be able to communicate effectively as it directly impacts the company's brand image and its services.
- To learn how to demonstrate a professional approach while communicating in a corporate environment

## Agenda

- What is Communication? The Process of Communication
- Modes of Communication
- Being Proactive - giving information and seeking help
- Barriers in Communication
- Behavioral Communication Styles - Basics on Assertive Skills
- Active Listening Skills
- Meeting Etiquette
- Sprint Meeting Etiquette
- Telephone Techniques & Courtesy
- Business Writing Skills - Reports and Email Composition and Etiquette
- Chat Etiquette

### Process of Communication



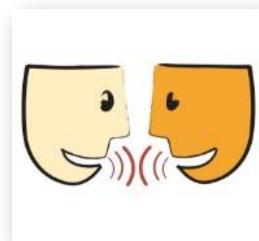
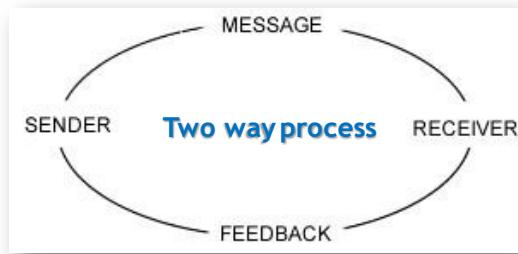


***"Good communication is determined not by how well we say things but by how well we have been understood."***

## 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 & Modes

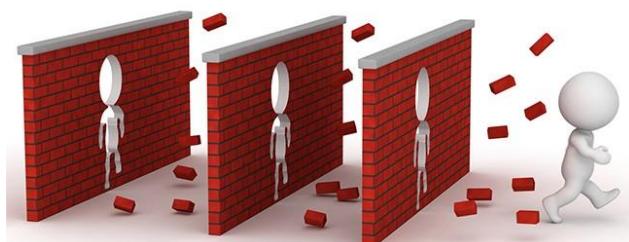
### Modes of Communication



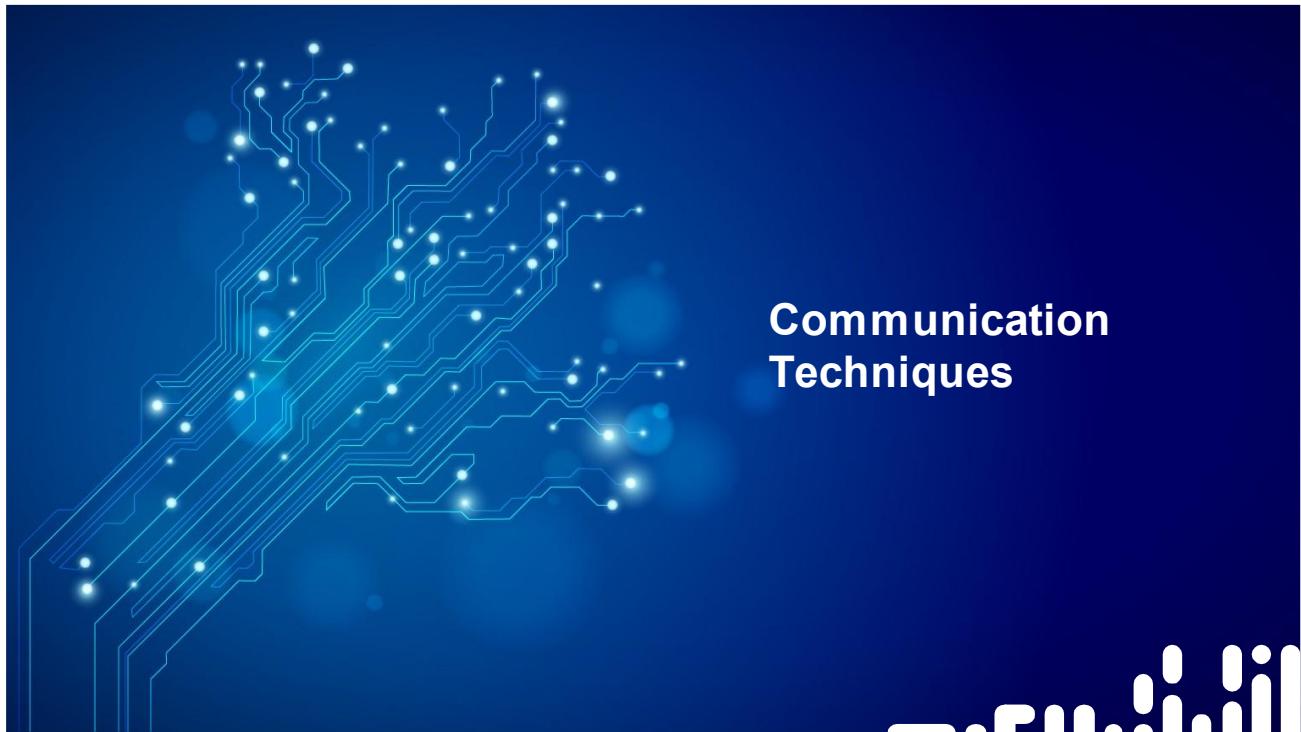
- Face to Face**
- Telephone**
- Emails**
- Chat**



### Barriers to Communication



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



## Communication Techniques

Communication Techniques

### 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

## Effective Communication through Effective Listening

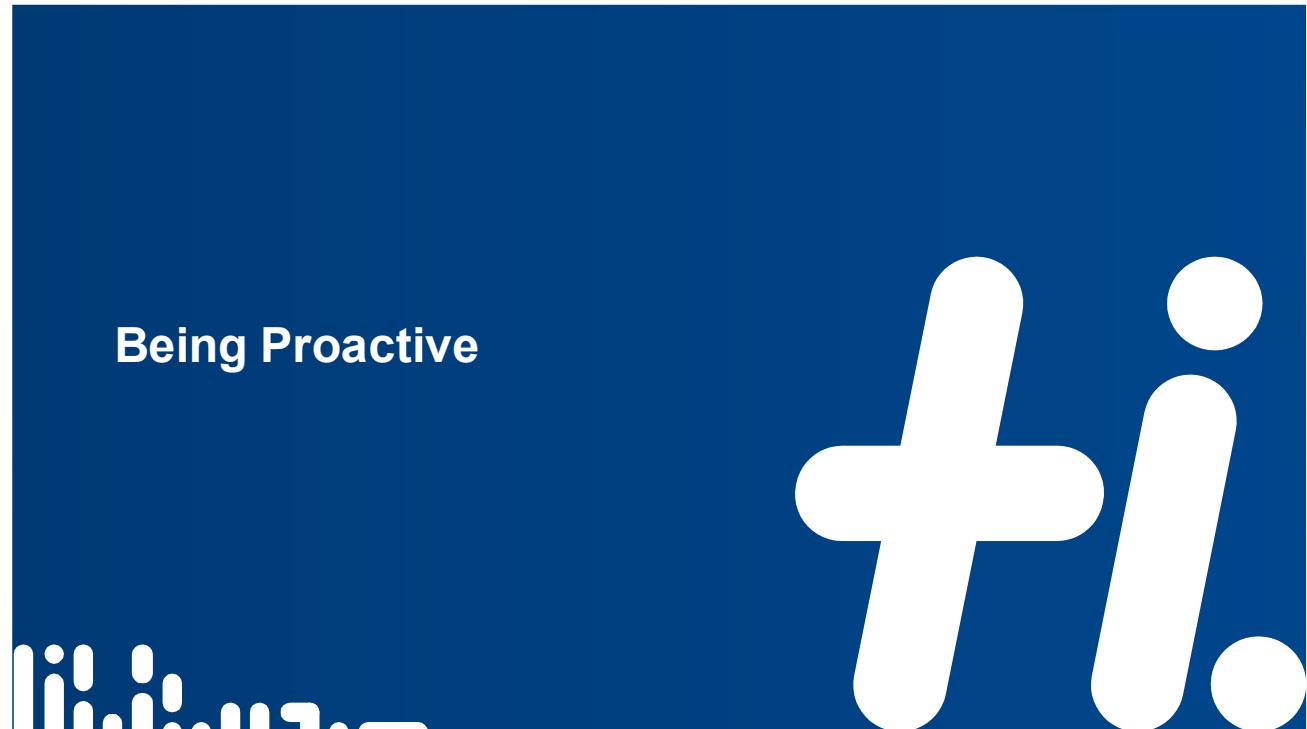


- S** See listening as an opportunity  
(to get information, share views, broaden your own knowledge)
- P** Prepare to Listen (by focusing on the speaker)
- E** Establish appropriate eye contact
- C** Control and eliminate distractions

**'Listen a hundred times; Ponder a thousand times; Speak once.'**

***Turkish Proverb***

Being Proactive



***"The proactive approach to a mistake is to acknowledge it instantly, correct and learn from it."***

**-DR. STEPHEN R. COVEY**

## Being Proactive



- Be Response -Able and not React -able
- Try and see the big picture
- Acknowledge the freedom to choose your own behavior
- Use of Proactive Language – “I can, I prefer, I will..”
- Its all about You!
- Make your own Luck!
- Find the right people



## Being Proactive at Work



- Plan for problems even before they occur
- Improve work place communication – Helps you give and receive information
- Stay focused on the goal and mission– Helps you be less reactive
- Develop your strengths – Adds to confidence in the workplace
- Work on your weaknesses
- Stay away from the distraction zone that can cause bad stress
- Do only those things you need to do now
- Stay productive and positive by controlling your thoughts
- Look for the answer inside yourself
- Don't blame others. Take full responsibility
- Hope for the best & prepare for the worst



<https://www.youtube.com/watch?v=Tex0zKuLCMg>



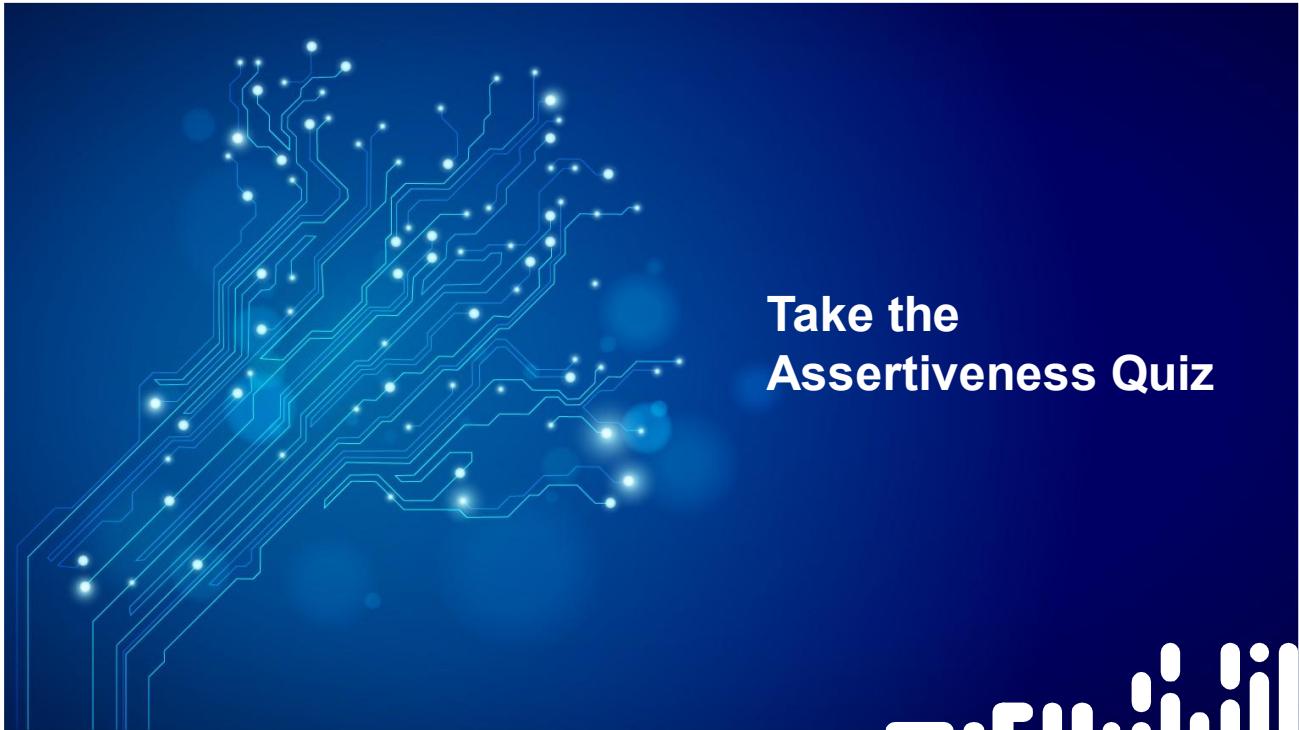
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## Behavioral Communication Styles - Basics on Assertive Skills

### Assertive Communication





## Take the Assertiveness Quiz

### Take the Assertiveness Quiz



Do the following statements pertain to you? Answer 'Yes' or 'No':

- **I lie about my feelings if the truth might upset someone.**
- **I want people to sense when I've hit my limit, without me having to say anything.**
- **My "to do" list includes things I don't have to do, and things I don't want to do.**
- **I eat, cry, smoke, or drink when I'm angry.**

• *Continued...*

## Assertiveness Quiz – Interpretations/Debrief



- If you answered “**Yes**” to **One** of these statements, you need to work on that particular action and reaction.
- If you answered “**Yes**” to **Four or more** of these statements, you need to work on being Assertive. You need to work on saying “No”!

## Assertiveness Quiz – Interpretations/Debrief



- If you answered “**Yes**” to **One** of these statements, you need to work on that particular action and reaction.
- If you answered “**Yes**” to **Four or more** of these statements, you need to work on being Assertive. You need to work on saying “No”!

## Behavioral Styles



To understand Assertiveness, we need to understand behavioral styles:

- Passive
- Aggressive
- Passive Aggressive
- Assertive



## What is Assertiveness?



- The ability to communicate opinions, thoughts, needs and feelings in a direct, honest and appropriate manner, while respecting that of others
- Used to give praise or compliments, state information or facts, raise issues, and for self-disclosure.



## Role Play – Scenario



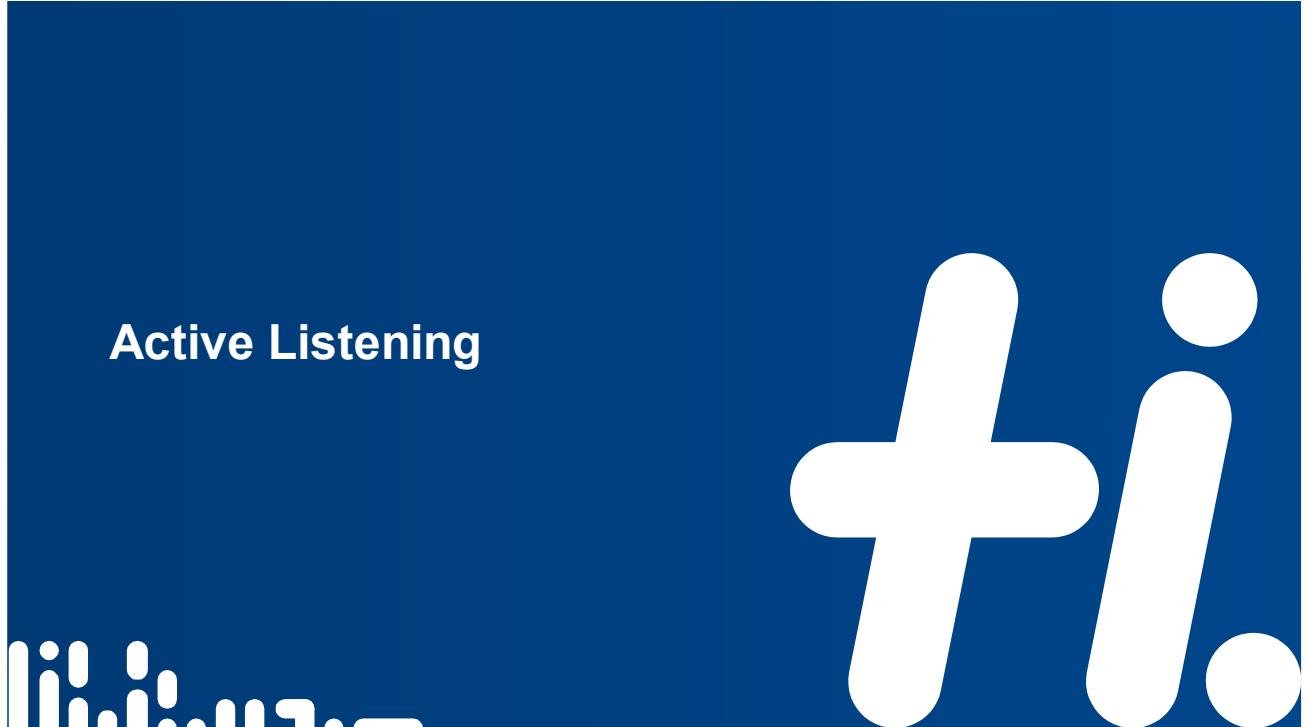
- Jana has a lot of work to get done by the end of the day. His friends are compelling him to take a break and go see the new stall put up in the office premises that everybody is talking about.
- Do a Roleplay to showcase Assertive Behavior.

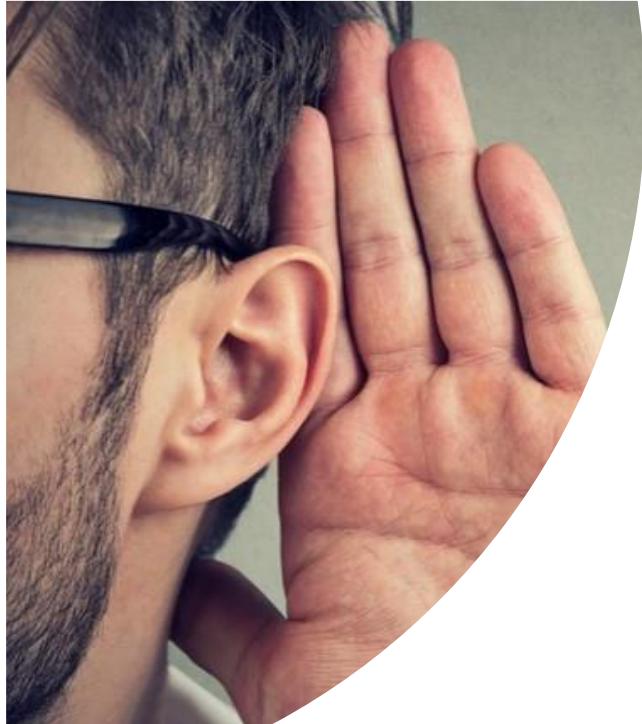


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Active listening





**Activity**  
**Listen & Count**

**Why is active listening difficult?**

- When people are preoccupied with current life stresses or difficult situations, it is hard for them to listen.
- Anxiety can make it hard to listen.
- Being angry at the person who is talking also makes it hard to listen.
- Having an idea in mind of what a person “should do” makes it hard to listen to that person’s point of view.

**How to listen actively**

- Display involvement in what the person is saying
- Carefully observe the person speaking
- Resist distractions
- Try to stay focused on what is being said
- Ask for clarification of anything that you do not fully understand
- Delay making judgments about what is said.



## Why is active listening difficult?

- When people are preoccupied with current life stresses or difficult situations, it is hard for them to listen.
- Anxiety can make it hard to listen.
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## How to listen actively

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- Carefully observe the person speaking
- Resist distractions
- Try to stay focused on what is being said
- Ask for clarification of anything that you do not fully understand
- Delay making judgments about what is said.

## Barriers to Listening



Lack of Interest & Attention

Being Judgmental

Short Attention Span

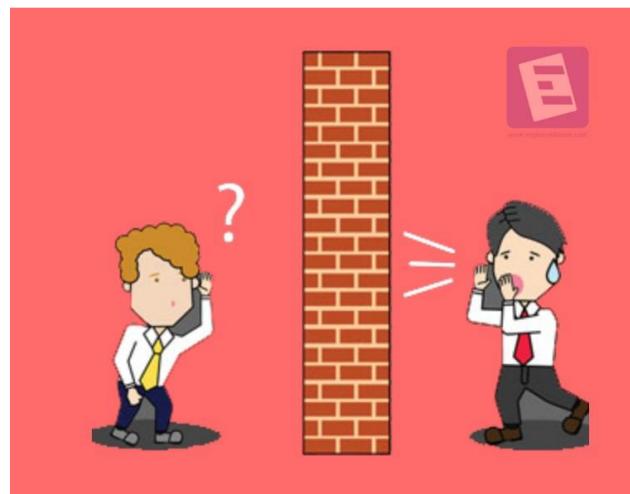
The Speaker's Limitations

Clarity of Message

Interruptions & Physical Distractions

Language/ Culture/Gender

Perception or Frame of Reference





## Role Play– Scenario



Suresh is on a call with a client, Paul. Paul is angry and upset as there is a technical defect in the final product that Suresh's team delivered. Suresh says, "I understand your concern Paul, and I would feel exactly the same way you do. Could you please let me know your concern again in detail so that we can correct our mistake?" What do think about Suresh's statement to the client?

Do a Roleplay to showcase how you would handle this situation differently.

## Speaking Up



## Speaking Up

*The ability to freely share one's opinions and suggestions without being asked or prompted to.*





## Questioning and Clarifying



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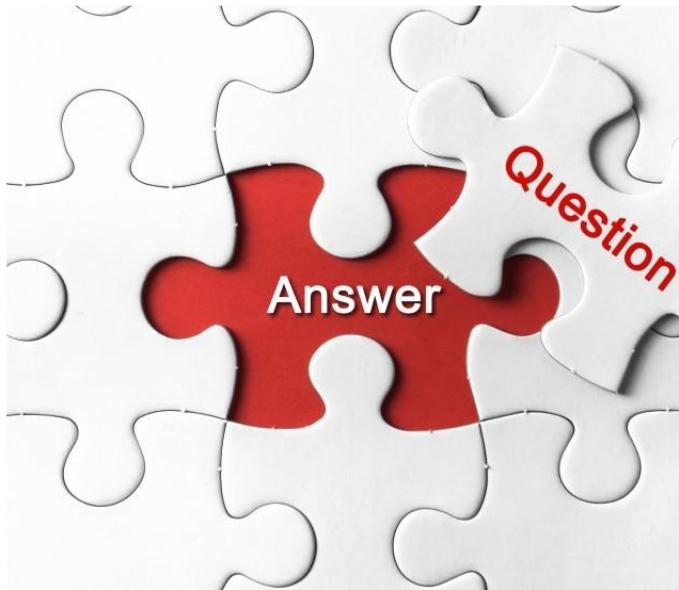
## Clarifying Skills

**Aims at understanding the message better by asking questions.**

**The purpose of clarification is:**

- To ensure that the listener's understanding of what the speaker has said is correct, reducing misunderstanding and assumptions
- To reassure the speaker that the listener is genuinely interested in them and is attempting to understand what they are trying to say





## Types of Questions

- Open
- Closed

## Questioning Techniques

- Funneling
- Probing
- Leading Questions
- Rhetorical Questions
- Paraphrasing

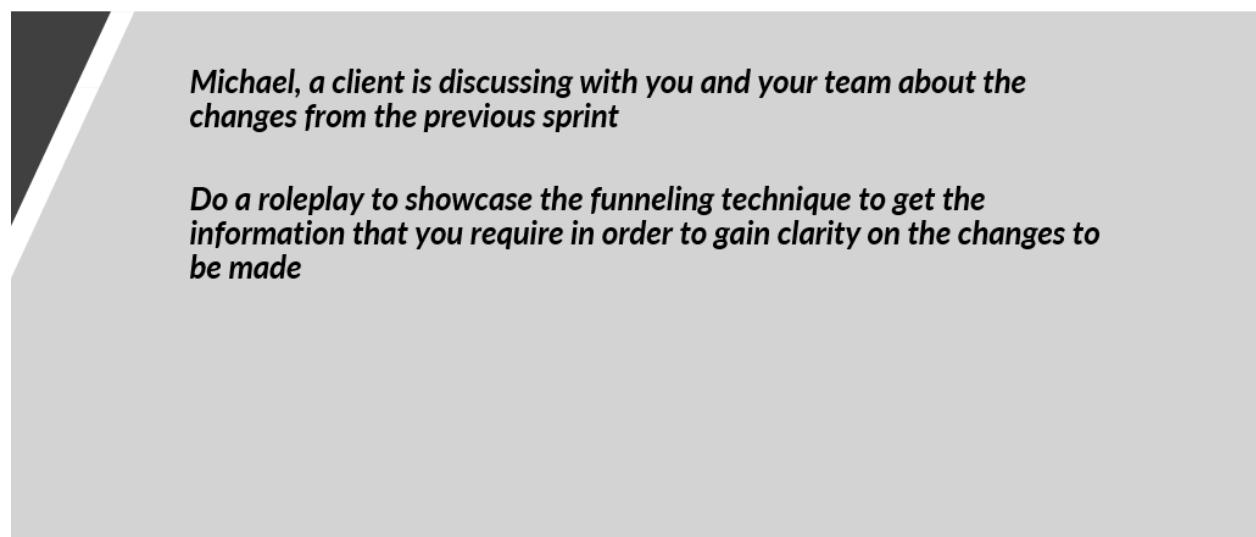


## Examples

- Open - What would like to discuss in today's meeting?
- Closed – Did you send out the MOM from today's meeting?
- Funnel
  - When is the project being initiated? (Response: Sometime in the first week of March)
  - So that's approximately 2 weeks from now. Isn't that too little time? (Response: Well,
  - Ram says if we manage our tasks and time accordingly, it won't be a problem.
  - Is Ram going to be our Scrum Master?... (Response: Yes, that's correct)
- Probing - "How do you know that the new database can't be used by the sales force?"
- Leading Questions– What domain would you prefer to work on? Java or Python?
- Rhetorical questions– Who knows when this project will be approved!?



## Role Play

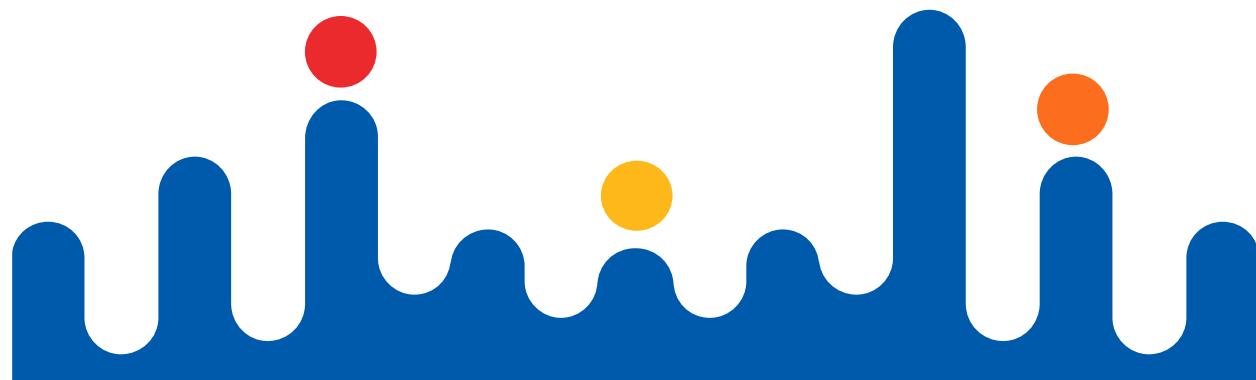


*Michael, a client is discussing with you and your team about the changes from the previous sprint*

*Do a roleplay to showcase the funneling technique to get the information that you require in order to gain clarity on the changes to be made*

Storytelling for Effective Communication

Storytelling for Effective Communication





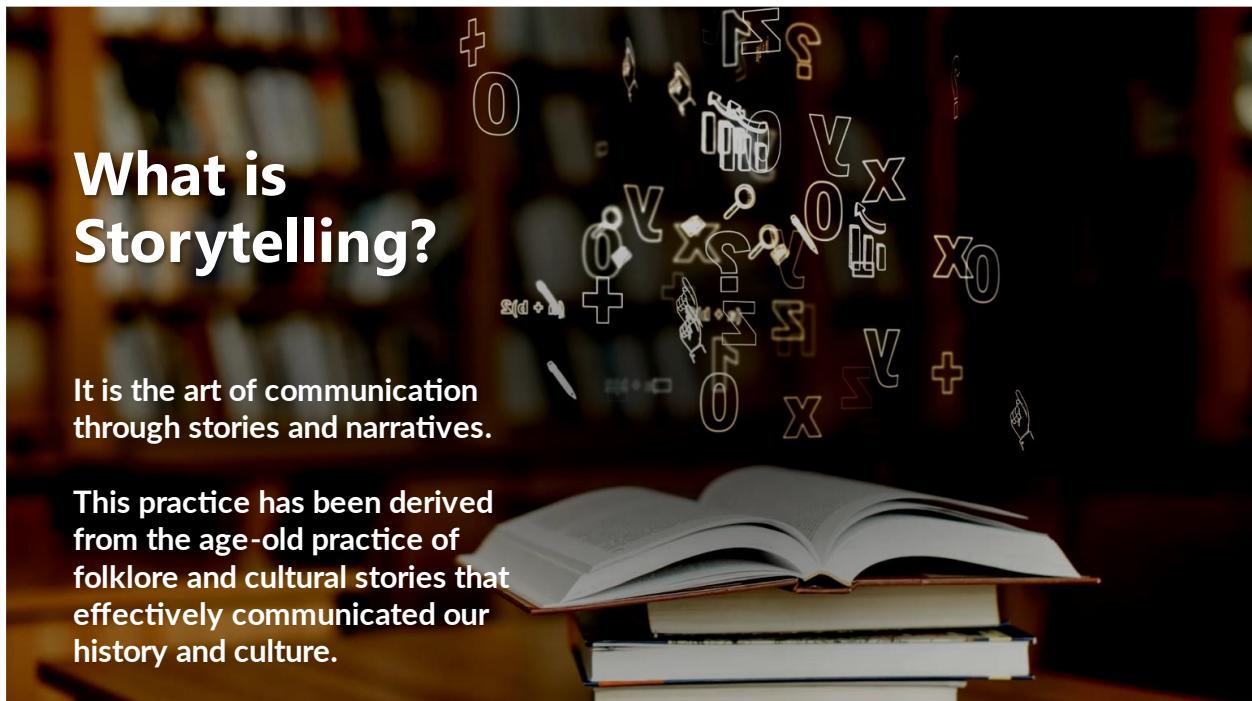
**Activity -  
Observe &  
Learn**



## What is Storytelling?

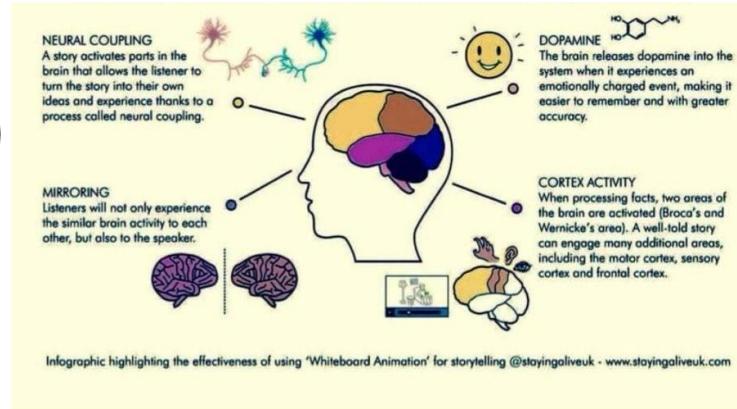
It is the art of communication through stories and narratives.

This practice has been derived from the age-old practice of folklore and cultural stories that effectively communicated our history and culture.



## Why is Storytelling Effective?

Storytelling as a communication style makes a deeper impact on the listener by stimulating brain functions.



**“Storytelling is a communication strategy that influences not only the mind but the heart as well by engaging emotionally and personally with the listeners”**

## Core Elements Of A Story

- Premise
- Platform
- Characters
- Plot
- Conflict
- Resolution



## Storytelling in Business Communication



## Let us listen to the story of Sanjay!

---



Sanjay is an application developer in a leading MNC. Once, a healthcare industry client invited proposals for a new application that would help to improve its customer experience. Sanjay and his team developed an integrated application that would assist patients to get notifications on available slots of doctors and lab technicians from various hospitals. The key feature of this application is that it is integrated with Google Maps and will tell the patient when to start from home to the hospital by calculating the distance, traffic, and the number of patients.

### How did Sanjay use Storytelling Technique?

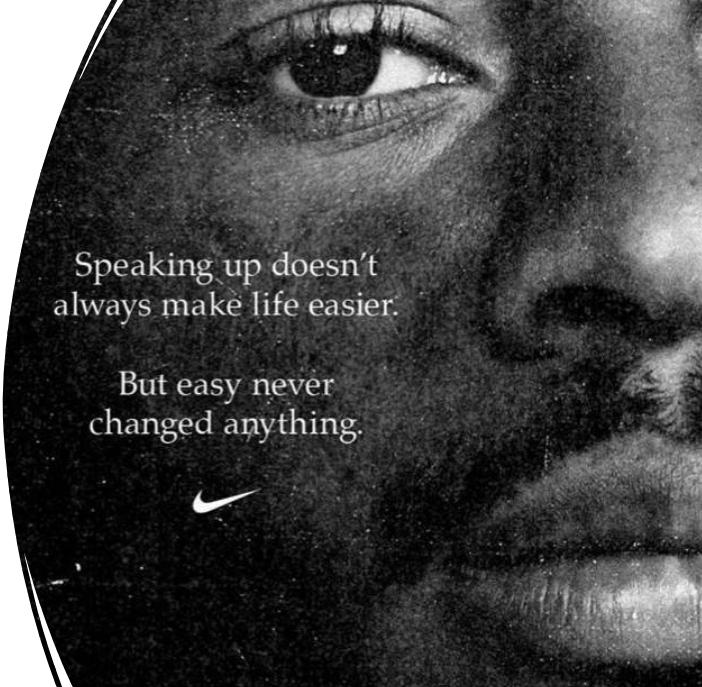


On the day of the presentation, Sanjay introduced his team to the client panel and started with a story. " My mother is diabetic, and; I must take her to the hospital every month for her regular checkup. Last month, when we visited the hospital, she got a panic attack. What is the most tiring part of visiting a hospital? Of course, apart from the cost and procedure! It is "The waiting time". Though the hospitals follow strict protocols of social distancing, it is still a scary task to wait amongst a group of people in a confined environment. This incident sowed the seeds for creating an application that would tell the patient when to start from home to the hospital by calculating the distance, traffic, doctor's or lab technician's availability and the number of patients. Developing this application was not an easy task for us. It involved a lot of complex coding and integration and a lot of approval processes. Yet, here we are, after a lot of struggle and hard work, standing proudly before all of you with a beta version of the application. Given the opportunity, we could develop a better version of this application by adding a few more advanced features. Thank you!"

The client panel was highly impressed, saw a demo of the application and decided to discuss the deal with the business team.

## A short two-line story can be a game changer!

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Speaking up doesn't always make life easier.

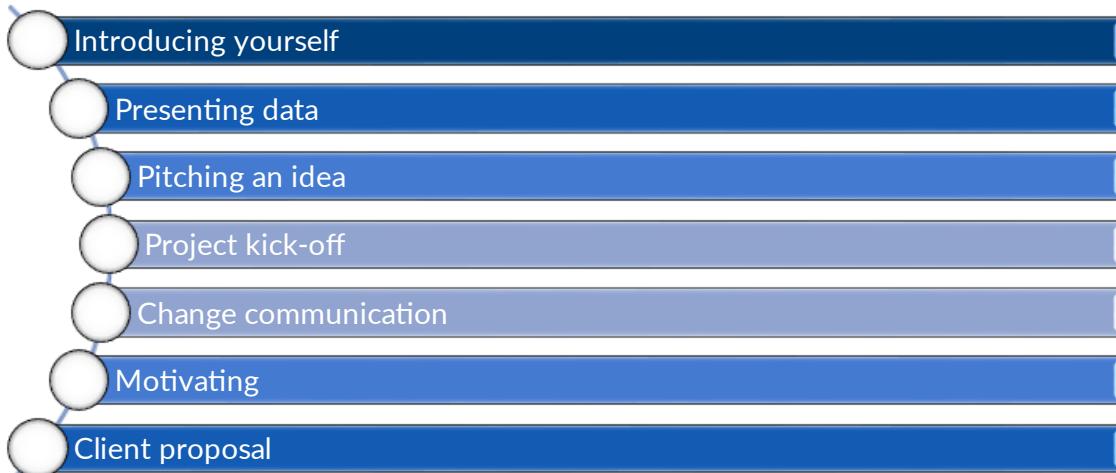
But easy never changed anything.

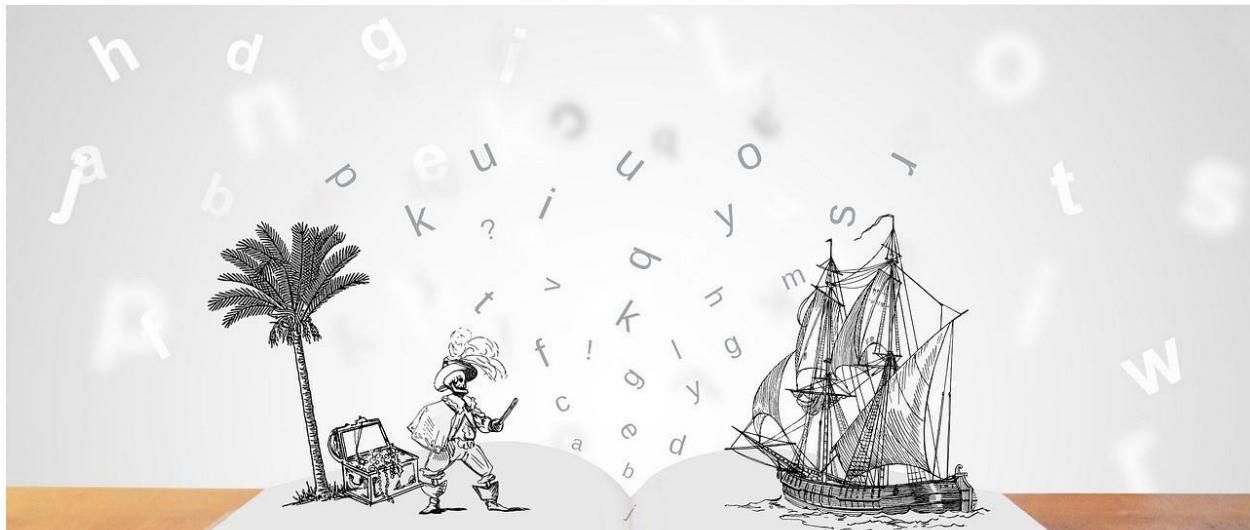


- Helps to get your audience's attention
- Creates an emotional connect
- Produces an impact in your listener's mind
- Aids in persuasion and convincing

## Why Storytelling in Business Communication?

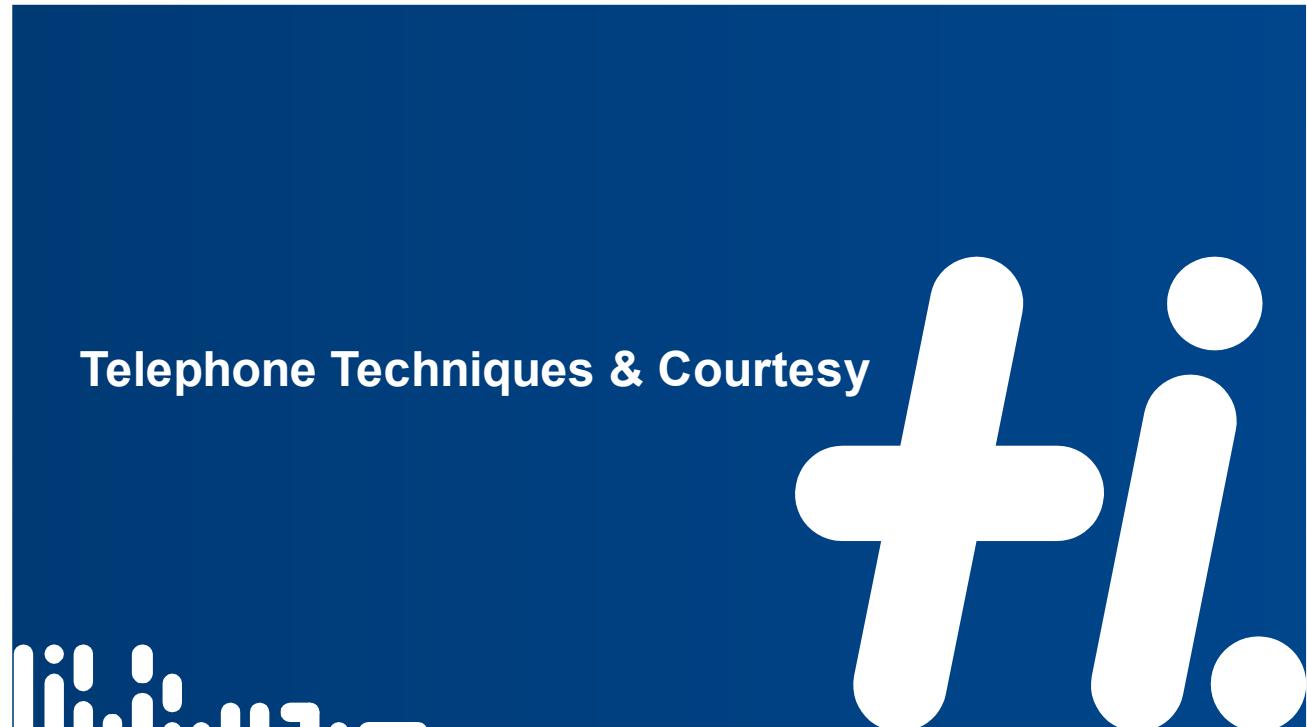
### Application of Storytelling in Business Communication





A central illustration depicts a pirate ship on the water, a tall palm tree, and a treasure chest on a sandy beach. Numerous letters (h, d, g, i, j, a, b, e, u, k, v, f, i, y, o, q, ? , !, c, g, l, s, m, t, w, s) are scattered in a cloud above the scene, suggesting a narrative or story.

**Activity – Create Your Own Story**



## Telephone Etiquette

- Be Alert – Be ready to engage in a conversation
- Be Pleasant – Smile, it will be heard
- Be Natural – Use simple language. Be direct and brief
- Be Distinct – Speak clearly and loudly enough
- Be Expressive – Emote according to what you are saying



## Do's

- Smile ☺ (they really can hear it!)
- Speak Clearly and Concisely
- Be Enthusiastic
- Lower the Pitch of your Voice
- Talk in a Positive Mood
- Listen/Discuss

## Don'ts

- Frown ☹
- Mutter
- Sound Tired
- Speak in a Shrill Voice
- Speak Negatively
- Ramble

## P.I.C.T.U.R.E.



- P – Pitch
- I – Inflection
- C – Courtesy
- T – Tone
- U – Understand
- R – Rate of Speech
- E - Enunciate



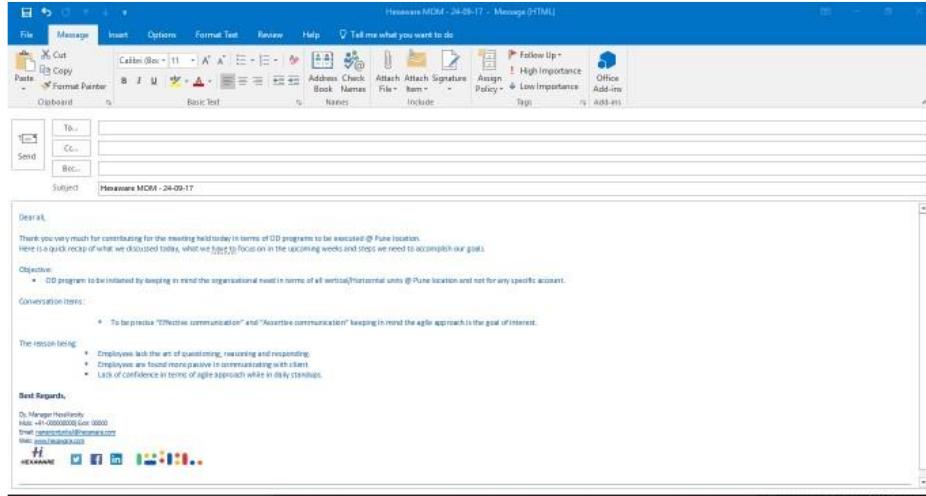
## Business Writing

### Things to know



## The Components of an Email

- From
- To
- CC
- BCC
- Subject
- Attachments
- Salutation
- Pleasantry (Optional)
- Body
  - Context
  - Content
  - Conclusion
- Signature
- Proofread



## Email Writing Tips

- Ensure your email projects a positive tone
- 'Reply all' only if necessary
- CC people only if they need to be kept informed
- All people actioning on the email will be in the 'To' field
- Keep your subject short and simple.  
Change it according to the email trail

- Never write in an email what you would not say to a person's face
- Control Email Flaming
- Use the high importance marker only if necessary
- Understand when to BCC people
- Proof Read

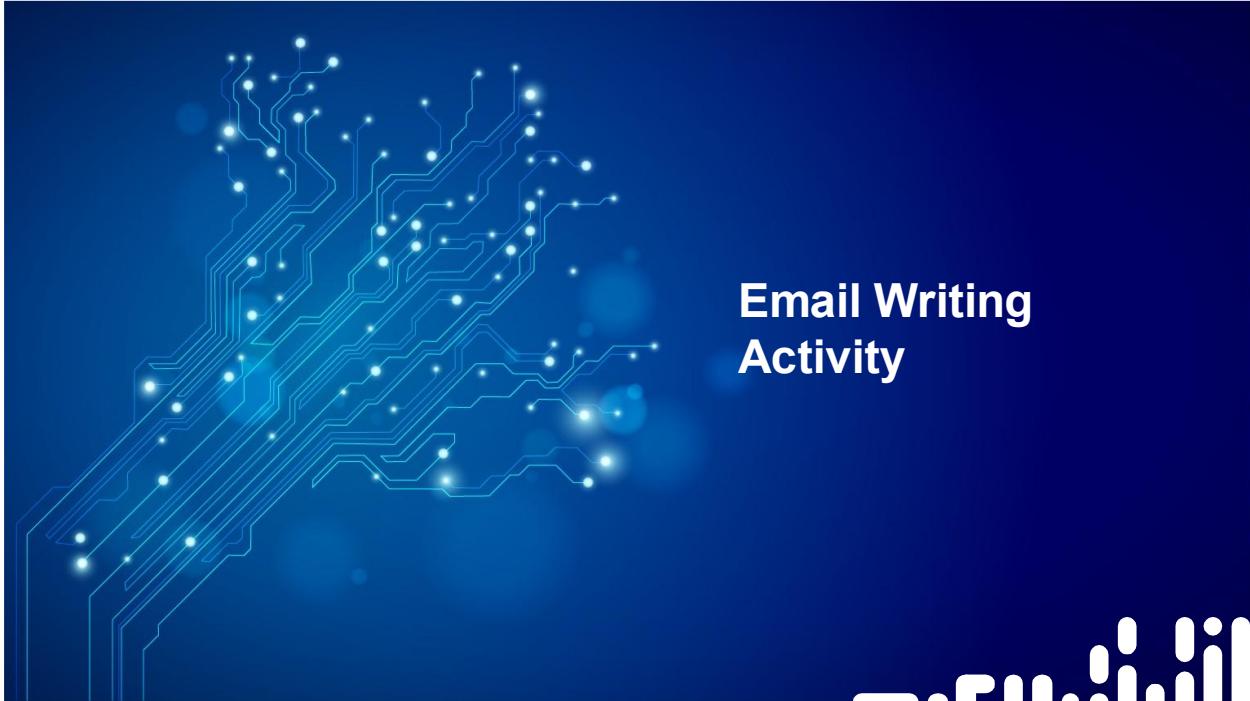
## Do Not's

- No SMS language
- No Emoticons
- No Abbreviations
- Don't forget the Subject
- Don't forget the attachment
- Don't be colloquial
- Don't use Humor
- Don't forget your Signature
- Don't discuss personal information
- Don't overuse exclamations



## Business Chat

- Start with a "Hi (person's name), do you have a few minutes to spare?"
- Remember it's not a conversation where both sides are engaged at the same time
- Be Patient
- If you do not get a response, do not keep typing
- Don't abuse the Enter Key. Type your sentences fully and wait for a reply
- Don't use emoticons or SMS language
- Don't assume confidentiality – The person might be sharing his screen.
- Use Upper Case only when required or you will seem like you're shouting
- Build Rapport, but don't be overly friendly
- You may leverage on this friendly professional relationship sometime in the future



## Email Writing Activity

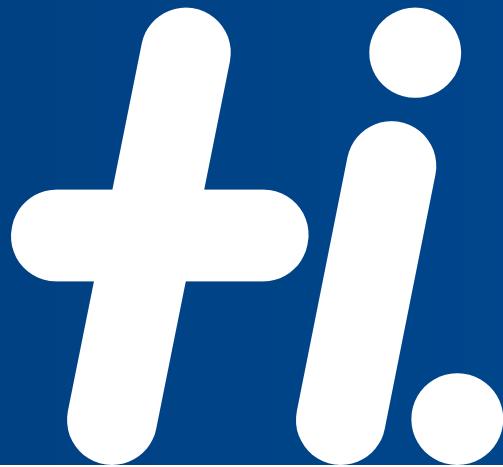
### Email Etiquette



A Microsoft Excel training has been announced by the organization, and you feel it will be quite useful to your role.

Write an email to your manager, requesting for his approval to sign up for this training session; and give reasons as to why you would like to attend.

## Knowledge Check



## Module Role Play



### **Case Scenario:**

Laksh is on a break and is texting on his phone in the corridor. Surya a fellow teammate, takes this opportunity to say Hi and to update Laksh on the latest customer review that happened the day before. Laksh acknowledges Surya asks how it went, and continues to check his phone for messages and responds to them, while nodding his head, with an occasional glimpse at Surya. Surya says that Laksh looks busy and maybe they should talk later and walks away. Laksh simply responds with an okay, still looking at his phone.

- **What are your thoughts about Laksh's Communication Skills?**
- **What could Laksh have done differently to avoid this situation?**

## Email Writing



**Subject: Help needed with Project ABC**

Hi \_\_\_\_\_,

I'm working on the final part of the Design phase for Project ABC and would really appreciate your help to finish this last part. Please let me know when we can connect to discuss this further.

Regards  
Ram

***Write a response to Ram, keeping in mind that your schedule is full and you don't have time to help him with his request this time around.***



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Passionate Employees

Delighted Customers

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## Module 2 – Interpersonal Skills



### Interpersonal Skills



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### Objectives

By the end of this module, you should be able to:

- Understand how to build credibility and rapport
- Understand the behaviors and principles of collaboration
- How to collaborate and work as a team
- Know how to make requests and offer suggestions
- Effectively collaborate and Brainstorm and boost productivity as a team

2

## Agenda

- Building Credibility and Rapport
- Collaboration- Behaviors & Principles
- Collaboration and Teamwork
- Improving workplace collaboration
- Boosting Productivity through Collaboration
- Brainstorming Techniques
- Making Requests and Giving Suggestions
- Knowledge Check
  - Case Scenario/Role Play

### Building Credibility & Rapport



Building Credibility  
and Rapport

## Building Credibility

- Act with integrity
- Set a positive example
- Take responsibility
- Keep commitments
- Show genuine concern
- Be honest
- Solve problems creatively
- Resolve conflicts and disagreements



## Building Rapport

- Match & Mirror
- Understand People's Values
- Use their name – pronounce it correctly
- Make Small Talk – avoid politics, religion and other controversial topics
- Tone and Intent – Don't make people feel your intruding
- Timing is important
- Ask relevant questions
- Listen Intently – Seek to understand
- Seek Similarities



## Case Scenario

Maria is a new recruit in a Bank. Norah is a seasoned employee who also performs the same role in the organization, and is skeptical of Maria's capabilities and quite often peers over her to check on what she is doing. Maria, due to this constant observation, tends to make mistakes which she normally wouldn't.

What could Maria and Norah do to improve the situation between them?

### Collaboration Behaviours & Principles





## The Crab Story



**Collaboration** refers to a form of teamwork in which the collaborators contribute and complement their different strengths to achieve a common goal.

### Collaborative Behaviours & Principles

## Collaboration Vs Teamwork

### Teamwork Vs Collaboration



- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Individual tasks</li> <li>• Shared Goals</li> <li>• Individual Effort</li> <li>• Same premises</li> <li>• Focus is the Goal</li> <li>• Is dependent on a Leader/Authority figure</li> <li>• Work on tasks by putting aside indifferences or disputes</li> </ul> | <ul style="list-style-type: none"> <li>• Collective minds towards an individual task</li> <li>• Shared Values</li> <li>• Shared Effort</li> <li>• Can work from different locations</li> <li>• Focus is the process in achieving the Goal</li> <li>• Is interdependent</li> <li>• Is more of a relationship. There can be no indifferences and disputes.</li> </ul> |
|--|---|



**Be Open Minded** – Recognize, Accept and Appreciate new ideas in various forums. Remember Ideas can be unfamiliar, new, exciting and difficult to understand in their infancy.

**Communication** – Ensure Open Communication exists within the team. Build Trust and practice Assertiveness and honesty. Keep in mind the various communication styles across the table and stay objective

**Think Long-Term** – Work towards a common goal and shared purpose, envision the end result of your collaborative work by focusing on the Big Picture. Learn how your work contributes to the big picture, what you are trying to achieve and most importantly 'Why'





**Organization** – Complete individual tasks independently and take care of your own responsibilities. Organize your time and your workload

**Adaptability** – This can't be taught; practice to adapt at a moment's notice. Stay calm and focus on next steps rather than becoming reactive. Brainstorm and Ideate collaboratively as a team.

**Debate** – Ensure you establish good rapport with your team before this happens. Be comfortable to tactfully and productively debate and challenge ideas and solutions. Do not attempt this when you are emotionally involved in the argument. Mend and Repair relationships

12

## Five Key Principles for Successful Collaboration



- **Collaboration is more than the Sum of Various Strengths**
  - These individual strengths within the team must complement other available strengths.
- **Drive Collaboration within the Team**
  - Collaborate in every possible situation. Specially to brainstorm and manage ideas and innovation
- **Use Collaborative Software**
  - Expand your reach beyond meeting rooms. Microsoft Outlook and Teams are also collaborative Softwares
- **Learn from Agile**
  - Agile Methodology calls for Collaboration in order for teams to succeed in their goals. Two developers working together on a code, offering suggestions and making decisions towards a common goal
- **Offer Cooperation**
  - Share Knowledge, build relationships based on honesty and cooperate with team members, customers and other stakeholders involved

## Improving workplace collaboration

### Collaboration in the workplace:

- Promotes problem-solving
- Spurs innovation
- Connects teams to the bigger picture
- Boosts learning and skillssharing
- Increases work satisfaction
- Aligns distributed or remote teams



## Boosting Productivity through Collaboration

### Boosting Productivity Through Collaboration



- Research shows people take 64% longer to complete tasks independently
- Knowing you are not alone and working on a critical task, boosts motivation & confidence as new challenges arise
- The fear factor and the “maybe I can’t” attitude takes a backseat
- Help! So, people know they can come to you
- Trust that others will help, simply because, they might need your help in the future
- Consult with each other on important decisions
- Resolve conflict and build a collaborative culture

## Roleplay



Stella is a hard worker and does do an efficient job with tasks assigned to her. She however, seems to lose track of time and often ends up coming in late for meetings or discussions and this tends to annoy the rest of the team. In one meeting, the team decides to share their feelings with her, and let her know how her lack of time management is affecting their time.

Do a Roleplay to showcase this situation with Stella and her teammates.

## Brainstorming Techniques



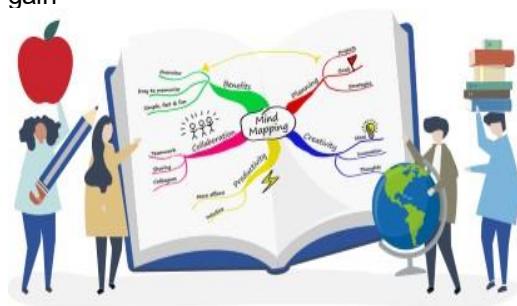
## Brainstorming Techniques

## Mind Mapping

- Mind mapping is a way of thinking that focuses on finding potential solutions for a given problem .
- When you Mind Map for problem solving, you instantly gain more clarity, so you can find answers more easily.

### Steps to Mind Map

1. Identify the central idea and add it to your Mind Map
2. Identify the main areas that impact the problem
3. Brainstorm Things that impact each of the categories

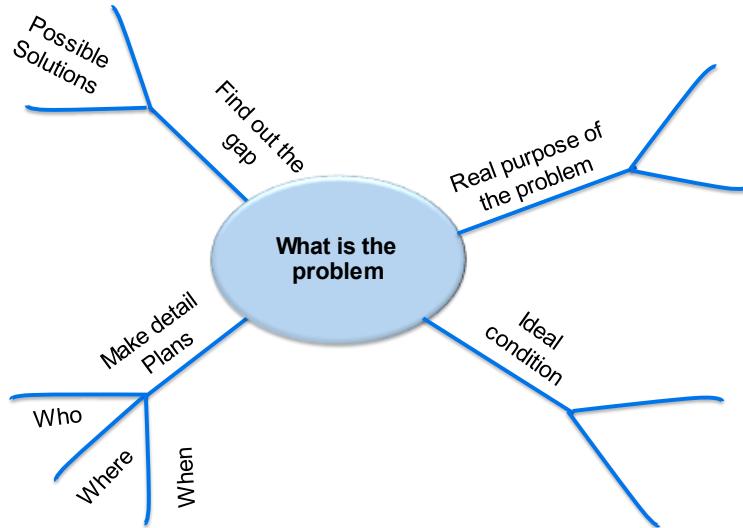


## Benefits of Mind Maps

- Mind Maps prioritize the most important aspects of your problem, focusing your mind.
- The use of colours and images stimulate your brain, meaning that you are engaged and ready to solve the problem.
- By using mind maps, your brain generates more ideas and associations, for many solutions.



## How to Mind Map



## Things to Remember

- Be Agile
- Be Proactive
- Be Observant
- Clarify, Research & Ask for Help
- Brainstorm and Mind Map
- Be Flexible
- Take a step back – Use the Creative Pause



## The Zombie Riddle



<https://www.youtube.com/watch?v=7yDmGnA8Hw0>

## Let's Mind Map



- You and your team have been given the task of organizing the yearly Culture Fest for XYZ organization. The Event management team has had to cancel their appointment at the last minute due to a personal injury. Your team has only a week to organize a Culture Fest for 850 people on a 40 foot wide stage.
- Chalk out a plan using effective problem solving skills and draw a mind map.



## SCAMPER

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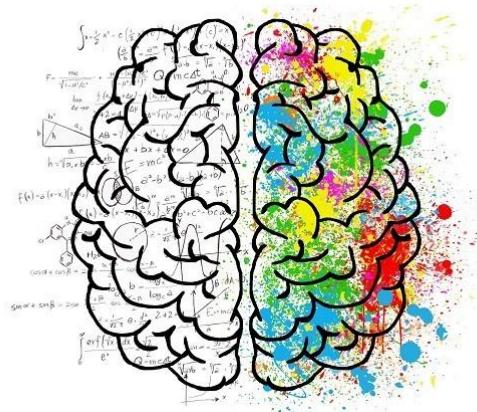




**Video :**

<https://www.youtube.com/watch?v=G8w0rJhztJ4&t=200s>

**Time to Practice SCAMPER!**



## Making Requests and Giving Suggestions

**Making Requests  
and Giving Suggestions**

## **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.

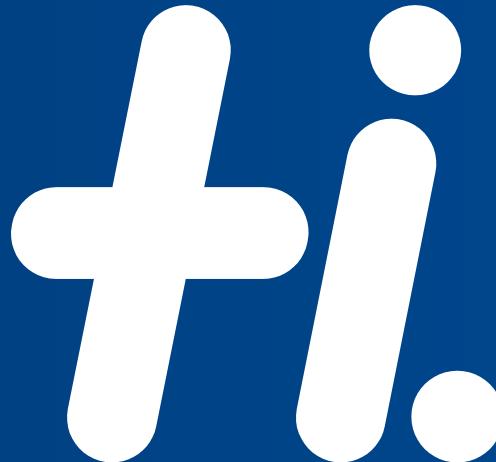
## Roleplay



Lolita 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 Lolita's peer would have for her.

## Knowledge Check



## Case Scenario

Malathi is an experienced consultant in the organization. She has been working almost independently for a while now on a critical part of the project and rarely speaks to the rest of the team. Due to the increase in workload, she would need to work along with Ajay to complete these tasks going forward. She doesn't spend time giving Ajay a Knowledge Transfer, although she was expected to, and begins writing emails to him assigning work to be completed. Ajay immediately escalates this to the manager

- What are your thoughts about Malathi's Interpersonal Skills?
- What could Ajay have done to improve the situation?



## Module 3 – Business Etiquette



### Business Etiquette



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## Objectives

- To learn techniques to engage with clients & colleagues in a professional manner, ensuring positive first impressions
- To create a professional image, follow business etiquette, and maintain positive official relationships
- To be a good Team player, communicator, and follow proper etiquette in meetings
- To behave appropriately at work, handle ethical dilemmas and personal issues in the workplace

## Agenda

- Introduction to Business Etiquette
- The First Impression
- Professional Behavior
- Multi-cultural Etiquette



## Introduction to Business Etiquette



**What is  
Etiquette?**

Business Etiquette refers to how an individual should behave while he/she is at work

*It is far more impressive when others discover your good qualities without your help*

**Why is it  
Important?**

**How does it  
impact your work?**

Business Etiquette enables the individuals to earn respect and appreciation in the society



**The First  
Impression**

## Activity Time!!



## The First Impression



You only have ONE opportunity to make a good first impression

- Professional Appearance
  - Dressing
  - Personal Grooming
- Body Language
- Shaking Hands
- Introductions



## Professional Appearance



- Dressing

- Be aware of the Company's dress code and comply

- If no specific dress code, it's advisable to dress professionally

- Personal Grooming

- To look your best consistently practice good grooming habits everyday

- Staying neat and clean will boost your self confidence and positivity

## Video



<https://www.youtube.com/watch?v=mPHFIE1xoX0>

## Hand Shake



Sweaty palm



The hand hug



Hand crusher



Queen finger tips



The dominator handshake



The right handshake

## Roleplay



You are meeting your new manager for the first time, how will you introduce yourself to him or her?

Do a roleplay to showcase self introduction.

## Professional Behaviour

**Respect Work Time**

- Be aware of and comply with your company's working hours
- Be ethical about your working hours
- Utilize your time effectively and productively
- Respect the time of others

**Be Friendly**

- Familiarize yourself with your team/ colleagues
- Make an extra effort to know and get along with everyone, but don't try too hard
- Ask before joining them for lunch
- Have friendly conversations when on breaks
- Be courteous and smile
- Avoid conversing/ arguing about Religion, Politics, Race and other controversial topics

### Keep an Open Mind

- Be aware of your role and responsibilities and at the same time be open to taking up new initiatives
- Be open to accepting tasks that you need to learn how to do
- Be proactive
- Identify your strengths and keep pushing your boundaries
- Don't be in too big a hurry to advance

### Be Positive and Supportive

- If work is not going the way we planned, stay positive and explore alternative ways to approach the situation
- Support your peers with their tasks if you have time to spare
- Respect the opinion of your peers
- Respect their personal space, work space, time and their feelings

### Communicate Effectively

- Be aware of your role and responsibilities and at the same time be open to taking up new initiatives
- Be open to accepting tasks that you need to learn how to do
- Be proactive
- Identify your strengths and keep pushing your boundaries
- Don't be in too big a hurry to advance

### Keep Personal Information to Yourself

- If work isn't going the way we planned, stay positive and explore alternative ways to approach the situation
- Support your peers with their tasks if you have time to spare
- Respect the opinion of your peers
- Respect their personal space, work space, time and their feelings

## Basic Etiquette at Work



- Be polite, thoughtful and considerate at the Cafeteria
- Be mindful of your behavior when inside the campus
- Follow a queue system at ATMs and food counters
- Respect and Value your fellow Hexawarians
- Avoid rumors and gossiping
- Avoid extending office hours unnecessarily – just to spend time with friends
- Avoid wandering around the campus
- Behave appropriately with colleagues of the opposite gender

## Professional Traits



**A set of qualities or attributes  
a professional must possess.**

## 8 Crucial Traits of a Professional



### Roleplay

Vidhya and Ajay are demotivated as they feel that their TL is being unreasonable with them. They are talking about the tasks assigned to them being insignificant and planning not to prioritize them. They are asking you to do the same. How would you respond?

Do a roleplay to show how you would deal with this situation.

## Campus Etiquette



## Campus Etiquette

**The Lift**

- While waiting for the elevator. Do not block the door way
- Allow people to get out first before you rush in
- Allow people who were already there to get in first
- Don't be afraid to make eye contact with people and smile
- If crowded, do not take up too much of space
- Do not laugh and jest loudly with colleagues when the elevator has other people
- Do not cram yourself in if the elevator is full
- Do not push. Politely excuse yourself.
- Don't press the buttons to all the floors if you are getting off at Floor 1.
- If you would like to go down, do not get into the elevator that is going up
- If the elevator has people in it. Do not hold it for your friends and colleagues.
- If someone is rushing to the elevator, hold the door for them.

## The Cafeteria



- Do not jump the queue
- Ask permission to sit at a vacant seat at someone else's table
- Ask politely if you could pull out a spare chair
- Be kind to the cleaning crew
- Be patient at the serving counter
- Be considerate of other people waiting for a table
- Do not take and make business calls if your environment is too noisy
- Try not to spill food or dump waste food on the table (bones, etc..)
- Chew with your mouth closed
- Don't talk/laugh and eat at the same time

## The Pantry



- Exit the pantry once you pick up your coffee
- Do not hold conversations at the vending machine
- Do not speak loudly. Be considerate of people around
- Do not sit on the vending machine slabs
- Do not leave dirty coffee mugs behind
- Do not use the sink to spit or wash your face
- Do not eat in the pantry.

## The Cubicle



- Step out of your work environment when you have to take a personal call
- Take your meetings in a conference room/meeting room
- Keep your belongings organized
- Do not hang around other people's work area and chit chat
- Do not use the speaker on your desk phone for calls
- Do not invade your neighbor's desk space
- When you borrow a chair or move it to a conference room, put it back
- Follow work place rules from Admin

## Roleplay



You are standing in a queue to buy food in the cafeteria. A bunch of your teammates come to you requesting to join the queue behind you. The person behind you looks at your with a scowl on his face. How would respond to them?

Do a roleplay to showcase how you would handle this situation.

## Multi – Culture Etiquette



## Multi-Cultural Etiquette

### Cultural Differences: High Context – Low Context

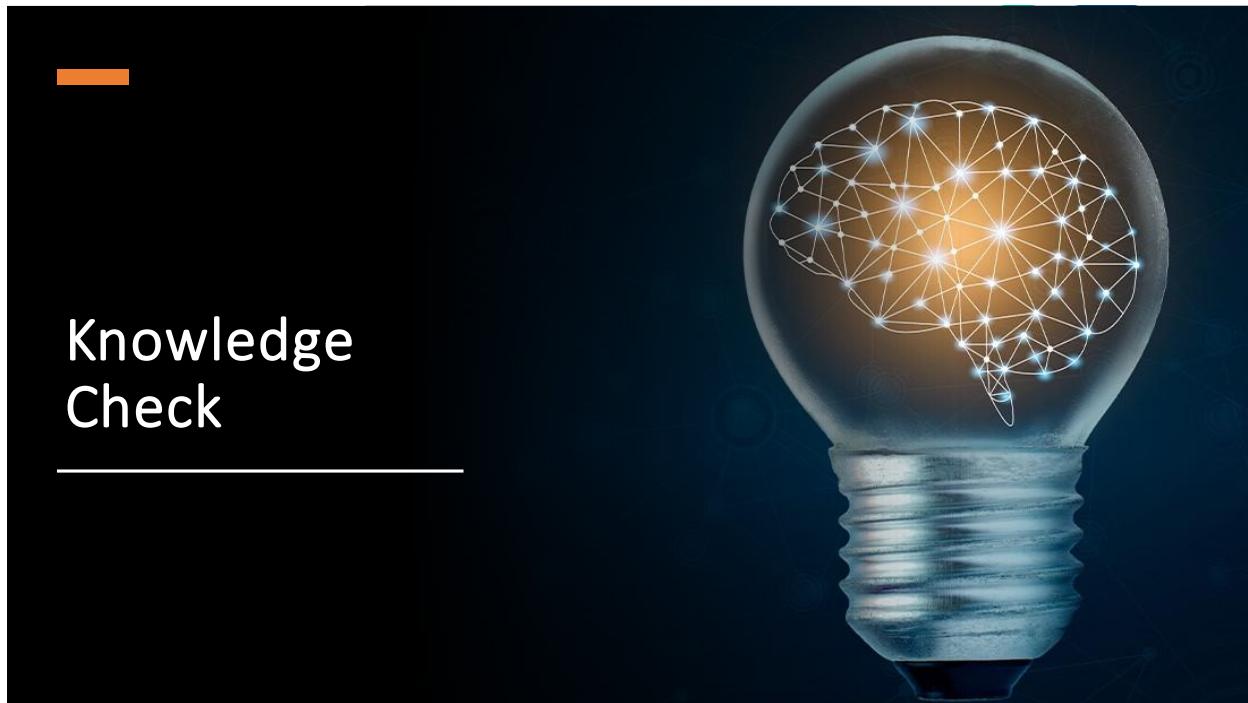


#### High Context

1. Group and family dominated cultures
2. Low personal space needs, comfortable with hugging and touching
3. Business on trust and word of mouth
4. Vague about time
5. Parallel processors, can do many things simultaneously
6. Okay about talking loud

#### Low Context

1. Individual, self-oriented cultures
2. High personal space needs, need physical distance
3. Business based on written documents, legal agreements
4. Very specific about time and punctuality
5. Sequential processors, like to do one thing at a time
6. Loud voices sound like shouting



## Knowledge Check

### Case Scenario



Mani is in a meeting with his new Project Manager for the first time to discuss the project and Mani's role. Mani doesn't extend a handshake to his Project Manager, and hasn't managed to iron his clothes or groom his hair properly. He managed the meeting alright, however, towards the end of the meeting, his manager does tell him that this sort of casual behavior will not be tolerated in front of a Client or Senior Management. Mani becomes confused and doesn't know what went wrong, when the meeting seemed to go perfectly alright.

- **What are your thoughts about Mani's Business Etiquette?**
- **What could Mani have done differently to avoid this situation?**

## Module 4 – Service Orientation



### Service Orientation

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### Objective



- A Service Oriented Mindset
- Characteristics of Service Orientation
- Customer Collaboration
- Customer Experience
- Establishing the WOW factor
- Collaborating with Internal Teams
- Levels of Service Orientation



A service orientation mindset



*Designing and Delivering the best possible services and solutions to meet your customer's objective.*



## Improve your 'Service Orientation' ability



- Ask yourself “what quick & easy changes can I make to improve my customer’s experience”
- Ask your customers for feedback. See how you can further improve
- Take note of great customer experiences examples you come across. What can you apply to your current environment?
- Offer Suggestions on what you can do to create a positive impact on their customers
- Always go the ‘extra mile’. Create memorable experiences to spread the word

## Characteristics of Service Orientation

# Characteristics of Service Orientation



**Modularity**

- Identify large, complex, and unmanageable applications and break them down into manageable pieces that can be changed or upgraded without affecting the entire system

**Reusability**

- Look for common elements that are reusable in other applications as well

**Flexibility**

- A certain level of oversight may be required in order to enhance Flexibility

## Customer Collaboration



## Behavioral Indicators Required



## Customers Types

### Internal

- People/Departments you provide services to within the organization
- Co-workers & Reporting Managers are also Internal customers

### External

- People/Organizations who have partnered with us to provide them with a product or service

*“Your smile is your logo. Your personality is your business card. How you leave others feeling after an experience with you becomes your trademark.”*

**Put a Smile on your Customer’s Face!**

## What do Customers Want or Expect?

*Brainstorm in groups to come up with a list of what a customer wants or expects (external customers)*

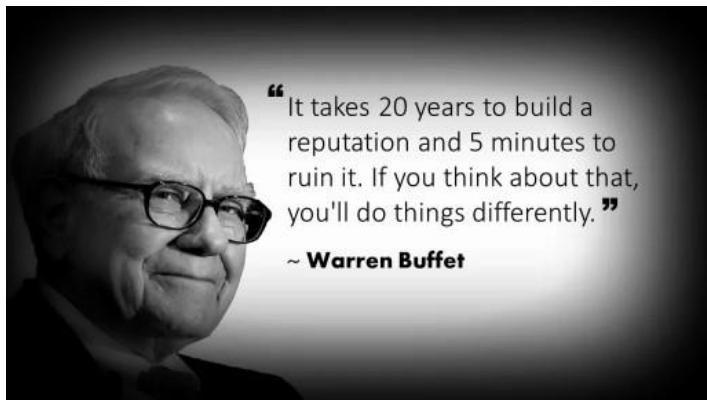
*Discuss in groups.*



## What Customers want !

- Friendly, caring & understanding service
- Flexibility - Customer want the person to "jiggle" the system to make it work for them. They don't want to hear "No"
- Problem resolution – Solve problems with a two-fold approach (humanitarian & business related)
- Recovery – customers want their services to be uninterrupted and appreciate a quick bounce back

## Moment of Truth



A **Moment of Truth** is any instant when the customer comes into contact with any of your business, and based on that contact, forms an opinion about the quality of your service.

Research has shown that it takes on average 12 shining moments of truth to compensate for one dull moment of truth



## Collaborating with Internal Teams

- Internal teams could be working right beside you or halfway around the world
- They could be a part of your organization or the Customer's Organization
- Treat your colleagues the way you would like them to treat you
- Offer them the benefit of the doubt
- Consider the cultural element
- Always remember to stay assertive
- Do not Judge
- Collaborate
- Communicate
- Follow etiquette and remain friendly yet professional
- Build a network of contacts
- Show appreciation



## Handling Complaints and Difficult Customers



### Dealing with Difficult Behavior



- Label the behavior, not the customer
- Listen
- Don't get defensive
- Don't take it personally
- Find out what the customer wants
- Discuss alternatives
- Take responsibility for what you CAN do
- Agree on action

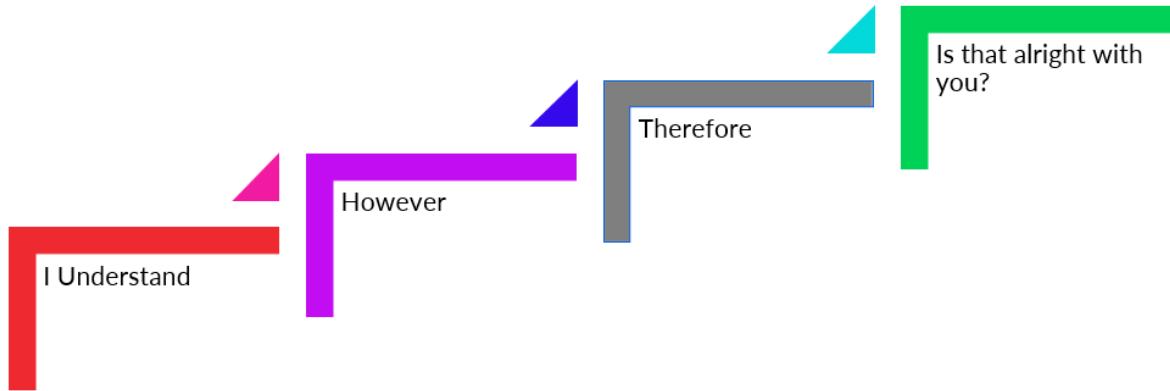


## Types of Difficult Customers



- Talkative Customers
- Angry / Irate Customers
- Know it All Customers
- Indecisive Customers
- Suspicious Customers

## The Four Step Model in Handling Difficult Customers



Customer Experience

## Customer Experience



### | What would make a Customer say 'WOW'?



- Right Attitudes and Behavior
- Showing Concern
- Understanding desires, wants and wishes
- Managing Perceptions
- Your personal business appearance & environment
- Communication
- Your Availability and accessibility



## | It all starts with the Right Attitude!



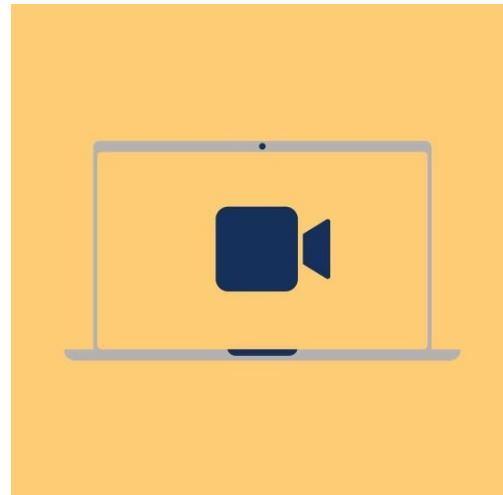
A Positive Attitude is a frame of mind with which you approach every situation and event in your life.

- A Positive Attitude can only be regained through conscious effort.
- When something negative happens, you must make some amount of adjustment – take action – to get back on track.

## Video: Customer Focused Mindset



<https://www.youtube.com/watch?v=d3LuHP0SagI>





## Tips for Great Customer Service

- Know your product
- Maintain a positive attitude
- Creatively problem-solve
- Respond quickly
- Personalize your service
- Help customers help themselves
- Focus support on the customer
- Actively listen
- Keep your word
- Be proactively helpful

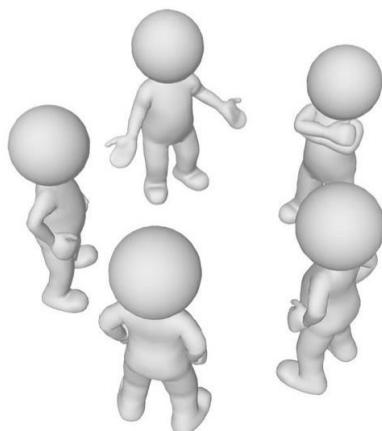
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<https://www.helphscout.com/blog/good-customer-service/>



## Case Study

---



Riya and her teammates are working for a customer that is always 'just satisfied' with every sprint. He mentioned that the team needs to be more proactive and think from his perspective. They need to be able to effectively collaborate with him in order to achieve milestones.

**What must Riya and her team do to create that "WOW Factor" with the customer.**

## Module 5 – Emotional Intelligence & Empathy



### Emotional Intelligence & Empathy



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## Objectives

- To understand the various nonverbal cues to be attuned to others' emotions
- To understand and learn to develop empathy
- To understand how you can be emotionally intelligent
- To learn how to deal with difficult people



## Forms of Non-Verbal Communication

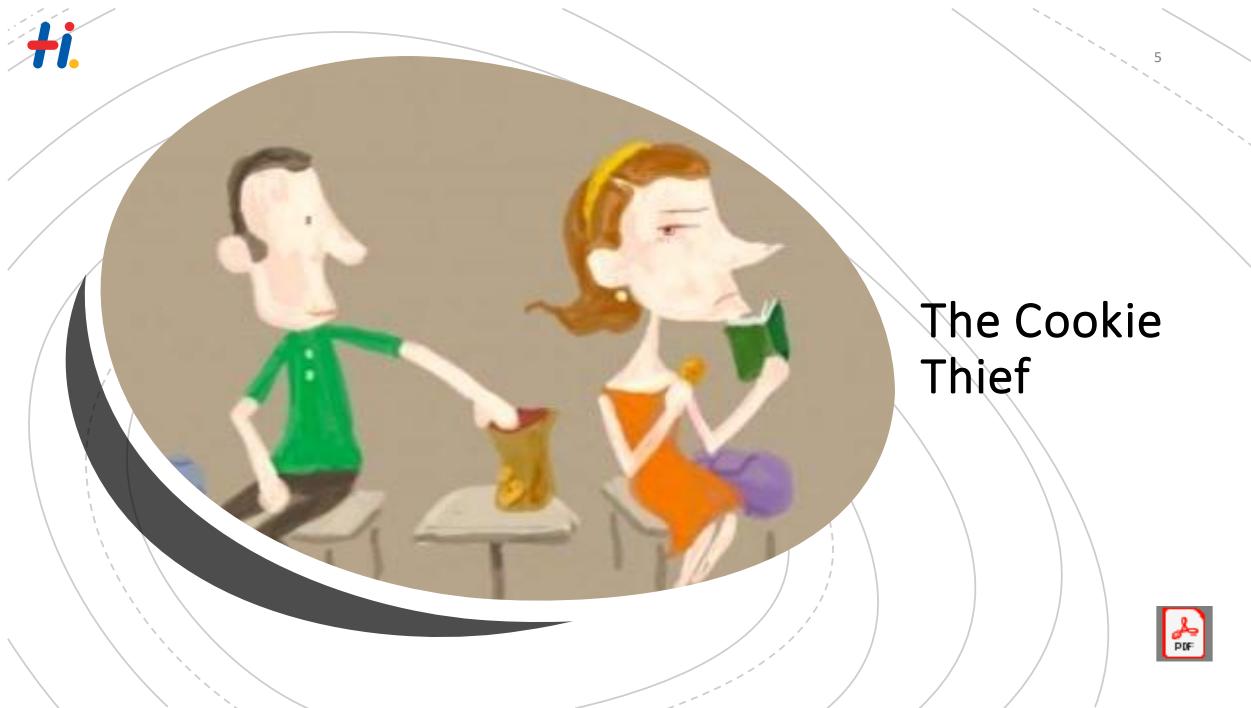


### Non-Verbal Communication Helps

- Reinforce or modify what is said in words
- Convey information about their emotional state
- Define or reinforce the relationship between people
- Provide feedback to the other person
- Regulate the flow of communication



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### Exercising Empathy



### What is Empathy?

Empathy is the ability to understand and share another person's feelings and emotions; and understand other people's perspective in a situation



## Importance of Empathy at Work

Helps to resolve conflicts



Build more productive teams



Improve relationships with co-workers and clients



## Stages of Empathy



### Cognitive Empathy

*Cognitive empathy is the ability to understand what another person might be thinking or feeling. It need not involve any emotional engagement by the observer.*

### Emotional Empathy

*Emotional empathy is the ability to share the feelings of another person, and so to understand that person on a deeper level.*

### Compassionate Empathy

*Compassionate empathy is the most active form of empathy. It involves not only having concern for another person, and sharing their emotional pain, but also taking practical steps to reduce it.*



## Ways to Improve Your Empathy

- Challenge yourself
- Get feedback
- Explore the heart not just the head
- Walk in others' shoes
- Examine your biases
- Ask better questions

## Emotional Intelligence



## Emotional Intelligence

Emotional intelligence or EI is the ability to understand and manage your own emotions, and those of the people around you.

People with a high degree of emotional intelligence know what they're feeling, what their emotions mean, and how these emotions can affect other people.

*"By teaching people to tune in to their emotions with intelligence and to expand their circles of caring, we can transform organizations from the inside out and make a positive difference in our world"*

— Daniel Goleman





### Emotional Intelligence Domains and Competencies

| SELF-AWARENESS           | SELF-MANAGEMENT         | SOCIAL AWARENESS         | RELATIONSHIP MANAGEMENT  |
|--------------------------|-------------------------|--------------------------|--------------------------|
| Emotional self-awareness | Emotional self-control  | Empathy                  | Influence                |
|                          | Adaptability            |                          | Coach and mentor         |
|                          | Achievement orientation | Organizational awareness | Conflict management      |
|                          | Positive outlook        |                          | Teamwork                 |
|                          |                         |                          | Inspirational leadership |

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## Key Elements of Emotional Intelligence





## Self-awareness

- Identify your emotions
- Analyze your reactions
- Find out what your emotional triggers are
- Understand the impact on behavior
- Be aware of your strengths and Weaknesses
- Build Self Trust & confidence in your abilities



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## Self-regulation



- Practice control over your emotions
- Recognize impulses
- Manage your emotions
- Breathe
- Take Ownership & Be Proactive

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## Motivation

- Motivate yourself and stay self driven
- Set concrete goals and analyze desired outcomes
- Commit to your goals and take action
- Stay positive



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## Empathy



- Temporarily put your opinions aside
- See things from another person's perspective
- Practice tolerance
- Keep an open mind
- Focus on building relationships

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## Social skills

- Listen before you communicate
- Listen to emotions and other non-verbal cues
- Respond with honesty and sensitivity
- Treat people with compassion
- Build trust



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## Dealing with Difficult People

### Dealing with Difficult People





## Clues to deal with difficult people

- Listen
- Stay calm
- Don't judge
- Reflect respect and dignity toward the other person
- Look for the hidden need
- Look for others around you who might be able to help
- Don't Argue

## Clues to deal with difficult people

- Allow people to vent
- Say, "Tell me more so I can understand better"
- This may not be the time to make jokes
- Don't act defensively
- Don't return anger with anger
- Apologize
- Set limits and boundaries.



## Clues to deal with difficult people

- Trust your instincts
- One response does not fit all. You have to remain flexible
- Discharge your own stress
- Give yourself credit for getting through an uncomfortable situation



## Video: Dealing with Difficult People



[https://www.youtube.com/watch?v=3e\\_rdSwh\\_E](https://www.youtube.com/watch?v=3e_rdSwh_E)

## Roleplay



Michelle tends to argue on every point or suggestion made by the rest of the team. She spends a lot of time researching topics trying to stay one step ahead of the crowd. The rest of the team are finding this behavior difficult to deal with and exhausting, especially since she argues on the minutest of details. One of the senior team members, Randy, decides to handle her behavior assertively with the intent to help her understand that others in the team are entitled to their perspectives as well.

Do a roleplay to showcase the conversation between Michelle and the senior team member.

## Module 6 – Accountability, Ownership & Adaptability



### Accountability, Ownership & Adaptability





## Objective

- What is Accountability & Ownership?
- How to promote Accountability at workplace?
- To understand the Accountability framework
- To learn the elements of Ownership
- Understand Ownership paradigm
- Ways to encourage Ownership
- Adaptability as a behaviour
- Three dimensions of Adaptability
- 4 ways boost your Adaptability
- Adapting to change
- Enhancing Flexibility

2

### Accountability & Ownership



## Accountability & Ownership

- The ability to take complete responsibility for the results and outcomes of your actions
- Being accountable is the first step towards creating an Ownership Mindset
- Accountability is not a choice of consequence. But a choice of ownership, and most importantly a choice they make for themselves.

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**You can make the willing able, but you can't make the able willing!**



### Accountable Behaviors:

- Acknowledge Reality
- Embrace Problems
- Find Solutions
- Make It happen



### Accountability Pros & Cons



Accountability at work is linked to:

- Performance Improvement
- Increased participation and Involvement of the employee
- Creativity and Innovation
- Higher job satisfaction and Morale



## Accountability Pros & Cons



Lack of accountability leads to:

- Dip in the morale
- Priorities not being clear
- Engagement activities being low.
- No proper execution
- Lower level of trust
- High turnover



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## Promoting Accountability at Workplace

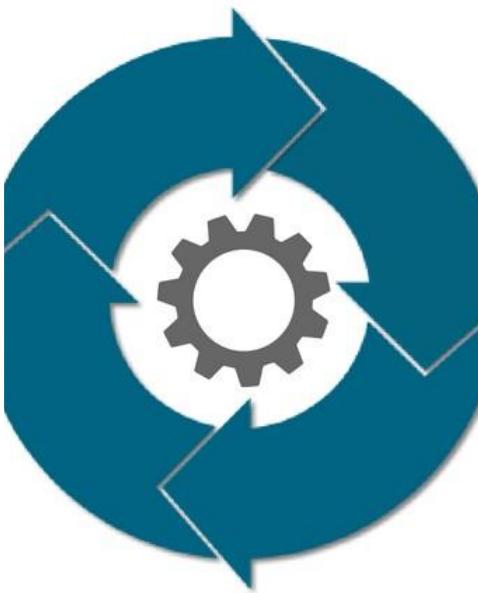


### Accountability at work includes

- Ensuring that a task gets the attention of the respective team member so that it can be completed on time
- Ensuring that the task gets completed to the best possible degree
- Ensuring your contribution is of high quality.
- Keeping all the stakeholders informed on the progress of your task
- Accepting the results and outcomes of your tasks and act with a solution mindset



## Accountability Framework



## How to Promote accountability at workplace?

- Make accountability a Workplace
- Have specific goals and get a commitment
- Ensure you give updates on progress
- Hold yourself accountable

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## The 5C Framework for Accountability

- Common purpose
- Clear expectations
- Communicate and align
- Collaborate and coach
- Consequences

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## Elements of Ownership



## Ways to Encourage Ownership

- The vision statement
- Involve employees in Goal setting and Planning
- Explain the reason why
- Delegate authority and not just work
- Trust them
- Encourage them to solve their own problems
- 
- Provide Constructive feedback for continuous improvement

9

## The Principles of Ownership



### Show Up!

- Come in early and stay late when required
- Separate yourself from the world called "Average"

### Soak Up!

- Soak up all the knowledge you can where you work.
- Ask people up the ladder so you can understand the bigger picture.
- Everyday is a different challenge – learning about challenges you gain insight
- The more you know about what is going on, the better perception people will have about you

### Serve Up!

- The best thing to do with the information you have is to share it with others selflessly
- You will gain a sense of fulfillment
- You will develop trust and loyalty with others.
- You will create a network that will always help you when you need it

## The Ownership Paradigm

### Ownership Paradigm



### Ways to Encourage Ownership



- The vision statement
- Involve employees in Goal setting and Planning
- Explain the reason why
- Delegate authority and not just work
- Trust them
- Encourage them to solve their own problem
- Provide Constructive feedback for continuous improvement

9



## Case Scenario

Daisy has been taking unplanned leaves frequently, due to an illness, leaving the rest of her colleagues to complete tasks on her behalf. When one of the tasks had an issue, she immediately routed the issue to the person who completed the task on her behalf.

***What are your thoughts about Daisy's behavior?***

***How should Daisy have responded to the issue raised?***

## Adaptability





### Adaptability as a behaviour



## Adaptability As A Behaviour





## 4 ways Boost your Adaptability



## 4 Ways Boost Your Adaptability

- **Change Your Thought Process**

- Prepare your mind for constant change. Change is an opportunity to grow and move forward. Be open to different perspectives

- **Force Yourself to Take Risks**

- Take calculated risks. Start small at first and increase as your comfort level rises. Discuss risk taking in internal team connects

- **Encourage Others to Be Open Minded**

- Create an atmosphere of openness within the team. Brainstorm on how you can do things differently

- **Embrace Learning**

- Stay Up-To-Date! This means reading and research must become a pastime. Attend Webinars and learn how to maintain efficiency and quality

## Adapting to Change



## Adapting to Change

- **Maintain a Positive Attitude**

- **Ensure A Communication Plan**

- **Focus on the “Bigger Picture”**

- *Assign yourself time dedicated to thinking*
- *Utilize teammates*
- *Pick specific goals*

# Enhancing Flexibility

- Modify your approach to tasks based on the need
- If you have the time and the capability
  - Take on More
- Demonstrate a dynamic approach
- Possess an attitude that is open to change
- Change plans to overcome obstacles
- Be Flexible with your personality and your productivity



## Examples of Flexibility



- Learning complex new software that will increase efficiency
- Listening carefully to constructive criticism as part of a performance review
- Offering to cover the responsibilities of a colleague while they are ill or on vacation
- Offering to work extra hours during a year-end crunch
- Pushing aside the work planned for the day to respond to an emerging problem
- Working overtime to help a colleague meet a deadline



Ronan has been working on a design for a project. He is proud of the additional elements he has brought into the product and is extremely happy with himself.

## Case Scenario

Two days later, the team receives an email from the Scrum Master with a few immediate changes that are required for the ongoing sprint. To Ronan's dismay, these changes would not leave room for him to add the additional elements in the design he originally had in mind.

Ronan is upset and requests a meeting with the customer to discuss the matter directly with him

## Module 7 – Presentation Skills



## Objectives



- To understand the vital elements of a presentation
- To understand how to prepare yourself and deliver an effective presentation
- To understand how to manage your audience and respond to questions



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## Agenda



- Presentation Skills - Vital Elements
- Essential Elements of making a presentation
- Basic Presentation Flow
- Preparing for a presentation
- Delivering a good opening and closing to your presentation
- Managing your audience
- Responding to questions
- Delivering Presentations
- Knowledge Check



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Mock Presentations

## Activity 1



Make a quick presentation on any business related topic for about a minute.



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## Presentation Skills - Vital Elements



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## Essential Elements of Making a Presentation

### Essential Elements of making a presentation



- Deliver messages that are believable and sincere
- Speak in a way that is easy to understand
- Use examples that are meaningful and the audience can relate to
- Use different media to capture the attention of your audience
- Pay attention to detail and don't let yourself be caught off-guard
- Use words that are non-complicated yet impactful
- Use voice modulation to keep your audience engaged



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## Basic Presentation Flow

### Basic Presentation Flow



- Opening - Introduction
- WIIFM
- Objectives
- Presentation
- Audience Management / Handling Questions
- Closing



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## Preparing for a Presentation

### Preparing for a presentation



- Be prepared – know the content like the back of your hand
- Rehearse many times to ensure your fear is reduced
- Understand the audience's profiles before your presentation
- Know how to operate the equipment in the room
- Be aware of any soft spots on the floor or loose wires that might trip you
- Keep your attire simple yet elegant – preferably formal
- Ensure the air-conditioning works well
- Make a checklist of the possible probable questions you might encounter



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## Delivering a Good Opening and Closing to your Presentation

### Delivering a good opening and closing to your presentation



#### **Opening:**

- Keep your introductions short – under 30 seconds would be a good idea
- Open with a Bang!!! – A good opening will always impress your audience
- Use Rhetorical questions, Stories, real life examples, use a video, or an activity to begin your presentation – depending on your audience

#### **Closing:**

- Close with a Bang!!! As well!
- Leave the audience with a thought, a call to action, a quote or a video and pause for questions, if any



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## Managing your Audience

### Managing your audience

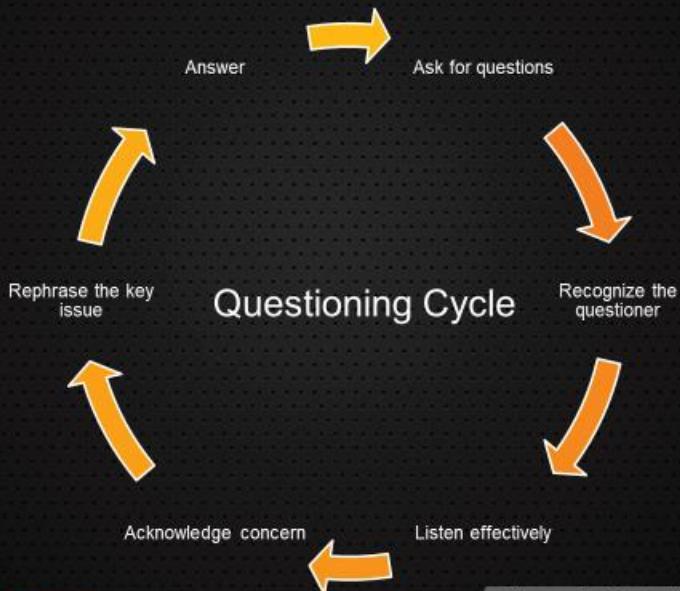
- Encouraging Questions and Handling them in the right manner
- Avoid the common mistakes we make as presenters
- Learn the right way to deal with side conversations and dozers
- Learn to handle difficult people in the audience – questioners, ramblers, side trackers, know-it-alls, etc.



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## Responding to Questions

### Responding to questions



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## Delivering your Presentation

**Delivering Your Presentation**

- Use Appropriate Gestures – No distractions – Rattling keys, clicking pen, marker cap, jewelry
- Actively listen to participants & encourage participation
- Engage the audience through questions & wait for responses
- Reiterate Key Concepts
- Be approachable & confident, demonstrate Integrity & support all information

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<https://www.youtube.com/watch?v=MnIPpUiTcRc>

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<https://www.youtube.com/watch?v=MnIPpUiTcRc>

Individual Presentations - 2 minute presentation per consultant

## Presentation



Make a 2-minute video presentation on any topic covered during Spark program and how you plan on implementing these skills at work.

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