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| **Skills Developed** | **Challenge** | **Action taken** | **Results** | **Self-reflection/ Key takeaway** |
| **Adaptability**  (e.g challenge faced in an internship; situation where you handled a lot of pressure; time you failed) | I worked under one of my manager where even though I was able to achieve my daily KRA as per company’s expectations still my manager used to pin point the shortcoming in my work | I started sharing the daily report for all the tasks/activities executed at the end of the days | The better relationship and interpersonal relation developed as I was able to reflect my daily work | Its important to complete the work and also needs to representation properly is very important |
| **Analytical**  (e.g project where you had to perform detailed research and analysis) | Sudden change in the CRM tools affected everyone’s work in team and we were not able to deliver the desired output | i was the most senior most person in associate level with strong understanding of operational part. Worked closely with my TL to come up the priority list of the task and stratergise day today’s task to deliver the optimum output for the organization | We were able to perform best across the floor as even though every member in the company was still getting used to new CRM tool. | Even though situation may occur hard if we can remain calm , think thoroughly, think out of the box, strategies properly we can achieve the expected result |
| **Communication**  (e.g convince someone of your idea, present complex information, get your point across) | I had a work buddy whose responsibility is to take care of my work in my absence and vice versa , but because of that person’s frequent smoke break I was ended up affecting my work | I created a time table with the mutual agreement | I Was able to give proper time on my own work | With proper communication and interpersonal relationship any situation can be handled in very effective way. |
| **Initiative**  (e.g stepped up to a challenge, identified a problem and took action to solve it, did something even though not your responsibility) | In the current organization, higher authority was requesting for lots of data on multiple Google form, so just for one task execution we were suppose to fill multiple forms | Most of the form were requesting for 60 percent same date.I created a centralized Google form which can completely remove trequirement of filling multiple form. I convinced my manager to accept this form instead of the all the forms as it was easier for him to track the data and for us we were filling just for. | The efficiency of all the members increased as we were not filling multiple form for the redundant data | Even a simple solution can solve any major big issues just need to provide a proper thinking |
| **Skills Developed** | **Challenge** | **Action taken** | **Results** | **Self-reflection/ Key takeaway** |
| **Leadership**  (e.g coordinated several people to achieve a goal, led a group but not successful) | Manager gave me a responsibility to ensure that the inbound task should get closed with SLA for every member in team | I starting pointing out to every individual for their pending task . it got backfired as most of the task was pending because the person was engaged in some more priority task . | Other team member's got involved to complete each others task | Team work is the best way to get the things done |
| **Planning & Organization**  (e.g overcame a tight timeline, handled multiple responsibilities, manage your time and prioritize tasks) | Out weekly cycle is from tues to Wed , generally the most of the work load was always on Wednesday due to which I was giving extra hours on that day | Planned the whole week very properly so the task distribution is uniform for the week | Won 7 weekly perform in the duration of 6 months | Planning and distribution and setting time line will always help you complete the target before time |
| **Problem-solving skills**  (e.g talk about a problem/obstacles faced to reach a goal and how you solved it) | In the current organization we are suppose to deal with escalation which basically involves the involvement from other team | Interacted with senior authorities that even though the end result is same for the escalation if we can resolve it from our end which will generate thee trout with company in terms of TAT and might build the goo relation | We had the highest retention rate for that particular month | Taking accountability and working for the end result and good decision making will lead to the good place. |
| **Teamwork**  (e.g when you worked on a team to achieve a goal; conflict faced when working on a team; working with a team member not cooperative) | In the current organization suddenly the inbound request was raised to 2000 which cannot be completed by team of 60 people so the task was distributed among all but few denied as they though its excessive pressure for the work which is not even there | Tried talking him out with the fact that this particular behavior is going to be crate an impact on every individual and they migh not help in ther edifficult situatiopn  Also motivated him that these hard times defined who have strong potential for moving ahead in their carrer | We were able to finish all the inbound by EOD successfully without any major escalation | Team work can help you achieve the unthinkable goals |