Learning Agility

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4 Competencies (COOP)

COOP -

C- Critical Thinking

1. Analyze – collect the data
2. Reasoning – Check whether the collected data is relevant or not
3. Problem Solving – thinking about the solution
4. Evaluating - Testing
5. Decision Making – Choosing the optimized solution.

O – Open to Learn: Willingness to learn anything or upgrade our selves

Unlearn – Getting rid of past ones

Relearn – Revising or brushing up the learned ones

O – Open to change and flexibility

1) Being Resilient – surviving existing one without giving up

2) Moving from Known to Unknown

P – Problem Solving: Ability to solve problems.

1. Define The Problem – Get to the root cause of the problem
2. Gather Information – Collect information
3. Finding potential Solutions – For Backup if first one fails
4. Test all your solutions – Test and pick up the best one

Example: Corona Situation

Critical Thinking Techniques:

1. Curiosity – Eager to learn, the more the knowledge you get the more it gets easy
2. Identification – Searching the answers
3. Research – To get deeper knowledge
4. Identifying Bias – check other side of the coin
5. Determining the Relevance – connect the dots and try to make a sequence
6. Inference – concluding based on the facts

Problem Solving Techniques:

1. 5 Why’s technique: Helps in getting into the root cause of a problem (1st Why question should be important)
2. Fish – Bone: Different angles to approach a problem
3. Design Thinking:
4. Empathize
5. Define
6. Ideate
7. Prototype
8. Test

Conference call: More than 2 people in a conversation.

**Before the call:**

1. Purpose - list of participants, a formal invitation to members, be ready for meetings, Scheduling.

Responsibility or Roles:

\*Not all the meetings requires all the roles.

-> We need someone to take mom(minutes of speech) who is Minute taker.

-> Presenter

-> Technical support

**During the call or meeting:**

Structure:

1. Greetings
2. Attendance or Roll call
3. Agenda
4. Discussion (which also includes questions)
5. Summarize
6. Close the call

**Discussion**

1)Active Listening (Listen, comprehend, clarify, response) not hearing which avoids miscommunication and saves time.

->React – Instant impulse, Responding - A well thought answer

2) Paraphrasing – repeating our understanding in our language.

3) Questioning – To get the right information. (5 why’s (what, when, who, where, why) and 1 H (How)).

**Handling Escalation calls:**

Escalating - Problems or concerns we report to the responsible person.

4 A’s

1. Attitude (stay positive and calm minded)
2. Acknowledgement
3. Agreement (Giving multiple solutions and let the client choose whatever they choose)
4. Action

**Rappo** – Friendly relationship.

Building Rappo:

1. Empathy
2. Small talks
3. Extending favors

**Do’s & Dont’s:**

->Punctuality (Inform people after you join and before you leave)

->Do not interrupt anyone who is talking

->Relevant points are mandatory

->Staying calm and don’t be rude

-> Language is mandatory

->Making Notes

->Avoid multitasking

->Practice Paraphrasing

**Closing the call:**

Plan next meetings or scheduling the next calls.

Confirmation from people from their understanding.

Iterating on crucial actions taken immediately after the meeting.

**After the call:**

1. Sending MOM.
2. Sending any mails or next meet invitations.

Interview:

1. **Company Profile:** Service or product based, to whom they are providing service, technologies used
2. **Job Profile:** JD (Job Description) - What position we are applying
3. **Interviewer Profile:** Go through Interviewer’s profile and know what they want

In Interview:

1. Intro: Name, City and State, Highest Qualification and tell the details of it like location, name, branch, and cgpa optional
2. Internship – duration, what you did
3. Projects – Name and what you achieved and role of yours if it is grp project
4. Other Internships
5. Other Certifications and Courses
6. Achievements
7. Skills (Technical and Non-technical (Soft skills)) 3,3
8. Family details with no names
9. Passion
10. Strengths and Weakness if you want to
11. Short term goals and long-term goals
12. Why this job – Tell what relevant and good like is – Challenges, Welcome new technologies and learn them.

\***O**nly one min Intro is enough

**STAR –** For explaining any real time examples

->Situation

->Task

->Action

->Result

\*For proper structure we use this technique.

**Handling difficult interviewers:**

1) Attitude

2) If you don’t know what the answer is, they try to confuse you, in that situation just say As per my knowledge, Respond in a diplomatic way

3) Active Listening – Don’t give wrong answers

\*Ask a question which is relevant to the interview and for sure and don’t ask the feedback after the interview.

->Ask the benefits of the company in HR round not in Technical

->Ask like experience, technologies used in technical rounds

**NOTES:** Dynamic words to use in an interview

1. Created
2. Achieved
3. Forecasted
4. Launched
5. Improvised
6. Challenged
7. Collaborated

**Project Simulation Session:**

**Client Interfacing skills:** How well you interact/communicate with them

->Empathy and

->Problem solving and critical thinking

->Adaptability and flexibility