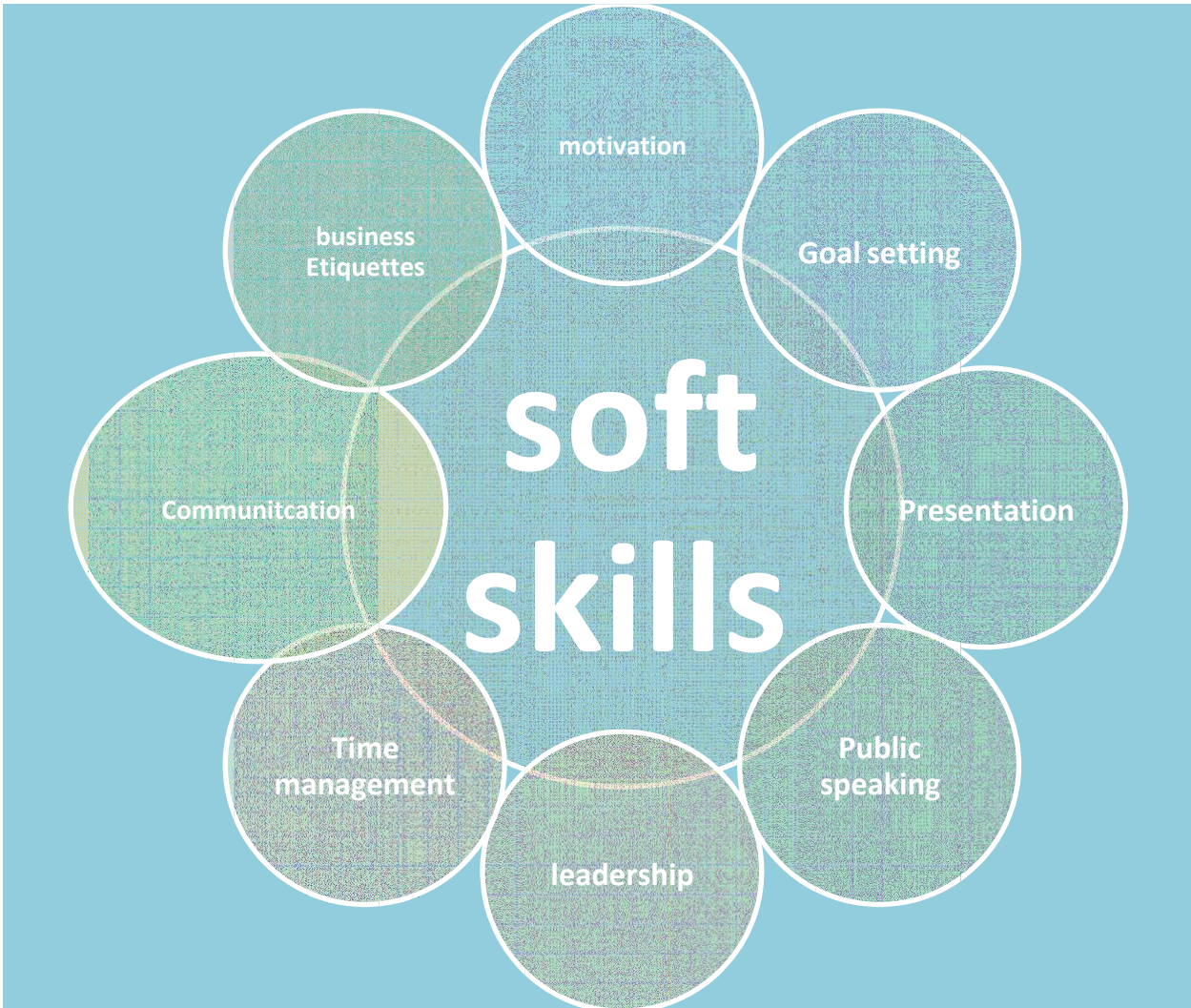


Soft Skill Training – Step towards success



Soft Skills Training Reference Book -1

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Objective:

By the end of this course you will be able to:

- Present yourself with more confidence at any professional ground.
- Apply practically all the skills learnt to achieve success in both personal and professional life.

Personal Objective

1.

2.

What you will learn in Topics :

The course will cover the following topics	
Setting Goals and Time Management	Learning the importance of achievable goal setting and prioritizing to manage time
Communication skills and Body language	Learning to build right image at right time
Effective presentation skills	How to make a Presentation and present it
Confidence building	Role play session, positive attitude and understanding the social skills
Interpersonal team skills	Problem solving, Decision making, adaptability
Leadership skills	Delegation, Critical thinking, qualities of leader
Anger management	How to deal with your anger
Conflict handling skills	How to identify conflict and resolve it.
Team building skills	How to work in a team and be a team player

Goal Setting

Step 1. Write down your goal in few words as possible

Step 2. SPECIFY your goals (how, what, when)

How will you reach the goal?

1. _____
2. _____
3. _____

Step 3. How will you MEASURE your goals?

I will know I have reached my goal when

Step 4. How will you ATTAIN your goal?

Things I need to learn to ATTAIN my goals

Who will I get the support from to attain my goals

Step 5. Validate your Goal. How relevant is your goal?

Step 6. make your goal TIMEBOUND.

1. I will reach my goal by _____ (year)
2. I will reach half way by _____ (year)
3. my milestone will be _____

Time Management

Identify what is important and what is unimportant

1. Surfing the Internet for various cat videos, _____
2. Maintaining and enhancing your health, _____
3. Watching TV longer than you really need to, _____
4. Study that you must do for tomorrow's exam. _____
5. Long phone calls with friends _____
6. Attending to everyone's request for help. _____
7. Xerox the copy of notes of the missed class _____
8. Making a to-do-list _____
9. Visiting relatives just to be social as asked by parents _____
10. Giving final touch to your tomorrow's presentation. _____

Analyze your TO – DO list

		Often	Sometimes	Rarely
1.	Do you write daily 'to do' lists?			
2.	Do you prioritize your 'to do' lists according to which items are most important?			
3.	Do you make sure that you finish the urgent items on your 'To Do' list before moving on to other items?			
4.	Do you finish all the items on your 'to do' list?			
5.	Do you put everything in its place?			
6.	Do you meet deadlines before time?			
7.	Is your to-do-list flexible enough?			
8.	Have you matched your daily list with your medium and long- term aims?			
9.	Do you update your ultimate goal considering the changes?			
10	Can you relax during your free time without thinking			
11	Will you be able to make changes in to-do-list in case of contingency (emergency)?			
12	Are you happy with your time management?			
13	Is your list following 80-20 rule			
14	Do you have to say NO many a times because your to-do list doesn't have extra time?			
15	Do you try to check with friends how they are managing time to get better ideas?			

**Find the words learnt today in session. There are 10 words,
horizontally and vertically.**

F	S	J	B	G	X	O	I	V	F	U	M	T	W	M
Z	I	M	K	E	L	I	M	Q	G	B	P	H	L	A
D	M	S	A	L	Y	L	B	U	C	Z	W	F	R	N
W	P	M	J	R	A	F	J	R	W	N	U	J	E	A
A	O	E	N	O	T	Z	Q	T	I	M	E	F	A	G
U	R	A	G	E	A	T	T	A	I	N	A	B	L	E
Z	T	S	A	Z	P	S	H	O	D	H	C	R	I	M
O	A	U	B	Q	C	M	R	C	V	C	J	F	S	E
Q	N	R	P	R	I	O	R	I	T	I	Z	E	T	N
E	T	A	E	E	R	C	N	P	F	M	T	W	I	T
S	M	B	Y	Q	X	R	O	S	Y	U	L	Z	C	L
G	A	L	E	B	S	A	E	B	K	M	Y	L	B	Z
A	L	E	X	Q	G	U	R	G	E	N	T	Q	E	V
J	O	M	Q	R	E	A	C	H	A	B	L	E	H	X
J	P	D	I	M	J	Z	S	P	E	C	I	F	I	C

Communication Skills & Body Language

Q What type of communication is it?

1. Sending an email. _____
2. Giving speech. _____
3. Sending a post card from your vacation city. _____
4. Talking over phone. _____
5. Note on your T-Shirt. _____
6. Advertisement on TV. _____
7. Smiling at someone. _____
8. Crying. _____
9. Giving a PowerPoint presentation. _____
10. Safety note on a machine _____

1. What body language shows you are listening?

- A) Turning away from the speaker
- B) Nodding and making eye contact
- C) Looking out of the window

2. Which of these is a communication skill?

- A) Talking clearly
- B) Chewing gum
- C) Looking around

3. Which of these is a communication skill?

- A) Talking at the same time as someone else
- B) Listening to what people say
- C) Putting your fingers in your nose

4. Which of these is not a communication skill?

- A) Sleeping
- B) texting
- C) chatting to people

5. Someone is telling you about an accident they've had. How would you react?

- A) look pleased
- B) look behind you
- C) look concerned

6. Which of these is a communication skill?

- A) saying the same thing over and over
- B) saying why you believe something
- C) saying what people want to hear

7. If you don't agree with someone else, what would you say?

- A) You are wrong.
- B) I don't agree.
- C) Stop talking rubbish.

8. If you want to complain, what's the best way to behave?

- A) stay calm but stick to your point
- B) get very angry
- C) get ready to cry

9. You have a discussion with a friend about politics. You don't agree with them. What should you do?

- A) change the subject
- B) say what you believe
- C) get angry with your friend

10. Which of these is not a form of communication?

- A) Speech
- B) Cleaning
- C) Radio
- D) Swimming

VIDEO QUESTIONS

Q what do you think in first part of the video, was the sales girl interested in her job?

Yes

No

Q Why do you think so? Indicate three body language which validate your point?

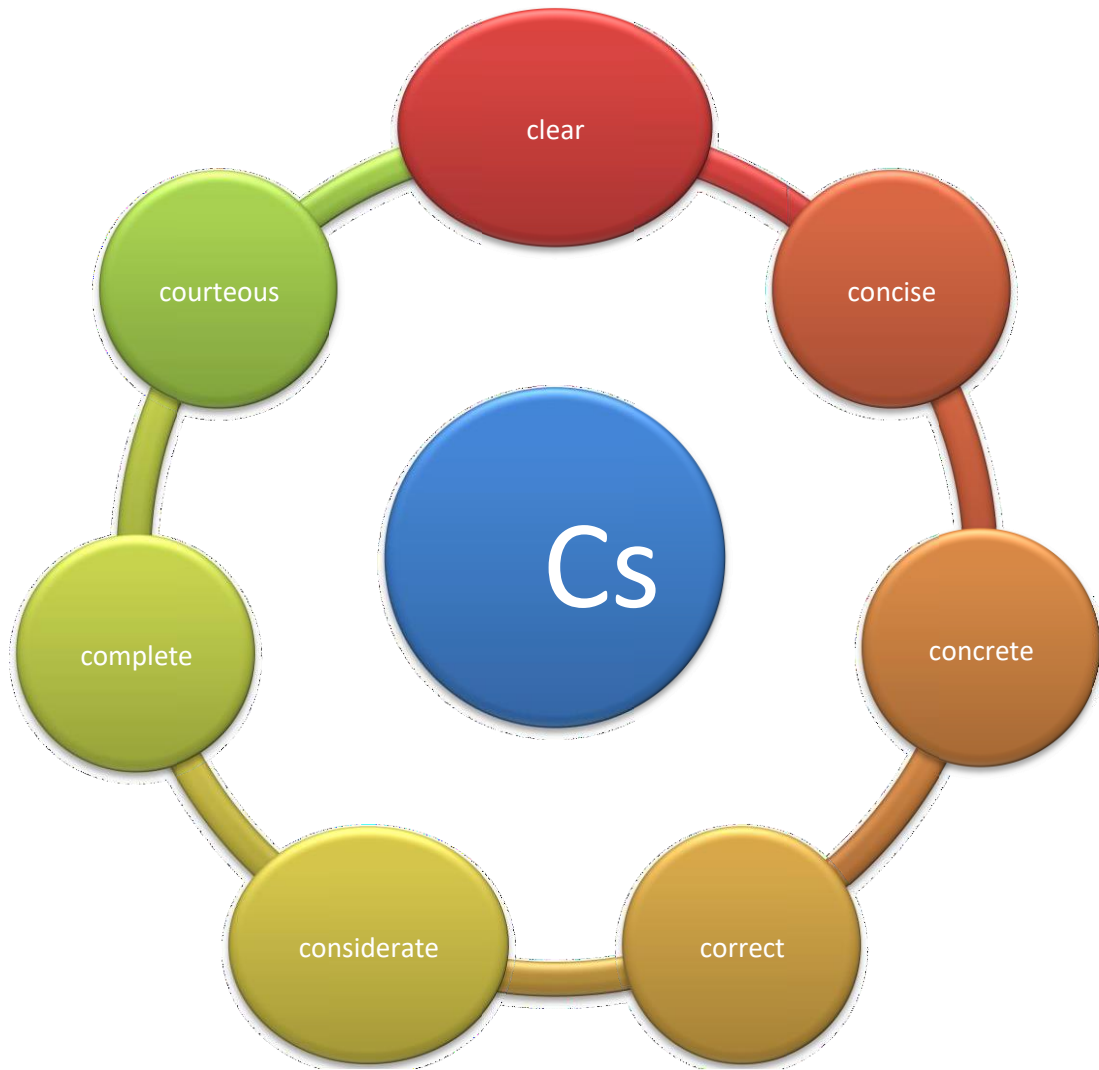
Q What do you think, why the customer by mistake approached another lady who was not working there?

Q What all changes are done and do you think of any other possible change for better professional look?

Changes done

Any other possible change

7 Cs of Communication



Examples of 7 Cs

What is wrong in it?

1. Hello Ravin,

I would like to discuss something very important and urgent with you by the end of the day. Please let me know which is the best time we can meet up and discuss today.

Regards

Sally

2. Hello Ravin,

I would like to inform you about your report which you had submitted to me yesterday, I have given that report to Manisha to proof read it. We will be meeting tomorrow to draw an outline for our next project.

Regards

Sally

3. Hello Ravin,

Just a reminder, there is a meeting tomorrow.

Regards

Sally

Grooming Etiquette

- 1. Bold and bright colors like pink and green are encouraged nowadays in office.**
True/False
- 2. If a company encourages its employees to wear casuals and boots to office, you can dress up such for an interview with them too.**
True/False
- 3. Some companies might practice a mandate of their employees not having facial hair or long hair.**
True/False
- 4. Tattoos and body piercings may be exposed during interviews, as it is a personal preference.**
True/False
- 5. Your first job is meeting the expectations of you first and then other things.**
True/False
- 6. A professional wardrobe needs to be expensive and full of brand wear.**
True/False
- 7. You must try to draw as much attention to yourself with your sense of dressing so that you can attract the attention of the interviewer and stand out in the crowd.**
True/False
- 8. You can relax on your dress code and grooming sense once you are employed with the company.**
True/False
- 9. Dressing for success means that your clothes are more expensive than anyone else's is.**
True/False
- 10. The best way to dress up for a job interview is to be in suits.**
True/False

11. Shirts with checks and ties with stripes and checkered designs are acceptable in companies.

True/False

12. You can have a casual, informal dressing for interviews if your company allows its employees to dress casually.

True/False

13. While dressing for work, women can be liberal with their accessories.

True/False

Office Manners

1. A coworker is playing music through his computer speakers loud enough to hear down the hall. You should:

- Start singing along. If you can't beat them, join them.
- Put on your headphones and sulk.
- Turn up the music on your own computer. Two can play at that game.
- Nicely walk over and say that while you are a huge fan of Bachman Turner Overdrive, you are having trouble concentrating. Ask politely if he wouldn't mind listening through headphones.

2. You've been asked to a business lunch with your boss and other coworkers. When it comes time to order, you:

- Ask for a stiff drink. It will help calm you down.
- See what others order to eat, and follow suit with something similar.
- Surf and Turf, baby! It's on the company dime.

3. Your office has "Casual Fridays" during the summer. Your normal year-round attire is pants with a shirt and tie, or a suit. As a guy, you can get away with:

- Flip-flops, Bermuda shorts and a T-shirt.
- A shirt and a pair of khaki pants or pressed jeans.
- Shorts and T- shirt.

4. You've gone to the office fridge to retrieve your lunch and discover that someone has sampled your food. You:

- Label your lunch next time with your name.
- Set up a video camera in the kitchen to catch the person
- Talk about it to your colleagues and check if they had done it.

5. Your coworker is having a heated, personal phone discussion that can be heard by everyone. You:

- You go to him and add to the discussion
- Call other colleagues and gather around to have fun.
- Try to ignore the conversation and focus on your work.

6. You get a call on your mobile while you are in office. You:

- Let your phone keep ringing with fancy tunes loudly.
- Pick up the phone and let your heart out.
- Pick up the phone, asks the caller to hold while you step out to a quiet place to speak.

7. Most of your department shares a printer and copy machine. While you're using it, it breaks.

You should:

- Move away quietly.
- Bang it with your fist.
- Inform your help desk and leave a note for others saying it is not working.

8. Which is not an example of bad email etiquette?

- WRITING IN ALL CAPS.
- Writing concise emails.
- Add CC to as many people as you can imagine.

9. There's a collection being taken in the office for a coworker's baby shower. You're a little strapped for cash, but you don't want to be rude. When asked to chip in, you:

- Grudgingly hand over a few bucks.
- Lie and say you were planning to get a separate gift for the person.
- Politely decline and say you can't contribute.

10. Tonight is your office's holiday party, featuring an open bar. You should:

- Get on to a race to finish as many drinks as you can.
- Talk only business.
- You can forget your manners here.

11. When a co-worker discusses a non-work related topic at work (e.g. sports game, TV show),

- I politely leave the conversation.
- I listen or join in the conversation.
- I tell his boss that this co-worker is not working hard enough.

12. When someone talks about an unfortunate or sad experience,

- I don't comment on it.
- I try to change the subject.
- I try to relate to the person's feelings and show sensitivity to his or her misfortune.

Email Etiquette

1. SUBJECT : Make sure it is to the point . The reader gets the idea what is the email related to.
2. NO ABBREVIATIONS
3. ADDRESSING : HELLO MR. RAM, MS. REEMA, MR. JAYSON... DO NOT USE SHORT NAMES UNLESS SPECIFIED BY THE PERSON
4.TO, FROM, BCC, CC : MAKE SURE THE NAMES ARE FORMALLY TYPED LIKE JOHN.A.ANDERSON, AND NOT JONNY OR john Anderson
5. REPLY TO ALL : when you choose reply, make sure you are using reply to all only in condition that the whole team needs to remain updated or needs to be aware of the situation.
6.FORMATting : Do not use formatting too much. Specifically in writing subject as it may lead your email to spam folder.
7. NOT ALL CAPS, NOT ALL SMALL : NEVER USE caps lock in email, as it shows anger and frustration, if you wish to highlight something you can make it bold and increase the font size a little more but CAPS UNDER NO CIRCUMSTANCES. Make sure you are using appropriate punctuations and Capital letters at the beginning of new sentence.
8. ATTACHMENTS : Attach only the files which are needed or asked for and not just FYI.
9. PREVIOUS EMAIL FOR CORRESPONDENCE: IN case you are replying to an email which needs in line information on same subject only then you should reply with previous email else use new email for new subject.
10. Signature : make sure your signature is not so long, it should contain only your name, your contact number, designation and if you have company website then the link. It should not look like egocentric
RESPOND PROMPTLY : THIS SHOWS YOU VALUE TIME AND GIVE IMPORTANCE TO OTHER'S CONCERN.

Confidence

1. When it comes to achievement and success, I am

- Mostly confident in my capacity for success and expect good outcomes.
- Confident in some areas of work and life, but have doubts in several others.
- Just confident enough to maintain the status quo, but not capable of making my life or career much better.
- Lacking confidence in most of my abilities and feel very limited in my capacity for success.

2. In social interactions, I feel

- Completely confident walking into a room full of new people and conversing easily.
- Slightly uncomfortable meeting new people but force my way through it.
- Very uncomfortable in new social situations and try to stay invisible.
- So uncomfortable that I avoid these situations entirely.

3. Compared to other people I know, I

- Am just as intelligent and successful as most people I know.
- Probably could be as smart and successful if I felt surer of myself
- Am less successful and capable than most people I know.
- Am the least intelligent and successful of my peers and family.

4. At work or in social situations, I

- Often take initiative and share my thoughts and ideas easily.
- Sometimes take initiative and share ideas, but only if I feel pretty sure I'll be accepted.
- Rarely take initiative or share my thoughts and ideas.
- Almost never take initiative or share my thoughts and ideas. I feel too nervous.

5. Generally I feel

- Good about myself and relaxed and at ease with who I am.
- OK with who I am, but sometimes insecure and anxious.
- Mostly uncomfortable about myself and often insecure and anxious.
- Negative and unhappy about myself and almost always insecure and anxious.

6. When it comes to my appearance and body image, I am

- Happy with how I look and how others perceive my appearance.
- Mostly satisfied with my appearance, but have areas of my body and face that I dislike and that others find unattractive.
- Not very attractive and feel very unhappy about my appearance and body.
- Deeply unhappy about my appearance and feel shame and judgment from others.

7. When it comes to trying new things or taking risks, I am

- Almost always willing to give it a try and don't worry much if it doesn't work out.
- Willing to try if I feel secure about the potential outcome and the risk of failure is very small.
- Rarely willing to try new things or take risks.
- Never willing to try new things or take risks.

8. When making big decisions or solving problems, I will

- Always rely on my own judgment, intuition, and skills, knowing I'm as capable as anyone else.
- Sometimes seek reinforcement or input from others, as I don't completely trust my own judgment.
- Go to others first for ideas and input, and follow their advice even if it goes against my own judgment.
- Always seek the direction of others because they know the answers better than I do.

9. When I have negative, limiting thoughts about myself, I

- Can easily dismiss them and move on with confidence, knowing that past mistakes, problems, or failures don't define me.
- Sometimes believe the thoughts and beliefs and feel bad about myself for a time, but eventually let them go.
- Feel trapped by them quite frequently and feel unmotivated and depressed.
- Accept those thoughts as the truth about who I am, and nearly always feel unmotivated and depressed.

10. In my close relationships with my family and friends, I feel

- Lovable, likeable, and secure about myself and the relationship.
- Mostly secure and likeable but sometimes insecure in the relationship.
- Worried much of the time that I'm not good enough or lovable.
- Always insecure and worried about rejection

Decision making

Richa finds an expensive looking ring in the school hallway one day. It has no name on it, and it's not near anyone's locker. Should she:

- A) Give it to lost and found
- B) Ask if it belongs to anyone there
- C) Keep it and not say anything

2. July's friend is stressed about an upcoming test. July already took the test and got 90%, so she knows all the answers already. Should she:

- A) Just give the answers to her friend
- B) Use her knowledge to coach her friend
- C) Not get involved at all

3. Coach Nayan has caught two of his star basketball players vandalizing school property. The rule is that they must be suspended.

If that happens their team loses the upcoming semi-finals. If the coach keeps quiet they'll surely win, but he could lose his job. Should the coach:

- A) Suspend the two players and obey the rules
- B) Pretend he never saw them
- C) Give them a strict warning.

4. Shyam overhears two students bragging about having posted some inappropriate images of a female student online for a joke. Should he:

- A) Mind his own business
- B) Report the incident to the college principal
- C) Confront the boys and defend the student

5. You witness a bank robbery, and follow the perpetrator down an alleyway. He stops at an orphanage and gives them all the money. Would you:

- A) Report the man to police since he committed a crime
- B) Leave him alone because you saw him do a good deed
- C) Preach him that he can do job and donate rather than robbing.

6. A friend tells you that he/she has been receiving anonymous bullying messages online. You suspect that certain people are guilty.

Would you:

- A) Tell your friend just to ignore them
- B) Encourage them to report the abuse
- C) Risk confronting the ones you suspect

Steps for decision making;

What would you do in the following situation?

Football season starts this weekend and Steve is excited about his college's first game. He has already purchased his ticket and has made plans to meet his friends there. His college team is playing their long-time rival and it should be the best game of the season. On the night before the game, Steve's parents receive a phone call from friends visiting in a city 30 miles away. Steve's parents have not seen these friends in years because they live in a distant state. Friday night is the only time Steve's parents can drive to see their friends. Steve's parents have asked him to stay home from the game to baby-sit his six-year-old brother. They realize Steve has made plans to go to the game but feel that he will have an opportunity to attend many more games this year. Steve's parents will let him make the final decision.

Choose the correct option:

1. What is the problem?

- a. He wants to go for game
- b. He cannot baby sit his little brother
- c. His parents don't want to know about the importance of that game

2. What could be the solution?

- a. He can ask parents for a way out and take his brother along with them
- b. He can compromise and stay back home.
- c. He can take his brother along and watch the game.

3. Whatever answer you have chosen give reason for that?

- a. Brother will be safe with parents and Steve will be able to enjoy the game
- b. He is big enough to take care of his little brother even at game
- c. It is better to compromise with the situation so that everyone else is happy

PROBLEM SOLVING

You are a part of college but unable to remember lines

On the day of presentation you forgot to bring your PEN DRIVE which had the presentation

You are offered a project which is of your interest but you lack some skills to complete it

You wish to buy a NEW LAPTOP besides having one, so parents are not ready to buy you new one

You have an exam tomorrow and some really loud relatives have come to visit your family

You have just had a lavish lunch at a restaurant and when it came to paying bill you realized you have forgotten your wallet at home

1.I will ask my friend who lives next door to bring the PEN DRIVE when he comes to college

2. You will ask the accompanying friend to pay and you will repay him/her later

3.I will ask others for technique to remember lines

4.I will update my existing laptop.

5.Will lock myself in room and try to concentrate

6. I will make a team which has all required skills for the project

7. Will call at home and ask to send my wallet to pay at the restaurant

8. Will go to a friend's house to study

9. I will ask my brother/father to drop the PEN DRIVE at

10.I will ask my friend for loan and buy anyways

11.I will learn new skills for project

TEAM WORK

1. What is a team?

- A. A group of idiots working together.
- B. A group where members are focused on a common goal.

2. A team consists of _____ or more people.

- A. 1
- B. 2

3. Which one of these is a good example of a team?

- A. Real Madrid
- B. Tom and Jerry

4. What is one of the benefits of a team?

- A. Being a part of the STYLE programme.
- B. Preparing for real-world careers and deeper learning.

5. Functional teams typically include:

- A. No leader.
- B. A common sense of courage to face challenges.

6. Working in a team is better than working alone.

- A.TRUE
- B.FALSE

7. All groups are teams.

- A.TRUE
- B.FALSE

8. Team building means a set of activities which help us become a better team.

- A.TRUE
- B.FALSE

9. Every member of any team takes a particular role.

- A.TRUE
- B.FALSE

10. The LEADER of a team stays quiet and waits for instructions from the others.

- A. True
- B. False

Conflict handling

Q1. What is one way to minimize (resolve) a conflict?

- a. Striking back verbally or physically
- b. Walking away
- c. Fight the person
- d. Call them names

Q2. What is one of the 5 ways to resolve conflict?

- a. Fighting
- b. Screaming
- c. Arguing
- d. Negotiation

Q3. Which one of this is NOT the best ways of resolving conflict?

- a. Be aware
- b. Be supportive
- c. Be Unwilling
- d. Be open to learn

Q4 What is the best way to resolve conflict?

- a. Taking out your anger on someone else
- b. Yell at each other
- c. Compromising
- d. Backbiting other one

Q5. Constructive Conflicts are...

- a. Good
- b. Bad
- c. Don't matter good or bad they should not be there

Q6. What is conflict resolution?

- a. everyone involved understanding what the conflict is about
- b. Getting upset
- c. Standing your ground
- d. Sorting things out so everyone gets something of what they want

Q7. How can you find a solution to a conflict?

- a. Negotiate
- b. Give a black eye to prove your point
- c. Back bite the opponent and take his team members on your side
- d. Create political scenario to turn the tables

Situational questions

Q1 What would you do, if you were asked to do a project with a classmate whom you don't like at all?

- a. You will ask your teacher to change the partner.
- b. You will try to adjust with the classmate.
- c. You will continue the project on your own and argue on the points which you don't agree with.

Q2. What would you do, if you do not agree to a particular idea or approach of your teammate?

- a. You will put forward your idea and try to get to one common thought.
- b. You will try to input your idea forcefully
- c. You will argue with the team mates and act rigid in following the idea.

Q3. What would you do if one of your classmate took your pen drive without your permission?

- a. You will fight with him/her.
- b. You will complain to the CR
- c. You will ask your classmate to return it when he/she is finished working with it.

4. You and your brother or sister shares a bedroom. He or she is always complaining that you're messy and constantly complains about your clothes not being put away. You're tired of the nagging. What do you do?

- a. Ignore him/her and mutter under your breath.
- b. Clean the room immediately and make sure you always keep things to his/her standard.
- c. Ask him/her to talk to you about how you can both enjoy the space you share.

5. You're working beside a classmate who hums softly while she works. No one else seems to hear it, but you find it very difficult to concentrate on your work. What do you do?

- a) When leaving class, tell someone else how annoying the person is.
- b) Hit her hard on the arm and tell her to stop singing.
- c) Tell her that you like her singing however; you find it difficult to concentrate because of it.

Conflict Handling Template

What is the reason for Conflict?

How are you thinking about the situation? Think about the valid points

What is your role in this conflict? Are you directly involved in it ?

Can you resolve the conflict yourself or you would need mediator?

What are all the possible solutions which you think of resolving the conflict?

Conflict in the TEAM

Q1. Think of a situation and describe it.

What is the symptom of the conflict? Be specific.

Is the conflict a team issue or an interpersonal issue?

1. Conflict about not matching Idea
2. Conflict about not matching knowledge
3. Personal ego

Is the conflict harmful for team performance?

1. Yes
2. No
3. Maybe

Is the conflict serious enough to require immediate attention? Circle the answer you feel is most accurate.

1. Yes
2. Maybe
3. No

How would you talk to the concerned parties?

1. during the team meeting
2. outside the meeting
3. escalate to team leader
4. do nothing at all

Why you think it is urgent to react to the team conflicts?

1. affects team's task or team's relationships
2. groupthink
3. people are tense, frustrated or confused
4. affects balance of participation and influence impacts open and honest communication
5. slow down of team's pace
6. unable to perform decision making.

Talk to the parties and ask about AGREE and DIAGREE points

Agree on a plan to resolve the conflict.

Action	WHO	WHEN	STATUS

What is the one most important thing that you learnt about TEAM building and CONFLICT HANDLING WITHIN THE TEAM?

Leadership Skills

Q1. You've been assigned a major project and are halfway through when you realize that you do not have the required knowledge of doing one particular task. How do you handle that while still trying to make your deadline?

1. I will learn the skill in extra time and do it
2. I will try to delegate this work to one of the team member who can do it better.
3. I will inform my seniors about my inability and back off from the project.
4. I will do it anyway, will manage if it is recognized upon presentation.

Q2. You're working on a project with a tight deadline but you find that you're unable to complete your section because your team members are not showing interest in this. How do you deal with the situation?

1. There's nothing I can do about it.
2. I will force them to participate
3. I will try to find the reason why they are not interested and then do the needful.
4. I will report to the senior level and get them into the situation.

Q3. You're a team leader. What would you do if the work of one of your subordinate team members was not up to expectations?

1. You will criticize him
2. You will give a positive feedback anyways
3. You will guide him to make be better
4. You will not give him work any further.

Q4. As a leader, you get to know that one of your team members is leaking the important information about your project to the rivals, which can effect badly on the topic and presentation of your project. How would you deal with this situation?

1. You will throw him out of the team.
2. You will try to find the concrete proof first
3. You will directly ask him in presence of whole team
4. You will ask him in person, if it is true and then take the action based on reply

Q5. How would you react if the team project presented by you as a leader was badly criticized knowing that it is surely not your fault, rather it is fault of one particular team member.

1. I will clearly name the team member to make him realize his fault
2. I will take the blame and do nothing
3. I will accept the blame and later on tell the concerned team member about the flaw
4. I will clearly mention in front of jury that next time I will not take the same team.

Q6. Team members you've been assigned to lead during a new project object to your vision and ideas for implementation. What specifically would you do to address their objections?

1. I usually ask for feedback about my ideas and take into account everyone's opinions prior to beginning a new project.
2. I will tell them simply "you need to follow"
3. I will clearly impose the ideas tell them the ideas cannot be changes as they are up to the mark.
4. I will listen to my favorite team member and make the changes accordingly

Q7. You're responsible for an important project near completion but receive another important project that must be completed immediately. How would you deal with it?

1. I will ask my superior to give this project to someone else, as I am busy.
2. I will take the project and do it side by side will try to finish both.
3. I will delegate the old project work to one of the team members following the delegation steps.
4. I will complete the immediate project and let older project be taken care by team members on their own.

Q8. You have a very big project which is supposed to be finished within a stipulated short time, as you reach half way through one of the team member whose work is crucial now, goes on long leave. How would you deal with it?

1. I will not allow him leaves as I am the leader.
2. I will throw him out of the team and replace him with other
3. I will try to find the reason and see if some settlement is possible
4. I will also take the leave as I won't be able to face the incomplete project.

Q9. How can a leader fail?

1. He knows everything about everyone
2. He is active listener
3. He does not want to change
4. He is knowledgeable

Q10. Which of these is a leadership style?

1. Delegation
2. Democratic
3. Coaching
4. Commanding
5. All of them

Reference Question answers LEADERSHIP

Q #1) Differentiate team leader and team manager?

Ans) A Manager handles the everyday jobs and responsibilities of his team members and also ensures that they complete their assigned work on time. Whereas a Leader will encourage and inspire his/her team to finish and work out their goals.

Q #2) Define a difficult and important task of a Leader?

Ans) The role of a leader involves two duties. As a leader, he should act as a team member and simultaneously he should act as an individual to drive the whole team.

A leader should ensure that all his team-mates are on the same path towards the end goal which in turn leads to organizational success.

Q #3) How will you guide your team to improve or develop their individual skills?

Ans) As a leader I will suggest my team members attend any training, workshops on soft skills, behavioral courses to improve or strengthen their interpersonal skills and other talents.

Q #4) What is the motivation for your leadership? As a leader how will you measure your success?

Ans) A Leader gets motivated by his/her team's achievements like team-mates finishing their targets, achieving their professional as well as personal goals etc.

Obviously, a leader's success lies in his/her team member's success.

Q #5) When you come across any bad news then how will you put it in front of your team?

Ans) To deliver any bad news with the team, I will arrange a small meeting with the team and deliver it. Will try to explain all the possible solutions that need to be implemented in the near future so that such mistakes cannot take place.

At last, will ask my team to share their views, ideas, concerns or any suggestions that can be carried out in the next activity to avoid such situations.

Q #6) What is your approach when you are not clear about achieving your goals on time?

Ans) As a leader you should be ready to accept any comments or opinions from your team. And should not hesitate to seek help from your immediate superiors or your team-mates.

Taking all the inputs into account, you should come up with a new and clear agenda on how to finish your target on time.

Q #7) How will you encourage your team by sharing the other team member's success?

Ans) Praising one's success in front of others will inspire and motivate them to work harder. It encourages and gives confidence to others to perform better. One who gets succeeded in their career should be rewarded.

As a leader, if we link the performance of a team member to any reward or recognition, then it motivates them to work harder.

Q #8) Is there any strong or unique skill in you that makes me hire you?

Ans) My career objective is to serve a professionally managed company and achieve a challenging position by utilizing my abilities developed through my experience and education and contribute to enhancing the goals of the company. This makes you

This makes you hire me into your organization.

Q #9) Are you comfortable with group discussions/meetings or one on one?

Ans) As a leader I prefer group discussions because in a group we will be able to know the individual skills and hidden qualities of the team-mates. This can help everyone to improve their interpersonal skills. And as a whole, it will lead to the success of the team.

Q #10) Explain your strength and weakness as a leader?

Ans) Being a leader one should maintain a strong relationship with the team members and should focus on their goals. Simultaneously a leader should inspire and encourage his/her team to work hard and give their best. If a team performs well in the project, then it shows the strength of a leader who is leading the respective team.

Critical thinking skills

Q1. What is the definition of critical thinking?

- a) Higher level thinking that aims to solve a problem.
- b) Finding faults and weaknesses in other people's arguments.
- c) Logically analyzing arguments in a critical way.

Q2. Why is it important to evaluate any information you encounter?

- a) Information may contain defects or may be incomplete
- b) Information may contain answers to my questions
- c) Information may be difficult to understand
- d) Information may not be helpful

Q3. What is not the characteristic of a critical thinker?

- a) He uses logical skills in reasoning.
- b) He refuses to recognize the limitations of his mind and consistently pursues excellence.
- c) He thinks independently and does not always succumb to peer pressure.

Q4. What question should you have in mind when you encounter information?

- a) Is it current?
- b) Is it accurate?
- c) Is the person providing the information an authority
- d) All of the above

Q5. How do you know if information found satisfies your needs?

- a) I found everything I needed by consulting one source
- b) It looks like it could be true
- c) I feel like the author is telling the truth
- d) After consulting several sources, the information I found completely addresses my research topic

Anger Management

What triggers your anger?

		PEOPLE
1		People asking rude
2		questions or being nosy
3		People joking about
4		important subjects Rude or messy neighbors or roommates
5		People that don't pay back money they owe
6		Loud people in a theater or place that should be quiet

		PLACES
1		Places that bring up bad memories
2		Places where you feel trapped
3		Waiting in long lines
4		Waiting a long time for an appointment
5		Stuck in Traffic
6		Crowded public
7		Public transportation
8		Crowded stores
9		Bad working conditions
10		Dirty/shabby places

		SITUATIONS
1		Hungry, Angry, Lonely, Tired (HALT)
2		Being wrongly accused
3		Getting lost or being given wrong directions
4		Being placed on hold on the phone for long
5		Cleaning up other people's mess
6		Rumors or gossip
7		Being stolen
8		Slow customer service
9		Working under time pressure

Please answer the following questions true or false.

1. I don't show my anger about everything that makes me mad, but when I do – look out. True False
2. I still get angry when I think of the bad things people did to me in the past. True False
3. Waiting in line, or waiting for other people, really annoys me. True False
4. I fly off the handle easily. True False
5. I often find myself having heated arguments with the people who are closest to me. True False
6. I sometimes lie awake at night and think about the things that upset me during the day. True False
7. When someone says or does something that upsets me, I don't usually say anything at the time, but later spend a lot of time thinking up cutting replies I could and should have made. True False
8. I find it very hard to forgive someone who has done me wrong. True False
9. I get angry with myself when I lost control of my emotions. True False
10. People really irritate me when they don't behave the way they should, or when they act like they don't have the good sense of a head of lettuce. True False
11. If I get really upset about something, I have a tendency to feel sick later, either with a weak spell, headache, upset stomach, or diarrhea. True False
12. People I've trusted have often let me down, leaving me feeling angry or betrayed. True False
13. When things don't go my way, I get depressed. True False
14. I am apt to take frustration so badly that I cannot put it out of my mind.

True False

15. I've been so angry at times I couldn't remember things I said or did.

True False

16. After arguing with someone, I hate myself. True False

17. I've had trouble on the job because of my temper. True False

18. When riled up, I often blurt out things I later regret saying. True False

19. Some people are afraid of my bad temper. True False

20. When I get angry, frustrated or hurt, I comfort myself by eating or using alcohol or other drugs. True False

21. When someone hurts or frustrates me, I want to get even. True False

22. I've gotten so angry at times that I've become physically violent, hitting other people or breaking things. True False

23. At times, I've felt angry enough to kill. True False

24. Sometimes I feel so hurt and alone I feel like committing suicide.

True False

25. I'm a really angry person, and I know I need help learning to control my temper and angry feelings because it has already caused me a lot of problems.

True False

If you answered true to ten or more of these statements, you are seriously prone to anger problems. It's time for a change.

If you answered true to five questions, you are about average in your angry feelings, but learning some anger management techniques can make you a happier person.

If you answered true to even one of the last four questions, then your anger has reached a danger level! Perhaps we can help you get your anger under control before it takes your life out of control.

Anger management Skills

Recognize your Anger Early

If you're yelling, it's probably too late. Learn the warning signs that you're getting angry so you can change the situation quickly. Some common signs are feeling hot, raising voices, balling of fists, shaking, and arguing.

Take a Timeout

Temporarily leave the situation that is making you angry. If other people are involved, explain to them that you need a few minutes alone to calm down. Problems usually aren't solved when one or more people are angry.

Deep Breathing

Take a minute to just breathe. Count your breaths: four seconds inhaling, four seconds holding your breath, and four seconds exhaling. Really keep track of time, or you might cheat yourself! The counting helps take your mind off the situation as well. Exercise

Exercise

Exercise serves as an emotional release. Chemicals released in your brain during the course of exercise create a sense of relaxation and happiness.

Express your Anger

Once you've calmed down, express your frustration. Try to be assertive, but not confrontational. Expressing your anger will help avoid the same problems in the future. Think of the

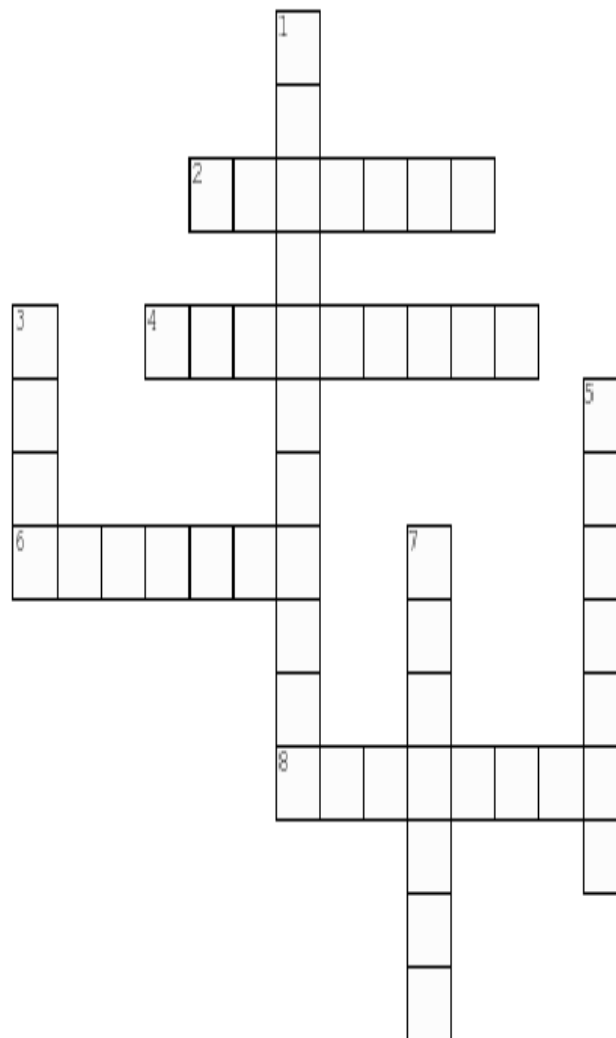
Consequences What will be the outcome of your next anger-fueled action? Will arguing convince the other person that you're right? Will you be happier after the fight?

Visualization

Imagine a relaxing experience. What do you see, smell, hear, feel, and taste? Maybe you're on a beach with sand between your toes and waves crashing in the distance. Spend a few minutes imagining every detail of your relaxing scene.

Name: _____

Complete the crossword below



Created with TheTeachersCorner.net [Crossword Puzzle Generator](#)

Across

- 2. when you are angry it hurts you and other both then it is
- 4. When you are ok with the changes
- 6. leave the situation that makes you angry
- 8. works as emotional release

Down

- 1. When you see things from positive side
- 3. hungry angry lonely tired
- 5. The reason that makes you angry
- 7. You can do it when you are calmed down

Check your Adaptability

Almost never applies 0 points	Sometimes applies 1 points
Usually applies 2 points	Almost always applies 3 points

1. When I am first confronted with a problem and have no idea how it can be solved, I take the attitude that the right answer will emerge.	
2. Events in my life happen with their own right timing.	
3. I feel optimistic about my future.	
4. When someone rejects me, I feel hurt, but I accept that the decision was theirs to make.	
5. I feel the loss of family and friends, who have died, but the grief resolves itself and I move on—I don't try to bring back what cannot be brought back.	
6. I feel committed to ideals larger than myself.	
7. When I'm arguing with someone, I defend my position, but I also find it easy to acknowledge the rightness in the other side.	
8. I vote the man, not the party.	
9. I donate time to worthwhile causes, even if they are unpopular.	
10. I am considered a good listener. I don't interrupt others when they talk.	
11. If someone has a lot of emotion at stake in something, I will hear them out without expressing my views.	
12. Given a choice between a high-salaried job that is fairly boring and a job I like doing at less pay, I'll take the job I love to do.	
13. My style of managing other people is to allow them to do what they want rather than try to control them. I interfere as little as possible.	
14. I find it easy to trust others.	
15. I am not prone to worry; the ups and downs of difficult situations affect me less than most other people.	
16. In a competitive situation, I am a good loser. I will say, "Good game," not, "I wasn't at my best."	
17. Being right in every situation isn't all that important to me.	
18. I feel comfortable playing with young children; I enter their world easily.	
19. I don't think about my moods very much.	
20. I can easily feel what someone else is feeling.	
21. Quiet people make me feel comfortable. Nervous people don't make me nervous	

Total Score _____

Answers will be discussed in class

Questioning Skills

Identify what type of question they are?

Open /close/probing or leading

1. How exactly did the fight between the two of you start? _____
2. Have you ever met Joy before? _____
3. Do you have a pet? _____
4. Do you like ice-cream? _____
5. What do you plan to do immediately following graduation from college _____
6. What are you trying to achieve? Are you afraid? _____
7. How did you handle moving to another company? _____
8. Why were your expectations so high? _____
9. Have you been stressed lately? _____
10. Tell us about your experience in this college so far _____
11. I really hate this government!!...What are your thoughts about the XX party? _____
12. Share with us what has been troubling you. _____
13. Do you like rain? _____
14. Do you think prices will go up next year? _____
15. What is your favorite flavor of ice cream? _____
16. How do you respond to people with negative attitude? _____
17. "Do you agree that we need to save the whales?" _____
18. Why did you decide to purchase a Volvo? _____
19. How do you go a home? _____
20. Do you like rain and what do you usually do during rain storms?

PowerPoint Presentation

Q1. Which of the following is NOT necessary to think about before preparing the PPT?

1. Audience
2. Time
3. Expected questions
4. Color of your clothes

Q2. Which file format can be added to PPT?

1. .jpg
2. .png
3. .wav
4. All of the above

Q3. How should be the design of PPT for a darker room?

1. Dark shades
2. Glittery shades
3. Light shade
4. White shade

Q4. What kinds of images are recommended to be used for PPT?

1. HD
2. Simple downloaded from mobile
3. Downloaded from any site
4. Any image can do

Q5. What should you be your way of keeping eye contact?

1. Straight into the eyes of one person
2. Towards the screen
3. Should be situated at one person for 3-4 sec
4. Towards the end of the presentation room

Q6. How should be your hand gestures?

1. They should be closed
2. They should be at the back
3. They should be moving according to the flow of PPT
4. It doesn't matter much

Q7. Should you bring humor during your presentation?

1. No, my audience will be distracted
2. Yes, it will be engaging.
3. If my audience wants it, I don't mind

Q8. What should be given to the audience to understand the PPT and keep as audience's resource?

1. Cut-out
2. Print-out
3. Hand-out
4. None of the above



PART – 2

POST TRAINING ASSIGNMENT BASED on TRAINING

GOAL SETTING

How far have you achieved your goal which you had set in the beginning of this training program?

What else do you need to achieve your ultimate goal?

1. _____

2. _____

3. _____

What else do you think to do in order to achieve your goal?

1. _____

2. _____

3. _____

Who do you think you need to speak to or take help from? How do you expect him/ her to help you?

Have you thought about emergency situation? How will you overcome them in the current scenario?

What would be your next goal once you achieve this goal? (Optional)

DO you wish to make any changes in the set goal? Validate your answer WHY or WHY NOT.

Time management

If your work day was halved, what would you do first?

Hint : it is about eating the frog first

IF your work day was halved which task will you eliminate or simply put for tomorrow?

Hint : think about important+ urgent+ unimportant+ not urgent

What is 80-20 rule for setting the to-do list

"What do you do when someone else is late and prevents you from accomplishing your task?" Time management is not just about handling your own work, but that involving others, too.

Hint: This question addresses communication skills

Communication skills and Body language

1. I pay attention to the nonverbal cues of others	1 2 3 4 5 6 7
2. I attempt to understand ideas that are different from mine	1 2 3 4 5 6 7
3. I attempt to understand the other person's frame of reference	1 2 3 4 5 6 7
4. I can accurately paraphrase another's words.	1 2 3 4 5 6 7
5. I am at ease in the world of emotions	1 2 3 4 5 6 7
6. I accept suggestions from people with whom I am working.	1 2 3 4 5 6 7
7. I asked for more details and clarification.	1 2 3 4 5 6 7
8. I make sure I distinguish between fact and opinion.	1 2 3 4 5 6 7
9. I encourage others to clarify their thoughts.	1 2 3 4 5 6 7
10. I give critical feedback when necessary.	1 2 3 4 5 6 7
11. I emphasize action or behavior that I appreciate.	1 2 3 4 5 6 7
12. I am aware of the effects of my behavior on others.	1 2 3 4 5 6 7
13. I accept critical feedback from others.	1 2 3 4 5 6 7
14. I openly acknowledge my errors.	1 2 3 4 5 6 7
15. I ask others for critical feedback.	1 2 3 4 5 6 7
16. I adapt myself to the individuals with whom I am interacting.	1 2 3 4 5 6 7
17. I take the initiative in settling misunderstandings as soon as they arise.	1 2 3 4 5 6 7
18. When I am challenged, I am able to discuss it calmly.	1 2 3 4 5 6 7
19. I clearly express my disagreement.	1 2 3 4 5 6 7
20. When appropriate, I apologise without excessive justification.	1 2 3 4 5 6 7

Total Score _____

BETWEEN 20 AND 50 It is obvious that you are more at ease with jobs you can carry out alone rather than in interpersonal relationships. **BETWEEN 51 AND 80** You have some communication skills, but others are less well-developed. You are nevertheless aware of your limits, which is an important lever for personal development. **BETWEEN 81 AND 110** You are perfectly at ease in the world of

interpersonal relationships. You have only to refine the skills you already possess and enrich your repertoire of responses. **OVER 110** You demonstrate mastery of all to mediation skills. But do you know yourself well?

Identify the correct postures and write what does it indicate





Man 1 _____

Man2 _____



Which one of these is correct posture? _____



This posture indicates _____

Professional Etiquettes

You disagree with a point your team leader made at your weekly brainstorming session. You:

- Randomly blurt your opposition in front of everyone
- Politely disagree and suggest an alternative idea
- Ask to meet personally with your leader once the session is done to voice your objections
- Complain to your team members behind your leader's back

Your office culture allows you to keep personal items on your desk and in your cubicle. You:

- Fill your desk with pictures of family and friends, kids' artwork, favorite knick knacks, and
- Balance personal and office items in your cubicle. One in five objects on your desk can be personal
- Avoid displaying anything other than work-related items on your desk. It is inappropriate to your attention.
- Your cubicle is a mess of scattered papers, so you do not have any space for personal items

You invite an out-of-town client to dinner to discuss work; you should:

- Take them to your favorite sports bar that's showing an important game
- Take them to an upscale French restaurant with a romantic ambience
- Ask for their preference and pick an appropriate restaurant
- Invite the client to your office to eat fast food

Emails should be replied to within ____ hours while phone calls should be returned within ____ hours.

- 48, 24
- 24, 4
- 4, 24
- 24, 24

Your team leader shows up late to a meeting that is about to conclude. You should:

- Thank her for stopping by; politely interrupt the person speaking at the meeting and debrief your leader on the agenda
- Slightly nod when she enters but continue with the meeting without bringing her up to speed
- Once the session is over, tell her that it is bad practice to show up late for meetings
- Openly criticize your leader about being tardy upon her arrival

You are running 15 minutes late to a meeting with a professor. What should you do?

- Stop what you're working on and leave for the meeting immediately
- The professor is your uncle, he will wait as long as you want
- Your professor won't mind waiting, 15 minutes is nothing
- Call the professor and tell him that you'll be there in a few minutes

It is a Casual Friday, but you have a meeting with your Principal at some trustee's meeting. How should you dress that day?

- Casually
- A little nicer than usual, but nothing too formal
- In your shorts and T-Shirt
- In Semi Formal

Should you connect with your boss on social networking sites like facebook or twitter?

- Yes, why not
- No, of course not

Your friend from college joins your company in a superior role to you. How should you interact with her in the office?

- Talk informally and don't take her orders seriously
- Show disdain and jealousy because she was offered a higher position while you weren't
- Break your friendly ties with her completely and maintain only a professional relationship
- Treat her like a superior in the office and as a friend outside

Your favorite song is playing on the radio. You:

- Dance around the class with the music blasting on your speakers
- Listen to the music with your headphones at a loud volume so others can also hear
- Listen to the music with your headphones at a low volume so as not to disturb others nearby
- Listen to the music with noise-cancelling headphones, so you can't hear when others request your attention

Which of the following is NOT good email etiquette?

- Keeping your email brief and to the point
- Putting the purpose of the email in the subject field
- Sending funny YouTube videos and personal emails to co-workers
- Using a signature that includes your contact information following your message

Where should friends and family wait when visiting you at college?

- At your department head's cabin
- In the parking area or cafeteria
- In the waiting area
- They should never visit you

Which of the following is considered to be poor e-mail etiquette?

- Keeping the message personal
- Responding to messages as soon as possible.
- Using lots of capital letters to emphasize certain words.
- Giving short subject to the email.

The tone of a professional email message should be:

- Conversational.
- Formal.
- Casual – like the tone you use with friends.
- "Yo, dude! Whassup?"

CONFIDENCE

1. I can easily think of past accomplishments in my life.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

2. I don't need to change everything overnight before I can feel good about myself.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

3. I feel like I'll never be a good person.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

4. I often need assurance from others before I make a big decision.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

5. I frequently find myself fighting negative thoughts about myself.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

6. I'm good at taking something positive from any criticism.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

7. I get easily offended by the things people say about me.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

8. I'm comfortable going against popular opinion if I don't agree with it.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

9. I frequently find myself trying to 'win people over.'

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

10. I need positive feedback from others before I can feel good about something I did.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

11. People will only respect me if I'm good-looking or successful.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

12. I get jealous of other people's achievements.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

13. I'd rather do what I think is right instead of something that just makes me look good.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

14. I beat myself up over my mistakes constantly.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

15. I pleasantly surprise myself on a daily basis.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

16. Every failure is an opportunity for growth and improvement.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

17. I am surrounded by people who inspire and motivate me.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

18. I am capable of creating value in this world.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

19. I believe most people will like me if they really get to know me.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

20. I can't be myself around others.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

21. If I'm not good at something right away, I don't feel like doing it anymore.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

22. I can have a polite conversation with someone even if they disagree with me.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

23. I look forward to pursuing new goals and challenges in life.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

24. I can overcome most obstacles if I put my mind to it.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

25. I don't see much potential in my life.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Decision making

Describe one decision which needs your immediate attention

Why is good decision important here?

List possible choices and the positive and negative consequences for each choice:

Choice 1

Positive consequence _____

Negative consequence _____

Choice 2

Positive consequence _____

Negative consequence _____

Choice 3

Positive consequence _____

Negative consequence _____

Choice 4

Positive consequence _____

Negative consequence _____

Which one do you think has least negative consequence? Do you think that is appropriate choice

Do you still think there will be any hurdle in the choice you made, if there will be then think of a solution?

Delegation

Q1. Why do you think delegation is important?

- It will give me more time to complete my own work
- It will help in completing task with better quality and on time
- It will help the team member in completing the task
- It will show my ability to get the work done through others

Q2. Which of these is not a part of delegation process?

- Clarify the purpose
- Determine the task
- Brain storm the idea
- Identify the skill

Q3. The best option to delegate a task is

- Delegate it to someone new so that he can learn
- Delegate it to someone who is expert in it
- Delegate it to someone who is free

Q4. The manager delegates the task when:

- He wants free time
- He is bored of doing that task
- He needs specific skills to complete that task
- He is busy in other work and doesn't want to complete this task

Q5. Effective delegation requires skill in which management functions?

- Planning/Organizing
- Controlling
- Motivating
- All of the above

Q6. When deciding to whom you should delegate an assignment, you should consider:

- Who has the interest and/or ability
- Who will find the work challenging
- Who has been overlooked when you have delegated in the past
- All of the above

Q7. When selecting the right person to delegate to, keep in mind that you really do not know what a person can do until you give him or her a chance under the proper conditions.

- True
- False

Q8. When an employee comes to the manager with a problem related to a delegated task, it is appropriate for the manager to provide the solution.

- True
- False

POWER POINT PRESENTATION

Following points will be considered while marking your Power Point Presentation

Marks	4	3	2	1
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Visual Appeal	There are no errors in spelling, grammar and punctuation. Information is clear and concise on each slide. Visually appealing/engaging.	There are some errors in spelling, grammar and punctuation. Too much information on two or more slides. Significant visual appeal.	There are many errors in spelling, grammar and punctuation. Too much information was contained on many slides. Minimal effort made to make slides appealing or too much going on.	There are many errors in spelling, grammar and punctuation. The slides were difficult to read and too much information had been copied onto them. No visual appeal.
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Presentation Skills	Regular/constant eye contact, The audience was engaged, and presenters held the audience's attention. Appropriate speaking volume & body language.	Most members spoke to majority of audience; steady eye contact. The audience was engaged by the presentation.	Members focused on only part of audience. Sporadic eye contact by more than one presenter. The audience was distracted	Minimal eye contact by more than one member focusing on small part of audience. The audience was not engaged. Majority of presenters spoke too quickly or quietly making it difficult to understand.
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Content	The presentation was a concise summary of the topic with all questions answered. Comprehensive and complete coverage of information.	The presentation was a good summary of the topic. Most important information covered; little irrelevant info.	The presentation was informative but several elements went unanswered. Much of the information irrelevant; coverage of some of major points.	The presentation was a brief look at the topic but many questions were left unanswered. Majority of information irrelevant and significant points left out.
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confidence	All members showed good confidence while answering	Slight lack of confidence	Most of the members except leader were not sure of answers	It seems there was lack of team so not everyone knew the answer
Preparedness/ Participation/ Group Dynamics	All presenters knew the information, participated equally, and helped each other as needed. Extremely prepared and rehearsed.	Slight domination of one presenter. Members helped each other. Very well prepared.	Significant controlling by some members with one minimally contributing. Primarily prepared but with some dependence on just reading off slides.	Unbalanced presentation or tension resulting from over-helping. Multiple group members not participating. Evident lack of preparation/rehearsal. Dependence on slides.

Overall comment of the Trainer and audience
