

# DEVELOP YOUR EMPLOYEES WITH US

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BY ENHANCING **KEY SKILLS**



QUALITY CIRCLE FORUM OF INDIA

Ankleshwar Chapter

**Skill – Transformation Wing**



Most of the organizations have a centralized training area under the roof of HRD. The role of HRD is to improve the organization's effectiveness by providing employees with the KSAs (Knowledge, Skills and Attitude), that will enhance their current or future job performance.

The focus is on the development of job related KSAs. At the same time, effective training must address the personal needs of employees, helping them to learn, to grow and to cope with the issues, which are important to them. Focusing on KSAs, which do not meet the organization needs, is not productive. Likewise, unless the new KSAs are seen as relevant and important by the employees, they won't transfer back to their work.

On other hand, organization typically measure their assets in tangible terms – like; Stock, Infrastructure, Investment etc.. However in addition to these there are intangible assets that may have a value far in excess of the more tangible assets.

E.g. Consider what “Mickey Mouse” is worth to “Disney”? or  
What a gifted program writer is worth to “Microsoft”?

The value may be impossible to calculate in absolute terms, but it is likely to be many times the conventional worth of either asset. There are three main groups of intangible assets called together as “**Intellectual Capital**”.

1. **Customer Capital:** The value of brands and reputation, and the relationship, the customer feels with the organization.
2. **Structural Capital:** The value of patents, organizational ethics and culture.
3. **Human Capital:** The value of the experience, loyalty, knowledge and attributes of the employees.

The most important component is that of human capital, who can develop other capitals by their learning and experience.

#### What is **LEARNING**?:

- Learning is the process by which behaviour and attitude are changed.
- A psychological definition of learning is: “Any change in the general activity of an individual, the effects of which persist over a period of time, and which are strengthened by repetition and practice.”

#### What is **TRAINING**?:

- Training is very specific and it concerned with the mastering of a particular task or set of tasks.
- Effective training provides the right degree of knowledge to underpin the task.
- Training may be challenging but it should never be unpleasant.
- The aim of training is to infuse scientific thinking and planning, to work methodically and efficiently.

#### What is **DEVELOPMENT** ?

- Development is a process in which learning occurs through experience, and where the results of the learning enhance not only the task-skills of the individuals but also their attitudes.
- Whereas training does not necessarily encompass the “Why?”, development most certainly does.
- Development provides the individual with skills and attributes, that can be changed to fit new circumstances, and also can change their thoughts and reasons.
- Training is mechanical; whereas development is humanistic.
- Training can be measured objectively, whereas development is much more subjective.



# BENEFITS OF TRAINING AND DEVELOPMENT

- In preparing an individual to perform a specific task more effectively, training and development can contribute to the organization achieving its current objective / goal.
- Training develops the ability in an individual, to translate acquired concepts, principles, knowledge and skills into perceptible and functional behaviour or actions and vice versa.
- Training assists a person in removing mental blocks, dispelling those doubts, which may be preventing from realizing the full range of his/her potential / capabilities.
- Training and development function can potentially impact in a positive and major way on the management of change.
- Training and development can move away from concern, simply for the individual skill, and can deal with leadership, group and organizational issues.
- Training and development can also affect an organization's culture in a more indirect way through the management of individual and group training.
- Effective training is structured as a continuous performance improvement process that is integrated with other systems and business strategies.
- Training and development helps in establishing a working relationship between theory and practice.
- Decrease wastage.
- Increase customer satisfaction.
- Reduce manpower turnover.

# **KEY SUBJECTS**

**1. CHANGE THE ATTITUDE TO DEAL WITH  
CHANGE**

**2. DEVELOP INTERNAL TRAINER**

**3. PROACTIVE TIME MANAGEMENT**

**4. EFFECTIVE PRESENTATION SKILL**

**5. PRODUCTIVE COMMUNICATION AT  
WORKPLACE**

**6. TRANSFORM YOUR HABITS TO WIN**

**OTHER PROGRAMS WILL BE CUSTOMIZED**

**AS PER CUSTOMER'S DEVELOPMENT**

**REQUIREMENT**

# CHANGE THE ATTITUDE TO DEAL WITH CHANGE

## Why do we need change?

No matter where we work and whether we are in public sector or private sector, change has become a fact of life in today's workplace especially due to the external forces like - globalization, right sizing and fast developing technologies. Whatever the name, the particular change is optional sometimes, but often it is unavoidable. In order to survive and to succeed, organizations and individuals need to embrace changes. But for a change to become a reality, people must first let go of certain dysfunctional old way(s) of thinking, perceiving, feeling and doing things and learn new ones.

It is true that we cannot achieve development and progress just by doing more of the same thing without learning to adapt to right attitudes and practices.

**“What you do today  
can change  
all the tomorrows  
of your life...”**



Don't change yourself  
because you're  
afraid of what  
people think.  
Change yourself  
because you want  
to be better.



All birds find shelter during a rain.  
But Eagle avoids rain by flying above the  
Clouds.

Problems are common, but attitude  
makes the difference!



## ATTITUDE MAKES A LOT OF DIFFERENCE

One day an old man was walking along the beach in the early morning and noticed the tide had washed thousands of starfish up on the shore. Up ahead in the distance he spotted a boy who appeared to be gathering up the starfish and one by one tossing them back into the ocean.

He approached the boy and asked him why he spent so much energy doing what seemed to be a waste of time.

The boy replied, "If these starfish are left out here like this they will bake in the sun, and by this afternoon they will all be dead."

The old man gazed out as far as he could see and responded, "But, there must be hundreds of miles of beach and thousands of starfish. You can't possibly rescue all of them. What difference is throwing a few back going to make anyway?"

The boy then held up the starfish he had in his hand and replied,  
**“It's sure going to make a lot of difference to this  
one!”**

# DEVELOP INTERNAL TRAINER

The only thing worse than training an employee and having them leave, is to not train them, and have them stay.



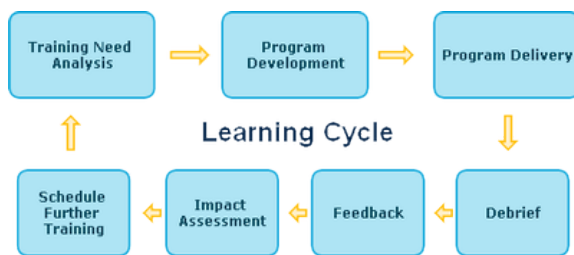
**Training empowers people to realize their dreams and improve their lives.**  
- Sylvia Methews Burwell

Employee empowerment is very important to the process of organizational change because empowerment fulfills the individuals need for a sense of control. One such factor that is able to enhance the perception of empowerment is special training activities.

As such employers need trainers capable of delivering cultural change concepts, performance enhancement, and core competencies to help maintain organizational spirit.

Trainers play an important role in terms of empowering employees at the workplaces. And the key attribute of a trainer must be the knowledge he/she possesses on the subject of the program. The trainer also must be communicative enough to reach out to the participants with the concepts being covered in a program.

An effective trainer must be one who is able to put forth his/her ideas to the participants in simple words, duly coupling them with real life and relevant illustrations. This is where an internal trainer would have a definite advantage over an external trainer, in bringing about a real example from within the organization itself, which would be much easier to comprehend by the participants. Hence a trainer must himself/herself be a learner in any training program.



## Training leads to success

A consultant was visiting a top Japanese industrialist on a fact-finding mission. He was curious to find out how the Japanese workforce achieved such huge productivity gains over their counterparts in the West.

"First, we train," said the industrialist. "Then what?" asked the consultant. "We train," said the industrialist. "And next?" "We train." Smiling, the consultant asked: "What do you do next? Train?" "No," said the industrialist. "We educate." "OK," said the consultant. "And then what?" "Then we succeed," said the industrialist.

First train, then educate, and you will succeed.



**"It's all to do with training: you can do a lot if you're properly trained.**

**:- Queen Elizabeth II**

# PROACTIVE TIME MANAGEMENT

Time management is all about making the most effective use of your time and working smarter, not harder. It requires planning, and then sticking to the plan – and that takes discipline.

Managing your time in order to meet the needs of both internal and external customers and delivering quality service, is a critical business requirement at every level. This program is designed to assist you in identifying improvement opportunities, as well as, illustrating how to manage your time for optimal performance and results.

## Training Objective:

- Learn how to compose and prioritize a master task list as well as compose realistic weekly plans based on urgency and importance
- Describe the reasons individuals are reluctant to delegate tasks.
- Select the appropriate management style for the participants, according to their level of skill and willingness to complete the task
- Apply the Three P's technique (Paraphrase, Position and Possibilities)
- Identify and use strategies for managing interruptions, distractions and procrastination.



## TIME IS A GIFT, SO USE IT WISELY.

Once upon a time, a king and a lazy man were good friends. One morning, the king said, "Why don't you do work to earn some money?"

Man replied: "No one gives me a job. My enemies told everyone that I never do any work in time."

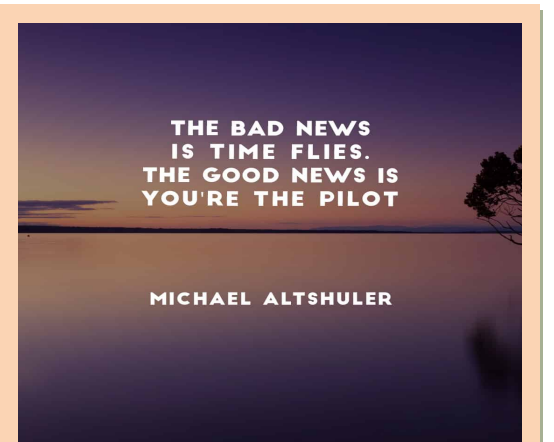
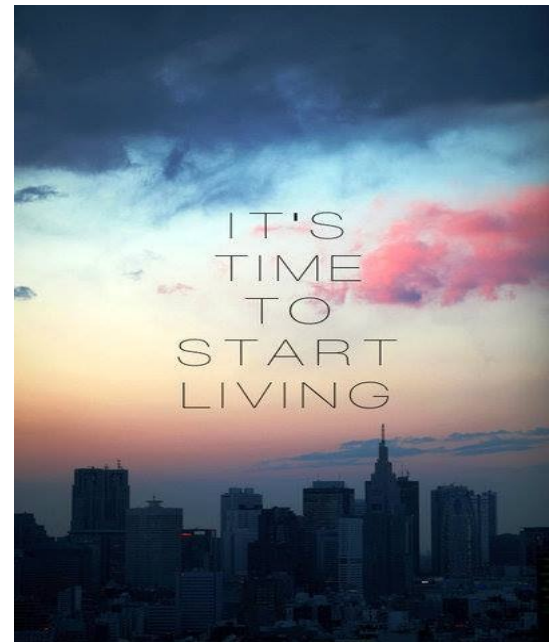
The kind king said: "You can go into my treasury and collect as much wealth you can, till sunset."

The man rushed home to tell this to his wife. She said: "Go and get the gold coins and gems now."

He told: "I cannot go now. Give me lunch first."

After lunch he took a nap for an hour. Then in the late afternoon, he picked some bags and went to the palace. On the way, he felt hot, so he sat under a tree to rest and ended up sleeping for another 4 hours.

When he reached the palace it was already time to sunset. The palace gates had been shut. So he had lost a golden chance because he had not learnt the value of time.



# EFFECTIVE PRESENTATION SKILL

The magical gift of speech has been bestowed only on human beings. It is a quality that can be used by an individual to influence people. Presentations are necessary in all aspects of one's working life. Good presentation skills are essential for any person to succeed in business and the workplace. Whether it is to secure new clients, showcase new projects, motivate staff members or present a business plan.

Speaking one-to-one seems to occur quite naturally and spontaneously. But the moment one is asked to address a group, meeting, training programs, one often hesitates. This hesitation arises because of fear to speak in public or the skills needed to do so have not been consciously developed.

Overcoming fear of failure is major hurdle, and it can be done with effective training and practice. But for effectiveness, they should be prepared enough. Putting someone unprepared in front of any audience could be a disastrous. "Once you are actually in the lion's den, you will need more survival skills than smiling and saying, "Nice pussy-cat".

The preparation process for effective presentation has basically three stages:

1. Before presentation
2. During presentation and
3. After presentation.

**"The human brain is a wonderful thing. It starts working the moment you are born and never stops until you stand up to speak in public."**

**:- Sir George Jessel**



This workshop is designed to help participants acquire the skills they need in order to make an impressive presentation. They will learn how to prepare, practice and deliver a nice presentation. The participants' enhanced skills will enable them to convey their specialized technical knowledge and increase the value. Professionals, should have such skill which will assist them in delivering powerful, persuasive presentations with confidence, thus, it will strengthen their ability to engage with their clients.

By the end of the program participants will:

- Know how to prepare and organize the key components of an effective presentation.
- Be able to use tips, tools and techniques in order to improve their presentation design and delivery skills.
- Learn how to prepare an effective, high- impact presentation.
- Be in a position to deliver presentations with increased skill and confidence.





# PRODUCTIVE COMMUNICATION AT WORKPLACE



## A Disappointed Salesman

A disappointed salesman of a Coke company returned from his Middle East assignment. A friend asked, "Why weren't you successful with the Arabs?"

The salesman explained, "When I got posted in the Middle East, I was very confident that I would make a good sales pitch as Cola is virtually unknown there. But, I had a problem: I didn't know how to speak Arabic.

So, I planned to convey the message through 3 posters; First - A man crawling through the hot desert sand totally exhausted and panting.

Second - The man is drinking our Cola. and

Third - Our man is now totally refreshed.

Then these posters were pasted all over the place".

"That should have worked", said the friend. He replied, "Well, neither didn't I know Arabic, nor did I realize that Arabs read from right to left..."

**Moral of the Story:** Always communicate in the language of those you're communicating with.

Modern businesses today have significantly changed due to the recent advances of technology and the contemporary changes in the ways we communicate. In this training, participants will understand the importance of workplace communication and its significance to professional success.

By the end of the seminar participants will:

- Understand communication mechanisms in the workplace
- Recognize how humans communicate
- Learn the advantages of effective communication
- Identify basic body signals
- Comprehend the importance and dynamics of teams
- Identify different communication styles
- Be able to communicate more effectively and successfully.

**"The art of communication is the language of leadership."  
:- James C.**



One of the ways we communicate that we can be trusted is in the way we care for other people.

# TRANSFORM YOUR HABITS TO WIN

All of us are facing hindrances in our progress, while thinking for ourselves. We can see what is happening around us only. But who can see beyond limitations, can change the scenario. We all want to go higher and higher, but are we thinking like that? All these things decide our success.

Here you will be able to;

- Identify your own self.
- Evaluate yourself.
- Be confident in your work.
- Implement ethics to your work.
- Improve your quality level.
- Lead yourself as well as your team.

To win, we should have good belief first and then OLQ (Officer Level Qualities).

Mahatma Gandhi has also described "SEVEN DEADLY SINS" for good leaders.

**I WILL WIN, MAY NOT IMMEDIATELY, BUT DEFINITELY.**



Winning becomes easier over time as the cornerstones of confidence become habits.

Rosabeth Moss Kanter

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## Mr. Ratan Tata - Flat tyre leadership

One of Ratan N. Tata's first assignments was the stewardship of Nelco, the ailing electronics company in the Tata portfolio. The story goes that a team of Nelco's senior managers was driving to Nasik along with RNT. Halfway through, the car had a puncture (flat tyre). As the driver pulled up, all the occupants-including RNT-got off for a comfort break, leaving the driver to change the tyre.

Some of the managers welcomed the break; it allowed them the much-needed chance to light up cigarettes! Some used the opportunity to stretch, smile, share a joke. Then one of them noticed that RNT was not to be seen and wondered aloud where he might have vanished.

Was he behind a bush? Had he wandered off to the roadside dhaba for a quick cup of tea? Was he perhaps asking the owner about the brand of tea used, and looking for feedback on Tata tea? Or was he mingling with some passers-by, listening to their stories?

None of these, in fact.

While his colleagues were taking a break, RNT was busy helping the driver to change the tyre. Sleeves rolled up, tie swatted away over the shoulder, hands expertly working the jack and spanner, bouncing the spare tyre to check if the tyre pressure was okay, droplets of sweat on the brow and a precious smile on his face...

Neither those managers nor that driver can forget this incident. They had a great leadership lesson.

**People may forget what you told them.**

**People may forget what you did to them.**

**But, they will always remember, "HOW YOU MADE THEM FEEL".**

**LET'S TALK**

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