

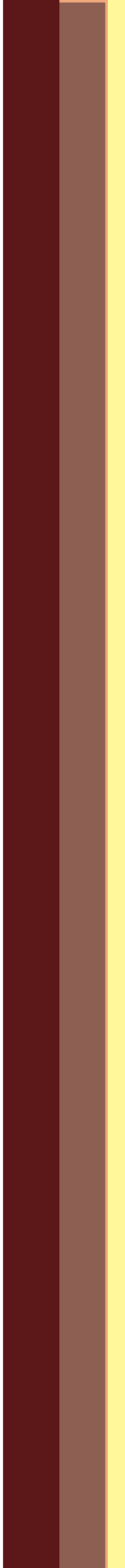




**SKILLFUL
PERSONALITY
YOUR ROAD TO SUCCESS**





A PESSIMIST
IS ONE WHO FINDS
DIFFICULTIES
IN HIS
OPPORTUNITIES;
AND AN OPTIMIST
IS ONE WHO MAKES
OPPORTUNITIES OF HIS
DIFFICULTIES.

- THOMAS CARLYE



EFFICIENCY

Increase your efficiency at work by:

1. Analysing yourself and smoothing out fears, nervousness, shyness and complexes.
2. Developing an optimistic and confident outlook and thinking constructively.
3. Disciplining yourself to observe regular habits of eating, resting and sleeping.
4. Holding an upright posture, walking briskly and moving energetically, being alert physically as well as mentally.
5. Discovering for yourself at what times your brain is most active and most sluggish and making the most of these times.
6. Ignoring minor irritations, disturbances and distractions.
7. Planning methodically for the day's work and in advance for the week ahead - eliminating waste of time and energy.
8. Welcoming problems simply for the opportunity to think and make decisions.
9. Developing the habit of performing everyday tasks systematically and thoroughly.
10. Concentrating entire attention to job in hand; tackling one job at a time.
11. Organising your memory by remembering, comparing and contrasting and noting down facts worth recording.
12. Enlarging knowledge, widening interest, being receptive to ideas and impressions.



Always devise ways to improve your standard and better your output of work. Mental efficiency kept at its peak, brings the exhilaration of achievement.

QUALITIES OF GOOD LEADERSHIP

Leadership is closely connected with public life. A leader has to be a good psychologist who can understand people. He should have the following traits—

1. Oratory.
2. Sympathy, friendliness, and the spirit of cooperating with others.
3. Organising capacity.
4. Respect for other people and adaptability.
5. A sense of responsibility.
6. Correct judgement.
7. Imaginative power and confidence.
8. Moral character and integrity.
9. Selflessness
10. Diligence.
11. Patience.
12. Moral courage.
13. Ability to compromise.
14. Sincerity, integrity, loyalty.
15. Tactfulness
16. Farsightedness.
17. Intelligence.
18. Optimism.
19. Self-confidence.
20. Ability to take decisions and adhere to them.
21. Reliability.
22. Open heartedness.
23. Strong Will-Power.
24. Honesty.
25. Ability to influence others by persuasion, dedication and other outstanding virtues.





THINKING SKILLS

Our minds are always active. As long as we are awake, we continue to think. Even when we are asleep, the subconscious is still astir and can produce dreams or nightmares. Thought must be translated into speech or action, otherwise it is of little value in the practical world. In our daily lives, we generally make use of our thought processes and mental power in three ways.

- 1. THINKING FOR ACHIEVING**
- 2. THINKING FOR PROBLEM SOLVING**
- 3. THINKING FOR DECISION MAKING**

1. *THINKING FOR ACHIEVING REQUIRES:*

- ◆ The setting of a realistic attainable goal.
- ◆ Deciding upon the time you will allow yourself to reach the goal.
- ◆ Planning the stages by which you hope to reach the goal.
- ◆ Noting down the obstacles you will have to face, if any.
- ◆ Considering how you intend to overcome the obstacles.
- ◆ Calling upon any resources or aids that will help you to attain your goal.
- ◆ Checking up how far you have been successful in attaining your goal.



2. *THINKING FOR PROBLEM-SOLVING REQUIRES:*

- ◆ Defining the problem.
- ◆ Thinking about the alternatives in solving the problem.
- ◆ Selecting the best alternative.
- ◆ Implementation of the alternative selected, by deciding when and how it is to be done.
- ◆ Evaluation as to how far you have been successful in solving the problem.

(Such problem-solving can also be done on a group basis, by seeking ideas and suggestions from others.)

3. *THINKING FOR DECISION MAKING REQUIRES deciding about—*

- ◆ What is the decision to be made and what are the options?
- ◆ How was a previous similar problem solved?
- ◆ What are the pros and cons of the options?
- ◆ Selecting the best and more suitable option.
- ◆ How to put the decision into action?
- ◆ Evaluation as to
 - What is the best possible decision for development
 - How the decision is taking effect.



SKILL SETS

PROBLEM SOLVING

1. Appreciation tactics
2. Extracting information from facts
3. Breaking problems down into manageable parts
4. Cause and effect diagrams
5. Identifying likely causes of problems
6. System diagrams
7. Understanding how factors affect each other.



COMMUNICATION SKILLS

1. Communicating skills
2. Getting your message across
3. Communicating in your organization
4. Optimizing workplace communication
5. Better public speaking
6. Ensuring your words are always understood
7. Writing skills
8. Communicating clearly in the Information Age
9. Negotiating tactics
10. Speaking to an audience
11. Communicating complex ideas successfully
12. Presentation – planning – checklist
13. Communicating internationally
14. Open and close communication
15. Inter and intra communication



MANAGING YOUR TIME



Don't you think it is high time to think of time in its proper perspective and to keep the same under your control?

You have only 168 hours in a week and your ultimate success depends on how effectively you manage and utilise these hours in your personal and work life.

Sometimes, expected results are not achieved because precious hours are wasted chasing wrong things at wrong times.

- 🕒 **Time is an important resource.**
- 🕒 **It is irreversible and irreplaceable.**
- 🕒 **It is equally and uniformly distributed.**

“To love life is to love time since the time is the stuff, life is made of.”

Unless you manage time, no amount of your ability, skills and expertise will produce the desired results.

You should precisely know where your time is going and what you get out of it.

In fact, the term “Time Management” itself is a misnomer, what is needed is the “Management of self with respect to time”.

*“Wasting your time is wasting your life,
Mastering your time is mastering your life”*

Effective time management helps you to get your work done faster and more of it. It also helps you to lead a balanced life and allows you to have enough time for rest, relaxation and happy family life. It does not matter whether you work for an hour or 24 hours.

Remember: what counts ultimately is the result. As you go along, you will come up with many more ways of saving time.

The best time to start ... you guess... and it's right... Start right now!

TIME IS.....

too slow for those who wait

too swift for those who fear

too long for those who grieve

too short for those who rejoice

But for those who manage time

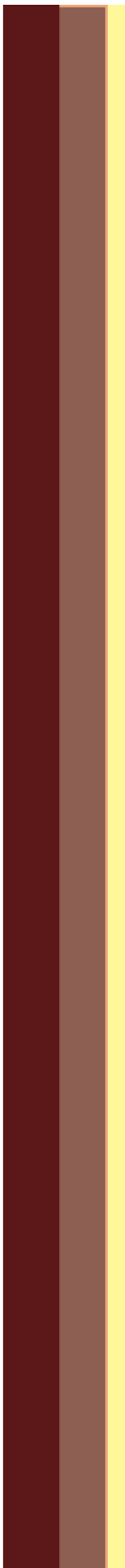

IT IS ETERNITY

***Have a time and place for everything
and do everything in its time and place,
and you will not only accomplish more,
but have far more leisure than those who are
always hurrying as if vainly attempting to
over take time that has been lost.***

- Tryone Edwards

PUBLIC SPEAKING

- 1 While addressing a gathering, you should begin to think that **You are the leader** of that group.
- 2 **Presentation skills** are necessary, and the development of the skills requires a systematic training.
- 3 By **Attention skills**, you will be able to shut off negative thoughts or negative stimuli coming from the audience.
- 4 By developing **Concentration skills**, you can have complete command of thinking faculties, memory and imagination.
- 5 By **Coordination skills**, you will be able to move easily, using expressive gestures.
- 6 By having **Self-control**, you will be able to control involuntary movements such as excessive hand gesturing, head bobbing, swaying, shifting from one foot to another, and trembling.
- 7 By **Emotional control**, you will be able to control and reduce anxiety, panic, and fear.
- 8 By **Fluid response**, you will be able to respond clearly and comfortably to questions, interruptions, distractions and unplanned happenings.
- 9 By **Warmth**, you will be relaxed enough to communicate qualities of humour, concern and sincerity.
- 10 By **Charisma**, you will be able to project an image of assurance and credibility.

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- 11 By **Body awareness**, you will learn how to become totally aware of your physical presence, so that you become the centre of attention for your audience.
 - 12 By developing **Resistance skills**, you will be able to recognize and resist the impulse to rush ahead, instead pacing yourself with control and awareness.
 - 13 By developing **Vocal skills**, you will learn how to keep vocal cords properly relaxed so that the voice projects with no distortion.
 - 14 By developing **Imagination skills**, you will be able to imagine and visualize sequence as you develop a story. You will learn to talk without relying completely on your notes.
 - 15 Always remember that if you feel afraid to speak before a group it means that you are limiting your own success.
 - 16 **Avoid repetition** of words and phrases or messages during the speech.
 - 17 In order to make a successful presentation, a significant shift of attention is necessary within your consciousness.

- 18 Public speaking involves **Mental and physical performance** that differs from the social - conversational skills.
- a) **Background section** – it answers the questions such as need of the topic, how it inspired you, and historical overview of the topic.
 - b) **Point section** – the point section gives the message need to be conveyed in point ways.
 - c) **Climax** – the climax is your final opportunity to get through to your audience.
 - d) **Conclusion** – the purpose of your conclusion is to inform the audience that your talk is over, to give a brief summary of your past points, to repeat your message and then to leave.
- 19 While planning a talk, it is **Better to use a visual aid** as part of your presentation. The purpose of visuals is to add variety to your talk and to illustrate and further clarify your point of view.
- 20 Individuals should feel right to express themselves and right to make mistakes. This will avoid being terrified during public speaking.
- 21 **Learned behaviours** can always be modified and more desirable behaviours can be substituted in their place.
- 22 **Rehearsing** will make you attain more self-confidence.

- 23 Any presentation that **Requires extensive research** is a production of that must be carefully planned, written, and rehearsed.
- 24 **Anticipatory anxiety** shouldn't be there before a presentation.
- 25 All the **Preparatory work** should be done before deadline. This would avoid anticipatory anxiety.
- 26 Always **Make your mind** set that your work is completely prepared and well practiced.
- 27 Before starting a speech, **Concentrate on your breaths** to deepen your concentration power.
- 28 **Feel good about yourself** when you get up to speak. Give yourself a chance.
- 29 **Motivation follows action**. The more you do, the more you will become motivated to do more.
- 30 By **Thinking on your feet**, you will learn how to get rid of poor habits of mechanical memorization and instead be spontaneous and make use of creative thinking.

C O U R A G E
C O N Q U E R S
A L L T H I N G S .

-OVID

TIPS FOR PUBLIC SPEAKING IN A NUT SHELL

- ↪ Never accept an invitation to speak unless you know the subject or have some idea about it.
- ↪ Read around the subject and see that your mind is well-stocked with information.
- ↪ Try to get over the first few moments by holding the attention of the audience by a striking introduction / anecdote / reference.
- ↪ Be absorbed in your subject and forget your personal problems.
- ↪ Think about the audience, try to convince them by varying your tactics.
- ↪ Speak to all sections of the audience, not to just the front rows.
- ↪ Follow a logical sequence of argument in your speech with the help of pre-planned notes, if necessary.
- ↪ Make the most of your voice and manner of delivery.
- ↪ Cultivate word-power, by using good vocabulary, synonyms, etc.
- ↪ Vary your presentation according to the subject and the occasion.
- ↪ Plan ahead how you are going to conclude your speech.



Be prepared to answer questions of the audience at the end of your speech or at the end of the debate / seminar.

MANAGING YOUR EXPECTATIONS

Based on your interest, tick your expectations from the factors given below:

- | | | | |
|-------------------------|---|------------------------------------------------------------------------------------------------|--------------------------|
| Achievement | : | You want to face challenges and achieve results. | <input type="checkbox"/> |
| Autonomy | : | You are keen to work independently of others. | <input type="checkbox"/> |
| High earnings | : | A good salary will enable you and family to enjoy a high standard of living. | <input type="checkbox"/> |
| Outdoor life | : | You would like a job where you spend a large part of your time out of doors. | <input type="checkbox"/> |
| Responsibility | : | You are keen to take responsibility and possibly seek a job where you can exercise leadership. | <input type="checkbox"/> |
| Security | : | You want a secured job with an organisation which will look after you well. | <input type="checkbox"/> |
| Self-Development | : | You are keen to acquire different skills and advance in your career. | <input type="checkbox"/> |
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- Self-Expression** : You need opportunities to be creative and use your personality to good effect.
- Social-Relevance** : You want the opportunity to meet with and help other people.
- Status** : You would like a high profile position which affords you a good deal of prestige.
- Variety** : You seek the chance to use a range of skills within a variety of contexts.
- Risk** : Financial uncertainty, lack of job security, or physical danger.
- Altruism/Service** : Concern for the welfare of others
- Equity** : Concern for fairness and equality of opportunity at work.
- Authority** : Opportunities to manage and supervise; leadership.
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ARE YOU _____ ?

- Creative** : Are you an 'ideas' person?
Do you have a strong imagination?
Have you artistic flair?
- Open Air** : Do you like to be out and about
rather than stuck in an office?
- Practical** : Are good at 'TRY'? Do you like
making things? Do you like to
see results?
- Executive** : Do you like taking the lead?
Are you a decision maker?
- Gregarious** : Do you like meeting people?
Do you get on well with others?
- Communicative** : Are you good with words? Are you
able to put your ideas across?
- Numerate** : Are you good with figures?
- Scientific** : Are you more interested in
processes than people?
- Systematic** : Are you a good organiser or planner?
- Philanthropic** : Are you keen to help and care for
others?

SKILLS AS VERBS

Achieving	Computing	Dissecting
Acting	Conceptualising	Distributing
Addressing	Conducting	Diverting
Administrating	Conserving	Dramatizing
Adopting	Consolidating	Drawing
Advising	Constructing	Driving
Analysing	Controlling	Editing
Anticipating	Coordinating	Eliminating
Arbitrating	Coping	Empathizing
Arranging	Counselling	Enforcing
Ascertaining	Creating	Establishing
Assessing	Deciding	Estimating
Attaining	Defining	Evaluating
Auditing	Delivering	Examining
Budgeting	Designing	Expanding
Building	Detailing	Experimenting
Calculating	Detecting	Explaining
Charting	Determining	Expressing
Checking	Developing	Extracting
Classifying	Devising	Filling
Coaching	Diagnosing	Financing
Collecting	Digging	Fixing
Communicating	Discovering	Following
Compiling	Dispensing	Formulating
Completing	Displaying	Founding
Composing	Disproving	Gathering

Generating
Getting
Giving
Guiding
Handling
Having
Heading
Helping
Hypothesizing
Identifying
Illustrating
Imagining
Implementing
Improving
Improvising
Increasing
Influencing
Informing
Innovating
Inspecting
Inspiring
Instituting
Instructing
Integrating
Interpreting
Interviewing
Intuiting
Inventing

Inventorying
Investigating
Judging
Keeping
Leading
Learning
Lecturing
Lifting
Listening
Logging
Maintaining
Making
Managing
Manipulating
Mediating
Meeting
Memorizing
Mentoring
Modelling
Monitoring
Motivating
Navigating
Negating
Observing
Obtaining
Offering
Operating
Ordering

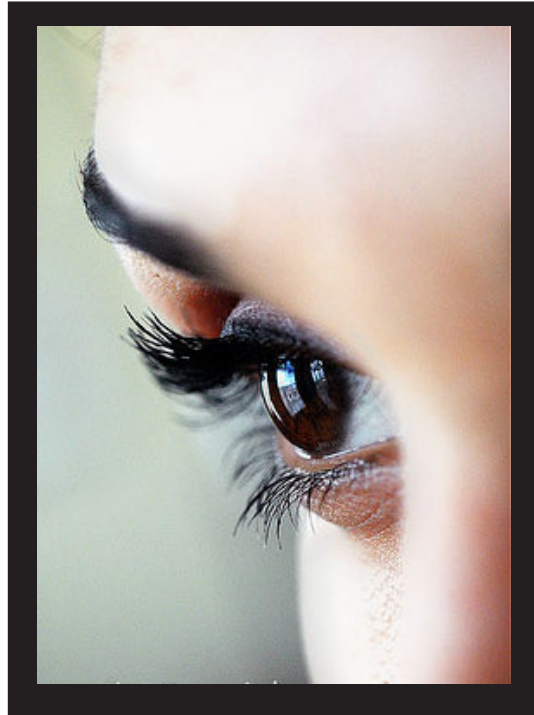
Organising
Originating
Overseeing
Painting
Perceiving
Performing
Persuading
Photographing
Piloting
Planning
Predicting
Preparing
Prescribing
Printing
Problem solving
Processing
Producing
Programming
Projecting
Promoting
Proof reading
Protecting
Providing
Publicizing
Purchasing
Questioning
Raising
Reading

Realising
Reasoning
Receiving
Recommending
Reconciling
Recording
Recruiting
Reducing
Referring
Rehabilitating
Relating
Remembering
Rendering
Repairing
Reporting
Representing
Researching
Resolving
Responding
Restoring
Retrieving
Reviewing
Risking
Scheduling

Selecting
Selling
Sensing
Separating
Serving
setting
Setting-up
Shaping
Sharing
Showing
Singing
Sketching
Solving
Sorting
Speaking
Studying
Summarizing
Supervising
Supplying
Symbolizing
Synergizing
Synthesizing
Taking
Teaching

Team building
Telling
Tending
Training
Translating
Travelling
Treating
Trouble-shooting
Tutoring
Typing
Umpiring
Understanding
Understudying
Undertaking
Unifying
Uniting
Upgrading
Using
Utilising
Verbalising
Washing
Weighing
Winning
Working

AN EYE FOR OPPORTUNITY



“There will come a time when big opportunities will be presented to you, and you’ve got to be in a position to take advantage of them”

– *Sam Walton, Founder of Wal-Mart Inc.*