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## Hygiene

1

### What's in it for me?

#### **This module will help you in following ways:**

- Keep yourself and your surroundings hygienic
- Being healthy and fit
- People will like to interact with you and do business with you
- Dress in a professional manner and be impressive
- Interact with others in effective manner following social etiquette
- Impress you seniors and customers and succeed in your career

#### **Introduction**

Hygiene is more than just being clean. It is defined as the practices that help people stay healthy. In today's modern and hectic world, hygiene has taken a backseat. It has been proved that many times career and relationship are affected due to lack of personal hygiene. With the kind of health risks that are posed to the human race today, it is important to stay as hygienic as possible. This module teaches us the importance of hygiene and how to stay hygienic.

#### **Learning Objectives**

- To learn the importance of Personal Hygiene.
- Tips on keeping oneself clean
- How to improve workplace hygiene

Hygiene is a habit that needs to be focused on at an early age. And it need not be restricted to our bodies alone; it needs to be maintained in our surroundings as well.

In fact, most of the new-world diseases like bird flu and swine flu have started because of lack of hygiene. And if we fight lack of hygiene today, it will have good effects on the generation after us too.

Not all of us are happy or comfortable discussing about our hygiene problems like, body odour or mouth odour even with our family and friends. Personal hygiene is also a health issue which has to be addressed on top priority.

# Etiquette & Grooming

Considering the kind of weather conditions and harsh climate that India faces, it is all the more important that we stay as hygienic as possible and teach our children these good habits. In fact, we Indians have a reputation for our lack of hygiene and it is time we did something about it! Being unhygienic could not only repel your friends and colleagues but also your partner!

If the job requires you to be always on the move then, personal hygiene tends to go for a toss. Because, you are exposed to heat, pollution, dirt & most of the time we do not have enough time to take care of our self. In such cases, where enough time is not available for personal hygiene you can use hygiene products that are available in the market. These products can be used by everybody.

## Personal Hygiene

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Personal hygiene means keeping the body clean and tidy. Examples of personal hygiene practices include hair cutting, shaving, brushing teeth, bathing daily, cutting nails, etc. Personal hygiene is also referring to good personal appearance.

Hygiene encourages personal health. Everyone automatically has personal hygiene. Some people do it better than others. The idea is to keep your body hair and teeth clean, and use things like deodorants scents and mouthwash appropriately so that you do not stand out because of bad smell coming from your body or clothing. Keep your clothing clean and maintained appropriately. All of the above should be according to your cultural and social norms. The idea is to NOT stand out because of a lack of care for your body, clothing or other items that are typically close to you.

The most important aspect of maintaining good health is good personal hygiene. Personal hygiene which is also referred to as personal care includes all of the following:

- Bathing
- Hair care
- Nail care
- Foot care
- Dental care

Maintaining good health also includes nutrition, leisure/recreation, sleep, and exercise.

As you can see, there are many factors that contribute to feeling and looking good. Feeling and looking good are important to each individual's emotional and physical well-being.

## Importance of Personal Hygiene

The best way to keep the body clean and free of infection is to wash on a daily basis. This means taking a shower or a bath and using soap and hot water. This also means washing one's hands several times a day. We should wash hands especially after going to the bathroom. This will prevent harmful bacteria from damaging one's health. Good personal hygiene is important on the job for the following reasons:

- ⊙ It keeps you healthy and well
- ⊙ Staying clean helps fight disease-causing germs
- ⊙ It keeps your co-workers healthy
- ⊙ Bacteria and other germs are easily spread from person to person by personal contact
- ⊙ Wash hands thoroughly with soap after using the toilet, changing diapers, handling pets and before handling food
- ⊙ Clean & cut the nails of both hands
- ⊙ Tie your hair before handling the food
- ⊙ Good personal hygiene helps prevent illnesses
- ⊙ Report skin rashes and similar problems to your supervisor.

## Tips on Personal Hygiene

### Hair Hygiene

We have to be clean from top to toe. Often, while considering personal hygiene, the hair is neglected. However, many a time, the hair gets dirtier than the body. For this reason, attention must be given to the hair.

- ⊙ Wash your hair at least twice a week, with a suitable shampoo. Never use soap, because soaps are not good for hair.
- ⊙ Dry your hair after a wash.

### Skin Hygiene

A person sweats throughout the day, so it is important to keep the body clean at all times.

- ⊙ Soap and water are vital for keeping the skin clean. A good bath once or twice a day is recommended
- ⊙ Use an anti-bacterial soap and add drops of an antiseptic liquid to the water
- ⊙ Dry yourself well. Avoid sharing towels.

# Etiquette & Grooming

## Oral Hygiene

### **Accumulation of food in the mouth can cause many problems**

- ⊙ Brush your teeth at least twice a day, but preferably after each meal to clear your teeth of any remains of food
- ⊙ Use a brush with zigzag bristles, to reach every corner of your teeth
- ⊙ Use a soft brush for long life of teeth
- ⊙ Use a tongue scraper to keep your tongue clean
- ⊙ Use a mouthwash whenever you go out
- ⊙ Drink a lot of water to keep the mouth moist and to remove any foul odours.

## Hand Hygiene

The most common way we establish contact with things around us is by using our hands and that is why, one must take special care to keep them neat and clean.

- ⊙ Wet your hands
- ⊙ Use soap to wash your hands
- ⊙ Wash thoroughly in the gaps between your fingers
- ⊙ Rinse your hands under running water ensuring that the soap solution is washed away
- ⊙ Dry your hands using a towel or tissue, or; rub your hands under a hand dryer till relatively dry

## Feet Hygiene

**The most neglected part of the body is the feet. Ways to keep your feet clean are as follows:**

- ⊙ Soak your feet in warm water and wash with soap. Scrub the heel of your foot with a pumice stone to keep it soft
- ⊙ Rinse your feet in running water
- ⊙ Dry your feet with a towel – especially between your toes
- ⊙ Powder your feet before putting on socks to prevent sweat and the resultant smell
- ⊙ Use a comfortable footwear (Always wear socks when wearing shoes)

## Nail Hygiene

- ⊙ Clean your nails by thoroughly removing dirt from them.
- ⊙ Cut your nails often and preferably, keep them short.
- ⊙ Do not keep your nails polish all the time

# Etiquette & Grooming

## Fitness and Hygiene

A fit body is a healthy body is a healthy mind. Keeping the weight in check and ensuring proper exercise keeps a person slim and happy. Being too thin or too fat is not good for anyone. Hence fitness becomes an important part of self grooming.

## Body Odour

Bad odour means bad body smell. We should take care of not having bad body smell as it gives a bad impression on other people.

### The solution for body odour is:

- ⊙ Having a bath daily but twice, in the summer prevents body odour
- ⊙ Use a talcum powder
- ⊙ Use a deodorant Should mention about alum

## Workplace Hygiene

Improving workplace hygiene can prevent a variety of problems. Proper workplace hygiene can cut down on the spread of infectious diseases, leading to fewer sick days. It can also reduce employee stress by providing a clean, healthy working environment. For workplaces that involve food handling or regular customer contact, improving workplace hygiene can also protect clients and customers from exposure to illness and other hygienic issues.

There are several things that employers can do to help improve workplace hygiene. It is important to ensure that the workplace is cleaned on a regular basis; dust, dirt, and waste can all contribute to the spread of bacteria and disease. Hiring a janitor or cleaning service that provides weekly clean-ups can go a long way to improving workplace hygiene. Be sure that workers are provided with supplies that encourage hygiene, such as soap in the bathrooms, tissues, wastebaskets, and hand sanitizer. Making these objects available can encourage workers to maintain good hygiene on a daily basis.

## Tips on Workplace Hygiene

- ⊙ Use gloves and boots where necessary
- ⊙ If you work at a computer ensure the area around your computer is regularly cleaned as studies have found that your desk could contain more germs than a toilet seat
- ⊙ Also remember to wash your hands regularly throughout the day, particularly before and after eating and going to the toilet

## Etiquette & Grooming

- ⊙ A hand sanitizer is also a fantastic thing to clean hands without using soap and water. It can be used when you are sitting in office or travelling.

Place hand wash in certain areas of the workplace could help to maintain workplace hygiene, and ensure that employees are encouraged to use it regularly. You should also ensure that employees have easy access to water in order to stay hydrated. Furthermore, one should ensure that the workforce follows basic standards of hygiene in order to reduce the spread of infections.

### Clean Workspace

The importance of keeping desks clean should also be stressed. It's all the more important to ensure that desks are kept clean seeing as so many workers now eat their lunch at their desks. It makes sense, therefore, to point out to workers just what the potential health risks could be if they fail to ensure that desks are cleaned properly on a regular basis.

### Exercise

#### A. Activity

You are a query desk officer in the bank branch. Arrange a table with below given objects, to demonstrate workplace hygiene.

1 chair

1 table

Laptop/ computer

1 or 2 Telephone instruments

2 or 3 pens

U-Pins box

A water bottle

Some files

Some loose sheets

# Etiquette & Grooming

## B. Match the column

A	B
Hair Hygiene	Mouth wash
Skin Hygiene	Deodorant
Oral Hygiene	Comb/shampoo
Hand Hygiene	Nail cutter
Feet Hygiene	Antibacterial soap
Nail Hygiene	Punic stone
Body Odor	Hand sanitizer

## Grooming

2

### Introduction

Grooming is the process of making yourself look neat and attractive & the things which you do to make yourself and your appearance tidy and pleasant. Personal grooming is important for a positive self-image and every effort should be made to maintain a pleasing and attractive appearance. This chapter emphasis on personal grooming aspects.

### Learning Objective

- How Personal grooming is important & how it helps in enhancing personal image.
- Dos & Don'ts of grooming for men & women.

Clothes and manners improve a man's appearance. Your appearance influences the opinions of everyone around you. The professionalism, intelligence and the trust people form in you is mainly due to the appearance.

### Personal Grooming

Personal grooming is taking care of your body in a hygienic manner. Caring for your body by washing your hands, brushing your teeth, combing your hair, trimming your nails, shaving, wearing clean clothing and showering is important for a person's own health.

### Clothing

Personal grooming also includes how you dress. Clothing style shows your attitude. Personal grooming also determines the impression you make on people and how you feel about yourself. Someone who has good personal grooming habits looks clean, neat, wears deodorant to limit body odour. Well-groomed people wear clothes that are ironed, fit and are not torn.

### Importance of Corporate Dressing

Corporate dressing refers to dressing at work place which helps an individual to make a mark in the first meeting itself. Corporate dressing teaches an individual to dress according to the organisation culture. Do not wear something which will make you feel odd one out at the workplace. Dressing sensibly makes a person feel confident throughout the day. One does not feel like working if he/she wears a wrinkled shirt or ill-fitting pants to work.

# Etiquette & Grooming

It is not necessary that something which looks good on your colleague would also look good on you. Don't purchase anything just because it is in fashion. Please use your common sense. If a dress is not looking good on you at the showroom, it will look the same even at home. Remember, appearances are extremely important.

You need to feel good about the way you look. Make sure your clothes fit you well. You need to feel comfortable in your dress. Nobody will notice you, if you are not dressed correctly. Formal dressing, if done correctly helps you create the first impression.

Personal grooming and corporate dressing actually go hand in hand. Wearing an expensive business suit will not help, if you are not neat and clean. Here comes the importance of personal grooming. Personal grooming is defined as the art of cleaning and maintaining one's body. Personal grooming is essential for everyone irrespective of the gender and nature of profession. Personal hygiene, if neglected can ruin your personality. Corporate dressing along with personal grooming helps you to create a good impression on the other person.

## Personal Grooming Habits

### Guideline on Attire & Personal Grooming:

#### Corporate Attire for Men

##### Shirts

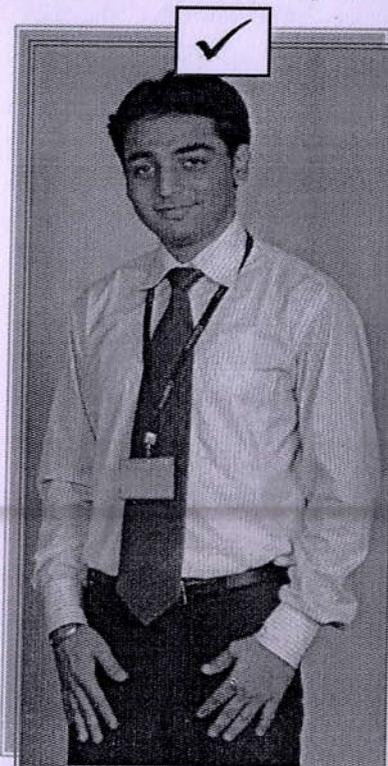
- ⊙ Your shirt should be well washed and ironed
- ⊙ Avoid wearing loud colours (any dark colour – eg. black, dark blue, dark grey) to work. White/Light colour shirts with dark pants are preferable
- ⊙ Do not wear casuals this is open to interpretation – as what is casual for me not casual for you
- ⊙ Shirt collar and cuffs should be buttoned at all times during office hours
- ⊙ Ensure your shirt is tucked in neatly giving a smart appearance. Loosely tucked in shirts give a very shabby appearance
- ⊙ Never roll or push up your shirt sleeves during working hours
- ⊙ Do not stuff your shirt pocket with bulky or heavy objects

## Etiquette & Grooming

Shirt with rolled – up sleeves

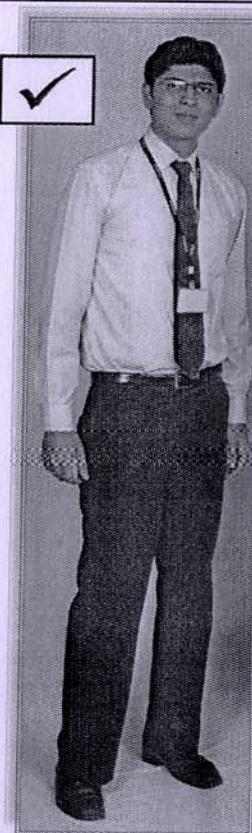


Shirt without rolled – up sleeves



### Trousers

- Your trousers should be well washed and ironed
- Formal Navy Blue / Dark Brown / Black / Grey trousers are allowed. Light colored trousers are not considered as formal attire
- They should be well fitting and of an appropriate length – not too short so that socks can be seen when standing or too long so that they fall/fold over the shoes
- Do not stuff your trouser pockets with bulky or heavy objects



# Etiquette & Grooming

## Shoes

- Black leather shoes with laces are preferred. During monsoons, you could wear shoes of another material, but necessarily black and with laces
- Do not wear floaters or sneakers
- Keep your shoes well polished and clean at all times



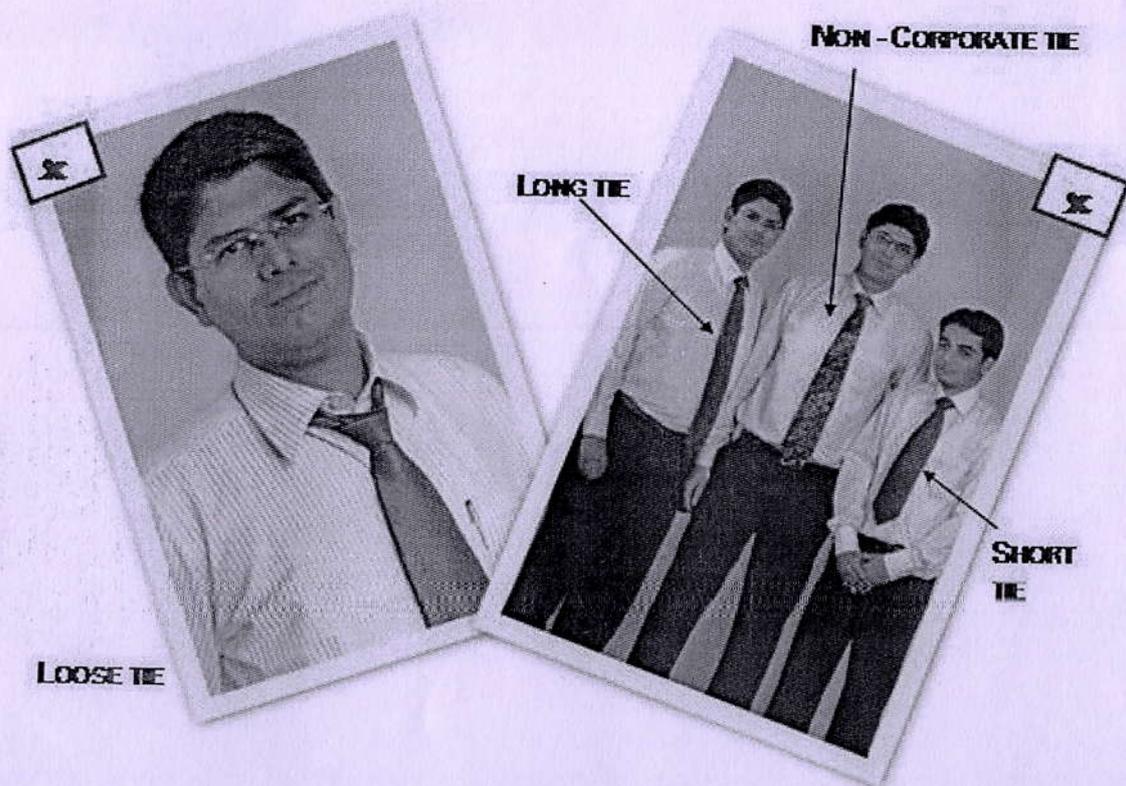
## Socks

- Make sure they are of an appropriate length (more than 4 inches) from your ankle
- Take care not to reveal bare skin when you are sitting or bending
- You should wear clean socks everyday. Make sure your socks don't smell
- Ensure that the elastic at the top of the socks is firm and not loose so that the socks falls down

# Etiquette & Grooming

## Tie

- Wearing the corporate tie is a must – when provided
- The tip of the tie should touch the top of the trouser waistband and should be adjusted to suit your height
- The tie should not be too short or long
- Ensure your collar button is closed when wearing a tie
- The tie should not be worn too loose or too tight
- People with wide necks can pull off a big knot, while those with slender necks look better with smaller knots
- The narrow blade of the tie should always be well secured behind the main blade



## Tying a tie

### Step 1:

The wide end "W" should extend about 12 inches below the narrow "N".  
Cross wide end "W" over narrow end "N"



### Step 2:

Turn wide end "W" back underneath narrow end "N"



### Step 3:

Continue by bringing wide end "W" back over in front of narrow end "N" again



### Step 4:

Pull wide end "W" up and through the loop around your neck



### Step 5:

Hold the front of the knot loosely with your index finger and bring wide end "W" down through the front loop



### Step 6:

Remove finger and tighten knot carefully to collar by holding narrow end "N" and sliding the knot up



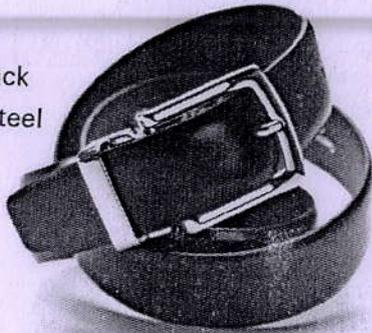
# Etiquette & Grooming

## Belt

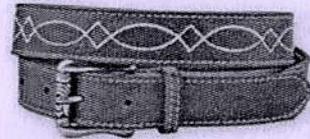
- A black belt is an integral part of your corporate attire and must be worn everyday
- The belt should always match the color of the shoes
- The breadth of the belt must be 1 inch to 1 ½ inches, and the buckle size should be 2 to 2 ½ inches in length and 1 ½ inches to 2 inches in breadth
- Ensure that the belt and buckle are of the right shape and size and not too dull, worn out or lacking in sheen



Formal black belt with steel buckle



Brown belt with fancy buckle



## Grooming and Hygiene for Men

### Hair

- Your hair should always be neatly combed
- Avoid fancy hairstyles, long hair or straightened hair
- Hair colour / streaking is not recommended. If necessary, should be in natural colours only (Black or dark brown)
- Avoid excessive hair oil or use of hair sprays and gels with strong odour
- Hair length should be appropriate – should not fall over the ears and/or the shirt collar



# Etiquette & Grooming

## Facial Hair

- Moustache: Always keep your moustache neat and well trimmed. The length must not extend past the corner of the mouth and the outline of the upper lip must be visible. Pencil trim or any styles are not considered to be a part of professional dresscode
- Beard: You are expected to shave before you come to work everyday. In case you require maintaining a beard, make sure it is well trimmed. For Sikhs, when using a net, make sure it is very fine and the colour matches your turban
- Side burns: Always keep the length of your side burns stopping between the top of the ear or up to the middle of the ear



## Hands and Nails

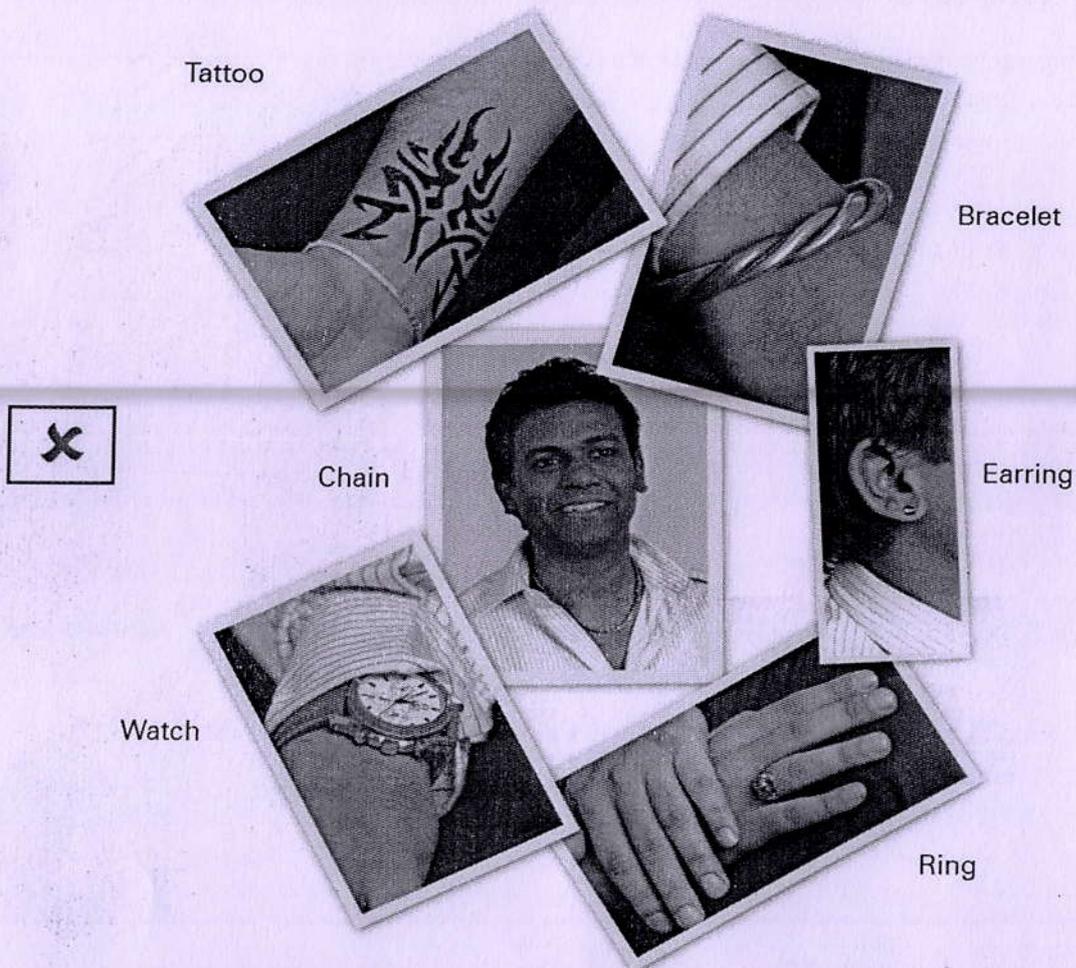
- Hands and nails to be maintained clean at all times
- In case of dry hands, use a hand lotion
- Keep a hand cleanser / wet tissue
- Nails to be clean and trimmed regularly
- Nails on all fingers should not exceed 1 mm



# Etiquette & Grooming

## Accessories

Minimal accessories should be worn to ensure that they do not deviate from your attire or corporate image. Some suggestions to help you in selecting your accessories:



- **Chain:** If you wear a chain and / or pendant, make sure that it is not visible. At most one single chain is permitted (even if it is not visible)
- **Rings:** Wear not more than two rings, one on each hand. It could be a band with or without gemstones
- **Earrings / Studs / Other piercing:** Not allowed
- **Bangles / Bracelets:** One may wear a single "kada" or bracelet as per religious customs. Avoid wearing flashy bracelets
- **Watches:** Watches should be simple and smart. Black leather or steel straps are recommended. Avoid large and flashy dials or watches of fancy colors and designs
- **Spectacles:** Spectacle frames should be formal and smart and should suit the face cut. Avoid flashy or fashionable frames
- **Tattoos:** Strictly not permitted. If existing, should not be visible.

## Corporate Attire for Women

Women can choose between Western and Indian attire.

### Western Attire

#### Shirt

- Your shirt should be well washed and ironed
- Shirt collar and cuffs should be buttoned during office hours
- Never roll or push up your shirt sleeves
- Shirt should not be tucked in the trousers
- Wear shirts that fit just right
- White / Light colour full sleeve shirts are acceptable

#### Trousers

- Your trousers should be well washed and ironed
- Formal navy blue / Dark Brown / Black / Grey trouser are allowed
- Trousers should have a flat front and with side pockets
- They should be well fitting and of an appropriate length – not too short-so that socks can be seen when standing or too long so that they fall/fold over the shoes

### Indian Attire

#### Sari and Blouse

- Saris should be worn with style and comfort. Sari should be well ironed and draped neatly
- Always pin up your sari, so that you can carry out your work with ease
- The pallu should always be pleated over the shoulder and should never be left loose
- The length of the sari should be long, so as to show only the tip of your toes
- Do not use bright or chunky jewellery



# Etiquette & Grooming

## Salwar Kameez

- Your salwar kameez should be well ironed and stitched
- It should be of a comfortable fitting
- Simple salwars / churidars are recommended Should also mention about dupattas – when they are supposed to be worn/ not worn



## Dupatta

- Dupatta should be neatly folded and pinned across the shoulders



# Etiquette & Grooming

## Footwear

- Shoes should be black in colour
- They should be well maintained and polished at all times
- Close-toed footwear is recommended to be worn with the western attire and salwar-kameez
- Open shoes/sandals? may be worn with the sari
- Heels should be no lower than 1½ inches and no higher than 2½ inches, preferably block heels
- Avoid pointed toe shoes, boots and high heels
- Stockings / socks, if required to be worn, must be only of skin colour



OPEN SHOES ON  
WESTERN ATTIRE AND  
SALWAR KAMEEZ



FORMAL BLACK  
CLOSED SHOES

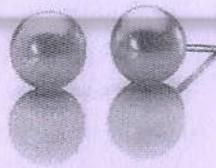


# Etiquette & Grooming

## Accessories

Minimal accessories should be worn to ensure that they do not deviate from your attire or corporate image. Some suggestions to help you in selecting your accessories:

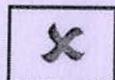
- **Chain:** If you wear a chain / mangalsutra and / or pendant, make sure that it is not visible. At most one single chain is permitted. Avoid trendy necklaces containing large stones, etc
- **Earrings:** Earrings should be simple and small. Wear a single pair of earrings. Silver, gold or pearl studs are recommended. In case of multiple piercing, only small studs are permitted. Long dangling earrings or matching colors are not permitted.



- **Rings:** Wear not more than two rings, one on each hand. It could be a band with or without gemstones. Rings should be simple in design and size. Avoid wearing artificial, rings as it gives a casual appearance.



- **Bangles / Bracelets:** Bangles look good only with saris or salwar-kameez. Avoid wearing flashy bracelets or colored bangles. Two bangles or one bracelet, in gold or silver is acceptable. Ensure the bangles / bracelets do not make noise.



- **Payals / Anklets:** Maybe worn based on individual preference. Payals and anklets go well with Indian attire and must not be worn on western attire. To be worn in both feet. They should not be heavy and jingling or noisy.

# Etiquette & Grooming

- **Nose-ring:** Studs may be worn as per individual preference. One small and simple diamond or gold stud is permitted. Nose-rings should not be flashy or attract too much attention.



- **Toe-rings:** May be worn based on individual preference. Should not be flashy or fancy. To be worn only if necessary and not as a fashion statement.



- **Other piercing:** Not permitted.
- **Spectacles:** Spectacle frames should be formal and smart and should suit the face cut. Avoid flashy or fashionable frames. In case if wearing contact lenses, ensure they are comfortable and do not cause any harm or irritation to your eyes. Colored contact lenses are not permitted



TATTOO AND FANCY WATCH



ANKLET WITH WESTERN ATTIRE



- **Tattoos:** Strictly not permitted. If existing,, should strictly not be visible.



LONG EARRINGS



MORE THAN TWO RINGS



FANCY NECKLACE



- **Watches:** Watches should be simple and smart. Leather or steel straps are recommended. Avoid large and flashy dials or watches of fancy colors and designs



## Grooming and Hygiene for Women

### Hair Care & Hair Style

- Neatly tied hair goes very well with any kind of corporate attire
- For well maintained hair, it is important to have it trimmed every six to eight weeks
- Long hair to be pulled back at all times – in a single plait
- Short hair to be neatly held back with clips and bands
- Hair should not be falling over the eyes and face
- Avoid using excessive hair oil or use of hair sprays and gels that give out a strong odour



SIMPLE PEARL STUD



SMALL STUDS IN CASE OF  
MULTIPLE PIERCING



ONE RING IN EACH HAND



ONE BANGLE



WATCH WITH STEEL  
STRAP AND SMALL DIAL



SMALL NOSE RING



ONE SINGLE GOLD CHAIN

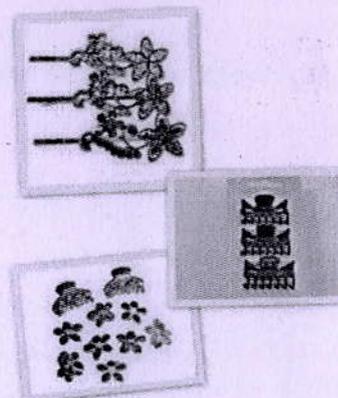
# Etiquette & Grooming

## Hair Colour

- Streaking and hair colouring is not recommended
- If required, colouring should be done in natural colours or at most one or two shades lighter / darker than natural colour

## Hair Accessories

- All hair accessories to be black in color only and small / medium in size
- Fancy or flashy accessories (clips, clamps, rubber bands) of different colors, sizes and designs not recommended
- Use of gajra / flowers in the hair is strictly not recommended



## Hands and Nails

- Hands to be maintained clean
- In case of dry hands, keep hand lotion
- Keep a hand cleanser / wet tissue always
- Nails to be clean and trimmed regularly and painted.
- Long nails should not be more than 3 mm above finger tip
- Long nails to be filed / shaped and painted at all times

## Makeup

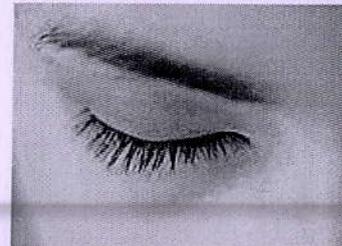
- Basic make-up is a must for office wear
- Make up should give a natural appearance. Stick to colour shades of brown or light pink
- Do not use shiny eye or face make up

## Etiquette & Grooming

- Use make up of good brands so as to avoid skin allergies and rashes
- Employees need to look best at all times during work hours. We suggest that you re-apply your make up and do your hair at regular intervals in a day

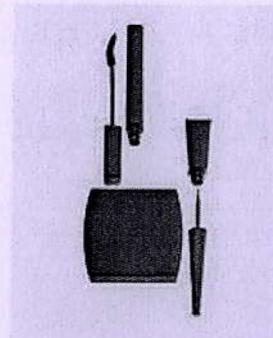
### Eye shadow

- To give an enhanced look to your eyes, by applying it in between your eyebrow and eyelashes
- Use only light brown shades



### Eyeliner

- Is applied to highlight and enhance your eyes
- Only black liner is recommended
- Eyeliner should be of medium thickness



### Lipstick

- To add color and radiance to your face. Should be applied evenly without blotting
- For office use, you are allowed to wear only shades of brown, depending on your complexion



# Etiquette & Grooming

## Bindi

- Bindi goes well with sari or salwar-kameez
- Do not wear bindi with western attire
- Regular, round medium size maroon bindi is permitted. Avoid fancy, flashy, multi-colored and large size bindis

## Sindoor

- To be used based on individual preference
- Small sindoor, maroon in color is recommended

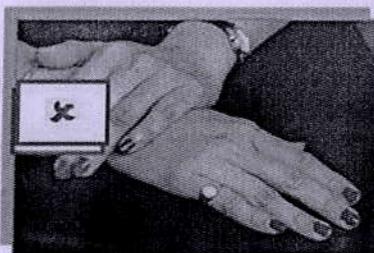
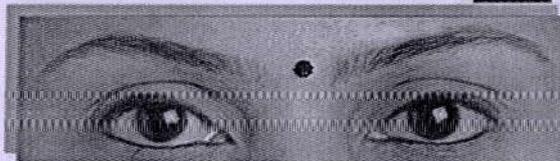
## Nail polish

- Nails should be painted at all times
- Use of natural colors and light colors is recommended
- Nails should be painted at regular intervals to avoid chipping
- Avoid bright colors and / or nail art

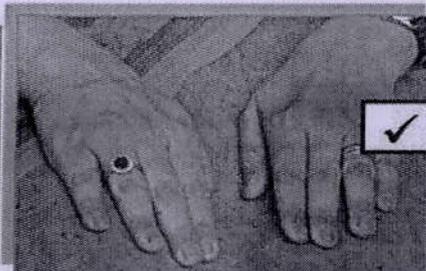


FLASHY EYE MAKE UP

SIMPLE AND SOBER EYE MAKE UP



BRIGHT RED NAIL POLISH



LIGHT COLOR NAIL POLISH

# Etiquette & Grooming

## **Dos & Don'ts:**

- Corporate attire should be worn only on duty
- No alterations or variations of the corporate attire, in fabric or design, is permitted unless specifically authorised
- Dress according to your body type, weight and complexion
- Employees must keep the corporate attire in good condition
- The corporate attire must be worn in its entirety and must be clean
- The corporate attire will at all times be the property of the company

## **Male professionals need to:**

- Shave daily/Trim moustache or beard
- Comb hair properly
- Wear crisp, wrinkle free shirts and well fit trousers
- Wear a mild perfume
- Trim nails

## **Female professionals need to:**

- Tie hair in a neat ponytail or bun
- Wear flats to work Contradicts previous page information which says that women can wear heels
- Wear minimal and light make up
- Get rid of facial hair
- Smell good
- Clean your hands, feet and take care of finger as well as toe nails. Preferably use transparent nail paint
- Minimal accessories should be worn to ensure that they do not deviate from your attire or corporate image
- The colour of the dress should be sober.

### Exercise

**A. Form two groups in the class. Males and females.**

Each group to check the personal hygiene of every group member basis Attire, Hair, Hands and Nails, foot wares, make-up.

Basis above parameters rank best 3 group members as 1,2 and 3.

Best 3 group members from each group to be awarded with a chocolate.

**B. "Who is groomed Best?" – Trainer to identify best groomed male and female participant in the class and reward them with a chocolate.**

## Etiquette

3

### Introduction

Etiquette is the fine art of presenting yourself based on the environment. Etiquette is defined as good behaviour which distinguishes human beings from animals. Human being is a social animal and it is really important for him to behave in an appropriate way. Etiquette refers to guidelines which control the way a responsible individual should behave in the society.

### Learning Objective

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

- Understand the importance of etiquette
- Understand different types of etiquette
- Understand and follow business, social and telephone etiquette

The objectives of Etiquette are:

- To define workplace etiquette and stress the importance of creating a positive work environment
- To identify behaviors considered important for maintaining workplace etiquette
- To develop skills in addressing coworkers' behaviors that is unpleasant, rude or offensive

You will spend 8 – 10 hours of your day at office, the workplace. If you are conscious about workplace etiquette, it can be a more productive and a happy place to be in. There are basic etiquettes that you must practice for your continued success and progress at work.

### Need for Etiquette

- Etiquette makes you a cultured individual who leaves his mark wherever he goes
- Etiquette teaches you the way to talk, walk and most importantly behave in the society
- Etiquette is essential for the first impression. The way you interact with your superiors, parents, fellow workers, friends speak a lot about your personality and up- bringing
- Etiquette enables the individuals to earn respect and appreciation in the society. No one would feel like talking to a person who does not know how to speak or behave in the society. Etiquette inculcates a feeling of trust and loyalty in the individuals. One becomes more responsible and mature. Etiquette helps individuals to value relationships.

## Types of Etiquette

1. **Social Etiquette** - Social etiquette is important for an individual as it teaches him how to behave in the society
2. **Telephone Etiquette** - It is essential to learn how one should interact with the other person over the phone. Telephone etiquette refers to the way an individual should speak on the phone.
3. **Business Etiquette** - Business Etiquette includes ways to conduct a certain business.

## Social Etiquette

The ways in which we communicate have changed over the years, but the basic principles of social etiquette remain the same.

When you are at a business function, be ready to interact with others. If you begin with the right mental state, you will be more confident and interesting.

Start by introducing yourself with your full name, even if you think the listener already knows it. Extend your right hand for a handshake, both men and women. Make good eye contact and smile as naturally as you can.

While shaking hands, find the balance between a grip that is too tight and one that is too loose. Grip the other person's hand, palm to palm, and hold the contact for two or three handshakes. Several decades ago, it used to be standard social etiquette that a man should not shake hands with a woman unless the woman offered first. Today, men can start a handshake with both men and women with no breach of etiquette.

Conversing in public is both a skill and a social etiquette requirement. While some topics such as religion, politics and company policies should not be brought up, it's important to be well versed on a few interesting topics so that you can instigate a social conversation and keep it lively and flowing.

## Business Etiquette

Business etiquette includes much more than how to give a proper handshake or knowing which fork to pick up next at the dinner table. Business etiquette includes knowing how to act in an interview, how to introduce clients to your peers at work, being sensitive to the culture of the clients you are pursuing, when to write a thank you note, etc. Do not think for one minute your actions at work or at social events are not being noticed.

Business etiquette is in essence about building relationships with people. In the business world, it is people that influence your success or failure.

# Etiquette & Grooming

Business etiquette revolves around two things. Firstly, thoughtful consideration of the interests and feelings of others and secondly, minimising misunderstandings.

## Behaviour

Your manners and attitude will speak volumes about you. They will point to your inner character. If you come across selfish or undisciplined your relationship is unlikely to prosper. Proper business etiquettes lead to success.

## Honesty

A reputation for delivering what you say will deliver goes a long way in the business world. Remember, a reputation for integrity is slowly gained but quickly lost. Understanding a particular country's business etiquette provides a framework in which you can work without fear of crossing boundaries in terms of agreements, promises and contracts.

## Diplomacy

Talking or doing something without giving it a proper thought can be extremely harmful. Business etiquette encourages the careful thought of the interests of others.

## Appearance

Dressing appropriately, standing and sitting in the right place at the right time, good posture and looking physically presentable are all elements in making a good impression. Business etiquette teaches you how to suitably present yourself and what to avoid.

Analyzing, understanding and implementing the above will help you recognize what business etiquette is and how it should be employed within the business world.

## Telephone Etiquette

Telephone is an important device with the help of which people separated by distance can easily interact and exchange their ideas. Got a brilliant idea and want to convey it to your friend staying out of the country, use the telephone. Telephone is one of the easiest and cheapest modes of communication.

An individual needs to follow a set of rules and regulations while interacting with the other person over the phone. These are often called as telephone etiquettes. It is important to follow the basic telephone etiquettes as our voice plays a very important role in creating an impression of our personality, education, family background as well as the nature of job we are engaged in. The person giving the information is called the sender and the second party is the recipient.

# Etiquette & Grooming

The business telephone etiquette displayed in organizations shows the employees' willingness and ability to help customers - both internal and external. The skills and the attitude projected over the telephone form a lasting impression. Communication skills also play a big role in Telephone Etiquette.

It is important for everyone to have a good understanding of business telephone etiquette in order to have efficient information exchange.

## Do's & Don'ts

- Speak clearly. A picture paints a thousand words but the caller on the other end of the phone can only hear you. They cannot see your face or body language. Therefore, taking the time to speak clearly, slowly and in a cheerful, professional voice is very important
- Use voice modulation and clarity while speaking on the phone
- Effective usage of voice modulation in addition to being polite can help you get through the most difficult conversations including getting appointments for sales, selling on the phone and getting feedback from customers
- Do not eat or drink while you are on telephone duty. Only eat or drink during your coffee break or lunch break
- While leaving messages leave your name, company name & phone number
- Always smile while talking, your smile can actually be felt on the other side
- Always return your promised call before the day end
- Avoid making excuses for not picking up calls. Over a period of time the customer starts understanding the excuses
- While picking up calls for others, put the caller on hold only with his permission. For example, "May I please put you on hold while I call the \_\_\_\_\_"
- Do not keep the caller on hold for long. Consider it your responsibility to connect/ call quickly or take a message for a call back
- Listen to the Caller and what they have to say. The ability to listen is a problem in general but it is very important to listen to what the caller has to say. It is always a good habit to repeat the information back to the client when you are taking a message. Verify that you have heard the message accurately
- Be patient and helpful. If a caller is upset, listen to what they have to say and then refer them to the appropriate resource. Never snap back or act rude to the caller.

### Exercise

A. you are a sales executive at retail electronic shop. You are invited for an important client meeting. Which is the correct behaviour trait during the meeting. State true or false.

- Ⓐ Wearing formal cloths
- Ⓑ Introducing yourself with a full name
- Ⓒ Eating or drinking during the meeting
- Ⓓ Attending phone calls during the meeting
- Ⓔ Extending your left hand for a handshake
- Ⓕ Handshake with a woman

B. Form group of 3 people each. Perform a role play for given situation.

You are a sales executive at retail electronic shop. You are going to meet one of the most important client of a company.

## Body Language

---

4

### Introduction

It is said that actions speak louder than words. Many times people judge you basis your body language. Therefore, having a good body Language is essential in making good impression on others. This topic covers various aspects of body language.

### Learning Objectives

**By the end of this module you will be able to:**

- ⊙ Understand the importance of body language
- ⊙ Learn how to improve your body language
- ⊙ Learn how to do a proper handshake

Body language refers to the nonverbal signals that we use to communicate.

In terms of observable body language, non-verbal (non-spoken) signals are being exchanged whether these signals are accompanied by spoken words or not. Body language goes both ways:

- ⊙ Your own body language reveals your feelings and meanings to others
- ⊙ Other people's body language reveals their feelings and meanings to you

The sending and receiving of body language signals happens on conscious and unconscious levels. Body language is especially crucial when we meet someone for the first time. It is very influential in forming impressions on first meeting someone. It is not just about how we hold and move our bodies. It includes

- ⊙ How we position our bodies
- ⊙ Our closeness to and the space between us and other people.
- ⊙ Our facial expressions
- ⊙ Our eyes especially and how our eyes move and focus, etc
- ⊙ How we touch ourselves and others

Our eyes are a vital aspect of our body language. Our reactions to other people's eyes - movement, focus, expression, etc - and their reactions to our eyes contribute greatly in understanding the other person.

## Etiquette & Grooming

The human body and our reactions have evolved which many of us ignore or take for granted, and which we can all learn how to recognize more clearly if we try. Our interpretation of body language, eyes and facial expressions we can significantly increase our conscious awareness of these signals: both the signals we transmit, and the signals in others that we observe. Doing so gives us a significant advantage in life - professionally and personally - in our dealings with others.

Body language is not just reading the signals in other people. Understanding body language enables better self-awareness and self-control too. We understand more about other people's feelings and meanings, and we also understand more about these things in ourselves.

When we understand body language we become better able to refine and improve what our body says about us, which generates a positive improvement in the way we feel, the way we perform, and what we achieve.

### **Posture, Body Movement and Eye Contact**

The most important key to maximizing your power is posture. You should stand up straight and high, and breathe deep.

Your posture, body movements, and whether you maintain eye contact will affect the way people view you. To show self confidence, you have to maintain eye contact with people. Your body movements can tell people that you are confident. They can also give away whether you are hyper, under confident or in any other state.

Your body movements can also showcase your self confidence to other people. If your movements are smooth and if you don't appear to be in a hurry, you will come across as more relaxed, calm, and confident.

Body language can make or break a deal. How you carry yourself when engaged in conversation is often as important as what you say. Body language is nonverbal, but it can communicate volumes about you.

#### **Standing**

When you stand, keep your back straight, middle section in alignment with your back, shoulders back, and head up. This posture shows comfort with yourself and ease in the situation.

Slouching, sticking your belly out, stuffing your hands in your pockets, and folding your arms defensively all suggest aggressive behaviors.

# Etiquette & Grooming

## Sitting

Take care in the way you sit. Think of all the sitting positions that you've seen in business meetings, from practically horizontal to alert and upright. Sit with a straight back and with your legs together in front of you or crossed, either at the knee or at the ankle. Normally, women don't cross their legs, but men are allowed. Avoid moving your knee, which is a sign of nervousness.

## Hands

Some people talk with their hands; others stand with their hands glued to their sides. Using your hands can be effective sometimes, aggressive sometimes, and irrelevant most of the time. Controlling your hands takes effort and willpower. Monitor your hand movements. Avoid making sweeping hand gestures during meetings.

## Head movements

Head movements communicate important information. Nodding in agreement can be immensely helpful to others, but too much nodding is not good. Shaking your head can signal disagreement or disapproval, but avoid shaking your head too much.

## Facial expressions

Facial expressions are very important in body language. For example: Smiles are important signals of generosity and nonaggression. But forced smiles signal that you can barely tolerate the other person.

Likewise, frowns signal disagreement, disapproval, and sometimes anger. But they can also suggest hard thinking and focused concentration. These facial expressions are the most obvious ones, but hundreds of others exist. Every one of them has a culturally agreed-on set of meanings.

Take a day to monitor your most frequently used facial expressions and assess their meanings. You will probably be surprised by the types of messages your expressions give!

## Eyes

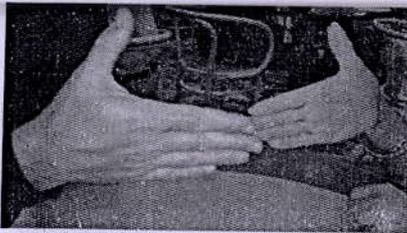
Maintain eye contact when talking with others. Do not study your hands or clean your fingernails while others are talking. When talking in a group, make eye contact with everyone; don't focus on only one person.

## Handshake

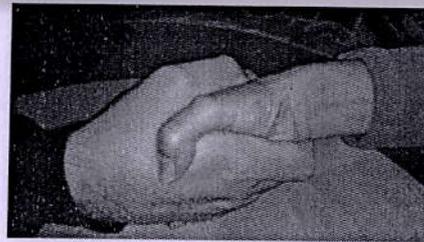
A strong handshake means confidence, a limp handshake means insecurity. Here are some basics to help you create a good impression on the customer with your handshake. You may shake hands only when a customer offers a hand shake. A firm handshake communicates confidence, interest, and respect. Don't withdraw your hand in a hurry. The handshake should be brief, but it should be long enough for both parties to exchange the greeting. Nothing creates a poorer impression than a weak handshake.

A general rule is that you should never refuse if someone offers their hand for handshake. Develop a comfortable handshake style and keep it consistent. It should not be too hard or too soft.

### How to Give a Good Handshake



*Hold your hand vertically in an L shape...*

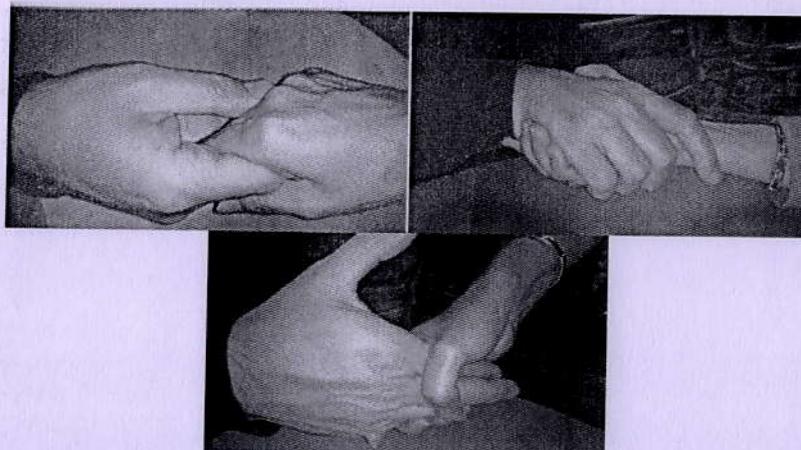


*...Then wrap your fingers around*

By holding your hand in a vertical position, fingers together while your thumb is extended and forming an L-shape with the rest of your hand, you will ensure that your palms connect. Then, you can wrap your fingers around the other person's palm. Your arm should be slightly bent in a flexible position.

As you make hand contact, also make eye contact. Don't stare but look at the other person's eyes long enough to see the eye colour, and remember to smile. Then shake the hand two or three times. Knowing how to give a proper handshake allows you to make a good first impression.

Some of the wrong ways of shaking hands with other people are as follows:



## Positive and Negative Body Language

Sometimes you may not notice your own body language. It's not like you look at yourself all day in the mirror but you can practice and take note of what you do notice. Having a buddy to do this with is also very helpful.

Practice at home in the mirror or if you are teaming up at work make sure that you are paying attention to each other without looking obvious or being too distracted to take care of the clients.

Let us look at the difference between Positive and Negative Body Language so that you will know what to do, and what not to do that can be corrected.

### Positive Body Language

Your face is the first thing that everyone notices. It communicates to the world that you are together, knowledgeable, informed and capable with your title and position. Your face should be relaxed and clearly in control.

Eye contact is very important when speaking to another person and listening well. Making eye contact send the message that what is being communicated to you is worth your attention.

Having a smile shows that you really care about your work, clients and yourself.

How you move is always done with intent. Make sure that you are in control of how you are standing and where your hands or arms are. If you have your arms crossed, you are on the defence. If you have them at your side or on your hips you are being serious and attentive.

Even chatting with hands in your slacks pockets is natural and casually comfortable providing the rest of your posture is upright and straight

### Negative Body Language

Your Face is frowning or tight. Maybe you have a wrinkle between your brows or one of your brows is raised in anger or disbelief. This clearly states that you are not interested and do not have time.

Eye contact is in constant motion when speaking to others. Its one thing to look and watch the room but it's another to constantly be focusing on everyone else instead of your client. You are distracted, and uninterested in the communication you should be participating in or that your self confidence is low.

### Exercise

A. Following expressions to be written on a pieces of paper and kept in a bowl. The class is to be divided into 2 groups. Representative from each group should come forward. Pick a chit and enact the situation or expression given in a chit.

- Happy
- Upset
- Irate
- Confused

B. The faculty to ask any person from the class and talk for one minute on any topic. Class to listen the speech carefully. Faculty to ask questions on his speech to the class. (Activity for Active listening)

C. Identify whether below body postures are positive or negative

- Maintaining a good eye contact
- Keeping hands in a pocket
- Giving a firm handshake
- Sitting with your legs folded
- Playing with mobile during conversation to customer
- Touching your ear constantly during interview
- Biting nails





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## Day 1 - Introduction

**Learning Objective – To promote mental well-being and competence in young people as they face the realities of life.**

### Introduction

The term 'Life Skills' refers to the skills usually associated with managing and living a better quality of life. They help us to accomplish our ambitions and live to our full potential.

There is no specific list of life skills; certain skills may be more or less relevant to the participant depending on life circumstances, culture, beliefs, age, geographic location, etc.

Young minds are capable of out-of-the-box thinking, better expression and of developing an independent thought process.

### What's in it for me?

- You will learn the importance of life skills.
- You will learn how to conduct and behave with people. Understand the rules and regulations of behaving in the classroom. You will learn how to interpret communication through interpersonal skills.
- Various role plays, scenarios which will be useful for understanding the importance of respecting people, handling peer pressure, importance of team building and working in a team.
- You will also learn how one adapts himself to the corporate culture & to understand the dos and don'ts of professional behavior.

### Activity - (Ice Breaker 1)

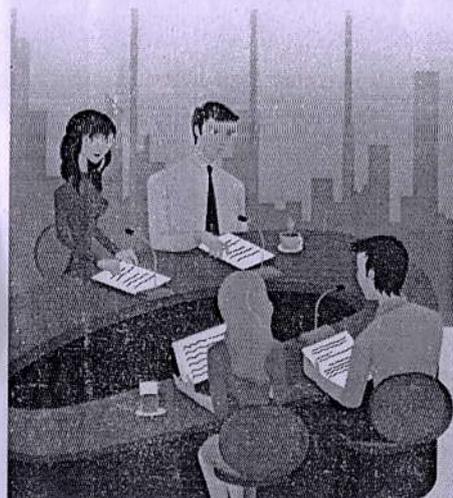
#### Ice Breaker Activity:

1) Introductory Ice Breaker – "Tell me something about yourself – True or False"

Ask the participants to introduce themselves to the class. The participants can share information on:

- Name
- City (where have they come from?)
- Hobbies

Ask the participants to make three or four statements about themselves, one of which is false. Now get the rest of the group to vote on which fact is false. This will not only help them in getting to know each other as individuals, but also start an interaction within the group.



## Key Pointers:

### 1) Developing an Identity

Self – awareness helps adolescents understand themselves and establish their personal identity. Lack of information and skills prevent them from effectively exploring their potential and establishing a positive image and sound career perspective.

#### Activity 2 – “Ping Pong”

All the participants have to stand in a circle. Each participant has to ask and memorize the names of the candidates on both their left and right side. The facilitator will then come in the middle of this circle he/she will point a finger to someone in the circle randomly and say either ping or pong.

If he says ping, the person has to tell the name of the person towards his right and if he says pong, he has to tell the name of the person towards the left.

The facilitator has to do it very fast and try to ‘fool’ the group by looking at someone but pointing fingers in completely different direction/person.

The candidate, who tells the wrong name or takes too long to tell, then comes in the middle and starts repeating the game. After several rounds, ask participants to get full details of the right and left side persons like where does he/she stay, qualification, interest, ambitions, anything else special etc.

In the last round, ping and pong are done in a sequence and one person tells about the next person based on the interaction happened before.

### 2) Managing Emotions

We have frequent mood changes reflecting feelings of anger, sadness, happiness, fear, shame, guilt, and love. Very often, we are unable to understand the emotional turmoil

#### Scenario – 1

A customer walks into your store and shouts before leaving as he was unhappy with the service provided. You have tried handling him to the best of your ability but you were unsuccessful. You are also very angry and frustrated, and it is your responsibility to handle the next customer in the queue while controlling your negative emotions.

#### Enact a role play with following:

- (a) An angry customer who is shouting and leaving
- (b) You are trying to control the emotions
- (c) A second customer is waiting to be served in the queue and is on the verge/ borderline of being impatient.

## 3) Building Relationships

As a part of growing up, we redefine our relationships with parents, peers and members of the opposite sex.

Everyone at some point in time need social skills for building positive and healthy relationships with others including peer of opposite sex. One needs to understand the importance of mutual respect and socially defined boundaries of every relationship

### Scenario 1

A new customer entered your shoe store over 30 minutes ago and seems to be having trouble deciding the style and color of shoes he wants. What do you do as a sales person?

### Scenario 2

A customer is known to you and is very happy with the service provided by you. He lives in the neighborhood and frequently visits your store. He has two children who are settled abroad. He is at the counter eager to chat with you.

Do a role play with two people enacting the above scenario – one as a customer and the other as the person on the counter trying to enhance the relationship through striking a relevant conversation.

### Scenario 3:

You are a cashier at a supermarket. As you are ringing up a customer's order, a second customer approaches, squeezes past several people in line and says, "I'm in a hurry. All I have is this cold drink bottle. Can you just tell me how much it costs, and I'll leave the money right here on the register."

Enact this whole scenario and present it to the class. Ask them how and what do they feel about this situation.

## 4) Resisting Peer Pressure

Young people find it difficult to resist peer pressure. Some of them may yield to these pressures and engage in experimentation.

Aggressive self conduct; irresponsible behavior and substance abuse involve greater risks with regard to physical and mental health.

The experiment with smoking and milder drugs can lead to switching over to drugs and addiction at a later stage.

### Scenario - 1

You are staying in a hostel and you are sharing your room with your other two roommates. You return to your room after class and find liquor bottles/cigarette butts. Write down what will you do in such a situation?

### Scenario - 2

Your group of 6-8 friends want to skip the regular class and want to go for a movie but 2 of you don't think you should go and decided to stay while your friends skip class. Enact the above scenario.

### Scenario - 3

Your colleague at work tries to earn money through shortcut methods or certain illegal means. For instance, he indulges in not returning small change to the customer, giving higher amount bills to the customer and charging some amount for doing this etc. He has been asking you to follow suit. Speak a few lines on what you would do in such a situation and why.

## Day 2 - At the Academy

---

### **Introduction:**

This chapter will give an insight about assisting students in understanding proper classroom behavior.

### **Learning Objective:**

- By the end of the module you will learn how to behave in a classroom.
- Various activities including knowing your fellow classmates and how to be have with them & the importance of working as team

### **Ice Breaker Activity**

#### **"What do we have in Common?"**

Divide the participants into groups of four or five people by having them number off.

(You do this because people generally tend to sit with the people they already know best.)

Tell the newly formed groups that their assignment is to find five things they have in common, with every other person in the group. This should not include body parts (we all have legs; we all have arms) and clothing (we all wear shoes, we all wear pants).

This helps the group explore shared interests more broadly.

Tell the groups that one person must take notes and be ready to read their list to the whole group upon completion of the assignment.

Then, ask each group to share their whole list with the whole group. Because people are your best source for laughter and fun, the reading of the lists always generates a lot of laughter and discussion.

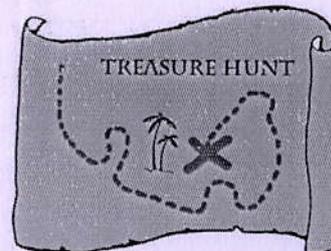
#### **"What skill/knowledge separates you from your group"**

### Activity 2

#### "Treasure Hunt"

The objective of this game is to make them familiar with the Centre and its facilities. Clues are made for different places in the Centre which denote their use/ importance as well as have the information for the next place.

For example, they can start from an open space or central area where they are given oral clue of "Find a place where the ....".



## General Code of Conduct

### Importance Points to Remember in the Academy

- A student should address their Teachers/Professors as Ma'am / Sir.
- Teachers will be disappointed when the student do not pay attention. One must always listen and follow the instructions told by the teacher.
- A teacher is there to facilitate the Student. The student should follow her teachings as they may be helpful in future.
- Never blurt out answers. When a teacher asks a question always raise your hand, seek permission to answer. If you answer questions correctly, they know you're paying attention.
- Do not chew gum/paan in class.
- Always maintain decorum while you are in public.
- Do not hold hands of your fellow class mates while in public. It looks inappropriate.
- You shouldn't tease or make fun of students.
- When the teacher leaves the classroom the students should maintain silence.
- Everyone should participate in class. If you don't participate, the teacher will think you don't understand or aren't listening.
- Be respectful to teacher and to one another.
- Do not 'Copy' nor 'Cheat' in any way.
- Never let anybody else be punished for an act committed by you.
- Knock on closed doors -- and wait to see if there's a response -- before entering.

## General Dos & Don'ts

### Dos

- **"Excuse Me":** If someone is blocking your way and you would like them to move, say excuse me and they will move out of your way.
- **"Please" and "Thank you":** It is very good manners to say "please" and "thank you". It is considered rude if you don't.
- **Cover your Mouth:** When yawning or coughing always cover your mouth with your hand.
- **Shake Hands:** When you are first introduced to someone, shake their right hand with your own right hand.
- **Say sorry:** If you accidentally bump into someone, say 'sorry'. They probably will too, even if it was your fault! This is a habit and can be seen as very amusing by an 'outsider'.
- **Smile:** A smiling face is a welcoming face.
- **Open doors for other people:** Men and women both hold open the door for each other. It depends on who goes through the door first.
- **Respect:** One should be kind and courteous to old men and ladies. One should treat them with respect.
- **Wish/Greet People:** When people ask you how you are, tell them and then ask them how they are.

### Don'ts

- **Avoid talking loudly in public.** We should always speak softly in public.
- **It is impolite to stare at anyone in public:** Privacy is highly regarded.
- **Do not ask a lady her age:** It is considered impolite to ask a lady her age.
- **Do not pick your nose in public:** If your nostrils need de-bugging, use a handkerchief.
- **Do not spit:** Spitting in the street anywhere is considered to be very bad mannered.
- **Do not burp in public:** If you can not stop a burp from bursting out, then cover your mouth with your hand and say 'excuse me' afterwards.

## Scenario Based Activity:

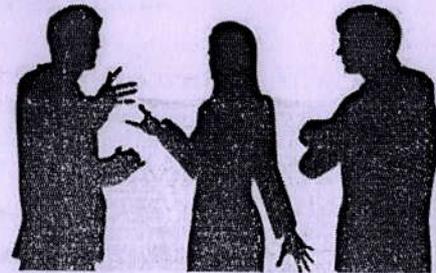
- 1) Your classmate Neha is the only girl in your class and you have been assigned to work with her on a project. What are the necessary precautions that you should take?
- 2) You see a classmate abusing a fellow classmate. What do you do?

## Respectful Behavior

Respectful means a feeling of admiration. So when you behave in a way that's respectful, you're doing something to show admiration for another person

### Role Play Activity

**Objective:** Students differentiate between respectful behavior & disrespectful behavior through role playing exercises.



Divide the participants into groups of four or five people by having them number off. Have some chits prepared of four role play Scenarios, two showing respectful behavior & 2 showing disrespectful behavior. Distribute the role play scenario chits to each group. Read the instructions aloud and make sure they understand them.

Each group has to do a short skit based on the scenarios in the chit. After every role play have the students identify it as respectful or disrespectful behavior.

Then ask them why they made judgments and discuss their answers.

- 1) You are waiting in the line at the canteen and someone throws some food items at you. It hits you in the side of the head.
- 2) You are at a wedding and you notice the man next to you has fallen asleep. He begins to snore loudly.
- 3) Your mom's friend comes over to visit and brings her daughter. You don't like the girl but your mom asks you to spend time with her.
- 4) Someone spills some juice on you and does not apologise.
- 5) You spill juice on someone at a party.
- 6) An elderly woman carrying a baby can't find seat in a crowded bus.

- 7) It suddenly starts to rain and you are at the bus stop, the man standing close to you is struggling to open his umbrella.
- 8) Your father says he is expecting an important phone call. Five minutes later the phone rings. It is your friend.
- 9) While standing at railway ticket counter, you accidentally step on the shoe of a girl in front of you. She turns around right away with any angry look on her face.
- 10) You are playing Cricket and accidentally hit the ball through a neighbors' window.

### Hostel Rules & Regulations

The following are the Dos & Don'ts:

#### Dos:

1. Lock your room always, even when going out for short durations.
2. Keep your valuables and cash under lock and key.
3. Take special care of your mobiles and give your number to only to your near and dear ones.
4. Read the notice board (both at your college and the hostel) regularly.
5. Observe curfew hours.
6. Contact your Warden or Chief Warden or Chief Security Officer in case of any problems
7. Enter your complete details in the In-Out Register when leaving the hostel for more than one day.
8. Obtain Visitors pass well in advance for your visiting parents/relatives or any technician from the Chief Wardens Office.
9. Inform your block supervisor / caretaker if you are sick
10. Follow the code of conduct for the students

#### Don'ts:

1. Cook in your rooms.
2. Keep or feed pets in your room or campus.
3. Play loud music anywhere (in your room or campus).
4. Smoke, consume alcohol or indulge in substance abuse.
5. Indulge in ragging
6. Keep valuables or heavy cash in your rooms
7. Damage university property or assets
8. Roam anywhere inside or outside the hostel campus during curfew hours.
9. Permit non residents to stay in or use your room.
10. Violate hostel rules

### Scenarios on Code of Conduct:

The first step is to break the class into 5 groups. There should be 4 or 5 people per group. Hand out a copy of the scenario to only the group that will be performing the role play for the class. Allow the students to have 5 to 10 minutes to come up with a skit of the scenario that you gave them. Each student should have a speaking role in the role play.

After each group performs their role play asks the rest of the students what they saw. Then ask them to give you other ways they could have resisted the peer pressure. Try and get them to talk about what they would really do in this situation.

### Here are some scenarios that I came up with:

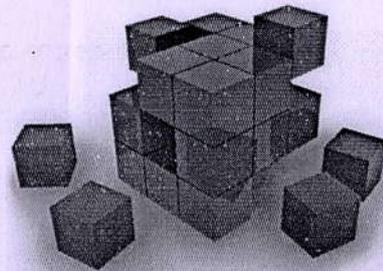
- 1) Scenario 1- A group of friends go to the Mall and all of the friends but 1 wants to steal. What do you do as a friend? How do you advise that what he is doing is wrong?
- 2) Scenario 2 - A group of friends are at the Hostel and someone offers you all alcohol. All but 2 of you instantly say 'No', but the others are convinced to drink. How do you handle this situation?
- 3) Scenario 3 -Your friends are making fun of a student in a wheelchair and are trying to get you to join in. (In this scenario you can choose to either join in or not, you decide).
- 4) Scenario 4 - A group of friends are hanging out and 1 of them pulls out a cigarette and says that he/she wants to try smoking. He/she decided to try and get other people to join in. (In this scenario you can choose to either join in or not, you decide)
- 5) Scenario 5 - You are at the hostel, there a group of students who are ragging the freshman year students. What do you do as a senior? Do you participate or stop them from doing so?

## Team Building Activity

### Scenario

#### "TOWER BUILDING"

This is an important exercise. The focus of the exercises is to highlight the concept of help, encouragement, confidence, value orientation, insight into goal settings, self-study, etc.



### Objectives:

At the end of the session, each participant will be able.

- a) To describe the goal-setting behavior in task performance.
- b) To internalise the process of helping behavior and its consequences on performance;
- c) To determine value orientation and its relation to entrepreneurial performance;
- d) To analyse the factors in the decision-making process.

### Time Required

One hour to two and a half hour.

### Materials Required

- a. About 25 wooden block (cube shaped) with plain surface of 5 sq. cm. each
- b. Blind-fold or clean handkerchief.
- c. Observation sheet.

### Procedure:

#### (1) Composition of the group:

The exercise requires three persons to perform the activities. Three or four sub-groups, comprising three persons each, the other members remain as observers.

#### The three different roles may be

- Father, Mother and Adolescent child
- Manager, Assistant Manager and Worker etc

The participants are asked to volunteer for these roles and form three to four sub-groups.

**(2) Condition:** The trainer now imposes the following restrictions.

- The subject will be blind-folded and will perform the task with his wrong hand;
- The associate members will not be allowed to touch the subject or the wooden block. However, they may do anything of their choice.
- Time allotted: five minutes only.

**(3) Additional Information:** It is also mentioned that on an average, a person is able to pile up ten blocks.

- One person will play the role of father/manager; another person will be mother/assistant manager, and the third person will play the role of a child/worker.
- The remaining participants will act as observers.

**(4) Confidence of direction:**

- Generally, guidance is given by the associate members with instructions like "towards you side", "little towards me", "move your hand to the right", etc.
  - It is important to observe:
    - What sort of guidance is given by whom?
    - Who gives the maximum guidance?
    - What is the emotional reaction of the subject receiving guidance?
    - Level of anxiety in giving guidance, etc.

**(5) Planning and searching environment:**

This may be observed at a point when the three players arrive at a consensus about their target and the trainer asks them to be ready for the activity. They may discuss the plan; in which side the blocks should be arranged to facilitate the lifting of blocks by the subject, etc.

**Playing the Game:**

- The trainer instructs other participants to maintain silence when the game is on. He asks the players whether they require any time to start the game.
- If the players need time to discuss among themselves, the trainer may allow some time for the same. When they are ready, the subject is blind-folded and the trainer ensures that nothing is visible to him.
- The trainer sets his watch, and gives them the "go-ahead" signal.
- The trainer announces the time at regular intervals.

- After five minutes, the players are told to "stop".
- The blind fold is removed and the performance, in terms of the number of blocks piled up by the subject, is recovered.
- The same set of exercise repeated for the other sub groups one by one.

### **Processing**

The main purpose of processing is to help the participants examine their experiences and analyse them for some significant learning.

## Day 3

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### Introduction

This chapter covers the topics like personal hygiene and how it helps to boost our confidence while we interact in a social set up.

#### Learning Objective:

- To understand the basic concept of cleaning, grooming and caring for our bodies.
- To examine how good behaviour creates a good impression about oneself to others.

### Ice Breaker Activity

#### "What's your Name"

Ask all of the participants to stand in a circle. Make sure they are not too far apart or too close together. Give one person a small ball and ask them to throw it to someone else in the circle. The person who catches it says their name and throws it to another person who does the same. As the ball moves around the circle, everyone in the group gets to learn one another's name. If the group already knows each other, turn it into a teambuilding exercise by asking everyone to call out these things instead of their name:

- Their favourite colour
- One thing they like about their job
- A one word description of themselves.

Make it more fun by timing the exercise and seeing how fast the participants can get the ball around the circle.

### Personal Hygiene

A great way to increase self confidence to is increase your hygiene. How does increasing hygiene help with self confidence?

Society is focused on how people look on the outside, how their teeth look, their clothes, cologne, hair, makeup, perfume, style, etc. Increasing your overall hygiene will drastically improve your self confidence.

You don't have to look like society wants you to in order to gain self confidence but if you care for yourself; you'll feel better about yourself in turn which will inadvertently increase your self confidence. You don't have to spend a fortune on products to make yourself "appear" cleaner either.

**Some simple things you can do are:**

**For Men & Women:**

- Brush your teeth regularly
- Take showers regularly at least once a day
- When washing your hair, try to wash it once every other day, but not everyday.
- Make sure your clothes are always clean
- Use a Deodorant to get rid of Body Odour
- Make sure your finger and toenails are clean & properly clipped at all times.
- Carry a few breath mints or some gum whenever you decide to go out.

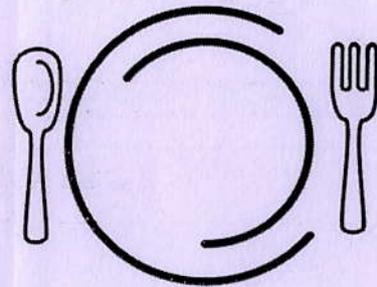
Being clean and hygienic can give you great self confidence. Even if people don't notice the hygiene, you will and your self confidence will be felt by others.

Self confidence is a great tool that can be used to be charismatic - a person worth spending time with and going out of the way to help. Personal Grooming is important for a positive self-image.

## Top Ten Table Manners

**Keep these basic behaviours in mind as you eat:**

1. Chew with your mouth closed.
2. Do not make noise while having any liquid item.
3. Do not blow your nose while at the table.
4. Don't pick your teeth at the table.
5. Remember to use your napkin at all times.
6. Wait until everyone is done eating at the table.
7. Cut only one piece of food at a time,
8. Don't place your elbows on the table while eating
9. Instead of reaching across the table for something, ask for it to be passed to you.
10. Always say 'excuse me' whenever you leave the table.



### **Activity:**

Divide the meeting participants into groups of four or five people by having them number off.

The participants are required to practice the table manners learnt

## Social Behaviour

'Manners makes a man' is a true saying. By manners we mean proper and respectful behaviour towards all with whom we come in contact. Good manners are very necessary for progress in life. Being well behaved at the Academy is very important. Good behaviour makes a good impression of you and your teachers. It also puts clean marks on your permanent record, which will get you better jobs in the future.

From the moment of birth, humans are social creatures. Indeed, without social interactions, no child would survive. Even when we become capable of living independently, very few people seek to live by themselves. Instead, we generally welcome social interactions, and no study of behavior would be complete without considering these interactions.

Sometimes, the focus is on how the individual is affected by others -- what is called social influence. Social influence can include direct influences, like group decision making, as well as indirect influences, like imagining how friends would react to a particular situation.

### Self Confidence Activity

Divide the participants into groups of four or five people by having them number off. Ask the participants to write about themselves on the following:

- The thing I do best is
- Something I have accomplished is
- One of my best character traits is
- I am proud of myself for
- I am working to improve

Every member of the group should discuss these points regarding themselves within the group. The other group members should acknowledge and appreciate the points put forward by the speaker in the group.

Participants should be given two minutes for reflection. In this quiet time, they should be asked to picture themselves, succeeding at the type of activity that causes them self-doubt.

**Make positive statements-** At the end of this exercise the participants should repeat the following statements after the faculty fifteen times:

- I am confident in my ability to handle whatever will come up today
- I am improving every day
- I deserve to be happy and successful

The faculty should ensure that the students speak these sentences very loud and clear.

## How to Practice Human Values

Human values are closely integrated with human life. They are entangled with their day to day chores. No human life is possible without values. Every living human being lives by certain values. It is only the proportion and combination of negative and positive values which separates a noble human being from a not so noble human being.

### The positive values are:

- **Honesty** - Honesty is speaking the truth. By Lying you are not honest (also called dishonest) because you are saying something that isn't true.
- **Integrity** - Integrity comes out of ownership. Take ownership of your responsibilities both at home and the work place. Loss of integrity means loss of character. And loss of character means loss of your life mentally and spiritually.
- **Kindness** - Not every human being is privileged, people with lesser attributes or lesser privileges are not lesser human beings. Show kindness; treat them as your equals.
- **Forgiveness** - Forgiveness brings a kind of peace that helps you go on with life. By forgiving someone it means you forgive the person but not the act. It doesn't minimize or justify the wrong.
- **Love** - Spread love. Reciprocation will start sooner or later from all living things and ultimately you will end up winning hearts.

## Boosting one's Self Confidence

Self Confidence is the belief in one's capabilities. It is about trusting yourself.

Think Positively - A positive attitude can open your mind to learning experiences and can also inspire you to act. One way to create positive attitude is through positive self-talk.

- Stop negative talk.
- Pay yourself a compliment
- Replace words of obligations with words of personal intention –
  - I should - I choose too
  - I'll try - I will

# Day 4 - At the Corporate

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### Introduction

This chapter helps one understand the various ways one can adapt oneself in a corporate life. The Dos and Don'ts required for behaving in a professional setup.

### Learning Objective

- To learn the importance of interpersonal skills.
- The important points to remember while working in a corporate and how to get used to the corporate culture

### Ice Breaker Activity

#### "Your Favourites"

Divide the meeting participants into groups of four or five people by having them number off.

Tell the newly formed groups that their assignment is to identify and share their favorite objects like favorite trees, ice cream, vacation destination, animal, book etc. Ideas for the identification of favorites will follow.

The second part of the assignment is to share "why" the selected item is their personal favorite.

Debrief the activity in the large group by asking each individual to share their favorite, but not the "why" with the larger group. This moves quickly.

As a final step, ask participants to share with the larger group what they learned about their co-workers during the small group discussion. Ask what insights they obtained about their small group members.

### Interpersonal Skills

Interpersonal relationship skills help us to relate in positive ways with the people we interact with. This may mean being able to make and keep friendly relationships, which can be of great importance to our mental and social well-being. We should keep good relations with family members, which are an important source of social support. It may also mean being able to end relationships constructively.

## Interpersonal Skills means :

- Effectively translating and conveying information
- Being able to accurately interpret other people's emotions
- Being sensitive to other people's feelings
- Calmly arriving at resolutions to conflict
- Avoiding gossip
- Being polite

## To achieve good interpersonal Skills the following need to be done:

- Be open – to new ideas, opportunities & people
- Be Prepared – Preparedness meets Opportunity
- Give just to give – Don't give with the sole purpose of getting back
- Treat Everyone as Equals – Value is in the support that people give you, so one should always respect that.
- Ask for help – If you need help, ask!
- Say Thank you – Thank the people who have helped you
- Be Courteous – Listen to others when they speak

### Scenario

You are in a queue at the movie theatre. Somebody comes in and jumps the queue right in front of you. What do you choose to do? Ask the students what they will do in such a situation

- a) Nothing. You just bear it.
- b) Vent comments out loud such as "... some people are such/so ...." but you don't face the person. Face the guy bluntly and furiously, after all who does he think he is?!
- c) Approach the man and politely but firmly tell him that he should take his turn at the end of the line.
- d) Other ...

## Corporate Culture

To use a simple similarity, fitting into a company's corporate culture is like buying a new pair of shoes. You want shoes that provide comfort, match your personal style, and last long enough to get you where you want to go. If the shoes aren't a good fit, you probably won't get very far, and you'll likely feel miserable.

The same holds true when shopping for a career and, ultimately, a place of employment. You want to look for and select a corporate environment that makes you comfortable, reflects your taste and style, and allows you to function and move along with ease. Whether or not you'll be happy working at a particular company will largely depend on how well you personally fit or adapt to the working of the company, and how comfortable you are with the same.

**The corporate culture is the operating work environment that is set and shaped by the executive:**

- The way people dress
- The way people act (both on & off the job)
- The way people present themselves
- The way people conduct their work
- The way customers are treated and served
- The way workers interact with each other
- The way people interact across departments
- The way business is conducted and how it is done.



Individually and collectively, these factors will likely determine if a company is right for you, or if you are right for the company.

As we all know, corporate cultures evolve over time, and workplace environments often change, sometimes significantly, whenever a new executive takes charge.

During such times, everyone, from top executives on down, must adapt and adjust to new ways of doing business. How well one is able to adapt to changes at work environment will also affect your overall happiness and success at the company.

## Importance of Company's Corporate Culture

If you want to be successful at a company, and enjoy where you work, you need to adapt to the company's culture. The company won't adapt to you.

If you look at people who succeed and move ahead in the corporate environment, you'll find they are people who are able to fit their individuality and personal style within the boundaries of the culture.

### They are people who:

- Know & Respect the Company's culture
- Pay attention to expected norms of behavior
- Build & maintain positive working relationship with supervisors, Co- Workers and Customers
- Value constructive criticism as a means to improve and enhance personal performance
- Maintain a positive attitude

Your ability to adapt and contribute to the company will be a great measure of your success. The following Observation Guide highlights five key company areas to observe, and the Guide will provide you with simple checklists to hone your powers of observation! Try completing as many of them as you can.

### 1. Company Standards:

**The most important learning for a new employee is getting an answer to this question:**

- What are employees expected to do to fulfil the company's mission, values, goals and objectives?

### 2. Management Standards

**Three key learning questions will be:**

- How do things work around here?
- How do you want things done?
- What are your expectations?

### 3. Employee Standards

One may find written "policies" for certain employee standards. There are "ways of doing things around here" that may not be written down anywhere.

Sometimes in big companies, individual divisions or departments will have their own "ways of doing things," so you'll find different standards depending on the unit where you work. Do not take one person's word for what is expected of employees.

#### 4. Grooming Standards

**Grooming might seem like a relatively minor aspect of the company culture, but it can be very important, depending on:**

- The industry you work in
- Whether you work with the public
- Whether the owners and managers believe that your personal care reflects your attention to detail in your work.

#### 5. Dress Standards

How employees dress might seem a superficial measure of company culture, but don't dismiss its importance. If you notice that employees tend to follow a similar pattern of dress, then it's definitely part of the culture.

#### How Corporate Grooming helps

It gives you confidence by creating a feel good factor essential for personal effectiveness. Projecting a high-quality company image

**This is a must for each and every corporate professional:-**

1. Always carry a deodorant with you.
2. Nails should be trimmed and clean.
3. Hands should be always clean.
4. Clean and ironed clothes
5. Hair should be neatly combed and well maintained.
6. Teeth should be clean and smell free.
7. Shoes should be polished.

#### Grooming for Men

##### 1) Hair style

- Short length hair is preferred; keep length of your hair above collar. If your hair is too dry, use hair oil and water in same proportion and apply.

### 2) Clothes

- Pants should be an inch longer than your length which will cover your shoe heels. Shirt you select should be of right fitting, no dropping shoulders.\
- Avoid wearing too shiny, too tight or too big clothes.

### 3) Footwear

- Well polished and good condition leather shoes (Black or dark brown) Socks should be dark color matching to trouser, avoid wearing short length socks

### 4) Accessories

- Pen
- Watch
- Belt
- Handkerchief

## Grooming for women

### 1) Hair style

- Neatly combed, if straight you can leave it open or else tie neat pony or plates which ever suites you. Hair style should be such that hair should not fall on your face, eyes.

### 2) Clothes

- Indian Style: Salwar suits, Churidar Salwar is preferred in formal dress.
- Neatly plated and pinned saris with decent high neckline blouse should be appropriate.
- Western Style: Suits can be good option for female too, shirt blazer and trousers or a-line skirt. Normal shirt and trousers
- Avoid wearing too tight, low cut neck, too reveling or too short.

### 3) Make up

- Light colors are preferred. There are lipsticks, lip gloss, nail paint

### 4) Shoes

- Leather Sandals do we accept sandals? I don't think so, as it's not in the grooming module, (slippers and fancy shoes should be avoided)
- Avoid very high heels, flashy shoes. (A detailed session on Grooming will be covered in Etiquette & Grooming Course)

### **Dos and Don'ts of Professional Behavior**

Working as a professional is something to be proud of. There are many degrees of professionalism, but nonetheless whether you are a business owner or a secretary, you represent the company you work for.

**There are different expectations in different industries but there are still general rules for all to follow:**

#### **In the office**

Watch what you say. (Think before you speak)

Never abuse in a professional setting when you don't know how everyone else feels about it, which is almost always. Cursing can also make you look less intelligent.

Watch the jokes. Some people are not comfortable with certain things and may not voice their opinions either. That does not mean they don't have any. The last thing you want to do is offend a co-worker or client & how you say it.

Attitude is everything; always speak to others the way you expect them to speak to you, with a professional manor.

#### **Outside the office**

When you leave the office you still represent the company you work for. Your attitude again is very important because you just never know who knows who.

Office parties and networking events can be a great time to not be so uptight with work. At the same time you must maintain your professionalism.

Never drink too much when surrounded by other professionals, it sends a bad signal and can ultimately cost you your job if things go wrong. Remember you are always networking, on and off the job, well at least a smart professional is.

## Day 5

### Introduction

This chapter gives an overview of Workplace responsibilities and the rules and regulations one must follow while one is in the Corporate.

### Learning Objective:

- To understand workplace responsibilities.
- Guidelines in using Social Media

### Ice Breaker Activity

#### "One word"

Divide the meeting participants into groups of four or five people by having them number off. Tell the newly formed groups that their assignment is to think for a minute and then to share with their group the one word that describes them.

This ice breaker sparks spontaneous conversation in every group as the participant's questions each other about why they chose that one word.

Upon completion of the initial spontaneous discussion, ask the participants to share their one word with the larger group. Ask for a volunteer to start and then, ask each participant to share their one word that described themselves.

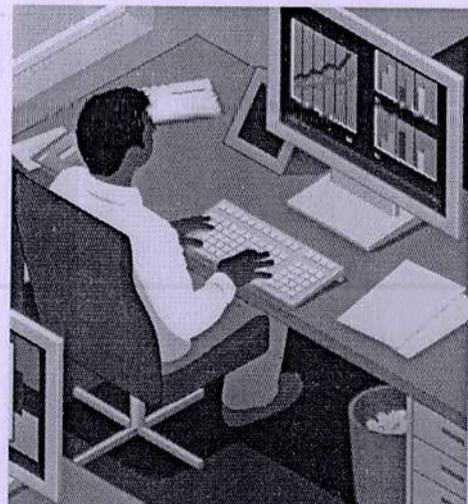
### Work Place Responsibilities

For a workplace to function, both employees and employers must live up to their responsibilities. While some of these responsibilities are formal and easy to understand, others are more difficult to imagine and act. By understanding workplace responsibilities and working to meet them in all areas, a workforce can keep its members safe and productive.

**Workers have responsibilities to themselves and their colleagues. Few of them are as follows:**

#### Job Responsibility

- Meeting job expectations
- Fulfilling daily work duties
- Maintain Discipline



## Self-Responsibility

- Accountability - Every employee should be answerable to his / her actions
- One must accept blame for their mistakes and should not blame others for the same.
- Appreciate your colleagues for their contribution.
- Honesty & Integrity – An employee who is responsible should not lie. Workers should be responsible in dealing with their colleagues and superiors with honesty and integrity.

## Mutual Responsibilities

- All members of a workforce should accept and respect one another irrespective of whichever background that one comes from.
- Workers must report illegal or suspicious behaviour to their superiors.
- Employees must inculcate the value of team – spirit. As this quality will help them to work together and achieve their responsibilities as a team.
- Everyone who works for a business has the responsibility of living up to the corporate code of conduct.

### Scenario 1

Divide the whole class into two groups. Each group should stand in two lines at a distance from each other. At the end of each line on one side keep an empty bucket or small tub. On the other side, keep a bucket full of plastic balls. At the blowing of whistle, the first person closest to the bucket has to take ball from the bucket in his/her hands and pass it on to the next person.

Ultimately the ball has to reach the last person in the line who puts the ball in the empty bucket. Each group gets five minutes to carry out this task.

After about 5 minutes the number of balls in both the buckets is counted. The team with more balls wins. A quick analysis is made about what strategies the winning team adopted for winning.

How the team spirit did helped them win the task?

### Scenario 2

The objective of this activity here is to make one capable of being a part of a team and contribute in making decisions in life. They should be able to reason, calculate the pros and cons and make the decision. The participants should not get nervous or upset in a crucial or bad situation but try to make the right decision timely.

Make two teams. Give the following situation to both the teams. Give them 15-20 min discussion time. The choices they make can be discussed with everyone.

### Mountaineering Expedition gone awry

A team of Mountaineers got caught in a storm and had to abandon the expedition. They have to reach the base camp but it will take 3 days to reach there. Because of the bad weather they cannot carry more than 10 items with them. What items you will advise them to take from those listed below:

#### Items:

1. Chocolates
2. Rope
3. Raw rice and dal
4. Glucose packets
5. Water bottles
6. Mobile phone
7. Match Box
8. Oxygen cylinders
9. Extra pair of shoes
10. First-aid kit
11. Parachute
12. Radio receiver
13. Pistols
14. Milk packets
15. Photo Album of the Mountains

### Important Rules and Regulations at the workplace

- One should not smoke at the workplace
- Do not meddle with electric controls or switches
- Throw waste articles and paper in the dustbin provided
- Keep the work station clean
- Use of internet only for official work and not to check personal mails or visit social networking sites

- Keep your computer locked if you are not at your seat. There may be something confidential that you may be working on and it is not right to share the same.
- Do not to keep the mobile phones in the loudest setting - the sound of different ring tones can be extremely annoying to others. Instead, set it to 'vibration' mode'.
- Do not steal stationary.
- You should ensure that your workplace is healthy and productive and free from drugs.
- No employee, officer or Director may use corporate property, information or position for personal gain.
- Vendors or suppliers should not be used for any personal purposes, so as to have any conflict of interest while dealing with them.

### Scenario

One day Anusha (an employee of ABC Company) accidentally stumbles upon some non-public information, which she knows is a valuable tip for any outsider. Is it alright to share it with someone?

Solution: It is not right to share the information with anyone. It is non-public information and not meant for outsiders.

## Dos and Don'ts of Workplace Responsibility:

### Dos

- Ensure that external, internal & online communications are in line with the Organization's Social Media Policy.
- Respect personal dignity, privacy, and personal rights of every individual
- Work together with women and men of various nationalities, cultures, religions, and races in a professional manner
- Be open and honest and stand by your responsibility
- Treat our customers, suppliers, competitors and employees fairly
- Maintain the safe and healthy working environment provided by the company
- Be committed to prevent wasteful use of natural resources

## Don'ts

- Discriminate, harass or offend anybody by whatever means, be it sexual or otherwise
- Obtain competitive information by unethical or illegal means, such as corporate intelligence or improper access to confidential information
- Engage in contacts with competitors that could create even an appearance of improper agreements, whether the contact is in person, in writing, by telephone or through e-mail
- Take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts or any other unfair dealing practice.

## Social Media Guidelines

Social media is the term commonly given to websites and applications on the Internet, which allow users to interact with each other by sharing information, opinions, knowledge and interests. Social media involves the building of communities or networks, encouraging participation on the Internet.

Some examples of social media are sites such as Facebook, YouTube, LinkedIn, Orkut, Twitter etc. discussion forums like Yahoo! and Google Groups, web logs and sites where information can be posted freely such as Wikipedia.

## Dos

- Use your real name while creating your social network profiles
- Make your profile in your personal capacity and use it with responsibility
- If you comment on matters related to your work, use a disclaimer stating the views are your own and not of your employer.
- Avoid misbehaviour of any other persons' rights
- Protect confidential information, avoid exchange of such information through official or personal mail ids, blogs text messages etc.

## Don'ts

- Do not create fictitious profiles
- Do not post anonymous comments
- Do not use un-parliamentary language, personal insults or obscenity in any communication
- Do not make any false, misleading or defamatory statements concerning your work or the organisation.
- Do not discuss matters related to clients or projects

## Day 6

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### Introduction

This chapter will give an overview on Time management and the importance of using time effectively. Time management involves getting more work done in less time.

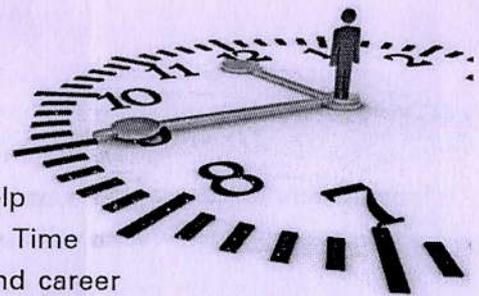
### Learning Objective:

- To understand the importance of time management.
- Points to remember to effective time management.

### Time Management

#### What is Time Management?

Time is a precious resource and it is upon us to make the best use of it. However we always fall short of time. Therefore time management is a set of values, practices, skills, tools and systems that help you use your time to accomplish what you want. Time management is important for your personal life and career success. It teaches you how to manage your time effectively and make the most of it.



Whether you are managing your time for work or your own personal time, for studies or for a picnic, the basis of all time management theories is the same –

1. Know what you want to do
2. List what you have to do and
3. Choosing what order to do it in and what not to do

**Time Management plays a very important role not only in organizations but also in our personal lives. Time Management includes:**

- **Effective Planning**
  - Plan your day well in advance. Prepare a To Do List or a "TASK PLAN".
  - Important work that has to be completed should come on top followed by those which do not need much of your importance at the moment.
  - Tick the ones you have already completed. Ensure you finish the tasks within the stipulated time frame.

- **Setting goals and objectives**
  - Set targets for yourself and make sure they are achievable.
- **Setting deadlines**
  - Set deadlines for yourself and work hard to complete tasks ahead of the deadlines.
- **Prioritizing activities as per their importance**
  - Prioritize the tasks as per their importance and urgency.
  - Know the difference between important and urgent work.
  - Tasks which are most important should be done earlier.
- **Spending the right time on the right activity**
  - Develop the habit of doing the right thing at the right time.
  - Don't waste a complete day on something which can be done in an hour or so.

### Effective Time Management:

**Organized** - Avoid keeping lots of file and plenty of paper at your desk. Throw what all you don't need. Put important documents in folders. Keep the files in their respective drawers as it will save the time.

**Don't misuse time** - Concentrate on your work and finish assignments on time. First complete your work and then do whatever you feel like doing. Don't wait till the last moment.

**Be Focused** - One needs to be focused for effective time management. Develop the habit of using planners, organizers, table calendars for better time management.

#### Scenario Based activity

**Scenario:** Plan a trip from Delhi to Agra for two days – Saturday and Sunday. Please remember that you have to reach Delhi by 19.00 hrs on Sunday. You have never been to Agra and you wish to make sure that you see as much as possible in the two days that you have. Distance from Delhi to Agra is 253 kms which can be covered in 3-4 hours by road or rail.

**Date:**

**Departure from Delhi:**

**Departure from Agra:**

**Hotel:** ITC Mughal. It is a premier hotel and has wonderful restaurants and gardens. The pool is very inviting and there are a lot of games that you can play on the 100 acres of land that surrounds the hotel. The Hotel also has a wonderful spa and your use of the Spa will be complementary.

## Life Skills

Place of Interest	Distance from Hotel	Travel time from Hotel	Time at Place of Interest
	(km)	(mins)	
Taj Mahal	1.8	4	
Agra Fort	3.3	7	
Itamad – Ud - Daulah	7.1	14	
Sikanderabad	16.1	32	
Fatehpur Sikri	6.4	13	
Shopping - Rakabganj	4.9	10	
Shopping – Loha Mandi	13.3	27	
Shopping – Civil Lines	7.2	14	

### Details to keep in mind:

You live in Delhi. You have won a free trip to Agra and you have decided to go with Family. You have only a weekend for this trip and you need to be back by Sunday.

In your groups, come up with a plan which entails the following

- I. The place you will visit
- II. How you will spend your two days.
- III. How will you ensure that you see the maximum places , enjoy all that the hotel has to offer and
- IV. yet come back on time on Sunday

# Sexual Harassment

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### **Introduction:**

This chapter will give you an understanding on Sexual harassment.

### **Learning Objective**

- The inappropriate behavior / actions that one must be aware if somebody is using them against you

### **Awareness Building & Sensitizing**

Sexual harassment is a form of sex discrimination and involves unwelcome sexual advances, requests for sexual favors or unwelcome conduct of a sexual nature that offends, humiliates or intimidates. It has nothing to do with mutual attraction or friendship.

### **Sexual harassment may include the following:**

- Suggestive behavior
- Staring and/or leering
- Sexual jokes
- Sexual propositions or asking for sexual favors
- Unwanted invitations for dates
- Sexual or physical contact such as touching, Slapping or kissing
- Insults or taunts based on a person's sex
- Sexually offensive gestures
- Sexually explicit materials or emails
- Intrusive questions about one's private life or body

Just one of these actions may be enough to constitute sexual harassment. Statistics show that it is usually men who sexually harass women. However, sometimes women sexually harass men, men sexually harass other men, and women sexually harass other women.

### **Are people protected at work?**

Sexual harassment in the workplace is unlawful and employers must ensure a work place is free from such behavior. All staff, particularly those in management roles, should receive training about the nature and prevention of sexual harassment.

- Mutual attraction or friendship is not sexual harassment.
- Consensual sexual contact is not sexual harassment – although the behavior may still be inappropriate for the workplace.

The elimination of sexual harassment in the workplace is extremely important for every employer. Most companies have policies against sexual harassment.

Just because an employee does not state that they are uncomfortable, it doesn't mean that it is a sign for continuance of an activity

### **Impact of sexual harassment in the workplace**

**Sexual harassment is damaging to both the employee and employer and can cause:**

- Stress and low staff morale
- Decreased work performance
- Increased absenteeism
- Increased compensation claims
- Potential safety risks
- Increased resignations

### **Obtaining assistance in the workplace**

Sexual harassment is unlawful and all employees have the right to speak out and ask for the offensive behavior to cease. If the behavior continues it is advisable to inform a supervisor, senior manager or union representative.

Complaints should be taken seriously and investigated quickly and confidentially. Natural justice ensures that both sides of the story must be heard. If sexual harassment is found to have occurred, then management must take action to stop the behavior.

### Life skills - Points to Remember

- Life skills are essentially those abilities that help promote overall wellbeing and competence in young people as they face the realities of life.
- Life Skills are those skills which help accomplish our ambitions and live to our full potential
- Code of Conduct is a list to assist students in understanding proper classroom behavior.
- Students are expected to maintain proper decorum. Students must also adhere to the rules set forth by the Hostel.
- It is essential to educate young adults about the importance of Personal Hygiene. Personal hygiene is the basic concept of cleaning, grooming and caring for our bodies.
- Everyone at some point in time need social skills for building positive and healthy relationships with others including peer of opposite sex.
- Life skills education involves a dynamic teaching process. The methods used to facilitate this active involvement includes working in small groups and pairs, brainstorming, role plays, games and debates.
- Human Values can never be got from outside i.e. from books, shops, etc. but are something inherent in us.
- The most important thing in life is to feel that you are living it to the best of your abilities. Self Confidence is the belief in one's capabilities. It is about trusting your own-self.
- Interpersonal Skills are those Skills which help us in translating and conveying information. It contributes to perception of self confidence and self esteem.
- The corporate culture is the operating work environment that is set and shaped by the executive; the way people dress, the way people act (both on & off the job), the way people present themselves, the way people conduct their work, the way customers are treated and served, the way workers interact with each other, the way people interact across departments, the way business is conducted and how it is done.
- If you want to be happy and enjoy where you work one needs to adapt to the corporate culture.

- Grooming becomes a very important aspect of one's self image in coping with the corporate culture.
- The most important thing to remember is to always behave professionally. Acting like a professional really means doing what it takes to make others think of you as reliable, respectful, and competent.
- By understanding workplace responsibilities and working to meet them in all areas, a workforce can keep its members safe and productive.
- Social media is a double-edged sword. Its massive reach opens up new horizons of communication and increases the speed that information flows. On the other hand, when you commit a social media blunder, it's possible that a large number of people may notice and talk about it.
- Sexual harassment in the workplace is unlawful and employers must ensure a work place which is free from such behavior. All staff, particularly those in management roles, should receive training about the nature and prevention of sexual harassment.