

**Want**

*to give your*

**Career**

*a helping hand?*



**Participant Manual**

[createyourfuture.in](http://createyourfuture.in)

Time is NOW

Dear Participant,

We would like to welcome you to this unique online resource that will help you as you progress in your life ahead.

The interaction guide needs to be used in conjunction with the website. We have kept the website very light and most of the articles, exercise, questionnaires are included in the interaction guide.

Over the period this guide will become a handy reference for many aspects in your life.

We wish you all round success in your life and do reach out to us thru the mentor program if you need any help.

Yours Sincerely,

*Create Your Future Team*

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## Managing Self

The screenshot shows a web browser displaying the 'Managing Self' page. At the top, there is a quote: "Student are like diamonds, they have a basic market value, but it is only after they have been polished, that the world will pay their real value...." - William Thourlby. Below the quote is a navigation menu with links: Home, About Us, Getting Started, FAQ's, Blogs, Gallery, Contact Us, and Login. A search bar is also present. The main content area is titled 'Managing Self' and includes an introduction section. The sidebar on the right contains a table of contents for 'During Your College Days' with expandable sections.

**Managing Self**

*Don't wait until everything is just right. It will never be perfect. There will always be challenges, obstacles and less than perfect conditions. So what. Get started now. With each step you take, you will grow stronger and stronger, more and more skilled, more and more self-confident and more and more successful.*  
-Mark Victor Hansen

**Introduction**

As you see from the above quote by Mark Victor Hansen that there will always be challenges, obstacles and less than perfect conditions but the key is how do you manage them and this section will help you in navigating through those situations. In Managing Self you can use some of the tools like SWOT Analysis and Johari window to know your strengths and development areas. Once we know our development areas we can work on them instead of becoming victim of circumstances. It is also important to keep yourself motivated as the research shows that people who stay motivated not only become successful themselves but also make people around them successful and every organization looks for people who exhibit this characteristics. While we may understand ourselves, stay motivated but there will be times when we will have set backs in our lives and the section facing setbacks with courage will help you to deal with such situations and bounce back.

Please take a look at each section below and before you move to the next section make sure that you fill the interaction guide. Since this is a online resource and not a classroom session we trust you will follow the discipline of using the interaction guide along with the website content.

**During Your College Days**

- ✦ Managing self
- ✦ Vision for future
- ✦ Utilizing Available Resources
- ✦ Managing Time
- ✦ De-railers and Distracters

Getting Ready – Journey from Campus to Corporate +

Mentoring, Coaching and Counseling +

Performance Thru Meditation +

## Knowing Thyself

As you saw on website that the first thing that one needs to do in Managing Self is to **Know Thyself** and there are two very good tools to do that viz. SWOT Analysis and Johari Window. The interaction guide will help you in exploring these two tools.

### *SWOT Analysis*

SWOT is an acronym for Strengths, Weakness, Opportunities and Threats. It is one of the very popular tools for self-discovery. The essence of SWOT analysis is that: if we can discover our strengths and weaknesses; we can strengthen our strengths and weaken our weaknesses. This will enable us to seize the opportunities of tomorrow. If we are really good in SWOT analysis, we can convert threats into opportunities.

So many a times a student may think that his weakness is that he comes from a small town with a very humble background and he lived with 5 cousins in the same room. Now this actually is his strength as he can manage himself living with so many cousins in the same room. He can study in the noise that people were making; he had no problem in sharing the desk with his cousins. Now the student can communicate this as strength to his prospective employer by saying that he can work in any conditions, he is a team player and can work in any group of people.

Another example of a weakness may be that some students are upset with their parents as they had to keep moving from one city to another because their father had a transferable job and at times they think it is their weakness that they could not establish their roots in one place. Now this can again be converted into strengths by telling the prospective employers that you can work in any city and can get acclimatized in a very short time.

So get ready to perform your own SWOT Analysis.

### SWOT Analysis Workout

The workout comprises of the following three steps :

- Introspection
- Self-Assessment
- Evaluation by others (Feedback)

For the first step of Introspection below are few question that you can start thinking about before you write the answers in the space provided later :

1. What are your skills, gifts, strengths & weaknesses?
2. What are your passions?
3. What are the roles in which you function most naturally & comfortably?
4. Where do your key interests lie?
5. What are your dreams?
6. What are your financial needs?

Now let's look at answering each of above questions:-

#### 1. List your Skills, Strengths, Gifts and Weakness

##### 1. Skills

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##### 2. Strengths

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3. Gifts

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4. Weakness

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*After you complete the list, have 3 friends/relatives/colleagues take a look at them and give you their feedback. This helps in self-discovery.*

2. List your passions

Passion is aspect within you for which you have a compelling emotion. Passion motivates and inspires you. Each of us has one or more passions. Some passions change; some remain constant. Passions convert work into joyful experience.

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3. Identify the role in which you function most naturally & comfortably

- Leader*
- Follower*
- Facilitator*
- Geek*

4. Where do your key interests lie?

Your key interests include a variety of activities & subjects areas.

Prepare a short list of interests as it will help you to explore areas that want to develop further.

- 1. ....
- 2. ....
- 3. ....
- 4. ....
- 5. ....

5. What are your dreams?

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6. What are your financial needs?

Prepare a financial budget i.e estimates of your expenses keeping in mind any contingency based on your actual past experiences and future needs.

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*Now with the above data you get a fair sense of what are your strengths, weakness, opportunities and threats. This data will help you craft your vision and set goals to achieve them in subsequent sections later.*

### *JOHARI WINDOW*

The Johari window is a technique created by Joseph Luft and Harrington Ingham. This tool helps you understand your relationship with self and others. There are two key ideas behind the tool:

- One can build trust with others by disclosing information about oneself.
- With the help of feedback from others, one can learn about self and come to terms with personal issues.

If done sensitively, this tool can help build better, more trusting relationships with one another, solve issues, and work more effectively as a team.

Charles Handy who is considered to be one of the most influential management thinkers, specialized in organizational behavior calls this concept The Johari House with four rooms:

- Room 1 is the part of ourselves that we see and others see.
- Room 2 is the aspects that others see but we are not aware of.
- Room 3 is the most mysterious room in that the unconscious or subconscious part of us is seen by neither ourselves nor others.
- Room 4 is our private space, which we know but keep from others.

To take the exercise, click on the below URL

[http://www.humanresourcefulness.net/CypressCollege/docs/HUSR224/Johari\\_Window\\_Questionnaire-package.pdf](http://www.humanresourcefulness.net/CypressCollege/docs/HUSR224/Johari_Window_Questionnaire-package.pdf)

The ultimate goal of the Johari Window is to enlarge the Open Area. The Open Area is the most important quadrant, as, generally, the more people know about each other, the more productive, cooperative, and effective they'll be when working together.

The process of enlarging the Open Area quadrant is called "self-disclosure," and it's a give-and-take process that takes place between self and others. The tool provides a visual reference that people can use to look at their own character, and it illustrates the importance of sharing, being open, and accepting feedback from others.

People who have a large Open Area are usually very easy to talk to, they communicate honestly and openly with others, and they get along well with a group. People who have a very small Open Area are difficult to talk to, they seem closed off and uncommunicative, and they often don't work well with others, because they're not trusted.

Other people might have a large Blind Area, with many issues that they haven't identified or dealt with yet. However, others can see these issues clearly. These people might have low self-esteem, or they may even have anger issues when working with others.

Hope the Johari Window will help you to discover yourself and you can now work on enlarging your Open Area.

## Staying Motivated

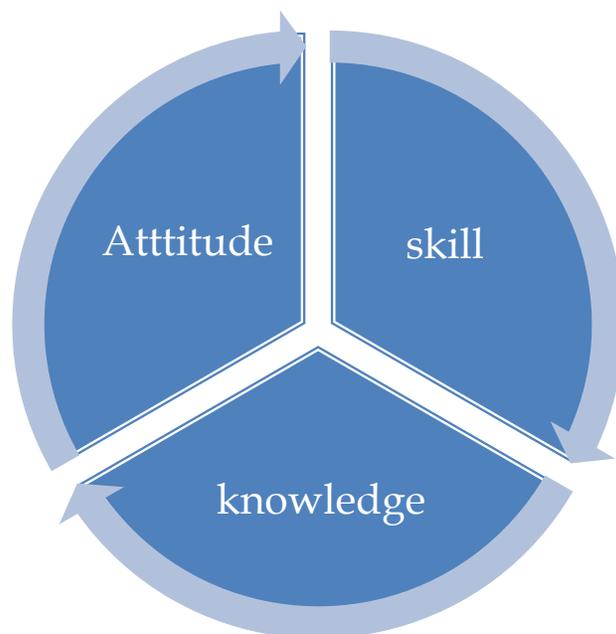
The idea of staying motivated needs to be constantly practiced and the below are four ways that will help you in this journey.

1. Develop a positive attitude
2. Be inspired by successful people around you
3. Set your goals and work each day towards achieving them
4. Live with enthusiasm

Let's look at the above one by one.

### 1. Develop a positive attitude

Many successful people have said that success can be said to be made out of three major ingredients viz. Attitude, Skills and Knowledge.



While there is no denial that Skill and Knowledge are key but the most important ingredient is Attitude. So to give you a simple example that most students know that Exercise is important for their good health (Knowledge) and they also can learn how to use the equipment in the Gym (Skill) but unless they get up every day morning and exercise they may not have good health (This is Attitude).

Please watch this interesting video by Harsha Bhogle on Talent Versus Attitude

<http://www.youtube.com/watch?v=E-R8gfbump0>

Do make notes when you watch the video if there are any areas that comes to your mind that you need to work on :-

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In our lives we would have come across people who had a very positive attitude and take a moment to remember them and list down their qualities :-

Name of the person :

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His qualities that inspired you :

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If possible do give them a call and acknowledge their greatness and the impression they created on you. Also share with them about this online resource that you are using to develop yourself.

Let's now look at the second idea :-

## 2. Be inspired by successful people around you

While you may have people around you who can inspire but one other way to be inspired by people who are not physically around you is by reading their speeches, autobiography, blogs, articles. One such inspiring speech by Steve Jobs can be a inspiring story for you to read. This speech was given by Steve Jobs at Stanford University. You can also watch the video on YouTube.

*I am honoured to be with you today at your commencement from one of the finest universities in the world. I never graduated from college. Truth be told, this is the closest I've ever gotten to a college graduation. Today I want to tell you three stories from my life. That's it. No big deal. Just three stories.*

### **The first story is about connecting the dots.**

*I dropped out of Reed College after the first 6 months, but then stayed around as a drop-in for another 18 months or so before I really quit. So why did I drop out?*

*It started before I was born. My biological mother was a young, unwed college graduate student, and she decided to put me up for adoption. She felt very strongly that I should be adopted by college graduates, so everything was all set for me to be adopted at birth by a lawyer and his wife. Except that when I popped out they decided at the last minute that they really wanted a girl. So my parents, who were on a waiting list, got a call in the middle of the night asking: "We have an unexpected baby boy; do you want him?" They said: "Of course." My biological mother later found out that my mother had never graduated from college and that my father had never graduated from high school. She refused to sign the final adoption papers. She only relented a few months later when my parents promised that I would someday go to college.*

*And 17 years later I did go to college. But I naively chose a college that was almost as expensive as Stanford, and all of my working-class parents' savings were being spent on my college tuition. After six months, I couldn't see the value in it. I had no idea what I wanted to do with my life and no idea how college was going to help me figure it out. And here I was spending all of the money my parents had saved their entire life. So I decided to drop out and*

*trust that it would all work out OK. It was pretty scary at the time, but looking back it was one of the best decisions I ever made. The minute I dropped out I could stop taking the required classes that didn't interest me, and begin dropping in on the ones that looked interesting.*

*Reed College at that time offered perhaps the best calligraphy instruction in the country. Throughout the campus every poster, every label on every drawer, was beautifully hand calligraphed. Because I had dropped out and didn't have to take the normal classes, I decided to take a calligraphy class to learn how to do this. I learned about serif and san serif typefaces, about varying the amount of space between different letter combinations, about what makes great typography great. It was beautiful, historical, artistically subtle in a way that science can't capture, and I found it fascinating.*

*None of this had even a hope of any practical application in my life. But ten years later, when we were designing the first Macintosh computer, it all came back to me. And we designed it all into the Mac. It was the first computer with beautiful typography. If I had never dropped in on that single course in college, the Mac would have never had multiple typefaces or proportionally spaced fonts. And since Windows just copied the Mac, it's likely that no personal computer would have them. If I had never dropped out, I would have never dropped in on this calligraphy class, and personal computers might not have the wonderful typography that they do. Of course it was impossible to connect the dots looking forward when I was in college. But it was very, very clear looking backwards ten years later.*

*Again, you can't connect the dots looking forward; you can only connect them looking backwards. So you have to trust that the dots will somehow connect in your future. You have to trust in something - your gut, destiny, life, karma, whatever. This approach has never let me down, and it has made all the difference in my life.*

### ***My second story is about love and loss.***

*I was lucky - I found what I loved to do early in life. Woz and I started Apple in my parents' garage when I was 20. We worked hard, and in 10 years Apple had grown from just the two of us in a garage into a \$2 billion company with over 4000 employees. We had just released our finest creation - the Macintosh - a year earlier, and I had just turned 30. And then I got fired. How can you get fired from a company you started? Well, as Apple grew we hired someone who I thought was very talented to run the company with me, and for the first year or so things went well. But then our visions of the future began to diverge and eventually we had a falling out. When we did, our Board of Directors sided with him. So at 30 I was out. And very publicly out. What had been the focus of my entire adult life was gone, and it was devastating.*

*I really didn't know what to do for a few months. I felt that I had let the previous generation of entrepreneurs down - that I had dropped the baton as it was being passed to me. I met with David Packard and Bob Noyce and tried to apologize for screwing up so badly. I was a very public failure, and I even thought about running away from the valley. But something slowly began to dawn on me - I still loved what I did. The turn of events at Apple had not changed that one bit. I had been rejected, but I was still in love. And so I decided to start over.*

*I didn't see it then, but it turned out that getting fired from Apple was the best thing that could have ever happened to me. The heaviness of being successful was replaced by the lightness of being a beginner again, less sure about everything. It freed me to enter one of the most creative periods of my life.*

*During the next five years, I started a company named NeXT, another company named Pixar, and fell in love with an amazing woman who would become my wife. Pixar went on to create the world's first computer animated feature film, Toy Story, and is now the most successful animation studio in the world. In a remarkable turn of events, Apple bought NeXT, I returned to Apple, and the technology we developed at NeXT is at the heart of Apple's current renaissance. And Laurene and I have a wonderful family together.*

*I'm pretty sure none of this would have happened if I hadn't been fired from Apple. It was awful tasting medicine, but I guess the patient needed it. Sometimes life hits you in the head with a brick. Don't lose faith. I'm convinced that the only thing that kept me going was that I loved what I did. You've got to find what you love. And that is as true for your work as it is for your lovers. Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do. If you haven't found it yet, keep looking. Don't settle. As with all matters of the heart, you'll know when you find it. And, like any great relationship, it just gets better and better as the years roll on. **So keep looking until you find it. Don't settle.***

### **My third story is about death.**

*When I was 17, I read a quote that went something like: "If you live each day as if it was your last, someday you'll most certainly be right." It made an impression on me, and since then, for the past 33 years, I have looked in the mirror every morning and asked myself: "If today were the last day of my life, would I want to do what I am about to do today?" And whenever the answer has been "No" for too many days in a row, I know I need to change something.*

*Remembering that I'll be dead soon is the most important tool I've ever encountered to help me make the big choices in life. Because almost everything - all external expectations, all pride, all fear of embarrassment or failure - these things just fall away in the face of death, leaving only what is truly important. Remembering that you are going to die is the best way I know to avoid the trap of thinking you have something to lose. You are already naked. There is no reason not to follow your heart.*

*About a year ago I was diagnosed with cancer. I had a scan at 7:30 in the morning, and it clearly showed a tumor on my pancreas. I didn't even know what a pancreas was. The doctors told me this was almost certainly a type of cancer that is incurable, and that I should expect to live no longer than three to six months. My doctor advised me to go home and get my affairs in order, which is doctor's code for prepare to die. It means to try to tell your kids everything you thought you'd have the next 10 years to tell them in just a few months. It means to make sure everything is buttoned up so that it will be as easy as possible for your family. It means to say your goodbyes.*

*I lived with that diagnosis all day. Later that evening I had a biopsy, where they stuck an endoscope down my throat, through my stomach and into my intestines, put a needle into my pancreas and got a few cells from the tumor. I was sedated, but my wife, who was there, told me that when they viewed the cells under a microscope the doctors started crying because it turned out to be a very rare form of pancreatic cancer that is curable with surgery. I had the surgery and I'm fine now.*

*This was the closest I've been to facing death, and I hope it's the closest I get for a few more decades. Having lived through it, I can now say this to you with a bit more certainty than when death was a useful but purely intellectual concept:*

*No one wants to die. Even people who want to go to heaven don't want to die to get there. And yet death is the destination we all share. No one has ever escaped it. And that is as it should be, because Death is very likely the single best invention of Life. It is Life's change agent. It clears out the old to make way for the new. Right now the new is you, but someday not too long from now, you will gradually become the old and be cleared away. Sorry to be so dramatic, but it is quite true.*

*Your time is limited, so don't waste it living someone else's life. Don't be trapped by dogma - which is living with the results of other people's thinking. Don't let the noise of others' opinions*

*drown out your own inner voice. And most important, have the courage to follow your heart and intuition. They somehow already know what you truly want to become. Everything else is secondary.*

*When I was young, there was an amazing publication called *The Whole Earth Catalogue*, which was one of the bibles of my generation. It was created by a fellow named Stewart Brand not far from here in Menlo Park, and he brought it to life with his poetic touch. This was in the late 1960's, before personal computers and desktop publishing, so it was all made with typewriters, scissors, and Polaroid cameras. It was sort of like Google in paperback form, 35 years before Google came along: it was idealistic, and overflowing with neat tools and great notions.*

*Stewart and his team put out several issues of *The Whole Earth Catalogue*, and then when it had run its course, they put out a final issue. It was the mid-1970s, and I was your age. On the back cover of their final issue was a photograph of an early morning country road, the kind you might find yourself hitchhiking on if you were so adventurous. Beneath it were the words: "Stay Hungry. Stay Foolish." It was their farewell message as they signed off. Stay Hungry. Stay Foolish. And I have always wished that for myself. And now, as you graduate to begin anew, I wish that for you.*

Let's now look at the third idea :-

3. Set your goals and work each day towards achieving them

The section on “Vision For Future” will help you to set your goals and work towards achieving them.

Let's now look at the fourth idea :-

4. Live with enthusiasm

The word enthusiasm is coined from the two Greek words:

‘En’ meaning in and ‘Theos’ meaning god. Enthusiasm is the inner glow in a person’s heart. You may have an IQ of 250, a PHD degree and may use diction with brilliance of Shakespeare but if you lack that sparkle, that joyous excitement in whatever you do, the former will be of no use to you. The best to bring in enthusiasm to whatever you do is to do what you love to do. The below short story tells you more:

### ***The Animal School***

*Once upon a time in a forest, animals gathered together to discuss an issue. They thought: “It’s unfair that only human kids go to school and get education. Our kids should also go to school”.*

*Thus, the animals of the forest decided to start a school of their own. A committee of four members was formed to decide on the curriculum for the ‘Animal School’. A rabbit, squirrel, eagle and crocodile constituted the committee.*

*The Rabbit said:” What’s life without running and winning a race, running should be made a mandatory subject in the curriculum.”*

*The Eagle said: “No, no, what’s life without flying high! Flying should be made a compulsory subject.”*

*The Squirrel said:” Hey wait a minute, climbing trees is very important, the kids should be taught climbing.”*

*The Crocodile said: “See friends, we are all animals and we are in danger every minute. So swimming in stealth is very important for our safety. Hence it should be a part of the curriculum”*

*Thus, there was big hue and cry regarding what subjects should be included in the curriculum. Finally all the animals, unanimously agreed that all the four subjects will be made mandatory for all the kids in the school. The rabbit’s child was forced to learn to fly. It went up a cliff and attempted to fly from there. It fell down and broke its legs. The eagle’s kid was forced to run. While running, its wings brushed against the ground and were damaged completely. The squirrel was forced to swim in the river. It tried and lots of water got into its lungs. It had to be given a CPR to revive. The crocodile attempted to climb a tree. It fell on its back and injured its back. It had to be taken to the nearby Animal Hospital.*

*The day of exams dawned. The rabbit who could’ve easily scored an A+ in running failed because he had an injured leg (remember he had attempted to fly from a cliff). The eagle with its damaged wings could not fly and it flunked in flying exam. The squirrel who could’ve scored an A+ in climbing could not climb since he still had lots of water in his lungs. The crocodile who could’ve scored a first rank in swimming could not even attend the exam, because he was still in the hospital, undergoing treatment for his injured back.*

*Moral of the story: Identify your strengths and devote time in strengthening them. Follow your passion, your interests, your strengths.*

## Facing Setbacks with Courage

We all will have our setbacks in life and the key is to face them with courage. Please watch a nice video on facing setback with courage can on the below url.

<http://www.youtube.com/watch?v=kZIXWp6vFdE>

Learning notes from the video :-

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One of the qualities that one needs to build while setting setbacks is **Resilience**. Resilience is that ineffable quality that allows some people to be knocked down by life and come back stronger than ever. Watch the video on lives of some famous people, and the resilience they had exhibited.

<http://www.youtube.com/watch?v=AjqybPdc3Pc>

While facing setbacks negative emotions are bound to kick in. Few negative emotions we need to manage are: anger, frustration, jealousy, desperation, fear, worry, anxiety etc. Following are some of the points that you can print and keep as a reference in your pocket when you face setbacks especially when you are leading a team :

1. *Don't attack. Teach.*
2. *Don't take sides. Mediate.*
3. *Don't blame. Solve.*
4. *Don't close doors. Open doors.*
5. *Don't argue. Negotiate.*
6. *Don't avoid. Confront.*

If you practice and implement the above strategies in your life, you can manage both work and personal life effectively.

AVOID	USE
"You're wrong"	"I appreciate your view on the subject, however..."
"That is so stupid"	"Let's look at this issue from a different angle..."
"You have absolutely no idea"	"The other side of the story is that..."
"No"	"I get your point, now lets see the other side of the coin..."
"That's incorrect"	"Ok, I have heard you. Now, please listen to what I have to say about this..."

**Learn to respond and not react! – 90/10 Principle**

Here is an interesting video from Steven R Covey, which tells us more on how to practise responding. This principle is known as the 90-10 principle.

<http://www.youtube.com/watch?v=iKvEYKoiJ48>

Learning's from the video and couple of areas where you usually react and now you will plan to respond.

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## Vision for Future

LEAD AN AWESOME LIFE

*"Student are like diamonds, they have a basic market value, but it is only after they have been polished, that the world will pay their real value...." - William Thourlby*

Home About Us Getting Started FAQ's Blogs Gallery Contact Us Login

Vision for Future

*Vision without action is merely a dream. Action without vision just passes the time. Vision with action can change the world.*  
~Joel Arthur Barker

**Introduction**

Vision defines what you want to be in the future. In other words, it is the destination of your future and an inspirational long term goal. A vision defined at an early age of your life will inspire you to do your best in life.

Many students usually don't spend enough time thinking about a vision for their future. This section is an opportunity for you to think about what you want to be in the future and a step by step 3 step process as follows :-

- 1. Craft Your Vision:** Knowing what you want makes your way much easier to attain it and try and align your vision with a cause as it will then propel you to achieve them despite adverse conditions.
- 2. Set Your Goals:** The next step after crafting your vision is to set goals that will help you achieve your vision.
- 3. Stay Focused:** Finally you will need to stay focused on the goals. Most people in the world don't succeed in life not because they don't set their vision or goals but they don't stay focused.

Each of the above step has a detailed guideline, template in your interaction guide. Please open your interaction guide and click on the first tab called Craft your vision

During Your College Days

- Managing self
- Vision for future
- Utilizing Available Resources
- Managing Time
- De-railers and Distracters

Getting Ready - Journey from Campus to Corporate +

Mentoring, Coaching and Counseling +

Performance Thru Meditation +

## Craft Your Vision

Vision can be termed as a long-term goal. Having a vision in life will help you stay in focus until you achieve it. You have greater chances of accomplishing what you want in life if you have a strong and compelling vision. However, it is quite normal that young people like you are sometimes unsure or uncertain of what should your vision be or what you really want to achieve in life. Here are some tips on how you can frame a vision that will inspire you for life and you can also you're your mentors to help you craft your vision.

We will now explore three important aspects to help craft your vision viz.

1. Knowing your values
2. Knowing the cause

3. Future focused.

Let's look at the first one :

1. Knowing your Values:

Values are unspoken rules and regulations, terms and conditions by which you have agreed to and ultimately live by. They serve as the building blocks of what you want. For instance if punctuality is one of your values and if you have been made to work with team where people don't arrive on time then you might develop internal stress which might end up in conflict. Similarly if creativity is one of your values and if you have been forced to work on routine task, you are most likely to be unproductive. If your values are aligned to your activities/environment then you feel satisfied and content. But vice versa can lead to undesirable effects. This is why making a conscious effort to identify your values is very important.

Identifying and aligning with your values using a simple activity :

1. Identify the times when you were Happiest, Proud, and Satisfied.

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2. What makes you happy and what you enjoy doing.

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3. Experiences that made you realize meaning of life

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4. Factors that lead to happiness/satisfaction

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Let us now look at the second idea :-

Step 2: Knowing the importance of cause

Knowing and working towards the cause will make you to advance irrespective of any obstacles.

The Vietnam War is a classic example. Literally with sticks and stones, the Viet Cong beat the heavily armed US Army to surrender, primarily because the US has a desire to win the war, but the Vietnamese were fighting for a cause.

Another example is Sony founder Akio Morita. He did not just want to build the biggest electronics company in the world. In his biography, "Made in Japan" he reveals that the real reason he set up Sony was to help rebuild his country, which had just been battered by war. He had a cause he was fighting for. Net Result he became very successful.

Why cause is more important?

- A cause lies in your heart.
- A cause drives you against all odds.
- A cause possesses you
- A cause makes your journey worthwhile.

Now let's do an exercise to find our cause.

What is that one thing which you always like to change if you have all the resources that are required?

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What is your one dream for which you are ready to sacrifice anything in this world?

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If you have all the powers in your hand what is one thing that you would do to help the mankind?

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Let us now look at the third idea :-

Step 3: Future Focused

Having found your core values and the cause that drives you now is the time to make your vision more inspiring and future oriented. Your vision should inspire and motivate you to overcome all obstacles and reach success. Having an inspiring vision will make sure that you don't lose your track and will ensure sufficient energy supply from within. Inspiring vision not only motivates but also helps you to gain support from others.

Below questions would help you to create a inspiring and future oriented vision.

Who are your favorite people and what are their achievements?

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What's your Big Dream?

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How you want to see yourself in future?

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Things that fascinates you

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Wishes for Future

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*Revisit all the above answers in all the three things and try to frame your vision  
(Rewrite till you translate your exact feeling)*

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**Create a vision board.** Use photos from magazines and write inspiring words related to the photos you choose to place on your board. Your vision board is a graphic reminder of your vision. If you do not want to create a vision board just

write your vision statement and paste it in as many places as you like to remind you about your vision.

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## Set Your Goals

Having framed your vision statement, let's put those vision words into action. Setting goals allows you to choose how you want to move through life. Some goals can be very long term and some can be short term. Setting and meeting goals leads to feelings of satisfaction and accomplishment. More importantly it gets you stay with your vision. Getting started can seem daunting, but we'll show you how to build up to it.

What is a Goal?

A goal is a desired result that a human being or organization or any living body is committed to achieve.

Now it's time to break the big picture into smaller and specific goals.

Jot down these small goals you want to reach and we will use the model called the SMART goal model which is defined below :

*S= Specific*

*M=Measurable*

*A=Attainable*

*R=Realistic*

*T= Timely*

Now let's look at each component of the SMART model.

### *Specific*

Goals should be straightforward and emphasize what you want to happen. Specifics help us to focus our efforts and clearly define what we are going to do. Specific is the What, Why, and How of the SMART model.

- WHAT are you going to do? Use action words such as direct, organize, coordinate, lead, develop, plan, build etc.
- WHY is this important to do at this time? What do you want to ultimately accomplish?
- HOW are you going to do it? (By...)
- 

Ensure the goals you set is very specific, clear and easy. Instead of setting a goal to lose weight or be healthier, set a specific goal to lose 2cm off your waistline or to walk 5 miles at an aerobically challenging pace.

### *Measurable*

If you can't measure it, you can't manage it. In the broadest sense, the whole goal statement is a measure for the project; if the goal is accomplished, this is a success. However, there are usually several short-term or small measurements that can be built into the goal.

Choose a goal with measurable progress, so you can see the change occur. How will you see when you reach your goal? Be specific! "I want to read 3 chapter books of 100 pages on my own before my birthday" shows the specific target to be measure. "I want to be a good reader" is not as measurable.

Establish concrete criteria for measuring progress toward the attainment of each goal you set. When you measure your progress, you stay on track, reach your target dates, and experience the exhilaration of achievement that spurs you on to continued effort required to reach your goals.

### *Attainable*

When you identify goals that are most important to you, you begin to figure out ways you can make them come true. You develop that attitudes, abilities, skills,

and financial capacity to reach them. You begin seeing previously overlooked opportunities to bring yourself closer to the achievement of your goals. Goals you set which are too far out of your reach, you probably won't commit to doing. Although you may start with the best of intentions, the knowledge that it's too much for you means your subconscious will keep reminding you of this fact and will stop you from even giving it your best. A goal needs to stretch you slightly so you feel you can do it and it will need a real commitment from you. For instance, if you aim to lose 20lbs in one week, we all know that isn't achievable. But setting a goal to lose 1lb and when you've achieved that, aiming to lose a further 1lb, will keep it achievable for you. The feeling of success which this brings helps you to remain motivated.

### *Realistic*

This is not a synonym for "easy." Realistic, in this case, means "do-able." It means that the learning curve is not a vertical slope; that the skills needed to do the work are available; that the project fits with the overall strategy and goals of the organization. A realistic project may push the skills and knowledge of the people working on it but it shouldn't break them.

Devise a plan or a way of getting there which makes the goal realistic. The goal needs to be realistic for you and where you are at the moment. A goal of never again eating sweets, cakes, crisps and chocolate may not be realistic for someone who really enjoys these foods.

For instance, it may be more realistic to set a goal of eating a piece of fruit each day instead of one sweet item. You can then choose to work towards reducing the amount of sweet products gradually as and when this feels realistic for you. Be sure to set goals that you can attain with some effort! Too difficult and you set the stage for failure, but too low sends the message that you aren't very capable. Set the bar high enough for a satisfying achievement!

### *Timely*

Set a timeframe for the goal: for next week, in three months, by fifth grade. Putting an end point on your goal gives you a clear target to work towards.

If you don't set a time, the commitment is too vague. It tends not to happen because you feel you can start at any time. Without a time limit, there's no urgency to start taking action now.

Time must be measurable, attainable and realistic.

Everyone will benefit from goals and objectives if they are SMART. SMART, is the instrument to apply in setting your goals and objectives.

**A SMART model Sample Goal Template:**

Goal:

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S (What are you going to do and how?)

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M (how you are going to measure your progress?)

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A (Milestones)

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R (Realistic Plans)

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T (Time Frame)

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Here Are 10 Questions You Must Answer About Your Goals once you define them:

1. **Are They Written Down?** – Writing your goals down is a magical act. It makes them real. It clarifies them, and helps bring definition and accountability to them.
2. **Are They *Your* goals?** – Before you pursue them, make sure that your goals are *truly* your own. Or are they goals that have been put upon you by expectations of your family, job, or society?
3. **Do They Have a Deadline?** – Goals without deadlines are like a race without an end. You need a finish line to define your goal and when you will accomplish it by. (You can always adjust later... see #7.)
4. **What is the Cost and Are you Willing to Pay It?** – Every goal has a cost. Whether it is time, money, or sweat. Make sure you are willing to pay the price to achieve your goal.
5. **What Help Will You Need to Accomplish Your Goals?** – Truly great goals require us to go beyond ourselves. Every successful person learned from someone else. Plan in advance how you will get the assistance you need.
6. **Are You Focused on Your Goal?** – Many people fall into the trap of unfocused goals. Or perhaps, they have too many goals at once. You must have laser focus on your big goal. It must be front-and-center in your life. It must get constant attention.
7. **Are Your Goals Adaptable?** – Life changes. You can't control that. So, your goals must be adaptable. This is not to be used as an excuse at the first sign

of difficulty. Adaptable goals change, instead of break, when life throws you a curve.

8. **Do Your Goals Stretch Your Limits?** – If your goal is to do something that you have already done before, then you will get the same results. Your goals should stretch your abilities. That is how new capabilities and limits are reached.
9. **Do Believe in Your Goals?** – More than anyone else, you have to believe in your goals. There will be critics, doubters, and people who want to see you fail. Don't listen to them. Listen to the inner voice that drives you.
10. **What Did You Do *Today*?** - You must act on your goals every single day. It is not an optional activity. If you truly have the determination and focus to reach your goals, you will not only think, but act on them every single day.

## Stay Focused

Research says that most people don't achieve goals in their life not because they don't set goals but they don't stay focused and follow-thru on the goals. Below are some nice Tips that you can paste it at as many places as possible as a reminder for you to stay focused.

### Tips to stay Focused

**1) Say it like it's already happened:** When writing your vision, say it like it has already happened. Put your goals in words that assume that you already have achieved them. For example, "I now have a new silver BMW 4 door 2010 sedan."

**2) Use motivating language:** To get you passionate, committed and motivated, add emotional language to your written goals. Here's an example "I absolutely love and am excited about my beautiful new home in the hills" which is much more passionate than "I like my new home in the hills".

**3)Write specifically and in detail:** Your subconscious manifests things literally; you want to write specific detailed goals. Use language that is clear in describing exactly what it is you want.

**4)Write in positive terms rather than negative ones:** Examples of positive statements might be: "I am now free of the habit of smoking", or "I am now a smoke free person". Negative examples might be: "I don't smoke anymore" or "I'm not a smoker".

**5) Do creative things first:** Doing creative or rather things that you like Non Routine tasks first is a effective tip to remain focused and not lose momentum. Pick up the task that asks that require creativity or concentration first thing in

the morning, and then move on to easier work, like chatting with friends or doing college home works, later in the day.

**6) Keep yourself organized** - Remove anything that can distract you from your work and isn't relevant to the task. Clean off your desk to include only the things you need to work, leaving just a few photos or mementos to help you relax a bit.

**7) Avoid Distractions** - Avoid texting or chatting or checking Face book updates when you are working on a task. If you don't need your phone to do your work, put it away for a few hours. Don't let it clutter your space and distract you.

Don't get distracted by other people. Don't let other people throw you off task, whether it's people in your study group, your colleague, or your friend who is always asking for favors. Put the personal stuff off until after you get your work done, and you'll get your work done faster and will be able to enjoy personal engagements more.

Don't get distracted by your surroundings. If you're in a loud environment, listen to calming music or invest in some noise-cancelling headphones. Though you may be tempted to look around and see what everyone else is up to, allow yourself to only look up every 10 minutes or so to stay focused.

**8) Make a to-do list.** Making a to-do list at the beginning of every day or week can make you feel more focused and motivated to achieve your vision. If you make a list of all the things you have to do, no matter how small, you will feel more accomplished when you check those items off your list and move on to the next task. This will also keep you focused on one task at a time. Next to each item on the list, write about how long it'll take you to accomplish each

task. Be realistic about this estimate. Then, try to complete each task within the confines of each time limit.

You can separate your to-do list into three lists: things to do that day, things to do the next day, and things to do that week. If you finish the tasks for that day but have some time left over, you can move on to the next set of tasks.

**9) Prioritize your tasks.** Put the most important or hardest tasks first. It's better to save the easier or more manageable tasks for the end of the day, when you're more tired and less compelled to complete the hardest tasks. If you put off the hard tasks until the last minute, you'll be dreading getting them done all day.

Include breaks in your to-do list. You can reward yourself with breaks. If you finish three tasks, you can have a small snack, or make a quick phone call to your friend, for example. This will make you even more focused on completing the tasks at hand.



## Utilizing Available Resources

The screenshot shows a web browser window displaying the 'Utilizing Available Resources' page. The page has a blue header with the logo 'LEAD AN AWESOME LIFE' and a quote by William Thourlby: "Student are like diamonds, they have a basic market value, but it is only after they have been polished, that the world will pay their real value..." - William Thourlby. The navigation menu includes Home, About Us, Getting Started, FAQ's, Blogs, Gallery, Contact Us, and Login. A search bar is located on the right. The main content area is titled 'Utilizing Available Resources' and contains the following text:

*"The greatest achievement of the human spirit is to live up to one's opportunities and make the most of one's resources."*

Knowing/utilizing the available resources to the best advantage is very vital for achieving success. We often think that good resources are always costly and are not easily accessible. This is clearly a myth in today's times. There are thousands of great quality materials on diverse topics that are available either free or at a very nominal cost.

In this informational age where there are more than enough resources/information available, its important to know about the resources that are easily accessible to us and utilize them to fullest advantage. Being cognizant about these resources and using them judiciously will help us to set ourselves apart from the crowd and become extremely successful.

This section will help you to groom yourself by using the available resources and Based on the accessibility and nature of the resources we have categorized them into three categories.

Campus Resources  
Online Resources  
Social Networking.

The right sidebar is titled 'During Your College Days' and lists the following resources:

- Managing self
- Vision for future
- Utilizing Available Resources
- Managing Time
- De-railers and Distracters

Below this list are expandable sections for 'Getting Ready - Journey from Campus to Corporate', 'Mentoring, Coaching and Counseling', and 'Performance Thru Meditation'.

Having set your vision and goals now is the time to put thoughts into action. In this competitive/rapidly changing world, knowing /utilizing all the available resources is the key to success. In this section we are going to see details few online resources which will help you to reach your goal. The best part of these resources is you can see these high quality resources at your pace and at your convenience. Based on the accessibility and nature of the resources we have categorized them into three categories.

1. Campus Resources(Knowledge/Inspirational Videos /Audio books)
2. Online Resources
3. Social Networking(Self help/ Networking/Local Group Activities)

## Campus Resources

<b>Type of Resource</b>	<b>Journals / Technical and Leadership Books</b>
Name of Resource	Check in the library of your college
About	<p>Most of the educational institutes/colleges offer almost all the technology and services you need for your academic journey. Libraries, Laboratories, studios, clubs and technology workshops are some of the most sophisticated ones that are available. One of the big advantages of this kind of resources is that Staff and faculty members are readily available to assist you along the way.</p> <p>Since most of these resources comes as package along with the course, we are at a disadvantage if we are not utilizing them. Apart from this many colleges have many departments such as student welfare services, Counselling services, Student Recreation etc. Some of the institutes also have tie ups with some of the industry leaders to provide best in class service to their students.(such as tie up with British council library ,IIT/IIM research lab etc).Its very important to know/discuss about all the available options that you have within the campus with your Administrative officer/faculty members on a regular basis to exploit these resources to your favour. Even if your college doesn't have one of your interest you can check with your administrative officer and be instrumental in bringing such service to your college. Not only this gets the service of your choice on campus but also gives you a rich experience to interact with various people which will in turn add a great value to CV.</p> <p>We have constantly heard that students do not use even the books, journals etc. From the library. Please refer to your participant guide to put a plan on how will you use the campus resources.</p>
What's in for me	You can use the resources available in the college library. Some colleges also have digital subscriptions to many international providers.
Next steps	Visit the college library or check with the committees in your college who can assist you.

Ideal Target	Get 1 book issued every month and spend few hours every week on the digital subscription
Notes	
My interests	
Video topics that I intend to watch	

## Online Resources

Type of Resource	Online course providers
Name of Resource	Coursera EDX Udacity Khan Academy TED You tube Amazon Audible
Website Address	<a href="http://www.coursera.org">www.coursera.org</a> <a href="https://www.edx.org/">https://www.edx.org/</a> <a href="http://www.udacity.com">www.udacity.com</a> <a href="http://www.khanacademy.org/">www.khanacademy.org/</a> <a href="http://www.ted.com">www.ted.com</a> <a href="http://www.youtube.com">www.youtube.com</a> <a href="http://www.audible.com">www.audible.com</a>
About	<p>Coursera is an education company that partners with the top universities and organizations in the world to offer courses online for anyone to take, for free. Their technology enables them to teach millions of studentssimultaneously.They help to empower people with education that will improve their lives, the lives of their families, and the communities they live in.</p> <p>EdX is a non-profit online initiative created by founding partners Harvard and MIT.            Similar to coursera, edx also interactive online classes and MOOC's from the world's best universities.</p> <p>Udacity helps you advance your education and career through project-based online classes. They also provide you with a personal coach to help you through challenging content.            The projects in udacity have been designed by tech leaders like Google, AT&amp;T, and Intuit.</p>

<p>What's in for me</p>	<p>Classes offered on these websites are designed to help you master the material. When you take one of these classes/courses, you will watch lectures taught by world-class professors, learn at your own pace, test your knowledge, and reinforce concepts through interactive exercises. When you join any of these classes, you'll also join a global community of thousands of students learning alongside you. they to help you master new concepts quickly and effectively. Key ideas include mastery learning, to make sure that you have multiple attempts to demonstrate your new knowledge; using interactivity, they ensure student engagement and long-term retention; they also provide frequent feedback, so that you can monitor your own progress, and know when you've really mastered the material.</p> <p>Courses with a wide range of topics, spanning the Humanities, Medicine, Biology, Social Sciences, Mathematics, Business, Computer Science, and many others are available in these websites. Whether you're looking to improve your resume, advance your career, or just learn more and expand your knowledge, there will be multiple courses that you will find interesting.</p> <p>Khan Academy is an organization which provides videos diverse subjects in a most simple/interesting ways. Their videos are passionate, thoughtful and creative.</p> <p>TED (Technology, Entertainment, Design) is a global set of conferences owned by the private non-profit Sapling Foundation, under the slogan "ideas worth spreading". They provide a free knowledge and inspiration from the world's most inspired thinkers, and also a community of curious souls to engage with ideas and each other.</p> <p><b>YouTube</b> is a video-sharing website, where you will find huge collection of videos which includes speeches of great inspiring leaders, tutorial videos on various topics, audio books, interviews, tips etc.</p> <p>Audible is an amazon company where you find huge collection of high quality audio books available at a nominal price.</p>
<p>Next steps</p>	<p>Create an account on these websites and try to enrol for the courses that will help you to reach your goals in turn your vision. For instance if your vision is to become a wild life photographer then you may enrol for the courses related to Photography ,lighting etc</p>

Ideal Target	On an average try to complete 2 courses of your interest every quarter.
Notes	
My interests	
Courses that I'm planning to enrol	

## Social Networking Resources

Type of Resource	Self help/ Networking/Local Group Activities
Name of Resource	Meet ups Toast master Twitter
Website Address	<a href="http://www.meetup.com/">http://www.meetup.com/</a> <a href="http://www.toastmasters.org">www.toastmasters.org</a> <a href="http://twitter.com">twitter.com</a>
About	<p>Meetup is the world's largest network of local groups. Meetup makes it easy for anyone to organize a local group or find one of the thousands already meeting up face-to-face. More than 9,000 groups get together in local communities each day, each one with the goal of improving themselves or their communities.</p> <p>Toastmasters International is a nonprofit educational organization that operates clubs worldwide for the purpose of helping members improve their communication, public speaking and leadership skills</p> <p>Twitter is a powerful platform to connect almost anybody in the world. It is also a great source of learning as you can connect with anybody using their twitter handle.</p>
What's in for me	<p>Through meet ups, You can find people with similar interests and try to share and involve in various activities with them. These meet ups not only provide you a opportunity to meet likeminded people but also helps you nurture your hobbies/talents. You may also start your own meets up which gives you a unique opportunity to manage/organise activities.</p> <p>A Toastmasters meeting is a learn-by-doing workshop in which participants hone their speaking and leadership skills in a no-pressure atmosphere.</p> <p>There is no instructor in a Toastmasters meeting. Instead, members evaluate one another's presentations. This feedback process is a key part of the program's success. Meeting participants also give impromptu talks on assigned topics, conduct meetings and develop skills related to timekeeping, grammar and parliamentary procedure. you also learn communication skills by working in the Competent Communication manual, a series of 10 self-paced speaking assignments designed to instill a basic foundation in public speaking. IT is a great way to enhance your communication skills.</p>

Next steps	<p>Create an account on meet up and try to enrol in groups of your interest and actively participate in the meet ups. For instance if your vision is to become a wild life photographer then you may meet ups related to photography.</p> <p>Visit Toast master website and try to find the toast master club near to your location. Then reach out to them and attend their meetings as guest to get more idea about the club.</p> <p>Create your twitter account and follow the people that align with your passion and tweet atleast twice every day.</p>
Ideal Target	<p>On an average try to attend 1 meet up per month. And 3 toast master meetings per month.</p>
Notes	
My interests	
Meetups/Toast Master clubs that I'm planning to enroll	

**Create a blog** for yourself and share the information that you have learnt from the above resources with your friends/mentors and try to get their feedback/suggestions on your thoughts. By this way you get to learn more things effectively in a short span of time. Writing down/Discussing your learning with others will help you remember and reinforce the concepts that you have learnt and also help you to apply them in a wise way.

Below are some interesting Websites.

I'm sure you will find some of these sites very useful.

[www.therodinhoods.com](http://www.therodinhoods.com)

[www.internshala.com](http://www.internshala.com)

[www.leadershipnow.com](http://www.leadershipnow.com)

[www.timemanagementninja.com](http://www.timemanagementninja.com)

[www.bookboon.com](http://www.bookboon.com)  
[www.quora.com](http://www.quora.com)  
[www.learnq.com](http://www.learnq.com)  
[www.aiesec.in](http://www.aiesec.in)  
[www.forbes.com](http://www.forbes.com)  
[www.zdnet.com](http://www.zdnet.com)  
[www.techrepublic.com](http://www.techrepublic.com)  
<http://blogs.intel.com/technology/>

This above list is only a very small subset, so try to explore more and propagate the good websites that you find to your friends and plan systematically to make the most of available resources.



## Managing Time

The screenshot shows a web browser displaying the 'Managing Time' page. The page has a header with a logo and a quote: "Student are like diamonds, they have a basic market value, but it is only after they have been polished, that the world will pay their real value...." - William Thourlby. Below the header is a navigation menu with links: Home, About Us, Getting Started, FAQ's, Blogs, Gallery, Contact Us, and Login. A search bar is also present. The main content area is titled 'Managing Time' and includes an introduction: "Time and tide wait for none- anonymous". The introduction text states: "College life is an extremely crucial phase of life, one that fills with memories to cherish for the rest of one's life. At the same time, the 3 to 4 years spent at college also is a crucial time for self-development. Hence managing time to make the most of this time is important." Below this, it says: "This module comprises of three segments that is fundamental in helping you manage your time well." and "Set Priorities, have short terms goals and some must dos you shouldn't miss:". There are three buttons: "Setting Priorities", "Short Term Goals", and "Some must- dos in college". On the right side, there is a sidebar titled "During Your College Days" with a list of resources: "Managing self", "Vision for future", "Utilizing Available Resources", "Managing Time", and "De-railers and Distracters". Below this, there are expandable sections: "Getting Ready - Journey from Campus to Corporate", "Mentoring, Coaching and Counseling", and "Performance Thru Meditation". The footer contains the copyright information: "© 2014 yogeshagiwal.com. All rights reserved. Powered by Neera Labs".

Every day we all win a lottery. And this lottery is worth Rs. 86400/-. However the catch is, if we do not spend this each day, it would be taken back from us and the account can get closed at any moment. Yes, we are talking about time. All of us are bestowed with 86400 seconds each day. It is up to us to make the best use of it. If we do not use, we lose it. There is no concept of saving for future, unless otherwise we utilize it now to derive a benefit later.

### *Why managing time is important during college?*

Joining college is a big transition for young adults. It brings a new sense of independence. The big difference in college is, we have more freedom to do what we want to do. It's a new world with new set of people to study and work with. This is one crucial phase of life, one that fills with memories to cherish for the rest of our life.

Just like the choice of subjects you wanted to pick in college depended on your earlier results, your freedom to choose your future will depend on how effectively you utilize the time during your college days. The 3 to 4 years spent at college is

a crucial time for self-development. Hence, managing time to make the most of it is important.

Most of us join college with a clear goal to earn that well deserved degree. The question is, do we need to just stop with that? Could we not prepare and equip ourselves for being a better professional at work? Definitely, however it takes a little extra work.

## Setting Priorities

### *How do you spend your time?*

All of us are aware and agree that time is most important endowment that we all are gifted with however; it is also the scarcest resource. We all have finite time allotted and we need to utilize this available time to the best possible way. To get a clearer picture, Let us review how we spent our time in a typical week:

Activity	Time/week in hrs.
Time spent in college lectures @5 hrs. per day	35
Time spent in college assignments @ 3 hrs. per day	21
Time spent in sleep @ 7 hrs. per day	49
Time spent in commute @ 1 hr. per day	5
Time spent in other life activities @ 4 hrs. per day	28
<b>Total time spent</b>	<b>138</b>
<b>Time at hand per week @ 24 hrs. per day</b>	<b>168</b>
<b>Time remaining for extra-curricular per week</b>	<b>30</b>

With additional focus and planning, it is possible to do much more than what we are doing now. The most important action to take here is to have a clear plan (in paper 😊) at the beginning of college life on what one would want to achieve by the end of 3 – 4 years. We could look at some of the following aspects of life that could be important in one's life during this phase:

1. Studies
2. Plan for future career/studies
3. Pursuing hobbies & new interests

4. Developing physical fitness
5. Volunteering for community in college or outside
6. Doing internships
7. Spending time with friends

### Short Term Goals:

Having defined priorities will help us utilize our time better and keep us focused. Once priorities are chosen, clearly define and set goals, both short term and long term. This could look something like the following:

Goals for the next 3 years	
<b>Studies</b>	Score 80% aggregate
<b>Internships</b>	Do 1 internship for 2 months, every year in the 1st and 2nd year
<b>Hobbies</b>	Learn playing Guitar for 2 years
<b>Further studies/Career</b>	Prepare for GMAT in my 3rd year
<b>College Community</b>	Be a part of the College Fest Community and actively contribute in Organizing the college fest
<b>Reading</b>	Read a book every 2 months - must complete reading 18 books by the end of 3 years

Your goals for the 3 years would flow into your plans for the current year, which would in turn, flow into your semester, weekly and daily plans.

Let us look at some ways of managing time:

To manage time effectively, one needs to manage self. The first two crucial steps to achieve this would be to establish clear goals and following a schedule to achieve them. The following time management tools can help here:

#### *A Month-at-a-Glance Calendar*

Capture all important dates on a month-at-a-glance calendar.

1. Record due dates for assignments, themes, reports, and research papers
2. Record dates for quizzes, tests, mid-terms, final examinations, and presentations.
3. Keep dates for other commitments such as community meeting, hobby class etc. marked as well.

These dates are your goals and referring often to your calendar will help you keep focused on your goals.

### *A Weekly Priority List*

Before each week begins, prepare a weekly priority list that takes into account both short and long-term goals.

1. List those things that you both need and want to accomplish during the week.
2. Identify what needs to be prepared for college studies - list down specific chapters and pages.
3. Review test schedules and long-term assignments and specify time for preparation. For example, include library time for research if a semester paper is assigned.

Use your weekly priority list to break down long-term assignments into manageable pieces and to monitor progress toward your goals. In order to create an efficient schedule for yourself follow these five steps:

- **Identify committed time.** Record those activities you must do and/or will do and record the times attached to each activity. Include your class and work times, community and hobby activities, exercise times, commuting, etc.
- **Identify personal time.** Record the time you need for sleeping, eating, grooming, doing household chores, etc.
- **Estimate study time.** Estimate how much study time you will need for each class. Allot more time to difficult classes and less time to easier classes. Eventually, you will discover how much study time you will need in order to succeed in each class.
- **Establish a study plan.** Set specific times for studying. When possible, incorporate the following time management principles:
  - **Plan for peak periods of concentration.** Determine when your high and low periods of concentration occur. Reserve peak times for intensive study. Use less efficient times for less intensive tasks like rewriting notes and recopying or typing assignments.
  - **Schedule study times according to class periods and course formats.** Study close to the time you are in class. Some classes take more preparation before class. Others require review after class. For

- a class in which you discuss and recite, plan to study just before class begins. For a lecture course, plan to study soon after the class ends.
- **Use daytime hours productively.** Research shows that each hour used for study during the day is equal to one and one-half hours used at night.
  - **Make your semester plan livable.** Allow adequate time for eating well-balanced meals, sleeping eight hours a night, resting quietly, and relaxing with friends. Your physical health and mental attitude contribute significantly to your success as a student. Leave enough time in your schedule for your physical, social, and recreational needs.
  - **Revise your plan.** One may not be able to construct the best plan for one's needs right at the first time. As time passes, you will discover what kind of plan will work best as you live with your plan and revise it. Remember that sticking to a sensible, well-balanced plan will make your life easier and help you succeed in college.

Give Yourself Every Chance to Succeed:

### Some must-dos while in College:

Realize that most people let their attitudes and behaviors set limits on their accomplishments. But you can accomplish your goals if you let your goals shape your attitudes and behaviors. If you focus on your goals and adopt the following attitudes and behaviors, you will help yourself succeed.

- **Be tough on yourself:** Make a habit of setting an alarm and adhering to it. Do not play games with yourself. Realize that laziness, procrastination, distractibility, and daydreaming are self-defeating behaviors. Avoid making excuses for yourself and exceptions in your study schedule and routines.
- **Recognize when you are trying to do too much:** Time pressures often are the cause of failures in college. So, do not try to do too much. Relieve yourself of some pressure before your performance in all courses is

affected. You need to find your optimum workload by managing your time well and by trying not to do more than you can realistically accomplish.

- **Be determined and courageous:** Realize that you will be successful if you focus on your goals. Be aware that following a time schedule and dedicating yourself to your studies and other goals takes courage.

Following are some on the things that one must do while in college:

- **Do an internship:** While in college, most people are quite confused about one's career choices. You may not be sure what kind of role, work you would enjoy. Taking an internship, gives an opportunity to closely observe some types of roles, industries, jobs very closely. In addition, it also brings about a sense of maturity when one works in an office environment while in college. A lot of skills get developed in young adults when they intern. Hence it is highly advisable to pick up at least 2 internships, while one is in college – be it with or without a salary. 😊
- **Try to get into an exchange program:** Many colleges provide opportunities for student exchange programs. These opportunities are great to get an idea of a new culture, a new study methodology, making new friends and becoming more independent. If given a chance, do opt for student exchange programs.
- **Volunteer for a community:** While in college, make sure that you volunteer to be a part of a student community in or outside college. Volunteering again builds up a lot of skills, such as – leadership, planning, organizing, selling etc. Having volunteered, also gives your future employees an evidence of your skills apart from your technical knowledge.
- **Pick up a hobby:** For all round development and a good personality, one must have a hobby that one pursues outside the regular curriculum. Having a hobby also helps one to connect with people easily. Besides, spending some time away from studies in activities like music, art, dance, drama, sport does make one sharper and hence a more all rounded personality.
- **Read:** Getting into a habit of reading at an early stage in life will go a long way. Try to read at least 1 book every 2 months. The topics could range

from fiction to non-fiction. Also do read newspapers every day. Do lay your hands on certain classics that would shape one's character as well.

Some recommended books at this age:

- Atlas Shrugged by Ayn Rand
- The Fountain Head by Ayn Rand
- Man's Search for Meaning by Victor Frankel
- The Last Lecture by Randy Pausch
- 7 habits of Highly Successful People by Stephen Covey
- How to Win Friends and Influence People by Dale Carnegie
- Good to Great by Jim Collins



## De-railers and Distracters

De-railers and Distracters - Google Chrome

createyourfuture.in/index.php?option=com\_content&view=article&id=628&Itemid=100

http://learnsharenca... Settings - Extensions Read Later Index of / Settings Imported From IE

LEAD AN AWESOME LIFE

"Student are like diamonds, they have a basic market value, but it is only after they have been polished, that the world will pay their real value...." - William Thourlby

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De-railers and Distracters

To the person who does not know where he wants to go there is no favorable wind. In fact there is no path

**Distractions- easy to fall & difficult to raise**

You will never reach your destination if you stop and throw stones at every dog that barks.

College life is a bag of mixed feelings, especially for many of us who have left our parents and friends to pursue further studies outside our home towns. Baring a few who actually find this state-of-affairs a welcome change, many of us find it extremely difficult to live away from home and our loved ones. While college seems to be an extremely enjoyable phase of our lives, numerous experiences some expected some unexpected. It is a time of relationships some desirable others undesirable, of chances we take and those we miss, of mistakes some of which we acknowledge others we regret, of oppositions we face and the temptations we yield to, and of choices we sometimes make willingly and some which we anxiously avoid.

No doubt, when we enter this phase we are deeply committed to our academic goals and absolutely focused on achieving them. But something happens along the way and it seems difficult for us to stay as committed and as focused about our goals until the end, no matter how often or hard others try to remind us of them. Maybe it's the freshness of our new found freedom to be the master or our time, our resources, or our choices or it is the sheer confidence in ourselves that we will get what we have set our minds to no matter what. However, regardless of what the source is that is keeping us away from staying committed to and focused on

During Your College Days

- Managing self
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Although your college life probably includes much more than just academics, staying on top of your academic requirements is the key to your successful career.

As you know there are numerous temptations around, You may get convinced easily that "There's nothing wrong with doing something completely insane once in a while". But sometimes, you get too caught up in these activities that you subconsciously cultivate bad habits. In the end, the results would often disappoint your family, professors and even your own self.

Below are some of the Questions which can provide you some hints whether you are being diverted by these distractions.

- Have you started spending increasingly more time/money on the things unrelated to your goals than before?

- Do you have difficulty staying away from these new activities for couple of days at a time?
- Are there any activities that you spend significantly more time everyday which you would conceal from your family?
- Have you repeatedly made unsuccessful efforts to control, cut back, or stop indulging in any of the activities?
- Do you feel very restless, moody, depressed, or irritable when you are not able to involve in these habit forming recreational activities?

Below you'll find some very helpful tips on how to stay away from these distractions and keep your focus on your goals.

### *Set Your Priorities Right and Stay focused*

Always focus on what you are set out to do. Make sure that you put your heart and mind on the most vital things first before doing something less important. While weighing the tasks always remember your vision

### *Find a Good Mentor.*

Having a good mentor will always help you to be on track in spite of all distractions. Connect with this person regularly and share your feelings/seek suggestions. Choose a mentor, who is elder to you, with whom you feel very comfortable and who you think will guide you better (Mentor is a best buddy outside your age group).Mentor need not necessarily from outside, you may even choose a mentor from your family.

### *Choose Your Friends circle wisely*

The people you're friends with play an important role not only in managing distractions but also in shaping your life. Therefore it is a must that you choose your friends carefully. Be smart enough to have friends who share the same passion as you. Meanwhile, beware and stay away from those who will only tempt you more and distract you from your goals.

### *Keep yourself busy with good things.*

Participate in Extracurricular activities and keep yourself busy with useful things so that the temptations don't divert you.

Reinvent your childhood hobbies and spend time in nurturing your passion. Yoga/Meditation are some of the things that helps you to stay focused and remain at the top of your game.

### *Motivate Yourself*

As you grow older you'll realize you don't need others to motivate you. Sometimes, it must start from within. Internal motivation is very effective in keeping those distractions at bay. You can do this through visualization. Try to imagine yourself as a successful college graduate or someone who has a lucrative career. For sure you will have the drive you need to study harder and stay away from distractions.

### *Plan out Your Activities*

There's no way you can devote your entire life in college on just studying your lessons. You also need to loosen up a bit every now and then and refresh yourself. Enjoy your freedom by attending parties or playing games but remember that they should only be enjoyed at a minimum. Plan carefully your schedule. Make sure you have quality time to focus on your goals. During leisure you can go out with friends and have fun. The Key however is to remain focused and stick to the plans.

Simple as these tips may sound but still find it is hard to manage distractions in college. However, if you just put these tips into practice and stick to them, you won't easily be tempted to get in to these distractions.

Below is one website which gives more insight to online gaming addiction and ways to get away from it.

<http://www.olganon.org/>

<http://www.nbcnews.com/technology/students-cant-resist-distraction-two-minutes-neither-can-you-1C9984270>

Sample videos:

<http://www.youtube.com/watch?v=c-DJ0PuRRvI>

<http://www.youtube.com/watch?v=wJvPK-p0nnM>

[http://www.youtube.com/watch?v=o\\_o1mZk7Qn4](http://www.youtube.com/watch?v=o_o1mZk7Qn4)

## Getting Ready - Journey from Campus to Corporate

## How to Crack Any Interview

How to crack any interview

Feb 18 | 05:27 administrator

**The key to the Success at job interview is to convince the employer that they need you more than you need them**

It is not enough to get Good Grades in college to get a good job but you need to learn the art of cracking an interview and this section will beautifully prepare you for that.

Job Interviews are the most important part when one embarks on employment journey. They are the gateway to your dream future. Interviews have always been a nerve racking experience for most of us. A situation where not only our academic skills but also our soft skills are put into vigorous tests based on broad set of parameters.

Getting a job depends a lot on how you present yourself during the interview. It's not only about your academic background or technical skills/experience (which is almost same among all the fresh graduates) but it's also very much about your attitude, body language, perceived fit with the workplace and the way you approach the opportunity as a whole. If you want to rock a job interview, you'll have to prepare well in advance and differentiate yourself from the others and show the employer why you're the ideal candidate for the job.

Below are three vital stages which has to be given utmost importance to get thru your dream job.

(i) **Before an Interview**  
 (ii) **During an Interview**  
 (iii) **Post Interview**

Please Click each link below to know about each stage :

[Before an Interview](#) [During an Interview](#) [Post Interview](#)

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Interviews are the most common methods used for identifying the right fit for a job role. Most of you would have to go through interviews as one of the steps while you are searching for a job.

The interview serves a few purposes:

1. It helps the employer to evaluate whether a candidate is the right fit for a role in terms of knowledge, skills, attitude and personality.
2. It helps the candidates to assess whether the role and company is something that would excite them to work for. It also helps them to understand the opportunities and expectations in the role.

The candidates and the interviewer, both have to do a fair amount of selling in the process. Hence interviews are critical and it is important that a candidate is well prepared for it.

## Preparation before an Interview

### *Understanding the Role*

Before one goes to an interview, it is important to have as much understanding of the role as possible.

- One must thoroughly go through the job description of the role. It is important to understand what the key expectations from the role are and see how one would be able to fit in, given his/her strengths and skills. If the need be, making a summary of your understanding about the role and noting down the queries that you may have, could be useful at this time.
- It's a good idea to gather an understanding about the company. Hence one could go through the company's website to find out their business and latest updates. This will also help the candidate to imagine how the role could fit into the context of the company's business.
- If one gets to know, who would be interviewing you, one could go through the interviewer's profile on professional networks like LinkedIn.
- If your college has a updated Alumni list then it will be worthwhile to check if there is anybody working in that company or similar organization and you should attempt to contact them before the interview to both get the feel of the organization / their expectations and also to have a subtle influence if needed in future.

### *Analyzing Self*

As one prepares for an interview, thinking through about yourself will enable you to be able to present your thoughts in the best possible manner. Hence thinking through your strengths and weaknesses, and the opportunity and the expectations that one seeks in the role is imperative.

- While analyzing oneself, in the context of the given role, some of the things that one needs to think through about are:

- Why does one want to take up the given role?
- What past experience does one have that would help one to propel in the given role?
- What skills do you possess which will help you to perform in the given role? (On this site the sections creating a learning plan, utilizing time are helpful modules to build your skills if you are a fresher and this will help you here)
- What incidents, experiences could you quote to substantiate how you could fit in the given role?
- What are one's values and what kind of work culture is one looking for? What kind of team/colleagues would one want to work with?
- What opportunity does one see in the given role in terms of learning and growth?
- What kind of remuneration is one looking for?
- Is one willing to relocate if the need be etc.
- Any questions that one may have about the role. It's a good idea to note down these questions that you may want to ask during the interview.
- Prepare yourself technically as well – brush through concepts that might be necessary to demonstrate your technical knowledge.

Thinking through the above will give one confidence and enough thought while attending the interview. It's a good idea to write down one's thoughts as a part of the preparation. Spending quality time with oneself will give one the required composure before the interview.

Having this sort of preparation done, one would be quite confident and composed while facing the interview. This in turn will help you to put your best foot forward.

### *Resume writing*

Resume plays a major role in interviews. Your resume will be screened by the employer only for just 30-45 seconds. Your resume should make a positive impact within that. What makes resume writing difficult is identifying what to include, what not to, what to highlight, what to de-emphasize, etc.

You may use the below tips for writing a good resume.

- Determine your objective:
- First before writing resume you need to focus on what kind of job you are looking for/your vision/dreams and values that drive you.
- Try to collect all the information regarding the type of job you are looking. Go through the job descriptions and note the important aspects that the employers are looking for.
- Before actually start writing down you resume try to get all the information that you want to showcase based on the points that you have noted above.
- Have the following order while
  - Objective: concise, focused and compiling statement why you are qualified for the job position and how an employer would benefit from hiring you
  - Experience & Skills: list all of your jobs related to the position you are applying for. You may also mention here about your projects that you had carried out in your college. Do mention details about internship if any. Consider listing volunteer experience as well. Have a description about the project/job/internship and also mention your roles & responsibilities.
  - Education: since this is strongest asset for graduates, focus the reader on your academic credentials by listing your major and minor area of study with classes relevant to the job that you are seeking. Mention about your certifications. Include Institution, Period of study, and grade etc for each item.
  - Extracurricular Activities: Mention about all of your extracurricular activities that you been participating over and above your usual tasks.
  - Achievements: This is a very important section. This section will help you to differentiate from the crowd.
  - Other details like

- Foreign Language Proficiency: knowledge of a second language or more will definitely make your Resume stand out from the rest of the candidates
- Any Authorization to work abroad.
- Be sure to include details about your
  - Association Memberships: list all memberships related to your job target to demonstrate characteristics important to the job you are applying for. Explain what you accomplished with each membership.
  - Your Volunteer Work: list all your volunteer work through separate accomplishments, capabilities or skills sections.
  - Scholarships
  - Computer Skills: list all your software and hardware knowledge
- Use specific key action words to emphasize your leadership and team roles.
  - For example: organized, performed, maintained, developed, team work, supervised, executed, etc.
- Make sure your resume contains all the information which will best help to promote you as a job candidate, and no more. Some people would argue that you should keep your resume to one or two pages. Instead of thinking of page limits think about each word of content and why it is there. Only include the most important and most relevant information, which is precisely what a potential employer desires. Potential employers don't have the time to sift through huge lists which are not relevant.
- Organize your resume by section for maximum effectiveness. Group experiences together by similarity of skill required or content covered.
- Avoid grammar and spelling errors. Triple-check your resume before you send it in; this is important! It can make huge differences in a potential employer's first impression of you.
- Stick with professional-looking fonts like Arial, Georgia, Calibri, Garamond, etc. You do want the typography of your resume to look good, but you want to avoid fonts that are excessively fancy or childish.
- Make sure your contact information is available in your resume.

- Have your name in email ids (Professional email ids) rather than some junk email ids like rockstar,superstar etc.

### *Mock Interview*

Mock interviews offer you a competitive advantage by providing you an opportunity to participate in a professionally created and customized interview, providing constructive feedback on your performance as well as highlighting on your areas of weakness before actual interview.

If you have a friend who is also preparing for an interview, consider preparing together. Even you may request one of your faculty members/Alumni to conduct a mock interview for you.

Not only will this give you a way to structure your preparation, but it will also help you get comfortable with giving answers, telling anecdotes, and using appropriate terminology. Practice giving concise, complete answers and maintaining eye contact with the interviewer(s) while you give them. Make sure you aren't speaking too slow or too fast and that your answers are stated with confidence. Also when you take position as interviewer interviewing your friend you get a chance to know what is expected out of you in an interview and will also help you to spot mistakes easily.

Give &Get feedback from your peer/Faculty: Even if you think their feedback isn't on the mark, it's something very important to consider since they already know you they can easily provide you a very constructive feedback and help you to showcase your strengths/correct mistakes which will be of great help in the actual interview.

These Mock interviews help you reduce stress and anxiety about interview and also help to boost your confidence.

## Attending the Interview

Typically interviews would last for about 45 minutes to an hour. The following diagram represents a typical interviewing structure:



### *Pre-Interview Interaction and Preparation:*

This is the time when one is still waiting to meet the interviewer. Most often the candidate is made to sit in the company's reception area of a waiting room. One may have to interact with a few people to close some formalities etc. It is important that one is courteous to every person that one interacts with. This is the waiting time, and one needs to maintain composure. It's good to be seated, have a glass of water and be mentally prepared to meet the interviewer. Carry a bottle of water and some fast energy foods like a granola bar or fruit and nut just in case you have to wait longer for your turn and feel drained. It is important to go fresh and full of energy. Be at the interview venue, 15 minutes in advance. Take a good night's sleep before the interview, so that you are mentally alert.

### *Interview - Opening:*

This is when the candidate meets the interviewer. The first impressions are formed the very moment one walks into the interview venue. Maintaining a pleasant and confident demeanor is important. Ensure that you have dressed well for the interview.

Business formals for men, with tie at least and preferably a jacket.

Business formals for ladies – formal trousers and tops/shirts or salwar-kameez.

Wear comfortable, well fitted, washed and neatly ironed clothes.

Choose soothing colors. Do not wear anything too bright or jazzy.

Be well groomed – have your hair combed neatly, nails cut and cleaned.

Do wear clean shoes (On this site Learning Professional Behavior including Dressing and Etiquette can be very helpful).

- Do shake hands confidently with the interviewer.
- Introduce yourself briefly with your name, as you shake hands.
- Make yourself comfortable on your seat.
- If you are carrying a bag, place it on the floor, close to your chair.

The opening of the interview is generally to break ice and to make the candidate comfortable. Unless, it is a stress interview, interviewers would generally start by asking:

- How have you been?
- Tell us something about you as a person?
- Tell us about your education?
- Tell us about your family?

While these questions are generally meant to break ice, it is a good idea to think through these as well. How you answer these questions, plays an important role in creating an impression about you. Also these questions could lead the interviewer to ask further questions. Hence thinking through will help you to speak in areas that you would want to focus the discussion on. This is your opportunity to give many subtle messages about yourself that will be distinguishing factor for you. So for example if you have been living in a small apartment with 12 cousins you can say that it was tough to stay focused on studying with 12 people in one room but over the years you have learnt the art of

achieving results in chaos. This will give a subtle message to the interviewer that you can manage in any situation. Another example is if your father has been a bank employee with a transferable job you could say that you learnt to cook your own food, buy groceries from a very early age and pretty much managed on your own. This will give a subtle message that you can take responsibility, take decisions in adverse situations also.

*Some of the other Interview - Questions and Answers:*

Q: How will you advance this company?

TIP: This question should be answered with some tangible examples. Provide facts to support the talent you will claim to bring. Make sure you offer skills that will actually be useful to them.

A: My expertise in organizing events & managing funds for my college has saved thousands for the college when compared to last year spending. With the welfare of the very infrastructure at stake, every penny counts, and I make it my priority to account for each of those pennies. Also as noted in my resume I have won several awards for showcasing my creativity and hence I'm very confident of providing creative solutions to any problem at stake, which will in turn offer a competitive advantage for the company

Prepare and rehearse your answer:

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Q: Where do you see yourself in ten years?

TIP: This is a good opportunity to be honest and incorporate your goals and priorities into the conversation.

A.I See myself as a project manager in 10 years handling major projects and mentoring & nurturing my Team to deliver excellent service/products.

Prepare and rehearse your answer:

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Q: Why did you choose this company?

TIP: Potential employers don't just want someone talented. They want to see how best you fit to vision of the company.

A: This has been my dream company all along. Based on my research /conversation with people working in your company I'm very much inspired about the policies and scope of growth that the company offers. Your company gives utmost importance to its stake holder's values while most of the others rely only on mere results and your company also cultivates a community of learning, and your focus is on quality work rather than arbitrary rules of conduct and performance quotas. Everyone is here because they want to be here, and they're the best at what they do. The sense of responsibility and high standards fits in perfectly with my values.

Prepare and rehearse your answer:

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Q: Why are you the best person for this position?

TIP: Don't be afraid to stroke your own ego here. Don't say anything self deprecating. Focus on this position in this company. Tell them how you are different from the rest. Why shouldn't they hire someone else?

A: I'm the best for this position here because I've been following this company's progress for years. I have done many research and won numerous awards in mobile computing which contributes to 90% of the company's revenue. I've even won a "Future of mobile computing" competition conducted by your company.

Prepare and rehearse your answer:

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Q: What is your biggest flaw?

TIP: Don't panic! They're not trying to trick you here. Everyone has flaws. What they want to know is if it will interfere with your work and whether or not you're doing anything about it.

A: I tend to be a bit too polite. When you're too nice, people perceive you as a bit of a pushover. While I would never be rude to anyone, I try to keep the small talk from become excessive in order to maintain a "no-nonsense" reputation.

Prepare and rehearse your answer:

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Few tips that could help you while answering these questions:

- Be attentive and listen to the question very patiently.

- Think for a few seconds to compose your answer in your mind and then answer the question in a structured manner.
- As far as possible provide evidences in your answers from your past experience.
- Speak in a confident and audible voice.
- Use simple language, but technical terms if it helps to demonstrate your knowledge of concepts.
- Take care of your body language as you answer these questions – maintain eye contact, a pleasant expression, comfortable posture. Do not indulge into any distracting gestures like shaking ones' legs while sitting etc.
- If you do not understand a question, do ask for clarification before you answer.
- When asked, if you have any questions, do ask the ones that could help you seek any clarifications that you may want. This would also demonstrate your seriousness about the job.
- Again, as you answer, do drop in pointers to areas that you would like to showcase and talk further. It is said, that a candidate can lead the interview and take it in a direction that one wants it to be. However, solid preparation is the key to a successful interview.
- In case you are not sure about an answer don't bluff but say that you can get back to them or you are not able recollect the answer at that point. Being honest all thru the interview is better than bluffing.

### *Interview – Closing:*

- Typically interviews will close with the interviewer asking the candidate if they have any further questions.
- Do ask questions if you have. Once you get answers, do feel free to ask further questions if you have. However, ask genuine questions only. This will establish your seriousness towards the job. Asking for the sake of asking questions, does not add value to your interview and may irritate the interviewer. Hence, it is okay to say that you do not have any further questions at this point in time.
- Thank the interviewer for his/her time, and let them know that it was a pleasure meeting them.
- You could check about the next steps after the interview.
- Shake hands before you leave.

## Post Interview

An interview is an exciting experience. Post interviews, all of us will have reflections on how the interview went. It's a great idea to capture your experience and learn from it.

While many a time you may be successful in the first attempt, but many a time you may not clear an interview at the first attempt. However, what is most important is to crystallize your learning and keep it for the next interview.

*“Experience is what you get when you didn't get what you wanted. And experience is often the most valuable thing you have to offer.” — Randy Pausch, *The Last Lecture**

So write down:

- What went well and why?
- What aspects though not bad but can be improved?
- Stages of interview that you were most comfortable and vice versa.
- Things you could have done better but could not and why?
- Reflect on the feedback that you received from the interviewer
- Key learning's
- Any additional preparations required for future?

## Communication Skills

Communication Skills (based on "Toast Masters Club" model)

*"The way we communicate with others and with ourselves ultimately determines the quality of our lives" - Anthony Robbins*

Communication is key for our existence. We spend about seventy percent of our waking hours communicating.

In this section we will look at various forms of communication, its relevance, how it is different in corporate set up and next step to be more professional while we communicate.

We will learn by first understanding the various forms of communication followed by communication in your present time as a student and the communication that you need to learn for future as you step into corporate.

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Forms of Communication    Communication at Present    Communication in Future

We spend about seventy percent of our waking hours communicating: writing, reading, speaking, listening, etc. No group can exist without communication. It is only through transmitting meaning from one person to another that information and ideas get conveyed. However, communication is not merely imparting meaning. It must also be understood. No matter how great an idea, it remains preposterous if not understood by others.

Right from school we have been taught communication is about a message conveyed between a sender and a receiver. Let's break this further: For communication to take place there needs to be the presence of a message, an idea or a purpose. This message, then needs to be conveyed through appropriate channels of communication, which the sender decides, and in a manner in which the receiver of the message understands.

In this module; we will look at various forms of communication, its relevance, how it is different in corporate set up and next step to be more professional while we communicate.

## Forms of communication

There are mainly 3 different forms of communication

1. Oral communication
2. Written communication
3. Non-verbal communication

### *Oral communication*

Oral communication is the process in which information is exchanged within sender and receiver through the word of mouth. It takes place in face-to-face conversations, group discussions, telephone calls and other circumstances in which spoken word is used to express meaning. This is probably the oldest means of conveying a message. The biggest advantage is its speed; a verbal message can be conveyed and even feedback solicited within minimal amount of time.

The challenge is when the message needs to pass through a group of people. Often, the content of message gets distorted and in most cases into something totally different while it is transferred from first person to the last in the chain. Hence it is important to ensure there is effective communication, which will be discussed a little later.

### *Written Communication*

Written communication is a medium for communication that entails the written word. Letters, emails, and manuals are forms of written communication. One uses written communication when it is geographically impossible to orally

communicate, a record of the communication needs to be in place, it is an important message that needs to be revisited or simply because it is the easiest way of communicating in the present scenario. Today, phone texting and Instant Messaging (IM) etc. are the most appropriate and quick way of communication.

The challenge of written communication is there is no guarantee the recipient will interpret the message as the sender intended it to be.

### *Non Verbal Communication*

Nonverbal communication is a medium for communication that entails using cues via body language to convey message content. Facial expressions, body gestures, and voice intonation are forms of nonverbal communication.

Nonverbal communication is very important and represents two-thirds of all communication. It strengthens a first impression in common situations like getting noticed in an interview. Impressions are on average formed within the first four seconds of contact. When the other person or group is absorbing the message they are focused on the entire environment around them where they use all five senses in the interaction: 83% sight, 11% hearing, 3% smell, 2% touch and 1% taste.

### **Communication @ Present**

There has been a recent abuzz whether texting is hurting the younger generation's ability to sustain conversations in real life. These days, with advent of technology, most of you the communicate through cell phones via text messages or short calls or even instant messaging chats (IM).

Students who are used to this style of informal communication, find it difficult in a corporate set up. The use of language, the jargons is all hindrance to effective formal communication. There is an extensive use of short forms while messaging, which is most suitable while you are communicating with friends and not preferred while you do in a professional setup.

## Communication in the corporate

Organizational communication is not as simple as an informal communication with a friend but not as complex as the myth goes either. Organizational communication is defined as “the process by which individuals stimulate meaning in the minds of other individuals by means of verbal or nonverbal messages in the context of a formal organization.”

*Example: What person A says to person B not only can have an impact on those two people but, since organizations are systems, it also can have a meaningful impact on the total system.*

Organizational communication often follows three type of formal network:

1. **Chain** rigidly follows the formal chain of command  
*For example: Hierarchical flow of information. Executive communicates to the supervisor, who in turn communicates to the manager and so forth.*
2. **Wheel** relies on a central figure to act as the conduit for all of the group’s communication
3. **All-channel network** permits all group members to actively communicate with each other.

The below link will be useful to understand organizational communication in depth.

[http://my.ilstu.edu/~llipper/com329/mccroskey\\_chapter.pdf](http://my.ilstu.edu/~llipper/com329/mccroskey_chapter.pdf)

## Channels of organizational communication

Keeping in pace with the present momentum, the channels of organizational communication have altered to a great extent.

### Electronic Mail (E-mail)

E-mail is an indispensable way of communicating in organizations today. Be it formal notices, organizational announcements, messages and letters, all are communicated through email.

Email can be quickly written, edited and stored. They can be distributed to one person or thousands with a click of a mouse. They can be read at the convenience of the recipient.

At the downside, emails lack emotional content. They tend to be cold and impersonal. As such, they are not the ideal means to convey information like layoffs, which evoke emotional responses from the receiver.

### **Presentations**

Graphic Presentations are inevitable in organizational communications. The growth and importance of presentations as a mode of communication has been phenomenal. The use of presentations is extensively used in meetings in a corporate set up but the impact goes beyond the meetings. A presentation captures viewer's attention and clearly communicates your information.

Dynamic content, such as a brief video that illustrates an important point, is a great way to engage your audience. Using audio that helps convey your message, like recorded narration (you can add this to slides when sending your presentation to others to view), can also help keep your slides clean and approachable.

### **Social Media and Instant Messaging (IM)**

It is not just for teenagers anymore. Social media and IM is now rapidly moving into business, however in a slightly different form. In fact, in corporate scenarios, these forums are used more than calls or emails to get quick information or quick work done. E-mail is still a better option to send long messages that need to be saved etc. IM is preferred for sending one or two line messages.

### *Effective communication*

*“You can have brilliant ideas, but if you can’t get them across, your ideas won’t get you anywhere” ~Lee Iacocca*

Effective communication is more than just exchanging information; it is about understanding the emotion behind the information. Effective communication improves relationships at home, work, and in social situations. It enables us to communicate even negative or difficult messages without creating conflict or destroying trust.

While effective communication is a learned skill, it is more effective when it is spontaneous rather than formulaic. The more effort and practice we put in, the more instinctive and spontaneous our communication skills will become.

Listening is the most important aspects of effective communication. Successful listening means not just understanding the words or the information being communicated, but also understanding how the speaker feels about what they’re communicating. We need to make the speaker feel heard and understood, which can help build a stronger, deeper connection and create an environment where everyone feels safe to express ideas, opinions, and feelings.

### **Ten Commandments of Effective Communication**

The American Management Association suggested Ten Commandments for effective communication.

1. Clarify ideas before attempting to communicate
2. Examine the process of communication
3. Understand the physical and human environment when communicating
4. In planning communication, consult with others to obtain their support as well as the facts.
5. Consider the content and overtones of the message.
6. Whenever possible, communicate something that helps or is valued by the receiver.
7. Communication to be effective, requires follow-up.
8. Communicate messages that are of short run and long run importance.
9. Actions must be congruent with communication

10. Be a good listener.

### Barriers to effective communication

There are several barriers to effective communication.

1. Information overload: Individuals have a finite capacity for processing data. When the information we have to work exceeds our processing capacity, the result is information overload.  
*Example: Some people find difficulty in processing multiple commands at the same time like, go to 2nd line of the 1st paragraph of page 16.*
2. Emotions: How the receiver feels at the time of receipt of communication will influence how he or she interprets it.  
*Example: the same message received when you're angry or distraught is often interpreted differently from when you're happy.*
3. Language: In an organization, employees usually come from diverse backgrounds. Further, the grouping of employees into departments creates specialists who use their own technical jargons.
4. Cross Cultural communication: Cross-cultural factors clearly create the potential for increased communication problems.  
*Example: Connotations, words and tones in one culture does not necessarily mean the same in another.*
5. Communication apprehensions: Estimated 5- 20% of the population suffer from communication apprehension or anxiety.  
*Example: Many find it difficult to talk in front of a group of people. Some find it difficult to articulate an email in a professional language.*

### A solution to Communication Barriers

This format is loosely based on the Toastmasters club.

1. You can form a group of 8-10 people/friends and each person takes chances to speak or present to the group.
2. Every prepared speaker is assigned an evaluator who points out speech strengths and offers suggestions for improvement.
3. Read extensively. Be it novels, educational materials, blogs, newspaper editorials etc. reading helps communication beyond imagination.

4. Consciously work on your listening skills. Listening is as important as talking in communication.
5. Promise yourself to learn one new word in English every day.

## Understanding Career

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"Student are like diamonds, they have a basic market value, but it is only after they have been polished, that the world will pay their real value...." - William Thourlby

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Understanding Careers

DESTINY IS NOT A MATTER OF CHANCE. IT IS A MATTER OF CHOICE. IT IS NOT A THING TO BE WAITED FOR. IT IS A THING TO BE ACHIEVED. ~WILLIAM JENNINGS BRYAN

**Introduction**

Managing your career is 100% your responsibility. The surprising truth is, you may NOT ever achieve your career goals when you are waiting for someone else to maneuver on your behalf.

You need to define what success will look like through your lens and for this you need to take responsibility for yourself as well as your career. Once you decide to take charge, you no longer hold anyone else accountable. As the saying goes, "When student is ready, the teacher arrives", once you are clear, you get all support necessary to help you reach where you yourself wanted to be.

A Framework Defining your Career What would it look like?

During Your College Days

- Managing self
- Vision for future
- Utilizing Available Resources
- Managing Time
- De-railers and Distracters

Getting Ready - Journey from Campus to Corporate +

Mentoring, Coaching and Counseling +

Performance Thru Meditation +

Who is responsible for your career? None, other than YOU.

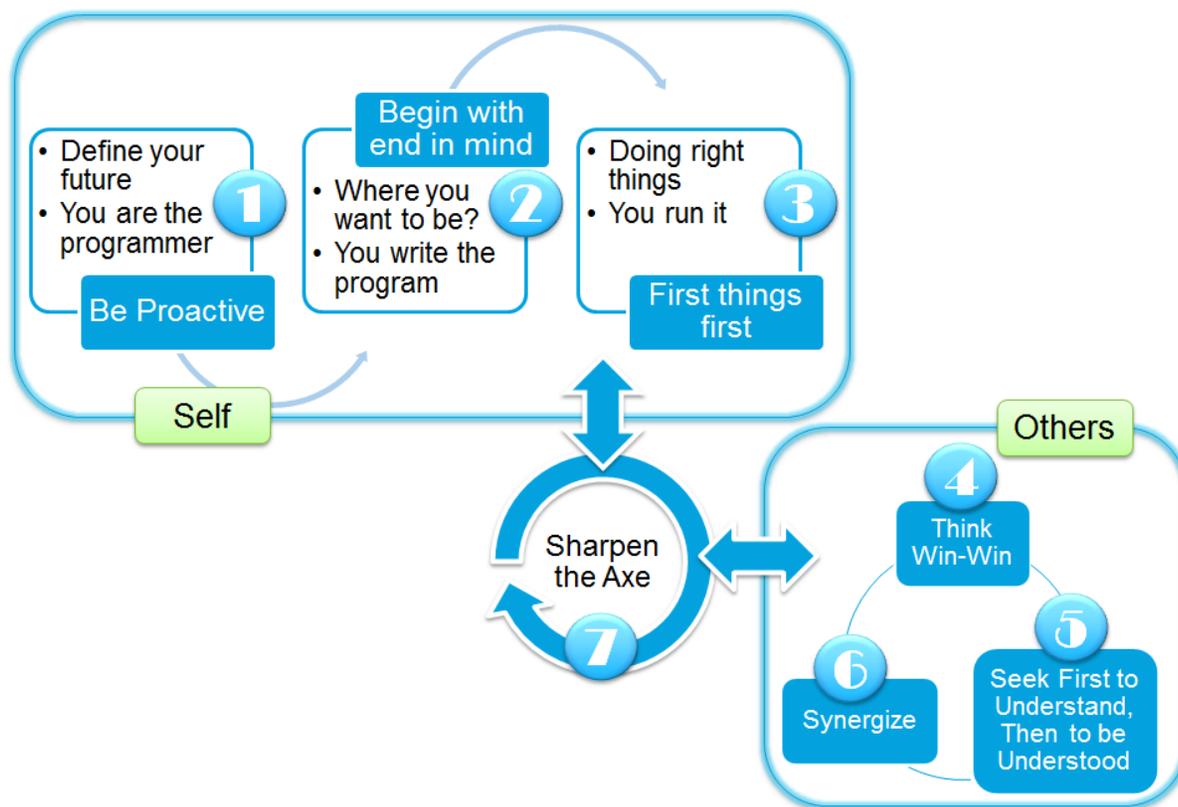
Managing your career is 100% your responsibility. You cannot be a bystander in your own life. If you think it is your manager, or your organization that is going to define a career for you, you are in for a surprise. Though the manager and organization has a tremendous responsibility, it stops at shaping it the way you want it to be. Your manager and your organization will be partners that direct and assist you in achieving what you want to. The surprising truth is, you may NOT ever achieve your career goals when you are waiting for someone else to maneuver on your behalf.

You need to define what success will look like through your lens and for this you need to take responsibility for yourself as well as your career. Once you decide to

take charge, you no longer hold anyone else accountable. As the saying goes, “When student is ready, the teacher arrives”, once you are clear, you get all support necessary to help you reach where you yourself wanted to be.

## The 7 Habits framework

To help you define your career goals, we have formulated a simple framework which uses the concepts from the popular book by Steven Covey, “7 Habits of Highly Effective People”



The framework requires your complete involvement along with support from a few key people who could help you carve your aspirations. Details on the framework is explained in the following sections.

The first 3 habits (habit 1, 2, 3) deals mainly with self or yourselves. It is more to do with personal commitment and discipline. The next 3 habits (habit 4, 5, 6)

deals with gaining support from other stakeholders to help you elevate to meet your aspirations. Last habit, habit 7 deals with learning continuous improvement.

### *Be proactive and define your future*

As we discussed earlier, it is important to be proactive. When you are proactive, you take responsibility. When you are responsible, you take decisions and take accountability of those decisions.

You need to clearly understand what is that you want in a rewarding career. Your life is the product of your decisions/actions and not your conditions. Define what you want to be. Be aware that you are the programmer of your life and career. Be aware that the best way to predict your future is to create it

### *Begin with end in mind*

You are the guardian, the protector of your identity, of your future. So it is important for you to see how your future will look like. Where will you be at the end 3 years from now, where will you be at the end of 5 years from and so on. Decide what your life is about and then write the program. You are the programmer.

An interesting and important aspect about life is that it is always created twice. The first creation is an intellectual creation. It happens in the mind. For you, to see where you want to be, create exactly that picture. You need to have a purpose statement to make this more clear and meaningful. Once this clarity is available, we can go for the second creation, which is a physical creation. To begin with the end in mind is the most important decision. If you don't take care of the first creation, it will be done for you. Someone else will do it for you and you will end up not falling inline with your career aspirations.

### *Put first things first*

This is about doing right things rather than doing things right. You prioritize and do what is important. You will be running your plan. The focus here is on effectiveness. For example, you may have a goal of reading books as part of goal to improve your technical proficiency. To meet this goal, it is not enough to

read any books, Instead you need to prioritize on what you need to understand and then spent time only on those items. You become more converged. Once the above three are in place, the next step focus on learning that will help take us closer to the career goals.

### *Sharpen the Axe*

Everything is getting obsolete at a fast pace, that unless we do not keep up, we will be subdued. Hence it is important to keep abreast of what is happening. This is the habit of renewal which helps continuous improvement and continuous learning.

While it is important to be aware of new developments, it becomes impossible for any individual to do this all alone. We need to take support from others to help us grow in our career as well help us achieve our aspirations.

### *Think Win-Win*

Most of us have a scarcity mentality. We have been taught to believe that if someone have to win, then someone else have to loose. Think Win-Win is the habit of mutual benefit. It's the habit of abundance, which means there is plenty out there and to spare, for everyone.

When people work together, it is important to collaborate. The goal is to help each other and not to compete with each other. When this happens everyone wins. You can nurture competency around you higher than your own. You can share knowledge, recognition, gain, profit etc. It is about everyone winning. From a career growth perspective, you can identify people with similar interests and then work together. When you have people with same set of goals, and working together for a common goal will energize and motivate each other. You get to achieve your goals faster. There is always somebody to lean on for support.

### *Seek First to Understand, Then to Be Understood.*

The tendency in almost all people is the want to be understood first. Everyone wants the other person to listen to them. The intent is to have some way of influence, to accomplish their own end, not with the intent to understand. This

actually creates gap. To get over this gap we need to practice Habit 5, seek first to understand and then to be understood. When you start listening to the other person, they reciprocate when you talk.

When people listen to each other, they work better and are more aligned to each others goals. There is a more conducive environment.

### *Synergy*

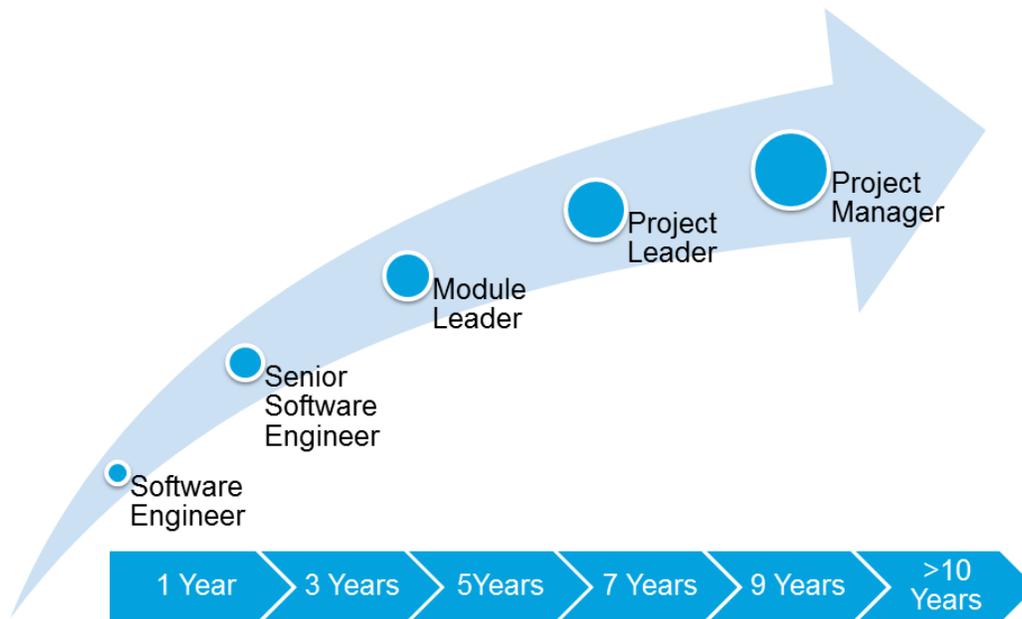
Synergy is the fruit of Habit 4 and 5 (the spirit of win-win and the spirit of seeking first to understand then to be understood). When people begin to interact together genuinely and they're open to each other's influence, they begin to get new insight.

Synergy is where the whole is greater than the sum of the parts. Synergy means you can literally produce something that neither of you could have produced before and even adding what each can produce separately. Synergy creates the possibility of Third Alternatives. This is Not the either/or approach. Not win-lose, lose-win. Not compromise.

### **Where would you want to see yourselves?**

One important question that you must ask, “Where would I want to see myself, say in 3 years, 5 years etc?”. This can be done in conjunction with Step 2 defined earlier, “Begin with end in mind”. For providing you more clarity on how to work this out for yourselves, we have a highlevel roadmap or blueprint for your career on 2 different areas below:

A software engineer’s career could span as below in the next 10 years.



Engineers who are keen to pursue technical role can continue to as a Technical leader, Architect etc as they proceed in their career instead of taking up the role of a project leader, manager etc.

*Note: Roles and years mentioned above are indicative and may vary across organizations, domains etc.*

Considering that you have chosen to go ahead with a clear career path, it is important for you to understand:

- a. Where do you want to see yourselves in 3 years?
- b. Where do you want to see yourselves in 5 years?
- c. What are the necessary trainings that you need to take to be ready for future roles?
- d. What certifications will provide you with required foundations to take up higher roles?
- e. What are the necessary soft skills that will enhance your skills?
- f. Who are the people with whom you want to be associated as mentors, coaches?

g. What are other support systems that you require?

In conclusion, whether you plan to take up a role in production, construction, software, finance etc. or for that matter any area/discipline, it is important to have a clear vision on what you want to be and where you see yourselves in short term as well as long term. This will help you plan and be prepared to create the future you want for yourselves. All the best!!!

## Learning Professional Behavior

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"Student are like diamonds, they have a basic market value, but it is only after they have been polished, that the world will pay their real value..." - William Thourlby

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Learning Professional Behavior

"Etiquette is the fine tuning of education" - Nadine Daher

Business etiquette is defined as the acceptable, un-written rules that are expected to be followed by individuals in a business setup. In general, business etiquette encourages workers to treat each other with respect and courtesy by suggesting the best way to behave in different situations.

In this section we will take a look at some of the common practices, dos and don'ts in the following aspects of business etiquette:

Personal Etiquette:  
The way we present ourselves creates the first impression. The first impression should be positive and long lasting impression.

Communication Etiquette:  
How we communicate with others creates an impact on the outcomes that we can generate in business.

Workplace Etiquette:  
How we conduct ourselves, tells a story beyond what is said. Our actions speak louder than our words.

During Your College Days

- Managing self
- Vision for future
- Utilizing Available Resources
- Managing Time
- De-railers and Distracters

Getting Ready - Journey from Campus to Corporate +

Mentoring, Coaching and Counseling +

Performance Thru Meditation +

Personal Etiquette Communication Etiquette Workplace Etiquette

### What is etiquette?

Business etiquette is defined as the acceptable, un-written rules that are expected to be followed by individuals in a business setup. In general, business etiquette encourages workers to treat each other with respect and courtesy by suggesting the best way to behave in different situations.

### Its importance in Business:

When we transition from being students to becoming a professional, one of the key areas that one should become aware of, is about knowing how one is expected behave when in the professional environment. While, of-course, a lot of it is dependent on the geographical-culture and organizational-culture, knowing a few common basics would always be helpful. It is definitely recommended that

one adapts to the etiquette followed in the country/region and in the company that they are working in.

In this section we will take a look at some of the common practices, dos and don'ts in the following aspects of business etiquette:

### SELF:

1. Self-Introduction
2. Personal Dressing and Grooming

### COMMUNICATION ETIQUETTE:

1. Telephone and Tele-con Etiquette
2. Meeting Etiquette

### WORKPLACE ETIQUETTE:

1. Work-place and work-station Etiquette
2. Elevator Etiquette

## Self

### *Self-Introduction:*



Introducing self is always a part of the first meeting with anyone in the business setup. This is also an opportunity to be able to make the first favorable impression. Hence, the self-introduction has to be impactful.

### **While introducing self, one could keep the following points in mind:**

- Be loud enough
- Speak your name slowly and clearly for the person you are interacting with.
- Start introducing your name with “My name is” or “I am”.  
Many a time people introduce themselves as “This is Rohit” or “Myself Anita”. The two styles are grammatically incorrect.  
Speak in a pleasant and polite tone.
- Shake hands, if meeting someone personally. If one is sitting, do get up when shaking hands and introducing self.
- Handshake should be firm, with a maximum of 2-3 shakes. Ensure that your hands are clean and dry while shaking hands with someone.
- Maintain eye contact while shaking hands.
- Have a pleasant smile on your face – do look happy to meet the other party.

- Remember the person's name and use his/her name during your conversation a few times.
- Maintain personal space.
- Have a confident body language.

### What does one say in his/her introduction?

What one says in his or her introduction should be defined by whom one is introducing himself/herself to. What is important is that we only give out information, which would be relevant to the other party and to the occasion. The introduction should be short, yet should have enough content that would be useful to the other party.

Let us look at some examples:

#### Example 1:

If one has to introduce oneself, in a meeting as a new member in the team, one could include the following information:

- Name
- Designation
- Could mention, if one has recently joined.
- Areas of expertise and interests

Hi, my name is Rohan Kumar. I have joined XYZ as a software engineer a month back. I am skilled in programming in Java and .Net. I would love to work on more projects in these languages and I am also keen on getting skilled in newer technologies like cloud computing.

#### Example 2:

While introducing self to a client, the introduction could be like the following example:

Hi, my name is Nita. I work as a Business Analyst with the CPD team at PQR (your company name). I have worked with clients in the retails domain for the last 18 months and have gained experience in the domain. I would be interacting with

the users from your end (client) and would assist in gathering the requirement for the project. Looking forward to work with you.(smile).

**How would you introduce yourself to a colleague (Prepare and Rehearse)?**

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**How would you introduce yourself to a client (Prepare and Rehearse?)**

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**Some useful links:**

- <http://www.youtube.com/watch?v=emaTZ3X5s9U>
- <http://socialanxietydisorder.about.com/od/copingwithsad/ht/introducepeople.htm>

### *Personal Dressing and Grooming*

Most people form their first impressions of us based on our appearance. Therefore, dressing and grooming well, is a part of building our executive presence and should be taken seriously. While what you do at work and how well you do it is important, if you really want to climb up the corporate ladder fast you've got to increase your visibility, build influence and enhance your executive presence.

Business dress etiquette is all about how you present yourself. How you dress-up and look also talks about you.

Some basics of professional dressing includes, wearing clean, well ironed and color coordinated clothes. What one wears should be comfortable to self and suitable to the environment around us. Let us look into some details for professional dressing.

#### **Dressing for Men:**

Includes the clothes you should wear, the accessories and the overall grooming. Please refer to each section below and plan to prepare yourself.

#### **Clothes:**

In most business scenarios, professional dressing for men includes formal shirt and trousers. In some organizations they do insist on ties and jackets as well.



A formal shirt would ideally be long-sleeves, stiff collared made from cotton or semi-cotton textile. Ideally it could be in solid colors or with thin stripes or small checks. One could wear light soothing colors like, light-blue, white, off-white, light yellow or pinks. The shirt should be buttoned till the last, but not the collar button, in case one is not wearing a tie and should be worn neatly tucked. If your office is Air Conditioned you may find that your shirts look almost as they were when you wore in the morning and you may be tempted to wear them one more time but remember that our body breathes into the shirt and it may carry the body odor when repeated.

The shirt needs to be teamed up with contrasting, well fitted trouser. The trouser should be in formal fabrics like tericot. Cotton pants, khakis, jeans, corduroys do not qualify as formal trousers. Some classic color combinations for shirts, trousers and ties are:

Shirt	Trouser	Tie
Light Blue	Navy Blue, Black, Ash	Red or Maroon

	Gray	
Light Blue	Navy Blue	Navy Blue
White	Navy Blue, Ash Gray	Red or Maroon
Lemon Yellow, Baby Pink	Gray, Dark Blue, Beige	Contrasting ties
Off-white	Dark Green, Dark Brown, Beige	Contrasting ties

The formal attire for men, would not be complete without a belt. Formal belts would be leather or leather-finish belts. Belts made of canvas are not formal. The color of belt needs to be matched with the color of the trouser. So a black or a navy blue trouser will look good with a black leather belt and a bottle green or beige or brown trousers will look nice with a brown belt. The color of the shoes and the belt should match.

When it comes to socks, the color of the socks should match with trouser, always. Do ensure that you wear a fresh pair of socks every day

Some organizations allow casual dress on Fridays and it is important that you not go too casual the way you were in college. So try and avoid round neck t-shirts with graphitti or some funny sayings on them. Wear light colored collar t-shirts (Polo preferred) and casual cotton trousers. Don't wear sneakers on those cotton trousers but wear casual leather shoes.

**Accessories:**

A wrist-watch could be worn by men as an accessory. Watched could be leather or steel belt. As long as they are simple and not too gaudy, they are fine. However, if wearing a leather belt watch, again, ideally the belt should be of the same color as the shoes and the waist-belt. One could carry a nice pen in the pocket. It is also a good idea to always carry a diary as it helps making notes for following thru and it gives an impression about your seriousness towards your job.

**Grooming:**

Maintaining a hygienic and clean appearance is as important as being well dressed. Hence, one should spend some time every day on self to ensure that you appear appealing when in the professional set-up.

Clean and trimmed nails, well-shaved face or well-trimmed beard and neatly cut and combed hair are the basics. It is important to use a deodorant and a mild perfume you prefer. However a perfume without first using a deodorant is not advisable. In college days most male students don't get their haircut done for months but in a corporate setting it is advisable to get the hair cut done once in 4 weeks. Initially you may have resistance on spending money for haircut every 4 weeks as in college days those were the amounts one was saving but do beat this habit and look nicely groomed. Your promotion or a better role will compensate for the expenditure you make do on your grooming.

## Dressing for Women

Includes the clothes you should wear, the accessories and the overall grooming. Please refer to each section below and plan to prepare yourself.

### Clothes:

In India, professional dressing for women could be classified under Indian formal and Western formal dressing.

Salwar-Kameez, Churidar-Kurtis or Sarees could be worn as formal clothes by women in India. Ideally cottons or silk fabrics look professional. One should take care about the selection of designs. Anything too gaudy, shiny or festive would not look appropriate in a professional set-up.

Smart options for westerns formals include suits, pants paired with a nice blouse or shirt, dresses or the like. Additionally, you may want to opt for classic business colors such as black, blue, grey or white.

### Accessories:

One could team up small but classy accessories like a pair of pearl ear-tops or anything subtle that matches well with your attire.

As far as accessories are concerned, a simple watch and good leather hand-bag is a good accessory. The color of the bag and the shoes should ideally match for women. Do carry a diary as suggested earlier in the men's section.

### Grooming:

Ladies could wear very light, natural make up that suits them. Again, one needs to take care of one's hygiene and cleanliness. Hence clean, shaped nails (one could wear subtle nail paint), a good hair-cut are the basics. Wearing a mild perfume or deodorant is advisable. However a perfume without first using a deodorant is not advisable.

*Apart from the basics, it is good idea to keep observing well-dressed people around us. Do look around; window-shop and experiment to develop a taste for fine dressing and grooming.*

What are some personal dressing and grooming habits that you would like to inculcate?

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Some useful links:

- <http://www.corporateclassinc.com/blog/2012/06/22/business-dress-etiquette-tips-for-the-workplace/>
- <http://www.imagemattersltd.com/dresssuccess.asp>
- <http://www.bizetiquettes.com/business-etiquette/attire/corporate-attire-and-accessories-for-women/>
- <http://womeninbusiness.about.com/od/businessattireforwomen/a/groomingtips.htm>
- <http://economictimes.indiatimes.com/features/sunday-magazine/from-salwar-suits-to-business-suits-womens-office-wear-has-finally-evolved-in-india/articleshow/12482980.cms>

## Communication Etiquette

### *Telephone Etiquette & Tele-con Etiquette*

Most of our communication in the professional world is done on telephones – be it one-on-one calls or group conference calls. Although speaking on phone is a part of our daily life, yet we do end up making a lot mistakes. Hence being aware of certain acceptable and non-acceptable norms would be helpful.



### **Some best practices on telephone communication are:**

- Plan your communication before you get on to the phone. Write down key points and questions, that you would like to discuss.
  - Make notes of the discussion as you speak (As suggested earlier use the Diary that you carry).
  - Start in a friendly manner with a smile – yes even if you are not visible, your smile reflects through your voice.
  - Be audible.
  - If the surrounding environment is noisy, do step out to a meeting room to take a call, however not in places where your voice might echo.
- Be crisp and to the point.
  - Any decisions made on calls should be followed up with a supporting email.

Some best practices about conference calls:

- Introduce yourself with your name when you enter a call.
- Do speak out your name each time you speak.

- If there is no response especially when you are expecting please first check if you are audible
- When not speaking put your phone on mute.
- Do not put the call on hold, as it disturbs others.
- Again, if you need to take the call on speaker phone (say you would like to take notes during the call), do sit in a meeting room.

From the above mentioned points, what are your 5 key takeaway points that you will like to inculcate as a habit?

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Some useful links to know more about telephone etiquette:

- <http://www.managementstudyguide.com/telephone-etiquettes.htm>
- [http://officeskills.org/telephone\\_etiquette.html](http://officeskills.org/telephone_etiquette.html)

Quiz on Telephone Etiquette:

- [http://www.proprofs.com/quiz-school/story.php?title=telephone-etiquette\\_1](http://www.proprofs.com/quiz-school/story.php?title=telephone-etiquette_1)
- [http://ohhs.ohsd.net/~sunderwood/ta\\_internship/telephone\\_etiquette\\_quiz.htm](http://ohhs.ohsd.net/~sunderwood/ta_internship/telephone_etiquette_quiz.htm)

## *Meeting Etiquette*

Meetings are a regular part of professional life. People come together to discuss



issues to take the business forward. Meetings could be held to share ideas, discuss plans, solve problems, provide updates and celebrate successes.

Hence there is always a purpose to a meeting. Only when there is an outcome from a meeting, the time spent in the meeting proves to be productive. Hence knowing the dos and don'ts of a meeting are imperative.

Some useful tips to follow while attending meetings are:

- Reach the meeting venue in time or few minutes before the meeting time as it gives you a wonderful opportunity to meet people who also arrive early. It's a good idea to set a reminder for yourself at-least 15 - 30 minutes in advance.
- Do carry a note-book and a pen along and make notes of important points discussed. If you were the meeting scribe in previous meeting do keep the minutes of the previous meeting handy either in a print form or electronic form
- Be appropriately dressed, as per the organizations dress code. For example, in a regular team meeting, one could go in regular office wear.

But if there is a client visit, slightly more formal attire might be more appropriate.

- Be prepared. Know the agenda. If you need to provide an update, be prepared for it.
- Mind your body language while sitting in a meeting. Be positive in your posture, expressions and gestures.
- When speaking, wait for your turn. Do not interrupt others.
- When sharing a point, do take a minute to compose your thoughts. If the need be, write them down. Be concise and to the point, while speaking.
- Ask questions, if you need clarity, but do pay attention. Asking someone to repeat, while you were distracted with something else can be quite rude.
- Put your phone on silent when in a meeting. If you have to take an urgent call, do step out and also inform when the meeting this starting that you are expecting an urgent call. But as far as possible, avoid taking calls or fiddling with your phone during the meetings.

What are the 5 best practices of meetings, that you would like to start implementing?

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Some useful links:

- <http://hbr.org/web/management-tip/tips-on-meetings>
- <http://www.inc.com/janine-popick/business-meeting-etiquette-8-pet-peeves.html>
- <http://www.sinclair.edu/services/career/pub/ppts/businessetiquette/businessmeetingetiquette.pdf>
- <http://smallbusiness.chron.com/10-rules-proper-business-meeting-etiquette-2857.html>

- [http://www.chatgrispress.com/Articles/Business/11\\_Commandments\\_for\\_Bus\\_Meet\\_Etiquette.pdf](http://www.chatgrispress.com/Articles/Business/11_Commandments_for_Bus_Meet_Etiquette.pdf)

## Workplace Etiquette



### *Work-place/Work-station Etiquette*

At work, we spend the maximum time at our work-stations. Hence it is important that we feel comfortable and we should be able to focus. At the same time, we do have people sitting around us. How we keep our work-stations and how we behave at the work-place talks a lot about our respect towards our work and towards others. Below are a few important behaviors one can follow at their work-place.

- Keep your work-station clean and organized. You could personalize it with small artifacts, pen-stands, stationary that you use often etc. However, please ensure that you do not intrude into someone else's space while doing so.
- The office phone should be used only for official calls. Keep our official calls brief and to the point. Avoid gossip.
- Keep a note pad and a pen handy at the work-station.

- Do not eat at the work-station. It not only creates a mess, but would also invite insects and hence cause damage. Indian cuisine has a strong aroma and if you are working in open office setup, people around you may not like the aroma. Moreover, taking break for lunch and walking to the cafeteria with your colleagues is a healthy habit for your health and relationship including small breaks for tea, coffee.
- Keep your computer volume and phone ringers at a low level.
- Lock your computer if you need to step out.
- Do not peep into other people’s computers. Do not over-hear their conversations over the phone.
- Do not take personal calls at the work-station. Do walk away if you need to speak on a personal call (As mentioned earlier try and take only emergency personal calls). One gets paid for the hours in office and you need to give back every minute of work to the company in return.
- Printers, scanners, photo-copiers are meant only for official use. Avoid taking unnecessary prints and definitely no personal prints.
- Do maintain a healthy rapport with people around. Once in a day, say at around lunch time do walk around, meet and greet. However, ensure that you are not disturbing others. If they look busy, walk-by, passing a smile.
- Maintain a friendly demeanor when at work.
- If you have to speak to someone at their workstations, check if it is a good time. Talk to the point and take only as much time, as necessary. Do thank them for their time.
- When you are the last person to leave, do switch off the lights.

From the above mentioned points, what are your 5 key takeaway points that you will like to inculcate as a habit?

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Some useful links:

- [http://www.coveringcredit.com/business\\_credit\\_articles/Career\\_Development/art312.shtml](http://www.coveringcredit.com/business_credit_articles/Career_Development/art312.shtml)
- [http://www.dukeenergycenter.info/PDF/forms/WELLS\\_FARGO\\_OFFICE\\_ETIQUETTE.PDF](http://www.dukeenergycenter.info/PDF/forms/WELLS_FARGO_OFFICE_ETIQUETTE.PDF)
- <http://www.haworth.com/en-us/Knowledge/Workplace-Library/Documents/Office-Etiquette-101.pdf>

## Elevator Etiquette



In most places today, elevators are used to move up and down, tall buildings. In our offices too, we use elevators all the time. However, many a times it is seen, that we do not follow some simple rules that could make this movement easy. Sometimes it is frustrating to see how people behave when using elevators. Some examples of wrong elevator behavior:

- People may keep the lift holding for their friends to arrive and be on the same lift, hence delaying others.
- People may press all the buttons to call for the elevator or people may press the button again and again even

when it is not required (if the light of the elevator call button is on you don't need to press again).

- People don't wait others to step in, once they are inside, even though, the next person may be carrying things in his/her hands.
- While stepping inside the elevator, people do not wait for those who need to step out.
- People try to squeeze into already crowded elevator.
- People do not maintain the concept of personal space, even if there is enough space inside the lift.

Annoying, right?

Here are some principles that you could choose to follow while using lifts. Being a good example might influence those around us as well.

- Take the stairs, if you want to go to just the next floor. No point engaging the otherwise busy elevator. In addition climbing up and down a few flights during the day will keep us active.
- When calling for the elevator, do not press the button again as mentioned earlier, if the light is lit up. It only indicates that the person standing next to you has called for it already. This point is repeated as most people make this mistake.
- When stepping inside, if there are people inside, do allow them to step out.
- Once inside, as far as possible, limit your movement, especially if it is a crowded elevator. If wearing a bag-pack, do take it in your hand before stepping in, so that we do not hit others un-knowingly.
- If someone is rushing in after you, do hold the elevator for the person.
- Do not peep into others' mobile phones etc. in the elevator.
- If you need to get down at the lower floors, do ensure that you are standing near the door for easy movement out.
- If the elevator is crowded and you are behind the crowd, say "Please excuse me" and not just touch anybody's shoulder asking them to move

From the above mentioned points, what are your 5 key takeaway points that you will like to inculcate as a habit?

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Some useful links:

- <http://www.elevatormrules.com/>
- <http://careers.guardian.co.uk/careers-blog/elevator-etiquette-seven-deadly-sins>
- <http://www.wisegeek.com/what-is-good-elevator-etiquette.htm>
- <http://www.benchfly.com/blog/elevator-etiquette-the-essentials/>

### Take a Test on Business Etiquette:

- <http://www.sparktac.com/Portals/0/Docs/BUSINESS%20ETIQUETTE%20QUIZ%5B1%5D%5B1%5D.pdf>
- [http://fmghhttp.iriseducation.org/24500/24575\\_guide.pdf](http://fmghhttp.iriseducation.org/24500/24575_guide.pdf)
- [http://www.etiquetteexpert.com/eti\\_quiz.htm](http://www.etiquetteexpert.com/eti_quiz.htm)
- <http://www.mindingmanners.com/etiquettequiz.shtml>
- <http://www.butlerschool.com/quiz.htm>
- [http://www.advancingwithstyle.com/public ftp/Business\\_Etiquette\\_Quiz/quiz.htm](http://www.advancingwithstyle.com/public ftp/Business_Etiquette_Quiz/quiz.htm)

Do practice all the above and become a great corporate citizen.

## Business E-Mail Writing Skills

Business email writing skills - Google Chrome

createyourfuture.in/index.php?option=com\_content&view=article&id=50&Itemid=164

Apps http://learnsharenca... Settings - Extensions Read Later Index of / Settings Imported From IE

LEAD AN AWESOME LIFE

"Student are like diamonds, they have a basic market value, but it is only after they have been polished, that the world will pay their real value...." - William Thourlby

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Business email writing skills

Words - so innocent and powerless as they are, as standing in a dictionary, how potent for good and evil they become in the hands of one who knows how to combine them.

-Nathaniel Hawthorne

Email is the most commonly used medium for written communication in business and it has replaced the traditional Business Letters. More than 80% of the business communication is done through emails, and hence writing emails properly is one of the mandatory skills required in the corporate life.

While in school and college, we are so used to communicating using sms and chats that the effect of sms language is seen in emails in the professional setup as well. Always remember in the business world you cannot afford to let your language appear to be informal. Your email serves as a measure of your knowledge and communication skills. Though email is one of the fastest modes of communication, it takes time for one to read it and respond to it. Hence, email should be accurate, brief, to the point and reader centric. There are enough and more examples of badly written emails, causing confusion and delay in getting results and it also creates an impression about the person. Hence, it's important to understand the nuances of business email-writing so that there are no misunderstandings.

Below are the three main steps involved in sending an effective Business Email

- (i) Drafting
- (ii) Formatting

During Your College Days

- Managing self
- Vision for future
- Utilizing Available Resources
- Managing Time
- De-railers and Distracters

Getting Ready - Journey from Campus to Corporate +

Mentoring, Coaching and Counseling +

Performance Thru Meditation +

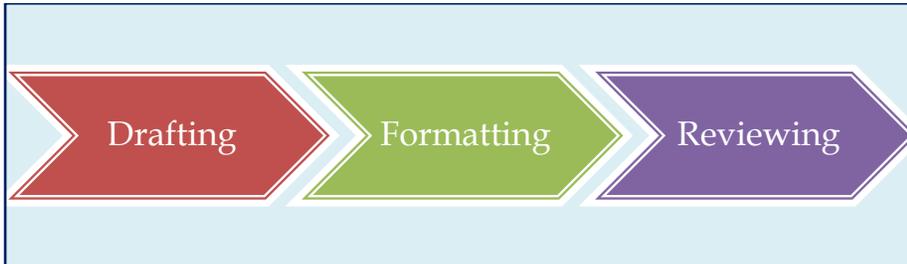
Email is the most commonly used medium for written communication in business. More than 70% of the business communication is done through emails, and hence writing emails properly is one of the basic business skills.

While email is one of the fastest modes of communication, it takes time for one to read it and respond to it. Hence, email should be accurate, brief and reader centric. There are enough and more examples of badly written emails, causing confusion and delay in getting results and how one writes, also creates and impression about the person. While in school and college, we are so used to communicating using sms and chats that the effect of sms language is seen in emails in the professional setup as well. Some common mistakes like using “u” for “you” or “wud” for “would” are observed quite often. Such language is not considered appropriate in a professional set-up. It gives an impression that you

are too casual about your communication whereas in reality you may not be casual. Hence, it's important to understand the nuances of business email-writing so that there are no misunderstandings.

## E-mail Writing Process:

While writing emails, one could follow the process below:



### *Drafting*

Before writing an email the following questions could help one drafting the mail:

#### 1. Who am I writing to?

It is important is that the reader understands the message and gets clarity on what is expected from him/her when they read it. Keeping the reader in mind, will help one to choose the right tone of language and words. For example, if one is writing to an unknown person, the tone of the mail could be slightly more formal as compared to writing to a known person. Similarly, using jargons that a reader may not understand can create confusion.

Let's look at an example. Suppose, you are writing an email to your customer for some data required, urgently.

#### **Example 1A:**

To: ABC@client.com

Subject : Need data **ASAP**

Hi ABC,

As dicussed in the meeting this Thursday, you were supposed to send us the data that we need to use for developing the new system. However, we have not recived it from you as yet and this is causing delay. Please send the data by eod today so that, we can start working on the requirement.

Thanks,  
XYZ.

In the above example, the email is being written to a customer, who is an outsider to your organization. If you notice, certain jargons like ASAP meaning “as soon as possible” and “eod” meaning end of day have been used. Now, it is possible that the recipient may not be used to such abbreviations and hence may not understand the message. Hence it is better that we use words which explain completely what we are trying to communicate. Also there are mistake in the above mail like “discussed” is written as “dicussed” which will get fixed in the review section or by the spell checker of the mail software but it is better to pay attention to such things also while drafting the mail itself.

In addition, the language could be a little more courteous. Let us look an alternative way to communicate the same message.

### **Example 1B (Ideal Version):**

To: ABC@client.com

Subject : Data required to begin project work

Hi ABC,

As discussed in the meeting last Thursday, we are expecting the data from your end. Request you to please send across the required data by end of day today, so that we could begin the application design and avoid any further delay.

Thanks and Regards,  
XYZ.

The above mail, the subject line provides clarity on the purpose of the email. By providing the time lines, and letting the recipient know that without the data, there is a risk of delay gives the required sense of urgency as well. Moreover, the language used is more professional and polite. It is also advisable to create a signature in your mail with your contact details so that if the other person wants to quickly clarify any point he or she can reach you immediately. So the following modified version has the signature as well as mention about contacting for any clarification.

**Example 1C:**

To: ABC@client.com

Subject : Data required to begin project work

Hi ABC,

As discussed in the meeting last Thursday, we are expecting the data from your end. Request you to please send across the required data by end of day today, so that we could begin the application design and avoid any further delay.

Incase you need to reach me please find my details in the signature below.

Thanks and Regards,

XYZ.  
Mobile : 9686570957  
Landline/Extension: 2017  
Location: Block 2, Express Towers, Bangalore

## 2. Why am I writing this email?

The objective of writing the email needs to be clear. Is it to call for attention, for action or just for information? One needs to keep the objective clear in mind which also guides the content of the email.

Let us look at an example, where you need to write an email to get feedback from your supervisor on the report that you have written.

### Example 2:

To: ABC@company.com

Subject: Need inputs on the report

Attachment: Market potential in the northern region.

Hi ABC,

I have drafted a report based on the research that our team has done on the market potential for the northern region. Please find the attachment. Request you to please review the report and let me know your suggestions.

Thanks and Regards,  
XYZ.

Mobile : 9686570957

Landline / Ext : 2017

Location: Block 2, Express Towers, Bangalore

In the above mail, the objective of the mail is to get inputs from the manager. This purpose has been provided very clearly in the mail. Also, the necessary document for the purpose has been attached to the mail. Since the sender is asking for help, the closing signature includes “Thanks and Regards”. Had the mail been only for the purpose of informing, “Regards” in the closing signature would suffice.

Hence keeping the purpose of the communication in mind will help in writing the required content with clarity.

### 3. What message do I need to convey and how?

After thinking through the “who” and “why” of an email, the content needs to be thought through. While the content could be straight-forward, how we present it on the mail, makes an impact. This is where following a structure is important.

#### **Structure:**

While emails need to be short and precise, there has to be a basic structure – Introduction, body and conclusion that needs to be followed in emails. The introduction would include the salutation with greetings and the purpose of the email. The body would include the detailed content and the conclusion would include the required action and signature.

Depending on the type of content, the body of the email could be presented in paragraph, or bullets/numbers could be used. Bullets/numbers are used, when a list of points need to be presented.

Typically the length of an email should not exceed one screen shot. The paragraphs in the mail should not exceed 5 to 6 sentences. Shorter sentences, not exceeding 15 words would help in maintaining grammar.

Let's look at an example. Suppose you need to write to the customer to gain clarity on a few issues that you have not understood about the software design. Let's look at the following mail below:

**Example 3A:**

To: ABC@client.com

Subject: Need clarity on the billing system.

Hi ABC,

Thanks for providing the valuable inputs about the billing system, that you would like us to create for your Retail business. We have a few questions to seek some more clarity before we start working on the design.

How many customers do you get in your retail outlets on an average? How many retail outlets do you have in total? How much time does it currently take to process one bill? How many people on an average are working on the billing system currently for each retail outlet? By when will you need the first prototype to be ready?

In addition we thought we would keep you updated on the process on a weekly basis. Let us know if this work for you.

Regards,

XYZ.

Mobile : 9686570957

Landline / Ext : 2017

Location: Block 2, Express Towers, Bangalore

In the above example, the questions asked in the paragraph-form are not very reader friendly. Let's see how we could make the mail more readable.

**Example 3A (Ideal Version):**

To: ABC@client.c

Subject: Need clarity on the billing system.

Hi ABC,

Thanks for providing the valuable inputs about the billing system that you would like us to create for your Retail business. We have a few questions to seek some more clarity before we start working on the design.

- How many customers do you get in your retail outlets on an average?
- How many retail outlets do you have in total?
- How much time does it currently take to process one bill?
- How many people on an average are working on the billing system currently for each retail outlet?
- By when will you need the first prototype to be ready?

In addition we thought we would keep you updated on the process on a weekly basis. Let us know if this work for you.

Regards,  
XYZ.

Subject: Need clarity

Thanks for providing the valuable inputs about the billing system that you would like us to create for your Retail business. We have a few questions to seek some more clarity before we start working on the design.

- How many customers do you get in your retail outlets on an average?
- How many retail outlets do you have in total?
- How much time does it currently take to process one bill?
- How many people on an average are working on the billing system currently for each retail outlet?
- By when will you need the first prototype to be ready?

In addition we thought we would keep you updated on the process on a weekly basis. Let us know if this work for you.

Regards,  
XYZ.

### *Formatting:*

Once an email has been drafted, it needs to be formatted to make it more readable. The following points could be glanced through to format the mail:

- Indentation
- Font size – between 10 – 12 pts.
- Text color – black or blue only for formal mails.
- Text highlight – the highlighting tool, bold fonts or underlining could be used for bringing attention to key words if required.
- Usage of tables if required.

### *Reviewing:*

Reviewing an email is imperative before one hits the send button. While Spell check and grammar check are useful tools in pointing out errors, they cannot be relied completely as some errors still might exist. A manual check of the email is therefore a must before sending out the mail. If possible, reading the mail loud can also help in detecting errors.

### *When should email not be used?*

In general any communication which requires documentation, calls for the usage of emails. However, emails may not be used in situations where details discussion is required, when resolving conflicts. In such cases, in-person meetings or telephonic communication are ideal. Email should be used only to confirm what has been decided upon as a result of those discussions.

*Further Reading on E-mail Writing:*

Apart from the above mentioned basics of email, knowing the right etiquette is important. The links below are useful to know more about email writing and etiquette:

<http://www.linkedin.com/today/post/article/20130221123241-15077789-want-to-be-taken-seriously-become-a-better-writer?trk=mp-details-rc>

<http://www.forbes.com/2010/05/03/better-business-writing-leadership-careers-tips.html>

<http://smallbusinessbonfire.com/business-email-tips>

<http://writing.colostate.edu/guides/guide.cfm?guideid=74>

<http://grammar.about.com/od/developingessays/a/profemails.htm>

<http://www.dailywritingtips.com/email-etiquette/>

### *Exercises to prepare you for an email writing expert :*

Write emails for the following situations as a practice:

1. To your manager, asking for leave.
2. To the HR manager asking for clarification on tax-deductions made in your last pay slip.
3. Asking one of your contacts to refer you to more potential customers for your product.
4. Asking your colleague for some help on a new project that you have been allocated to.
5. To your manager, letting him/her know that you have a lot of work at hand and hence will not be able to take up additional responsibility.

### *Sample Emails:*

Below are some sample emails that you can use till you become expert on writing emails for your reference:

1. To your manager, asking for leave.

To: ABC@company.com

Subject: Request for leave approval

Hi ABC,

I would like to take leave between 15<sup>th</sup> June to 20<sup>th</sup> June. I am visiting my family during this time. I have applied for leaves on the system and would request you to please approve it.

Thanks and Regards,

XYZ

2. To the HR manager asking for clarification on tax-deductions made in your last pay slip.

To: HR@company.com

Subject: Clarification needed on my salary for the month of March 2013.

Attachment : Salary Slip – March 2013

Hi HR,

This is to bring to your notice that the tax deducted from my salary for the month of March is Rs. X.

This amount is much higher than the usual deduction. Please find attached the pay slip for your perusal. I would request you to please provide the tax calculation and clarify why the deductions has amounted to be high.

Thanks and Regards,

ABC.

3. Asking one of your contacts to refer you to more potential customers for your product.

To: PQR@gmail.com

Subject: Potential buyers.

Hi PQR,

Thanks for your time last week. It was great meeting you and I hope our meeting has provided sufficient clarifications on our product and services.

As discussed, request you to please help me with some contacts whom I could further contact for the purpose of selling our products and services.

I would really appreciate if you could help me with a few potentially interested people. Thanks once again for all the support.

Regards,

ABC.

4. Asking your colleague for some help on a new project that you have been allocated to.

To: MNO@company.com

Subject: Need help on the new project.

Hi MNO,

I have been allocated to the project DEF. My supervisor has advised me to get familiar with the work that has been done so far and the expectations from the customers. He referred you to be the right person to get the inputs from. I was hoping, if I could get to spend some time with you over the next 3 days so that I can familiarize myself and get a hang of things.

Let me know if I could shadow you for the next 3 days.

Regards,

ABC.

5. To your manager, letting him/her know that you have a lot of work at hand and hence will not be able to take up additional work given to you.

To: XYZ@company.com

Subject: Additional work load

Hi XYZ,

Thanks for offering me the opportunity to take on the additional work load.

As of now I am working on module 6 of the project and would be involved in the coding process that would take another 5 days to be completed.

The additional work given, has to be completed in the next 2 days. Given this situation, I will not be able to take on the additional work this week.

Hence I would request you to please extend the deadline of the additional work to next, or if urgent, let me know which one I should take on, as priority.

Regards,

ABC.

## Ethics @ Work

Dictionary meaning of ethics says, *“that branch of philosophy dealing with values relating to human conduct, with respect to the rightness and wrongness of certain actions and to the goodness and badness of the motives and ends of such actions”*

Ethics is all about knowing the RIGHT from the WRONG, and choosing to do RIGHT things RIGHT. Sometimes the choices are as clear as black and white, but it is the gray area that make it difficult for us to choose between two equally right options or between two equally wrong options. It is in such difficult situation that our choices reveal our true character and our deeply cherished values and principles tested. As such it is our personal values and principles that always propel us to act or react in one way over another. Hence, we will often see that for the same situation, people often act or react in very different ways.

Ethics @ Work implies the way we conduct ourselves at workplace, where there is this thin line differentiating the RIGHT and the WRONG. It is always important to embrace high work ethic, as employees exhibiting a good work ethic usually get selected for higher positions with more responsibilities. Employees who falter are considered to be not-trust worthy and may get sidelined since people cannot take them into confidence.

While almost all of us have our unique set of values and principles, which we may have learnt either through stories we heard from our grandparents, teachings from our parents, teachers, or neighbors, or simply through observation and interactions with our surroundings, it is important for us to bear in mind that certain conduct in certain contexts is universally the same. Hence, no matter what your own personal set of values and principles are, there are certain specific codes of conduct that you need to practice in certain specific context such as say, your workplace.

An organization is a social unit. It involves working with other individuals who are similar or different to us in terms of their culture, gender, race, educational background, age, religion, etc. Being surrounded with such a diverse set of colleagues and being a part of an organization that has its own culture about how it engages with its employees, customers, stakeholders, investors and the society in which it operates, it is imperative for us to conduct ourselves with propriety and integrity. By consistently displaying the right work ethics you will not only emerge as a valuable asset to your organization and valued by your colleagues but also establish a professional reputation for yourself that will stand you in good stead for the rest of your life.

In this section on 'Ethics @ Work', we have included various questions, guidelines, articles, videos, cases and exercises for you to understand this better and enable you to do the RIGHT thing RIGHT.

### *Questions to ask yourselves*

When in doubt you may want to ask a few questions to yourselves. Especially, if you are not sure how a decision will impact others or how others will perceive your decision.

1. Would you acknowledge or approve if somebody else is taking this decision?
2. Would you take this decision if there was a similar situation at your home or if it was your own company?
3. What is the outcome that you are expecting from this decision and is that outcome acceptable to you? (Ask this question along with previous question)
4. Will there be any harmful impact for others? Will there be someone impacted?
5. What is the long term impact of this decision? 10 years (or may be consider instead that to be a long duration) down the line, would you still approve of this decision?
6. Would you be comfortable to talk about your decision with others? (say, your boss, higher management, your family, society as a whole)

### Principles/guidelines for making ethical decisions

Below are certain guidelines to be used that will help you in making ethical decisions

1. Attempt to answer all questions (1 to 6) listed above
2. Do not put yourself first when taking a decision, put the organization and others first.
3. Respect people, their rights and treat everyone with fairness
4. Keep promises and honor contracts. Walk the talk
5. Collect all available data before taking a decision.
6. Never compromise your integrity
7. Ethical decisions must use fair procedures and account for unjust action
8. Do not go for the easy option. Consider all available options and choose the right one
9. Communicate the grounds to stakeholders and impacted people in a transparent way
10. In case, at any point of time later, you realize that you did a mistake, be ready to correct it.

### *Articles from Web*

There are many articles available on the topic, however, below will give you a brief insight.

[http://www.businessweek.com/managing/content/feb2010/ca20100223\\_354669.htm](http://www.businessweek.com/managing/content/feb2010/ca20100223_354669.htm)

<http://humanresources.about.com/od/businessethics/qt/workplace-ethics.htm>

<http://www.oprah.com/money/Ethical-Dilemmas-at-Work>

### *Videos to Watch*

Below are few good videos, you could watch

<https://www.youtube.com/watch?v=Zex9hKT2XZI>

<https://www.youtube.com/watch?v=unHIRoVCv6w>

<https://www.youtube.com/watch?v=sDPsSyaZNIw> (Business ethics cases)

<https://www.youtube.com/watch?v=Lhwhgf01Ozw>

Watch these 3 together

1. <https://www.youtube.com/watch?v=4pvFPHvWRIs>
2. <https://www.youtube.com/watch?v=GZNLHua5q1Y>
3. <https://www.youtube.com/watch?v=sVK6sV7AbGY>

### *Assessments*

Below links will help you to assess your own ethics IQ and also help you sharpen your own moral reasoning skills

Check your own Ethics IQ by taking this online quiz available on the website of Dr. Bruce Winestine

<http://theethicsguy.com/ethics-and-you/whats-your-ethics-iq/>

<http://confessionline.com/quiz.asp>

<http://www.realsimple.com/work-life/life-strategies/ethics-quiz-00000000028644/index.html>

## *Practice Exercises*

### **Role play: You're the Boss**

Take the perspective of the boss and solve the following scenarios:

- a. All level employees have attended the mandated sexual harassment training in the workplace. Bob continues to make rude remarks to all the women in his department. What should you do?
- b. Ajay is one of my best employees. However, recently he has been late coming into work. What will you do?
- c. You have been receiving complaints about Bala. People around him say that he smells badly and it is difficult to work around him. He is a good employee, how can you tell him to practice better hygiene?
- d. Chandra applied for the position of Sales Manager. You had Human Resources check his references. It is difficult to read his application because his handwriting is so messy, so I am considering not hiring him because of this. Are you being fair? How?
- e. Deepa, who is an excellent employee, has applied for a transfer to the Shipping and Receiving Department. The job includes lifting heavy materials and operating the fork lift. She is qualified to do the job, but that job should go to a man, after all, there are only men in that department. What should you do?
- f. Eva was working in the plant when she caught her finger in a machine, causing a severe injury. There had been rumors that Betty had been using before she came to work. We have a "No Drugs in the Workplace" policy, what will you do?
- g. You are facilitating your department meeting this month and the employees have been complaining about each other and are not getting along with one another. Some people are saying that other people's ideas are not any good, other people are not completing their work. What should you do at the meeting?

### **Group Discussion**

You may discuss with your peers or friends and then give you your response:

- a. Following are a few important scenarios that you will face as soon as you are on job. Discuss on these
  - i. Submitting fake medical bills for claims, to get that extra money

- ii. There are lots of stationaries available in and around office. I can pick a few for my personal use at home
- iii. At office, it is 24 hours free access to internet. We can spend more time on social networking sites, browse sites for details apart from work, and if possible sensitive and prohibited contents
- iv. In case you are not assigned to a project, you may not have any critical commitments to be closed each day. You are lazy to go to office and request your close friend to swipe in and out your attendance for a few days
- v. I have unutilized medical leaves and now it is year end. Should I not come to office claiming that I am unwell to utilize these leaves. Any way those leaves will get elapsed if not utilized.

(PS: All the above are a strict no-no and it may cost your job and your reputation in the job market. Be very careful about these sensitive aspect)

- b. You are a trainee accountant in your second year of training within a small practice. A more senior trainee has been on sick leave, and you are due to go on study leave. You have been told by your manager that, before you go on leave, you must complete some complicated reconciliation work. The deadline suggested appears unrealistic, given the complexity of the work.

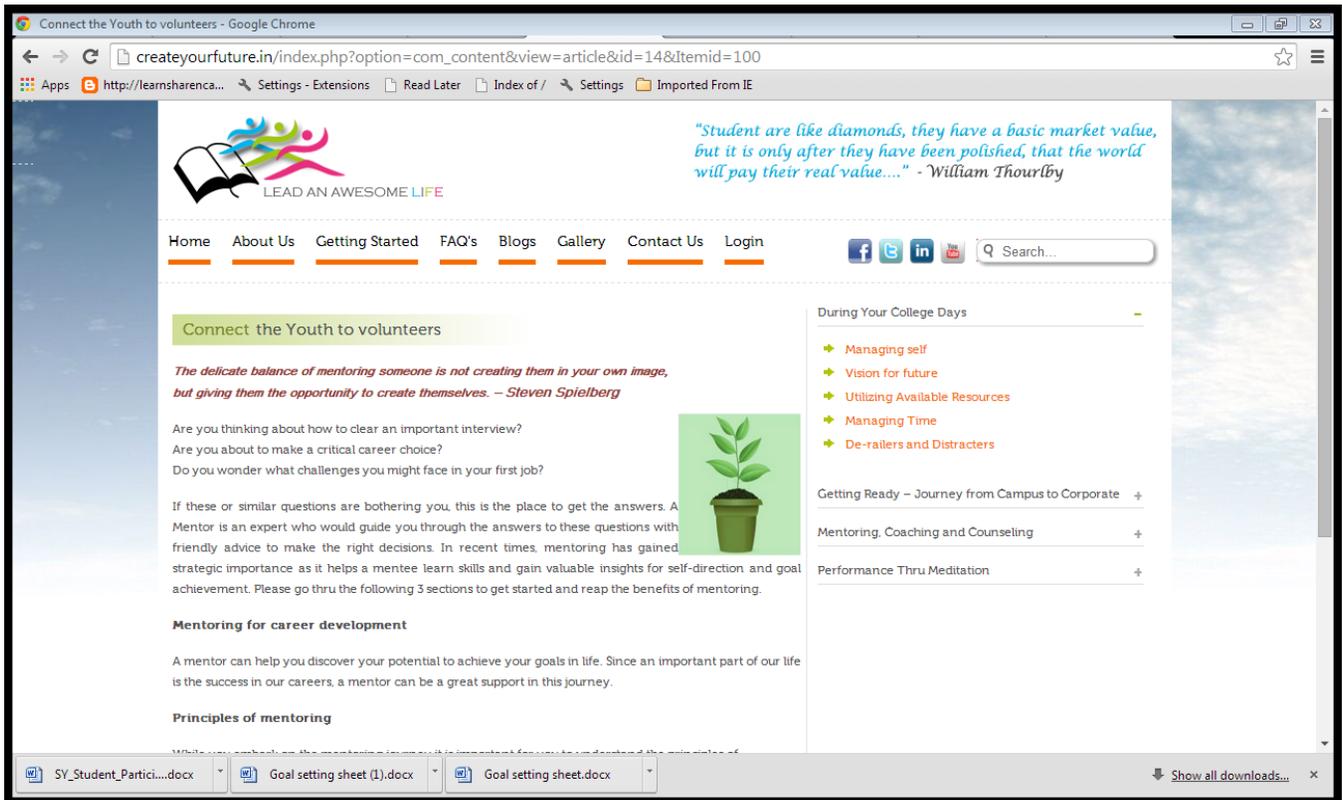
You feel that you are not sufficiently experienced to complete the work alone. You would need additional supervision to complete it to the required standard, and your manager appears unable to offer the necessary support. If you try to complete the work within the proposed timeframe but fail to meet the expected quality, you could face repercussions on your return from study leave. You feel slightly intimidated by your manager, and also feel pressure to do what you can for the practice in what are challenging times.

- c. The first rule we were taught during orientation was that you should never leave the cash register without locking your cash box. Never. Never. Never. If you comeupshort, you will be fired. No excuses. One day my manager says to me, "Please, go into the backroom and get me four boxes of #2 rolls." So, I say, "Sure, as soon as I lock my cash box." But he says, "No

time. Just do it. I will watch the register." What should I do? Suppose I did what the manager said, leaving him with the unlocked cashbox. Suppose too that that evening my cash comes up Rs 1000/- short, that I don't have Rs 1000/- to slip in, and that he says, "You're fired." What should I do then?

- d. Justin Major is the present holder of a part-time job that has been in your gift department for a decade now, a wonderful job compared to the usual fast-food placement. Justin must work two hours each evening painting industrial steel to be used the following morning for construction. His hours are flexible. He can start anytime after 3:30 so long as he finishes by 7:00. His job is important. The paint requires almost eight hours to dry. If Justin fails to do his job on any day, the construction gang will not be able to do its job the next day. You thought Justin understood all this. But that was last fall. Justin's boss called you a few minutes ago to tell you that Justin didn't show up last night. When you asked Justin why he had not, he said that he didn't think he was getting paid enough for the job he was doing. So, he took off a little time. Is there anything you can say to Justin that might change his mind. If he misses work again, he will be fired, but he is just six weeks from graduation.
- e. Most of your co-workers at Fishy-Wishy's are drug-free. But some are, you think, on one sort of drug or another. You know for sure one of them is, because you have seen him sniffing cocaine in the kitchen during a quiet moment. While he was once pretty good in the kitchen, he is increasingly prone to confusing orders. That makes your job up front harder. So far you and the other staff have covered for him. But you are getting tired of that. The manager does not seem to have noticed anything wrong. You are tempted to tell him. Should you? What if he asks?
- f. When my friends come to King Fries, I like to show them that I appreciate them. So, when they order a large fries, I give them what they ask for but charge them for the small. Since there is no way to check the order sheets against the cash for the day, no one is the wiser. I save each friend a quarter or so; but the fries really only cost the company two cents and my friends probably would only order small fries if they couldn't get the extra fries free. Really, my friends wouldn't come in at all if I weren't there. So, where's the harm? You cannot call that stealing.

# Connecting the Youth to Volunteers



Below is the Goal Sheet that you should fill in before you connect with the mentor.

## Create Your Future.in - Mentee's Goal Setting sheet

<b>Name:</b>		<b>Date:</b>		
		<b>Mentor's Name:</b>		
<b>Goal:</b>				
<b>Task to be accomplished / Knowledge to be acquired</b>  <i>(What do I want to accomplish?)</i>	<b>Projected outcome</b>  <i>(How will I know I have accomplished it?)</i>	<b>Action plan</b>  <i>(How will I achieve this?)</i>	<b>Resources needed</b>  <i>(What will I need?)</i>	<b>Target completion date</b>  <i>(By when will I achieve it?)</i>

## Performance Through Meditation

The screenshot shows a web browser window displaying the Sahaja Yoga website. The page title is "SahajaYoga meditation online sessions or in class sessions". The URL is "createyourfuture.in/index.php?option=com\_content&view=article&id=39&Itemid=100". The page features a navigation menu with links for Home, About Us, Getting Started, FAQ's, Blogs, Gallery, Contact Us, and Login. A search bar is also present. The main content area includes an introduction to Sahaja Yoga, a list of benefits, and a sidebar with a table of contents for "During Your College Days".

**SahajaYoga meditation online sessions or in class sessions**

**Introduction**

Sahaja yoga is a simple, scientific method of meditation where one can achieve "Thoughtlessness". This is done by awakening Motherly Energy (Kundalini) within, which gives spontaneous balance and experience of peace, which is otherwise called as getting Self-Realization. Founded in 1970, by two times Nobel Peace Prize nominee 'Shri Mataji Nirmala Devi'.

Through Sahaja Yoga students achieve the following:

- Balance – Thoughts from future and past stop and the present is cherished.
- Wisdom – Discretion between right and wrong choices in life.
- Improve Attention – reduces unnecessary thinking and brings in clarity to the topics.
- Sharp Memory – hyper mental activity is reduced to better remember and reproduce learning
- Self Esteem improvement – aid developing faith in oneself.
- Building Confidence – develop the quality to project one's true inner potential.
- Communication and Public Speaking – leverage the appropriate amount of diplomacy and politeness
- Humility and Mutual Respect – develop gender sensitivity, enjoy diversity and have a humble attitude.

Below are three tabs that can help you get started on Sahajayoga meditation.

**During Your College Days**

- Managing self
- Vision for future
- Utilizing Available Resources
- Managing Time
- De-railers and Distracters

Getting Ready – Journey from Campus to Corporate +

Mentoring, Coaching and Counseling +

Performance Thru Meditation +

### Why Meditation??

In each of us there is an innate **desire to become better**, to attain a higher state of consciousness. But, in modern times, the students are under immense pressure and they have to face the competition in every field.

Increasing Competition in studies creates

- Depression
- Frustration
- Negative Mentality

This results them in a state of stress, impatience, irritation, lack of respect, attention disorder, lethargy or hyperactivity, lack of Self-Confidence.

Many students are also impacted many other issues by living in this chaotic environment within families and societies. They subtly absorb the stress and disorder around them that reflects in their own being.

### What is Sahaja Yoga?

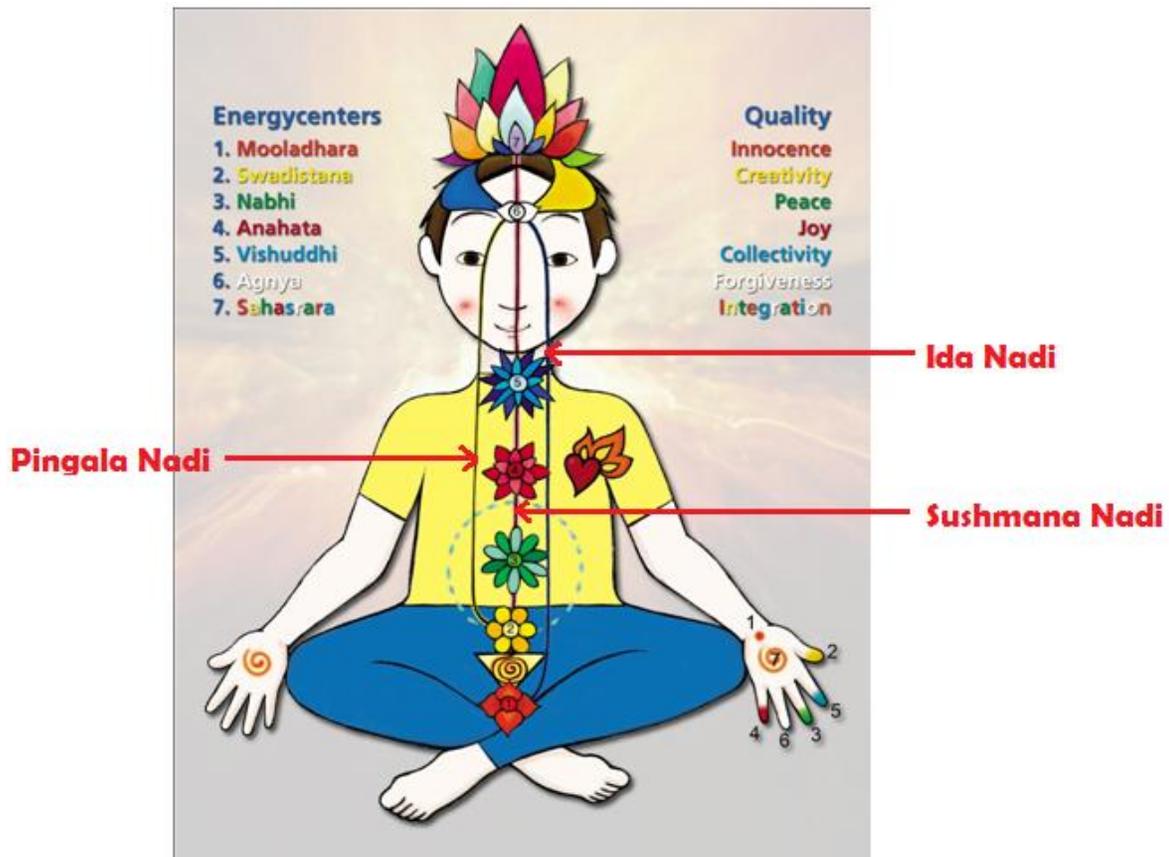
“Sahaja Yoga is the spontaneous union of individual consciousness with the all pervading divine power through the awakening of the residual power of the Kundalini, which lies dormant within all human beings in the triangular bone at the base of the spine, called the sacrum - the sacred bone.”

– H.H. Shri Mataji Nirmala Devi

Sahaja Yoga helps improve students their innate moral values, improve their attention, and achieve physical emotional and mental balance so they grow to become well-balanced individuals who can further help restore a peaceful world.

Sahaja Yoga is free to all and is practiced in over 80+ countries around the world today. In Sahaja Yoga, there is no restriction of cast, creed, religion, nationality, age or sex.

### Lets Understand THE SUBTLE SYSTEM within us :-



### THE SUBTLE SYSTEM

Inside your body is an invisible tree. This tree is called the **subtle system** or we can call it the Tree of Truth. This subtle system has seven chakras (or energy centers) starting from the bottom of our spine all the way to the top of our head.

Each of these chakras has a special quality which can be felt when you meditate. These chakras have a special way of communication with your fingers. They send messages to your hands because each finger has a relationship with the fingers on palms as shown in the figure.

The awakening of the Kundalini through the central channel, piercing through the six chakras above the sacrum bone and emerging at the top of the head (fontanel bone area) as a gentle "fountain" of coolness is **Self Realization**.

Through Self-Realization one can achieve harmony, balance, equanimity, Peacefulness. It is a state of FREEDOM (liberation) – a freedom from pain and suffering, fears, duality's, tensions of life. It is a stress free, quiet and balanced mental state.

### *Self-Realization Process*

You can get your Self Realization while sitting in front of your computer. The only condition is your sincere desire to have it.

Sit with your back straight comfortably. Place both your hands with palms upwards on your lap and follow the steps given below with your eyes closed.



Picture to guide you place your hands during the course of meditation.

**STEP1:** Place your right hand on the heart and say **“Mother, I am the Spirit”**.

**STEP2:** Place your right hand on left side of your neck and say **"Mother, I am not guilty!"**.

**STEP3:** Place your right hand on forehead and say **"Mother, I forgive everybody, including myself! "**.

**STEP4:** Place your right hand behind your head and say **"Oh Divine, please forgive me for any mistakes that I may have committed knowingly or unknowingly!"**

**STEP5:** Place your right hand stretched above your head and say **"Mother, please give me Self Realization!"** and keep your eyes closed for a while.

Now, one can observe that the thoughts are slowed down or disappeared.

Now, place your hand a few inches above your head and see if any coolness is felt on top of your head. You may as well feel your body light and relaxed.

You can write your experience and then speak to one of the Sahajayoga practitioner by sending an email to [help@createyourfuture.in](mailto:help@createyourfuture.in) with subject "Connect me to a practitioner of Sahajayoga"

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And inside us there are 3 channels of energy

- The Sun Channel or PingalaNadi or right Channel
- The Moon Channel or Ida Nadi or Left Channel
- The Central Channel or SushmanaNadi or Central Channel

Let's learn how to meditate at home through the "Ongoing Meditation" course given below. These lessons will guide you through the process of learning meditation for everyday practice and help you find it easier to achieve your goals in everyday life.

### *Ongoing Meditation*

The first step is Raising Kundalini as below :-



Place the left hand in front of your lower abdomen, palm facing the body. Raise the left hand up vertically, until it reaches a position above your head. While the left hand is ascending, the right hand rotates around it clockwise, until both hands are above the head. Use both hands to tie a knot. Repeat three times and second time tie the knot two times and the third time tie the knot three times, fixing your attention and the Kundalini energy above your head.

### *Next step is taking Bandhan*



Both the above technique should be performed at the beginning and at the end of each meditation session.

Now, hold the left hand out on your lap, palm upwards. Place your right hand over your left hip and slowly raise your right hand over your head and down the right side of your body. Then raise the right hand up the right side, over your head and down the left side. This is one bandhan. Repeat the same seven times.

### *Balancing left channel*

This is done when one feels lazy, depressed, heat or heaviness on the left side. You can either sit on a chair or the floor. Hold the left hand out, palm upwards; place the right hand on the earth.

Close your eyes and observe your sensations on the left palm. Remain in this position for 5-6 minutes. If you feel tingling or heat on your palm, remain in this

position until the sensation of tingling or heat goes away and you start feeling cool gentle breeze on your palm.



### *Balancing Right channel*

This is done when one is in a state of aggression, anger, heat or heaviness on the right side.

You can either sit on a chair or the floor. Hold the right hand out, palm upwards; bend the left arm up from the elbow and direct the palm towards the back. Close your eyes and observe your sensations on the right palm. Remain in this position for 5-6 minutes. If you feel tingling or heat on your right palm, remain in this position until the sensation of tingling or heat goes away and you start feeling cool gentle breeze.



### *Meditation after Balancing Channels*

After balancing your left/right channels close your eyes and make a couple of deep breaths. Keep your eyes closed for few minutes.

As you observe sensations on your palms, inside your body and on the top of your head, you may feel the feeling of heaviness and heat slowly being replaced with sensations of lightness and coolness. These sensations indicate that the Kundalini energy is clearing your being from inside. Enjoy this incredible process!



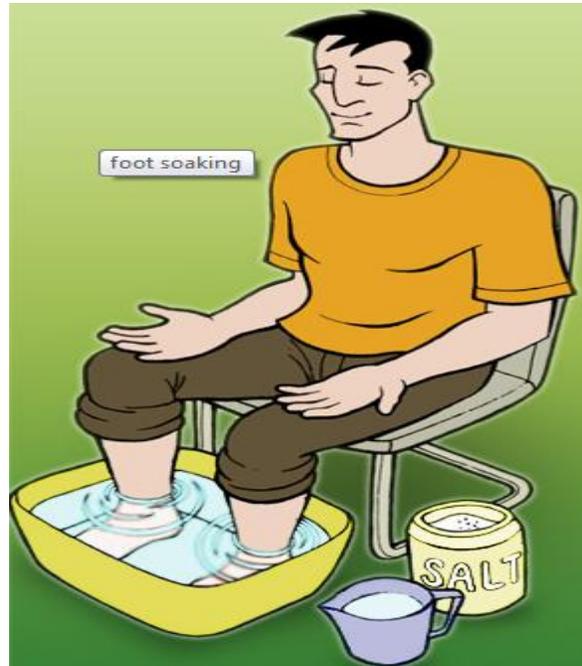
How do you feel(Cool/Hot, relaxed, peaceful)? Write your experience and speak to a practitioner.

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***Foot soaking - a very powerful way to release all obstructions of our subtle system***

Foot Soaking is a simple, easy therapy which is very effective in reducing stress and balancing our inner system. This is to be practiced while meditating preferably before you go to bed every night.

- Sit comfortably in a chair with your hands on your lap, palms upwards.
- Place your feet in a bowl of water containing a handful of salt.
- Meditate while soaking your feet for 10 to 15 minutes.
- Rinse with fresh water and dry your feet. Then flush the water down the toilet and wash your hands.



This is best to be practiced before going to bed as it helps you in washing off all the tiredness.

### *Ice pack - To cool your liver.*

Ice pack is useful for those who find it hard in attaining or maintaining thoughtlessness in their Meditation. Very often it is found that unwanted thoughts are the result of an over-active liver. Ice pack is to be placed just under the ribs on the right side at the waistline for 10 minutes.



## **Some more Tips & Techniques to achieve satisfying Meditation**

- Sitting on the bare earth or green grass.
- Meditation in Morning Sunrise.
- Practicing footsoaking in the sea, lake or river as well. Stand in the water, close your eyes, and go into meditation for some time.
- Keeping focus on natural things like flowers, trees, sky, earth improves attention.
- **Spiritual MeditationMusic** helps one in attaining “**thoughtlessness**”. You can find the same in <http://www.freemeditation.com/music/>.

**Some more useful sites on sahaja yoga are listed below**

[:http://www.sahajayoga.org.in/faq](http://www.sahajayoga.org.in/faq)

[http://www.sahajayoga.ca/Meditation/foot\\_soaking.htm](http://www.sahajayoga.ca/Meditation/foot_soaking.htm)

<http://www.sahajayoga.ca/Meditation/music.htm>

<http://www.freemeditation.com/sahaja-yoga/10-reasons-why-you-should-practice-sahaja-yoga/>

## Experience sharing

Let us know how your experience was using the website and the participant guide.

Please also share the website with your friends and relatives.

All the best in your career and lead an AWESOME Life.