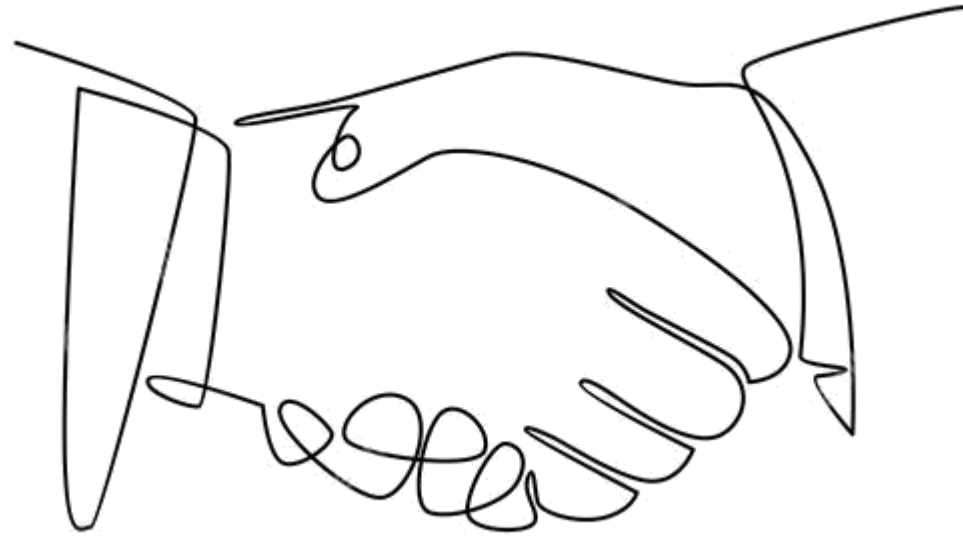


# SOFT SKILL TRAINING

December, 2021



# Introduction



# ABOUT i-Capital

Found in 2015, we are a professional services firm offering full range of Human Capital Development solutions to clients in various sectors.

Our approach is business-driven and we work to co-create innovative, insightful solutions that are practical and commercially sound.

We help companies, universities, public enterprises, and start-ups in areas of strategy, organizational transformation, & talent development.

Our solutions are geared towards enhancing enterprises ability to prepare for the fast changing business world and become successful.

The foundation of the Institute is our understanding of the significant gaps that are limiting innovativeness and competitiveness of African enterprises both at regional and global levels.

... we are in the business of transforming people ...

## OUR VISION

*To see people transformed in every industry we serve.*

## OUR MISSION

*Making an impact that matters to our clients by providing co-created, disruptive and practical people transformation solutions through talented and trusted professionals.*

## OUR CORE VALUES

- Thought leadership
- Professionalism
- Client centricity
- Result-Orientation
- Connectedness
- Disruption

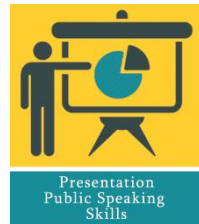
# SOME OF OUR LEARNING SOLUTIONS

**CUSTOMER CENTRICITY**



**S-OJT™**

**Export Manager**



**CORPORATE GOVERNANCE**



**FSI**



Preparing Experts for Tomorrow



Work Ethics and Professionalism

**DACUM** Job/Occupation ANALYST



MANAGING CHANGE AND DEVELOPING CULTURE



DEVELOPING AN AGILE CULTURE

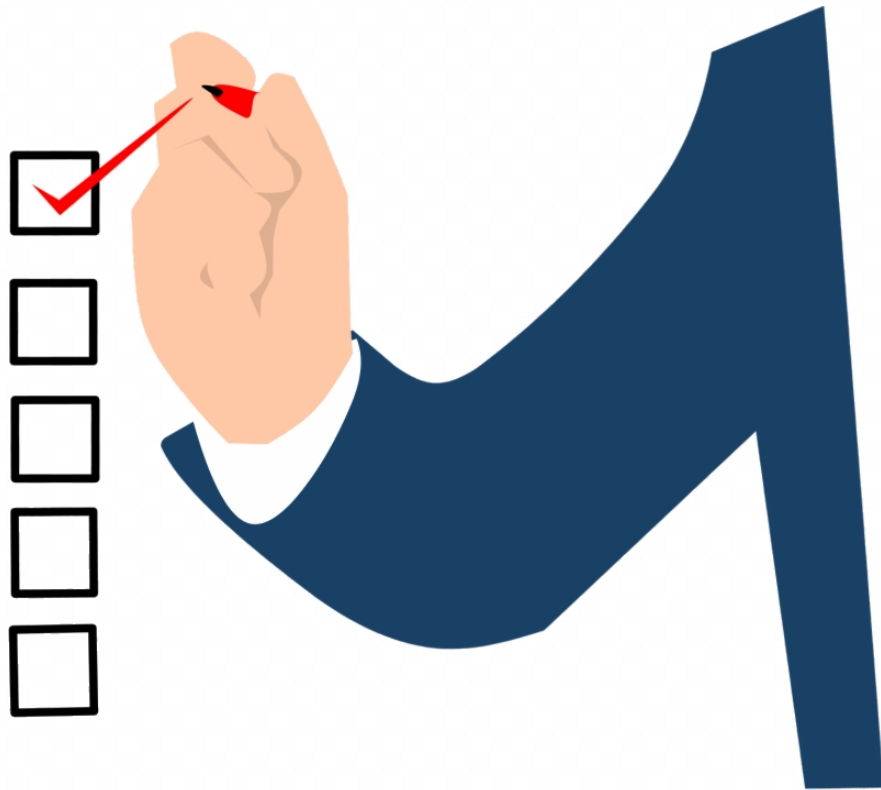


TRANSFORMATIONAL LEADERSHIP



Some Pictures From Our Summits

# Setting Ground Rules



Active participation



Respect each other's idea



Mobile on silent mode



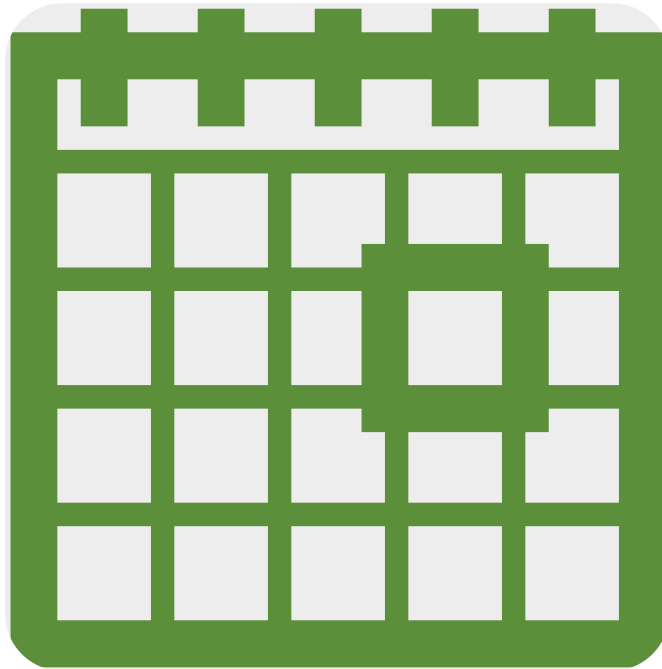
Be on time









No side talk



# Training Schedule



Start		8:30 am
Tea break		10:15 (20 min)
Lunch		12:00 (1 hour)
Start		1:00 pm
Tea break		3:00 (20 min)
Finish		4:30



# Methods of Learning



Interactive  
Presentation



Group  
Discussion



Brainstorming



Q&A



Self-Assessment



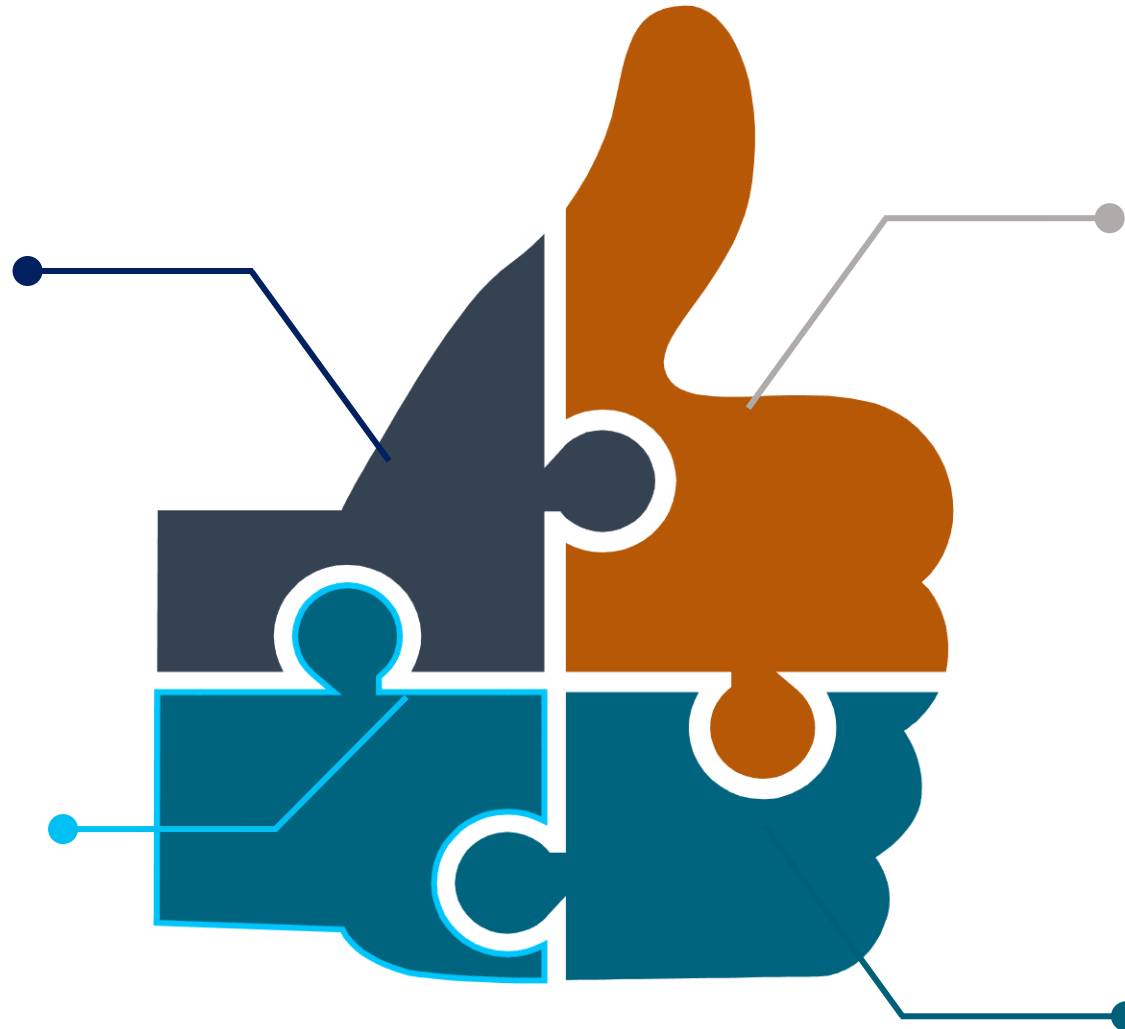
# Your Expectations

From the Workshop

From the Facilitators

From Yourself

From Your Colleagues

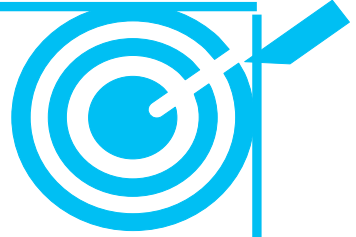


# The whole Purpose of this Training

To make participants of the training:

- ✓ Utilize the major soft skills in the day to day working life;
- ✓ Creatively demonstrate major soft skills in their professional career;

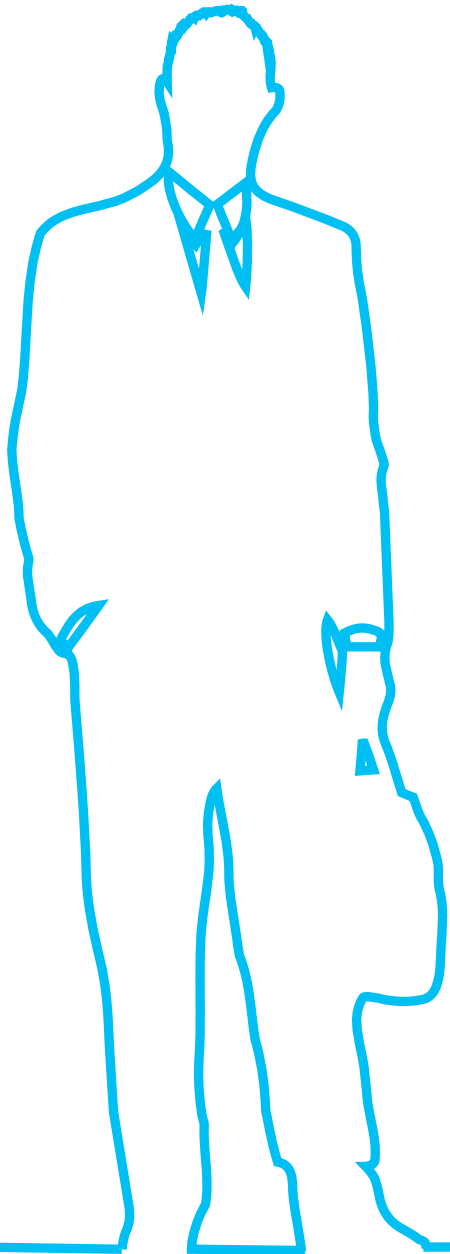




# Objectives

At the end of this training, participants will be able to:

- ✓ Develop the skills of self-esteem and positive thinking
- ✓ Develop effective communication skills
- ✓ Handle the everyday challenges (stress) of life with confidence
- ✓ Apply logical and creative approaches to solving problems
- ✓ Develop interpersonal & time management skills
- ✓ Use problem-solving process in their working life
- ✓ Develop and foster a strong working relationship with each colleagues





01

Self Esteem and Positive Attitude

02

Emotional Intelligence and Interpersonal Skills

03

Effective Communication

04

Teamwork and Managing Conflict

05

Problem Solving

06

Time Management

07

Work Ethics

08

Workplace Harassment

# Training Contents

# MODULE ONE: SELF ESTEEM AND POSITIVE ATTITUDE



# Self Esteem

Self-esteem, is the positive or negative evaluations of the self, as in how we feel about it



# 6 ways to improve Self Esteem

## 1. BE NICE TO YOURSELF

- That little voice that tells you you're killing it (or not) is way more powerful than you might think.
- A good rule of thumb is to speak to yourself in the same way that you'd speak to your mates. This can be really hard at first, but practise makes perfect.



***Write down three things that you like about yourself***

# 6 ways to improve Self Esteem

## 2. YOU DO YOU

- Comparing yourself to other people is a sure-fire way to start feeling crummy.
- Try to focus on your own goals and achievements, rather than measuring them against someone else's.
- Nobody needs that kind of pressure! to trigger your negative thinking.

***Now compare those three things against someone you know closely***





# 6 ways to improve Self Esteem

## 3. NOBODY IS PERFECT

- Perfection is not for human
- Always strive to be the best version of yourself
- Accept that perfection is an unrealistic goal



***Start small and grow bigger. The successes in the process builds your confidence and self concept***

# 6 ways to improve Self Esteem

## 4. FOCUS ON WHAT YOU CAN CHANGE

- It's easy to get hung up on all the things that are out of your control, but it won't achieve much.
- Focus your energy on identifying the things that are within your control and seeing what you can do about them.



***Write down one thing that you're not happy with, and three ways you could change it.***

# 6 ways to improve Self Esteem

## 5. CELEBRATE THE SMALL STUFF

- Celebrating the small victories is a great way to build confidence and start feeling better about yourself.



***Write down three things you did well at the end of each day. Did you celebrate? Why not?***

# 6 ways to improve Self Esteem

## 6. SURROUND YOURSELF WITH A SUPPORTIVE SQUAD

- Find people who make you feel good about yourself
- Avoid those who tend to trigger your negative thinking



***Conduct audit of people around you. Differentiate supportive squad and negative thinkers. Which one is greater?***

# POSITIVE ATTITUDE- SKILLS CHECK



# Think about the following situation.

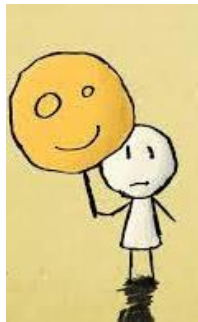
You're walking down the street, as you usually do at this time of day. In the distance, on the other side of the road, you see someone who a friend introduced you to a few weeks ago. You only spoke for a few minutes, but despite this, you decide to wave at her. She doesn't respond, but walks away and ignores you.

# Think about the following situation.

- Has this ever happened to you? How did you immediately react?
- If this were to happen to you, how would you immediately react?

# Think about the following situation

In this situation, which of the following best describes your immediate response?



*She's pretending not to notice me. I feel so stupid now! She obviously didn't like me. I must have made a real fool of myself a few weeks ago, and I've just done it again!*



*I think she saw me... But maybe she didn't. She was quite far away. We only spoke for a few minutes, so she might not recognise me. Or maybe she's just shy? Anyway, it's not a big deal.*



# Think about the following situation

- Which reaction is based on negative thinking, and which one positive thinking?
- Which reaction best corresponds to the reality of the situation?

# Positive Attitude



**What do you understand from the picture?**



# Now, complete the Skills Check



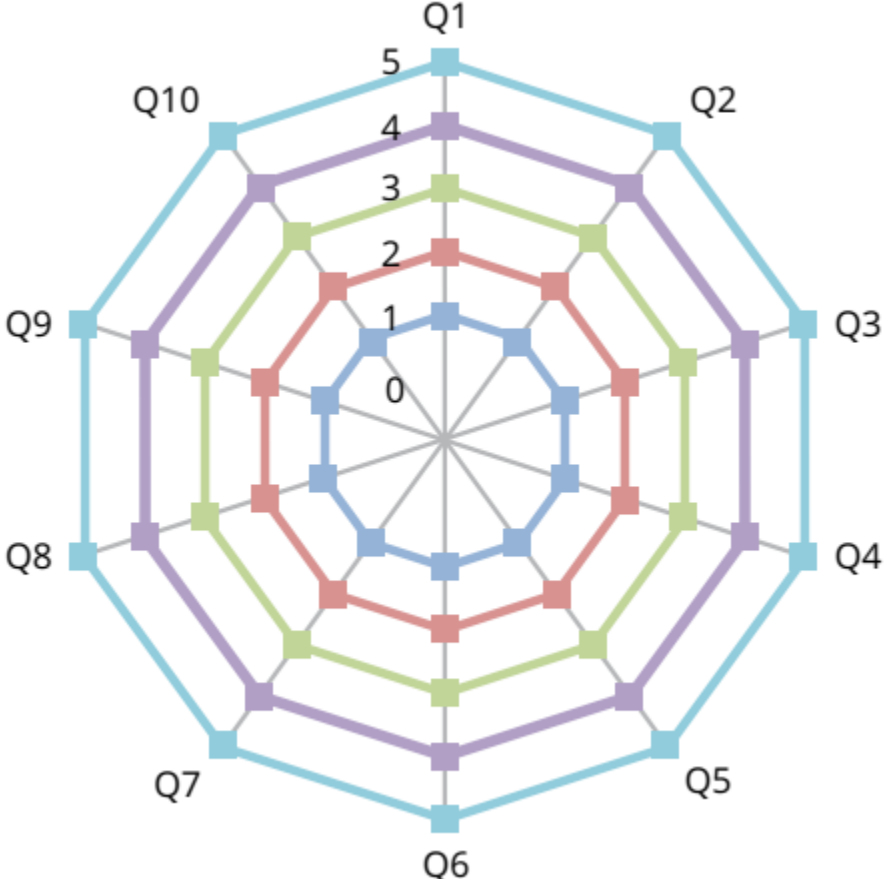
**8 Minutes**

# Now, Ask someone who knows you well

- **Ask someone who knows you well** to shade or mark the spaces which best represents where you're at. This could be your colleague at Bank, friend, mentor, or someone in a similar role.
- They must not look at your answers!

**4 Minutes**

Next, plot your and your friends answers on a separate spider web



**2 Minutes**

# Discuss your different grids

- Are your finished diagrams the same or different?
- Do other people see you the same way you see yourself?
- Decide together what your strong and weak areas are, and make sure you both agree.
- List your strengths and weaknesses

**3 Minutes**

# The Common Question

Is the glass half empty?  
Or is the glass half full?



# The Common Question

- This isn't a philosophical question.
- The way we see the world is often coloured by the 'eyeglasses' we put on, and the lens through which we view things.
- The same situation can look very different depending on how you 'see' the world.



# Think about.....

**Think about some situations which could arise during your work, study or home life.**

- What negative thoughts and feelings might you experience?
- What positive thoughts could you use to challenge these negative thoughts?
- What positive changes might result?





# Think about.....

<b>Situation</b>	<b>Negative thought</b>	<b>Positive thought</b>
I'm starting a new work placement and I don't know anyone.	I'm really nervous that nobody will like me! I won't know what to say, and people won't find me interesting.	I've got friends who like me for who I am. I'm just scared, and that's natural. It's not actually true.
I'm starting a new work at Industrial Park and the work environment is new to me		
I am assigned in Operator Position, which needs contact with different Operators and it is new to me		
I will face a difficult Supervisor and I do not have this kind of experience		

# 10 Actions for a Positive Life

- Action 1: Do things for other people.
- Action 2: Build connections with others.
- Action 3: Look after your physical wellbeing.
- Action 4: Stop and be mindful!
- Action 5: Keep on learning.
- Action 6: Give yourself some direction.
- Action 7: Develop your resilience.
- Action 8: Train your thoughts.
- Action 9: Be content with who you are.
- Action 10: Find meaning in your life.

# 10 Actions for a Positive Life

- Make a group of 5 to 7 members
- Read the meaning of the two actions you are assigned to work from the hand-out
- Discuss what it means for you as someone who will possibly work in Industry Zone
- Identify scenarios where you will implement as someone who will possibly work in Industry Zone.
- Present
  - 5 Minutes for reading
  - 15 Minutes for discussion
  - 5 minutes for presentation

# MODULE TWO: EMOTIONAL INTELLIGENCE



# Emotional Intelligence Meaning

Emotional intelligence (otherwise known as emotional quotient or EQ) is the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges and defuse conflict.

***Identify the three key words from the above statement***

# EI Dimensions



## Self-awareness –

- The ability to recognize what you are feeling, to understand your habitual emotional responses to events and to recognize how your emotions affect your behaviour and performance.
- When you are self-aware, you see yourself as others see you, and have a good sense of your own abilities and current limitations.

# EI Dimensions

## **Managing Emotions-**

- The ability to stay focused and think clearly even when experiencing powerful emotions.
- Being able to manage your own emotional state is essential for taking responsibility for your actions, and can save you from hasty decisions that you later regret.



# EI Dimensions

## **Motivating oneself-**

- The ability to use your deepest emotions to move and guide you towards your goals.
- This ability enables you to take the initiative and to persevere in the face of obstacles and setbacks.

# Energizer

1. “Rearrange the letters in these two words—**NEW** and **DEER**—to spell one word. When you have done this, please stand up.”
2. “Now rearrange the letters in these two words—**NEW** and **DOOR**—to spell one word. When you have done this, please stand up.”

5 minutes

# EI Dimensions

## Empathy-

- The ability to sense, understand and respond to what other people are feeling.
- Self-awareness is essential to having empathy with others. If you are not aware of your own emotions, you will not be able to read the emotions of others.

# EI Dimensions

## **Social Skill-**

- The ability to manage, influence and inspire emotions in others.
- Being able to handle emotions in relationships and being able to influence and inspire others are essential foundation skills for successful teamwork and leadership.

# Self Assessment

- Fill self assessment questionnaire – 10 Minutes
- Record and Calculate your results – 5 Minutes
- Interpret your results – 3 minutes
- Prepare Development Plan – 10 Minutes



Improving Your

# Emotional Intelligence

Spend more time listening.

Control your own emotions and take a step back.

Swallow your pride.

Tailor your responses.

# Interpersonal Skills

- Fill self assessment questionnaire – 20 Minutes
- Record and Calculate your results – 15 Minutes
- Interpret your results – 5 minutes
- Prepare Development Plan – 10 Minutes

# MODULE THREE: EFFECTIVE COMMUNICATION





# Communicate Skills

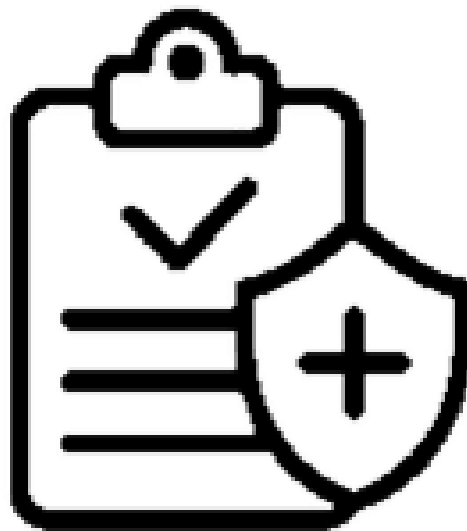
Look at these pictures



Are they communicating well or badly? How do you know?



Now, complete the Communication Skills Check



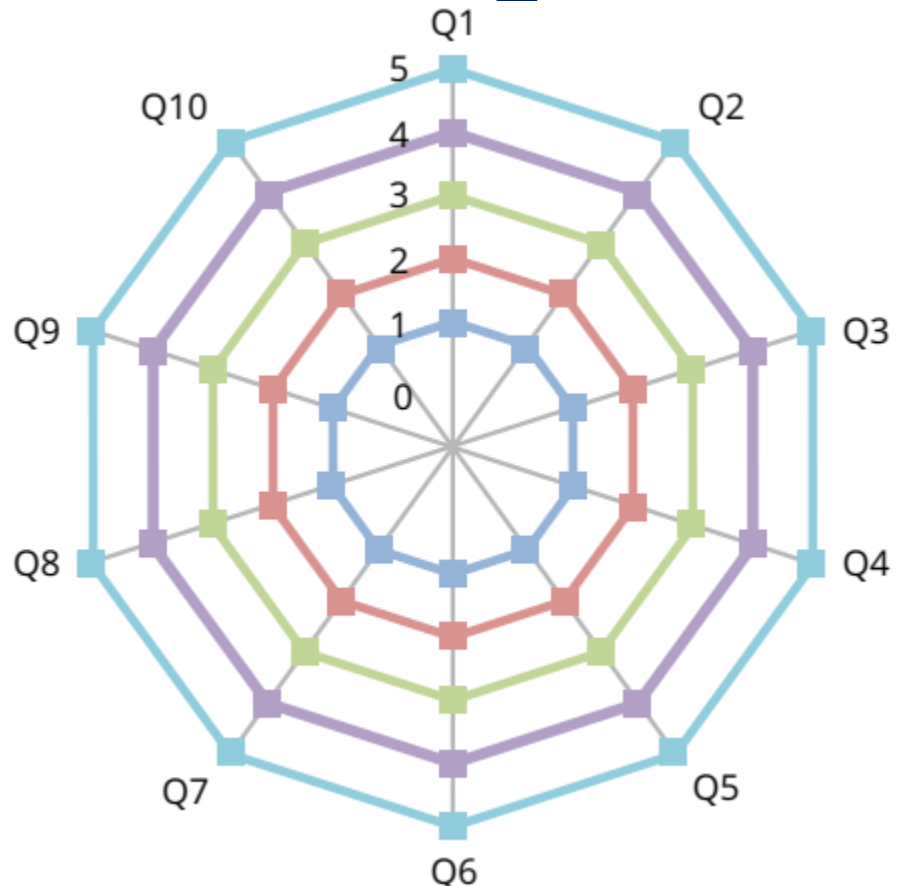
**5 Minutes**

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- **Ask someone who knows you well** to shade or mark the spaces which best represents where you're at. This could be your colleague, friend, mentor, or someone in a similar role.
- They must not look at your answers!

**5 Minutes**

Next, plot your answers on the spider web diagram



**2 Minutes**

# Discuss your different grids

- Are your finished diagrams the same or different?
- Do other people see you the same way you see yourself?
- Decide together what your strong and weak areas are, and make sure you both agree.
- List your strengths and weaknesses on your module

**5 Minutes**

# Communication Skills



- What is Communication?
- Why is communication important in Industry Zone?

# Communication Skills

- The creation of understanding between two or more parties.
- Can be conscious or unconscious, intentional or unintentional.
- Can be sent with or without words.
- Communication involves
  - Sharing
  - Sending
  - Receiving
  - Understanding of instructions Concepts, opinions and information
  - Reacting to such activities

# Communication Importance in IZ

- For providing/ receiving orders
- For motivating work environment
- For performance improvement
- For overall work environment peace and productivity
- And Many more.

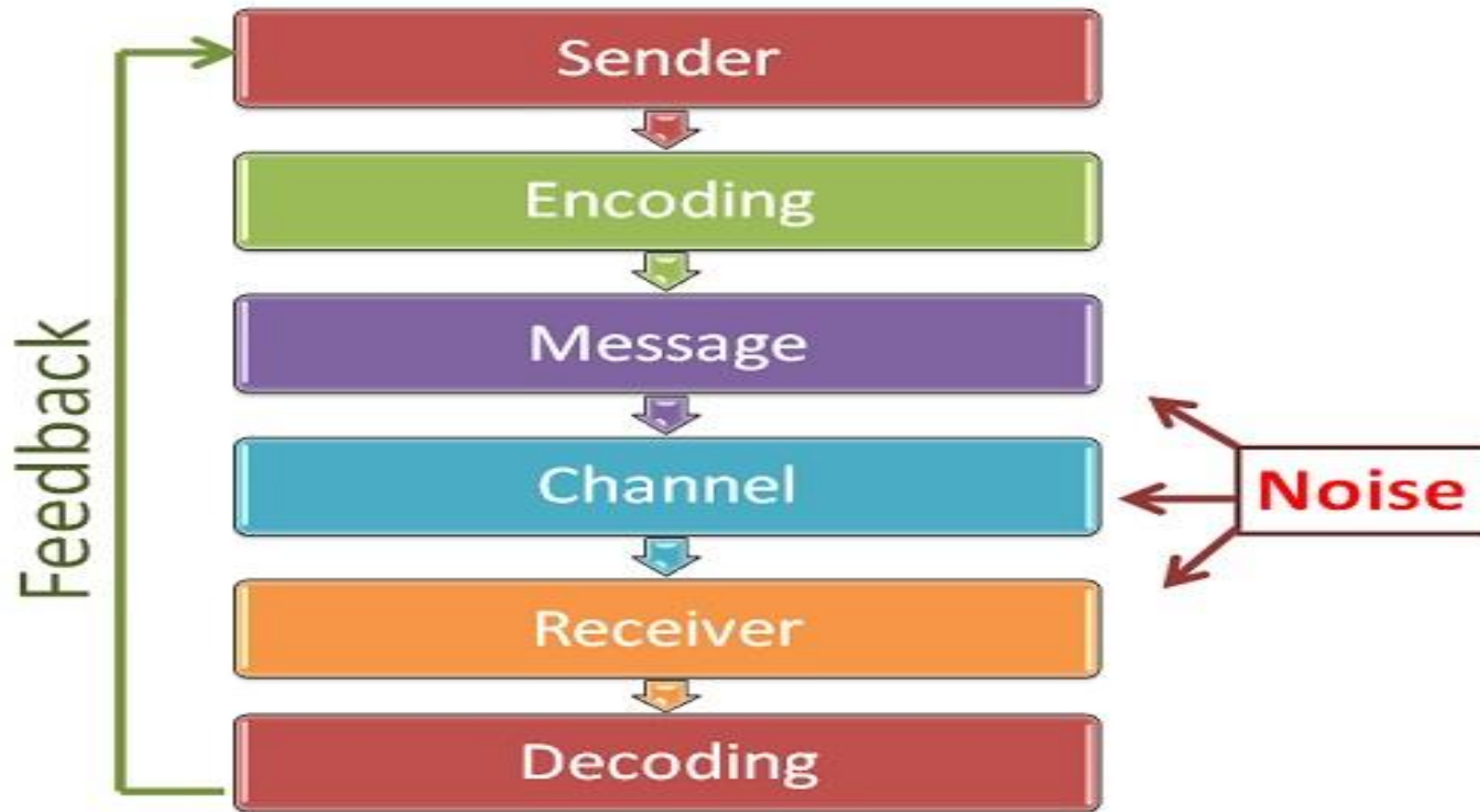


# Communication Skills



What does the picture tells you?

# The Communication Process



# Activity Paper Chain

1. Form a group or join your group
2. Take three A4 size paper
3. Cut the A4 Size paper vertically into more four equal sized parts.
4. Take one glue for the group
5. Prepare a paper chain in collaboration using one hand only and communicating non verbally.
6. Ask participants how important communication was in doing the task.

- 10-15 minutes

# Activity Paper Chain – Reflection

1. Which part of the activity was difficult
2. How important communication was in doing the task.
3. What do you understand about the importance of communication working in the Industrial Park

# Effective Verbal Communication

- ✓ Speak for yourself- Do not assume people know what you think, feel, or want.
- ✓ Avoid speaking for others- Do not assume that you know what other people think, feel, or want.
- ✓ Be clear & direct.
- ✓ Be aware of your listener/ Know your audience
- ✓ Ask questions- “who,” “what,” “when,” “where,” & “how”  
Listening is very important!

# Tip on communication – the communication equation

40% of the message

## What you hear

- Tone of voice
- Vocal clarity
- Verbal expressiveness

50% of the message

## What you see or feel

- Facial expression
- Dress and grooming
- Posture/ Body language
- Eye contact
- Touch
- Gesture

10% of the message

## Words

# Listening Skills

- Working in the Industry is a group activity and listening colleagues and supervisors is one of important skill to succeed.

# Listening Skills

## Self Assessment

When listening to another person ... I	Always (1pts)	Usually (2pts)	Often (3pts)	Rarely(4pts)	Never (5pts)
Get distracted					
Listen only to facts					
Interrupt					
Pre-judge					
Tune out					
Ignore non-verbal cues					
Assume the other person already knows					
<b>Total</b>					

**Source:** Peter R. Garber, 50 communication activities



# Listening Skills

## Self Assessment

<b>31-35 points</b>	<b>Effective listener</b>
21-30 points	Good listener
14-20 points	Not so good listener
13 points or less	Huh?

# Listening Skills

- Give your full attention to the speaker.
- Do not interrupt.
- Concentrate on what the speaker is saying, not on what you will say next.
- Listen for the overall meaning, not just the details.
- Pay attention to nonverbal signs.

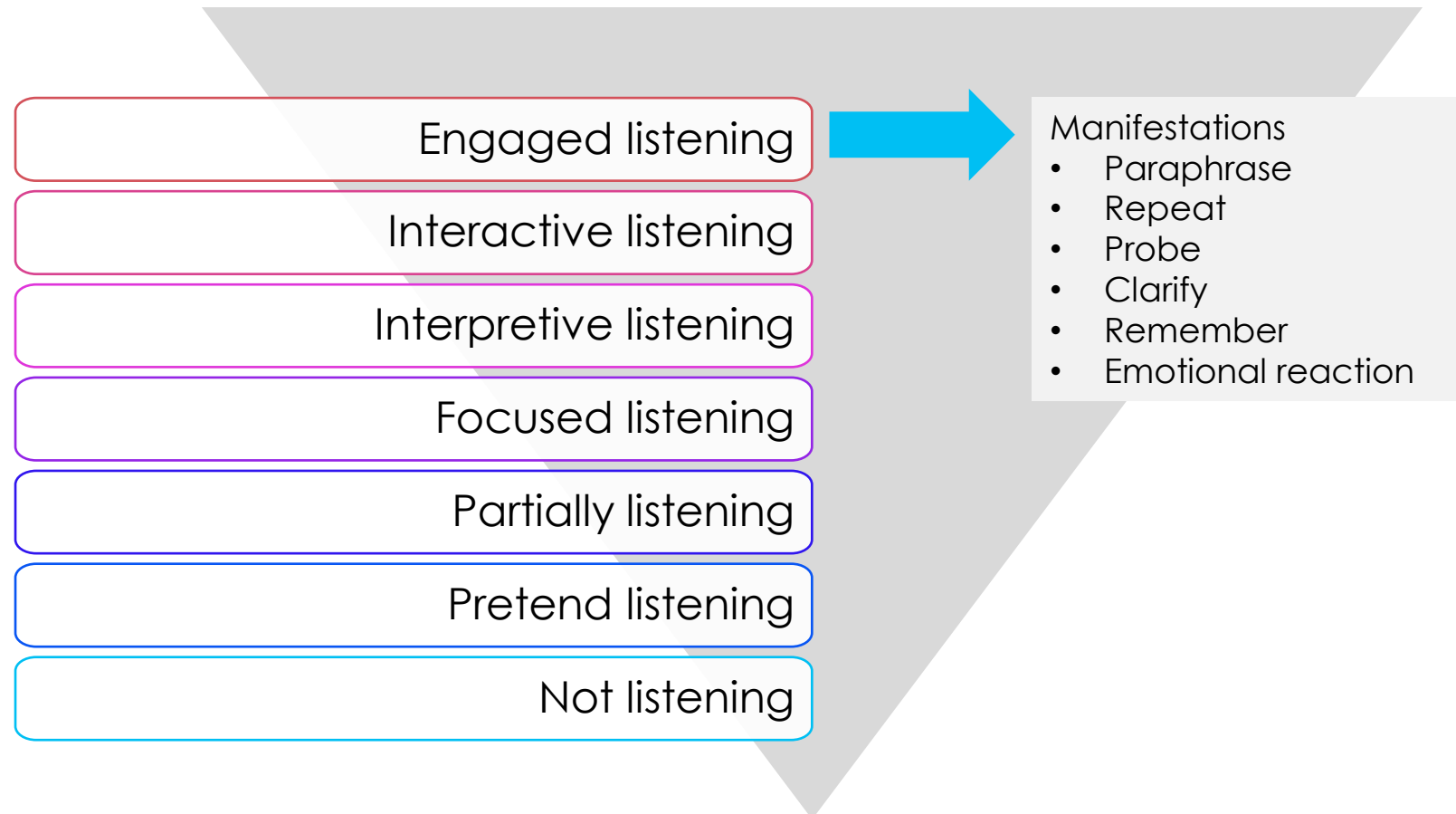
# Listening Skills

- Avoid making quick judgments.
- Try not to become distracted.
- When the other person is finished, ask questions to show that you understand.



# Listening Skills

## Become an Engaged Listener

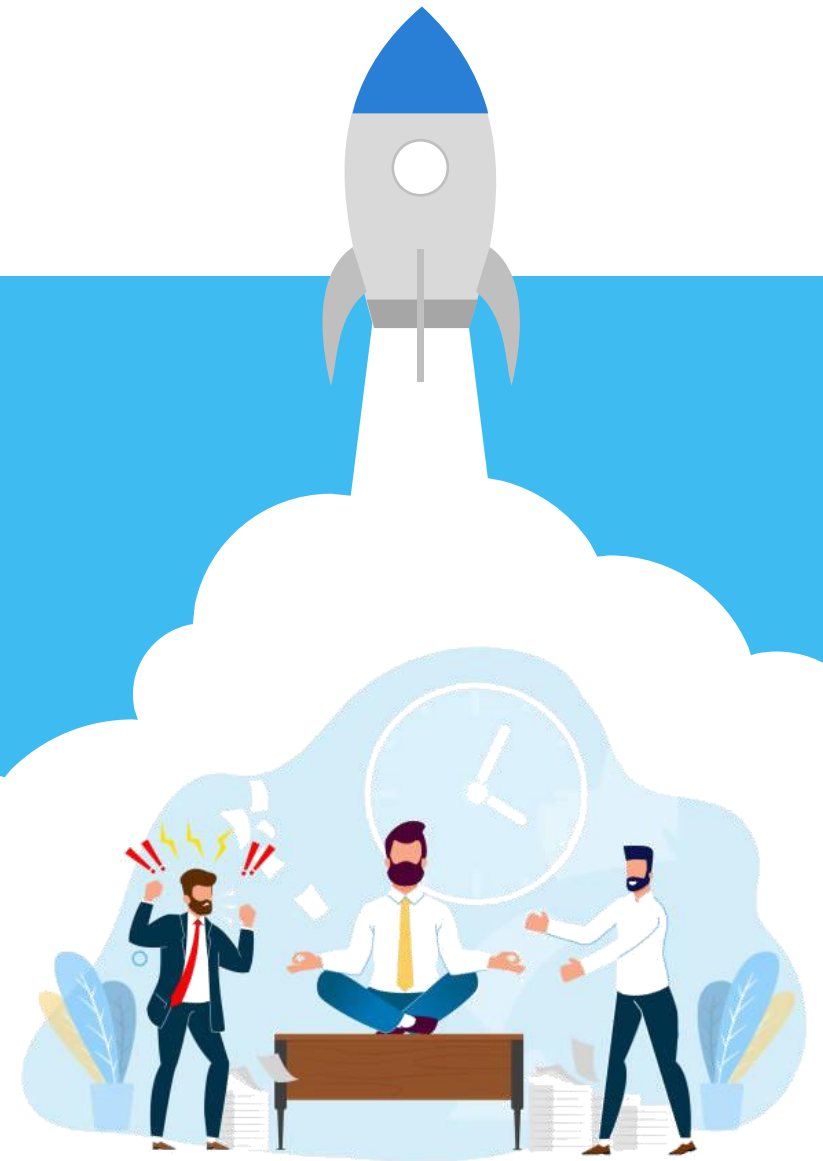


# Puzzle

Draw a jar that contains 8 liters of milk. Draw another jar that contains 5 and 3 liters.

Find out how you can provide exactly 4 liters each for 2 friends.

# MODULE FOUR: TEAM WORK AND MANAGING CONFLICT



# Teamwork

- A group such as a family, a school, organization, or a community needs all of its members to work together.
- The most effective groups are those that function as teams.
- When people use **teamwork**, everyone works together to reach a goal.

# Teamwork

- Teamwork means that people in the group help each other and share information.
- Teams can accomplish more as a group than individual members can accomplish alone.
- Without the cooperation and support of all members, a team cannot operate effectively.



# Team Vs. Group

## Group

Members perceive to be grouped together for some purpose

Lack engagement and communication with other members

Random and varied

Distrust on the motives of other group members

Conflicts usually unwelcome and may have negative implications

## Point of difference

Understanding

Ownership

Skills

Trust

Conflicts

## Team

Interdependence and need for mutual support is understood by members

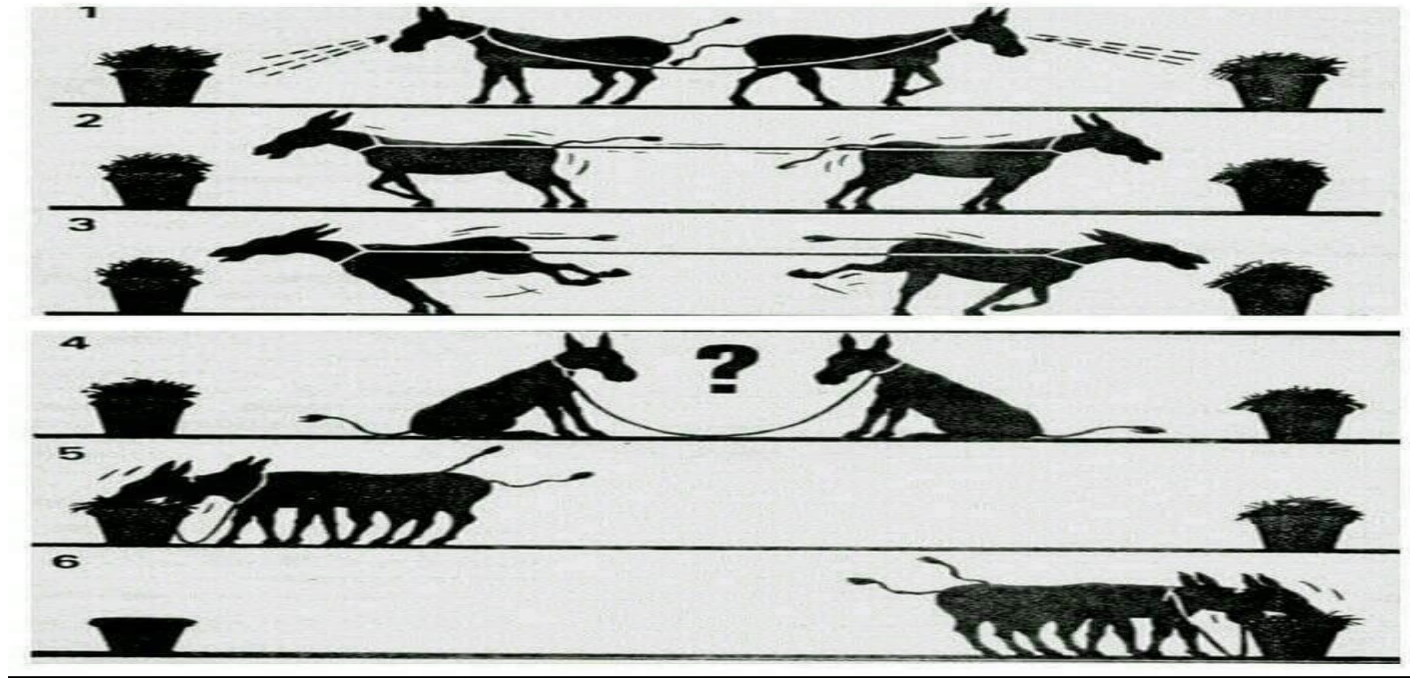
Greater sense of ownership for job and unit

Complimentary

High level of trust among team members

Conflicts are perceived as normal aspect of teamworking

# What do you see?



**“Alone we can do so little; together we can do so much”**

***-Helen Keller.***

# Start with Art

- Imagine you will be joining Industry Park either as an Operator or Supervisor, whichever you want to imagine
- Divide your flip chart paper into four quadrants, label each quadrant, and draw your responses to the labels.
  - ✓ Upper left: Strengths I bring to the team
  - ✓ Upper right: Ways I might hinder the team
  - ✓ Lower left: What I need from others to do my best
  - ✓ Lower right: Hobbies, interests, and outside activities
- Your answer should be based on your expectation
- Present to the next group and identify commonalities and differences
- Discuss and settle
- Present the final joint result

# Stages of Team Development

There are four stages of productive team development. As a team member our role in each stage changes. The stages are: Forming, Storming, Norming, and Performing



# Forming

## Hallmarks of this stage

- ✓ The first step in the team building process
- ✓ Most team members eager to be on the team – Enthusiasm is high
- ✓ Clarity of norms, roles, goals and timelines is lacking
- ✓ Anxiety about trusting other team members
- ✓ High dependence on leadership figure for purpose and direction
- ✓ **Primary Issues:** personal well being, acceptance and trust

# Storming

## Hallmarks of this stage

- ✓ Team discovers discrepancy between initial expectation and reality
- ✓ Egos emerge and Ideas start to compete
- ✓ Negative reaction to each other; Subgroups polarize team
- ✓ Trust is lowered with breakdown of communication
- ✓ **Primary issues:** power, control and conflict



# Norming

## Hallmarks of this stage

- ✓ By now things are beginning to settle down and everyone has an idea on his/her role
- ✓ As issues are addressed, enthusiasm begins to rise
- ✓ Productivity and technical skills increase
- ✓ Trust and cohesion grow as communication becomes more open and task oriented
- ✓ Increased clarity and commitment to purpose, values, norms, roles and goals
- ✓ New issues are sharing of control and avoidance of conflict

# Performing

## Hallmarks of this stage

- ✓ Skill level and enthusiasm are high and reinforce each other
- ✓ Pride and excitement come from being part of a high-performing team
- ✓ Performance is the primary focus - Standards are high
- ✓ there is a commitment to continuous improvement
- ✓ Clarity exists for purpose, roles and goals
- ✓ Trust and mutual respect are the norm
- ✓ Communication is open, leadership is shared
- ✓ Issues include continued refinements and growth



# Lost at Sea Exercise



# Being a Good Team Player

- **Be a Strong Team Member**
  - Not everyone can be a leader.
  - In fact, if everyone wanted to be in charge, there would be nothing but conflict.
  - The right combination of team leaders and team members is what makes a team effective.

# Being a Good Team Player

- **Help the Team Succeed**

- A team's success depends on good leadership and good followers.
- If the followers do not do their share, how can the leaders get anything accomplished?
- The role of leader requires a lot of time and effort.
- If the leader has dependable followers, he or she has more time to spend on managing the team's goals.
- The team is more likely to succeed when the leader has a strong support system.

# Being a Good Team Player

- **Do Your Part**

- If you join a team, be prepared to do your fair share.
- When everyone does a little work, no one has to do a lot of work.
- Have fun with your fellow team members, but remember to fulfill your duties as well.

# The five dysfunctions of a team model

**Inattention  
to results**

**Avoidance of accountability**

**Lack of commitment**

**Fear of conflict**

**Absence of trust**

# Resolving Interpersonal Conflict

## □ Open communication lines

- Choose a quiet location
- Be willing to listen to each other
- Explain your point of view.

## □ Use “I” statements

- Avoid sentences that start with “you.”
- Start with the word “I” and give a description of how you feel.

# Resolving...

## Listen carefully

- Listen to other person as you want the person to listen to you.
- Do not interrupt.
- Wait until the other person finishes if you have questions.
- It can be helpful to repeat back what the other person's has said to make sure that you understand it.



# Resolving...

## Control your anger/ emotions

- Take deep breaths.
- Do not allow anger to take over.
- If you cannot control your anger, excuse yourself & try again when you feel ready.

## Negotiate a solution

- Each person should decide what is most important
- Use these priorities to negotiate.



# Resolving...

## ❑ Compromise to reach an agreement

- ❑ Give-and-take can help you and the other person come to a solution.
- ❑ A compromise helps both people get some of what they want.

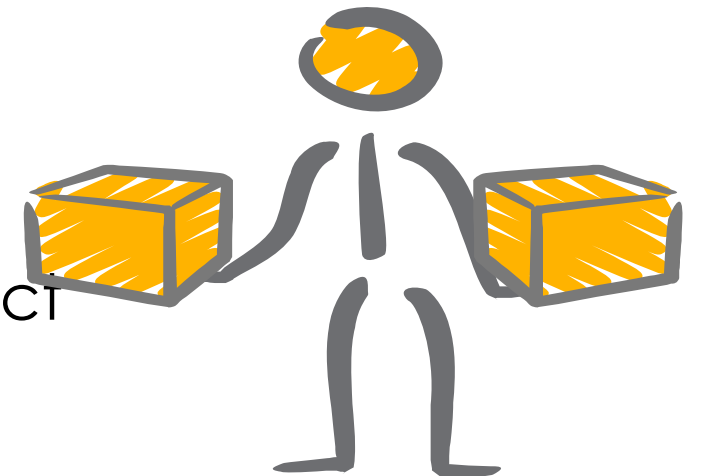
# Conflict Resolution Exercise

Objective	There are 2 people and 1 mango. Explore how this conflict could end in the 5 outcomes on the previous slide. E.g., How might Person A win? How might they compromise? How might they transcend the conflict?
Timing	20 minutes
Instructions	<ol style="list-style-type: none"><li>1. In your group, discuss how you could obtain the 5 outcomes for this conflict.</li><li>2. Of all the ideas you have written down, which one would your group use to resolve this conflict? Be prepared to explain why.</li></ol>

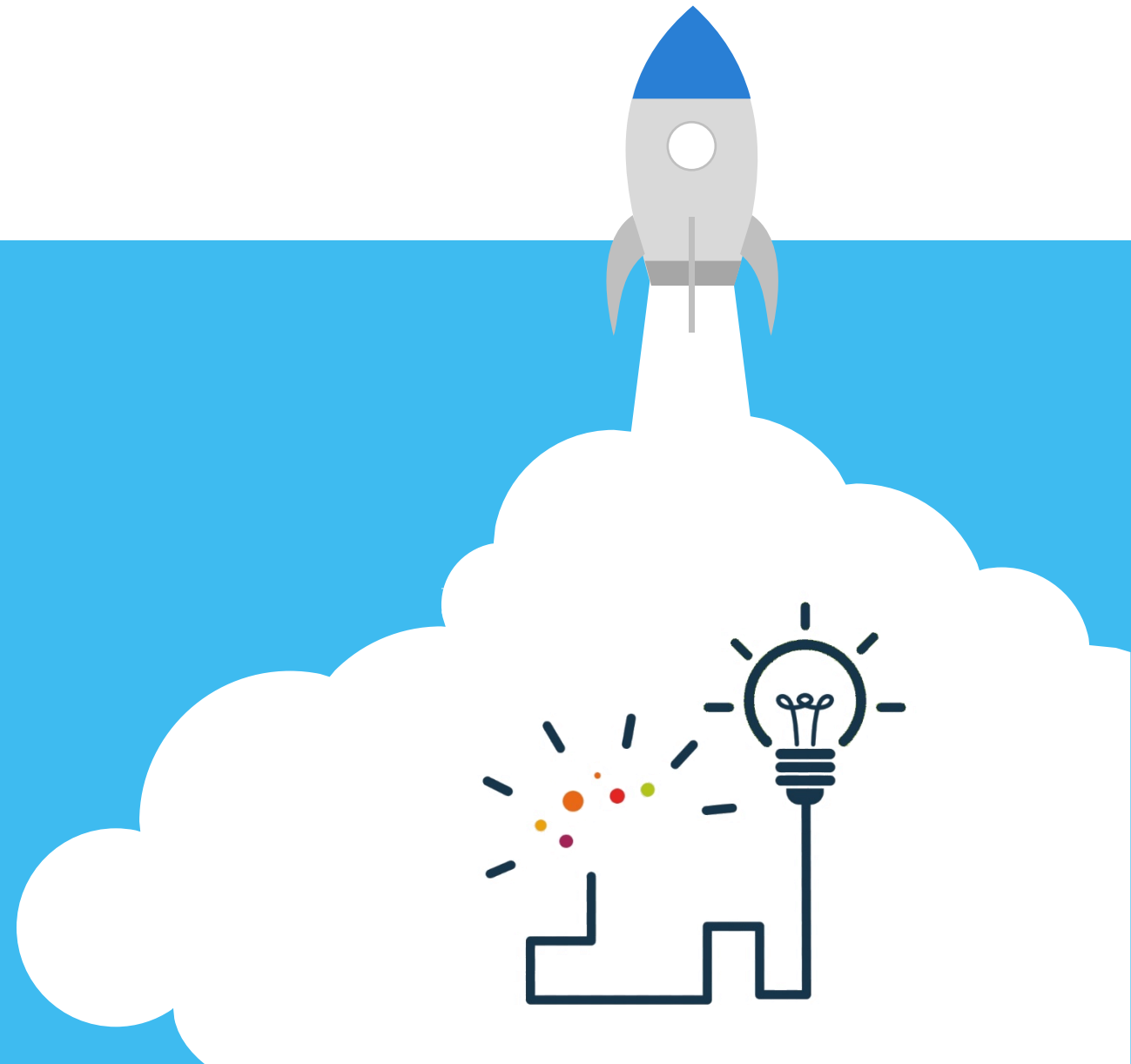
# Resolving Conflict

Conflict can be resolved in 5 ways

- A wins and B loses
- B wins and A loses
- Both A and B withdraw
- A and B compromise
- A and B work together to transcend conflict



# MODULE FIVE: PROBLEM SOLVING SKILLS



# Problem Solving Skills

- ❑ A process of taking corrective action in order to meet objectives.
- ❑ A skill that is highly related to decision making skills of an individual.
- ❑ Solving a problem requires making decision and critical thinking;
- ❑ Having good, strong problem solving skills can make a huge difference to your personal life, study and career.

# Problem...

## Some key problem-solving skills include:

- Active listening.
- Analysis.
- Research.
- Creativity.
- Communication.
- Decision making.
- Team-building.

# Puzzle

I start with the letter E.  
I end with the letter E.  
I usually contain one letter.  
But I am not the letter E.

What am I?

# Puzzle

I start with the letter E.  
I end with the letter E.  
I usually contain one letter.  
But I am not the letter E.



**I am an  
envelope**



# Steps to Solve Difficult Problems

## 1. **Identify the Problem**

- The first step in making a choice is to identify what needs to be solved.
- Break big problems or choices into parts.
- Then you can tackle one part at a time.
- Start at the beginning and patiently work through the issues.

# Steps ...

## 2. **Consider the Alternatives**

- ❑ Once you have a clear idea about the problem you need to solve, look for ideas about what you can do.
- ❑ The more alternatives you can identify, the better prepared you are to make a choice or solve a problem.

# Steps...

## **3. Choose the best alternative.**

- Think about the advantages and disadvantages of each alternative.
- Ask yourself, “What would happen if I ...?” Consider your needs, wants, and goals.
- Thinking through all the possibilities can help you make a better decision.
- Use your values as guidelines to make your decision.

# Steps ...

## **4. Act on the decision.**

- After you have decided what to do, put your decision into action.
- Keep in mind that it is all right to change your mind if you figure out that you made the wrong choice.
- Sometimes new information or more thought can lead you in a different direction.

# Steps ...

## **5. Evaluate the decision.**

- When you evaluate, you study the results of your actions.
- Ask yourself these questions: Were my actions effective? Did my decision solve the problem? If not, why? What can I do better next time? Do I feel good about the outcome and the steps I took to reach it?
- This can improve future problem solving skills

# Group Exercise

In a group choose one common problem that needs your attention and apply the steps discussed to solve the problem.

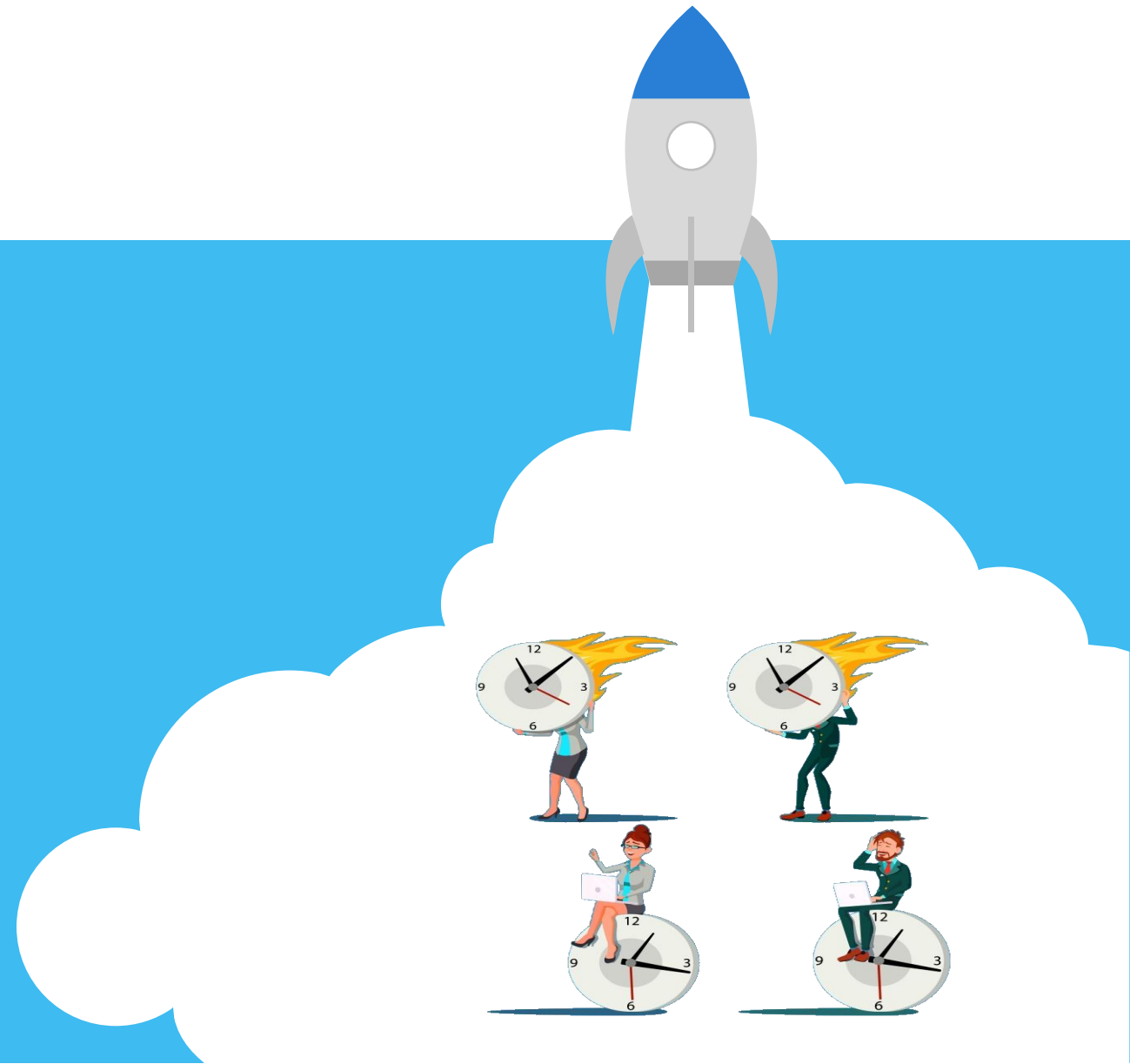


## Puzzle

Draw a jar that contains 8 liters of milk. Draw another jar that contains 5 and 3 liters.

Find out how you can provide exactly 4 liters each for 2 friends.

# MODULE SIX: TIME MANAGEMENT





“

Many people fail in life, not for lack of ability or brains or even courage but simply because they have never organized their energies around a goal.

*Elbert Hubbard*

”

“

In truth, people can generally make time for what they choose to do; it is not really the time but the will that is lacking.

*Sir John Lubbock*

”



# Group Discussion

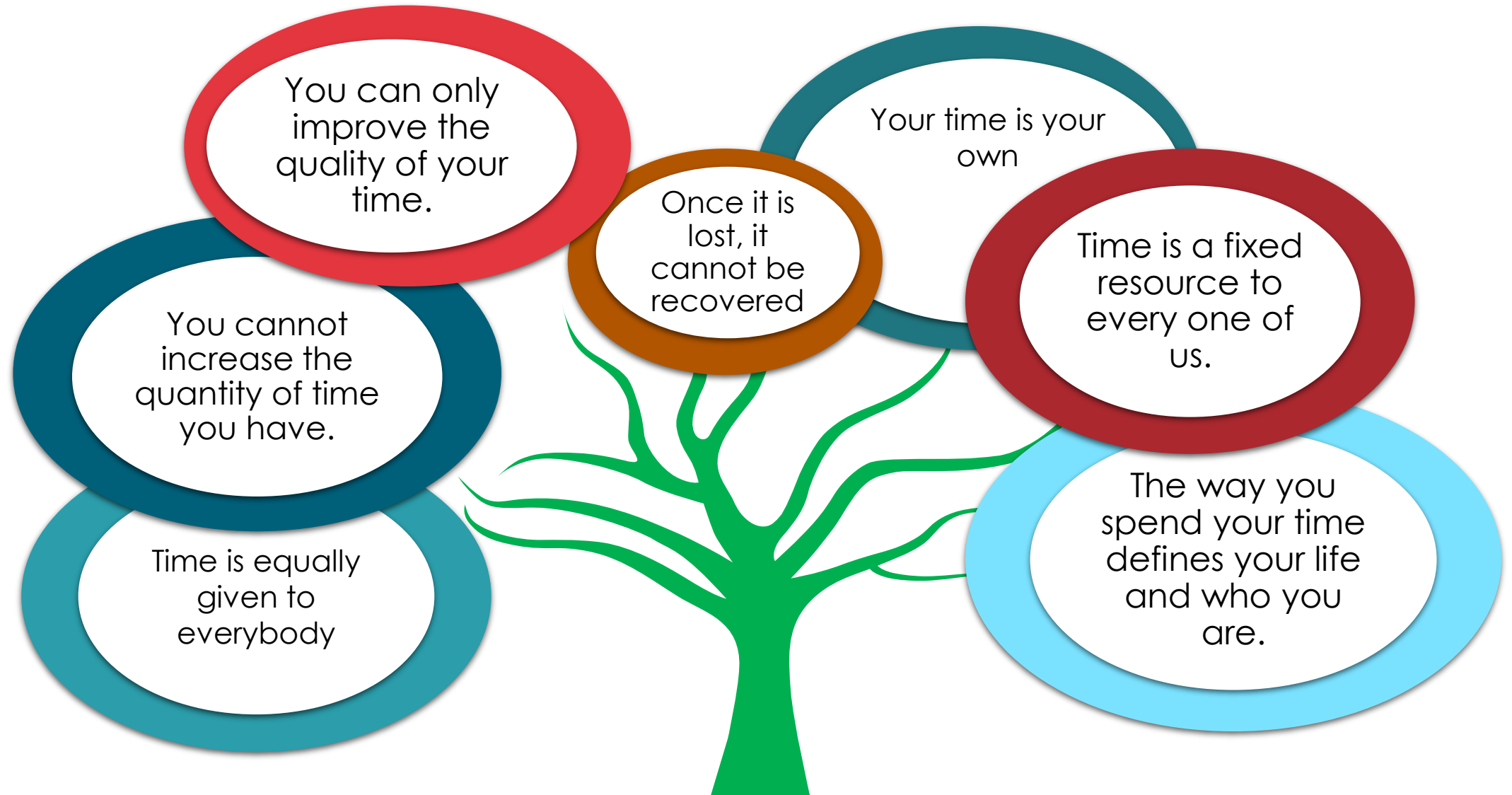
- What is the reality of time management in Ethiopia?
- Who has more time? The poor or the rich? Employed or Business Person? Developed nations or developing nations?
- Do you have enough time? Is it a resource?
- What makes time unique?



# Time Management

- Time management is all about being in control of your life.
- It is the process of planning the best way to organize the things that you need and want to do so that you can accomplish them all.
- It involves organizing your time into manageable sections that will allow you to complete your daily tasks/duties on time.

# Some Facts about Time



# Time Management

- Good time management is about being able to identify what you need to do and then to set priorities.
- You need to monitor how much time you spend sleeping, eating, studying, traveling, watching sports, talking on the phone, running errands, exercising, etc.

# Time Management

## Procrastination

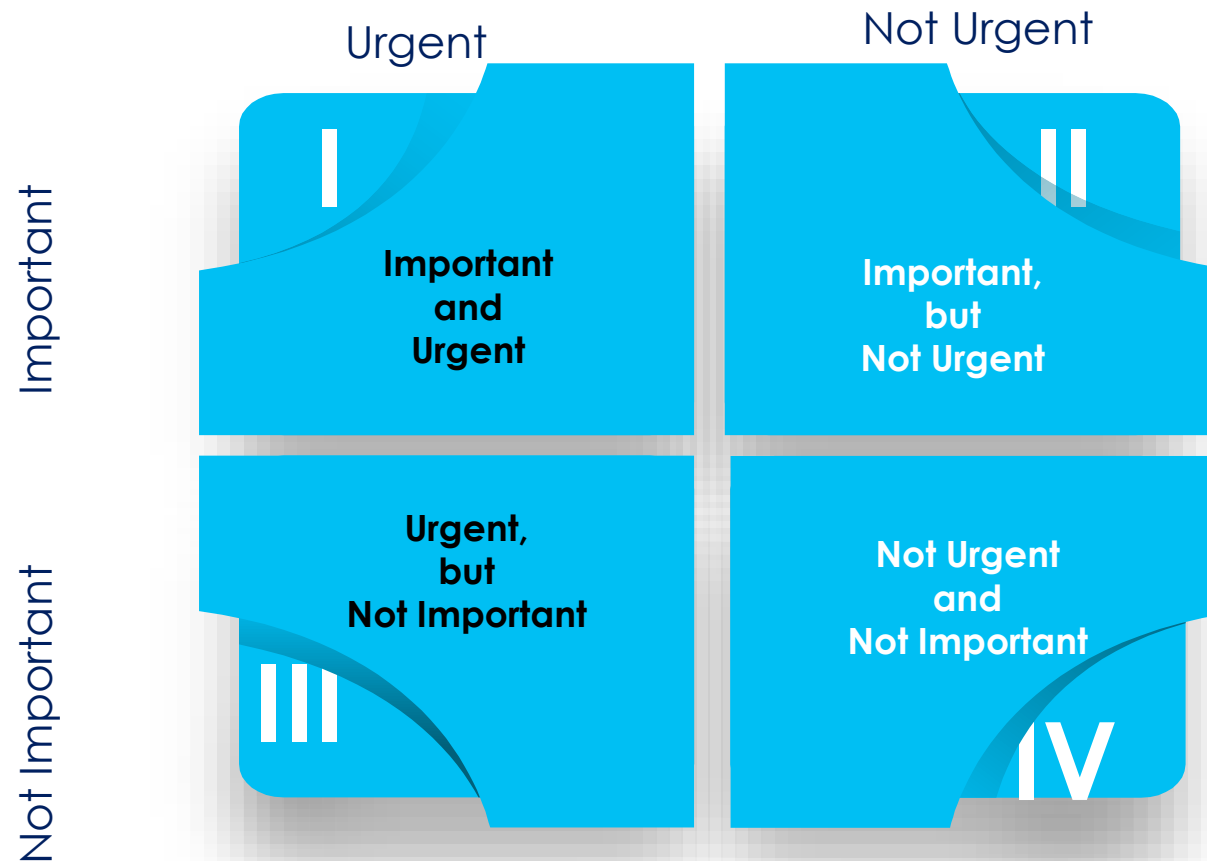
- Procrastination is the avoidance of doing a task, which needs to be accomplished.
- This can lead to feelings of guilt, inadequacy, depression, and self-doubt among students.
- Procrastination has a high potential for painful consequences.
- It interferes with the life successes of individuals.

# Time Management

## Overcoming procrastination

- Recognize self-defeating problems such as fear and anxiety, difficulty concentrating, poor time management, indecisiveness, and perfectionism.
- Identify your personal goals, strengths, weaknesses, values, and priorities.
- Post your goals in large print on the wall so that you are reminded of them daily.
- Discipline yourself to use your time wisely: set priorities.

# Time Management Matrix





# Quadrant I



## Quadrant I

- Represents things that are both “urgent” and “important” – we *need to spend time here*
- This is where we manage, we produce, where we bring our experience and judgment to bear in responding to many needs and challenges.
- Many important activities become urgent through procrastination, or because we don’t do enough prevention and planning

# Quadrant II

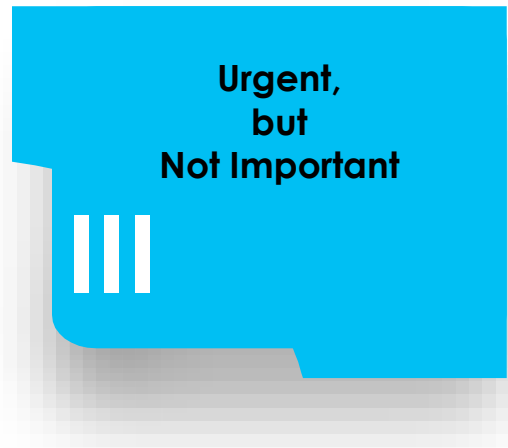


Important,  
but  
Not Urgent

## Quadrant II

- Includes activities that are “important, but not urgent”- Quadrant of Quality
- Here’s where we do our long-range planning, anticipate and prevent problems, empower others, broaden our minds and increase our skills
- Ignoring this Quadrant feeds and enlarges Quadrant I, creating stress, burnout, and deeper crises for the person consumed by it
- Investing in this Quadrant shrinks Quadrant I

# Quadrant III



## Quadrant III

- Includes things that are “urgent, but not important” - Quadrant of Deception.
- The noise of urgency creates the illusion of importance.
- Actual activities, if they’re important at all, are important to someone else.
- Many phone calls, meetings and drop-in visitors fall into this category

# Quadrant IV



## Quadrant IV

- Reserved for activities that are “not urgent, not important”- Quadrant of Waste
- We often “escape” to Quadrant IV for survival
- Watching mindless television shows, or gossiping at office would qualify as Quadrant IV time-wasters

# Self Assessment

- Make an honest assessment of yourself in light of Time Management MATRIX.
- Consider your typical days in your analysis
- Few volunteers will share



# Evaluating Quadrant I

- Are you in Quadrant I because of the urgency or the importance?
- If urgency dominates, when importance fades, you'll slip into Quadrant III.
- But if you're in Quadrant I because of importance, when urgency fades you'll move to Quadrant II.

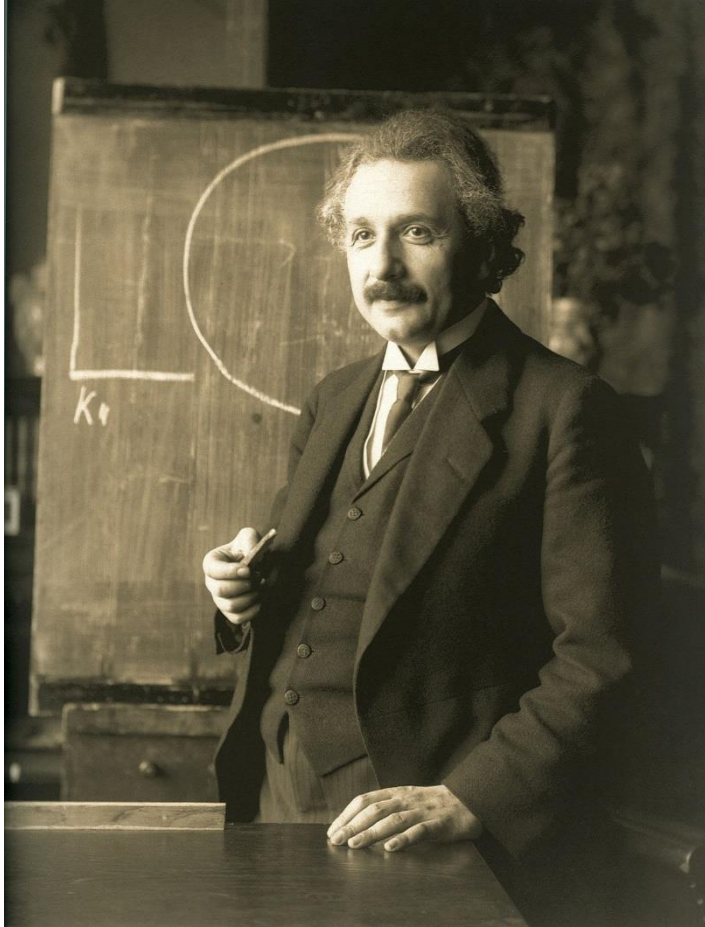
# Where do I Get Time to Spend in Quadrant II?

- From Quadrant III
- Time spent in Quadrant I is both urgent and important- we already know we need to be there
- We know we shouldn't be there in Quadrant IV
- But Quadrant III can fool us

# MODULE SEVEN: WORK ETHICS







*"Relativity applies to  
physics, not ethics"*

**Albert Einstein**

**What meaning does this quote gives you?**



*It's 11:30PM midnight. You are driving home on a very quiet empty road. There are no other cars as far as you can see. As you get closer to a traffic light, it turned red. You know that there is no camera enforced.*

*What would you do?*

Do you all agree on what to do?

## Which one represents work ethics as we know it?



Dressing smartly at work or doing a good job?



Having advanced degrees or other certifications, framed and hung on the office wall?

May encompass all of these, but it also covers much more attributes.

# Work Ethics

- Work ethic is a belief that work and diligence have a moral benefit and an inherent ability, virtue or value to strengthen character and individual abilities.
- It is a set of values centered on importance of work and manifested by determination or desire to work hard.

# Life boat exercise – Group Exercise

- You are sailing along with other strangers in a boat. Halfway through the journey the boat sinks. During the panic and chaos of the sinking process you regain consciousness with 15 other people. A lifeboat floats up to you all, but it can only support 5 people. Since you found the lifeboat you get to decide the 4 other people who will join you and then justify your options.
- A brief background of the people that you have to choose from is in the activity sheet given to you.





If you are asked to represent Ethics with an animal which animal could that be?

Can you explain why you choose that animal?

# Video

## **10 traits of individual work ethics**



# Group Activity

Identify and list ethical behaviors one should display in the workplace



# Steps towards developing a good work ethics

## Attendance

- Make work a high priority, know your schedule, make use of an ALARM clock, get enough sleep, arrange your transportation, inform your supervisor of an absence (If any)

## Character

- Work daily to develop the characters of loyalty, honesty, trustworthiness, dependability, reliability, initiative, self-discipline, self-responsibility etc.

## Teamwork

- Includes respecting the rights of others, being a team worker, being cooperative, being assertive, demonstrating mannerly behavior and respecting confidentiality.

# Steps towards developing a good work ethics

## Appearance

- Dress for your work
- If you appear unkempt and wrinkled, someone is going to think that you do sloppy work.
- If you dress for your role, your first impression will be excellent.

## Attitude

- It is very important to demonstrate a positive attitude,
- Appear self confident, and have realistic expectations for self.

## Respect

- In order to be productive employee, a person must follow safety procedures, conserve materials, keep the work area neat and clean and follow directions properly.

# Video

**Moment of truth**



# Steps towards developing a good work ethics

## Being organized

- Effective time management and organizational skills are considered well as good work habits.

## Cooperation

- Cooperation involves developing good working relationships, following the chain of command, good at conflict management, and being a good problem solver.

## Teamwork

- It cannot be emphasized enough that every working relationship from the top to the bottom of the chain of command is based on respect. Respect your subordinates as you do your superiors.

# Field Exercise

- Each team gets a sewing thread and a tennis ball.
- Discuss and plan on how to make a web that hold the tennis ball still
- Pick up the ball



# Approaches to solving an ethical dilemma

Ask the following question to clarify your ethical dilemma

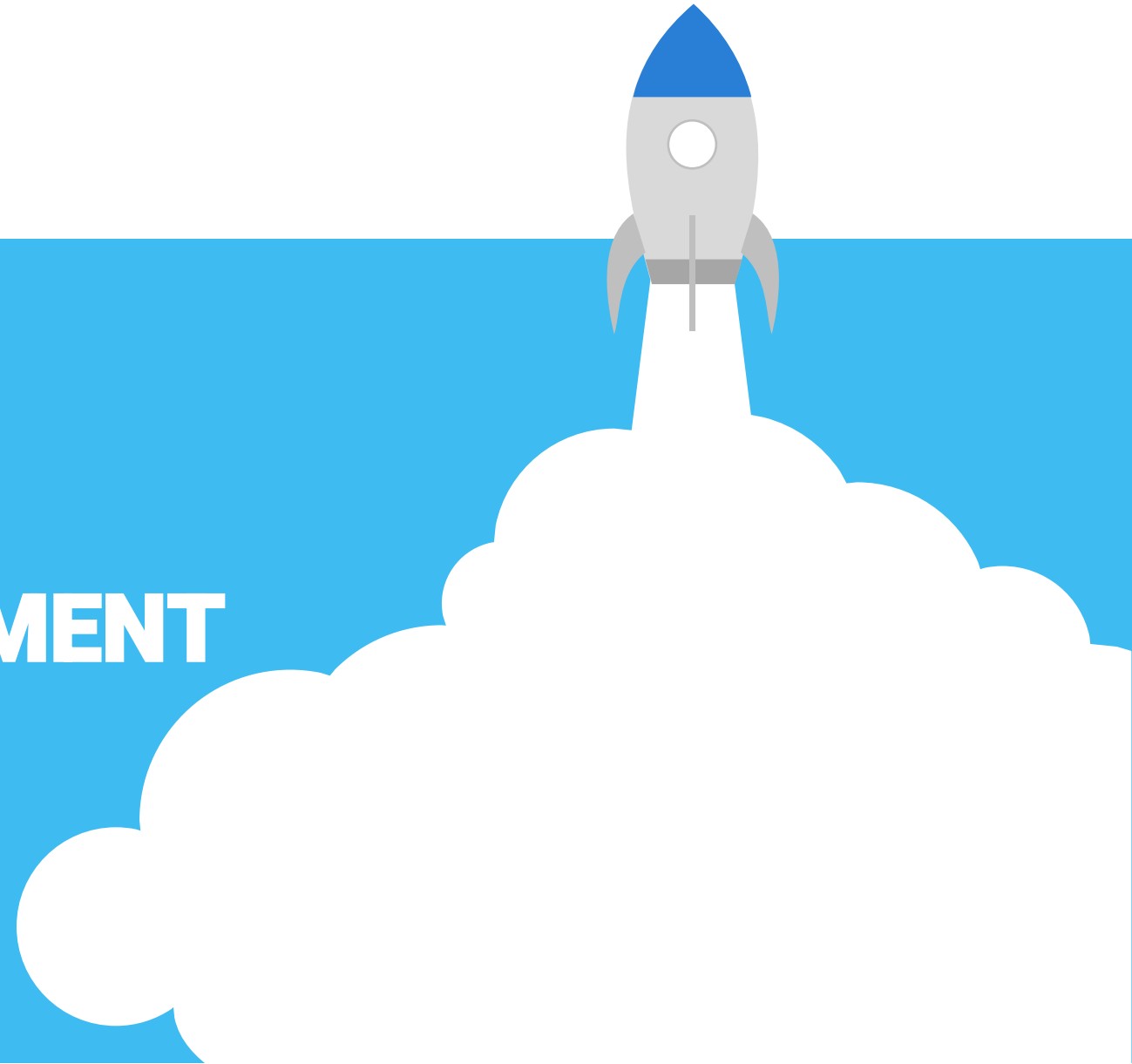
- Is it legal?
- Does it comply with our company policies?
- Does it reflect the company's core values?
- Does it protect the company's interest?
- Is it the right thing to do?

# Video

**It was just a care less mistake**



# **MODULE EIGHT: WORKPLACE HARASEMENT**





# Guiding Questions – Group Discussions

- Can you name the different types of workplace harassment?
- Which kind of behaviour is sexual harassment in the workplace?

# WORKPLACE HARASSMENT

- Harassment exists throughout all types of workplaces and organizations and it takes many forms.
- The most basic types of harassment are verbal and psychological like:
  - ✓ Bullying
  - ✓ Discrimination
  - ✓ Gossip and
  - ✓ Rumours
  - ✓ Insults
  - ✓ Aggressive behaviour and
  - ✓ Intimidation.

# WORKPLACE HARASSMENT

There are also more serious forms such as:

- Physical aggression
- Sexual harassment.

**All types of workplace harassment are illegal and not only affect an employee's wellbeing, safety and productivity at work, but also put the organization in legal jeopardy.**

# SEXUAL HARASSMENT IN THE WORKPLACE

- Sexual harassment is any unwanted, unwelcome, inappropriate, insulting, degrading or offensive sexual or gender determined behaviour at the workplace, intended or unintended. Sexual harassment violates the dignity and self-determination of a person and creates an intimidating, hostile and humiliating work environment for the harassed person.

## NON-VERBAL

Includes unwelcome gestures, unwelcome display of sexually explicit pictures, body parts, as well as leering, staring, or winking.

## VERBAL

Includes unwelcome suggestions, sexual advances, sexual related jokes, unwelcome comments about a person's body, unwelcome invitations for dates.

# SEXUAL HARASSMENT IN THE WORKPLACE

## AUTHORITATIVE

The abuse of authority where sexual favors are traded for a job, job advancement, salary increase, promotions.

## PHYSICAL

All unwelcome physical contact, violations of the personal space ranging from touching to sexual assault and rape.

# Guiding Questions – Group Discussions

- What action can a person take, when she or he is being harassed?
- What is your personal responsibility if you see a person being harassed and insulted?
- How can companies and educational institutions create a safe environment for women?

STEP  
1

State clearly to the person concerned that you dislike this kind of behavior and will not tolerate it.

STEP  
2

If the conduct persists, inform responsible manager, security or human resource department or a person of trust.

STEP  
3

Record the incident in question – stating the date, location, a brief description of what happened, and the names of the individuals who observed the incident.



Informal reporting

Contact responsible counselor

Speak to a person you trust

Make witnesses aware

Formal reporting

Management or Supervisor

Human resource department or responsible security person

Counseling office

# HOW TO CREATE A SAFE WORK ENVIRONMENT

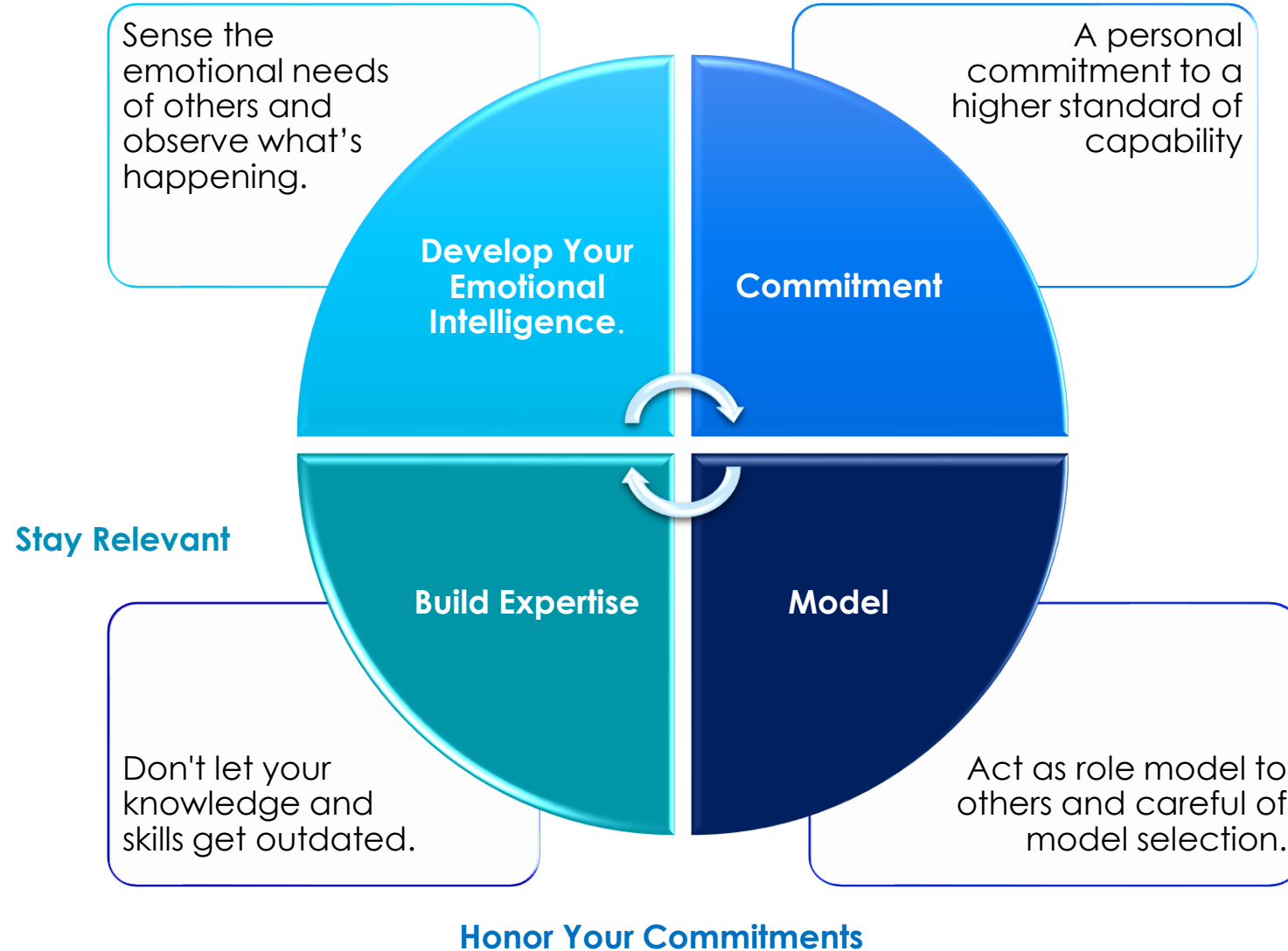
## Important steps to prevent harassment in an organization!

- 1 Understand what workplace harassment is, so you can avoid hostile work behavior in your organization.
- 2 Employers have to create expectations in their companies that all employees will treat each other with respect, collegiality, fairness, honesty, and integrity.
- 3 Employers should develop policies that clearly define inappropriate actions, behavior, and communication.
- 4 A clear harassment policy gives employees the appropriate steps to take when they believe they are experiencing harassment.
- 5 The workforce, managers and employees, should be trained and educated about the issue.
- 6 The harassment policy must be consistently enforced, and complaints must be treated seriously.
- 7 State as an employer that you will discipline or fire any wrongdoers.

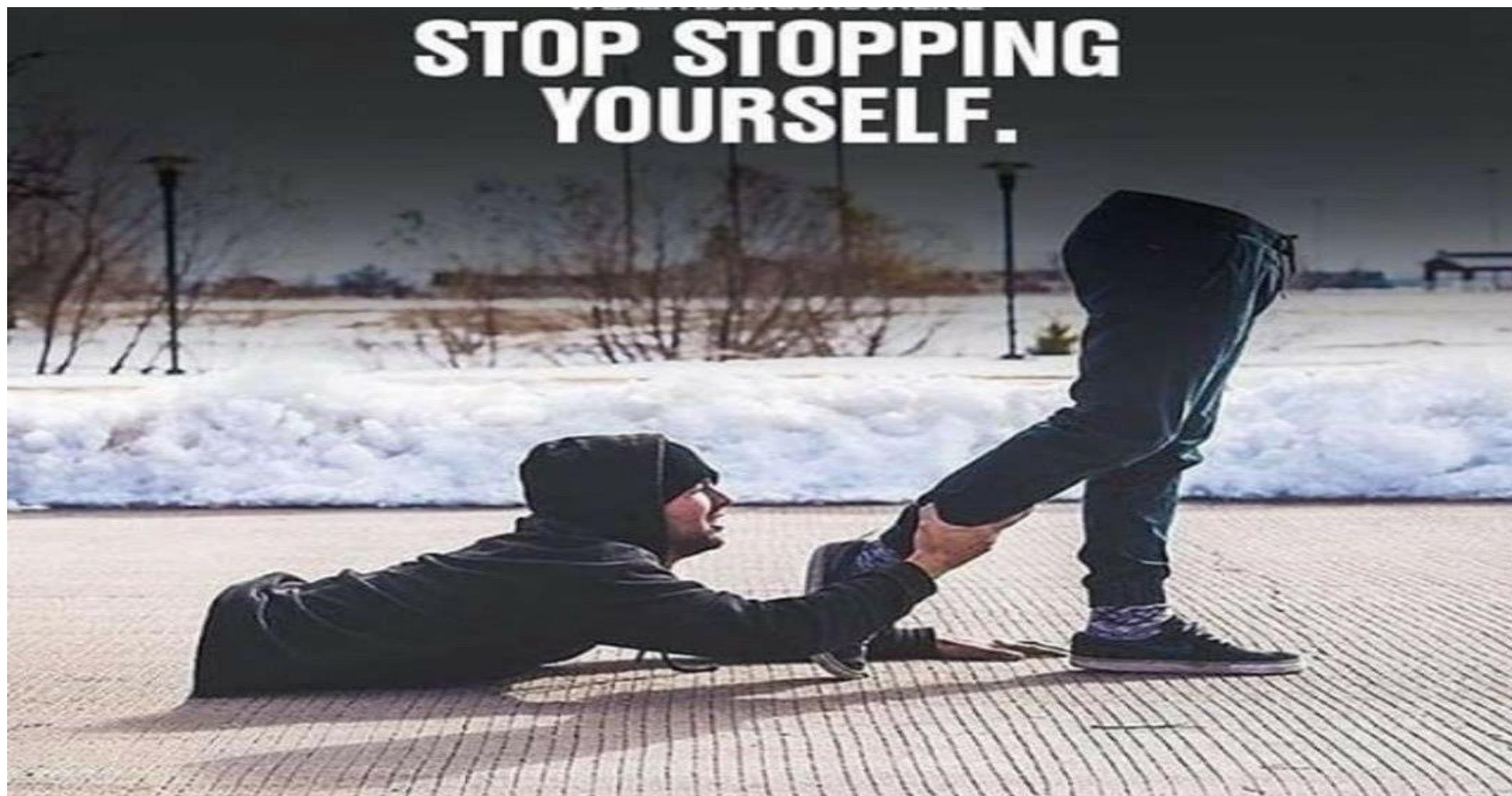


# Final Remark

## Personal Goal



# Final Remark



# Share Your New Insight!



We want to hear  
from you!

# Thank You!



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