

# Participant Handbook Part III



## Auto Service Technician Soft Skills



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## Positive Attitude



At the end of this session you will be able to:

- ◆ identify ways to develop a positive attitude.

### Session Plan

1	Introduction
2	Why Have a Positive Attitude
3	Developing a Positive Attitude
4	Key Learnings
5	Worksheet



### Introduction

One of the most significant qualities of happy, successful people is their ability to be positive. Whether life is going well or becoming challenging, a positive attitude always helps to make the situation better.

Positivity enables you to see, value and enjoy everything good that life has to offer. It keeps your outlook bright, hopeful and young



### Why Have a Positive Attitude

A positive attitude is essential to become a happy, productive and successful person. If you don't make a conscious effort to be positive and stay positive, it is very easy to slip into the trap of negative thinking.

A negative attitude is unhealthy and can prevent you from enjoying life.

On the other hand, a positive attitude has several benefits:

- ◆ It enables you to achieve your goals successfully.
- ◆ It lends more dynamism and energy to your life.
- ◆ It helps you to turn difficult situations into opportunities to learn.
- ◆ It gives you greater emotional strength.
- ◆ It helps you to inspire yourself and others you work with.
- ◆ It makes you more pleasant to be around.

To understand this idea better, let's examine two people's personalities.

## Vishwa and Lalita

Vishwa and Lalita work in the same office.

Vishwa is good at his work, but is always complaining about everything to everyone he meets. He spends lunch breaks discussing how he always has so much work to do but never gets rewarded. He also gossips a lot about his classmates. He tells his friends how his classmates waste their time in college and still do well in college.

Lalita enjoys what she does and takes pride in her college projects. She is always looking to learn and improve. In addition, she also participates actively in the college events and works hard to develop a healthy team spirit in her class. In return, her classmates and teachers always turn to her for any help or important tasks.

From the profiles of Vishwa and Lalita as described here, it is clear that Lalita is more positive than Vishwa. What's more, she also seems happier, productive and more valued by people around her. That's the power of a positive attitude in action!



## Developing a Positive Attitude

Developing a positive attitude isn't always easy because it requires a shift in your way of thinking. However, with a little bit of effort and hard work, you will find yourself gradually viewing events and people more positively.

Here are some methods that you can use to develop a positive attitude:

- ◆ **Be Grateful:** In life, there will always be people who have more and less than you. The key to being happy and staying positive lies in your ability to be aware of everything you have been blessed with. Sometimes, this takes a conscious effort to identify the many things that you take for granted – your friends, your family or even just the view from your room window. A good way to support this thinking is to make a list of 3-5 things that you are grateful for at the end of every day.
- ◆ **Surround Yourself with Positivity:** Your surrounds affect a lot of your behaviour. Thus, you should make a conscious effort to surround yourself with positivity – watch inspiring movies, keep the company of positive people, listen to uplifting music and read positive literature. Doing this goes a long way in maintaining a feeling of positivity. If you constantly find yourself mingling with gossip-mongers, chances are that you will become like them. So watch out!
- ◆ **Make Failure a Teacher:** Most people fear failure the most. However, positive people view failures and disappointments as a stepping stone to success. As a positive person, you must treat failures and disappointments as opportunities to learn and improve from your mistakes. No matter how bad a situation may be, there must be an unwavering belief in the light at the end of the tunnel.
- ◆ **Learn to Forgive:** A lot of times, we think about situations in the past that caused us a lot of pain and wish the same pain upon the people responsible. This negativity, while offering short-term satisfaction, ends up making you more negative. You must learn to let go of the past, accept people for what they are and move on. This doesn't mean that you should be foolish and let yourself be taken for a ride again. Instead, it shows that you have learnt your lesson and moved ahead with your life.
- ◆ **Don't Complain:** A common mistake that most of us make is the tendency to complain about things that are going wrong in our lives. However, if you want to be positive, it is important to recognize the good things in your life. A good way to start becoming aware of your complaining would be to change the hand on which you wear your wristwatch every time you complain. Your goal should be to keep your watch on the same hand for as long as you can.



- ◆ **Focus on the Good within:** All of us have many strengths and weaknesses. Often, we focus on our weaknesses far more than our strengths leading to a lack of confidence and belief. To see positivity in the world outside, it is important to be able to see the positivity within yourself. Focus on the good in you and you will start seeing the good in others and the world around.

These are some pointers that will help you develop a positive attitude. Remember that building positivity takes time, so it is important to keep at it and be patient with yourself. No matter the situation, it is important to keep your spirits up and keep moving forward



## Key Learnings

*Summarise your learning here. Write your answers in the spaces provided.*

1. Why is important for you to develop a positive attitude?

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2. How can you go about developing a positive attitude?

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## Worksheet

- a. Which of the following are benefits of having a positive attitude?
- i. Increased weight
  - ii. Lower stress
  - iii. Reduced energy and enthusiasm
  - iv. Less emotional strength
  - v. Better team player
  - vi. Greater success in achieving goals
- b. Radha had become very stressed. Moreover, she had become a miserable person who only thought negatively. However, she recognised that she needed to develop a more positive attitude towards life. In order to do so, she started doing the following things:
- i. She started maintaining a diary to make a list of things that she was grateful for everyday.
  - ii. She enrolled herself in a movie club that screened inspiring movies from across the world.
  - iii. Instead of cribbing about situations, Radha decided she would assess if there was something she could do to improve the situation and act on it. If not, she would accept the situation for what it was.
  - iv. She began appreciating her own strengths and, at the same time, began admiring the strengths of others.

Which methods of developing a positive attitude did Radha employ?



## Notes

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## Motivation



At the end of this session you will be able to:

- ◆ list ways to motivate yourself and others.

### Session Plan

1	Introduction
2	Types of Motivation
3	Ways to Get Motivated
4	Key Learnings
5	Worksheet



### Introduction

Most of us have goals, but the difference between those, who actually go out and achieve their goals, and those, who don't, is in people's level of motivation. Motivation is what pushes people to act and it is an important ingredient for success in life.

While motivation can be artificially created by external factors such as facing negative consequences for not doing something, the most powerful motivation comes from within.



### Types of Motivation

Motivation is necessary to achieve anything. Broadly speaking, there are two types of motivation:

1. External Motivation
2. Internal Motivation

#### External Motivation

This type of motivation is driven by a desire to avoid the negative consequences of acting in a specific way or solely to gain a reward. We often see external motivation present in institutions like schools, universities and offices. For example, "I have to study Civics to pass my exams" or "I have to complete this project by Friday otherwise I will not pass the exam".

External motivation is extremely effective in the short-term. However, to achieve long-term targets, external motivation is rarely enough.

#### Internal Motivation

This type of motivation comes from within people and is less dependent on the reward or negative consequences. It comes from a person's true passion to fulfil a dream. It is the type of motivation you might observe in professional sportsmen or creative professionals such as artists, designers and writers. For example, "I will wake up early every morning for cricket practice" or "I will train myself on the finer aspects of industrial design to become a good engineer".



Internal motivation is more powerful than external motivation and leads to excellence and success. This type of motivation is necessary to achieve long-term goals.



## Ways to Get Motivated

Since you now understand how crucial motivation is for achievement and success, we will explore some pointers on how to build your motivation:

- ◆ **Set Goals:** Having a goal lends direction to your life. A goal serves as a reference point for you when it comes to taking decisions and becomes the basis for your motivation. Without goals, it becomes difficult to get motivated to do anything.

Goals need to be defined clearly. A good way to do this is to set S.M.A.R.T. goals. This means your goals should be:

- **Specific**
- **Measurable**
- **Attainable**
- **Relevant**
- **Time-bound**

For example, a S.M.A.R.T. goal for a marathon runner would be – “I will run a half-marathon in less than 1.5 hours by the end of the year.”

An example of an unclear goal for the same marathon runner would be – “I want to become a faster runner.” While it is well-intentioned, the goal is too vague to be able to motivate the runner to achieve specific milestones.

- ◆ **Stay Focused:** Focus is another essential ingredient to stay motivated. Why is that so few of us achieve those New Year resolutions we set for ourselves? Often, we are motivated for the first week or two, and then the motivation tends to die down.

To achieve any meaningful goals, you must set your goals intelligently and be tenacious in working towards their fulfilment. Remind yourself of your goals, envision yourself achieving them and enforce some self-discipline to keep moving in the right direction.

- ◆ **Be Persistent:** When you are pursuing a goal, there are likely to be moments when the situation appears difficult or even impossible. At times like these, find the strength to keep trying. Learn from your mistakes and push yourself harder. After all, there are no failures in life, only lessons.
- ◆ **Identify Your Strengths and Weaknesses:** As you set out on your journey to achieve your goals, introspect a little bit to understand yourself better. Recognize your strengths and weaknesses and play to your strengths while working to minimize the effect of your weaknesses.

A good way to identify your strengths and weaknesses is by performing a SWOT Analysis. Once you have understood yourself better, you will find it easier to navigate any obstacles in your path towards success.

- ◆ **Enjoy the Journey:** While your objective may be to achieve goals, it is important to be able to enjoy the journey towards your goals. In the pursuit of any goal, there are bound to be tasks that you will not like. However, if you don't learn to find satisfaction in the work that you're doing, the process of realizing your dreams can become a painful journey.

Take the example of a law student. If he or she doesn't find law and its application in legal cases interesting, there is a low chance that the student will be either happy and/or successful while studying and practicing to become a lawyer.

Similarly, if you are unable to find fulfilment in your journey over a longer period of time, you might want to reassess your choice of goals.

- ◆ **Surround Yourself with Positive Messages:** A great way to get motivated is to read inspiring stories, listen to uplifting music, watch inspiring movies and keep the company of positive people. Doing this will help you to stay positive and generate the energy you need to achieve your goals.
- ◆ **Start Now:** The biggest mistake that a lot of us make when beginning the pursuit of our goals is to put off the action. There is no better time than now and no better place than here to start your journey towards your goals. The longer you delay action, the less likely you are to make any real and meaningful progress.

The mantra for getting and staying motivated is to act when inspired. Once you lose that moment of inspiration, it becomes hard to recapture the feeling and the drive to act again.

As you have read, there are various practices that you can follow to get motivated. The rest is now up to you!



## Key Learnings

*Summarise your learning here. Write your answers in the spaces provided.*

1. What are the different types of motivation that you observe? Which type of motivation do you think is superior and why?

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2. What are the things that stop you from being motivated? What can you do about them?

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- a. Classify the following as examples of external motivation and internal motivation.
  - i. I will get a bonus if I sell more than 20 washing machines.
  - ii. I will learn how to become a pilot because I enjoy the thrill of flying and being in control.
  - iii. I will go to cooking classes so that I can serve my family a healthy and tasty meal every day.
  - iv. I must study for my exams if I want to get admission to engineering college.
  - v. I must work on controlling my anger to improve my behaviour.
  - vi. I will do an internship this summer to earn money for my new mobile phone.
- b. To develop powerful motivation, you must set S.M.A.R.T. goals. What does S.M.A.R.T. stand for?
  - i. Salient, Meaningful, Accessible, Reachable, Time-bound
  - ii. Specific, Meaningful, Accessible, Reachable, Truthful
  - iii. Specific, Measurable, Attainable, Relevant, Time-bound
  - iv. Short, Measurable, Attainable, Realistic, Truthful
  - v. Salient, Measurable, Attainable, Realistic, Time-bound

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## Building Self-Confidence



At the end of this session you will be able to:

- ◆ list factors affecting self-confidence;
- ◆ state methods to improve self-confidence.

### Session Plan

1	Introduction
2	Factors Affecting Self Confidence
3	Ways to Build Self Confidence
4	Key Learnings
5	Worksheet



### Introduction

Self-confidence is the belief you have in yourself to complete a task successfully. It plays an important role in our personal and professional lives. To achieve anything in life, you must believe you can do it before others believe you can.

However, most people we come across are either not self confident or over-confident. Only a few are able to find the fine balance between the two. The good news is that you can develop and build the right kind of self-confidence with some effort.

The most significant aspect of self-confidence is that it is only internal reflection and hard work that can bring it. Nothing from the outside world can build and sustain your self-confidence.



### Factors Affecting Self Confidence

There are several factors that affect a person's self confidence. Let's take a look at what these factors are:

- ◆ **Past Successes:** Success that you have enjoyed in the past plays an important role in your belief that you will succeed in the future. Importantly, the success that you have enjoyed in the past must be a result of some considerable effort. If the success has come too easily or you have gotten lucky, those experiences will not particularly add to your confidence.

For example, the success of losing a lot of weight as a result of exercising regularly and eating healthy gives will give you the confidence that you can maintain that discipline and your weight. However, winning a lottery, which some may consider a success, will give you a lot of money and enjoyment, but it will not necessarily add to your confidence because you haven't really 'earned' it.

- ◆ **Observing Others' Successes:** Another important factor in your self-confidence is your ability to view and appreciate somebody else's success, especially if it is someone similar to you. When you see someone who is similar to you succeed, you tend to develop a belief that you too could achieve similar success.

For example, when a hard-working college student sees his senior, who is also his role model, succeed at MBA entrance examinations and get admission to the best business schools, it gives the junior student the belief that he too could achieve the same success.

- ◆ **Social Perceptions:** As much as we may think it doesn't matter, others' opinions of ourselves are a factor in our self-confidence. How other people view you matters to you, as it does to everyone else. At the same time, truly self-confident don't worry too much about the opinions of others because they believe in what they do. It is usually those who lack self-confidence that rely on other people's opinions to validate their achievements.

For example, a fashion model who is low on confidence will be extremely concerned about what the press and media are writing about her. However, an established fashion model who has worked hard to become among the best in the industry will focus on improving and becoming better rather be bothered about what the press and media are commenting about her.

- ◆ **Emotional Security:** This refers to your opinion of yourself and your feelings. Some people, no matter what they achieve with their hard work still lack confidence because they focus only on their shortcomings and insecurities. Confident people, on the other hand, work hard and focus on their strengths while remaining aware of their weaknesses. They tend to be emotionally secure. Emotional strength also plays an important role in handling failures, which everyone has to face in life. Confident people recover and learn from failures much quicker than less confident people. Less confident people tend to brood and feel sorry for themselves rather than focusing on learning from the experience and moving on.

For example, a confident writer will believe in her capabilities even if all critics don't appreciate her writing because she knows that she has worked hard and possesses the talent to write her book. An emotionally insecure writer, in a similar situation, might have stopped believing in herself and doubted her writing talent that she actually possesses.



## Ways to Build Self Confidence

Building the right kind of lasting self confidence takes hard work, patience and time. While it is a challenge, the rewards of greater success, happiness and even recognition are well worth the effort.

Here are some ways in which you can build your self-confidence:

- ◆ **Acknowledge Successes:** Whether in the past or even small achievements in the present, acknowledge your successes. Allow yourself to enjoy them and celebrate them when justified. Once you do, you can use them as stepping to stones greater achievements.
- ◆ **Evaluate Yourself:** Spend some time on your own understanding yourself better. What are your strengths? What are your weaknesses? How can you maximize your strengths and minimize your weaknesses? Once you have done this, you can operate in a way that you tap into your talent and strengths.
- ◆ **Identify the Problems:** The first step in making progress is to recognize the hurdles that prevent you from moving forward. What is stopping you from being self-confident? Is it your weight? Is it a bad experience from the past? The key is to get to the root of why you may not feel confident about yourself. Make a list of these problems and then assess if they are justified. While some fears and insecurities are imaginary, others will need to be dealt with specific action.
- ◆ **Don't Fear Mistakes:** If you don't try, you're never going to fly, i.e. if you don't take the chance of making a mistake, it means you aren't taking the chance of succeeding. The truth is every single person has made mistakes and failed. Failures are the best teachers to learn from your errors and take remedial action. In truth, there are no mistakes in life; only lessons.

- ◆ **Look on the Bright Side:** A lot of times, people lack self-confidence because they focus on things and qualities they don't have rather than focusing on what they have. If you want to build your confidence, be grateful for what you have. In most cases, you will find that you have enough and more to succeed.
- ◆ **Appreciate Compliments:** When someone compliments you for something that you have done, accept the compliments gracefully rather than getting embarrassed. Instead, acknowledge their appreciation and respond positively.
- ◆ **Set Goals and Achieve Them:** The single biggest contributor to your confidence is your ability to set goals for yourself and achieve them. When you make a commitment to yourself or to someone else, be sure to honour it. When you say you will do something, make sure you do it. These are the little things that build your self-belief and confidence. Importantly, people will start taking you seriously and believing in you.



## Key Learnings

*Summarise your learning here. Write your answers in the spaces provided.*

1. Describe 3 factors that affect a person's self-confidence.

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2. What are 3 ways that you would use to build your self-confidence?

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- a. Raghu dropped out of college because he didn't find studies interesting and was failing his examinations. Having dropped-out of college, he decided to start a newspaper delivery service in his area to earn money for his expenses. However, he would always get up late and customers would get angry because they would receive the newspapers late. Eventually, his customers stopped taking newspapers from him and his business shut down. Raghu now wants to start a tea and snacks shop near his house, but he is not confident that he will be able to make it a success. What factor of his self-confidence do you think is preventing him from starting the tea and snacks shop?
- b. Which of the following are ways to build self-confidence?
  - i. Don't fear mistakes.
  - ii. Wear ironed clothes.
  - iii. Write a diary.
  - iv. Look on the bright side.
  - v. Acknowledge successes.
  - vi. Refuse compliments.
  - vii. Take afternoon naps.

[illegible]

## Dealing with Change



At the end of this session you will be able to:

- ◆ state tips on how to deal with any change.

### Session Plan

1	Introduction
2	Ways to Deal with Change
4	Key Learnings
5	Worksheet



### Introduction

As humans, we have an inherent need for things around us to remain the same. We seek comfort in familiarity. However, the truth is that there is only one certainty in life – it will change. Change is constant and it is something that all of us have to deal with.

Whether it is the birth of a child, the end of a relationship or a move to a new city, we face continuous ups and downs in life. To be happy and successful, you have to know how to deal with change well. Importantly, change is an opportunity for you to grow and develop as a person.



### Ways to Deal with Change

Now that you know change is an inherent part of life, let's take a look at some tips that will help us to deal with change better:

- ◆ **Stay Prepared:** Since you know change is coming your way all the time, the smart thing to do would be to stay prepared for change. If you do see a change coming, such as a job switch or an imminent change of residence, think about the things you need to do to prepare for the change. To prepare for unexpected changes, the best you can do is understand the inherent uncertainty of life, enjoy the present to the fullest and be grateful for it.
- ◆ **Understand and Accept Change:** There are broadly two types of changes you encounter – those that you can control and those that you can't. If a change is occurring as a result of a choice you have made, understand that you have been responsible for the change and accept it. If the change is one that is not within your control, accept it with grace while remembering that everything that happens in life has reason – a reason that may not be known to us. Accepting change is not easy, but it is necessary.

- Overall, to deal with change well, you have to view it positively. After all, life often doesn't always give us what we want, but it usually gives us what we need.

[illegible]



- a. Sriram has just lost his mother but he is finding it very hard to cope with her death. He thinks about her and misses her all the time. No matter what does, he finds himself getting emotional. Which of the following strategies should Sriram use to cope with his loss?
- i. Stay prepared.
  - ii. Move on.
  - iii. View change as an opportunity.
  - iv. Understand and accept change.
- b. Smitha has lived in Salem all her life. She studies in college and has a large group of friends there. However, her father has recently been promoted and asked to transfer to Mumbai. Since the assignment is for a long term, the entire family needs to move there. Salem is her home and comfort zone, but Mumbai could be exciting. How should Smitha cope with this change?
- v. Stay prepared.
  - vi. Move on.
  - vii. View change as an opportunity.
  - viii. Understand and accept change.

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This image shows a single sheet of white paper with horizontal blue lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## Goal Setting



At the end of this session you will be able to:

- ◆ identify different types of goals;
- ◆ list ways to set and meet your goals;
- ◆ set life goals.

### Session Plan

1	Introduction
2	The Importance of Goals
4	How to Set Goals
5	Key Learnings
6	Worksheet



### Introduction

Having a goal is critical to give your life direction and achieve success. Goals give you points of reference that serve as criteria to take decisions. They lend dynamism to your actions and serve as inspiration in your day-to-day life.

While having goals is important, it is also crucial to know how to set and manage your goals. Well-defined and thought-out goals often work better than vague and unclear goals. This is because clarity in direction and thinking makes your actions more effective.



### The Importance of Goals

Have you ever observed people who have worked hard but haven't really achieved much? A lot of the time, this is because people don't focus their efforts on what they want – personally or professionally. In other words, they don't set goals for themselves. Let's look at an example of what we mean.

#### Ramya's Holiday

Ramya wanted to prepare for her holiday. She had gone shopping for clothes, applied for leave at college and told her friends that she was going on holiday. She had even packed her bags in preparation for her holiday. However, she had one problem – she didn't know where she was going for her holiday!

While the example above is only a story, we unknowingly do this in our lives too by not setting goals. Living life without goals is very much like getting prepared for a holiday without having a destination

So why are goals important for you? Take a look at some very important reasons here.

- ◆ Goals give direction to your life.
- ◆ Goals are a crucial factor in your motivation.
- ◆ Goals help you to plan your time better and prioritize tasks.



- ◆ Goals, when achieved, contribute to your self-confidence.
- ◆ Goals enable you to make the best use of your talents.



## How to Set Goals

### Step 1: Set Life Goals

This requires introspection about what you want from life, your current life situation and the resources you have available in terms of talent, money, time, etc. This should be done at a personal and professional level. Remember, different goals can take you in different directions, so choose your goals wisely after considering all possible factors.

### Step 2: Set Enabling Goals

While life goals tend to be grand statements, they need to be broken down into more relatable targets for the shorter-term. So enabling goals are just that – goals that enable you to realize your life goals.

This exercise should begin with setting five-year goals that you will need to achieve to reach your life goals. Then, further break these five-year goals down further into one-year goals, six-month goals, one-month goals and, eventually, daily goals.

These enabling goals are important for you to stay focused on your big, life goals. Without these, your life goals will remain dreams.

### Guidelines for Goal Setting

While goal setting is important, it is equally crucial for you to set goals intelligently. Here are some guidelines that will help you to set clear and well-defined goals.

- ◆ **Set S.M.A.R.T. Goals:** Goals that are
  - Specific
  - Measurable
  - Attainable
  - Relevant
  - Time-bound
- ◆ **State goals positively:** Think of your goals as positive statements rather than negative ones. For example, 'I want to become more patient' is far better than 'I don't want to be impatient'.
- ◆ **Document your goals:** Whether it's on your computer or on a notepad, make sure you write down your goals. It forces you to think harder and more clearly about your goals.
- ◆ **Be clear:** Ensure that your goals are stated in detail. Include timelines, the criterion for achieving the goal and the resources needed to achieve those goals.
- ◆ **Prioritize:** You may have different goals taking you in different directions. Set a priority to the goals and focus on the more important ones.
- ◆ **Be realistic:** Set goals after taking everything into consideration. If you set unrealistic goals, you are setting yourself up for disappointment. Even if you have a grand goal, break it down into as relatable an enabling goal as possible.

### Example for Goal Setting

Sharada has just started studying for a Bachelors of Arts degree at college. She has set her goals using the method and guidelines provided here. Let's examine the professional goals that Sharada has set for herself.

Life Goal: To become the editor of a famous magazine.

Now that Sharada has set her life goal, she breaks it down into enabling goals that will help her to stay focused.

Five-Year Goal: To gain enough writing and editing experience at the country's leading magazine or newspaper.

One-Year Goal: To study journalism and find an internship with a small-time magazine.

Six-Month Goal: To understand the basics of writing styles in journalism.

One-Month Goal: To start a blog about current events and their impact on her life.

One-Week Goal: To speak to a neighbour who is the manager of a small publication.

Daily Goal: To read the newspaper and various magazines her family subscribes to.



## Key Learnings

*Summarise your learning here. Write your answers in the spaces provided.*

1. Why is it important to have goals in life?

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2. What are enabling goals? How are they different from life goals?

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## Worksheet

- a. Which of the following would you classify as life goals?
  - i. To become a world-class singer.
  - ii. To read Shakespeare's Julius Caesar.
  - iii. To visit Tirupati.
  - iv. To run a full marathon.
  - v. To become less forgetful.
- b. Assuming you are training to run a marathon, which of these is a good example of a S.M.A.R.T. goal?
  - i. To run 5 kilometres in under 40 minutes outdoors.
  - ii. To celebrate my birthday with my friends in Goa.
  - iii. To become a good swimmer.
  - iv. To lift heavier weights in the gym.
- c. Which of these is not a guideline for setting goals?
  - i. State goals positively.
  - ii. Document goals.
  - iii. Be realistic.
  - iv. Speak clearly.
  - v. Prioritize goals.



## Notes

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## Ownership



At the end of this session you will be able to:

- ◆ state why it is important to take ownership of your actions.

### Session Plan

1	Introduction
2	Why take Ownership
3	Key Learnings
4	Worksheet



### Introduction

If you want to succeed in life, you have to take ownership for your actions. Whether it's your desire to lose weight or your need to improve your project team's performance, an attitude of ownership makes all the difference.

But what exactly does ownership mean? It involves taking on responsibility for the quality of output. This means you don't just do a job well, but also ensure that you do everything in your power to get the result required.



### Why take Ownership

Now that you understand the concept of ownership, let's take a look at why this sense of ownership is so central to success.

- ◆ **Ownership is Empowering:** When you take ownership for your actions, you are able to control your life better. It gives you the power of shaping your life's outcomes through your choices.
- ◆ **Ownership is a Powerful Motivator:** When you realize that you have greater control over the result, you feel more motivated to work for your goals. A good way of taking ownership is to assume that the buck stops with you and that no one else is there to help you.
- ◆ **Ownership Shifts Focus from Blame to Responsibility:** When working in a team, there will always be moments of failure. At times like this, while it is important to identify where the fault occurred, it is more important to take collective ownership and understand that you have failed as a team. While you may not be at fault for the failure individually, you must consider yourself responsible for it. The same approach applies to successes. While one person's talent may have been a key ingredient for success, the whole team's efforts are responsible for the success.
- ◆ **Ownership Differentiates You From Others:** The motivation that ownership gives you makes you far more dynamic, proactive and productive than others who don't take ownership. You become a natural leader whom colleagues look to for direction and inspiration.

- ◆ **Ownership Drives Your Passion:** When you take ownership for a task, it means that you care about what you do. When you care for what you do, you make sure you always put in your best effort. And when you put in your best effort, you begin to take pride in the work that you produce. The hallmark of all outstanding performers is that they take pride in their work.

All in all, an attitude of ownership is what separates the best from the rest. When you take ownership for your actions, you can rest assured that the results of your effort will come to you sooner rather than later.



## Key Learnings

*Summarise your learning here. Write your answers in the spaces provided.*

1. What does taking ownership for your actions mean? State 2 reasons why ownership is important.

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## Worksheet

- a. Which of these are reasons why you should have a spirit of ownership for your actions?
  - i. Ownership is a passing feeling.
  - ii. Ownership differentiates you from others.
  - iii. Ownership is empowering.
  - iv. Ownership shifts focus from responsibility to blame.

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## Time Management



At the end of this session you will be able to:

- ◆ use and manage time to achieve more.

### Session Plan

1	Introduction
2	Time Management
3	Prioritize
4	Schedule
5	Multitask
6	Track the Progress
7	Important Tips
8	Key Learnings
9	Worksheet



### Introduction

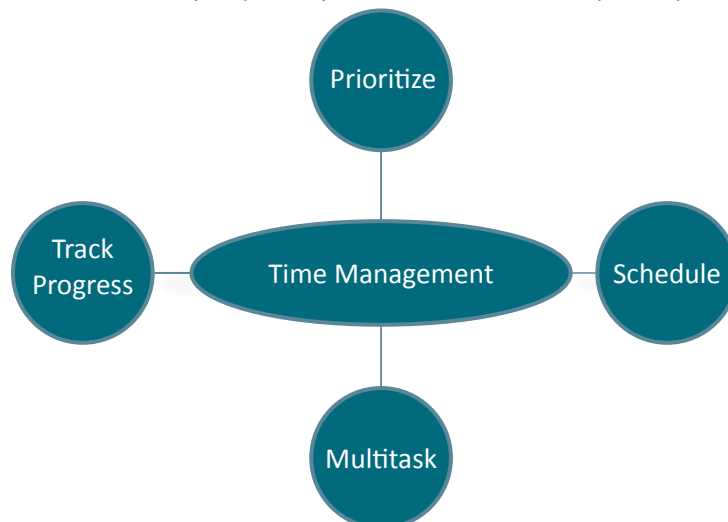
Knowing how to manage your time is a very important part of having any job. You may sometimes find yourself with multiple different tasks, pulling you in different directions.

This module will teach you how to optimize your time and be more organized.



### Time Management

It is easy to manage our time effectively, especially if we follow a few simple steps.





## Prioritize

Prioritizing involves arranging your daily tasks by order of importance or urgency. To do this, it's important to first have a To-Do list ready for each day. This list should contain all your daily tasks, plus any day-specific tasks

### **Sample To-Do List:**

- ◆ Iron clothes for college
- ◆ Pack bag with correct books
- ◆ Pack lunch or snack
- ◆ Pay class fees for tuition
- ◆ Buy groceries for mom
- ◆ Pay phone bill

Prioritizing helps in increasing your efficiency, decreasing your stress and organizing the whole day better



## Schedule

Scheduling is yet another basic activity, which will help you to increase your efficiency. You should assign yourself deadlines to complete each task in your To-Do List.

### **Sample To-Do List:**

- ◆ Iron clothes for college (6.30 am)
- ◆ Pack bag with correct books (6.45 am)
- ◆ Pack lunch or snack (7.30 am)
- ◆ Pay class fees for tuition (11.30 am)
- ◆ Buy groceries for mom (2 pm)
- ◆ Pay phone bill (2 pm)

While scheduling you must remember to:

- ◆ Analyze how much time each task will take and schedule the task accordingly.
- ◆ Plan in such a way that you don't assign multiple jobs to the same time period unless you are planning to multitask.
- ◆ Always keep your schedule a little flexible.



## Multitask

Prioritizing and scheduling helps you to organize all your tasks in an effective order, but sometimes the list of tasks can get extremely lengthy. Multitasking is the art of doing multiple tasks at the same time

To multitask efficiently, keep the following things in mind:

- ◆ Allot time to your daily duties before juggling with two or three jobs.

- ◆ Combine the correct jobs to multitask efficiently.
- ◆ Review how your multitasking affects the work performance.
- ◆ Develop an understanding of how NOT to multitask.



## Track the Progress

To track the progress of how well you have used the time management techniques, this technique involves keeping track of the effectiveness of your own time management system by reviewing it at regular intervals.

For tracking your progress:

- ◆ Review the results of your time management techniques at regular intervals.
- ◆ Analyze your performance and make amendments to the scheduling of tasks so as to streamline the plan.
- ◆ Pin down reasons for deviation from the schedule.
- ◆ Keep shuffling the order of tasks to avoid boredom.



## Important Tips

Some important things you should remember are as follows:

- ◆ Analyze how much time each task will take and schedule the task accordingly.
- ◆ Always keep your schedule a little flexible.
- ◆ Develop an understanding of how not to multitask.
- ◆ Analyze your performance and make amendments to the scheduling of tasks so as to streamline the plan.



## Key Learnings

*Summarise your learning here. Write your answers in the spaces provided.*

1. List the techniques which will help you manage your work hours in the most effective manner.

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2. How would you track your own progress?



# Worksheet

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## Notes

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## Stress Management



At the end of this session you will be able to:

- ◆ identify sources of stress;
- ◆ list methods to manage stress effectively.

### Session Plan

1	Introduction
2	What is Stress
3	Symptoms of Stress
4	Causes of Stress
5	How to Avoid Stress
6	Key Learnings
7	Worksheet



### Introduction

There are several things in our everyday lives, at home, and at work that can cause us to get stressed or upset. If we get stressed out, we may fall sick, which may lead to even more stress and the situation might become worse. In order to be able to work at the best of our ability, stress management is very important.



### What is Stress

Stress is a response to anything that poses a threat or challenge to a person's well being. Stress can be good or bad depending on a person's reaction to it. While, some people take on a stressful situation as a challenge and face it, others try to run away from the situation fearfully. This is simply because everyone views a situation differently and everyone does not have the same skills or resources.

#### Example:

Vishnu is one of the most well-read and intelligent students in his class. He, along with fellow student Gayatri, has been chosen to participate in an inter-college debate competition. To most people, this would be exciting news. However, Vishnu is extremely stressed about this ability to win the competition. He is nervous that his oration skills are not as good as that of the competitor's.

On the other hand, Gayatri is nervous and excited about the debate. She sees it as her chance to do something for the college. She's not as well read as Vishnu, but confident of her speaking skills and has faith that Vishnu will contribute his knowledge to the debate.

In this case, both parties view the situation differently and have different skills that they are confident about.





## Symptoms of Stress

Some of the most basic symptoms of stress are:

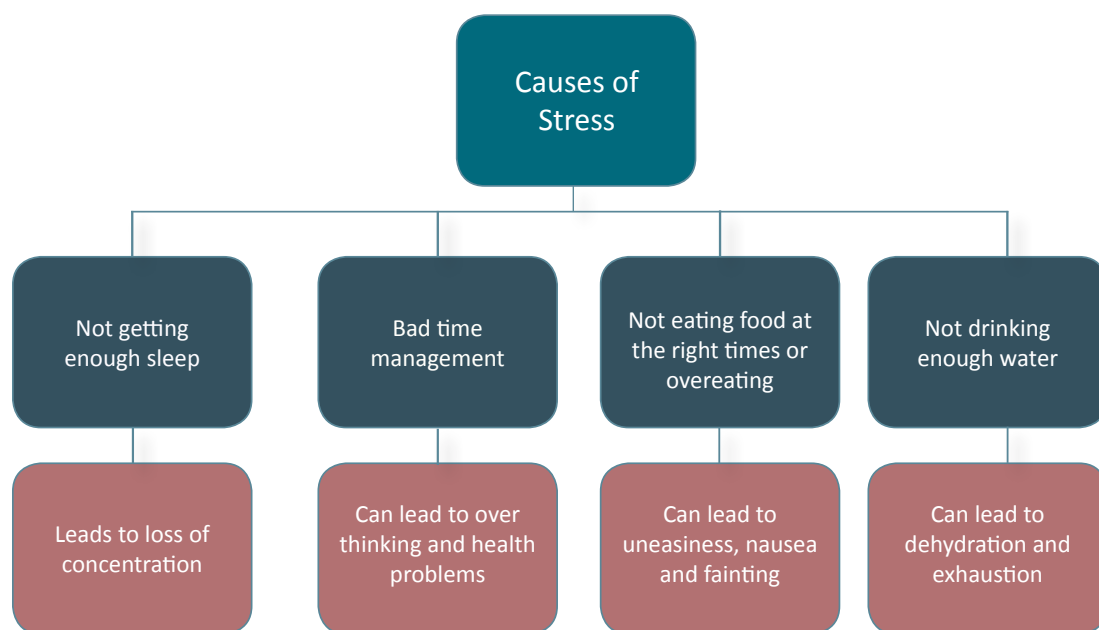
- ◆ Rapid breathing
- ◆ Rise in pulse rate
- ◆ Slow down in digestive system
- ◆ Low immunity
- ◆ Tense muscles
- ◆ Lack of sleep



## Causes and Effects of Stress

In order to beat stress, it is important to identify some simple things that could lead to physical or mental stress.

Apart from various situation that could cause stress, like losing a family member, moving to another city, financial matters, failing or doing badly in studies and such, there are some basic daily habits that could lead to physical stress. Keeping control on these habits could help to manage stress better.





## How to Avoid Stress

Here are some simple ways to avoid stress.

**Get Sufficient Sleep:** Try and get at least 7 to 8 hours of solid sleep every day. This will help to keep your body rested and healthy and your mind fresh and alert.

**Make 'Me-Time':** Me-time is simply time you make for yourself. You could use this time to reflect on your day, pursue a hobby or just rest. This time will help you to understand yourself and your goals better.

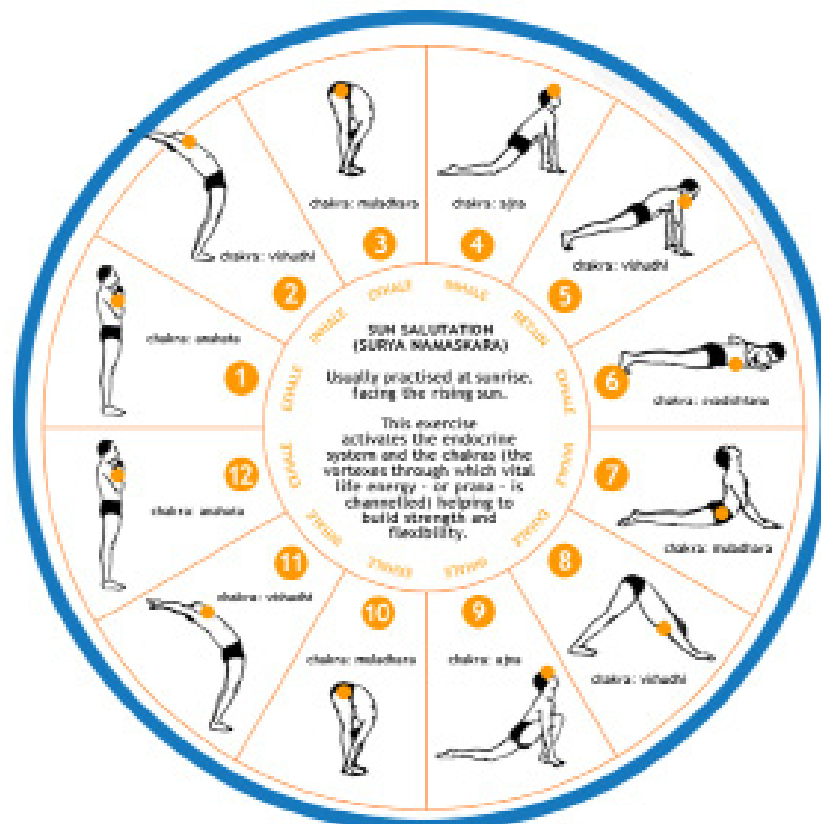
**Drink Water:** Consciously try to drink at least 10 to 12 glasses of water every day. This will help to keep your body cool and hydrated. It also helps to clear any toxins from the body.

**Eat Healthy Meals at Regular Intervals:** Every body needs nutrition not only to survive but also to stay healthy. Ensure that you eat healthy food at regular intervals. Try not to have long gaps between meals.

**Exercise Regularly:** Exercise at least 4 to 5 times a week in order to have a healthy body that can fight off any illnesses or harm. You could also practice yoga and meditation. This will help you to have a calm mind and healthy body.

One of the most basic yoga exercises you can do daily is the Surya Namaskar.

Surya Namaskar is a full-body asana that is performed in the mornings. It should always be done while facing the sun. This asana ensures that all the muscles in the body are used. Here are the steps for performing the asana.





Summarise your learning here. Write your answers in the spaces provided.

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# Worksheet

1. **Tick the correct answer.**

- a. Rashmi has been yawning at her desk since morning and has been making several silly spelling mistakes. What could be the cause of her behaviour?
- i. She has not eaten enough food. ☐
  - ii. She did not sleep enough the previous night. ☐
  - iii. She did not exercise enough in the morning. ☐
- b. Deepak found he was worried about work when he got home every day, and was unable to sleep. Which of the following should he practice to be able to get rid of the stress?
- i. Take sleeping pills. ☐
  - ii. Meditate. ☐
  - iii. Practice Yoga. ☐



## Notes

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## Listening Skills



At the end of this session you will be able to:

- ◆ describe active listening.

### Session Plan

1	Introduction
2	Basics of Listening
3	How to Listen Well
4	Key Learnings
5	Worksheet



### Introduction

There are several things we hear every day – motor vehicles, our family and friends talking to us, the television, the radio, etc. Out of all of the things we hear every day, how much do we register or remember? In other words, how much do we listen?

There is a big difference between being able to hear and being a good listener. You may be able to hear a person just fine, but that does not mean you are a good listener. To be a good listener, you need to put in a bit of effort. This module deals with why listening skills are important in everyday life



### Basics of Listening

#### What is the difference between hearing and listening?

Hearing is simply the ability to pick up the various sounds and voices that occur in your presence.

Listening, on the other hand, is the ability to focus on and understand the sounds and voices. It means you have paid attention to what is being said around you.

In terms of communication, it is very important to have good listening skills. It helps you to communicate with people in an intelligent and attentive way. Remember, good listeners make good communicators.

#### Why would you need good listening skills?

- ◆ The ability to listen well allows you to understand your daily tasks better.
- ◆ Being a good listener helps you build a good relationship with your family, friends and superiors.
- ◆ Good listening skills are a key ingredient for building good team spirit.
- ◆ Good listening skills also help you solve any problems at home or at college.



## How to Listen Well

To start with, you must always concentrate on the person who is speaking to you. Do not be distracted by small things in your surroundings. Listen with full concentration and interrupt as little as possible.

It is not enough to just listen to the words that flow out of the person's mouth and be done with it. Their speaking will not make a difference if you did not understand what is being said. Depending on the situation, take notes about what is being said. For example, at a lecture in college ensure that you note down important details of the professor's speech. You should note names or people, places or events, dates, important descriptions and anything the professor says is important.

Most importantly, if you do not understand something, so not get scared to ask the person to repeat or explain what was said. Asking questions is not a sign of weakness or dumbness.



## Key Learnings

*Summarise your learning here. Write your answers in the spaces provided.*

1. What is the difference between listening and hearing?

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2. What are some simple ways to listen well?

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## Worksheet

1. **Tick the correct answer.**

- a. While Krishnan was in class, he was talking to Savita about a movie he watched. The teacher realised this and asked Savita a question about what was being taught, Savita answered the question correctly. What can explain this?
- i. Savita was listening to Krishnan. ☐
  - ii. Savita was hearing the teacher. ☐
  - iii. Savita was listening to the teacher. ☐
- b. Girija and Archana go to a restaurant after college. They are very hungry and thirsty, so they decide to order a lot of food. They call the waiter and place their order. When their meal arrives they realize that half the food delivered was not as per their order at all and the waiter was confused. What does this say about the waiter?
- i. He was given the wrong food by the chef. ☐
  - ii. He only heard and did not listen to their order. ☐
  - iii. Girija and Archana didn't place the order correctly. ☐



## Notes

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