

22.6.23

Date _____
Page _____



Assignment No. - 5

UNIT - 5

Work - place skills

Q-1 Explain the qualities of a leader in details.

Ans Leadership qualities are a set of traits that a leader has that helps them to succeed in their role. Leadership qualities can range from interpersonal skills - such as compassion and empathy or organizational skills - like vision and grit.

- Important Qualities for leadership.

1. Good Communication : In many ways, they are the voice of the company, so being able to effectively communicate with their team and employees is vital in their position.

2. Empathy: This involves understanding others' wants, needs and concerns. Not only will this create a harmonious working relationship but also earn trust and respect from our colleagues.

3. Confidence: When we display a reasonable amount of confidence we can help motivate others as well as give them hope for the company's future.

4. Motivating: As a leader we will be responsible for not only leading our team but also empowering them to perform to the best of their ability.

5. Delegation: It is important that we are able to effectively delegate and manage our team of employees.

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Q-2 What is the importance of listening and responding?

Ans Importance of good listening.

1. Listening shows respect and regards for the people you work with.
2. Listening builds a broader sense of trust and community. Listening to the people who work with and for you is an invaluable skill in leadership.
3. Listening broadens your perspective and helps you accumulate important information and reduce misunderstandings.

• Importance of good responding

1. Responding is a way to add action to the process of listening.
2. Listening with responding creates a bond between the leader and his team members.

3. In a way, responding properly while listening completes the process of communication.

4. Responding in any of the medium makes the leader as well as his team members aware that they need to continue sharing.

Q-3 ~~Explain~~ Write the application of 4 A's to reduce stress.

1. ~~Avoid~~ - Stress can often be avoided by planning ahead rearranging surroundings and carrying a lighter workload. Approaches include the following:

1. Take control
2. Avoid Botherome people
3. Learn to say 'No'
4. Prioritize a to-do list

2. Alter - When stressful situations cannot be avoided, behaviour, communication and time management may need to be altered. Approaches include the following:

1. Ask others to change their behaviour.
2. Communicate openly.
3. Manage time better.
4. State limits in advance.

3. Access - Accessing resources that can help cope with stress, such as healthy food, exercise or therapy. Many times, acceptance is the best way to avoid stress. Approaches include -

1. Talk with others.
2. Forgive others.
3. Practice positive self-talk.
4. Learn from mistakes.

4. Adapt - Adapting often involves changing expectations, which in turn, lowers stress levels. Approaches include -
1. Adjust standards -
 2. Practice stopping bad thoughts
 3. Reframe the issue.
 4. Adopt mantra sayings "I can do this".
 5. Create a list of happy resources
 6. Look at the big picture.

Q-4 Explain communication skills for leaders with reference to work place skills

Ans - The most important communication skills for leaders include listening and responding.

1. Listening - A good listener is someone who listens to the speaker to receive and interpret message accurately. No one likes

Date _____
Page _____

to communicate with a person who cares only about what they have to say. That's why, to become a good communicator, we need to be a good listener too.

Listening is the key to all effective communication.

The listening process involves four stages: receiving, understanding, evaluating and responding.

2. Responding - The responding stage is the stage of the listening process in which the listener provides verbal and / or non-verbal reaction. Responding adds action to the listening process. Oftentimes the speaker looks for verbal and non-verbal responses from the listener to determine if and how their message is being understood or considered.

Q-5 Describe the various techniques of managing stress with help of various examples.

Ans Technique of Managing Stress

1. Mindful Meditation - One of the most widely used technique across the world, meditation offers relaxation to mind and body.
2. Exercise / Yoga - Regular work-out / exercise is a good ~~foo~~ for the body and keeps stress levels in control. Yoga helps to raise body and breathe awareness.
3. Imagery - This method uses soothing and pleasant images such as that of nature, and by visualizing a calming image and controlling breaths, it offers deep relaxation.



4. Time-management - It is essential to create a timetable, schedule of tasks and prioritizing them so as to effectively balance time and work.
5. Time in to Music - Researches confirm that listening to calm and soothing music helps to lower down the heart rate and blood pressure.
6. Befriend Nature - Exposure to nature helps reduce anger, anxiety and stress. Being in the company of nature enhances pleasant and positive feeling, thus reducing stress hormones.

Harsh
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