Ref. No.: BPL PL/23/797 (A)

Date: 09/02/2023

To,

Ms. Rashmi Singel
K.R. Mangalam University
Gurugram Sohna Road
Haryana

Subject: Approval of Consultancy Training on Strengthening Communication and Improving maintaining relationships.

Dear Rashmi,

We are delighted to inform you that we have accepted your proposal for the consultancy training project on "**Strengthening Communication and Improving maintaining relationships**". Your expertise and experience were thoroughly evaluated, and your proposal was deemed to be the most aligned with our project requirements and objectives. Our company has approved the said project and has agreed to pay consultancy fee of **Rs. 2,60,000/- (Rs. Two Lakh Sixty Thousand Only)** to initiate the training programme.

The terms and conditions will be shared with you by HR Department.

Regards,

For Brace Port Logistics Pvt. Ltd.

Authorised Signatory

Registrar
K.R. Mangalam University
Sohna Road, Gurugram, (Haryana)

Consultancy Project
on
Strengthening Communication and Improving Maintaining Relationships

Communication skills are the abilities you use to give and receive different kinds of information. These skills are essential when working with others, managing people and overseeing projects. Examples include volume, clarity, empathy, respect and understanding of nonverbal cues. You use these skills to communicate ideas, feelings, tasks and events.

Effective Communication promotes greater understanding between employees in the workplace and leads to increased productivity. Cultivate verbal and nonverbal communication skills to become an emotionally intelligent, effective leader. Every communication is an opportunity to manage your emotions, practice empathy and improve your relationships.

Actively listening to a colleague is an invaluable skill and a key trait of effective communication. It shows maturity and selflessness. Try asking questions about your colleague's concerns to show you're listening.

Nonverbal forms of communication, including facial expressions and gestures, are another key form of effective communication. Be aware of your own nonverbal cues, along with those of others.

You have many opportunities to display both your verbal and nonverbal communication skills at work, including explaining a new task or making a presentation. Try to use clear and concise speech, smile and be aware of your use of other nonverbal cues, such as hand gestures when speaking.

Session I: Benefits of effective workplace communication

There are several benefits that effective workplace communication provides an organization. These benefits include:

1. Mitigated conflict

Effective workplace communication can help reduce conflict or tension at work. Most conflicts arise due to ineffective communication tactics which lead to individuals misunderstanding what's being communicated. Misunderstandings can result in employees or other members of an organization feeling not understood, disrespected, disregarded or simply not performing in an expected manner.

For example, if one team member is told to make 25 calls a day and another member of the same team in the same position is told to make 50 calls a day, the employee with the most calls may feel taken advantage of. However, if the team leader holds a meeting to clarify how many calls are supposed to be made by each employee, all employees receive the same information and there is less of a chance for conflict or tension to arise.

2. Increased employee engagement

Effective communication does more than just ensure information is accurately received. It also works to connect others and keep open lines of communication between employees and other members of the organization. This ultimately works to create better engagement between employees, which can lead to increased employee satisfaction and healthier company culture.

Ways that communication improves employee engagement include that it:

- Helps management better understand the goals and needs of employees and what motivates them
- Ensures employees' skills and talents are recognized and utilized when possible
- Improves the connection between employees for a more enjoyable work environment

1

- Creates better relationships between employees and management as well as between management and C-level employees of the organization

3. Improved productivity

Employees who feel connected to their work and have a clear understanding of what's expected of them are more likely to be productive and perform efficiently. When employees don't understand their role or expectations in a position or have limited resources to perform their duties, they often feel confused or as if they aren't able to perform their job to the best of their ability. Ensuring information is readily available and communicated in an effective manner allows employees to accurately perform their duties and can increase productivity throughout the organization.

4. Improved client relations

Good communication in the workplace isn't just relevant to employees of the organization. Effective communication also directly affects client relations. Organizations that communicate well with their customers or clients are more likely to build solid relationships and retain clients versus companies that don't prioritize client communication. Customers look for companies that value their relationship and keep them up-to-date on changes and are more loyal when they feel connected to these companies.

5. Healthy workplace culture

Effective communication plays an important part in maintaining a healthy workplace culture. Many workplaces employ people of all different cultures, races and beliefs, and conflict will naturally arise when so many differences are present. A culture of open communication fosters a healthy and accepting environment where all employees feel equal and understood.

6. Improved direction for employees

Open communication in the workplace ensures employees understand their part in the company and have a clear direction in terms of what's expected of them. This empowers employees to take the appropriate steps needed to complete their duties and contribute to the organization as a whole.

7. Boosted employee job satisfaction

Employees who are part of an organization that practices good communication in the workplace are more likely to experience increased job satisfaction. A transparent and trustworthy environment supports employee satisfaction by creating a harmonious workplace that is enjoyable to work in and keeps employees engaged in their positions.

8. Increased innovation

Workplaces that encourage employees to communicate their opinions and ideas tend to foster more innovation than those that don't. Employees who feel empowered to speak up and think in different ways often contribute meaningful ideas and strategies that help not only the employees but the organization as a whole.

9. Strengthened team building

In order to work effectively together, team members must know they can trust the other members of their team. Communication is a major component of trust and ensures everyone is of the same understanding in terms of the expectations and duties of the team. Clear guidelines that are communicated effectively help team members know how to behave as part of the team and ultimately bring team members closer to each other for a more synchronized work effort.

10. Improved public impression

Companies that have a good reputation in terms of communicating both internally and with clients often have a strong and positive public impression. This helps attract talent to the company and can even increase interest from investors and banks.

Session II: Tools to improve communication

2

Consider using these tools to improve communication:

- **Focus on nonverbal communication:** Maintaining eye contact, limiting hand gestures and having good posture create a positive impression when meeting someone for the first time.
- **Practice public speaking:** Regularly speaking in front of a group will magnify your strengths and weaknesses and force you to develop great communication habits.
- **Develop a filter:** Leaders need to know how to express their thoughts and feelings to those around them. It's important to know what's appropriate to say or do in different workplace situations.

Positive relationships in the workplace are an integral part of career success. When building relationships in the workplace, you will notice an increase in productivity and overall job satisfaction. You can build lasting, professional relationships by taking certain steps toward understanding your emotional intelligence and getting to know your co-workers.

Session III: Communication Goals for Effective Business Communication

Effective communication plays an essential role in day-to-day interactions and is vital for the success of any business or individual. Setting communication goals makes it easier to deliver key messages and achieve desired outcomes. However, developing communication goals aligned to your strategy that improve efficiency and promote growth can be challenging.

In this session, we will discuss what communication goals are and why they're beneficial, with effective communication goals examples.

Communication goals are specific targets for communicating information, knowledge and emotion. Communication goals define the broad intentions and aims of communication for both individuals and businesses and may not always be easy to measure.

Examples of communication goals for individuals might include engaging others more effectively, keeping emotions under control, or becoming more persuasive when communicating.

Business communication is always goal-oriented. Effective business communication goals play a significant role in implementing business strategies and should be specific and measurable.

1. **Benefits of establishing communication goals**

Setting and actively working towards communication goals develops communication skills and improves productivity and relationships. Strong communication skills are a highly sought-after quality in job candidates. The ability to communicate accurately and effectively improves work performance and helps a business implement strategies, meet targets and grow toward established objectives.

There are four types of communication:

- Verbal
- Nonverbal
- Written
- Visual

These combine to deliver messages to others. Without communication goals, planning and skills development, any of these four areas may become ineffective, reducing the clarity of the message. It is essential for both individuals and businesses to set communication goals for work that improve delivery, strengthen relationships and boost reputation.

2. **Setting communication goals**

How To Create Measurable Goals

When setting professional communication goals for work, remember to be specific. Vague or ambiguous goals without specifics have no direction, are difficult to measure and don't drive success.

3

Keep the seven C's of communication in mind when establishing your communication goals, and always use the <u>SMART method</u> to plan and map them out. Using this method helps you structure SMART goals that are specific, measurable, attainable, realistic, and time-based.

Effective Communication Goal Examples

Here are a few communication goal examples that individuals and businesses can use to improve work delivery, strengthen relationships and boost their reputations.

Create clear communication with no ambiguity

Any communication, whether to an employee, co-worker or customer, should clearly convey the intended message to the intended recipient. It must be easy to understand and straightforward without ambiguity. Unclear communication with multiple interpretations is confusing and may give the receiver the wrong idea, which can result in lost productivity and profit in the business setting.

Improve the communication response rate

Often the aim of communication, especially business communication, is to elicit a response. Carefully worded communication making it easy for the receiver to respond will achieve this. The words used and the tone of the communication play a significant role in getting the desired response. The response may be positive, neutral, or negative and conveyed through words or actions.

Establish and improve relationships

Effective business communication aims to forge and enhance relationships with both employees and customers. It should build credibility and make the receiver feel positive about the sender and the organization. Communication that creates trust and positivity will aid future business success. Correctly executed, this communication goal fosters effective teamwork and loyal customers.

Diversify communication delivery

One of the goals of business communication is reaching employees and customers in the most effective way possible. Technology is constantly advancing, providing new and exciting ways to educate, inform and engage them. Experimenting with different media to deliver engaging information is an effective communication goal.

Share your purpose

A company's purpose is its reason for existence and should be communicated in a simple, relatable way to all stakeholders. Sharing your mission and values helps the receiver create a deeper connection and care more about the organization. Consistently communicating your purpose helps motivate and inspire employees. Understanding and feeling part of the company's purpose instills pride and gives meaning to their day-to-day tasks.

Create positive change with reinforcement

If your communication goal is to change behavior then reinforcement with repeat information is an effective communication strategy. It often takes seven or more interactions with your brand before a prospective customer engages with you. If you want to see a positive change in employee behavior a single message will not suffice. Repeat communication, using every possible channel will reinforce the message, allow it to sink in, and over time result in behavior change.

Use storytelling to be more relatable

Business communication can be dull, technical and unexciting, but everyone enjoys a good story. Adding life to your communication with the power of storytelling would be an effective communication goal. Storytelling captures interest and helps your communication be more relatable, and is effective when used to educate and persuade.

Transfer knowledge to educate and develop skills

A communication goal to capture and transfer knowledge helps companies increase efficiency and promote learning. Knowledge transfer goes further than sharing information with people.

It creates abilities and provides insights using existing knowledge captured in documents, presentations or media. Communicating ideas, facts, views, opinions and emotions facilitates the learning process and can be used to develop managerial skills.

Gather valuable feedback

Feedback is critical for companies and provides the data needed to streamline systems, improve service delivery and attract new clients. Complaints and suggestions from customers and employees provide valuable insights that help shape effective strategies and improve methods and procedures. You make your employees and customers feel valued by encouraging them to share their opinions and ideas. A communication goal to secure feedback is not only beneficial for companies. It also helps individuals improve performance and boost career prospects.

Increase productivity with clear directions

One of the most common goals of communication is to inform and give direction. A lack of clarity leads to confusion, delays, and tasks completed incorrectly. An effective communication goal provides clear, understandable directions that increase the confidence and productivity of the receiver. When possible, communication aimed at directing actions should include questioning the receiver to confirm they fully understand.

Facilitate communication in both directions

Nurturing an effortless two-way exchange of information and ideas is an effective communication goal. Quick and easy access to feedback and ideas speeds up decision-making, increases productivity and reduces misunderstanding. The communication channel you use is critical and needs to be efficient, easy to use and encourage collaboration. A good example would be using managers to share information and insights with their teams and at the same time get feedback and ideas. Online platforms also allow remote team members to give suggestions, provide input and collaborate.

Session IV: 7 C's of Effective Communication (Concise, Complete, Coherent, Clear)

Good communication skills are essential for professional success. The ability to effectively communicate your needs, desires, expectations and insights is an important part of effective leadership and collaboration. If you want to improve your communication skills, consider learning more about the seven C's of communication.

In this session, we will define the seven C's of communication, explain why they're important and discuss each one to help you learn how to convey your message effectively and articulately.

1. What are the C's of communication?

The seven C's of communication are a list of principles or values for people to apply to their communication. These C's can guide your communication by helping you create clear messages that accurately portray information to others. You might use the seven C's as a checklist to ensure that you communicate properly.

2. Why are the C's of communication important?

In the workplace, it's important to communicate effectively. Regardless of your industry, many professionals communicate with others to work on projects, complete sales or arrange outside services. Understanding the various aspects of communication can ensure your workplace functions productively.

The C's of communication apply to all methods of communicative exchange, though your approach to each depends on whether it's verbal, written, visual or another form. Understanding the C's of communication equips professionals to communicate effectively with various mediums. Applying these C's can help you enhance relationships and promote efficiency in the workplace.

3. The 7 C's of communication

5

Using the C's of communication can improve your dialogues, writing and other types of _professional communications_. This list is beneficial if you want to make a positive impression in the workplace. Here are the seven Cs of communication:

4. Concise

Concise statements often have a greater impact on listeners. Brief, well-delivered messages are also more memorable. The more details you include, the more challenging it can be for listeners to follow and recall, especially if the subject matter is new to them. Being concise ensures that you cover the fundamental issues or ideas in your message, making your main point clear. Keep the following in mind when delivering concise communication:

- Assume the material is new to your listeners
- Be as direct as possible
- _Edit your content_ to clarify key points
- Eliminate everything that is not necessary to the main points

5. Complete

The second C refers to complete communication, which means imparting the message so that the audience grasps it as you intended. You may encounter circumstances where you're discussing a complicated subject matter. This is often the case with educational, legal or business matters. When there is a risk of misunderstanding, it's often better to be complete than concise.

Context is equally important. When practicing complete communication, it's best to include information that supports listeners' understanding of the message. If you're uncertain about including additional context, consider how including it could change your audience's understanding of the issue.

6. Coherent

The third C of communication is coherent. Coherence often comes from the structure of a message. Organizing your message so that each idea flows neatly into the next makes it easier to follow and remember. Building logically on your introductory statements to a conclusive summary is the usual approach to essays, speeches and other communications.

Coherence also includes understanding your audience and tailoring your message to them. For example, fishing and sailing terms might be appropriate when speaking to a coastal audience. Audiences in other climates, conditions and environments may respond better to other details reflecting their backgrounds and lifestyles.

7. Clear

Clear communication is the fourth C. Clarity requires you to deliver your message without adding unnecessary or confusing vocabulary, phrasing and terminology. A clear delivery may relax listeners, helping them feel confident about the information you share. Here are some ways you can improve clarity:

- Limit your use of idioms or omit them entirely
- Decrease use of overly technical terms or jargon
- Preface technical terms with introductions
- Omit slang terms
- Use active voice and present tense

Session V: 7 C's of Effective Communication (Courteous, Concrete, Correct)

1. Courteous

The fifth C is courteous, or consideration. Courtesy is more than just good manners. Courteous communication means acknowledging your audience by showing respect, making eye contact and speaking politely and conversationally. You can engage your audience with _relatable humor_, levity and stories when appropriate. Keep your anecdotes related to your subject, and use them to further your message.

6

Consider delivering your message calmly and in a measured fashion when levity isn't appropriate. Knowing details about your audience or the event is useful when preparing to speak courteously. For example, if you're meeting with employees to announce pay cuts, you can communicate courteously by omitting humor and expressing remorse. Some other considerations for courteous communication include:

- Speak to your audience with the respect
- Avoid making assumptions about your listeners
- Always show appreciation for your listeners' time and attention

2. Concrete

When applying the sixth C, concrete, it's important to ensure that your message is logical, specific and valid. If you're making an argument, use evidence from credible sources to enhance the concreteness of your communication. Adding examples to your message is a great method that demonstrates the concreteness of your argument.

Another way to make a message more concrete is by replacing adjectives or adverbs with specific words. For example, you might use *"he sprinted"* instead of saying *"he ran"* to increase concreteness. Using a more direct vocabulary may lead to more effective delivery.

3. Correct

The final C refers to correct communication. Ensure your communication is factual and grammatically accurate to ensure your listener receives correct information. If an audience is aware of an error, this may distract them from the rest of your message.

Additionally, incorrect information can reduce your credibility in future communication opportunities. Correct communication is more effective because it demonstrates your care to provide accurate information to your audience. Here are a few ways to check if your message is correct:

- **Find a proof-reader.** Asking an experienced person to proofread your message is a helpful way to identify grammatical or logical issues.
- **Reread your work.** You can double-check your work by reading it from end to beginning or reading it aloud to yourself.
- **Check your sources.** If you're using data or other metrics in your message, checking your sources is best to ensure you've represented the information accurately.
- **Consult a dictionary or thesaurus.** There are dictionaries for specific eras, industries, fields of study and concepts that can improve the quality of information you provide.
- **Edit first.** Before you send an email or give a presentation, consider editing your work thoroughly.

Session VI: Benefits of Building Workplace Relationships and steps to Develop Workplace Relationships

In this session we will discuss the benefits of building workplace relationships, as well as specific steps that you can take when developing your own.

1. What are relationships in the workplace?

Relationships in the workplace are the interactions you have with your colleagues. When you have effective relationships with other professionals and team members, you are more likely to enjoy your day-to-day. Building relationships in the workplace is also important for career success. Not only do relationships with colleagues in the workplace assist with networking, but they can also offer you the guidance and encouragement you need to succeed in your role. Workplace relationships provide the following benefits:

- Increased satisfaction with your career
- Increased comfort with presentations and team meetings
- Improved productivity for all team members

7

- Moral support and assistance with meeting challenging timelines
- Higher retention rates

2. Elements of good workplace relationships

Understanding the elements of a good workplace relationship can assist you in evaluating your relationships and identifying the areas in which you want to improve. Good workplace relationships tend to have the following characteristics:

- **Trust:** The ability to trust your coworkers and feel that you can rely on them is important when building a workplace relationship.
- **Acceptance:** Acceptance and understanding of one another and your role in the workplace relationship is an important element.
- **Team member:** Individuals who work well in a team setting, doing their fair share of the work and giving credit when it is due, tend to have stronger relationships.
- **Open communication:** Open communication is crucial to any relationship, including a workplace one. One of the first steps toward a working relationship is encouraging open communication, asking questions and getting to know your coworkers.

Session VII: How to build relationships in the workplace

Building positive relationships in the workplace may come naturally to some. However, even if you are unsure how to transition coworker relationships into positive workplace relationships, you can use the following steps:

1. Understand your strengths and weaknesses

Before focusing on developing new workplace relationships, it can be helpful to understand your strengths and weaknesses. Developing relationship skills like communication, active listening and conflict resolution can assist you when initiating workplace relationships. Evaluate the positive things that you bring to a new workplace relationship and consider the things you need in a relationship. Evaluating your emotional intelligence (EI) can assist with this task. Understanding your emotional intelligence involves a focus on:

- **Self-awareness:** Self-awareness is the ability to know your needs and wants in your career and relationship.
- **Self-regulation:** Self-regulation is the ability to regulate your own emotions and thoughts by keeping your long-term goals in mind.
- **Empathy:** Empathy is understanding and empathizing with another's situation.
- **Social skills:** Developing important social skills like teamwork, conflict resolution, communication and problem-solving skills are crucial when developing new relationships.

2. Schedule time to develop relationships

Building positive relationships in the workplace takes time. Your position's daily expectations and duties can make it difficult to find time to interact with other team members. You will find interacting with and getting to know your coworkers easier by scheduling time to develop relationships. You might schedule a time during lunch, during the first 10 minutes of your workday or as you leave the office at the end of the day. You could even schedule the first 10 minutes of a meeting to be a time when everyone catches up with one another. Additionally, many employers have after-work outings or team events which can be great for building workplace relationships.

3. Ask questions and listen

Asking questions and actively listening will allow you to learn more about your coworkers and are also an important part of building relationships. When you ask questions about your coworker's personal life, professional goals or daily needs, you are interested in them. Give them the opportunity to share details about their life before sharing your own. Also, by asking questions and encouraging open communication, your coworkers will come to associate you

8

with being a good communicator. They are more likely to come to you with concerns, celebrations or when they need someone to listen.

4. Offer assistance

Taking the burden off of a coworker when they are struggling to complete a project is a great way to build a relationship. If you notice a coworker feeling overwhelmed and you have a few extra minutes, consider assisting them. Trust is an important part of building relationships, and you are demonstrating this quality by helping coworkers when they need it most.

5. Know when to ask for assistance

Asking for assistance can also initiate a workplace relationship. By asking coworkers to join in on projects or work tasks, you have more opportunities to get to know them. Also, remember that you are more likely to receive the assistance you need when you previously offered the same help to others. Relationships involve both give and take; you can demonstrate this by asking for and offering assistance.

6. Appreciate each employee's role

Appreciation is a powerful relationship builder. Sometimes, it might seem difficult to understand the challenges of another department and frustrations can lead to negative feelings. By keeping in mind that each department has different goals, you can appreciate each employee's role in the organization. Rather than jumping to conclusions or placing the blame, it can be useful to come up with solutions to a problem. By working together productively and professionally, you will develop a new appreciation for your coworkers, allowing you to begin developing a positive relationship.

7. Keep your commitments

Further building on trust is the act of keeping your commitments. You are more likely to develop stronger relationships when your coworkers or team members know that they know that they can rely on you. If you find it difficult to keep commitments due to a busy work schedule, tell coworkers that you will need to get back to them when they request your attendance. Always be realistic when agreeing to work responsibilities or upcoming events.

8. Be present in the workplace

With the many responsibilities and requirements of the workday, it can often feel like the day flies by. It might feel more productive to multitask throughout the day, answering emails during a team meeting or working on your report during lunch. However, these tasks prevent you from being present. By paying attention to those around you, beginning communication and getting to know your coworkers, you will find that you can build workplace relationships with minimal effort.

Session VIII: Emotional Intelligence As Tool To Create Strong Workplace Relationships

Emotional intelligence for leadership is an achievable skill that will help you create strong workplace relationships. Practice these attributes to develop your emotional intelligence and enhance your leadership skills:

1. Self-awareness

Self-awareness is the basic building block for emotional intelligence. This characteristic allows you to recognize your own emotions, strengths, weaknesses and values and understand how they impact others. To bring out the best in others, you first need to bring out the best in yourself through self-awareness.

Practice self-awareness by reflecting on your emotions and instinctual reactions and learning techniques to change your mood. Emotionally intelligent individuals take a deep breath and try to resolve the causes of stress instead of letting them overrun their decisions. Leaders who are aware of their own emotions help influence attitudes in the workplace and are invaluable to a business.

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For example, your co-worker gives you constructive feedback on a project you worked hard to complete. To develop self-awareness, mentally note how you felt and why you felt this way. Notice if you only focused on the negative critiques instead of the positive feedback. Now, you can objectively look at the critiques and realize your co-worker was only trying to help you improve the project.

Consider using these tactics to improve your self-awareness:

- **360-degree feedback:** This process can help pinpoint areas for improvement. Ask supervisors, colleagues and others to assess your emotional reactions.
- **Low-profile approach:** Simply ask trusted colleagues for their impressions. Use an informal setting like a coffee shop or over lunch.

2. Self-management

Self-management is also known as "self-regulation" or "self-discipline" and is extremely valuable for leaders to have. People with strong self-management tend to stay positive and calm in stressful situations. They see an obstacle as an opportunity for improvement and an enjoyable challenge for their problem-solving skills.

Much like self-awareness, you can use techniques like reflection, journaling and objectivity in stressful situations to help you to develop self-management. The more in tune you are with your emotional intelligence, the easier you can make the transition from reaction to response.

For example, a co-worker is struggling with a task. They know you're a helpful person who tries to assist others when they're busy or stuck on a project so they ask you to take on their assignment in spite of your already heavy workload.

Consider how you would react in this situation. An emotionally intelligent employee would take a moment before reacting to think about how to remain positive, calm and constructive. Then, they might suggest that their co-worker and their supervisor make a plan for the project together.

Consider using these tools to improve your self-awareness:

- **Set measurable goals:** Start with simple, obtainable steps like eliminating outbursts or greeting co-workers by name.
- **Keep a journal:** Write down what you're feeling and why. This will help you understand your feelings.
- **Quiz yourself:** Ask yourself or a business coach about why you're feeling a certain way and how to use those emotions in a more productive way.

3. Social awareness

Empathy and compassion are characteristics that contribute to social awareness. Social awareness promotes trust and creates open communication among your peers. Being empathetic means understanding another person's state of mind and feelings.

Aim to imagine someone else's experience, then communicate your understanding and support for their situation.

Becoming an empathetic person in the workplace can facilitate a better team rapport, which may lead to smoother resolutions when conflicts arise. The more you can relate to others, the better you will become at understanding what motivates or upsets them.

For example, you are a supervisor and an employee asks to meet with you to tell you they're unhappy that another colleague got a promotion they wanted. Carefully consider how you could show empathy as a leader in this situation. Good leaders are confident in their own decisions.

Consider using these techniques to improve your social awareness:

- **Use active listening:** Show that you are listening by repeating or rephrasing what they're saying.

10

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- **Demonstrate a sympathetic tone of voice:** How something is said can be as important as what is said. Notice the energy behind what co-workers says to get a better sense of how they really feel.
- **Stay aware of nonverbal cues.** Be aware of your nonverbal cues and that of the employee. While learning to recognize these nonverbal communication cues will require extra effort, it can go a long way.

4. Relationship management

Relationship management allows you to build and nurture workplace relationships to create positive outcomes. It refers to your ability to influence, coach and mentor others while resolving conflict effectively.

To learn how to foster healthy and productive relationships, focus on the three characteristics mentioned above. Be aware of your emotions and reactions, show empathy through listening and learn to communicate effectively.

Focus on the relationships between you, your team and supervisors. By caring for and supporting others in your workplace, you'll create a positive environment and demonstrate your emotional intelligence leadership. You must communicate effectively and properly manage relationships to move a team of people in a desired direction.

For example, you lead a small team at work. Your supervisor gives you the chance to take on a big project that you both know will help build your career. You encourage your team to think creatively and when it's time to present the project, you publicly praise the hard work your team put toward the project to make it a success.

In this situation, you helped encourage and develop your team, showed them that you care about their careers just as much as yours and showed your supervisors your leadership skills. Consider using these tips to improve relationship management:

- **Listen actively:** Give others your undivided attention, limit distractions while you talk and consider everything that's said.
- **Ask questions:** This will encourage teamwork and innovation in the workplace.
- **Set clear expectations:** Identify and clarify expectations from the beginning. This will help prevent confusion or conflict down the road.

Session IX: Show Appreciation at Work: Benefits, Examples and Tips

There are many benefits to showing appreciation at work for employees and employers alike. By showing gratitude, you can achieve the following results:

Make others happier and healthier

Receiving appreciation from others can increase a person's positive feelings and improve their self-esteem. Appreciation can support the mental health of others by making them feel like they matter. Showing gratitude to someone can also increase the dopamine in their brain, improving blood flow and helping their physical health and wellness. Happiness from appreciation can allow a person to have deeper sleep, an increased metabolism and less stress.

Build relationships

Showing appreciation to others can help a person make a friend or strengthen a pre-existing relationship. This is because appreciation is a way to show care about someone, and concern for another person's welfare can create a close bond. In addition, expressing appreciation can help a person construct their professional network and make a good impression on potential employers, possibly receiving a job offer or promotion.

Foster a positive work environment

One person's appreciation can inspire others and start a cycle of gratitude and positive feelings. This can help a company's work culture feel unified, healthy and happy. People can enjoy doing their jobs and feel optimistic about the future. A positive work environment can

11

also lead to more effective collaborations among team members. Helping someone by showing appreciation means that a person may receive the same help back at a later date.

Increase productivity

Appreciating coworkers and employers can increase their morale, motivation and productivity, which can ultimately increase sales for a business. Rewarding excellent results can reinforce correct behavior and lead to more achievements. Employees who feel appreciated typically feel more determined to work and can often generate more innovations.

Ways to show appreciation to coworkers

Consider showing appreciation to your coworkers in the following ways:

- **Say thank you:** Sometimes a simple thank you can uplift someone's spirits and make their day better. Try saying thank you to coworkers when they help you out with a workplace task.
- **Be friendly**: Show appreciation to your coworkers by being friendly. You can do this by asking them about how their day is going or whether they have plans for the weekend.
- **Submit public praise**: Many companies have channels where employees can submit public praise about their colleagues. You can use this method to compliment your coworker's talents and work ethic.
- **Offer help:** You can show appreciation by offering your coworkers help, especially if they have helped you in the past. Try to pay attention to your coworkers to see if they're struggling with a project so you can help them succeed.
- **Host an office party**: Hosting an office party, especially for a birthday, can be a great way to celebrate your coworkers and give them thanks for the work they do. Check with your supervisor about how you can host a party appropriately

Session X: Steps To Improve Commitment in the Workplace

Commitment is important within teams because it can inspire employees to complete their best work at all times. If an employee is engaged and committed to their work, it can motivate them to improve their contributions for the good of the team and their own personal advancement. When all team members feel committed to a project, they can apply their unique skills and perspectives to create high-quality results.

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How to build commitment in teams

Here are 11 steps you can use to help increase commitment within a team:

1. Understand strengths and passions

A good way to build commitment within a team is to understand their passions and skills. Once you understand what work team members most enjoy and feel a connection to, you can distribute tasks based on which individuals you think can get the most benefit from each responsibility. If a person feels more engaged with their work, they may feel more committed to the project and team overall. You can learn more about team members' passions by speaking to them individually or distributing surveys.

2. Allow them the freedom to work their own way

A team may also feel more engaged with a project if they're given the freedom to complete their work in a way that works for them. If they're given more choices, they may become more engaged in the outcome of their decisions. Some ways to allow for additional freedom are to let employees distribute tasks themselves or minimize check-ins and strict schedules.

3. Clearly describe their responsibilities

Clearly describing team members' responsibilities and impacts within a project can help them feel committed to their work. This can eliminate any confusion or distractions from unclear

directions. If you'd like to articulate instructions, you can create visual reminders of each member's responsibilities or offer a platform for employees to ask questions if they're unsure.

4. Create engaging, challenging work

In many cases, team members can feel more invested in a project if they're given challenging and interesting work. Offering complex or interesting responsibilities can give team members the opportunity to think about their work in a new way and apply new skills. Speaking with employees can help you determine how they might like to expand their skills and which challenges they might like to try.

5. Build a culture of trust for them

A culture of trust can inspire employees to complete their best work without fear of judgment. Consider promoting a workplace where all employees can trust coworkers and mentors to respect them and their work. This can inspire them to take risks that can lead to improved performance. To develop trust within a team, you can listen to employee ideas and suggestions and make yourself accessible for any concerns. Remaining judgment-free as you listen to these concerns can promote the idea that employees can speak their minds at work.

6. Reward success and quality work

Members of a team may also feel more committed if they know that they may receive rewards for quality work. This can inspire them to improve work performance so that they can receive additional rewards. It can also demonstrate that you appreciate their hard work. Some reward programs you can initiate include a bonus for exceptional work or regular team events after successful project completion.

7. Eliminate the fear of failure

The fear of failing and facing negative consequences can cause some team members to experience less trust and dedication to their work. This can be especially true if employees feel as if they may receive negative feedback regardless of their performance. To eliminate the fear of failure within a team, you can offer opportunities for employees to correct errors and reframe mistakes as opportunities to learn and grow.

8. Encourage their creativity

If an employee receives the opportunity to think creatively, they may enjoy their work more and become more committed to their unique projects. This can increase commitment and lead to interesting, engaging work that maximizes team members' creative spirits. You can promote creativity within a team by assigning interesting work and engaging in regular brainstorming sessions. During these sessions, you can encourage team members to focus less on results on more on creative concepts and ideas that interest them.

9. Offer sincere praise when you can

Consider praising team members for their work. Besides offering rewards, offering regular praise can help team members understand that you appreciate their work and that they offer valuable contributions to the team. You can engage team members by organizing regular meetings where you describe their best qualities and achievements in groups or individual settings. You can also try to praise all team members whenever you see them. This can encourage them to continue their good work.

10. Build their group identity

Another way to improve commitment within a team is to build a strong, collective team identity. This can inspire team members to commit to their work not only for their own benefit but also for the benefit of the team. You can strengthen a group identity by holding events where team members get to know each other. You can also help develop goals as a team to help all members feel connected to team strategies.

11. Incorporate humor and fun

Adding some elements of humor and fun to a workplace can allow employees to enjoy their work more, strengthening their commitment to their projects and the organization. While you

13

can remain serious in most cases, you can create opportunities for employees to enjoy themselves with their teammates. For example, you can organize fun, non-work-related outings or create regular contests and conversations about topics employees enjoy.

Trainer and Coordinator:

Dr. Rashmi Singel
Associate Professor
School of Management and Commerce
K.R. Managalam University
Gurugram

14

Consultancy project
on
Strengthening Communication and Improving Maintaining Relationships

Communication skills are the abilities you use to give and receive different kinds of information. These skills are essential when working with others, managing people and overseeing projects. Examples include volume, clarity, empathy, respect and understanding of nonverbal cues. You use these skills to communicate ideas, feelings, tasks and events. Effective Communication promotes greater understanding between employees in the workplace and leads to increased productivity. Cultivate verbal and nonverbal communication skills to become an emotionally intelligent, effective leader. Every communication is an opportunity to manage your emotions, practice empathy and improve your relationships.

Programme Objective:
The Strengthening Communication and Improving Relationships consultancy project is designed to give participants
- The knowledge and tools they need to improve communication
- Ability and skill for improving workplace relationships
- Learn Emotional Intelligence to maintain workplace intelligence.

Target Participants:
Top level Management, Middle level Management, Team leaders

Outcome:
After the success completion, the Participant would be able to :
- Improve communication through communication goals.
- Practice 7 C's of Effective Communication.
- Develop Workplace Relationships.
- Develop Emotional Intelligence.

Budget

Particulars	Amount
Trainer's fees (Rs15,000 * 10 sessons)	Rs.1,50,000
Logistics (Rs.2500 * 10 session)	Rs.50,000
Reading material/Stationery (Rs.2500 * 10 session)	Rs.25,000
Refreshments (Rs.3500 * 10 session)	Rs.35,000
Total Amount	Rs.2,60,000

Time Duration

Sessions	Topics	Timings
Session 1	**Benefits of effective workplace communication**	9:00 am - 4:00pm
Session 2	**Tools to improve communication.**	9:00 am - 4:00pm

1

Registrar
K.R. Mangalam University
Sohna Road, Gurugram, (Haryana)

Session 3	Communication Goals for Effective Business Communication	9:00 am - 4:00pm
Session 4	7 C's of Effective Communication (Concise, Complete, Coherent, Clear)	9:00 am - 4:00pm
Session 5	7 C's of Effective Communication (Courteous, Concrete, Correct)	9:00 am - 4:00pm
Session 6	Benefits of Building Workplace Relationships, and steps to Develop Workplace Relationships	9:00 am - 4:00pm
Session 7	How to build relationships in the workplace.	9:00 am - 4:00pm
Session 8	Emotional Intelligence As Tool To Create Strong Workplace Relationships.	9:00 am - 4:00pm
Session 9	Show Appreciation at Work: Benefits, Examples and Tips	9:00 am - 4:00pm
Session 10	Steps To Improve Commitment in the Workplace	9:00 am - 4:00pm

Trainer and Coordinator:

Dr. Rashmi Singel
Associate Professor
School of Management and Commerce
K.R. Managalam University
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2

Registrar
K.R. Mangalam University
Sohna Road, Gurugram, (Haryana)

To

Finance Manager/ HR Manager

M/s Brace Port Logistics Pvt. Ltd.

A-182, Road No. 4, Street No. 5

Mahipalpur Extension

New Delhi - 110037

Invoice No. : 07/Feb/2022-23

Invoice Date : 17/02/2023

Invoice for Corporate Training

Particulars	Amount (Rs.)
Invoice for services rendered in relation to the corporate training titled "Strengthening communication and improving maintaining relationships"	2,60,000
Net Amount Payable	**2,60,000**

(Rupees Two Lakh & Sixty Thousand Only)

Please make the payment of the invoice by NEFT/RTGS/IMPS as per Bank Detail:

Beneficiary Name   : K.R. Mangalam University
Account No.   : 091101000622
IFSC CODE   : ICIC0000911
Bank   : ICICI Bank Ltd.
Branch   : Sohna Bus Stand, Gurgaon

PAN : AAJCS3143G

For K. R. Mangalam University

Registrar
K.R. Mangalam University
Sohna Road, Gurugram, (Haryana)

(Authorised Signatory)