**1.TEAM BUILDING**

**What is Team Building ?**

Team building means the various activities undertaken to motivate the team members and increase the overall performance of the team.

**Team Building Exercises**

* Encourage many trust building exercises in your team. Team members must trust each other
* One must know his fellow team member well.
* The team members must be compatible with each other. Include icebreaking activities in the team.
* Encourage activities where individuals come together as a single unit and work for a common task.

### Need for Team Building

Team Building activities are of much importance as they help in the overall development of the team members and in turn improving the team’s performance. It also strengthens the bond among the employees and they feel motivated to work and achieve the targets. Some kind of team building activities must be undertaken from time to time to encourage the team members to work hard and realize their dreams.

**2.DEVELOPING INTERPERSONAL RELATIONS – EMPATHY , SYMPATHY**

**EMPATHY**

Empathy is the ability to mutually experience the thoughts, emotions, and direct experience of others. The ability to understand another person’s circumstances, point of view and feelings is empathy .

**To practice Empathy’ , a leader must have or develop in him, the following characteristics:**

1. Understanding others:
2. Service orientation:
3. Developing others:
4. Leveraging diversity (opportunities through diverse people):
5. Political awareness:

**SYMPATHY**

While the words sympathy and empathy are both used as nouns in a sentence- and, as feelings one often leads to the other-their meanings are quite different.

**Sympathy** is a shared feeling, usually of sorrow, pity or compassion for another person. You show concern for another person when you feel sympathy for them.

**3.COMMUNICATION SKILLS**

**NON-VERBAL COMMUNICATION**

Non-verbal communication is the message we send to others without using any words. We send signals and message to others, through expression, gestures and body postures.

**TYPES NON-VERBAL COMMUNICATION**

* Facial expression
* Posture
* Gestures or Body Language
* Touch
* Space
* Eye Contact
* Paralanguage

**4.CONFLICT MANAGMENT**

**MEANING OF CONFLICT**

Conflict is the part of our daily life. Every person has his own view and opinions on a particular issue. This difference of opinion makes the two of them interact. If both of them have the views which are opposite, it gives birth to aggression, misunderstandings, rivalry etc. This is called the situation of conflict.

**LEVELS OF CONFLICT**

1. Individual level.
2. Interpersonal Level.
3. Group level.
4. Organisational level.

**CONFLICT RESOLUTION**

1. Making common goals:
2. Less inter-dependence:
3. Reduction in shared resources:
4. Trust:
5. Communication:
6. Coordination:
7. Exchange of employees:
8. Use of superiors:

**5.MOTIVATION**

* Motivation is something that motivates a person into action and continues him in the course of action enthusiastically.”
* The activity of regulating the behaviour of employees to achieve best result is called motivation.

**IMPOEANCE/NEED OF MOTIVATION**

1. High Performance level:
2. Low employee turnover and absenteeism:
3. Acceptance of Organisational change:
4. Good Industrial Relation:
5. Less Number of Complaints and Grievances:

**FACTORS AFFECTING MOTIVATION**

1. Achievement:
2. Advancement:
3. Growth:
4. Recognition:
5. Responsibility and Authority:
6. Work itself:
7. Job Security:
8. Salary:
9. Good Working Conditions
10. Company Policy and administration:

**6.LEADERSHIP**

A leader is the one who influences others and makes them follow him.

**Definition of Leadership:**

“Leadership refers to the quality of the behaviour of the individuals whereby they guide people on their activities in an organised effort.”

**Leadership Qualities:**

1. Good Public relation Man.
2. Shoulder the responsibility.
3. Good organisation of things.
4. Maturity of mind.
5. Desire to progress.
6. Farsightedness.
7. Participative in nature.
8. Effective decision making power.
9. Sense of responsibility.
10. Full of energy, courage and devotion.

**7.PROFESSIONAL ETHICS AND VALUES**

Professional ethics is the study of good and evil, right and wrong just and unjust actions of a professional.

**IMPORTANT ETHICAL PRINCIPLES**

1. Do not cheat the customers by selling defective, by under measurement or by any other mean.
2. Ensurity, accuracy and sincerity should be there in advertising and sales promotion, labelling and packaging.
3. Hoarding, black marketing should be avoided.
4. Do not destroy the image of competitors by unfair means and practices.
5. Pay taxes at right time.
6. The payment of wages should be on right time.
7. The view and ideas of the customers should be welcomed for further improvement in the products.

**8.HEALTH, HYGIENE, CLEANLINESS AND SAFETY**

According to the WHO –Health is a state of complete physical, mental and social well being and not merely absence of illness.

**Health can be divided into two categories**:

1. Physical health.
2. Mental health.

**PERSONAL HYGIENE**

Personal hygiene may be described as the practice of maintaining cleanliness and grooming of the external body.

**CLEANLINESS**

Awareness of the cleanliness and personal hygiene is the need of the hour in our country.

**SAFETY**

Industrial safety is primarily a management activity which is concerned with reducing, controlling and eliminating hazard from the industries or industrial units.