

Role Excellence –
Role of personal secretary/assistant
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Faculty:

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YOUR COMFORT FIRST

Information

Start and finish time etc.

Any questions?

We are doing a good job –
that is why they have nominated us

Congratulations!

They wish us to do still better

and much smoother

WHEN I GET BACK
who will ask what questions?

Family members:
WHAT HAVE YOU BROUGHT

Boss:
WHAT DID YOU LEARN?

WHAT IS LEARNING?

Trimurthi learning:

I will ADD this.

I will CONTINUE this:
(informed and enthused)

I will DROP this.

Active learning
conscious and systematic
learning – a learning diary

WHAT TO EXPECT?

Ideas that will benefit me and my company in the
4 areas of
Results
Relations
Reputation
Rejuvenation

FOUR ASPECTS:

Being effective

Being efficient

Being excellent

Being energetic

NATURAL STRENGTH FAIDA APPROACH –

a net profit approach. I benefit
and you benefit

Tangible and intangible

Short term and long term – a a

A healthy tradition

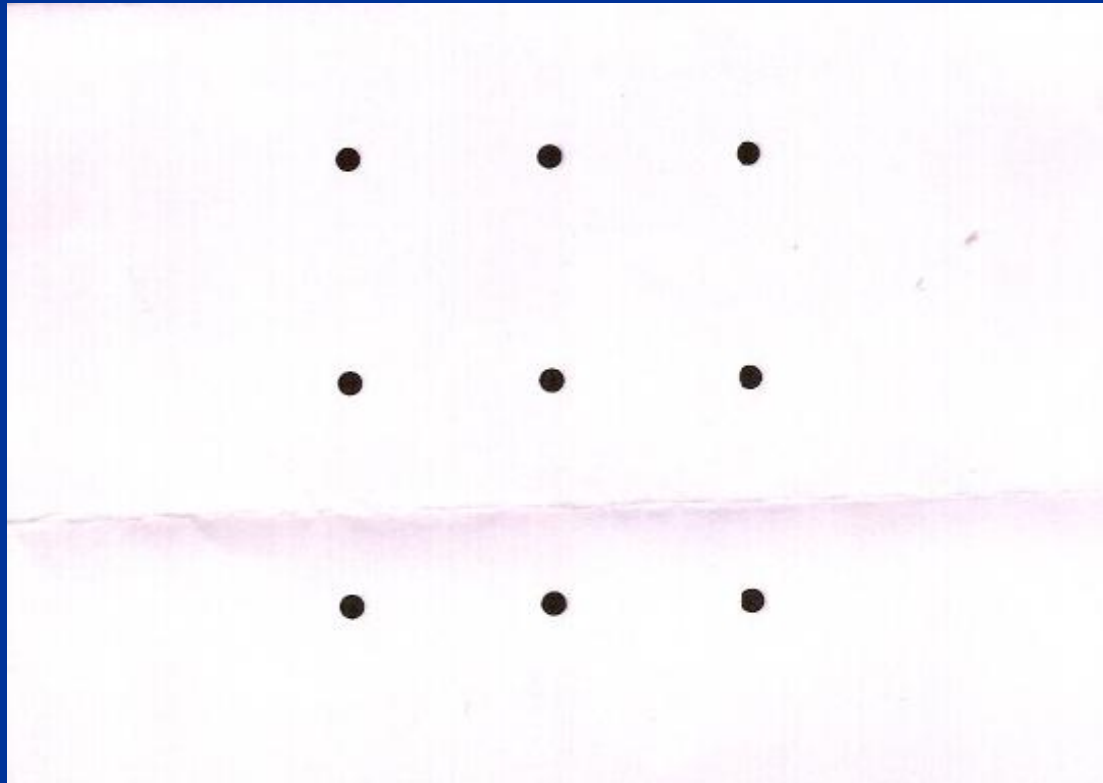
GOAL – to collect ideas
and action points
that will make our life,
both official and personal
better and smoother.

I have one rupee and you have one rupee and we exchange. How many rupees we have?

I have one idea and you have one idea and we exchange. How many ideas we each have?

What works for me? Work ideas. health ideas. & others

Join these 9 dots
with 4 straight lines
WITHOUT lifting the pen



ROLE EXCELLENCE

Have you played in a drama?

Have you seen one?

To play the role excellently
what do the actors do?.

We play many roles

We can play each role excellently

if we choose to

and so feel proud

Choice power

CURRENT OFFICIAL ROLE:

Phone communication assistant

Public relations / reception

assistant

In our role
nothing but the best
from me
and for me

BEING A PROFESSIONAL

1. Gets organised knowledge
2. Takes apprenticeship
3. Keeps learning/growing– 4. Pursues excellence – technical and human
5. Observes a code of ethics

TAKING STOCK

WHAT BRIEFING
FROM YOUR 'BOSS'?

WHAT WOULD YOU LIKE
TO KNOW
TO KNOW TO DO
ADDITIONALLY?

Areas of discomfort or curiosity

A DYNAMIC APPROACH
to
ROLE ACTIVITIES

EXCELLENCE JOURNEY CIRCLE –
the peg board game

SOME LEARNINGS: Whatever we can
do, we can do better if we think before.

get organized.

do methodically.

and think after or review.

and revise or upgrade

1. Every job can be done

in a number of ways.

Different people do differently

2. And some ways are
better and smoother
and faster
and more impressive

3. We find these ways
by observing.
By 'copying' intelligently
by practising
anna pakshi nyaya

THINK

Before starting a task

After finishing it

PLAN AHEAD

IF YOU PLAN
YOU GET RESULTS

If you don't
you get consequences

THE FORCE AND POWER
OF
HABITS –
WELLNESS HABITS
What works for me

Read thru once and count the f's

Since the forefathers of the farm owners trained the farm hands for first class farms in the fatherly handling of live stock, the farm owners feel they should carry on with the family tradition of training farm hands of first class farms in the fatherly handling of farm live stock they believe it is the basis of good fundamental farm management.

Total no of f's ---
Degree % of certainty ---

The habit of double checking

The habit of finishiative

The habit of followup

Am I coming in my way?

A self review

The habit of procrastination

What is this picture of?
And her age?



THE POWER OF FEEDBACK —IMPERSONAL AND PERSONAL

- Mirror — tape recorder — cell phone — video
- Boss — colleagues — family members

Our Current Role: JUNIOR MEMBER
OF
A TEAM
to give
Ground support

What struck you in this film?

Loko binna ruchihi

DO YOU KNOW YOUR BOSS?
DOES YOUR BOSS KNOW YOU?
KNOWING AND UPDATING
EXPECTATIONS
FEEDBACK
NOT
ASSUME

THE POWER OF FIRST IMPRESSION

THE ART OF REMINDERS
THE ART OF SUGGESTIONS

THE POWER
OF
WHOLE BRAIN THINKING
AND
PROBLEM SOLVING

THE POWER OF STROKES

vachaney kim daridrata

THE VALUE OF CLAP

THE VALUE OF LAUGHTER

WHAT IS MY TAKE HOME?

What do I propose to DO?