

**Preface to Management Handouts.**

<b>1.0</b>	<b>Introduction:</b>
1.1	Whenever I read this word namely ' <b>Management</b> ', I remember my college days. We were proud to learn this subject and all the students used to be excited with the lecture. It is only after joining the Industry, we really understood the subject in right spirit and were shocked to know the deviation in applying management principles studied earlier. This first impression of ' <b>Management</b> ' prompted me to compile ' <b>Management Handouts</b> ' for the benefit of Professionals, Students, Staff and layman.
1.2	There is a general impression that the technique is useful only in Office. But friends you will agree that it is not so. In every sphere of Life we need to take the help of ' <b>Management Principles</b> '. Typically the picture of 'BOSS and Subordinate' comes before our eyes with this word 'Management'.
1.3	The word ' <b>Management</b> ' was nicely explained by one of the Authors of Management books. <b>The word was broken into 3 parts namely MANAGE / MEN/ T.</b> Among all the factors, managing people / staff/ work force efficiently and effectively assumes highest importance. <b>One who acquires this technique can become a good 'Manager.'</b>
1.4	<b>You are aware that experts in managing politicians, government officials, vendors, customers, union etc. are in great demand all over the world.</b>
1.5	Whenever you think of practically any activity (social, religious, official, entertainment, function etc.) the word management has a role to play.
1.6	Management principles are equally applicable at Home, NGO, any Function, Sports, any Event and Office.
1.7	For becoming a ' <b>Good Manager</b> ' it is necessary to acquire special skills. Hence I have compiled these handouts to give you bird's eye view of road map towards becoming a ' <b>Good Manager</b> '.
1.8	I will now explain in brief the various Management Handouts.
1.9	I sincerely feel that every 'Management student' will learn some thing from these handouts.

<b>2.0</b>	<b>Brief introduction of Management Handouts:</b>
2.1	<b>Behaviour &amp; communication:</b> It is necessary to analyze and correct our own behaviour before we try to manage people. It is also necessary to get acquainted with communication skills.
2.2	<b>SWOT &amp; Personality:</b> Before we make an attempt to comment on anybody's qualities or defects, it is necessary to know where we stand. This handout will help you to carry out your SWOT analysis and will also try to discover your personality.
2.3	<b>Goal Setting:</b> In the light of SWOT, one should set proportionate goals with time frame.
2.4	<b>How to deal with subordinates &amp; to how to motivate:</b> This handout will acquaint you with various models of dealing with people around you and will also give number of practical tips to motivate them.
2.5	<b>Success - Time - Failure Management:</b> This handout will explain as to how success can be planned in any activity. Time management is the backbone of success

	management. Failure is the other side of success and it is equally important to know the real meaning of Failure.
2.6	<b>Moral handouts:</b> By unfolding Warren Buffet's Life, Narayan Murthy's thoughts, Google story, Attitude etc. one can improve the outlook.
2.7	<b>Boss:</b> This handout in a lighter vein will help you to understand the term 'Boss' and what happens when you continue with one organization for along time. It also shows as to how to recruit staff in various departments in humorous way.
2.8	<b>PERT-CPM:</b> For success of any activity, it is necessary to know the various sub- activities and their inter dependence. This handout will explain the basic principles of PERT & CPM.
2.9	<b>Sholay:</b> You are aware that 'Sholay' film was super hit probably because of existence of various principles of management. This handout summarizes the various Principles of Management in a lucid way.
2.10	<b>Team work:</b> Any activity can not be carried out successfully without 'Team Work'. This has been nicely explained by one picture.
2.11	<b>Marketing:</b> Various methods of Marketing have been explained in a humorous way.

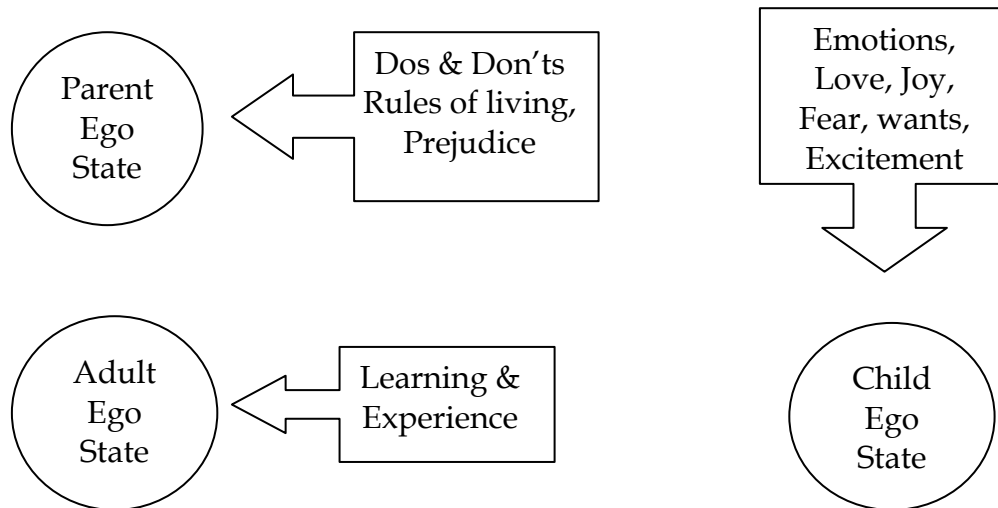
### Analysis of our Behaviour

<b>1.0</b>	<b>Early Conditioning:</b>	
1.1	We all have born under same circumstances with no control on our parents, place of birth, financial condition. We were neither pessimistic nor optimistic. We were born with neither good qualities nor bad qualities. Through exposure to our environment, our parents, teachers, friends and society in general, we developed mental pictures of ourselves. Circumstances exert greater influence on our daily conscious activities & us.	
1.2	Kindly analyze your behavior while dealing with others. In which slot you generally find yourself.	
➤	I am OK, You are OK	I am not OK, You are OK
➤	I am OK, You are Not OK	I am not OK, You are Not OK

Blame Self	<b>You are OK</b>	Co-operative
<b>I am not OK</b>		<b>I am OK</b>
Blame Both	<b>You are Not OK</b>	Blame Staff

1.3	You should note down your behavior and try to work in I am OK / You are OK zone.
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<b>2.0</b>	<b>Transactional Analysis Approach of analyzing our behavior.</b>
2.1	We all inherit 3 ego status such as Parent (attitude, opinion) Child (feelings, emotions) and adult (thoughts, learning)
2.2	All these egos are essential and play vital role in balancing our behavior.
2.3	We move in and out of these egos in response to what is going on around us.
2.4	Child ego wants something, Adult ego makes the decision and Parent okays the decision of adult.



### Communication Skills

1. GOD has given us Eyes & Ears in pair but has given only one mouth. Indirectly GOD has suggested us that we should observe and listen more but talk less. Whether we listen to this advice?
2. Communication can be achieved by various means such as facial expression & eye movements. This is undoubtedly the area of Actors. Never the less we use these inadvertently in day in day out even without going to any Acting school.
3. However for today's discussion, I wish to discuss the communication by spoken words.

4. Can we compare **GOD** & Communication? The answer is **YES**.
  - G stands for **Generation** (Lord Brahma's responsibility)
  - O stands for **Observation** (Lord Vishnu's responsibility)
  - D stands for **Destroy** (Lord Shiva's responsibility)
  - Similarly Communication creates & strengthens relationship and also breaks relationship.
5. Major part of communication revolves around asking questions to others. Misunderstanding is unnecessarily created if question is framed incorrectly.
  - Question should not include expected reply.
  - Question should not include alternatives.
  - Generally question should not be framed closed ended. In fact it should be framed open ended.
6. Communication plays vital role in dealing with customers.
7. We should **mean what we say**. However we need not say what we mean unless called for.
8. Communication should express love, empathy, and affection towards others.
9. Communication should not be artificial.
10. Geographical zones should be observed in communication.
11. Let us discuss the following statement.

**'I saw a child playing with Dog.'**

**Whether the said statement conveys complete information?**

### SWOT Analysis

**SWOT Analysis** is very useful analytical tool for analyzing your current situation or for planning future activities.

#### **SWOT stands for:**

- Your **Strength**
- Your **Weakness**
- The **Opportunities** offered in the market.
- The **Threats** posed in the market.

#### **There are two types of Strengths and Weaknesses.**

- **Visible:** The ones other people are aware.
- **Hidden:** the ones other people are not aware of.

SWOT works best when applied to a **specific issue** rather than in a **global**, unfocussed manner.

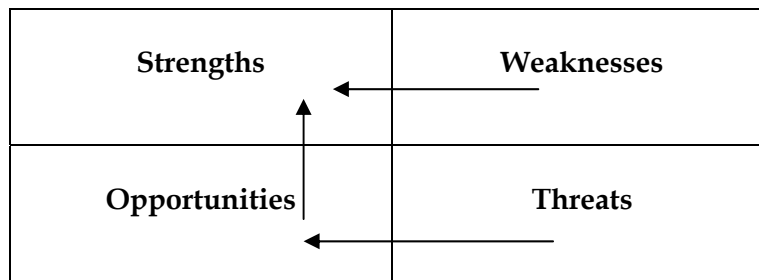
Use **SWOT** analysis as a **general-purpose tool** to attack the problem.

1. **Strengths**: What are your strengths relevant to the problem? Do others know them? How can you reveal your hidden strengths?
2. **Weaknesses**: What are your weaknesses relevant to the problem? Do others know them? How can you improve them?
3. **Opportunities**: What opportunities are there?
4. **Threats**: What threats are there?

**SWOT Plan:**

Use the above SWOT analysis to develop a **Plan** as outlined below:

1. Match the opportunities to your strengths.
2. Make hidden strengths visible.
3. Minimize the threats or turn them into opportunities.
4. Improve visible weaknesses, turn them into strengths.
5. Improve your hidden weaknesses.



SWOT Self Analysis Chart has been given. Various aspects have been listed in detail. Kindly ascertain SWOT in respect of every point and then make a plan to (1) convert weakness into Strength, (2) convert Threats in to Opportunities, (3) to convert opportunities in to Strengths.

<b>SWOT - Self Analysis</b>
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<b>Name:</b>	<b>DOB:</b>	<b>Date of Review:</b>
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<b>A) PHYSICAL</b>	<b>SWOT</b>	<b>B) MENTAL</b>	<b>SWOT</b>
1 My health		1 Intelligence	
2 Height		2 Memory	
3 Weight		3 Analytical power	
4 Eye sight		4 Understanding power	
5 Hearing capacity		5 Grasping power	
6 Built		6 Adaptability	
7 Any handicap / defect		7 Imagination	
8 Personality		8 Interest	
9 Well groomed/ dressed		9 Reading habits	
10 Do exercise/Yoga daily		10 Relaxation	
11 Eat nutritious meal			
12 Play sports			
13 Get adequate rest			

<b>C) EMOTIONAL</b>	<b>SWOT</b>	<b>D) COMMUNICATION SKILLS</b>	<b>SWOT</b>
1 Temperament		1 Languages known	
2 Sensitiveness		2 Vocabulary	
3 Emotions stronger than head		3 Able to hold attention	
4 Getting angry soon		4 Able to maintain eye contact	
5 Can analyze emotions		5 Can face any audience	
6 Emotional strength		6 Can write well	
7 Emotionally growing		7 Can be witty & humorous	
8 Restless?		8 Able to empathy	
9 Feel insecure often		9 Able to establish rapport	
10 Can accept a failure?			
11 Can accept a mistake?			
12 Can bear a catastrophe?			
13 Defensive			
14 Able to love others			

<b>E) SOCIAL STRENGTHS</b>	<b>SWOT</b>	<b>F) FINANCIAL</b>	<b>SWOT</b>
1 Getting along well with others		1 My financial position	
2 Friends circle		2 Income	

3 Social contacts		3 Savings	
4 Social Acceptability		4 Financial credibility	
5 Social respect		5 Financial support-existing	
6 Social interests		6 Financial support - possibilities	
7 Good natured		7 Debts	
8 Smiling		8 Finance a hindrance	
9 Well mannered			
10 Helpful			
11 Family life			
12 Married life			
13 Family support / encouragement			
14 Social support			

<b>G) MORALS</b>	<b>SWOT</b>	<b>H) EDUCATION</b>	<b>SWOT</b>
1 Habits		1 Present studies	
2 Ethics (in material life)		2 Planning to change	
3 Moral values (in personal life)		3 Enjoy my studies	
4 Honest?		4 My strengths	
5 General norms / standards		5 My knowledge	
6 Spiritual growth		6 My teachers	
7 Vices		7 Supports / guidance from others	
		8 Results	
		9 Time I spent	
		10 Desire to study further	
		11 Distractions	
		12 Frustration	

<b>I) ORGANISING CAPACITY</b>	<b>SWOT</b>	<b>J) OTHER IMPORTANT TRAITS</b>	<b>SWOT</b>
1 Good Administrator?		1 Self- confident?	
2 Able to lead?		2 Self respecting?	
3 Able to take initiative?		3 Shy / Introvert?	
4 Able to guide?		4 Feel governed by others/ Circumstances?	
5 Able to decide fast?		5 Negative thinker?	
6 Able to act fast?		6 Ambitious?	
7 Bold / Fearless?		7 Have dreams?	
8 Over cautious?		8 Have ideals?	
9 Take risks?		9 Talents fully	

		utilized?	
10 Accept challenges?		10 Need to be pushed?	
11 Dependable?		11 Open minded?	
12 Well organized?		12 Believe in self-development?	
13 Punctual / managing time well?			

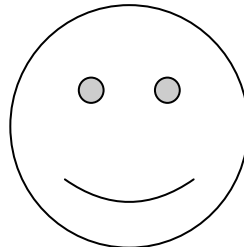
<b>Goal Setting</b>
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<b>EDUCATIONAL</b>	<b>HEALTH</b>	<b>FINANCIAL</b>
	<b>FAMILY</b>	
<b>CAREER</b>	<b>SPIRITUAL</b>	<b>SOCIAL</b>

One should set **GOALS** on above 7 fronts to bring about peace of mind & happiness in life.

You should set above **GOALS** on two levels namely Long-range & Short-range.

Your Goal should be like a '**WHITE**' object, which combines & represents 7 colors of the RAINBOW.



<b>Goal Setting</b>
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Sr. No.	Goal	Short Term	Medium Term	Long Term
<b>1.0</b>	<b>Occupational:</b>			
1.1				
1.2				
1.3				
1.4				
1.5				

Sr. No.	Goal	Short Term	Medium Term	Long Term
<b>2.0</b>	<b>Educational:</b>			
2.1				
2.2				
2.3				
2.4				
2.5				

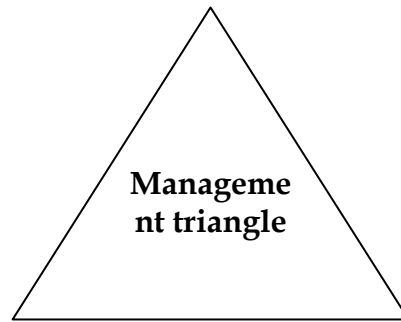
Sr. No.	Goal	Short Term	Medium Term	Long Term
<b>3.0</b>	<b>Financial:</b>			
3.1				
3.2				
3.3				
3.4				
3.5				

Sr. No.	Goal	Short Term	Medium Term	Long Term
<b>4.0</b>	<b>Health:</b>			
4.1				
4.2				
4.3				
4.4				
4.5				

Sr. No.	Goal	Short Term	Medium Term	Long Term
<b>5.0</b>	<b>Family:</b>			
5.1				
5.2				
5.3				
5.4				
5.5				



<b>Y Axis</b>	Concern for People
<b>X Axis</b>	Concern for results (TASK)



<b>Y Axis</b>	Concern for People
<b>X Axis</b>	Concern for results (TASK)



**Controlling**



**Accommodating**



**Balance & Compromise**



**Indifferent**

**Sound**



**Tips - Staff Motivation**

The word 'Motivation' is combination of 2 words namely 'Motive' and 'Action.' Motivation is nothing but Goal directed action. Motive without action is of no use. Similarly action without motive makes no sense.

I have made an attempt to give few tips for staff Motivation based on my experience in this field. I do not claim that this is the exhaustive study of the subject. However I am confident that these tips can help managers to motivate their staff to a large extent.

<b>1.0</b>	<b>Know your Self:</b>
1.1	Unless you know your self it is not possible to judge others.
1.2	Carry out SWOT analysis of your self.
1.3	Analyze your behavior.

Blame Self	You are OK	Co-operative
<b>I am not OK</b>		<b>I am OK</b>
Blame Both	You are Not OK	Blame Staff

1.4	<b>You should note down your behavior and try to work in I am OK / You are OK zone.</b>
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<b>2.0</b>	<b>Know your Staff:</b>
2.1	Our life is nothing but interaction of various circles. We know each other only to the extent of intersection of these circles.
2.2	Carry out SWOT analysis of your staff.
2.3	Also relevant data of each staff such as first name, birthday, marriage anniversary, hobbies, family background, children, likes & dislikes, capabilities, talent etc. should be noted.
2.4	People like to be called by first name.

<b>3.0</b>	<b>Match People &amp; Job:</b>
3.1	We have all played toy game of putting round pegs in round holes and square pegs in square slot. We should now recapitulate this game.
3.2	Every person has a specific role to play in the organization and each role carries equal importance in relevant category.
3.3	This is possible only if we know our staff as outlined above.
3.4	This factor also plays important role in success of any film, drama or winning of cricket match.

<b>4.0</b>	<b>Learn how people learn:</b>
4.1	We all learn from our experience as well as experience of others simply by observation or by listening / reading.
4.2	Encourage staff to learn from experience. They should be motivated to analyze & learn from the job.

<b>5.0</b>	<b>Communicate effectively:</b>
5.1	Listener should understand the same thing what you intend to inform.
5.2	Just read this statement. "I saw a child playing with the dog." Whether it conveys complete information.
5.3	Attention should be given to choice of words, pronunciation, non-verbal signals of the listener.
5.4	We all inherit 3 ego status such as Parent (attitude, opinion) Child (feelings, emotions) and adult (thoughts, learning)
5.5	All these egos are essential and play vital role in balancing our behavior.
5.6	We move in and out of these egos in response to what is going on around us.

<b>6.0</b>	<b>Induct New Recruits:</b>
6.1	In Today's era new recruitment is greatly reduced. Staff whether newly recruited or transferred from other branch, office etc. should be given adequate orientation and job should be allotted considering his previous experience and his long-term career.

<b>7.0</b>	<b>Pay attention to your Staff:</b>
7.1	Psychologists call this as 'stroking.'
7.2	Establish face-to-face contact.
7.3	Greet the staff.
7.4	Practice MBWA. (Management by walking about)

<b>8.0</b>	<b>Delegate for development:</b>
8.1	Delegate the job and necessary authority but not accountability.
8.2	Decide what is to be delegated? Complete job or part of it?
8.3	To whom it should be delegated? (Remember SWOT)

<b>9.0</b>	<b>Coach:</b>
9.1	Help people to learn by asking constructive questions.

<b>10.0</b>	<b>Give Credit:</b>
10.1	Every one likes appreciation.
10.2	Credit should be given at all levels.
10.3	It should be kept personal but made public.

<b>11.0</b>	<b>Give feedback:</b>
11.1	Feedback – positive or negative should be given personally.
11.2	Motive of giving feedback should be clear. It should benefit the recipient.

<b>12.0</b>	<b>Mentoring/ Sponsorship:</b>
12.1	Senior members of the staff or managers of other department can do counseling of junior staff for their long-term career development.

<b>13.0</b>	<b>Prepare for Promotion:</b>
13.1	Generally people are promoted because they perform well in the job they do now instead of assessing potential for the job they are being considered for.
13.2	During leave, transfer staff can be given temporary promotion to gain experience.

<b>14.0</b>	<b>Stretch Abilities:</b>
14.1	Many persons have various hidden qualities and likings such as writing skills, photography, teaching etc. Locate these qualities and give them an opportunity to use these qualities for the organization.

<b>15.0</b>	<b>Take calculated Risks:</b>
15.1	There is an inherent tendency on the part of many executives to over supervise because failure / mistakes of the staff are feared to reflect badly on supervisor.
15.2	Develop positive attitude towards mistakes by using them as learning opportunity for giving feedback and coaching.
15.3	Fear of staff committing mistakes is many times due to poor level of instructions and leadership on the part of Manager.

<b>16.0</b>	<b>Be Flexible:</b>
16.1	Once you explain the job to be done and given guidance on how to go about doing it, do not insist to follow the same in Toto. Allow flexibility & freedom for executing the job.
16.2	Nevertheless watch and review the progress so that end results will be of expected quality.
16.3	Flexible working hours, removing petty restrictions etc. may be considered.

<b>17.0</b>	<b>Be an Example:</b>
17.1	You should act like a role model. Staff should get motivation by your action & behavior.
17.2	You should be particular about Time management, attendance, keeping touch with office even during vacation, sharing your mistakes and demonstrate how to learn etc.

### **Success Management** **Preface**

∩ What is success?

∩ Reply will vary from person to person.

∩ What is important is to achieve overall proportionate success.

∩ Lopsided success in any one or two matters can't bring happiness & peace of mind.

### **Success Formula**

∩ Success = Basic intelligence x Hard work x Luck.

∩ Basic intelligence can be found out as well as it can be measured / estimated.

∮ Luck element is known within few years of birth.

∮ Ability to do hard work lies with everyone, what is required is desire.

### Life goal / objective

∮ One should set goal to be achieved based on his family background, qualities, limitations, luck etc.

∮ It is needless to say that even in spite of any adverse factors, one should try to set lofty goal and should make all out efforts to achieve the same.

### Magic stick

∮ Everyone is bestowed with magic stick and his success depends on realization of same.

∮ Once you realize your true potential, you should use the same in right direction.

### Discriminate

∮ One should learn to differentiate between:

∮ Important & unimportant matters.

∮ What is good for him and otherwise?

∮ Priority and non-priority matters.

### Sincerity & devotion

∮ Any work should be done with utmost sincerity and devotion. Material reward should take a back seat.

∮ Enjoy the joy of sincere work.

### Skill

∮ To become expert in any field of human activity requires dedicated practice... practice... practice.

∮ Even after achieving expertise, one must constantly sharpen our knowledge & skills.

### Overcome difficulties

∮ Don't be afraid of problems.

∮ Please remember that this world is not made for your enjoyment but for giving you experience.

∮ Success can't be achieved without encountering problems.

### Meditation

∮ Believe in the power of Almighty God by whatever name called.

∮ Say to yourself that Today was better than yesterday.

∮ In case of any difficulty pray to God to give courage & will power to fight with adversity.

### Open approach

- ∩ Open approach helps in life.
- ∩ Try to look at the world with correct perspective.

### Positive Attitude

- ∩ Try to develop positive attitude in life.
- ∩ Remove negatives from your mental dictionary.
- ∩ Instead of saying 'I cannot', say 'I can' and experience the difference.

### Action

- ∩ Now is the Time to Act.
- ∩ Do not postpone / put it off. Do it Now.
- ∩ What can be done Today should be done Today only.

## Time Management

### Preface

- ◆ Time is Money. Save both for achieving success in life. Time can't be stored. Time used judiciously can help you to meet goals set in life. Time should be spent proportionately on various activities. It is unfortunate that younger generation is not very serious about Time Management.
- ◆ In my slide show I have made reference to Time Management. For the sake of ready reference I invite your attention to some of these slides.
- ◆ Do RIGHT thing at RIGHT time.
- ◆ One should know when to STOP.
- ◆ Set your own speed limit.
- ◆ Slow and steady approach wins the race.
- ◆ Set lofty goals in life.
- ◆ Concentrate on one thing at a time.
- ◆ Realize your strong points.
- ◆ Understand your limitations.
- ◆ There are few things beyond cost & benefits.
- ◆ Relaxation
- ◆ Pack up
- ◆ At every stage one must realize what is the call of the day? What are his priorities in life? What are his duties and responsibilities? What are his social obligations? How he is spending TIME at present?
- ◆ In the light of above background, we will proceed towards easy steps for doing Effective Time Management.

### Set your Goals

- ◆ It is necessary that one must set his destination / goals in life based on his capabilities,

family background, and mental frame.

- ◆ In short one must do what is called SWOT analysis.

### **How TIME is spent now?**

- ◆ It is necessary to undergo self analysis of how time is spent.
- ◆ Keep a diary to note down how time was spent daily for at least one fortnight / month.
- ◆ Analyze and draw conclusion about future course of action.

### **Prepare Time table**

- ◆ Prepare Time Table after allotting Time for every activity in the light of goal setting done earlier.
- ◆ Develop Time consciousness.

### **Non-essential activities.**

- ◆ Based on current time utilization and goal to be achieved, decide on non-essential activities.
- ◆ One must acquire the knowledge of 'What not to do.'

### **Delegate**

- ◆ One must know:
  - ◆ What to delegate?
  - ◆ &
  - ◆ Whom to delegate?

### **Decide Priorities**

- ◆ Postpone / Defer the activities which can wait.
- ◆ Differentiate between important and urgent activities.
- ◆ Try to spend TIME according to Priorities set.

### **Set deadlines on daily basis**

- ◆ Planning should be done on daily basis.
- ◆ Divide your Day with deadlines.

### **Action**

- ◆ Now is the Time for action.
- ◆ Decide and do it.

### **Speed**

- ◆ Set your own Speed Limit.
- ◆ Try to do everything rapidly.
- ◆ Understand 'Peter's principle.'

### Skills

- ◆ Develop personal and Managerial skills.

### Self discipline

- ◆ Get well organized.
- ◆ Discipline yourself.
- ◆ Efforts should be persistent, disciplined and organized.

### Goal

- ◆ One should always set a noble goal in life & make an all out efforts to achieve it.

### Magic

- ◆ Every one is bestowed with magic stick realization of which is essential for success in life.

### Self realization

- ◆ Your success in life depends on realization of one's limitations.

### Punctuality

- ◆ Your success in life depends on doing RIGHT thing at a right TIME.

### Speed Limit

- ◆ We should select our own speed limit for reaching our goals in life.

### Race

- ◆ Slow and steady approach wins the race.

### Work Ethics

- ◆ One should concentrate on one matter at a time.

### QUIT

- ◆ One should know when to stop.

### Relaxation

- ◆ One should know the art of relaxation.

**Balance**

- ◆ We must remember that there are few things beyond cost and benefit.

**Pack up**

- ◆ Nobody knows as to when you will get the invitation to visit the heaven.

**Expectations from viewers**

- ◆ You will appreciate that GOD has given 24 hours to everyone. It is the Time Management that decides as to who will succeed in life.
- ◆ Time management is an ART which can be mastered by anyone based on his inclination.

**Failure****Preface -Failure**

- ◆ **7 letter word, everyone is afraid of because:**

- ◆ F means frustration.
- ◆ A means agony.
- ◆ I means insults.
- ◆ L means loss of initiative.
- ◆ U means more inputs.
- ◆ R means restless feeling.
- ◆ E means energy loss.

- ◆ After all success and failure are two sides of same coin.
- ◆ If any viewer gets inspiration to fight back, I will feel that my efforts are rewarded.

- ◆ Failure doesn't mean---
- ◆ You are a failure,

- ◆ Failure means--
- ◆ You have not succeeded.

- ◆ Failure doesn't mean---
- ◆ You accomplished nothing,

- ◆ Failure means--
- ◆ You have learned something.

- ◆ Failure doesn't mean---
- ◆ You have been a fool,

- ◆ Failure means--
- ◆ You had a lot of faith.

- ◆ Failure doesn't mean---
- ◆ You've been disgraced,

- ◆ Failure means--
- ◆ You were willing to try.

- ◆ Failure doesn't mean---
- ◆ You don't have it,

- ◆ Failure means--
- ◆ You have to do something in a different way.

- ◆ Failure doesn't mean---
- ◆ You are inferior,

- ◆ Failure means--
- ◆ You are not perfect.

- ◆ Failure doesn't mean---
- ◆ You have wasted your life,

- ◆ Failure means--
- ◆ You have a reason to start afresh.

- ◆ Failure doesn't mean---
- ◆ You should give up,

- ◆ Failure means--
- ◆ You must try harder.

- ◆ Failure doesn't mean---
- ◆ You will never make it,

- ◆ Failure means--
- ◆ It will take a litter longer.

- ◆ Failure doesn't mean---
- ◆ God has abandoned you,

- ◆ Failure means--
- ◆ God has a better way for you.

<b>Interesting aspects of life - Warren Buffet... Very Good.</b>
--

From: "CA. JAYESH SHETH" <jmshethca@gmail.com>  
 To: "CA.PARAS SAVLA FOR CVO CA" <paras@psaindia.net>; "vandu\_ca Moderator" <vandu\_ca-owner@yahoogleroups.com>; "DAHISAR CPE STUDY CIRCLE" <dahisarcas@yahoogleroups.co.in>; "BORIVLI CCPE STUDY CIRCLE" <bcsccpe@yahoogleroups.com>  
 Subject: [bcsccpe] Fw: Interesting Aspects of Life-Warren Buffet  
 Date: Wednesday, July 18, 2007 03:28 PM

**Interesting aspects of life - Warren Buffet... Very Good.**

There was a one hour interview on CNBC with Warren Buffet, the second richest man who has donated \$31 billion to charity. Here are some very interesting aspects of his life:

1. He bought his first share at age 11 and he now regrets that he started too late!
  
2. He bought a small farm at age 14 with savings from delivering newspapers.
  
3. He still lives in the same small 3-bedroom house in mid-town Omaha that he bought after he got married 50 years ago. He says that he has everything he needs in that house. His house does not have a wall or a fence.
  
4. He drives his own car everywhere and does not have a driver or security people around him.
  
5. He never travels by private jet, although he owns the world's largest private jet company.
  
6. His company, Berkshire Hathaway, owns 63 companies. He writes only one letter each year to the CEOs of these companies, giving them goals for the year.  
 He never holds meetings or calls them on a regular basis. He has given his CEO's only two rules. Rule number 1: do not lose any of your share holder's money.  
 Rule number 2: Do not forget rule number 1.

7. He does not socialize with the high society crowd. His past time after he gets home is to make himself some pop corn and watch Television.

8. Bill Gates, the world's richest man met him for the first time only 5 years ago. Bill Gates did not think he had anything in common with Warren Buffet. So he had scheduled his meeting only for half hour. But when Gates met him, the meeting lasted for ten hours and Bill Gates became a devotee of Warren Buffet.

9. Warren Buffet does not carry a cell phone, nor has a computer on his desk.

**His advice to young people: "Stay away from credit cards and invest in yourself and**

**Remember:**

A. Money doesn't create man but it is the man who created money.

B. Live your life as simple as you are.

C. Don't do what others say, just listen to them, but do what you feel good.

D. Don't go on brand name; just wear those things in which u feel comfortable.

E. Don't waste your money on unnecessary things; just spend on them who really in need rather.

F. After all it's your life then why give chance to others to rule our life."

<b>Narayan Murthy's views on staying late in the office:</b>
--

It's half past 8 in the office but the lights are still on... PCs still Running, .....coffee machines still buzzing... and who's at work? Most of them???

**Take a closer look...**

All or most specimens are 20-something male species of the human race...Look closer... again all or most of them are bachelors...and why are they sitting late? Working hard? No way!!!

**Any guesses???**

Let's ask one of them...

Here's what he says... "What's there 2 do after going home... here we get to surf, AC, phone, food, coffee ... that's why I am working late... importantly no bossssssss!!

This is the scene in most research centers and software companies and other off-shore offices. Bachelors "time-passing" during late hours in the office just bcoz they say they've nothing else to do...

**Now what are the consequences? Read on...**

"Working"(for the record only) late hours soon becomes part of the institute or company culture. With bosses more than eager to provide support to those "working" late in the form of taxi vouchers, food vouchers and of course good feedback,(oh, he's a hard worker... goes home only to change..!!).

**They aren't helping things too...**

To hell with bosses who don't understand the difference between "sitting" late and "working" late!!!

**Very soon, the boss starts expecting all employees to put in extra working hours.**

So, My dear Bachelors let me tell you, life changes when u get married and start having a family...office is no longer a priority, family is... and that's when the problem starts...because u start having commitments at home too.

For your boss, the earlier "hardworking" guy suddenly seems to become an "early leaver" even if u leave an hour after regular time. .. After doing the same amount of work.

People leaving on time after doing their tasks for the day are labeled as work-shirkers. ..

Girls who thankfully always (its changing nowadays... though) leave on time are labeled as "not up to it".

All the while, the bachelors pat their own backs and carry on "working" not realizing that they are spoiling the work culture at their own place and never realize that they would have to regret at one point of time.

**So what's the moral of the story??**

**Very clear, LEAVE ON TIME!!!**

Never put in extra time " \*unless really needed \*" Don't stay back un-necessarily and spoil your company work culture which will in turn cause inconvenience to you and your colleagues.

**There are hundred other things to do in the evening.**

Learn music... Learn a foreign language... try a sport... TT, cricket.....importantly Get a girl friend take him/her around town... And for heaven's sake net cafe rates have dropped to an all-time low (plus, no fire-walls) and try cooking for a change.

**Take a tip from the Smirnoff ad: "Life's calling, where are you?"**

Please pass on this message to all those colleagues. ..and please do it before leaving time, don't stay back till midnight to forward this!!!)

<b>ORKUT Lesson</b>
---------------------

----- Forwarded message -----

From: Shailendra Naravane <shailendragh@hotmail.com>

Date: Sep 6, 2007 3:06 PM

Subject: FW: Lose Ur GF n' Make Billions !!!  
smv2004@gmail.com

### **6.0 Subject: FW: Lose Ur GF n' Make Billions !!!**

A guy lost his girlfriend in a train accident.... but the gal's name nowhere appeared in the dead list. This guy grew up n became IT technical architect in his late 20's, achievement in Itself!!.

He hired developers from the whole globe and planned to make a software where he could search for his gf through the web..

Things went as planned... n he found her, after losing millions of dollars and 3 long years!!

It was time to shut down the search operation, when the CEO of Google had a word with this guy n took over this application,

This Software made a whopping 1 billion dollars profit in its first year, which we today know as ORKUT.

The guy's name is ORKUT BUYUKKOTEN. Yes its named after him only. Today he is paid a hefty sum by Google for the things we do like scrapping. He is expected to b the richest person by 2009.

ORKUT BUYUKKOTEN today has 13 assistants to monitor his scrapbook & 8 to monitor his friends-list. He gets around 20,000 friend-requests a day & about 85,000 scraps!!!

#### **Some other Cool Facts about this guy:**

- \* He gets \$12 from Google when every person registers to this website.
- \* He also gets \$10 when you add somebody as a friend.
- \* He gets \$8 when your friend's friend adds you as a friend & gets \$6 if anybody adds you as friend in the resulting chain.
- \* He gets \$5 when you scrap somebody & \$4 when somebody scraps you.
- \* He also gets \$200 for each photograph you upload on Orkut.
- \* He gets \$2.5 when you add your friend in the crush-list or in the hot-list.

- \* He gets \$2 when you become somebody's fan.
- \* He gets \$1.5 when somebody else becomes your fan.
- \* He even gets \$1 every time you logout of Orkut.
- \* He gets \$0.5 every time you just change your profile-photograph.
- \* He also gets \$0.5 every time you read your friend's scrap-book & \$0.5 every time you view your friend's friend-list.

**Moral of the story: LOSE U R GIRLFRIEND AND MAKE BILLIONS!!!!**

<b>Vanilla ice-cream!!!</b>
-----------------------------

**Vanilla ice-cream!!!**

**Interesting one!!**

**Vanilla Ice Cream that puzzled General motors!!!!**

An Interesting Story

**Never underestimate your Clients' Complaint, no matter how funny it might seem!**

This is a real story that happened between the customer of General Motors and its Customer-Care Executive. Please read on.....

**A complaint was received by the Pontiac Division of General Motors:**

'This is the second time I have written to you, and I don't blame you for not answering me, because I sounded crazy, but it is a fact that we have a tradition in our family of Ice-Cream for dessert after dinner each night, but the kind of ice cream varies so, every night, after we've eaten, the whole family votes on which kind of ice cream we should have and I drive down to the store to get it. It's also a fact that I recently purchased a new Pontiac and since then my trips to the store have created a problem.....

You see, every time I buy a vanilla ice-cream, when I start back from the store my car won't start. If I get any other kind of ice cream, the car starts just fine. I want you to know I'm serious about this question, no matter how silly it sounds "What is there about a Pontiac that makes it not start when I get vanilla ice cream, and easy to start whenever I get any other kind?"

The Pontiac President was understandably skeptical about the letter, but sent an Engineer to check it out anyway.

The latter was surprised to be greeted by a successful, obviously well educated man in a fine neighborhood. He had arranged to meet the man just after dinner time, so the two hopped into the car and drove to the ice cream store. It was vanilla ice cream that night and, sure enough, after they came back to the car, it wouldn't start.

The Engineer returned for three more nights. The first night, they got chocolate. The car started. The second night, he got strawberry. The car started. The third night he ordered vanilla. The car failed to start.

Now the engineer, being a logical man, refused to believe that this man's car was allergic to vanilla ice cream. He arranged, therefore, to continue his visits for as long as it took to solve the problem. And toward this end he began to take notes: He jotted down all sorts of data: time of day, type of gas uses, time to drive back and forth etc.

In a short time, he had a clue: the man took less time to buy vanilla than any other flavor. Why? The answer was in the layout of the store. Vanilla, being the most popular flavor, was in a separate case at the front of the store for quick pickup. All the other flavors were kept in the back of the store at a different counter where it took considerably longer to check out the flavor.

Now, the question for the Engineer was why the car wouldn't start when it took less time. Eureka - Time was now the problem - not the vanilla ice cream!!!!  
**The engineer quickly came up with the answer: "vapor lock".**

It was happening every night; but the extra time taken to get the other flavors allowed the engine to cool down sufficiently to start. When the man got vanilla, the engine was still too hot for the vapor lock to dissipate.

**Even crazy looking problems are sometimes real and all problems seem to be simple only when we find the solution, with cool thinking.**

Don't just say it is "IMPOSSIBLE" without putting a sincere effort....

Observe the word "IMPOSSIBLE" carefully....

Looking closer you will see, "I'M POSSIBLE"...

**What really matters is your attitude and your perception.**

<b>Boss!!!</b>
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A man entered a pet shop, wanting to buy a monkey.

The shop owner pointed out three identical monkeys and said, "The monkey to the left costs 500 dollars."

Why does that monkey cost so much?" the man wondered.

The owner replied, "Well, it knows how to use a computer."

The man asked about the next monkey on the perch.

"That one costs 1,000 dollars because it can do everything the other monkey can do, plus it knows how to use the LINUX operating system."

Naturally, the startled customer asked about the third monkey.

"That one costs 2,000 dollars."

"And what does that one do?" the man asked.

The owner replied, "To be honest, I've never seen him doing anything, but the other two call him boss!!!!!"

<b>HOW TO RECRUIT THE RIGHT PERSON FOR THE JOB?</b>
---

From: "KIRTI SAWANT" <14685363815982340116@mail.orkut.com>

To: "my friends" <noreply-orkut@google.com>

Subject: how to recruit..

Date: Thursday, September 07, 2006 1:27 PM

### **7.0 HOW TO RECRUIT THE RIGHT PERSON FOR THE JOB?**

Put about 100 bricks in some particular order in a closed room with an open window.

Then send 2 or 3 candidates in the room and close the door.

Leave them alone and come back after 6 hours and then analyze the situation.

If they are counting the bricks.  
Put them in the accounts department.

If they are recounting them.  
Put them in auditing.

If they have messed up the whole place with the bricks.  
Put them in engineering.

If they are arranging the bricks in some strange order.  
Put them in planning.

If they are throwing the bricks at each other.  
Put them in operations.

If they are sleeping.  
Put them in security.

If they have broken the bricks into pieces.  
Put them in information technology.

If they are! sitting idle.  
Put them in human resources.

If they say they have tried different combinations, yet not a brick has been moved.  
Put them in sales.

If they have already left for the day.  
Put them in marketing.

If they are staring out of the window.  
Put them on strategic planning.

And then last but not least.

If they are talking to each other and not a single brick has been moved.  
Congratulate them and put them in top management.

This is what happens when you stay in one company for too long:

----- Forwarded message -----

From: **Paranjape Deepak (Mumbai - PIPING)** <D.Paranjape@ticb.com>

Date: Jul 10, 2007 9:19 AM

Subject: This is what happens when you stay in one company for too long

To:

NICE ONE JAYESH

This is what happens when you stay in one company for too long:



## PERT & CPM

### PERT

- ❖ P: Project
- ❖ E: Evaluation
- ❖ R: Review
- ❖ T: Technique

### CPM

- ❖ C: Critical
- ❖ P: Path
- ❖ M: Method

### PERT

- ❖ PERT is one of most important management tool to monitor and control any project.
- ❖ The said technique is also of use in day-to-day life for better time management.

### Introduction to PERT

- ❖ Every project / activity involves number of sub-activities/jobs.
- ❖ These sub-activities are interrelated.
- ❖ Hence these sub-activities need to be monitored closely for timely completing the project.
- ❖ e.g. Construction of a building involves number of activities such as:
  - ❖ Plinth
  - ❖ Slab
  - ❖ Walls
  - ❖ Windows & doors
  - ❖ Plastering
  - ❖ Piping

- ❖ Electrical
- ❖ Painting
- ❖ Drainage
- ❖ You can observe that some activities are interrelated. i.e. unless the previous job is completed, the next job cannot be undertaken. Plinth & Slab.
- ❖ Once two slabs are ready, brickwork, fitting of windows/doors can be undertaken.
- ❖ Unless plastering is done, electrical work cannot be undertaken.

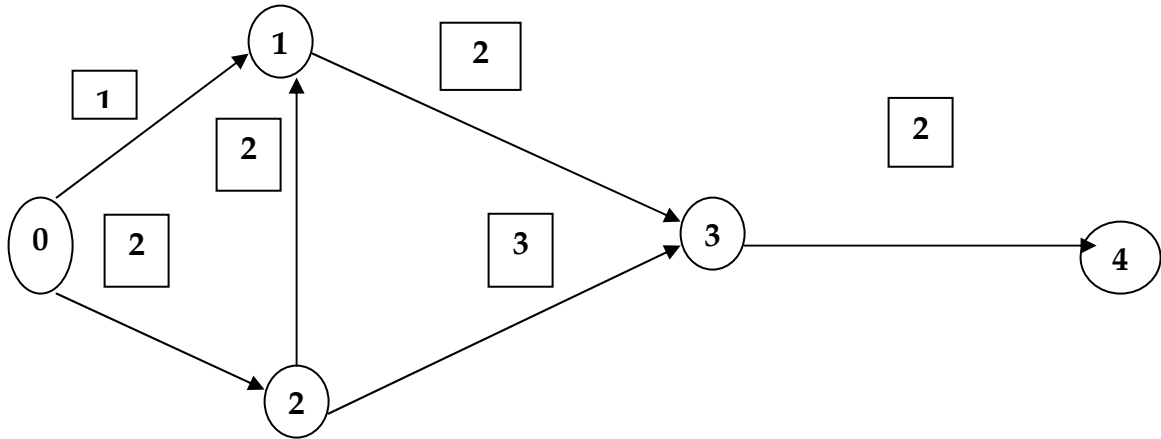
#### Steps involved in PERT

- ❖ List the various sub-activities.
- ❖ Decide the interrelation / dependence of jobs.
- ❖ Work out early completion / late completion chart.
- ❖ Exercise strict control on activities for which float is not available. These are the critical jobs on which timely completion of a project depends.

#### CPM

- ❖ The jobs on the Critical Path decide the timely completion of the project.
- ❖ Any delay in any of these activities will delay the project.
- ❖ Optimum utilization of resources is possible.

**Project Evaluation & Review Technique (PERT) and  
Critical Path Method (CPM)**



Activity	Time Months	Completion		Float	Dependence	
		Early	Latest			On
0-1	1	1	4	3	I	
0-2	2	2	2	---	I	
2-1	2	4	4	---	D	0-2
2-3	3	5	6	1	D	0-2
1-3	2	6	6	---	D	0-1, 2-1
3-4	2	8	8	---	D	All

CPM	0-2	2-1	1-3	3-4
-----	-----	-----	-----	-----

Path	Path	Time	
1	0-1-3-4	5	
2	0-2-3-4	7	
3	0-2-1-3-4	8	CPM

Activities which can be delayed		
Activity	Months	
0-1	3	
2-3	1	

## Principles of Management

### Why we see Movie?

- ❖ For entertainment.
- ❖ For Killing time.
- ❖ You like Hero or heroine.
- ❖ For Action.
- ❖ For Songs.

### Can we learn from Movie?

- ❖ The reply would be generally No.
- ❖ However the said reply may not be always true.
- ❖ If you can look at anything without exception, it is possible to take lesson from any thing.
- ❖ One should cultivate the habit of remaining student all through his Life.
- ❖ If I say that Aspiring Managers can learn from a Movie, You may not agree.
- ❖ Kindly do not jump to the conclusions.
- ❖ In next few slides I will be making an attempt to underline important Management Principles which we can learn from the great Movie 'Sholay'

### Team Work

- ❖ Any job can not be successfully accomplished without the Team Work.
- ❖ Management must make every effort to iron out the differences in various groups in the organization.
- ❖ Every employee should feel that he is the part of the family.

### Job Evaluation

- ❖ Management should cultivate the habit that no work would be undertaken without proper evaluation.
- ❖ All the necessary factors, risks at the time of decision should be carefully analyzed.
- ❖ Decision should be taken from the brain and not from the heart.

### Outsource

- ❖ The word 'Outsource' has become call of the day.
- ❖ This principle was not followed seriously by our Industry until recently.
- ❖ Even when job is to be done in house, this principle should be followed by delegating the responsibility to a proper executive.

### **Quality Control**

- ❖ Your long term success depends on maintaining quality control.
- ❖ I am not referring Quality control only for product but also for other factors such as your Life perspective, behavior, knowledge etc.
- ❖ Please remember that short cuts can take you to the top but can't keep you there.

### **Baseless Claims**

- ❖ There should not be any difference between what you say and what you mean.
- ❖ Management must create such atmosphere that no body should feel the necessity of making baseless claims.

### **Start to finish**

- ❖ Whenever you undertake any job, the same should be finished in one go.
- ❖ Half finished jobs are time bombs.
- ❖ Your success is measured by what you have accomplished and not from your half done jobs or from what you can do.

### **Optimist**

- ❖ Manager should be optimist in his approach.
- ❖ Optimist sees opportunity in every difficulty while pessimist sees difficulty in every opportunity.

### **Opportunity.**

- ❖ Opportunity knocks your door once and you should not leave any stone unturned to grab the same.
- ❖ You should also acquire skill to anticipate the opportunity and grab it half way before others even notice it.

### **Information Net Work**

- ❖ It is necessary to establish effective information net work for achieving success in any business.
- ❖ Management should create healthy atmosphere which will induce the staff to share views & information.
- ❖ Pros & Cons of every information should be studied before implementation.

### **Communication**

- ❖ Communication (both written & spoken) should be effective.
- ❖ Poor communication can spoil the relationship with customer, colleagues, vendors etc.
- ❖ Staff should be given Special training in this field.

### Diplomacy

- ❖ Diplomacy is required in every sphere of Life.
- ❖ Diplomacy is required even if your product quality is good and you have obtained ISO Certificate.
- ❖ Diplomacy is called for in relationship with staff, competitors, government etc.

### Extreme

- ❖ Managers are generally afraid to use this principle in real practice.
- ❖ It is essential that Managers should not only learn this principle but also put to use depending on the circumstances of the case.
- ❖ Necessity to apply this principle arises in dealing with higher authorities, colleagues, staff, union etc.

### Respect the Work Force.

- ❖ Any organization can't achieve success without the active participation of its work force.
- ❖ This is possible only when staff is not only rewarded adequately but also respected for their contribution.

### Why we serve?

- ❖ Do you remember famous dialogue from the Movie 'Bunty & Bablee'?
- ❖ "There is no Mal, Izzat & Maza in your job."
- ❖ Now a days you may get 'Mal' but you have to keep fingers crossed for getting 'Izzat & Maza'

### Self confidence

- ❖ Management must have self confidence in their own ability & take efforts to generate the same in the staff.
- ❖ This can be done by systematic study of SWOT of each staff, extending necessary training, delegating the responsibility, encouragement for studies and acquiring skills etc.

### Work & Life Balance

- ❖ Bryan Dyson (CEO of Coca Cola)  
"Imagine life as a game in which you are juggling five balls in the air.
- ❖ You name them - work, family, health, friends and spirit and you're keeping all of these in the air.
- ❖ You will soon understand that work is a rubber ball. If you drop it, it will bounce back.
- ❖ If you drop one of these; they will be irrevocably scuffed, marked, nicked, damaged or even shattered. They will never be the same.
- ❖ You must understand that and strive for balance in your life."
- ❖ But the other four balls - family, health, friends and spirit - are made of glass.
- ❖ Wishing best wishes to u all for the game.

### Safe distance

- ❖ Manager should learn the skill to keep safe distance from his higher authorities, colleagues, staff, vendors, customers etc.
- ❖ His behaviour should be such that would keep the other party guessing.
- ❖ Your approach should be so far no further.
- ❖ You should not offer your shoulder to any one to fire bullet at others because in the process you may not know when Top management would make you 'MTv Bakara.'

### Never show all your cards.

- ❖ You should not be unnecessarily enthusiastic to show your entire talent to higher ups.
- ❖ Your approach should be like a mini skirt which hides more than it shows.
- ❖ If you follow this advice then Top management's interest in you would remain live for ever.

### Appeal to Managers

- ❖ In the light of these slides, don't miss the opportunity to see the movie.

### Acknowledgement

- ❖ The Pictures were forwarded by one of my friend running cyber café.
- ❖ Perusal of the same prompted me to edit it, add commentary and turn the said slide show as a ready handout for displaying management principles.

### Commentary by Spandane

<b>Principles of Management &amp; Relevant scenes from the Movie:</b>	
<b>1</b>	<b>Team Work:</b>
➤	Friendship between Dharmendra & Amitabh
<b>2</b>	<b>Job Evaluation:</b>
➤	Discussion between Dharmendra, Amitabh and Sanjiv Kumar about Gabbar.
<b>3</b>	<b>Outsource:</b>
➤	Discussion between Dharmendra, Amitabh and Sanjiv Kumar about Gabbar.
<b>4</b>	<b>Quality Control:</b>
➤	Kitne aadmi the?
<b>5</b>	<b>Baseless Claims</b>
➤	Surma Bhopali telling stories about his braveness.
<b>6</b>	<b>Start to finish:</b>
➤	Gabbar does not kill Sanjiv Kumar but only cuts his arms.
<b>7</b>	<b>Optimist:</b>
➤	Amitabh's behaviour with Jaya.
<b>8</b>	<b>Opportunity:</b>
➤	Gabbar's army catches Dharmendra half way while he was charging towards Gabbar's den.

<b>9</b>	<b>Information Net Work:</b>
➤	Barber in jail providing information to Jailor Asrani.
<b>10</b>	<b>Communication:</b>
➤	Dialogues between Gabbar & Sambha.
<b>11</b>	<b>Diplomacy:</b>
➤	Amitabh pleading for Dharmendra to Mousi.
<b>12</b>	<b>Extreme:</b>
➤	Dharmendra threatening to jump from water tank.
<b>13</b>	<b>Respect the Work Force:</b>
➤	Hema Malini feeding the horse.
<b>14</b>	<b>Why we serve?</b>
➤	Hema Malini feeding the horse.
<b>15</b>	<b>Self confidence:</b>
➤	Asrani speaking with prisoners.
<b>16</b>	<b>Work &amp; Life Balance:</b>
➤	Dialogues between Hema Malini & Dharmendra-Amitabh.
➤	Famous Dance number 'Mehabooba Mehabooba'.
<b>17</b>	<b>Safe distance:</b>
➤	Hema Malini's dance & Dharmendra's asking her not to dance in front of ....
<b>18</b>	<b>Never show all your cards:</b>
➤	Last scene between Dharmendra & Amitabh and Dharmendra realizing that coin had only head print on both sides.

