

Indian Institute of Technology Kanpur

National Programme on Technology Enhanced Learning (NPTEL)

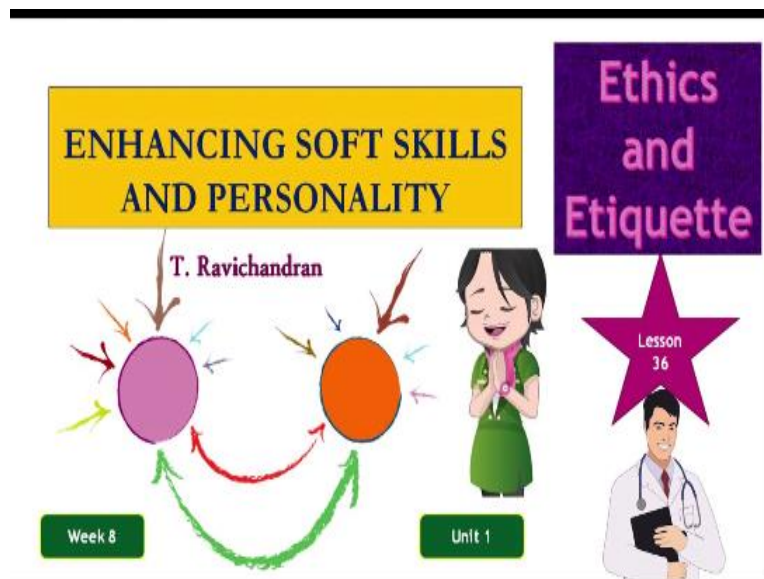
**Course Title
Enhancing Soft Skills And Personality**

**Lecture - 36
Ethics and Etiquette**

**by...
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Hello hi welcome back to my quotes on enhancing soft space and personality.

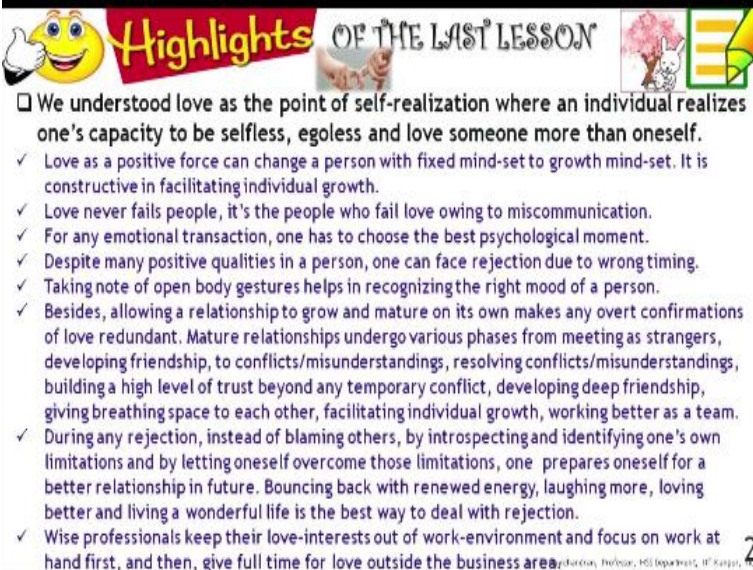
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This is the eighth and the last week of the course is the first unit of the eighth week and totally this is lesson number 36 we just have four more lessons to go to complete this course now this is the concluding week so and I thought it is appropriate to introduce ethics and etiquette which are quite relevant to you in terms of your social role as a responsible human being in this society so far when we talked about soft skills and enhancing your personality I generally talked in terms of your individual self.

So now let us look at the collective responsibility how people assess you in terms of your role in this society in this universe ok so this the general thing I have in mind but I want to start with giving you something in terms of values so that is why I started with this ethics and etiquette now we understood in the last lesson just to take a quick highlights.

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Highlights OF THE LAST LESSON

- We understood love as the point of self-realization where an individual realizes one's capacity to be selfless, egoless and love someone more than oneself.
- ✓ Love as a positive force can change a person with fixed mind-set to growth mind-set. It is constructive in facilitating individual growth.
- ✓ Love never fails people, it's the people who fail love owing to miscommunication.
- ✓ For any emotional transaction, one has to choose the best psychological moment.
- ✓ Despite many positive qualities in a person, one can face rejection due to wrong timing.
- ✓ Taking note of open body gestures helps in recognizing the right mood of a person.
- ✓ Besides, allowing a relationship to grow and mature on its own makes any overt confirmations of love redundant. Mature relationships undergo various phases from meeting as strangers, developing friendship, to conflicts/misunderstandings, resolving conflicts/misunderstandings, building a high level of trust beyond any temporary conflict, developing deep friendship, giving breathing space to each other, facilitating individual growth, working better as a team.
- ✓ During any rejection, instead of blaming others, by introspecting and identifying one's own limitations and by letting oneself overcome those limitations, one prepares oneself for a better relationship in future. Bouncing back with renewed energy, laughing more, loving better and living a wonderful life is the best way to deal with rejection.
- ✓ Wise professionals keep their love-interests out of work-environment and focus on work at hand first, and then, give full time for love outside the business area.

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We understood that love is a kind of point of self-realization where an individual releases one capacity to be selfless, egoless and love someone more than oneself, love as a positive force can change a person with fixed mindset to growth mindset it is constructive in facilitating individual growth so and then in the last lesson we just went to analyze the essential characteristics of love so we identified that love never fails people it is a people who rather fail low into miscommunication or poor communication or soft skills.

So for any emotional transaction one has to choose the best psychological moment this has been discussed in detail in the lessons on communication however it is just to recall to you that you have to choose the best psychological moment and despite many positive qualities in a person one can face rejection due to wrong timing so it is important to take note of open body gestures such as like very open eye contact direct eye contact open forum gestures a very genuine warm

smile and then mirroring gestures putting the feet in front slightly leaned posture so these are all indicating that the operant the person who is sitting in front of you is actually sort of interested in you so taking cues from body language and then making use of the right time so very help one to even make any emotional negotiation successfully no besides allowing a relationship to grow and mature on its phone makes any overt confirmations of love redundant.

So what do I mean by this like if you are able to let a relationship grow on its own and then there is no need to make proclamations of lower declare love and all that mature relationships undergo various phases from the first stage of meeting as strangers than developing friendship to reaching conflicts misunderstandings resolving conflicts misunderstandings and then building a high level of trust beyond any temporary conflict developing deep friendship giving breathing space to each other facilitating individual growth working better as a thing and.

Once you reach this level where you start working better as a team and then once you feel that you can be independent as well as interdependent and certain normal ways of expressing love in those words so they become redundant and it becomes more in terms of deed and not in terms of words how I also gave some suggestions tips for overcoming rejection if any so during any rejection instead of blaming others by introspecting and identifying one's own limitations.

And by letting oneself overcome those limitations one prepared function for a better relationship in future so I quoted a lot of interesting proverbs and the dictums one is the best is it to be so you or deprived of something because you are supposed to wait for the best buy better preparing our self and then the famous quote from the lie Lama that not getting what you want sometimes happens to be a wonderful stroke of luck although at that point you think that it is something that you really missed.

And then you regret over it but in the long run you realize that was for the better and then you got something much better than you would so much you wanted to have it at that point of time okay so bouncing back with renewed energy even if you are rejected laughing more loving better and leaving a wonderful life is the best way to deal with rejection and then I concluded by talking about how you should separate any kind of emotional entanglements in business area that

is many other professionally out to be professional so that is what is expected in terms of your soft skills and personality so there you cannot do something out of vested interest because your love interest is sitting there or your wife is sitting there or somebody whom you are interested is sitting there so you want to manipulate things so these are unbecoming of you in terms of your highly integrated personality.

So why professionals keep their love interest out of work environment and focus on work at hand first and then give fulltime for love outside the business area so they never mix business with love they learn how to separate that and then to the doubt that ok Lau never waits and then lo keeps checking the girl keeps checking whether I am in the office and all that so that based on the definitions that we have been discussing about love would not be considered real love real love is patient it will wait it will understand it will know that you are using your work to progress and grow in your life.

And which will help both of you as a team and then the basic definition that I said that anything that tries to destroy you cannot be considered genuine love anything that is constructing you creating you making a better you is the best way of understanding real love so with that we ended up our discussion on love and managing love now in this unit so let us look at ethics and etiquette and we start with the why it is important if you remember your childhood days.

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ETHICS, ETIQUETTE AND PERSONALITY

As an old proverb goes: “When wealth is lost, nothing is lost; when health is lost, something is lost; When character is lost, everything is lost!”

Character gives one the real personality, which is a combination of values, ethics, and etiquette.

Values are principles or standards of behaviour, often manifested in one's judgement of what is important in life and the way one deals with people and how one prioritises commitments and responsibilities.

“Important and lasting beliefs or ideals shared by the members of a culture about what is good or bad and desirable or undesirable. Values have major influence on a person's behavior and attitude and serve as broad guidelines in all situations.” (<http://www.businessdictionary.com/definition/values.html>)



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Dr. T. Sambasivan, Professor, HRD Department, IIT Kharagpur, India

You must have heard of this world proverb that goes like this when wealth is lost nothing is lost when health is lost something is lost when character is lost everything is lost so we read about money the importance of money but we also understood that money is not everything and we also understood that they end of it that there are so many things in life which you cannot buy just by giving money and sometimes even the various people die of profound grief because they did not accumulate things beyond money okay.

So when wealth is lost nothing is lost because you can always rebuild you can always get back the wealth that is lost provided you have that determination and be but when it is lost something is lost because you cannot recover so in a real sense we actually grow and then decline so if you use some of your vital energy exhaust it and then you become so sometimes it is very difficult to go back to the healthy state.

So you lose something, something is lost but when character is lost everything is lost so characters speak for your personality whatever soft skills that you might have developed and if you lose your character then whatever you might have built in terms of your empire built in wealth okay so everything will be lost character is something that gives one the real personality

and which is a combination of values ethics and etiquette now values are principles or standards of behavior so these are the guiding principles values are setting the standard and how do you know they are often manifested in one's judgment of what is important in life and the way one deals with people and how one prioritizes commitments and responsibilities so for example somebody who values family.

So much me slightly become negligent about work okay so what if somebody valuing so much is often shown in the way when it is trying to prioritize and the judgment own is making as what is important in one's life there is another interesting definition from business dictionary.com so it goes like this important and lasting beliefs so important and lasting beliefs or ideals shared by the members of a culture about what is good or bad undesirable or undesirable.

Values have major influence on a person's behavior and attitude and service broad guidelines in all situations so the way one actually behaves the way one actually performs oneself in public places so once basic ethics and etiquette mannerisms personality so they are all depending on the values the person has imbibed nurtured developed from childhood itself.

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ETHICS, ETIQUETTE AND PERSONALITY

For instance, people with good business values uphold fairness and respect customers.



A person who values family may sometimes become negligent of duty. Hence, one needs to know the moral values or ethics and understand the manner (etiquette) in which one should conduct oneself at individual and social levels.

Etiquette are norms or rules governing socially acceptable behaviour.

Ethics are moral principles that govern a person's behaviour and the way s/he executes an activity. It indicates one's beliefs and ideas of what is right and wrong.



Let us look at more definitions for instance people with good business values uphold honesty and they respect customers they will never cheat customers because they will uphold honesty the very principle virtue so even if customer gives more money they will return the money even if customer loses something or customer is at a disadvantage they will compensate they will respect the customers will value the customers but those who do not have good business values so they will indulge in lot of hook and crook methods to keep the customers manipulate the customers and their only aim is to make money.

It is not to maintain the customers so as I said a person who values family may sometimes become negligent of duty so he spends more time at home more time for children and then he does not care about his boss even if he shouts at him okay and he it does not affect him at all because he feels I play with my children and that is more important so here you may ask is it not right to do that so this is there you need to know more about the moral values or ethics it is nice that you value something more than something else.

But it is your ethics that will tell you at what level how you should manage and then you should know whether giving excessive value to something is right or wrong so that is why you need to know the moral values or ethics and understand the manner that is etiquette in which one should conduct oneself at individual and social levels so etiquette or norms or rules governing socially acceptable behavior.


So if a boy is staring at a girl in a public place so immediately somebody even next to the girl may go and shout the boy and say that why are you staring at her so this is like public norm okay it is a governing social norm it says that you cannot you have no right to stare at her like that this is a simple one I am giving we look at more examples later and similarly ethics or moral principles that govern a person's behavior or the conducting of an activity why you are behaving why you are deciding why you are judging on something than something else.

And why this appears to be good and that is bad so that will indicate your moral principles or ethics, ethics indicates one's beliefs and ideas of what is right and wrong so a person who is highly ethical you can never expect to go wrong or make wrong decisions.

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ETHICS, ETIQUETTE AND PERSONALITY

Business Dictionary offers a comprehensive definition of **ethics**: “The basic concepts and fundamental principles of **decent human conduct**. It includes study of universal values such as the essential equality of all men and women, human or natural rights, obedience to the law of land, concern for health and safety and, increasingly, also for the natural environment.” (<http://www.businessdictionary.com/definition/ethics.html>)



“Professional ethics is a term that encompasses the organizational and personal standards of behavior a professional individual is expected to possess. Most organizations have their own internal code of practice that defines the professional ethics of a certain profession.” (<https://www.reference.com/world-view/meaning-professional-ethics-ce43e07a26ad745e#>)

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Dr. T. Sankaranarayanan, Professor, IIT Guwahati, India

Business dictionary offers a comprehensive definition of ethics let us look at that it says the basic concepts and fundamental principles of decent human conduct so ethic is nothing but decent human contact it includes steady of universal values okay what is applicable not only to one part of the country one place but universal values such as the essential quality of all men and women human or natural rights such as human rights natural rights obedience to the law of flank concerned for health and safety and increasingly also for the natural environment.

So it is not only for you but also for the people around you not only for the people around you but also for their health and safety and also for the environment that you are living in so this gives a very comprehensive definition of faith so I come to your role in terms of protecting the natural environment in one of the later lessons but at this moment it is important to know that okay ethics does not mean only something related to man and another man between human beings but it's also related to the environment that is surrounding us.

You should also be familiar with the term professional ethics so one is expected to act behave judge function according to the professional ethics that is demanded from the person so in reference com there is an interesting definition of professional ethics it says that the term that

encompasses the organizational and personal standards of behavior a professional individual is expected to possess so what does it mean it encompasses it covers the organizational and person Elle Flanders what the corporate the company the organization is giving you as well as your personal standards of behavior with regard to a professional individual so at home you can be somebody but many are in office how are you supposed to behave when you are a doctor when you are a lawyer when you are a teacher when you are a banker so how are you supposed to behave.


So we heard of cases like doctors not behaving properly bank managers not behaving properly if you look at all these things like what people say that they are not behaving properly is actually amounting to their violating some of the norms of the professional ethics, so most organizations have their own internal code of practice that defines the professional ethics of a certain profession for example if you are related to anything to do with medical or law.

So there are set codes there are internal codes it is clearly safe you have to do this you cannot do certain things and then they are supposed to follow this but having said this I should also say that in terms of professional ethics.

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PROFESSIONAL ETHICS

Although there are clear-cut operative norms of professional ethics associated with various occupations, it is difficult to do away with the moral responsibilities which arise out of individual values and social expectations.



For example: A doctor is expected to serve beyond office hours. A teacher cannot discourage a student from asking doubt outside the school premises.

Customers are not hurt or offended when a grocery shop owner refuses to give loan. However, the public may be infuriated when a doctor refuses to treat a dying patient without an advance payment.

Hence, it is necessary to adhere to the in-house professional ethics while simultaneously yielding to the moral responsibilities.

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Dr. T. Sankaranarayanan, Professor, IIT Guwahati, IT Kappa, India

Also there are clear-cut operative norms of professional ethic associated with various occupations it is difficult to do away with the moral responsibilities which arise out of individual values and social expectations that is there are clear-cut norms written a doctor is supposed to do this a lawyer is supposed to do this 83 supposed to do this and it is the way they have joined Duty there are manuals books which tell them how they should operate but it is very difficult to separate the social expectations.

And the moral responsibilities which arise out of individual values so for example let us imagine situation a person goes to your grocery shop and then ask for some loan for buying the products okay he says that money is not there in the bank and he has to wait till the salary comes and the grocery shop owner says no my policy is not to give load I cannot give you do not so people around there so they do not say anything so they know that okay if he has this policy of not lending so that is fine.

And then this person goes to somebody else who may give it or not give it but overall when this grocery shop solo is not giving people do not mind it that much but imagine another situation this one small boy you must have seen in many movies coming and then doctor is standing in the balcony and there is saying that mother is dying and doctor should come home and see her and then the doctor says that no you have to give me money or two will not be able to give me this piece and all that.

Now if the public sees this the public gets enraged the public is sometimes even infuriated although the doctor is rightfully in demanding his peace but the public expects some kind of moral responsibility in this case and things that no the doctor cannot say no because it is more to do with human values and it is at the time of saving a life he cannot negotiate with this people will not think so the doctor has spent so much money in reaching this level and then he has to do his business and then get something.

But they will expect no even if you do not get money or to treat a case especially in emergency and if it is a life or death situation so people will be willing to give contingency to your business prefer person who is not giving money but for a doctor who expects money especially at the time

of life or death situation people will be unmerciful so that situation you can see and same thing with in terms of teaching profession so suppose you say that in the school lovers you have to ask doubts now suppose the student meets the teacher outside the school hours outside the school premises and just sees the teacher on the road and a doubt has been there in the mind and tomorrow there is this exam there is no way to meet the teacher in the class tomorrow the student immediately asked the doubt.

And if the teachers nuts the student says that you who asked you to ask this note here so you should have created it in the class itself or go back to your book read again you will understand now these things again the public will not tolerate so there is a moral responsibility associated with this jobs and whatever job that you are there is this in-house norms which you are supposed to follow which tells you what is professional ethics.

But at the same time the society is expecting that you should yield to the moral responsibilities which are expected from you so together they make you a really integrated person in terms of professional ethics now to continue with this thought on ethics etiquette and personality.

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ETHICS, ETIQUETTE AND PERSONALITY

A person with high ethical values and good etiquette will be able to create an everlasting impression on the people s/he comes across.

Being friendly, helpful, charming, dignified, decent, affectionate, and lovable are qualities one should possess to build one's personality.

Although some children develop these traits from school itself, there is no age bar to developing them.

People often say that they behave in an unethical manner because of the surroundings. Thus they will not spit on road in Singapore but they will not hesitate to do so in India.

However, society is made of individuals, and the change has to emanate from the individuals.

Circumstance reveals a man (does not make a man!)



A person with high ethical values and good etiquette will be able to create an ever lasting impression on the people he or she comes across the moment they see they discuss the interact they will know that oh this person has very high ethical values and they will have respect for the person automatically certain things like that are associated with these people such as being friendly helpful charming dignified decent affectionate and low herbal or qualities one should possess to build one's personality.

Although some children develop these stripes from school itself there is no age bar to developing them so if you are at the age of 50 60 watching this video and you want to make a change there is nothing that is preventing you to change it and even if you're let us say 18 20 who is watching it is high time that you can easily change and then you can behave in a very highly ethical manners people often say that they behave in an unethical manner because of the surroundings.

So they will say that everybody around me is corrupt so why should I be honest so all are unethical so I will also be unethical see for a person with high ethical values this is no excuse this cannot be used as an excuse so people will say when they will go to Singapore they will say the country is very neat and clean so they will not spit on the road and they will say that spitting will actually make them give huge amount of fine so they not do that but they will not hesitate to do so in India.

Because in many places tell me fine is not strictly imposed okay so they will say that they are taking it seriously here they do not take it seriously but we need to look at the fact that society is actually made of individuals and the changes to emanate from the individuals so if individuals change automatically society will change and then normally people think that or circumstance is making somebody behave like that surroundings are responsible for the person to behave like that It is a wrong way of thinking circumstance.

Never makes a man it reveals a man so if you are in a garbage area and behaving like garbage it is showing what is inside you and then even in that surroundings that is full of garbage if you behave in a very neat and tidy minus it is not reflecting the surrounding it is showing what is in do what is inside you and that is coming out so if you have your thoughts pure if you have high

ethics if your etiquette and personal behavior or really good then nothing in the surrounding very effective let us take some examples of poor etiquette.

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And people who have low sense of ethics and how do they behave things like spitting on public wall okay they will do that at their own wall in their houses but they would mind doing it on public roads public places or near stat case and then even there are designated spaces places for spitting they do not do that smoking in public places so officially in a country like India it is said that the passive smokers they get cancer as much as the active smokers the passive smokers are the ones who just and often the spouses of husbands okay.

Friends of some smokers and then workers or with boss, boss keeps smoking and then sending the smoke before the people now that actually affects and then smoking in public places one has no right to just make everybody passive smokers and give them ill health just because of one spider it causing disturbance when one is expected to be silent especially Interviewer: heaters so whether it is especially in place dramas are some dance performance.

One is expected to keep pin-drop silence suddenly mobile is not kept in silent mode it rings but suddenly somebody talks to someone and then biting nails before others picking nose or teeth in public making noise while eating or drinking especially before this especially while eating in group talking aloud on mobile phones in public places came buses in transport areas and then everybody hears what you are talking and then you have no right to deserve this violating traffic norms often overtaking from left when you are supposed to or take from right.

Crossing without using the zebra crossing just dotting across the road without even using this zebra crossing these are very matter wits poor etiquette occupying seats meant for women ladies elderly people or other able people.

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EXAMPLES OF POOR ETIQUETTE

- ▶ Occupying seats meant for women, elderly/ other-abled people on public places/ transports
- ▶ Speaking in a regional language known only to few people while in a group
- ▶ Gossiping and spreading rumours
- ▶ Making fun of others
- ▶ Disturbing someone who is busy/ meeting someone without seeking an appointment
- ▶ Asking rude and probing questions
- ▶ Commenting/ criticizing without being asked for



Dr. T. Ramani, Ex-Officer, IIT Madras, Bangalore

On public places or transports and ironically not getting up when these people come and sometimes even refusing to get up or coral in with them saying that the person occupied the seat first and would not get up speaking in regional language or languages known only to or 23 people when you are in a big group okay let us say 10 people are there and then suddenly you speak in a lie which eight people do not understand so that again indicates very poor etiquette

gossiping and spreading rumors so it is poor mannerism making fun of others disturbing someone who is busy so you have no right to disturb somebody who is really busy or meeting someone without seeking an appointment just barging into somebody's room and then disturbing the person and then just pouring out your problems and then making the person just focus on your work and then completely distracting the person from his or her work asking rude and probing question to known people even to strangers or you sitting next to somebody you keep asking where did you buy this what is the price of this jacket where did you buy.

That one like a why are you eating this why are you carrying this so these are all like very impolite and poor behavior commenting criticizing without being asked for so you can see good things about somebody but then openly criticizing somebody's behavior even when the person has not asked you to criticize saying that or that bag looks awful I will never carry that kind of bag no obviously you are not carrying it and the person who is carrying is thinking that it is actually good now why are you criticizing the other person and what right you have to criticize so you have no right and then in terms of parents feeling proud of misbehaving children.

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EXAMPLES OF POOR ETIQUETTE

- ▶ Feeling proud of children misbehaving in public
- ▶ Using foul language in public
- ▶ Poor telephone etiquette (calling first and asking "who is speaking?")
- ▶ Poor e-mail etiquette
- ▶ It's rude to be immersed in social media on mobile while in a party, sitting with others.
- ▶ Taking pictures without the knowledge/permission of others
- ▶ Posting pictures without others permission and tagging them
- ▶ Going late and not feeling sorry/ not apologising
- ▶ Not saying thanks/ showing gratitude


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Dr. T. Sambasiva Reddy, M.D., M.B.B.S., M.P.H., M.Sc., M.A., M.Ph., M.B.A., M.B.A., M.B.A.

In public children are behaving like monkeys in hotels monkeys in public places and then the parents killed so proud okay sometimes very important VIPs sitting in the front rows so these kids just go and then sit on their lap and then and these people give very suppressed repress miles because they feel very embarrassed and the parents feeling proud oh! my children have no fear talking to these people and all so not controlling unruly children in public and letting them disturb is also coming under for mannerism.

Using foul language in public so using four letter word abusing people and then in terms of telephone we already discussed about telephone email okay and we talked about netiquette at all that you should go back to those lessons but generally there are a lot of things you need to improve in terms of using phone the simple thing like calling first and asking somebody who is speaking okay so you called so you should tell you first I am so and so I want to talk to so and so or am I talking to this person instead of you asking tell me who you are so very rude and impolite.

Similarly it is rude to be immersed in social media what is a face book and completely your face is buried in that social media on mobile while in party are sitting before others so six people are sitting before you and then expecting you to says something but your face is completely buried on the over you never look up to anyone and talk to them and all the time you are busy with this one so that is really rude when you go for a party when you have to talk to people you have to Tokyo to even switch off your mobile and keep it in your pocket and taking pictures without the knowledge using camera separate camera or mobile.

Or even without the permission of others and posting those pictures without others permission and in case of like Facebook and other media tagging them without their permission so that is also not good behavior going late to meeting to office to school and not feeling sorry or never apologizing thinking that it is your right to go late so these are again coming under poor etiquette and last but not the least not saying thanks so even any small thing if somebody is doing it to you, you should be able to show your gratitude.

In terms of saying thanks in terms of expressing your appreciation if you don't do that it is also part of poor etiquette so keep these things in mind and try to improve your etiquette understand the professional ethics that depending on your business you try to emulate and then always have your moral responsibility realized and then perform conduct yourself in a very dignified and decent manner that you are likeable you are lovable and everybody feels that you are the person that they feel like having you.

Either in a personal or in a professional environment let us take a quick look at an interesting quote on true values.

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The slide is titled "True Values . . ." in the top left corner. In the top right corner, there is a small diagram with "Business" in the center, surrounded by "Finance", "Quality", and "Efficiency". Below this diagram is an illustration of three business professionals in a meeting. The main text of the slide is a quote in purple: "Here are the values that I stand for: honesty, equality, kindness, compassion, treating people the way you want to be treated and helping those in need. To me, those are traditional values." In the bottom right corner, it is attributed to "- Ellen DeGeneres". In the bottom left corner, there is a colorful word cloud containing terms like "VALUES", "ETHICS", "TRUTH", "MORALS", "HONOR", "COURTESY", "RESPECT", "INTEGRITY", "LOYALTY", "DIGNITY", "FAITH", "PATIENCE", "GENTLENESS", "KINDNESS", "GOODNESS", "GRACE", "PEACE", "FORGIVENESS", "SELF-CONTROL", "TEMPERANCE", "COURAGE", "WISDOM", "STRENGTH", "HOPE", "CHARITY", "HUMILITY", "MODESTY", "SINCERITY", "TRANSPARENCY", "ACCOUNTABILITY", "RESPONSIBILITY", "COMMITMENT", "DILIGENCE", "PERFORMANCE", "EXCELLENCE", "INTEGRITY", "HONESTY", "EQUITY", "FAIRNESS", "JUSTICE", "BALANCE", "HARMONY", "UNITY", "COOPERATION", "TEAMWORK", "SYNERGY", "GROWTH", "PROGRESS", "INNOVATION", "CREATIVITY", "IMAGINATION", "DREAMS", "VISION", "PASSION", "ENTHUSIASM", "ENERGY", "DETERMINATION", "PERSEVERANCE", "RESILIENCE", "ADAPTABILITY", "FLEXIBILITY", "OPENNESS", "COURAGE", "COURTESY", "RESPECT", "INTEGRITY", "LOYALTY", "DIGNITY", "FAITH", "PATIENCE", "GENTLENESS", "KINDNESS", "GOODNESS", "GRACE", "PEACE", "FORGIVENESS", "SELF-CONTROL", "TEMPERANCE", "COURAGE", "WISDOM", "STRENGTH", "HOPE", "CHARITY", "HUMILITY", "MODESTY", "SINCERITY", "TRANSPARENCY", "ACCOUNTABILITY", "RESPONSIBILITY", "COMMITMENT", "DILIGENCE", "PERFORMANCE", "EXCELLENCE", "INTEGRITY", "HONESTY", "EQUITY", "FAIRNESS", "JUSTICE", "BALANCE", "HARMONY", "UNITY", "COOPERATION", "TEAMWORK", "SYNERGY", "GROWTH", "PROGRESS", "INNOVATION", "CREATIVITY", "IMAGINATION", "DREAMS", "VISION", "PASSION", "ENTHUSIASM", "ENERGY", "DETERMINATION", "PERSEVERANCE", "RESILIENCE", "ADAPTABILITY", "FLEXIBILITY", "OPENNESS". At the very bottom left, there is a small line of text: "Dr. P. Srinivasan, Professor, IIT Madras, India". In the bottom right corner, the number "11" is displayed.

From Ellen DeGeneres he says here are the values that I stand for honesty equality kindness compassion treating people the way you want to be treated and helping those in need to me those are traditional values and mind you usually what we call as traditional values our old values or the ones today we revived in terms of professional ethics and then we expect that people have these values even when they are working in highly ultra modern society and societies change technologists change people.

But then still people with these kind of traditional values for highly respected and they always are admired by people around so with this lesson I also want you to become such people whom everybody looks up to in terms of values ethics professional ethics and good etiquette so wish you all the best to become such a personality and thank you so much for watching this video.

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Hari Ram

Bhadra Rao

Puneet Kumar Bajpai
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