

**Soft Skills for Business Negotiations and Marketing Strategies**  
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**Lecture – 08**  
**Discussion of soft skill (Personal Skill) (Contd.)**

Good morning, till the last module we had been discussing about personal skills and this is the point where we stopped.

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**Personal Skills**

- Good Answering
- Habits
- Handling Criticism
- Imaginative
- Intellection
- Judgment
- Knowledge on Current Affairs
- Knowledge of Languages
- Language speaking skills
- Leadership
- Likable
- Low-key
- Hiper-active
- Motivation
- Observation
- Patience

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We stopped at patience I suggested that for your any kind of endeavor, whether it is interview whether it is business, whether it is for negotiation or for even trying for any kind of activity patience is very, very vital.

Now, I will go forward to many other skills, soft skills which you should imbibe.

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**Personal Skills**

- Pause
- Perception
- Personality
- Perseverance
- Photo Memory
- Pleasant
- Positive Thinking
- Performance
- Precision
- Preparation
- Preparedness
- Prioritizing
- Process Improvement attitude
- Punctuality
- Rationality
- Recognition

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Pause I will tell you very frankly, whenever you are interacting with somebody else, if any proposition, or any idea, or any point which is contesting your opinion you are likely to get a little agitated internally. Externally it may not be visible; internally you get agitated you raised a point immediately contested. You raise a suggestion, you offer a suggestion immediately discarded, you give a proposal immediately refused. These are the situations which are very, very critical during negotiations or any interactions.

In the interview you answer to a question it may not fit exactly to the line of what the interviewer is asking or expecting. Immediately he discussed your answer and saying no, no, no that is not right and you take it you are taken back you know. At this point my suggestion is use pause give a short few seconds pause. Suppose you have offered or rather proposed a fees being discarded, you are about to walk out because it does not match I suggest pause give a pause and then go forward. 2 things happen in this during pause you buy your time when you are giving a pause you are not retreating you are not leaving the ground, but you are just thinking what could be your immediate next course of action.

At the same time the opponent who has discarded you, or contested you, or refused you he is also thinking what could be your next move. Have you ever seen just chess games do you see that the players they immediately you know jump into giving some moves no they give a pause the pause is the child which he required internally, for thinking, for strategizing, for working out exactly what you are supposed to do?

So, dear friends pause is very, very vital try it. You try it and get convinced yourself it is only my suggestion then comes perception. What is perception? You remember I was talking about the mental processes. In the mental process we go through 3 steps the first step is sensation the sensation guided by all your senses, an example you see something through your visual sense, you hear something with your auditory senses, you smell something with all factory senses whatever happens you know that has a result which is called sensation.

The immediate step after is called perception. Everybody is endowed with sensory power a little more or less more or less means in terms of degree; somebody can see it very brightly somebody who cannot see very brightly will put a specs like me if somebody can hear very clearly somebody may be having a little bit of hard of hearing. So, he puts a hearing in so, that is not the point the point is you have a sensation, which is a result resulting into something called sensation.

The next stage immediately what happens is the mind works in split seconds we really cannot comprehend the mind immediately goes into the next stage or step called perception. That stage is guided by all your other knowledge background knowledge or exposure or experience. So, the perception is never possible unless you had a sensation. The perception of what in this sense what is that skill there how quickly you can perceive the situation. How quickly you perceive the situation depends on how do you see it you remember in the last module I have discussed that seeing an observer observing there is a difference. Basically, what happens is when you are observing you probably will take the help of perceptory power or perception power.

Now, in this perception you know the it is guided. How? If you are an artist, then you more know more about the paints, papers and all of the media. So, moment you see a picture immediately perceive this is done in this kind of media. Suppose you are an architect and you know about lots of buildings. There are many other people who are seeing these buildings maybe as tourists, but the thing is the moment you see it you see the you see the picture and then immediately you start narrating the history or the structural complexity or the excellence of that particular object, as an architect because you have been taught.

So, you have been informed you have analyzed it before you have learnt about it. So, the perception is always guided by background information. Now here I have a suggestion

whenever you are going for business at that point of time you have a very clear perception of entire scenario or maybe alternative scenarios.

How it happens you are going to meet a chairman of a company. You must have a perception what a chairman should be what should be his position how should he how could be manifest and usually what are the different kind of chairman or different types of chairman you have met before or you have heard about. So, your perception of the chairman is very important.

If you are meeting the project manager, then you must have a clear perception what is the limitations or what is the power of that project manager. So, you must have a perception of a project manager. In fact, I will tell you in this kind of cases you would require a little bit of background research you never jump into any kind of you know interaction in such kind of business interactions where you do not have the background information.

Background information does not mean that you know the entire history of that company no; background information is the position, background information about the power, background information about the limitations all these I will discuss when I will talk about negotiation in such modules I will discuss more in detail I will give you some tips on that part here. So, the perception basically is your idea about the situations about the persons about the consequences and such.

If there is anything which you are seeing for the first time or you are experiencing for the first time then I can tell you that your perception may be weak. I would say 0 because probably what you do is you will try to find a little some other items which are you know comparable to this. So, you have a perception of the other item which you have been exposed to you, but this item which you are now going to deal with you are now developing a perception.

Next time we will go to a similar situation your perceptory power on this situation is very, very effective and clear. Here I would say that perception comes alright that does not mean the perception is automatic, perception has to be nurtured you have to culture, you have to study, you have to read, you have to analyze. Next that comes in my list is the personality I have talked about it in some other manner earlier the habits when I said.

Personality is overall yourself overall yourself is how you stand how you talk, how you shake your hands, how you move forward, how you move backward, how you bent, how you look at something, how you smile, how much is smile if it is highly hilarious thing, how much you

are smiling or laughing everything, how do you eat if you are offered a cup of tea, how do you sip personalities totality and then along with it all your background education your family backgrounds you are you know overall manifestations your attire.

So, the personality is a totality though in my list of alphabetical order it came here, but if I take everything together and all positives add it together I would say I am seeing you as a positive personality a right personality who you know possesses all these good qualities, but suppose the opposite is also true I might find you that you have not really you know matched with all the expected good things then naturally your personality will turn out to be negative personality or poor personality.

So, personality is to be built a suggestion to youngsters. When you are in school you have the company, where do you have school friends and teachers when you are in college you are in company with another set of friends limited first limited to your class, then limited to your batch and then limited to your hostel mates then limited to the entire campus so; that means, you are in company of multiple such sets where other sets may be the subset within it.

In such cases what happens is at some point of time maybe in the college you have been highly sure really, I have been moving around jumping around, singing, dancing, shouting and many, many other things which are very common in the hostel. The moment you step into the profession you will find there is a sea change coming within you it is not that you have been trying hard to do this, but it just comes within you because every kind of operations requires that decorum.

Every kind of operations requires a frank kind of protocol. You watch yourself 5 years after graduating from a college and then you see yourself in the mirror try to analyze yourself you will find that there have been a personality change, who did it is a situation it is an environment it is a company, it is an association, it is your partner it may be your family partner, your spouse it may be a children all together you will find that there would be a personality change. The personality change my suggestion is left always the personality change before positive.

Whatever may be the situation, if there are bad situations I will still say maintain your good personality build up your put good personality and sustain your good personality. Personality finally, speaks you meet somebody. See I have been meeting a lot of people some people I will probably I will never meet in future I have met only once, if I go to a conference I meet

say 100s to 200 people and some of them I bump into we have a 15 minutes or 5 minutes chat maybe during the dinner time I haven't met him other people I am meeting.

So, if I go out of the conference afterwards then I find that I have met how many people and those people I might not meet ever, but one thing has to be very sure that once they go back or once I go back. We must carry a good impression of the personality of the person I have met. This is a big, big treasure he will not understand now or you may not understand now if your personality wants reflect as a good one remains in the mind of the others throughout his life.

If your first impression or your personality is reflected has a negative one or a bad, one trust me this will also be in the mind of the other person throughout his life. If there is any opportunity for you where he could have recommended you or referred you to something then you automatically will find this is say a no, no, he is good in academics he is good in professional works, but his personality is disturbing you are gone, all positives you try to make within this personality.

Perseverance is your tenacity to sustain in an activity. You are doing something not necessarily within split second you will reach the targets or you will reach your goal you are trying, you are doing more you are trying to improve the quality this is what is perseverance you have to stick to it stick to the work that you are doing till you reach a target.

Now, what happens is quite often I have seen see I deal with my students, quite often I have found that many of the students you know when they come to me and say sir this is what I want to be in future. And 10 years after when I made that student already he is in the profession then I find that what he wanted to do he could not do rather he has landed up in something which he did not want to do.

What happened really what going to wrong basically he did not have the perseverance on the thing that he wanted to know perseverance does not mean that you have to be bullheaded, no you do not be bullheaded because you have an intellectual power you have an analytical power you use that, if you are persevering if you are following a kind of actions then also you are analyzing every time and when you are analyzing, if you find that it is no point pursuing this particular work I do not need really need to exercise the perseverance in such cases I will say that stop it go somewhere else do something else ,but if you are you know that you can do your work and ultimately reach the goal then perseverance is important.

It is very true for students you are looking for a degree. The degree with a good score good cgb if you are trying that then at least follow that. So, that you have a good cg you are you want a certificate with a good cv, but at the same time you have focus to yourself not only to study, but many other things which are hampering your this work. Then I would say that it is like ok.

An example let me give you there you are good singer as well in the campus you are in the academic educational campus you are a good singer you are regarded as a good singer and you want to sing. So, you are skipping some of your classes to practice for the singing I would say that if you really want to be a good singer then persevere in that run your academics, but do not ever crib in future that I could not score much, because you have not really persuaded this much and the music is your you know love no problem.

Whatever you do see in our whole life of work every time we have segments different segments of time in which we fix up a point or start also the goal ins of in terms of time, once you have fixed that goal follow procedures try that. If you find that it is very difficult for you to continue with a work for long give a break; there is no harm giving break is not a crime. I in fact, I personally feel that the given break is good I do myself I give a break, because I know that if I give a break whether it is a coffee break or a chat break with my friend or it is just a simple walk in the nature or sit idle in the same chair where you have been working till last minute and pick up a book or simply do nothing and look at the you know look at outside give a break, but the thing is that break should never disconnect you with the actual target work that you are doing.

Photo memory is very, very genetic. Trying photo memory people try you know people try and, in our schools, we have found that there have been lots of games in which you know some in some I have gained somewhere you know I want some in I have lost. The photo memory is something that whatever you see you memorize it as a photo it is just like a photograph of that you so, you maintained a photo memory, whether it is a photo, whether it is a nature, whether it is a face of a person you have met or even whether it is a full set of derivation of equation or some figures or the entire page. Photo memory I have found very rarely I found in a strong photo memory amongst by you know acquaintances, but whomever I have found that they have strong photo memory. And I am I can assure you that I have found them to be in a very good position or achievements. And photo memory later on you will cut we will get seen another term will come photo memory aided with good retrieval

power will help; that means, an example suppose you have been you have visited somewhere and you saw the environment and then you come back after one year you are thinking where did I go.

If you can recollect the whole thing as an image, you are really endowed with a very strong skill and the photo memory sometime helps you saves you. Photo memory maybe the figures like say you know how much rupees you have seen in the piece of paper. You do not have to make an image of the entire page you have to only you have your photo memories only of the figure likes this particular project budget was about 32 lakhs. All 30 lakhs you know 50 thousand or something like that, and you have a photo memory search you just recorded that in your mind as a photo; that means, that image and moment you have somebody asked that do you remember what is the budget of that particular proposal then immediately we will say the exact figure because that came is a photo.

So, this is something which it is a soft skill it is a soft skill. It does not you know you cannot inject this to anybody it comes I think through hereditary or through you know it genetically it comes, but whoever has it and if you see somebody who is having photo memory be very, very careful because that person will retrieve all his images as fast as possible much before you could comprehend.

Pleasant personality as a pleasing personality people like you people generally do not hate you, people they do not may not like you because you are in competition, but the thing is whatever it is people find that you are a very nice gentleman or gentleman, you are a nice person after all that pleasantness comes from your behavior, from your manifestation from your speaking the kind of speaking.

When I will talk about the verbal and nonverbal communication in such case you will find these things will come up in very much in detail. I am just touching all these points to introduce you to all these you know you try to identify later, since when I am giving this full list of personal skills and other skills as well; that which skills you think you have and at the end I will give you a checklist, in that checklist you will fill it up yourself and I will expect that once you fill it up yourself without any hesitation you will made it to me let me understand you that where you have excel or where you have the limitations.

First is for yourself means that checklist when you will fill it up it will be just like a simple chart; all these will be listed over there and then there will be a degree that how much do you



think that you have these particular skills that will come at the end of this particular entire set of lecture and then you will try to judge yourself. And once you judge yourself does not mean that the world has ended if you find that somewhere you are weak then your first initiative would be how can I improve myself on that and you can do it I will tell you means not everything in the skills can be taught.

But it can be at least practiced. It can be tried to suggest. And so, pleasant is basically how you manifest. People find very comfortable to talk to you like to talk to you expects that if you could have met something like that. So, in business good personality, positive personality, pleasant personality, good appearance all these makes the first breakthrough. First you go to a reception or rather reception desk of an office you are not sure whom you are supposed to meet because he went to the office with a hunch that there may be a possibility of your work or business.

The first person you are going to meet is the gate man. The gate man you have to first cross through you have to convince him that I have come here for something some business whom do you want to meet you may not know, but the thing is your personality should be such the gate man really likes you and then he helps you to find out whom you are supposed to meet, but he will not do it straight way what he will do is he will send you to the reception desk and there is a receptionist sitting, maybe 1 or 2 if there are 2 in such cases you have to have such personality that both of them start liking you. Then they will help you one of them will be busy in some other works another person will help you and that person will take you to the actual chamber we are supposed to go, because this is the first time you are meeting you do not do not know whom to meet.

He might give an alternatives. Like say do you want to meet you can meet this person this person this person tell me exactly what is your business and if you tell me exactly continue your business maybe I will be able to help you in telling that which chamber you are supposed to go to which office you are going to go to. So, it all is possible if you have a very pleasant personality. And if you are regressed and you think that you are a big shot in your own company you are the chairman of your company and you have the right to enter into any chamber sorry does not work you have to be sober you have to be really present personality.

Positive thinking is again internal very internal see in the whole universe if there is something positive there has to be a negative otherwise there will not be a balance. So, there will be

positive persons there will be negative persons, there will be positive situations there will be negative situations.

You cannot expect that everything will be positive you cannot expect everything will be negative you cannot expect that the every person you are going to meet is positive just because you are positive no, but the thing is what you can at least do is make yourself positive. If you want to make yourself positive all the positive things that you know all the skills that I am saying at least if largely you go about 60 percent of positive of all the points when you will fill up that chart which I will give you, then you will find that you are reflecting as a positive personality with positive thinking.

Now, what is that positive thinking? Suppose you are looking for an opportunity see my experience with my you know associates, wherever I am suppose I am giving an example all these are hypothetical examples though taken from the life you know. I make a proposition and there are 5 more people sitting around me I am the 6th person I make a proposition that this could be a good opportunity. 4 of them says yes, yes it may be a good opportunity one person says I do not think it is a good opportunity he may not be wrong he may be 100 percent right, but the way he started thinking that I may not think it is a good opportunity is there good reflection of his negative thinking.

The other 4 did not take any chance they just wanted to play safe and you know support me saying it may be a good opportunity, but suppose it is something like this that 1 person says not a good opportunity 3 person says maybe a good opportunity and 1 more person left there he says I think it is a very good opportunity. Then I will consider that person as a positive thinker. There may be it may be a bad opportunity he at least starts thinking it is good opportunity.

Now, the thing is this is the concept we always say a very you know commonly used how looking at the glass half glass full of water half glass empty. Positive thinkers will always consider as a half glass full because if there is half glass empty, then half glass must be full. So, positive thinkers looks at the half glass full and the negative thinkers generally looks at half glass empty.

The point is the positive thinkers advantage is if he finds this half glass full then he has an opportunity to fill it up the other half. That makes a full glass full of water think about the result of the negative thinker. Negative thinker case that half glass empty. So, to see that half

glass empty becomes it is a half glass full glass empty he just pours the water out the water goes out is gone 0 result is 0.

So, never think in terms of half glass empty, always have a positive thinking. If you find that by your nature of positive thinking you are landing into trouble I can assure you one thing if you really be good analytical person. And if you are you know if you have all those positive things then you can convert that negative thing to a positive one. The way I said that once we think I will think that the half glass is empty half glass is full half glass the rest half glass which is empty I will fill it up; that means, it is an action he takes this is what is very, very important.

Performance is how you deliver how you manifest how you take carry on the work and how you ultimately deliver in the organization. If you are working in an organization then you will find that your performance is always going to be measured the performance measurement there is a big, big thing maybe some other lectures I will offer this there are many ways of measuring the performances.

Most often the performances are measured by very global judgment in a company. Which I do not appreciate I do not appreciate that one day you have unfortunately because of your poor mental state your misbehaved with your boss and boss throughout things throughout is the year all throughout your working carrier he thinks you are a bad person. So, all your good performances will be graded as one grade less maybe 2 grade less this I do not appreciate do not support.

But the thing is if it is very critical and individual judgment individual subjective judgment does not have any role to play in your performance measurement. In such case what happens is your performance will be measured in terms of very discreetly in terms of values there are there are various formats of performance measurement some other day I will discuss on that.

Precision is a very critical thing that how correctly you do it if you do it very correctly then your precise I would put a note of cautioning. You know position has to have a limit there is nothing in the world which is 100 percent precise, nothing none of us no system no knowledge no machines 100 percent precise.

But there is a degree of precision, which is required the degree of precision up to which it will work and there will be a tolerance some plus minus and your precision level your

precision skill should be up to that. If you be over precise you will be wasting your time why you know you want to go one kilometer you walk one kilometer and then you think I can go one millimeter further or one centimeter further oh one meter further makes no sense there is no reason to go to that position. So, it is you who will decide how much precise it will be where up to what level of precision you will work.

So, whenever you are fixing your targets fixing your goals you work out your precision at that particular level that how much precise we should go to. Once you go work out this precision then you will find you also have to share with your colleagues who are working on the same group or the same you know the team members, because they also should know what is the precision level that you have set and everybody should try for that. If in your team you have not shared what is the position level and somebody else works with a precision that is also wastage of energy time and also the result will be deleted.

Then comes preparation for everything a preparation this preparation thing I will discuss more when I will talk about the negotiations when I will talk about the interviews and gds. There are 4 different kind of activities in the business or in the you know in the interactions different level of preparations have occurred. I will discuss individually preparation is what before you start really acting on ground your background activities that is preparation.

How you prepare whether it is to knowledge whether it is to exercise something like that it is just like you know. The person who is a Olympic runner he runs for only few seconds to win the gold medal, but he might have had 10 years of preparation. So, how much time is required for preparation what degree of this degree of you know perseverance persuasion exercise is required for preparation is a different ballgame for discussion.

But the thing is what is preparation just the stage up to; which or rather before which you know you are just going into actions. So, if you are going for actions anything before that that you have done for as many number of years does not matter time does not matter, time is the one that we require. So, you have the preparation without preparation do not ever venture into anything without preparation do not do it because none of us are. So, great that we just jump into some action and we excel never possible.

Good, good preparation will help you in combating situations which you might not have foreseen. So, you prepare well this preparation is basically leading to a word called preparedness, preparedness is yourself. Preparation is a action that you do preparedness is

yourself that are you ready to be prepared how much you are prepared, preparation is a process and the preparedness is a state of affairs at this state I am prepared I am prepared for this action.

Prioritizing you know every day we have lots of work to be done. Which work you will do first there are good books on first thing first you have a set of works scheduled it may be for the day may be for the week may be for the month maybe even for the year or maybe even for your life. You have to prioritize does not mean that if you have prioritized you have no chance of changing it is not you know fixed item you can always change your prioritization or priority.

Prioritizing is what our prior you know prioritizing is what today if I have a set of activity there are say 9 or 10 activity is then which have to be done first. There may be some actions which may have to go parallel, if it is parallel then and suppose there are 10 activities of which there are 2 activities which are which has to be done parallel, but they can be in the priority list in the third; that means, the first action is the first priority second action is the second priority in the third action third priority level you have 2 actions and both actions may not be you know helping each other or complementing each other does not matter does not matter.

But you have prioritize them as 3 and 3 never prioritize them as 3 and other one 4. Then you will be really running into confusion that which one is 3 and which one is 4 if there are 2 things have to go parallel then it has to be prioritize in that manner. I will give an example with for the students if you think that you want to be a good artist and then you decide that you will be first finishing your school and then start learning art or painting it is lost time lost in your priority both are important. You want to be a good artist, because you have set the target you are in your goal setting you want to be an artist in life in future.

But you also would be would like to be a good academician or say educated person if you say no first I will finish my school then I will go to the art classes do not parallel let it run parallelly. So, your priority is parallel, but only thing is that between these 2 depending on the time demanding depending on the situation demanding maybe you have to do a little bit of plus minus of the parity level.

So, there is something called delta priority within it. So, if it is priority 3 for education then it may be 3 and the other one delta minus; that means, it will be slightly lesser than 3, but really

never before. So, this is how what happens is we set our activities in the life, and when you will be in the working conditions then you have to say you have different priorities. You have to run your family, you have to maintain your car, you have to earn your money, you have to pay your bills, you have to keep deliver to your office, you have to meet your clients, you have to do your work, you also have to recreate yourself so many things to be done.

The thing is in such kind of cases what happens is how do you prioritize this prioritization is again a very serious matter. If I get a chance in my course I will be discussing something on this because basically what is happening is more I get the feedback from you all then in my future modules though they are prepared already I might have to make modifications saying that what all I have to add. So, that it helps you.

Process improvement attitude is another thing which generally people are raised you know aversive of, what is the process improvement attitude? Suppose you are doing something you have a set system of working set machine is for working set rules and set manuals in such case what happens is that you are working in the process of working you are seeing that improvement is necessary in your manuals working manuals.

Improvement is necessary on your documents improvement is necessary in your entire process, improvement is necessary in your team reshuffling you know you must have a positive attitude toward process, improvement you do not have to be critical. You do not have to really think about that I will lose time I will you know it is already delayed and all that all that yes it is critical, that if your project is getting delayed because of this process improvement, but the thing is you do not know if you give a little extra effort little, extra time some delta, extra time then probably you have a better benefit because you have product that you are bringing it out it may turn out to be excellent which will fetch you more projects more sale more business.

So, you must have a very positive attitude towards process improvement. I have seen working with many people some people you know do not understand one thing. You just search yourself in your amongst your own associates you will find this I am just giving what kind of case very hypothetical what I am putting as a hypothetical one. You know if you are led by a leader by virtue of his position and experience he has become the leader and he is asking you to do some work which he himself cannot do he cannot do not because he does not have time

he cannot do because he cannot do by competence I am telling you very frankly such leaders are very dangerous for you because it is like.

Let me go an example with the architecture because I am in this field. So, I have always experienced this very, very frequently. Suppose your leader has asked you to make a design and also draw which took about say 30 days for you and then the leader goes to the client with your products and the client says it needs modification. Leader is very much with process improvement attitude I appreciate that while leader does not understand that you require 30 days and suppose for that change with the client is demanding you require 15 days and client asks in front of you to your leader to how many days do you think that you can give it the modified one.

Leader spontaneously to impress the client says maybe within a day or 2 dangerous I will tell you dangerous, because the leader is not going to work he does not know how much time generally is required for that modification you only know and since your subordinate you are not supposed to speak.

So, you kept quite leader you know very boasting you say well maybe within a day or 2 and then comes back and tells you gives you a pressure because of his process approval attitude he says no you have to do it, because I promised him within a day or 2 take at the most 2 days. You are gone I will tell you will just drain out these are dangerous things which happens I am what I am suggesting is, you have the process improvement attitude with the full idea of the limitations of time requirement energy requirement manpower requirement and also the you know the real benefits.

Next is punctuality follow punctuality in terms of time. When all at the last element in the last week twelfth week I will discuss about the time management at that time I will elaborate this more punctuality is taking to the time if you have committed something stick to the time and if you want to start something stick to the time.

Rationality is very; very superficial rationality is like say what is right you know what is proper and why it is superficial because judging the rationality becomes very, very difficult getting or measuring the rationality is very, very difficult. And then a recognition this is one more important thing recognition you know what happens is you have to recognize the talents you have to recognize your own self talents you have to recognize your limitations you have to recognize the situations.

But recognition what I am referring over here is something like if you are getting some benefits or some services from somebody recognize the quality or the positiveness of the person who has delivered you this recognition is the recognition of the action. It is something like if you have asked somebody to deliver something get something for you and he gets in time recognize and pat at the back of the person and say that is good that you have just got it in right time.

If there is somebody who has delivered you something which you wanted in terms of design or anything or even if of something and if he has done it rightly then recognize it see the thing is you know. I will I will give an example again suppose you wanted a product to be delivered within 7 days if the person gives you in 7 days then you know that I have given him 7 days. So, he has given delivery in 7 days no problem.

Why should I unnecessarily you know pays him or recognize him if he gives in 6 days then you would say oh you are finished. So, I have saved one day if he really gives the same quality same quantum as expected in 5 days then you are saying excellent you have done it much before if he has done it has delivered it on 8th day then you can say you are one day late fine, but the thing is when you are saying that you have done excellent in fifth day or 6th day of delivery at the same time he has delivered in time that one he recognizes.

Because recognition is not the replacement with the money you are not spending any money for recognizing somebody's talent recognizing somebody's delivery schedules and everything you are recognizing the action and the targets. You would not understand or believe that one small word excellent you have done it I gave you 7 days and you have just done it in 7 days excellent, this few words will make him work very hard in the future. So, up to this the in the next module I will discuss further on these points any questions you have any points you have you just forward it to me through forum I will be happy to answer.

Thank you.