

Module – 4

Leadership:

Leadership is the art of motivating a group of people to act toward achieving a common goal. In a business setting, this can mean directing workers and colleagues with a strategy to meet the company's needs.

Leadership vs. Management

Leadership	Management
May or may not be a manager	May or may not be a leader
Must inspire followers	May or may not inspire those under them
Emphasizes innovation	Emphasizes rationality and control
May be unconcerned with preserving existing structures	Seeks to work within and preserve existing corporate structures
Typically operates with relative independence	Typically, a link in the corporate chain of command
May be less concerned with interpersonal issues	May be more concerned with interpersonal issues

- Leadership is the art of motivating a group of people to act toward achieving a common objective.
- Organizations refer to upper-level personnel in their management structures as leadership.
- To be an effective leader in business, you must possess traits that extend beyond management duties.
- Leadership skills can be learned and leaders may evolve.
- A person may be referred to interchangeably as both a "leader" and a "manager," though the two terms are not necessarily synonymous.

The 10 Types of Leadership Styles

1. Coach A coaching leader is someone who can quickly recognise their team members' strengths, weaknesses and motivations to help each individual improve. This type of leader often assists team members in setting smart goals and then provides regular feedback with challenging projects to promote growth. They're skilled in setting clear expectations and creating a positive, motivating environment.

2. Visionary

Visionary leaders have a powerful ability to drive progress and usher in periods of change by inspiring employees and earning trust for new ideas. A visionary leader is also able to establish a strong organisational bond. They strive to foster confidence among direct reports and colleagues alike.

3. Servant

Servant leaders live by a people-first mindset and believe that when team members feel personally and professionally fulfilled, they're more effective and more likely to produce great work regularly. Because of their emphasis on employee satisfaction and collaboration, they tend to achieve higher levels of respect.

4. Autocratic

Also called the authoritarian style of leadership, this type of leader is focused almost entirely on results and efficiency. They often make decisions alone or with a small, trusted group and expect employees to do exactly what they're asked. It can be helpful to think of these types of leaders as military commanders.

5. Laissez-faire or hands-off

This leadership style is the opposite of the autocratic leadership type focusing mostly on delegating many tasks to team members and providing little to no supervision. Because laissez-faire leaders do not spend their time intensely managing employees, they often have more time to dedicate to other projects.

6. Democratic

The democratic leadership style (also called the participative style) is a combination of the autocratic and laissez-faire types of leadership. Democratic leaders ask for input and consider feedback from their team before making a decision. Because team members feel that their voice is heard and their contributions matter, a democratic leadership style is often credited with fostering higher levels of employee engagement and workplace satisfaction.

7. Pacesetter

The pacesetter leadership style is one of the most effective for driving fast results. These leaders are primarily focused on performance. They often set high standards and hold their team members accountable for hitting their goals.

8. Transformational

The transformational leadership style is similar to the coach style in that it focuses on clear communication, goal setting and employee motivation. However, instead of placing majority of the energy into each employee's individual goals, the transformational leader is driven by a commitment to the organisation's objectives.

9. Transactional

A transactional leader is someone who is laser-focused on performance similar to a pacesetter. Under this leadership style, the manager establishes predetermined incentives usually in the form of monetary reward for success and disciplinary action for failure. Unlike the pacesetter leadership style, transactional leaders are also focused on mentorship, instruction and training to achieve goals and enjoy the rewards.

10. Bureaucratic

Bureaucratic leaders are similar to autocratic leaders in that they expect their team members to follow the rules and procedures precisely as written. The bureaucratic leadership style focuses on fixed duties within a hierarchy where each employee has a set list of responsibilities and there is little need for collaboration and creativity. This leadership style is most effective in highly regulated industries or departments such as finance, healthcare or government.

The Top 10 Qualities of a Great Leader

1. Vision Perhaps the greatest quality any leader can have is vision - the ability to see the big picture of where the organization or team they are working within is headed, what it's capable of, and what it will take to get there.

2. Inspiration Equally as important as having a vision is the ability to convey that vision to others, and get them excited about it. This means maintaining a positive yet realistic presence within the organization helping team members stay motivated and engaged, and remember what it is that they are working for.

3. Strategic & Critical Thinking A good leader will be able to think critically about the organization or team they work within, and develop a clear understanding of its strengths, weaknesses, opportunities, and threats (and how they as an individual can work to support or overcome these). They'll be able to course-correct when necessary, and be able to assess the work they do to determine how it fits into overall organizational strategy and goals.

4. Interpersonal Communication Good leaders must be able to interact with other people in a way that feels genuine. This does not mean you have to be an extrovert or a people-person to be a leader - there are many excellent leaders who self-identify as introverts! Rather, it means being able to demonstrate empathy, engaging in active listening, and building meaningful working relationships with those around you, whether they are a peer or a direct report.

5. Authenticity & Self-Awareness One of the key ways to become a great leader is to be self-aware enough to understand your strengths and your flaws, and to build an authentic leadership style that's true to who you are and how you do your best work. You want to be the best possible leader you can be, not try to fit into a mold set by someone else. Try to embrace the things that make you who you are, and that will naturally translate into you developing an authentic leadership style.

6. Open-Mindedness & Creativity Being a good leader means being open to new ideas, possibilities, and perspectives, and understanding that there's no "right" way to do things. Leadership involves the knowledge that success comes with a willingness to change how things are done and to bring in fresh eyes to inspire new ideas, in addition to trying to think outside the box as much as possible. Leaders must be able to listen, observe, and be willing to change course when necessary.

7. Flexibility Leadership also means being adaptable and nimble when the situation calls for it. Nothing ever goes according to plan - whether you encounter minor roadblocks or large obstacles, you will need to be prepared to stop, reassess, and determine a new course of action. Good leaders will embrace the ever-changing nature of business and meet challenges with a flexible attitude - and be able to build inspire that same willingness to adapt in those around them.

8. Responsibility & Dependability One of the most important qualities a leader can have is a sense of responsibility and dependability. This means displaying those traits in your individual work, but also demonstrating them in your interactions with others. Your team members need to know that they can depend on you to take on your fair share of work and follow through, support them through tough times, and help them meet both shared and individual goals.

9. Patience & Tenacity A good leader knows how to take the long view, whether it's of a strategy, a situation, or a goal. Being able to take on any bumps in the road and persist on without getting frustrated or defeated is key— from small projects to corporate vision, patience is a trait that is essential to strong leadership.

10. Continuous Improvement True leaders know that perfection is a myth - there is always room for improvement on all levels, from the personal to the team to the overall organization. They'll always be willing to help team members find ways to develop new skills or improve upon a weakness, be able to identify and implement strategies for helping the organization as a whole grow, and, perhaps most importantly, be able to look inward and identify the areas they would like to work on - and then act on them.

Body Language

Body language is a type of communication in which physical behaviours, as opposed to words, are used to express or convey the information. Such behaviour includes facial expressions, body posture, gestures, eye movement, touch and the use of space.

Understanding Body Language and Facial Expressions

Just a few examples of emotions that can be expressed via facial expressions include:

- Happiness
- Sadness
- Anger
- Surprise
- Disgust
- Fear
- Confusion
- Excitement
- Desire
- Contempt

The Eyes:

Eye Gaze When a person looks directly into your eyes while having a conversation, it indicates that they are interested and paying attention. However, prolonged eye contact can feel threatening. On the other hand, breaking eye contact and frequently looking away might indicate that the person is distracted, uncomfortable, or trying to conceal his or her real feelings.

Blinking

Blinking is natural, but you should also pay attention to whether a person is blinking too much or too little. People often blink more rapidly when they are feeling distressed or uncomfortable. Infrequent blinking may indicate that a person is intentionally trying to control his or her eye movements. For example, a poker player might blink less frequently because he is purposely trying to appear unexcited about the hand he was dealt.

Pupil Size

Pupil size can be a very subtle nonverbal communication signal. While light levels in the environment control pupil dilation, sometimes emotions can also cause small changes in pupil size.

For example, you may have heard the phrase "bedroom eyes" used to describe the look someone gives when they are attracted to another person. Highly dilated eyes, for example, can indicate that a person is interested or even aroused.

The Mouth

When evaluating body language, pay attention to the following mouth and lip signals:

- **Pursed lips.** Tightening the lips might be an indicator of distaste, disapproval, or distrust.
- **Lip biting.** People sometimes bite their lips when they are worried, anxious, or stressed.
- **Covering the mouth.** When people want to hide an emotional reaction, they might cover their mouths in order to avoid displaying smiles or smirks.
- Turned up or down. Slight changes in the mouth can also be subtle indicators of what a person is feeling. When the mouth is slightly turned up, it might mean that the person is feeling happy or optimistic. On the other hand, a slightly down-turned mouth can be an indicator of sadness, disapproval, or even an outright grimace.

Gestures

The following examples are just a few common gestures and their possible meanings:

- A clenched fist can indicate anger in some situations or solidarity in others.
- A thumbs up and thumbs down are often used as gestures of approval and disapproval.¹⁰
- The "okay" gesture, made by touching together the thumb and index finger in a circle while extending the other three fingers can be used to mean "okay" or "all right."¹⁰ In some parts of Europe, however, the same signal is used to imply you are nothing. In some South American countries, the symbol is actually a vulgar gesture.
- The V sign, created by lifting the index and middle finger and separating them to create a V-shape, means peace or victory in some countries. In the United Kingdom and Australia, the symbol takes on an offensive meaning when the back of the hand is facing outward.

The Arms and Legs

When you are evaluating body language, pay attention to some of the following signals that the arms and legs may convey:

- Crossed arms might indicate that a person feels defensive, self-protective, or closed-off.
- Standing with hands placed on the hips can be an indication that a person is ready and in control, or it can also possibly be a sign of aggressiveness.
- Clasping the hands behind the back might indicate that a person is feeling bored, anxious, or even angry.
- Rapidly tapping fingers or fidgeting can be a sign that a person is bored, impatient, or frustrated.
- Crossed legs can indicate that a person is feeling closed off or in need of privacy.

Posture

When you are trying to read body language, try to notice some of the signals that a person's posture can send.

- Open posture involves keeping the trunk of the body open and exposed. This type of posture indicates friendliness, openness, and willingness.
- Closed posture involves hiding the trunk of the body often by hunching forward and keeping the arms and legs crossed. This type of posture can be an indicator of hostility, unfriendliness, and anxiety.

Personal Space

Intimate Distance: 6 to 18 inches

This level of physical distance often indicates a closer relationship or greater comfort between individuals. It usually occurs during intimate contact such as hugging, whispering, or touching.

Personal Distance: 1.5 to 4 feet

Physical distance at this level usually occurs between people who are family members or close friends. The closer the people can comfortably stand while interacting can be an indicator of the level of intimacy in their relationship.

Social Distance: 4 to 12 feet.

This level of physical distance is often used with individuals who are acquaintances.

With someone you know fairly well, such as a co-worker you see several times a week, you might feel more comfortable interacting at a closer distance.

In cases where you do not know the other person well, such as a postal delivery driver you only see once a month, a distance of 10 to 12 feet may feel more comfortable.

Public Distance: 12 to 25 feet

Physical distance at this level is often used in public speaking situations. Talking in front of a class full of students or giving a presentation at work are good examples of such situations.

It is also important to note that the level of personal distance that individuals need to feel comfortable can vary from culture to culture.

One oft-cited example is the difference between people from Latin cultures and those from North America. People from Latin countries tend to feel more comfortable standing closer to one another as they interact while those from North America need more personal distance.

Problem:

A matter or situation regarded as unwelcome or harmful and needing to be dealt with and overcome.

What Are Problem-Solving Skills?

Problem-solving skills help you solve issues quickly and effectively. It's one of the key skills that employers seek in job applicants, as employees with these skills tend to be self-reliant. Problem-solving skills require quickly identifying the underlying issue and implementing a solution.

Problem-solving is considered a soft skill (a personal strength) rather than a hard skill that's learned through education or training. You can improve your problem-solving skills by familiarizing yourself with common issues in your industry and learning from more experienced employees.

There are five steps typically used in problem-solving.

1. Analyse Contributing Factors To solve a problem, you must find out what caused it. This requires you to gather and evaluate data, isolate possible contributing circumstances, and pinpoint what needs to be addressed for a resolution.

To do this, you'll use skills like:

- Data gathering
- Data analysis
- Fact-finding
- Historical analysis

2. Generate Interventions Once you've determined the cause, brainstorm possible solutions. Sometimes this involves teamwork since two (or more) minds are often better than one. A single strategy is rarely the obvious route to solving a complex problem; devising a set of alternatives helps you cover your bases and reduces your risk of exposure should the first strategy you implement fail.

This involves skills like:

- Brainstorming
- Creative thinking
- Prediction
- Forecasting
- Project design
- Project planning

3. Evaluate Solutions Depending on the nature of the problem and your chain of command, evaluating best solutions may be performed by assigned teams, team leads, or forwarded to corporate decision-makers. Whoever makes the decision must evaluate potential costs, required resources, and possible barriers to successful solution implementation.

This requires several skills, including:

- Analysis • Discussion
- Corroboration
- Teamwork
- Test development
- Mediation
- Prioritizing

4. Implement a Plan Once a course of action has been decided, it must be implemented along with benchmarks that can quickly and accurately determine whether it's working. Plan implementation also involves letting personnel know about changes in standard operating procedures.

This requires skills like:

- Project management
- Project implementation
- Collaboration
- Time management

- Benchmark development

5. Assess the Solution's Effectiveness Once a solution is implemented, the best problem-solvers have systems in place to evaluate if and how quickly it's working. This way, they know as soon as possible whether the issue has been resolved or whether they'll have to change their response to the problem mid-stream.

This requires:

- Communication
- Data analysis
- Surveys
- Customer feedback
- Follow-through
- Troubleshooting

Conflict:

Conflict is serious disagreement and argument about something important. If two people or groups are in conflict, they have had a serious disagreement or argument and have not yet reached agreement.

A conflict is a struggle and a clash of interest, opinion, or even principles. Conflict will always be found in society; as the basis of conflict may vary to be personal, racial, class, caste, political and international. Conflict may also be emotional, intellectual, and theoretical, in which case academic recognition may, or may not be, a significant motive. Intellectual conflict is a subclass of cultural conflict,[1] a conflict that tends to grow over time due to different cultural values and beliefs.

How to handle the Conflict

- Clarify what is the source of conflict
- Find a safe and private place to talk
- Listen actively and let everyone have their say
- Investigate the situation
- Determine ways to meet the common goal
- Agree on the best solution and determine the responsibilities each party has in the resolution
- Evaluate how things are going and decide preventative strategies for the future

What Is Stress?

Stress can be defined as any type of change that causes physical, emotional, or psychological strain. Stress is your body's response to anything that requires attention or action.

Signs

Stress can be short-term or long-term. Both can lead to a variety of symptoms, but chronic stress can take a serious toll on the body over time and have long-lasting health effects.

Some common signs of stress include:

- Changes in mood
- Clammy or sweaty palms
- Decreased sex drive
- Diarrhea
- Difficulty sleeping
- Digestive problems
- Dizziness
- Feeling anxious
- Frequent sickness
- Grinding teeth
- Headaches
- Low energy
- Muscle tension, especially in the neck and shoulders
- Physical aches and pains
- Racing heartbeat
- Trembling

Identifying Stress

- Psychological signs such as difficulty concentrating, worrying, anxiety, and trouble remembering
- Emotional signs such as being angry, irritated, moody, or frustrated
- Physical signs such as high blood pressure, changes in weight, frequent colds or infections, and changes in the menstrual cycle and libido
- Behavioral signs such as poor self-care, not having time for the things you enjoy, or relying on drugs and alcohol to cope

How can we handle stress in healthy ways?

- Eat and drink to optimize your health
- Exercise regularly
- Stop using tobacco and nicotine products
- Study and practice relaxation techniques
- Reduce triggers of stress
- Examine your values and live by them
- Assert yourself
- Set realistic goals and expectations

- Sell yourself to yourself There are several other methods you can use to relax or reduce stress, including:
 - Deep breathing exercises.
 - Meditation.
 - Mindfulness meditation.
 - Progressive muscle relaxation.
 - Mental imagery relaxation.
 - Relaxation to music.
 - Biofeedback (explained below).
 - Counseling, to help you recognize and release stress.

Decision Making

“Decision-making involves the selection of a course of action from among two or more possible alternatives in order to arrive at a solution for a given problem”.

Steps of Decision Making

1. Defining the problem
2. Gathering information and collecting data
3. Developing and weighing the options
4. Choosing best possible option
5. Plan and execute
6. Take follow up action

Decision-making skills can be the difference in making a choice that improves your organization. The aptitude to make decisions is a leadership trait, which portrays your ability to think objectively and relates concepts to the goals you're trying to reach. Your capacity to make a quick decision can help establish a strong bond with all employees that strengthens your company's culture.

Examples of decision-making skills:

You must incorporate a wide variety of skills to make the right decisions. Check out these decision-making skills below that you can add to your resume to stand out to your future employer:

- Problem-solving
- Leadership
- Reasoning
- Intuition
- Teamwork
- Emotional Intelligence
- Creativity

- Time management
- Organization

Character building

It refers to the process of creating a believable character in fiction by giving the character depth and personality.

- The mental and moral qualities distinctive to an individual
 - The inherent complex of attributes that determines a person's moral and ethical actions and reactions
- How to Build Character

Gaining Experience:

- Take risks
- Surround yourself with people of high character
- Get out of your comfort zone
- Get a job that isn't fun, at least once.
- Commit to self-improvement

Becoming a Leader:

- Learn to empathize
- Let yourself vent in private
- Open up to a variety of people
- Lose graciously
- Challenge yourself with difficult goals

Growing and Maturing:

- Use setbacks as fuel
- Stop looking to others for approval
- Think big
- Find a ladder and start climbing it
- Learn to recognize and embrace your defining moments
- Stay busy and avoid idleness

Team work

Teamwork is the collaborative effort of a group to achieve a common goal or to complete a task in the most effective and efficient way. This concept is seen within the greater framework of a team, which is a group of interdependent individuals who work together towards a common goal.

The sum of the efforts undertaken by each team member for the achievement of the team's objective is called team work. In other words, team work is the backbone of any team.

Tips for a better team work

- Think about your team first
- Discuss
- Avoid criticism
- Transparency must be maintained and healthy interaction must be promoted among the team members
- The team leader must take the responsibility of encouraging the team members
- Avoid conflicts in your team
- Rewards and Recognition

How to Promote Teamwork in the Workplace

- Lead the Way
- Give Your Teams Targets
- Provide Regular Team Rewards
- Make Every Meeting a Team Meeting
- Set Up Team-Building Activities
- Open Up Lines of Communication
- Consider Your Office Layout

Time management

Time management is the process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency, and productivity.

What are time management Skills?

Time management skills are those that help you use your time effectively and achieve desired results. Time management skills can help you allocate your time properly and accomplish tasks efficiently.

Some of the most important skills related to successful time management skills include:

- Organisation
- Prioritisation
- Goal setting

- Communication
- Planning
- Delegation
- Stress management
- Flexibility

Organisation

Staying organised helps you to keep track of your responsibilities and priorities, like what you need to do first and when to do the rest of it. An organised list of tasks acts as a map to guide you from morning to evening and helps increase your productivity. A well-organised plan helps you break down large goals into smaller, easily achievable tasks and enables you to complete those tasks on time.

Prioritisation

Prioritisation is the key to successful time management. When you prioritise your daily tasks, you ensure that you will complete the important tasks first. Write down every single task starting with the top priority. For instance, you can break down your tasks as the following:

- A-level tasks: Things that will lead to major consequences if not done today
- B-level tasks: Activities that may have a negative effect if not completed today
- C-level tasks: Activities that have no consequence if not completed today

Goal setting

Goal setting is the process of defining your aims and objectives with a certain plan to help you achieve the set goals. Setting goals is a key step in excelling as a professional. Without goals, you may find it challenging to complete your tasks in a well-organised manner. Setting both short- and long-term goals can lead to success in your career. An example of a short-term goal may be to increase sales in your department by 40%. A long-term goal could be something like completing law school or starting your own business.

Communication

Communication skills are a major component of success in life. Effective communication promotes trust and makes your plans and goals clear to people you work with. It plays a crucial role in resolving conflicts and preventing potential conflict situations. Strong communication helps you delegate more work, which lets you focus more on the important tasks that support your goals.

Planning

Planning is the core of time management. With a proper plan, you can prioritise your tasks accordingly, which can help avoid confusion and unnecessary stress. A planned work schedule helps you complete the tasks in the given

time frame. For example, a plan for a project manager might include ordering supplies, scheduling labour, acquiring the proper permits and so on.

Delegation

It is an important process to manage multiple tasks satisfactorily. While managing a project, you can delegate some of the tasks to your subordinates. This will help in reducing your workload so that you can focus more on important tasks, such as planning, business analysis and others.

Stress management

Positively handling stress keeps you motivated and helps you complete tasks at the scheduled time against all adversities. Exercise, yoga or having snacks during breaks can help you reduce stress. In fact, including stress-relieving activities or self-care rituals into your daily schedule can positively impact your productivity on work-related tasks throughout the day.

Flexibility

It's vital that you maintain some flexibility in your schedule. Often, a task will take longer than you expect or your supervisor will give you a priority task you weren't expecting. Clearly note in your daily schedule where you have space to adjust in preparation for last-minute changes.

How to improve your time management skills

- Prepare a schedule and follow it strictly
- Set some boundaries for yourself
- Fix deadlines
- Set long- and short-term goals
- Manage your calendar effectively
- Prioritise your assignments

Work Ethic

Work ethic is a belief that work and diligence have a moral benefit and an inherent ability, virtue or value to strengthen character and individual abilities. It is a set of values centered on importance of work and manifested by determination or desire to work hard.

Work ethics is a set of moral principles or values that an employee abides by and uses in their job performance. It covers an employee's behavior and attitude towards their job, career, and the workplace.

10 Ways How Managers Can Instil Strong Work Ethics Among Employees In A Workplace

1. Clear Goals and Objectives:
2. Proper Mentoring:

3. Set a Good Example:
4. Create the right Work Environment:
5. Professionalism:
6. Discipline:
7. Understand your Employees' Needs:
8. A Culture of Constant Feedback:
9. Fuel their Spirits:
10. Eliminate Obstacles:

GOOD MANNERS AND ETIQUETTES

Good manners cost us nothing, but may win almost everything. They are the skills of making people feel easy and comfortable. We can have better relationships with people we know and meet in day to day life just by behaving well. Courtesy, politeness or having good manners are all about respecting others and yourself. If you show good manners everywhere you go, then you are more likely to encourage others to behave in the same way towards you.

THINK - How would you feel if someone:-

- Never says 'Please' or 'Thank You' when you help them?
- Shares your things but never shares anything of theirs?
- Snatches the remote, while you are watching TV?

Go ahead and see how you can enhance your personality by following some basic rules of manners and etiquettes.

Good manners at home I usually

- Help others at home.
- Say 'please' and 'thank you' whenever it is required.
- Share and not grab or keep good things for me.
- Get up in morning as soon as I am called.
- Respect privacy of others and their personal belongings.
- Keep myself and my space/room clean.
- Go for meals on time.
- Ask permission if I have to borrow something of others.
- Respect other people's property and their rooms,
- Never read letters or messages that belong to others.
- Never stay in bathroom longer than time required.
- Never talk back or pout when scolded.

- Never tease or tag other members of the family.
- Feel and say sorry, in hurt anyone's feeling.
- Don't complain if I have to "baby sit" while my parents are away from home.
- Don't switch television programs to suit me,
- Hold the door open for the person coming in, especially if he is carrying something.
- Knock at the door before entering the home of others'

Good manners at school

- Saying good morning/afternoon in am walking past an adult or teacher
- Asking if I can borrow something, not just taking
- Returning things that I have borrowed
- Waiting for my turn before speaking
- Saying 'excuse me,' rather than pushing past someone
- Taking care of the school property
- Not talking with classmates when teachers are teaching
- Helping junior students to develop confidence
- Not leaning or just snooping around the teachers table
- Not making fun of other students
- Throwing away useless thing like paper, polythene or wrappers etc. in dustbins
- Not interfering in the privacy of the people living near the school building
- Not tearing papers from my copies
- Not bullying others

Good Eating and Table manners

- I always wash my hands before and after the meals.
- I don't grab everything I want first but help others to get their food and am prepared to share. • I wait until everyone has been served before I eat.
- I ask for things to be passed to me and not lean over the table.
- I don't stretch across the table to grab dish/bread.
- I keep my elbows off the table.
- I chew food with my mouth closed.
- I don't make noise while eating or while sitting or standing from chair.
- I don't talk with my mouth full. It is not a good look!

- I don't play with my food. • If I need to blow my nose, I excuse myself and go out of the room first.
- After finishing food, I take my plates etc. to the kitchen.

Good manners in public (Walking on roads/going for a walk! going for parties/etc.)

- I usually dress carefully (not according to public demand but feeling easy and comfortable).
- I walk with confidence.
- I never make noise or sound differently on road.
- I usually walk on my side as per traffic rules.
- I never stand in the middle of the road.
- I never walk on road in a group without giving space to other to pass.
- I smile or laugh when there is occasion.
- I never pick my nose in public!
- I am not afraid to say "NO", when things are not in accordance with "SAFETY RULES". I am firm and polite.
- I always try to use sophisticated language and speak politely.
- I try to behave in such a manner so that I don't embarrass anyone.
- I introduce my friends to people I am with.
- I never ignore any person who is in my group.
- I always give respect to elderly people and give chance to them to
- move or sit first.
- I allow adults to go through first while holding the door open for
- them.
- I never interfere when two persons are talking and wait for my turn to
- speak or use "Excuse me" before talking.
- I praise others for their support or whenever it is required.
- I say sorry if I make a mistake unknowingly.
- I say 'please' and 'thank you'.
- I accept my praise with a smile and say "Thank You".
- I do not damage public property and monuments.
- I never urinate in the open. I use public toilets/conveniences.
- I put my garbage in dustbin.
- I never spit here and there.

Etiquette

Etiquette is the set of conventional rules of personal behaviour in polite society, usually in the form of an ethical code that delineates the expected and accepted social behaviours that accord with the conventions and norms observed by a society, a social class, or a social group.

Workplace Etiquette: The Don'ts

- Don't "Reply All" to an email chain.
- Don't have personal conversations at your desk.
- Don't bring your emotions into the office.
- Don't be afraid to ask questions.
- Don't gossip about fellow coworkers...or your boss.
- Don't use emojis or multiple exclamation points (if any) in work emails.
- Don't talk back to your boss.
- Don't forget that at work socials, you're still at work.
- Don't be nervous, but also don't overstep your boundaries.
- Don't forget an umbrella.

Workplace Etiquette: The Dos

- Do arrive early.
- Do network with people outside of your cubicle.
- Do be willing to help out a coworker.
- Do bring in goodies.
- Do create a proper personal email address.
- Do jump at the chance to complete a new task.
- Do be flexible.
- Do dress appropriately for the office.
- Do make sure your earbuds are plugged in securely to your computer.
- Do be open-minded.
- Do wear a smile.