

## **Innovative Pedagogical initiatives:**

The faculty members of Department of Management Studies MSRIT, employs a wide spectrum of pedagogies to provide an array of learning opportunities for students. Learner centric teaching methods are mentioned in the figure below



**INNOVATIVE PEDAGOGY ADOPTED:**

<b>Type of Pedagogy</b>	<b>Name of the courses</b>	<b>Outcome/Implications</b>
Research Based Learning	Business Research Methods, Project work cum Internship	Mini project-based evaluation, Stage wise evaluation of project.
Case Based Teaching	Foundation courses in First year and Specialization papers. Domain specific cases are discussed in majority of the Courses.	Individual and group case analysis will be evaluated based on Rubrics.
Adaptive Teaching	Remedial lectures for slow learners in the identified courses such as Business Statistics, Accounting for Managers, Business Economics etc.	Remedial classes and extra classes are taken to make learning appropriate for all students in their classroom.
<b>Industrial Visits</b>	Supply Chain Management Production & Operations Research	Industrial visits are arranged for students to gain practical knowledge and hands-on learning experiences that are essential for better understanding of their work positions, processes, and functions.
<b>Role Plays</b>	Hypothetical situation has been given to the students in the courses Business communication and soft skills for Employability.	Develop communication and decision-making skills. Active learning strategy to facilitate retention of learning.
<b>Experiential Learning</b>	Consumer Behaviour, Business Analytics, CAM, Strategic Entrepreneurship	Engaged learning process whereby students “learn by doing” and by reflecting on the experience.

**BUSINESS RESEARCH METHODS MINI PROJECT RUBRICS FOR EVALUATION**

<b>CRITERIA</b>	<b>TOTAL MARKS</b>			
	Excellent/Exceeds 19-20 Topic to be novel and the study complete in all the aspects	Good 18-16 Statistical analysis and findings are comprehensive	Fair 15-13 Statistical analysis and findings not comprehensive and major research objectives are not addressed	Poor >10 Incomplete study with incoherent/vague findings
<b>Novelty of the topic and Statement of the problem</b>				
Novel topic and background of the study with appropriate statement of the problem in the area chosen.				
<b>Objectives and Review of Literature</b>				
Clear justification to the objectives with relevant reviews of literature.				
<b>Research Methodology</b>				
Appropriate Research design, Sampling design and data collection to satisfy the objectives of research.				
<b>Data Analysis with statistical analysis</b>				
Appropriate Data analysis with relevant statistical interventions.				
<b>Findings &amp; Suggestions</b>				
Key research findings to be explained with recommendations and learning experience.				
<b>Preparation &amp; organization of the report</b>				
Well-structured report with conclusive findings adhering to the format prescribed.				

**INDIVIDUAL CASE STUDY IMPACT ANALYSIS QUESTIONNAIRE:**

<b>Particulars</b>	<b>Excellent (5)</b>	<b>Good (4)</b>	<b>Average (3)</b>	<b>Poor (2)</b>	<b>Very Poor (1)</b>	<b>Total</b>
Confidence in understanding the problem						
Application of theory and practice						
Confidence in decision making						

## CASE STUDY RUBRICS (Group)

Criteria	Poor	Average	Good
Understanding the case facts and Level of understanding the central problem	Does Not Meet Requirements and confused understanding	Adequate factors are considered and evidence of understanding the problem has been expressed	Major factors are considered and very clear how issues affect
Identification of Alternatives & Recommended Course of Action	Alternatives does not address the core problem	Partial Solution and similarity among alternatives	Well matched solution with distinct and implementable alternatives
Overall analysis and relevant Support of Discussion	Unclear Opinions and preferences expressed	Clear Pros and cons expressed	Very clear Pros & Cons factually presented

### IMPACT ANALYSIS QUESTIONNAIRE FOR CASE STUDY

[https://docs.google.com/forms/d/e/1FAIpQLSeg8Y8DwTafJ2u8JUPDNgr9JLMnwuDDE5\\_WxKU9tHMVSOWa5g/viewform](https://docs.google.com/forms/d/e/1FAIpQLSeg8Y8DwTafJ2u8JUPDNgr9JLMnwuDDE5_WxKU9tHMVSOWa5g/viewform)

## **BOOK REVIEW 'SKILL WITH PEOPLE'**

**S**kill  
*With*  
People

Revised Edition 2010

Les Giblin



### **COURSE TEACHER**

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**Dr. M.R.SHOLLAPUR**

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**SUBJECT: Soft Skills for  
Employability' course  
(MBA 211C5)**

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**Skill with people is the most rewarding of all human elements. This skill determines the quality of one's business life, family life and social life.**

**As part of teaching 'Soft Skills for Employability' (MBA211C5) course, the review of the book titled "Skill with People" by Les Giblin published by Embassy Books was presented to our students.**

**This short and sweet book contains the knowledge and techniques that will greatly increase skill with people. The book begins with human insights on how we learn, how we retain information methods of instruction and the underlying abilities to recall within a given time frame.**

The book contains as many as fifteen small chapters on various aspects of developing skills with people.

In **chapter one** on 'Understanding People and Human Nature', the author emphasises on understanding people and human nature simply involves recognizing people for what they are; not what you think they are, nor what you want them to be.

**Chapter two** explains on 'How to skillfully talk to people'. He advises to take the words such as 'I', 'Me', 'My' and 'Mine' out of vocabulary and for all these four words, substitute one word, the most powerful word spoken by the human tongue 'You'.

**Chapter three** ('How to skillfully make people feel important') offers tips on how to recognize people and make them feel important: listen to them, applaud and compliment, use their names and pictures, pause before you answer them, use their words – "you" and "your", acknowledge people who are waiting to see you, and pay attention to everybody in the group.

**Chapter four** presents 'How to skillfully agree with people'. The author underscores that as long as you live, never forget that any fool can disagree with people. It takes a wise man, a shrewd man, a big man to agree particularly when the other is wrong. He explains the various parts of the art of being agreeable.

**Chapter five** talks about how to skillfully listen to people. 'Being a good listener is not an accident' Les Giblin stresses on. He further narrates five rules which makes a good listener which are nothing more than courtesy.

**Chapter six** explains on how to skillfully influence people. He presents an interesting revelation: When you know what will move them (people), you know how to move them. He further cautions that 'Don't make the mistake of assuming that other people like what you like or are after what you are after'.

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**Chapter seven** is on 'How to skillfully convince people'. The author emphasises that it is human nature for people to be sceptical of you and of what you say when you are saying things that to your own advantage. Speak through third persons is his mantra for skillfully convincing people.

**Chapter eight** on 'How to skillfully make up peoples' minds' begins with an interesting observation: 'there is more involved in getting people to say "ye" than luck, guesswork, or their whim. It offers techniques and methods which greatly increase the chances of people saying "yes".'

**Chapter nine** discusses How to skillfully set peoples' moods. The chapter describes on how one can make nine out of ten people courteous, co-operative and friendly in one second. These techniques are built on a premises that 'in every human relations act – a dealing between two persons – there is an atmosphere, a mood, a stage set.'

**Tenth chapter** titled 'How to skillfully praise people' asserts that others will react just as you do. So, say the kind of the things that people want to hear. They will love you for saying kind things; and you will feel good for having said them. Therefore, look for somebody and something to praise and then do it. This chapter also offers a happiness formula when it advocates 'get into the habit of saying daily one kind thing at least to three different people. Then you feel for having done so'.

**Chapter eleven** is on 'How to skillfully critique people'. If you are interested in corrective action, in results, you can accomplish much with your critique if you can go it in the right way. The chapter offers you rules which will help you do just that. 'Make the criticism impersonal – criticize the act, not the person' is a practical Vedanta.

**Chapter twelve** 'How to skillfully thank people' underscores that it is not enough for you to feel grateful and appreciative to people, you should also show that gratitude and appreciation to the parties that deserve it. This is because it is the human nature for people to like and respond to those who show them gratitude and appreciation. They respond by giving even more.

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**Chapter thirteen** 'How to skillfully make a good impression' states that if you want people to think well of you, to look up to you, to look upon you with admiration and respect, you must give them the impression that you deserve that rating. This is done primarily by the value you put on yourself.

'How to skillfully make a talk' is the theme of chapter XIV. It offers five rules that if you observe them, will make you an interesting speaker. They make the difference between interesting talkers and uninteresting talkers. 'Be natural, be yourself' is an important message in this chapter.

The last chapter 'Some final thoughts' categorically states that this book will do you no good until and unless you use it. It further states that knowledge itself is of no value. It is the use of knowledge that makes it valuable. 'Put this knowledge to work for you and your family NOW' is the final message in this book.

This book is a short and sweet read. As noted in the beginning 'Skill with people' is the most rewarding of all human elements. Accordingly, each chapter in this book begins with "How to skillfully..." and connects to every facet of human interaction. It is putting this knowledge to work for you is a critical determinant of your success and happiness.

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# BOOK TALK ON “SUCCESSFUL WORKPLACE COMMUNICATION” BY PHIL BAGULEY

MARCH, 2022



## COURSE TEACHER

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Dr. M.R.SHOLLAPUR

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**SUBJECT:** Soft Skills for  
Employability' course  
(MBA 211C5)

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As part of ‘**Soft Skills for Employability**’ course (MBA 211C5) for first semester MBA, I presented a book talk on “**Successful Workplace Communication**” authored by **Phil Baguley** - a business writer and lecturer. He has held senior roles in MNCs and worked as management consultant throughout Europe. This book (2009) is published by Hodder Education, London.

**BOOK TALK ON**  
**“SUCCESSFUL WORKPLACE**  
**COMMUNICATION”**  
**BY**  
**PHIL BAGULEY**

The book is organized in ten chapters.

**Chapter 1** titled “**What is all about**” gives an overview of communication. ‘The three golden rules’ in this chapter offer simple and straightforward rules for effective workplace communication. These are based on sound practice that has been proven in a wide range of workplaces.

**Chapter 2** on “**Are you listening?**” starts with a look at how you hear and how that differs from how you do, or don’t, listen. It offers a unique package of skills required for listening. The chapter ends with a simple yet useful tip: The first step to effective listening is to stop talking.

**Chapter 3** is captioned in an unusual fashion “**Why didn’t he (she) smile?**”. The strength of this chapter is in the way ‘The Science of Body Language’ is presented. Interestingly, it extends discussion to the downside of using body language as well.

**Chapter 4** titled “**How would you like to...?**” focuses on what, when, and why of ‘persuasion’ in workplace communication. The discussion is built around Four Fundamental Principles of Persuasion. ‘To be persuasive you have to be believable – which means that you have to be credible – which, in the end, means that you have to be truthful’ is the practical advice the author offers at the end of the chapter.

**Chapter 5** on “**Do you want to do a deal?**” focuses on negotiations in workplace. For the effective and successful workplace communicator, negotiating is an enabling process. In reality, negotiation is a complex process with several distinct and separate steps or stages. The author has succinctly discussed each one of them and conclude with a list of do’s and don’ts of negotiation.

**Chapter 6** is on “**Can I explain**”. It states that the act of explaining is a key component in the tool bag of the successful workplace communication. The chapter dwells on the what and why of explaining, the ways and means of explaining. Good presentations don’t just happen. Hence the author writes on ‘preparing yourself for presentation’. He rightly offers a tip: Make sure that you really understand what you are trying to explain – otherwise you will never manage to explain it to someone else.



successful workplace  
**COMMUNICATION**



PHIL BAGULEY

## BOOK TALK ON “SUCCESSFUL WORKPLACE COMMUNICATION”

BY  
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**Chapter 7** captioned as “**Write words or wrong ways?**” traces history of written word and explores the nature, structure and content of written communication and how these can be made more effective. The author discusses at length the usage of written material and spoken words in communicating facts, feelings, opinions and values. He underscores that the power of the written words is considerable. He, therefore, offers a tip that ‘when you are writing, first make sure that you have really got something to say and then say it as clearly and as succinctly as you can.

**Chapter 8** on “**Are you connected?**” dwells on electronic communication in the workplace. It discusses how, why, when, merits and demerits of various forms of electronic communication such as the Internet, Email, Internet forums, blogs, podcasting, wikis, social networking sites, virtual worlds, VoIP (Voice over Internet Protocol), video conferencing, viral marketing, web conferencing including webinars and webcasts, instant messaging, mobile phones and texting, blue-jacking and blue-casting, and online advertising. While email is still the most popular internet communication tool, other ways of communicating are now in popular use.



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**COMMUNICATION**



PHIL BAGULEY