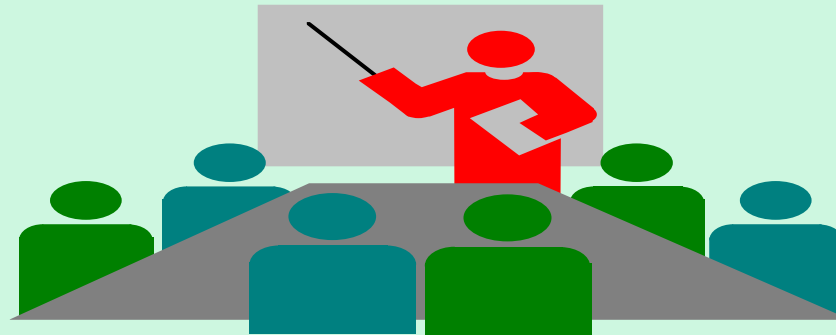


# MANAGEMENT FOR RESULTS

## **MODULE-10**

 {INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}



 **INNOVATIVE BUSINESS IMPROVEMENTS PVT. LTD.**

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 **IBI-206**

# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}


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- **AIM:** Know thyself
- **THEME:** If you are not part of the solution  
Then you are part of the problem
- **FOCUS:** Managing yourself
- **LEARNING OBJECTIVE: EXPECTATIONS**
- **Managerial Integrity-** Describe
- **Role of communication-** Explain
- **Steps to effective relationships-** Identify
- **Factors influencing personal growth-** Describe


# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

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 **INTEGRITY:** Dictionary defines integrity as wholeness or sincerity. In other words it is the consistency between one's own ideology and actions.

 Person with integrity is described as a follower of sound moral principles.

 Remember your personal integrity is directly related to organizational integrity and you are expected to be a good role model.

# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

## MANAGEMENT WITH INTEGRITY

{GENERAL ATTRIBUTES OF INTEGRITY}

HONESTY

SINCERITY

CONSISTENCY

QUALITY OF INTERACTION

INTEREST IN PEOPLE

FLEXIBILITY


MANAGERS MAY MAKE MISTAKES BUT  
THEIR INTEGRITY MUST REMAIN INTACT


# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

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## HUMAN RELATIONS

 Modern technology dominated competitive industrial environment has increased customer expectations manifold. Expectations from managers have also increased correspondingly. Besides technical skills they must know how to develop effective working relationships that being so important to enhance productivity.

 In human relations your real success depends on three words: Communication, communication and communication.

 Managers must be caring, careful and communicative

# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

## DEVELOP EFFECTIVE HUMAN RELATIONSHIPS


- Show interest in other people
- Be willing to learn from others
- Treat everyone equal regardless of status, wealth or power.
- Take responsibility for your own actions
- Learn to say “I am sorry” or “ it was a mistake”.
- Do not hesitate to say “I do not know”.
- Appreciate the good qualities your team mates have.
- Accept people in your team with their inherent shortcomings and help them to improve

# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}


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## PERSONAL GROWTH

 Personal growth is a life long experience so learning should never stop.

 Remember that human potential to learn and grow is unlimited.

 People need motivation and their personal growth depends on factors like intellectual development, interpersonal skills, interest and integrity.

 Managers are in essence social architects. Society and organizations are unique. Qualities like competency and commitment are important for the institutions to achieve their goals and desired level of success in management of people.

# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

## MANAGING

Business

People

Self

Strategic

Performance

Personal

Management

Management

Management

## GROWTH

Driver

Action

Stimulus

Response

## PIKE'S FOURTH LAW:

" Learning has not taken place

Until behavior has changed".



# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

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## KNOW THYSELF

 As a manager you have only two eyes while hundreds of eyes are watching you so integrate your self and become a spotlight.

 "If you know your enemy

 And you know your self

 You need not fear

 The result of hundred battles"

 SUN TZU ( The art of war, 500 BC)

# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

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 Working with people


 ----- is difficult (Specially in master servant relationship)

 -----but not impossible


 “ PETER DRUCKER”

 People are-----

 Hired for their technical competence

 Promoted for innovation ( Problem solving skills)

 Fired for interpersonal skills

 Most of the people have " Plug in and use it attitude and they don't bother to know how and what? Since there are tremendous variables so you must be inquisitive to know all dimensions.

# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

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## General attributes of integrity

- Honesty
- Sincerity
- Consistency
- Quality of interaction
- Interest in people
- Flexibility



## Personal integrity is the integration of

- What I know?
- What I profess?
- What I do?

# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

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 **Some times-----**

 **In order to overcome obstacles---**

 **On the road to success**

 **You have to be creative or daring in your approach**

 **There is no progress without change**

 **Categorization of people:**

 **30% people are generally open to change**

 **60% are suck and blow**

 **(Sitting on the fence to see which way the wind blows)**

 **10 % are lazy/ dormant / mischievous type of people**

 **We need all kind of people to run the show**

**IBI-217**

# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

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 **We blame when -----** We do not accept responsibility.

 No one is coming

 -----What can I do?


 **The hazards of leadership**

 Deer leading a group, seeing danger in crossing a ditch says-

 I don't want to lead any more.

 No wind

 Favors him-----

 -----Who has

 **No destined port**

 -Montaigne

# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

- **SELF GROWTH**

- Lot of people work by reaction and don't attempt
- anything difficult but problems you face or react to
- result in personal learning and growth.
- Self Image:-What people think about you

-----Or what you perceive yourself.

- Life is a .....
- Growth experience
- Luck

Opportunity      Planning


(Majority of people, however, do not learn to grow. Such people call themselves unlucky and miss the opportunities)

# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

- **TOTAL QUALITY MANAGEMENT**
- Most of the objectives of total quality management can be achieved just by making people to talk about it with each other.
- **PERSONAL GROWTH**

 Make a list of all the things that put you off in your job over the last year and also

 Write down what you would do to correct the situation  
( Second column effects your value system)

**Communication Gap**

 Intuitiveness

**Establish credibility**

# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

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## PERSONAL GROWTH AND HUMAN RELATIONS

If output is tangible then focus on "PERSONAL GROWTH" is easy

### ILLUSTRATIONS/ EXAMPLES:

Movie "Never ending story" A young one taking up a pursuit in search of "Nothingness".

Begins journey---- goes down in to hell-- challenges hell

---comes out of hell--rebirth

Finally succeeds in his mission to find nothingness.

### HUMAN RELATIONS:

Question No. 1 List names of five people who

You would hire to work with you.

Question No. 2 Would the people

You named want to work with you? Do you know why?

IBI-221



# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

**BOSS KO GUSSA KION ATTA HAI? WHAT IRRITATES BOSS?**

**IRRESPONSIBLNESS CARELESSNESS**

**POOR TEAM WORK NEGATIVE APPROACH**

**RUMOUR MONGERING WASTAGE OF TIME & RESOURCES**

**TEN STEP LADDER TO SUCCESS IN COMMUNICATION**

**1) HARD WORKING**

**2) EFFECTIVE**

**3) SELF KNOWLEDGE**

**4) COLLEGE EDUCATION**

**5) SELF MOTIVATED**

**6) AMBITIOUS**

**7) ABLE COMMUNICATOR**

**8) ACCEPTABLE**

**9) RESPONSIVE**

**10) DEDICATED**

# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

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## QUESTIONS FOR THE PARTICIPANTS

 **Q. NO. 1** Record a few of the principles that you believe in.

 **Q.No.2** Describe how you practice these principles in your day today life?

 **Q.No. 3** Identify your three strengths as a manager.

 **Q.No. 4** Identify your three weaknesses as a manager.

 **Q.No. 5** Describe how you are going to work on your weaknesses to improve yourself?

# MANAGEMENT FOR RESULTS

{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

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## QUESTIONS FOR THE PARTICIPANTS

 **Q.NO 6** Why is manager's integrity important in a organization?

 **Q.NO. 7** Give an explanation of the role of communication in human relations.

 **Q.NO. 8** What are the steps towards building effective human communications? Give a reason or explanation why each step is important?

 **Q.NO 9** Describe the factors that influence personal growth

# MANAGEMENT FOR RESULTS


{INTEGRITY, HUMAN RELATIONS & PERSONAL GROWTH}

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 **PRESENTATION**

 **BY**

 **THE PARTICIPANTS**

 Choose one of the previous nine modules. Based on your learning from this program make a five minute presentation before other participants to share what you have learnt.