

TRAIN THE TRAINER

TOT PROGRAM- CCGRT

11 JANUARY, 2020

**PRESENTED BY – AMITA DESAI
OF AMITA DESAI & CO., COMPANY SECRETARIES**

INTRODUCTION

- Amita Desai & Company, is a firm of Company Secretaries, established in 1995 in Mumbai ('Firm') with the objective of being a single point consultant for all secretarial, legal, compliance and business solutions to corporates and business owners.
- Our Services include:
 - ✓ Corporate Compliances wrt Companies Act, FEMA and Securities Law ;
 - ✓ Company Secretarial work ;
 - ✓ Corporate Governance ;
 - ✓ Corporate Restructuring (like Merger) ;
 - ✓ Drafting of various agreements, ESOP plans etc. ;
 - ✓ FEMA compliances ;
 - ✓ Specific services to start up venture.

NEED OF THIS PROGRAM

Essential qualities Training Managers Need

- Deep knowledge of the Profession
- Ability to Measure and Assess Staff Training Needs
- Strong Communication and Interpersonal skills
- A Passion for Continuous Learning
- Innovative Thinking
- Embrace Efficiency
- Passion

NEED OF THIS PROGRAM

Responsibility of every senior manager

- 1. Culture**
- 2. Curiosity**
- 3. Compassion**

Student require to be trained

- 1. Pizza Base to be garnished with Toppings**
- 2. Practical guidance**

TODAYS TOPICS

1. Dress Code
2. Office Etiquettes
3. Positive Attitude
4. Values and Ethics of the Organisation
5. Working in Team
6. Guidance on project report preparation.

DRESS CODE

- **First Impression**
- What you wear to work tells people a lot about you.
- Visual impact
- Your clothing impact your thinking
- There are typically **four types of corporate dress codes**:
 - business formal
 - business professional
 - business casual
 - casual.

DRESS CODE

Dress code for Men (Business Professional)

1. Suit
2. Tie
3. Shirt
4. Colour and Style
5. Shoes
6. Hair
7. Nails

DRESS CODE

Dress code for Women (Business professional)

1. Pantsuit or Skirtsuit or Saree
2. Colour and Style
3. Conservative accessories
4. Shoes
6. Hair
7. Nails

DRESS CODE FOR CS

- Dress code for a CS appearing before Judicial/Quasi – Judicial bodies and Tribunals like NCLT – NCLAT, etc.
- CS Members are advised to strictly adhere to the Dress Code prescribed by the Council and ensure that you're **always dressed appropriately.**

1. For Male Members:

- a. Navy Blue Suit (Coat & Trouser) with CS logo, Insignia OR Navy Blue Blazer over a sober colored Trouser
- b. Neck Tie (ICSI)
- c. White full sleeve Shirt. d. Formal Black Leather Shoes (Shined)

DRESS CODE FOR CS

- **2. For Female Members:**

- a. Navy Blue corporate suit (Coat & Trouser), could be with a neck tie / Insignia OR Saree / any other dress of sober color with Navy Blue Blazer with CS logo
- c. A sober footwear like shoes/ Bellies/ Wedges, etc
(Shined)

- **3. Members in Employment:** As prescribed in 1 or 2 above Members are advised to strictly adhere to the Dress Code prescribed by the Council

OFFICE ETIQUETTES

- Etiquettes is a fancy word for **simple kindness or manners**
 - **Work Etiquettes** is a code that governs the expectation of social behavior at workplace
- “Golden Rule” is**
- Abide by the protocol/ Policy or your office
 - Practice professionalism
 - Be considerate & friendly

OFFICE ETIQUETTES

**GOOD MANNERS OPEN THE
CLOSED DOORS; BAD
MANNERS CLOSE THE
OPEN DOORS!**

BERNARD MERRAT EDWIN

PICTURE QUOTES

OFFICE ETIQUETTES

- Phone Etiquette
- Email Etiquette
- Client Service Etiquette
- Visitors Etiquette
- Business Card Etiquette
- Table Etiquette
- Washroom Etiquette

OFFICE ETIQUETTES

Some principles of office etiquettes / manners

1. Arrive on time
2. Dress appropriately
3. Speak kindly of others
4. Avoid gossiping/ knock before you enter
5. Show interest in others/ say thanks and sorry
6. Watch your body language
7. Don't interrupt others
8. Control over your emotions
9. Table manners/ washroom manners
10. How to behave with women

OFFICE ETIQUETTES

Some principles of office etiquettes / manners

11. Always stand when introduced
12. Look in eyes while speaking to them
13. Offer a firm handshake to adults
14. Always say nice to meet you
15. Refer as Sir or Madam
16. Compliment your co worker for his good work
17. Put your phone away
18. Respect others to have good work
19. Give return calls promised
20. Ask permission before putting anyone on speaker
phone

POSITIVE ATTITUDE

Positive attitude = Positive thinking.

It is:

- state of mind that expects favorable results
- mindset that sees opportunities
- willingness to try doing new things
- a mindset that uses the words, “I can”, and “it is possible”.
- In IMPOSSIBLE, it reads that

I AM POSSIBLE

POSITIVE ATTITUDE

- Positive attitude keeps your energy level high
- It lifts you up in hard times
- Remember nothing is permanent (This too pass)
- Improves your health and relationship
- The more energy you give what is wrong, the more it persists
- Love and accept yourself
- Keep your remote in your hand and not to the person or situation
- Learn the lesson and move on

POSITIVE ATTITUDE

- Dump your negative thoughts
- Substitute negative thoughts with positive thoughts about success and happiness
- Analyse your thoughts you had in the past 24 hours and write down both the negative and positive thoughts and compare the list which one is longer ?
- Continue doing so for a week or two and you will begin to see how your positive attitude is improving.
- Laugh and smile and surround self with +ve people
- Appreciate blessings
- Do lot of exercise

VALUES & ETHICS OF ORGANIZATION

- Core Value and Ethics is DNA of any organisation .
 - It defines who we are and how we behave in our every day life
1. Respect people and treat them with dignity
 2. People to be believed
 3. Any conflict to be resolved and not suppressed
 4. Involve employee for any decision making
 5. Allow employees to express their views, ideas and opinion
 6. Co-operative environment
 7. Integrity

VALUES & ETHICS OF ORGANIZATION

It brings goodwill and reputation to an organization

Your Action speaks than your words

- Concern for others (compassionate behavior)
- Honesty (provision of accurate information)
- Transparent
- Leading chnages
- Fairness (impartiality)
- Integrity and ethical
- Trust and inclusiveness
- No compromise, learning and sharing

WORKING IN TEAM

- **WHY it is required**
 - To achieve the desired results
 - To improve listening and offering support
 - To develop basic skills of respect and empathy
 - To develop ideas
 - To develop skill of taking initiative
 - To be more decisive

WORKING IN TEAM

- Law is not **abstract practice**. It is **emotions** as it affects people and deals about and for the people.
- Creativity is required . New idea, arguments ad avenues – working in Team and thinking out of box solution is key to success
- Motivation and commitment with passion will increase with great Team

COMMERCIAL AWARENESS

Why We must encourage students to be aware of economic and political conditions. This brings following changes

1. Confidence of client
2. Having relevant knowledge brings respect
3. Boost the confidence

How to do it

Keep reading, watching, get involved, have passion and perseverance, subscribe daily law podcast and listen to experts

GUIDANCE ON PROJECT REPORT PREPARATION

- Selection of the Topic
- Report writing
 - Understand your topic
 - Do research
 - Communicate effectively
 - Give precedents of any case laws
 - Give your honest views and suggestions
 - Proof reading
 - Final print



Amita Desai & Co.

Company Secretaries in Practice

1005, Solaris Hubtown Premises Co-op Soc Ltd

Prof. N S Phadke Marg, Andheri East,

Mumbai-400 069 , India

www.amitadesai.com

91 022 26845919/ 20/21/23

Cell 98201 77691

Email info@amitadesai.com , amita@amitadesai.com