









## Session: Working Effectively with Others – Part II

Learning Objective	Evaluation Criterion
Describe various skills required to work effectively with others	Interactive Questioning







	<b>Duration</b>	90 Minutes
	<b>Resources</b>	PowerPoint Presentation, Markers and White Board
	<b>Facilitator's Notes</b>	Through video and visual presentation, explain the consequences of good and bad leadership and decision making. Conduct the interactive sessions in a lively manner ensuring that all participate in the discussions.

**End of Note**

		1.	<b>Tell:</b> Welcome to the video presentation on 'Work Effectively with others. Part II'.
		2.	<b>Tell:</b> By the end of this session, you will be able to describe various skills required to work effectively with others. Before we begin this session, let me ask you a few questions.
			<p><b>Ask:</b> Have you ever worked on new line installation?</p> <p><b>Possible Responses:</b></p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p><b>Ask:</b> For those of you who have answered 'Yes', how many people were involved in the new line installation?</p> <p><b>Possible Responses:</b></p> <ul style="list-style-type: none"> <li>• Four to five people</li> <li>• Five to six people</li> </ul> <p><b>Ask:</b> Would you have been able to complete the task alone?</p> <p><b>Possible Response:</b></p> <ul style="list-style-type: none"> <li>• No</li> </ul> <p><b>Ask:</b> Let me ask you one last question. Would it be possible to install the new line if all the</p>







			<p>team members were quarrelling or arguing?</p> <p><b>Possible Response:</b></p> <ul style="list-style-type: none"> <li>No, it is not possible</li> </ul>
			<p><b>Tell:</b></p> <p>Well said! Almost all of us would have worked on new line installation. We would have also worked on preventive maintenance, pillar erection and so on. A single lineman cannot do such tasks. They require a team that consists of linemen, helpers and supervisor, wherever required. In short, we need to form teams to carry out such works.</p> <p>As you have all agreed, tasks cannot be completed if team members are quarrelling or arguing with each other.</p> <p>Let us watch two video clips to learn the effects of teamwork on a team.</p>
		3.	<p><b>Facilitator's Notes:</b></p> <p>Click to play each video.</p> <p><b>Tell:</b></p> <p>You have seen that there is no proper teamwork.</p> <p>Let us now see the positive way of teamwork.</p> <p><b>Facilitator's Notes:</b></p> <ul style="list-style-type: none"> <li>Click to play the video</li> <li>Conduct an open house discussion</li> </ul>
		4.	<p><b>Ask:</b></p> <p>What did you observe in the first video?</p> <p><b>Possible Responses:</b></p> <ul style="list-style-type: none"> <li>Team members were arguing</li> <li>Team members were blaming one another</li> <li>An important piece of equipment was forgotten</li> </ul> <p><b>Ask:</b></p> <p>What was the result of their behaviour?</p> <p><b>Possible Responses:</b></p> <ul style="list-style-type: none"> <li>Team members were dissatisfied</li> <li>Work was not discussed</li> <li>Solution was not found</li> </ul> <p><b>Ask:</b></p> <p>What did you observe in the second video?</p> <p><b>Possible Responses:</b></p> <ul style="list-style-type: none"> <li>Team members were seen discussing the work to be done</li> <li>One supervisor forgot an important piece of equipment</li> </ul>



			<ul style="list-style-type: none"> <li>• It was brought by another team member</li> <li>• Two team members swapped their work as one of them was not well</li> </ul> <p><b>Ask:</b> What was the result of their behaviour?</p> <p><b>Possible Responses:</b></p> <ul style="list-style-type: none"> <li>• Team members were satisfied with the work distribution</li> <li>• When one team member expressed his inability to trim trees, another member came forward to take his place</li> </ul>
		5.	<p><b>Tell:</b></p> <p>That's right! We observe in the first video that there is no unity among the team members. They are arguing and fighting among themselves. It is difficult to work in such a team. In a team where there is no teamwork, a simple task will take longer time to complete.</p> <p>However, in the second video, we observe that there is understanding among the team members. Moreover, when a team member wanted to exchange his task due to his ill health, the other member was willing to take his place. If there is cooperation and teamwork, even a difficult task seems easy. In a team like this, less time is required to complete a task.</p> <p>Let us hear what Mr. Sudeep Malhotra, a behavioural trainer, has to say.</p>
		6.	<p><b>Facilitator's Note:</b> Click to play the video.</p> <p><b>Tell:</b></p> <p>Let us summarise what Mr. Sudeep has to say. The benefits of good teamwork are:</p> <ul style="list-style-type: none"> <li>• A big task becomes easy to accomplish</li> <li>• Work will get completed well before time</li> <li>• Stress-free work environment is created</li> </ul> <p>Let us move on to the next topic, which is leadership.</p>
			<p><b>Ask:</b> Do you remember Mahatma Gandhi, Jawaharlal Nehru and Abdul Kalam?</p> <p><b>Facilitator's Note:</b> You can change the name of the leaders according to the audience and region.</p> <p><b>Possible Response:</b></p> <ul style="list-style-type: none"> <li>• Yes</li> </ul> <p><b>Ask:</b> Who were they?</p> <p><b>Possible Responses:</b></p> <ul style="list-style-type: none"> <li>• Freedom fighters</li> <li>• Leaders</li> </ul>

			<ul style="list-style-type: none"> <li>• President of India</li> </ul> <p><b>Ask:</b> Why do you remember them?</p> <p><b>Possible Responses:</b></p> <ul style="list-style-type: none"> <li>• They were good leaders</li> <li>• They attracted many followers</li> </ul> <p><b>Tell:</b> You are all well informed. Mahatma Gandhi and Jawaharlal Nehru were our freedom fighters while Abdul Kalam was the President of our country. We remember them even after their death because of their leadership skills.</p> <p><b>Ask:</b> What affects good and bad leadership while carrying out electrical work?</p> <p><b>Facilitator’s Notes:</b> Capture the responses and appreciate the responses.</p> <p><b>Tell:</b> Well! In our professional lives also, we come across different leaders in the form of our supervisors, linemen and so on. You may also grow and climb the promotion ladder and become leaders.  Let us watch video clips to understand the effect of wrong leadership style and good leadership style on the work.</p>
		7.	<p><b>Facilitator’s Note:</b> Click to play the video.</p>
		8.	<p><b>Ask:</b> What did you observe in the video?</p> <p><b>Possible Responses:</b></p> <ul style="list-style-type: none"> <li>• The sub-divisional officer was assigning tasks</li> <li>• The supervisors were carelessly assigning tasks to the linemen</li> </ul> <p><b>Ask:</b> Do you think the leaders were explaining the safety aspects to the team members?</p> <p><b>Possible Response:</b></p> <ul style="list-style-type: none"> <li>• No</li> </ul> <p><b>Tell:</b> Let us look at what Mr. Sudeep has to tell.</p>
		9.	<p><b>Facilitator’s Note:</b> Click to play the video.</p> <p><b>Tell:</b> As pointed out by Mr. Sudeep, this is an example of wrong or poor leadership. As the head of a team, the sub-divisional officer did not know what kind of work was</p>

			<p>supposed to be done. He also did not know what work had to be assigned to the supervisors.</p> <p>Likewise, the supervisors also did not know what work had to be assigned to the team members.</p> <p>In such a scenario, even if the work is assigned to the team members, they would not be able to work with proper coordination and concentration. This will result in poor quality work. It could also be hazardous in some cases.</p> <p>To avoid such situations, the sub-divisional officer, before assigning the work, must first understand what kind of work has to be done. Then, he will be able to assign the work to the right person as per his competence. This is a sign of good leadership.</p>
		10.	<p><b>Facilitator's Note:</b></p> <p>Click to play the video.</p> <p><b>Tell:</b></p> <p>We have heard what Mr. Sudeep has to say about good leadership. Let me quickly summarise the points.</p> <p>Electricity work requires good teamwork. A successful leader ensures good teamwork.</p> <p>A good leader is one who:</p> <ul style="list-style-type: none"> <li>• Makes his team members work in a better way</li> <li>• Provides a helping hand to his team</li> <li>• Motivates his team members to work</li> <li>• Tells his team members about safety precautions to be taken</li> </ul> <p>This helps team members to complete the work efficiently. It also results in coordination among the team members.</p> <p>Let us look at such a scenario in the next video clip.</p>
		11.	<p><b>Facilitator's Note:</b></p> <p>Click to play the video.</p>
		12.	<p><b>Ask:</b></p> <p>What did you observe in the video?</p> <p><b>Possible Responses:</b></p> <ul style="list-style-type: none"> <li>• The sub-divisional officer was aware of what has to be done</li> <li>• The supervisors also followed the sub-divisional officer's example</li> <li>• The team members agreed to do whatever the linemen were telling</li> </ul> <p><b>Ask:</b></p> <p>What did the sub-divisional officer inform the team members?</p> <p><b>Possible Responses:</b></p> <ul style="list-style-type: none"> <li>• Not to start work until he returns</li> <li>• He wanted to ensure that the discharge from the grid is done in his presence</li> </ul> <p><b>Ask:</b></p>

			<p>What were the supervisors doing in the video?</p> <p><b>Possible Responses:</b></p> <ul style="list-style-type: none"> <li>• They were explaining each lineman about his tasks</li> <li>• They were telling that safety should not be compromised</li> </ul> <p><b>Tell:</b></p> <p>That's correct. Now you have understood the difference between the right and wrong way of leadership.</p> <p>Next, let us know about decision making. Before we proceed, let us look at a scenario that might have happened in our daily professional life.</p>
		13.	<p><b>Tell:</b></p> <p>Suppose you are visiting a place to carry out an urgent repair work. A person informs you that he observed some sparks in one of the transformers near his house.</p> <p><b>Ask:</b></p> <p>What will you do in such a situation? Give reasons for your answer.</p> <p><b>Facilitator's Notes:</b></p> <ul style="list-style-type: none"> <li>• There is no right or wrong answer for this question</li> <li>• Inform the participants that all of them have to provide answer to this question</li> <li>• Ask them to answer truthfully and not theoretically</li> <li>• This question should lead to the importance of decision making</li> <li>• Nobody should comment on others' responses</li> </ul>
		14.	<p><b>Tell:</b></p> <p>As you know there is great risk in electrical job and the linemen might face some critical situations. At that moment he might take either right decision or wrong decision.</p> <p>Decision making is an important aspect of your daily professional life. If you take the right decision, you will have the satisfaction that you have saved the life of a person or prevented an accident. However, if you take a wrong decision, you may have to feel guilty that you caused heavy damage to property or life.</p> <p>Let us now watch a scenario to understand this concept better.</p>
		15.	<p><b>Facilitator's Note:</b></p> <p>Click to play the video.</p> <p><b>Ask:</b></p> <p>What do you observe in the video?</p> <p><b>Possible Responses:</b></p> <ul style="list-style-type: none"> <li>• A layman is complaining about fire on an electric pole</li> <li>• The lineman is not listening to the complaint</li> </ul> <p><b>Ask:</b></p> <p>Do you think what the lineman did was right or wrong? Give reasons for your answer.</p>

		<p><b>Possible Responses:</b></p> <ul style="list-style-type: none"> <li>• It was a correct decision because the lineman had many complaints pending and he had to take care of them first</li> <li>• It was a wrong decision because he should have taken care of the sparks before taking up pending complaints</li> <li>• It was a wrong decision. Even if he did not take up the task immediately, he should have informed the office to stop the power supply</li> </ul>
		<p><b>16. Facilitator's Notes:</b> Click to play the video.</p> <p><b>Tell:</b> Well! According to Mr. Sudeep, the lineman did not take the correct decision. He was not concerned about the emergency reported by a person that there was fire on the pole. Instead, the lineman was more bothered about attending to smaller complaints because they were already assigned to him. Such a decision may result in loss of life and property. Let us now watch the ideal way of dealing with the same situation.</p>
		<p><b>17. Facilitator's Note:</b> Click to play the video.</p> <p><b>Ask:</b> What do you observe in the video?</p> <p><b>Possible Responses:</b></p> <ul style="list-style-type: none"> <li>• A man is complaining about fire on an electric pole</li> <li>• The lineman listened to the complaint</li> <li>• He called up the office to inform about the complaint</li> </ul> <p><b>Ask:</b> Do you think the decision taken by the lineman is correct?</p> <p><b>Responses:</b> Yes.</p>
		<p><b>18. Tell:</b> That's right! As rightly pointed out by the sub-divisional officer, the lineman has taken the right decision in this scenario. He has postponed his current 3 tasks and taken up the emergency situation. He took up repair of the pole on priority basis as sparks were coming from the pole. If it was not repaired, it could lead to a major fire accident. Also the lineman has called his office so that the complaint is registered. He informed his boss regarding the pole on fire and informed that he will work on it immediately. Every power sector worker must have such presence of mind while on duty. By taking this decision, he is able to save loss of property and life. By doing this, he is not only saving costs, but also creating a positive impression about his organisation. Similarly, remember that you are the face of the organisation. Therefore, you must carry out your tasks according to priority and emergency.</p>

			Now that you have learnt about teamwork, leadership and decision making, let us quickly recollect the important points of this session.
			<p><b>Tell:</b></p> <p>In this video presentation, you have understood the skills required to work effectively with others.</p>
<b>Key Learning Outcomes</b>			
		<b>19.</b>	<p><b>Tell:</b></p> <p>In this session, you have learnt that:</p> <ul style="list-style-type: none"> <li>• Good teamwork leads to better coordination and cooperation among the team members</li> <li>• Teamwork helps in getting the tasks completed in less time</li> <li>• A good leader motivates his team members to work safely and within the timelines</li> <li>• A good decision prevents loss to life and property</li> </ul>