

Workforce should be provided sufficient comforts

Human Resource is the major asset to a country. So that there should be a main body to develop the HR of a country focus on the wellbeing of the country for the long term, such as "Human Resource Board" of a country.

The Task of Human Resource Board

Mainly the following tasks could be recognized as compulsory areas in developing the HR in a country.

- The HR Board should supply informations to the government as required occasions to develop the HR of the country, by analyzing and recommending effective policies of the education of the country.
- Presentation of programmes and planning relevant to the HRD and policies relevant to the national development towards the government bodies.
- Supply informations and operations on programmes on HRD recommended by the government.
- Analysis and programmes forwarding on national education planning prepared by the government sectors based on national targets.
- Presentations of reports on evaluation and contrasting relevant to the educational training systems of the country.



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- Preparations of annual reports on HRD of the relevant country including the current operational systems of HRD. (The current situational analysis of HRD of the country.)

Any government has to recommend relevant legislative activities to function the above tasks very efficiently focus on developing the HR of the country. Besides this the government has the empowering authority to apply necessary requirement to fulfill these HR activities.

So that the education policies of a country could be established productively if the HR Board is efficient. Many countries have

established because of the education policies relevant to the development of the country due to the efficiency of its HR Board.

The Goals of HRM

The goals of HRM are to develop the rights of human labor and capabilities. So that there are four unique characteristics in HRM.

- Improving the interest and dedication in employees to contribute their services successfully.
- Development of labour forces at competitive levels.
- Ensuring the necessity of the existing targets.
- Ensuring the productivity of the production cost.

HR managers of the organizations should be more competent to develop the efficiency of the work force to achieve organizational targets and objectives. HR manager should be much responsible to develop the work force of organizational, Business development and to achieve employees personal targets. Work force has their personal targets. Work forces dedicate to achieve organizational objectives and targets anticipating their personal targets. The modern HR managers have changed the entire evaluation systems on employees than the earlier period.

The work force should be provided sufficient comforts. Then only the moral, perceptions would

be mainly focused on their dedication and contribution. Modern companies support the employees with more comforts beyond their control. The effective strategy should be rather than satisfying the internal customers who are concerned as HR; delights them beyond control. Many organizations apply many welfare systems as to enhance the HR moral building focus on organizational productivity.

HR manager has to maintain the employees by supplying necessary training and development programmes.

Employees should be given proper training. Training is the unique engine of HR development of an organization. A trained employee is an asset for an organization. The employee's job development is one of the areas for a HR manager to improve their efficiency.

Presenting a quality product and quality service could be established if the employees are satisfied only.

Human Resource Development Strategies

- Developing a working environment in the organization and create a satisfactory mental condition of the employees.
- Open up opportunities to employees to improve their professional background with necessary professional training.

■ Ensure to make their capabilities of working by providing modern technological tools and machineries and modern techniques.

■ Make sure the employees to become the loyal partners of the business.

■ Planning the employee's affairs to bring up to the maximum work satisfaction.

■ Ensure a proper administration and decentralization of work to develop good job attitudes among employees and improve corporate responsibilities among employees.

■ Develop formal activities to improve the employee's welfare and their physical conditions by providing them day-to-day needs.

■ Ensure the employees that their main duties are to work for the business development and maintain the high quality of organization.

■ Developing formal programmes to build up relationship with the society improving good relationship with the customers and support to produce quality products and improve the corporate image.(CSR)

■ Involve the employees to the management and promote their targets through their employments. The employees might never leave the organization if they are supported in this man-

ner.

The Reasons for Decreasing of Employees Productivity of an Organization

- Lack of improvements of the awareness of the employees about their work and corporate activities and targets.
- Lack of interpersonal relationship between the managers and the employees, so that there is a gap in between the managers and the employees targets.
- Lack of attention towards the welfare of the employees.
- Lack of essential services to develop the welfare of the employee's families and maintenance of employees.
- Application of olden type of systems and unproductive types of planning.
- Absorbing excess of employees not relevant to the investment and excess of employees more than the production.
- Too much of employees to the organization.
- Poor application of employee's education activities and their development, so that it has become difficult to improve the employee's capabilities.
- Irresponsible employees are given leadership among the employees; this is badly resulted for the employee's trade union activities.

Confidence is key when learning to think on your feet

"So, Susan, your report indicates you support forging ahead with the expansion but have you considered the impact this will have on our customers? Surely you remember the fiasco in Dallas last year when they tried the same type of project?"

Yikes! If you're Susan, you're likely feeling under pressure! You have to answer the question and allay the CEO's concerns about the disruption to customers. What do you do? What do you say? How do you say it? What if you can't think of anything to say?

This is not an uncommon situation. Whether you are put on the spot while attending a meeting, presenting a proposal, selling an idea, or answering questions after a presentation, articulating your thoughts in unanticipated situations is a skill. Thinking on your feet is highly coveted skill and when you master it, your clever and astute responses will instill immediate confidence in what you are saying.

When you can translate your thoughts and ideas into coherent speech quickly, you ensure your ideas are heard. You also come across as being confident, persuasive, and trustworthy.

Confidence is key when learning to think on your feet. When you present information, give an opinion or provide suggestions, make sure you know what you are talking about and that you are well informed. This doesn't mean you have to know everything about everything, but if you are reasonably confident in your knowledge of the subject, that confidence will help you to remain calm and collected even if you are put unexpectedly in the hot seat.

The secret of thinking on your feet is to be prepared: learn some skills and tactics, and do some preparation for situations that might put you under pressure. Then when you do find yourself faced with unexpected questions and debate, you'll be ready to draw on these tactics and preparation, and so stay poised while you compose your thoughts and prepare your response. Here are some tips and tactics:

1. Relax

This is often the opposite of how you are feeling when you're under pressure, but in order for your voice to remain calm and for your brain to "think", you have to be as relaxed as possible.

Take deep breaths

Take a second and give yourself a positive and affirming message

Clench invisible muscles (thighs, biceps, feet) for a few seconds and release.

2. Listen

It comes as no surprise that listening is critical to thinking on your feet. Why do you need to listen? To make sure you fully understand the question or request before you reply. If you answer too soon, you risk going into a line of thinking that is unnecessary or inappropriate. To help you with your listening remember to:

Look directly at the questioner

Observe body language as well as what is being spoken

Try to interpret what is being suggested by the question or request. Is this an attack, a legitimate request for more information, or a test? Why is this person asking this and what is the intention?

Tip:

Remember that the person is asking a question because he or she is interested. Some interest is positive - they simply want to know more - and some is negative - they want to see you squirm. Either way they are interested in what you have to say. It's your privilege and pleasure not to disappoint them!

3. Have the Question Repeated

If you're feeling particularly under pressure, ask for the question to be repeated. This gives you a bit more time to think about your response.

At first glance people think this will only make them look unsure. It doesn't. It makes

you look concerned that you give an appropriate response. It also gives the questioner an opportunity to rephrase and ask a question that is more on point. Remember, the questioner may well have just "thought on his or her feet" to ask the question, so when you give them a second chance, the question may well be better articulated

and clearer to all.

By asking to have the question repeated you also get another opportunity to assess the intentions of the questioner. If it is more specific or better worded, chances are the person really wants to learn more. If the repeated question is more aggressive than the first one, then you know the person is more interested in making you uncomfortable than anything else. When that's the case, the next tip comes in very handy.

4. Use Stall Tactics

Sometimes you need more time to get your thoughts straight and calm yourself down enough to make a clear reply. The last thing you want to do is blurt out the first thing that comes to your mind. Often this is a defensive comment that only makes you look insecure and anxious rather than confident and composed.

Repeat the question yourself. This gives you time to think and you clarify exactly what is being asked. It also allows you to rephrase if necessary and put a positive spin on the request. "How have I considered the impact on customers in order to make sure they have a continued positive experience during the expansion?"

Narrow the focus. Here, you ask a question of your own to not only clarify, but to bring the question down to a manageable scope. "You're interested in hearing how I've considered customer impacts. What impacts are you most interested in: product availability or in-store service?"

Ask for clarification. Again, this will force the questioner to be more specific and hopefully get more to a specific point. "When you say you want to know how I've analyzed customer impacts, do you mean you want a detailed analysis or a list of the tools and methods I used?"

Ask for a definition. Jargon and specific terminology may present a problem for you. Ask to have words and ideas clarified to ensure you are talking about the same thing.

5. Use Silence to your Advantage

We are conditioned to believe that silence is uncomfortable. However, if you use it sparingly, it communicates that you are in control of your thoughts and confident in your ability to answer expertly. When you rush to answer you also typically rush your words. Pausing to collect your thoughts tells your brain to slow everything down.

6. Stick to One Point and One Supporting Piece of Information

There's a high risk that, under pressure, you'll answer a question with either too much or too little information. If you give too short an answer, you risk letting the conversation slip into interrogation mode. (You'll get another question, and the questioner will be firmly

in control of how the dialogue unfolds). When your reply is too long, you risk losing people's interest, coming across as boring, or giving away things that are better left unsaid. Remember, you aren't being asked to give a speech on the subject. The questioner wants to know something. Respect that and give them an answer, with just enough supporting information.

This technique gives you focus. Rather than trying to tie together all the ideas that are running through your head, when you pick one main point and one supporting fact, you allow yourself to answer accurately and assuredly.

Tip:

If you don't know the answer, say so. There is no point trying to make something up. You will end up looking foolish and this will lower your confidence when you need to think on your feet in the future. There is (usually) nothing wrong with not knowing something. Simply make sure you follow up as soon as possible afterwards with a researched answer.

7. Prepare some "what ifs"

With a bit of forethought, it's often possible to predict the types of questions you might be asked, so you can prepare and rehearse some answers to questions that might come your way. Let's say you are presenting the monthly sales figures to your management team. The chances are your report will cover most of the obvious questions that the management team might have, but what other questions might you predict? What's different about this month? What new questions might be asked? How would you respond? What additional information might you need to have to hand to support more detailed questions?

In particular, spend some time brainstorming the most difficult questions that people might ask, and preparing and rehearsing good answers to them.

8. Practice Clear Delivery

How you say something is almost as important as what you say. If you mumble or use "umm" or "ah" between every second word, confidence in what you are saying plummets. Whenever you are speaking with people, make a point to practice these key oration skills:

Speak in a strong voice. (Don't confuse strong with loud!)

Use pauses strategically to emphasize a point or slow yourself down

Vary your tone and pay attention to how your message will be perceived given the intonation you use

Use eye contact appropriately

Pay attention to your grammar

Use the level of formality that is appropriate to the situation.



9. Summarize and Stop

Wrap up your response with a quick summary statement. After that, resist adding more information. There may well be silence after your summary. Don't make the common mistake of filling the silence with more information! This is the time when other people are absorbing the information you have given. If you persist with more information, you may end up causing confusion and undoing the great work you've already done in delivering your response.

Use words to indicate you are summarizing (i.e. "in conclusion," "finally") or briefly restate the question and your answer. So - what did I do to analyze customer impacts? I reviewed the Dallas case files in detail, and prepared a "What if" analysis for our own situation."

Key points:

No one enjoys being putting on the spot or answering questions that you aren't fully expecting. The uncertainty can be stressful. That stress doesn't need to be unmanageable and you can think on your feet if you remember the strategies we just discussed. Essentially, thinking on your feet means staying in control of the situation. Ask questions, buy time for yourself, and remember to stick to one point and make that one point count. When you are able to zoom in on the key areas of concern, you'll answer like an expert and you impress your audience, and yourself, with your confidence and poise.

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