



Ashish Sharma is a young line manager – cramped by organizational constraints, bored by the grinding routine, afraid to take initiative and unable to make any difference. His boss, Kamat thinks Ashish is just sleep-walking through his job.

One day, as Ashish reaches home tired and demoralized, he has a strange experience. He is greeted by a man who looks exactly like him and claims to be his long forgotten 'Creative Self' (ACS).

ACS tells Ashish that the main problem with his life and career is that he is not using his creativity. Ashish scoffs at ACS and says 'creativity' is just another 'management buzzword' of no practical value.

However ACS convinces Ashish that 'creativity' is not an abstract concept but every small step one takes towards improving one's work by systematically generating innovative ideas and solutions and applying them effectively. Ashish soon wants to have practical guidance on how to be creative 'on the job'. ACS starts by making Ashish aware of the biggest hurdle to creativity – his own mental



THE MAGIC OF MANAGERIAL CREATIVITY

blocks and deeply ingrained attitudinal limitations that close his mind to fresh thinking.

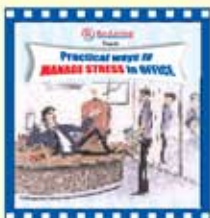
Then ACS helps Ashish understand how imagination and creativity can be tapped through different techniques for idea generation. Ashish realizes that only by stimulating the brain to think the unthinkable without inhibitions, creative solutions emerge.

ACS also encourages him to conduct a group creativity session with his team members Zafar, Rajat and Mohit. Soon he and his team generate dozens of solutions by using simple techniques like brainstorming, attribute listing and checklist of questions.

Further, they also evaluate the ideas creatively and select a few that stand a good chance of being adapted, accepted and implemented successfully within a practical framework and organizational parameters.

Finally ACS guides Ashish in making the right efforts to 'sell' his ideas to his boss, Kamat and enlist the support of other colleagues without getting disheartened and frustrated.

Soon Ashish begins to experience the magic of managerial creativity.



PRACTICAL WAYS TO MANAGE STRESS in OFFICE

Duration : 55 minutes

This video depicts 5 typical situations at work that usually generate stress and then presents effective ways in which individuals can deal with them without becoming stressful.

Venkat, a young executive, has made a mistake and is terribly stressed out in anticipation of his boss's reaction. He regains his calm only when a helpful Stress Management Guru (SMG) persuades him to accept responsibility, change his

perspective, stop focusing on the mistake and instead concentrate on resolving the problem.

Sameer, a young manager, is completely stressed out grappling with his workload, demands of colleagues, sundry interruptions and his own tardy work habits. SMG helps him understand that the key to managing stress lies in being organized, planning work, managing time and minimizing distractions.

Prakash, a diminutive manager is under tremendous stress because of the aggressive behaviour of his colleagues and customers. SMG makes him realize that coping with the stress generated by conflict would be possible if he learned to have better control over his thoughts and emotions and refused to let others have the power to disturb him.

Manisha, a mid career professional is highly distressed because she feels sandwiched between the demands of her boss and job and that of her family. SMG helps her understand the importance of striving for a balance between personal and professional life and the utmost significance of being able to draw a line.

Jadeja, a senior manager, feels highly stressed out because he thinks his subordinates are incompetent, lack drive and diligence. SMG helps Jadeja realize that all his stress is of his own making due to flaws in his own functioning as a boss. SMG also shows Jadeja how his stress level can reduce greatly if he also developed a better rapport and working relationship with his subordinates.



SOFT SKILLS FOR FIRST TIME MANAGERS

Duration : 51 minutes

The video depicts 9 challenging situations that a first time manager may face and the mistakes he / she may easily make unless he / she responds with skill, tact, maturity and intelligence.

EPISODE 1: Raman learns how to assertively interact with former colleagues without feeling guilty.

EPISODE 2: Ravi understands how to assign work tactfully but firmly, balancing work priorities with aspirations of team members.

EPISODE 3: Shekhar discovers that taking ownership of a decision is the best way to motivate and lead your team.

EPISODE 4: Himanshu understands the importance of delicately resolving disagreements between subordinates.

EPISODE 5: Shivani realises that remaining calm under pressure is important for a manager.

EPISODE 6: Jatin learns that a manager can set the right example by boosting the confidence of team members when things are tough

EPISODE 7: Ajay understands that he needs to do his homework well so that he can decisively take up the cause of his subordinates with higher authorities.

EPISODE 8: Gaurav is in a hurry to make an impact and soon realizes that he is inviting the resentment of team members.

EPISODE 9: Vaibhav needs to understand that a new manager should not be blindly resistant to advice, while taking decisions.





HOW TO CONDUCT RECRUITMENT INTERVIEWS

Duration : 33 minutes

Jaideep, a middle level manager is dismayed by the way his boss, Kakkar, conducts recruitment interviews. Kakkar's questions and assessment of candidates is very arbitrary, casual and heavily influenced by personal preferences.

Jaideep approaches his HR colleague Jatin to understand how to conduct effective and skillful recruitment interviews.

Jatin helps Jaideep appreciate the methodology of a good recruitment interview. He emphasizes the role and approach of the interviewer and explains the most productive ways of eliciting authentic information and gaining insights into a candidate's competencies.

Jaideep and Jatin also discuss the various techniques and questions that a skilled interviewer can use to gauge a candidate's skills, managerial capabilities, future potential, personal motivation and character.

Finally Jatin advises Jaideep on how candidates should be handled and treated. Jatin also points out the common mistakes that interviewers commit and the effect they have on candidates.

Jaideep puts into practice these interviewing tips and is happy to see the results of conducting a well structured and professional recruitment interview.



SKILLFUL INTERPERSONAL COMMUNICATION AT WORK

Duration : 41 minutes

Anand, a sales manager, approaches his marketing colleague for some routine inputs and ends up getting into an ego clash with him.

Sanjana, an HR executive, is asked by her GM to brief him on a new employee care proposal. Nervous and unprepared, Sanjana fails to be articulate and convincing.

Srinivas, a product development manager, is afflicted with poor listening skills, which exasperate his Project Head.

Chopra, a senior production manager, is highly impatient, vague and ambiguous while giving instructions and confuses his subordinates in the process.

Fortunately, all four of them come across an enthusiastic management guru, who specializes in 'communication skills'. The guru helps Anand understand the importance of respecting the other person and being tactful, being flexible and assertive during interpersonal communication, rather than being aggressive or submissive.

Sanjana learns from the guru how to cultivate and develop her communication skills, how to plan and prepare her communication well and then put it across effectively.

To Srinivas, the guru emphasizes the integral role that 'active listening' plays in preventing misunderstandings and erroneous conclusions.

The guru then advises Chopra about how the quality and clarity of instructions from a boss determine how well subordinates execute tasks delegated to them.

Soon Anand, Sanjana, Srinivas and Chopra are able to appreciate how skillful 'interpersonal communication' leads to positive and productive interactions.



THE KEY TO EFFECTIVE PERFORMANCE APPRAISAL

Duration : 51 minutes

Vivek, a young manager, is upset with the casual way in which his boss conducts his performance appraisal.

When he himself becomes a boss, Vivek feels the need to learn the right skills and techniques to conduct effective and motivating appraisal discussions with team members who report to him. He approaches a senior HR colleague, Sunil, for advice and practical tips.

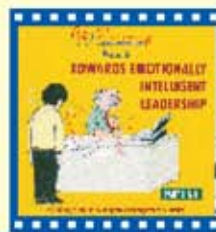
Sunil first advises how Vivek should prepare himself and his subordinates thoroughly before the discussion. He also gives crucial inputs to Vivek on making an effective discussion agenda, his responsibility in creating a positive atmosphere during the appraisal for encouraging subordinates to present their self-assessment, the use of active listening and the art of skillfully putting questions to get subordinates to speak freely.

Thereafter, Sunil introduces Vivek to the company's training consultant, Radhika, who gives him valuable inputs on behavioural and communication skills, essential for a boss while appraising subordinates. Radhika focuses on the all-important aspects of giving positive and negative feedback.

Soon, Vivek successfully conducts his first appraisal as a boss with his team member, Sanjay. But Sunil still feels apprehensive about how a boss should handle appraisals of very poor performers and so, turns to his friend, Ravi, a highly experienced corporate professional for help.

Ravi counsels Vivek on how to handle appraisee's hostility or non-co-operation while identifying reasons. Ravi also explains how to get poor performers to accept responsibility for bad performance, and make an improvement action plan.

Vivek competently applies Ravi's advice while appraising a poor performer in his team and is gratified by its effectiveness.



TOWARDS EMOTIONALLY INTELLIGENT LEADERSHIP I & II

Duration : 61 minutes

PART I: During an exit interview, a young manager reveals, "Since it is not possible to change one's boss, I am changing my job."

Shrikant Joshi, an Organization Development Consultant appointed by the same company, discovers that this is the widespread sentiment prevalent among the managerial cadre and staff.

In his presentation to senior management, Joshi makes out a compelling case citing the lack of Emotional Intelligence (EI) shown by bosses as the main reason for low morale amongst employees and 'flight of talent' from the company.

By narrating various instances, Joshi succeeds in convincing the CEO and top management that Emotional Intelligence is the cornerstone of good leadership. Eventually, they accept Joshi's recommendations to adopt the culture of emotionally intelligent leadership.

PART II: Joshi initiates the process by conducting an introductory briefing to senior managers on the basic competencies that bosses need to consciously cultivate - self awareness, self-regulation, motivation, empathy and social skills.

Through one-on-one counseling and mentoring sessions, Joshi helps senior managers to first identify the missing elements in their emotional make up. Next, he guides them in developing necessary emotional competencies, in consciously regulating their own actions and responses to others and most importantly, in breaking ingrained, behavioural patterns that are counter-productive.

Over time, the sincere efforts made by bosses in the company to conduct themselves in an emotionally intelligent manner, start yielding results and subordinates at all levels start responding positively to the change.



CHALLENGES OF SUCCESSFUL SELLING - I & II

Duration : 66 minutes



Presents over 75 tips for sales professionals to learn skillful probing, understanding customer requirements, making sales calls, preparing proposals, objection handling, negotiating & closing a call.

THE IMPORTANCE OF GOOD CUSTOMER SERVICE

Duration : 40 minutes



Offers more than 40 practical insights for handling customers, being customer friendly and achieving 'customer delight'.

HOW TO MAKE GOOD PRESENTATIONS

Duration : 26 minutes



Provides more than 30 tips for executives to improve their presentation skills and conquer 'presentation phobia'.



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