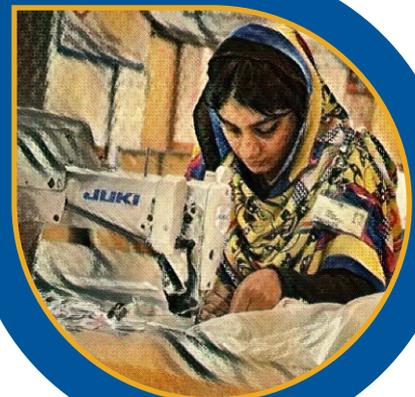
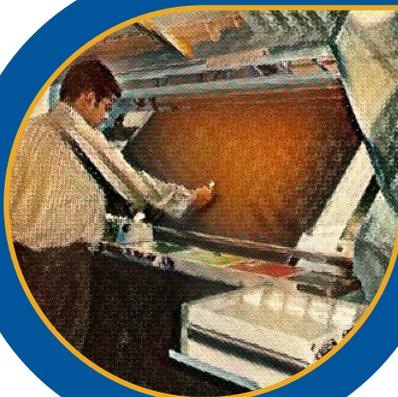
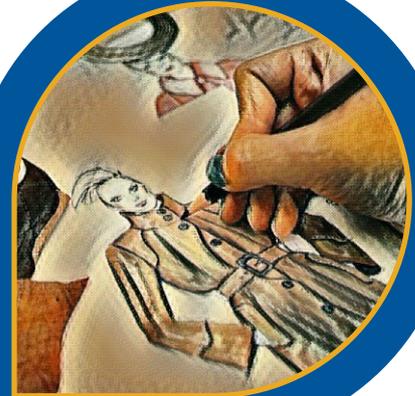


Student
Handbook

Training Course on

Soft Skills

For Trade Group Fashion Designing,
Dress Making and Quality Assurance



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Course Description

<p>Personal Development</p> <p>09 Hours </p> <ul style="list-style-type: none">▪ Self-awareness▪ Self-confidence▪ Better Image and Impression	<p>Communication Skills</p> <p>19 Hours 20 Minutes </p> <ul style="list-style-type: none">▪ Speaking Skills▪ Listening Skills▪ Non-Verbal Communication Skills▪ Writing Skills	<p>Teamwork</p> <p>04 Hours 30 Minutes </p> <ul style="list-style-type: none">▪ Teamwork▪ Qualities of an Effective Team▪ Types of Teams
<p>Work Ethic</p> <p>05 Hours </p> <ul style="list-style-type: none">▪ Work Ethic▪ Importance of Work Ethic▪ Important Aspects of Work Ethic▪ Work Ethic in Your Profession	<p>Time Management</p> <p>05 Hours </p> <ul style="list-style-type: none">▪ Time Management▪ Advantages of Time Management▪ Obstacles in Time Management▪ Scheduling Tasks▪ Our Tasks and Time Management	<p>Attention-to-Detail</p> <p>04 Hours 30 Minutes </p> <ul style="list-style-type: none">▪ What is Attention-to-Detail?▪ Benefits of Attention-to-Detail▪ Instructions for Attention-to-Detail▪ Five Important Techniques for Attention-to-Detail
<p>Customer Care</p> <p>06 Hours </p> <ul style="list-style-type: none">▪ Customer Care▪ Who is a Customer?▪ You as a Customer▪ Adopt a Polite Attitude▪ Communication with a Customer via Telephone▪ Dealing with Difficult Customers		

Provide Reasoning/Reasons

Instructions	What's the reason?
<p>1 Rashid is a dress-maker. He can do his work very well. However, he is unable to communicate, about his work and skill-set.</p>	
<p>2 Rehan is a dress-maker. He tries to complete his work/task on time. Still, there are frequent complaints of his work being improper, i.e., submission of incomplete work.</p>	
<p>3 Ayesha secured first position in the dress-making course. However, during interview, her voice was very low and her hands kept trembling.</p>	
<p>4 Majid is a skilled fashion designer. However, he isolates himself and actively tries to take such work assignments, that allow him to work alone.</p>	
<p>5 Akbar understands the skill of dress-making very well. However, he often leaves the tasks, in favor of chit chat with his colleagues. In addition, he takes offense, if a colleague advises otherwise.</p>	
<p>6 All the employees at the factory, commend the dresses made by Nasir. He understands his work very well. But, he fails to complete his tasks, as he is often late in reaching factory on time.</p>	
<p>7 The dresses designed by Samina are very famous. However, if a customer tries to engage with her or provide any suggestion, she completely ignores them and does not give any importance to the customer.</p>	

QUESTIONS

- In all of the afore-mentioned instances, the person is skilled in their work, then what could be the possible reason, that it is not reflected in their performance?
- In each scenario, what kind of skills are required of the person?
- Are task-specific skills/technical skills sufficient for a person, or do they need some other skill-sets as well?

Soft Skills

An amalgamation of different skills, abilities, attitudes and personal strengths, that allow individuals, to get habituated to their environment, work alongside others, show better performances and achieve their goals. Without these, any other technical, professional and educational skills may prove insufficient.

For Example:

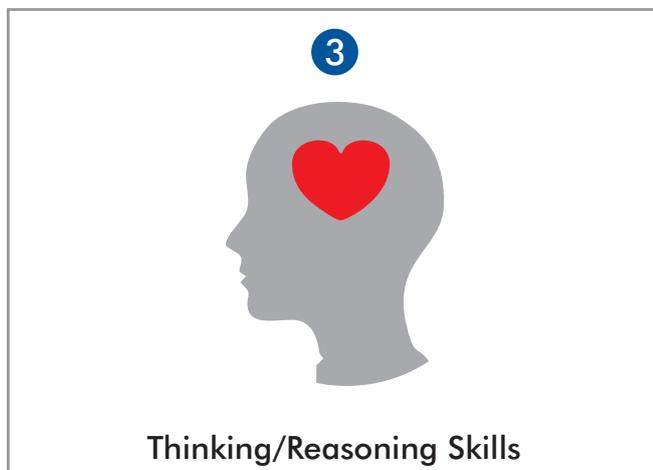
A well-educated person that cannot speak with confidence.

Experts in a specific profession, that cannot work alongside others.

A technically skilled professional, that cannot ensure quality or abide by time.

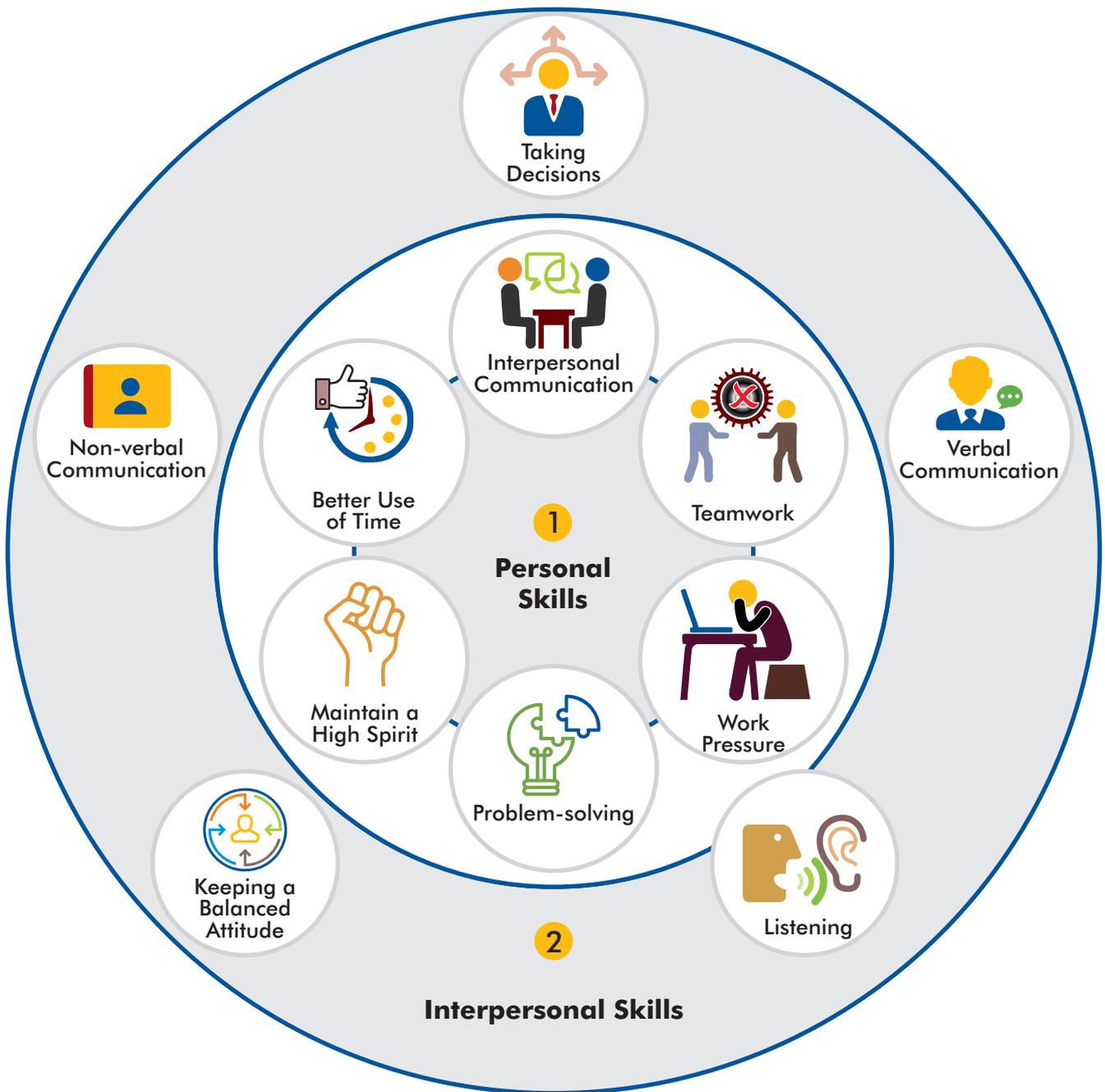
Soft Skills for Employees:

Usually employers seek these four professional skills in their employees:



There are two major types of professional skills: personal and interpersonal. Their description is as follows:

1 Personal Skills	2 Interpersonal Skills
The skills that enhance any individual's performance at personal level	The skills that are necessary for interpersonal interaction and communication, within a social context



Summary of the Session

This session will enable you to understand yourself in a better manner and achieve positive change through better decision-making. In addition, you will become more aware of your strengths, weaknesses, habits and emotions, etc. With the help of this session, you will be able to understand your professional potential as well as performance in a better light. It will, in turn, improve your self-concept as well as aid you in impression management. This will not only improve your confidence but also help you improve your skills.

Tell if You Can

A new female supervisor joined the garment factory. Soon after arrival, she felt the need to meet with the workers at the factory.

First Meeting:

First of all, she went to the Production Department where different dressmakers were working.

The Supervisor asked them to introduce themselves. Let's see what they shared:

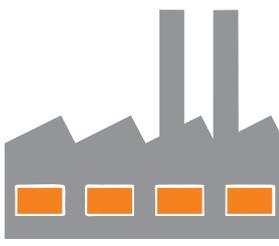
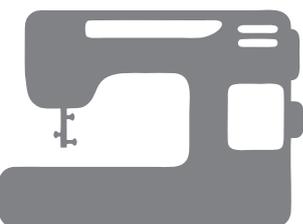
<p>1</p>  <p>Most of the dress-makers only shared their names</p>	<p>2</p>  <p>Some shared their name, designation and address</p>	<p>3</p>  <p>A few also shared details of their marital status and children</p>
<p>4</p>  <p>A few mentioned their weak financial conditions</p>	<p>5</p>  <p>Some of the dress makers got nervous under stress</p>	<p>6</p>  <p>Some of them fell completely silent</p>

QUESTIONS

- Why did the dressmakers get nervous and become silent?
- What important details were shared during the introduction?
- What unimportant and irrelevant details were shared during the introduction?
- What additional information should have been added in the introduction?

Second Meeting:

After that, she met the Quality Assurance team. here, she met the Quality Assurance Supervisor, that shared the following information about himself:

<p>1</p>  <p>Name and education</p>	<p>2</p>  <p>Designation and work experience</p>	<p>3</p>  <p>His duration of employment at the factory</p>
<p>4</p>  <p>Details of work being done on the machines</p>	<p>5</p>  <p>Mistakes committed by the dressmakers</p>	<p>6</p>  <p>The fact that his salary is insufficient</p>

QUESTIONS

- In your opinion, what are the important things that were discussed by Arshad?
- Which things should not have been included in the introduction?
- What more could have Arshad shared about himself?
- Was Arshad able to communicate the details of his work and duties, in an effective manner?

Self-Awareness

Self-awareness entails that you are well aware of your attitudes, emotions, interests, character -- meaning strengths, weaknesses and goals. thus, allowing you to tell other about yourself, when needed. it is essential to introspect and self-examine yourself to develop self-awareness.

“Life is not about finding yourself. It is about creating yourself.”
-George Bernard Shaw

To Become Self-aware, Ask Yourself:

1

What are the strengths of my personality?



2

What are the things that I consider, good or bad?



5

How am I, at emotional level? What kind of statements boost my confidence? What kind of statements affect my confidence?



3

What are my general habits? Which among these are good/beneficial and which are harmful?



4

What are my emotions? How do my emotions affect my thoughts and my work?

Important Benefits of Self-Awareness:

1



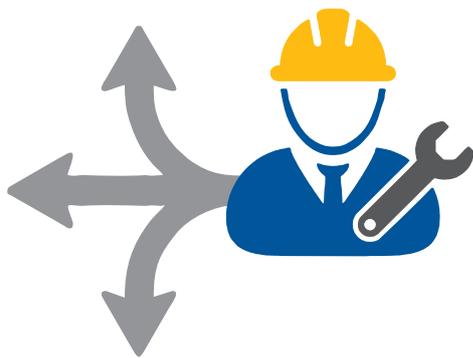
Self-awareness helps us realize who we are, so that, we can identify areas of self-improvement. It allows us to benefit from our strengths and overcome our weaknesses.

2



People that more aware of themselves, can make the right decisions as well as follow through on them.

3



Self-awareness helps improve our personality, and, in turn, makes finding the right profession easy. Hence, ensuring that we do not choose professions, that are not aligned with our personality.

4



One goal of self-awareness, is enabling us to perform better, since it allows us to identify and improve our weaknesses.



Know Yourself

What you should know about yourself, if you are:



A Fashion Designer

- 1
- 2
- 3
- 4
- 5



A Dressmaker

- 1
- 2
- 3
- 4
- 5



A Quality Supervisor

- 1
- 2
- 3
- 4
- 5



Know One Another

QUESTIONS

- Sit in pairs and give your workbook to your partner, so that he/she can interview you, using the questions provided.
- Your partner will enter their answers in the blank space provided below.
- After sharing the information about yourselves with each other, share it with the group as well, upon your turn.

Name: _____

Technical Profession: Fashion Designer Dressmaker Quality Supervisor

1 What are my hobbies?

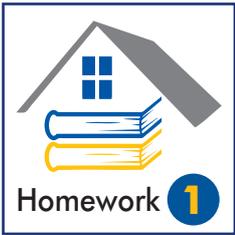
2 What are the two things that i like and take pride in?

3 What are the two qualities that make me a good friend?

4 What are two of my professional skills that I admire a lot?

5 Where do I want to see myself in the future?

6 What do I need to change in my personality?



Self-Awareness

Keep in mind the introduction given in the exercise, introduce yourself to the following people and note their opinions.



Father, Mother,
Family Heads

Day: Date:

What was their opinion?

.....

.....

.....



Friends and
Relatives

Day: Date:

What was their opinion?

.....

.....

.....



Factory Co-workers/
Students

Day: Date:

What was their opinion?

.....

.....

.....



Teacher/
Senior Officer

Day: Date:

What was their opinion?

.....

.....

.....

Why is it so?

Let's get to know Seema:



- She always gets nervous upon seeing her supervisor.
- She believes that other workers know the work better than her.
- She fears that she won't be able to understand the given design quickly.
- She is friends with very few workers since she rarely engages in a conversation.
- She feels scared traveling between her home and the factory.

Let's get to know about Arshad:



- Arshad doesn't make eye contact while talking to his seniors.
- He gets confused easily, since he is new to the field.
- He is apprehensive of other, more experienced supervisors outperforming him.
- He does not tell the workers, their mistakes.
- He cannot communicate openly with his friends.
- He is unable to express his opinion on any matter.

QUESTIONS

- Why is, all of this, happening to Arshad and Seema?
- Is there any specific reason for all these problems?
- What suggestions would you like to give to Seema and Arshad?
- Do you also face same problems, as Seema and Arshad?

Self-Confidence

What is self-confidence?

Any individual's belief in his/her abilities, skills, opinions and decisions, is called self-confidence. It is reflected in their professional as well as everyday life.

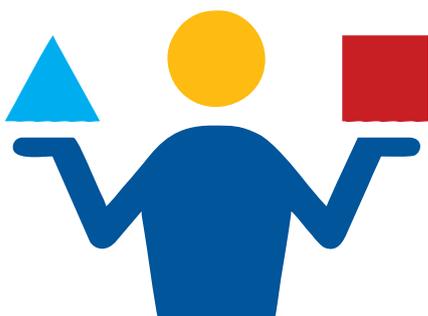
Self-confidence brings positive changes in a person:

<p>1</p>  <p>Feeling Secure</p>	<p>2</p>  <p>Confident</p>	<p>3</p>  <p>Knowing your Abilities</p>	<p>4</p>  <p>Positive Attitude</p>
<p>5</p>  <p>Trusting Others</p>	<p>6</p>  <p>Accepting Others</p>	<p>7</p>  <p>Expressing your Emotions</p>	<p>8</p>  <p>Taking Care of Family and Making Better Friends</p>
<p>9</p>  <p>Learning from One's Mistakes</p>	<p>10</p>  <p>Accepting Challenges</p>	<p>11</p>  <p>Knowing Personal Destiny</p>	<p>12</p>  <p>Living a Successful Life</p>

Four Steps Four Enhancing Self-Confidence:

Often, lack of confidence becomes the reason for failure and hopelessness. However, it is necessary to understand that one can regain his/her self-confidence at any time and increase it further, through these four methods:

First Step



Never compare yourself with others and don't consider yourself inferior to others.

Second Step



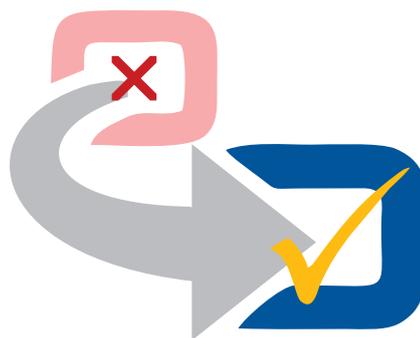
Accept yourself as you are and learn about your abilities.

Third Step



Appreciate yourself for good deeds.

Fourth Step



Practice changing negative/maladaptive thoughts into positive/adaptive thoughts.



Assessment for Self-Confidence

Assess yourself, based on the following criteria:

#	Thoughts	Never	Rarely	Often	Regul- arly	Always
1	I take risks	5	4	3	2	1
2	I think that it is very important to continue one's education	5	4	3	2	1
3	I see the good in others	5	4	3	2	1
4	I can easily live at a new place	5	4	3	2	1
5	Telling others about my happiness gives me joy	5	4	3	2	1
6	I am confident in myself	5	4	3	2	1
7	I decide my goals/purpose	5	4	3	2	1
8	I respect others	5	4	3	2	1
9	I think positively	5	4	3	2	1
10	I am a good listener	5	4	3	2	1
11	I can ask for help without hesitation	5	4	3	2	1
12	I am responsible for my thoughts and actions	5	4	3	2	1
13	I can express my thoughts	5	4	3	2	1
14	I am living a good life	5	4	3	2	1
15	I can talk to others with confidence	5	4	3	2	1
16	I like myself	5	4	3	2	1
17	I exercise daily and take a balanced diet	5	4	3	2	1
Total						

Encircle the score you got, and tally your result:

1	Very confident in one's-self	90 - 69	2	Confident in one's-self	68 - 48
3	Some confidence in one's-self	47 - 31	4	Very less confidence in one's-self	30 - 15
5	Almost to no confidence in one's-self	14 - 0			

QUESTIONS

- What is your opinion about this result?

.....

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Do You have Self-Confidence?

Name: _____

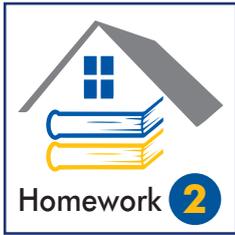
Technical Profession: Fashion Designer Dressmaker Quality Supervisor

Ask yourself if you have self-confidence. If yes, then state any ten indications.

1	2
3	4
5	6
7	8
9	10

What are the things that affect your self-confidence in a negative way?

1	2
3	4
5	6
7	8
9	10



Assessment of Self Confidence with the Help of your Family Members

QUESTIONS

Assess your self-confidence on the given criteria, keeping in mind the opinion of your family members. So that, you can see what they think about you confidence level:

#	Thoughts	Never	Rarely	Often	Regul- arly	Always
1	I take risks	5	4	3	2	1
2	I think that it is very important to continue one's education	5	4	3	2	1
3	I see the good in others	5	4	3	2	1
4	I can easily live at a new place	5	4	3	2	1
5	Telling others about my happiness gives me joy	5	4	3	2	1
6	I am confident in myself	5	4	3	2	1
7	I decide my goals/purpose	5	4	3	2	1
8	I respect others	5	4	3	2	1
9	I think positively	5	4	3	2	1
10	I am a good listener	5	4	3	2	1
11	I can ask for help without hesitation	5	4	3	2	1
12	I am responsible for my thoughts and actions	5	4	3	2	1
13	I can express my thoughts	5	4	3	2	1
14	I am living a good life	5	4	3	2	1
15	I can talk to others with confidence	5	4	3	2	1

#	Thoughts	Never	Rarely	Often	Regul- arly	Always
16	I like myself	5	4	3	2	1
17	I exercise daily and take a balanced diet	5	4	3	2	1
Total						

Encircle the score you got, and tally your result:

1	Very confident in one's-self	90 - 69	2	Confident in one's-self	68 - 48
3	Some confidence in one's-self	47 - 31	4	Very less confidence in one's-self	30 - 15
5	Almost to no confidence in one's-self	14 - 0			

QUESTIONS

- What is the opinion of your family members about this result?

Self Image

Self-image refers to one's own views about his/her capabilities, physical appearance and personality. This view may be accurate or inaccurate, and is related to an individual's self-confidence. Likewise, after meeting an individual, people form an opinion about his/her capabilities, physical appearance and personality. That is why it is said that "Your first impression is the last impression".

How self-image is formed?





How are you? An Assessment

QUESTIONS

- Consider your habits and overall life-style and answer the following questions:

#	Details	Never	Rarely	Often	Regul- arly	Always
1	I wear dirty clothes	5	4	3	2	1
2	I wear washed, clean clothes	5	4	3	2	1
3	I wash my feet daily	5	4	3	2	1
4	I wash my hair once a week	5	4	3	2	1
5	I cut my nails regularly	5	4	3	2	1
6	I brush my hair daily	5	4	3	2	1
7	I brush my teeth twice a day	5	4	3	2	1
8	I wear washed, clean socks everyday	5	4	3	2	1
9	I use perfume daily	5	4	3	2	1
10	I take a bath daily	5	4	3	2	1
11	I use soap to wash my hands	5	4	3	2	1
12	I always wash my hands before eating	5	4	3	2	1

Seven Suggestions for Better Image and Impression

Staying clean:

People that stay clean and away from dirt, appear better and healthy.



- Taking a bath daily with soap to rid yourself of germs and dirt.
- Changing your clothes everyday.

Eliminating bad odor:

People always judge others, based on the smell coming off of them. Following strategies help get rid of body odor:



- Use a good perfume or fragrance.
- Use body spray for sweating. You can also use a tissue paper.
- Change your clothes every day.
- Ensure that your shoes are dry before you wear them.

Taking care of hair:

Well-styled and shiny hair are very important for every man and woman. These are some of the ways to take care of your hair:



- Wash your hair with a good shampoo or soap twice a week.
- Brush your hair thoroughly and make sure that the comb is clean.
- Men should get their hair trimmed by a good barber.
- Use oil to keep your hair strong and healthy.
- Keep your hair safe from dandruff.

Keeping teeth clean:

Your teeth add to the beauty of your smile. Here are some of the ways to help protect your teeth:



- Brush your teeth with a good toothpaste after every meal and before going to bed every night. Regular brushing keeps the teeth healthy, strong and beautiful.
- Cleaning the leftover food particles and dirt from teeth helps in eradicate teeth problems.
- Avoid use of cigarettes, Paan, Niswaar and tobacco as they destroy the color of your teeth permanently.
- Get your teeth checked after every six months.

Taking care of your hands:

Our hands are a vital part of our personality as we use them for gesturing during conversations. The hygiene of your our hands and nails reflect our overall personality. Maintaining cleanliness of our hands includes the following:



- Wash your hands before and after taking a meal.
- Cut your nails and keep them clean.
- Use a cream or lotion for protecting the skin of your hands.

Taking care of your feet:

People often neglect the hygiene of their feet, although our feet often get dirty while doing daily tasks. One should keep the following in mind, to help protect the feet:



- Wash your feet daily; if possible wash them three or four times a day.
- To clean the heels, use a pumice stone or a foot file.
- Use clean socks daily.

Use of clean and good dress:

Our sense of dressing is not only an indicator of our personality but also lets people know who we are as individuals. A good dressing sense not only adds to our beauty, but it also makes us feel good about ourselves. In order to wear appropriate clothing, following points should be kept mind:



- Choose your dress according to the event.
- Choose appropriate colors to look good.
- It is necessary to wear clean clothes. So, ensure that you dress is properly washed and well-ironed.
- Do not wear dirty clothes.



Better You --- Better Impression

1. Staying clean:

- 1 Taking a bath with soap every day to stay away from dirt.

Your current situation: Excellent Good Normal

What needs to be done?

- 2 Changing your dress every day.

Your current situation: Excellent Good Normal

What needs to be done?

2. Eradicating smell:

- 1 Wearing a good perfume or fragrance.

Your current situation: Excellent Good Normal

What needs to be done?

- 2 Using body spray or tissue for sweating.

Your current situation: Excellent Good Normal

What needs to be done?

- 3 Changing your dress daily.

Your current situation: Excellent Good Normal

What needs to be done?

- 4 Taking care that shoes are dry before you put them on.

Your current situation: Excellent Good Normal

What needs to be done?

3. Taking care of your hair:

1 Washing your hair with a good shampoo or soap twice a week.

Your current situation: Excellent Good Normal

What needs to be done?

.....

2 Men getting their hair trimmed by a good barber.

Your current situation: Excellent Good Normal

What needs to be done?

.....

3 Using oil to make your hair strong and healthy.

Your current situation: Excellent Good Normal

What needs to be done?

.....

4 Protecting your hair from dandruff.

Your current situation: Excellent Good Normal

What needs to be done?

.....

4. Keeping teeth clean:

1 Brushing your teeth with the help of toothpaste after eating a meal and before going to bed every night.

Your current situation: Excellent Good Normal

What needs to be done?

.....

2 Avoiding the use of cigarettes, paan, niswaar and tobacco.

Your current situation: Excellent Good Normal

What needs to be done?

.....

5. Taking care of your hands:

1 Washing your hands before and after taking a meal.

Your current situation: Excellent Good Normal

What needs to be done?

2 Cutting and cleaning nails.

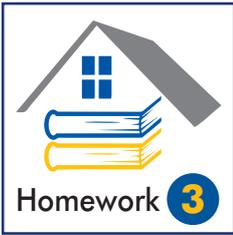
Your current situation: Excellent Good Normal

What needs to be done?

3 Using a cream or lotion for protecting skin of your hands.

Your current situation: Excellent Good Normal

What needs to be done?



Suggestions to Others

QUESTIONS

- Identify and choose, any two friends or family members, that you would like to advise regarding self-improvement. Answer each question while also noting down their views.

Individual Number 1:

Name:

Relation: Age:

Opinion:

.....

.....

.....

.....

.....

.....

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.....

.....

Individual Number 2:

Name:

Relation: Age:

Opinion:

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Summary of the Session

1st Session: Personal Development:

At the end of this session, we learnt:

Knowing Oneself:

- Describing one's own strengths, weaknesses and hobbies.
- Improving one's habits and eradicating personal weaknesses.
- Introducing one's self to students and teachers.
- Speaking openly in class or in a group.

Self-Confidence:

- Introducing one's-self to employer/officer/worker while maintaining eye-contact.
- Sharing details about one's-self with the team in an improved manner, while also giving your introduction to the team without any hesitation.
- Accepting the challenge that has been set for you and ensuring that your work meets the standards of quality, set for you.
- Describing one's skills, abilities and strengths confidently.

Self-Image:

- Exuding positive self-image at personal as well as professional level.
- Wearing clean and tidy work-appropriate attire.
- Dealing with co-workers and fellow students in a polite manner.
- Identifying personal maladaptive/negative habits and behaviors and eradicating them.
- Always taking care of personal hygiene (body, hair, teeth, hands, feet)

Session # 2



Communication Skills

Listen to a story!

This session includes:

Communication Skills

19
Hours
20
Minutes



- Speaking Skills
- Listening Skills
- Non-Verbal Communication Skills
- Writing Skills

A king once had a dream that all his teeth were falling out. He summoned many people to his castle, in order to understand the interpretation of his dream. All of them interpreted that all of his family members will die very soon. Angry with the interpretation, the king put them all in jail. He, then summoned the most renowned intellectual in his kingdom and asked for his interpretation. The wise man being well aware of king's anger issues, said to the king, "Your dream implies that you will outlive all your entire family". Upon hearing this, the king became very happy and sent the wise man his merry way, loaded with generous reward.

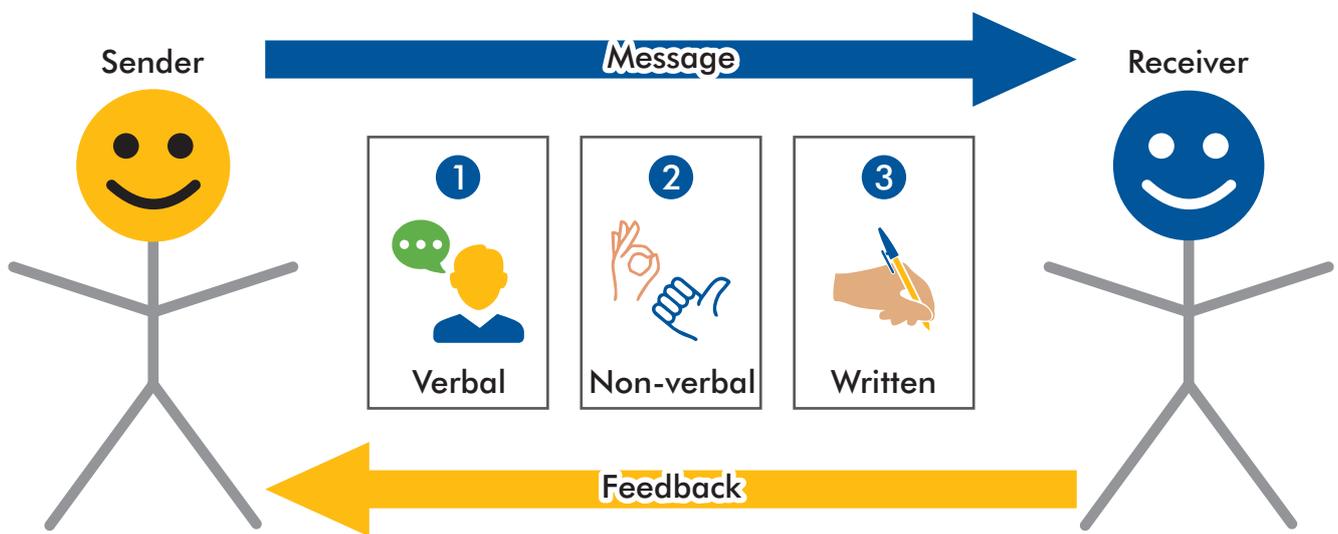
Summary of the Session

In order to live life, humans need to interact with others. It is natural to communicate with others for expression of your needs and desires. However, specific skill-set is required to communicate in an effective manner, and attain success in personal and professional lives. Thus, allowing a person to reach great heights. In this session, we will learn the techniques that are pertinent to effective communication.

Communication Skills

Communication involves exchange of ideas, informations or thoughts, using any medium; writing, talking, etc. In this process, one person is "sender", while the other person is a "receiver". A medium is always used to send and receive messages, as shown in the model, given below:

"Communication is key to personal and professional success/progress, alongside interpersonal connection."
-Paul J. Meyer.



Methods of Communication:

Verbal
(Speaking, listening or making sounds)

Non-Verbal
(Signs, symbols and pictures)

Written
(E-mail, letters, messages)

How to improve communication?



Create a conducive environment for conversation



Pay attention to the speaker and listen carefully



Don't talk under mental stress



Understand the differences of language and culture



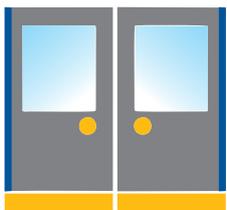
Use an appropriate mode of communication



Focus on the goal

Obstacles in Communication:

Following factors become obstacles in communication:



Closed doors, more distance/increased distance, noise



Difficult Words



Difference in language, customs, life-style, traditions and social conduct, etc.



Individual or emotional behavior

QUESTIONS

- What kind of obstacles in communications do you face, as a fashion designer, dress-maker or quality supervisor?
- Do these obstacles affect your work?

Your Profession and Communication

QUESTIONS

- In the blank spaces provided below, mark the correct options and describe different kinds of communications. For instance, writing skills, speaking skills, etc.

Fashion Designing and Dressmaking:

In textile industry, what kind of communication skill is required to understand Fashion and Digital Departments?

 Speaking  Listening  Writing

.....

.....

.....

Which kind of communication skill is required to design a dress, in-line with the latest eastern and western fashion trends?

 Speaking  Listening  Writing

.....

.....

.....

Which kind of communication skill is required to understand, use and differentiation among lines, shapes, angles and colors?

 Speaking  Listening  Writing

.....

.....

Which kind of communication skill is required to measure and cut the pattern using different techniques during pattern-preparation?

 Speaking  Listening  Writing

.....

.....

Which kind of communication skill is required to use poster color and block printing, based on the pattern?

 Speaking  Listening  Writing

.....

.....

.....

Once the design has been finalized, which kind of communication skill is required to monitor the quality, in the final stage of dress preparation?

 Speaking  Listening  Writing

.....

.....

.....

Dress Designing:

Which kind of communication skill is required to understand customer's needs, and choosing colors and fabrics for designing a dress?

 Speaking  Listening  Writing

Which kind of communication skill is required to make a design or understand a existing design, during dress preparation?

 Speaking  Listening  Writing

Which kind of communication skill is required to take measurements for a dress while using various tools and images, during preparation process?

 Speaking  Listening  Writing

Which kind of communication skill is required while designing the pattern, cutting, stitching, embroidery and other tasks?

 Speaking  Listening  Writing

which kind of communication skill is required in stitching the dress and putting finishing touches to it?

 Speaking  Listening  Writing

Which kind o communication skills are required to pack the finished goods/product and deliver them to the customer?

 Speaking  Listening  Writing

Skills of Cloth Cutting, Dyeing and Finishing:

Which kind of communication is required for the process of cutting and use of cloth-cutting machine, alongwith fixing any fault that the machine might have?

 Speaking  Listening  Writing

Which kind of communication is required in speaking about cloth-cutting machine and other instruments?

 Speaking  Listening  Writing

Which kind of communication skill is required for proper handling of cloth and use of machine?

 Speaking  Listening  Writing

Which kind of communication skill is required in supplying the material from cutting to stitching?

 Speaking  Listening  Writing

Fabric Quality Inspector/Supervisor:

Which kind of communication skill is required in color coding, grading system and work process?

 Speaking  Listening  Writing

Which kind of communication skill is required to ensure quality of material in textile industry?

 Speaking  Listening  Writing

Which kind of communication skill is required to understand the quality-related tasks?

 Speaking  Listening  Writing

Which kind of communication skill is required for monitoring production before and during work process?

 Speaking  Listening  Writing

Which kind of communication skill is required to know about the faults?

 Speaking  Listening  Writing

Which kind of communication skill is required to inspect quality of clothes and stitching?

 Speaking  Listening  Writing



Know Your Communication Skills

Fill the sheet provided individually and group your responses under "yes" or "no" categories. This will help you in becoming more aware of the weaknesses of your communication:

#	Questions	Yes	No
1	Do you get distracted easily or start thinking during a conversation?		
2	Do you interrupt others during a conversation?		
3	Do you face difficulty in asking a question?		
4	Do you listen to others carefully and follow what they say?		
5	Do you give others a chance to complete their point and then speak?		
6	Do you form your opinion about people, based on how they talk/speak?		
7	Do you face difficulty in initiating a conversations?		
8	Do you favor yourself more, based on your experience?		
9	Do you think that you are always right?		
10	Do you understand accents and gestures easily?		
11	Do you easily arrive at a conclusion?		
12	Do you consider others, inferior to yourself?		
TOTAL			

Your Answers: Total Yes:

Total No:

Listening Skills

Seema wanted to become a fashion designer. However, his wouldn't not agree. one day, Seema explained to her father that women in fashion designing can work from home, and often, their customers are also female. Her father listen to her argument closely and finally agreed. She was ecstatic that she talked with confidence and her father listened to her, patiently. She took admission in a vocational institute. as the course began, Seema also made many friends. Her teacher was also very competent. She would first demonstrate using a sample and then ask the students to do the remaining work themselves. She also encouraged them to discuss things and work together.



The teacher gave the following task as a home assignment:

1 Use of different colors	2 Method of mixing colors	3 Design of block-printing	4 Cutting of pattern	5 Two patterns of both, eastern and western design
-------------------------------------	-------------------------------------	--------------------------------------	--------------------------------	--

For this task, Seema decided to take help of her friends and showed her work to the teacher, on the next day. Her teacher praised her for listening to the task attentively, and executing it after understanding it fully.

QUESTIONS

Read the story mentioned above, and explain the following:

- Which communication skill has been used by Seema to convince her father?
- Why is listening carefully/attentively important?

What is Listening?

Attentively hearing and understanding, what others are saying, is called listening skill. However, it is not easy, since it requires attention.

People Understand:

7%

Through Words

38%

Through Voice and Accent

55%

Through Movements
and Gestures

Why Listening is Important?



Improvement in Relations



Increase in Knowledge



Better Understanding



Saving Time



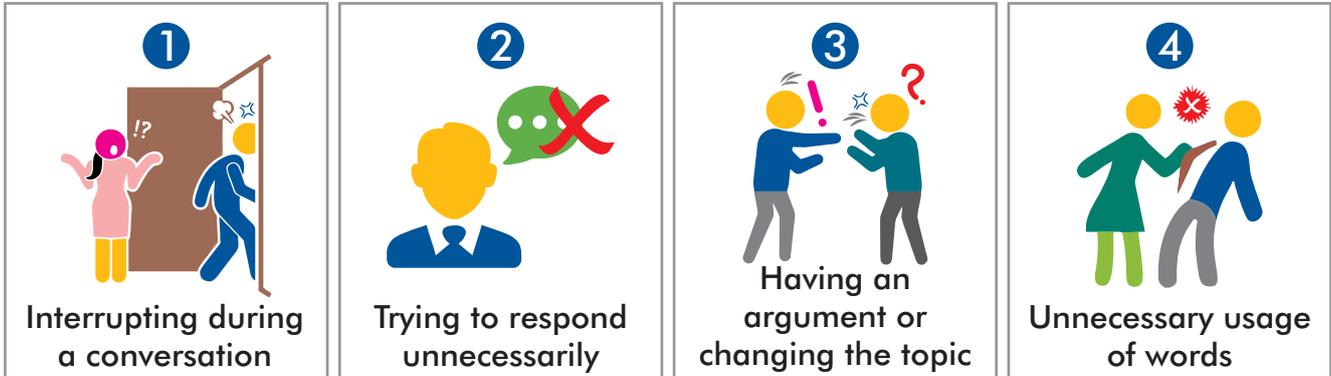
Saving Money



Avoiding Problems

Obstacles in Listening Effectively:

Many-a-times, there arise obstacles in conversations. These obstacles can be due to listener, speaker or environment factors, for instance:



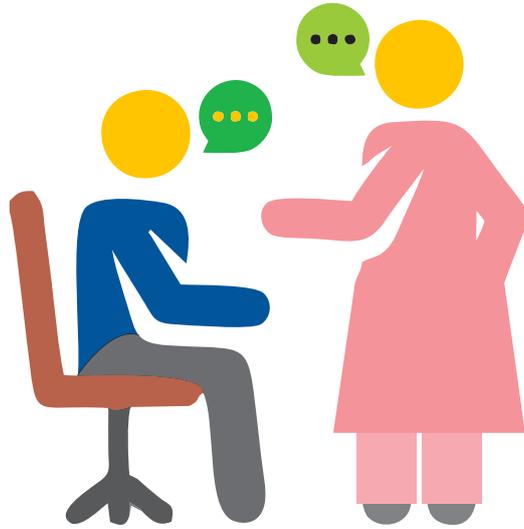
Listening with Understanding:

If someone is talking to you, he/she must feel heard and that is possible, only when you are listening to him carefully and in an improved manner.

Listening is important for many reasons:



Seema and Arshad Meet



Seema had arrived at the Boutique as a new designer and Arshad was the quality supervisor. On her first day at office, Arshad gave Seema a tour of the factory, and introduced her to everyone.

Arshad also shared some information about his factory with Seema and explained that, "Both eastern and western style dresses are made in the factory. Hence, you will have to yourself be updated on the latest fashion trends. I will monitor your work in my capacity as your supervisor".

When Arshad was giving instructions, Seema was writing them all, in silence. At the end of their meeting, she repeated all the important points that were explained by Arshad earlier, to remove any chance of a mistake. Arshad praised Seema for listening carefully and also added that this attribute will help her in designing.

QUESTIONS

- What did Arshad tell Seema?
- What did Seema do to listen in a more effective manner?
- In your opinion, why is listening carefully important?

What is Active Listening?

Understanding, after listening carefully with complete engagement, is called active listening.

How you listen is crucial to your work and interpersonal relationships.



For Example:

We listen to gather information

We listen to understand

We listen, out of our own interest

We listen, to learn

- Listening is a skill; by improving listening skills, you can improve your performance, make a good impression on others, convince them to agree to your point of view. Moreover, you can avoid fights and misunderstandings.
- For achieving success at your job, it is essential that you listen carefully.

How to Become an Active Listener?

Active listening has these 06 aspects:

<p>1</p>  <p>Pay attention to the speaker</p>	<p>2</p>  <p>Show that you are listening</p>	<p>3</p>  <p>Share your opinion/thoughts</p>
<p>4</p>  <p>Do not be hasty in jumping to conclusions</p>	<p>5</p>  <p>Give an answer</p>	<p>6</p>  <p>Do not speak while listening</p>



Know Your Communication Skills

Now you have to make a drawing. Listen to your instructor carefully and draw the picture:

1

What difficulties did you face in drawing the picture?

2

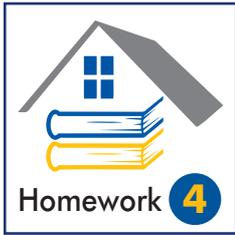
Why was the drawn picture different from the original picture?

3

What were the mistakes?

4

What was the reason behind the mistakes?



Knowledge of Listening (Personal Assessment)

Please mark the sign (✓) in True or False columns, on the given below statements.

#	Statements	True	False
1	You pay more attention to thing that are of interest to you.		
2	you only hope or think about things, that you have previous knowledge about.		
3	Most of the times you twist things by yourself so that you can listen what you want to listen.		
4	Listening is a natural phenomenon.		
5	Experience and information have profound impact on human thinking.		
6	Listening and active listening are the same things.		
7	Listening is a skill.		
8	Little effort is required in listening and it's an easy task.		
9	A speaker is responsible for successful communication.		
10	A better listener always has an open mind.		

Speaking Skills

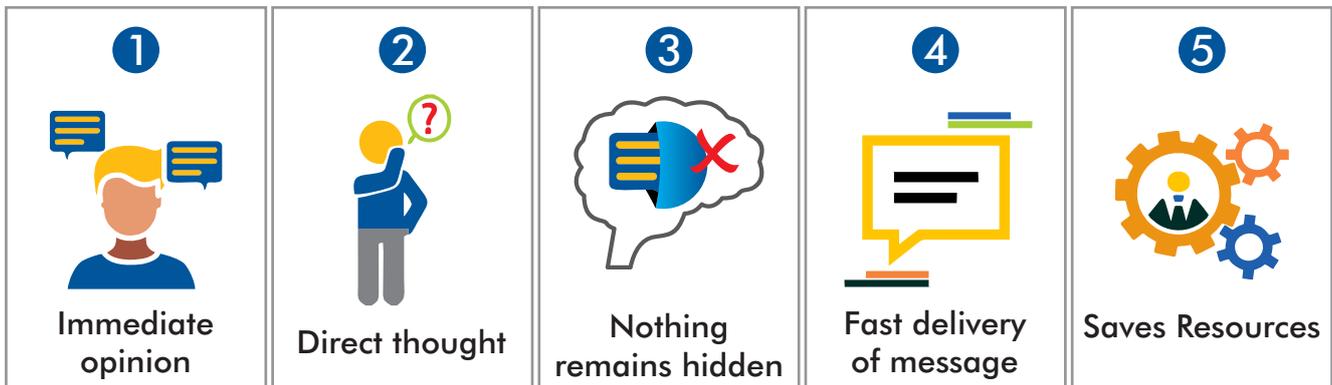


Arshad works as a quality control supervisor for clothes. One day, Arshad's supervisor told him that some people were coming for an inspection of the factory. So, he should inform everyone, arrange their visit and brief them regarding the work done by his department, in detail. The next day Arshad, when the visitors came, Arshad introduced himself and his department. However, as he was briefing them about his tasks, a sudden question unnerved him. Supervisor immediately addressed the query and moved on. The visiting team, also asked a few questions regarding fashion designing from Seema and she addressed and answered them with confidence. On seeing this, the supervisor became very happy and appreciated Seema's confidence and conversation style in front of all the employees.

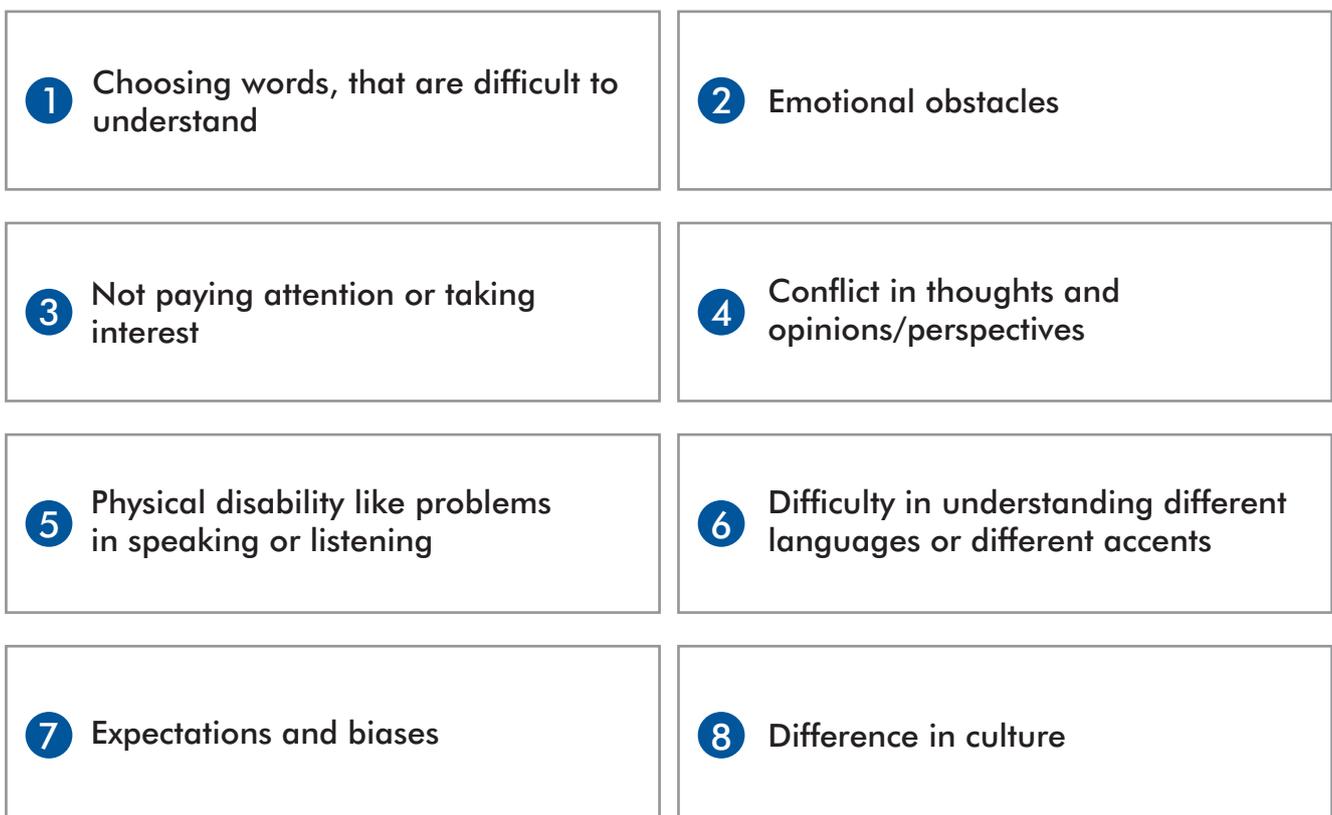
QUESTIONS

- Do you want to speak confidently like Seema?
- Do you also face difficulty while talking like Arshad?
- Which character do you think you are, Seema or Arshad?

Advantages of Verbal Communication



Obstacles in Verbal Communication:



How can verbal communications be improved?

You can improve your verbal communication by using the following approaches:

Read More	To improve your knowledge it is important to read more (Newspaper, magazines, novels). Through these resources you can enhance your communication skills.
Think About the Words	Excessive talking can become boring for the listener. Talking more than required also makes you less important.
Prepare	Prepare beforehand, what you should say.
Listen and Show Interest	More listening and less speaking means that you understand.
Less Use of Non-verbal Communication	Your voice, style and intonation should align with the topic.
Embrace Honesty	If you do not have information about something, it is better to let the other person know, instead of pretending.
Understand Other's Opinion/perspective	It is not guaranteed that others will necessarily comprehend what you are saying. Therefore, observe if they can understand, what you are saying.

Talk Like Stars



S	Situation	First of all, observe the situation. Do not talk unnecessarily. If understanding that is difficulty for you, then always ask yourself "when" and "where". the situation will become clear to you.	For Example: On Tuesday I was learning to make a t-shirt at the institute.
T	Tasks	After this, examine what you had to do. It should not be more than one word; "what?" and "why?"	For example: I was told to make t-shirt without buttons.
A	Attitude	In this step, evaluate how you have resolved the problem. This should also be one word, "how?" It will guide you on how to resolve the problem.	For example: I have taken out my magazine, saw the T-shirt without buttons and made it out.
R	Result	At the end, look at the result. It will be brief and precise and the result will be the same.	For example: The teacher was happy with my work.



Assessment of Your Verbal Communication

Please mark the sign (✓) in True or False columns, on the statements given below:

#	Statements	True	False
1	I can introduce myself, when i meet others.		
2	I can talk about my education, school and where I live.		
3	I can talk about my hobbies, interests and likeness.		
4	I can talk about my experiences.		
5	I can talk about my future plans, aims and destination.		
6	I can give and take suggestions.		
7	I can agree with anyone.		
8	I can talk about personal and moral issues.		
9	I can respond to my teacher's questions		
10	I can talk to any stranger on the telephone.		
11	I can book hotels, bus or train on telephone.		
12	I can order food at the restaurant.		
13	I can ask for help from the salesman in a cloth store.		
14	I can ask for directions.		
15	I can guide those, that are lost.		

QUESTIONS

- Which of the given statements, are the things that you cannot do?
- Which of the given statements are things that you can do?
- Which of these, you find difficult?
- Which of the things, mentioned in these statements, would you like to improve?

Writing Skills



Seema works as a Fashion Designer in her boutique. Occasionally, apart from her own city, Seema also orders different items of clothes and threadworks from Karachi, as the items purchased from Karachi are cheaper than those purchased from the other cities. One day, Seema decided to order an ample amount of cloth from Karachi, for which she emailed the Supervisor. After some days, when she received the order, most of the clothes were different from the order. Then, Seema realized that she did not place the order properly. Hence, causing misunderstanding in communication and delivery of wrong product.

QUESTIONS

- What considerations should be kept in mind while writing professional letter/purchase order?
- Why it is necessary to write in detail and read carefully before sending a letter?

Importance of Effective Writing

It is necessary to write well so that you can convey your message to others easily. Through writing, you can send your message to people that are far away.

Why it important to write well?

1 For conveying message over long distance	2 For job applications or CVs	3 For writing important things, so that you may remember
4 For documentation during work	5 For leave applications	6 For message via email, text etc

Advantages and Disadvantages of Writing Communication:

Advantages	Disadvantages
<ul style="list-style-type: none">▪ It is not necessary to send your message immediately after writing. You can easily review and revise.▪ Written communication can provide you with a permanent record, that can be saved for future analysis.▪ Written communication allows the receiver to take as much time as they need to read the messages and provide appropriate response.▪ Good writing increases customer satisfaction.	<ul style="list-style-type: none">▪ Often the sender does not receive an immediate response. This attribute of written communication can be an issue in business, where you need fast-paced response. Hence becoming a source of hopelessness and mistrust.▪ It takes a lot of time to write messages because it contains a lot of information, which causes difficulty for the communicating individuals.

Follow these Rules for Writing an Email Based on the Nature of Your Work

- Always check your work and grammar mistakes.

- Do not write a lengthy email like a novel; avoid long paragraphs.

- Do not include unrelated/irrelevant people in an email group.

- Do not respond to all, when you want to send an email to a certain group only.

- Do not include contact details of the receiver, till you are sure that the message is accurate and grammar is correct.

Instructions for SMS Writing

SMS is an effective tool for communication, that has taken the world by storm. People of every age group use it, since it allows you send your message to the other person in a very short span of time.

Although, it is very fast and beneficial mode of communication it comes with its own challenges, like, use of wrong words, incomplete message or issues of decorum and respect.

These seven ethics of SMS writing should be kept in mind:



1. Know Your Audience:

Every message reflects your own personality, so the message must be aligned with your objectives. Although, you tend to communicate with your friends in a different manner, you communication with colleagues, customer or anyone else would follow different set of rules.

2 Talk in Detail:

The receiver of the message/text should not face any difficulty in comprehending, what you wish to communicate. If your message does not follow proper protocol, it will cause issues and misunderstandings. So, keep your message clear and precise and always check it, prior to sending.

3. Reply on Time:

When someone sends you a message, they expect you to reply quickly. It is alright if you read the message with some delay, but always try to respond immediately. The delay in response reflects carelessness at your part. If you cannot reply to the message for any reason, please apologize.

4. Use of Symbols at the Time of Necessity:

Sometimes, emoticons might be appropriate, and that is why they are an integral part of SMS. However, you must have a clear idea regarding the appropriateness of their use. For instance, you shall never use any such symbol, during work-related communication.

5. Avoid going into unnecessary details:

It is inappropriate to reply to a word or a sentence with an entire paragraph. If you received a message consisting of a couple of words, it shows that the sender is in a hurry and requires a quick response. If you still wish to talk in detail, arrange for a meeting or make a call.

6. Exercise Patience:

Word your message as you communicate normally. It would be unpleasant for you, if someone interrupted you while talking. It is also inappropriate during messaging. Allow the other person to explain their perspective.

7. Understand When to End the Conversation

Sending messages requires writing and speaking skills. Respect the thoughts of others. If someone suddenly stops messaging, during conversation, do not bother/annoy/disturb them by sending more messages.

If you are not careful, sending messages will cause difficulty and may result in subsequent embarrassment among customers and friends.

How to Write Cover Letter for a Job?

Cover letter is a summary of all the documents or C.V that you may share and contains important information.

Developing Your Skills:

Prior to writing a cover letter, make a table consisting of your experience and skills. In the table, write the skills in first column while adding experiences to the second column. Moreover, carefully read the application for the job and focus on the desired skills. In the third column, match the required skills with your skills and experiences.

Providing Your Personal Details:

Start the cover letter by mentioning your personal information. The information should be communicated in a very simple manner, so that interviewer can get a clear idea of who you are. Also ensure, that you have the letterhead, prior to writing.

Write your information after leaving space and adding current date.

Name	Address	Phone Number	E-mail	Address	Personal Website (if you have any)	Add Company's Information
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Once you have written your personal details, mention the details of your potential employer. Add details like their name, address, etc.

Writing contact details of your potential employer showcases your handwork in writing the application, since you gathered information about your potential employer.

Writing the Application:

- Employers read many applications during a day and often he/she will decide, which ones to keep and which ones to throw away, based on the choice of words. Do not fill your application like a newspaper article.
- Write an excellent introduction. So, the reader understands at the outset that you are passionate/motivated for the job. Your motivation for the job, needs to be communicated clearly yet briefly. Convey to the Manager that not only are you well informed about the organization but getting a job there, is crucial for you.
- Select two, among all your achievements and experiences, that showcase you as a better potential candidate for the job.
- In the second paragraph, link two to three skills that you have, with the job requirements.
- Explain briefly, why you are better suited to the job. It is essential that you end your application in the best possible manner.
- End the letter with thank you and make it abundantly clear that if you are given a chance, you will work in an excellent manner.
- Wishing someone well, conveys respect. Once you have finished, use the last line to write your full name or sign the letter.

Job Application (Sample)

	Your complete address, phone-number and email address
Date	For example: Wednesday, November 12, 2017
Receiver's Name and Address	Add either the name and address of the recipient organization or designation of the person, that you are writing to. Similarly, mention these details on the envelop as well.
Topic	It shows the objective of application such as: Job Application
Greetings	<p>An English letter always starts with a word "Dear". If you do not know the recipient, you may write:</p> <ul style="list-style-type: none"> ▪ Dear Sir ▪ Dear Madam ▪ Dear Mr. Khan ▪ Dear Mrs. Khan <p>Note: if you don't know the recipient, always write "Dear Sir/Madam"</p>
Body	<p>Cover letter should be should comprise of 03 to 06 lines. As explained earlier</p> <ul style="list-style-type: none"> ▪ Mention the post that you are applying for. ▪ How did you find out about the vacancy. ▪ Explain why you wish to work on this post. ▪ Also mention what you will bring to the company. ▪ Request for the interview.
Ending	Write your ending words like: Yours sincerely, yours faithfully, yours truly.
Your Signature	Use black or blue ink for signature.
Your Name	Write your full name "Muhammad Javaid Khan"

Note: At some places handwritten cover letter is required, however, always send the typed cover letter. It ensures that the letter will be legible and can be read easily.

Sample Resume

Noreen Fatima

H # 000, St 00, Model Town, Lahore.
042-00000000, noreenfatiama@gmail.com

Objective	To obtain a highly dynamic position in textile industry to use my fashion designing skills and expertise for the development of company.		
Education	2006 - 2007 2004 - 2006	BFA F.A	Punjab University Punjab College for Women
Extra Education	4 months diploma in Domestic Tailoring 6 months diploma in Fashion Designing & Dress Making		
Experience	2013 till to date ABC Textile, Faisalabad as Fashion Designer		
	2010 - 2013 ABC Textile, Lahore as Dress Maker		
	2009 - 2010 ABC Textile, Lahore as Stitching Machine Operator		
Interests	Arts and creative work		
References	Available upon request		

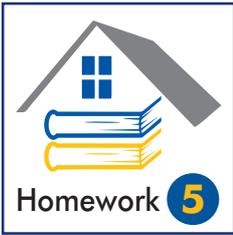


Writing an Email or SMS

- 1 Compose an e-mail to your quality supervisor and inform him regarding your leave for the next two days, as you will be out of town for a personal commitment. So, another dress-maker needs to be engaged in your place.

- 2 Compose an SMS to your supervisor, letting him know that there will be an hour-long delay.

- 3 Inform him that you have an interview in the next week and you have no experience as electrician. Can he teach you how to stitch clothes on an electric stitching machine?



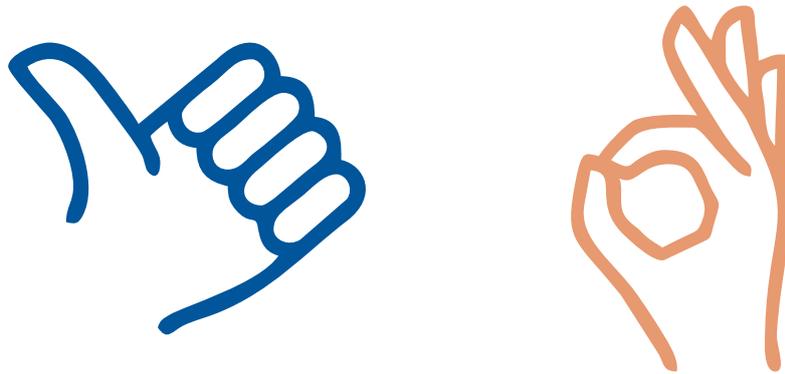
Writing an SMS

Write an SMS to a customer and tell him/her that dyeing and stitching of cloth has been completed so he/she can collect the dress.

Write an SMS to your friend and ask for his/her help in stitching the clothes.

Recently, you came across a post advertised in the newspaper, that matches your academic and professional background. Write an application to the concerned department for job.

Non-Verbal Communication



Arshad works at a factory as Quality Supervisor. He is a short-tempered person and this habit often inconveniences the people working with him. So, he would often get angry and misbehave with people. One day, when he saw a dress that Seema had designed, he lost his temper completely and scolded her in front of everyone. As Seema reached her home, she was clearly upset. Her mother came to her room and asked lovingly, "Seema, why are you upset?" Seema kept sitting in the corner of her room and did not respond, however, she crossed her arms and clenched her fists. She kept staring at the floor and did not listen to anything her mother was saying. The facial expressions and body language, however, made it clear to her mother that she was upset. Upon observing Seema's negative emotions, her mother said, "Beta, problems are part and parcel of life but we must resolve them through positive thinking. Now come, and eat your meal". Seema, ignoring her mother, left the room without saying anything.

QUESTIONS

- In this story, what was the role of non-verbal communication?
- Do you also show your emotions like Seema?
- In your view, how important is non-verbal communication?
- Can you gauge someone's behavior through his voice and conversation style?

Pictures Description

Observe the images in groups of 5 and explain how do you see them? Write your opinion regarding each image in the blank column provided, in front of each image. Also, explain what would you do in similar situations?











Non-Verbal Communication

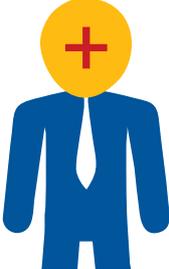


Non-verbal communication comprises of body language, gestures, facial expressions, eye movements and voice.

Importance of Non-verbal Communication:

Non-verbal communication mostly includes body movements and actions that allow you to understand what a person is trying to communicate or how they are feeling. Pictorial graphics, symbols and signs are also part of non-verbal communication.

Non-Verbal Communication helps in following things:

<p>1</p>  <p>Making a Better Impression</p>	<p>2</p>  <p>For Understanding People</p>	<p>3</p>  <p>For Communicating a Right Message</p>	<p>4</p>  <p>For Gaining Confidence</p>
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Understanding Body Movements:

Language of signs:

- Using hand gesture to say good-bye or to attract someone's attention
- Expressing indifference by shrugging your shoulders
- Showing friendliness by shaking hand
- Wishing for success or good luck with the sign of thumb



Language of emotions:

- The way we sit, stand or move; depicts a lot about us
- Positive physical appearance indicates self-confidence



Facial expressions:

- Human facial expressions are a formal tool for emotional expression
- A smile shows love and friendship
- Raised eyebrows show astonishment
- Lines on forehead depict worry



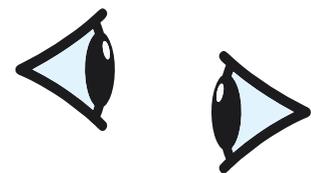
Dress and physical appearance:

- Our attire reflects our status and behavior
- Our physical appearance and dress greatly affects others



Eye contact:

- Eye contact is necessary for direct communication
- Conversation lacking eye-contact reflects diminished interest and understanding.



Ethics of Body Language

The points mentioned below are important for your body language;

Handshake:

Assess your style of hand-shaking:

- It should neither be too loose nor too tight, rather firm.
- Shake hands briefly and do not press the other person's hand.
- If your hand is cold or wet, clean it before shaking someone's hand.
- Make sure that during handshake you maintain eye contact with the other person.

Patting:

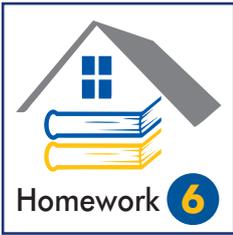
- In the office, shaking hands with a smile and verbal introduction is more appropriate.
- Occasionally a pat on the shoulder or arm is also acceptable.

Understanding the space in the middle:

- While communicating with others, keep a distance of at least two feet.
- You may lean in, for a person that speaks in a low tone and step back while you are talking.
- Orient the space in such a way that the other person does not have to look up or down to spot you.
- If a person keeps moving away from you repeatedly, understand that they are not feeling comfortable.

Importance of body language/posture:

- Stand straight.
- Leaning uncomfortably inwards, hanging lifelessly or falling from side to side, is a sign of insult, indifference and laziness.
- Keeping your shoulders, back and head straight not only exudes confidence, but is beneficial to your health as well.



Assessment of Knowledge on Communication

Solve the following questions at home:

1 What are the obstacles in communication?

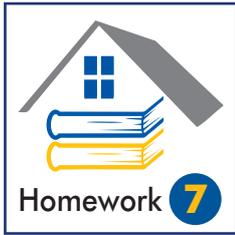
2 What is active listening?

3 What is the simple method of listening?

4 What are two important components of verbal communication?

5 What are three important components of an e-mail?

6 What are three body movements which offend people?



Communication Exercise

While keeping first session in the mind, make a group of people based on the conversation style:

1

An icon of a hand with the index finger pointing up, with two red lips above it, representing a quiet nature.

Quiet Nature

2

An icon of a yellow head profile with blue lines coming out of the mouth, representing a direct speaker.

Direct Speaker

3

An icon of a blue stick figure with a yellow smiley face, surrounded by three colorful speech bubbles (green, orange, and green), representing a friendly or simple conversation style.

Friendly/ Simple

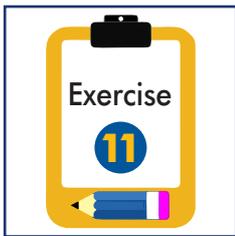
4

An icon of a blue stick figure in a suit with a hand on their head, and a thought bubble containing a question mark, representing a thoughtful person.

Thoughtful Person

QUESTIONS

- What kind of conversation style is used in your group?
- What are the properties of your group's conversation style?
- How your conversation style may be perceived as wrong sometimes?
- How people with a different conversation style than you, can communicate more effectively?



Interview Practice



In group of 3 or more, assign the roles of 4 interviewer and 1 interviewee, while keeping the number of participants in mind.

TIME: 10 minutes for everyone or according to strength of class

INSTRUCTIONS

- 1st Scenario: You have been told to appear in front of the interviewers' panel. Which things will you keep in mind? which are the verbal, non-verbal and listening methods that the interviewers are not using?
- 2nd Scenario: You are among the interviewers' panel. Which are those verbal, non-verbal and listening skills which you will observe in an interviewee? Make observations during the interview and identify each of the above mentioned components separately.



Assess Your Conversation Skills

To assess your conversations skills, fill the given sheet and mark the sign (✓) in True or False columns:

	Yes	No
Do you get distracted easily? Or you start thinking about different things during a conversation?		
Do you interrupt others during a conversation?		
Do you face difficulty in asking a question?		
Do you listen to others carefully and try to follow what they are saying?		
Do you give others chance to complete their side of conversation and then speak?		
Do you form your opinion about people, based on how they talk?		
Do you face difficulty in initiating discussion within a group		
Owing to your experiences, do you favor yourself more?		
Do you always assume that you are right?		
Do you understand non-verbal communication?		
Do you reach a conclusion easily?		
Do you consider others as inferior to you?		
TOTAL		

Your Answers:

Total Yes:

Total No:

Based on the results, you have gained insight into your weaknesses and need to improve, in an effective manner. The more "Yes" responses you have, the more you need to try.



Evaluation of Presentation

QUESTIONS

Prepare a 5 minute Presentation on following topics:

- What is the importance of effective communication for professional success?
- Why is communication through conversation necessary?
- What is the importance of listening at workplace?

Name of the Student:		
Topic	Total Marks	Obtained Marks
Preparation	10	
Structure of Presentation	10	
Presentation Style	10	
Accent, Intonations, Style	5	
Ability to Answer	5	
Confidence	5	
Body Language	5	
TOTAL MARKS	50	

Summary of the Session

2nd Session: Effective Communications:

At the end of this session, we learnt:

Speaking Skills:

- Speaking fearlessly with any individual/ manager/ officer/ co-worker.
- Communicating within a group without hesitation, using simple words.
- Asking questions from an individual or group.
- Asking questions from colleague, officer or subordinate.
- Avoiding inappropriate words or foul language.

Listening Skills:

- Listening to others attentively and providing detailed feedback.
- First listening to what others have to say and then speak, make a judgment or take action.
- Resolving obstacles that may arise during listening in an effective manner.

Non-verbal Communication:

- Understanding through facial expressions, gestures and intonations.
- Recognizing things through facial expressions, gestures and intonations.
- Understanding the message through gestures and images, in professional life.

Writing Skills:

- Writing routine happenings, diary or work report.
- Writing SMS, Email or Application.
- Upholding values and choosing appropriate words while writing.

Session # 3



Teamwork

Listen to a story!

This session includes:

Teamwork

04
Hours
30
Minutes



- Teamwork
- Qualities of an Effective Team
- Types of Teams

Once a group of 50 people participated in a seminar. Suddenly, the speaker fell silent and asked them to do an activity. Everyone was given a balloon and asked to write down their name with the marker on it. After that, all the balloons were put in a room and everyone was asked to find the balloon with their name, within 5 minutes. Chaos ensued as people began to search for the balloon with their name everywhere. Some of the balloons carrying the name of different people were burst under their feet, but no one was able to locate the balloon with his or her name. The same exercise was repeated again, but this time they were asked to pick up any balloon and give it to the individual whose name was written on it. Within few minutes, everyone had the balloon with his or her name. The speaker addressed everyone, thus, "If we work together and cooperate with one another for each other's work, we will be able to do our own work in a more effective manner"

Summary of the Session

Almighty God has blessed everyone with special abilities and each individual is unique. One person cannot do everything alone and needs others. People differ in attitude and behaviors; and if they work in harmony, they can accomplish days' tasks, in matter of hours. Working with others yourself; and also making other work together is a skill in itself. In this session, we will learn more about this skill and learn strategies of teamwork, to attain success in life

Team Work



Seema, Arshad and Kiran work in the same factory. Seema is a Fashion Designer while Kiran is a Dressmaker.

Arshad is working as the Quality Supervisor. Arshad's company has received a large order of doing embroidery on jeans and khadar. To complete the order, a team of 15 members, including raw material supplier, designer, worker, machine operator, finishing, packing and quality supervisor etc. was formed.

The finished product was rejected, as they believed that the threads have not been used appropriately. Some threads were different in color from others. Moreover, there was difference in design and the stitching was of low quality as well.



A boutique received an order of traditional embroidery on 100 dupattas. Team supervisor created a 15 member team including designer, raw material supplier, worker, machine operator, individual for finishing and packing and a quality supervisor.

For each task, a monitoring supervisor was also appointed whose duty was to monitor every task and to provide proper guidance. To raise the level of interest and confidence among the team members, different activities were also planned. The Quality Supervisor was checking raw material and quality of stuff at every stage. The order was completed in time and before packing, a complete evaluation of prepared material was carried out. The order was delivered in time and customer liked and praised it a lot.

QUESTIONS

- Was the role of each individual clear in the first story? Was the final goal clear? If yes, how so and if not, why not?
- What problems were faced during the preparation of the order in first story and why were they ignored?
- What were the reasons for the successful completion of the order in the second story?
- In your view, how were the problems solved in the second story?

Team Work

Teamwork entails people uniting and working together with complete consent for a specific task. During teamwork, an individual that tries to cooperate, provides good suggestions, while avoiding any conflict/fight and utilizing his or her full potential; is called "team player"

"If sparrows become untied they can peel off lion's skin."
-Sheikh Saadi

Qualities of an Effective Team:



Knowing the Goal

Dressmaker, Fashion Designer and Quality Supervisor work for an important goal and thus, everyone realizes the vision of their work.



Showing Better Performance

Factory workers can do better work in the form of a team. By coordinating with each other, they can enhance quality of work.



Aggregating the Abilities

Team players possess different abilities and can solve problems by working together.



Having One Mission

In a team everyone works for a specific mission, however, if any of the individuals get distracted from their mission; the team will not be able to work effectively.



Knowing Responsibilities

In a team, everyone has a defined role and responsibility; so that everyone helps the team in achieving its goal by fulfilling his or her responsibility.



Having Faith

To have faith in each other is an important quality while working as a team, and losing faith leads to arguments and fights.



Making Better Decisions

A team can resolve any problem that may arise by working together for the solution and taking decisions through mutual agreement.

Remember that by Working Together as a Team:

1



The Quality of Work is Improved

2



Continuous Communication is Achieved

3



Mental Stress is Reduced

4



Mistakes are Reduced

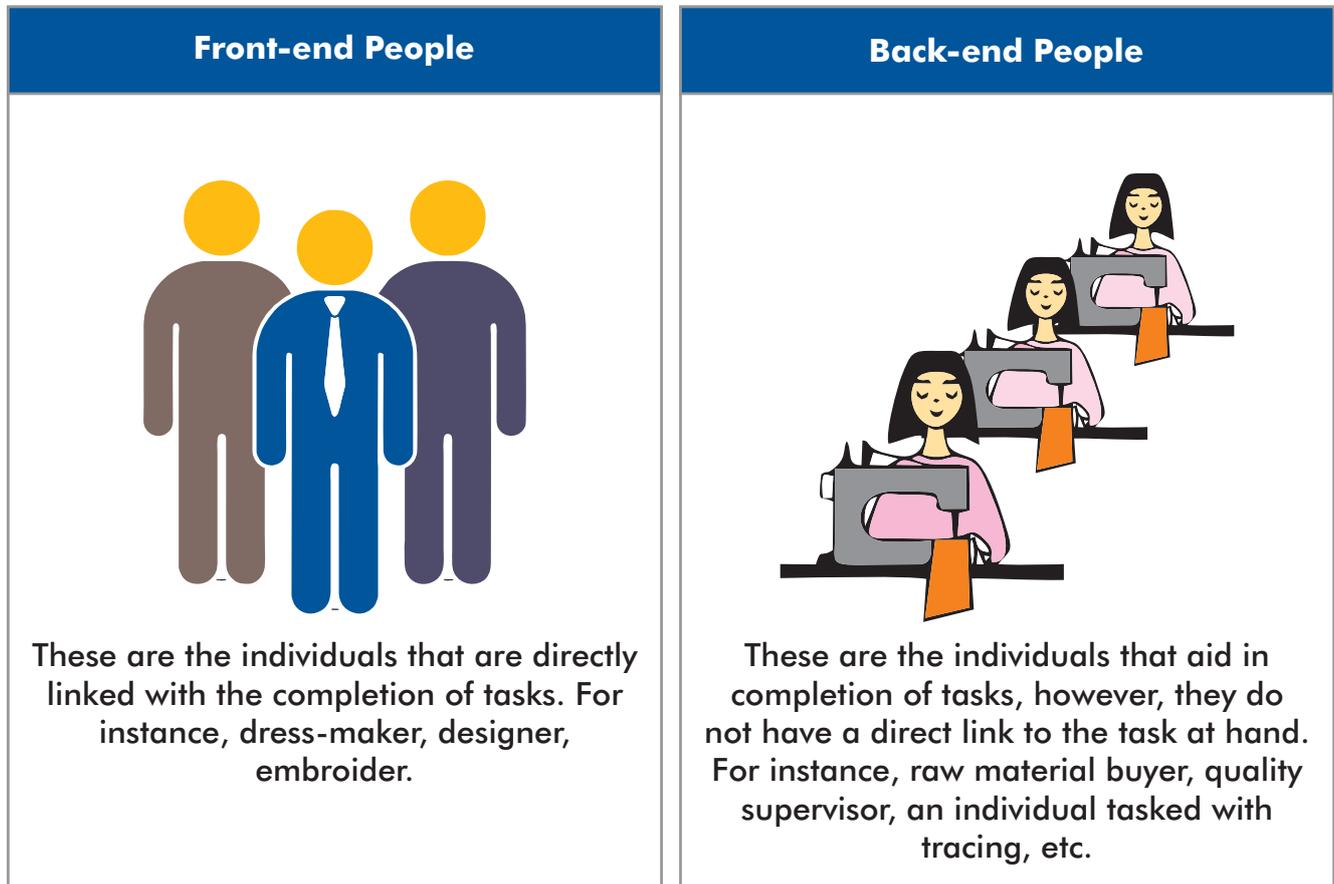
5



One Gets a Chance to Communicate

Types of Team

There could be two types of individuals in a fashion designing and dressmaking team:

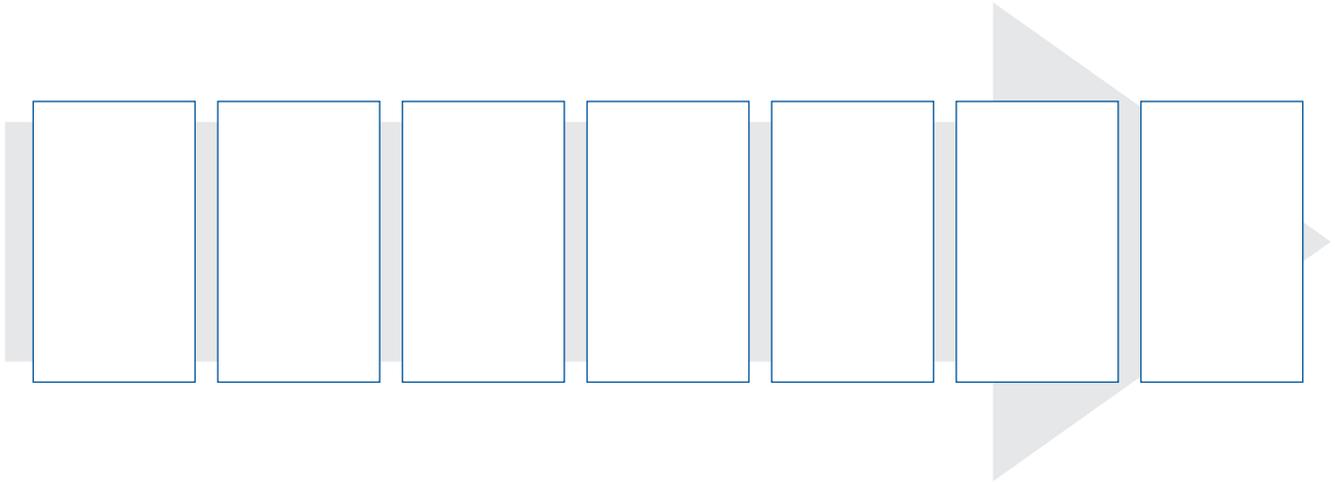


Your Team (an example):





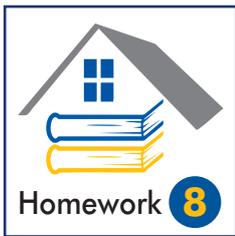
Your Team



QUESTIONS

Write in the sketch given above:

- Which people are included in your team?
- Where are you, among these individuals?



Who Works With You?

Fashion Designing and Dressmaking:

1 Understanding of fashion and digital department in textile industry.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

2 Designing dresses in accordance with latest eastern and western trends.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

3 Understanding, using and differentiating among lines, shapes, angles and colors?

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

4 Taking measurements for pattern, while using the different methods for cutting patterns and preparing the patterns.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

5 Using poster colors and block printing, depending upon the pattern.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

6 Monitoring the quality of dress during its final stage of completion.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

Dress Preparation and Designing:

1 Cutting process, using a cloth cutting machine and fixing any mechanical glitches.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

2 Using cloth cutting machine and instruments.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

3 Bleaching cloth, dyeing and using polishing machine.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

4 Cleaning instruments and machinery before and after work.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

5 Using machine and handling cloth properly.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

6 Transporting the cloth from cutting to stitching location.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

Skills for Cutting Cloth, Dyeing and Finishing:

- 1** Understanding the customer's needs during the process of dress preparation, while also choosing colors and fabric.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

- 2** Making a new design or understanding an existing design, during dress preparation?

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

- 3** Taking measurements and using different instruments and tools in dress preparation.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

- 4** Preparing pattern, cutting, stitching, embroidery and doing other work.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

- 5** Stitching cloth and giving it a final shape.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

- 6** Packing finished product and delivering to the customer.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

Fabric Quality Inspector/Supervisor:

1 Understanding color coding, grading system and working procedure.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

2 Embracing the system that helps ensure quality of textile industry.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

3 Understanding the tasks related to inspection.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

4 Inspecting before and during production

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

5 Learning about faults.

Whose help is required?

- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

6 Inspecting quality of dress and stitching.

Whose help is required?

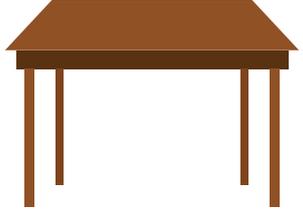
- Stitching Machine Operator Helper
 Raw Material Supplier Supervisor

Stress Management

What is Mental Stress?

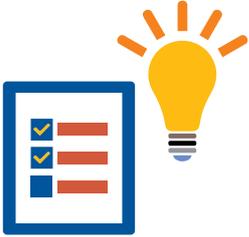
Stress is a psychological condition, whereby any sudden situation may cause/trigger distress. Experts say that when things do not go as you planned, it may contribute to increasing your mental stress.

Reasons for Mental Stress:

<p>1</p>  <p>Less Time, More Work</p>	<p>2</p>  <p>Sudden Fault in Machinery or Tools</p>	<p>3</p>  <p>Mental or Familial Distress</p>
<p>4</p>  <p>Mistakes in Work</p>	<p>5</p>  <p>Unavailability of Things or Material</p>	<p>6</p>  <p>Decreased Sleep</p>
<p>7</p>  <p>Inability to Understand the Task</p>	<p>8</p>  <p>Behavior of Instructor and Officers</p>	<p>9</p>  <p>Fatigue or Health Issues</p>

How to Avoid Mental Stress During Work:

1



Understand the Work in Detail

2



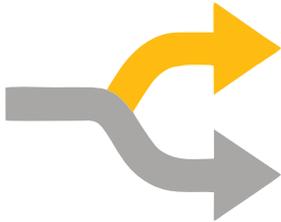
Remain Calm

3



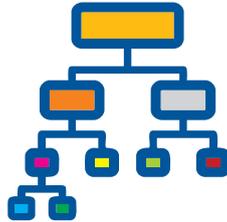
Take Suggestions from Colleagues

4



Find Solution to the Problems

5



Schedule Tasks

6



Complete the Important Tasks First

7



Take Help from Colleagues

8



Have Sufficient Sleep

Work Stress

Work stress entails any distress that may arise due to work pressure. For instance, If a fashion designer suddenly receives an order to complete 4-5 designs, on a tight deadline, they will experience a very specific kind of stress, called work stress.

Why does work stress occur?

<p>1</p>  <p>Influx of work, at any given time</p>	<p>2</p>  <p>Not being able to complete the task or doing it improperly</p>	<p>3</p>  <p>Lack of skills</p>	<p>4</p>  <p>Other stressors that impact/affect work</p>
---	--	---	---

Effects of Work Stress:

 <p>1</p> <p>Irritation</p>	 <p>2</p> <p>Anger</p>
 <p>3</p> <p>Inappropriate behavior with co-workers</p>	 <p>4</p> <p>Leaving work/ Resigning</p>

Ways to Handle Work Stress:

1



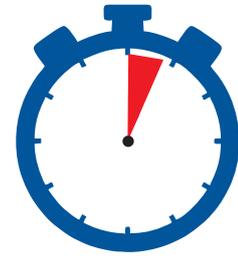
Talk to your Supervisor

2



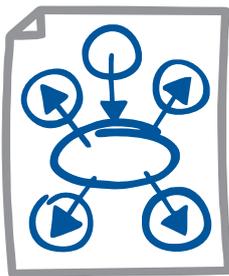
Eat Healthy Food

3



Think about how a particular task can be completed quickly and in a better way

4



Do better planning for work

5



Foster love for your work

6



Take help from your co-workers

7



Forget all other worries and focus on your work

8



If you are losing interest in a certain task, do another one instead.

9



Take a short break

Summary of the Session

3rd Session: Teamwork:

At the end of this session, we learnt:

Teamwork:

- Having faith in teamwork and giving due importance to team members.
- Accepting the responsibility for team goals.
- Avoiding gossiping about teammates, in their absence.
- Based on nature of trade, there will be both “front-end” and “back-end” members in a team. Make an effort to know them and their work.
- Performing your tasks, based on the responsibility level, and carving your own identity.
- Helping and also seeking help from team-members when needed.

Mental and Work Stress:

- Completing the work with ease, and not letting it become a burden.
- Focusing on the causes of mental stress and managing them.
- Understanding and tackling the effects of stress (fatigue, frustration, incomplete work, anger).

Session # 4



Work Ethics

Work Ethic

Listen to a story!

This session includes:

Work Ethic

05
Hours



- Work Ethic
- Importance of Work Ethic
- Important Aspects of Work Ethic
- Work Ethic in Your Profession

A son asked his father, "Baba, what is a successful life?". In response, the father took his son kite-flying. The son keenly observed his father flying a kite for a while, and then asked, "Baba, the kite cannot go any higher due to the thread, shall we break the thread? It will go even higher". His father broke the thread. The kite flew a bit further up and eventually came down spiraling and landed at an unknown spot far away. It was then, that the father explained the philosophy of life to his son, "Son, in life, no matter how high we are, we often feel that some things are holding us back and stopping us from reaching greater heights. For instance, our home, family, discipline, parents, etc. We seek liberation. In reality, these threads are the ones that allow us to stay at such a height. Without these threads, we might go higher momentarily but eventually we will suffer the same fate as the threaded kite".

Summary of the Session

If an individual is very intelligent and an expert in his field but his morals, etiquettes, values are questionable and his social circle dislikes him, then what's the use of such intelligence.

Every task has certain ethics, and similarly, there are ethics of work as well. By following these ethics, one may attain respect and glory. In this session, we will learn about work ethic and its use in our profession.

Who's Better?

<p>SEEMA</p> 	<p>ARSHAD</p> 
<p>Always reaches factory on time</p>	<p>Sometimes late in reaching the factory</p>
<p>If there is a chance of delay in her arrival, she informs her supervisor beforehand</p>	<p>Never informs beforehand that he is coming late</p>
<p>According to work, she makes her daily schedule based on the tasks</p>	<p>According to the schedule he goes for quality check on per-scheduled time and does not give any additional time.</p>
<p>In situation of need, she calls home during breaks, if needed</p>	<p>During work, he uses mobile phone for messaging, etc. He was asked by his supervisor, not to use facebook during work hours.</p>
<p>If her colleagues are gossiping about the organization, she refuses to be part of such conversation.</p>	<p>Never says any negative thing about the organization, however, listens in, to any gossip by other employees.</p>
<p>She completes her tasks after understanding them fully</p>	<p>Does not write daily report and submits it a day late</p>
<p>Ensures quality of work, even if it takes more time</p>	<p>Sometimes, he tries to cover up small mistakes by the employees.</p>
<p>She loves the products of her factory wholeheartedly</p>	<p>He notices a lot of mistakes in factory products but does not say anything to anyone</p>

SEEMA



Her relations with other dressmakers are very good and all of them praise her

She takes care of factory goods, instruments and machines

ARSHAD



Has good relations with workers, but does not like his co-quality supervisor

He believes that he is only responsible for the things under his use

QUESTIONS

- Who do you think is a better worker and why?
- How do you see Seema's future in this factory?
- What consequences Arshad can face with reference to his work and employment?
- What should Arshad do to improve his task/work?

Work Ethic

Work ethic entail the basic rules that the employees have to follow, while working. It not only includes an individual's behavior, attitude, manners, conversation style but also their ability to work in a team. Work ethic depict any individual's personality.

“

Your skills depict what you can do, your motivation shows how much work can you do and your ethics clarify, the extent to which you can improve your work
-Anonymous

”

Basic Principles of Work Ethic:

Honesty (not lying, not betraying, not stealing)	Knowing objectives	Doing the work in a good manner	Punctuality
Making appropriate use of resources	Taking care of company's products and items	Keeping company's information secret	Working for company wholeheartedly

Work Ethic for Manager or Company:

<p>1</p>  <p>Health and Safety During Work</p>	<p>2</p>  <p>Respecting the Employees</p>	<p>3</p>  <p>Employee's Health Treatment</p>	<p>4</p>  <p>Treating Female Employees with Equality</p>
<p>5</p>  <p>Appropriate Duration for Work</p>	<p>6</p>  <p>No Discrimination between Workers</p>	<p>7</p>  <p>Rules and Regulations</p>	<p>8</p>  <p>Fulfilling your Responsibility with Honesty</p>

Aspects of Work Ethic



Professionalism

- Wearing appropriate dress or uniform
- Way of talking
- Treating others well
- Treating others accordance with work and designation



Trust

- Fulfilling your commitments
- Planning your tasks, based on time and budget
- Creating a name for yourself, through fulfilling commitments
- Earning trust of fellow employees and customers



Determination

- Not letting the difficulties get better of you
- Clarity regarding objective and results
- Understanding problems and searching for best solution
- Moving forward by keeping the goal in mind



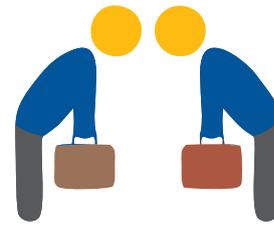
Humility

- Appreciating others' participation and performance
- Encouraging others
- Teaching others through example and not words.
- Not thinking of yourself as the most wise, among all



No Discrimination

- Treating each other equally
- Not considering fellow co-workers inferior
- Not discriminating on the basis of work or designation



Respect

- Respecting others, even in stress
- Gentle behavior, even in situations where you have limited time and a lot of work
- Giving importance to fellow employees and giving respect to their opinions
- Allowing others to come forward



Dedication

- Keeping working using a better approach till the work is complete
- Taking a good work to excellence
- Investing additional time for best quality of work
- keeping an eye on minor details for better results



Accountability

- In every situation remain accountable for your work
- If anything goes wrong, instead of just apologizing, make sure to do it in a agreed upon manner.
- Learning from your mistakes, so that they are not repeated again
- Keeping a lofty standard in your mind and abstaining from putting the blame on others



Compensation

- Paying wages daily or monthly
- In case of additional work, paying according to hours
- Giving annual pay or bonus
- Promotions and increase in pay



Occupational Health & Safety

- Taking care of health and cleanliness during work
- Staying safe from harm or danger
- Responding rapidly to any accident or emergency situation
- Providing first aid in case of any accident

Your Professional Work Ethic

Even though we have talked about work ethic but it is important to see which work ethic may be applicable to you profession:

1

Fashion Designing



- Showing innovation and novel
- Not plagiarizing anyone else's design
- Not taking credit for some else's design and work
- Appreciating any new work done by others and learning from it.
- Giving priority to customer's need and choices
- Keeping the company's design hidden
- Keeping all documentation of design safe
- Taking care of instruments and computers
- Following rules of health and safety

2

Dress-Making



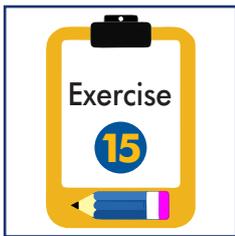
- Doing quality work with dedication and hard work
- Working in accordance with schedule
- Not wasting time during work
- Taking care of machines and instruments
- Giving priority to customer's need and choices
- Keeping the factory's design hidden
- Following rules of health and safety

3

Quality Supervisor



- Ensuring quality in all aspects
- Respecting others and adopting polite behavior
- Not criticizing unnecessarily
- Giving constructive suggestions for correcting mistakes.
- Praise innovation and new work ideas
- Keeping the factory's/ company's design hidden
- Keeping all documentation of design safe
- Following rules of health and safety



Your Professional Ethic

Keep your relevant trade group in mind and tell which work ethic needs to be followed for given tasks. Mark a circle on correct answer.

Fashion Designing and Dress Making:

1 Understanding of fashion and digital department in a textile industry

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

2 Designing dresses in accordance with the latest eastern and western trends

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

3 Understanding, using and differentiating different kinds of lines, shapes, angles and colors in designs

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

4 Taking measurements for pattern, using different methods for cutting patterns and for preparing patterns

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

5 Using poster colors and block printing in accordance with patterns

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

6 Monitoring the final stages of dress completion

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

Preparation and Designing of Clothes:

1 Understanding need of customer and choosing different cloth and colors in dress preparation

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

2 Making new designs or understanding an existing/ready-made design

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

3 Taking measurements and using different instruments and tools in dress preparation

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

4 Preparing pattern, cutting, stitching, embroidery and doing other tasks

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

5 Stitching the cloth and giving it a final shape

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

6 Packing finished product and delivering to customer

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

Skills for Cutting Cloths, Dyeing and Finishing

1 Cutting process, using cloth cutting machine and fixing any mechanical glitches

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

2 Using cloth-cutting machine alongside other tools

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

3 Bleaching clothes, dyeing and using polishing machine

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

4 Cleaning instruments and machinery before and after work

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

5 Using machine and handling clothes properly

<input type="checkbox"/> Respect	<input type="checkbox"/> Accountability
<input type="checkbox"/> Trust	<input type="checkbox"/> Not Discriminating
<input type="checkbox"/> Devotion	<input type="checkbox"/> Health and Protection
<input type="checkbox"/> Unshakeable Resolve	<input type="checkbox"/> Not Discriminating
<input type="checkbox"/> Professional Attitude	<input type="checkbox"/> Payment or Returns

6 Supplying clothes from cutting site to stitching site

<input type="checkbox"/> Respect	<input type="checkbox"/> Accountability
<input type="checkbox"/> Trust	<input type="checkbox"/> Not Discriminating
<input type="checkbox"/> Devotion	<input type="checkbox"/> Health and Protection
<input type="checkbox"/> Unshakeable Resolve	<input type="checkbox"/> Not Discriminating
<input type="checkbox"/> Professional Attitude	<input type="checkbox"/> Payment or Returns

Fabric Quality Inspector/ Supervisor:

1 Understanding color coding, grading system and working procedure

<input type="checkbox"/> Respect	<input type="checkbox"/> Accountability
<input type="checkbox"/> Trust	<input type="checkbox"/> Not Discriminating
<input type="checkbox"/> Devotion	<input type="checkbox"/> Health and Protection
<input type="checkbox"/> Unshakeable Resolve	<input type="checkbox"/> Not Discriminating
<input type="checkbox"/> Professional Attitude	<input type="checkbox"/> Payment or Returns

2 Embracing the system that ensures

<input type="checkbox"/> Respect	<input type="checkbox"/> Accountability
<input type="checkbox"/> Trust	<input type="checkbox"/> Not Discriminating
<input type="checkbox"/> Devotion	<input type="checkbox"/> Health and Protection
<input type="checkbox"/> Unshakeable Resolve	<input type="checkbox"/> Not Discriminating
<input type="checkbox"/> Professional Attitude	<input type="checkbox"/> Payment or Returns

3 Understanding the tasks of inspection.

<input type="checkbox"/> Respect	<input type="checkbox"/> Accountability
<input type="checkbox"/> Trust	<input type="checkbox"/> Not Discriminating
<input type="checkbox"/> Devotion	<input type="checkbox"/> Health and Protection
<input type="checkbox"/> Unshakeable Resolve	<input type="checkbox"/> Not Discriminating
<input type="checkbox"/> Professional Attitude	<input type="checkbox"/> Payment or Returns

4 Inspecting before and during production

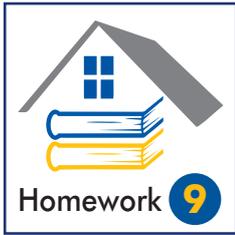
<input type="checkbox"/> Respect	<input type="checkbox"/> Accountability
<input type="checkbox"/> Trust	<input type="checkbox"/> Not Discriminating
<input type="checkbox"/> Devotion	<input type="checkbox"/> Health and Protection
<input type="checkbox"/> Unshakeable Resolve	<input type="checkbox"/> Not Discriminating
<input type="checkbox"/> Professional Attitude	<input type="checkbox"/> Payment or Returns

5 Knowledge of faults

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |

6 Evaluating standard of cloth and stitching

- | | |
|--|--|
| <input type="checkbox"/> Respect | <input type="checkbox"/> Accountability |
| <input type="checkbox"/> Trust | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Devotion | <input type="checkbox"/> Health and Protection |
| <input type="checkbox"/> Unshakeable Resolve | <input type="checkbox"/> Not Discriminating |
| <input type="checkbox"/> Professional Attitude | <input type="checkbox"/> Payment or Returns |



Preparing for Essential Work Ethic of your Profession

Keep your relevant trade group in mind and identify the work ethic that needs to be followed for given tasks. Encircle the correct response. In addition, also elaborate the preparations that you will do to follow those work ethic?

- Respect ■ Passion ■ Professional Attitude ■ Humility to Earth Approach ■ Not Discriminating
- Trust ■ Unshakeable Resolve ■ Accountability ■ Health and Protection ■ Payment or Returns

Fashion Designing and Dress Making:

1 Understanding of fashion and digital department in a textile industry

Work Ethic:

Necessary Preparation:

.....
.....

2 Designing dresses in accordance with latest eastern and western styles

Work Ethic:

Necessary Preparation:

.....
.....

3 Understanding, using and differentiating between kinds of lines, shapes, angles and colors in designs

Work Ethic:

Necessary Preparation:

.....
.....

4 Taking measurements for pattern, using different methods for cutting patterns and for preparing the patterns

Work Ethic:

Necessary Preparation:

.....
.....

5 Using poster colors and block printing in accordance with patterns

Work Ethic:

Necessary Preparation:

.....

.....

6 Monitoring the final stages of dress preparation

Work Ethic:

Necessary Preparation:

.....

.....

Preparation and Designing of Clothes:

1 Understanding need of customer and choosing different cloth and colors in dress preparation

Work Ethic:

Necessary Preparation:

.....

.....

2 Making new design or understanding an existing design in dress preparation

Work Ethic:

Necessary Preparation:

.....

.....

3 Taking measurements and using different instruments and tools in dress preparation

Work Ethic:

Necessary Preparation:

.....

.....

4 Preparing pattern, cutting, stitching, embroidery and doing other work

Work Ethic:

Necessary Preparation:

.....

.....

5 Stitching clothes and giving them final form

Work Ethic:

Necessary Preparation:

.....

.....

6 Packing finished product and delivering to the customer

Work Ethic:

Necessary Preparation:

.....

.....

Skills for Cutting Clothes, Dyeing and Finishing:

1 Cutting process, using a cloth cutting machine and eradicating its shortcomings

Work Ethic:

Necessary Preparation:

.....

.....

2 Using cutting machine and use of instruments

Work Ethic:

Necessary Preparation:

.....

.....

3 Bleaching clothes, dyeing and using polishing machine

Work Ethic:

Necessary Preparation:

.....

.....

4 Cleaning instruments and machinery before and after work

Work Ethic:

Necessary Preparation:

.....

.....

5 Using machine and handling the cloth properly

Work Ethic:

Necessary Preparation:

.....

.....

6 Supplying cloth from cutting site to stitching site

Work Ethic:

Necessary Preparation:

.....

.....

Fabric Quality Inspector/ Supervisor:

1 Understanding color coding, grading system and working procedure

Work Ethic:

Necessary Preparation:

.....

.....

2 Embracing the systems that ensure quality in textile industry

Work Ethic:

Necessary Preparation:

.....

.....

3 Understanding the tasks related to inspection

Work Ethic:

Necessary Preparation:

.....

.....

4 Inspecting before and during production

Work Ethic:

Necessary Preparation:

.....

.....

5 Having knowledge of the faults



Work Ethic:

Necessary
Preparation:

.....

.....

6 Evaluating quality of cloth and stitching



Work Ethic:

Necessary
Preparation:

.....

.....

Occupational Health and Safety

It entails ensuring conducive environment, health and safety for workers at work or job site.

Rules for Occupational Health and Safety:

Rules for occupational health and safety are given below:

- | | | |
|---|---|--|
| <p>1</p> <p>Carefully insert the stitching needle in the pin cushion so that it does not get lost.</p> | <p>2</p> <p>Do not ever put the needle inside your mouth. It can be damaging if swallowed.</p> | <p>3</p> <p>After using a pair of scissors, store them inside the box in such a manner that their pointy end does not touch the box, otherwise it may be damaged.</p> |
| <p>4</p> <p>Keep the inch-tape folded otherwise it would get de-shaped.</p> | <p>5</p> <p>Always place the hot iron upright and make sure that iron wire does not touch the lower part of the iron since there is a possibility that it may get burnt.</p> | <p>6</p> <p>Unplug the iron or any electrical appliance.</p> |

Cleanliness of Workplace:

It is essential to keep your workplace clean and the machines ready for work. For this, you will need to take the following steps:

- | | | |
|--|--|--|
| <p>1</p> <p>Clean the floor every-day.</p> | <p>2</p> <p>Gather the left-over pieces of cloths and throw them into the garbage cane.</p> | <p>3</p> <p>Keep yourself and your dress clean.</p> |
| <p>4</p> <p>Oil the machines, tools and instruments after a reasonable gap.</p> | <p>5</p> <p>Keep the floors, walls, roofs, doors and windows of workplace clean.</p> | <p>6</p> <p>Take care of the cleanliness of your machines, instruments and apparatuses.</p> |

Types of Dangers at Workplace

In general dangers are divided into the following types:



Physical Hazards

These are situations which put human beings into physical and mental danger. Physical hazards may be attributed to both, man-made and natural causes.



Chemical Hazards

Any harm that is caused due to a chemical reaction is known as chemical hazard.



Biological Hazards

Biological hazards can be of great danger to human body. These included viruses, bacteria, food, fungi, etc.



Psychological Hazards

These hazards are caused due to psychological or environmental stress during work

Possible Dangers at Workplace:

Make an observation of possible dangers at workplace. These dangers could be as follow:

1

You may get hurt while transferring machines from one place to another

2

Any part of the body getting burnt by hot iron

3

Catching fire due to short-circuit

4

Cutting finger or hand while cutting the cloth using scissors or cutter

5

Working for extended period of time, in a wrong position. This may cause body aches and weakness in joints.

6

Picking heavy stuff and working long in a wrong posture can also be harmful

7

Inhaling dirt due to use of high air pressure for cleaning the parts of machine and breathing diseases



Identifying Possible Dangers at the Workplace

For the Identification of possible danger at work place, some important steps are given below:

<p style="text-align: center;">STEP NUMBER 1</p> <p>Inspect the workplace, so that you can gauge, what possible dangers may arise while working there?</p>	<p style="text-align: center;">STEP NUMBER 2</p> <p>Note, who can be potentially affected by the possible dangers (these include you colleagues and customers)?</p>	<p style="text-align: center;">STEP NUMBER 3</p> <p>What steps are you taking to help protect against any danger and also manage it, when needed? What else is needed?</p>
---	--	---

Relevant trade	Possible dangers?	Who will be affected?	What are you doing to fight the danger?
 Fashion Designer			
 Dress Maker			
 Quality Supervisor			

Summary of the Session

4th Session: Work Ethics:

At the end of this session, we learnt:

- Making work ethics part of one's life.
- Abiding by the prescribed discipline and time.
- Completing work with honesty, while ensuring quality.
- Accepting responsibility of your tasks and their outcomes.
- Not wasting time and performing at the prescribed time.
- Protecting information, data, tools, machinery and other resources.
- Following the standards that have been set for health and safety.

Session # 5



Time Management

Listen to a story!

This session includes:

Time Management

05 Hours



- Time Management
- Advantages of Time Management
- Obstacles in Time Management
- Scheduling Tasks
- Our Tasks and Time Management

A talented student, studying in 9th Grade took part in a debate competition at his school, the topic for which was "Value of Time". He told his mother, "we have a debate competition at our school next week and I am also participating". His mother advised, "Son, ensure that you prepare for the competition few days ahead", but he thought, "I have an entire week, I can prepare with ease". His assumption proved to be wrong as time passed away quickly. Now, there was only a day left in the debate competition, he had no preparation. When the competition began, he forgot his speech. The embarrassment and nervousness were evident on his face. At that moment, he realized that if he had prepared on time, he would not have to face embarrassment today.

Summary of the Session

Time is an invaluable commodity; those that value it --- succeed, and those that take it for granted ---fail. Time is passing us by, continuously. In life only those succeed that use time in an effective manner. In this sessions, we will learn how to make the most of ever-passing and seemingly invisible time in order to succeed in our professional lives.

Time is a Treasure

<p>SEEMA</p> 	<p>ARSHAD</p> 
<p>Seema wakes up early, do her house chores and get ready to leave for the factory, where she always reached before time.</p>	<p>Arshad often fights with his manager, since he has not been fulfilling his professional responsibilities in the best possible manner. In addition, his lack of interest in work and mismanagement of time have also been affecting his work.</p>
<p>After taking her seat, she would make a list of her tasks for the day, order them and then complete them according to the assigned order.</p>	<p>Arshad would come late to the factory, even though his task was very important. he, however, does not give much attention to the issue, since coming late is his routine. This, in turn, causes lag in work and compromises the quality as well.</p>
<p>She produces elegant and quality work. She begins and finishes each task on its assigned time. In her spare time, she also guides her fellow workers.</p>	<p>After coming late to work, Arshad spent most of his time gossiping with his co-workers and his workload kept mounting.</p>
<p>She only talks to her co-workers during break and calls them, if needed, so that extra time is not wasted</p>	<p>It was his routine to take long breaks due to which he had to listen hot words from his manager.</p>

SEEMA



She would always finish her tasks by the end of the day and show to her supervisor and always received high praise.

Her supervisor was very happy with her work. So, the board members decided to promote her to Assistant Supervisor

ARSHAD



He would remain busy in irrelevant activities, such as, chit chat with co-workers, long telephonic conversations and browsing Facebook. He would also waste his co-workers' time, due to which the quality of work was suffering.

He was worried about his ever-increasing workload. he would often take the work home with himself. The pressure of work was increasing each day and the factory owners were also unhappy

QUESTIONS

- Who manages time in a more effective manner?
- How Seema's habit affect her work?
- How Arshad's habit compromise his work?
- In this situation, who is better --- Seema or Arshad?

Time Management

Time management is the process of planning and exercising conscious control over time spent on specific activities, especially to increase effectiveness, efficiency and productivity. Jim Rohn has rightly said, "Either you run the day or the day runs you".

"Time is a lost pearl in a deep sea which cannot be found."
-Anonymous

Advantages of Time Management:



1 Better Management of Workload

- Better planning of responsibilities
- Better scheduling of work
- Better division of urgent and important work



2 Decreased Mental Stress

- Completing work before or in time
- Performance and results in accordance with planning
- Personal satisfaction with better work



3 Completion of All Responsibilities and Tasks

- Completing work and responsibilities in time
- Dividing work for important activities
- Accomplishing more tasks with the use of time table



4 Increase in Trust

- Feeling satisfied and at advantage
- Exemplary use of name
- Increased confidence and passion for work



5 Better Work

- Planning for short and long term goals
- Better work categorization and team work
- Working more with the help of time-table



6 Better Recognition

- Earning recognition by doing work in time
- Earning recognition by better performance
- Receiving good remarks from Supervisor and co-workers

How the Time is Wasted?

Remember, these things steal your time. Are you doing any of these?

1



Playing Games on Mobile

2



Chit Chat

3



Phone Calls

4



Eating and Vacationing

5



Not Making the List of Work

6



Internet, Facebook etc.

QUESTIONS

- In the above mentioned examples, which things waste your time? Clarify by marking them.
- How can you reduce the wastage of time?

Obstacles in Time Management:

1



Not knowing the objectives

2



Disorganized Work

3



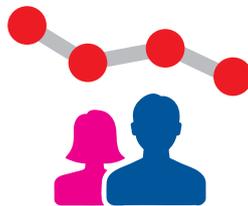
Not Refusing

4



Interruption in Work

5



Unnecessary Tours

6



Doing Everything at a Same Time

7



Fatigue

8



Irritation

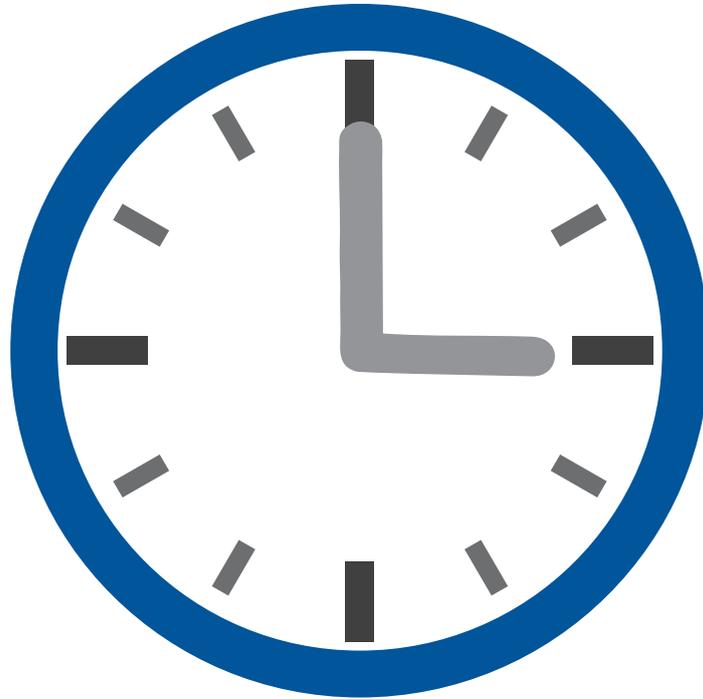
9



Avoid games and play during work



My Routine Tasks



INSTRUCTIONS

- Carefully observe the clock shown above and fill the time utilized in your work with green color, for family with yellow color and for your own spare time with red color.

	HOURS	MINUTES
Time for your work		
Time for your family		
Your own spare time		

Work Categorization

<p>Urgent and important work</p> <hr/> <p>Do it now and urgently</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>Important but not urgent</p> <hr/> <p>Do it</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>
<p>Neither urgent nor important</p> <hr/> <p>Do it later</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p>Urgent but not important</p> <hr/> <p>Finish it or do not do</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>





Our Professional Work and Time Management

Ensuring the quality in fashion designing, dress-making, assessing urgency and importance.

As Fashion Designer:

Work	Importance	Need of Doing	Time	
			Start	End
Know-how of fashion and digital departments in textile industry	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Dress designing in eastern and western culture with latest styles of East and West	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Understanding and differentiating between lines, shapes and angles in designing	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Understanding colors and using them with the help of different skills	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Taking measurement for preparation of pattern and pattern making	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		

Work	Importance	Need of Doing	Time	
			Start	End
Using different methods for cutting the various parts of Pattern	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Using poster colors and block printing according to design of pattern	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Monitoring the quality of the dress in last stages of dress preparation	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Ensuring quality while doing all tasks	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On time <input type="checkbox"/> Little late		
Following health and safety measures	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		

Dress Makers:

Work	Importance	Need of Doing	Time	
			Start	End
Cutting process, use of cloth cutting machine and fixing any mechanical glitch.	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Cutting different kinds of cloths	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Using machine and tools for cloth cutting	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Bleaching cloth, dyeing and use of polishing machine	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Following the method of dyeing	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Cleaning the tools and machines before and after the work	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		

Work	Importance	Need of Doing	Time	
			Start	End
Method of applying pattern and its better use	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Supply from cutting site to stitching site	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Dyeing the polyester cloth	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Ensuring measurements for preparing dress	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Other important work related to this profession	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		

Skill of Cutting, Dyeing and Finishing the Cloth:

Work	Importance	Need of Doing	Time	
			Start	End
Cutting process, use of cloth cutting machine and eradicating its faults	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Cutting different kinds of cloths	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Using machine and tools for cloth cutting	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Safety measurements for preparing dress	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Bleaching cloth, dyeing and use of polishing machine	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Acting upon method of dyeing	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		

Work	Importance	Need of Doing	Time	
			Start	End
Cleaning the tools and machines before and after work	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Use of machine and taking care of cloth in appropriate way	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Method of applying pattern and its better use	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Supply from cutting site to stitching site	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Dyeing the polyester cloth	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Taking safety measure for preparing dress	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Other important work related to this profession	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		

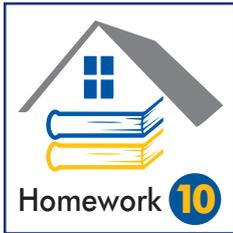
Quality Control:

Work	Importance	Need of Doing	Time	
			Start	End
Color coding, grading system and work method	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Evaluation of tasks with reference to inspection	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Embracing the system that ensures quality in textile industry.	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Inspection of production before and after work	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		
Having knowledge of the faults	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		

Work	Importance	Need of Doing	Time	
			Start	End
Assessment of quality of the cloth and stitching	<input type="checkbox"/> Very Important <input type="checkbox"/> Important <input type="checkbox"/> Less Important	<input type="checkbox"/> Quickly <input type="checkbox"/> On Time <input type="checkbox"/> Little Late		

INSTRUCTIONS

- Minutely observe the work related to your trade.
- Describe the works in relation to their relative importance; such as most important, important and less important.
- Explain the reason behind choosing to do a task very urgently, urgent and with delay.
- Complete the given tasks in accordance with "work division format" daily.



Better use of Time an Overview

Opinion	Yes	No	if not, then what will you do?
1 Are you satisfied with the effective use of your time?			
2 Do you finish all your tasks before the deadline?			
3 Is your supervisor happy with you for finishing the work, ahead of time?			
4 Do you devise a plan for your professional work, home and leisure time?			
5 Do you finish most of the tasks within time?			
6 Are you able to finish the important tasks by the end of the day, despite work overload?			
7 Are you happy, even after working for an entire day?			
8 Do you finish the easy task earlier and leave the difficult one for later?			
9 Do you struggle with understanding, which tasks can be delegated to others?			
10 After finishing your professional tasks, do you still have time for household chores?			

Summary of the Session

5th Session: Time Management:

At the end of this session, we learnt this:

- Giving importance to time in your personal and professional life.
- Planning your personal and professional tasks ahead of time.
- Keeping away from the time consuming elements (phone, gossips, mobile games, facebook, eating/drinking, roaming, carelessness) during work.
- Listing down the daily work and prioritizing the important tasks.
- Appropriate use of given time-sheet.
- Assessing your professional and everyday performance time-to-time.

Session # 6



Attention to Detail

Listen to a story!

This session includes:

Attention-to-Detail

04
Hours
30
Minutes



- What is Attention-to-Detail?
- Benefits of Attention-to-Detail
- Instructions for Attention-to-Detail
- Five Important Techniques for Attention-to-Detail

Once upon a time, a state was being run by both a King and his Queen. Queen had a brother that she wanted to appoint as their Minister. The King, however, wanted a competent man to hold that position. His stance was worrisome for the Queen. She often argued with the King in favor of her brother. Eventually, the King thought of a solution to this problem. One day, the King and Queen were sitting in a Royal balcony and enjoying the view of market-place from there. The King pointed towards some unknown men among the mob and asked Queen's brother, who was sitting nearby, to go and collect information on those men. The Queen's brother returned shortly with the information that those people hail from the neighboring state and also told the King their names. The King inquired about their reason for the visit. The Queen's brother requested the King to wait, so that he can gather that information. Upon his return, he updated the King that they were here for trading/business. The King asked him regarding the duration of their stay. He apologized and excused himself to gather that information. Later, he returned and told the King that they were there for three days. now the King asked for their place of stay. The Queen's brother had to make, yet another trip for that information. He told the King that they were staying at a hotel nearby. The King then sent his nominee for the post of Minister, to the market with the same task. When considerable time had elapsed and he did not return, the Queen said mockingly, "this man is so lazy, my brother returned with the information immediately". The man returned eventually and told the King that they were visitors from neighboring state and wish to buy some famous items from here. He further added that the duration of their stay was three days and they were staying at a hotel nearby. The King sent his nominee and Queen's brother to a room, turned to Queen and said, "Which one of these is better for the position of Minister -- your brother that wasted so much time for simple information? Or the other person that returned with all the information at once, since he understood the responsibility that also reflected in his actions?"

Summary of the Session

There is no task in the world that can be accomplished in an effective manner without attention and focus. The task may be anything, from making a cup of tea to construction of a building or airplane. Understanding every aspect of your work, examining it in detail and giving it undivided attention to help accomplish it in an effective manner, adds finesse to your work and elegance to your personality. In our session today, we will learn strategies that pave the way to success and greatness.

Summoning Reply.....Why this

Towards the end of her morning shift, Seema was called in and given the following feedback. Three designs prepared by her were rejected.

The following mistakes were identified in the items shared by her:

<p>1</p> <p>Difference in size vis-a-vis length</p>	<p>2</p> <p>Use of old-fashioned stitching methods, while she was supposed to use the latest trend</p>	<p>3</p> <p>Fundamental difference in design patterns</p>	<p>4</p> <p>The company tag was not placed at the right spot</p>
--	---	--	---

Arshad, Quality Supervisor, from the quality department was also called in as it is his job to ensure quality of all products and items. He was inquired about the following:

<p>1</p> <p>Were the identified three items checked?</p>	<p>2</p> <p>If they were checked, then how were these four basic issues not identified?</p>	<p>3</p> <p>Why did you report that everything was fine?</p>
---	--	---

QUESTIONS

- Why did this happen, Seema and Arshad?
- How can Seema and Arshad overcome this problem?
- What difference can Arshad's attention towards Seema's work?
- What are the disadvantages of not paying attention to detail at a workspace?

Attention-to-Detail

It refers to a skill that allows us to complete any task in an accurate manner.

“The difference between good and best is the attention to detail.”

-Charles R. Sondal

Let us tell you how can one achieve this:

1 Ensure accuracy while writing numbers, counting etc. in the right order

2 Written information should be handed over to the relevant person in time.

3 Prepare checklist, schedules and calendar so that even the most minute detail would not go unnoticed.

4 Following safety measures and standard protocols while using equipment and machinery.

5 Improving the quality of work so that either there is not need to check or it requires minimal attention.

6 Noting down important details daily during conversations so that they are not forgotten.

7 Keeping a close eye on every aspect of work and completing it with focus and attention.

Attention-to-Detail at Work.....Advantages

1 Better Performance



- Better use of time and money
- Improved work and results
- Minimum mistakes or error-free work
- Completion of task in an orderly and systematic manner

2 Detail



- Better Communication
- Talking to each other and helping
- Monitoring the team and each component of the task, closely
- Checking tasks at various instances and providing feedback

3 Safety



- Adhering to safety measures during work
- Avoiding workplace hazards
- Delivering and ensuring that they have been acknowledged
- Ensuring the availability of safety equipment and better use

4 Order of Work



- Good reputation and relations of the company with customers
- Maintaining the quality of production and better work
- Good relation between the co-workers
- Arranging the tasks in a proper order

5 Good Reputation



- Making the quality better through work
- Better performance of workers
- Good relations between to communicating individuals or departments
- Work becoming your identity

Directions for Improving the Skill of Attention-to-Detail

1

Divide projects and big tasks into smaller parts/bits

2

If possible, ask others to review your work and listen to their opinion carefully

3

When you get tired, take a break and stop working for a while. Start again with renewed zeal and focus

4

Take a detailed overview of daily tasks and decide action points after deliberation

5

If you are losing focus, have a cup of tea and restart the work

6

Start work early, so that improvement can be made afterwards

7

Say to yourself, "What I am going to do, is very important and I have to do it an effective manner"

8

Check written documents for mistakes, grammar, spellings and choice of words

9

Read letter or email carefully prior to mailing and then send

Remember!

When you make mistakes due to inattention, you are bringing bad name not only for yourself, rather you are wasting the time and resources of others as well.

- Josh Bersin (Principal and Founder Bersin by Deloitte)



5 Methods to Work with Attention-to-Detail

Method	Can you do this? Yes / No	Can it be improved?
1 Repeat		
Check all of things carefully.		
Memorize the method and practice it		
Always remember essential parts of your work as well as the finished product		
2 Do not allow to attention to divert		
Do not let the interest diminish.		
Make proper use of time.		
Ensure that the work has been completed accurately and examined.		
3 Have positive thinking		
Attention improves the quality of work and earns you praise.		
Consider the possibility of getting a promotion		
Consider that you work habits will improve		
Consider that you can grow even further.		
4 Practice to increase your attention on tasks		
Do the work in such a manner that it has a start, middle and end		
To ensure the accuracy and quality of work, engage personally as well.		
Increase your interest in work. Also, take some rest or do exercise for short while.		
5 Make a list to ensure focus at work		
Prepare checklist to keep an eye on work.		
Prepare list of equipment, tools and items.		
Write down the tasks that need to be done, prior to starting the next one.		
Use technology (computer, phone).		

Attention to Work..... Need of Your Profession

Fashion Designing:

1

Designing is a process that requires deep thinking that cannot be accomplished without attention

2

Design emerges from your inner thoughts but it has a deep connection to the outer world, like your customer's interests

3

Design cannot be created without the use of curved, diagonal, straight and inverted lines and they also require attention/focus

4

Use of color in any design gives it definition and that requires a lot of focus and attention

5

Designing is such a task that it can never be completed in one sitting. Hence, it requires you to let go and resume with focus

6

Understanding and creating the design, helping others understand the design and the process of its completion; none can be accomplished without attention to detail

Dress Making:

1

Preparing a pattern and cutting is a very detailed task

2

Taking measurement requires attention to detail. it is even more important to write the measurements with complete focus

3

Use of measurement tools and taking the measurement in right way needs attention as well

4

Stitching clothes using machine and other tools has many minute tasks as well, that require attention

5

Examining a finished dress in a detailed manner and preparing products requires attention

6

Ironing ready dress and packing requires the same level of attention as other tasks

Quality Assurance:

1

Inspecting the quality of the product against company's standards, is impossible without attention

2

It is very important to pay attention at all times, from designing to preparation

3

Only detailed pre and post assessment can ensure quality

4

In-depth knowledge of the tools required for quality check is very important for making detailed report

5

Without attention to detail and detailed examination, quality of work cannot be maintained. To this end, attention is of utmost importance



Your Profession and Detail Attention to Work

INSTRUCTIONS

- Underline the words in the list of tasks and explain what kind of attention is required.

Fashion Designing:

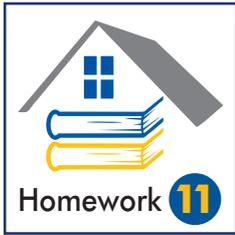
Your Important Work	Which Attention is Required?
Designing dress in accordance with latest eastern and western trends. Usage of poster color and block printing.	
Understanding of different departments of fashion, digital and textile industry.	
Progress during the final stage of dress preparation and quality monitoring.	
Having knowledge regarding lines, shapes, angles of images, and having the ability to differentiate them	
Having appropriate skills for use of colors based on impact	
Measuring for preparation the pattern.	
Using different methods for cutting the material.	
Ensuring quality.	

Dress Making:

Your Important Tasks	Which is Required?
Embroidery and crochet work.	
Selection of different kinds of cloths and colors.	
Designing for preparing design for the dress.	
Preparation of pattern, cutting, sewing and embroidery.	
Making finish goods.	
Using different tools and apparatus of measurement.	
Keep in view customer's demands for work.	
Taking measurement of the body for preparation of dress.	
Making pattern and cutting cloth.	
Sewing cloth and putting final touches	
Packing finish products and delivering to the customer.	
Looking after sewing machine.	

Quality Assurance:

Your Important Tasks	Which Attention is Required?
Color coding, grading system and method of work.	
Overviewing work with reference to inspection.	
Adopting system of quality assurance in textile industry.	
Inspection of work before and during production.	
Having knowledge of the faults.	
Checking quality of cloth and stitching.	



Exercise for Enhancing Attention

- 1** Count backwards from 100 with seven digit difference, for example 100, 93, 86....
- 2** Take a book, open any page and count the words in it and only use your eyes for counting.
- 3** Focus on any household item, for example, spoon, bowl or a vessel. Continue to focus on on it, without bringing any word to your mind. Turn it around and observe from every angle. Consider its qualities and do not allow your thoughts to focus elsewhere. Repeat this process with other objects as well without going into their detail. Your attention/focus must remain on that object.
- 4** Put headphone over your ears and listen to different kind of voices like waves of sea shore, voices of feet emanating from individuals' walking, sound of rain on roof top or different voices of forest. You can access these voices from internet through your mobile phone. Close your eyes so that you can give attention to what you are listening, creating a visual in your mind.

Summary of the Session

6th Session: Attention-to-Detail:

At the end of this session, we learnt:

- Even the littlest aspects of the task at hand.
- Dividing work in small portions, thus ensuring quality.
- Performing the work in accordance with the relevant instructions, checklists or details.
- Keeping away from elements which divert attention and doing work with unshakeable resolve.
- Ensuring quality of the process from design to pattern.
- Having complete understanding of the tools used for measurement, cutting, stitching and using them.

Session # 7



Customer Care

Listen to a story!

This session includes:

Customer
Care

06
Hours



- Customer Care
- Who is a Customer?
- You as a Customer
- Adopt a Polite Attitude
- Communication with a Customer via Telephone
- Dealing with Difficult Customers

A man often bought pomegranates from an old lady. After the fruit had been weighed and paid for, he would cut one open, put a grain in his mouth and complain, "These are sour". He would then proceed to return that one pomegranate to the old woman. After tasting the fruit, the old one would exclaim, "But this is sweet". However, by that time, the man would already have disappeared. His wife always accompanied him during these transactions. One day she asked, "Why do you always put on a show, even though the pomegranates are always sweet". Smiling, he responded, "That old woman sells pomegranate for a living but cannot afford to eat them herself due to poverty. This way, I succeed in feeding her a pomegranate, without her having to pay for it. That's all". Across from the old woman, sat another woman that sold vegetables, who saw this transaction every day. One day she asked, "This man returns a substandard pomegranate to you and you always give him an extra pomegranate, why is that so?". A smile appeared on her face and she said, "I know he does that to make me eat pomegranate, he thinks that I do not know. I never over-weigh but his love makes me throw the scales out of balance and I put in an extra pomegranate to balance them out".

Summary of the Session

It is said that customer is the King, in business. They should never be disappointed, since customer creates demand of a product, hence, creating the need of skilled labor, and factory. Customer is, undoubtedly, most important. In this session, we will learn how to improve your relations with the customers, that will make him feel respected and also praise your work and return, in future.

Better Relation



Seema as a fashion designer

Seema has started working at a fashion boutique, in evening. At the boutique, she often interacts with customers. They all praise her a lot and like to give her dress orders directly. Some customers even call her over phone to alter their color or design choices, etc. After ordering. On the other hand, she has no interaction with customers at her factory.



Arshad as a quality supervisor

Arshad works in a company as a Quality Supervisor. To improve the quality of work, Arshad inspects the work of employees. His task is to ensure that the customers get only the best garments. He often meets the employees directly and inspects their work. He believes that the checklist provided by the company to ensure quality, requires direct interaction with the customers, although, he never gets to meet customers.



Kiran as a dressmaker

Kiran also works in Seema's factory as a dress-maker. Her job mostly includes stitching buy using sewing machine. She does not know, who will bought the clothes or who will wear the finished product. However, she tries to ensure that the product prepared by her, is well-liked.

QUESTIONS

Read the stories mentioned above and answer the following questions regarding each character:

- In your opinion, who are their customers?
- Do Seema and Kiran have direct contact with the customers? How can they take care of their customers?
- Keep in mind the nature of Arshad's work and advise him on how to take care of the customers.

Customer Care

Any person or organization who buys or wishes to buy your product or wants to buy your products is known as customer.

“The secret to professional success is to make your customer feel like the world revolves around them.”
-Anonymous”

Types of Customers:

Dressmakers, fashion designers and quality supervisors often get to meet two types of customers:

Direct Customers

Direct customer is the one that meets you one-on-one, buys your products and provides feedback on your work.

Indirect Customers

Indirect customers are those that wear the garments prepared by you, but you never meet them or converse with them, via telephone. Although, you always keep them in mind while designing and stitching the dresses.

Five Principles of Customer Care:

These are following five principles for customer care:



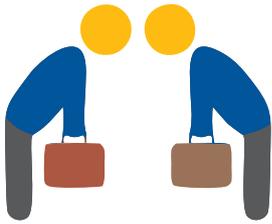
Fast and better reply

- Replying to the customers quickly so that their order is completed in time
- Answering phone calls immediately
- Fulfilling the customer's needs immediately



Trust

- Being honest while dealing with customers to ensure trust and fulfillment of promises
- Provide customers detailed information regarding your products and services
- Keeping the promises and being honest



Respect

- Talk to the customers with respect
- Remain calm and polite, especially while dealing with rude and short-tempered customers
- Address customers with their names, instead use titles like "madam" or "sir" to show respect



Good relationship

- Giving each customer their due importance and establishing good relations so that they will want to come again
- Welcoming them warmly
- Trying to help them as much as you can



Admitting immediately

- Making every possible effort to resolve the customer's problems
- Understanding the customers and talking to them with a smile
- If the customer complains regarding lack of information, accepting it



You as a Customer

You went to a boutique/garment factory where you were provided with better services. Give an example for each:

Basic principles of relations with customer	What happened that was good?	What happened that was bad?
 <p data-bbox="205 902 512 940">Fast and better reply</p>		
 <p data-bbox="325 1182 395 1216">Trust</p>		
 <p data-bbox="304 1451 416 1485">Respect</p>		
 <p data-bbox="256 1727 464 1760">Good relation</p>		
 <p data-bbox="193 1995 528 2029">Admitting immediately</p>		

Adopt Polite Attitude

As a fashion designer, dress maker or quality supervisor, if you are directly in contact with the customers, you must never behave in a bad manner. Your behavior should be friendly. Given below are some examples of positive and negative sentences which will be helpful for you.



Wrong Behavior

I think you should do this

You should

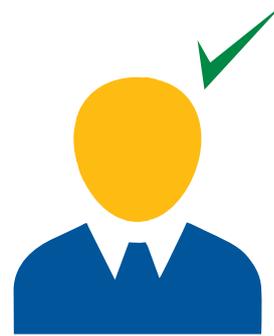
let me try

We can't do this?

Sorry

this is not my task

Sit, I will get to you



Friendly Behavior

Would you like to do this?

Would you like to?

I will do it, no matter what

Give me a chance, I might be able to do something

I would like to apologize

I will have to ask for information, if you want ...

You will have to wait for a small amount of time. I will call you shortly

Communication with Customers via Telephone

1

In Seema's company, the guy at the reception attended the customer's call, he greeted them and spoke politely. After the call ended, he put the receiver down forcefully without responding goodbye and the resulting noise struck the customer's ear sharply.

2

Seema got a call from her customer. The customer gave details about the order he wanted to place. After noting down the order, Seema transferred the call to the receptionist. Customer did not understand what was happened so he hung up without waiting.

3

Arshad's co-worker Adnan was absent one day. In his absence a customer called, Arshad picked up the call and without listening to the customer he said "Adnan is absent at the moment, you may call later".

4

Arshad received a call regarding a problem with the quality of the products. Arshad listened to the customer carefully but he didn't like the fact that the customer was criticizing the quality of his work. He told the customer that the problem has been noted and it will not happen again.

QUESTION

Read the situations given above carefully and answer the following questions:

- Was the attitude presented in each situation, right?
- Was better customer care provided through telephone?
- What in your opinion was the right way to deal with the customer in each situation given above?

Connecting to the Customer via Telephone

While talking to the customers on phone, the way you talk is more crucial than what you say.

Remember that! As a fashion designer, dressmaker and quality supervisor, when you are talking on phone with your customer, they cannot see you rather they hear what you say. So, take special care of your choice of words and intonations, while talking.

1

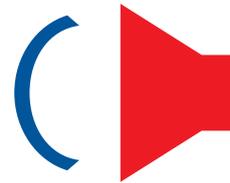
Indifferent tone and voice



This shows that you are not happy with the conversation.

2

Low voice



You don't want to talk and you are getting annoyed

3

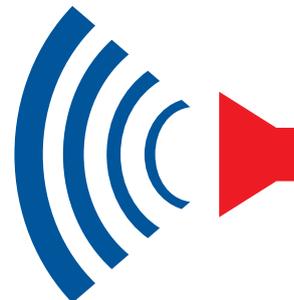
Speaking quickly and hurriedly



You are enthusiastic

4

High and sharp tone



You are angry

Ethics of Talking to a Customer over Phone:

1

Do not make the customer wait unnecessarily.

2

Take permission before transferring the call.

3

Take complete details of the caller.

4

Note down the message.

5

Answer all questions that customer asks.

6

Ask if they require any help.

7

Make sure that customer has completed his message.

8

Give assurance to customer that his/her message will be delivered to the person.

9

Thank them before ending the call.



Your Communication With Customer

Fashion Designing and Dressmaking:

1 Understanding of fashion and digital department in a textile industry

Is there a direct communication with customer? YES NO

Which things are you cautious about?

2 Designing dresses in accordance with the latest eastern and western styles

Is there a direct communication with customer? YES NO

Which things are you cautious about?

3 Understanding, using and differentiating between kinds of lines, shapes, angles and colors in designs

Is there a direct communication with customer? YES NO

Which things are you cautious about?

4 Taking measurements for pattern using different methods for cutting and for preparing the patterns

Is there a direct communication with customer? YES NO

Which things are you cautious about?

5 Using poster colors and block printing in accordance with patterns

Is there a direct communication with customer? YES NO

Which things are you cautious about?

6 Monitoring quality during final stages of dress preparation

Is there a direct communication with customer? YES NO

Which things are you cautious about?

Preparation and Designing of Dresses:

1 Understanding customer's needs while choosing different cloth and colors in dress preparation

Is there a direct communication with customer? YES NO

Which things are you cautious about?

2 Making designs or understanding the ones that are already available, during dress preparation

Is there a direct communication with customer? YES NO

Which things are you cautious about?

3 Taking measurements and using different instruments and tools in dress preparation

Is there a direct communication with customer? YES NO

Which things are you cautious about?

4 Preparing pattern, cutting, stitching, embroidery and doing other stuff

Is there a direct communication with customer? YES NO

Which things are you cautious about?

5 Stitching clothes and giving it a final form

Is there a direct communication with customer? YES NO

Which things are you cautious about?

6 Packing the finished product and delivering to the customer

Is there a direct communication with customer? YES NO

Which things are you cautious about?

Skills for Cutting Clothes, Dyeing and Finishing:

1 Cutting process, using a cloth cutting machine and fixing any mechanical glitches

Is there a direct communication with customer? YES NO

Which things are you cautious about?

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.....

2 Using Cutting machine and other instruments

Is there a direct communication with customer? YES NO

Which things are you cautious about?

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3 Bleaching clothes, dyeing and using polishing machine

Is there a direct communication with customer? YES NO

Which things are you cautious about?

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4 Cleaning tools and machinery before and after work

Is there a direct communication with customer? YES NO

Which things are you cautious about?

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5 Using machine and handling cloth properly

Is there a direct communication with customer? YES NO

Which things are you cautious about?

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6 Supplying cloth from cutting site to stitching site

Is there a direct communication with customer? YES NO

Which things are you cautious about?

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Fabric Quality Inspector/ Supervisor:

1 Understanding color coding, grading system and working procedure

Is there a direct communication with customer? YES NO

Which things are you cautious about?

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2 Embracing system that ensure quality in textile industry

Is there a direct communication with customer? YES NO

Which things are you cautious about?

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3 Understanding the tasks related to inspection

Is there a direct communication with customer? YES NO

Which things are you cautious about?

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4 Inspecting before and during production

Is there a direct communication with customer? YES NO

Which things are you cautious about?

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5 Having knowledge of the faults

Is there a direct communication with customer? YES NO

Which things are you cautious about?

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.....

6 Evaluating standard of cloth and stitching

Is there a direct communication with customer? YES NO

Which things are you cautious about?

.....

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Was it Right?

Amna, an old customer at Seema's boutique ordered to dye her scarf and some threadwork. Seema didn't look at the order slip and dyed the scarf with the color of her choice, She also took the threads for threadwork by herself. When Amna saw her order, she became upset, and said "I did not ask you to use these threads, What have you done! You have ruined my scarf, what will I do now?"

Seema instead of admitting her mistake, replied, "it's mistake of the person who took the order, not mine". Amna felt as if no one that boutique was working properly. Seema replied, "Now, just take what I have done, as it is more beautiful". But, Amna said, "I do not like the color". Seema told her that nothing could be done now.

QUESTIONS

- Did Seema establish a good relation with her customer?
- What could have done to handle the situation in a better manner?

Instructions for Treating Difficult and Angry Customers

1



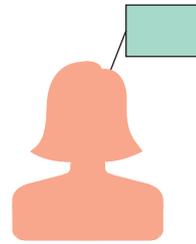
Do not argue

2



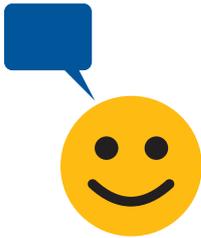
Adopt a polite attitude

3



Give professional advice

4



Let the customer speak

5



Do not make the customer more angry

6



Think before you speak

7



Accept your mistake

8



Apologize quickly

9



Always be honest

Summary of the Session

7th Session: Customer Care:

At the end of this session, we learnt this:

- Recognizing the target customers of your trade/profession and giving them due importance.
- Understanding the value of direct relationship with the customer and knowing their point-of-view.
- Understanding the need for polite attitude during direct interaction with customer.
- Having awareness of moral values required for talking to the customers over phone.