



वसुधैव कुटुम्बकम्  
ONE EARTH • ONE FAMILY • ONE FUTURE

# Career Development Guidance

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**TEDx Speaker, IIT (BHU), Varanasi, India and IIT Chicago, USA**

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**Honorary Professor Emeritus, Jayoti Vidyapeeth Women's University, RJ, India**

**Session 6, Soft Skills Program, VMSBUTU, Dehradun, India, 10 May, 2023**

# Outline

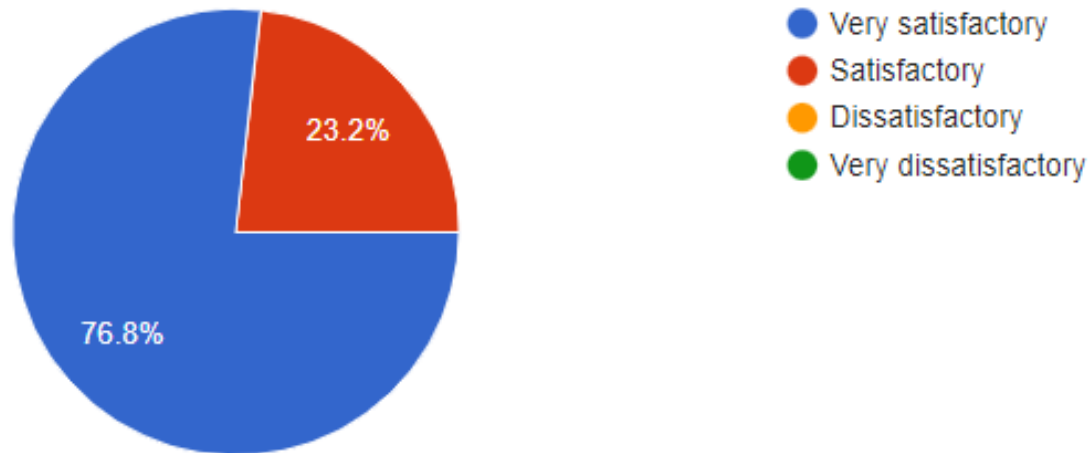
- 0 S5 (Project Mgmt.) Feedback and Recap**
- I. Planning Focus – Dr. Deming Cycle**
- II. Theory of Strengths – Focus on Strengths, Manage Weaknesses**
- III. Soft Skills Importance**
- IV. Communication – Extremely Critical Skill**
- V. Effective Decision Making – Tree Diagram**
- VI. Effective Teamwork – Five Dysfunctions of a Team**
- VII. Effective Time Management – Effectiveness Matrix**
- VIII. Problem Solving – Very Crucial Skill**
- IX. Project Management – A Must Skill**
- X. Change Management – Flexibility of Dreams**
- XI. Community Service – Importance of Giving Back to Society**
- XII. Success Factors – Student, Educator, Entrepreneur**
- XIII. Motivational Talk by Coach Lou Holtz**
- XIV. Summary**
- XV. Your Two Key Takeaways from the Session**

# Session 5 - PM Feedback

## Q1. Overall Session Quality – 100.0%

Overall quality of the session

56 responses



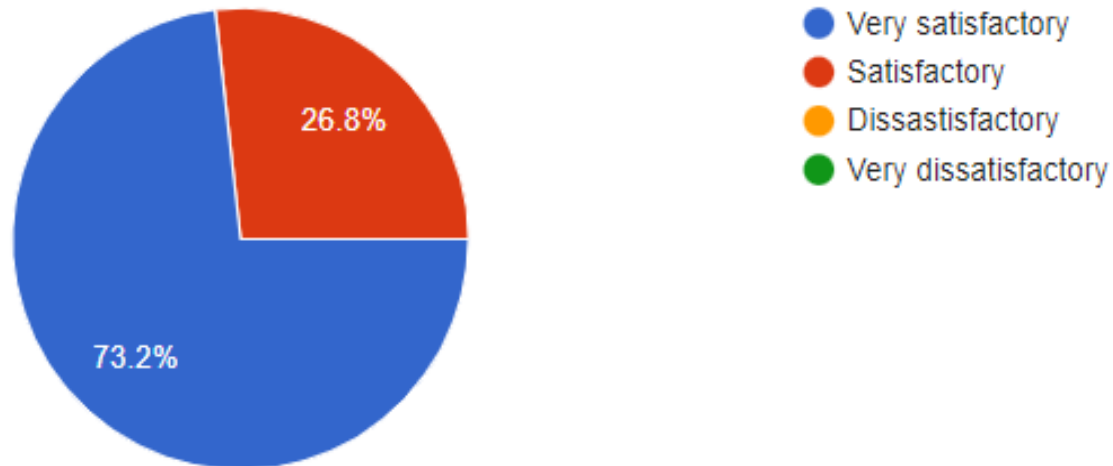


# Session 5 – PM Feedback

## Q2. Learnt New Skills – 100.0%

Learnt new skills from this session

56 responses

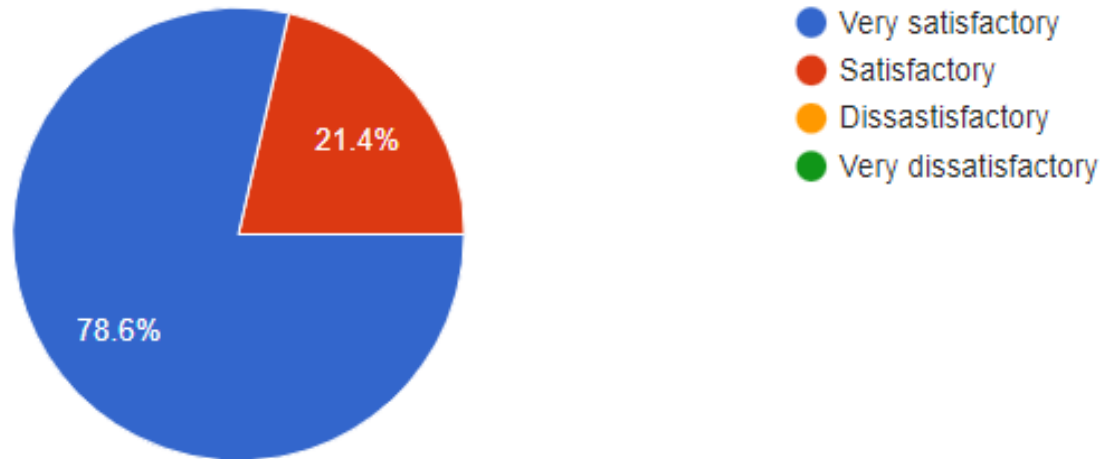


# Session 5 – PM Feedback

## Q3. Applicability of Skills – 100.0%

Ability to apply new skills and knowledge in personal and professional life

56 responses



# YouTube Recording of SSP Sessions

<https://www.youtube.com/live/U4Fu4nYJePk?feature=share> (S1)

<https://www.youtube.com/watch?v=RExVEDHCZ-o> (S2)

[https://www.youtube.com/watch?v=Gp7V5\\_rBksg&t=1s](https://www.youtube.com/watch?v=Gp7V5_rBksg&t=1s) (S3)

[https://www.youtube.com/watch?v=CpNHL\\_7cUls&list=PL1uOixorteLpZ\\_2ymyyA2F3q8RowufAur&index=5](https://www.youtube.com/watch?v=CpNHL_7cUls&list=PL1uOixorteLpZ_2ymyyA2F3q8RowufAur&index=5) (S4)

[https://www.youtube.com/watch?v=z-IKA2Inqyg&list=PL1uOixorteLpZ\\_2ymyyA2F3q8RowufAur&index=5](https://www.youtube.com/watch?v=z-IKA2Inqyg&list=PL1uOixorteLpZ_2ymyyA2F3q8RowufAur&index=5) (S5)

# S5 Project Management - Summary

- **In India, all Higher Education Institutes need to include Project Management course in their Curricula.**
- **Design the Project Management course by integrating Leadership, Decision Making, Time Management, Teamwork, Problem Solving, and Risk Management.**
- **Leverage Project Management Knowledge to solve Society's Real Problems and Help in Nation Building.**



# Soft Skills Essentials for Everyone

Engineers work on projects and Managers oversee the projects. To effectively complete projects, one need proficiency in:

- 1. Leadership Excellence**
- 2. Effective Decision Making**
- 3. Effective Time Management**
- 4. Effective Teamwork (Problem Solving)**
- 5. Effective Project Management (Risk Management)**
- 6. Career Development Guidance (apply PM)**

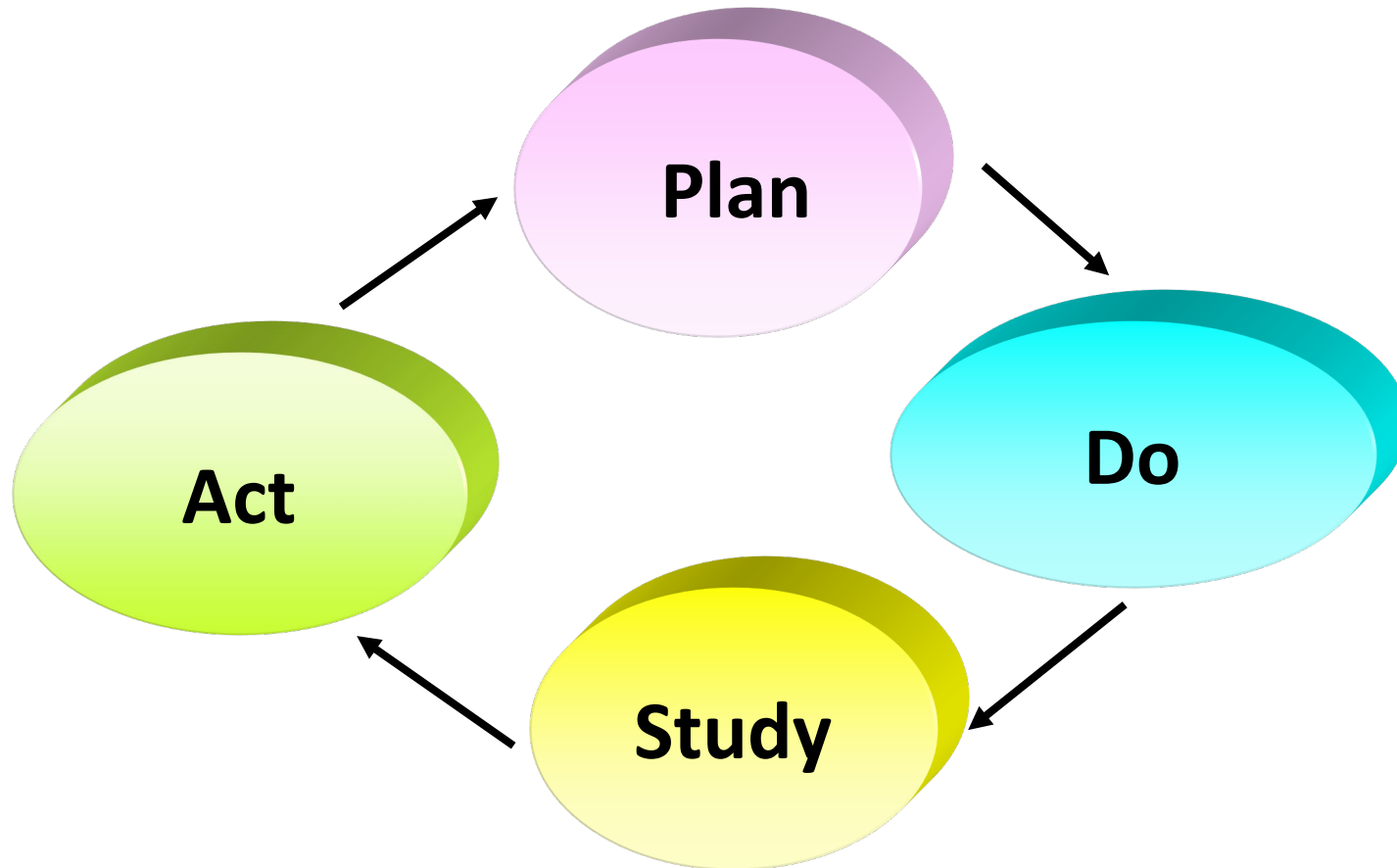
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20<sup>th</sup> Century Skills need: Reading, Writing, and Arithmetic

21<sup>st</sup> Century Skills need: Teamwork, Problem Solving, Project Mgmt.



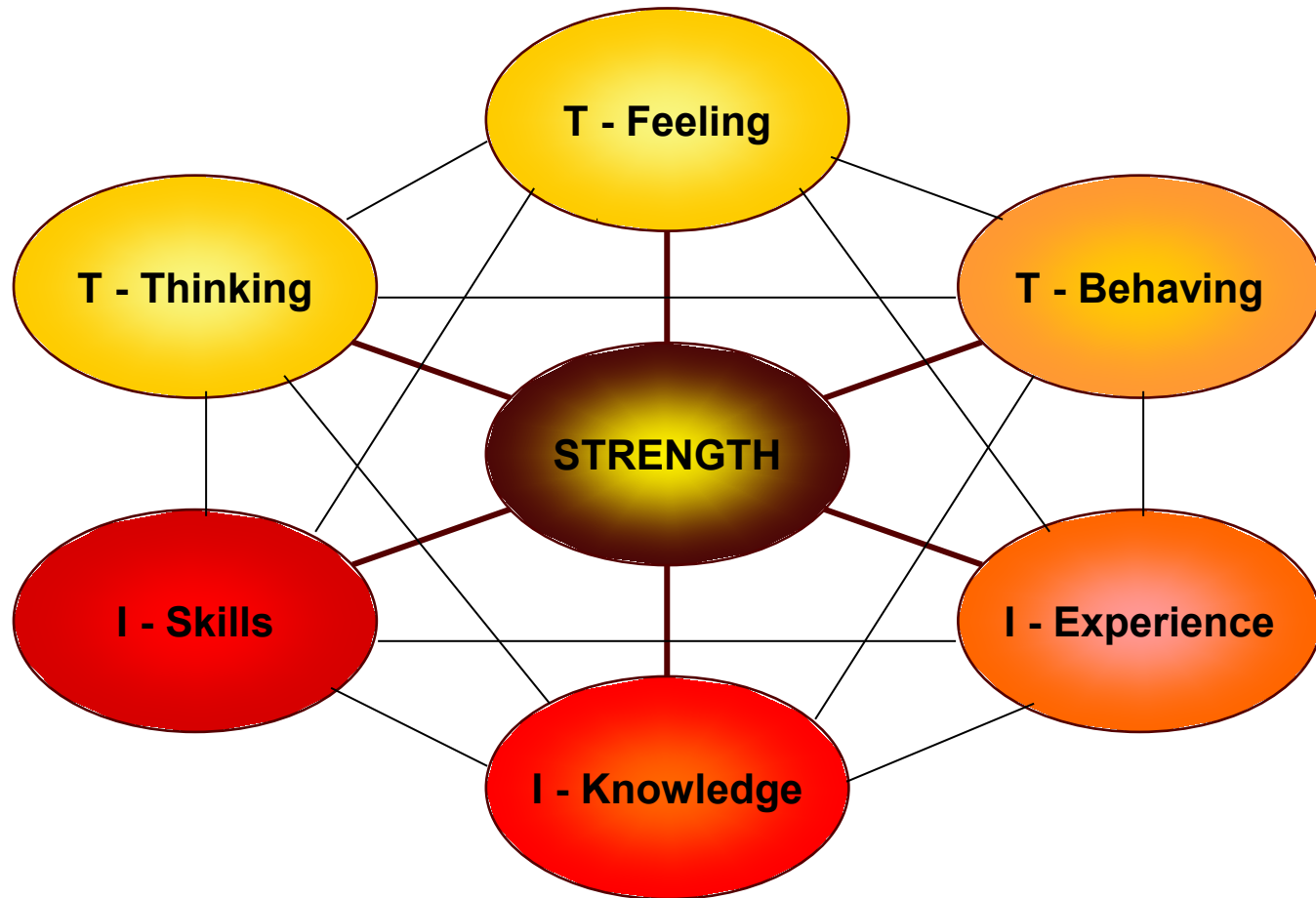
# I. Planning Focus – Dr. Deming Cycle



***10% Excellent Planning and 90% Flawless Execution brings Success***  
***Planning without Execution is Futile, Execution without Planning could be Fatal!***

# II. Strength = Talent X Investment

(Strengths Finder 2.0, Tom Rath, 2007)



Strength – The ability to *consistently* provide near-perfect performance

## II. My Top 5 Strengths - from a list of 34

1. **Arranger** - as a conductor I enjoy managing all of the variables
2. **Achiever** - drive that keeps me moving
3. **Learner** - energized by the steady and deliberate journey from ignorance to competence
4. **Maximizer** - excellence, not average, is my measure
5. **Relator** - attitude toward my relationships

**Leverage your strengths while studying and in a career**

***“You Don’t Teach a Pig to Sing; It Annoys the Pig and Wastes Your Time” – Soar with Your Strengths, Gallup***

## **II. Strengths Finder 2.0 in India**

**(Buy a new book)**

**<https://www.amazon.in/Strengthsfinder-2-0-Gallup-Tom-Rath/dp/1531865321>**

**(Rs. 1,067 - \$13)**

# III. Soft Skills Importance

- **92%** of all executives say that **Soft Skills are just as important-or more important-than Hard Technical Skills** (LinkedIn's 2019 Global Talent Trends report)
- **92%** of Deloitte's executives **rated Soft Skills as a Critical Priority** (Deloitte's 2016 Global Human Capital Trends report)
- **90%** employers believe that **graduates with Soft Skills will become increasingly important** (Talent Q survey)
- **67%** of all jobs in Australia will **rely on Soft Skills by 2030** (Deloitte Access Economics)
- **44%** of US executives say **lack of Soft Skills is the biggest gap in the US workforce**
- In 2015, National Association of Colleges and Employers (NACE) survey of employers listed **"Ability to Work in a Team"** as the **most desirable attribute of new college graduates**, ahead of problem solving and analytical/quantitative skills

*Ref. The Growing Importance of "Soft Skills" in the Workplace (Ray Williams, March 22, 2020)*

## IV. Communication

No matter what job you have in life, your success will be determined 5% by your academic credentials, 15% by your professional experiences, and 80% by your communication skills.

# IV. Communication

## Verbal

- Appropriate
- Clear
- Concise
- Effective
- Non-Verbal
- Practice

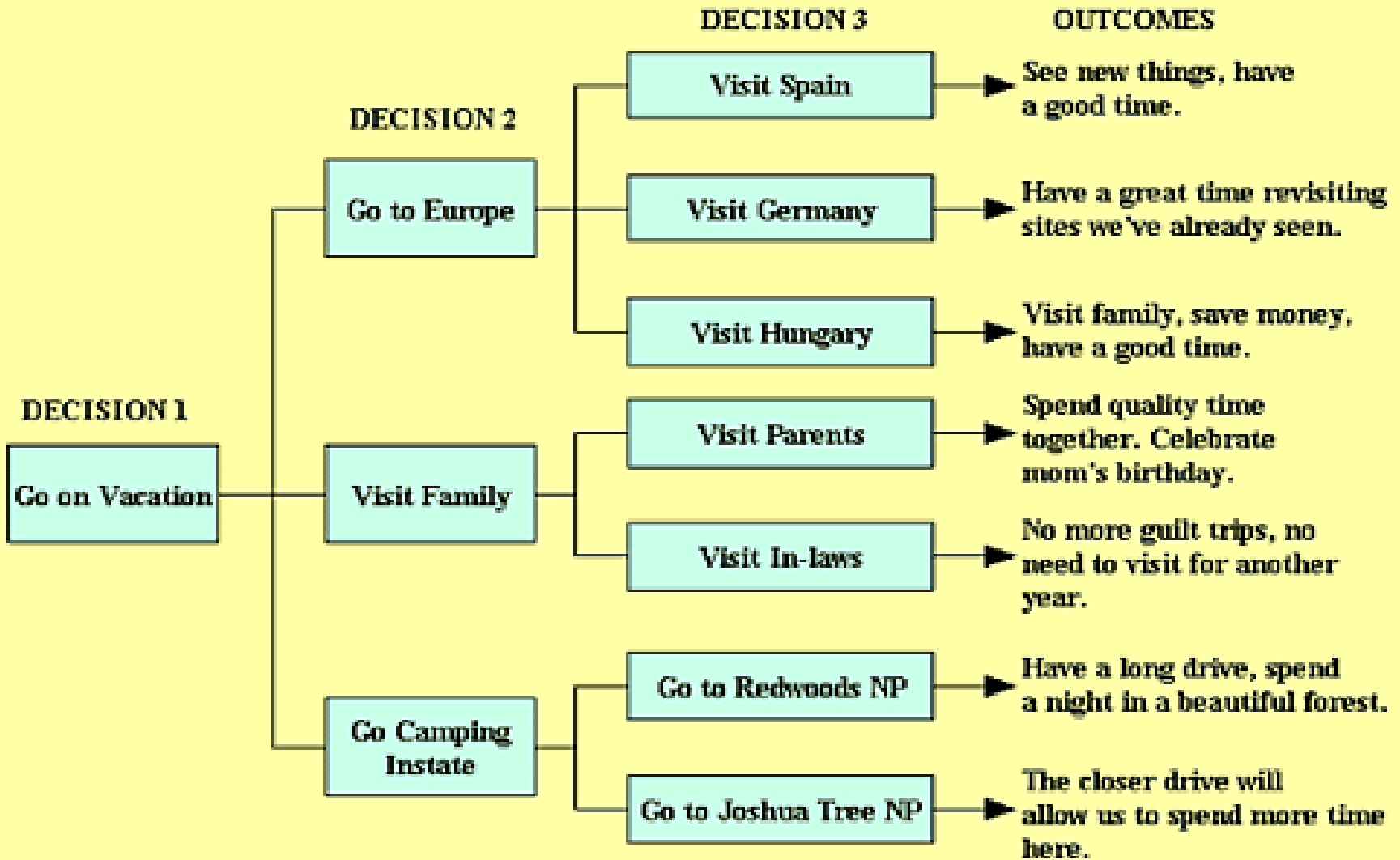
## Written

- Clear
- Concise
- Effective
- Impactful
- Meaningful
- Practice

## Presentation

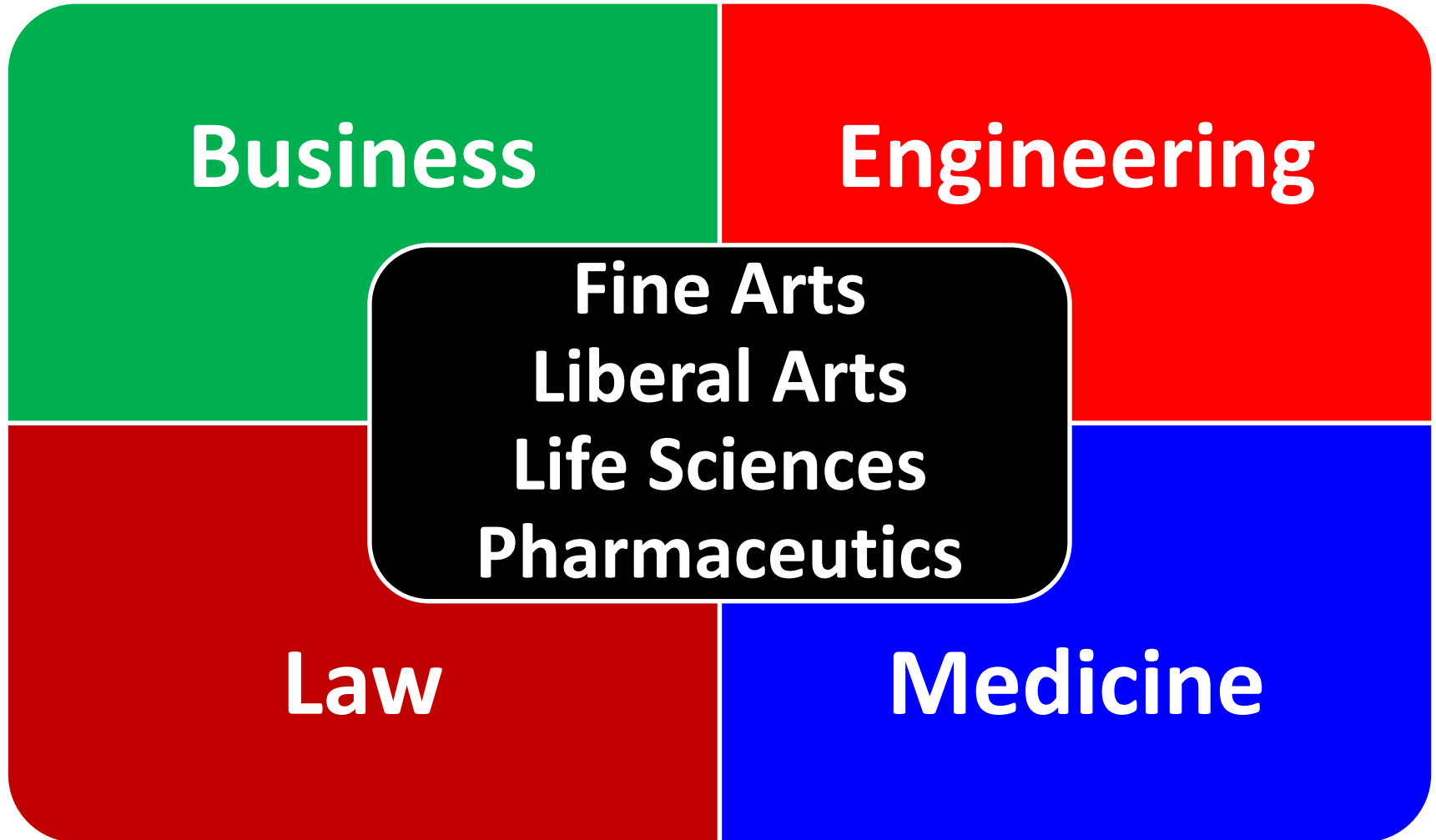
- Appropriate
- Clear
- Concise
- Coverage
- Effective
- Practice

# V. Decision Making – Tree Diagram

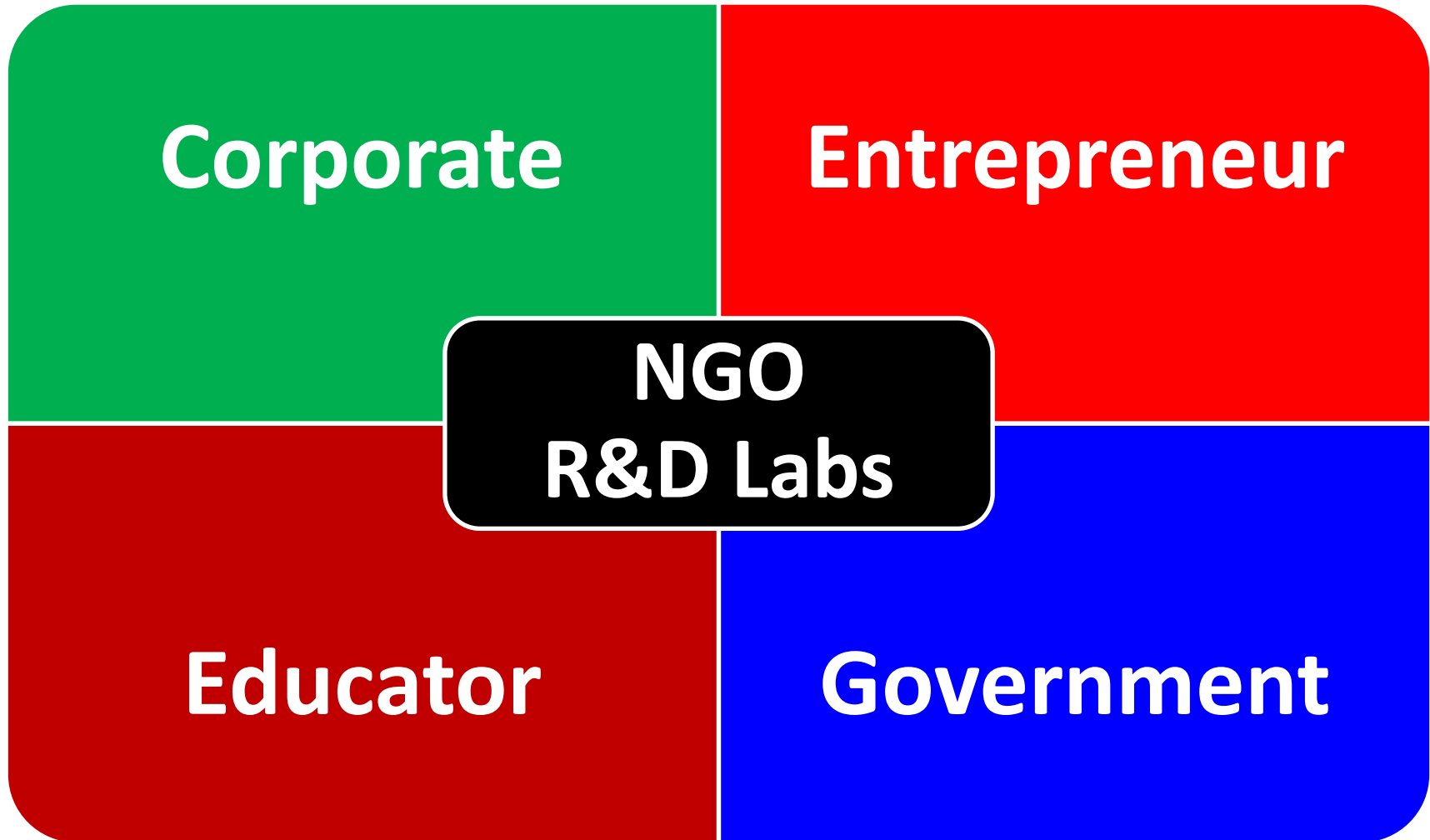




# V. Decisions – Branches



# V. Decisions – Meaningful Work



# VI. Effective Teamwork – “Five Dysfunctions of a Team”, Patrick Lencioni (2002)



## VI. Teamwork Continued



**A team is**  
many hands & one mind.

# VII. Effective Time Management

## THE EISENHOWER BOX

	URGENT	NOT URGENT
IMPORTANT	<p><b>DO</b> <i>Do it now.</i></p> <p>Write article for today.</p>	<p><b>DECIDE</b> <i>Schedule a time to do it.</i></p> <p>Exercising. Calling family and friends. Researching articles. Long-term biz strategy.</p>
NOT IMPORTANT	<p><b>DELEGATE</b> <i>Who can do it for you?</i></p> <p>Scheduling interviews. Booking flights. Approving comments. Answering certain emails. Sharing articles.</p>	<p><b>DELETE</b> <i>Eliminate it.</i></p> <p>Watching television. Checking social media. Sorting through junk mail.</p>

# VII. Time Management



[laughingcolours.com](http://laughingcolours.com)

## **Very Nice Definition of TIME**

Time is slow when you wait !

Time is fast when you are late !

Time is deadly when you are sad !

Time is short when you are happy !

Time is endless when you are in pain !

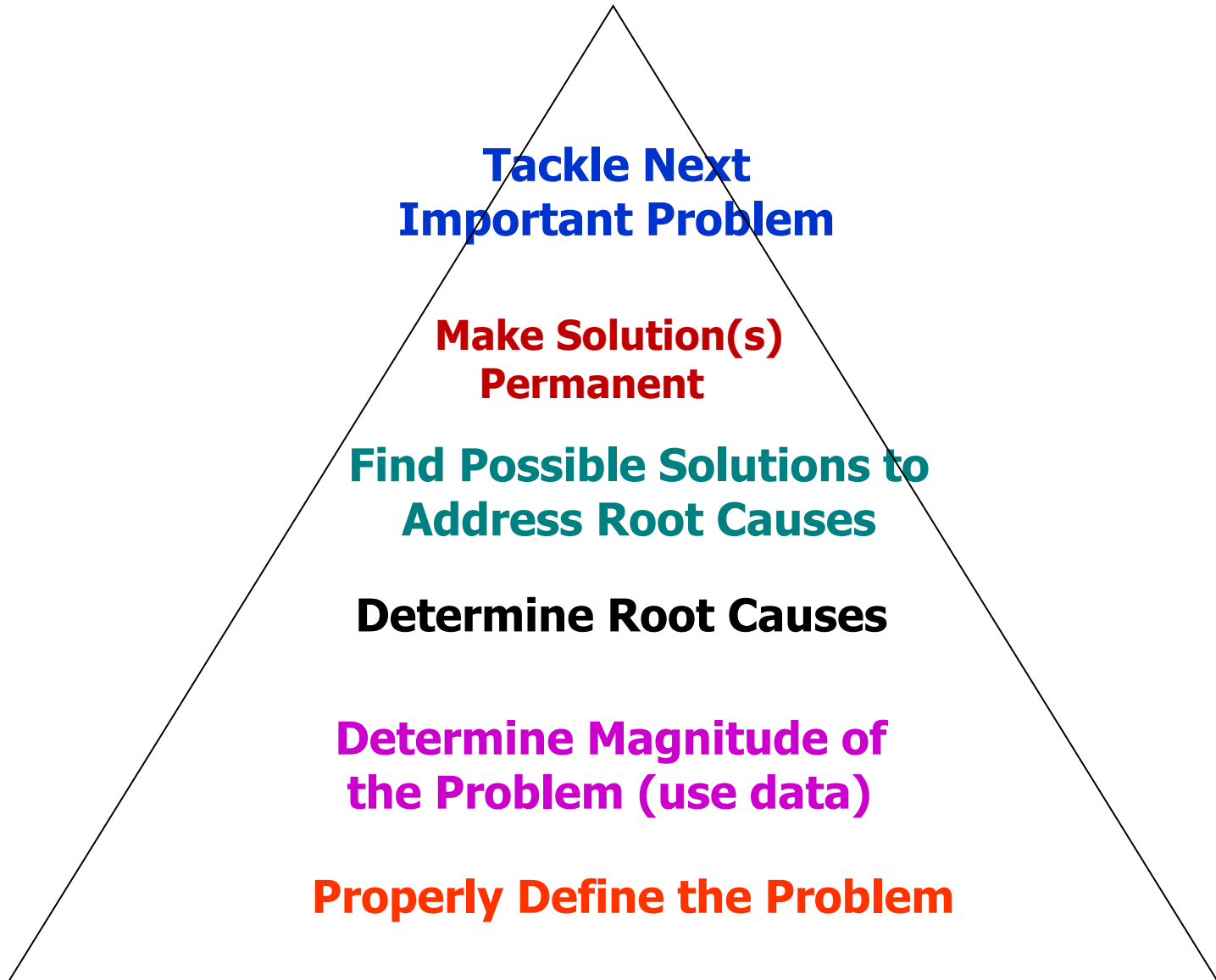
Time is long when you feel bored !

Every time, time is determined by your

feelings and your psychological conditions

and not by clocks. So have a nice time Always.

# VIII. Problem Solving



# IX. How Project Leaders Can Overcome Crisis of Silence

(Grenny et. al., MIT Sloan MR, Summer 2007)

**Are team members  
pulling their  
weight ?**

**Are we honestly  
assessing progress & risks ?**

**Are we faithful to the PM process?**

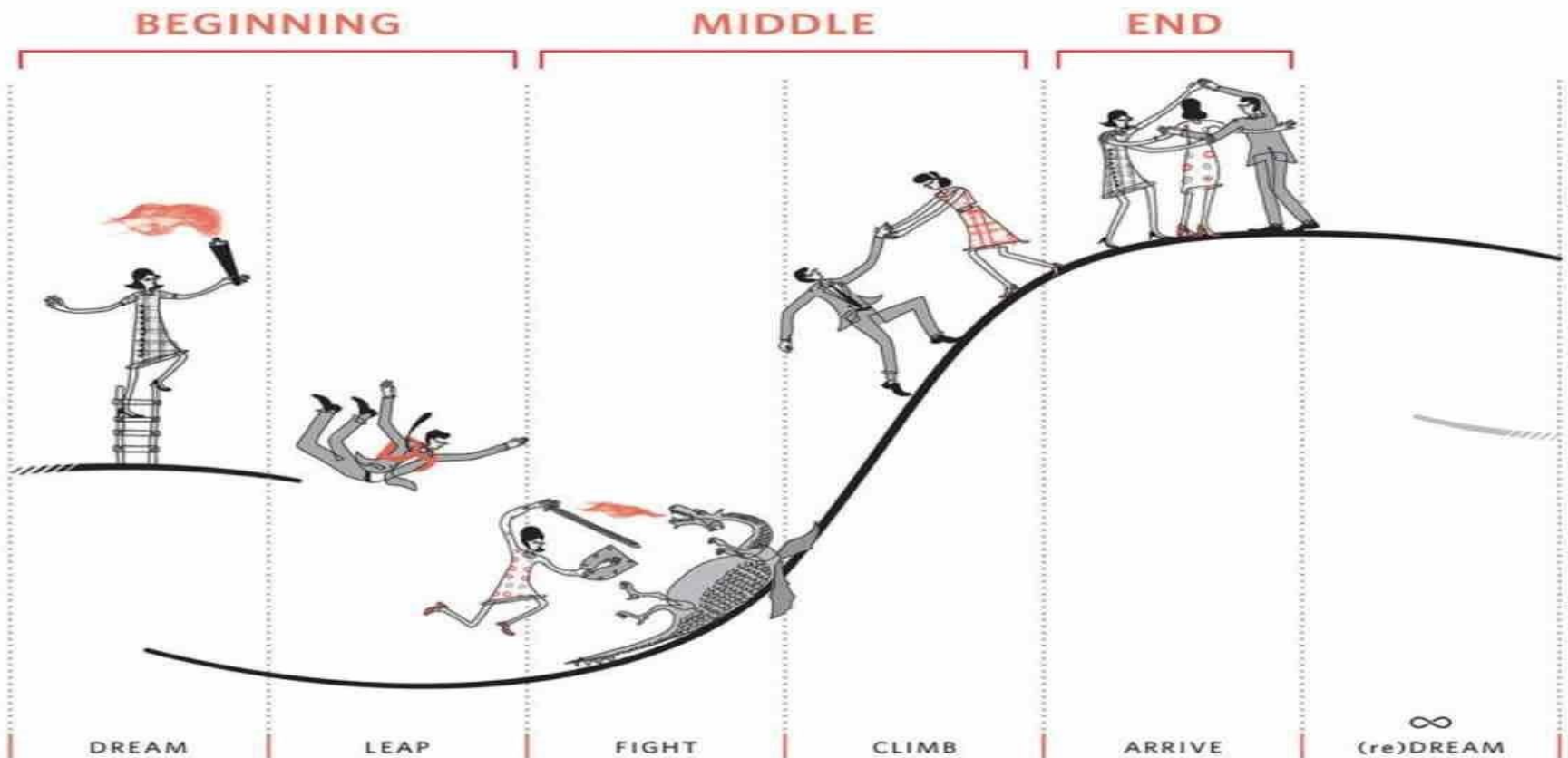
**Is the Project Sponsor  
providing support?**

**Are we planning around facts?**



# X. Change Management

- Decisions you make as a Student or Professional at a given time changes due to new circumstances, changing dreams, and variety of experiences.
- You need to be Flexible with your decision making, so you continue to make progress under changed conditions.



# XI. Community Service Cases

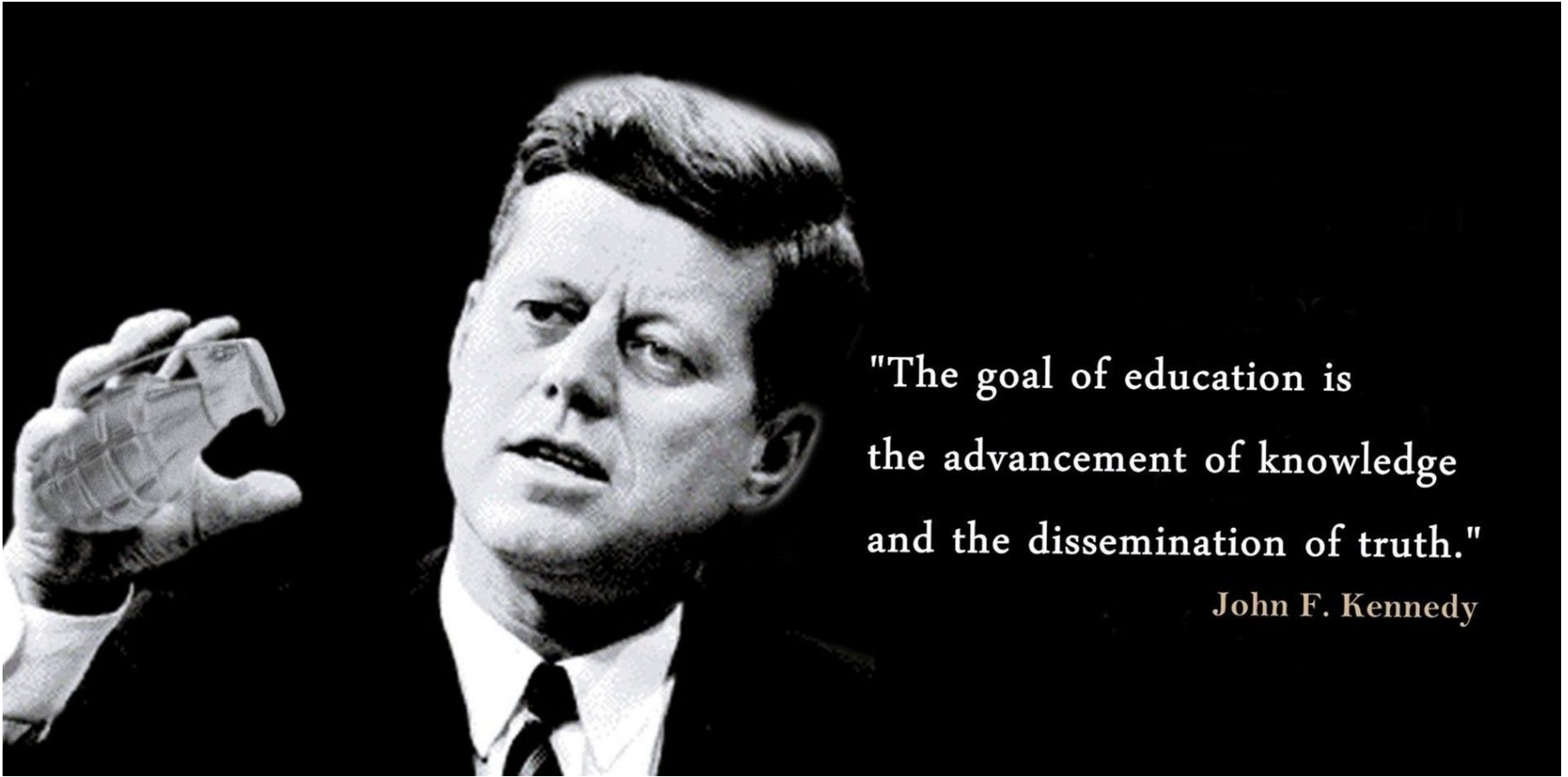
**A. Blind Foundation for India (1989-present)**  
**(Free Gift of Sight)**

**B. Soft Skills Program in India (2013-present)**  
**(Free Gift of Knowledge)**

# Swami Vivekananda

**“This life is short,  
the vanities of the  
world are transient,  
but they alone live  
who live for others,  
the rest are more  
dead than alive.”**



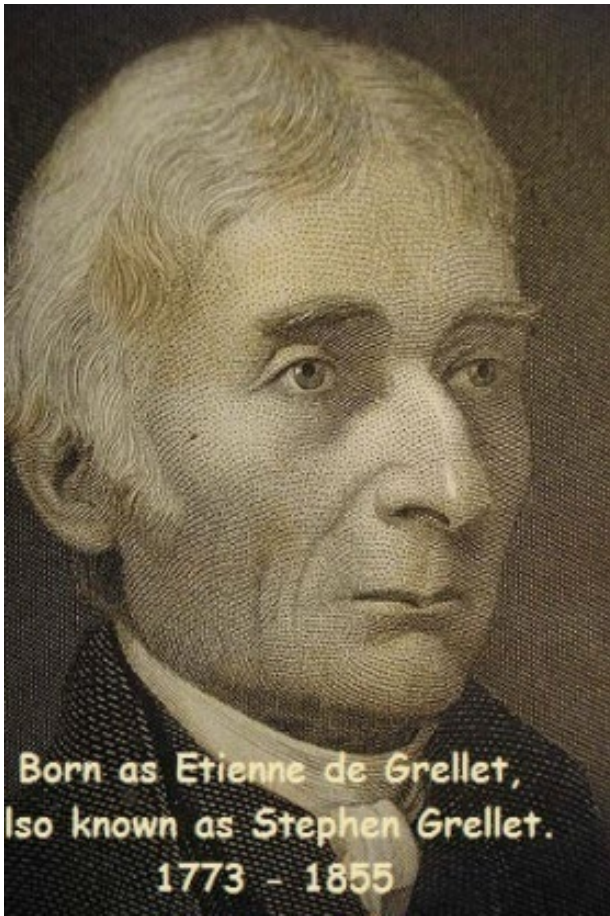


"The goal of education is  
the advancement of knowledge  
and the dissemination of truth."

*John F. Kennedy*

**President John F. Kennedy**

**For of those to whom much  
is given, much is required**



# Etienne de Grellet

**“I shall pass through this world but once.**

**Any good thing therefore that I can do, or any kindness that I can show to any human being, let me do it now.**

**Let me not defer it or neglect it, for I shall not pass this way again.”**



# Benefits of Community Service

- **Community Service helps connect to the Community**
  - Learn the significance of helping others in need
  - Help improve the community making a better place for all
- **It benefits your Career Prospects**
  - Help build experience and skills (communication, planning, teamwork, problem-solving, task management, etc.)
- **Community Service raises Social Awareness**
  - Broadens your horizons by helping you understand the needs of the society and the population you are trying to help
- **Community Service establishes Contacts & Friendship**
  - The easiest way to make friends is through activities you perform together and have fun
- **Community Service helps Improve Your Skills**
  - Students are advised to do community service in order to get work-related knowledge and skills including time management
  - It also increases their chances of getting a job since their community involvement creates good references for potential employers

# Global Community Service Practices

- **India (Colleges/ Universities):**

- Great Lakes Institute of Management, TN (2004-present):**

- Adopted 20+ villages close to campus, Mahabalipuram, TN
    - Every Sunday, MBA students go to villages and perform service
    - Karma Yoga Course, mandatory requirement for graduation

- **USA (High Schools and Colleges):**

- All High Schools encourage students to perform community service, a requirement for good college/ university admissions
  - All Graduate and Post-Graduate admissions give preference to students who have community service experience

*My both sons did 300-400 hours in 4 years at a High School to get admission at Stanford, UC Berkeley, and Northwestern University*

# Community Service for Nation Building

## India's Youth Potential for Community Service

- Assume 2 hrs/wk x 32 wks = **64 hrs/yr/student**
- Statista 2021 – 250 million x 64 hrs/yr = **16 billion hrs** (51,649 HEIs)
- Statista 2020 – 1.26 million Faculties x 64 hrs/yr = **80.6 million hrs**  
**A HUGE untapped potential for Nation Building!**
- Make it a **compulsory requirement** for getting their degree
- Each HEI can **develop projects** in surrounding communities by understanding their issues/needs in the areas of:
  - Education, Healthcare, Water, Sanitation, Agriculture, etc.
- It will teach students **to work on real projects** in a **team setting** **and work with adults to give back** and help in the Nation Building



# Community Service Project Structure

- Appoint **one Faculty as a Champion** per Institute
- Include **Alumnus and Industry Experts** in the Project:
  - ❖ Expertise and Experience
  - ❖ Proven Track Record with Results
  - ❖ Can Do Attitude and a Willing Volunteer
- **Determine Community Needs surrounding the Institute**
- Create Appropriate Projects in Primary Education, Primary Health, Water, Sanitation, Agriculture, etc.
- **Leverage CSR Resources through Industry Experts**
- Set up Quarterly Review for Community Service Project Progress using Project Management Discipline
- **Widely share Outcomes of Community Service Project Results at the Institute and Recognize High Achievers**



# XI.A. Blind Foundation for India

(Established in April 1989, Naperville, IL, USA)

<http://www.blindfoundation.org/>

**34 Year of Dedicated Service**  
**Serving Over Two Million Blinds**

## **Mission**

- To Prevent and Cure blindness
- To provide Education and Rehabilitation to permanently blind people in India

# XI.A. Blindness in India – Staggering Statistics

- **Over 15 Million blind individuals in India  
(Accounts for 1/3 of World's blind population)**
- **2.3 Million people develop Cataracts every  
year**
- **2 Million blind children - only 5% receive any  
Education**

# XIA. Blind Foundation for India Results

## BFI Impact so far ....

- **Over \$6 million raised since 1991**
- **250,000 free Cataract operations**
- **One Million** adults got free eyesight check
- **One Million children examined for their eye sights, provided glasses, vaccinated against Measles, and provided Vitamin A**
- **10,000 Braille Kits** given to blind children
- **137 Mobile Vans** donated in 19 States of India
- **15 major projects** done with **Rotary Matching**  
*(1 to 3 match → \$500,000)*

# XI.A. NRI of the Year Award in Philanthropy

Times Now and ICICI Bank, Mumbai, 7-11-2018

<https://youtu.be/bTIPWjxc2-0> (6.29 min)



# XI.A. BFI Accolades

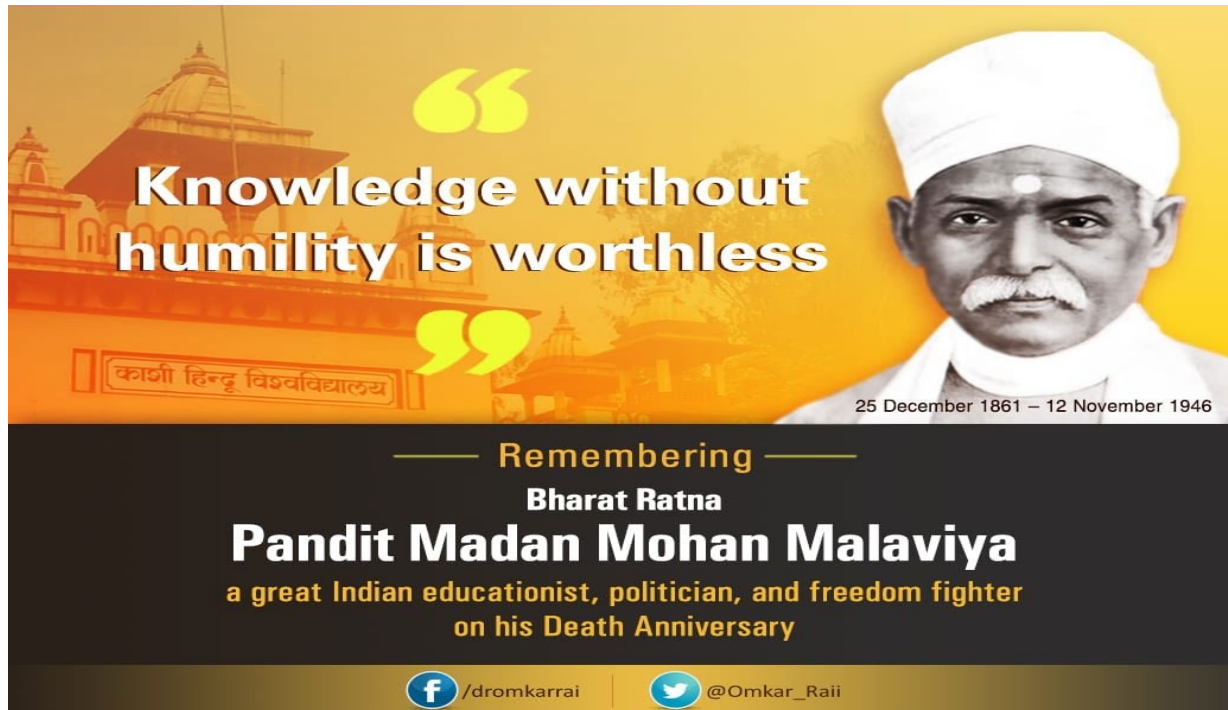
NRI of the Year Award 2018, Mumbai, 7-11-2018



## XI.B. Importance of Education

**“I have no desire for Kingdom, no desire for Heaven,  
no desire for Moksha.**

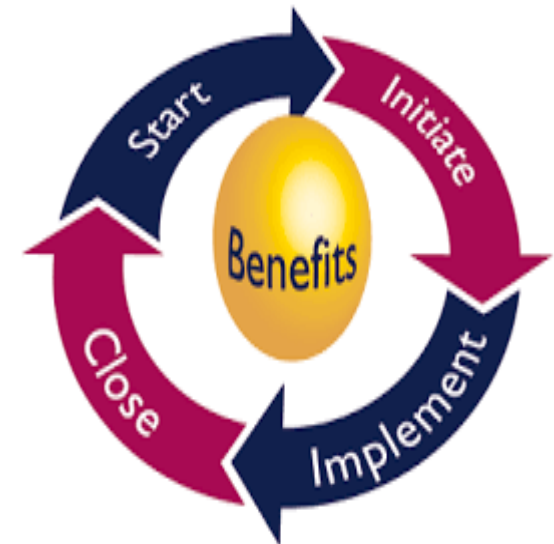
**The only desire I have is to mitigate the sorrow  
of the living beings who are ridden with sorrow.  
I want to shine light into the darkness before people’s eyes.”**



# XI.B. The LES Project (2013-present)

A **12 topic Leadership Excellence Series (LES)** Topics\*:

1. *Leadership excellence*
2. *Effective teamwork*
3. *Effective time management*
4. *Effective meeting management*
5. *Effective decision making*
6. *Effective project management*
7. *Effective risk management*
8. *Effective talent management*
9. *Voice of the customer management*
10. *Operational excellence*
11. *Effective supply chain management*
12. *Sustainable change management*



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*\*Soft Skills; Quality Management Knowledge*

**Leadership Excellence Series (LES) , ASQ India website:**

<http://asq.org.in/leadership-excellence-series/>

***Reached 675,000 people, Live and through YouTubes in India (2013-16), 1.2 million (2013-23)***

[https://www.youtube.com/watch?v=z\\_fvgG8uwus](https://www.youtube.com/watch?v=z_fvgG8uwus) Effective Time Management



# LES Project Team



**Ciby James (Co-Leader)**



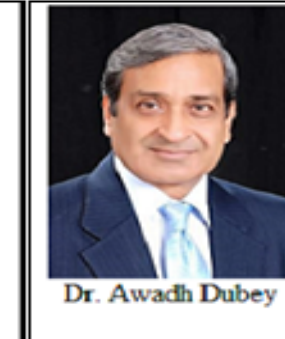
**Dr. Manu Vora (Co-Leader)**



**Dr. Suresh Gettala**



**Singanallur Viswanathan**



**Dr. Awadh Dubey**



**Dr. Alok Jain**



**Prof. Anil Kumar Agrawal**



**Prof. Ashim K. Mukherjee**



**Dr. Navin Singh Rajput**



**Rutuja Chhajed**



**Aditya Veer Jain**



**Nikhil Jain**



**Bharat Kashyap**



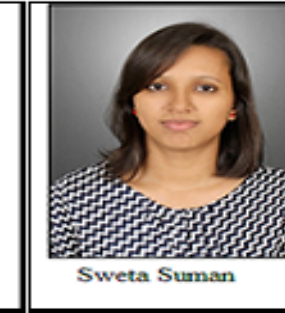
**Vishal Khandelwal**



**Utkarsh Sharma**



**Abhimanyu Sori**



**Sweta Suman**



**Venkatavaradan  
Sunderarajan**

# D. L. Shah Quality Award (Silver), QCI, 8-20-2016



# Commissionerate of Higher Education, Government of Gujarat ([https://www.youtube.com/watch?v=z\\_fvgG8uwus](https://www.youtube.com/watch?v=z_fvgG8uwus)) (03-18-2016)

## Satellite connection with 450 Colleges and 500,000 students benefited

# "EFFECTIVE TIME MANAGEMENT"

**Commissionerate of Higher Education Gandhinagar**

**Date : 18.03.2016**      **Starts Shortly.....**

0:01 / 49:41



**Dr. Manu K. Vora**  
Chairman & President, Business Excellence Inc., U.S.A.

6:12 / 49:41

### Telecast On

**V**ideo **A**udio **N**etwork for **D**evelopment and **E**ducation  
Government of Gujarat  
Through  
  
Department of Science and Technology,  
Government of Gujarat

43

49:38 / 49:41



# SOFT SKILLS PROGRAM

Accelerate your career by learning people skills!



**DR. MANU VORA**

Speaker  
Chairman and President,  
Business Excellence, Inc., USA  
IIT (BHU) CHE, 1968



**PROF. ANIL KUMAR AGRAWAL**

Host  
Professor Incharge,  
Training and Placement Cell,  
IIT (BHU), Varanasi

## Topics covered:

(08:30 PM - 10:30 PM IST)

25/03/22	Friday	Leadership Excellence
01/04/22	Friday	Effective Decision Making
08/04/22	Friday	Effective Time Management
14/04/22	Thursday	Effective Teamwork
21/04/22	Thursday	Effective Project Management
22/04/22	Friday	Career Development Guidance

In association with:



[https://twitter.com/AICTE\\_INDIA](https://twitter.com/AICTE_INDIA)



<https://www.facebook.com/OfficialAICTE>



<https://www.linkedin.com/company/aicteindia>



<https://www.youtube.com/mediaaicte>



# SSP Session Links



1. Leadership Excellence <https://youtu.be/7RigpEbuTYQ>
2. Effective Decision Making <https://youtu.be/-EgOmMfYxk4>
3. Effective Time Management <https://youtu.be/NP9LBxJzdL0>
4. Effective Teamwork <https://youtu.be/Vtd7ki1KdRo>
5. Effective Project Management <https://youtu.be/oTrkgn66Jwo>
6. Career Development Guidance <https://youtu.be/RDBOpLCHqDc>

All 6 Sessions: <https://tpc-events-app.vercel.app/>

*The six topics covered in SSP are all synergistic, leading to mastery in project management and then applying project management skills to solve Society's real problems. This SSP initiative will strengthen the Unnat Bharat Abhiyan 2.0 which requires Community Based Participatory Research.*

**In Association with:**





# SSP Effectiveness/Reach



**Program Effectiveness:** There was an excellent feedback from IIT (BHU), Varanasi attendees:

- 1. Overall Sessions - 99.5% satisfaction***
- 2. Learned New Concepts - 98.7% satisfaction***
- 3. Applicability in Study and Work - 96% satisfaction***

**Program Reach:** The **Reach of SSP has been good with around 91,000 combined views from all 6 sessions**

# XI.B. Future Direction - Skilling Model

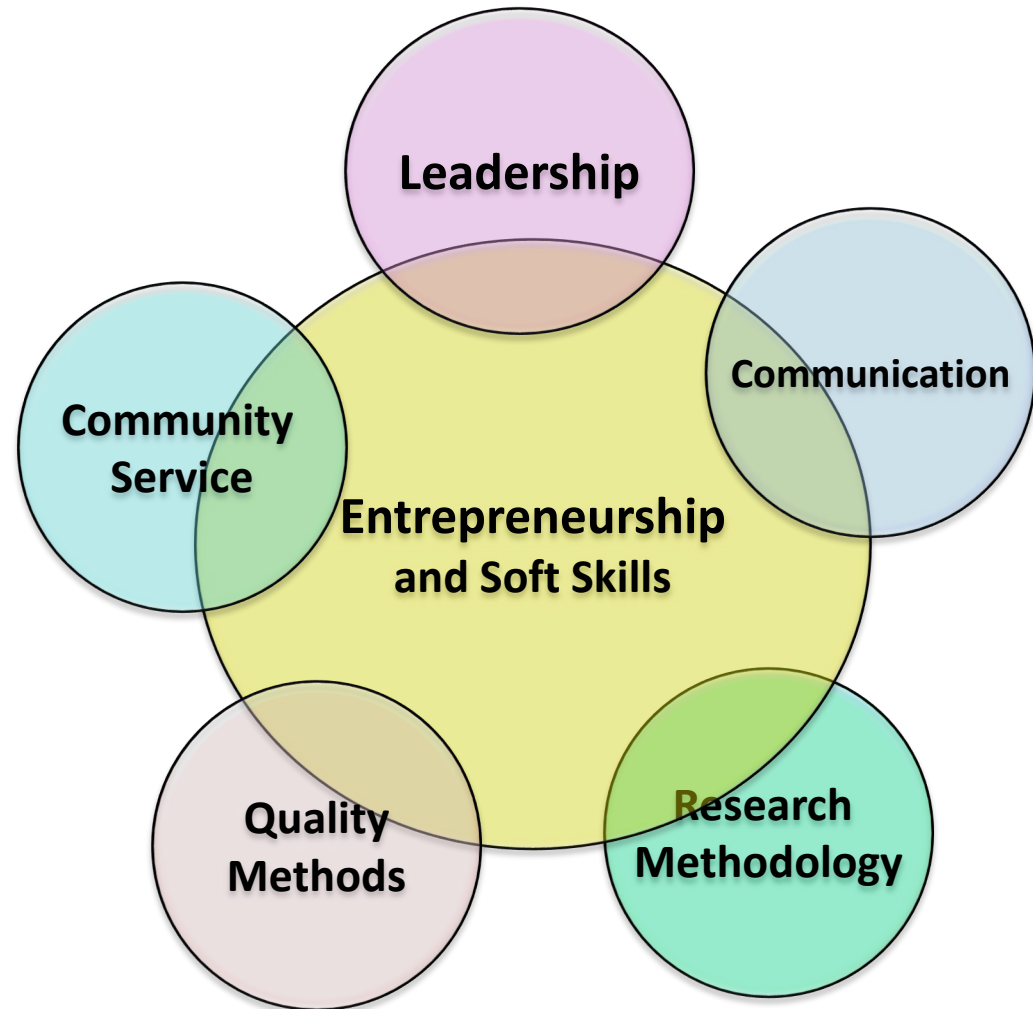
## 1) Path-breaking Portfolio

Approach by **integrating seven areas into the curriculum.**

2) Students in all disciplines undergo both **theoretical and applied training** that **enhances their social and entrepreneurial talents** in addition to fostering their technical skills.

3) **The resultant Report Card can improve their odds of finding a better placement and progress at workplace.**

4) ***“When You Master Your Soft Skills, You have Mastered Your Destiny”.***





# **XI. My Giving Back Impact (1989-Present)**

**(\$12 Million raised)**

<b>Free Gift of Knowledge (2013-Present)</b>	<b>Results</b>
<b># of People Benefited</b>	<b>1,200,000</b>

<b>Free Gift of Sight (1989-Present)</b>	<b>Results</b>
<b># of Adults and Children Eyesight Checkups</b>	<b>2,000,000</b>



# XII. Success Factors

## Student

- Master Your Subjects
- **Show Respect to Faculty**
- Pre-Read and Post-Read Chapters for Retention
- **Excel in Technical and Soft Skills**
- Be Up-to-Date
- Be Open to New Options
- Sample Variety of Subjects
- Develop Appreciation for National and International Issues
- **Be Socially Responsible**
- **Mentor Other Students**

## Educator

- Renew Knowledge
- Engage Students
- **Be a Role Model**
- Instill Cooperation and Collaboration
- Encourage Curiosity, Creativity, Confidence
- **Balance Theory and Practice**
- **Encourage Students to Think**
- Be Approachable, Flexible, and Listener
- Polish Rough Diamonds (Students)
- **Mentor Other Educators**

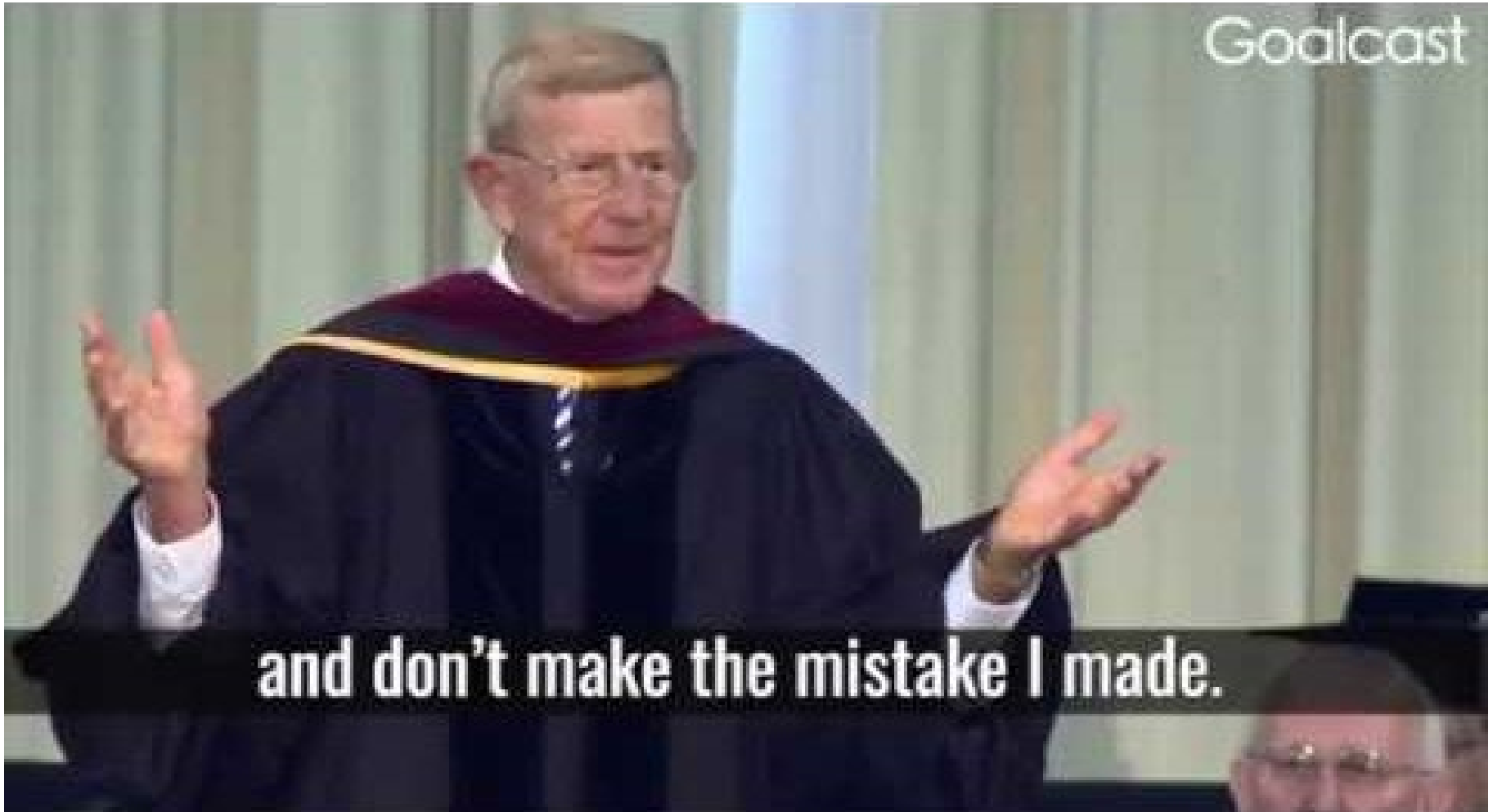
## Entrepreneur

- **Be a Dreamer**
- Be a Visionary
- **Find New Ways to Create Innovation**
- Create Value for Clients
- Renew Knowledge in Your Areas of Expertise
- Be a Great Negotiator
- Be a Master Communicator
- Exude Confidence
- **Learn from Other Entrepreneurs**
- **Mentor Budding Entrepreneurs**

## XIII. Motivational Talk by Coach Lou Holtz

Coach Lou Holtz Inspirational Speech (6:27 min.):

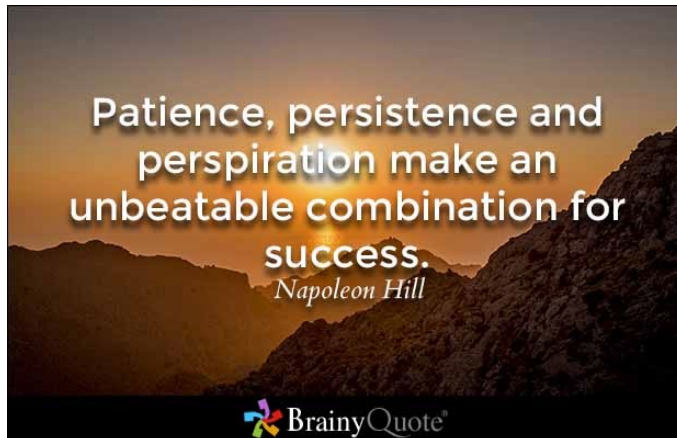
<https://www.youtube.com/watch?v=0wMmcoPTmAs>



# XIV. Summary

**Chase Excellence, then Success will Follow You!**

**JUST DO IT.**



**Expect  
nothing  
and  
Appreciate  
everything**



## XV. Your Two Key Takeaways on Career Development

1. -
2. -



# Soft Skills Program Topics

(8:30 pm – 10:30 pm IST)

1. 24-04-23 Leadership Excellence
2. 27-04-23 Effective Decision Making
3. 01-05-23 Effective Time Management
4. 03-05-23 Effective Teamwork
5. 08-05-23 Effective Project Management
- 6. 10-05-23 Career Development Guidance**



**Thanks!**

**Questions, Comments, Key Takeaways?**



# Presenter

## **Manu K. Vora, Ph.D., M.B.A., ASQ Fellow**

Chairman and President, Business Excellence, Inc., USA

Fulbright Specialist, U. S. Department of State, USA

Adjunct Professor, Stuart School of Business, IIT, Chicago, USA

Adjunct Faculty, School of Professional Studies, Northwestern University, USA

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**Dr. Manu Vora** is Chairman and President of Business Excellence, Inc. a global quality management consulting firm. He has **over 48 years** of leadership experience and has guided Fortune 500 companies with Baldrige Performance Excellence assessment. For **over 30 years**, as an Adjunct Professor he teaches Operations Management courses at business schools globally. He has contributed at **over 680** educational institutes world-wide. He is a sought- after speaker on business excellence and quality management topics with **over 1,270 presentations** globally and published **75 scholarly articles**. As an ASQ Influential Voice, he has published **50 blog posts**. In 2013, he gave two TEDx Talks, TEDxIITBHU Varanasi and TEDxIIT Chicago. Since 2013, he has delivered Soft Skills and Quality Management topics using technology to **over 100 colleges/universities** in **India** benefitting **over 1,200,000** students/ faculty/ professionals. In 2016 he delivered a **Project Management for organizational Excellence**, a **GIAN Course** approved by the **MHRD-GoI** at his alma mater, IIT (BHU). In 2016 he was appointed a **Fulbright Specialist** by the U. S. Department of State. He completed his first Fulbright Specialist Project in March 2018 at IIT (BHU). He serves on the Advisory Board of IUCEE Foundation. He received '**NRI of the Year Award 2018**' in Philanthropy category from Times Now and ICICI Bank. In March 2022, he was recognized by the **World Book of Records, UK for his Social Work**.

He has B.Tech. (Honours, IIT BHU Chemical 1968), M.S. (1970) & Ph.D. (1975) in Chemical Engineering from Illinois Institute of Technology, Chicago, and a MBA (1985) with Marketing Management from Keller Graduate School of Management in Chicago. As the Founder Director and President of Blind Foundation for India (BFI), his team has raised **over \$6 million** to help over one million visually impaired people in India. *ASQ has bestowed on him five Medals. He received "2017 Life-Time Achievement Award from Association of IIT-BHU Alumni, Delhi", "2015 BHU Distinguished Alumnus Award", "2015 & 2000 Rotary International Paul Harris Fellow Medal", "2013 Top 40 Alumni for the First 40<sup>th</sup> Anniversary of Keller Graduate School of Management", "2012 IIT Chicago Alumni Medal", "2011 Ellis Island Medal of Honor", and "2010 U. S. President's Volunteer Service Award". In 1968 he received J. N. Tata Scholarship to pursue his graduate work in the U.S. In 2023 he was included in the **Jewels of India, Volume II book of prominent Indo-American personalities in the U.S.***