

Chapter 1: Human Resources

Page 7: BPO'S ARE NOW MOVING TO VILLAGES

- Kizhanur is a village in Tamil Nadu. At No.1 Sivan Koil Street of Kizhanur, there is a business process outsourcing.
- E-tool is a village BPO, doing coding on legal paper for a U.S Client.
- 'E-tools village BPO' is to be extended to five more locations in Tamil Nadu, AP, Kerala and Karnataka.
- Ninety percent of those employed by E-tools have passed class 10 or above. Out of them, 5 percent passed class 12 and remaining 5 percent are graduates.
- The Kizhanur centre employs 200 people who work in three eight-hour shifts. The centres in Kerala and Karnataka employ 220 and 250 respectively.
- Graduates at the Kizhanur centre are paid Rs. 5000/- per month, those with class 12 are paid Rs. 4000/- while those with class 10 are paid Rs. 3000/- The others are paid Rs. 2000/-
- The company runs E-tools for 60-odd centres in Tamil Nadu, Pondicherry and Chennai that employ 1000 personnel. 60-odd centres in rest of the Tamil Nadu employ 5000 personnel. 50 centres in Karnataka employ about 2500 personnel.
- Though the BPO in Kizhanur is only an experiment, in two years time, it may shift to some rural areas, as the BPO industry will be embroiled in a grim survival game.

Pages 9-11: THE CONTINUING SPELL OF RAMANUJAN

- Srinivasa Ramanujan, a poor educated Indian was one of the greatest unusual Mathematicians. No one could analyse the workings of Ramanujan's mind. He is the example of inborn mathematical ability.
- He touched on some very fundamental problems in number theory and analysis.
- G.H Hardy of Cambridge University characterises Ramanujan as a man full of paradoxes and contradictions who defies all judgement.
- Ramanujan was born in 1887 in the town of Erode, in southern India. His entire mathematical education seems to have been gleaned from two books. There were not good even in Ramanujan's day.
- After completion of high school, Ramanujan tried to obtain a college education but failed because he was so obsessed by mathematics that he did not spend any time on other subjects and did not want to stop even to eat.
- In 1909, when he was 22, he married a nine-year old Janki and took a clerical position in the Madras Port Office. The chairman, Sir Francis Spring and the manager S.N. Aigar recognised Ramanujan's extraordinary mathematical talent and urged him to send some of his results to English mathematicians for evaluation.
- He wrote to HF Baker and EW Hobson of Cambridge. They didn't reply.
- Then in 1913, he wrote to Hardy. The letter was filled with 60 mathematical theorems stated without proofs. Hardy realized that Ramanujan was a genius.
- Hardy wrote back to Ramanujan and invited him to come to England to study with him. Ramanujan accepted and arrived. He pitted his brains against the accumulated wisdom of Europe.
- Life in England was not easy for Ramanujan. He cared more for mathematics and reportedly would work for long stretches – 24 to 36 hours. He couldn't get proper vegetarian diet in England.
- In May 1917, Ramanujan came down with a mysterious illness caused by his poor diet. He returned to India in 1919, where he died a year later.

- Ramanujan left behind three note books, which are filled with as many as 4000 results. Though his collections are incomplete, it has given researchers more than enough to work on.

Page 15-17: GETTING A VISA

- The H1-B visa is one of the most widely used U.S. Employment visas for newly hired foreign employees in specialty occupations.
- The impact of American businesses with key projects that are dependent upon the services of H1-B workers is very critical.
- Companies can consider alternative visa categories including the B-1(Business Visitor), L-1, (Intra-company transferee), E (treaty trader and investor), TN (Professional for Canadian or Mexican) or O-1 (extra-ordinary ability) visa, each of which has qualifying criteria.
- The privileges of H1-B visas are that they can be issued quickly and are available for accompanying relatives. They allow travel in and out of the US and to remain there continuously.
- The limitations of H1-B visas are that they cannot be held for more than 6 years. A holder is restricted to work only for an employer who is an H1-B sponsor. To get into a new job H1-B visa is required.
- There are five eligibility requirements for an H1-B visa.
 1. The candidate must be a member of a profession with a college degree or its equivalent work experience.
 2. The immigration and naturalisation service (INS) considers every three years of work experience equivalent to one year of college.
 3. You must have a job offer from a qualified US employer for the work to be performed in the US.
 4. A person requires a degree of professional work as these visas are meant for specialty occupations.
 5. You must have the correct background to qualify for the job which you have been offered.

CHAPTER 2: TRANSPORT: PROBLEMS AND SOLUTIONS

Page:26

PART:1(A)

1. The letter is written by an affected citizen, who faced bitter experiences and represented all the commuters of autorikshaw drivers.
2. The public can't but accept the demands made by autorikshaw drivers.
3. He expresses his agony about drivers and he says that he doesn't feel the presence of autos though there are 3000.
4. Though the government emphasized that there should be electric meters which have to replace the old ones, the auto drivers are still using old meters as a result of which many passengers have to pay double or triple the amount than the normal charges. The amount is higher if there is waiting.
5. The charge will be more for those who are in hurry to go to hospitals and railway stations.
6. The writer also says that the buses come either packed or come infrequently. As a result, passengers are at the mercy of the auto drivers.
7. The ministry of transportation says that the customers must complain to the police against auto drivers. The affected citizen disagrees with it saying that is not the only solution.

8. He implores that the transport sector should be thrown open to private sector where there will be mini buses and mini cabs which can provide easy and economical transportation.
9. He finalizes that if the profit is the aim, courtesy and reasonable fares might also follow.

Pages 28-29: Travelling by Bus

Letter A:

COMPLAINT: Yellow board MTC buses are dominating roads. They never slow down near schools.

Solution: The 'Z' services need to be discontinued. If it is not possible, then the speed limit for such buses should be fixed at 30-35 kmph. Speed controlling devices are to be installed. The horns are to be toned down in volume.

Letter B:

Complaint: Drivers take too many things for granted.

Too many buses lined at the same time. Passengers are not aware which bus will start first.

It is difficult to find the conductor through the vast mass of humanity.

The stop finally comes but the bus doesn't stop.

The passenger is expected to try his talent at calisthenics- Keep fit MTC style.

Solution: The author of the letter doesn't offer solutions. He only states the problems sarcastically.

Letter C:

Complaint: The letter is written with reference to a news item regarding MTC's plan to extend 'Z' services to 30 more routes.

Many drivers on the existing route overdrive to keep up the running time schedule. They indulge in dangerous over-taking and blowing of horns throwing all traffic regulations to the wind. This leads to many accidents.

Solution: While fixing the time schedule, some factors may be borne in mind. Density of traffic, the number of road intersections and signal points must be kept in mind. The journey time should be saved only by cutting out the number of stops but not by over-speeding.

Pages 31-32. Road Safety: A Public Health Issue

PG: 31

1. The essay is about deaths and injuries on the roads in the world.
2. It is reported that the cyclists are particularly at risk, crashes are frequent and injuries are common.
3. The first road death accident was officially reported in 1896 by Official investigation.
4. More than a century later, 1.2 million people are killed and 50 million people are injured every year.
5. Unless the detailed action is taken by the government, the deaths and injuries will be more in number.
6. The writer says that the bustling vehicles can be transformed as the ones which support economic and social development in the countries.
7. Though vehicles provide many benefits, the safety measures should be taken.
8. According to the sources, the deaths and injuries will rise by more than 60% between 2000-2020.

9. Most of the accidents are being occurred in developing countries because many people utilize cycles and motorized transportation. Sometimes pedestrians' life would be more miserable.
10. A scientific system of approach can be used if these kinds of dreadful accidents are to be stopped.
11. This approach addresses the traffic system as a whole and looks at the interactions between vehicles, road users and the road infrastructure to identify solutions.
12. The WHO focuses on interventions relating to five factors that cause road accidents.
13. The WHO and the World Bank have launched the world report on road traffic injury prevention, which presents current knowledge of the global road traffic injury problem and offers science-based evidence and solutions to address it.
14. Strong political will and integrate approach can enlighten people.
15. Finally, good infrastructure of the roads can make them safer.

CHAPTER 3: EVALUATING TECHNOLOGY

Pages 46-47 SOLAR COOKERS:

1. Residential and commercial cooking are by combustion of biomass in the form of wood, crop waste, dung and charcoal.
2. In the recent decades, household use of biomass and solar cookers has increased.
3. People in Africa and Asia demand more efficient biomass and solar cookers.
4. Biomass stoves and solar cookers in Asia and Africa are driven by public programs, household demand and declining resources.
5. Since 1980, public programs spread close to 220 million new efficient cooking stoves.
6. Survey suggest only one third of the stoves in Indian programs are still being used.
7. Adoption of technology reduces the use of charcoal consumption and fuel.
8. China's solar hot waters industry mushroomed in the 1990.
9. There are many benefits like lighting, TV and radio powered by solar home systems. Solar home systems, mini grid and biomass offer a number of solar apart from economic benefits .
10. Use of renewable energy provides income and social benefits, clean drinking water etc.
11. Household systems can be substituted by solar home systems for candles and kerosene light if the cost is comparable.

Pages 47-50 Silent Spring:

1. The passage is about a fictitious town in America in which people lived in harmony with environment. The village is located in the midst of the checkerboard of prosperous farms, field of grain and hillside of orchards. The village looks attractive when the white clouds blooms are drifted above the green fields. During autumn, oak and maple and birch ablaze and gives and flickers across a backdrop of pines. Throughout the year, laurel, laburnum and alder and different other flowers feast the eyes of the visitors. During winter countless birds come to feed on berries and seed heads of dried weeds which rise above the snow. People come from great distances to view them when the flood of migrants pours through the spring apart from people who come for fishing. Many years ago, the first settlers built their houses and barns.

But a strange disease affected the area and everything began to change. When this evil spirit cursed on the community, chicken, cattle, and sheep died. The village experiences deaths where farmers found much illness among their families. The doctors were astonished

by finding symptoms of sickness of their patients. Unfortunately, the deaths were found among adults besides children.

Apart from people, birds also flew from the scene. Many feeding stations were deserted. Even then villagers found some birds; they looked trembled and could not fly even. Silence dominated among the fields, woods and marsh. All the birds became dumb.

The farmers found the hens brooded but no chicks hatched. The animals' young ones survived only a few days. As there was no pollination, the apple trees were unable to bear fruit. The roadside greenery became browned and withered as though it was swept by fire. The streams became lifeless and as a result fish died. A white granular powder fell on the roofs, the lawns and the fields. No supernatural thing was responsible for this misery, but people did it themselves.

This is an imaginative town. The author says no community experiences this kind of life in its totality but many towns might have experienced this kind of suffering. This kind of sorrow is almost unnoticed. But very soon, this imagined tragedy may easily become a fearful reality which all of us may experience.

Pages 53-56 GOOD BYE PICTURES, HELLO PIXELS

1. The world's largest company Staples launched a new copy called Copy and Print online service in the United States.
2. This can be used to create a document brochure, business card, invitations etc as a PDF file.
3. EFI, a print company uses a software tool called Digital Store Front which can be availed for more benefits of the customers with the help of a server called Fiery.

INDIGENOUS EFFORTS:

1. The majority of the fiery server and the whole of the Store Front software is done by Indian Engineers at EFI's Bangalore.
2. Commercial printing industry today with lot of changes entered a digital domain.
3. The IPEX 2006 is an interesting barometer of the change within these industries.
4. Many new companies got in to industry, which are playing a significant role with products related to consumers.
5. They get the attention with a new promise to go to digital technology.
6. Hardcore analogue –era printer players have to adapt to digital work.
7. Large print runs like news papers and multimillion copy paper booked books- offset still makes the best bet.
8. Today we have a process called VDP or Variable Data Printing where books and magazine format are now served by high speed machines which can scan, print, cut and bind all at one go.

SMALL MAGAZINE:

1. It assists to send small or medium run magazines to print advertisements to every subscriber.
2. Fiery can be used from third party vendors like EFI who promise to computerize the process like from pre-press with an added advantage of being Web-enabled.

EMBEDDED FEATURES:

1. Fiery is also licensed with many new generation digital printers which can be implicated into their hardware.
2. Major centers of Jammu and Sivasikasi make a remarkable movement in digital arena.

3. Mumbai and Bangalore are already leading the way out of sheer market compulsion.
4. If India wants to compete with the world, it should improve the human source and production cost structures apart from international document exchange practices and standards, where India will go digital at every stage.

REINVENTING THEMSELVES:

1. The future printers should be like new technology which helps their customers from routine to creative collaboration where the work flows jointly.
2. The final word in printing is: Go Digital-or die.

Pages 57-58. Mass Production or Production by Masses

Gandhi said that the poor of the world can't be helped by mass production. They can be helped only by production of the masses.

Mass production: it is based on sophisticated, highly capital-intensive, high energy-input dependent and human labor-saving technology. It presupposes that people are already rich. It is inherently violent, ecologically damaging and self-defeating in terms of non-renewable energy resources.

It makes human being the servant of machines.

Production by masses: it mobilises the clever brains, skilful hands and supports them with first class tools.

It makes use of modern knowledge and experience and is conducive to decentralization and compatible with the laws of ecology, gentle in its use of resources and is designed to serve the human person.

It can be called as intermediate technology as it is vastly superior to primitive technology and much simpler, cheaper and freer than technology of the rich. This can also be called self-help technology and people's technology.

Pages 60-61 AaWAAZ

- This is about AaWAAZ, a specially designed cap which amplifies sound inside the skull enabling people with permanent hearing loss to hear sounds around them.
- This is made by Aditya Sripada and Abhinav Gandhi of SRM University, Chennai Campus. This is displayed at 'Makers Summit' organized as part of Shaastra 16 at IIT Madras in 2016.
- At present, people with hearing problems go through an invasive surgery where an electrode is introduced behind the ear by cutting there. It is low in efficiency and it may cause persistent pain or skin irritation.
- In the new technology, a microphone vibrator is used. It has a cap and the cap has a microphone which can pick up and convert sound waves into electric signals. The sound is amplified and fed into a vibrator which conducts the sound to the inner ear through the cranial bones.
- The entire setup is placed underneath a sponge layer within the cap. They can also listen to songs.

CHAPTER 4:ENERGY: ALTERNATIVE ENERGY SOURCES

Pages 68-69

TWO ALTERNATIVE ENERGY DEVICES

Pedal Power

Pedal Power uses either a bicycle-like pedal arrangement or a treadle mechanism to produce electricity. The operator stands on two footrests at either end of the pump and rocks back and forth. This effect compresses a diaphragm which forces water from the outlet valve and a continuous flow of water is pumped. This foot-powered pump is developed by the engineers at the International Rice Research Institute in Philippines.

Wind Power

For the continuous human development, the search for renewable sources of energy is indispensable because the existing coal, oil and natural gas supplies will be depleted in the future. An attractive alternative source of energy is Wind Power. It is a fascinating field because its past has been checkered and its future is very uncertain. It is a technology that has been reinvented numerous times and it will be successful and promising in the future.

Pages 71-74

Alternative Sources of Energy

1. Solar-powered Car

A team of Canadian students from Ontario has set a world record for the longest distance travelled in a solar-powered car. The sleek aerodynamic vehicle is named Radiance. The students covered a distance of 7,044 km at a speed of 80 kmph. The expedition of over 30 days duration is called The Sun Trek 2000 and it is aimed at demonstrating the potential of renewable energy to the people.

2. Hydrogen-powered Economy

Iceland is making plans to become the world's first hydrogen-based economy. With support from the Icelandic government, a consortium is generating hydrogen-powered cars and buses. At present the country is depending mostly on geothermal energy and hydropower for electricity. But it has the highest oil per capita consumption in the world and the challenge is to convert the transportation economy to renewable sources of energy. They set a target of eliminating most of their oil; dependence and reducing annual bill to zero. The country believed that the hydrogen-powered vehicles will help it achieve the target.

3. Offshore Wind

The UK is one of the windiest countries in Europe. To tap this potential, Blyth Offshore Wind Limited is raising off two most powerful wind turbines. They will be installed nearly one kilometer from the coast of Northumberland at a depth of eight meters. Each turbine is capable of producing two megawatts of electricity and the two turbines will provide electricity to 3000 households annually.

4. Seaweed Power

Considering the increasing demand for energy, efforts are being made to produce electricity and fuel from marine biomass. More than five million tons of seaweed is farmed in China, Japan and the Philippines for biomass every year. This sea weed can be utilized as an alternative energy source.

5. Biogas

The biogas generator is a simple apparatus for turning animal dung into biogas. Animal dung can be supplemented by organic wastes, water hyacinth, corn stalks, wild grass and aquatic weeds. Biogas is a mixture of 60% methane and 40% Carbon dioxide. Biogas can be used as a fuel for domestic cooking and for running diesel engines.

6. Wave Power

A team of European researchers and small businesses, coordinated by the University of Plymouth, have invented a device called ‘Wave Energy Device.’ It can be used for harnessing the power of the waves. The device comprises a column or cylinder, five metres in diameter and it extends 14 metres below the surface of the sea. It is based on the principle of multiple water columns. Air in the columns, under pressure from the water below, drives a turbine to generate power.

Pages 78-80

MINI-GRID PLANTS IN BIHAR

The Rockefeller Foundation incorporated Smart Power India (SPI) to implement the Smart Power for Rural Development programme. It is an innovative model that operates through Decentralized Renewable Energy (DRE) mini-grids. They are based on solar, biomass and hybrid (solar + biomass) technologies. At present 25 such grids are operated and two more are under construction in Bihar. The current mini-grids serve a mix of households and shops. But when connected with the national grid, they will go beyond household lighting with a focus on creating an ecosystem that drives socio-economic development.

CHAPTER 5: OUR LIVING ENVIRONMENT

Pages 83-84

Blackbucks in IITM Campus

The people in IIT campus who were interested in wildlife found that two blackbucks died, a pregnant blackbuck was killed in a vehicle accident and another found dead near electrical service block.

As the blackbuck population fell from 17 to 15, it was notified to various organisations including IIT campus and Anna University to protect them for their survival. IIT members took initiative and developed ponds within the campus. The wildlife officials observed that the deaths were caused by stray dogs, snakebites, increased garbage dumping, speeding of vehicles. Fencing may restrict the free movement of the animals.

The naturalists made a strong urge to protect the flora and fauna.

Pages 87-91

Salim Ali, the Birdman of India

Salim Ali was a pioneer Indian ornithologist and environmentalist.

He dedicated fifty years of his life to a study of birds.

He was instrumental in protection of bird life and the setting up of national parks and reserves. It was even said that weaver birds probably weave his initials in their nests and swifts perform parabolas in the sky in his honor.

His interest in the scientific study of birds was kindled as a young boy; he found a dead bird. He took it to the Bombay Natural History Society where it was identified to be a yellow throated sparrow. The man’s knowledge inspired him and he then decided to excel in the field of ornithology. Later, he came to be known as ‘Birdman of India.’

Salim Ali travelled extensively; he knew every square and inch of India. He passionately considered birds as his friends, yet he was not sentimental in collecting and killing the birds for taxonomical knowledge. He mentions it in his autobiography as “I do not enjoy the killing and sometimes even suffer a prick of conscience...”

India shelters more than 2000 species of birds. Salim Ali studied a large number of these, classified and described them by meticulous observation and verification of data. He was never mindful of the hazards that he would likely to meet journeying through the forest and desert. The monumental 10 – volume *Hand book of Birds of India and Pakistan* stands testimony of these.

While living in Dehradun in 1934, he researched in economic ornithology and did a detailed study of food and feeding habits of birds. In his opinions, birds can be highly destructive to cereal crops and orchid fruits and at the same time they are highly beneficial in controlling the ravages of insects and vermin. They effect cross pollination and thus propagate the plant kingdom. His fascinated area of study is the camouflaging coloration of desert animals and birds. After a thorough study, he stated the sandy color of desert birds and animals resulted due to ultraviolet radiation.

He often stated that his work was his own reward and the scientific temper has helped him to develop a method, a discipline which went in hand in hand with sustained, unruffled silent work.

Salim Ali's abundant recognition came late. He received Paul Gehetty International award, Golden Ark of The IUCN and gold medal of the British Ornithology. The Indian government awarded him Padma Sri and Padma Vibhushan. He was nominated to Rajya Sabha in 1985. He initiated the creation of Keoladeo Ghana and Silent Valley National Park.

He authored several books like the Book of Indian Birds, Bird book of Kutch, Kerala, Sikkim, Indian hill birds and 10 – Volumes of Birds of India – Pakistan. These books are now the Bible of the bird watchers. To his credit he rediscovered some rare species of birds for example Jerdon's, Double banded courser in the scrub forest of Andhra Pradesh. Dr. Salim Ali passed away at the age of 91 in 1987. His legacy lives on.

Pages 92-94 **VANISHING ANIMALS**

The Vanishing animals are an excerpt from the writings of Gerald Durrell the proprietor of Jersey Zoo.

He has identified that Pere David deer and the White-tailed gnu have become extinct.

The causes for the animals' extinction are man spreading across earth, shooting, trapping, cutting and burning of forest and introducing horny animals and enemies of the animals.

Dodo, the wedding pigeon has lost its power to fight, since there were no enemies to fight and also lost the power to recognize the enemy since it lived in complete safety on the island of Mauritius. Its paradise was recognized in the year 1507. The animals ate each other on the island and finally, by 1681 the fat harmless dodo became extinct.

The wild fauna were cut down steadily; many animals were reduced in numbers and were without protection and help. They can never re-establish themselves; if sanctuaries are not developed, many animals like the quagga and the great auk will perish.

In the last decade, much has been done for the protection of the wildlife. Sanctuaries and reserves have been started. In Canada the beavers are reintroduced by means of aeroplane and dropping them down with a parachute.

Unfortunately, the majority of the work done in the preservation of animals had some economic importance and the author concludes the protection should not be on paper. Zoologists and many others should join hands to protect the animals.

Pages 95- 96 ANIMALS AT NIGHT

The animal kingdom is divided into four categories:

1. Diurnal animals-which are active during the day.
2. Nocturnal animals- which are active during night.
3. Crepuscular animals- which are during twilight hours.
4. Arrhythmic animals-which go about day and night.

Two thirds of animals move about in night. Examples like mice, bats, foxes, flying squirrels, and leopards.

Nocturnal animals find their way in night due to powerful and sophisticated eyes.

Snakes make use of smell at night to move. The tongue acts as a sensor for them. Some make use of heat to find the way.

Some animals have kinesthetic sense which helps them to move about. eg., snake.

Many animals are found to find their food at night, courting and playing.

There are some techniques to be used to observe them.

1. Use torch with red mask.
2. Infrared telescope.
3. Sophisticated cameras and lighting devices.
4. Photography and recordings of the cries in dark.

CHAPTER 6:

INDUSTRY: SAFETY AND TRAINING

Pages 104-105 Personal versus Professional Relationships:

The term 'relationship' usually stands for personal relationships though professional relationships are equally important and one needs to build and nurture these in a business environment. Sometimes a common confusion occurs between personal and professional relationships. In personal relationships, there are shared interests and often mutual dependence, and a fairly high degree of openness and trust and Professional relationships are more 'held back' and less open. What makes the difference between these two relationships is degree of openness and trust.

We cannot relate the same measure to work relationships that we apply to personal ones. The nature of the two is different. In business, we may build a good relationship with a customer or with other departments in the organisation.

Since the relationship is built in a period of time, some believe it as a personal relationship and the people who have lot of experience say that they have a good personal bond with their customers. Difficulties arise when there's misunderstanding between these two relationships. It is important to do unto your professional partners what you would like them to do to you. Honour your commitments. Be punctual. Build the relationship. The list is endless.

Pages 108-109

Training in industrial organisations

Training forms the axis of the industrial wheel. It is an expected and continuous process in an industrial company, and no industrial organisation can function successfully without training its employees. C.R Dooley, an American writer, while writing about training within industry, says, 'Training is not something that is done once to new employees- it is used continuously in every well run establishment. Every time you give directions or discuss a procedure, you are training.'

The primary aim of training in any industry is to educate and to help its personnel rise to certain standards to meet the workplace's requirements. The organisation, the trainer and the trainee are the three key factors which contribute in equal importance to the effectiveness of training.

Training plays a vital role in industries for the following reasons:

1. The newly appointed employees in any industry need to be trained to get themselves introduced to their new employer's work.
2. Second, if an employee is promoted, new skills should be developed.
3. Third, he or she who continues in the same job, needs to be given training to update his technical knowledge.
4. Fourth, when employee's skill is found to be unsuitable for the particular area at the time of appraising his or her performance, he or she needs to be trained.

5. Fifth, training is needed to make an employee manage with the changing goals of the organisation.

If these training programmes are ineffectively conducted, any industrial organisation will fail to achieve its ends. Through different methods and techniques, every organisation employs its employees. Some of the very common methods which are adopted by the organisations are case method, role play, lectures, films, incident method, problem oriented exercises and projects and programmed instruction.

Apart from these, the learner's specific needs and his or her ability to understand and learn are the other factors which make the management think of other methods of training.

Pages 118-120

Office Etiquette

Compact workstations, in an open-office format....save cost and at the same time ease communication due to lack of physical boundaries. The current office environment at most organisations is extremely noisy with disturbances during the day that has a negative impact on productivity. Indian offices are extremely noisy- cramped workstations, people chatting with each other, talking loudly on telephones, crunching food without guilt, borrowing things from each other's desks without permission, cell phones ringing incessantly with Bollywood ringtones-the list is endless.

There are some rules that can be followed to make the work place more productive and comfortable. Rules are:

Rule 1: A prairie dog is cute in the wild, not in the office

Peeping over some one's cubicle in the office is pretty annoying. Check if it's a good time to speak to your co-worker instead of simply getting in. If your co-worker is talking to someone else, drop a note on his/her desk or send an email or message if the matter is urgent.

Rule 2: Silent zones aren't just for hospitals

Just speak in a low voice so that others may not be disturbed in their work.

Rule 3: Handle your smart phone smartly

Phones connect us to friends and family and are important for work too. Use headphones and keep phone on 'silent' or 'vibration' mode.

Rule 4: Everything you see isn't public property

One shouldn't take away anything from other's cubicle even if it is company's belonging.

Rule 5: Wafts from a coworker's desk can be displeasing

Put other people's needs ahead of your own. Go to the office lunch room and join them in eating if it's acceptable to them. Having a meal together is a great way to strengthen office relationships.
