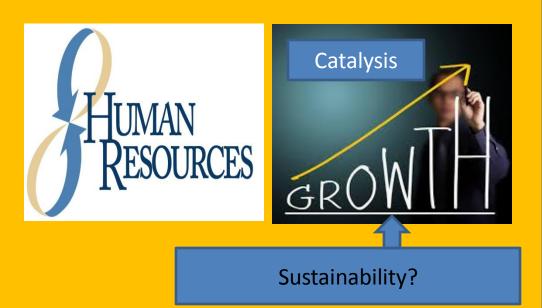
Case Study

Successful Organizations

Gap Analysis/Audit for Human Resource Administration



Goodwill at Work, Venkatram, AOEC 2019

CONTINUOUS

CHECK

Vision: Help Risk Reduction via Responsiveness





Milling for the Autonomic Periphery – the principle refers to how the unreasoning of the Earth itself can add to the unreasoning of man (his or her heart) to then impact the generations to come. It is more of an interest to know that the Earth has an autonomic periphery that is a life enabling environment for the generations to come, but due to man's perception bias in areas of development and growth, the life enabling environment is deteriorating or changing in its omnipotent qualities.

To achieve more omni potency, man must involve himself or herself in collective endeavor to develop more Quality of Life Advancement and Conscious role play.

Gap Analysis for HR Responsiveness

- How can this Gap analysis help HR Responsiveness?
- **Sustainable development & growth** is termed as development that meets the needs of the present but does not compromise the abilities of future generations to meet their needs.

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 Does this mean that organizations must implement policies and deliver for sustainability, profit making and socially beneficial processes? Yes, this is so, but the new requirement is that of trends sensitive human resource administration.

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- The Goodwill at Work framework includes a Successful Organizational Catalysis (SOC)
 programme to initiate dialogue and responsiveness in HR recruitments.
- The SOC does highlight steps that can alleviate the **two-fold problem** faced by organizations that is to function profitably and to also reduce operating expenses to ensure more profits.

Gap Analysis for HR Responsiveness

- Today's global market is largely driven by delivering with a futuristic vision in mind, but why is our background to innovate dependent upon reciprocal response for endeavors like **Mission Atmanirbhar**, **Skill India**, **Make India**, **the GST** etc in India and as relevant in other parts of the world.
- For the sake of interpretation, it needs to be said that all the above endeavors will not make organizations future ready, but will introduce a management team to country wide decisions for sustainable development & growth with good governance.
- It is still left to the management team to develop a business model that addresses dynamics in fiscal policies and market growth, where the need to spend will rise.
- When a business cannot respond to the two-fold problem or relationship mentioned earlier, it is bound to cut down on manpower or worse even shutdown operations in different locations. The last news report highlights that this is going to happen even more in the future.
- This imperative to make "Every business a Green Asset" is an endeavor that can internalize the two-fold problem or relationship.

Gap Analysis for HR Responsiveness

- It needs to be said that **the current and worsening job crisis** makes it necessary for organizations to plan for profit-making keeping the future in mind. Selection or entry into an organization has many more interconnections than before.
- A successful organization will need to create a catalysis for results. Skilled will need to help the unskilled, keeping in mind that employment means work for both categories of people.
- The SOC programme does recommend that the government or high impact corporate(s) must attempt to make all Indian and associated businesses Green Assets.
- This programme formatively recommends certain steps to help the management team take this reasoning further.
- The steps are detailed in the sections that follow.

SOC?





What is important for Human Resource Administration?

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Proof of concept URL: www.venkataoec.wixsite.com/mir2020

Successful Organizational Catalysis (SOC)

- The Catalysis helps a management panel associated
- with an organization perform self-assessments for
- + HR Recruitments (this proposal)
- + Organizational Behavior Management (this proposal)
- + SMART CCMA Programme modeling
- + SMART B2B B2C Convergence
- + SMART Factory Network/CCMA Convergence
- + LifeWise Consumerism/Supply
- + Marketing & Outreach
- + Programme Lifecycle Management
- + Programme Quality Management
- + Programme Project(s) Management
- + Programme Product(s) re-engineering
- + Programme Risk Mitigation
- + Programme's Site(s) / Factories and Facilities
- + Disaster Management for the Programme

SOC?



Tick where applicable

[] In Incubation
[] On a Drawing Board
[] In HRA upgradation
[] With Specific Fund
Assistance
[] In Sustainable
Development & Growth
for a roadmap

What is HRD?

Human Resource Development (HRD) is the framework for helping employees develop their personal and organizational skills, knowledge, and abilities.

HRD includes such opportunities as employee training, employee career development, performance management and development, coaching, mentoring, succession planning, key employee identification, tuition assistance, and organization development.

- Step 1: Incorporate Social Accountability into your HRA model (to help the skilled section ensure the unskilled section or labor forces are respected for their endless efforts)
- The intent of social accountability is to provide an auditable, voluntary standard, based on the UN Declaration of Human Rights, ILO and other international human rights and labor norms and national labor laws, to empower and protect all personnel within an organization's control and influence who provide products or services for that organization, including personnel employed by the organization itself and by its suppliers, sub-contractors, sub-suppliers and home workers.
- Scope: It is universally applicable to every type of organization, regardless of e.g., its size, geographic location or industry sector.
- The SA8000 is a voluntary standard for auditable third-party verification, setting out the requirements to be met by organizations, including the establishment or improvement of workers' rights, workplace conditions and an effective management system.

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 An organization can comply with this Standard through an appropriate and effective Management System. AOEC's self-assessment helps bring in awareness, sensitization, preparedness and accountability by putting across questions framed that need to be answered in the affirmative (Yes) in order for the organization to be socially accountable in its human resource management policies.

What does Social Accountability focus on?

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- a. Child Labor
- b. Forced or Compulsory Labor
- c. Health and Safety
- d. Freedom of Association & Right to Collective Bargaining
- e. Discrimination
- f. Disciplinary Practices
- g. Working Hours
- h. Remuneration
- i. Management System

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- The consultant's "Gap analysis toolkit for Sustainable Development" can help a management team prioritize what an organization must take as most relevant steps to plan for, implement and achieve Social Accountability for sustainable development, growth and to stay ahead in this millennium.
- Refer to the document titled "B Social Accountability".

- Step 2: Incorporate a Green Asset View into your business model (to innovate for your business and ensure sustainable development)
- The **Green Asset View** associated with a business includes ratings for how sustainable is it's delivery model independent of its size, geographic location in India, industry sector or scale of operations. The ratings identify whether the business lifecycle is **green**, **emergently green or complex as yet in the delivery model** for aspects like
- (a) Project management (where Sustainable Development is integrated into the rest of the best practices)
- (b) Quality management (where businesses small or big can introspect the need to opt for standards like ISO 9001 and ISO 9004 as this can lead to more de-layering and adherence)
- (c) **Site or facility management** (where there is converged improvement for energy conservation, water conservation, chemicals utilization, effluents management. waste management and supply chain management without mandating the need to opt for ISO 14000)
- (d) Trends sensitive human resource administration (by adding a factor called selfsustenance to existing functions like establishing performance and output management, unique value proposition and customer satisfaction). The next section describes more of this.

- Step 2(+): Designed ownership to help self-sustenance?
- Businesses generally use benefits analysis to drive their planning or need for improvements.
- We look further to understand a new kind of ownership called designed ownership.
- Designed ownership is a new sense-of-pronation based approach to achieve different steps in the organizational lifecycle.
- It is a sense of involvement to encourage well-understood and credible strategic activity that can draw results for sustainability.
- What does this sense-of-pronation consist of?
- It consists of effort to design self-sustenance on the basis of aspects like improving
 organizational readiness, focusing on intention to deliver excellent services, visualization for
 better ownership, commitment for adherence to methodology / structured management
 systems, affirmation via in-house self-assessments, gaining momentum via knowledge
 acquisition to reduce the learning curve in the organizational lifecycle and heritage concepts
 for community benefits, environment conservation/preservation etc.

• In history, people as part of the industry have found that not all businesses can be equipped with visionary leadership but the new SMART(ness) called a sense-of-pronation does outline that certain visionary steps need to be practiced in order to ensure that every business can achieve continual excellence and sustainability.

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The new SMART(ness)

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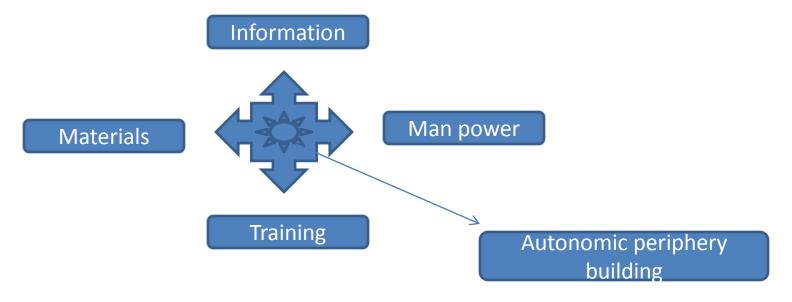
• This new dimension called **Autonomic Periphery Building** adds a **sense-of-readiness and sense-of-pronation** to the existing business lifecycle, so the functions like planning, implementation, operations management, delivery and services are more unified in what they will achieve and proactively address to deliver for the market.

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 An illustration of the common line of networking (which is based on 4 functional dimensions of organizational theories)

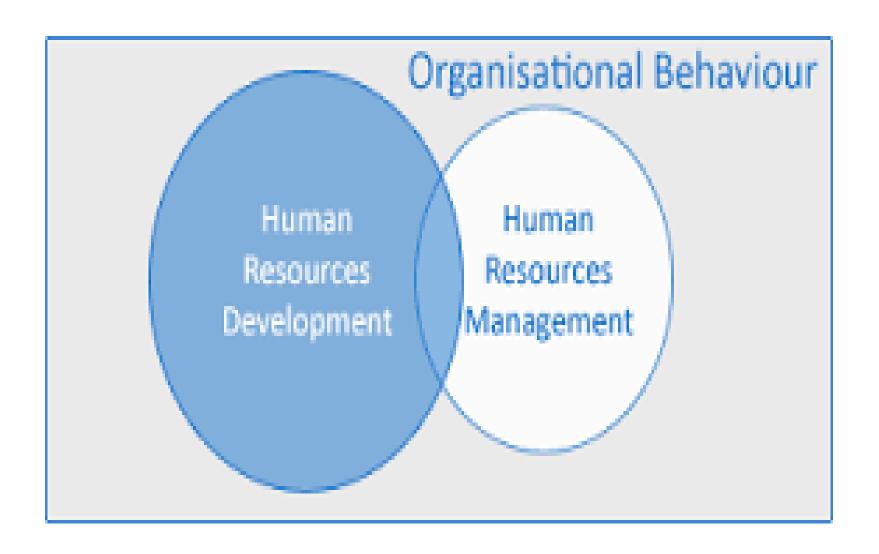


- The next section looks at some cross-realms that can matter while planning trends sensitive human resource administration.
- Depiction of the common line of networking





- 1. The first cross-realm is to add a universal HRD Quadrant in all business models
- One must add a **universal HRD Quadrant** to help any business collect data, analyze information and utilize systems for the new Autonomic Periphery Building for corporate growth, coordination and overall understanding to deliver in a more unified manner.
- Incorporating all aspects of what the rest of the industry calls as an Organizational Behavior Model (OBM) into the universal HRD Quadrant of a business model can achieve much of this intent.
- For those readers who do not have a background, the following section describes the OBM.



 Any Organizational Behavior Model does need to account for the following facets of reasoning

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- I. People in the business respond / act on the basis of a hierarchy of needs
- a. Physiological needs need for food, clothing, shelter etc
- b. Security and social needs need to earn for sustenance, and need for reassurance that there is no fear of loss of job, property and shelter
- c. Social affiliation or acceptance needs a need to belong, a need to be accepted by others
- d. Self-esteem needs need for power, prestige, status, self-confidence
- e. Self-actualization needs need to maximize one's potential, self-expression
- f. Healing quadrant needs need to understand, address and reduce enervating aspects or stress levels
- It needs to be pointed out that as people advance in an organization their physiological and security needs reduce but their affiliation, esteem and actualization needs increase.

- II. A HRA team must acknowledge the following behavioral sciences
- •
- a. Psychology where the focus is on
- + Learning/Competence
- + Motivation
- + Recognition of personality
- + Perception and apparent reasoning/beliefs
- + Need for training or interest in training
- + Leadership effectiveness
- + Job satisfaction or role satisfaction
- + Capability for individual decision-making
- + Inspiration to perform / get appraised for performance
- + Attitude measurement
- + Work stress etc

- 2. Sociology where the focus is on responses to
- + Formal organizational theory
- + Bureaucracy
- + Organizational technology
- + Organizational culture
- + Group dynamics or team work
- + Role of communication in the organization
- + Healthy use of position/power or need for more power/self-expression
- + Recognition of conflicts and conflicts management
- + Inter-group behavior or inter-personal relationships
- 3. Social psychology where the focus is on
- + Behavior change management
- + Attitude change management
- + Adept communication in all circumstances
- + Group process management / inter-department role play
- + Group decision-making

- 4. Anthropology that focuses on
- + Organizational culture and its effect in social diversity
- + Organizational environment and its influence on personnel
- + Recognition of comparative values, attitudes in personnel/customers
- + Understanding of behavior/beliefs through cross-culture analysis

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2. The next cross-realm needs the HRA team to look past the current 360 degree feedback systems

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- Implementing acceptability for (I) and (II) does mean that a HRA team must design
 performance appraisal systems and incentive planning systems to use biographical feedback
 for corporate growth, coordination and overall understanding, where this feedback should
 be collected as part of a quarterly cycle.
- Collecting feedback for corporate growth, coordination and overall understanding can translate into vision or organizational culture, where this may prevent scenarios where a business is forced to revisit strategies while in states of conflict.

Employee satisfaction

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 Performance trends and strategic thinking generally drive decision making but tomorrow fiscal downturns may override this decision making, wherein a business may need to trim down its workforce to remain sustainably profitable or sometimes even to remain operational.

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Recommendation

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• While trimming down workforces, the HRA team **must enclose a report** along with any experience letter or letter of recommendation where it is clearly stated as to what has been done for 2 factors that is

•

• i. Self-actualization needs for the employee

•

 ii. Healing quadrant needs for the employee with a separate section on most relevant feedback on what can be done by the employee for his or her security and social needs.

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- Incorporating this function in the universal HRD Quadrant will make it possible for the government, HRD ministry and future employers to understand and react for any job crisis.
- 3. The third cross-realm is to ensure the universal HRD Quadrant recommends Organizational technology
- In this understanding, organizational technology refers to how technology can be used to ensure proactive teaming for Sustainable Development & Growth.
- Here Sustainable Development & Growth stands for development where the business grows and so do the employees irrespective of whether they have contributed for the business's profit making in equal aspects.
- Recommendation (for equal involvement for Sustainable Development)
- Today there is no converged thinking outlined for businesses to design and implement systems for Sustainable Development & Growth.

- Skill India and Make India are endeavors that can be included in every business model, where the new universal HRD Quadrant can reinstate the need for this.
- The universal HRD Quadrant of a business can leverage the policy making and associated infrastructure being provided by the government to deliver systems that ensure (it's) skilled and unskilled employees or labor forces upgrade skills needed for self-actualization.
- This will start an initiative called the "**NEXT step for empowering employees**" so that employees can skill up for self-sustenance while working in assigned positions or roles.
- This is deemed necessary as businesses turn dysfunctional later; it is the employee (skilled or unskilled) who is first affected by any decision making and its line of management.
- This cannot be compared to any "curriculum or extended facilitation" for training or to an onsite knowledge improvement programme, as the new universal HRD Quadrant will work past employer intervention, where it can ensure that employees are empowered and skilled to be adeptly trained in areas that they choose as citizens of India, irrespective of whether it means performing for the current employer or otherwise.

- Refer to the section titled "Responsive Organizations" for more information on what is important as ownership and rate of innovation.
- Refer to the section titled "Responsive Organizations SKILLS TESTING" for more information on what can enable life skills in employers and employees.
- Future enabled or strategic activity to create jobs
- Integral thinking is needed to create jobs.
- Today organizations have their own HRD models or HRA models. This has not created jobs for the poor, unskilled, temporary workers or outer circles of skilled employees, where all these sections are part of the employment equation in any country.
- Designing a HR Recruitment Centre or Job Centre would help previously, but today...
- Including a universal HRD Quadrant can help strategic thinking to achieve the following:
- 1. Adding self-sustenance as a new function in employee management systems.

• 2. Helping employees relate to the needs of India by offering opportunities to each of them to use the Skill India initiative to train themselves without employer intervention.

•

3. Helping business act to avoid becoming dysfunctional, by publishing the MIR standard with requirements that are part of an Autonomic Periphery that mandates self-assessment and improvement in focal areas.

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- 4. Adding intrinsic endeavors as part of the Make India initiative to help address
- a . Physiological needs of people in select cities, regions or locations,
- b. Security and social needs of people in select cities, regions or locations

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 The people aspect of the Make India initiative can add more realism to what is being projected as a vision to equip businesses to make products with regulated foreign assistance.

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What is the current opportunity window to employment?

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• 1. **Skill Marketing and it's Outreach** has been the deciding factor as to why many land jobs and many more are not aware as to how to either recruit the apt candidate or how to reach out to the apt employer.

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• 2. Written skills, spoken skills & presentation skills are also another factor deciding the ability of human labor to act for need or achieve for more quality of life.

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 3. Technical qualifications are expected to be an integral aspect of a candidate according to the extent outlined in the job profile.

•

- Tomorrow this may change, it may become necessary for employers and job centres to encourage how and why employees or workers need to avail of knowledge centres for
- 1. Current know-how and best practices in work or project management
- 2. Solution/product/service/work related modeling and dimensioning of need
- 3. Proof of concept illustration or design
- 4. Selection of the well known 5M(s) or different enablers to develop or deliver productively,
- 5. Well-defined staging of implementation, commissioning & handover with trusted maintenance for improved sustainability, cost of ownership, quality assurance, and environment safety

•

Integrating a knowledge centre (called the Conscious Leaf section) into each organization's
website can help internal & external ability and involvement, as the need to recruit for
adequate accessible skills may change to recruit for adequate expected skills.

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- If the institutional or proactive involvement of people does not help them acquire these expected skills, then the employer or business will be left searching for conscious leaves amidst the human resources and matter available.
- More introspectively, this can be portrayed as "Undefined emergence"





- You can refer to Millennium Resource Centre website
 (www.venkataoec.wixsite.com/resourcecentre) for more details on how knowledge centres
 can be made part of business or organizational web sites, where the business or organization
 (considering the need for intellectual property or eligibility) shows why it is an asset and what
 it manages in its areas of involvement. Intellectual development may become the tomorrow
 in this introspection for undefined emergence for recruitment and job adequacy..
- Intellectual development is not the same as Education, Learning, Knowledge acquisition,
 Business skill acquisition nor Experience, it means Satisfactory Coverage for Attainable supply
 for the "inter and intra relationships" that are actively part of most jobs.

- From contracts for employees to contracts for businesses or employers, climate change mitigation and adaptation may lead the way...
- Tomorrow, the human resource ministry and curriculum developers for the industry may choose to add contracts at different levels to ensure endeavors for urban landscape improvement are manageable.
- These contracts could be some of the following
- Neighborhood Asset contracts that ensure that businesses and their network of work sites know their responsibility to help make the business's industrial zone an Eco-state zone or the city a SMART city. Refer to the proof of concept website (<u>www.venkataoec.wixsite.com/consciousacts</u>) for details on Eco-state zones or SMART cities
- IPA (SU/SS) Network contracts that ensure that businesses and their network of work sites know their responsibility to mitigate risks and threats
- Incidence window/RADIUS contracts that ensure that businesses and their network of work sites manage **systemic** transformation.

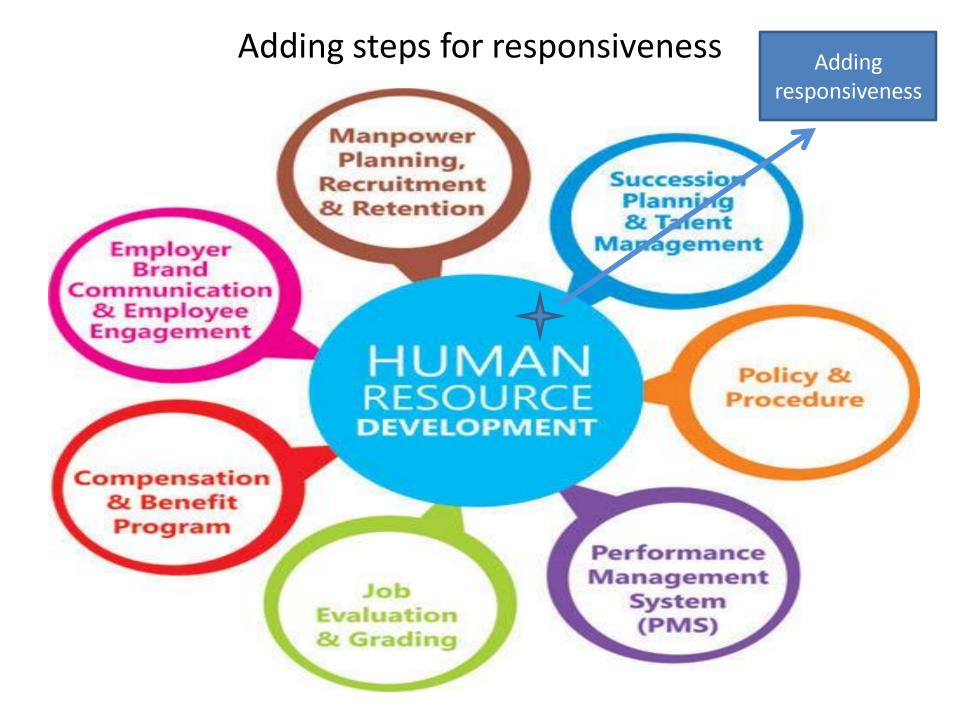
- Can this move negatively or distinguishingly impact businesses and their network of work sites?
- Any degeneration, adverse interaction, vulnerable investment or unmanageable loss in a
 business model while ensuring adherence and sustainable development, can be added as a
 Variance or Overhead Feedback for the Contract/Forecast Intelligence Level for each
 business and its network of work sites operating for the same ZST RADIUS (or QCI specific
 ZED orchestration). ZED stands for Zero Defect Zero Effect.

This addition/degree of change seen can thereon be made part of the ZST RADIUS (if the outlet finds this incidence/ change can repeat etc.). This then becomes a **Need for new or revised orchestration** by the city planners or governing bodies.

• It can be said, that businesses may state that for such a "RADIUS" where there is a record of **Variance or Overhead Feedback** that any further lacunae bridging will not be completed satisfactorily without furtherance of changes to the orchestrations.

References

• **SA 8000** - The SA8000 is a voluntary standard for auditable third-party verification, setting out the requirements to be met by organizations, including the establishment or improvement of workers' rights, workplace conditions and an effective management system.





- In the business world, one needs to work consistently for quality levels, conform to standards, empower people to achieve breakthroughs, re-invent, step outside established procedures to focus on the newness or dynamics of the external environment.
- Sometimes these requirements seem to be paradoxes. At these times AOEC states that one
 often relies on "Life Skills" to incorporate culture and blend in for the time on-hand and
 possible tomorrows.

What are Life Skills?

- Life Skills are a spectrum of behaviors, where each behavior or skill builds responsiveness.
 This means that these skills facilitate flexibility and versatility in a person to be responsive for demanding situations, problems management or routines.
- A responsive organization is one that understands that Life Skills help employees or staff operate in the organizational environment for purpose, values, precision and change.
- To make a business responsive, there is a need to design different core organizational systems where different components of the systems need to be adopted by its employees or staff.
- To achieve this, the business will need its management experts or training teams to provide orientation and other enablers to employees or staff for this adoption of systems.

• Like skills help people interact and work, where a **strategy for actuation** may already be defined, or can be defined or where no strategy can be defined in un-deterministic cases. The illustration that follows, identifies what can help a business or organization operate with aspiration but remain effective for achievable purpose.

Core organizational systems	Components	Orientation for staff to perform or work
Directional systems	Purpose, Vision and Values	Deals with contexts as to why is the business here to where are we going in directional sense
Control systems	Organizational culture and strategy	Deals with how the organization is going to use the sum total of organizational ability to operate continuously for purpose and actuation
Operating Systems for actuation	Work processes, Organizational structure, Hierarchy and People management systems	Deals with what is expected from each staff member in the organization

- The incidental element that could make a difference to how a person (employee or staff member) acts according to the organizational core systems, is the element of a "commonality of understanding" that enables a staff member to support expectations, amplify purpose and enable operations.
- This commonality of understanding is incidental as it helps a staff member adopt or adapt strategies and/or systems, but does not help unique reasons to develop and grow.
- Wording this further, the unique reasons or "Life Skills" help a person blend in for the
 consistency expected as a functional unit, whether as a team or as an individual, where
 conditioning of these skills can help a corporate or startup business work for legal,
 professional and synergy specific obligations.
- Situation (A) For a corporate, employees are put through induction, orientation and continual training (IOCT) programmes to accelerate responsiveness for organizational systems. This mapping of commonality of understanding may or may not be effective all the time due to IOCT programmes not including Life Skills conditioning.
- Situation (B) For a startup, the management committees may not have a culture to help their employees blend in or orient themselves for the vision, purpose and values of the organization. This may have its own limitations that affect commonality of understanding.

- Though (A) and (B) are different and come with their own pros and cons, AOEC finds that
 what is expected from the employee In both scenarios is ownership and a rate of innovation
 that matches the organization's ownership and rate of innovation to deliver to the global
 market or other relevant markets.
- Today ownership and rate of innovation cannot be planned or decided by a policy. WHO
 recognizes that emotional wellness determines our performance or interests to work and
 interact. There is an expectation world wide that emotional wellness can be achieved or
 perpetuated via Life Skills conditioning.
- What are these Life Skills?
- There are 10 Life Skills according to WHO (World Health Organization), but responsiveness in organizations need a smaller subset. AOEC finds the following to be important in the business environment.

<Purpose>

- 1 Decision making
- 2. Problem solving
- 3. Creative thinking

<Enablers>

<Blending in>

- 1. Self awareness
- 2. Coping with stress
- 3. Coping with emotions

1. Effective communications and 2. Interpersonal Relationships



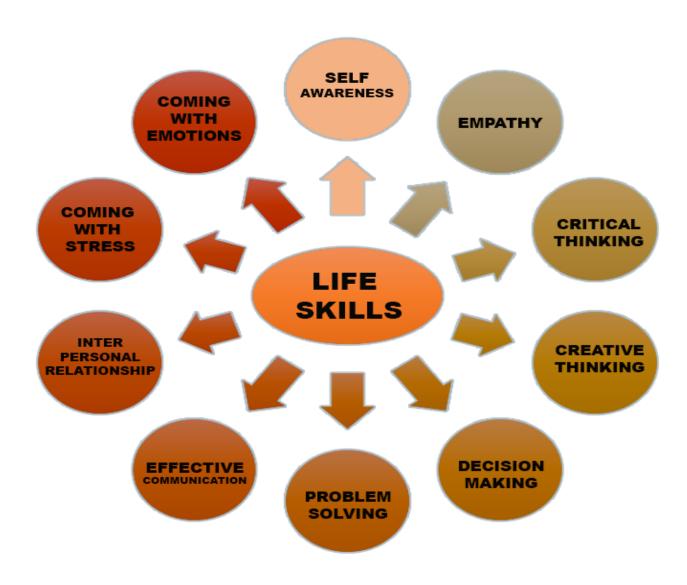
- AOEC has designed a LIFE SKILLS TEST to help organizations assess the Life Skills Conditioning
 of its employees where the TEST generates a report which identifies a SWOT analysis for each
 "element or section" scorecard.
- The LIFE SKILLS TESTS ARE DIVIDED INTO 3 SECTIONS called
- 1. "Purpose" specific patterns
- **2.** "Blending in" specific patterns
- **3. "Enabler(s)"** specific patterns



- The report or scorecards can then drive vision, legal, professional and synergy specific
 obligations in an organization and its employees. The LIFE SKILLS TEST is a fractal system that
 uses the same Geometrical patterns or in this case LIFE SKILLS patterns that are repeated in
 assessments at reducing scales of responsibility.
- The answers to the TEST's questions in the various sections are either a YES or NO, where the response is scored against a scale of responsibility to determine responsiveness or differentiation for the skill shown. AOEC's "Help your Business" toolkit includes these TESTS and can be availed of by request.

Responsive Organizations

WHO and its definition of 10 LIFE SKILLS





Responsive Organizations



Scales of responsibility

Quality

Value



Ownership and rate of innovation

WHY ARE LIFE SKILLS IMPORTANT?

For timeliness

- Overview
- AOEC has designed a LIFE SKILLS TEST to help organizations assess the Life Skills Conditioning
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- LIFE SKILLS TESTS "Purpose" specific patterns
- This test assesses a staff member for 1 Decision making,
- 2. Problem solving and 3. Creative thinking



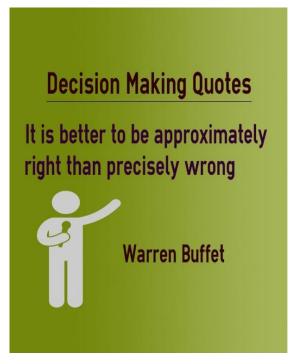
- Test candidate's name:
- Test candidate's job profile/role:
- Scale of responsibility: Individual / Team member/ Team Leader/ Analyst / Lead Analyst/
 Supervisor / Group Supervisor / HOD / Assistant Director / Deputy Director / Director / Joint
 Director / Management personnel Level 1 or 2 or 3/ Customer Service Representative/ COO/
 CFO / CEO/ Business owner
- **LIFESKILL Pattern:** Given a requirement or issue, what will be your deciding focus if you need to manage customer satisfaction on the basis of priority, where you do not know enough about the failure analysis, costs analysis and change associated with your decision
- A. Timeliness for Customer Satisfaction [] Yes [] No
- B. Adequacy for what you can understand as costly trade offs or risks in satisfying the customer [] Yes [] No
- C. Match for job profile, standards practices / processes, norms / regulations [] Yes [] No
- D. Deciding after you prepare a "Discriminate Analysis Report" or " Quality of Experience Analysis Report" that is thereon associated with all communications [] Yes [] No



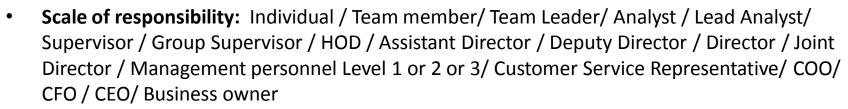


DECISION-MAKING

- 1. Decision making
- **Evidence:** Sometimes experience can help you confine a problem
- to a possible low impact level and thus add weight to your
- decision making. Low impact levels for you are associated with
- Activity level confinement [] Yes [] No
- System outage or downtime level confinement [] Yes [] No
- System level confinement [] Yes [] No
- Quality of Service (QoS) level confinement [] Yes [] No
- Clustered influence level confinement [] Yes [] No,
- where the decision making is associated with more than one
- organizational system
- Differentiation level confinement [] Yes [] No, where
- the decision making is associated with differentiation
- from competitors
- Funding or Cost accounting kevel confinement [] Yes [] No, where the decision making is associated with work level or project level or department level or cost centre level budgets
- These details could be part of the "Discriminate Analysis Report" or "Quality of Experience Analysis Report" that is thereon associated with all communications



- **LIFE SKILLS TESTS** "Purpose" specific patterns
- 2. Problem solving
- Test candidate's name:
- Test candidate's job profile/role:

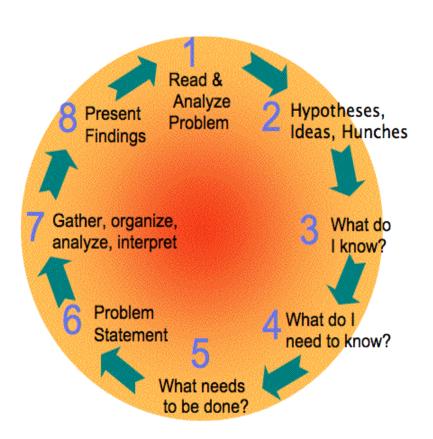


- **LIFESKILL Pattern:** Given a problem or lack of performance issue in a product or service operating criteria, what will be your deciding focus if you need to manage the degree of change using appropriate systems, where the following is associated with your decision
- A. Availability of Core Organizational Systems (at multiple levels) [] Yes [] No
- B. Formal or Informal networking for decision making [] Yes [] No
- C. Availability of a "Response Strategist" that articulates relationship between job and strategy [] Yes [] No
- D. involving yourself productively only if there are rewards, positive perception of functions associated with your role [] Yes [] No
- E. Escalation options where you can attach consistent, accurate, objective and good focus feedback via templates designed for specific teaming or cross functional teaming
- [] Yes [] No



Problem Solving

- **LIFE SKILLS TESTS** "Purpose" specific patterns
- 2. Problem solving (continued)
- F. Coordination of multiple relationships (like customers, partners, suppliers, internal process supervisors or consultants) [] Yes [] No



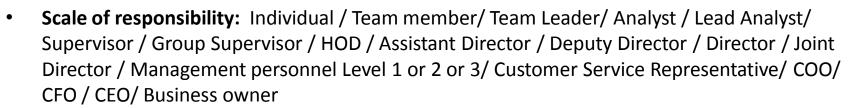


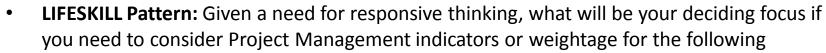
- LIFE SKILLS TESTS "Purpose" specific patterns
- 2. Problem solving (continued)
- Evidence: Decisions are made after one assesses the following
- Upstream or downstream activity criteria [] Yes [] No
- Reinforcement of the need to limit redundancy or duplication of effort [] Yes [] No
- Ensured Quality of response or Quality of output for a customer [] Yes [] No
- Ability to decide irrespective of whether the management structure is simple or transparent
- [] Yes [] No
- Ability to decide irrespective of whether the organization has a BizWorld DNA (definite purpose, vision, value systems and culture) [] Yes [] No
- Ability to decide irrespective of whether the organization is decentralized enough into cost centre based units, that can report costs analysis and relationship for your decisions
- [] Yes [] No





- **LIFE SKILLS TESTS** "Purpose" specific patterns
- 3. Creative Thinking
- Test candidate's name:
- Test candidate's job profile/role:





- A. The customer as the first kevel of response [] Yes [] No
- B. Improvement in Quality or Output [] Yes [] No
- C. Reduction in wastage associated with the 5M(s) for your scale of responsibility
- [] Yes [] No
- D. Reduction in process costs (where reactive responses are weighed against conditional responses via a Stimulus to Response Strategist) [] Yes [] No
- E. Improving processes that are important for commonality of understanding, where you can
 provide feedback to help support, amplify purpose and enable solutions or attach change
 levers for the existing organizational systems and components [] Yes [] No

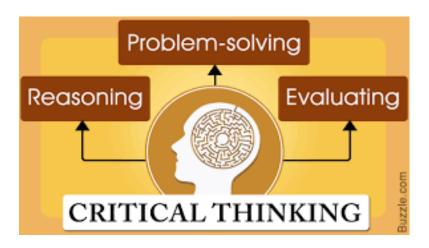


- **LIFE SKILLS TESTS** "Purpose" specific patterns
- 3. Creative Thinking (continued)
- **Evidence:** Change levers for a core or non-core
- organizational system can be of centralized or
- decentralized scope, where your deciding focus could
- Be based on
- + Centralized levers that include
- Value driven solution finding [] Yes [] No
- Positive Perception for the market [] Yes [] No
- Positive Perception for the customer [] Yes [] No
- Positive Perception for the organization's accountability [] Yes [] No
- Positive Perception for the organization's cost centres [] Yes [] No
- + Decentralized levers that include
- Functional expertise [] Yes [] No
- Functional effectiveness [] Yes [] No
- Bi-directional control [] Yes [] No, where more than one organizational system or cross functional teams are involved
- Supervisor model based finalization [] Yes [] No
- SWOT Analysis based finalization [] Yes [] No



- **LIFE SKILLS TESTS** "Purpose" specific patterns
- 3. Creative Thinking (continued)





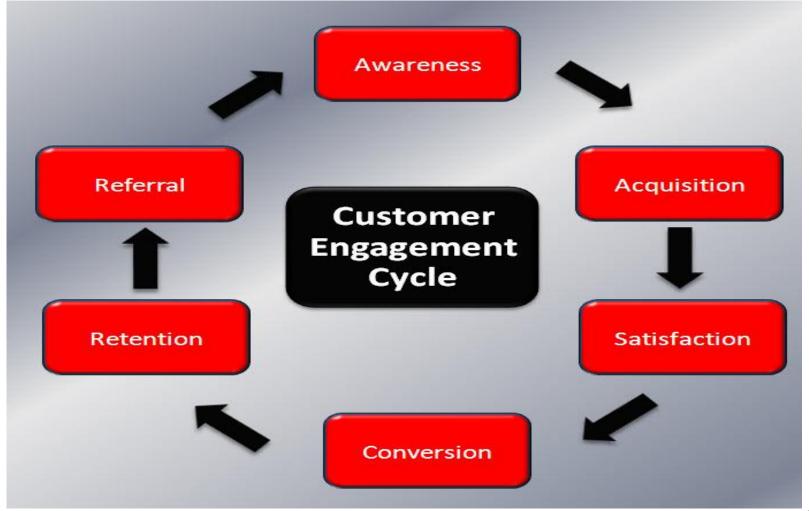
- Use the Six Thinking Hats Technique
- Sometimes to think adeptly, one may need to break down the problem solution using six different coloured "thinking hats". Using this process could help one look at things in a different way. It gives one the option to look at things in a "just the facts" manner (white hat); where things could go wrong (black hat), failure analysis, costs analysis (brown hat), possibilities, alternatives, and new ideas (green hat), Project Management indicators or weightage (red hat), differentiation from competitors (orange hat), Clustered influence and/or customer satisfaction (blue hat) for example. By looking at a problem from several unique perspectives may be just what you need to find a solution.

SKILLS

- LIFE SKILLS TESTS "Blending in" specific patterns
- This test assesses a staff member for 1. Self Awareness,
- 2. Coping with stress and 3. Coping with emotions
- 1. Self Awareness
- Test candidate's name:
- Test candidate's job profile/role:
- Scale of responsibility: Individual / Team member/ Team Leader/ Analyst / Lead Analyst/
 Supervisor / Group Supervisor / HOD / Assistant Director / Deputy Director / Director / Joint
 Director / Management personnel Level 1 or 2 or 3/ Customer Service Representative/ COO/
 CFO / CEO/ Business owner
- **LIFESKILL Pattern:** Placing oneself as a "Customer" or "Service/Function Enabler" can help an employee or staff member improve self awareness to work with achievable purposes.
- Self Awareness as a Customer
- In this role, do you see
- A. Relevance for your need as a customer to be a main basis [] Yes [] No
- B. Participative interaction can drive your perception as a customer [] Yes [] No
- C. Formal orientation can drive your understanding as a customer [] Yes [] No
- D. Organizational systems to be a driver for your decisions as a customer [] Yes [] No

- LIFE SKILLS TESTS "Blending in" specific patterns
- Self Awareness as a "Customer"





STILLS

- LIFE SKILLS TESTS "Blending in" specific patterns
- Self Awareness as a "Service / Function Enabler"
- In this role, do you see yourself as a link or enabler
- A. That can decide relevance at an objectives level for a product/service/solution
- [] Yes [] No
- B. That can decide relevance for process improvement [] Yes [] No
- C. That can improve focus for a customer's needs or business expectations [] Yes [] No
- D. That can improve focus to compete in the market [] Yes [] No
- E. That can make your organization responsive where it can build or improve confidence, assurance and fast track decision making [] Yes [] No
- (Fast track decision making outweighs the need for change in an organization to be incremental. It designs an acceptance of change that is continuous, ongoing and consensual



SKILLS

- LIFE SKILLS TESTS "Blending in" specific patterns
- Self Awareness as a "Service / Function Enabler"

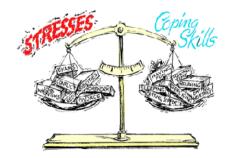


- LIFE SKILLS TESTS "Blending in" specific patterns
- This test assesses a staff member for
- 2. Coping with stress and 3. Coping with emotions



- Test candidate's name:
- Test candidate's job profile/role:
- Scale of responsibility: Individual / Team member/ Team Leader/ Analyst / Lead Analyst/
 Supervisor / Group Supervisor / HOD / Assistant Director / Deputy Director / Director / Joint
 Director / Management personnel Level 1 or 2 or 3/ Customer Service Representative/ COO/
 CFO / CEO/ Business owner
- **LIFESKILL Pattern:** Individuals show different responses or emotional disturbances to stress. Ownership controls are typically balance or emotion influences that decide how one responds to job expectations, life related expectations or other unusual expectations with the ability to compartmentalize expectations and due involvement.
- These ownership controls help overcome stress. Stress is a form of response, where we are
 not able to cope up with situations or difficult situations, where it prevents us from
 separating stimulus from response. This is only possible if one builds a positive mindset or
 attitude to improve focus for problem solving, where we can use a set of "coping with stress
 or emotions" techniques to improve our thinking and problem solving ability

LIFE SKILLS TESTS - "Blending in" specific patterns



- In this expectation, do you
- A. Find determiners in your organization to help you know or identify whether you are
 experiencing stress or disturbing emotions, where this means that you need to or will want
 to review coping up techniques to gain more control over the results that follow
- []Yes []No
- B. Do you or find the necessary 5M(s) to build a positive mindset or attitude (in your 9 to 5 job or extended daily routine) [] Yes [] No
- The 5M(s) could mean tools or organizational systems that evaluate whether you are experiencing stress due to issues like
- 1. Having insufficient time
- 2. Inadequate resources
- 3. Insufficient or inappropriate communication systems / techniques
- 4. Lack of interpersonal coordination that can help you perform or respond
- 5. Lack of perceived energy or tenacity to work productively
- 6. Lack of organizational readiness to deliver for newness or not so well known needs

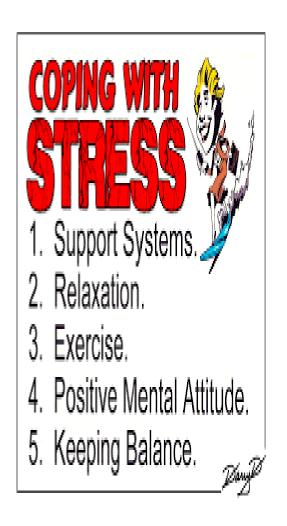
• LIFE SKILLS TESTS - "Blending in" specific patterns



- In this expectation, do you
- 7. Not so adept P-D-C-A and/or S-D-C-A cycles for your areas of work
- Note: P-D-C-A stands for Plan-Do-Check-Act techniques for Quality-planning that can apply to most areas of work
- Note: S-D-C-A stands for Standardize-Do-Check-Act techniques for Quality-control that can apply to most areas of work
- 8. Lack of mutual support, mutual respect, mutual honesty and constructive confrontation
- 9. Ambiguous expectations to pursue opportunities via existing culture and standardized approaches
- 10. Anticipation of collateral damage to environmental assets, professional incentives or systems and personal benefits
- Self assessments for Section 2 Blending in may need regulatory compliance, where the patterns of evaluation change the complexity in coping with stress or emotional disturbances found to be influential for most work areas.

- LIFE SKILLS TESTS "Blending in" specific patterns
- This test assesses a staff member for
- 2. Coping with stress and 3. Coping with emotions









- LIFE SKILLS TESTS "Enabler(s)" specific patterns
- This test assesses organizational systems and actual utilization by employees
- for 1. Effective communications and 2. Inter-personal relationships
- Test candidate's name:
- Test candidate's job profile/role:
- Scale of responsibility: Individual / Team member/ Team Leader/ Analyst / Lead Analyst/ Supervisor / Group Supervisor / HOD / Assistant Director / Deputy Director / Director / Joint Director / Management personnel Level 1 or 2 or 3/ Customer Service Representative/ COO/ CFO / CEO/ Business owner
- **LIFESKILL Pattern:** It is organizational readiness that drives work productivity enablers such as "Effective Communications and Interpersonal relationships", where ownership and rate of innovation change the bridging needed to work with achievable purpose.
- 1. Given a **problem, need or a stimulus for response**, do you rely on a satisfactory communication system available in your organization [] Yes [] No
- 2. Given a need to decide or implement specific or cross functional work activities or be effective, can you deliver the anticipated result in your work environment [] Yes [] No
- Note: An effective communication system and/or Interpersonal relationship coordinator systems are tools that help an organization, department, cost centre, team, individual employee or associative link work productively, communicate and support development, growth, thinking and ;problem solving. For this need to be met, it is necessary for an organization to design 5M(s) that by rule are "mutual support based, mutual respect based,



- LIFE SKILLS TESTS "Enabler(s)" specific patterns
- mutual honesty, constructive confrontation and radical intervention based".
- What this means is that the tools or organizational systems available should make it possible
 for any employee or staff member to plan meetings, interact within teams or across the
 organization, take decisions where this could be at management level or functional level, use
 a QCD Calculator (Quality expected with Cost control for Deliveries) to work with achievable
 purpose.
- To assess this requirement, do you find that
- 1. Your organization helps **plan objectives and commit 5M(s) for goals** that are day to day based, problems based, "short term or mid term or long term or lifetime based".
- [] Yes [] No
- 2. Do you find that the organization's communication systems and interpersonal relationship coordination incorporates elements such as
- A. Effectual Delivery to cross functional teams [] Yes [] No
- B. Effectual Delivery across cross functional organizational systems [] Yes [] No
- C. Adequate Organizational system focus or process level focus [] Yes [] No



- LIFE SKILLS TESTS "Enabler(s)" specific patterns
- Do you find that the organization's communication systems and interpersonal relationship coordination help anticipate and blend in problems management, where it is possible
- A. To set a mindset for the employees involved (priority/decide by tags) [] Yes [] No
- B. To consider and act according to targeted environmental factors (culture, etiquette)
- [] Yes [] No
- C. To concur with or understand the philosophy of the next person in the Bizlink (the commonality being the targeted BizWorld DNA "purpose, vision, value systems and culture")
- [] Yes [] No
- D. To add entry level or exit level indicators (that can be used by a Response Strategist to ensure that decision making accounts for the dynamics of the business like changing global markets, vital customer uniqueness, social accountability expected, cost centre criteria)
- [] Yes [] No
- E. To necessitate regulatory compliance while communicating or coordinating [] Yes [] No
- Evidence: Today many companies are using Automated BOTS to communicate and respond to emails or communications that need not be personally attended to or can be automatically responded to. Though this may or may not work at all times, including a Response Strategist in all Communication systems and Interpersonal coordination can help synergetic work involvement. NEXT Interpersonal coordination systems should be designed to incorporate decision making on the basis of mutual support, mutual respect mutual honesty, constructive confrontation and radical intervention, where the following section helps achieve this.



LIFE SKILLS TESTS - "Enabler(s)" specific patterns





- Whether your organization's Inter personal coordination systems help
- 1. Determine and set agreements on the outcomes that are part of a decision
- [] Yes [] No
- 2. Determine and set agreements for the criteria, measures and metrics that are part of a decision [] Yes [] No
- 3. Practice urgency, momentum and effective coordination for all decisions [] Yes [] No
- 4. Make all decisions final and cross functional after a sense of confidence and trust can be associated with the decisions [] Yes [] No
- 5. Enlist all people involved in planning, implementation, management and decision making in a document accompanying all decisions [] Yes [] No



LIFE SKILLS TESTS - "Enabler(s)" specific patterns





Summing up:

- The need for such systems is being highlighted due to the issues affecting most multilevel
 work environments, where it may mean documenting and filling templates, adding fields in
 workflows of communication systems and enabling I-Catalog synergy that aids Effective
 communications and Interpersonal relationships, where all of this may improve the
 productivity that is seen impending.
- AOEC does also provide a module on Communicative English for businesses interested in using templates, practices, support systems for business to business or business to customer or business to market communications. You can ask for more details if found important.

- LIFE SKILLS TESTS
- Report or Score card
- A report or scorecard can drive vision, legal, professional and synergy specific obligations in an organization and its employees. The LIFE SKILLS TEST is a fractal system that uses the same Geometrical patterns or in this case LIFE SKILLS patterns that are repeated in assessments at reducing scales of responsibility.
- The answers to the TEST's questions in the Purpose section are either a YES or NO, where the response is scored against a scale of responsibility to determine responsiveness or differentiation for the skill shown.
- The scores assigned are 6 thinking hats technique specific, that is 1 to 6 where the scale of responsibility decides the Wrong answer Score needs to be subtracted with a weightage of 1 to 17 is added to it.
- Score card for Decision making
- A. Timeliness for Customer Satisfaction: Right answer Score ___ Wrong answer Score ___
- B. Adequacy for what you can understand as costly trade offs or risks in satisfying the customer: Right answer Score ___ Wrong answer Score ___
- C. Match for job profile, standards practices / processes, norms / regulations:
- Right answer Score __ Wrong answer Score __
- D. Deciding after you prepare a "Discriminate Analysis Report" or "Quality of Experience Analysis Report": Right answer Score ___ Wrong answer Score ___

LIFE SKILLS TESTS - "Purpose" specific patterns			
Low impact levels scores for			
E. Activity level confinement: Right answer Score Wrong answer Score			
F. System outage or downtime level confinement : Right answer Score Wrong answer Score			
G, System level confinement: Right answer Score Wrong answer Score			
H. Quality of Service (QoS) level confinement: Right answer Score Wrong answer Score			
I. Clustered influence level confinement : Right answer Score Wrong answer Score			
J. Differentiation level confinement: Right answer Score Wrong answer Score			
K. Funding or Cost accounting kevel confinement : Right answer Score Wrong answer Score			
Total Score for A to K:			
For commonality of understanding			
Practicing urgency, momentum and coordination: Score (1 to 3)			
Sense of confidence and trust for making the decisions: Score (1 to 3 for QCD evaluation			
Sense of confidence and trust for problem solving: Score (1 to 3 for QCD evaluation)			
Sense of confidence and trust for creative thinking or solution finding: Score (1 to 3 for QCD evaluation)			
Total Score for Purpose section: Score			

•	LIFE SKILLS TESTS - "Blending in" and "Enabler(s)" specific patterns		
•	A. Self Awareness as a Customer (summing up):		
•	Right answer Score Wrong answer Score		
•	B. Self Awareness as a "Service / Function Enabler" (summing up):		
•	Right answer Score Wrong answer Score		
•	C. Coping with stress and emotions (summing up):		
•	Right answer Score Wrong answer Score		
•	D. Effective communications systems (summing up):		
•	Right answer Score Wrong answer Score		
•	E. Interpersonal relationships coordination (summing up):		
•	Right answer Score Wrong answer Score		
•	Total Score for A to E:		
•	For commonality of understanding		
•	Practicing wellness balancing to meet urgency, momentum and coordination:		
•	Score (1 to 3 for BizWorld DNA criteria and QCD criteria for work activities)		
•	Sense of confidence and trust for communicating and/or coordinating:		
•	Score (1 to 3)		
•	Sense of confidence and trust for making the decisions: Score (1 to 3)		
•	Sense of confidence and trust for problem solving: Score (1 to 3)		

- LIFE SKILLS TESTS "Blending in" and "Enabler(s)" specific patterns
- Here a score of 1 stands for BixWorld DNA criteria
- Here a score of 2 stands for QCD criteria
- Here a score of 3 stands for both BixWorld DNA criteria and QCD criteria

- Total Score for Blending in sections : Score ____
- Total Score for Enabler(s) sections: Score _____



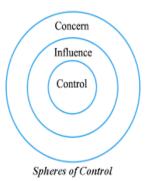


- LIFE SKILLS TESTS
- Report
- The report will identify whether the test candidate shows a NATURE THAT IS
- [] Responsive
- [] Proactive
- [] Predictive
- [] Reliable for a quadrant that designs or incorporates
- SMART(ness) for core requirements like
- [] Effectiveness (Strengths)
- [] Agility (Fundamental Weaknesses if one does not adopt practices)
- such as FMCEA OR RCA OR DIIA)
- [] Innovativeness (Opportunities)
- [] Risk Mitigation (Threats)
- Note:
- QCD: Quality Cost Deliverables
- FMCEA: Failure Modes Cause And Effects Analysis
- RCA: Root Cause Analysis
- DIIA or Data Integration Impact: Analysis that gathers data from relevant steams such as Physical environments specific streams for the problem solution, Human assets specific streams, Operational systems specific streams and Biz Integration specific streams





• LIFE SKILLS TESTS - "Purpose" specific patterns



- What are streams and why are they not part of a incident management
- or defects management system?
- Streams are sources of constant and autonomic data from small manageable components and scale up to a myriad of systems that can be part of a network, cloud or grid.
- What is constant data?
- Constant data (that is either information or raw data) is always available and can be used for incident management and defects management.
- What is autonomic data?
- Tomorrow <u>Zero Downtime, Zero Defects Reliability and ASSET utility ranking</u> will decide
 whether specific "sphere of control" data (that is either information or raw data) can help a
 business or organization in its sustainable development and growth.
- What are the spheres of control?
- [] Strategic solution finding

[] Operational analysis solution finding

[] Tactical solution finding

[] Gaps identification solution finding

Gap Analysis for HR Recruitments

- As AOEC has published details of it's other Gap Analysis on its proof of concept websites, the URL(s) of specific sites are available as follows:
- 1. www.venkataoec.wixsite.com/guidancecentre
- For enabling Empowered & Safer Human Resource management
- 2. www.venkataoec.wixsite.com/mir2020
- For planning sustainable development and growth etc





Considerations for this Process or App	Suitability (High, Medium, Low, Not rated)	Other details
Impact of the Process or App	High to Medium, can serve as a model for management teams brain storming for this purpose	Solution for integrating sustainable thinking for the triple bottom line in the organizational model
Feasibility, results orientation and cost effectiveness	Medium to High	Needs Financial & Human Capital investment, Infra, Training methodologies and Catalysis expected
Successful Organizational Catalysis via HR practices, Innovativeness and Scalability	Medium to High	Seen as a solution for making the foundation unify efforts to control risks, threats and work in unison for sustainable development
Risk mitigation for the future	High	Will help the foundation and associated segments work in unison to acknowledge a need for sustainable operations and also control climate change related crisis levels
Process methodologies and Process group involvements	Medium to High	Needs Millennium Resource Centers, gateways and training centers to be implemented