



Value Added Skills

**ASSISTANCE
SERVICES**

**Learning Module
For
Self Learners & Facilitators**

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INTRODUCTION

Assistance is a French word, which means an act of helping or aiding or support. According to dictionary definition, assistance is an action of helping someone by sharing work or offering support by providing resources to help someone.

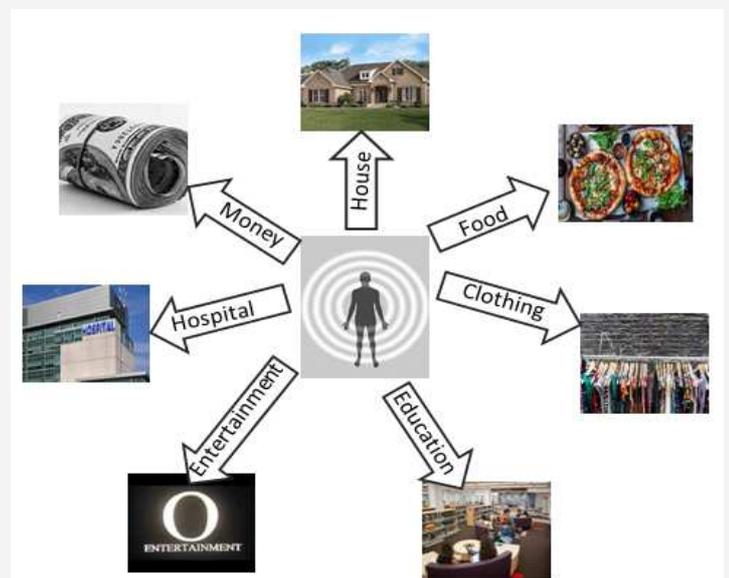
Precisely, Assistance is a support where person helps in carrying out some activity / work / an act.



The Greek Philosopher- Aristotle mentioned, that 'Man is a social animal and cannot live alone'. In other words, we all are connected and depend on each other to fulfil our needs. We depend on many people for our livelihood.

Hence, All of us require help or support in day to day life that is either personal or professional. A chain of people help us to complete our needs.

For instance- Minimal Needs of an Individual are shown below:



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As shown in the image, there is a chain of people, associated to fulfil needs of a person individual in various ways. On similar lines, Professional activities also require an association of people to complete activities successfully and on time.

WHY DO YOU NEED ASSISTANCE SERVICES?

Essentially, assistance services are required when there is –

✦ **A time-frame for activity / task**



✦ **Need expertise**



✦ **Need resources**



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TYPES OF ASSISTANCE SERVICES

However, it is clear, that assistance is a help. One can provide it by physical presence or virtual.

- **Physical presence** means where an individual is present at the location and provide support as required.

- **Virtual presence** means where an individual provides assistance through technology : any where – any time.

In the current scenario, virtual assistance is more in practice as compare to physical presence. In any business a variety of activities are carried out with assistance of internal and external stakeholders. Therefore, one should focus on certain skills that can increase efficiency of the work supported by various groups of people. Let's discuss those skills



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VALUE ADDED SKILLS FOR ASSISTANCE SERVICES

Communication Skills (CS), is the backbone of any type of assistance. It is important for a person who needs assistance or provides assistance services. A person with good communication skills is able to articulate clearly related information and requirements, boundaries or limitations (if any).

Here communication includes verbal and written, which is applicable for physical and virtual assistance. Some of the examples are shown below :



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VALUE ADDED SKILLS FOR ASSISTANCE SERVICES

Communication is a regular two way feature that can be formal or informal. A successful communication means to convey, the intended information at the receiver's end. Hence, you need to ensure that the communication process has to be simple and precise. This will help the receiver to understand and respond.



Effective workplace communication functions on four abilities –

- to listen
- to speak in gentle tone
- to clarify points
- to be accommodative

These abilities will help to improve relationship with subordinates and enhance operational efficiency. Moreover, good communication gives confidence and helps to develop collaborative work environment.

WORDS YOU SHOULD AVOID OR USE IN COMMUNICATION AT WORKPLACE

An effective communication greatly helps you to express emotions and feelings. Hence, Judgemental behaviour and negative words need to be avoided at workplace as they may result in communication failure. For example words like –'lazy' 'silly thought' 'but'. 'reverse', 'because', 'guys', 'shortforms/ abbreviations' etc.

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Always focus on present scenario instead of past. The profile of assistance, requires an ability to formulate immediate response. You need to pay attention with open mind and pass positive vibes by using words like 'yes', 'will get back to you soon', 'give me time', 'ok', 'Hmm' etc. Also do not give your opinion unless person asks for it.



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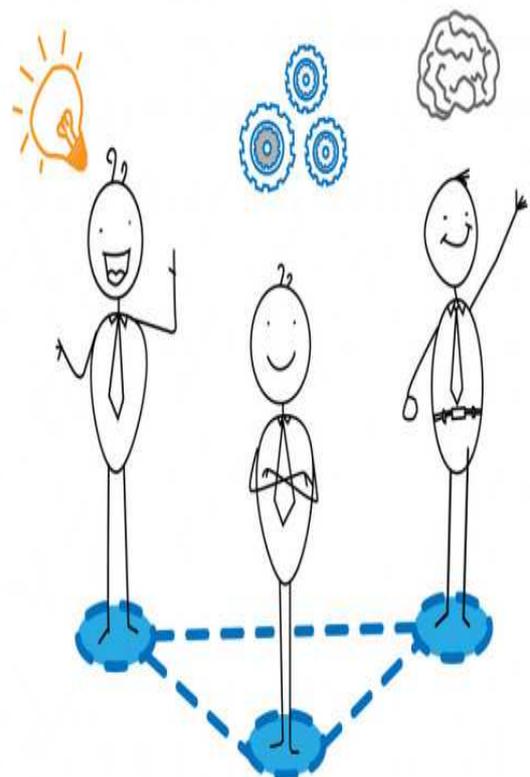
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Interpersonal Skills (IS), means an ability to interact or relate with others (stakeholders/ team members). It is one of the abilities to get along with associated people or team members while offering assistance services. Besides communication, it includes abilities such as collaboration, receptiveness, listening, assertiveness and sensitivity.

These abilities bridge the gap among the teams or team members and also will help you to be approachable, to connect with the team / clients / stakeholders and to work together. Always remember 'think before you speak'.

HOW TO DEVELOP INTERPERSONAL SKILLS?

- ✓ Listen, or watch documentaries
- ✓ Contribute or involve in the official activities rather than being a passive spectator
- ✓ Provide solution oriented opinion and also acknowledge others opinion
- ✓ Keep calm and follow office etiquettes
- ✓ Maintain optimistic outlook
- ✓ Above all, believe in yourself



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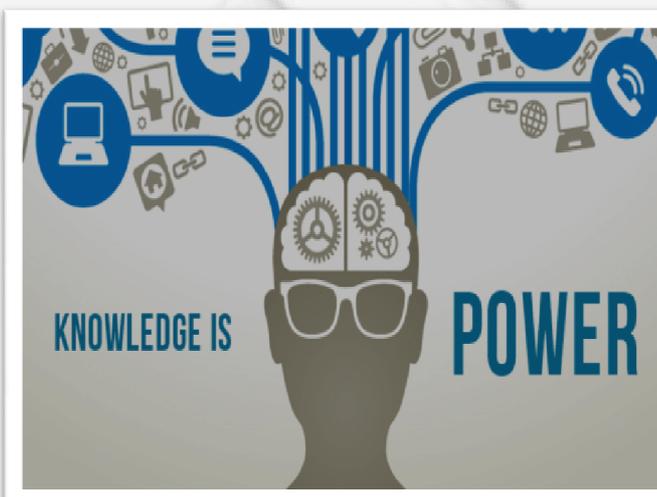
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Knowledge Update (KU), it is necessary for an individual as well as for associated stakeholders to update knowledge in their respective area. This can help stakeholders to offer productive assistance services. For instance, your organisation is in process of developing new product, as a marketing assistant, you need to gather relevant latest information from the market and provide it to respective people. In a true sense, you are offering assistance by sharing relevant knowledge.

However, as a stakeholder of an organisation, you may be assisting various activities such as –

- Administration
- Human resource
- Finance & Accounting
- Manufacturing
- Training & Counselling
- Technical expertise

As an individual, you may use various resources that are available, at your workplace to gain knowledge, some of them are given below.



SOURCES TO UPDATE KNOWLEDGE

- ✓ Relevant online resources
- ✓ Participation in conferences / webinar
- ✓ Connect with Professional network
- ✓ Training (for latest tools and techniques wherever necessary)

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VALUE ADDED SKILLS FOR ASSISTANCE SERVICES

Situation Managing Skills (SMS), It means to find solution by adhoc process or by developing tools for a specific scenario. One may face many challenges while offering assistance at workplace. In such situations, people need to analyze and swiftly find a solution. The more you manage challenges, more you hone managerial skills. Hence you should focus on-

- Quick solution
- Maximum efficiency
- High productivity

You can follow a drill-down approach to achieve successful results. It is very much common in project management.

WHAT IS DRILL-DOWN APPROACH?

It is an effective approach to understand the situation and further break it into small stages to get a fast solution. This approach also minimizes the complexity of the situation. The process of approach makes you think, analyze at each stage and finally move forward, if everything is as per your expectations, else modify it.



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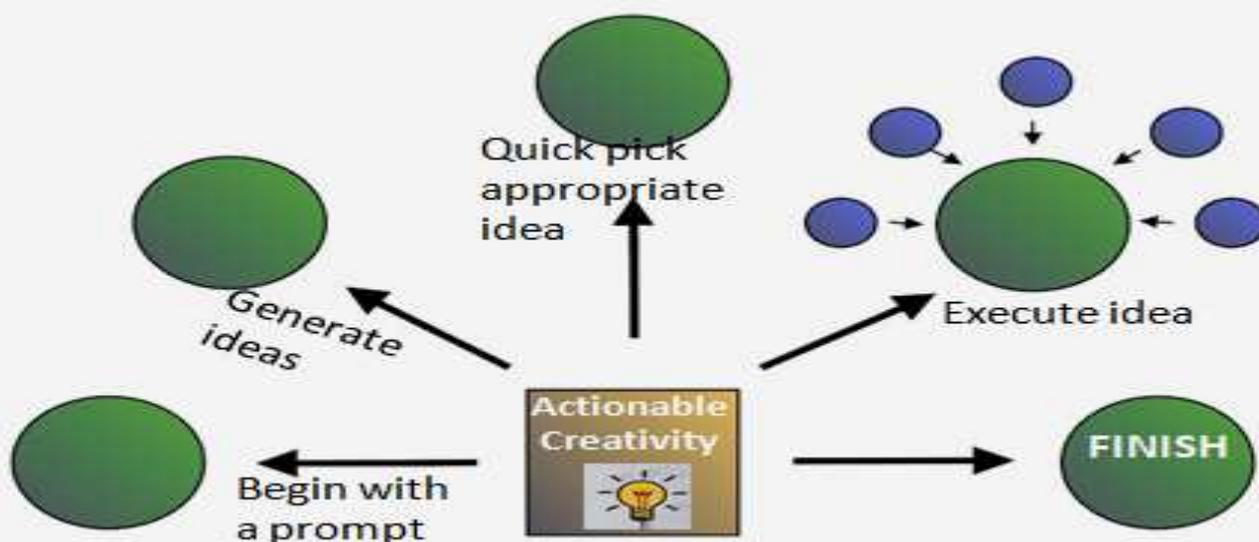
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Creativity, It means something new or imaginative that can add value in work/activity. It's a process where you can apply new ideas to carry out daily services / work. In short, creativity is a combination of knowledge and commitment. A deep knowledge allows us to generate new techniques to carry out work. Here you need to focus on 3Es –

- Engagement – involve yourself and other concern members to contribute in the process.
- Efficiency - do not waste time in unnecessary planning or discussion, rather take action.
- Excellence- always focus on training and non-associative learning.

For example – If it is raining, you have to protect yourself by using umbrella or raincoat instead of wasting time in checking the weather forecast.

Moreover, while offering assistance, you have to accomplish the set goals. End of the day successful completion of work is your creativity.



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ACTIVITY

This activity can help to encourage creativity and develop thinking for situation based decision.

Provide each participant a printout of the given IMAGE-A. Ask them to draw as many triangles as they can draw without lifting up the pen tip. Also they are not allowed to draw line on the same path again , it means single visit on one path.

Time Limit – 10 Minutes

OUTCOME REMARKS : Creativity is possible in any situation, only you need to think and focus on the situation. Infact, such activities can also make people to think beyond the boundaries.

As a facilitator, make sure that participants listen to the instructions carefully.

Let participants give opportunity to apply their ideas. For instance people may use two different colour pens.



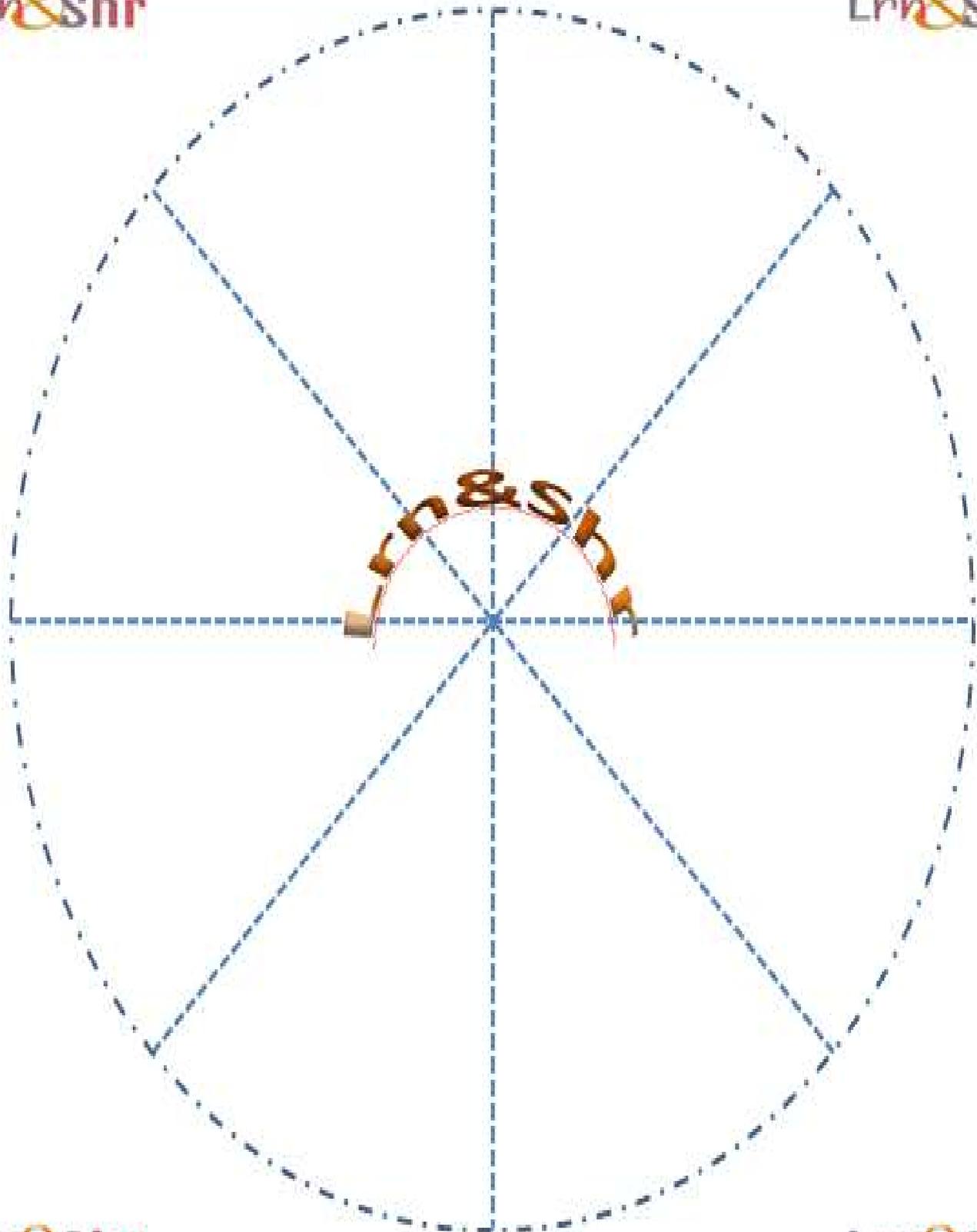
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IMAGE-A

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CONCLUDING REMARKS

This module will help to guide people who manage and offer various type of services. Moreover, there is no right or wrong method for using skills at work. You need to focus on the effective and efficient approach to complete the job.

Other than the skills discussed here, you need to have patience, flexibility improvisation and persuasion too. Wayne Mansfield, An Australian Direct Marketing Business Head stated-

“The future belongs to those who LEARN, UNLEARN and RELEARN.”

Although you have inbuilt skills, you need to apply them and , experience,

For example – You can make a statement in many ways as shown below-

Sparrows can fly.

Sparrows have wings to fly.

Birds have wings to fly and sparrows are birds.

Moreover, it is important to manage services and challenges with a positive mindset .

“Every Day offers plenty of Opportunities to Learn”

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