



INDIAN INSTITUTE OF BANKING &  
FINANCE

**CLASS ROOM MANAGEMENT &  
FACULTY BEHAVIOUR**

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## Session objectives

- To discuss the aspects of classroom management
- To discuss the correct behaviour in classrooms
- To discuss the do's and don'ts while training people



# Roles

**ALL THE WORLD IS A STAGE**

**AND ALL THE MEN AND WOMEN MERELY  
PLAYERS**

**THEY HAVE THEIR EXITS AND ENTRANCES**

**EACH MAN IN HIS TIME **PLAYS MANY ROLES.****



# Reality Check

- **Assess**-----what one possess
- **Acquire**----- what one lacks
- **Apply**-----what one acquired



# Leadership

YATRA YOGESWARA KRISHNO

YATRA PARTHO DHANURDHARA

TATRA SHREE VIJAYIR BHUTI

DRUVA NITI MATIRMAMA.

Wherever Krishna, the master of Yoga and the archer Partha are there will always be good fortune , victory, wealth and well being and righteousness. This is my conviction.



# YOUR RATING as a trainer

- Some one -IF ASKED

|-----|0

- TO YOUR SELF

|-----|0

- To YOUR COLLEAGUE

|-----|0

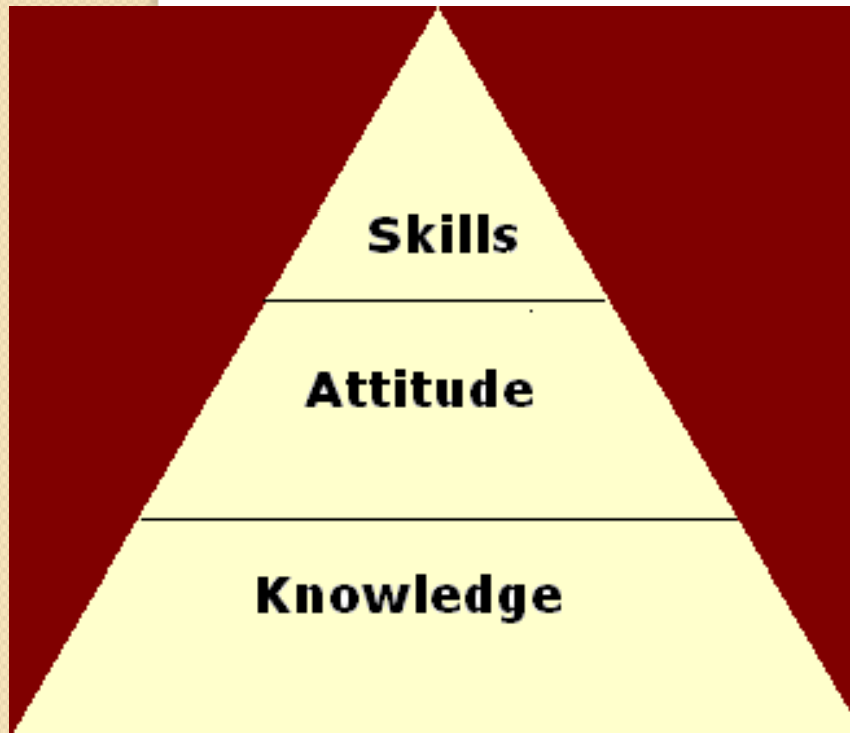


# GLOBAL LEADER

- ■ **CHANGE MASTER**
- ■ **VISIONARY**
- ■ **STRATEGIC THINKER**
- ■ **WEALTH MAKER**
- ■ **ENTREPRENEURIAL INNOVATOR**
- ■ **GLOBAL CITIZEN**
- ■ **PEOPLE BUILDER**
- ■ **SEEMLESS NETWORKER**
- ■ **ROLE MODEL**
- ***IMPACTFUL PERSON***



## Training should be towards one or more of the following 3 Objectives



**Knowledge + Practice =  
Skill**

From a student's point of view:

Learning is a process of acquiring new knowledge, skills and attitudes.





# Methods of training

1. **Lecturing**
2. **Case method**
3. **Games-group activity**
4. **Group discussions**
5. **Questioning –Socratic**
6. **Discussions**
7. **Films**
8. **Factory/Field visits etc.**



# Selection of training methods

- There are many ways in which learning can be facilitated.
- One method is not inherently superior to another method.
- All methods have **strengths and weaknesses**. For example, explanation can convey a lot of information quickly to big groups of learners, but lacks active involvement leading to loss of attention.



## Points to Ponder

Important questions to ask yourself before you select a method

- Will the method achieve the identified learning outcome?
- Will it effectively facilitate the content you want to deal with and the types of learning required e.g., knowledge, skills, and attitudes?
- **Do I possess the requisite skills to deliver the training objectives**



## Trainer's skills

- Confidence
- Clarity
- Competence
- **Control**
- Communication-----



## Speaking skills

- Be loud and clear
- Change pace-modulate
- Pause
- Eye contact
- Avoid jargon
- Be specific/clear
- Mannerisms-Video presentation will help
- Restraint- no need to tell all one knows/prepared



## Lecture skills

- First few minutes – set objectives
- Avoid ramblings
- Jokes/digressions
- Use simple language
- Opportunity to ask questions
- Patience while dealing with discussions
- Involving the class
- Closure-summing up;



## Ppt .skills

- Minimum information-no cluttering
- Catchy and relevant
- Not a substitute for lecturing
- No reading please
- Avoid looking at the ppt. repeatedly
- Should be able to go ahead , even if the ppt. fails to open, power failure etc.
- Ppt. is not a substitute for lecturing skill.



# Class room situations

## Types of transactions

- *Complementary Transactions:*
- *Crossed Transaction:*
- Angular transactions
- Duplex or Covert transactions





# TA and Training

TA theory advocates that all the human beings come to acquire certain life positions in their dealings, which are basically-

- "I'm Not OK, You're OK" (I-U+)
- "I'm Not OK, You're Not OK" (I-U-)
- "I'm OK, You're Not OK" (I+U-)
- "I'm OK, You're OK" (I+U+)
- **I am OK , even if you are not OK**



## Use of Audio Visual

- Use Audio ( speaking- eye contact- pause-reading ) and Visual (Video Clippings, Transparency- Power point-Board) to full effect
- For driving home some points or for emphasis- Use Flip charts, color marker pens- videos( if any)- There are lots of videos in google; these can be used effectively



## Good impression

**“TREAT EVERYONE  
WITH *POLITENESS*,  
EVEN THOSE WHO ARE RUDE  
TO YOU,  
NOT BECAUSE THEY ARE NICE,  
*BUT BECAUSE YOU ARE NICE*”.**



## On words used-

- A flaw in a mace of white jade  
may be ground away,  
But a word spoken amiss cannot  
be mended.

Confucious



# Behaviour

- Bigger the person , the more apt he is to **encourage you to talk**

The smaller the person the more apt he is to preach you.

So often people pretend to listen when they are not listening. They are just waiting for the other to pause so that **they can take over with talking.**



## Conduct in class

- In conversation, avoid frequent and excessive mention of *your own actions* and dangers.
- For however agreeable it may be to yourself to mention the risks you have run, it is *not equally agreeable to others* to hear your adventures.

(Epictetus- 55 AD)



## Neeti sara

AVICHARYAM NA VAKTAVYAM

Don't talk without thinking

VAKTAVYAM SUVICHARITAM

Talk with deep thinking

KINCHIT TATRAIVA VAKTAVYAM

Talk only that much

YATROKTAM SAPHALAM BHAVET.

Which will be found useful



## A point to note

Treat all viewpoints with respect, even though you might disagree strongly with a position taken

Trainer is only a coach, mentor and facilitator- such an attitude will ensure maximum learning





## In Conclusion

- Vary and balance the instructional tools
- Ensure learners active role in their own learning
- watch out for their body language and non-verbal feedback
- Design activities which stimulate learning
- Adopt combination of methods allowing learners to **listen, look, feel, talk and do.**



## Book for reference

- I am OK ,You are OK- Dr.Thomas Harris
- 7 and 8 Habits- Steven Covey
- Emotional Intelligence and Social Intelligence-Daniel Coleman
- Execution- Larry Bossidy/Ram Charan
- Authentic Happiness-  
Dr. Martin Seligman
- Final Diagnosis- Arthur Hailey



*THANK YOU*

