

# Race on ahead in life along with these two

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AS the world races ahead at breakneck speed, emotional intelligence and individual personality are becoming important concepts in the corporate world. Be it, telephone manners, table etiquette, public speaking, presentation skills or any such human aspect, they are all becoming essential aspects of the corporate and social circuit.

This is exactly why the Quality Circle Excellence Centre (QCEC) managed by Firoz Poonawalla, chairperson of QCEC and Minocher Patel, founder director of Ecole Solitaire came together at the Poona Club on Tuesday.

As technology shapes our world into a global village, as the new millennium brings in cut throat competition from every sphere of life, it becomes imperative that the individual not succumb to the competitive forces, while at the same time preserving his or her individuality. "Often we find our colleagues in a professionals setup, get way ahead of us. What is it that they have in them that we lack?" is a natural question that arises in every mind at some point or the other.

And hence this institute,

which will cater to the needs of people from different profes-



Firoz Poonawalla, chairperson QCEC ties up with management guru Minocher Patel, founder and director of Ecole Solitaire.

sions for continuous quality improvement.

Commenting on QCEC and its operations, Firoz Poonawalla says, "Unless one improves on oneself as an individual first, India will not progress. One of the frontline missions of the world today is *Quality people*."

While Minocher Patel, the founder of Ecole Solitaire says, "Each and every human being is like a precious stone, a diamond, the potential of which can be truly experienced only after it has been cut and polished."

Highlighting the finer nuances of personal grooming, Minocher points out: "In this competitive world, a person has only about 15 seconds to create the right impression. Etiquette, manners, personal grooming and customer service are increasingly playing an important role in opening the right doors for success and opportunities."

After having worked for some top blue chip companies and having conducted innumerable training programmes in India and abroad, Minocher says, "India and its people have potential in abundance, if only they knew how to tap it and make use of them. For this, one has to ponder over his

or her non-verbal communication skills, because every time you communicate, 90 per cent (of the communication) is non-verbal, 7 per cent is through words, 38 per cent comes through your vocal pitch and the remaining 55 per cent is through body language. There should be no shadow-boxing in the mind." And immediately everyone present took to self-introspection, judging for themselves where their percentages stood and where they scored.

Next under scrutiny was the role of facial expressions, gestures, postures and active listening, all about which was rendered "by the training guru through wisecracks.

As Minocher appropriately quoted a leading feature editor in the city, "I am in such a profession that even if I don't want to listen to a person, I have no choice, but be a good listener. That is the essence of her success story."

And it was very evident after Minocher's small talk that the atmosphere was suddenly not just charged but surcharged, that confidence was renewed with vigour. And obviously, those present would take these valuable tips back to their corporate worlds.