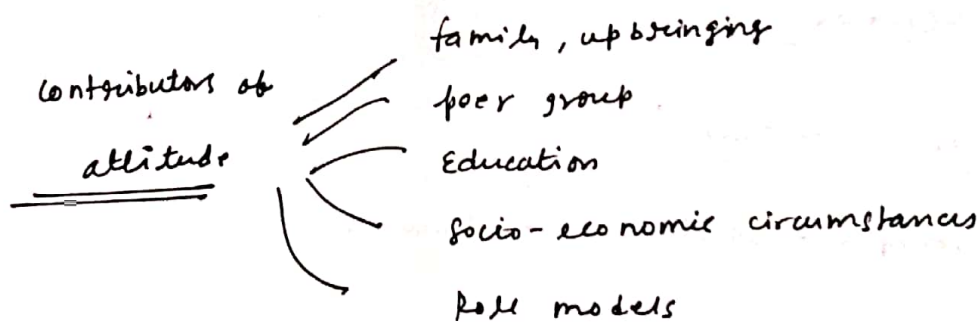


Q.

Attitude is an important component that goes as input in the development of human. How to build a suitable needed for a public servant?

Attitude is learned individual tendency to treat an entity with some favour or disfavour.

e.g. Glass half filled - half full analogy showing same object seen differently by two different persons.



ways to build attitude suitable for civil services:

① Training & guidance — e.g. proficiency, skill

~~being~~ bring positive attitude towards work & other stakeholders.

② Soft skill — through regular workshops such as

communication generate exchange of ideas
filling the voids.

- ② work culture - e.g. Google's work culture promoted productivity and job satisfaction.
- ④ role modeling - Such as TN Shethan evoked idea of work excellence.
- ⑤ mentoring - regular hand holding & correction of young civil servant.
- ⑥ 2nd ARL - 360° performance appraisal to bring course correction.

As our Prime Minister said on Civil Services Foundation day that new generation of civil servants have enormous potential which with right attitude would transform our governance.