

# **MAR GREGORIOS COLLEGE OF ARTS & SCIENCE**

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**Affiliated to the University of Madras  
Approved by the Government of Tamil Nadu  
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## **DEPARTMENT OF ENGLISH**

**SUBJECT NAME: SOFT SKILL III**

**SUBJECT CODE: TSSEG**

**SEMESTER: III**

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## UNIT - I

### CHARACTERISTICS OF SELF DISCLOSURE

1. **Continual** - Part of ongoing relationship.
2. **Appropriately Timed** - Sensitive to relational/ Group context. Time is everything.
3. Reciprocal - We tend to match others' disclosures 'Dyadic Effect'.
4. **Incremental** - Best in disclosing in small amounts to not to overwhelm - except for "stranger on the plane". Phenomenon avoid 'Instant intimacy'.

What are the benefits of disclosure and appropriateness? What is Self disclosure ?

Self disclosure is defined as a psychological term as sharing with someone which helps them understand you.

It is how you are reacting to a situation or person in the present moment of time. The degree of selfdisclosure is illustrated in two dimensions.

1. Information that is difficult or easy to share.
2. Sharing information that is more or less revealing of yourself.

#### **What are the benefits of self disclosure?**

1. **Knowing yourself better** - You keep in touch with your thoughts, feelings, values and beliefs. We maintain awareness, responsibly and control of your inner experiences.
2. **Liking yourself better** - You feel better yourself as parent and as a person. When you are open, honest and clear with your children, you feel and confident.
3. **Being better understood by others** - Your self consciousness leading to better understanding by others, Tension and uncertainty will be replaced by a new secure awareness.
4. **Encouraging self disclosureIn your children** - Your openness, directness, and sincerity will invariably encourage the same from your children and from others. family is brought closer. Indifference, tension and alienation recede

Trust and mutual caring take their place,

5. **Conflicts are prevented** - How other members of your family can better meet your needs when they have a clear picture of what you want. The conflicts with your children are generally reduced. Express openly and get eliminated of unwanted surprise, unpreparedness, and the expected from your relationships in a family. Openness prevails and anger, resentment and silent suffering never grow.

#### **Self disclosure benefits and appropriateness:**

### **How can appropriate self disclosure help you?**

- Appropriate self disclosure can help people like you and trust you.
- You are not hiding yourself.
- It helps people to be comfortable around you when you are interested in their lives.
- When we reply appropriately to someone then usually the conversation ends happily.
- It helps in improving our relationship.

### **Self disclosure and self awareness**

**Self disclosure-** is the ability to let another person know what is real about your thoughts, desires and feelings.

### **Self disclosure and feedback**

**Self disclosure and feedback are essential communication skills.**

- It helps in symmetrical communication and encourage group bonding.
- Sharing leads to trust.
- It is an important behavior for leaders to model to participants.
- Self disclosure has to start slowly.
- Different kinds of people are comfortable with different levels of disclosure in order to create a 'safe environment' for all members.
- Feedback is a tool for leaders to encourage positive behavior change to correct inappropriate behavior.
- Make sure the time is right to give someone the feedback. It is best to give feedback at the earliest.
- Try to express your feedback from a point of reference that will make sense to the person.

**Self awareness-** is the ability to see yourself realistically without a great deal difference between what you are and how you assume others.

### **How does awareness related barriers have effect on human relations ?**

People spend much of their lives building walls to prevent other people from determining their true thoughts and motives.

They believe without the walls there will be catastrophes, rejection and loneliness.

### **What are the type of giving feedback?**

- Decide if the feedback is for the entire group or to an individual. If to the individual decide whether to give it in private.
- Feedback should be descriptive rather than evaluative.
- Feedback should focus on specific behavior and actions rather than on generalizations.
- Give the feedback that focuses on behavior the person can change.
- Feedback can be focusing on positive aspects of the group or person or negative aspects. when focusing on negative aspects be sensitive on the issue which is problematic.
- What skills are possessed and exhibited? (by self and others about the individual)
- Write about the views expressed by an individual. (Self and by other group members)
- Blind self or 'blind area' or 'blind spot'.
- In this region - what is known by others in a group but it is unknown the person himself/herself. This is a
  - productive area to increase **self awareness**.
  - Sensitive feedback to be given group leaders.
  - Feedback must be done at the individual's **own discretion**.

Some are more resilient than others. Care must be taken to avoid emotional upset.

- 1. What should the individual do to improve the knowledge or skill?
- 2. How can the individual be mature in expressing the belief?
- 3. Hidden self hidden area or avoided self or 'facade',

It refers to the information or feelings which are known to the individual but hidden from others.

1. How much is my understanding anyone, any situation or any crisis?
2. Do I extend cooperation to other members?
3. How much trust others can expect from me?
4. How much effective is my productivity?
5. How am I in my contribution to my teams?
6. 'Unknown self' or area of 'unknown activity' or 'unknown area'?

Answer the questions yourself,

1. What natural ability do you possess?



2. Are you aware of the ability which you possess?
3. Do you know that you have an aversion you possess which you do not know?
4. Do you have a fear that you have an unknown illness?
5. Do you have suppressed or subconscious feelings?
6. Are you obsessed with conditioned behavior or attitudes from childhoods

### **EXERCISE**

1. Self description - Who am I?
2. What am I like?
3. How do others perceive me?
4. What are my strengths as a persons
5. In what areas do I want to develop greater skills?

Adjective check list -

Provide opportunities to participants to disclose views of themselves to the other members of the group and get

feedback to know how the other members perceive them.

Make the participants focus on the areas of Johari window consisting of 56 adjectives

- |              |                 |              |                  |
|--------------|-----------------|--------------|------------------|
| • able       | • extroverted   | • mature     | • self assertive |
| • accepting  | • friendly      | • modest     | • self conscious |
| • adaptable  | • giving        | • nervous    | • sensible       |
| • brave      | • happy         | • observant  | • shy            |
| • bold       | • helpful       | • organized  | • sentimental    |
| • calm       | • idealistic    | • patient    | • silly          |
| • caring     | • independent   | • powerful   | • smart          |
| • cheerful   | • ingenuous     | • proud      | • spontaneous    |
| • clever     | • intelligent   | • quiet      | • sympathetic    |
| • complex    | • introverted   | • reflective | • tense          |
| • confident  | • kind          | • relaxed    | • trust          |
| • dependable | • knowledgeable | • religious  | • warm           |
| • dignified  | • logical       | • responsive | • wise           |
| • energetic  | • loving        | • searching  | • witty          |

## **UNIT - 2**

Anger Stress and Managing Feelings

**What is Stress ?**

- A state of physical or mental tension and worry caused by problems in life, work etc.
- Our body /mind reaction-Physical and Psychological
- Example: pain in your arms from carrying too heavy of an item  
pressure to finish two large projects by the end of the day.
- Origin-The word **Stress** has its origin in the Latin word 'strictus' meaning tight or narrow

### Three types of Stress:

- 1. acute stress
- 2. episodic chronic stress and
- 3. chronic stress

**Acute Stress** – It is a short-term stress. It is an unpleasant and dysfunctional reaction beginning shortly after an overwhelming traumatic event and lasting less than a month.

- Example: Traffic jam, argument with a spouse, criticism from your boss
- **Episodic Chronic stress** –When acute stress happens frequently, it's called episodic stress. They are short-tempered, irritable, and anxious. Some signs: Rapid heartbeat, Panic attack.
- **Chronic stress.** This is **stress** resulting from repeated exposure to situations that lead to the release of **stress** hormones(adrenaline). This type of **stress** can cause wear and tear on your mind and body.
- **Example:**
- The death of a loved one.
- Divorce.
- Loss of a job.
- Chronic illness or injury.
- Emotional problems (depression, guilt, low self-esteem)

### NATURE OF STRESS

Stress is not a factor that resides in the individual or the environment, instead it is embedded in an ongoing process that involves Individuals transacting with their social and cultural environments.

### How can we manage Stress?

**Anger and Stress** have both psychological component.

- We can manage stress with breathing exercises, brisk walk, Yoga and relaxation techniques.

- Get sufficient sleep-Good sleep has a better memory the next day.
- Consuming nutritious food like fruits, leafy green vegetables and fish can prevent depression.
- This will enable you to step in the right direction toward optimal brain health.

### **Managing stress with social support system**

- Family, peers, friends help you through a tough time.
- A coffee break with a friend at work, a quick chat with a neighbour, a phone call to your sibling gives you comfort
- Your social network gives you access to information , advice, guidance and assistance

### **What is Anger?**

- Anger is a powerful emotion that people feel from time to time when someone or something frustrates or annoys them. It's a strong feeling of dislike or displeasure
- What does anger feel like?
- You may feel hot or cold
- Your heart beat speeds up
- Your muscles feel tight
- You breathing might get short and panting
- You may feel shaky, or sick in your tummy
- You may feel almost like crying
- You may feel like screaming or running away

### **Types of Anger**

- Chronic anger – often caused by bitterness or dislike of life and of other people. It is unhealthy as it leads to depression
- Passive anger – difficult to identify, may come across as avoidance or doing something on purpose e.g. 'get back' at someone
- Constructive anger – it's possible to use this type of anger yourself to get things done

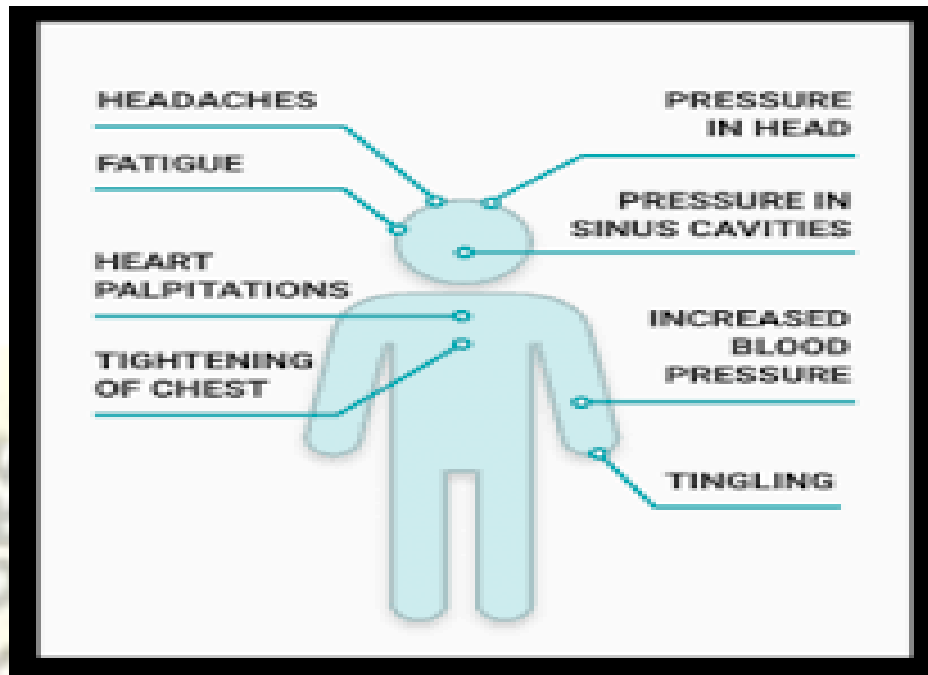
### **Causes of anger**

- A leading cause of anger is a person's environment.
- Stress, financial issues, abuse, poor social or familial situations and overwhelming requirements on your time and energy can all contribute to the formation of anger.

### **Physical symptoms of anger-related problems**

- Strong emotions often bring about physical changes to the body, and anger is no exception.
- Letting anger issues go unaddressed can put your overall health at risk.
- Unresolved anger issues lead to anxiety might include dizziness, rapid breathing, nausea, muscle pain, and problems with concentration and memory

### Physical symptoms of Anger



### Find healthier ways to express your anger

**Always fight fair.** It's OK to be upset at someone, but if you don't fight fair, the relationship will quickly break down. Fighting fair allows you to express your own needs while still respecting others.

**Make the relationship your priority.** Maintaining and strengthening the relationship, rather than "winning" the argument, should always be your first priority. Respect the other person and their viewpoint.

**Focus on the present.** Once you are in the heat of arguing, it's easy to start throwing past grievances into the mix. Rather than looking to the past and assigning blame, focus on what you can do in the present to solve the problem.

**Be willing to forgive.** Resolving conflict is impossible if you're unwilling or unable to forgive. Resolution lies in releasing the urge to punish, which can never compensate for our losses and only adds to our injury by further depleting and draining our lives.

**Take five if things get too heated.** If your anger starts to spiral out of control, remove yourself from the situation for a few minutes or for as long as it takes you to cool down.

### How will you manage anger?

**Beware of your anger** – Begin by recognizing when you are angry.



**Take some deep breaths.** Deep, slow breathing helps to reduce tension. The key is to breathe deeply from the abdomen, getting as much fresh air as possible into your lungs.(inhale slowly through your nose and slowly release through your mouth)

**Get moving.** A brisk walk around the block is a great idea. Physical activity releases pent-up energy so you can approach the situation with a cooler head.

**Use your senses.** You can use sight, smell, hearing, touch, and taste to [quickly relieve stress](#) and cool down. You might try listening to a favorite piece of music, looking at a treasured photo, savoring a cup of tea, or stroking a pet.

**Stretch or massage areas of tension.** Roll your shoulders if you are tensing them, for example, or gently massage your neck and scalp. You can also [practice relaxation techniques](#) such as mindfulness meditation, progressive muscle relaxation.

**Slowly count to ten.** Focus on the counting to let your rational mind catch up with your feelings. If you still feel out of control by the time you reach ten, start counting again. You can take a walk around counting your start

### **Use humour to relieve tension**

When things get tense, humour and playfulness can help you lighten the mood, smooth over differences, reframe problems, and keep things in perspective. When you feel yourself getting angry in a situation, try using a little lighthearted humor. However, it's important that you laugh with the other person, not at them. Avoid sarcasm, mean-spirited humour.

### **Dealing with an angry person**

- **Stay calm-** Any angry person can cause a chemical reaction within you that could make the situation worse.
- **Ask the reason why the person** is angry with you. Don't be afraid to accept you did injustice to them. It is an act of courage.
- **Time heals-** Many people react by avoiding the person they are angry with for a while. But they will realize soon.
- Kill them with kindness
- Don't apologize to appease them.
- Have a talk with them
- Park your ego
- With the person's permission consult someone else like an elder.
- Just ignore them. They will soon come to you to say sorry.

**Activity:** Practice two breathing techniques.

## INTERPERSONAL EFFECTIVENESS

- Interpersonal skills are the skills we use every day when we communicate and interact with other people, both individually and in groups. They include a wide range of skills, but particularly communication skills such as listening and effective speaking. They also include the ability to control and manage your emotions.



### List of a few Interpersonal Skills

- **Emotional Intelligence**
- **Communication**
- **Reliability**
- **Leadership**
- **Positivity**
- **Negotiation**
- **Openness to Feedback**
- **Empathy**
- **Teamwork**
- **Active Listening**

### Some traits of good interpersonal skills?

- Be friendly and make people feel important. Be interested in people and remember their names. Let people save their face. Be encouraging and be there for people when they need you.
- Be honest and do the right thing always. Avoid negativity. If you are wrong, admit it.
- No panic, or over reactions to stress or bad news.
- Be a good listener, be involved and enthusiastic.

### What stops you from displaying good interpersonal skills?

- Anxiety

- Fear
- Stress
- Shyness
- Lack of Self-esteem
- Self Blame
- Unwilling to take risks
- Not tolerating failures

How do you cope up with fear and anxiety?

- Face the fear.
- Don't expect perfection. Get real.
- Prepare yourself for the worst.
- Cultivate healthy food and sleep habits.
- Talk about your fear and anxiety.
- Reward yourself for your success.

How do you cope up with stress?

- Breathe.
- Relax.
- Meditate.
- Take a break. Take a nap
- Practise progressive muscle relaxation. It is a technique of tensing specific muscle groups and relaxing them. Find a quiet place, take a comfortable position, tense and relax the muscle groups one by one. A person can feel the stress getting washed away by this practice.

Understanding your Shyness

- Shyness is a feeling of discomfort or inhibition in social or interpersonal situations.
- We are mostly shy in situations that involve authority figures like teachers, administrators, leaders etc.
- Understand where you get stuck and work on the situations.
- Be more sociable to overcome shyness
- Keep your thinking straight and keep moving.

## Building your Self-Esteem

- Self-esteem is a person's overall emotional evaluation of his or her own worth.
- It is the judgement of oneself and an attitude towards the self.
- It is the evaluative dimension of the self which includes the feelings like worthiness, pride and discouragement.
- It involves developing skills to cope up with challenges,
- Skills to overcome disappointments, conflicts and criticisms with emotional balance,
- developing self confidence and self trust
- Aiming for a healthy and happy life

## Avoiding Self-Blame

- Self blame is the habit of taking blame on oneself for any stressful situation and anything that goes wrong.
- It severely damages one's physical and mental health.

## Taking Risks

- If you stop taking risks, you stop growing.
- You cannot create anything new, or accomplish anything.
- You will still fail and have a lot of regrets.
- Life will be boring and you get stuck in a rut.

## Tolerating Failures

- Anyone who has succeeded has failed many times.
- Learn from your mistakes and failures. Don't dwell on them.
- Do not be afraid to try again.
- Tell yourself that you can do this and take baby steps.
- Surround yourself with positive people.
- Be free

## Celebrating Success

- Celebrate your success because every little accomplishment will motivate you to do more.
- It will keep you continuously focused on your work.
- Communicate your success and get ideas from other people's success stories.



- Celebrate your success publicly. Take yourself out for a lunch.

## UNIT IV

### EFFECTIVE STUDY SKILLS

#### For Effective Study Strategies you need to:

- Be open-minded
- Make learning meaningful
- Have the desire to practice and improve your retention
- Learn how to learn



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#### Effective Study Strategies Need:

- Open-Mindedness – keeping your mind free and clear of distractions
- Meaningful learning – you must take responsibility for your learning
- Practice – review your learning experiences often

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## Effective Study Strategies Need:

- Concentration - can be increased by developing your study habits, using time efficiently, & become involved with the learning task quickly
- Making sense - relate learning to real world or to our own experiences
- Critical thinking - question, summarize, & redefine new concepts and ideas

## Studying involves:

- Reading Textbooks
- Taking Notes
- Listening
- How you go about studying
- Concentration and Memory
- Motivation



## Reading Textbooks

- Learn to Speed Read
- Skim and Scan
- SQ<sub>3</sub>R



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## Taking Notes

- Make Brief Notes
- Put notes in your own words
- Outlines help organize major and minor thoughts
- Use the Cornell Note taking method



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# Listening

- Be ready for the message
- Listen for the main ideas
- Listen for new ideas
- Understand what You are hearing
- Repeat mentally
- Ask questions
- Listen to the whole message
- Respect all ideas
- Decide what is important and what is not
- Sort, organize, and categorize



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# How you Study.

- Original learning
- Early review
- Intermediate review
- Final review



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## Concentration and Memory.

- Have a routine study environment
- Study as early in the day as possible
- Deal with distracters and interferences
- Set time goals
- Take breaks



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## Motivation

- Set study goals
- Learn actively
- Plan out your study time
- Work with study groups or with one other person



## Myths about Studying

1. Studying more/longer results in good grades.
2. There's one study system everyone can use.
3. Knowing the course material is enough.
4. Cramming the night before will keep material fresh.
5. Writing has very little impact on learning.



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## Smart Students

- Are not the most talented or the hardest working
- Know the rules of good grades
- Learn more in less time, & get more satisfaction out of the learning process
- Know you can teach yourself better than anyone else can



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## Five Tips from Students

1. Study in small chunks instead of one long period.
2. Review guide sheets and assignments from which test questions will be taken from.
3. Develop a system that works for you.
4. Learn what the professor/teacher expects.
5. Maintain a healthy brain (through physical exercise, mental exercise, good nutrition, and stress management).

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## Manage your Time

- You must develop time management skills!
- If you want to enjoy your life, give time to your family &/or friends, & fulfill your responsibilities; you need to have control over your schedule.
- Five - ten minutes each day, plug in your schedule.
- You need a daily calendar and a paper to update your daily list.

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## Update Calendar Each Morning

- Record all your to-dos & deadlines on your calendar.
- Jot down new tasks & assignments on your list during the day.
- Next morning transfer these new items from your list onto your calendar.
- Then take a couple of minutes to plan your day.

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## Study Plans

- |                           |                |
|---------------------------|----------------|
| • A.S.P.I.R.E.            | • SQ3R         |
| • Mind-mapping            | • 4Rs          |
| • Mnemonics               | • 3Rs          |
| • M.U.R.D.E.R.            | • Flash Cards  |
| • P.O.R.P.E.              | • Outlines     |
| • Dialogue w/<br>textbook | • Study Groups |

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## SQ3R

- **Survey** – gathering, skimming, and reviewing the information
- **Question** – raising issues as you are surveying
- **Read** – rereading material & looking for answers to the questions you raised previously
- **Recite** – Rereading material & putting concepts into your own words
- **Review** – going over material until you know it

## 4Rs System

- **Reducing** – organizing all course information & condensing it into small chunks
- **Reciting** – speaking aloud about reduced material without looking at it – talking through ideas in your own words
- **Reflecting** – thinking about what you learned and connecting it with what your prior knowledge
- **Reviewing** – going through your notes, several more times, concentrating on areas of weakness, until you understand all the material

## 3Rs System

- **Read** – read the material once
- **Recite** – as much as you can remember
- **Review** – read & skim material again to get key concepts and major details

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### Develop your own study plan

Action

What it Entails

_____	_____
	_____
	_____
	_____
_____	_____
	_____
	_____
	_____

**Unit - 5**

**GOAL SETTING**



a goal  
without a plan  
is just a wish



## Types Of Goals

### **Short Term Goal-**

A **short-term goal** is something you want to do in the near future. The near future can mean today, this week, this month, or even this year.

A **short-term goal** is something you want to accomplish soon.

### **Long Term Goal-**

A long term goal is that goal which takes a long time to achieve.

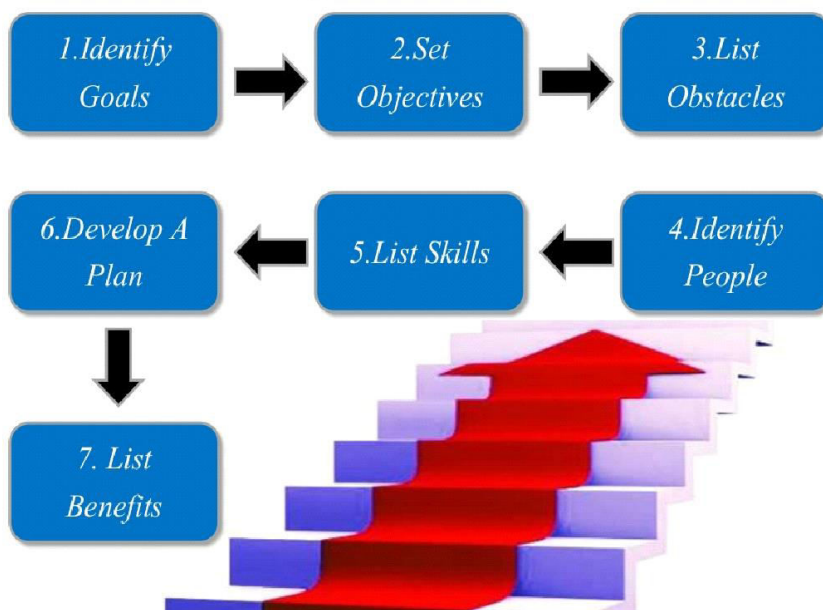
# smart goal

*Q-What is SMART goal ?*

*Ans.-*



## Steps to set goals





## conclusion

Goal setting is not just about identifying what you want to achieve but also how you will achieve it (process goals) and measure that achievement .

Beginners require very short term, easily achieved goals to boost their self-confidence whereas the experienced individual need more challenging yet realistic goals.

