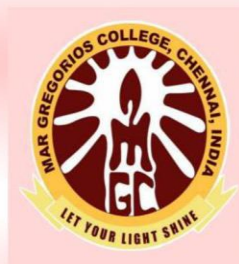


# **MAR GREGORIOS COLLEGE OF ARTS & SCIENCE**

**Block No.8, College Road, Mogappair West, Chennai – 37**

**Affiliated to the University of Madras  
Approved by the Government of Tamil Nadu  
An ISO 9001:2015 Certified Institution**



## **DEPARTMENT OF ENGLISH**

**SUBJECT NAME: SOFT SKILLS IV**

**SUBJECT CODE: TSSEH**

**SEMESTER: IV**

**PREPARED BY: PROF. K. PRABHU**

# **UNIT 1**

## **STRESS MANAGEMENT**

### **Nature of Stress**

Stress is a psychological condition and body discomfort. It is a common phenomenon associated with a feeling of emotional or physical tension. Every individual experiences stress at some time or the other. There are many factors that can cause stress. They range from physical illness to financial problems, to change of work, to disturbed relationships, to loss of dear one, to social situations, etc. Stress can kill the joy of learning and destroy a promising academic session.

### **Causes and symptoms of stress**

#### **Causes of stress are:**

- Being under lots of pressure.
- Facing big changes.
- Worrying about something.
- Not having much or any control over the outcome of a situation.
- Having responsibilities that you're finding overwhelming.
- Not having enough work, activities or change in your life.
- Times of uncertainty.

#### **Health problems caused by stress include:**

- Depression and anxiety
- Pain of any kind
- Sleep problems
- Autoimmune diseases
- Digestive problems
- Skin conditions, such as eczema
- Heart disease
- Weight problems
- Reproductive issues
- Thinking and memory problems

### **A wellness life style**

- A wellness lifestyle means a sound physical, emotional health improved

by adopting a healthy lifestyle.

- A greater ability to make decision, healthy concentration and incredible creativity.
- Health varies greatly with gender, income, age and origin.
- Optimal health includes high level mental, social, emotional, spiritual and physical wellness within the limits of one's heredity and personal ability.
- Wellness reflects how one feels about life as well as one's ability to function effectively.
- Many illnesses are manageable and have only limited effect on total health condition.

### **Symptoms of Stress:**

#### **Cognitive symptoms:**

- Memory problems
- Inability to concentrate
- Poor judgment
- Seeing only the negative
- Anxious or racing thoughts
- Constant worrying

#### **Emotional symptoms:**

- Depression or general unhappiness
- Anxiety and agitation
- Moodiness, irritability, or anger

- Feeling overwhelmed
- Loneliness and isolation
- Other mental or emotional health problems

### **Physical symptoms:**

- Aches and pains
- Diarrhea or constipation
- Nausea, dizziness
- Chest pain, rapid heart rate
- Frequent colds or flu

### **Behavioural symptoms:**

- Eating more or less
- Sleeping too much or too little
- Withdrawing from others
- Procrastinating or neglecting responsibilities
- Using alcohol, cigarettes, or drugs to relax
- Nervous habits (e.g. nail biting, pacing)

### **Emotional Distress:**

Emotional distress is a Mental suffering that arises from the effect or memory of a particular event, occurrence, pattern of events or condition. Emotional distress can usually be discerned from its symptoms (ex. Anxiety, depression, loss of ability to perform tasks, or physical illness).

### **Symptoms of Emotional Distress:**

- Depression or anxiety.
- Anger, irritability, or restlessness.
- Feeling overwhelmed, unmotivated, or unfocused.

- Trouble sleeping or sleeping too much.
- Racing thoughts or constant worry.
- Problems with your memory or concentration.
- Making bad decisions.

### **Cognitive Distress:**

When the brain determines there is a present danger or threat it stimulates the endocrine system which releases hormone in our body that allows us to defend ourselves.

### **Symptoms of cognitive stress:**

- Confusion.
- Poor motor coordination.
- Loss of short-term or long-term memory.
- Identity confusion.
- Impaired judgment.

### **Psychological distress:**

- Psychological distress can cause absent mindedness for daily activities, events and appointments.
- It can cause us to leave tasks incomplete or decrease our attention during a conversation or when reading.
- For example, anxiety and stress make it difficult to control our cognitive focus when processing information, impairing our ability to learn new things and retrieve old information.
- It can also be difficult to turn attention away from the source of that anxiety, making it hard to think about anything else.
- In other words, we have less control over the contents and direction of our thoughts. Similarly, depression can cause us to dwell on the negative aspects of our lives (called *ruminating*), again making it hard to think about other things.

### **Symptoms of Psychological distress:**

- Fatigue.
- Sadness.
- Anxiety.



- Avoidance of social situations.
- Fear.
- Anger.
- Moodiness.

### **Behavioural Distress:**

Not all behavioural changes are due to stress, but any sudden changes should be noted and examined, so that one can be sure of the cause. Stress can affect the behaviour in many different ways but the following need to be the most common behavioural symptoms of stress.

- Sleeping difficulties
- Lack of punctuality
- Absenteeism
- Withdrawal
- Exhaustion
- Addictive or excessive behaviour
- Unhealthy eating habits
- Risk-taking behaviour
- Accidents
- High turnover in the work place
- Suicidal talk or behaviour

### **Managing stress:**

People can learn to manage stress and lead happier, healthier lives. Here are some tips to help you keep stress at bay.

- Keep a positive attitude.
- Accept that there are events that you cannot control.
- Be assertive instead of aggressive. Assert your feelings, opinions, or beliefs instead of becoming angry, defensive, or passive.
- Learn and practice relaxation techniques; try meditation, yoga, or tai-chi for stress management.
- Exercise regularly. Your body can fight stress better when it is fit.
- Eat healthy, well-balanced meals.
- Learn to manage your time more effectively.
- Set limits appropriately and learn to say no to requests that would create excessive stress in your life.
- Make time for hobbies, interests, and relaxation.

- Get enough rest and sleep. Your body needs time to recover from stressful events.
- Don't rely on alcohol, drugs, or compulsive behaviours to reduce stress.
- Seek out social support. Spend enough time with those you enjoy.
- Seek treatment with a psychologist or other mental health professional trained in stress management or biofeedback techniques to learn healthy ways of dealing with the stress in your life.

### **How to relax:**

- Take few minutes to calm
- Take breathing and relaxation techniques
- Make time and place for relaxation
- Stick to the logical sequence and suggested order
- Recovery is the relaxation which leaves your muscle softened.

### **EXERCISE, NUTRITION, SLEEP**

- **Exercise.** Take a 15- to 30-minute brisk walk every day — or dance, jog, or bike if you prefer. People who are depressed may not feel much like being active. Once you get in the exercise habit, it won't take long to notice a difference in your mood.

In addition to getting aerobic exercise, some yoga poses can help relieve feelings of depression. Try downward-facing dog or legs-up-the-wall pose (you can find these poses on yoga websites). Two other aspects of yoga — breathing exercises and meditation — can also help people with depression feel better.

- **Nurture yourself with good nutrition.** Depression can affect appetite. One person may not feel like eating at all, but another might overeat. If depression has affected your eating, you'll need to be extra mindful of getting the right nourishment. Proper nutrition can influence a person's mood and energy. So eat plenty of fruits and vegetables and get regular meals (even if you don't feel hungry, try to eat something light, like a piece of fruit, to keep you going).
- **Identify troubles, but don't dwell on them.** Try to identify any situation that has contributed to your depression. Talking is a way to release the feelings and to receive some understanding. Once you air out these thoughts and feelings, turn your attention to something positive. Take action to solve problems. Ask for help if you need it. Feeling connected

to friends and family can help relieve depression. It may also help them feel there's something they can do instead of just watching you hurt.

- **Express yourself.** With depression, a person's creativity and sense of fun may seem blocked. Exercise your imagination (painting, drawing, doodling, sewing, writing, dancing, composing music, etc.) and you not only get those creative juices flowing, you also loosen up some positive emotions. Take time to play with a friend or a pet, or do something fun for yourself. Find something to laugh about — a funny movie, perhaps. Laughter helps lighten your mood.
- **Try to notice good things.** Depression affects a person's thoughts, making everything seem dismal, negative, and hopeless. If depression has you noticing only the negative, make an effort to notice the good things in life. Try to notice one thing, then try to think of one more. Consider your strengths, gifts, or blessings. Most of all, don't forget to be patient with yourself. Depression takes time to heal.

### **Benefits of Healthy Pleasures**

- Increased life span
- Lower rate of depression
- Lower levels of distress
- Better psychological and physical well-being.
- Reduced risk of death from cardiovascular disease.

### **Self-Talk & Stress**

- Self-talk is your internal dialogue. It's influenced by your subconscious mind, and it reveals your thoughts, beliefs, questions, and ideas.
- Self-talk can be both negative and positive. It can be encouraging, and it can be distressing. Much of your self-talk depends on your personality. If you're an optimist, your self-talk may be more hopeful and positive. The opposite is generally true if you tend to be a pessimist.
- Positive thinking and optimism can be effective stress management tools. Indeed, having a more positive outlook on life can provide you with some health benefits.

**Positive self-talk and a more optimistic outlook can have other health benefits, including:**



- increased vitality
- greater life satisfaction
- improved immune function
- reduced pain
- better cardiovascular health
- better physical well-being
- reduced risk for death
- less stress and distress

## **Relaxation Methods**

### **1. Meditate**

A few minutes of practice per day can help ease anxiety. It's simple. Sit up straight with both feet on the floor. Close your eyes. Focus your attention on reciting -- out loud or silently -- a positive mantra such as "I feel at peace" or "I love myself." Place one hand on your belly to sync the mantra with your breaths. Let any distracting thoughts float by like clouds.

### **2. Breathe Deeply**

Take a 5-minute break and focus on your breathing. Sit up straight, eyes closed, with a hand on your belly. Slowly inhale through your nose, feeling the breath start in your abdomen and work its way to the top of your head. Reverse the process as you exhale through your mouth.

### **3. Be Present**

Slow down. Take 5 minutes and focus on only one behaviour with awareness. Notice how the air feels on your face when you're walking and how your feet feel hitting the ground. Enjoy the texture and taste of each bite of food. When you spend time in the moment and focus on your senses, you should feel less tense.

### **4. Reach Out**

Your social network is one of your best tools for handling stress. Talk to others -- preferably face to face, or at least on the phone. Share what's going on. You can get a fresh perspective while keeping your connection strong.

### **5. Tune in to Your Body**

Mentally scan your body to get a sense of how stress affects it each day. Lie on your back, or sit with your feet on the floor. Start at your toes and work your way up to your scalp, noticing how your body feels.

## **6. Show some love**

Induce the relaxation response by cuddling your pet. Expert says social interaction helps your brain think better.

## **7. Take an attitude break**

Engage your mind in positive thinking envision anything that triggers a positive feeling. Positive emotion contributes relaxation and peace.

### **Breathing Techniques:**

- Proper breathing is essential sustaining life and cleaner inner body systems.
- By learning proper breathing techniques stressful situations may be handled better and overall mental and physical health will be improved.
- Oxygen plays a vital role in circulatory and respiratory systems.
- Breathing methods are useful to settle the body and the mind and induce heightened sense of awareness.
- Breathing methods can be helpful for reducing anger, anxiety, depression, fatigue, irritability, muscular tension and stress.
- Take time to relax, eyes closed, palm up and breathe freely.
- Best to breathe through your nose and keep the mouth closed.
- As you breathe your chest and abdomen should move together.
- Deep relaxing breathing is essential.
- Sighing and yawning are signs of lack of oxygen. A sigh releases a bit of tension.

### **Meditation Techniques:**

- Meditation offers time for relaxation and heightened awareness in a stressful world where our senses are often dulled.

- Research suggests that meditation has the potential for more than just temporary stress relief. Educators, spiritual leaders, and mental health experts have developed dozens of forms of meditation.
- The variety suggests there is a form of meditation to suit most people, regardless of personality or lifestyle.

### **Seven types of Meditation:**

1. Loving-kindness meditation
2. Body scan or progressive relaxation
3. Mindfulness meditation
4. Breath awareness meditation
5. Kundalini yoga
6. Zen meditation
7. Transcendental Meditation

### **Visualization Techniques:**

- Creative visualization is the basic technique underlying positive thinking.
- It is the technique of using one's imagination to visualize specific behaviour or events occurring in one's life.
- Visualization is simply mental rehearsal.
- Visualization is really quite simple. You sit in a comfortable position, close your eyes and imagine — in as vivid detail as you can — what you would be looking at if the dream you have were already realized. Imagine being inside of yourself, looking out through your eyes at the ideal result.
- Visualization techniques have been used by successful people to visualize their desired outcomes for ages.
- In fact, we all have this awesome power of visualizing, but most of us have never been taught to use it effectively.

- Elite athletes use it. The super-rich use it. And peak performers in all fields now use it. **That power is called visualization.**
- The daily practice of visualizing your dreams as already complete can rapidly accelerate your achievement of those dreams, goals, and ambitions.
- Using visualization techniques to **focus on your goals** and desires yields.

### **Four very important benefits:**

- **It activates your creative subconscious** which will start generating creative ideas to achieve your goal.
- **It programs your brain** to more readily perceive and recognize the resources you will need to achieve your dreams.
- **It activates the law of attraction**, thereby drawing into your life the people, resources, and circumstances you will need to achieve your goals.
- **It builds your internal motivation** to take the necessary actions to achieve your dreams.

### **Self-hypnosis:**

- Self-hypnosis or hypnotherapy can be a successful way of reducing stress and opening the mind to new ideas or thought processes, especially when dealing with problem behaviour such as certain addictions.
- Hypnotism has been accepted by conventional medicine as a way to treat a number of problems including: relieving stress and therefore high-blood pressure, migraines, sleep disorders and helping people to beat addictions, such as smoking.
- Furthermore, hypnosis and hypnotherapy can be used to help boost self-esteem and personal confidence as well as to overcome related problems, such as a fear of public speaking.
- Hypnosis is a process using a particular collection of tools and skills that:
  - Enable a person to move in and out of various states of consciousness.
  - Enable the user to guide awareness (the conscious mind).
  - Are used to enhance or diminish certain patterns of thinking, feeling, behaving, believing, or relating.
  - May affect the behaviour of the cells of the body, the emotional state, the thoughts and images in the mind, and the belief system.
  - Used properly, can facilitate healing and wholeness at every level of system.



## **Muscle Relaxation Technique:**

Muscle relaxation is a technique for learning to control the state of tension muscles. Muscle relaxation is effective against a number of ailments including ulcer, insomnia and hypertension.

**Practicing relaxation techniques can have many benefits, including:**

- Slowing heart rate.
- Lowering blood pressure.
- Slowing your breathing rate.
- Improving digestion.
- Maintaining normal blood sugar levels.
- Reducing activity of stress hormones.
- Increasing blood flow to major muscles.
- Reducing muscle tension and chronic pain.

## **Using social support:**

- A social support network is made up of friends, family and peers.
- Social support is different from a support group, which is generally a structured meeting run by a lay leader or mental health professional.
- Although both support groups and support networks can play an important role in times of stress, a social support network is something you can develop when you're not under stress.
- It provides the comfort of knowing that your friends are there for you if you need them.
- You don't need to formalize your support network.
- A coffee break with a friend at work, a quick chat with a neighbour, a phone call to your sibling, a visit to a house of worship or volunteer work are all ways to develop and foster lasting relationships with others.

## **Risks of isolation and benefits of social support**

Studies have demonstrated that social isolation and loneliness are associated with a greater risk of poor mental health and poor cardiovascular health, as well as other health problems. Other studies have shown the benefit of a network of social support, including the following:

- Improving the ability to cope with stressful situations
- Alleviating the effects of emotional distress
- Promoting lifelong good mental health
- Enhancing self-esteem
- Lowering cardiovascular risks, such as lowering blood pressure
- Promoting healthy lifestyle behaviours
- Encouraging adherence to a treatment plan

If you want to improve your mental health and your ability to combat stress, surround yourself with at least a few good friends and confidants.

**Here are some ideas for building your social network:**

- **Volunteer.** Pick a cause that's important to you and get involved. You're sure to meet others who share similar interests and values.
- **Join a gym or fitness group.** Incorporating physical fitness into your day is an important part of a healthy lifestyle. You can make friends while you exercise. Look at gyms in your area or check a local community centre.
- **Take a class.** A local college or community education course puts you in contact with others who share similar hobbies or pursuits.
- **Look online.** Social networking sites can help you stay connected with friends and family. Many good sites exist for people going through stressful times, such as chronic illness, loss of a loved one, a new baby, divorce and other life changes. Be sure to stick to reputable sites, and be cautious about arranging in-person meetings.

## EXERCISE

1. What are the causes and symptoms of stress?
2. Write about the symptoms of Emotional Distress?
3. What are the ways to manage stress?
4. What are the relaxation methods?
5. Write in detail about the Breathing Techniques?
6. What are the seven types of meditation?

## UNIT 2

### MAINTAINING TRUST

What is Trust?



- The relationship between trust and love is a close one.
- Trust means trusting yourself, your own judgments and trusting others.
- Trust is the foundation for any relationship. Without it, the relationship will be shaky and will eventually fail.
- Lack of trust is the main reason relationships fall apart.
- Trust gives reassurance
- Trust helps to heal hurts
- Trust helps overcome obstacles

### **Developing and maintaining trust:**

- Trust is the key strategy in bringing good and healthy relationships, among members of team, peers and customers.
- The interpersonal relationship in the past can greatly influence the readiness of people to trust.
- We have to understand the barriers to achieve trust.

### **Being trusting and trustworthy – benefits:**

- Trust is a fundamental cornerstone of successful relationships. It creates stability, transparency, and respect.
- It is a character trait that people value and look for in others.
- It is synonymous with integrity, being honourable, and fair.
- Being a trustworthy person doesn't just happen. It takes commitment, dedication, and a choice to living an honest life.
- To trust yourself and to be trusted by others, you have to be accountable in all areas of your life

### **Tips to help you become a trustworthy person:**

1. **Keep your commitment in word and deed.** If you say you are going to do something, do it. If you make plans with someone, be there. Seeing things through is the trademark of a trustworthy person.
2. **Be honest.** Even when the outcome will not be in your favour, tell the truth. This shows you have good character, which builds trust.
3. **Be transparent.** When you make a mistake, admit it. This shows that you are able to take responsibility for your actions without blaming others.
4. **Be on time.** When you are late, you are showing people that you don't value them or their time. You are also showing the that you have a hard time keeping your commitments.
5. **Keep confidences.** If someone has told you something, it is because they



trust you. Do not share this information with others. Guard the person's business carefully.

6. **Don't gossip.** Talking negatively about others behind their backs erodes trust. Remember if people gossip with you, they will gossip about you.
7. **Apologize.** If you have done something wrong, admit it quickly and ask what you can do to make it right.
8. **Be predictable.** Don't let your emotions get the best of you. Be the person who is steady in the room.
9. **Set the tone.** Your attitude will cause a ripple effect with others. Make sure that the ripple effect is positive.

### **Building Interpersonal Trust:**

**Interpersonal trust** is defined as the perception you have that other people will not do anything that will harm your interest; the individual is giving the willingness to accept vulnerability or risk based on expectations regarding another person's behaviour.

Three factors can be identified that make it difficult to build trust.

- In the first place, trust-building is an interactive process that involves (at least) two individuals learning about each other's trustworthiness.
- The second factor is that the underlying systems dynamics of both trust and distrust are based on positive feedbacks, reinforcing the initial behaviour. Trust is built up gradually and incrementally, reinforced by previous trusting behaviour and previous positive experiences.
- The third factor is that there is no absolute certainty that the trust will be honoured.

### **Re-establishing trust after it is broken**

Trust is an essential component of a strong relationship, but it doesn't happen quickly. And once it's broken, it's hard to rebuild.

- Consider the reason behind the betrayal
- Communicate
- Practise forgiveness
- Avoid dwelling on the past

### **Rebuilding trust when you've hurt someone**

- Consider why you did it. Before you embark on the process of rebuilding **trust**, you'll first want to check in with yourself to understand why you did it. ...
- Apologize sincerely. ...
- Give your partner time. ...
- Let their needs guide you. ...
- Commit to clear communication.

### **Trust and Friendship:**

#### **1. Trust**

Being able to have trust and confidence in your friend is one of the most important requirements of a strong relationship because true friendship means you are able to count on one another. Part of caring for a friend is honouring what they tell you, no matter the significance, with confidentiality and respect. A true friend should never laugh or mock, but listen with open ears and offer advice if asked.

#### **2. Equality**

Equality is another super important ingredient in healthy friendships that often gets overlooked when one friend seems to have more say than the other.

#### **3. Compassion**

Having compassion is when you are able to be empathetic and genuinely there for your friends on a daily basis and during times of need.

#### **4. Honesty**

Honesty is a requirement for a strong and successful friendship because, at the end of the day, people usually will be more hurt when the truth is concealed than by the truth itself, whatever it may be.

#### **5. Independence**

In successful friendships, it is always important to be independent of your friend and allow your friend to have their personal space as well. It is never

healthy to always need the company of your friend and their constant attention.

## **EXERCISE**

7. How to develop and maintain trust?
8. How to establish trust after its broken?
9. What are the tips to become a trustworthy person?

## **UNIT -3**

### **RESOLVING INTERPERSONAL CONFLICTS**

#### **Definition of interpersonal conflicts**

Interpersonal conflicts refer to any type of conflict involving two or more people. It is a result of human interaction.

#### **Reasons for interpersonal conflicts**

Interpersonal conflicts arise out of missing or incomplete information, environment, lack of people skills and value behaviours.

Every individual is unique and has different perception, opinions and approach for any situation. When people try to impose their opinion on others conflicts arise.

#### **Definition of conflicts of interest**

A conflict of interest is defined as a circumstance where an individual or entity is involved in more than one interest either financial or otherwise, where serving one interest will work against the other.

Example:

When a person works as a procurement manager in an organisation he is expected to procure material by following a transparent and fair process, but while choosing a vendor if he prefers to choose a friend or relative, he will compromise either on the quality or the price of the material. To avoid being in the situation the person should inform the management or refrain himself from the vendor selection process.

#### **Understanding conflicts of interest**

Below listed are examples to understand conflicts of interest

- A conflict of interest occurs when an individual or entity is involved in multiple interests.
- Corruption occurs where there is conflict of interest. By discovering and diffusing conflict of interest, it can be checked.
- In certain environment, public place their interest and confidence in someone to act in their best interest.
- When an individual or entity has the interest to represent another person as a corporate vehicle or a legal person for example notary public, trustee, Government officials, NGOs and politicians. A clash between professional responsibility and personal interest if the individual or entity tries to achieve a personal goal while performing the duty
- Hiring an under qualified friend or relative to provide services to your organisation's needs.

### Conflict strategies

Conflict is a serious disagreement between two or more individuals, individuals within a group or between two or more groups. This can happen in a family, a work place or any other formal or informal arrangement. It can range from a simple argument to usage of physical force. Conflict can happen between different ideas within the same person as well. We have also come across conflict between human and nature.

Example:

Conflict between two individuals over a piece of land, conflict between two groups over a weekend outing.

### Strategies to overcome conflicts

Conflict is a part of our life. Here are few conflict resolution strategies that can help you to manage it.

- In a work environment employees can be instructed to follow an acceptable behaviour (set rules).
- Choose a neutral location to resolve conflicts.
- Listen before taking an action and do not jump to conclusion.
- If you are angry keep away yourself from the situation and calm down.
- Avoid anger inducing action or words.



- Discuss the issues and not the person behind it.
- Communicate your observation without aggression and anger.
- Outcome should not be affected based on your position about the issue.
- Work towards a win-win situation based on common interest and agreement.
- Remember moving forward together is important
- Complement each other.
- Review post resolution situation and take feedback

### Negotiating to win

Negotiation is an interactive process between two or more negotiators or parties seeking to find common solution on issues of mutual interest, where the negotiators or parties seek to make a mutually agreeable solution that will be adhered by all.

For example, in business negotiation internal negotiation with co-workers are as challenging as external buyer-seller negotiation. Business negotiation mostly ends up by signing mutually agreed contracts for a specific period of time.

Negotiating is a part of living; we do it all the time. Negotiation is not a learning process. It is a process by which we overcome a conflict or a situation. There are number of rules regarding negotiation. If you understand the rules you can be a successful negotiator.

- Discuss the pros and cons of the issues.
- Identify and highlight the reason behind the position through observation.
- Use probing questions.
- Set standards that is independent of the issues.
- Put forth multiple options as resolutions.
- Have a time framed discussion.
- Come out with your best argument from the beginning of your discussion.
- Take a short break if required.
- Be courageous to start the conversation.
- Show interest in a conclusion.
- Backup your arguments with clear data.

### Negotiate to solve the problems

A good negotiator can even solve problem between two countries. Any problem persistent will spoil the relationship or environment. Hence solving a problem is very important to be successful.

- Focus on the outcome than personal position.
- Show resilience.
- Use analytical skills to solve a problem.
- Maintain a lateral mindset.
- Be flexible and adaptable.
- Come out with creative solutions.
- Understand everyone's interest.

### Steps for effective problem solving

Problem solving is a systematic approach of understanding the problem and developing number of solutions to it without being judgemental. It is the act of defining a problem; determining the cause of the problem; identifying,

prioritising, and selecting alternatives for a solution; and implementing a solution. In every situation of life, problems are inevitable. Problem should be solved at an early stage before they grow bigger and get impossible to solve. Problem solving involves decision making which will build your leadership capability. Success lies in understanding the steps to solve a problem effectively.

- Identify the problem.
- Identify the root cause of the problem.
- Take a bird's eye view on the problem.
- Take views or opinions from everyone involved in the problem.
- Perform analysis with the obtained information.
- Come out with hypothetical solutions and discuss their impact.
- Arrive at a best solution which is acceptable by everyone.
- Implement the solution.
- Monitor the outcome.
- Make changes if required.

## Steps of problem solving for students

### Formation and appreciation of problems:

The nature of the problem should be made clear to the students so that they can understand the actual solution for the problem.

### Collection of relevant data and information:

The student should be encouraged to collect data in a systematic manner. The teacher may guide them by adding supporting points.

### Organisation of data:

Once the data is collected the same should be drafted in an organised manner.

### Drawing of conclusion:

Once the data is organised group discussions and one to one conversation can be held after confirming that the complete information is available.

### Arriving at a solution:

Based on the available information and discussions multiple solutions can be arrived at. From that one best possible solution can be picked and implemented.

### Testing conclusion:

Once implemented the solution should be followed and verified for a specific time frame for its effectiveness.

## Ways to negotiate refusal skills

Negotiation is a kind of discussion used to resolve disputes and reach agreements between two or more parties. Generally, a negotiation results in a compromise where each party makes a concession for the benefit of everyone involved.

Negotiation skills are required to secure better agreements in our personal and professional lives.

Negotiating skills include skills like communication, planning, influencing, strategizing and other tools and techniques.

At times some solutions are not acceptable by everyone. Though this can be overcome if majority accepts, the success rate will be higher if we rightly identify and negotiate the refusals.

- Understand the reason for refusal.
- Ask for solutions.
- Maintain calmness and listen keenly.
- Analyse whether your solution already addresses the reason for the refusal.
- Beware of when and where to stop the discussion.
- Try to understand human psychology.
- Understand the level of refusal.
- Show empathy.
- Analyse the result of forcible implementation of identified solution.
- Agree to disagree if required.
- List down additional actionable if agreement is not reached.

### EXERCISE

1. What is nonverbal conflict?
2. How can opposition be confronted?
3. Use conflict strategies in role play.

## UNIT—4 APPLYING EMOTIONAL INTELLIGENCE

### Emotional intelligence and emotional competence

#### Emotional Intelligence:

Every human being is unique with different personalities, different needs and different ways of showing emotions. If we need to succeed in life we must understand emotional intelligence.

Emotional intelligence is the ability to identify, use, understand and manage emotions in positive ways to relieve from stress, communicate effectively, empathise with others, overcome challenges and defuse conflicts. In other words, it's a unique combination of social skills and competencies that influence our ability to handle our day-to-day life.

EI is crucial to communicate effectively with others, empathising with others, overcome challenges and defuse conflicts.

- Emotional intelligence impacts many different aspects of your daily life such as the way you behave and the way you interact with others.
- Emotional intelligence can help you navigate the social complexities of the work place, lead and motivate others and excel in your career.
- If you are unable to understand and manage your emotions you will be impacted by mood swings, leaving you feeling lonely and isolated.
- By understanding your emotions and the ways to control them you will be better able to express yourself and understand others feelings.
- This allows you to communicate more effectively and building stronger relationships both at work and in your personal life.

### Components of Emotional Intelligence

- Self-awareness: Self-awareness is defined as knowing oneself. People with high emotional intelligence usually possess high degree of self-awareness.
- Self-management: This is the ability to control emotions and impulse. People with better self-awareness will better manage themselves.
- Self-regulation: Self-regulation is the process where the person will not become angry or jealous and don not make impulsive and careless decisions.



- Social awareness: It is being aware of the emotions, needs and concerns of other people and recognises the power dynamics of being in a group.
- Empathy: It is the ability to identify and understand the wants, needs and the view points of the people around us. People with empathy are excellent at interpersonal relationship.
- Motivation: People who possess higher degree of emotional intelligence are highly self-motivated.

### Behavioural skills of Emotional Intelligence

This is the behaviour exhibited by people based on the level of intelligence they possess.

- People with high emotional intelligence usually possess high degree of self-awareness.
- They show empathy towards others.
- They are self-motivated and motivate others.
- They have control over their emotions and better fit to the situation.
- They are good at solving problems.

### Emotional Competence

Emotions are tools that we can use to improve or destroy our life and the lives of those around us.

Emotional competence is a learned capacity based on EI that results in outstanding performance in our life.

- Emotional competence refers to the essential social skills to recognise, interpret and respond constructively to emotions in yourself and others.
- Emotional competence determines how we handle our emotions.
- Emotional competence is a learned capacity based on emotional intelligence that results in outstanding performance at work.
- Emotional competence determines how we manage ourselves.

- Emotional competence matters more than actual intelligence for superior performance in jobs of all kinds.

### EXERCISE

Role model using a modelling / group exercise.

## UNIT –5

### ENHANCING SELF ESTEEM

Self esteem



The term self-esteem is used to describe a person's overall sense of self-worth or personal values. In other words, it is how much you appreciate and like yourself.

The word self-esteem is taken from the Latin word that means 'to estimate'. It is how you estimate yourself.

- Self-esteem refers to the way we see and think about ourselves.
- Self-esteem is a realistic respect for or favourable impression of oneself.
- Self-esteem is made up of all the experiences and interpersonal relationships you have had in our life.
- Self-esteem depends on the experiences faced by the person in the past.

### Self theory

- Self theory emphasises on the set of perceptions an individual has for oneself and the perceptions of the relationships one has with others and the other aspects of life.
- Self is the centre of an individual's personality. It is how a person perceives one's own existence.
- Everyone is unique and there are no two selves that are similar.
- Self is dynamic and changes with the health condition of a person.
- Coping up with the life and attaining full potential depends on the understanding of one's self.

## Johari window

Johari window is a technique created by Joseph Huft and Harrington Ingham in the United States in 1955. It is used to help people better understand their relationship with self and others.



## **The Johari Window Model**

Open or Arena: The first quadrant of the window is referred as Arena or Open. This represents what is known by the person about self and is also known by others.

Blind spot: The second quadrant of the window is called as Blind Spot. It represents what is unknown by the person about the self but which others know.

Hidden Area or Façade: The third quadrant of the window is called as Hidden area or Façade. This is what the person knows about self that others do not know.

Unknown : The fourth quadrant of the window is called as

Unknown. This is what is unknown by the person about self and is also unknown to others.

The relevance of Johari Window model is reflected on the effect of soft skills, behaviour, empathy, cooperation, inter group development and interpersonal development.

Johari Window model is used for understanding and providing training for self-awareness, individual development, communication, interpersonal relationships, team building and intergroup relationships.

### Characteristics of fully functioning individuals

According to a famous American psychologist, Carl Rogers, a fully functioning person is one who is in touch with their deepest and innermost feelings and desires.

- Fully functioning individuals understand their own emotions and place deep trust in their own instincts and urge.
- They show openness to new experience.
- They lack defensiveness.
- They possess the ability to interpret experiences accurately.
- They have flexible self concept and the ability to change through experience.
- They are open to feedback and are willing to make realistic changes.
- They live in harmony with other people.
- They have unconditional self-regard.

### Manifestation of high and low esteem

High self-esteem: The person loves themselves and accepts who they are.

- They know what they can do well and they know how they can improve.
- They are extraverts.



- They know their strengths and weaknesses and try to overcome their weaknesses.
- They acknowledge their mistakes and own responsibility for the mistakes.
- They are open to collaborate with others.

Low self-esteem: The person does not love oneself, does not accept who he / she is and does not value one's qualities.

- They are indecisive and make decisions only when they are sure that they will achieve a good result.
- They are scared of making mistakes.
- They are introverts.
- They miss to value their talents.
- They value low about their strengths
- They rely more on other people than themselves.

### Enhancing self-esteem

- Identify your weakness and try to overcome it.
- Identify strength and build upon it.
- Develop positive relationships and keep away from negative one.
- Take a break and retrospect.
- Be more assertive and learn to say no.
- Improve your physical health.
- Take up new challenges.
- Take one step at a time.

### Nurturance Technique

Nurturance is emotional and physical nourishment and care given to someone. It develops self-esteem and attachment to others.

- Take good care of yourself. Practicing good self-care is an essential part of this process.
- Get into the habit of doing special things to yourself
- Show real affection to everyone.
- Set realistic boundaries with others.
- Spend time in doing what you like.
- Develop listening habit and accept feedback.
- Believe in yourself.

**EXERCISE**

1. What are your strengths and weaknesses?
2. Managing your pig identity areas of self-criticism and dealing with negative messages.
3. Write about nurturing relationships.



