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III B.SC PSYCHOLOGY
SKILL BASED SUBJECT
21SPS6A-INTERPERSONAL SKILLS

UNIT-I
THE IMPORTANCE OF INTERPERSONAL SKILLS

Interpersonal relationship and personal competence-learning interpersonal skills- co operative learning and interpersonal competence.

UNIT-II
SELF DISCLOSURE

Meaning of self disclosure-Appropriateness of self disclosure-self disclosure and self awareness-Interpersonal effectiveness.

UNIT-III

EXPRESSION OF EMOTIONS:

Self awareness of one's feelings-Need for expressing feelings-Perception of another's feeling-Non verbal communication-Importance of making a verbal and non verbal message congruent.

UNIT -IV

DEVELOPING AND MAINTAINING TRUST

Definition of trust-Building interpersonal trust-Being trusting and trust worth-Trusting appropriately trusting as self fulfilling prophecy.

UNIT-V

BARRIERS TO INTERPERSONAL EFFECTIVENESS:

Managing anxiety and fear-Understanding shyness-Avoiding self blame-Taking risk-Tolerating failure-Persisting-Celebrating success

Reference:

David .W.Johnson,Reachingout-3rd edition 1986.

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UNIT-I

IMPORTANCE OF INTERPERSONAL SKILLS

Definition:

- **Interpersonal skills** are capabilities to effectively communicate, socialize, connect, and cooperate with people in life, whether it is an individual or a group.
- Interpersonal skills are the skills we use every day when we communicate and interact with other people, both individually and in groups.

FEW INTERPERSONAL SKILLS

Interpersonal skills are generally considered to include a wide range of skills, such as:

- Communication skills, which in turn covers:
- Verbal Communication – what we say and how we say it;
- Non-Verbal Communication – what we communicate without words, for example through body language, or tone of voice; and
- Listening Skills – how we interpret both the verbal and non-verbal messages sent by others.
- Emotional intelligence – being able to understand and manage your own and others' emotions.
- Team-working – being able to work with others in groups and teams, both formal and informal.
- Negotiation, persuasion and influencing skills – working with others to find a mutually agreeable (Win/Win) outcome.
- Conflict resolution and mediation – working with others to resolve interpersonal conflict and disagreements in a positive way.
- Problem solving and decision-making – working with others to identify, define and solve problems, which includes making decisions about the best course of action.

INTERPERSONAL RELATIONSHIP:

- A strong bond between two or more people refers to interpersonal relationship.
- Attraction between individuals brings them close to each other and eventually results in a strong interpersonal relationship.
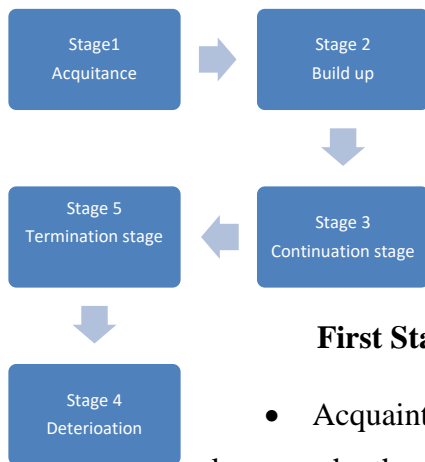
Forms of Interpersonal relationship

An interpersonal relationship can develop between any of the following:

- Individuals working together in the same organization.
- People working in the same team.
- Relationship between a man and a woman (Love, Marriage).

- Relationship with immediate family members and relatives.
- Relationship of a child with his parents.
- Relationship between friends.

Relationship can also develop in a group (Relationship of students with their teacher, relationship of a religious guru with his disciples and so on)

Stages in Interpersonal Relationships

Stage1
Acquitance

Stage 2
Build up

Stage 5
Termination stage

Stage 3
Continuation stage

Stage 4
Deterioation

Interpersonal relationship refers to a strong association between individuals sharing common interests and goals.A sense of trust, loyalty and commitment is essential in a relationship.

According to famous psychologist George Levinger, every **relationship goes through following five stages**.

First Stage – Acquaintance

- Acquaintance refers to knowing each other. To start relationship individuals need to know each other well.

- Two individuals might meet at some place and instantly hit it off.

Eg:Common friends, social gatherings

Second Stage – The Build up Stage

- This is the stage when the relationship actually grows. Individuals are no longer strangers and start trusting each other.

- Individuals with similar interests and backgrounds tend to gel with each other more close, being passionate and feeling for each other.

Third Stage – Continuation Stage

- This is the stage when relationship blossoms into lasting commitments. It is when people after knowing each other well decide to be in each other's company and tie the knot.

- Trust and transparency is essential here.

Fourth Stage – Deterioration

- Not all relationships pass through this stage.

- Lack of compatibility, trust, love and care often lead to misunderstandings and serious troubles in relationship.

- Individuals sometimes find it extremely difficult to adjust with each other and eventually decide to bring their relationship to an end.

Fifth Stage – The Termination Stage

- The fifth and the last stage is the end of a relationship.

- Relationship terminates due to any of the following reasons

  - ✓ Death of any one partner
  - ✓ Divorce
  - ✓ Separation

Types of interpersonal relationship:

The few types of interpersonal relationships are

- ❖ Friendship

- ❖ Love

- ❖ Platonic relationship

- ❖ Family relationship

- ❖ Professional relationship

Friendship
  - ✓ Friendship is a relationship where there are no formalities and individuals enjoy each other's presence.

  - ✓ Friendship can be between:

  - ▪ Man and a woman
  - ▪ Man and man
  - ▪ Woman and woman

Love

  - ✓ An interpersonal relationship characterized by passion, intimacy, trust and respect is called love.

.**Case – 1**:Marriage happens when two individuals in love decide to take their relationship to the next level.

Case – 2: Two individuals might love each other but decide not to get married. They are often called as boyfriend and girlfriend.

Case – 3:Individuals not getting along might decide to end the relationship for a better future.

Platonic Relationship

✓ A relationship between two individuals without any feelings or sexual desire for each other is called a platonic relationship.

✓ In such a relationship, a man and a woman are just friends and do not mix love with friendship.

✓ Platonic relationships might end in romantic relationship with both the partners developing mutual love and falling for each other.

Family Relationship

✓ Individuals related by blood or marriage are said to form a family.

Professional Relationship (Work Relationship)

✓ Individuals sharing a professional relationship are called colleagues. Colleagues may or may not like each other.

PERSONAL COMPETENCY

A **competency** is a set of **defined** behaviors that provide a structured guide enabling the identification, evaluation and development of the behaviors in individual employees.

Personal competence is made up of self-awareness and self-management.

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Attributes of self awareness:

Self-Awareness

➕ This is your ability to recognize your own emotions and their effects on your self and other people.

Self-Management

➕ Builds on your self-awareness, using your own self-control to ensure your emotions
to manage these emotions and motivate yourself.

Self-assessment involves honestly investigating and acknowledging your emotional strengths and weaknesses. Reflecting on your experiences and defining key actions required to address any shortfall could help you achieve this.

INTERPERSONAL RELATIONSHIP AND PERSONAL COMPETENCE

➕ Assessing skills and abilities and knowing personality traits and key behaviors of individuals increase the chances of choosing a team that has the potency to succeed.
➕ Personal competencies fall into broad category of intellectual, management, relationship and personal.

Competencies associated with interpersonal relationship:

According to Goleman, the competencies associated with interpersonal relationship management are:
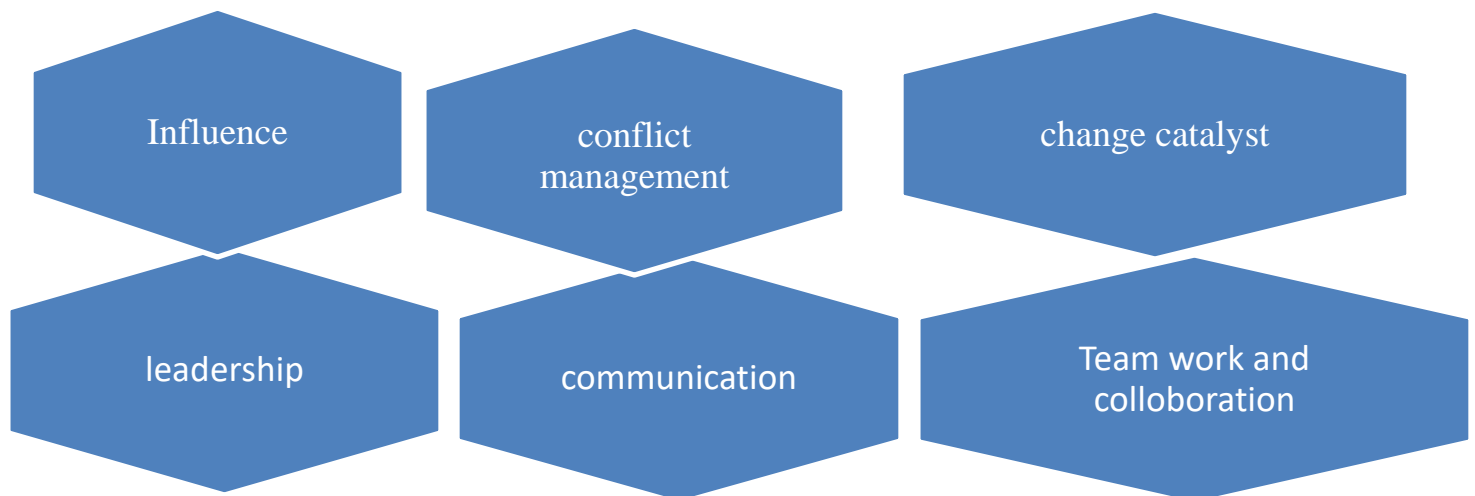
Influence -Your ability to build a consensus and win people's support by being able to focus on what is

important to others.

Leadership -be the person that others choose to follow.

Developing Others - by recognizing others' strengths and offering challenges to develop them.

Communication - plan your communications to ensure the right emotional tone is used.

Change Catalyst - be willing to question established ideals and initiate new ideas, recognizing when change is needed.

Conflict Management - realizing when a situation is heading towards conflict and taking quick and decisive action to resolve it.

Building Bonds - by cultivating an extensive network of colleagues, acquaintances, and friends that has mutual benefit.

Teamwork and Collaboration - defining your success criteria in such a way that everyone can make their own unique and valued contribution.

LEARNING INTERPERSONAL SKILLS

The following are the few ways to learn interpersonal skills

1. Identify areas for improvement

- The first step towards improving is to develop our knowledge of ourselves and our weaknesses.
- Seeking feedback from other people, because it is easy to develop 'blind spots' about ourselves. The self-assessment may give you an idea of which areas to develop first.
- It may, however, be worth starting with the basics, and moving on from there.

2. Focus on basic communication skills

- Communication is far more than the words that come out of your mouth.
- We should take the time to listen carefully to what they are saying, considering both their verbal and non-verbal communication.
- In verbal communication when we are talking, we should be aware of the words we use. Practice clarity and learn to seek feedback or clarification to ensure your message has been understood.
- Non-verbal communication actually plays a much bigger part than many of us are aware. Some experts suggest that around three-quarters of the 'message' is communicated by non-verbal signals such as body language, tone of voice, and the speed at which you speak.

3. Improve ourself to face communication barriers

- Once we are confident in our basic listening and verbal and non-verbal communication, we can move onto more advanced areas around communication, such as becoming more effective in how you speak, and understanding why you may be having communication problems.
- Problems with communication can arise for a number of reasons, such as:
- Physical barriers, for example, being unable to see or hear the speaker properly, or language difficulties;
- Emotional barriers, such as not wanting to hear what is being said, or engage with that topic; and
- There are also circumstances in which communication is more difficult:
- There tend to be two issues that make conversations more difficult: emotion, and change.

Develop and spread positive attitude

- Interpersonal skill is about relating to others, but it start with ourself. There will be improvement if we work on our personal skills.

Eg: Developing positive attitude within ourself to transfer the same to other persons.

- It is therefore important to learn to recognise, manage and reduce stress in ourself .
- Being able to remain assertive, without becoming either passive or aggressive, is also key to effective communication. There is more about this in our pages on Assertiveness.

Use and practise our interpersonal skills

- There are a number of situations in which we need to use interpersonal skills. Consciously putting ourself in those positions, and practising our skills, then reflecting on the outcomes, will help us to improve.

For example: Interpersonal skills are essential when working in groups.

- Interpersonal skills may also be particularly helpful if we have to negotiate, persuade and influence others.

Reflect on our experience and improve

- The final, but by no means least important, element in developing and learning our skills is to develop the habit of self-reflection.
- Taking time to think about previous conversations and other interpersonal interactions will enable us to learn from our mistakes and successes, and continue to develop.

Eg: keep a diary or learning journal and write in it each week.

Start taking responsibilities:

- The one of the most vital interpersonal skills is taking responsibility and accountability.
- The two interpersonal skills are very important for overall performance and productivity.
- If you have these two attributes, then you can do all the things with ease.

Don't Complain:

- To develop interpersonal skills, appreciate more and complain less.
- Thank your colleagues for whatever little help they render to you and smile often to them. People love to associate and discuss stuff with a cheerful person.

COOPERATIVE LEARNING AND INTERPERSONAL COMPETENCY

- ❖ **Cooperative learning** is an educational approach which aims to organize classroom activities into academic and social learning experiences.
- ❖ There is much more to cooperative learning than merely arranging students into groups, and it has been described as "structuring positive interdependence.

Elements of cooperative learning

1. **Positive Interdependence**:
   - This can be achieved through mutual goals, division of labor, dividing materials, roles, and by making part of each student's grade dependent on the performance of the rest of the group.
   - Group members must believe that each person's efforts benefit not only him- or herself, but all group members as well.

2. **Individual Accountability**:
   - The essence of individual accountability in cooperative learning is "students learn together, but perform alone."
   - A lesson's goals must be clear enough that students are able to measure whether

   (a) the group is successful in achieving them, and

   (b) individual members are successful in achieving them as well.

3. **Face-to-Face (Promotive) Interaction**:
   - Important cognitive activities and interpersonal dynamics only occur when students promote each other's learning.
   - This includes oral explanations of how to solve problems, discussing the nature of the concepts being learned, and connecting present learning with past knowledge.
   - It is through face-to-face, promotive interaction that members become personally committed to each other as well as to their mutual goals.

4. **Interpersonal and Small Group Social Skills**:

- In cooperative learning groups, students learn academic subject matter (taskwork) and also interpersonal and small group skills (teamwork).
- Thus, a group must know how to provide effective leadership, decision-making, trust-building, communication, and conflict management.

Group Processing:

- After completing their task, students must be given time and procedures for analyzing how well their learning groups are functioning and how well social skills are being employed.

Types of formal cooperative learning strategies include:

1. The jigsaw technique
2. Assignments that involve group problem-solving and decision making
3. Laboratory or experiment assignments
4. Peer review work (e.g. editing writing assignments).

Techniques of cooperative learning:

Think-pair-share

Originally developed by Frank T. Lyman (1981),[28] think-pair-share allows for students to contemplate a posed question or problem silently. The student may write down thoughts or simply just brainstorm in his or her head.

Jigsaw

Students are members of two groups: home group and expert group. In the heterogeneous home group, students are each assigned a different topic. Once a topic has been identified, students leave the home group and group with the other students with their assigned topic. In the new group, students learn the material together before returning to their home group. Once back in their home group, each student is accountable for teaching his or her assigned topic.[27]

Jigsaw II

Jigsaw II is Robert Slavin's (1980) variation of Jigsaw in which members of the home group are assigned the same material, but focus on separate portions of the material.

Reverse jigsaw

In the Reverse Jigsaw technique, students in the expert groups teach the whole class rather than return to their home groups to teach the content.

Inside-outside circle

This is a cooperative learning strategy in which students form two concentric circles and take turns on rotation to face new partners to answer or discuss the teacher's questions.

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Reciprocal teaching

Brown & Paliscar (1982) developed reciprocal teaching. It is a cooperative technique that allows for student pairs to participate in a dialogue about text. Partners take turns reading and asking questions of each other, receiving immediate feedback.

The Williams

Students collaborate to answer a big question that is the learning objective. Each group has differentiated questions that increase in cognitive ability to allow students to progress and meet the learning objective.

STAD (or Student-Teams-Achievement Divisions)

Students are placed in small groups (or teams). The class in its entirety is presented with a lesson and the students are subsequently tested. Individuals are graded on the team's performance.

Merits of cooperative learning

- ✓ Cooperative learning methods is effective for all ability levels
- ✓ Cooperative learning is effective for all ethnic groups
- ✓ Cooperative learning increases self-esteem and self-concept..
- ✓ Cooperative learning brings higher achievement and increased retention.
- ✓ Gives greater social support.

Demerits of cooperative learning:

- ✓ It is time consuming for new teachers.
- ✓ Requires adequate facilities and infrastructure.
- ✓ Can create confusion in the classroom.

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UNIT II

SELF DISCLOSURE

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Definition:

- ❖ **Self-disclosure** is a process of communication by which one person reveals information about himself or herself to another.
- ❖ The information can be descriptive or evaluative, and can include thoughts, feelings, aspirations, goals, failures, successes, fears, and dreams, as well as one's likes, dislikes, and favorites.

<u>**Types of Self-Disclosures**</u>

There are **four** different types of self-disclosures: deliberate, unavoidable, accidental and client initiated. Following are descriptions of these types.

deliberate	unavoidable	accidental	cilent deliberate

Deliberate

- ⇒ self-disclosure refers to therapists' intentional, verbal or non-verbal disclosure of personal information.
- ⇒ It applies to verbal and also to other deliberate actions, such a placing a certain family photo in the office.
- ⇒ There are two types of deliberate self-disclosures.
    - a) **self-revealing**
    - b) **self involving**
- ⇒ The first one is **self-revealing,** which is the disclosure of information by therapists about themselves.
- ⇒ The second type has been called **self-involving,** which involves therapists' personal reactions to clients and to occurrences that take place during

Unavoidable

- ⇒ self-disclosure might include an extremely wide range of possibilities, such as therapist's gender, age and physics.
- ⇒ It also covers disclosure through place of practice, tone of voice, pregnancy, foreign or any accent, stuttering, visible tattoos, obesity and many forms of disability.
- ⇒ Therapists reveal themselves also by their manner of dress, hairstyle, use of make-up, jewelry, perfume or aftershave, facial hair, wedding or engagement rings, or the wearing of a cross, star of David or any other symbol

Accidental

⇒ self-disclosure occurs when there are incidental (unplanned) encounters outside the office, spontaneous verbal or non-verbal reactions, or other planned and unplanned occurrences that happen to reveal therapists' personal information to their clients

Clients' deliberate actions

⇒ This is also potential sources that can reveal personal information about the therapists. Clients can initiate inquiries about their therapist by conducting a simple Web search
⇒ Such searches can reveal a wide range of professional and personal information, such as family history, criminal records, family tree, volunteer activity, community and recreational involvement, political affiliations and much more.
⇒ Therapists do not always have control over what is posted online about them, which means they may not have control or even knowledge of what clients may know about them.

Theories of Self-Disclosure:

The three major theories of self disclosure are

a) Social penetration

b) Social comparison

c) Johari window

Social penetration theory :

It states that as we get to know someone, we engage in a reciprocal process of self-disclosure that changes in breadth and depth and affects how a relationship develops.

Depth refers to how personal or sensitive the information is, and *breadth* refers to the range of topics discussed.

While certain circumstances can lead to a rapid increase in the depth and/or breadth of self-disclosure, the theory states that in most relationships people gradually penetrate through the layers of each other's personality like we peel the layers from an onion.

The theory also argues that people in a relationship balance needs that are sometimes in tension, which is a dialectic. Balancing a dialectic is like walking a tightrope. You have to lean to one side and eventually lean to

another side to keep yourself balanced and prevent falling. The constant back and forth allows you to stay balanced, even though you may not always be even, or standing straight up. One of the key dialectics that must be negotiated is the tension between openness and closedness.

Social comparison:

⇒ . Social comparison theory states that we evaluate ourselves based on how we compare with others. We may disclose information about our intellectual aptitude or athletic abilities to see how we relate to others. This type of comparison helps us decide whether we are superior or inferior to others in a particular area.

⇒ . By disclosing information about our beliefs and values, we can determine if they are the same as or different from others. Last, we may disclose fantasies or thoughts to another to determine whether they are acceptable or unacceptable.

Johari window:

⇒ The final theory of self-disclosure that we will discuss is the Johari window, which is named after its creators Joseph Luft and Harrington Ingham.

⇒ The Johari window can be applied to a variety of interpersonal interactions in order to help us understand what parts of ourselves are open, hidden, blind, and unknown.

⇒ To help understand the concept, think of a window with four panes..

Johari Window

⇒ The upper left pane contains *open information* that is known to us and to others. The amount of information that is openly known to others varies based on relational context. When you are with close friends, there is probably a lot of information already in the open pane, and when you are with close family, there is also probably a lot of information in the open pane.

⇒ The bottom left pane contains *hidden information* that is known to us but not to others. As we are getting to know someone, we engage in self-disclosure and move information from the "hidden" to the "open" pane. By doing this, we decrease the size of our hidden area and increase the size of our open area, which increases our shared reality..

⇒ The upper right pane contains information that is known to others but not to us. For example, we may be unaware of the fact that others see us as pushy or as a leader.we can see that people who have a disconnect between how they see themselves and how others see them may have more information in their *blind pane*.

⇒ The bottom right pane represents our *unknown area*, as it contains information not known to ourselves or others. To become more self-aware, we must solicit feedback from others to learn more about our blind pane.

Benefits of self disclosure:

✓ It is a way of gaining information about another person.
✓ To be able to predict the thoughts and actions of people .
✓ Self-disclosure is one way to learn about how another person thinks and feels.
✓ Mutual disclosure deepens trust and understanding in the relationships

Risk of self disclosure:

✓ One risk is that the person will not respond favorably.
✓ Another risk is that the other person will gain power in the relationship because of the information they possess.
✓ Finally, too much self-disclosure or self-disclosure that comes too early in a relationship can damage the relationship.

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Appropriate self disclosure:

Therapists often disagree on what amount of self-disclosure is appropriate. As with most aspects of counseling, there is no clear-cut appropriate or inappropriate ways of self disclosing.

If you do decide to self-disclose, here are some suggestions to make it appropriate::

- **Use "I" statements:**
  Make it clear to the client you are referring only to your own personal experience.
- **Be brief:**
  Say what you need to in the most concise manner possible, limiting the details of your disclosure to what is most likely to benefit the client.
- **Choose wisely:**
  Consider your client and the effect that your disclosure will have on them. For example, you probably don't want to self-disclose with client who has dependent personality disorder.
- **Practice:**
  The best way to build skills is to practice. We gave you some examples about WHAT not to disclose at work.
- **Build trust and cooperation:**
  Given the fact that you do want to build trust and cooperation at work, there are times when it's appropriate to share information about yourself. But you also have to determine WHEN it is okay to disclose.
- **Make sure it is reciprocal.**
  If you are disclosing personal information at a rate and level that the other person is not mirroring, slow down. You are likely making that person uncomfortable.
- **Increase the amount of information you disclose in relatively small increments** over time, as you get to know the other person and the relationship develops. Don't rush in and unburden yourself to people you barely know. Use a professional counselor or therapist for that. Don't expect your co-workers to oblige your need to bare your soul.
- **Be aware of your timing.**
  Don't share at inopportune or insensitive times, such as when the other person is busy with work or preoccupied with their own personal issues.
- **Make sure the risk you are taking by disclosing is reasonable:**
  If someone repeats what you say, and it could cost you your job or reputation, find another, safer outlet.

Self disclosure and self awareness:
Some people will be closed type and quite obsessed with their own self in contrast other people will have no self conscious and reveal everyting.
Thus the following are few points to keep in mind to act with self awareness in order to avoid falling in pitfalls.

1. Understand self-disclosure and its relationshipto personal relationships and the workplace.

Many people spend their lives unconsciously building walls around themselves to keep others from seeing them, but these walls also keep them from learning about themselves. The feeling of being complete may take

years to achieve. As an individual, you need to grow, develop, and be open to change. To develop a meaningful life, you must learn more about yourself and those around you.

2. Use the Johari Window as a tool for self-understanding.

Everyone has at least four areas of self-understanding. The Johari Window shows these with four *panes:* open, hidden, blind, and unknown. To understand what areas you need to develop within relationships, you need to examine all four panes.

3. Avoid the pitfalls that prevent self-disclosure.

Self-disclosure is the act of letting another person see your real thoughts, desires, and feelings. Often, people shrink from letting others know what they think and feel. The positive consequences of effective self-disclosure can outweigh fears of losing relationships with others, slowing down personal growth, wasting time and energy, or losing one's sense of identity.

4. Avoid overdisclosure and relying on assumptions about others.

When self-disclosing, make sure you avoid over disclosing or overwhelming your listener with too much, too soon. Differences including other cultures, ethnic groups, and genders should also be considered regarding the amount and level of acceptable self-disclosure. Also, avoid relying on your hunches about other people and their intentions.

5. Understand the five major levels of communication.

Of the five levels of communication, the highest level you can achieve most of the time is the gut level. The advantages of communicating on the gut level include improving relationships, growing toward maturity, and bringing out honesty in others.

6. Overcome the fear of self-disclosure.

The final barrier in your path is fear. You can feel the fear but should go ahead anyway. Dale Carnegie offers three suggestions for pressing forward even when the fear is present: Start with the worst possible scenario, prepare yourself to accept this worst possible outcome, and proceed with a plan.

INTERPERSONAL EFFECTIVENESS :

Interpersonal Effectiveness refers to the skills which help us to:

- Attend to relationships
- Balance priorities versus demands
- Balance the 'wants' and 'shoulds'
- Build a sense of mastery and self-respect

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Dialectical Behaviour Therapy or DBT, a mindfulness-based talking therapy, focuses on equipping you with tools which will help you to communicate in a healthy way and will empower you to assert what you need and want in a respectful manner.

Interpersonal effectiveness skills, as they are called, is one of the modules taught in DBT which encourages us to manage conversations thoughtfully, rather than react impulsively and let your emotions dictate the course of interactions.

Communicating clearly is one of the facets explored, but also the willingness to really listen to what the other person is saying and not hear only what you want to hear, as well as keeping your goals in mind and not accepting wrong compromises.

Those interpersonal effectiveness skills are divided into three main areas:

1. Objective effectiveness: Achieving the goal of the interaction
2. Relationship effectiveness: Achieving this goal without conflict
3. Self-respect effectiveness: Expressing your values and goals assertively but also with respect for the other party

DBT uses acronyms to help you memorise the characteristics of each skill.

Objective effectiveness

Successful communication depends on being clear about what your ideal result is, being specific about it and identifying the steps you need to take in order to get the result you want.

The acronym for this set of skills is DEAR MAN which represents the following skills**:**

D: Describe the issue you want to discuss in an objective way.

E: Express your feelings to the other party but stay in charge of your emotions.

A: Assert your desired outcome as well as what you don't want.

R: Reaffirm why your desired outcome matters to you.

M – (Stay) Mindful. Remember to listen proactively and objectively rather than getting distracted by your past.

A – Appear confident and maintain eye contact.

N – Negotiate. A bit of give and take makes the world go round, but keep your goals in mind.

Relationship effectiveness

Obviously, it isn't all about getting what you want at all cost, but reaching a solution in which both parties feel respected and valued. In all your discussions, you should weigh how important the relationship is to you, how you want your interlocutor to feel after your interaction and what you need to do to keep the relationship healthy.

The acronym for relationship effectiveness skills is GIVE and this module teaches the following skills**:**

G: (be) Gentle. Adopt a friendly manner and avoid being hostile or defensive so that the other person can express themselves freely and honestly.

I: (show) Interest in what the other person has to say and don't interrupt them.

V: Validate your interlocutor's feelings and position.

E: (keep things) Easy. Your goals are serious and important, but keep things light and open.

 Self-respect effectiveness

Being mindful of other people's rights and feelings is crucial to interpersonal effectiveness skills, but your rights and feelings are equally valid. It goes without saying that an inflexible attitude will rarely produce a happy outcome, but there is such a thing as wrong compromises. Let's take the example of a couple where one party wants to get married, and the other doesn't. This is one of those situations where there is no half-way solution for example.

Self-respect effectiveness skills teach you to think about how you want to feel about yourself after a specific interaction and what you have to do in order for it to happen.

The acronym for this last set of sills is FAST.

F: (be) Fair. You should aim for a mutually satisfying resolution, not imposing your views.

A: (no) Apologies. It takes two to tango, so only take responsibility for what is actually yours to be responsible for.

S: Stick to your guns. You should be willing to compromise to reach your goal, but don't bargain with your integrity.

T: (be) Truthful and don't make excuses or exaggerate.

UNIT III

EXPRESSION OF EMOTIONS

SELF AWARENESS:

- ❖ **Self Awareness** is having a clear perception of our personality, including strengths, weaknesses, thoughts, beliefs, motivation, and emotions.
- ❖ Self Awareness allows us to understand other people, how they perceive us, our attitude and our responses to them in the moment.

Importance of self awareness:

- ➢ **Self awareness** is the first step in creating what we want and mastering our life. Where we focus our attention, our emotions, reactions, personality and behavior determine where we go in life.
- ➢ Having self awareness allows us to see where our thoughts and emotions are taking us. It also allows us to take control of our emotions, behavior, and personality so we can make changes we want.
- ➢ Until we are aware in the moment of our thoughts, emotions, words, and behavior, we will have difficulty making changes in the direction of our life.

Developing self awareness:

- Accept the responsibility of changing responses and behaviors to external stimuli: people, situations, life
- Reflect on the outcome in each situation and contemplate your role
- Self-care (brain, body, brand)
- Develop high emotional intelligence
- Master your mind

Methods to become more self aware of one's feelings:

Meditate:

Yes, meditate. As most people know by now, meditation is the practice of improving our moment-by-moment awareness. Most forms of meditation begin with focusing on, and appreciating the simplicity of, inhaling and exhaling.

- But these don't need to be formal or ritualistic — greater clarity can also come from regular moments of pause and reflection. Speaking personally,to gain greater awareness by simply finding a few seconds to focus on my our breathing, often before sleep, and sometimes with one of the many apps available to help. During these meditations, we also ask ourself a set of questions, among them:
  - ✓ What am I trying to achieve?
  - ✓ What am I doing that is working?
  - ✓ What am I doing that is slowing me down?
  - ✓ What can I do to change?

Write down your key plans and priorities.

One of the best ways to increase self-awareness is to write down what we want to do and track our progress.

Take psychometric tests.

- A simple "entrepreneurial aptitude test" in order to understand which traits readers were most likely to be biased in business-building and in life. Among the best known of these tests are Myers-Briggs and Predictive Index, but all are aimed as serving as a data point towards greater self-awareness.
- A common design point with all of them is that there are no particular right or wrong answers. Instead, they are designed to compel respondents to consider a set of traits or characteristics that most accurately describe them relative to other people.
- In our own version, (which can be taken at www.hsgl.com, and is free) we ask people to consider forced choices in paired question sets – e.g. *Is your success best described by analytics or instincts? Are you more driven by passion or by action?* Reflecting on forced trade-off questions such as these help test-takers better understand their own true characters.

Ask trusted friends.

- None of us is altogether aware of how we come across to others. We have to rely on the feedback of our peers, friends, and mentors.Make your friend or colleague feel safe to give you an informal, but direct and honest view.
- This can mean saying something like, "Look, I am actually asking you as a friend, please just be straight with me on this matter. Okay?"

Get regular feedback at work.

- In addition to informally and periodically asking friends and family, use the formal processes and mechanisms at your workplaceProvided it is done well, constructive, formalized feedback allows us to better see our own strengths and weaknesses
- The keys to effective formal feedback is to a) have a process, and b) have an effective manager of it. The latter either requires really good internal HR people, or bringing in outside facilitators and consultants
- . Once the feedback process is completed, it is important all involved to reflect on it by writing down their top takeaways. Note both any surprising strengths and any weaknesses or blind spots.
- In the end, we all want self-awareness. Without it, one can never fully lead effectively. Building self-awareness is a life-long effort. You're never "done." But these five pragmatic practices will help you move faster and further along the way.

Benefits of self awareness:

- ✓ Become more at peace with yourself
- ✓ Decision making is simplified**.**
- ✓ Become better able to communicate with clarity.
- ✓ Clear purpose and direction.

- ✓ An enriched life experience.
- ✓ Reduction of guilt and regrets.
- ✓ Improve relationships.

NEED FOR EXPRESSING FEELINGS:

Sharing your emotions helps release any anxiety you may be having. It can also help improve communication between people.

- ➢ It helps our people to understand and connect to us way better than keeping things to ourself.
- ➢ It let us to see things in another perspective.
- ➢ It gives us sense of mutual sharing and enhances life experience.
- ➢ It provide us more organized life and psychological relief.
- ➢ It reduces needless stress and anxiety.
- ➢ It let us to feel part of te world and we are not alone.
- ➢ Expressing our feelings have greater impact on interpersonal relationship.
- ➢ Being expressive free our mind and give us a clear picture of life.
- ➢ It provides good decision making skill and problem solving ability.
- ➢ It removes depression and develops compassion and kindness.

PERCEPTION OF OTHERS FEELINGS:

Empathy is the experience of understanding another person's condition from their perspective. We place ourselves in their shoes and feel what they are feeling.

Elements of Empathy

Daniel Goleman identified five key elements of empathy

1. Understanding Others

This is perhaps what most people understand by 'empathy': in Goleman's words, "sensing others' feelings and perspectives, and taking an active interest in their concerns". Those who do this:

- ✓ Tune into emotional cues. They listen well, and also pay attention to non-verbal communication, picking up subtle cues almost subconsciously.
- ✓ Show sensitivity, and understand others' perspectives.
- ✓ Are able to help other people based on their understanding of those people's needs and feelings.

2. Developing Others

Developing others means acting on their needs and concerns, and helping them to develop to their full potential. People with skills in this area usually:

- ✓ Reward and praise people for their strengths and accomplishments, and

✓ provide constructive feedback designed to focus on how to improve
✓ Provide mentoring and coaching to help others to develop to their full potential. Provide stretching assignments that will help their teams to develop.

3. Having a Service Orientation

- Primarily aimed at work situations, having a service orientation means putting the needs of customers first and looking for ways to improve their satisfaction and loyalty.
- In this way, they can become a 'trusted advisor' to customers, developing a long-term relationship between customer and organisation. This can happen in any industry, and any situation.

4. Leveraging Diversity

- Leveraging diversity means being able to create and develop opportunities through different kinds of people, recognising and celebrating that we all bring something different to the table.
- Leveraging diversity does not mean that you treat everyone in exactly the same way, but that you tailor the way you interact with others to fit with their needs and feelings.
- People with this skill respect and relate well to everyone, regardless of their background.

5. Political Awareness

'political' means sensing and responding to a group's emotional undercurrents and power relationships.

Three Types of Empathy

Psychologists have identified three types of empathy:

Cognitive empathy is understanding someone's thoughts and emotions, in a very rational, rather than emotional sense.

Emotional empathy is also known as emotional contagion, and is 'catching' someone else's feelings, so that you literally feel them too.

Compassionate empathy is understanding someone's feelings, and taking appropriate action to help.

Benefits of having perception about one's feeling:

➢ Empathy is a tool to reach beyond right and wrong
➢ Empathy helps to build trust
➢ Empathy is the foundation of morality
➢ Feel Deeper Intimacy
➢ Empathy is the key to collaboration

- ➢ Feel authenticity
- ➢ Enables us to care for one another
- ➢ Empathy is a path toward consciousness
- ➢ is a main factor in the acquisition of knowledge about others
- ➢ Feel healing
- ➢ Feel Acceptance
- ➢ Is a key in the practice of fostering learning in others
- ➢ Empathy maintains social cohesiveness
- ➢ Empathy is a foundation for personal growth

NON VERBAL COMMUNICATION

Communication without the use of spoken language.**Nonverbal communication** includes gestures, facial expressions, and body positions (known collectively as "body language"), as well as unspoken understandings and presuppositions, and cultural and environmental conditions that may affect any encounter between people.

Five effects of non verbal communication:

Repetition
Non-verbal signs are important as it puts more emphasis and reinforcement to the things being said.
Contradiction
Non-verbal signals can be contradictory to what is being said. At those times, non-verbal signals are true mostly. *For instance, when you ask someone and he/she says that they are fine but are crying or having sad expressions.*
Substitution
Many times, non-verbal communication take place instead. Sometimes silence also communicates better than words and it is contextual.

Complementing
Non-verbal communication mostly works complimentary to verbal signals. *For example, people in pain say that they are in pain whereas their expressions and gestures also say the same thing.*
Accenting
Non-verbal cues can act as a way to emphasize certain points in a conversation. If you want to point or underline a specific part of message, then you use some signs which show that you mean it. *For example, you can pound a fist on table to show it is said with power or anger.*

Types of non verbal communication:

1.Facial expression

Facial expressions are responsible for a huge proportion of nonverbal communication. Consider how much information can be conveyed with a smile or a frown. The look on a person's face is often the first thing we see, even before we hear what they have to say.

While nonverbal communication and behavior can vary dramatically between cultures, the facial expressions for happiness, sadness, anger, and fear are similar throughout the world.

2. Gestures

Deliberate movements and signals are an important way to communicate meaning without words. Common gestures include waving, pointing, and using fingers to indicate numeric amounts. Other gestures are arbitrary and related to culture.

An attorney might glance at his watch to suggest that the opposing lawyer's argument is tedious or might even roll his eyes at the testimony offered by a witness in an attempt to undermine his or her credibility

3. Paralinguistics

Paralinguistics refers to vocal communication that is separate from actual language. This includes factors such as tone of voice, loudness, inflection, and pitch. Consider the powerful effect that tone of voice can have on the meaning of a sentence.

When said in a strong tone of voice, listeners might interpret approval and enthusiasm. The same words said in a hesitant tone of voice might convey disapproval and a lack of interest.

4. Body Language and Posture

Posture and movement can also convey a great deal on information.The over-interpretation of defensive postures, arm-crossing, and leg-crossing, especially after publishing Julius Fast's book *Body Language*. While these nonverbal behaviors can indicate feelings and attitudes, research suggests that body language is far more subtle and less definitive than previously believed.

5. Proxemics

People often refer to their need for "personal space," which is also an important type of nonverbal communication. The amount of distance we need and the amount of space we perceive as belonging to us is influenced by a number of factors including social norms, cultural expectations, situational factors, personality characteristics, and level of familiarity. For example, the amount of personal space needed when having a casual conversation with another person usually varies between 18 inches to four feet. On the other hand, the personal distance needed when speaking to a crowd of people is around 10 to 12 feet.

6. Eye Gaze

The eyes play an important role in nonverbal communication and such things as looking, staring and blinking are important nonverbal behaviors. When people encounter people or things that they like, the rate of blinking increases and pupils dilate. Looking at another person can indicate a range of emotions including hostility, interest, and attraction.

People also utilize eye gaze a means to determine if someone is being honest. Normal, steady eye contact is often taken as a sign that a person is telling the truth and is trustworthy. Shifty eyes and an inability to maintain eye contact, on the other hand, is frequently seen as an indicator that someone is lying or being deceptive.

7. Haptics

Communicating through touch is another important nonverbal behavior. There has been a substantial amount of research on the importance of touch in infancy and early childhood.

8. Appearance

Our choice of color, clothing, hairstyles, and other factors affecting appearance are also considered a means of nonverbal communication. Research on color psychologyhas demonstrated that different colors can evoke different moods.

Eg:While thinness tends to be valued in Western cultures, some African cultures relate full-figured bodies to better health, wealth, and social status.

9. Artifacts

Objects and images are also tools that can be used to communicate nonverbally. On an online forum, for example, you might select an avatar to represent your identity online and to communicate information about who you are and the things you like.

Merits of non verbal communication

- ✓ Help to illiterate people.
- ✓ Attractive presentation.
- ✓ Reducing wastage of time.
- ✓ Quick expression of message.

Demerits of non verbal communication:

- ✓ Vague and imprecise:
- ✓ Long conversations are not possible.
- ✓ Difficult to understand.

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- ✓ Not everybody prefers.
- ✓ Lack of formality:
- ✓ Distortion of information.

IMPORTANCE OF MAKING VERBAL AND NON VERBAL MESSAGE CONGRUENT

- ❖ Congruence refers to the relationship between the verbal and nonverbal components of a message.
- ❖ Communication is congruent if both channels agree.
- ❖ It is incongruent if they send conflicting messages such as when a person shakes his head from side to side and says, "Yes." Nonverbal cues are more accurate than verbal messages - especially regarding attitude and intent.
- ✓ It's important that people are taught the importance of congruence in their verbal and non-verbal communication. Conflicting Verbal and nonverbal messages within the same interaction can send conflicting messages. For example a person verbally expressing a sad message while at the same time smiling may convey a mixed message to the receiver in the interaction.
- ✓ Conflicting messages may occur for a variety of reasons often stemming from feelings of uncertainty, ambivalence, or frustration. When mixed messages occur, nonverbal communication becomes the primary tool that people use to attain additional information to clarify the situation.♣
- ✓ Complementing---Accurate interpretation of messages is made easier when nonverbal and verbal communication complement each other.

UNIT IV

DEVELOPING AND MAINTAINING TRUST

Definition:

- ❖ Trust is firm belief in the reliability, truth, or ability of someone or something.
- ❖ Trust is to believe that someone is good and honest and will not harm you, or that something is safe and reliable:

Building interpersonal trust:

- ❖ "Trust is an individual's belief in, and willingness to act on the basis of, the words, actions, and decisions of another."

- ❖ Trust is a **positive expectation** that another will not-through words,actions,or decisions-act **opportunistically**.

- ❖ Trust is a major brick in the foundation of interpersonal relationships,whether it is between parents and children,friends or lovers.

- ❖ It is just as easy to build trust as it is to break it down on a daily basis.
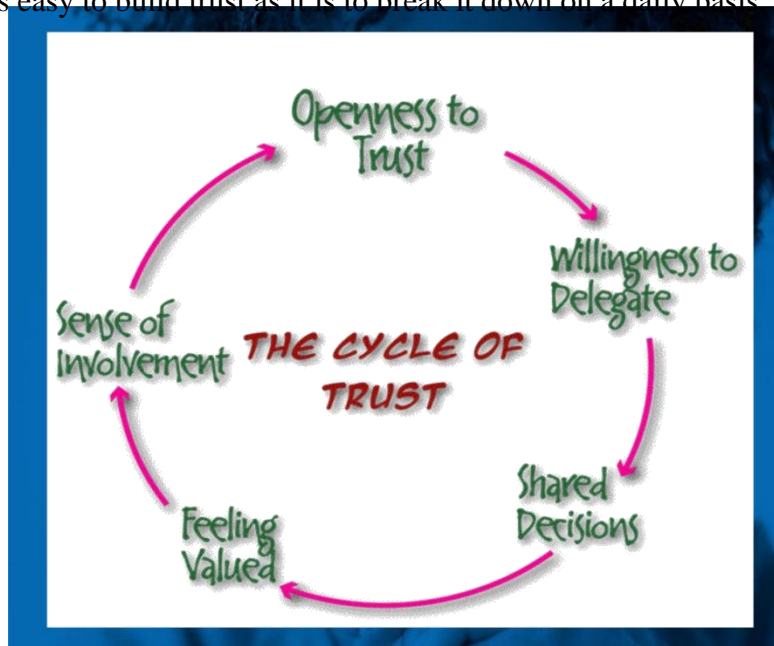
Here are 7 steps to build Trust:

STEP 1) Envision Trust

- Clarify exactly what we want.

- Get motivated with a clear picture of the value of building trust.

- Affirm what it will take to create trust. Start with the end in mind.

STEP 2) Listen Fully

- Allow ourself to listen completely to others.

- Listening leads to understanding which causes trust.

- Use what we hear to adjust your trust-building activities.

- Keep opening ourself and listening.

STEP 3) Open Yourself

- Discover what it takes for us to be open with others in your workplace.

- Build inner compassion for those who fear or dislike.

Reveal more of ourself and model the openness we desire from others.

STEP 4) Appreciate Others

- Appreciate others effectively such that we encourage desired behaviours and strengthen mutual trust.

- Notice the enormous impact of appreciation.

STEP 5) Be Reliable and Consistent

- Upgrade our reliability and consistency to sustain high trust levels.

- Raise our awareness of our behaviours that threaten trust.

- Learn valuable techniques for reducing our own unintended breaking of trust.

STEP 6) Converse Frankly

- Plan and carry out constructive conversations with key people with whom we are building trust.

- Build stronger foundations of trust.

- Mend past misunderstandings.

- Engage in building trust.

STEP 7) Notice the Difference

- Become aware of the subtle and the obvious changes we have created throughout the course.

- Celebrate your success! Thank yourself.

- Be grateful for the challenges and the support we received.

- Commit to continuing to build trust.

Practical Implications for Rebuilding Trust

However, we stress that rebuilding trust is a process, not an event through the following ways.

- Take immediate action after the violation.

- Provide an apology & give a thorough account of
  what happened.
- Provide restitution/penance.

- Restate and renegotiate expectations

- for the future, and be trustworthy in future
  interactions .

Being trusting and trustworthy:

Be of good character:
- It's nice to mean well, it's far better to show people that you're a person who is reliable, tries their best at all times and thinks clearly.
- On the other hand, good character lets other people know that you have traits they can always rely upon.

Be reliable and keep your word:
- When you say that you will do something for someone, then do it.
- People rely on a promise and seeing it through is the hallmark of a trustworthy person.

Eg:Arrive when you say you will. Depart when you said you would.

Don't break your promise:
- If you have problems keeping it, talk to the person about the circumstances but with a view to fulfilling what you can of the promise.

- Don't simply fail to do it or slink away if it's not doable

Be honest:
- Be honest in everything you do. Honesty is the keystone to people knowing where they stand with you.

- Honesty includes having good manners though; when being frank, at least be polite.

> For example: Your least favorite coworker has spinach stuck in his teeth after a work function. Do you tell him?
>
> Of course you do. He deserves to know that.

Be compassionate, kind and considerate:

- These traits feed into trustworthiness because they let people know that you give people the time of day and that you're willing to give second chances.
- Compassion must be felt from within and learned through experience by standing in other people's shoes, seeing things from their perspective.
- Practice looking at things from the other person's perspective until it feels second nature

Keep confidences and secrets:

- People tell you things in confidence because they trust you. That is a bond to never be broken.

Make good friends:
- Befriend the gossiping types other than to say hello to them as you pass by.
- Instead, find people of good character, who are also aiming to be trustworthy, caring and strong, just like you
- Quality over quantity applies to friendships as much as anything else in life

Be resourceful.

- Trusted people are always learning and growing.

- They know ways to help inspire and support others—and they give and share those resources.

- **Be available always.**

- They are *there* for people, available to others to support them always. They go out of their way to make time for others

.**Benefits of being trustworthy:**

- ✓ Improves your well-being/flourishing.
- ✓ Strengthens your relationships.
- ✓ Strengthens your leadership.
- ✓ Sharpens your self-awareness.
- ✓ Strengthens your resolve in times of doubt.
- ✓ Broadens your mind.
- ✓ Increases your "appropriateness transparency."

- ✓ Aligns your behaviors with your values.
- ✓ Increases your comfort in recognizing your weaknesses
- ✓ Keeps your ego in check

Trust: The Self-Fulfilling Prophecy

- ❖ A self-fulfilling prophecy is a prediction that directly or indirectly causes itself to become true, by the very terms of the prophecy itself, due to <u>positive feedback</u> between belief and behavior.
- ❖ Positive or negative expectations about circumstances, events, or **people** that may affect a persons behavior toward them in a manner that he or she (unknowingly) creates situations in which those expectations are fulfilled.
- ❖ In other words, causing **something** to happen by believing it **will** come true

Example 1:
*An employer sees a **new** employee and automatically expects him to be disloyal. The employer then treats the employee in a way to elicit the very response he concluded.*

Trust and distrust are self fulfilling prophecies:

- Trusting more or less is a self fulfilling prophecy.

- If we trust, we look for confirmation that our trust is well placed – and thus trust more.

- If we do not trust, or distrust, we look for confirmation and distrust more.

- People who trust you more have a far more positive attitude and willingly work with you through challenges and are far more forgiving of your mistakes.
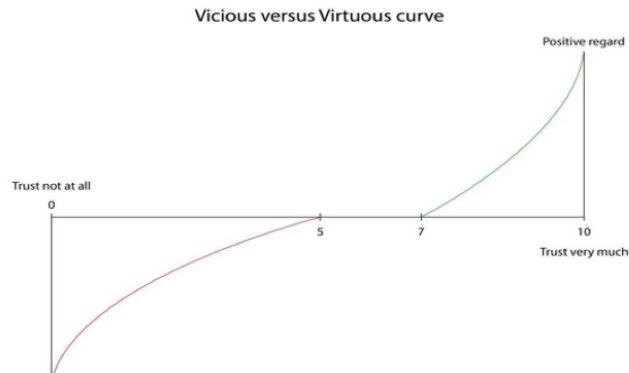
Trust within a company is the grease that keeps the wheels turning:

- It is a company's most valuable asset.
- Without it, you may get results, the company functions, but everything is laborious.
- Inspired work requires mutual trust.
- Onus is on management to initiate and sustain empathetic trusting relationships with employees, customers, sales prospects, suppliers and the community at large.

Trust is a circle:

- Challenge your relationships to rise to your expectations. Lead by example.
- The excitement of believing in your connections is spontaneously combustible!
- There will be a few relationships that will disappoint but the power of the positive far outweighs the poisonous effect of expecting the worst.
- Use the power of the self-fulfilling prophecy to your advantage. Give people the chance to live up to your expectations.

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UNIT V

BARRIERS TO INTERPERSONAL EFFECTIVENESS

Managing anxiety and fear:

The word 'anxiety' tends to be used to describe worry, or when fear is nagging and persists over time.

It is used when the fear is about something in the future rather than what is happening right now.

Symptoms of fear and anxiety:

- ❖ Heart beats very fast – maybe it feels irregular
- ❖ Breathe very fast
- ❖ Muscles feel weak
- ❖ Person sweat a lot
- ❖ Person's stomach churns or your bowels feel loose
- ❖ Unable to concentrate on anything else
- ❖ Person feel dizzy
- ❖ Unable to eat
- ❖ Person get a dry mouth

These things occur because our body, sensing fear, is preparing us for an emergency, so it makes our blood flow to the muscles, increases blood sugar, and gives us the mental ability to focus on the thing that our body perceives as a threat.

Ways to manage fear and anxiety:

Face the fear :

- ⇒ If we always avoid situations that scare us, we might stop doing things that we want or need to do.
- ⇒ We won't be able to test out whether the situation is always as bad as you expect, so we miss the chance to work out how to manage our fears and reduce our anxiety.
- ⇒ Exposing ourself to our fears can be an effective way of overcoming this anxiety.

Maintain an anxiety diary:

- ⇒ Try to learn more about our fear or anxiety. Keep an anxiety diary or thought record to note down when it happens and what happens.
- ⇒ we can try setting yourself small, achievable goals for facing our fears.

⇒ We could carry with us a list of things that help at times when we are likely to be become frightened or anxious.

⇒ This can be an effective way of addressing the underlying beliefs that are behind your anxiety.

Exercise

⇒ Increase the amount of exercise we do.

⇒ Exercise requires some concentration, and this can take your mind off your fear and anxiety.

Relax

⇒ Learning relaxation techniques can help us with the mental and physical feelings of fear.

⇒ Or imagine ourself in a relaxing place.

⇒ We could also try learning things like yoga, meditation, massage, or listen to soothing songs.

Healthy eating

⇒ Eat lots of fruit and vegetables, and try to avoid too much sugar.

⇒ Resulting dips in our blood sugar can give us anxious feelings.

⇒ Try to avoid drinking too much tea and coffee, as caffeine can increase anxiety levels.

Avoid alcohol, or drink in moderation

⇒ It's very common for people to drink when they feel nervous.

⇒ Some people call alcohol 'Dutch courage', but the after-effects of alcohol can make you feel even more afraid or anxious.

Faith/spirituality

⇒ If we are religious or spiritual, this can give us a way of feeling connected to something bigger than ourself.

⇒ Faith can provide a way of coping with everyday stress, and attending church and other faith groups can connect us with a valuable support network.

Talking therapies

Talking therapies, like counselling or Cognitive Behavioural Therapy, are very effective for people with anxiety problems.

Support groups

⇒ We can learn a lot about managing anxiety from asking other people who have experienced it.

$\Rightarrow$ Local support groups or self-help groups bring together people with similar experiences so that they can hear each other's stories, share tips and encourage each other to try out new ways to manage themselves.

Understanding shyness:

Shyness is the tendency to feel awkward, worried or tense during social encounters, especially with unfamiliar people.

Symptoms and roots of shyness:

The following are the symptoms of shyness

When people feel shy, they experience a whole host of physiological and psychological symptoms.

Their pulse races; their hands get clammy;

they feel really hot.

They may get silent or start talking super fast because of nerves.

On top of that, they get sucked into a self-focused, negative thought pattern.

Situation shyness:

- Not only introverts,sometimes even the extroverts get shyness.

Eg: when they meet their adorable idol or celebrity they will get nerves.

- "Situational shyness" and it affects most people from time to time throughout their lives.
- If we have no problem socializing in most instances, but get super nervous when calling someone on the phone, that's a form of situational shyness too.

Causes of shyness:

While the symptoms of shyness may be rooted in our primeval past, what causes one individual to be shyer than another?

- Shyness or social anxiety is caused by a whole host of biological, environmental, and cognitive factors.
- Upbringing from childhood.
- genetically inherited, and some temperaments are more prone to shyness than others.
- Neurological differences play a role as well
- Environmental factors like relationship with their parents and their childhood experience.
- lack of opportunities for socializing.

➢ The biggest factor of all that causes shyness — whether it's from time to time or chronically — is the way we think, specifically the faulty beliefs, errant assumptions, and negative cognitive biases we use to frame our social interactions.

Ways to overcome shyness:

Here are a four ways to increase your own social fitness:

Act confidently.
- Confidence comes through action, learning, practice, and mastery.
- Feeling anxious is not the problem; avoiding social interactions is the problem. Eliminate avoidance will help us to overcome our anxiety.

Engage.
- This means participating in small talk in the checkout line and talking to strangers at bars, stores, sporting events, and the gym.

Try new things, even if they make you anxious.
- Join a club, a sports team, or aerobic class. Pick up a new project, take on a difficult task at work, or learn a new skill. Do something to get out of our comfort zone.
- Part of overcoming shyness is about developing confidence in several areas of our life and not letting anxiety, fear of failure, fear of rejection, or fear of humiliation get in your way.

Talk.
- Start practicing giving speeches or presentations and telling jokes or stories at every opportunity.
- Be more talkative and expressive in all areas of your life.

Practice displaying confident body language.
- Make eye contact when talking to someone.
- Walk with our head held high. Project our voice clearly and effectively.
- Shake hands. Give hugs. Stay in close proximity to others.

Be mindful.
- Mindfulness has been defined simply as awareness. Wake up.
- Be present to all of our thoughts, feelings, sensations, and memories in any given moment.
- There is no part of our experience that we have to run from, escape, or avoid. Learn to appreciate yourself and the world around us.

Don't tell.
- There's no need to advertise our shyness.
- Those who are close to you already know, and others may never even have an opportunity to notice.

Avoid the label.
- Don't label ourself as shy--or as anything.
- Let ourself be defined as a unique individual, not a single trait.

Know your strengths.

- Make a list of all our positive qualities--enlist a friend or family member to help us need to read or recite it when we're feeling insecure.

Choose relationships carefully.

- Shy people tend to have fewer but deeper friendships--which means our choice of friend or partner is even more important.

Observe carefully.

- Most of us are hardest on ourselves, so make a habit of observing others (without making a big deal out of it).

- We may find that other people are suffering from their own symptoms of insecurity and that we are not alone.

Shut down your imagination.

- Shy people sometimes feel disapproval or rejection even when it isn't there.

- People probably like us much more than we give yourself credit for.

Name it.

- Make a list of all our jitters and worries.

- Name them, plan how we're going to eliminate them, and move forward.

<u>Avoiding self blame:</u>

- ❖ Self-<u>blame</u> is one of the most toxic forms of emotional <u>abuse</u>.

- ❖ It amplifies our perceived inadequacies, whether real or imagined, and paralyzes us before we can even begin to move forward.

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Here are few ways to avoid blaming thyself

Blame Versus Responsibility:

- ❖ It is first very important to understand the distinct difference between blaming yourself and taking responsibility for your actions.
- ❖ When you accept responsibility for a wrong, you are saying that you are the cause for something to have happened.
- ❖ Responsibility is something that you can stand up and say you did, accept responsibility for it, make necessary amends and move on.

> For example, if you are going through a divorce you can take responsibility for the mistakes that you made, like lying, cheating or whatever but you are not the only one to blame for the marriage falling apart. Only accept responsibility for your part and not the blame for the whole thing.

Love Yourself

- ❖ Above everything else, love yourself and stop be so hard on yourself. You have many things to offer and instead of focusing on how you are to blame for everything, you should focus on the positive.
- ❖ Make a list of all of the positive traits that you have and make the list long and detailed.
- ❖ You can include on your list of attributes your personality trait, hobbies, things you like and things you are good at.
- ❖ You will be pleasantly surprise by how many things you were able to think of. Find a way to enhance some of your positive features and make them a more prominent part of your life.

Get Help for You

- ❖ Self-esteem is one of those things that can eat away at you if you let it. Your poor self-image of yourself may have developed as a child but that does not mean that it has to live with you for the rest of your life.
- ❖ There are ways that you can learn to love yourself and learn to take responsibility and not continuously blame yourself for everything that happens.
- ❖ A good counselor can help you overcome some of these thoughts that you are having and help you learn to love yourself.

Help Others

- ❖ Start putting your talents to good use and start helping others in need.
- ❖ If you are going to blame yourself for everything that happens then it is time to start blaming yourself for the good things too.
- ❖ Helping others will help you feel good about yourself and what you can do

Eg:You can volunteer at a local soup kitchen so on.

Do Not Be So Critical

- ❖ If you are blaming yourself for everything that happens, it is likely that you are being way too critical on yourself and others.
- ❖ Try only worrying about the bigger issues and letting the smaller issues go and learn when things can be fixed and when it is time to just let it go.
- ❖ Oftentimes people who are judgmental of themselves are also very judgmental of others.

Forgive Yourself and Others

- ❖ Forgiveness is sometimes the hardest thing to offer someone and when it is ourselves that need to be forgiven it can be even more difficult.
- ❖ If you hang on to your own guilt and blame about a situation then that situation and everything involved with it stays with you too.
- ❖ It may be easier to start forgiving other people before you are able to forgive yourself. When you are able to forgive others then you will be able to forgive yourself and start loving yourself again.

Learn and Move On

- ❖ Mistakes happen every day to everyone and if we all just continued to blame ourselves all of the time instead of moving on, we would have a very sad and depressed world.
- ❖ Since the mistake has already happened there is nothing you can do and no amount of blame is going to change that.
- ❖ After this, all you can do is move on and live the rest of your life. Let the past stay in the past and start living for the future.

Taking risk:

By not taking a risk, a moonshot, we run a bigger risk of being left behind. We often like to think that things will get better with time, but more often the opposite is true.

7 Reasons Why Risk-Taking Leads To Success

1. Great, otherwise unforeseen opportunities often come from risk-taking.

We tend to view risk-taking negatively, often regarding it as dangerous and even unwise. But while some risks certainly don't pay off, it's important to remember that some do. Reframing risk as an opportunity to succeed rather than a path to failure is something

2. Taking risks shows confidence and helps you stand out.

Taking a risk is also a great opportunity to stand out and to present yourself as a leader, not a follower satisfied with the status quo.

3. We learn from risks -- and those lessons may lead us on an important, new path.

But beyond the external opportunities and recognition risk-taking can bring, it also provides an opportunity for internal growth.

4. Success won't fall in your lap -- you have to pursue it.

But beyond being personally or professionally beneficial, taking risks may be a necessary step in actively pursuing success.

5. You don't achieve your dreams by playing it safe.

Risk-taking won't only potentially benefit the career-path we're already on -- it may actually open you up to a world of possibilities .We have yet to consider.

6. Embracing risk-taking helps you overcome a fear of failure.

"Failure is not the opposite of success but a stepping stone to success. "The intial days of risk taking may be tedious but in long run it will provide us boldness to overcome our fear of failure.

7. Taking a risk doesn't mean doing so haphazardly.

While risk taking can clearly be personally and professionally beneficial, it doesn't occur in a vacuum, either. People don't benefit from risks without preparing to take them and educating themselves on the possible fall-out.

10 Benefits of Taking Risks.

- We can learn new skills

- Embracing risk helps us to overcome the fear of failure

- It empowers us to break through self-imposed limits

- We become more creative

- It helps us clearly to define what we really want

- We get break free from 'average'

- We can uncover unforeseen opportunities

- Our self-confidence grows

- We will learn to trust more, because we have to.

- We can't achieve our dreams by playing it safe

Tolerating failure:

Overcoming failure is all about finding it in yourself to start again.The following are few ways to tolerate failures.

Feel your emotions.

- ✓ When you feel you have failed, you may be overcome with self-recrimination, disappointment, and despair.
- ✓ Holding in your painful feelings can have negative effects on your health, your relationships, and your future success. Notice each emotion as it comes to you.

Accept what happened.

- ✓ After the first shock of disappointment wears off, work on accepting what happened. It will be harder to move forward if you blame yourself or others, or pretend that what happened didn't matter or didn't really happen.
- ✓ Write down or reflect on everything that happened, what lead to it and what the consequences were

Practice positive reframing.

- ✓ Positive reframing is all about discovering the positives in any situation, even failure. Look at the situation in which you feel you failed, and contemplate different ways of describing it. "Failure" is a subjective term.
- ✓ Instead of saying "I failed at finding work," say "I haven't found work yet" or "I've been looking for work longer than I had hoped."

Stop ruminating over the failure.

- ✓ Instead of providing insight about what you could have done differently or ways to improve, it just amplifies your negative feelings.
- ✓ Instead of doing a play-by-play, stop and ask yourself, "Okay, what have I learned here?"

Address the cause of the failure.

- ✓ What happened to throw your goal off track? Could it have been prevented? Think about possible solutions you could have put into action, and what their consequences would have been.

Set realistic goals.

- ✓ Once you have worked through the causes of your past disappointment, work on setting a more realistic goal for the future. What would you like to see happen next? What sorts of actions on your part could make success likelier?

Practice mental contrasting.

- ✓ Strike a balance between optimistic thinking and realistic planning by practicing mental contrasting.
- ✓ First imagine your desired goal working out beautifully. Let yourself envision a total success for a few minutes.

✓ Next, switch gears and imagine all the obstacles that might arise.

Change your approach.

✓ Brainstorm ideas and select the one that seems sturdiest. Use mental contrasting to test the solution out in your head.
✓ Ask yourself if you have the resources to put your new plan into place. What new problems are likely to come up? How will you solve them?

Try again.
✓ With your new goal set, and your new plan solidified, set out to achieve your goal. Take the time to reflect on your progress as your steps take effect. Feel free to change your approach.

<u>Persistence in celebrating success:</u>

It is so easy to talk about wanting success and to lead a better lifestyle. Instead of complaining it is good to put your energy and effort into actually getting all of those things you we desire? If we want to make our life better and attain our goals then we need to strengthen our power of persistence.

<u>Simple steps for powerful persistence</u>

1. Positive thinking

✓ The first step in improving our persistence is to actually start thinking with a positive mindset.
✓ Whenever we start to think in a negative manner or start to say the words *'I can't do that'*, stop and think for a moment.
✓ What exactly is it that you can't do? Or is it merely that you don't want to do the task?

2. Know what you want

✓ If you want to be persistent in the ***<u>pursuit of your goals</u>***, you must be clear about what it is that you want to achieve.
✓ As you get clearer and more specific about your goal, you learn to identify the tasks which you need to focus on

3. Know your why

✓ If you want to achieve a goal, you must have at least one good reason (i.e. the benefit you will experience) for wanting to achieve it.

✓ As your goals increase in size, you are likely to have multiple good reasons for wanting to achieve it.

4. Set a plan

- ✓ A goal worth achieving is a goal worth planning.
- ✓ The size of the goal determines the depth of <u>planning</u> required.
- ✓ When you create a plan, you set out a clear list of tasks which need to be completed before you achieve the goal.

5.Take small actions

- ✓ When you are lacking persistence, it is often due to a <u>sense of overwhelm</u>.
- ✓ The goal seems so big and there seems to be so much you have to do in order to achieve it.
- ✓ Rather than doubt yourself, you need to reduce the size of the goal by breaking it down into a number of sub-goals .

6.Measure your progress

- ✓ When you take the time to <u>measure your progress</u>, you get a clear picture of how you are doing.
- ✓ Every little success can be celebrated and you get to see every step that you make towards your goal.
- ✓ When your progress is visible, you see that you are getting closer to your goal and the closer you get; the more motivated you will be to keep going.

7.Take breaks

- ✓ Working on the same goal constantly can be very frustrating.
- ✓ It can be very difficult to maintain your interest and passion for the project. While it is fine to take a break from a task you should never totally give up.
- ✓ Mix your work up and move between projects

Celebrating success:

We must celebrate success

To learn and adapt
- ➢ To recognize what's working well and why, and if there's is something you can take from it to inspire or replicate in other actions and goals. So basically you can do more of it.

To Develope a success mindset
- ➢ Whatever we want to change, achieve or have more of – be it money, health, fitness, romance, happiness – success lies at the heart of it.A large part of success is about your state of mind – so it's about having a success mindset.
- ➢

For self Motivation
- Motivation is also connected to mindset – because we are motivated by our successes. So give yourself as many opportunities to be successful as you can.

To feel good
- One of the best reasons to celebrate success is simply that it feels good.
- Feeling good is what it's all about after all, isn't it? We're driven to make changes in our lives because we want to feel better, be happier and feel good.

To ehnance happy chemicals
- There's a reason why it feels good when we celebrate success and it's to do with the neurohappy chemicals in our brain.
- Dopamine is released into our brain when we anticipate achieving something or we achieve it – and it feels good, so we want more of it.

To Share success
- Celebrating success isn't necessarily just about you. It might be, but it can also give others the chance to join in with your celebration, be motivated and have a share in your success.