**LEARNING EXPERIENCE**

**IMPRESSION:**

The term impression is defined as image formed in our head about some person or something. It may be someone idea, feeling especially one formed without conscious thoughts or on the basis of little evidence.

**IMPRESSION MANAGEMENT:**

It is defined as the process of exposing ourself to the other person in a good manner which create a good impression. It is also called as self-presentation which involves the process by which the people control how they are perceived by others.

It is a process in which people attempt to influence the perceptions of other people about a person, object or event. Some of the examples of the impression management are,

* Apologies
* Excuses

In which there are two types of Impression Management are,

IMPRESSION MANAGEMENT

INNER-SELF

OUTER- SELF

**OUTER- SELF**:

The term outer-self is generally concerned with material things, such as how you present yourself hair, clothes, etc

In which our outer-self are categorized into,

ETIQUETTE&

MANNERS

HYGIENE

BODY LANGUAGE

CLOTHING & APPEARANCE

1. **Email, messaging, phone use:**

During meeting we should keep our phone in silent. We should avoid the ringing of cell phones. We should not disturb the people during their conversation, messaging when people may be busy. In email messages we should not make mistakes, languages, spelling, adolescent style abbreviations etc.

Putting people on hold after conversation has begun all lead to negative impression.

1. **Personal property, Invading privacy:**

We should not use other’s personal property without their permission. Answering other’s phone calls, reading at other’s email/ messages are all lower forms of rudeness and leaves a negative impression about us.

FOR EX: If a person gives their phone to see picture, we should not swipe it without their permission. It will create a negative impression about us.

**3.Age, race, gender sensitivity**:

We should respect to the people of age, other cultures or any gender during their conversation which will lead to positive impression. We should equally treat women and we should respect them.

These are all the some of our outer-self which describes the physical body and social relatedness.

4.**Appropriate clothing:**

We should clothe appropriate to our situation and to our culture of the place makes a positive impression.

Ex: If I want to go for a party, I should go with a party wear, we should not go with the night wears and all... We should behave according to our situation.

5. **Behaviour:**

Our behaviour plays a major role, we should do our work on time with our team members, completing our assignments on time should be mandatory. Courtesy, arriving on time, keeping commitments etc... Which will create a goof impression.

**6**. **Avoiding Gossip and negative talk:**

We should avoid gossip in our work place. Talking negatively about co-workers, organisation such as work place or study in which leaves a negative impression.

**INNER- SELF:**

It is a person’s true or internal mind, soul or nature. It is simply defined as the term that covers the spirit and the mind. In which our inner- self is divided into,

INNER SELF

1. **SELF CONFIDENCE**:

**Confidence** – It is termed as a feeling of trust in one’s abilities, qualities. In which feeling or belief that one can have faith in or rely on someone or something.

**Self-confidence** – In which you can accept and trust yourself and have a sense of control in your life. When one is confident in their own abilities and skills, we get to know about the strengthens and weakness well. We have a positive view of ourself. And we should have a confident to work on our improvement area he/she automatically gives out a good impression.

2.**SELF ESTEEM**:

The term Self- esteem is an individual subjective evaluation of their own worth as well as their emotional states. It refers to the evaluative dimension of self-concept. (i.e.) how good or bad you think you are. In which it is categorized into,

Personal Integrity

Self-presentation

Self-reflection

Self-acceptance

Self-assertiveness

In which it is the positive or negative evaluations of the self, as in how we feel about it.

1. **SELF CONCEPT:**

The self-concept is termed as an individual’s understanding of themselves an accumulation of knowledge about the self- collected over a period of time. The perception may relate into many dimensions,

**PERCEPTIONS**

* Physical
* Gender
* Abilities
* Social
* Values
* Psychological etc.

The term self-concept is an internal model that is constructed based on multiple self-assessments over time.

\*In which it can be changed over time based on reassessments of ourself.

\*It can be changed by adjusting your attitudes, thinking, values or beliefs

\*Self-concept is one factor that affects your self-esteem and your self-confidence.

1. **VALUES & BELIEF:**

We should always give respect to other’s value and belief it makes us get a good impression and that image has a lasting effect on us.

Ex: When we see someone with good value and beliefs and it can be show by their way of dealing with another people around them, and automatically gives us a good impression. We won’t forget them. So, we should be following the values and beliefs in our life.

**5.ATTITUDE:**

It is defined as the way of thinking or our thought process and also the behaviour that comes out of the same thought process. Here is a good attitude as well as bad attitude. A bad attitude towards others will never earn you respect from anyone. We should maintain a good attitude even when others are rude towards you.

“THE BEHAVIOUR AND ATTITUDE OF ANOTHER PERSON’S TOWARDS YOU REFLECT THEIR STATE OF INNER SELF AND MINDSET”

**6.POSITIVE THINKING:**

We should always be in a positive thinking, if we are a positive in your thought process, then we will easily make a good and effective impression on others.

Because most of the people generally get attracted to kind, friendly and knowledgeable personalities who make good impression by their positive way of approach.

**THE JOHARI WINDOW:**

What others see in you

What others do not see in you

What you see in yourself

THE PRIVATE SELF

THE PUBLIC SELF

What you do not see in yourself

THE BLIND SELF

THE UNDISCOVERED SELF

1. **Public Self:**

It is also known as an open self. It shows the information about you that both you and others also know. In which it is termed as known to self as well as others.

1. **Blind Self:**

It is termed as unknown to self and known to others. In which it is defined as the information about you that you don’t know but others don’t know.

1. **Private Self:**

In which the information about you that you know but others don’t know about that, because it is our personal thing.

1. **Un Discovered self:**

Thus, the information about you that neither you nor others know. In which it is termed as unknown to self as well as unknown to others.

**ASSERTIVENESS:**

The term Assertiveness is states that the way of communication, where we expressing ourself with more self-confidence by without showing any aggressive or rude behaviour.

In which assertive skill should be learnt and should be practiced.

In which Assertiveness requires greater self-awareness,

* We should listen and respond to other’s without neglecting or compromising your own values or interests.
* We should constructively feedback without criticizing or being disrespectful.
* We should pay attention to tone, Intonation, Body language, gesture, Expression, choice of words when being assertive.

**FOR EXAMPLE:**

1. Your best friend wants to borrow your bike again and again. He usually keeps it all day, doesn’t return it on time and never fills up the petrol when he returns it…

Being Assertive, we should tell to our friend that you should take care of the petrol when you are using it. We need not to manage him that bike is in service, key is missing. We should tell them face to face.

1. I really have to do something. Can you finish the project and please put my name in it too?

We can really do for them for two to three times not for every time. So that we should tell to them in face you should take part of your work.

* What is your social identity?

As of now we having our name as our social identity. Else our parents’ name.

* What is your professional image?

As our professional image should be good else it should give a bad opinion to everyone.

**ADVANTAGES OF ASSERTIVE:**

In which the advantages of Assertive are,

* More effective communication
* Feel more self-confident
* Good inter-personal skills
* Can Able to handle stress, difficult situations, people etc.
* Better self-esteem

**CHALLENGES OF BEING ASSERTIVE:**

* Handling criticisms
* Giving positive feedback
* Being forced to act against yourself
* Barriers to say NO
* Manage reasonable requests

**BEING ASSERTIVE:**

1. We should learn to accept the all compliments; we should not dismiss them.
2. We should always help others by doing good deeds makes us feel us happy and we should make people around us also happy.
3. Have to avoid the being around the negative people. We should always be a positive minded people.
4. We should always keep our thoughts and beliefs , and avoid the being tolerate disrespect.