

Issues (cont'd)

- Identity shift and the possible identity crisis
- Resources and flexibility to adapt
- Negotiation of identity
- Obligations and risks involved
- The boundaries of rules and principles in establishing these identities

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Identity shift/crisis

- The challenge is in shifting identities between different roles and social identities
- Roles may have common and/or contradictory requirements
- Resources required are knowledge, skills, judgment, flexibility, confidence, speed
- Also principles, trust and sense of balance

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Knowledge

- Distinguish between knowledge, information and learning to improve one's understanding of the self
- All this must lead to the creation of new knowledge
- Has implications on the way knowledge is communicated

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Negotiation of Identity

- Because others decide our identity, we are engaged in a continual process of negotiation to establish our preferred identities in the eyes of others
- How much do we give and take ? In doing so, we satisfy our own obligations and those of others, and we risk either enhancing or damaging our role and social identities established thus far

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What (and whose) boundaries?

- In managing intra- and inter-role conflicts, the limits and boundaries of rules and principles, both legal and ethical, need to be mutually understood and clearly established
- Interpersonal processes and dynamics have to be carefully assessed and constantly improved upon, using cognitive and behavioural experiences and learning

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Conclusion/implications

- Role and social identities involve complex interpersonal processes
- These processes require a sound awareness of communication, power, conflict management, and individual differences
- The whole process takes on a continuous learning cycle

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