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Lecture – 07

Conflict Resolution Skills: Seeking Win-Win Solution

1. Think of a situation where you exhibited a need for affiliation.

Ans: 1. In relationship
2. In group project
3. In starting any new thing
4. In workplace

2. What do you understand by spiritual intelligence?

Ans: Spiritual intelligence goes beyond conventional intelligence, encompassing values, ethics and a connection to something greater than oneself.

3. Think of the last interpersonal conflict you experienced. How did you deal with it?

Ans: I don't remember any interpersonal conflict may be I ignore them or don't take it personal. I may be good to most of the people who I know. If I conflict with any one in future, I will resolve it with win-win resolution in future.

4. What do you understand by a win-win solution?

Ans: Win-Win solution, I think it is the problem-solving technique that is beneficial to both parties who are having conflicts. It makes both parties have win solution and no one is lost here.

5. What was the last intrapersonal conflict you experienced? How did you overcome it?

Ans: My last intrapersonal conflict was to continue or drop the MTH676 course. As this course is PG course, I need to study with them who are more intelligent than me. But I like the course content and the course is real-life application.

I took the course in this semester. I am overcome by believing in myself and I can do the hard work for it. I convey myself by making me like the course and maybe I can have connections with PG students and take their help and make friends.

Lecture – 08

Inter-Personal conflicts: Two examples

1. Have you ever acted as mediator? What did you do to help?

Ans: No, I have not ever acted as mediator. I think people who I know do themselves negotiate and I can think I do not have skills to act as mediator.

But now after or during the course, I will improve my conflict resolution skills and act as mediator or arbitrator and give win-win solution to both parties.

2. Who can be an arbitrator? What is the difference between an Arbitrator and a mediator?

Ans: Arbitrator is a third party, who might be known or unknown. It may be judge, leader, or boss. It is like judiciary system.

The difference between arbitrator and mediator is arbitrator is an unknown person to both the parties, mediator is the one who is known to both parties, it

maybe common friend, a well-wisher and some other who they can give/find a win-win solution.

3. How can you provide a conducive environment to solve a conflict among family members?

Ans: 1. I can make all to go to eat outside like in our favourite restaurant.

2. I can make a trip to some hill station, temples to visit.

3. I can make to visit any movie to refresh their minds and forget what was the conflict about.

4. What is active listening? How can you improve your active listening skills?

Ans: Active listening is the skills where the person must be very active, give responses and understand their words.

To improve my active listening skills.

- Be patience
- Ask questions
- Keep your mind fully in it. Don't think any others things
- Ask feedback for it

Lecture – 09

Inter-Personal conflicts: Two solutions

1. Do you agree that all human have good and bad sides? Explain?

Ans: Yes, I agree that all human have good and bad sides. Not 100% good and not 100% bad human are there, they may be some percentage of good and bad in any person.

For example: In Mahabharat, Karna who is the secret son of Kunti and Sun god. Karna has a good side where he donate whoever ask any thing, good and honest friendship. He also have a bad as he was supporting in adharm, he does not say any words in the Draupadi vastraharan. His silence make him to bad and die in war.

2. What can you do to empathise with others?

Ans: 1. Understanding and sharing the feeling of others
2.Active listening
3. Avoid judging
4. Respect boundaries

3. How can you change someone's negative perspective of you?

Ans: 1. I can be clear and transparent in any actions
2. I can be sorry for my mistakes
3. Showcasing my talents and strengths
4. Building trust in others

Lecture – 10

Types of Conflicts: Becoming a Conflict Resolution Expert

1. How is emphasising need different from demanding solution?

Ans: Emphasising need is highlighting what is important to us, focus on expressing our requirement or concerns. It involves in communication and open discussion. Demanding solution is more forceful and not considering the perspectives or needs of others.

2. Justify the statement: Conflicts are necessary to grow.

Ans: Conflicts are necessary for personal and professional growth.

- Improve problem solving skills
- Make us emotional intelligence
- Make us understand about relationships
- Identity development

3. What are the five benefits of conflicts?

Ans: 1. Improve our conflict resolution skills
2. Make us understand the person character
3. Strengthen relationship
4. Personal and professional growth
5. improve communication

4. How is intrapersonal conflict different from interpersonal conflict?

Ans: Intrapersonal conflict is the conflict between me and myself. Here we think pros and cons before taking decision and think in ourself.

Interpersonal conflict are conflicts between me and other person maybe friend, colleague, or family member.

5. How is intragroup conflict different from intergroup conflict?

Ans: Intra group conflicts are the conflict which take in between two groups in same party.

Intergroup conflicts are the conflicts which are between two different groups.

Lecture – 11

Types of Stress: self-awareness about stress

1. What do you understand by stress?

Ans: Stress is a mental pressure, emotional worry, physical strain caused due to imbalance between situational demands and individual's ability to handle it.

2. What are the symptoms of distress?

Ans: 1. Headache, neck pain, stomach upset, sleep disturbances

2. Anxiety, depression, sadness, crying, frustration, impatience

3. negative thinking, memory problems, difficult in concentrating.

4. Isolation, use of substances [drugs, alcohol], changes in eating habits

5. digestive problems, illness.

3. How can you differentiate good stress from bad stress?

Ans: Stress is of two types, good stress, and bad stress. Good stress or Eustress is the stress that make you to be in positive mindset, make you to be focussed and determined, give a good pressure to come a task before deadline.

Bad stress or Distress is the stress that make you fear, anger, worry, tensed, leaving a task incomplete, can't follow the routine, depressed. It makes the person be demotivated.

4. What are the few negative effects of unregulated stress?

Ans: 1. Weakened immune system

2. Sleep disorders
3. Mental health issues
4. Muscle tension and pain
5. Weight gain or loss

Lecture – 12

Regulating stress: Making the best out of stress

1. How can you regulate stress?

- Ans:
1. Time management (doing things before time)
 2. Thinking positive
 3. Exercise regularly
 4. practice relaxation techniques
 5. Good health, diet and sufficient sleep time

2. What are your stress triggers?

- Ans:
1. Student issues (like studying multiple courses that have quizzes and assignment on same day)
 2. health issues (gaining weight)
 3. thinking about future
 4. Friends issues

3. Justify the statement: Stress management is life management.

Ans: Stress management is life management. If we manage stress, it is good for ourself, friends, family members and other people. We can build connecting and we manage time. We know how to make win-win solution in any conflict without going into stress. We can have good health and good sleep.

4. How can you help someone undergoing stress?

Ans: If someone is undergoing stress, I can talk to them and listen what they are actually in stress. Make them take it in positive way as good stress. I can be with them till they are normal. Call them regularly, make them to eat food, have good sleep. Also I can help in their stress.