

## **UNIT-4**

**Time management, stress management, Emotional Intelligence, Conflict Management, Relationship Management.**

### **TIME MANAGEMENT**

Time Management is the technique to use one's time efficiently so as to make the most of it. As easy as it may seem, it takes a lot of efforts to master this technique. One who learns how to manage time can achieve almost anything in life.

It is said that the first step towards success is efficient time management. One who cannot manage his time properly is likely to fail at almost everything he does. Efficient time management increases your productivity, improves your quality of work and also helps reduce stress. Here are essays of varying lengths on time management to help you with the topic.

Time management is the ability to utilize one's time efficiently so as to be more productive and organized. It is said that if you master this technique you can accomplish just about anything in life. However, as simplistic as it seems, efficient time management is not something that everyone is good at. It takes a good amount of effort to achieve it. Self discipline is the key to manage your time well.

Keeping a tab on the time and managing it efficiently helps in the following manner:

- It keeps you motivated to work harder.
- It increases productivity.
- It helps you attain more with lesser efforts.
- It gives a sense of satisfaction.
- It reduces your stress levels.
- It increases your quality of work.

You can manage your time efficiently with the help of following tips:

- Prepare a list of tasks to be accomplished during the day.
- Prioritise your tasks and also set time to complete each of them.
- Stick to your schedule diligently.
- Take breaks in between the tasks.
- Do not forget to take 7-8 hours of sleep each day.

These tips should not only help the students and working professional manage their work efficiently and increase productivity but are also for homemakers to help them stay more organized.

Time Management is the technique of planning and managing time in a way to make the optimum use of it. It is essential to manage your time properly in order to achieve success in any field. The importance of time management and tips to manage it well are shared here at length.

### **Importance of Time Management**

- **Greater Productivity**

When you have a plan at place, all you have to do is implement it. You do not require wasting time in between tasks to decide what is to be done next and hence the level of productivity increases.

- **Raised Motivation Level**

When you set targets, your motivation level is bound to increase automatically. Targets inspire you to work harder and prove yourself.

- **Better Decision-Making**

Time management is all about planning. You evaluate all the pros and cons as you plan your work and this helps you make better decisions.

- **Increased Work Quality**

When you know what you are expected to do during the day and also have a set sequence in which it is to be done, the planning part is already complete. All you have to do is concentrate on your work and this result in increased quality.

- **Reduced Stress**

Time management helps you accomplish more tasks in less time and with lesser efforts. This is thus a great way to combat stress.

Time management is a struggle for many people these days. We have so much to do in both our work and personal lives – and so little time to make it all happen. If you are a manager, executive, or startup leader, time management becomes even more of a challenge: You have to juggle both your team's needs and your own. That said, there are many ways to improve your time management skills. Plenty of resources and techniques are available to aid you in this endeavor. The following are a few tips,

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- **1. Make a Schedule – and Stick to It**

- Start improving your time management skills by organizing your days and weeks in advance. There will always be surprises, but it's likely that you have an idea about the kinds of tasks and responsibilities you have to deal with every day.
- If you're feeling a little lost, spend a week or two tracking every single thing you do each day. This will help you identify patterns and recurring tasks, which you can then incorporate into your schedule.

- **2. Prioritize**

- The second lesson in time management is learning how to prioritize. To efficiently execute any project, you need to decide which stages or components of the project are most important to your business and the impact of each stage/component in the short, medium, and long terms.
- In other words, you must figure out which tasks or activities will deliver the best returns. That way, you can prioritize these over less important tasks.

- **3. Set Some Boundaries**

- If you want that your team and family to let you work in peace, you need to inform them when you aren't available. People can't read your mind, so it's up to you to set boundaries when necessary. You don't want to sound rude, so be sure to communicate your limits in a polite – but direct – manner.
- To make this work, you will have to make a few things clear to everybody:
  - - Which hours of the day you don't want to be disturbed at all, except in case of an emergency.
  - - What counts as an "emergency."
  - - When you are free to take quick phone calls or answer simple requests.
  - - How your team should proceed to schedule long-duration meetings for more complex issues.

- **4. Account for Good Distractions**

- No matter how hard you try, you will get distracted here and there. That's a fact of

life. Furthermore, no one can work for hours on end. We all need breaks to [help us stay productive](#). The best thing to do is to accept that distractions will happen and try to incorporate them into your schedule.

- Block out some downtime during your schedule every day. This may mean setting aside a few minutes here or there for a cup of coffee, a walk in the corridor, or a trip outside for some fresh air. These breaks are especially important if you work at a desk all day long.
- You can also use your breaks to try some stress management techniques, like breathing exercises, meditation, or yoga.

#### **• 5. Stay Away From the Bad Distractions**

- If there is a good side to distractions, there is also a bad side. If a distraction takes up too much of your time, you will find yourself greatly behind on work. So, get to know which distractions tend to drain too much of your time – and then make every effort to avoid these distractions.
- For example, you may want to stay away from social media during the workday. You may also want to keep your email window closed until you are ready to sort through your inbox. Leaving the tab open in the background can be a massive distraction – each new email that comes in will make you want to veer from the task at hand. The same goes for app notifications.

#### **• 6. Never Procrastinate**

- If it can be done today, do it today. This golden rule should be your motto if you want to make the most of your time.
- Take it a step further: If something in your schedule changes, and you find yourself with extra time before the end of the day, start on the next day's tasks without thinking twice. It's much better to finish your week earlier on Friday than it is to get stuck working on a last-minute project.
- Time management requires discipline, planning, a strong attitude, and the help of a few good tech tools. But if you get it right, it will definitely pay off in terms of higher productivity and lower stress levels.
- Give these tips a try and see what works for you. Your team, your partners, your clients, and even your family and friends will be much happier to be around you when you're relaxed and on top of things.

## **Emotional intelligence**

The dictionary defines Emotional Intelligence as “the capacity to be aware of, control, and express one's emotions, and to handle interpersonal relationships judiciously and empathetically.” Emotional intelligence is the key to both personal and professional success.

Emotional intelligence refers to the capability of a person to manage and control his or her emotions and possess the ability to control the emotions of others as well. In other words, they can influence the emotions of other people also.

Emotional intelligence is a very important skill in leadership. It is said to have five main elements such as - self-awareness, self-regulation, motivation, empathy, and social skills.

### **What is self-awareness?**

If you are self-aware of what you are going through, you would be in a better position to understand others, and affect people around you. It also means you are aware of your strengths as well as weaknesses. When you experience anger, hold that moment and think what made you so angry. Keeping a journal always helps.

### **What is self-regulation?**

Self-regulation is the next step wherein you think before speaking. It is an important aspect where you can regulate yourself. This will impact others in a positive way rather than negatively. Hold yourself accountable in case you make a mistake, and try to remain calm in every situation.

### **What is motivation?**

When you are motivated to do a series of tasks you will be in a better position to influence others. Work towards your goals consistently. Show your employees how the work is done and lead by example. Even if you are faced with a challenge try and find something good about the situation.

### **What is empathy?**

When you are able to put yourself in other's shoe and think about a situation, it is known as empathy. Every successful leader should know how to empathise with others, if you want to earn their respect.

### **What are social skills?**

The last aspect is social skills and it is one of the important aspects. Social skills are all about communicating your point of view to. They are able to build a rapport with others which makes the relationship more comfortable.

## 5 Key Skills in the Emotional Intelligence Framework

This **emotional intelligence framework** has been adapted to fit business and organizational contexts. In this organizational context, there are a few sub-skills and abilities under each component that contribute to higher emotional intelligence and greater success as an employee, group member, and organization member:

- Self-Awareness:
  - Emotional awareness: recognizing one's emotions and their effects;
  - Accurate self-assessment: knowing one's strengths and limits;
  - Self-confidence: sureness about one's self-worth and capabilities.
- Self-Regulation:
  - Self-control: managing disruptive emotions and impulses;
  - Trustworthiness: maintaining standards of honesty and integrity;
  - Conscientiousness: taking responsibility for personal performance;
  - Adaptability: flexibility in handling change;
  - Innovativeness: being comfortable with and open to novel ideas and new information.
- Self-Motivation:
  - Achievement drive: striving to improve or meet a standard of excellence;
  - Commitment: aligning with the goals of the group or organization;
  - Initiative: readiness to act on opportunities;
  - Optimism: persistence in pursuing goals despite obstacles and setbacks.
- Empathy/Social Awareness:
  - Empathy: sensing others' feelings and perspective, and taking an active interest in their concerns;
  - Service orientation: anticipating, recognizing, and meeting customers' needs;
  - Developing others: sensing what others need in order to develop, and bolstering their abilities;
  - Leveraging diversity: cultivating opportunities through diverse people;
  - Political awareness: reading a group's emotional currents and power relationships.
- Social Skills:
  - Influence: wielding effective tactics for persuasion.
  - Communication: sending clear and convincing messages.
  - Leadership: inspiring and guiding groups and people.
  - Change catalyst: initiating or managing change.
  - Conflict management: negotiating and resolving disagreements.
  - Building bonds: nurturing instrumental relationships.
  - Collaboration and cooperation: working with others toward shared goals.
  - Team capabilities: creating group synergy in pursuing collective goals.

## **The 4 Dimensions of Emotional Intelligence**

According to EQ "founding fathers" Salovey and Mayer, there are four distinct dimensions or branches of emotional intelligence that form a hierarchy of emotional skills and abilities:

1. Perceiving emotion;
2. Using emotions to facilitate thought;
3. Understanding emotions;
4. Managing emotions.

The first dimension, perceiving emotion, relates to being aware of and recognizing other people's states (both physical and psychological states, like being in physical pain or feeling frazzled), identifying emotions in other people, expressing one's own emotions and needs accurately and appropriately, and distinguishing between accurate, honest feelings and inaccurate, dishonest feelings.

Using emotions to facilitate thought involves redirecting and prioritizing your thinking based on the feelings associated with those thoughts, generating emotions that will facilitate better judgment and memory, capitalizing on mood changes so you can appreciate multiple points of view, and using emotional states to improve your problem-solving skills and creativity.

The dimension of understanding emotions includes understanding the relationships between various emotions, perceiving the causes and consequences of emotions, understanding complex feelings and contradictory states, and understanding the transitions among emotions.

The final dimension, managing emotions, refers to being open to both pleasant and unpleasant feelings; monitoring and reflecting on your emotions; engaging, prolonging, or detaching from an emotional state; and managing the emotions both within yourself and in others.

### **Characteristics of Emotional Intelligence:**

There are many characteristics that can be used to describe people high and low in emotional intelligence.

- They aren't afraid of change. They understand it's a fact of life, and they're quick to adapt;
- They're self-aware. They know what they're good at, what they can work on, and what kinds of environments suit them best;
- They're empathetic. They can easily relate to others and understand what they are going through;
- They're committed to quality but understand that perfection is an impossible standard;
- They're balanced and able to have a healthy professional and personal life;
- They're curious and open-minded, and they love to explore the possibilities;
- They're gracious, grateful, and happy.
- They have a healthy work/life balance because they know when to work and when to play;
- They have laserlike focus and don't get distracted easily;
- They're easygoing and "go with the flow";
- They're open-minded and amenable to new ideas;
- They're a bit guarded because they know when to open up and when to stick to their boundaries;
- They embrace their strengths and understand their weaknesses, and leverage the former to compensate for the latter;
- They have a true sense of empathy that allows them to relate to others and show compassion;
- They're inquisitive, curious, and interested in people;
- They're always looking ahead and focusing on how to move forward;
- They forgive others easily and don't dwell or hold onto grudges.

On the other hand, there are some good signs of low emotional intelligence as well. Qualities that describe people with low emotional intelligence include:

- They are unable to control their emotions;
- They are clueless about the feelings of others, even those close to them;
- They can't maintain good relationships, whether work or personal;
- They always have a "poker face," meaning others have a hard time reading them;
- They are often emotionally inappropriate for the situation;
- They have trouble coping with sadness;
- They are emotionally tone deaf, and have trouble reading emotions from tone of voice;
- They have trouble being sympathetic with others;
- They have no "volume control" over their emotions; they especially have trouble with emotional reactions that are too "loud";
- They are completely unmoved by emotional scenes in movies, TV, or books—no matter the genre;
- They trivialize the importance of emotions in general and elevate the importance of "cool, calm, logic";
- They are not aware of dogs' emotion states—including their own dogs' emotional states—even when the signs are clear.

### **Why is it Important to Develop Emotional Intelligence Skills?**

Being able to understand your emotions is fundamental to understanding what will lead you to flourish and become more high-functioning. That's because as humans, we tend to be highly emotional and social creatures. Being emotionally intelligent will help you connect with others, boost your performance at work, improve your communication skills, become more resilient, and more. It turns out that having a high level of emotional intelligence can make you successful in just about every aspect of your life.

### **Self-Management and Relationship Management**

Self-management and relationship management are two vital skills to have in life. Not only do they help us lead happier, healthier lives, but they also help us get through the day—especially a challenging day.

Self-management is the first step, as we must learn to manage ourselves before we can manage healthy, appropriate relationships with others. Learning self-management allows you to control your own emotions (to a certain extent) and motivate yourself in all situations.

Improving your relationship management skills allows you to build healthy relationships and communicate effectively in all situations, including being open with others, getting your point across, persuading others, and being honest without alienating or offending others.

Building your emotional intelligence can help you with both of these important skills, in addition to other skills. For example, emotional intelligence can help you in the workplace—whether you are an employee, a manager, or a business owner.

## **Emotional Intelligence and Communication**

To expand a bit on the previous section, emotional intelligence is closely related to communication skills; people with high EQs tend to be proficient in their communication abilities.

Those who are high in emotional intelligence:

1. Consider other people's feelings;
2. Consider their own feelings;
3. Practice empathy for others and relate to them in conversation;
4. Operate on trust, meaning they build trust through verbal and nonverbal cues and communicate honestly;
5. Recognize, identify, and clear up any misunderstandings (Schmitz, 2016).

From this list, it's clear how emotional intelligence affects communication: A high EQ leads to competence in conversations, and competence in conversation is a requirement for both a healthy personal life and a healthy professional life.

## **Conflict Management**

**Conflict management** is the process of limiting the negative aspects of **conflict** while increasing the positive aspects of **conflict**. The aim of **conflict management** is to enhance learning and group outcomes, including effectiveness or performance in an organizational setting.

### **How to Handle Conflict in the Workplace**

1. Talk with the other person. ...
  2. Focus on behavior and events, not on personalities. ...
  3. Listen carefully. ...
  4. Identify points of agreement and disagreement. ...
  5. Prioritize the areas of conflict. ...
  6. Develop a plan to work on each conflict. ...
  7. Follow through on your plan. ...
- 8. Build on your success.**

### **What is Conflict?**

We define conflict as a disagreement through which the parties involved perceive a threat to their needs, interests or concerns. It's human nature to have conflicts and it arises for any number of reasons, including:

1. Misunderstandings
2. Personality clashes
3. Disagreements about the right way to approach a problem
4. Egos

During our daily lives, we are all involved in a number of conflicts. Sometimes, the conflicts may be small, for example, a person may ignore us while we are talking. Sometimes, the conflict may be more serious, for example, two persons behaving violently toward each other.

Whether big or small, conflict is not confined only to a person and the people around her/him. It can be between people one is not even associated with. A conflict can, for example, be between people and the prevailing laws. Conflict does not only occur at the personal level but also at the national, and even international level. Apart from external conflicts between individuals or groups, there can also be internal conflicts within an individual.

### **Stages of conflict**

There is general agreement on four basic stages of conflict. These stages are not mutually exclusive and therefore, an individual may be involved in more than one at a time.

- **Intrapersonal:** conflict within the individual (for example, a person who cannot make decisions).
- **Interpersonal:** conflict among two or more individuals (for example, an argument between a boyfriend and girlfriend, or between a student and her/his teacher, or child and parent, or between friends/colleagues).
- **Intragroup:** conflict within a group (for example, between members of the same work or football team).

### How to resolve conflict: 10 steps

Each of the above conflict examples have the potential to be resolved by following several steps.

1. **Stay calm and maintain steady body language**  
Before approaching conflict resolution, it can be helpful to take several deep breaths. Sitting, rather than standing, and pulling your shoulders back can also

calm you. Feet can both be placed on the floor, rather than crossed. Keep arms open and to your sides, rather than crossed or in motion.

**2. Find a private, comfortable place to discuss the conflict**

Both conflict and conflict resolution can be distracting to others. Find a place where you can work on the problem in private. Participants in the conflict resolution should be given equal seating arrangements. Consider having water available during the conversation.

**3. Acknowledge that a problem exists**

Begin your conflict resolution by encouraging all parties to agree that there is a problem in the first place.

**4. Agree to find a resolution**

Once the problem has been acknowledged, everyone needs to agree that a resolution should be reached. If you are mediating a situation and one party does not readily agree to find a resolution, you may want to take them aside separately to understand why and how you can convince them to participate.

**5. Work to understand the perspective of everyone involved**

In most workplace conflicts, people are not trying to cause problems. Rather, most conflict commonly arises because of misunderstandings. Taking the time to listen to and understand your colleagues can make it easier to resolve a disagreement. (Of course, there are cases when people are actively trying to cause conflict. In these cases, HR may need to be involved sooner.)

**6. Take note of what triggered the conflict**

People may be under numerous unknown stressors which led to conflict. Factors such as deadlines, tiredness, family, health, hunger, burnout and others can all lead to heightened emotions that ignite conflict.

**7. Identify opportunities for compromise**

For most conflicts to be resolved, one or more parties must agree to a compromise. As you arrive closer to a resolution, look for areas where compromise is possible.

**8. Agree on a plan for resolution**

The plan for resolution might include apologies and changes in behavior to prevent the same conflict from arising again.

**9. Check in to make sure agreement is lasting**

Set a check in point within a few days or weeks to ensure that everyone is following the agreed upon plan.

**10. Involve HR or another third party if conflict continues**

You may need to call on HR or higher level leadership if one or more parties fails to cooperate.

### **Relationship management**

Dictionary refers Relation Management as “the supervision and maintenance of relationships between a company and its external partners, especially its clients.”

#### **What Is Relationship Management?**

Relationship management is a strategy in which an organization maintains an ongoing level of engagement with its audience. This management can occur between a

business and its customers or between a business and other businesses. Relationship management aims to create a partnership between an organization and its patrons, instead of viewing the relationship as merely transactional.

#### Understanding Relationship Management

Relationship management involves strategies to build client support for a business and its offerings, and increase brand loyalty. Most often, relationship building occurs at the customer level, but it is valuable between businesses as well. A business may hire a relationship manager to oversee relationship building or it may combine this function with another marketing or human-resources role. Building a relationship with clients yields rewards for all parties. Consumers who feel that a company is responsive to their needs likely will continue to use that company's products and services. A company's reputation for responsiveness and generous post-sales involvement can often stimulate new sales. Maintaining communication with consumers lets a company identify potential problems before they come to a costly head.

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## **UNIT-5**

Digital correspondence: Role of Multimedia in Communication-Communication in a Digital Edge(Video Conferencing Etc.)Social Networking: Importance and Effects.

What is multimedia in communication?

**Multimedia** is a system of relaying information or entertainment that includes many different forms of **communication**. ... **Multimedia** might include video, audio clips, and still photographs, for example. A newspaper's online presence could use **multimedia** as well, combining graphics, sound, and animation.

What are the 5 types of multimedia?

The **Five Multimedia** Elements[edit] Text, image, audio, video, and animation are the **five multimedia** elements. The first **multimedia** element is text.

What is role of multimedia in education?

In **education**, **multimedia** applications are used as a source of information to deliver learning resources for students. **Multimedia** applications also used to improve the learning process and increase the interaction between students and teachers or lecturers.

Yes, Stress can be positive as well. Positive stress adds anticipation and excitement to life, and we all thrive under a certain amount of stress. Deadlines, competitions, confrontations, and even our frustrations and sorrows add depth and enrichment to our lives. Our goal is not to eliminate stress but to learn how to manage it and how to use it positively, to our advantage. As a positive influence, stress can help compel us to action; it can result in a new awareness and an exciting new perspective. As a negative influence, it can result in feelings of distrust, rejection, anger, and depression, which in turn can lead to health problems such as headaches, upset stomach, rashes, insomnia, ulcers, high blood pressure, heart disease, and stroke. With the death of a loved one, the birth of a child, a job promotion, or a new relationship, we experience stress as we readjust our lives.

### **It all depends on how we react to it.**

#### **What Does this Statement Mean to You?**

It means that when you are put in a difficult situation, or for that matter a stressful situation, then you can really change the situation, but you sure can change your attitude and thinking towards that situation or event. We all land up in new and different kinds of stressful situations, how we align our mind to handle that situation decides the solution.

Insufficient stress acts as a depressant and may leave us feeling bored or dejected; on the other hand, excessive stress may leave us feeling "tied up in knots." What we need to do is find the optimal level of stress, which will individually motivate but not overwhelm each of us. If you consider a day in your own life, you would see that a single day brings with it a series of stress causes. Imagine that you start from home to come to college. A typical situation of traffic jam is a cause of major stress. Lets say you have a very major presentation and you leave your home well prepared, well in time, so that by no chance, you should get stuck in the traffic. Traffic, rallies and your presentation decide to meet each other the same day!! Well, what happens? You keep looking at the watch and the traffic, and start using foul words and that typical phrase, "Why me!" and of course then you think of blaming God and complain. All this leads to lots of tension, anxiety and stress. So ideally how do you handle such situations? Well, very honestly, I have always observed that this mind has a solution for most everything. This mind has the power of logic and strangely, logic somehow solves a lot of things for you. Remember the option of thinking. And the fact that solution is in action.

Whenever we fall in such situations, we start thinking of the problem and how miserable the problem has made us, **INSTEAD OF THE SOLUTION**. The solution is what needs to be thought of. Well, First things first, **relax!** **And take a deep breath.** **Then plan.** Try and move your car to a side and move it to a place where you can park it, lock it and leave. Catch a public transport after you have walked through the blocked patch, and get yourself to the office. Or else, if the situation is such that getting out of the traffic is impossible, then simply turn on the music and relax yourself, because practically can do nothing about it. The idea is that you must **try and get out of the situation**, that is causing the problem and then **think of a practical action oriented solution**, instead of thinking the misery that that problem is causing you.

Lets me share a small true story with you.

I know of a girl who is overweight and is always conscious, and she dreads looking into the mirror. This is a state of complete continuous stress. Now what do you think I should tell her? Try and loose weight, go to the gym, or try and it will happen or never mind, you still look cute? I mean I am sure she must have heard all these things from a whole lot of people, so why is it that after so much of counseling, she still hasn't been able to lose weight? Or even get rid of stress?

Well, she probably did not realize it all herself. The fact that she needed to lose weight was demotivating enough, but not as much so as to put her into Action. When we both met and she shared this with me, I thought of helping her out of this stress. I knew that the Birthday dress she wore last year, made her look very attractive, and I could see that she would not fit in, any way, and her husband had bought her that dress (with lots of affection). I forced her to wear that dress. And I kept on telling her "C'mon, it isn't as bad, you would surely fit in" She ironed it, and started to get ready, and when she tried the dress, she could barely put her arm in, and this happened in front of me, so the feeling of disgust, brought with it **REALIZATION**. All I asked her was don't you want to wear this dress? This dress that your husband bought for you, on that special occasion, with all the love. Don't you love yourself as much, anymore? And do you know what, she never went with me to the party and the next morning, started going for brisk walks.

This is what happened:

- 1) Realization of the **EXTENT of the problem**
- 2) A true picture of **how worse** things had become.
- 3) She set an **ambition** for herself (that dress).

#### 4) The association of feelings with the achievement of Ambition.

Sometimes we do not know how to handle stress, because we ACCEPT the situation as is, and feel that a change is either not easy or not required, or for that matter keep looking for someone, who can shake us up and make it happen. And many times, it's all about "getting started"! Tell me something, aren't there many situations, when we feel we have done something wrong, terribly wrong, something that we did not expect from ourselves? Many a times. Right! Now I'll share with you a very simple mantra, which would make sense to you. Think, what used to happen when you hid your report card from your parents, or when you lied, and somebody suddenly told your parents the truth. The first thing that your Dad did was shout your name. Was it something like: " Anshu !!!!!!!!" Come here right now! Now we are all grown up, and responsible, and these kind of things do not happen to us anymore. So what do we do ideally when we face a situation, where we ourselves did something wrong, or something that is not truly us.

Well, try and call out your name, just the way your dad would have called out, if he would have known about this mistake. And shake yourself up with that voice. And then sit back and talk to yourself . We all have a stock of the right things inside us. We all know what is right, just that circumstances and situations put us in a situation, that we are not able to follow the right thing. So shake yourself, and counsel yourself about how to set things right now.

#### In short TALK TO YOURSELF. LIKE YOUR OWN COUNSELOR.

I have seen a couple of things work in various other situations.

- Before a presentation, Take a deep breath, and then another deep one, and then yet another, but remember, DO NOT EXHALE. And after you can't inhale anymore, exhale through your mouth. This would help you relieve your stress.
- People go for long walks to think and rethink situations. This helps them understand different perspectives. And hence handle stress better.
- Music helps many.
- When facing stress due to peer pressure, or competition, remember that you have to outperform "yourself". Your success is in doing things honestly, sincerely, and better than what you did last time. Your competitor is You Yourself. Sometimes, it so happens that when we get started to perform our best, and do not bother about others, we end up being very close to best and many a times, even The Best.
- Many a times, Confusions between people, causes stress. Remember that the best way to sort out any problem is to TALK, and talk straight to the person concerned. A one to one conversation can clear all possible doubts. The idea is: use your mind to pacify the situation, if it does not work, then do not wait any longer, just go ahead and clear the clouds as soon as possible.
- Don't let a problem become an excuse. Let us presume that you have to give a very important presentation, and your teacher had warned you to do something about your English improvisation, if you wished to save yourself from an embarrassment. You give presentation with lots of grammatical errors, which sad fully get noticed. Now when you meet the teacher, you explain, that you were unwell and so you could not practice English. The idea is that you have to understand that certain things in life, have to be done, when required, where if the clock strikes ahead, all you may have to face is defeat and stress, and to avoid a situation like that, It is always advisable to never make a problem an excuse.
- Time Management is one of the major solutions to Stress Management.
- Effective Multi tasking saves you from stress. If you have too many things to handle, then the obvious fact is that you would be stressed. Learning the art of Prioritizing, and hence tackling things as per priority would never leave you under stress.

#### Are there any Optimal Stress Levels?

There is no single level of stress that is optimal for all people. All of us have unique requirements. What is distressing to one may be a joy to another. And even when we agree that a particular event is distressing, we are likely to differ in our physiological and psychological responses to it. Also, our personal stress requirements and the amount which we can tolerate before we become distressed changes with our ages. It has been found that most illness is related to unrelieved stress. If you are experiencing stress symptoms, you have gone beyond your optimal stress level; you need to reduce the stress in your life and/or improve your ability to manage it.

#### Strategies for Stress Management

Effective time management is just one of many ways to keep from succumbing to stress overload. Here is a list of some other methods of stress management that you might want to experiment with to see what works best for your particular situation.

### **Learn and Practice Relaxation or Meditation Skills.**

1. Associate with people whom you enjoy and who support you.
2. Engage in a vigorous physical exercise that is convenient and pleasurable. Sometimes it helps to get a friend to exercise with you.
3. Don't let one thing dominate you, such as office work, relationships, jobs, sports, etc.
4. View life as challenges to seek, not obstacles to avoid.
5. Take responsibility for your life and your feelings, but never blame yourself.
6. Maintain a reasonable diet and sane sleep habits.
7. Avoid the use of sleeping pills, tranquilizers, and other drugs to control stress.
8. Protect your personal freedoms and space. Do what you want and feel, but respect the rights of others. Don't tell others what to do, but if they intrude, let them know.
9. Find a time and place each day where you can have complete privacy. Take time off from others and pressures. Short timeouts during the day can help improve efficient functioning the rest of the day.
10. Don't drift along in troublesome and stressful situations or relationships. Take action to change rather than trying to avoid the problem. Taking chances is the key to emotional wellbeing.
11. Surround yourself with cues from positive thoughts and relaxation.
12. Review your obligations from time to time and make sure they are still good for you. If they're not, let them go.
13. Open yourself to new experiences. Try new things, new foods, and new places.
14. When worries start to build up, talk to someone.

### **Fight-or-Fight**

Research shows that when an organism experiences a shock or perceives a threat, it quickly releases hormones that help it to survive. In humans, as in other animals, these hormones help us to run faster and fight harder. They increase heart rate and blood pressure, delivering more oxygen and blood sugar to power important muscles.

There are very few situations in modern working life where this response is useful. Most situations benefit from a calm, rational, controlled and socially sensitive approach. In short it is all about how you take it. Remember that the only solution is that you have to "fight it." You must accumulate courage enough to walk against the storm in your head and calm it down with logical reasoning. The solution to stress or any kind of difficult situation in life is to pacify it with logical reasoning answering the why of things and understanding varied perspectives. Yes, it is easier said than done, but then this is the only solution. Why, must you give in to any situation and become weak?

We do realize that many situations are beyond human control and however much you try you cannot get over them, for those situations, just be patient and let time heal, but try and make an effort to "heal" time heal you faster.

**Fight! And you can make it!**

### **Skills to Manage Stress**

There are very many proven skills that we can use to manage stress. These help us to remain calm and effective in high pressure situations, and help us avoid the problems of long-term stress.

These skills fall into three main groups:

#### **• Action-oriented skills:**

In which we seek to confront the problem causing the stress, often changing the environment or the situation.

#### **• Emotionally-oriented skills:**

In which we do not have the power to change the situation, but we can manage stress by changing our interpretation of the situation and the way we feel about it.

#### **• Acceptance-oriented skills:**

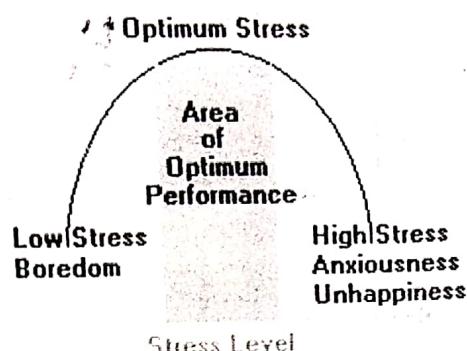
Where something has happened over which we have no power and no emotional control, and where our focus must be on surviving the stress.

### **Self-analysis**

#### **How can you Manage Stress Better?**

The graph below shows the relationship between stress and the quality of performance when you are in situations that impose short-term stress:

Performance

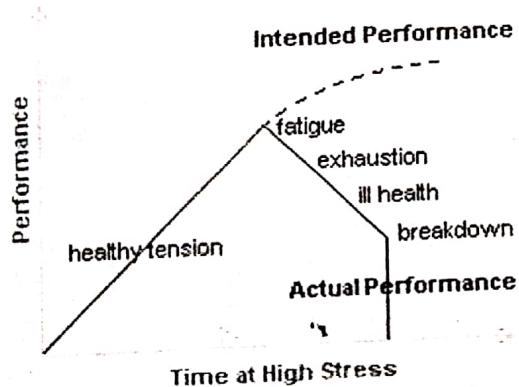


The Relationship Between Stress and Performance

(Please note that this graph will be a slightly different shape for different people in different circumstances)  
Where stress is low, you may find that your performance is low because you become bored, lack concentration and motivation.

Where stress is too high, your performance can suffer from all the symptoms of short-term stress.  
In the middle, at a moderate level of stress, there is a zone of best performance. If you can keep yourself within this zone, then you will be sufficiently aroused to perform well while not being over-stressed and unhappy.  
The graph below shows the way in which performance can suffer when you are under excessive long-term stress:

The Effect of Long Term Sustained Stress on Performance



Act

The graph shows four major stages that you may go through in response to sustained levels of excessive stress:  
1. During the first phase you will face challenges with plenty of energy. Your response will probably be positive and effective.  
2. After a period of time you may begin to feel seriously tired. You may start to feel anxious, frustrated and upset. The quality of your work may begin to suffer.  
3. As high stress continues you may begin to feel a sense of failure and may be ill more frequently. You may also begin to feel exploited by your organization. At this stage you may start to distance yourself from your employer, perhaps starting to look for a new job.  
4. If high levels of stress continue without relief you may ultimately experience depression, burnout, nervous breakdown, or some other form of serious stress related illness.  
High performance in your job may require continued hard work in the face of high levels of sustained stress. It is essential that you learn to pay attention to your feelings as well as your own

## **1. Become aware of your stressors and your emotional and physical reactions.**

Notice your distress. Don't ignore it. Don't gloss over your problems.

Determine what events distress you. What are you telling yourself about meaning of these events?

Determine how your body responds to the stress. Do you become nervous or physically upset? If so, in what specific ways?

## **2. Recognize what you can change.**

Can you change your stressors by avoiding or eliminating them completely?

Can you reduce their intensity (manage them over a period of time instead of on a daily or weekly basis)? Can you shorten your exposure to stress (take a break, leave the physical premises)?

Can you devote the time and energy necessary to making a change (goal setting, time management techniques, and delayed gratification strategies may be helpful here)?

## **3. Reduce the intensity of your emotional reactions to Stress.**

The stress reaction is triggered by your perception of danger...physical danger and/or emotional danger. Are you viewing your stressors in exaggerated terms and/or taking a difficult situation and making it a disaster?

Are you expecting to please everyone?

Are you overreacting and viewing things as absolutely critical and urgent? Do you feel you must always prevail in every situation?

Work at adopting more moderate views; try to see the stress as something you can cope with rather than something that overpowers you.

Try to temper your excess emotions. Put the situation in perspective. Do not labor on the negative aspects and the "what if's."

## **4. Learn to moderate your physical reactions to stress.**

Slow, deep breathing will bring your heart rate and respiration back to normal.

Relaxation techniques can reduce muscle tension Medications or yoga, when prescribed by a physician, can help in the short term in moderating your physical reactions. However, they alone are not the answer. Learning to moderate these reactions on your own is a preferable long-term solution.

## **5. Build your physical reserves.**

Exercise for cardiovascular fitness three to four times a week (moderate, prolonged rhythmic exercise is best, such as walking, swimming, cycling, or jogging).

Eat well-balanced, nutritious meals.

Maintain your ideal weight.

Avoid nicotine, excessive caffeine, and other stimulants.

Mix leisure with work. Take breaks and get away when you can.

Get enough sleep, at least a sound one for 7 hours per day. Be as consistent with your sleep schedule as possible.

## **6. Maintain your emotional reserves.**

Develop some mutually supportive friendships/relationships.

· Pursue realistic goals which are meaningful to you, rather than goals others have for you that you do not share.

Expect some frustrations, failures, and sorrows. Always be kind and gentle with yourself — be a friend to yourself.

## **7. Self control, assertiveness and positive thinking will take you a long way !**

### **Stress and Performance**

This section explains the linkage between stress and performance, and shows how you can ensure that you perform your best by optimizing stress levels.

When you all start working, stress will walk hand in hand with you. Before any assignment will become a problem, and with the problem, will come stress.

But you all must remember one thing, that stress has the ability to affect your performance in both positive and negative ways. Try and understand that with the problem there is solution. Try that stress does not let you down, rather use it for a better performance. The approach to optimizing stress depends on the sort of stress being experienced:

· **Short-term stress** such as difficult meetings, sporting or other performances, or confrontational situations. Here the emphasis is on short-term management of adrenaline to maximize performance.

· **Long term stress**, where fatigue and high adrenaline levels over a long period can lead to degraded performances. Here optimizing stress concentrates on management of fatigue, health, energy and morale.

Naturally there is some element of overlap between these.

## STRESS MANAGEMENT

Stress is the “wear and tear” our mind and body experience as we adjust to our continually changing environment; it has physical and emotional effects on us and can create positive or negative feelings. Moving a little away from the conventional definitions, we all understand that stress is certain uneasiness in our minds and heart. Where sometimes whatever we desire does not happen, or even if it does, it does not happen the “way” we want it to, or whatever happens is something we prayed and prayed should not happen. Many a times it also revolves around an inability to perform at all, may be because of circumstances, health or pressure. Any restlessness that is a result of the unexpected or the unwanted, results in stress. But have you ever thought that stress essentially is not a negative term. There are instances where stress is very positive as well.

Let me give you an example, Presume that your exams are starting the next month. Well, as usual, many of you give in to procrastination and keep on delaying the preparation. Suddenly after 10 days, a teacher gives you a long lecture and comes the realization that “it’s time!” Now analyze your behavior when you just have about 20 days for your exams to begin. You would sit and PLAN. Study the curriculum, and ideally would make a **timetable**, based on which you would allot hours for yourself to study. What happened in this case, the tension that entered your system, after your teacher spoke to you, actually **put you under stress**, probably because you could realize that the time was limited and you had loads to finish. This stress actually put you to action!

UNIT-IVINTER PERSONAL SKILLS

→ Time Management

→ Stress Management

→ Emotional Intelligence

→ Conflict Management

→ Relationship Management

Stress Management

Stress is the "wear and tear" our mind and body experience as we adjust continuously to our changing environment. It has physical and emotional effect on us and it can create positive & negative feelings. Stress is certain uneasiness in our minds and heart. Where sometimes whatever we decide does not happen, or even if he does, it does not happen the way we want it to, or whatever happens is something be we prayed and prayed should not happen.

Many a times it also revolves around

and inherent inability to perform at all may be because of circumstances, health or pressure.

Any restlessness that is a result of the unexpected or the unwanted, results in stress. Our goal is not to eliminate stress but to learn how to manage it and <sup>how</sup> to use it positively, to our advantage. As a positive influence, stress can help compel us through action, <sup>which can</sup> result in a new awareness and an exciting new perspective. As a negative influence, it can result in feelings of distrust, rejection, anger and depression, which in turn can lead to health problems.

#### Tips for Stress Management

1. Associate with people whom you enjoy and who support you.
2. Engage in a vigorous physical exercise i.e., convenient and pleasurable.
3. Don't let one thing dominate you such as office work, relationships, jobs etc.
4. View life as challenges to seek, not obstacles to avoid.

5. Take responsibility for your life and feelings, but never blame for yourself.
6. Maintain a reasonable diet and good sleep habits.
7. Avoid the <sup>using of</sup> medicines to control the stress
8. Protect your personal freedom and space. Do what you want & feel but respect the rights of others. Don't tell others what to do, but if they ask, let them know.
9. Find a time and place each day where you can have complete privacy. Take time off from others and pressures. Short time outs during the day can help improve functioning the rest of the day.
10. Don't drift along in couple troublesome and stressful situations or relationships. Take actions to change rather than trying to avoid the problem. Taking changes is the key to emotional well-being.

11. Surround yourselves with positive thoughts and relaxation.
12. Review your obligations from time to time and make sure they are still good for you. If they are not, let them go.
13. Open yourself to new experiences - try new things, new food, new places.
14. When worries start to build up, talk to someone.
15. Reduce the intensity of your emotional reactions to stress.
16. Learn to moderate your physical reactions to stress.
17. Self control, assertiveness and positive thinking will take you a long way.