

## UNIT- II

### **Positive Thinking:**

Positive thinking is a positive mental attitude that firmly believes that things will be soon be better and with that belief, one can overcome any type of difficulty in his favour.

Ways to develop positivism:

1. Believe in your abilities
2. Enhance your skills
3. Learn from others
4. Take right paths
5. Concentrate on your goals

### **Dr. Eric Berne's views on attitude.**

**I'm not okay, you are not okay(Introvert)** : The first is, I am not okay, you are not okay, this is what an introvert will say. He will always think that neither he is okay nor others are okay. Now, this is one mindset now people with this mindset can never proceed further, they can never move ahead.

**I'm not okay, you are okay(Negative)** : This another category of person who can says I am not okay, you are okay. Such a person can be considered to be negative. When he thinks he is not okay, but you are okay.

**I'm okay, you are not okay(Imposing)** : The third category of person will say I am okay, you are not okay. Such a person can be considered to be imposing; he only understands that it is he who matters and not others.

**I'm okay, you are okay(Positive)** : And that is possible only when we come with a sort of attitude where we can say, I am okay, you are okay. Now, this is, this sort of a person is not only positive, but he is co-operative. Such a person can fill a lot of fire in the group and can come out with successful results and bring laurels for the organization even for himself.

### **Johari Window:**

The major function of the Johari Window is to illustrate and improve self-awareness, as we said in order to be successful, we have to disclose some of our key skills, we have to become self-aware. There are many things we do not know about ourselves.

#### **Quadrant 1: Open area**

This area or pane is called open area because the information in this pane about the behaviour, feelings, emotions about the person is known to that person itself as well as the other members in this group.

#### **Quadrant 2: Blind area**

Blindspot is the area in which the certain information on your personality is known to others but that information is not known to you.

#### **Quadrant 3 : Hidden area**

Hidden area is the information that you hide from others. Here, the information is known to you but the others are unknown to this information. Many people keep their information private and do not share it with others.

#### **Quadrant 4 : Unknown area**

In this area, the information is unknown to you as well as the others. Generally, certain feelings, talents, information, etc fall in this area. The reason for this might be some traumatic experience in the past about a particular event or experiences which might be unknown for your ever. The person, as well as the group, is unaware about this till he or she discovers it. One way to reduce this area is through open communication.

#### **Features of telephone:**

**Clarity:** Clarity is very important either when you are calling, either when you are giving some information to somebody or you are seeking some information from somebody.

**Courteous:** You need to ensure that while you are talking over a telephone, you need to be courteous.

**Consideration :** Then comes consideration. Do you ever know that while you are talking to the other party you are not able to see this surrounding that he is in. Sometimes, because of certain congestion, the sound may not come clearly. Hence, you are to be considerate because time and again, you get such request as can you be loud? It might be very irritating.

**Precision :** It is not only the question of money, rather it is also the question of the time for the other party if he or she is in a proper frame of mind to take your message. If he or she is in a proper environment where he can respond to you or if the other party is in a conducive environment where he can give you the right information.

#### **Advantages and disadvantages of telephonic communication**

<b>Advantages</b>	<b>Disadvantages</b>
You get immediate feedback to things you say	The person must be available to take your telephone call
The conversation is relatively private between you and the caller - although others might be able to hear what you are saying.	The line might be engaged when you call so you can't speak to the person when you want.

You can call someone anywhere on the planet	You generally have to pay for every minute you spend on the call. In the case of mobile or overseas calls, that can be expensive.
Calls can be made 24 hours a day, 7 days a week	There might be noise or interference so the quality of the call could be poor.
<b>Advantages</b>	<b>Disadvantages</b>
Internet based calls can be free	With mobile calls you might move out of the range of a transmitter and so the call gets cut off.
Internal calls within a business are usually free of charge	You cannot see each other's body language so a lot of the non verbal communication is lost

### Guidelines to send a call

- Place your own call.
- Plan an agenda.
- Give your introduction.
- Name the person you are calling.
- Identify yourself and your affiliation.
- Explain the purpose of your calling.
- Ensure cordiality through your voice.
- In case of long talk, keep giving signals, such as; I see; OK, Yes etc.
- Seek/mention specific time to call in case you have not been able to call.
- Leave complete voice mail message.
- If the call gets disrupted, resume it by saying sorry.
- Keep your note-book ready to jot down important points.
- Be careful while answering call for others.
- Explain when you are transferring calls.

### Guidelines while receiving a call

- Answer the call as soon the bell rings.

- End all other conversations.
- Identify yourself immediately.
- Create a visual/mental image of the person you are talking to.
- Respond positively if you are in a support role.
- Take message carefully.
- Repeat the spelling of names and verify telephone numbers.
- Use the caller's name and also the cordial terms, such as please, thank you, I'm delighted etc.
- Stay calm if the caller is angry/complaining.
- Correct the problem and provide a time frame.
- Allow the caller to hang up even after the conversation is over.

**The points to remember when you are at a video conference.**

- **Check the microphone and ensure clarity of voice:** First is, please see that the microphones are working well. When people from a distant place, people from a remote place, people from different locations of the world are talking, what is of utmost importance is the clarity of voice.
- **Introduce yourself:** If you are a part of the video conferencing, please see that you have to introduce yourself, tell your name and your affiliation as well and then, if you are at a post, you also need to mention the post and then, let the discussion follow and all the members have to do like this.
- **Control your body movements :** Here, people can see your body movements because it is a video- audio facility. Hence, see that you control your body movements.
- **Avoid parallel whispers :** It is always better you maintain a proper decorum by avoiding parallel whispers or parallel talks in order to have a proper impact of the video
- **Look at the camera :** In order that you maintain the dignity please see that you should look continuously at the camera because whatever you do or whatever you say is being recorded

**Non Verbal Communication:**

Nonverbal communication is conveying your message through gestures, postures, signals, or clues.

Let us explore the types of nonverbal communication.

- Body Language:  
Body language is an effective means of nonverbal communication. You can tell a lot about a person from their facial expressions, body posture, gestures, eye movement, and use of space.
- Eye Contact:

Eyes are an effective communication tool to convey messages without saying a word. Eye contact says a lot about a person. For instance, those who avoid eye contact are often perceived as shy or less confident.

- Facial Expressions:

From a lip movement to the raising of eyebrows and shifting of the glance, our facial expressions convey a wide range of emotions. Some facial expressions are very powerful. For instance, a smile makes any situation easier to handle.

- Gestures:

A gesture is another form of nonverbal communication. Different gestures could mean different things in different situations.

- Para-Linguistics:

Para-linguistics means vocal communication through the tone, pitch, and volume of your voice. Remember the community tennis matches held on the weekends? The way your sister came shouting, you knew she had won the match.

**The features of voice are:**

- Quality
- Volume
- Rate
- Pitch
- Pronunciation
- Silence and Pause

**The faults in the voice are :**

- Throatiness - Deep resonance in voice
- Breathiness - Passage of too much air through vocal chords
- Nasalization - Releasing air through nose
- Harshness - Inhibited flow of air
- Muffled - Lazy lip, jaw, and movement
- Hoarseness - Inflammation of larynx

**Long Answer Questions:**

- 1. What is positive thinking? Explain ways to develop positivism**
- 2. Explain Dr. Eric Berne's views on attitude.**
- 3. What is function of Johari window? Explain the four quadrants**
- 4. Explain Features of telephonic communication.**
- 5. Explain advantages and disadvantages of telephonic communication 6.**  
**Explain the guidelines to send a call?**
- 6. Explain the guidelines while receiving a call?(Any 8 points)**
- 7. Explain the points to remember when you are at a video conference.(Any 4 points)**
- 8. What Is Nonverbal Communication? What are the Types Of Nonverbal Communication**
- 9. List the features of voice. Explain the faults in the voice.**