

- Overcoming Environmental Factors: Communicators should ensure that the message is delivered in a distraction free environment.
- Overcoming Barrier of Cultural Influence: Preparation to be made keeping the culture of the people you are addressing.
- Overcoming Interpersonal Barriers of Communication.
- Overcoming Organizational Barriers of Communication.

## **UNIT 2: Self-Management Skills**



### **Self-Management:**

Self-management is the ability to control one's emotions, thoughts and behaviour effectively in different situations.

### **Essential Skills for Success:**

Discipline	Punctuality	Goal-setting	Teamwork	Problem Solving
	Responsibility	Adaptability	Professionalism	
		Dedication		

### **Importance of Self-Management:**

- ♣ Self-sufficient and independent
- ♣ Ownership and accountability lead to self-confident
- ♣ Goal-oriented and strategy maker
- ♣ Self-monitoring and discipline reinforce good habits and behaviours
- ♣ Organise life and remove stress

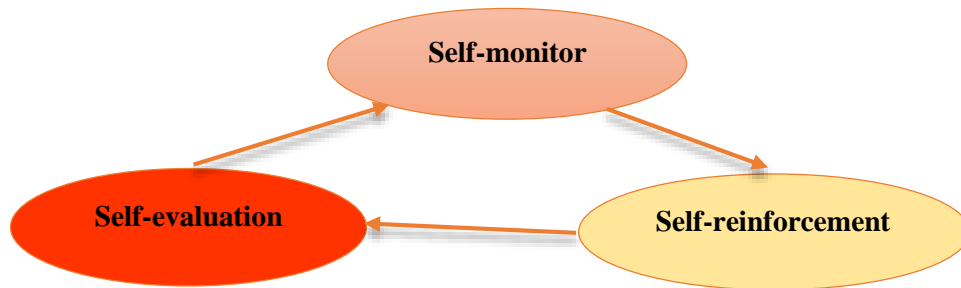


Fig: Self-Management Cycle

### **Methods of Self-Management**

**Stress:** Stress can be defined as emotional, mental, physical and social reaction to any perceived demands or threats.

### **Symptoms of Stress:**

Sign of Physical stress	Sign of Mental stress
Breathlessness	Irritation
Indigestion	Boredom
Fatigue	Mood swings
Cold hands and feet	Loneliness
Dry mouth or choking feeling	Anxiety
Nausea	
Sweaty palms	

### **Causes of Stress:**

- ◆ Lack of confidence
- ◆ Work pressure
- ◆ Physical discomfort
- ◆ Conflict or rivalry,
- ◆ Meeting deadlines or expectations
- ◆ Change of routine

### **Effects of Stress:**

- Deteriorates mental and physical health
- Lack of concentration and productivity in work
- Damage in personal and professional relationships

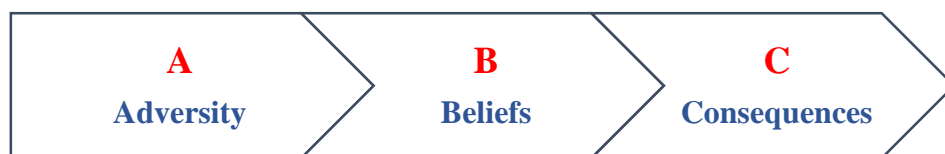
### **Stress Management:**

Managing stress is about planning to cope effectively with daily pressures.

### **Advantages of Stress Management:**

- ✓ Focus and Goal-setting
- ✓ Better planning
- ✓ Execute the work smoothly within deadline
- ✓ Better work-life balance

### **Methods of Stress Management:**



- ◆ **Step 1:** Awareness about stress
- ◆ **Step 2:** Identify the cause of stress
- ◆ **Step 3:** Apply Stress management techniques

### **Stress Management Techniques:**

- 1) Proper time management
- 2) Physical exercise, balanced diet, and healthy lifestyle
- 3) Maintain positive attitude and outlook
- 4) Organise schedule, complete all the works on time
- 5) Adequate sleep and relaxation
- 6) Spending quality time with friends and family.

## Self-Awareness

**1. Know Yourself:** Belief, Background, Opinion, Choice, Values

### **2. Realising Strength and Weakness:**

- \* Identify skills, abilities, interests, what you are good at and successful
- \* Identify shortcomings, apathies, where you face difficulty and defeat
- \* Consider honest feedback from others
- \* Continue practising skills
- \* Overcome weakness and improvise

**SWOT Analysis:** SWOT analysis is an important framework for identifying and analysing the *Strengths*, *Weaknesses*, *Opportunities*, and *Threats*.

## Self-Motivation

Self-motivation is the internal force that drives one to act towards achievement of goals.

### **Types of Motivation:**

<b>Internal Motivation</b>	Self-interest and love for the work or hobby
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- Doing task of own interest makes one happy, healthy and feel good.

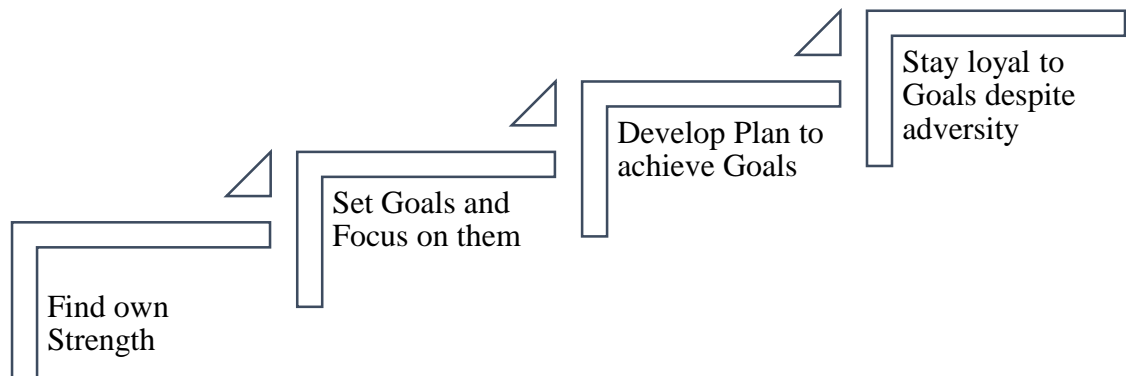
<b>External Motivation</b>	Reward
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- Doing the task brings respect, recognition and appreciation

### **Qualities of Self-Motivated People:**

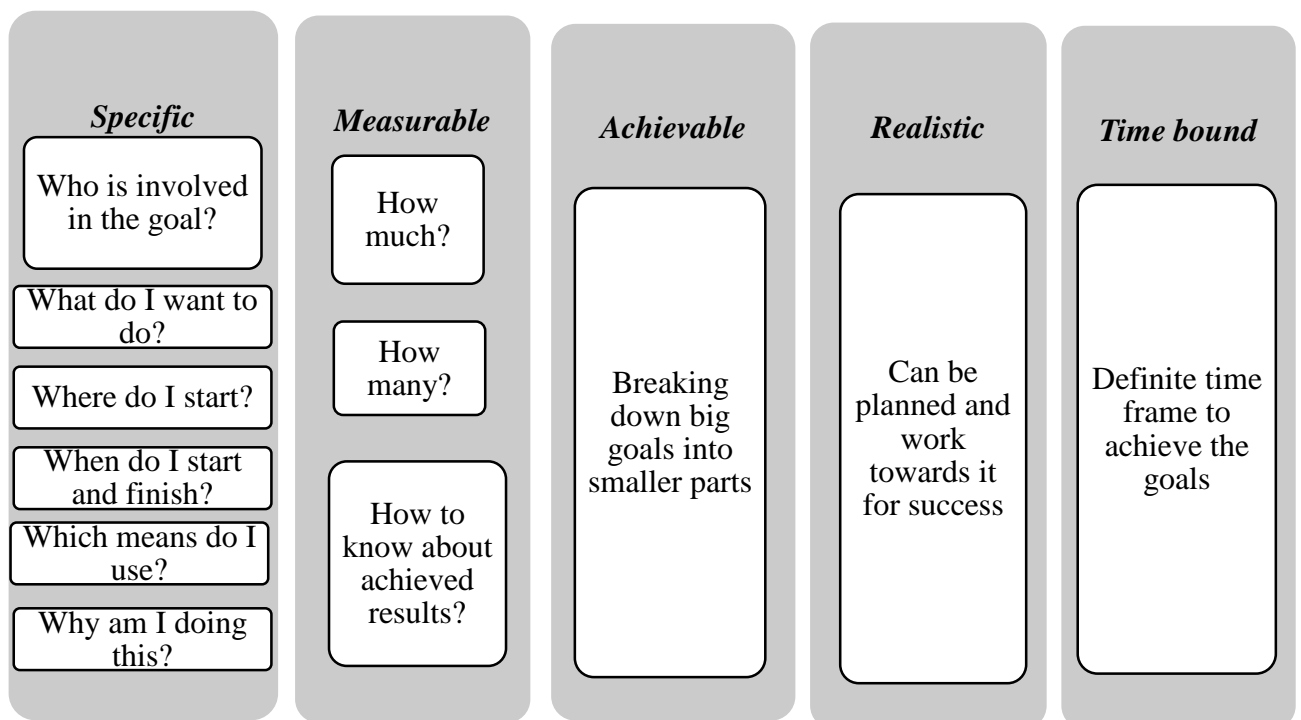
- ✪ Aware of expectations from life
- ✪ Focussed towards goal
- ✪ Aware of importance of things
- ✪ Dedicated to fulfil dreams

## Steps to Build Self-Motivation:



### A. Goal Setting

- **Goals:** Goals are a set of dreams with a deadline to achieve them.
- **Goal Setting:** Goal setting is all about finding and listing one's goals in life and planning on achieving them.
- **Importance of Goal Setting:**
  - Helps to think and decide about future plans
  - Helps to prioritize things in life
  - Helps to focus on important tasks
- **Nature of Goals:** **SMART**



## **B. Time Management**

Time management is the ability to plan and control on spending time in order to complete all the intended work.

### **❖ Benefit of Time Management:**

- ♣ Timely completion of tasks
- ♣ Prepare and follow a daily timetable
- ♣ Correct estimation about duration of a work
- ♣ Correct utilisation of time
- ♣ Sense of accomplishment resulting satisfaction and happiness

### **❖ Healthy habits for Time Management:**

- ♣ Avoid unnecessary delay or postpone of planned activity
- ♣ Organise the workplace to develop good working environment
- ♣ Utilise leisure and waiting time productively
- ♣ Prepare To-Do list and prioritise works
- ♣ Develop healthy habits and productive hobby

### **Steps for Effective Time Management:**

Organise	<ul style="list-style-type: none"><li>• Plain daily Activities</li><li>• Prepare timetable and follow it</li><li>• Organise working area</li></ul>
Prioritise	<ul style="list-style-type: none"><li>• Prepare To-Do list of activities</li><li>• Rank the activities as per priority</li></ul>
Control	<ul style="list-style-type: none"><li>• Gain control over activities and time utilisation</li><li>• Avoid wasting time on useless things</li></ul>
Track	<ul style="list-style-type: none"><li>• Identify all the works done throughout the day and the amount of time spent on them</li><li>• Analysis of time helps in better planning and execution of tasks and minimize time waste</li></ul>

## **Emotional Intelligence:**

Emotional intelligence is the ability to identify and manage own and others' emotions.

### **Steps to Manage Emotions:**

1. Understand emotions: Observe behaviour
2. Rationalise: Think judiciously, then decide and act
3. Control: Practice Yoga and meditation to keep calm

## **Self Confidence:**

Self-confidence is to trust own capabilities and skills to achieve one's goal.

### ✓ **Factors influencing Self Confidence:**

- \* Social: Healthy interaction and relationship with others strengthen self-confidence.
- \* Cultural: Family values, moral values and belief system helps developing confidence.
- \* Physical: Physical fitness and regular physical activities enhance self-confidence.

### ✓ **Different ways to develop Self Confidence:**

- \* Positive approach towards problem solving
- \* Set targets, make strategy and work towards achieving success
- \* Physical exercise, Yoga, meditation etc regularly
- \* Maintain healthy relationship with others
- \* Dress up appropriately

### ✓ **Quality of a good Team Member:**

- \* Work towards a common Goal set by the team
- \* Selflessness - Help and Adjust with the group
- \* Good interpersonal skills
- \* Team spirit and group management skills

### ✓ **Quality of Independent workers:**

- \* Self-awareness, self-monitoring and self-correcting
- \* Awareness of Goal
- \* Taking initiative
- \* Recognising mistakes and self-performance analysis
- \* Continuous learning

## **Personality Management:**

Personality includes proper sense of dressing, personal hygiene, and good communication skills to have positive impression on others.

### ***Check Your Progress***

<b>Q. 1 to 10 – 1 mark Question 10x1=10</b>	
1.	_____ is the ability to identify and manage emotion of self and others. a. Natural Intelligence                      b. Emotional Intelligence c. Interpersonal Intelligence              d. Spatial Intelligence
2.	Riya is feeling sweaty palm, irritation, and hyperactivity. She is feeling: a. Confident              b. Excited              c. Happy              d. Stressed
3.	Vijay decided to study for 4 hours daily. His goal is: a. Unrealistic              b. Not specific              c. Time bound              d. All of these
4.	Which of the following quality is not essential to work in group? a. Listening to all                                      b. Guiding all c. Decision making ability                              d. Sharing confidential information with all
5.	Which of the following does not get along with Goal? a. Small              b. Practical              c. Deadline              d. Achieve
6.	_____ part of time management analyses the time spend on each job and helps to reduce wastage of time. a. Organise              b. Track              c. Control              d. Prioritise
<b>Q. No. 7 – 8: State whether the following statements are True or False.</b>	
7.	Joseph has been awarded for 100% attendance in school for entire the academic year last time. He feels honoured and this year also he is reporting to school regularly. This is an instance External Motivation.
8.	Talking more is one of the ways to build self-confidence.
<b>Q. No. 9 – 10: ASSERTION ( A ) and REASONING ( R ) based questions.</b> <b>Mark the correct choice as:</b> <b>a. Both A and R are true and R is the correct explanation for A.</b> <b>b. Both A and R are true and R is not correct explanation for A.</b> <b>c. A is true but R is false.</b> <b>d. A is false but R is true.</b>	



9.	Assertion (A): Stress management helps one to lead happy and healthy life. Reasoning (R): Timely completion of job reduces stress.
10.	Assertion (A): Self-confidence once lost cannot be gained back. Reasoning (R): Physical fitness increases self-confidence.
<b>Q. No. 11 to 15 – 2 marks Question 5x2=10</b>	
11.	Why self-management is essential for the students?
12.	Mention two ways to develop confidence.
13.	Describe the steps of gaining self-motivation.
14.	Disha is going to start a new business with own investment. What qualities she should possess to work independently?
15.	Anish wants to set a list of goals to achieve in life before he is 25 year old. Explain the nature of a Goal.
<b>Q. No. 16 and 17 – 4 marks questions 2x4=8</b>	
16.	Rahul says that he is feeling stressful. Before you understand and analyse Rahul's situation, answer the following questions:  i. What do you mean by stress? ii. Mention any two symptoms of stress. iii. Write down some stress management techniques.
17.	Nisha is a hardworking girl. However, she always struggles to complete her assignments on time. Hence, she feels nervous.  i. State the importance of effective time management. ii. Explain the techniques of managing time.

### ***Solution***

1. b	2. d	3. c	4. d	5. a
6. b	7. True	8. False	9. a	10. d
11.	i. Self-sufficient and independent in doing assignments and project work ii. Ownership and accountability of completion of work lead to self-confident iii. Set target for preparation and make strategy to achieve success iv. Self-monitoring and discipline reinforce good habits and behaviours			
12.	i. Positive approach towards problem solving ii. Set targets, make strategy and work towards achieving success			

	iii. Physical exercise, Yoga, meditation etc regularly iv. Maintain healthy relationship with others
13.	Step 1: Find own Strength Step 2: Set goal and focus Step 3: Plan and work Step 4: Stick to the goal
14.	<ul style="list-style-type: none"> <li>• Self-awareness – Know strength, weakness, risk, opportunity</li> <li>• Define Goals, take initiative to plan and work</li> <li>• Self-performance analysis, recognising mistake</li> <li>• Continuous learning from surroundings</li> </ul>
15.	A Goal should be SMART <ul style="list-style-type: none"> <li>• Specific</li> <li>• Measurable</li> <li>• Achievable</li> <li>• Realistic</li> <li>• Time bound</li> </ul>
16.	i. Stress is emotional, mental, physical and social reaction to any unforeseen situation, adversity or challenges.  ii. Sweating, choking feeling iii. <ul style="list-style-type: none"> <li>• Proper time management - Organise schedule, complete all the works on time</li> <li>• Physical exercise, balanced diet, and healthy lifestyle</li> </ul>
17.	i. Importance of time management: <ul style="list-style-type: none"> <li>• Timely completion of tasks</li> <li>• Sense of accomplishment resulting satisfaction and happiness</li> </ul> ii. Time management techniques: <ul style="list-style-type: none"> <li>• Organise – Prepare Time table</li> <li>• Prioritise – Prepare To-Do list of activities</li> <li>• Control – Minimise time waste</li> <li>• Track – Analysis of the time spend over each activities and its effectiveness</li> </ul>