

Name : Ananya Prasad

Reg No : 20BCE10093

Subject : HUM1002

Semester : Fall Sem 2022-23

Date : 17-10-2022

Faculty : Dr Sidharth Kumar

- ①
- 1) Human emotions or feelings could be detected from variety of sources, such as gesture, movements, facial expressions, voice, tone of speech.
- In business organisations (workplaces) we can have various types of non-verbal communication by not speaking at all, just by our body language or ~~no~~ press our point more by using these techniques.
- (i) Have a proper eye contact : When any one is speaking, make sure to make an eye contact with them so that they know that you are paying attention. Give your inputs from time to time.
  - (ii) Tone of Speech : Your message should align with the speech tone. Even when having tough conversations, a positive tone can help in better understanding and decision making.
  - (iii) Body language : You should have a welcoming body language. For eg, while taking in a meet, sit upright with arms on the table. While standing keep your arms on the sides or use them for gestures.
  - (iv) Hand gesture : Basic hand gestures such as a thumbs up can boost a fellow coworker's confidence. Hand gestures express friendliness and appreciation.
  - (v) Personal space : Keep a safe comfortable distance while talking but it should be close enough that the person you are talking to is warned up. eg. selling close to a coworker to hear them better.
  - (vi) Facial expressions : Face is very expressive. Face can communicate without using any words. eg. to show enjoyment, just smile and nod along.

(vii) Appearance: Everyone likes a sharp, clean dressing person and not a shabby one. Keep yourself neat and prepared.  
eg to get a deal done with someone, dress sharp and show your professionalism.

(viii) Handshakes: There are different types of handshakes. A firm one giving promise, a sloppy one, giving doubts. Choose yours.

(ix). Good posture: Have a good aslound posture to reflect allitude and attentiveness.  
eg while going for a deal, keep your back straight and shoulders firm.

(x) Non verbal skills are equally or more important than verbal communication.

• For being aggressive, h. man have, pulled some, fighting.



2 (b) \* First impression means first judgement. Many a times we have heard that the first impression is the last impression and very often, it's true. Whenever we meet someone new, they ~~make some~~ mark some points about you and keep that in their mind fresh when you meet them the next time. The beauty of this is, even if you aren't that person and behaved in such a way, seldom a person meeting you for the first time might think you are like that only.

\* Now, in the given scenario, we don't actually know if the ex-husband is unfriendly or aggressive or not in real life. The person might have made the assumption by just meeting him. ~~For~~

There is a good possibility that the person is of that sort only or she might have met him on his bad day. She might have noticed the following things:

- He might not have had an open posture, like would have crossed hands or he might have positioned his body away.
- Might not have made eye contact with her.
- Might not have showed interest and would not have listened to her.
- He might not be having the most friendliest smile or might have had an irritated expression.
- Harsh speech, foul words and aggressive tone.
- Not even tried to have a boring small talk.
- Might be having critically and judgemental thoughts about others.
- Might be authoritative and assertive.
- For being aggressive, he may have pulled some fighting.

- He might be negative and pessimistic and would have had some negative thoughts.
  - She might have heard some bad things about him from others.
  - \* So after maybe after pointing some points from above, she concluded that her friend's ex-husband is unfriendly and has an aggressive demeanour.
- 

3(b) "You never really know a man until you understand things from his point of view until you climb into his skin and walk around it"

It's a famous quote from the book "To kill a mockingbird".

It basically means that one can learn empathy, respect and understanding by considering others point of view and perspective.

People often say, walk ~~as others~~ a mile in someone else's shoes. It means the same thing, to embrace and practice empathy.

Empathy is highly valued and essential for social interactions.

Empathy is ~~an ability~~ to understand a person's emotions and feelings.

Empathy leads to :

- stronger, meaningful relationships
- success in workplace.
- better health and quality of life

To have a higher emotional intelligence, the person has to understand their own thoughts and feelings and emotions and the more they



can understand someone else's. When we become better listeners, we become better people.

\* People who lack empathy indulge in crimes. Prisons are filled with criminals. They commit crimes like murders, stealing, heinous crimes like rape, human trafficking, not empathising at all. Having empathy might have prevented them from doing such crimes in the first place.

\* Empathy is the ability to -trust others. As trust builds, there will be more sharing and openness.

When one is empathetic, they are aware of the feelings shown. So

\* Some things are understood without actually being said. Understanding non-verbal communication is an important part of empathy.

• So, a solid foundation in emotional intelligence starts with empathy.

---

4) 75% of respondents suggested that they valued an employee's EQ more than their IQ.

\* Emotional intelligence is widely recognised as a valuable skill that helps improve communication, management, problem-solving and relationships within a workplace.

\* It is also a skill that researchers believe can be improved with training and practice.

* People with high EQ	People with low EQ
<ul style="list-style-type: none"> <li>• Make better decisions and solve problems.</li> <li>• Keeps cool under pressure.</li> <li>• Have greater empathy.</li> <li>• Listen, reflect and respond to constructive criticism.</li> </ul>	<ul style="list-style-type: none"> <li>• Play the role of victim or avoid taking responsibility for errors.</li> <li>• Have passive or aggressive communication styles.</li> <li>• Refuse to work as a team.</li> <li>• Are overly critical of others or dismiss others' opinions.</li> </ul>

• So, people need to become more emotionally intelligent and work on their emotional skills.

• This can be helpful in workplace where relationships and business decision often rely on the interpersonal understanding, teamwork and communication.

• One should become more self-aware and practice self-regulation.

- 5). It is not only that practitioners should be responsible for the persuasive public relations and communication efforts and techniques they carry out, but also to keep their organisations and clients faithful to their true self and the core values embedded in the corporate identities, offerings and promises they make to targeted stakeholders.
- The construct authenticity and its dimensions are defined from a multi disciplinary perspective, including literature from advertising, communication studies, marketing and public relations.
  - The consistency between authentic claims, offerings and promises the management philosophy and behaviour of organisations would determine the effectiveness of public relations efforts assess by measuring the responses actions and behaviour of stakeholders.
  - The evenness between the genuine nature of organisational offerings and their communication is crucial to overcome the confidence in major social institutions.
  - Authenticity claims must capture the experiences aspirations and expectations of the involved segments of society that organisations aim to engage, otherwise a clash of values may occur.
  - Key stakeholders in a business :
    - Employees.
    - Business owners
    - Investors.
    - Customers
    - Suppliers.



(8)

\* These authentication adds value to business as well in reports. Financial value, is monetary value and is reported in financial statements, these financial statements have clear data.

~~These values added by authentication~~

The authenticity should be present from financial statements to the smallest pamphlet they create for advertising and should cater to all its stakeholders.

Like, for customers, the product and its price, for investors, the turnover and profits, for employees, working benefits, for business partners, their ~~payables~~ profits and for suppliers their need and profit.

These authentication makes business prosper.

X

X