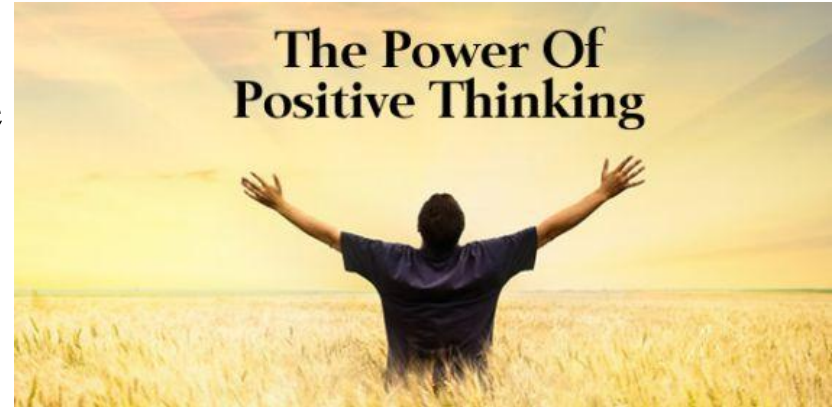**Soft Skills**

Lecture 06

Positive Thinking

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Defining Positive Thinking

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

- Norman Vincent Peale

The Power Of Positive Thinking

An observation

"We are only half awake. We are making use of only a small part of our physical and mental resources. Stating the thing broadly, human individuals thus far live within their limits. They possess powers of various sorts which they habitually fail to use."

-- William James

Dr. Eric Berne's views on attitude

- I'm not okay, you are not okay (Introvert)
- I'm not okay, you are okay. (Negative)
- I'm okay, you are not okay. (Imposing)
- I'm okay, you are okay. (Positive)

Ways to develop Positivism

- ✓ Believe in your abilities.
- ✓ Enhance your skills.
- ✓ Learn from others.
- ✓ Take right paths.
- ✓ Concentrate on your goals.

Johari Window

Devised by American Psychologists Joseph Luft and Harry Ingham in 1955.

❖ To illustrate and improve self-awareness and mutual understanding

❖To assess a group's relationship with other groups

❖ To understand and train soft skills behaviour

Contd.

Disclosure/feedback model

➢ Combined after the first names of Joe and Harry

➢ Represents information–feelings, experiences, views, attitudes, skills, intentions, motivation within or about a person in relation to their group

Contd.

➢ 'Self' is the group and 'others' as other groups.

➢ The four perspectives are called regions or quadrants.

➢ Each region represents feelings or motivations. (known/unknown) by the person and whether the information is known /unknown by others in the group.

Four Regions

1. **Open area**: What is known by the person is also known by others

2. **Blind area**: What is unknown by the person but which others know

3. **Hidden area**: What the person knows about himself and others do not know

4. **Unknown**: What is unknown by the person and is also unknown by others

Quadrant One: Open Area

➢ To develop open area for every person

➢ The size of the open area can be expanded both horizontally and vertically through feedback solicitation

➢ Open area can be expanded through open positive communication

Quadrant Two: Blind Area/ Spot

➢ This area is to be reduced and open area to be increased.

➢ Sensitive feedback can help an individual reduce this area.

➢ Managers can promote non-judgmental feedback and group response to individual disclosure.

Quadrant Three: Hidden Self

➢ What is known to ourselves but kept hidden from others.

➢ Includes hidden agendas, fears, sensitivities, secrets and manipulative intentions.

➢ Relevant hidden area should be moved into the open area through the process of disclosure.

➢ Reducing hidden area promotes co-operation, trust and team working.

Quadrant Four: Unknown Self

➢ Unknown to the person and also unknown to others

➢ Can be uncovered in certain situations through collective/mutual discovery

➢ Process of self-discovery is sensitive and depends upon individual's own discretion

Unknown factors

- Ability i.e. under-estimated and untried
- A natural ability or attitude that a person doesn't realize they have
- Fearor aversion
- An unknown illness
- Repressed or subconscious feeling
- Conditioned behaviour

Summing up

Johari Windows

❖ Can thus help in unraveling the various skills of individuals through self-awareness.

❖ Knowing the group members and ensuring better relationship and communication skills through mutual co-operation and trust.

❖ Ensures better productivity and success by reducing gaps in thinking.

Contd.

"All that we are is the result of what we have thought."

- Dhammapada