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Human Relations & Personal Growth

Understanding Human Relations

- Communication - written & oral
- Empathy - ability to understand & share feelings of others
- Stress management - handle difficult situation of daily life in healthy manner
- Conflict Resolution

Getting People to like you

- Smile
- Be sincere
- Be the bearer of good news
- Be a positive person
- Make people happy
- Use proper body language
- Expose yourself more.

1900 - 1920

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- Fredrick Taylor - Father of classical school of management
- Henry Fayol

Productivity & Efficiencies

1950s Behavioural Science ← psychology
Management science ← sociology
← use of stats
← Technologies

employees as tools

Not working

Unions

Personality & attitude

Personality - building ourselves with nature & nurture -

- nature - qualities one is born with
- nurture - experiences, family values, religion, upbringing & societal influences

defⁿ - a set of traits that can explain or predict a person's behaviour in a variety of situations

MBTI Myers Briggs Type Indicator

DISC profile - Dominance,

Influence, Steadiness &

Conscientiousness

Big 5 (OCEAN) - Statistical reliability

Openness, Conscientiousness
Extraversion, Agreeableness,
Neuroticism

Perception

- The recognition & interpretation of sensory stimuli based upon our memory
- The way we interpret data (the world) around us

Influencers of Perception

Heredity

Needs

Peer groups

Interests

Expectations

Goal of conflict management
Reach a solⁿ both of you
Feel good with/about

Constructive conflict -
supports goals, helps improve
performance or personal
well being

→ differences of opinions, communicatⁿ in
supportive envⁱ, problem solving, increase awareness

Destructive - hinders
immediate performance &
may have domino effect

→ abusive language, insults
no mutual respect

Personal attacks / dirty politics
gossips & rumors
silent afraid to speak up
passive aggressive

Self awareness - effects - impact

- continuous learning
- Time management
- Self esteem
- understanding personal motivation
- stress management
- Goal setting

★ Social awareness

- working within a diverse environment
- working in group or team
- Understanding our attitudes, personality & effects of those on others
- communicating effectively
- Etiquette
- Networking

Benefits of Team Work

- Quick solⁿ
- Improved productivity
- distributⁿ of work load
- Diversity of ideas
- Better decision
- Motivation
- Learning

→ Stages of Team Development

- 1) Forming
- 2) Storming
- 3) Norming
- 4) Performing
- 5) Adjourning

based on peer
your

70%

B Capacity

20%

A

Acknowledge
Elevate
Lead

B Commitment

Fire

Capacity

Commitment

Team work - The ability to co-operate & communicate effectively with others to achieve a common goal

1) Forming -

- determining individual roles
- develop trust & communicatⁿ
- Develop norms
- Task allotment
- Define problems & strategy
- Identify info. needed

2) Storming -

- realizatⁿ of task difficulties in tasks than imaginatⁿ
- conflicts / fluctuatⁿ in attitude about chances of success
- May be resistance to task
- Have poor collaboratⁿ
- communicatⁿ gaps

3) Norming -

Acceptance towards -
their team

Team rules & procedures

Their roles in the team

Individuality of fellow members

* Realizatⁿ of No chance of
crash & burn situatⁿ so
start helping each other

4) Performing -

- Developed insights into
personal & team processes

- Better understanding of
strengths & weaknesses

- ability to manage conflicts

- develop close attachments

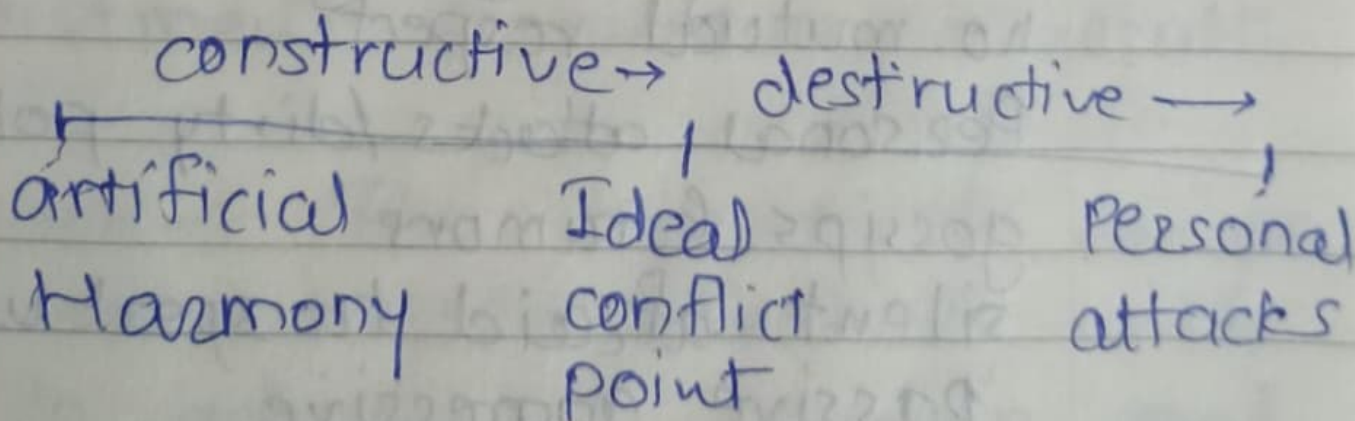
- commitment to shared goals

Conflict Management

→ situat^{ns} in which your concerns, desires, needs or values differ from another
OR

a process that begins when someone perceives that one has negatively affected or something that they care about to be

— incompatible activities, thoughts, feelings or behaviors



5> Adjourning

- imp to achieve closure for the gr. on a +ve note
- appreciate each others accomplishments & celebrate gr's overall success.

→ Properties of Good Team

1> Work effortlessly

2> Trust

3> Good communication

4> Supportive

5> Participation

6> Innovations

7> Motivations.

It is less me & more we

-Attitudes-

→ Favorable / unfavorable opinions towards people, things or situations

→ Positive attitude goes a long way for good human relations & interactions with others.

How to change the attitude?

- How to enter -
- How you live th² it?
- How you exit

EQ - Emotional intelligence

- Ability to monitor our own & others' feelings & emotions
- discriminate among them
- use it to guide one's thinking & action

John Mayer & Peter Salovey

Daniel Goleman

Different than IQ

- cognitive ability

4 components of EQ

- 1) self awareness
- 2) self management
- 3) Social awareness
- 4) Relationship management

Self talk

Date

07/08/24

Elton Mayo's Hawthorne Effect

Human Relations skills

- 1) Communication - written / oral
- 2) Empathy - ability to understand & share the feelings of others
- 3) Stress management - handling daily stress in healthy
- 4) Conflict Resolution - manner

ISE

Values -

Things which we found
most important to us -

→ accuracy, enjoyment, excellence,
honesty, service to others, safety,
security, personal growth,
trust, unity, integrity —
what's your top 5 values?

Assignment / ISE I

Fayol's 14 Principles of Management

- 1) Division of work
- 2) Authority
- 3) Discipline
- 4) Unity of command
- 5) " " "direct"
- 6) Subordinatⁿ of individual interests to general interests
- 7) Remuneration
- 8) Centralizatⁿ
- 9) Scalar chains
- 10) Order - organizatⁿ of things
- 11) Equity
- 12) Stability of tenure of personnel
- 13) Initiative
- 14) Harmony Esprit de corps