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## Human Relations At Work

\* 14 principles:- of Management by Fayol

- ① Division of work
- ② Authority
- ③ Discipline
- ④ Unity in command.
- ⑤ Unity in directions.
- ⑥ ~~Co~~ Coordination in general interests & personal interests
- ⑦ Remuneration.
- ⑧ Centralization
- ⑨ Scalar chains
- ⑩ Order- organization of things.
- ⑪ Equity
- ⑫ stability of tenure of personnel
- ⑬ Initiative
- ⑭ Harmony Esprit de corps

\* Values:-

- Things which we find most important to us.
- enjoyment, personal growth, excellence, honesty, service to others, trust, unity, integrity.

\* Human relation skills:-

- ① Communication
- ② Empathy
- ③ stress Management
- ④ Conflict resolution.

\* EQ - Emotional Quotient.

- It is the ability to monitor our own and others feelings and emotions.
- discriminate among them
- use it to guide one's thinking & action.



### \* 4 components EQ :-

- ① Self awareness
- ② Self management
- ③ Social awareness
- ④ Relationship management.

### \* Attitude :-

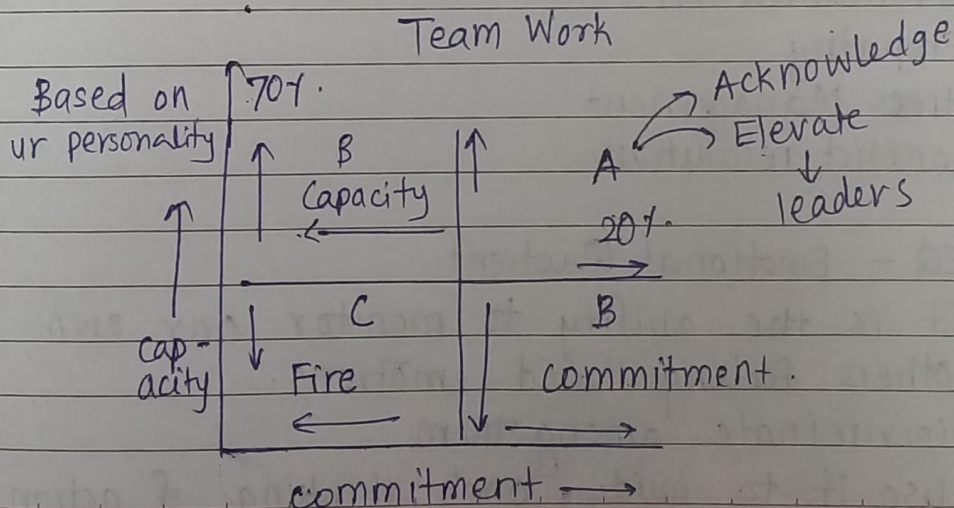
- Favourable / unfavourable opinions towards people, things or situations.

### \* Benefits of team work :-

- ① Quick solution.
- ② Improved productivity
- ③ Distribution of work load.
- ④ Diversity of ideas.
- ⑤ Better decision
- ⑥ Motivation
- ⑦ Learning.

### \* Stages of team development :-

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



- Team:- Group of people who have a commitment to produce a result.
- Teamwork:- The ability to cooperate and communicate effectively with others to achieve a common goal.

### ① Forming:-

- determining individual roles
- develop trust and communication
- develop norms
- task allotment
- define problems and strategy
- identify information needed.

### ② Storming:-

- realization of task difficulties in task than imagination.
- conflicts / fluctuation in attitude about chances of success
- May be resistance to task.
- Have poor collaboration.
- comm<sup>n</sup> gaps.

### ③ Norming:-

- Acceptance towards their team
- team rules and procedures.
- their roles in the team
- individuality of fellow members
- realization of no chance of crash and burn situation so start helping each other.



#### ④ Performing :-

- developed insights into personal and team processes
- Better understanding of strengths and weakness
- ability to manage conflicts.
- develop close attachments
- commitment to shared goals.

#### ⑤ Adjourning :-

- imp to achieve closure for the group on a positive note
- appreciate each other's accomplishments & celebrate group's overall success.

#### \* Conflict Management :-

- Situation in which your concerns, desires, needs or values differ from another.
- incompatible activities, thoughts, feelings or behaviours.

#### \* Properties of good team :-

- ① Work effortlessly
- ② Trust
- ③ Good comm<sup>n</sup>
- ④ Supportive
- ⑤ Participation
- ⑥ Innovation
- ⑦ Motivation.

Less "me", more "we".

### \* Personality :-

- a set of traits that can explain or predict a person's behaviour in variety of situations
- building yourself with nature & nurture
- nature :- qualities one is born with
- nurture :- experiences, family values, religion, upbringing & societal influences.

### \* Perception :-

- The recognition & interpretation of sensory stimuli based upon our memory.
- The way we interpret data around us.
- Influencers of perception :-

- ① Heredity
- ② Needs
- ③ Peer groups
- ④ Interests
- ⑤ Group Expectations

### \* Self-awareness :- affects/impacts

- ① Continuous learning
- ② Time management
- ③ self esteem
- ④ understanding personal motivation
- ⑤ stress management
- ⑥ Goal setting