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PART - I

HUMAN SKILLS DEVELOPMENT-I

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BLOCK I HUMAN SKILLS AND HABITS

UNIT-I HUMAN SKILLS AND DEVELOPING SKILLS

Structure

1.1. INTRODUCTION

In Today's world, society is expecting people with special skills beyond their knowledge and academic records. In a stereotype life cycle, one cannot achieve unimaginable goals. So, a person with a high rated skill are associated with the chosen field would be treated as a leader. Person who possesses high level of knowledge but with poor behaviour and lack of skills will be valued as unfit in this competitive world. In the world of educational institution and workplace, a person has to learn academic, technical skills and social skills to handle people of different culture and thoughts. In business sectors a person must have skill to fulfil the tasks given by the superior body, in this way one can prove whether he is fit or unfit. These kinds of social skills are learnt mostly from others experience

or by trial and error methods. In order to develop these skills, one has to develop analytical skills to understand the response of humans in various situations.

1.2. OBJECTIVES

i) To make students understand the importance of social skills in changing society

 ii) To teach students about workplace skills

 iii) To make students know the value of adaptability

1.3. HOW TO DEVELOP SKILLS

In order to maintain relationship by avoiding conflicts, one has to develop their existing human skills. There are plenty of ways to develop skills to increase the level of confidence. The following methods can be helpful to develop skills.

i) Anger Management

ii) Positive approach

iii) Respecting others by listening

iv) Feedback

v) Non-Verbal approach

vi) Relationship maintenance.

1.3.1. ANGER MANAGEMENT

Anger management is a tool to help anyone from losing the temper in order to handle some critical situations. Balancing anger and patience may increase one's confidence level to sustain in this society.As a basic term, a person must be aware of delivering words in crucial situations. Following suggestions would help in anger management,

a) Before expressing anger, one must be aware of the response and result if the anger is expressed. Keeping high awareness on any situation will boost one's interpersonal skills. Skill in handling anger is an important quality in managerial skills.

b) Balancing anger and other emotions are as equal as tuning the radio frequency to synchronize with other radio signals. It is a kind of self-balancing mechanism to move in this society.

c) Equal treatment among stresses and stress less condition would maintain healthy relationship with other members in any sectors. Right things might take some time to happen at right time. So proper maintenance on patience will produce a great output.

1.3.2. POSITIVE APPROACH

Every conflict has a solution in peaceful way which is known as the positive approach. However, some extreme conditions will bring inevitable conflict in life. Following suggestions would help to implement the positive approach.

a) Moving forward is the best thing for a person who wants to establish a great future. In this sense, a person has to get rid of past bitter experience, grudges, and unwanted unsettled business. Losing these things will purify his or her personal qualities.

b) More than dominating others, paying respect to others will give a space to grow a mutual relationship between superiors and subordinates. Like a camel in dessert, one has to make his members adapt into any situation rather than forcing them. Agree or disagree must be conveyed euphemistically or diplomatically.

c) Treating success and failure in equal manner is a good practice to overcome some unwanted frustration. Skill wise all are equal, but the way they develop is distinguishing them from successful people. So, permanent polite expression and behaviour is a good culture in developing skills.

1.3.3. RESPECTING OTHERS BY LISTENING

Lending ears to others is a kind of good skill to gain reputation in one's life. A good listener can be a good speaker. Following suggestions would help to analyse the value of listening to others.

a) Initially the practice of listening to others includes non-verbal communication also. Paying attention to both verbal and non-verbal, is very important. So, this skill insists about giving importance in listening to word less communication also.

b) Giving space and time to listen to others will enhance the capacity of understanding others as well as they will react with a positive approach in future. Focusing an eye to eye contact will absorb enormous detail rather than losing them and it will help one to give proper response or reply without making miscommunication.

c) Interruption is a kind of irritative behaviour in a formal or informal talk among the members. This may cause to reduce the reputation of one who practices this culture. All time interruption will lead you to lose your good character and the conversation will conserve no purpose. A meaningless communication and hatred relationship would be the by-product of interrupted conversation.

1.3.4. FEEDBACK

This kind of practice is a platform to share and exchange the ideas and opinions on both sides. One can improve their personality and skills by following this system without making false comparison. Following suggestions will insist the importance of feedback system.

a) A healthy relationship can't be erected on the wall of dictation. It can be established only by giving a space for the opinion of others. Generosity and broad mind-set are the additional qualities found in a flexible relationship.

b) A conversation does not mean a one-way delivery and it will be a complete, only when the conversation is bound with a feedback. The one-way domination doesn't stand a healthy practice in handling people. More than a politeness, analysing the response of others is an important skill in skill development.

c) The response of the receiver who receives feedback must be in neutral. It neither keeps harsh response nor lacks proper response. The one who faces feedback positively will construct his attitude in a successful way.

1.3.5. NON-VERBAL APPROACH

The power of sign language is higher than the common way of communication. This skill is an important one in boosting the normal communication. In this approach there are some ways to handle emotions rather than verbal delivery. Following suggestions are the key elements in improving Non-Verbal approach.

a) Friendly gestures, appropriate eye to eye contact, and even good posture may bring an effective impression in communicating with people.

b) Less interruption as without rising voice and using some familiar body language signs in a forum could bring valuable ideas among the people.

c) Keeping high awareness about the existing society would bring a chance to understand about any types of people in frustrated.

1.3.6. RELATIONSHIP MAINTENANCE

It's important to live in this competitive world to give last longing support until he or she understands the value of true relationship. This is a healthy practice to keep one self in a decent position in this society. Following suggestions are giving awareness in taking care of relationship.

a) Just like selecting a costly thing with all productive facility, one has to obtain the quality of distinguishing friends between important and unimportant. This skill will grow their inner decision capacity and their intuition will lead them automatically towards success.

b) Loving and respecting others in public places among the known and unknown atmosphere are a healthy skill which will develop their self-respect. So, self-respect is a kind of thin red line between you and the people who have respect on you. Loving and respecting yourself only will develop your confidence against the people who discourage others.

c)Just like the x axis and y axis proportion, one has to improve him or herself in knowledge as well as in skills. After that, handling people and relationship in this society will not be a burden to them if they practice this habit.

1.4. TYPES OF SKILLS

1.4.1. TECHNICAL SKILLS

In order to achieve great objectives of life, there are various technical skills to be followed in life. In this modern era, one has to be familiar in using electronic gadgets. This skill will add an additional quality to a person in moving with new generation society. High level technical skill will save time and energy while comparing with traditional methods.

1.4.2. THE EMPATHY SKILL

Showing empathy would increase number of people in one's social circle. This kind of skill is important to a person to understand the mental condition of stressed people. This skill will give a space to analyse the problems of others in their point of view. This way of showing interest in others would help in making strong relationship. Offering help, moral support, and compassion are some basic qualities of this skill.

1.4.3. HANDLING CONFLICTS SKILLS

In working sector there is always a place for manmade politics. In this worst situation, one has to learn to move among them without hurting the working sector relationships. This skill will improve the ability of handling people in tough situations. More than personal vengeance, this skill would develop smooth atmosphere in working atmosphere.

1.4.4. ECONOMIC SKILL

All people are longing for this type of skill apart from other humanity-oriented skill. Apart from main source of income, one has to learn some small-scale level of business. In this skill, time is the costly investment to get proper return of input. More over patience is necessary to harvest a good income. It is not suggested as a good thing such as depending on a single source of income in this liberal world. So, just like a food chain, this is the most wanted skill in this competitive world.

1.5. LET US SUM-UP

Over all in this unit of Human Habits and Skills, onehas learnt about the primary purpose of human skills and associated habits to make a sustainable life in this society. All the above-mentioned habits and qualities would improve one's personality and these mentioned skills are highly demanded skills in this era of communication. One who is way back or lacking these skills, may have to struggle to obtain a superior position among the highly skilled generation. On the whole, the upcoming society

may bring new quality of skills, at the same time some outdated skills and habits will disappear in the stream of life.

1.6. UNIT END EXERCISE

1. Why is the contribution of Skill more important than the Knowledge?

2. How will a positive approach be a valuable and important skill?

3. Define Non-Verbal communication and its importance

4. Why is feedback in social life necessary?

1.7. ANSWER TO CHECK YOUR PROGRESS

1. How is our personality improved by proper listening?

2. Why is the technical skill necessary for the students of all programmes?

1.8. SUGGESTED READINGS

1. Alex. *Soft skills*: *Know yourself and know the World*. S. Chand & Co. Publishing House, NewDelhi, 2009.

2. Bar-On, R. *The Emotional Quotient Inventory (EQ - i): A Test of emotional intelligence*. Technical Manual. Multi-Health Systems Inc., Toronto, 1997.

UNIT-II MIND LEVELS OF FUNCTIONS

Structure

2.1. INTRODUCTION

In this unit, Mental atmosphere of a human being, is to be analysed. It is structured with the description of mind and its levels,

definition of good habits and its advantages, later the familiar term called interpersonal skills, features and behaviour. Here mind is described with the description of Sigmund Freud who is the father of psychology. More than that, mind generates good and bad habits.So here an analysis of having good habits with interpersonal skills have been presented.Further it also provides the information regarding interpersonal behaviour.

2.2. OBJECTIVES

i) To make students understand the functions of mental stages.

ii) To make students familiar about the values of relationship

iii) To establish the values of interpersonal behaviour

2.3. MIND

The basic theory in psychoanalysis is studying human minds. Over hundred years, still in the field of psychology, Freud's description is alive among new theories. According to him, human mind is divided into three parts based on the conscious level. Even now in popular culture, his theories are being projected in creative works. Those three levels and its functions are explained from the following passages.

2.4. MIND LEVELS AND FUNCTIONS

Freud distinguished human mind into three levels based on the capacity of consciousness. The first one is Conscious mind which is always present and the driving mechanism of human body. The second one is Subconscious mind which is in illusionary level of mind recorder. Most ignored and less affected things of our life are registered here and sometimes reflected in dreams. The Third one is Unconscious mind which is not felt in normal condition but functioning as an operational force of human nature. So, mostly the condition of consciousness is called as mind.

2.4.1 CONSCIOUS LEVEL

In the level of awareness, whatever one recall is sent from outer conscious mind. Being conscious level, a person shares his feelings with others. Here only few percentages of mind are used by humans and its always restless in making random thoughts. Like the CPU of a computer, only this level human is able to communicate with others and can move with others even if they have different wave length.

2.4.2 SUBCONSCIOUS LEVEL

This part of mind is an area where we store some close memories like ambitions, goal setting, relationships, sweet and bitter experience, and unforgettable plans of regular life. Almost the function of subconscious mind is like the temporary memory of a system. Recent and current information and date are stored and recalled in these areas only. Thus, this level of mind is co-ordinating with the main conscious mind in order to run

proper functionality. If this level is affected it would be as equal as a man who speaks without memory.

2.4.3 UNCONSCIOUS LEVEL

This is the core driving force of all humans. Based on some past strong feelings, the structure of character is constructed around this, from childhood. Like a coffin under the sand, this level is buried deeply from the surface level mind. Language, Parents' love, and Daily habits are strongly stored in this portion only. That's why in some memory loss complaints, people could retain these practices. This is like the motherboard of a computer, so less changes only can be done in this level.

There are generally three levels of functions according to the human mind. They are i) Level of Thoughts ii) Exchange of emotions and feelings and iii) Strong expectations and wishes.

2.4.4. LEVELS OF THOUGHTS

Imaginable and unimaginable thoughts are taking forms in life. Like many Philosophers said, one who becomes as he wishes based on his thoughts. Thoughts are functioning as a powerful source in making personality. So, a good level of thoughts will make a great output for a good personality. Character is reflected through the thoughts only. Sometimes intuition is also controlled by the produced thoughts.

2.4.5. EXCHANGE OF EMOTIONS AND FEELINGS

Here only a personality is encountering positive and negative emotions and feelings. Based on the feelings and emotions one could become an optimist and pessimist. For balanced life and maturity, this function of mind is like a mould in shaping the future of a person. Lessons are learnt through other people experience and they are used to improvise the decision-making ability.

2.4.6. STRONG EXPECTATIONS AND WISHES

In some cases, wishes and expectations are generating the force to live in this world as well as to achieve some impossible goals. Like the definitions in maths, these strong emotions and wishes draw a fixed line of definition to live a life with self-disciplined condition. Strong expectation may cause for wrong decisions as well as frustrations. In this case, mental strength is the basic requirement in achieving some ultimate goals. People who maintain these qualities will improve their ability in handling all kinds of situations.

2.5. MERITS OF GOOD HABITS

Habits are formed out since the birth.So, the personality gets its roots only from habits. Good habits give good character output. The repetitive actions become habits of a person.So, formation of a destiny lies on habits. Bad habits cause self-destruction such as using mobile phones unlimitedly. Some traditional bad habits are smoking and drinking. In this

case good habits only can save one person from bad conditions. Only habits make people as king or slaves. Following passages are about the advantages of Good Habits.

2.5.1. KEEPING PROPER TIME MANAGEMENT

The best actions are done only by best time table. Listing proper timings for day to day activities would make a person as a successful personality. This good working timetable will help to earn reputation in working sector and create inspiration for others. Saving time is as equal as saving gold for future.

2.5.2. HABIT OF SPENDING MONEY

Since the good habit helps to earn money, the same good habit only will retain money lifelong only by good way of using it. Bad habits will eat money and destroy life completely.Freedom from economy boundaries is the only thing behind many achievements. Savings, monthly budget, proper investment, various income generations are the key sources for stress free life.

2.5.3. CLEANLINESS

Without wall there is no painting, so maintaining good health condition by proper physical exercise is a kind of good habit. At the same time, personal cleanliness is an important habit one must have for a happy life. A sound body is the pillar for sound mind. A powerful impression comes out only from sharp appearance. This result will be delivered only by regular practices of good healthy habits.

2.5.4. EXCHANGE OF PROPER RESPECT

Like the quality of punctuality, one has to follow this habit such as wishing higher grade officers in the working sectors.Thismutual greeting will establish a healthy relationship in working atmosphere. Every honest and talented worker are to be respected. These kinds of token of appreciation will work as a ladder to reach higher levels among the peer team.

2.5.5. STUBBORN PRACTICE IN ACHIEVING GOALS

Postponed work will never give one success. So, goal achievement practice depends on stubborn mind-set. Only this quality will help people to stay long in achieving goals. Stubborn mind-set would avoid unwanted distractions in moving towards the fixed massive goals. Skill will speak rather than polished performance.

2.6.INTERPERSONALSKILLS AND FEATURES WITH ITS BEHAVIOUR

This skill may fall between any two or more than two people at anywhere. Their needs are shared and fulfilled in this kind of relationship. If it becomes a good and healthy relationship, it will give a stress less life.

2.6.1 INTERPERSONAL RELATIONSHIP

This kind of relationship has been emerged due to the growth of social media. once people had interpersonal relationship with familiar people, but now this relationship occurs between any two or three unknown people. From familiar side it happens with friends, family members, relatives, colleagues and even with strangers sometimes such as doctors and other department staff.

2.6.2.CONCRETE INTERPERSONAL RELATIONSHIP

There is a quality in people's mentality such as lending their ears to the people. Mostly it's rare to find out people who maintain this relationship apart from blood related relationship. Mother and her children, Brothers and sisters, and consumer with long term seller are few more example for concrete interpersonal relationship. As long as the comfort zone lasts, this kind of relationship lasts.

2.6.3.NORMAL INTERPERSONAL RELATIONSHIP

It occurs between people who are less known or acquaintance in day to day life. These people are such as cashier, sweeper, server, and conductors. Here one has no necessity to maintain the memory of these people's roles since we consume less service from less than a minute. But here in this normal interpersonal relationship, onehas to respect each one for their pure commitments.

2.6.4.IMPROVISING AN INTERPERSONAL SKILL

At any cost or reason an interpersonal skill might have occurred between two people, but if they value their emotions each other, this will move towards the next level in a transition period. Some close colleagues or business clients would become family members in the name of marriage. In some cases, it establishes a long lasting un broken relationship since their wave length is in same level.

2.7. LET'S SUM-UP

The unit, had covered the introduction and the explanation of mind and its levels with their functionalities. In order to understand the human mentality, the three levels of mind were given in this unit. Sound mind is based on the good habits from their growing stage, so that the merits of good habits were listed with proper explanation and a personality would complete with a good interpersonal skill only. That is why skill is analysed and separated in to four types in order to become familiar with that type of relationship in and around working sectors.

2.8. UNIT END EXERCISES

i) What does Psycho analysis stand?

ii) Why is the unconscious level the core driving force of mind?

iii) Is maintaining relationship important in life? Why?

2.9. ANSWER TO CHECK YOUR PROGRESS

i) Explain mind levels and its functions

ii) Explain the Interpersonal relationship

2.10. SUGGESTED READINGS

1. Carey, J.W. A *Cultural approach to communication. Communication as Culture: Essays on media and Society.*Routledge, 1998.

2. Richard, Ellis. *Communication Skills: Step ladders to success for Professionals*. Intellect Books, Chicago, USA, 2009.

BLOCK II -PERSONALITY AND SELF CONCEPT
UNIT III-THINKING AHEAD

Structure

3.1. Introduction

3.2. Objectives

3.3. Thinking ahead

      3.3.1. Fixed Goal

      3.3.2. Follow your wisdom

      3.3.3. Familiar against unfamiliar

      3.3.4. Thinking about extreme worst

3.4. The power of positive attitude

      3.4.1. Power of attitude

3.5. Secret behind the application of attitude

3.6. The true positive attitude

      3.6.1. Quality of adamant

      3.6.2. Selling one's self-respect

      3.6.3. Aimless Journey

      3.6.4. Swinging between goals

      3.6.5. Changes and adapting to changes

      3.6.6. Peer pressure from different levels

      3.6.7. Distraction

      3.6.7. Blind focus

3.7. The aftermath of the fruit of success

3.8. Let's Sum-up

3.9. Unit End Exercises

3.10. Answer to check your progress

3.11. Suggested Reading

3.1. INTRODUCTION

One can learn advanced level of thinking and its features from this unit. Character is reflected through personality.In thisunit it also covers about developing personality, influential factors which affect personality, and finally the paths about to develop positive personality. It further talks about the values of self and self-related features, manners to follow while dealing with mobile and telephonic conversation. On the whole this unit revolves around the major subject of personality and self-esteems with etiquette to be followed in communication sectors.

3.2. OBJECTIVES

i) Teaching the methodologies to enhance the personality of the student.

ii) Insisting the values of goal setting for bright career

iii) Analysing influential factors of Personality

3.3. THINKING AHEAD

Since humans are not prophets, there is no way to predict future. However, it's one's duty to continue process in order to have a better future. Our past is the foundational stone of our future. So, one who is advanced thinking will establish a great life in future. This is why the capacity of thinking ahead is necessary. One's past experience will guide as a teacher in order to understand the lessons of life.

3.3.1. FIXED GOAL

Beyond the mental and physical abilities,onehas to drive oneself to the extreme level. This means, indirectly the confidence level will reach the state that one can achieve in any field. So, there is no place to quit by lame excuses. Based on one's skills, in earlier stage of life, one must choose and fix a permanent goal and has to continue further process to obtain that goal even if is impossible. This is an ambition based advanced thinking.

3.3.2. FOLLOW THE WISDOM

In fixing goal, mostly emotions capture the first place rather than rational thinking. But the suggestion is to follow the advice of your intelligence. This rational analysis should be related to your past experience and your intellectual capacity. So major part of your decision should be taken seriously since it's going to be the foundation of your future. Listen the words of one's conscience to analyse the possible and impossible things, then make a mind map as a route to identify the goal. Analytical skill development will save one from making wrong decision especially in higher education. Nowadays smart work is far better than the hard work. So, removing barriers initially would help to achieve your goal successfully.

3.3.3. FAMILIAR AGAINST UNFAMILIAR

It's almost like possessing experience with some familiar thing. Somehow it might be helpful to design the future whether to pursue it or not. A deep analysis against a familiar thing will extract the taste on it. If one's mind set is ready to co-operate with what you know, it will be easier to follow that beloved passion. Initial level filter would clear the path of advanced thinking.

3.3.4. THINKING ABOUT EXTREME WORST

It's better to think thousand times before choosing a thing which is not completely familiar to you. Would you build your nest on an electric wire transformer? In this sense, one has to think beyond the result of the chosen thing before it is done. If the voice of conscience produces negative results, it's better to switch it over. Or else, one has to develop the ability or identify the sources to overcome issues on the chosen thing. On the other hand, this would improve the quality of decision making like the survival of the fittest. If you find solutions for all future problems, then your route becomes a flawless one.

3.4. THE POWER OF POSITIVE ATTITUDE

As mentioned in the objective of this unit, personality development is also based on the attitude. Gandhi's attitude is far different from the attitude of Hitler.

3.4.1. THE POWER OF ATTITUDE

In one's life attitude is everything. Only by the attitude many successful people got development in their life, where as many successful people got failed in their life because of negative attitude. Here one can analyse the power of attitude through various analyses. All cars, flights and bikes can travel by fuel not by body and colour or any kind of feature. In this sense, humans can achieve anything by their attitude only not by their skin tone, or appearance. Here, the power of inner force that means attitude will speak a lot rather than the external appearance. That's why some group of people, some countries and some companies are growing higher in comparing with some other companies. It's all because of their way of effective action with sound thinking capacity. They act smart rather than thinking bad. They don't believe machines and devices because they are not humans. Since they are not humans, they won't show attitudes. So, the successful people believe human relation, and develop their investment on their relationship more than money. That's why some companies are growing higher since they believe the values of humans. Many companies got growth in their market because they gave ear to the suggestions of their valuable employees and they started to implement them. Countries like India is still being treated as a developing country because the politicians are ignoring the valuable opinions of scholars and experienced people. This refers the value of people more than the application of money in life and success in business or job.

Change only never change, on this sense, people have swinging mind set, at the same time world and culture will expect changes towards success. So, the attitude of changing everything and the capacity of getting adapted is the necessary quality in the world. But in India, some sectors are facing slow process since they are not ready to adapt the changes that they are followingsince the British period. This kind of attitude make the growth weaker. In this case one has to blame the government officials who were appointed with less skills and quality. According to the changes of the world that existing staff has to adapt the changes or they have to accept the changes. Thus, younger generation and their attitude judges their quality and skill. Workers or employees of these required qualities such as good positive attitude, honesty, and genuine character will be the core foundation of a company or organisation to move towards the success. Without a proper base, an organisation never be strong enough in this competitive world. Human resource department should have the capacity to select the strong bricks to erect the successful organisation. For example, in reception, employees are asked to please the customers. Ninety nine percent of people carry fake smile only, instead of this, if the selected employees are so satisfied with their work, they will love their job and they will really carry their real smile. These kinds of people are the true pillar of the concern.

Like Buddha said the people who forgot themselves in their duty will not expect their benefit, this insists the true sincerity in committed jobs that also refers the sincere attitude of a person.Above some level, sincerity will turn the job into duty. These dutiful people and their attitude will take them to the peak of the success. In India, defence force and the justice force contain these types of people. That's why there one could see a uniform growth and success. True people deserve these skills and mostly in India, these types of people are not considered well in all types of organisation.

Having super brain does not mean that the person is good. Having good attitude means that the person is good in society. Attitude is more important than the intelligence. For example, In twentieth century wonders of the world was The Empire State Building. This building was constructed in 1931 with the depth of 49 to 55 feet under the ground. The strength of the building lies above the foundation like that, the attitude speaks a lot as a foundation for a character. So, in a work or job, one will be a successful person only because of attitude rather than the job satisfaction. A famous story of treasure hunting always insist about patience. Mostly onehas to wait to get the treasure till the last drop of the patience. In middle if one quit, has to return with nothing. One's attitude alone will make to stand or fall in critical situation. Like the biblical example, the attitude of positive thought made Goliath to stand against the giant, that same attitude made him stand against the evil will. People who have the strong and courageous attitude will have a hope that they will win the success against all obstacles of life. Yes, for a positive attitude all obstacles are one's path to success and for a negative attitude all obstacles are the barriers of life. In the sense, all great corporate companies are not valued by their pay range, allowance and the perks, but they are valued by the labour welfare, treatment of labour, and the happy atmosphere of working sectors.

The company has major influence among its staff. For an example, a company or institution that has highly trained staff who are given a project work but none show interest to complete that project. Here the training is not the failure factor but the bad attitude of the company is the major influential factor behind the fall of company and the staff. Thus, the growth of company is more associated with the attitude rather than the pay and other things.

The next major influential factors are work and family balance. Employees are reflecting their attitude on job based on the influence of the family issues as well as the family things are influenced by the issues of working sectors. This makes major changes in the attitude of a person and affects the growth of the family as well as the business. So, the power of attitude is highly important in working sector as well as the family atmosphere.

3.5. SECRETS BEHIND THE APPLICATION OF ATTITUDE

A child is not born with the fixed attitude but with the mental growth. Our family, friends and mostly this society have great influential factors in making the attitude of a man. This force makes a man stick with the existing atmosphere as well as hate the same society. For example, the social activists, freedom fighters hated the negative side of this society but tries to reform it. Some personalities like Buddha wanted to live a life away from this society and he wanted to remove the dirt of this society not by reformation but by philosophical opinions. According to some social research there are some factors making influence in developing attitude. They are,

i) Existing Social atmosphere

ii) Lessons from learnings

iii) Academic knowledge

These factorscontain the following elements,

- Family – Happy and sad effects

- Academic institutions – Parallel pressure

- Working sector – local politics and the superior pressure

- Social media – aversion, bullying, losing peace and so on.

- Customs – wanted and unwanted, superstition, and character spoilers

- Democracy – controlled and uncontrolled, shared power centres.

So, all the places have culture, it might be office, family and public place. The combination of these things and the influential factors make the social atmosphere. As we compared the social culture here, like family, in

corporate and business sectors also we have different atmosphere. For example, if onevisits a hotel or a low-grade hotel, the way they treat would be different and sometimes they will ill-treat. At the same time if one visits any hotels such as Five-star hotels or any grand hotels, one will be given a royal treatment because of the way they were trained. The same thing happens in one's social sector also. Some are genuine and gentle whereas some are not gentle and polite. This is the positive negative side of human attitude.

In social atmosphere the positive negative culture influence both. When people are under a pure corruption free government, one could construct a society with the foundation of positive atmosphere. At the same time, if a society is constructed with the high-level corrupted foundation, the followers and the common people will also sell their honesty. This refers the reflection of attitude in mass level. This shows the power and range of attitude in social world. So that the countries with less corruption are becoming poverty free country and a developed country, whereas the countries that are highly corrupted are suffering from poverty and retains the position as the under developing country. In this condition, there is a time to remember a famous proverb that is 'As you sow you will reap'. One cannot find honesty and other pure elements from a sin society because of their negative attitude. That society will be like a dystopian society and the attitude of the society will be like committing too much criminal activities. The personal decorum and the codes of government are associated each other in this world. Thus, a society is evaluated by the attitude of government and the public.

In this case a social example will be a perfect answer for social influential factors. A person who was born in a rich family will gain good experience and education from the descent family culture whereas a person who was brought up from a criminal atmosphere will gain only a negative culture and experience. This refers the role of society as a major influential factor in making a good attitude in this social sector. Society and the attitude of society is just like a mirror, it will reflect only what one show.

In countries like India mostly moral values are taught through education only more than family atmosphere. However, education gives only academic oriented knowledge apart from the knowledge of behaviour with this society. In some cases, education fails in teaching the moral values since they teach only book lessons rather than life skills, that's the reason where most of the schools and institutions failin developing good attitude among the students. Here the attitude of a teacher is important, if a teacher has bad attitude, it will affect the attitude of a student. When a society is fully filled with the students of bad attitude that is not a good thing for the future welfare of the country. So, a country's growth and failure are connected with the attitude of upcoming generation.

3.6. THE TRUE POSITIVE ATTITUDE

When people have money that does not mean rich as like that people without money does not mean poor.Like this, lack of negative attitude does not mean that a person has positive attitude and the absence

of good nature does not mean that a person has false mentality. So what is the way to identify the positive attitude which is really a positive attitude? Showing confidence, courage, compassion, and politeness are the key factors to define the positive attitude of a person. So positive attitude does not alone make that attitude in a person's life. High level thoughts and ideas are also the additional factors behind the positive attitude. People of positive attitude always have positive expectations. Society love the people who have positive attitude because they have perseverance. A good tree will yield only good fruits. Likewise, life with a man of positive attitude will bring success always. Here are the special outcomes of positive attitude.

- Getting good results in life

- Proper progress in work

- Solution for major issues

- Enhanced level of life

- Pleasant working sector

- Development of sincerity

- Developing high profile

- Depression free life

- Helping tendency

- A completeness in life

These are the major outcomes found in the world of positive attitude. Like the two sides of a coin onehas to talk about the negative side of the coin also that is the outcomes of negative attitude. One has to keep himself away from the following qualities. This will pull out successful career down. A positive attitude brings only fruitful outputs in life whereas a negative attitude will bring consequences in life.

- Depression

- Restlessness

- Life without aim

- Major physical ailments

- Blood pressure and stress

Negativity is like contagious disease; it will capture others easily when they are present in negative atmosphere. Through this unit, one can learn the remedies to get rid of the negative environment. Most of the people experience negativity while they are not personally comfortable. For example, a positive minded person who hates to eat street food gets the chance to work in other country. If his city is covered with street foods

only, he will start to hate the life, job and the whole atmosphere because of the uncomfortable feeling. Here in this case the habit made the person get in to the negative vibration. Some casual person will be able to accept the changes of life since they have goal setting mind set. But for people who hesitate to cope up with the changes will not be able to adapt the present environment. So, they fail some times to achieve their goals just because of their poor mind set.

For example, in a home one may bring up pet animals and love birds. Beyond some stage, even if one release the cage, they won't fly or leave the home. This refers mentally that they felt comfortable with the cage. This is called lack of awareness. So, the attitude of sticking with the safe zone won't bring development in life and it will ruin the growth of life. This ideology represents the fear of change and resisting changes in life. However, the attitude of positivity can be constructed among the atmosphere of positive vibrant people. In the twentieth century, youngsters who are worrying about the condition of the country, education system, and the poverty can take some steps to eradicate them. But most of them are blaming others instead of taking effort to change the thing. This is an example for irresponsible attitude.

After accepting the responsibility no one should blame the others for the inability on changing everything. They have to understand that, they are also the part in this never changing society. This is called a negative attitude. Failed personalities only will start to complaint the schooling system, political system, and law enforcement system. The people who complaint won't take a single step to bring change in their world. This type of attitude will ruin their personal growth, because the one who finds ways out of negative atmosphere only can achieve success. People like this have to leave their negative attitude and they have to join in the social work to start their cleaning work from the core itself. Outside of the circle one must not complaint others, and they have to mingle with them to clean the irregularities. One's life style, family situation and economic status may keep one a negative thinker, but one have to struggle hard to get rid of this and have to find a way to achieve the goal. As an achiever he or she has to make chances to win instead of looking for a chance.

In chemical factory, if onewants to segregate any ores like aluminium, lead, and uranium, have to clear the unwanted elements first by heating, boiling, and washing. Finally,one will obtain the precious ore or diamond. This is not an example for hard work, this is an example for removing negative attitude in order to gain the success like gold and diamond. The cleaning process is compared with the process of overcoming the negative attitude by purifying yourself psychologically. This kind of an attitude can be applied on friends also. One should have the capacity to filter the useless people to find worthy friends like picking positive chances out of negative chances. So, in one's life if there are many dirty people, have to remove like the dirt in taking from the ores. The more one clean deeper, the more one can find positive people and positive attitude.

The mentality of people who have negative attitude is always to complaint the other people. If one doesn't have the practice that kind of

gossiping quality, they will start backbiting us. These people are always to identify mistake on everything and everyone. Even if they meet God, they may find errors in the power and creation of God by forgetting that they are also the creation of God. These types of negative attitude people are normally found in every sector like office and family. Their only aim is to reduce the reputation of the others and they get addicted in making gossip of others. This shows the stinky type of attitude. Like Bram stoker's Dracula, these negative attitude people would drink one's positive power and might change usfrom going towards the right path of success. This is like a person who takes barrels of alcohol to drink and says it is for nutrition. They take nothing but waste like sucking the negative thoughts in their mind set. A dirty dustbin would spread stinky smell around the place where it is placed, like that dirty minded people would spread the negative attitude around the people.

For an example, the wright brothers who were behind the invention of flight never encouraged by their surrounding people. Even they were not supported by their father. He was a priest and he had strong belief that only angels could fly. So that he refused the theories of wright brothers. However, one day they broke the faith of their father and made a mechanical device fly. Thus, they overcame the negative attitude people since they were focusing on their task only. If they gave ear to their criticism, they wouldn't find that magic and some other inventor might have invented before them and would have claimed the credit. This shows the attitude of negativity might pluck the success in competitive world. The following terms are about the qualities of a person with the negative attitude.

i) People of negative attitude will be sad when they have nothing to speak ill of others.

ii) They are the volunteers of keeping sadness and spreading sadness to others. They treat themselves as the bearer of sadness to this world. They consider this as their primary duty.

iii) They always carry a bag full of gossiping and complaints

iv) They search only negativity even from the positive element like questioning a student about how he got hundred out of hundred.

v) They try to scatter the strong faith on something like breaking a belief by superstitious beliefs.

vi) They are all diseased people not physically but by mentally like the crazy people of this society. For example, they consider the blaze of a lamp as a piece for fire accident instead of treating the blaze as the symbol of purity.

vii) They are always having less faith tomorrow like people who are expecting the disaster as mentioned in religious books.

viii) Their mind set is like complaining about the half empty portion of glass while the glass is half filled with water.

ix) They never enjoy the beauty of a seashore but worry about the saltiness of the ocean and the storm.

x) Finally, they never come out of their comfort zone but always blame their existing place where they survive.

Above all, mentioned qualities are about people who possess negative attitude and the people who don't possess these things are an example for positive attitude.

If one postpones the pleasure to achieve the goal, one day it will bring success. But if one postpones the duties, it will postpone the success in life. That's why students are advised to prepare their lessons within the period of exam schedule. In English this practice of postponing is called as procrastination. This is a poisonous attitude in the process of success, because the postponed or abandoned tasks of life will be stagnated and would develop as a cancer tumour which will stop the growth in a point. One day the collection of tumours will ruin the future like cancer kills the people gradually. Thus, one has to remember the proverb "work while you work and play while you play". There are certain periods to achieve in one's life. If one ignores this, society and life will lose them from the mainstream of the society.

However, chasing happiness is not a part of positive attitude. For many people, they don't have clear definition of what is perfect positive attitude. Again, one can insist being happy out of happy life is not a part of positive attitude. Lifelong one cannot be happier but can be positive till the death. For example, like Ulysses in mythology, there are some people who are making never ending journey with unquenchable thoughts. For Ulysses, he was longing to capture lands and countries instead of ruling them. He was always thinking about capturing lands situated at the place of horizon. Here in India, most of the people are like who are making never ending journey in the pursuit of happiness. The problem is their thirsty never been quenched. Always they feel incompleteness in their life, even though they acquired all the necessary things in life. A man who chases marks got satisfied in obtaining full marks at the same time his thirsty continues to obtain seats in higher education. This chase would give satisfaction to continue a job, marriage life, children's education and at last in retirement life also. So, any time if they lose their goal they will be upset, but the people of positive attitude will pursue only satisfied life instead of temporary happiness like Buddha was looking for enlightenment instead of conquering war over lands.

One must not commit themselves in rehearsal only, instead one has to act at the right time. But most of the people, including government are practicing the negative attitude such as planning and prioritizing only apart from executing them. Here some will replace their task who never do procrastination. In war, procrastination may take the life of whole country, so, in this case government has to act quickly. Life is just a gun with single bullet and there is no place for second chance. So, one must not think about the future that means he has to be clear and safe in present. A strong positive foundation will be helpful for a perfect future. That's why positive attitude people never waste their time, and they can spend their aged life

peacefully. People who waste their present time will suffer in future without time to live peacefully. Whatever the things are not present in one's life,must not make them as excuse. Instead of excusing, onehas to make them all the stepping stone. That's why positive attitude insists that 'Do the thing immediately'.

The golden chance of today may not be available tomorrow. Instead of telling, "I would do when I get a chance", say that "I initiated the first step to do the thing". This refers how one have to identify some possible sources to achieve like finding something out of nothing. Try to approach all negative things into positive things of life. The change of the vision might bring a change in one's life. Consider the beautiful rose instead of considering the thorns, or else get satisfied of having cripple less body when comparing with the people who are crippled. This means one have all the abilities to achieve the goal since one are not born to say any excuses. Here negative attitude will make to think only about criticism and it will stop your progress.In this sense, thinking about only the appreciations of the life will boost the progress in one's life. One must not give a space for guilt conscious for the minor errors that once committed in life. This is called focused observation which can be used to observe only healthy matters of the life. For example, farmers use pesticide to kill insects, this does not mean that insects of the stomach can be killed by pesticide. All these things are to change one's attitude only.

In life, to retain the positive attitude one has to break many myths that once told in the childhood, because, practical lessons of life are taught more, only in social life then the family and classroom. This refers that, the true teacher is not the one who is inside class room but everyone in this hard society. They teach the things which is not found in books. So, following books and lessons are also a negative attitude such as following darkness with blindfolded. But believing and following the social lessons simultaneously will improve the attitudes such as the positive attitude. So, schools are only to educate not to teach life lessons. Class life is almost the life of comparison and the comparison is done only within the number of members in the classroom only. But the society is bigger while comparing with the limited space of the class room. So positive attitude is reduced and the competitive attitude is increased in the education system. That's why, negative attitude leads the students to commit suicide if they fail in exams. The same mentality continues in office, home and other places also. The education system is merely like making skilled labours instead of intellectual civilized people.

In many cases positive attitude people fail in life. The reason is they have attitude without the ability of making their dream true and also sometimes over confidence or over positive attitude. This case will take the people to some wrong turn and they will understand their loss only at the time of ending. The following errors are found in losing success because of misleading judgement based on over attitude.

i) Application of the knowledge is based on the pseudo information and get failed in detecting the results.

ii) Inability of making decision at the right time.

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iii) Having people who only give false advice

iv) Overall, losing concentration in retaining integrity at the level of nothingness.

That's why patience is also an important element in having positive attitude. Until one achieves goal, one must maintain patience like the deaf and dumb people. One should improve his knowledge while preparing himself to achieve goal, because ignorance is not for diamond and it will pluck the hard-earned money. Yes, knowing many things such as having great knowledge is also a part of positive attitude. That's why learning process is like a never-ending journey in one's life and one have to be up to date in the professional world. In this case if one stops learning it will reduce the progress and this will develop the negative attitude. In the age of information there is no space for ignorance and negative attitude. If one is not ready to co-operate with the changes, the mainstream of this society will wash these negative attitude people.

All sectors are expecting growth in their result. If there is a lack in this progress, one may lose the place in this competitive world. So, one always has to develop the knowledge to retain the position. Most of us are sharpening the knowledge only in school life and after family commitments they lose the process of sharpening the knowledge by stopping the process of learning. For example, if one doesn't take proper nutrition for a long time, will be weak, like that if onedoesn't learn any new things in the life will be more foolish and poorer in the growth of life. A hearth will be off while there is no log to continue the flame. Like that if one doesn't take any step to continue the process of learning, cold atmosphere will cover the mind. Like a malnutrition people, brain will fall ill without the process of learning, and even it will get rust.

Instead of over attitude, one should develop self-esteem in his life. This practice is also an important part in developing positive attitude. This is a kind of evaluation to analyse the worthiness of the skill. This self-esteem is based on the independent life. The level of freedom has to be in control without affecting the freedom of others. That space is enough to maintain the self-esteem and this is sufficient to save from the negative influences. Developing positive attitude requires peer pressure at the same time that pressure must not be a pressure from negative factors. Treating others like less skilled will ruin their process of achievement. So that one must not lend the ears to negative statement and to have proper vision in one's life in judging the characters as well as taking decisions. Many people are like dumb among the negative people without knowing that they are more skilled than the dumb people. So that a lamp will glow when it joins with the matchstick or else it will fail to glow when it joins with wind. Following points are going to deal with the negative habits of life such as physical habits.

Apart from India, consuming alcohol is a usual tradition at the same time they won't behave so rude as the drunkards of India. Here, the professional growth would be spoiled by these types of negative habits like consuming alcohol and cigarettes. One who got addicted to drinks will always find a reason to continue the consumption of alcohol. This bad

habit continues in various form and spoils the growth of success in everyone's life. Addicted to television, mobile phone, drugs, and drinks are all the path to hell. This kind of negative attitude is harmful and people who possess these habits are also harmful. So,one has to keep ourselves safe from these types of people since one has to achieve the goal. Next one should analyse the ideology of success. Having positive attitude is a part of success in the character. So, one has to be aware of the ideologies of success. Staying or getting satisfaction with the initial success is not a complete success. It will take one to down fall. Going forward beyond success is the true journey of success. To gather the source about successful life one has to gather the information of successful people who lived in various time.

When a stone or a rock is removed its useless portions, the rest will be a great statue or a sculpture. Here the removal of the elements associated with failure will show the right image of success. For example, in the preparation of competitive exam, one should be aware of what to study and what not to study. If they find the unwanted actions in the process of achievement, they can save a lot of time to achieve their goal. At the same time,one has to learn the lessons from failure. In Indian country, for various people there are various meaning for the term success. For a graduate who is very eager in studies, clearing exams is success. For a drunkard claiming a bottle of liquors for a day is enough. That is the definition of success for that person. Positive attitude will approach success with positive attitude only.

In a railway station, if one doesn't go there on time might miss the train. Here, the train is compared with success and we are the passengers. If the progress has not started, one may lose success that is train and if oneis slow in continuing progress also may lose the success that is called train. In order to overcome these issues, one has to feel the mistakes personally and eradicate them to get the success. Mighty things require mighty efforts, so, one should be ready to prove that they are worth enough to get success and one deserve for it. An engine is the director for number of coaches in journey, like that the goal only will lead one to the perfect direction in life. Personally,one has to taste the success and others opinion cannot be considered that one has attained the success. Being alive on this earth is not a part of success, more than that one has to do something wonderful to prove the existence in this society.

Here the following elements are the great barriers that prevent us from making success in our life.

3.6.1. QUALITY OF ADAMANT

In many cases, personally and generally the quality of adamant brought failure and destruction in many places. For example, the quality of adamant found in Gandhi brought independence to us at the same time, the quality of adamant found in Nehru broke the norms of congress party. Gandhi asked to dissolve the party after independence but he refused and took prime minister posting. Here their quality of adamant brought a gap between their relationship and it made a wrong example for the upcoming politicians. In many families and business sectors, the growth is cornered

just because of aristocratic adamant. Goal achievement is important and the other clashes are useless in the progress of success.

3.6.2. SELLING ONE'S SELF-RESPECT

To state in simple plain English, it is flattery. Ninety eight percent of people in the world think to attain success and chose the flattering as a great weapon. In many relationships such as love, marriage, parenting, education, and most probably in working sectors flattering withstand the bonds. One can see extreme amount of flattery in politics and corporate office. This quality is like nearly oneis selling their self-respect to someone and achieving a fake success. Poor talented people only perform flattery and they will bend themselves to any degree level to show their fake loyalty. This is not a right way to get success. Only honesty and self-respect will keep us successful, rest of the things will make as slaves for money and power. Selling one's self-respect is a shortcut to achieve temporary success and it will corrupt us.

3.6.3.AIMLESS JOURNEY

One who travels their journey of life aimless is useless and there is no point of existing in this world. The aim of all other creatures is giving birth, eating and dying. But as a human being one has to be a goal setter and our life journey should be for a mighty goal. That goal may be personal and impersonal. If a person is living without aim, soon he would be isolated and abandoned. The dream of moon landing got fulfilled after the death of Kennedy. The dream of Abdul Kalam will be fulfilled some other day. So, aimless life is like a boat without driver and compass. Without aim one will be like a dust driven by air and no permanent settlement in this world.

3.6.4. SWINGING BETWEEN GOALS

A person who was digging a mine left his effort against digging since he didn't get anything from the mine. But he lost tons of gold before few meters in the mine. A person who was waiting in queue was not able to keep patience. So, he moved to another one queue, but the queue where he stood previously moved faster now. This is the swinging status of a person from one goal to another goal. One must not change his track during the process of success. The result may be postponed but not terminated. One can see many students who often change their goal in the name of family situation and economic issues. This is like pouring water from a glass before it gets filled. Here one should not withdraw after continuous failure. Like Thomas Alva Edison, one must try thousand times till to get the success. Changing the track towards the goal must not be helpful and won't give any proper results in life.

3.6.5. CHANGES AND ADAPTING TO CHANGES

Once the world was living with less technologies and nowadays the world cannot live without technology. If a person refuses to adapt

technology and its changes in life, he will be isolated from the fast-forwarding society. For example, preparing for competitive exams have become easier nowadays with the power of technology. Anyone can access the knowledge from anywhere at any time. Even the methodology of conducting exam has been changed from paper to online. If one refused to adapt these things, he is not eligible to live in this society but to live in forest. This idea of getting adapted to the changes of technology is like the saying of Darwin 'survival of the fittest'.

3.6.6. PEER PRESSURE FROM DIFFERENT LEVELS

Many youngsters in India had sacrificed their ambition just because of family issues. Since the brothers and sisters to get married, they lose their ambition and they commit themselves with an unwanted profession. Moreover insufficient money and poverty ruin the ambition of many youngsters from achieving their goals. So in Indian country, many talented people are invisible and they are unable to achieve their goal because of this situation. Moreover, people who want to settle in this society by studies are unable to pay the highest amount of fees charged in private sectors. Very rarely, few people are achieving their goal by overcoming the obstacles of life with the heavy struggle against poverty and hunger.

3.6.7. DISTRACTION

One who is preparing for civil service must be highly focused on this exam only. But during festival time and family function they lose their interest and there is a lack in their progress. This must be avoided for a goal setter. Family situation, love and marriage may be the factors to distract the people from pursuing their goals. Moreover, sometimes these distractions will kindle the confidence of the goal setters. They will feel over confident with the support of others to reach their goal. Thus, the above-mentioned distractions have both positive and negative effect.

3.6.8. BLIND FOCUS

There are some people who take a lot of involvement and commitment with many things like waiting for a single fish with a large fishing net. In this case that blind focus is not the right thing to pursue a goal and it will not take the people towards the right achievement. Sometimes in achieving goals one should practice a habit like a horse. A horse with covered eyes cannot be distracted from the path, like that one has to be blind folded sometime in the process of moving towards the goal. Remember that many success stories are built on failures, because the success of a person is based on the failure of another one person. So, success and failure are the two side of a coin.

3.7. THE AFTERMATH OF THE FRUIT OF SUCCESS

If onewants a lotus in a dirty pond, have to accept the situation of getting sticky shirt in taking the lotus. A person who has sinus complaint must be ready for headache after taking a cold juice. The taste of junk food will bring stomach ache at night. All these things are talking about one's selection and stand in the life. This refers responsibility and accepting pain.

In order to get success,one has to walk on the path of broken pieces of glass. No gain without pain. So that one can be ready to accept the pain according to the responsibility that one has or the stand that they take. One is more responsible for what they do and there is no way to go back or to quit from the stand one take. People who are ready to do this will attain success and who are not ready to do this will be ready to adjust for something that they don't deserve.

One's life is not like a fiction as everything is written previously. So, anything can happen at any time. No one is going to live full life with happiness. Terrible matters may meet on any individual life or a company may fall from the peak level, misfortune may knock the doors of honest people, people could be born as crippled, or abandoned by parents. So, life is not running in a straight railway track. One has to understand this and start to accept the sudden changes of life. If this quality is practiced well in life, one can take right decision at right time and no one can influence wrongly these type people. This is also a kind of positive attitude. During the period of 16th century, many sailors started to explore many countries, but only few survived and returned. This is the result of responsibility and the impermanency of the world.

The right boat that reached the right direction is the example for positive attitude, this means the choice of choosing attitude is ours not with the hands of anyone. Here one have to discuss about the levels of commitment such as normal commitment and forced commitment. Honesty and the knowledge are the base to establish commitment, because the power of honesty will protect one from doing corruption in order to achieve the goal of commitment and the power of knowledge will lead one to the right way towards the commitment without losing our heart on unwanted distractions. So, choosing a right decision will keep a person peaceful and successful life in this world, or else one have to pay a lot to the worst decision that one take. For example, if a seed is left in a fertile land that will get a healthy growth, at the same time if the seed is left in a deserted land it will ruin the growth of a great tree depends on the worst atmosphere. This can be connected in selecting job, friends and career also.

The example for forced commitment is winning in running race. There are two methods to win a race such as, having confidence to win the race and having confidence not to lose the race. The later one is, the forced commitment. First one is the power of normal strength and the later one is the power of protecting weakness. onemust learn how to achieve properly instead of giving lame excuses and giving faithless answers. If you are done with your goals, there won't be any more questions from anybody to ask. Failed candidates only will search excuses to answer the questions of other people. People who are afraid to break the comfort zone are always afraid of failure and they never take any initiative to achieve their goals. Instead of this they blame themselves or the situation which they experience. These people are the energy pullers and they will divert one's positive energy from us. This will stop one's growth from reaching the goal.

A super machine which is invented to do all the work has to be used well. If the machine is protected from working, it will get spoiled by air,

water and rust will eat the machine. The same thing will happen to one's knowledge also and an unused skill will be ineffective in all situation and the investment that was taken to develop the knowledge will be wasted like a person who become lazy in studies. So that some need a force from outside to get success in this world. That is called forced commitment in the name of achieving goal to get a prosperous life.

Lord Buddha and Lord Krishna in the BhagavatGeeta told about the power of concentrating on duties. One must practice the quality of duty conscious in his life without expecting the fruit of effort that he put to do the duty.

i) A duty conscious never worry about success and the result, because success will not occur accidently.

ii) Duty lies on heavy preparation to get success

iii) Dreaming is not a duty, doing action is duty

iv) Duty must not be distracted and diverted

v) Self-respect and the mentality of scarification is necessary

vi) There is no excuse for failing in duty

v) Hard focus on duty will take us close to the success.

vi) Ifone would like to become a great statue have to accept the striking of a chisel.

vii) Duty refers to the full commitment in work and not about the attendance that one give to the work.

viii) Duty is connected with the lifelong training and this cannot be stopped with the temporary success, because the ultimate success of a duty is never ending practice only.

ix) Siling on the result of others and their dutiful works are not the qualities of a true successful person.

x) After the duty one have to select the time to enjoy not by postponing the duty.

None can become a prince or princess immediately like fairy tales. One has to work hard to achieve the peak of success. Some may attain the success through corrupted way but they will be illiterate and dunce till the end. Only continuous progress will keep the people alive in this world and the rest of the people will be treated as dead in this competitive world. This will be valued by one's characters only. If the body is like a jewellery box, the good character is the gem stone of one's life. One's character is one's choice and it is also determined by others like an election to elect a good candidate.

i) One's character judges their life

ii) Our character brings us to the sunrise or sunset of life

iii) Construction of a good character is tougher than constructing a building on the moon.

iv) Jealousy and greediness are the two evil roots against the growth of success.

v) Only the character will take one to the peak of this world and no supporting hand will help one to get success.

vi) One's character must not react towards the people who criticise unnecessarily.

vii) Practicing patience is a good attitude of a good character.

viii) Only a fruitful tree will receive stones to get hitting, like that a good character is designed by the external criticism only.

ix) An individual's success must be the answer for the unwanted criticism.

x) The combination of self-respect, honesty, knowledge, acceptance, bravery and truthful are all the examples of a good character.

xi) One's character is their identity.

xii) Our qualities are building us.

xiii) Passion will enhance the character

xiv) Confidence is the vitamin of a character.

xv) Character is beyond the changes of corrupted world.

xvi) A good character never says excuses

xvii) Being diplomatic and with good manners are the parts of good character.

xviii) Accepting errors that committed is a good thing.

xix) Money will give a fake image of a character

xx) Character can be built by self only not by others

xxi) Only an individual can destroy their character not by others

xxii) Character is the soul of their conscience

xxiii) Character can live in any extreme like top and bottom life style

xxiv) Politeness is the main portion of a good character

xxv) Ego is a poison that kills a character

xxvi) Being comfortable and letting others comfortable are the outputs of a good character

xxvii) A genuine character will taste the success.

xxviii) A tough character will be ready to accomplish any heavy job in the career.

xxix) A great character has great responsibility

xxx) Humanity is also a main quality of maintaining a good character

xxxi) A good character will handle success and failure equally

xxxii) Misfortune or luck are same to a balanced character

xxxiii) A good character and the qualities of a good person must be contagious to turn bad people to good like them

xxxiv) Good character has to be immortal

xxxv) Do not take any compromise to misuse the character

xxxvi) Self-support in all the levels can enhance the confidence of a character

So, plenty of information and advices of character are available here. One can compare the methodology of designing a character with fire. To check the originality of a gold, people test it in fire, and the same fire is used, to melt the gold such as forcing the gold to sacrifice. The same fire is used to melt the iron as well as to strengthen the iron. Here the iron is associated with one's character and strength, and the fire can be compared with the negative criticism as well as positive criticism. One must learn to train his character to be strong enough to sustain the power of fire, because the same forces of nature and society may help to build a character as well as destroy the character.

Competitive mind set must learn certain thing to some ground level, there is no one to compete to you. But one has to work extra to reach that no man ground. That is what we call beyond competition or the place of zero competition. Here the result is pure merit basis. For example, if an exam contains hundred mark and one who is willing to get hundred out of hundred is what we call the no competitive place, because after a struggle, you can't meet any obstacles and they will get trained to overcome the obstacles. This is also a power of positive attitude. In an extreme level, one will have the capacity to do anything, like one is enjoying the peak of Everest after reaching that alone.

This is defined as aim higher, so that one can achieve at least very near to that goal. This kind of positive attitude must be continued even after the settled life. For example, a teacher, lawyer, and a doctor like professionals must learn and pursue practice till their death. The day when they stop learning and practicing will be treated that they are dead. This is not in competitive mind set but the mind set of perseverance. Adding a little bit effort will keep as little bit higher than any other expectation.

This kind of 'the quality' feature has to be followed in jobs in the name of dedication.

i)one has to prepare their mind and body to face any kind of issue even if it is beyond the limit.

ii) Positive attitude must develop confidence rather than emotion.

iii) This attitude will develop the quality of organizing everything.

iv) Team members or followers will start to develop a faith in your relationship.

v) Superior and the subordinates will be truthful to each one.

vi) This attitude produces the result of success in the name of cooperation.

In this world no one will appreciate us until one do the peak of achievements in the life. Like a great bright student in studies cannot be considered as a great bright student, until he gets the credit from the first rank or first mark in all the papers. There are always plenty of parameters in this world to check the talent. All are unable to meet those qualities and also, they fail to utilize their talents in this world. Just because of these parameters in education, few became bright scholars and many are unable pursue their desired course and lifestyle. Here the support of positive attitude will work, because that positive attitude always says that there is always another way to choose. In this sense, positive attitude is considered as a quality that will treat success and failure equally as many holy books mentioned in various religions and cultures.

Positive credit is the visiting card of the person and it will be helpful to improve their career. This dedication is expected in all levels of job that might be a supreme level posting or a sweeper level job. Whatever it is, one should be so honest and dedicated in his career and job. Only this dedication will assess his growth. Sincerity also another important element in making a good job as the best job. Without sincerity if one does the job it will be like a food prepared without salt. A painter uses many technical just not to make the painting work best but to make the painting flawless. That parameter is important. This means if one does a job successfully it has to be completed as blameless rather than the best output. So, error free action is important in developing the career. This practice has to be followed in personal life and also aperson has to live a life without any spot. That spotless life is the brand symbol for the person's talent as well as the character. So, saving time in a job which was done with faults is not important but doing a perfect job with a proper time is important to a dedicated worker. A compromise in a work will ruin the quality of the output.

Everyone is born with the loaded qualities to win anything in life. Some develop it and some ruin it. Only focused people find the key and they develop it. In the end they achieve success by surpassing all the hard and smart workers of this world in the competition. These people are like gold hunters who are very serious in digging in order to get the gold. That non-stop process makes the people achieve one day. These kinds of motivational technics may unlock their hidden potential to win the game. According to the physical level and mental level of the body, there are always some limit to stop. Beyond these things, that means above the

maximum level, no one can continue their process. This limitation is applicable on both mental and physical ability. In some case, these limitations are the pulling forces of a person that is stopping him from achieving anything.

There are some naturally made pulling forces which block a person from meeting success. For example, hesitation of taking risks to get success is one of the worst pulling forces of human race. People believe taking risks are like gambling, so that they are trying to avoid taking risk on important turning points of life. This is the drawback of people who never want to cross their safe zone to meet the mighty change of love. Some who took risk as a test in life may meet failure and they blame their fate for what they experienced. So, here the common people must be aware of necessary risk and unnecessary risk of life. A person who doesn't like his job may be willing to quit that even if he is not going to join in any other job. This thought is unnecessary risk. But to take care of parents, if a person loses the abroad job is a necessary risk, because there is a value behind the risk. However, in share market and software field, risk taking is like blind belief. Google bought YouTube and Facebook bought WhatsApp. At some point both acquired companies provided profit to their parent company. At the same time Microsoft bought Nokia and Blackberry refused to adapt new OS are the examples for taking a false risk that provided loss to them. In business always risk-taking point is a fifty-fifty chance.

Here risk-taking might teach some lessons in an individual life such as losing job, losing better life and career. Some will understand their lack of qualities or the reasons that made them fail from getting success in life. Mostly the reasons behind failure is quitting from the assigned task or risk. Another major drawback is over expectation and expecting immediate results. Nowadays people are on wheels, they want to get everything they wanted immediately. It's not about toys but about house, car and luxurious provisions. Society never allows anything happen quickly but people are becoming rude enough to attain their goal with in the short period of time. This kind of urgency won't give a long-lasting result or success in life. Soon it will vanish like volatile memory. Solution for immediate issues are not like fever tablets. If this is true, like the power of tablet, again within few hours, the complaint will recur. Shortcuts won't give permanent success in life instead it will pluck the existing peace from their heart. Life is not a lottery to win within a fraction of second or overnight. All these things are temporary pleasure only like the birthday gift. Within next birthday it will be forgotten.

Like the expectation of quick victory, people also want to eradicate or overcome their issues and problems immediately. Even now major killer diseases do not have readymade cure. In this sense, no readymade solution in this world to skip one's problems of life. Immediate solutions may rise immediate problems in future. If one gives temporary radiation, it will kill the tumour temporarily and soon it will grow again. To get complete cure, sometimes one has to do amputation on the infected area. Like this one has to remove the tumour that means the negative attitude from the mind-set. In order to remove this attitude, one has to find a better and permanent

solution to protect the life against all the negative attitude. So,one can stick with the permanent solution to remove negative attitude from their life and it will keep the path of success, in clear. Instant solutions and temporary answers won't build a strong positive attitude.

3.8. LET'S SUM-UP

Throughout this unit, one can understand the value of goal settings and the obstacles against achieving goals. Here the fixed mind set would help them to have sustained growth in the progress of goal setting. Following knowledge is somehow important than following one's own intuition.

3.9. UNIT END EXERCISES

i) What is advanced thinking in fixing the career?

ii) Is goal setting necessary to life?

iii) How to overcome the obstacles of life?

3.10. ANSWER TO CHECK YOUR PROGRESS

i) Define the power of advanced thinking.

ii) Analyse the strategies to achieve a tough goal of life.

3.11. SUGGESTED READING

1. Armstrong. M. *A Handbook of Human Resource Management Practice*. 10th ed., Kogan Page, London, 2006.

2. Beverley, Amar. *Soft skills at work for Career Success*. Cengage Learning, USA, 2009.

UNIT IV-DEVELOPING PERSONALITY

4.1. INTRODUCTION

The combination thoughts, emotions and behaviour bring a personality from a person. According to the positive and good interest of people one will be appreciated as a man of good personality. So other people are the judging factors. However, beyond the personality, an individual skill and their character will reflect in social life. So, if the unwanted habits are

removed from one's character, naturally a good personality will come out like an engraved statue out of a stone.

4.2. OBJECTIVES

i) Finding the ways to develop the level of personality

ii) Understanding the social boundaries beyond local relationship

iii) Practicing the habit of mutual understanding

4.3. DEVELOPING PERSONALITY

A new born baby has to come across many people in its life. Gradually those people will become characters in that baby's life. They are indirectly instructing many characteristic qualities to a growing child. Thus, a human observes more ideologies and it is reflected in their character. The growth of a character is the growth of a personality. Here the following key terms are about developing personality.

4.3.1. QUALITY OF LISTENING TO OTHERS

This one is the most important quality where all people expect from others. In a conversation it's a good manner of givingspace to others while making conversation. This is the concept of listening to others. Ignoring from listening and not showing your interest in listening to others is not a good attitude in developing personality. The growth of social skill lies on developing positive attitude such as listening to others.

4.3.2. INTROVERT AND EXTROVERT

This will help in making good personality in the competitive world, because the more information you know the more confidence you have. With different people, different ideas can be shared. So, being a book form is not an acceptable quality in developing personality.

4.3.3. LEARNING FROM OTHERS

Experience of others in problematic situation is a great lesson for us. We are always unaware of something; in that case one has to offer space to learn from others in some matters either they are junior or senior. This is also one of the practices to be followed in developing personality.

4.3.4. BEING AS YOU ARE

At any cost, in the name of honesty, one must not lose the real character. This is something different from adjustment and stubborn. For example, if you commit yourself for corrupted work it's almost like selling your reputation to the corrupted hands and you will be treated as slave.

4.3.5. MAN OF HONESTY

In this case, honesty refers to being honesty for ourselves. In developing personality, this is an important quality that has to be developed

from childhood itself. Exchange of respect is the best output of having integrity. This symbol will increase your faith on you. Beyond all external qualities in developing personality, only this peak quality will be treated as "a diamond added in the crown".

4.4. FACTORS INFLUENCING PERSONALITY

From birth, personality is a product derived from parents as well as influenced by culture and atmosphere. So, in this unit, there are some list of influencing factors that play a role in developing personality. Mostly few major factors are judging or shaping personality. They are physical, biological, psychological and hereditary.

4.4.1. PHYSICAL FACTOR

Male or Female, from birth, this factor is important in shaping a personality. These Physical factors causes major changes in the life of a boy or girl. They play as a key role in moving with a social element. The positive and negative effect of this factor will reflect in the main stream of normal social life. Here the physical factors cover the skin colour, physical appearance such as hair, face cut etc apart from psychological behaviour. In the selection of any corporate jobs and representative works mostly pleasing personality is expected. So, in developing personality, personal grooming has become an important one in this modern life style.

4.4.2. SOCIAL ENVIRONMENT & ITS IMPACT

This happens nearly in school atmosphere with classmates. Apart from physical factors, the surrounding atmosphere only builds one's personality.After fully grown, this society acts as the reflection from them which was given to him in the name of environment. There are many minor factors that are associated with this social environment, such as family influence, school life relationship, community-based influences, indirectly mixture of these factors are mixing major changes in shaping a person's personality. Beyond these influences, one can design his own personality only by maturity itself.

4.4.3. CULTURAL FACTOR

Countries like India which follow joint family system, children who are brought up in these kinds of atmosphere naturally fed with their mother tongue, culture, religion and social practices. Unlike few people like Mahatma Gandhiji, Periyar and Ambedkar, those who are poor in reading habit will emerge in this society with some invokable thoughts. These social customs and family values may play as a major role in one's higher education, job and marriage. People who break these boundaries are matured enough since they are familiar with illusionary life style.

4.4.4. TRADITIONAL AND BIOLOGICAL FACTORS

Unlike Buddha, all born men and women personalities are influenced by these factors. Good and bad habits at adult age are previously stored in their biological factors. Very few are overcoming this.

That's why in some racial factors people from particular background are easily identified with biological factors. In some cases, this way of designing personality is unfair. Individual talent can be celebrated beyond these man-made factors.

4.5. WAYS OF DEVELOPING PERSONALITY

While look does not mean one's personality there are some formal ways to develop a personality. In the name of various response in various condition one can develop his personality from lower level to higher level. Based on some matters, personality is reflected in various forms. Apart from initially mentioned suggestions, here are some common ideas to improve one's personality.

4.5.1.DRESS CODE

Based on occasion, one has to follow some dress code. For different occasions such as profession, casual and party, one has to dress for the respective situations. The way one dress will also play as a way to develop one's personality. Overall dressing sense is noted as 50% position of one's personality.

4.5.2. UNIQUENESS

Everyone is unique in appearance and skills. Their uniqueness is a part of their character and it might be good or bad. Apart from external dressing, finding their inner talent would increase their skill in their professional life. That's why focusing on unique talents will make astonishing changes in one's personality. As Swami Vivekananda was longing to find out the answer to meet God, finally, uniqueness is not about imitating other's talent, only your true image will be exposed through uniqueness.

4.5.3.LEAVING SAFE ZONE

Just like a frog in the well, people are spending their life in their comfort zone and they don't make innovative decision in order to break their sophisticated atmosphere. To breach this one has to fix challenge to himself. This initiation may improve one's personality such as becoming an open-minded person from narrow minded, adaptability in any condition and so on. In Industry there are many achievers who achieved success only by breaking their comfort zone.

4.5.4. LEADERSHIP QUALITY

Being a leader is far better than being a sub-ordinate such as a slave. Tackling any situation, strategies and the ability to overcome any hard situation will make one personality as a leader of a group or a team. Always a leader has to express himself to keep his follower active. That's why being brisk is one of the major qualities of a leader. Having these kinds of experience will be taken as an advantage in your professional life.

4.6. POSITIVE PERSONALITY

Taking every incident happily in a life is an example for easy policy. This is one of a kind of positive personality. Finding solution in all issues is a great quality, for this optimistic approach. The most positivity in life will bring less frustration and stamina for bearing anything in life. Like doing physical fitness workout, one can control mental health by positive thoughts. It is all based on how one view the life. Broad minded people will ignore minor issues and they focus only on their goals. In this sense negativity is a drawback in developing personality. Without sticking on less valued scenes, forward thinking only will elevate one's life.

4.7. LET'S SUM-UP

In this unit, it has been discussed the major influential factors against personality development. As one saw in the previous unit, more than psychological factors, many numbers of sociological factors are also involving in building a person's personality. Countries like India, Cultural factors are major influential part in developing personality.

4.8. UNIT END EXERCISES

i) Will the quality of Honesty make a person more reliable?

ii) How does physical factor affect personality?

iii) Is social environment important in developing personality?

4.9. ANSWER TO CHECK YOUR PROGRESS

i) Identify the Importance of Honesty in society.

ii) Explain the major influential factors in developing personality.

4.10. SUGGESTED READING

1. Bandura, A. *Self – efficacy mechanism in human agency, American Psychologist*. 1982.

2. Beverley Amar. *Soft skills at work for Career success*. Cengage learning, USA, 2009.

UNIT V - SELF -CONCEPT

Structure

5.1. Introduction

5.2. Objectives

5.3. Self-concept

5.4. Self-Efficacy

5.5. Etiquette: Mobile and Telephone communication Etiquette

5.6. Dias Etiquette

5.7. Let's Sum-up

5.8. Unit-End exercises

5.9. Answer to check your progress

5.10. Suggested Reading

5.1. INTRODUCTION

In this unit, students would understand the value of their self -respect. They will define their limit of adjustment in their professional life as well as family life. There is no price tag for the self-esteem. The later point of this unit is introduced tin he basic etiquettes to be followed in business correspondence through telecommunication system.

5.2. OBJECTIVES

i) Making students know the power of self-respect in achieving goals

ii) Introducing social etiquettes related to technology

iii) Practicing the presentation skill in public speaking

5.3. SELF-CONCEPT

If one could see a fish in a small tank and a great plant in a small flower pot, their growth will be limited and their greatness will be underestimated. Self-Esteem is a valuation about yourself by you. If one could keep themselves under normal estimation it would collapse the life. One must allow the growth of the life as like as the tank fish and the pot plant. Beyond some social factors, there are many ways to increase the social esteem.

A person's high-level self-esteem is determined by self, society, law, assets, and by the living environment. In order to build the self-esteem, one has to adopt the following qualities. As mentioned earlier, breaking safe zone will bring major changes in professional development. Here the first step of this is accepting responsibility. This kind of behaviour

will pull the leadership quality of yourself out side. This will help one to judge their own values based on their skills. If one doesn't respect themselves, then no one can respect you. So, the first level of self-esteem is with you and then from others. Leading a life with goal give an individual a meaning life. In this case taking risk beyond the safe zone will make to understand about who you are to you.

Like these positive ideas sometimes one has to follow some advises to ignore or overcome negative vibrations to save the self-esteem. Avoiding pessimistic personalities and back biting people would save your time and you from mental pollution. In these cases, one has to act as a deaf and dumb person, like that three monkeys' dolls. If there is no space to lose your self-esteem, then no one can misuse your privacy.

5.4. SELF-EFFICACY

The power onepossesses to produce positive results or achieving goals with hard effect is known as the self-efficacy. This is defined as the ability to get success in all level such as academic, relationship, sports, etc. This term is also a worth in evaluating personality. In self-efficacy, one can focus his concentration to achieve success through a proper channel. This is a kind of self-regulation such as regulating yourself. Self-Efficacy is completely connected with one's physical and mental capacity. High Self-efficacy will take you to high achievements. Though it had some weak side, that same strong mentality will recover one from failed condition.

5.5. ETIQUETTE: MOBILE AND TELEPHONE COMMUNICATION ETIQUETTE

In this era of Information technology, there is nothing to lose except the devices. However, in social life, there are some basic ethics and manners to be followed in using communication devices especially in professions. By default, the electronic device naturally has silent mode, ring mode and vibration mode. Users of these devices should change their modes according to the situations. Psychologically one must not be controlled by the device, that is the minimum level of etiquette in handling the mobile phones. In certain places whenyou are permitted or allowed to use mobile, in such cases one can speak gently and softly or else you would behave as a loud speaker instead of your phone. At the same time, in certain places such as Schools, hospitals, cinema theatres and sacred places one can follow the rules and mobile ethics by turning the phone off.

Minding language is a necessary etiquette because it is not a face to face conversation and it is not good for professionals. Open places, bus travelling, train and other common places are not suitable to discuss professional and personal issues. It's an insult, hence better to avoid phone texting and calling during class hours and business meeting. At last talking while driving is breaking the law as well as one increases the risk factor against one's life.

5.5.1. DIAS ETIQUETTE

This is common in play as well as restaurants. According to dais, in various ceremonies and functions different people play different roles. For example, in academic side, every function requires an MC (Master of Ceremony), delivering welcome address, vote of thanks and awarding ceremony. For all those liveevents, one has to follow some basic etiquettes such as commandover language, dress code and time management which is important to the people who are presenting the function. Rising voice during an interesting seminar or conference, may down your reputation and it might affect your career.

5.6. LET'S SUM-UP

On the whole, it has been explained the importance of having personality with higher esteem and some common etiquettes which is necessary for professionals. Students might be aware of self-respect, personality development, dress code, language delivery, perseverance in achieving goals, preparation, basic public manners etc. All these important qualities are the supporting materials in shaping or building one's personality. Graduates must set themselves by practicing these essential elements. Personal grooming is one of the required features now a days for those who are looking for a job.

5.7. UNIT – END EXERCISES

i) Is self-respect important to achieve one's goal?

ii) What are the etiquettes should be followed when a receiver attends the call?

iii) What are the ways to greet the people who are off the Dias?

5.8. ANSWER TO CHECK YOUR PROGRESS

i) Explain the necessity of saying 'No' in corporate sector.

ii) Elaborate all types of telephone etiquettes.

5.9. SUGGESTED READING

1. Dillard, J. *Rethinking the study of fear appeals: An Emotional Perspective. Communication Theory*. 1994.

2. R. Petty and J. Kosnik. Editors. *Attitude and Strength*. Erlbaum, Mahwah, NJ, 19.

BLOCK III TYPES OF SKILLS
UNIT VI- GOAL SETTING

Structure

6.1. Introduction

6.2. Objectives

6.3. Goal setting

6.4. Types of skills

    6.4.1. Contacts

    6.4.2. Saying "No"

    6.4.3. Time Management

    6.4.4. Expertise in Technology

    6.4.5. Adaptability

6.6. The Negative attitude and its effects

6.7. The Qualities of High Self-Esteem

    6.7.1.   Concrete self-confidence

    6.7.2.   Accepting risks

    6.7.3.   Growth of positive attitude

    6.7.4.   Having wonderful atmosphere

    6.7.5.   Helping tendency

    6.7.6.   Flame of ambition

    6.7.7.   Being Innovative

    6.7.8.   To the core performance

    6.7.9.   Positive criticism

6.8. The Qualities of Low Self -Esteem

    6.8.1. The practice of lying

    6.8.2. False criticism against winners

    6.8.3. A man who knows all

    6.8.4. Narrow minded community

    6.8.5. Useless reasons for committed faults

    6.8.6. Finding support for failed tasks

6.1. INTRODUCTION

In modern Twenty first century life one has to set two important goals. One should be for profession and another one is for family. Before globalization in India, our citizens had to set a goal for a good job or business with a reasonable income, but the cost of living and life style have been changed a lot. In order to obtain these facilities, one has to earn a lot and balance the family and professional life. That's why goal setting and other related supporting activities for goal setting are to be analysed in this unit. The end of this block ends up with the skill of negotiation which is highly important for business officials.

6.2. OBJECTIVES

i) Explaining the importance of setting a goal in life

 ii) Making students familiar with advanced social skills

 iii) Teaching the strategies to manage time.

6.3. GOAL SETTING

Goals are based on your interest, targets and the aims. Through proper channels one can move towards his goal by overcoming the obstacles. Goal settings can be usually divided as short term and long-term goals. According to the situation, some temporary and short period achievements require short term goal setting such as winning a game, clearing exams, buying some small level things. At the same time to achieve long term progress, those achievements require long term goals such as building a house buying a car and conducting marriage.Setting a good goal in the past will build a great future in upcoming years. But age factor, time factor, economy factors are the key elements to continue the process in goal settings or else to drop. In order to achieve great goals, one has to obtain some skills, and those skills are required to make achievements in making the goal setting process.

6.4. TYPES OF SKILLS

6.4.1. CONTACTS

A man like Buddha also had some followers to propagate his policies and philosophies. In that sense, to achieve your goals you must be aware of strategies to crack the obstacles. So, if you have contacts regarding the fields you want to achieve your process period will be reduced. For example, if one wants to clear national level examination to obtain a job, he has to consult many people who previously cleared the

exam. Based on their instructions, he can be aware of what to do and what not to do in preparing examination. In this case one must not be reserved, he/she must have friendly relationship to others. He has to develop this skill by leaving hesitation. Without following these ideas, it will take long process to achieve the goal.

6.4.2. SAYING 'NO'

One must not behave like a caged bird or a slave to that bound situations. If onedoesn't practice this skill, it will eat their time and energy or else it will go waste. In some serious conditions which is not suitable to you, one have to practice to express rejection. But this rejection must not be an escapism. Some situations require 'yes' from us especially in accepting responsibilities. So, avoiding unwanted commitments and responsibilities will save your reputation and time.

6.4.3.TIME MANAGEMENT

In goal setting time management is completely different. It's not about doing the right thing at right time. It's like answering questions with in the time. In preparing competitive exams, one can prepare at any time for many hours. He can start in the morning or midnight. He can prepare for one hour or twelve hours. But it's not necessary to complete the work as one do for school home work. Here time management skill is about completion of exam preparation before the exam date. This flexibility denotes that time is like gold and it will be saved only when oneutilizes it properly. A proper perfect time table will help one a lot to achieve goal within the fixed period.

6.4.4. EXPERTISE IN TECHNOLOGY

Even for physical work, Companies are requesting minimum technical skills. For example, a small shop seller has to learn about using online orders, delivery and payment system. If they are far beyond the upgrade, there won't be any more growth in life as well as business. In modern day, education is willing to adapt technology in India, in future life style will be based on digital. Food delivery system and most of the service-oriented jobs are modernized. So, lacking your skill in technology will put a full stop in your goal setting process.

6.4.5. ADAPTABILITY

Some great achievements require mammoth effort including physical strength like mountaineers who climb towards Everest. In this situation one has to be ready to do anything both physically and mentally. Just like a Camel in the dessert, one has to live in simple atmosphere until they reach their goal. Many sports players won awards with less sponsors and later they got celebrated. Like a bamboo, one must postpone his pleasures till he reaches his achievement. Under any circumstances one has to find positive solution instead of leaving the process.

6.6. THE NEGATIVE ATTITUDE AND ITS EFFECTS

One of the negative attitudes is selfishness. Between any two people who have selfishness will not make proper success in future. So, in personal life and professional life, this quality of selfishness will bring nothing useful to them. Moreover, it would spoil a healthy atmosphere. Selfishness will try to keep the best things in the world at the same time it will also stop others to get the same valuable things. So selfish people should have understood a thing such as nothing beyond nature. Whatever they try to get by selfishness, the power of change in this world will change everything. It means, the people who catch victory by shortcuts may be the last persons in the line of people who achieved success by honesty. So beyond hard work, one should understand the idea of cause and effect. If one understands it very clearly, they can focus on, only necessary things to achieve their goal rather than losing their time on useless results and effects.

This theory can be compared with Newton's third law, that is every action has an equal and opposite reaction, and all the things that occurs in this world has some factor. Like the famous proverb 'As you sow so you will reap', if one build their present condition properly, their future will be safer and happier, at the same time if one don't build their present situation properly, their future will be ruined.

i) In goal setting, one must set a clear and possible goal in his present period to get better future.

ii) If the best goal is set, best result will be offered. If the worst goal is set, result will be void.

iii) Patience is important to get a better result. In social media any one can become famous within a fraction of second, but in real life, one has to study a lot for long period to get the better position in life. This will give a permanent solution against all issues of life. Temporary relief will not last long.

iv) No one get the fruit from a tree immediately after it was planted. This nature law is applicable for workers, also that no one can prohibit the growth of the people from the same company at the same time people must not expect the career growth immediately after joining the work. People who use shortcuts are committing this mistake and naturally they lose their job or get captured by monthly instalments.

v) This refers that there is always a time limit to taste the fruit of success or else early harvested crops will decay and become non edible. So, the people who quit their hard work between the processes of achieving goals will not meet any success and their result will be zero.

This theory proves that there are some things in this world that cannot change any more like the immediate success. All causes have their effects. Our thoughts are our driving force. So positive vibration will attract positive results whereas negative vibration will attract negative vibration. In order to plant a good tree such as good thought, one has to

prepare the land that is cultivation. There are some practices to cultivate our mind to grow with good thoughts.

A person who is comfortable with a reasonable salary, will be afraid of leaving the safe zone. However, some people who want to cross the safe line will make some commitments by force. Since they have to meet the commitments, they will improve their skills more by unlocking their potentiality. This is like sharpening one's mind to bear the obstacles through the journey to achieve goal. Here preparation also refers to the cultivation of mind. If the land is poorly cultivated, it won't give proper yield. The peak of the preparation is equal to sacrificing the self. The tougher one practice, the easier one can win. A properly cultivated land will adapt any seed and plantation.

A large level of tough preparation will bear any failure without losing the confidence. This practice of cultivation is a necessary quality of positive attitude. In this process, for some people, this practice will be like a trial and error method. They have to overcome the mistakes that they commit, instead of that if one doesn't rectify that, they may lose their position from the journey towards the goal. He or she has to be ready to accept the mistakes that they did, they must not rethink about the fault but to think about the solution, they have to register the results of errors for future learnings and they must not pass their responsibilities to escape from their mistakes, and finally they never take a chance to commit the mistake once again,

So, a well cultivated land will be ready to do agriculture work like that a well-prepared man will be ready to achieve the task in their life. People who are not prepared to face the consequences will develop negative attitude such as blaming the situations and asking excuses. They are like waste land and no yield will come from it. After the plantation it means after starting the preparation, one must not lose or stop the preparation or cultivation, because the cobweb which means laziness and dullness will occupy the healthy mind set like weeds kill the fresh growing plants. Blaming the reality, blaming the birth, age, physical inabilities, less smartness, poor educational qualities, lack of appearance, insufficient money, missing opportunity are the personal weeds that should be eradicated in one's life to reach the goal.

If an individual is not ready to learn lessons from their past, it is a kind of an insult against a good teacher called experience. This teacher is far better than the actual school teacher. Experience will teach a lot practically than the note book home work. Intelligent people will learn by their own mistakes, but wise people will learn through the mistakes of others. No one can learn things from the mistakes that they committed for prolonging period. So, people who are like dunce will continue their foolishness by losing the chances of learning from their mistakes. These types of people lose golden opportunities due to some reasons especially by hesitation.

The primary reason of losing or missing the chances to lose the career is over thinking and fear. Lack of confidence and lack of academic qualities will grow a fear in their heart and people will always think about

that to digest in real life. That overthinking kills many people. This quality exploits one's talent, career growth, knowledge, decision making, and the regular process of life. In every levels of life, people are afraid of something. In school days one would have missed many questions without being asked just because of hesitation. Later one would feel guilty while the other brave student got the answer. Ignorance is also a side ingredient of fear. Many youngsters who are not aware of many competitive exams are losing their age and talent. This also happens because of their hesitation.

Beyond the qualities of talent, skill, intelligence, strategy, positive attitude, and honesty, there is an important quality behind the success of career that is called discipline. It is associated with character, job and personal decorum. That's why some people are unable to reach success with talent and unable to retain the victory after reaching success. In sports, politics, cinema whatever it maybe, only discipline will bring the success and the man of discipline only will be remembered forever. For example, Gandhi followed many policies in life like eating vegetables only, not telling lies and peaceful behaviour. Above all he practiced a strict disciplined life like a teetotaller. That quality of discipline took him to the leader position and made him as an ideal example as a leader for millions of people. These disciplinary practices made Gandhi to keep his policies life long without getting slipped from that. If a man fails in discipline, like a domino all his best reputations will be doomed quickly. For example, Bill Clinton who was a good president but failed to be a good example because of his affair. So, a goal setter must be careful in his life in maintaining the discipline. Tortoise won the game because of Rabbit's lack of discipline. So, the fall of discipline will build a future such as not stabilized.

People who possess good discipline may lack in their self-esteem such as over politeness. Here the lack of self-esteem refers to the underestimated prestige of ourselves. If one is not so bold in certain conditions, even if they are disciplined, there is a chance to lose the respect since the surrounding people would under estimate the skills. Lifelong they will be treated with low self-esteem and their opportunities will be captured by the less talented people. For example, Hollywood actor Marlon Brando who scored many academy awards for his best performance, were rejected by some directors for their movies, because of his laziness. He was not punctual to shooting and this affected the cost of producers. Here he reduced his self-esteem because of his poor punctuality. Here this behaviour of Marlon Brando slightly spoiled his reputation and his talent in acting. So, beyond the qualities of successful career, self-esteem and proper discipline only will be the supporting pillar to keep the victory forever. Nowadays people with liberal thoughts have no worry about moral thoughts in their life. This leads the people in an aimless future and they will face the life as people who have lost everything just because they forgot about maintaining discipline.

Another reason behind the failure is ignorance. Here one can distinguish the difference in to three parts. First one is the common ignorance by birth, second one is partial ignorance such as being intelligent in their field only and finally the third one is the practice of avoiding

something and showing poor interest. The first one is common by birth and latter it would be developed by parents, relatives, environment, friends and teachers. One may grow in his life without worrying about the growth of other world and willingly they want to stay as fool and they enjoy their ignorance. Till death they won't change their mentality just because they settled their mind set with the permanent ignorance. This cannot be cured by education or practical knowledge. They themselves have to understand the seriousness of their ignorance.

The second one is the partial ignorance, for example a programmer who is so strong in one language has to learn other language also. Then a driver must learn some basic auto repair works. Then a doctor should be aware of other special complaints of the body though he is a surgeon. Like this some sectors, some people are lazy to learn the modern technologies and updated ideologies just because of their lack of interest and laziness. The best example for this partial ignorance is teachers who are strong in their subject and showing no interest on other teaching activities. Nowadays teachers must have the knowledge on e-teaching rather than using conventional blackboard and chalk piece. This will lead them to an outdated condition and their students might not be aware of innovative things since the teacher is not interested on these things properly.

The third ignorance is though the person has the required knowledge on a particular matter, but he tries not to involve because of some social issues. This is called the ignorance based on poor response and poor interest. For example, in many government sectors some talented officers will avoid some promotions just because that they have to face pressure and local politics. Apart from salary, they expect piece of mind, so that they avoid these types of offers purposefully. Here the ignorance stops them from achieving the higher goals and keeps them as a skill less person. Many people last many opportunities because of these types of fear. Actually, they should try or take risk on these changes to test their limits.

Another example for negative attitude is blaming the fate. In English literature Thomas Hardy's novel characters face many issues because of fate, and not because of their personal errors. It can be accepted in novel, but it is not applicable in real life. If a person is steady and careful in his task, there will be no chance to blame the others and the fate. This kind of negative attitude will stop the growth of a person from achieving his goal. Then he will treat all the incidents in life as the result of fate. This will make a person as a person with zero confidence since he believes on fate. People who are not ready to accept their mistake will withdraw themselves and place the complaints on fate. Like the other side of a coin, they call luck if anything happened successfully. Both are wrong and this refers to the people who are reducing their self-respect because of believing fate. Even great sports personalities, politicians, movie stars and millionaires believe astrology, horoscope and other foretellers. They won't believe themselves and they won't invest on their hard work. That's why many rich people lose their money and are exploited by these group of people. They don't understand that their knowledge, discipline and hard work only took them to this highest place in life. Many millionaires are common in this case. They mostly keep any token or symbol of luck with

them more than their confidence. For example, former US president Obama keeps an Anjaneya statue chainin his coat pocket, Hitler tried to collect many amulets, sacred weapons and magical stones. The only power stone is our education and talent to get success in life. Where there is no effort, there is no fruit of success in life.

In Indian country, school students need a trigger from their teachers like a cane stick, college students need a trigger like a friendship and office employees need a trigger like a fellow staff getting promotion. All these triggers refer the passive motivation. A flog that used to move bullocks and horse to win the race. Like that all over the world some talented people need a trigger to unlock their skills to achieve success in their life. This motivation is available nowadays through many books and online videos. But some people have the quality to give self-motivation in their life to get success. The fear of taking risk and the lack of self-esteem are the two major drawbacks of a person from gathering motivation and achieving success. If they break their safe zone, life will take the people to reach the peak of success, So, that many of us are not recognized well, though they are talented. This kind of life style without motivation is also a negative attitude and through positive attitude one can overcome the blocks against motivation. A person must put sufficient effort to reach the goal at the same time he must not lose his strength by putting his effort just to get a small reward.

Sometimes, people will forcefully motivate themselves to reach success. When a leopard is chasing a deer, here the race is different. One is to capture the food and the other one is to save life. The second one is more powerful. That's why the fear of losing job will make many people to achieve more and even to start new business instead of being slave. Like the deer, one have to grow their hunger on success and to achieve this, fear has to be offered as a motivational power with in the heart. That's why many employees are working hard because they could lose their job, if they don't have that fear of responsibility, they will waste the productive time and money of the company. In India, many officers are not doing their work properly, that's why many numbers of social developments and compensations are in pending and the growth of the country is not valued well. From the capitalist side as well as from the labour side hunger is the hidden source to get success. Here the hunger of earning money and to retain the position in a concern will be the driving force to achieve their target. Then for capitalists, increasing income, share values and keeping the same position in market will be the driving force to them. Almost it's like a fuel which is moving a vehicle towards the desired destination. Here some takes the chance of motivation with positive attitude and some takes the chance of motivation with negative attitude. The one who is in the school who lacks in studies will get more punishments. If the boy has positive attitude, he will take the punishments as his stepping stones to get success and he would overcome all punishments. The later one who is in negative attitude will take these punishments as a disturbance and leave the school that is called escapism from issues. This attitude brings failure in one's life and will make us an anti-social element. Apart these situations make a person with various self-esteem. The low one will make to stay the edge of the society and the high one will make him to control the society. It

might happen both in positive and negative attitude. The following qualities are the additional benefits of having high self-esteem.

6.7. QUALITIES OF HIGH SELF-ESTEEM

6.7.1. CONCRETE SELF-CONFIDENCE

A man of superior self-esteem will achieve any goals by hard work and strong confidence. Nothing can collapse their balanced mentality.

6.7.2. ACCEPTING RISKS

Self-esteem represents bravery and courage. In this case, people who possess this quality will never bother of losing their safe zone and will try to get another level by taking risk.

6.7.3. GROWTH OF POSITIVE ATTITUDE

As long as they contain the self-esteem properly, one can develop and retain the quality of positive attitude to reach the goal.

6.7.4. HAVING WONDERFUL ATMOSPHERE

Fear of moving with the people is the reflection of inferiority complex. The low self-esteem people will be far behind in making relationship and they may lose many things. The strong people who believe others will make many relationships and can develop themselves by using the influence of others.

6.7.5. HELPING TENDENCY

The higher level of self-esteem will bring the quality of self-supportiveness within them. In this case, self-supportiveness will save the people from depending on others and make them help others.

6.7.6. FLAME OF AMBITION

In order to retain their self-esteem always these people will be searching better solutions to get successful life. This quality will always keep a burning flame of ambition since they have to go further in their field.

6.7.7. BEING INNOVATIVE

Certain people won't follow outdated matters in their life, because it will make them as old in the stream of fast-moving society. So, the flame inside them will keep them as innovative thinkers of life like the major scientists and industrialists.

6.7.8. TO THE CORE PERFORMANCE

Core performerspeople will give importance to their performance in work, because that is the identity of their name and life. So, always they will try to play a better thing than others to prove themselves.

6.7.9. POSITIVE CRITICISM

Positive people will observe only positive feedback of others and will ignore the negative since they need minor support towards the success. It doesn't mean that they are always correct but they want to maintain their psychological strength. This kind of attitude is commonly found in sports and they never listen the scolding words of fans and the other players. They will focus only on the winning portion of success only.

6.8. QUALITIES OF LOW SELF-ESTEEM

The following qualities are for people who have low self-esteem in their life. Based on this, one can protect themselves from these type of negative attitude people.

6.8.1. THE PRACTICE OF LYING

It can be divided in to two parts such as lying to hide their mistakes and blaming others to escape from their weakness. In a professional life, there are many people who are less skilled and jealous about highly skilled people and will find faults on their behaviour. This is also a reflection of negative attitude people who have inferiority complex.

6.8.2. FALSE CRITICISM AGAINST WINNERS

In sports, the committee will take the medals back if they find that they have taken steroids to win. Like that the people who lost in achieving their goals, will find unwanted reason behind the success of every winners. Thus, they will attempt to degrade them. This is a kind of crucial satisfaction in their life.

6.8.3. A MAN WHO KNOWS ALL

Some has ego in their character. In order to hide their foolishness, they will complaint the winners and they will not agree that they are wrong in their concept. They are the people with thick skull who are not ready to adapt themselves to the changing life style.

6.8.4. NARROW MINDED COMMUNITY

In India, certain system spoils the education and personal life of women. Like that some superiors who are narrow minded never take any different initiative and let others take initiatives against changes. This narrow-minded boss or leaders will not let their labours develop themselves.

6.8.5. USELESS REASONS FOR COMMITTED FAULTS

Like the school boys, some poor skilled employees will have poor reasons for the mistakes that they have done. A Programmer who hadn't done his target before deadline blamed the restart button which is not working. A positive attitude person will find ways from problems where as a negative attitude people will find ways to escape from issues.

6.8.6. FINDING SUPPORT FOR FAILED TASKS

More than lame excuses, sometimes people of negative attitude will find the support of others against the people of success. Here the supporters of negative attitude people will maintain the same level of thoughts to escape from their mistakes also. This is called the false team spirit.

6.8.7. WAITING FOR FALLING APPLE

The people who are not taking any efforts will open their mouth under a fruit tree to get the fruit. They never take any self-effort to reach the peak of success, at the same time they will pull their followers from reaching success. These people are the strong obstacles of life.

6.8.8. THE PROTECTIVE MODE

Foolish mentality people will be always in protective mode such as insulting others if they fail even in any small task. Thus, they will try to show themselves perfect in their life.

6.8.9. IRRESPONSIBLE NATURE

Laziness and the insecure feeling will change these types of people from accepting high responsible positions. Then the skilled people will get affected because of these irresponsible natures.

6.8.10. LIFE WITH FLATTERY

In order to get the support of higher officials, these people will corrupt them by doing flattery and will control them against the talented workers who are against to them. To do flattery they even sell their self-respect and will behave like slaves.

6.8.11.IMPURITY MEETS IMPURITY

High-esteem people will avoid these types of negative attitude people. So, they will always be in a group of people who are also like them. Only then they can maintain the same negative waves to keep their negative attitude

6.8.12. BURIAL OF PROMISE

The high-esteem people are like mythological characters like Dharma and Karna. They would sacrifice their life to save their words, but these poor esteem people never bother about the words they delivered. In this case these people are not trusted sources in handling money issues.

6.8.13. IMBALANCED MENTALITY

The reptile chameleon is often referred with the people who always change their mood and mind-set. Here like politician, as a pure selfish character, these people will support their superiors for their welfare and will topple them for their own development. Often,one shall find these people in politics. These people are beyond to trust.

6.8.14. BROKEN RELATIONSHIP

Some birds lay eggs on the nest of others. Like that, these negative attitude people will hitchhike from one relationship to another one since they don't believe anyone in their life. Their life and mind set are almost like fragmented.

6.8.15. THE SUPPORTING SPEAKERS

Like Hitler, these people will expect followers who give positive answers for their questions. If they meet neutral people, they will blame them also since they give opposite answers to them.

6.8.16. FALSE POLITENESS

Like Indian politicians, people who act as humble are not true to themselves. They show only false politeness towards the superiors and will speak ill of them after they left. They are almost like betrayers of the relationship.

6.8.17. ILLUSIONARY ZONE

In schools, colleges and offices people are facing peer pressure. But people of negative attitude don't have the courage to overcome the peer pressure. So, they will make a group which also ignore peer pressure and they never take any effort to achieve in life. Since they feel comfortable in this group, it will give a temporary pleasure to them such as the illusionary zone.

6.8.18. THE PERVERTED MIND SET

This is the extreme level of negative attitude. Mostly the result of this mind set is accusation of character and spoiling the reputation of high-esteem people. They earn nothing out of these activities but they feel satisfactory since the situation is not peaceful.

6.8.19. THE CARELESS ATTITUDE

In a concern or a department, anything can be done by team work only. If there is lack of co-operation, the task will be incomplete and will be delayed. This shows the negative attitude people who show lack of interest because of their inability and they are not willing for the high-esteem people who claim the appreciation.

6.8.20. HYPOCRISY

The people of these attitude will look nice by their behaviour and in action they are cunning. They judge the people not by their character but by materialistic point of view. They will use them for their welfare and they will throw them after their expectations are met.

Behind the above-mentioned matters, there are some matters to teach the upcoming generations such as not to grow with negative attitude. They should be taught with positive attitude and confidence. If their heart

is built with this strong heart, they never fall with negative attitude people and they may grow themselves without the support of others. The following suggestions are for the youngsters who wants to overcome the negative attitude.

6.9. SUGGESTIONS TO OVERCOME THE NEGATIVE ATTITUDE

6.9.1. THE WORTH OF OUR VALUES

In this competitive world, there is no value for emotions but skill. This means there is always a value for valuable things. So, young children have to be taught with this term that, there is always a value for people who have resource and skill. Only skill speaks and earns money, apart from that, goal setting will be easy. So that they can't be upset with little failures.

6.9.2. ACCEPTING FRUSTRATION

Where there is no expectation there is no frustration. Here frustration refers to the failure after the long-expected result. Many youngsters take wrong decision after hearing negative result. This is not a fair attitude. So, one has to bring up their children with confidence. They have to grow the capacity to overcome these minimum failures and they have to think about the next activity after the negative result. Less expectation makes less impact.

6.9.3. ALL WINNERS ARE NOT REALLY SKILFUL

In India engineers apply to Peon post, because they are not paid well for their skill. At the same time a Collector might be less talented while comparing with the school boy in some levels. This shows all are not equal, so a common skill test cannot judge the skills of various people. A child might be talented in painting, another one in singing and another one in mathematics. Here a JEE test cannot detect the mathematical skill of first two children and an arts academy cannot train the child who is strong in maths. So basically, all are talented and no one is poor talented. If younger children are brought up with this truth, they never bother about these unequal exams of life. They will find their passion and follow their success in their own way.

6.9.4. TEACH THEM ABOUT RECIPROCAL HABIT

In USA many multimillionaires are generous. They believe that they got everything from the society so that it should be returned to this society. If younger generation is brought up with this mind set, they never treat anything as a materialistic source. The same way they will move with their fellow people.

6.9.5.INDIRECT CORRECTION

One must point out the mistakes of children by positive methods only. If they are unable to understand a lesson, one must not treat them as

fool. One can find a way to teach their level, because all are born with enough potentiality. Direct attack may spoil the growth of their character, so one has to make them understand indirectly. This way of approach will enhance their character instead of breaking them down.

6.9.6. CULTURAL BOUNDARIES

Mahatma Gandhi was warned by his community when he made a journey to South Africa for higher studies. In their community it was treated as contaminated culture. But he broke the unnecessary customs of Hindu culture and he followed self-discipline. This journey made him a great leader in our country. So young children must not be blunt by the useless culture, this may block their skill development. So, one has to learn by their own preparation.

6.9.7.CHOOSING INNOVATIVE WAYS

An individual must possess uniqueness and individuality. This will exclude them from normal society. Always innovative mind set people will win in all the sectors.

6.9.8. ERADICATE INEQUALITY

No children should be brought up with broken mentality. From purchasing chocolate to buying a house, a child will watch many discriminations in this society. Instead of worrying about the present condition, they have to analyse the way to overcome the situation.

6.9.9. NEATNESS OF LIFE

Self-hygiene is important to every person. They have to be brought up with this awareness. This will rise them a healthy person in this society. Health is wealth.

6.9.10. MENTAL POLLUTION

Parents are concentrating on the physical health of their children not on the mental health. That's why some children lose themselves with unknown people. Nowadays there are many media who are ready to feed polluted things to the younger minds as well as the elder minds. Parents must act as a security camera in the process of caring children

6.9.11. ACCEPT THE PAIN

Sometimes one has to be aware of poverty and loss. If anyone is treated with these things from childhood, they never feel about the rise and fall of family economy. This will bring a general idea that, money is not an important thing but a little bit to care their personal needs.

6.9.12. MAKE WISH TO HAVE ALL

Allow the children to get their desired things normally at the same time let them understand the hard work behind the hard-earned money. So,

they will understand the true value of money and hard work. They will smartly choose the right one to pursue their goal.

6.9.13. PARTIAL SUPPORT

In USA many adults are left alone in their world to survive. Like that in India parents must not be a shadow to their children for all issues. Here they have to allow them to take decision or solution for their problem. Parents have to offer only partial support to them to develop their self-sustainability.

6.9.14. MIRROR OF LIFE

Every child is born goodbut only the improper growth makes few criminals. However, many grow as a crystal-clear mirror and they learn good and bad things from the surroundings. In this case they have to be registered with good inputs only.

On the whole, a child must grow and act as a better role model for this society. In this case an individual parentis the first role model. So, the role model must not make any inferior impact on the upcoming children. For example, a student who was awarded for full attendance, can be questioned for one day absence. This refers to the people in society who will appreciate one's best performance as well as the worst performance. People will act as judge for others issues and act as an advocate for their issues. This refers the equality of social elements and growing children must know the two sides of the coins.

Youngsters must be given freedom with controlled set of worlds which might be discipline or decorum or culture. This refers in using a flame to launch a rocket or to burn the forest. 'Too much of anything is good for nothing' it refers over freedom or over control which will destroy the happiness of people. Like a person who enjoys videogame got addicted and died of playing games for long hours. This is an example of uncontrolled freedom, so there has to be a control switch to control the flow of mental thoughts. If they are properly channelized, they will make a positive impact. The last touch of this portion will be completed if one remembers the letter of Abraham Lincoln who sent letter to the class teacher of his son.

So, the youngsters have to develop the mentality of whom to trust and whom not to trust. At the same time, they have to understand about being a trustable source for others including the awareness of giving promise. In this case, in building a trust worthy relationship one has to learn about giving a positive criticism of others, because a negative criticism will make an invisible fence among certain kind of relationship. The practice of criticism has to be like an appreciation rather than generating argument.

i) A good relationship must maintain trust with criticism. This development of trust will come by teaching only. This means in the absence of immaturity; one should teach and guide his friends to face that issue instead of harsh argument.

ii) Mutual understanding is necessary rather than the best understanding in making positive relationship

iii) The act of teaching has to be as valuing a paper rather than giving imposition

iv) Be aware of using proper delivery of words in conversation between friends, because no one can collect the delivered words.

v) One must not be a blind person in making complaints that will produce a vacuum result in relationship

vi) Gradual temper is important in relationship to maintain peaceful atmosphere.

vii) Rather than having criticism sometimes one need a time to establish their side. Mutual chance is important in dealing sensitive relationship.

Like a caller and receiver of the phone call, one has to act properly while giving criticism as well as getting criticism. This stand is also important for younger generation because the life is full of critics. These messages will improve the mental stability of youngsters to encounter the criticism of this society.

Sometimes feedback values a lot, so youngsters who are facing this society must win them by positive attitude only by segregating the positive feedback from the negative feedback. A man who never committed errors will be like a statue in real life. So, one should have the awareness of separating true criticism from false one.

i) Mostly immature community will point out useless criticism. In the journey of success, one should ignore these immature criticisms.

ii) Among close friends, one must understand the criticism and the background reasons of the criticism. In this case one has to take an honest stand to justify the value of relationship

iii) MahindraSinghDhoni is a great example for being cool in getting appreciation from people. He is same in good appreciation as well as the bad also. This means one should change according to the genuine criticism at the same time one should ignore and concentrate the task if he is right for him without worrying of anything.

iv) Broad mind set is important in getting criticism from close one. If they have that mind-set, no other things will distract them from maintaining peaceful relationship.

v) While giving criticism one should criticize euphemistically, like that we have to filter the comments and feedback only in positive mentality.

vi) If there is a right space to accept the mistake, one must not leave the chance, because they have to be ready to face any consequences out of criticism.

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vii) Never expose the exaggerated expression against any type of criticism. All one can do is a change or ignore. So that one must not waste the time for worthless criticism since they won't bring any solutions rather than making issues.

6.10. BEING CHEERFUL

When people are down naturally, they tend to think and sometimes even act negative.This will affect their profession as well as the studies. If they have the cheerful attitude, it would be like a contagious disease and like a forest fire, the cheerful situation makes a total change in the productive area of a concern. Cheerful mind set is also a part of success and it is also a kind of catalyst in the process of having success. Cheerful atmosphere brings positive results. At the same time here, one should understand the true meaning of cheerfulness. It doesn't mean being happy in happy moments and sad in sad moments. This is like the quote said in 'Geeta' that is being neutral in both cheerful and sad condition. In this case the permanent peace of mind is the key factor cheerfulness. So, a person of balanced cheerfulness can adapt the success and failure in cheerful manner instead of losing the productivity.

A great acrobat and a great scientist will be more cheerful when they receive appreciation from public rather than awards. This shows productivity is based on the support of this society and personal mind set. Here one must extract this quality from public to personal. That means offering good appreciation in right place. If a relationship is shared with these gifts, it will last long without making any issues. There are many ways to make the appreciation more effective and productive in the progress of successful journey.

In business sector and in class room the appreciation with cheerfulness will bring a drastic change in the results. Here cheerfulness is about mentioning errors in euphemistic way that is injecting the criticism without hurting the receiver. This response should be done immediately or else they may lose the effects of their mistakes. One should be so strong in delivering the appreciation that means not making withdrawal from the point that has to be mentioned.

This section will extent to the next level inmaintaing relationship by positive argument. This is a kind of art in group discussion such as delivering the opinion correctly not by cruelly. In personality development workshops the facilitator questions the audience to discuss rather than making harsh argument. Normally arguments result nothing in life. Many wars are the example for this. In this case, just for drawing conclusions one has to involve in argument just for the welfare of the concern. Silence sometimes the best reply to argument and leaves a peaceful result after a heavy argument. But this is not fair in court argument, because there one has to argue properly to justify his stand.

In argument between close friends there is no winning for anyone, because if one wins another one will fail and the failure of the closed one is same to another one. Emotionally both will fail in maintaining the interpersonal relationship. In some case, the burst of ego takes the shape as

argument. Until the ego disappears, the argument won't end. So that a man of argument has only disputes rather than having interpersonal relationship with others. That's why in interview-basedgroup discussion, one should try to learn how to disagree from agreeing others. This euphemistic approach will save an individual character and the argument will be healthier rather than harsh one.

Some initiate argument is unnecessary in certain situation. For example, in a condolence meeting some talks about the share values and petrol price. This will make argument and people will get diverted from the purpose of their visit. This type of attitude will trigger negative effect in making an interpersonal relationship. So, one must have the awareness about delivering matters according to the situation.

Hereare few things to be understood in making arguments to keep the interpersonal relationship peacefully.

i) Arguing with ignorant people will last the argument until one accept that they are right.

ii) Like Plato, Aristotle, and Socrates nowadays no one makes philosophical arguments. News channels are conducting shows full of noise rather than sharing opinions. So, in interpersonal relationship, people who grow arguments grows the darkness inside rather than searching the solution.

iii) Sometimes the unsatisfied condition will bring harsh argument till it meets satisfaction. This means the argument conserves no purpose.

iv) Argument tries to justify the people who make argument. This spoils the healthy interpersonal relationship. If one is proved as right the other one will be considered as wrong and this makes inequality in relationship. However, people must have the generous mentality such as accepting the opinion of others.

v) One cannot wake a person who acts as sleeping. Like that some people argue with the fixed decision. Here the argument does not make any sense.

vi) In order to continue proper argument,one has to act as a patient listener and when the turn comes one have to place their side points politely.

vii) If there is no way to compromise or convince the other fellow in argument, in order to make positive relationship one has to convince or compromise with the other teammate.

6.11. LET'S SUM - UP

Throughout this unit, one would understand the values of goal setting and the importance of time management to achievethat tough goals.Additionally, this unit insists the importance of knowledge in technology. Nowadays in modern society, more than a skill in profession a person will be treated as outdated if he is lacking in technical skills.

6.12. UNIT – END EXERCISE

i) Which is better 'being reserved or friendly with colleagues'?

ii) Is it good if a subordinate says 'No' in non-willing situations?

iii) How far will time management help to achieve goal?

6.13. ANSWER TO CHECK YOUR PROGRESS

i) Discuss the application of social behaviour in professional life.

ii) Bring out the benefits of time management in goal setting.

6.14. SUGGESTED READINGS

1. Jagadeesan. G. and Santhnankrishnan. R. *Soft Skills Development*. ICFAI University Press, 1997.

UNITVII-DECISION -MAKING SKILLS

Structure

7.1. Introduction

7.2. Objectives

7.3. Decision making skills

7.4. Steps in decision making

7.5. Let's sum-up

7.6. Unit-end exercises

7.7. Answer to check your progress

7.8. Suggested Reading

7.1. INTRODUCTION

Heading a responsible person in higher level is a stressful thing in making decisions for critical situations. Sometimes best and worst decision would come out of forced conditions. In many cases previous incident experience will make decision easier. Many corporate companies have the rise and fall just because of their decisions even though they are experienced.

7.2. OBJECTIVES

i) Training the students to take right decision in critical situation

   ii) Enhancing their level of thinking in decision making

iii) Analysing the impact factor on false decision making

7.3. DECISION MAKING SKILL

In job interview and in life decision making, skill is important. Only in this skill one can make major and minor changes in life and career. Like entrance exams, one must take best and right decision at right time within a short period. These sorts of ability will save lot of time. If one has the ability to choose right factors for right decisions and the ability of ignoring poor factors, it will improve one's logical and analytical skills.

7.4. STEPS IN DECISION MAKING

1. First one has to find out the source or the root cause of the problem before making a decision.

   2. One must enhance the ability of analytical skills to handle any tough situations.

3. If there is a chance to implement the decision, one have to analyse the positive and negative impacts of the situation.

4. Finding a better solution against the issue would reduce half of the job in decision making.

5. Then the final level is executing the decision and to take the responsibilities for the decision that you take.

In the issue of demonetization, Indian Prime minister took all the responsibilities and our ministry kept all these decisions confidentially and they made analysis regarding the positive and negative impact after the implementation. If there is a negative impact, as a higher authority, one must have the potentiality to face the issues and to identify the solution immediately.

7.5. LET'S SUM – UP

A car can be safe in journey if the driver drives the car properly in proper way. Like that, the life journey can be proper and safe, if a person takes the right decision at right time. The power of decision making will reduce unwanted burdens of a person in the successful life.

7.6. UNIT – END EXERCISE

i) Is decision making an important skill in life?

ii) How does the decision-making skill work in choosing career?

iii) What are the consequences found in false decision making?

7.7. ANSWER TO CHECK YOUR PROGRESS

i) Explain about decision making skill.

ii) What are the ways to grow our skills in decision making?

7.8. SUGGESTED READINGS

1. Gross. J.J. editor. *Handbook of Emotion Regulation*. Guilford, New York, 2007.

UNIT VIII-NEGOTIATING SKILLS

Structure

8.1. INTRODUCTION

It is a kind of process to bring agreement between two persons or two companies. This is far different of bargain in market. It is processed by the mutual understanding and diplomatic relationship. The practice of negotiation is important in business world.

8.2. OBJECTIVES

i) Making students familiar to business-oriented negotiation skill

ii) Teaching student about handling difference of opinion

iii) Practicing the negotiation skill in superior level

8.3. NEGOTIATING SKILLS

The external affairs between two nations secret officials will conduct these negotiations. Just like a goal setting, negotiation needs a perfect result. So, preparation, proper argument, mutual satisfaction, action execution are the important things in making negotiation. This is not like high summit of countries or parties;it is a kind of meeting that requires solution equally for both sides. Most of the negotiations fail between countries and terrorist groups. People who negotiate with fixed decision won't allow the atmosphere to any conclusion.

8.4. CREATING NEGOTIATION

Creating Negotiation here refers in creating values in negotiations. For an example in export business, proper negotiation is important. Without knowing the current market, if one start negotiation with the seller, it would affect the business. Rising and reducing the values without knowing the current values of the market will make negative impact in your

negotiation. So, one must know the possibilities before engaging any negotiations like setting goal by analysing its impacts.

One sword is enough in one sheath, one head is enough to negotiate with another one. This term requires problem solving skills and reasoning skills. Even by rising conflicts or by hot arguments one can bring the answer that an individual want. Mostly secret service makes negotiations with bounty hunters in order to save the hostages. Almost they trigger their emotions gently to pacify them, later they will win their confidence.

Difference of opinions are normal in bringing conflicts during negotiations. For example, in product purchase, price and quality are the most expected points in all kinds of goods. So, customer has to adjust with the price for the quality or seller has to reduce it to retain their customers. Nowadays most of the products are fixed price like school fee. These things are beyond negotiations. In certain situations, one need human support more than conflicts. For example, leaving seat and lift for crippled people and leaving space for car parking without making conflicts. Family level negotiations are finally ended with the decision of seniors or the junior most. For school admission, school tour, and moving to another house are often some issues that depends on individuals' wishes. Here one has to collect and analyse the positive and negative points based on their opinions. At last, based on the ratio, one has to initiate the process or to drop it and find another solution for that.

Making positive values is the important output in making negotiations in all the departments. Like the government tender one side decision is not invited in professional negotiations. The following chapter is going to talk about another type of negotiation such as comparative negotiation.

8.5. COMPARATIVE NEGOTIATION

This also known as the competitive negotiation. It is not about comparing various types of negotiations but this is a kind of comparison between any two negotiating styles. For example, the methodology of negotiating with other countries. USA and North Korea and India with Pakistan. In this case the way of approach is completely different between other friendly countries and rival countries. In Huawei issue, America took the stand against the growth of that company as well as china. Here on behalf of China and their business, Huawei took the stand of giving up and adjustment. In another case of negotiation, North Korea didn't take the stand of adjustment and America also. This same issue occurred in India vs. Pakistan negotiation, because of unwanted politics issues these countries are continuing the issue for prolonging period. This example is for failed negotiations under comparative negotiation. As mentioned in goal setting skills, these kinds of negotiations are an example for professionals who are practicing negotiation.

8.6. LET'S SUM-UP

1The entire section concludes the main features of goal settings which is useful for students and professionals. The above-mentioned ideas and methodologies will produce the result if they are properly executed. One has to understand these ideologies to reach the impossible goals by using proper strategies. As a part of interpersonal skills, this section has added the additional skill detail such as negotiation skill. Business major students would utilize these contents practically in a little bit manner. All these skills mentioned here are a piece of information out of a large content. On the whole one shall be familiar in basic level regarding goal settings and negotiations from this section.

8.7. UNIT – END EXERCISE

i) Is decision making an important skill of life?

ii) How does the decision-making skill work in choosing career?

iii) What are the consequences found in false decision making?

8.8. ANSWER TO CHECK YOUR PROGRESS

i) Explain about decision making skill.

ii) What are the ways to grow our skills in decision making?

8.9. SUGGESTED READINGS

1. Mayor, JD, Salovey. P and Caruso, D.R. *Models of Emotional Intelligence*. Cambridge University Press, Cambridge, 2000.

BLOCK IV HUMAN RELATIONS
UNIT IX -ATTITUDES

Structure

9.1. Introduction

9.2. Objectives

9.3. Attitudes

9.4. Types of attitude

      9.4.1. Negative attitude

      9.4.2. Attitude of sudden response

      9.4.3. Attitude of blaming other reasons

      9.4.4. Attitude of advanced thinking

9.5. Developing positive attitude

9.6. Let's sum-up

9.7. Unit-End exercise

9.8. Answer to check your progress

9.9. Suggested Reading

9.1. INTRODUCTION

Just like a music harmony, Human harmony is necessary to make a work done. In factory, company and even in military, uniformity is necessary. So harmonious team work will give a better output. That's why human relations are an important thing in a corporate sector. This positive relationship will bring a healthy atmosphere in working sector. Maximum level of output is delivered from a good team work. High level output will give benefits to the workers who worked behind this. So, job satisfactory, family satisfaction all lie under this harmonious relation. Sometimes it brings conflicts, rumours and groups also. For the same wavelength, people need a supportive voice in working atmosphere. It will collapse the harmony in team work. In work related actions, interpersonal skills, conflicts are rising based on politics, un wanted beliefs, and by negative attitudes also.

After the globalization in India, IT sectors brought drastic changes in work culture. They made various changes in the life style of the people. This sector introduced the necessity of interpersonal skills to complete the projects before the dead line. This gradually reflected in Government sectors also. Performance based increments were provided. All the workers were forced to push their talents as much as possible. In the interpersonal skills, people who are lacking in some technical skills are unable process

the next step of their life. They stood behind the people who obtained those skills. It's a great loss for our nation in the name of human power usage. Unlike China, loss of skills will make un employability in our country. Bowlby says that,

> a weekly interview in which their problems are approached analytically and traced hack to childhood has sometimes been remarkably effective. Having once been helped to recognize and recapture the feelings which she herself had as a child and to find that they are accepted tolerantly and understandingly, a mother will become increasingly sympathetic and tolerant toward the same things in her child. (Bowlby, 1940, p. 23)

Since human relation play vital role in making good productivity in an organization, it is important to consider this element for the profit of any organization. Just like case study, it's an impact factor in industrial relation. From western countries, this movement gradually developed from the period of industrial revolution. More than this, it might have started in the period of Egyptians when the Jews were slaves to them. However, anthropologists, philosophers were thinking about the development of society. At the same time, capitalists are thinking about increasing the efficiency of work output. So, they started to think about improving Human relations. Some results out of this research is more complex and difficult to understand.

During the industrial revolution, more time was expected to organize skilled labours rather than man management. Most of them are associated with physical work such as machine assembly and production. For long hours of a day, they had to spend with machines rather than humans. Heavy amount of labours needed from beginning to end process. Some sole labours such as tailors and shoe makers like small scale level were beyond the touch with other labours apart from the daily customers. Hand loom to power loom, more production required a greater number of labours and it made few businessmen and more labour community. Less amount of labour community produced less output.

After the revolution occurred in industry, Factories and corporates started to elaborate their hands to expand their business coverage. All know this was the cause behind the colonization. The slave-based colonization created dumb labour community with forced human relation. Over produced products stagnated and they needed heavy requirements of customers to be sold. So, in this case, beyond the efficiency, there were some key factors that were necessary to develop human relation such as offering peaceful atmosphere in working sector, because labours are not mice to be tested in lab and they are not like Goats and Chickens to sell for meat. The lack of labours' needs will affect the output of the production. So, efficiency has to be maintained both sides. From the 19th century to 20th century, labour science or organizational management implemented reverse human relation to reduce unwanted expectation among labours. Here they suggested to split the workers to bring their skills individually. Among the smaller number of labours like the exam score of students, labours were asked to prove their part among the team work. This increased the efficiency at the same time, broke the ideology of team work since it made

partiality. Academically it can be accepted, but in large group, it's not enough to achieve best result in this type of human relation.

Here in industrial revolution and corporate atmosphere, there was a statement that labours were exploited as one of the machines instead of a human. The customers were treated as a tree that produces money. If the company wants to cut the cost, first they will announce lay off against labours. In recent years, companies are trying to bring more output with a smaller number of labours. So, in upcoming years, the output will not be affected in human relations, because, surviving in this ere becomes the first goal for labours more than their needs.

Pay, weather, timing and even lighting will influence the production. The change of light colours and the brightness effected in production results. This human relation is also interconnected with communication, psychology, and the movements in social studies. Workplace changes made changes in human relations, for example in IT field onsite projects. Like the demand for job, there is also and always demand for labours in all over the world. Unavailability of investment causes lay off and the poor pay service causes production loss. Job security becomes the first demand for labours and other allowances are preferred secondary thing. This affects the human relation when all of them are trying to retain their job. The emerging online marketing and business is becoming a danger in utilizing labour power. Automation also made threats against the employability of existing labours. So, studies say, interpersonal skills in future may lose its values and will change in a reverse order like isolated welfare.

All the corporate sectors are focusing on customer service than the welfare of the labour. For example, online food delivery system that sucks the energy and the life of the delivery boys. At the same time there is no human relation and labour welfare beyond the customer service. More than the artificial products like mobile phones, man to man relationship is important. Places like Orphanages, Care centres, and other service organisations are in need of human volunteers rather than automation support. But Banks, Malls, and Super markets are gradually becoming semi -automation. Even depositing and withdrawal of cash have become automatic. From customer side they expect quality first, later they expect the service with human. In this case satisfactory of the service becomes product oriented rather than service of labours. Humanity is lost in globalized business style.So, the service-oriented rewards are offered to labours as perks, incentives and employee for a month. This new work culture left only a result such as no permanent job at permanent place in this century.

9.2. OBJECTIVES

i) Explaining the values of positive relationship to students

ii) Describing the power of Attitudes

iii) Making students to understand the types of attitude

9.3. ATTITUDES

There is a difference between aptitude and attitude. First one is about checking our intelligence and the second one is about the way onebehaves. Attitude is nothing but responding to something. It might be words, situations, things and actions. This is associated with one's emotions, likes and dislikes, interested things, and wishes. From childhood itself attitude gets developed like a reflection on the mirror. If you pull or pluck a doll from a baby of three-year-old, it will cry as a response. That is the attitude of possessiveness. This mechanism is connected with cognitive methodologies which is known as attitude. Mary Salter says,

> Familial security in the early stages is of a dependent type and forms a basis from which the individual can work out gradually, forming new skills and interests in other fields. Where familial security is lacking, the individual is handicapped by the lack o~ what might be called a secure base italic added from which to work. (p. 45)

Attitude is valued by the society as positive attitude and negative attitude. So, in many situations attitude functions as a judgemental factor to fix the character of the people. That is the social attitude of this civilized community. Attitude could be an output of many components of one's psyche. For example, childhood beliefs can reflect in one's attitude. If a person is a teetotaller, there would be some qualities behind his childhood period. This is about positive attitude. If a person is adamant or arrogant, the same child hood would be the reason behind these negative attitudes. In public sector a person moves with other people by behaviour but in personal circle, a person shows his attitude.

Emotions are other components behind the development of attitude. For example, a person from single family or orphanage is longing for relationship with many people and expecting many friends in life. The lack of emotion is reflected in moving with people. If a person is emotional with cinema or politics, it will be reflected in his normal life. Some people use these emotions in proper channel like shining in media and attending civil service exams. This is the expression of positive attitude, but wasting time for watching favourite hero films and shouting slogans in unwanted meetings are the bad attitude against the development of a character.

The modern attitude of youngsters is reflected on social media. These generation people want to react immediately to the comments and posts found on social media. The way they behave is representing their character. This attitude causes mood swing behaviour and there is no permanency among relationships. This is all about the perception of individuals. This immaturity made the youngsters or forced them to believe anything without knowing its background. For example, believing rumours and reacting immediately. Even the death of Juliet in 'Romeo Juliet' play is an example of immediate response.

There is another side in academic life of youngsters in schools and colleges. That is called as peer pressure. Both in scoring marks and personality, all the pupil is influenced by these qualities. Some students

convert this pressure in proper way to achieve their goals. Some students almost ignore these things. This is called as a lethargic attitude, and some lose their life for valueless reasons. They have no awareness about there is a life beyond many failures. For example, in India, during the result of public and national level exams, whoever lost their marks, lost their lives. This is known as the weak attitude against facing issues of this society.

The involvement in making or achieving something should continue last long. For the result if the involvement is lost, there won't be anything good and they have to continue this involvement till they reach the goal. Losing the life is not a great attitude unless it is done for the country. Attitude is somehow close to satisfaction, that's why over expectation causes frustration.

In working sectors, Job satisfaction reveals the interest and positive attitude in jobs. So, they are psychologically connected with their job and it will affect their working life in positive and negative way. Maintaining relationship with the organization is based on some key factors and it will influence labours' behaviour such as imbalanced pay, partiality in treating labours, gender inequality, insecure job and imbalanced timings. These key features are playing subordinate roles in developing positive and negative attitude against organization. Attrition becomes the result of maximum issues found in a peace less organization. As mentioned earlier, in some cases, isolated environments also act as a factor behind employee's attitude.

In making positive attitude changes, Management and Labour have to perform like a Doctor and patient relationship. More than a doctor, his kind words will cure or heal the complaints in association with medicine. These things will develop positive impact in patients' mentality. Thus, a management or family has to give hope to their followers by kind statements rather than harsh decisions. In this way, a family may give moral support to their family members in all age levels, because these supports may produce drastic changes in their life style.

Here is an example for how emotion affects the life of people. In an argument, the attention of people will go towards only for the valuable speech rather than the hot emotional arguments. Emotions are the triggering factors against attitude. So that people in melancholic emotion produce useless and accidental results, where as in pleasant emotion they produce powerful and productive emotion. Bowlby says,

> when interaction between a couple runs smoothly, each party manifests intense pleasure in the other's company and especially in the other's expression of affection. Conversely, whenever interaction results in persistent conflict each party is likely on occasion to exhibit intense anxiety or unhappiness, especially when the other is rejecting. Proximity and affectionate interchange are appraised and felt as pleasurable by both, whereas distance and expressions of rejection are appraised as disagreeable or painful by both. (p, 242)

Theexternal forces are necessary in making or producing evolutionary effect in changing attitude. One has to develop his attitude from his childhood according to the influence of social factors, because poor and immature attitude will behave as a changing factor in professional life. It will also affect after crossing adult age and marriage life also. If a country is grown with poor attitude people, there will be a drawback in gross domestic production. So, making a day as good or bad depends on the attitude of the people. Changing past is impossible but at the same time changing current attitude is far better than changing another people's attitude. For example, wishing other people who never heard about wishing would develop a healthy relationship as a result of good attitude.

Just like the factory, productions will be best if the machineries are good and the productions will be worst if the machineries are worst. So, as a human, we are the manufacturer of good and bad results. All will be done by right attitudes only. So, one has to practice developing positive attitude while moving in this society. In the case of Apple's founder, his positive attitude led his life without making failure. As a business man he faced many victories in business and as a boss he didn't win his employee's hearts. Both are based on Steve job's positive and negative attitude. The input that he gave has produced the same kind of output in his professional life. His practice of developing attitude is a lesson for young entrepreneurs, and he also focused on positive and result oriented matters. Even if he finds any issues, he had the capacity to convert the negative situation into the positive one.This bold and brave attitude with intelligence would increase the productivity of one's life. Life will be led in normal and dangerous path only because of attitudes.

9.4. TYPES OF ATTITUDE

Around the world there are various types of attitudes among the people. Generally, there are two major attitudes that are being practiced in this earth. They are born because of primitive human beliefs. Depends on the stand which they took against natural disasters and five elements of nature, before science and rational thoughts, human discovered two ideologies. They are the internal force and external force. For unexplainable incidents, they had to identify some causes to satisfy their mind against doubts. In this case they developed two ideas such as 'Optimism' and 'Pessimism'. Weak stand brought the ideas of pessimism and self-supporting ideas promoted optimistic thoughts in human mind. These major split ideas designed this world with faith and confidence. The unknown internal force made people believe that they have all the power to do anything, and that unknown external force made people believe that all are happening for a reason and such things are beyond the control. So, people started to identify these forces as self-confidence. Some believe that it would be the result of nature. Nature has the ability to create anything and destroy anything as per their belief. People who believed themselves developed the theory of rational thoughts and people who believed unknown sources developed the theory of Spirituality. Thus, like Chinese double concept this earth is revolving around these two theories.

Optimism and Pessimism, both attitudes are based on the condition of one's hopes. Here as discussed previously, the show off or way of behaviour is determined as the attitude of a person. Depends on the personal taste, these attitudes are developed. Just like a hypothetical question, mythological facts, temples, holy books are formed, Communism, modernism, deconstructionism, and many more social theories are formed after these internally generated questions of life. So, changes are made in this world based on the changes occurred in the perceptions of people. Whoever sticks with olden theories and beliefs are abandoned from the development. These changes will meet an end when all the questions are answered.

In all mythologies and science factors, there are always positive force and negative force. Without one, another one can't be operated. In mythology they are named as Gods and Devils and in science they are named as positive science and pseudo-science. The joint venture of these forces is constructing the world as a place of war and peace. In mythology of all cultures, there are plenty of examples for God's attitude and Demon's attitude. These are the lessons to common people that they would understand about the character projection. If its projected in positive and healthy manner, that is the output of kind and Goodman attitude, but if its projected in an unhealthy manner, that will be the output of Evil man attitude. So, through the attitudes one can be celebrated as Christ as well as blames as Judas.

There is a funny statement about the positive and negative attitude in business schools. The invention of Flight is the result of positive attitude and the result of negative attitude is parachute. So, for a man, both attitudes are necessary in order to continue the life properly. However, attitude plays an important role in maintaining the harmony of the world. For example, the attitude of a national leader will bring peace or chaos or war depends on their behaviour. This may affect the entire country people and bright future. Recently the bad attitude of US President against the Syrian refugees killed the lives of many people. At the same time the attitude of German President saved the lives of maximum number of refugees.

As discussed previously, in goal setting also positive and negative attitude work together. In the name of achieving goals positive attitude keeps the person to continue his effort till to achieve success and that negative attitude saves the person from great frustrations. The concept of self-esteem is also a part of attitude. In interpersonal communication attitude one has involved a lot. So, for a smooth communication, positive attitude is necessary just like a lubrication for an engine. The best environment is set by the best weather condition, like the best working culture and working atmosphere is set by the positive attitude of people who live in the atmosphere.

9.4.1. NEGATIVE ATTITUDE

All over the world one can see these types of people who possess negative attitude in their mind-set. This is closer to pessimistic attitude, among the friend's circle, whoever rises a bright and possible opinion or idea, these kinds of people will immediately oppose by their negative ideas

and opinions. These people are fault finders or finding less opportunity in all the simple matters. Without reason and without any effective act, they simply blame anything in this world. If their safe zone is not fit with that, they will force others to ignore the task. Before to reach a matured discussion, these people will collapse that ideas without knowing that whether it will work or not.

9.4.2. ATTITUDE OF SUDDEN RESPONSE

In necessary places one need be proactive reaction, but some people are behaving like a man who is experiencing shock treatment. Unnecessarily they react to prove their presence or to draw the attention of others. In another extreme there is another kind of people who are like stone such as no delivery of reaction on very serious things. But in this case over reaction is a kind of bad attitude.

9.4.3. ATTITUDE OF BLAMING OTHER REASONS

There are some people who want to win the racewithout other opponents on the ground. They are almost like negative attitude people who don't find any solution after their failure, instead they find fault with others situations. These will come as first to obtain the fame of victory and blame the situation if their victory is lost. They won't understand that they are the hidden cause behind every action that they do. In all failures they made the situation as the victim instead of accepting the in ability. Mostly all politicians from all over the world are like this. Even in cinema, if a movie flops, producer has to accept it and the success of the movie is taken by the hero. These lifelong blamers are against to goal setting attitude.

9.4.4. ATTITUDE OF ADVANCED THINKING

This attitude is a kind of pre-planned life or goal setting. A corporate company always plans for next twenty-five years, like this a scholar has to think about his future at least for next ten years. He has to imagine about his condition after ten years. This attitude is easy to adapt for future changes. These people have the ability to survive in any kind of changes in the society. Our country politicians and business people must have this attitude to develop our country as a super power nation as Abdul Kalam dreamt. Few leaders like Morarji Desai and Kamaraj founded many people welfare plans to face the challenges of future trends.

9.5. DEVELOPING POSITIVE ATTITUDE

A positive attitude is about planning for bright future as well as facing any issues with positive solution. The more one has positive attitude shall live longer because of positive feelings. This attitude will lead one to success. So, without losing hope, one has to practice the habit of positive attitude and develop it to get the successful results in life. The power of positive attitude would change the negative thinker in a group. Positive attitude is the result of sane. Since optimism and positive attitude is same, an optimist will find possible solution from any critical condition. The continuous effort will bring them towards success.

In developing positive attitude many factors are necessary for making high level of positive attitude such as intelligence, moral life, and self-esteem. Slave like people keep negative attitude and they will never take any effort to break their safe zone, but positive attitude people, will face all sufferings only for success. After that they will breathe freely and won't worry of the future anymore. In developing positive attitude, some unwanted practices should be dropped like over confidence level of thinking. More than that creating Egoistic attitude is not a fair thing in developing positive attitude. Extreme self-esteem is almost like an egoistic attitude. Instead of unwanted over esteem, it's better to have self-suggestion to achieve the wishes in life.

There is a quality called euphemism in language delivery. One has to use polite and harmless words to deliver the message without affecting the temper of the people. This code of behaviour is also a part of developing positive attitude. In this case, earning hope of other people is a benefit from this attitude. Positive attitude helps to find the glowing side of life, thatis 6the state of mind which is important to handle the life against many issues. This source of glory will lead them to the path of success. If a leader possesses this quality, there is a chance to develop number of followers towards success. Like the captainship of Mahindra SinghDhoni, every team leader must maintain cool attitude against any serious condition and one should focus only on individual's duty only.

Always develop the quality of finding possible solutions against impossible issues. That's why many scientists discovered remedies against life killing disease. If they got tiredness and hopelessness, it would be a great loss for human race. Around the world there are plenty of examples for this level of finding solutions. For example, while cleaning beach, sweepers felt disgusted in collecting ice cream cups left over. So, the city management arranged a meeting to handle this leftover easily. Here they were discussing many solutions to clean that cups, finally an attender of that city control office suggested a solution which is a positive ideology that no one ever heard before. He suggested about eating the whole ice cream with cup that was making eatable cones. So, cones were discovered out of an impossible issue.

9.6. LET'S SUM-UP

Even from The BhagavatGeeta, one can collect great sayings about changing negative attitude into positive attitude. For example, zero expectation brings zero frustration and equal treatment of happiness and sadness will keep ourselves calm and positive. This is a part of lesson in balanced positive attitude in handling good and bad situations. It's not the action of ignorance, it's the action of keeping balanced mood in all types of situations. This kind of attitude will make a person to handle any problematic situation without haste.

9.7. UNIT-END EXERCISE

i) Is keeping good attitude necessary or not?

ii) What are the strategies found in negotiation skill?

iii) What is business negotiation skill?

9.8. ANSWER TO CHECK YOUR PROGRESS

i) Explain the kinds of attitudes.

ii) Elaborate the types of negotiations.

9.9. SUGGESTED READING

1. Martin Avis. Effective *Time Management Skills for Everyone*. Avis Consultancy, London, U.K. 2010.

NOTES

UNIT X-COPING WITH THE CHANGE

Structure

10.1. Introduction

10.2. Objectives

10.3. Coping with the change

10.4. Importance of change

10.5. Resistance to change

       10.5.1. Importing foreign culture

       10.5.2. Extension of production development

       10.5.3. Heap of colonies in cities from villages

       10.5.4. Stubborn customs of culture and religion

       10.5.5. Automation

       10.5.6. Uncontrolled Democracy

       10.5.7. Political Influence

       10.5.8. Consumerism

       10.5.9. Conflict of culture

       10.5.10. The Ideology of Materialistic life

10.6. Dealing with changes

       10.6.1. List of errors

       10.6.2. The extreme ability levels

       10.6.3. Try and lose

       10.6.4. Quality of optimism

10.7. Let's sum-up

10.8. Unit-End questions

10.9. Answer to check your progress

10.10. Suggested Reading

10.1. INTRODUCTION

Like the passing clouds, nothing is permanent in this world and there is no permanent solution for any problem in this world. Changes are like the changing colours of the sky, sometimes it would be slow sometimes fast. People of this society have to adapt themselves for the

changes occurring in this world. Major changes are occurring in nature, politics, education, and evolution of species. Occasionally major changes like French revolution, communism will appear once in a century. These drastic changes helped to change the society upside down.

10.2. OBJECTIVES

i) Making students understand the current changes of world.

ii) Analysing the materialistic changes of the world.

iii) Understanding the effects of social conflicts.

10.3. COPING WITH THE CHANGE

There are plenty of ways to manage any situation with mental and physical cooperation. There is a famous saying that 'Change only never changes. So, one has to practice the quality of adaptability for any situation in this world. Even Charles Darwin once said that 'survival of the fittest' and rest will extinct. In this modern changing era, one has to connect ourselves with the main stream of this changing world or else we will be like stagnated water. Coping with the changes will bring many wonders in one's life in right way without using the shortcuts. At the same time,one is neither be stubborn nor slave in the name of flexibility.

In a life, the happening of changes may fall by positive way, sad way, uncontrollable way, and misfortune way. For example, if onesucceeds in public exam or getting development in business would be the result of positive changes occurred in their life. Changes like sudden death of close relative, lay off from company, natural disaster, loss of property and health would be the category of sad changes. Leaving beloved one, moving to other country for job, forced replacement, and sudden changes in routine life would be the result of uncontrollable changes. Few things happened in your control with worst result such us choosing wrong career and unwillingly continuing them would be the output of misfortune changes occur in our life. Here the responses of these situations would be like collective emotions such as happy, sad, painful, and support less status.

Here the important thing is coping attitude or escaping attitude. In coping with the change's life will gather sufficient experience, and later in the life these experiences will work as a mentor of your life.There are many ways to handle best and worst situations in the name of adaptability and finding solutions are the key factors of taking decision in the atmosphere of cooperation with changing situations. The following methodologies are discussing some kind of coping methods such as escapism and supportive cope.

In corporate sectors, office and educational sectors, mostly the work is done by personal involvement only otherwise the progress of the company or other sectors will be stagnated. Here the main cause of slow progress or no progress is done by the people who are not interested and tend to avoid the work. These category people are the example for escapism practice. Other workers or the interested workers will gain some

experience about this situation and they would find solution against these situations done by non-cooperating employees. For example, people who avoid attending meeting because of their laziness would feel later about their loss. Here the unsupportive mentality does not make major success in their life.

This escaping character or unsupportive mentality can be analyzed in two ways such as purposeful avoid and avoidance by ill habits. Postponing important work, decisions, projects and ignoring calls due to many reasons may affect the growth both on company side and labor side. This is the result of poor working atmosphere or poor pay and in future they lose their presence in the storm of change. Another side is avoidance by worst habits such as ignoring the goals of life. For an example a scholar or an educated person who failed in love was spoiling the life by drinks and drugs. This is a kind of self-killing, and his total life goals and achievements are avoided, ignored and it becomes almost as non-cooperative mind set in the system of coping with changes. In some matters, the practice of non-cooperation would be better. According to the generation transitions, there are few changes that cannot be digested such as losing or protesting pure tradition, breaking family system, insecure relationship, dress code, food habits etc. One strong example is keeping decorum and honesty in corrupted sectors. Mostly honest officers are struggling against bribery in government sectors and they feel exhausted in working with corrupted community. This case refers the non-cooperation that is necessary in few cases. These people are inflexible and stern as never bending character. Clearly,one can compare the ideology of Thomas Jefferson and Gandhi who use this practice of non-cooperation as a powerful tool against the British kingdom in India.

Another group of people, especially in India, there are millions of people who have both type of cooperative methods according to the changes. For example, in climate issues, water scarcity, personal vehicle usage, and educational policies people take flexible stand where as uncomfortable rules, violation of culture, social discrimination and coping with innovative changes of people take inflexible stand. Regarding climate issues like global warming, our nation never worries about in saving the country's natural resources. The leaders fail or neglect to work that ultimately destroy rain forest and destroy water catchment areas to construct buildings. These negative activities are happening with the support of people and they don't cooperate to move to the self-supporting natural way of life style, but they invest more money to earn more by killing resources. That's why nowadays in India people suffer because of water scarcity and they ignore the idea of water management as a long-term solution. If government issues some strict orders in vehicle usage and driving, people are insane in following the norms. For example, using expired vehicles and avoiding helmets, rejecting traffic rules show the people's poor cooperation in the development of country. Like Singapore here no proper road safety features for the welfare of common people.

In educational policy, all over India have common mindset such as high-quality education that is from higher amount of money as school fee. No one rises their voice against this daylight robbery, in this case people

perform as a perfect loyal customer of a cheap product. Like USA, Indiangovernment has to declare that school education is free and not to allow private investment in service-oriented sectors. People's this zero cooperation against education grows corruption and poor-quality education in India. On the other hand, following some honest rules in India is not so good from top level to bottom level.

For example, in Cauvery issue, the cooperation between two state governments are not smooth, in the sense of implementing court judgment both failed. Same like this, wearing helmet is not properly followed by common people since it is not comfortable to the people. One hundred percent in India are in complete poor cooperation and the inability of coping with change can be seen in traffic rules. All Indians are very great in violating traffic rules. Ignoring signals, drunk and drive, rash driving, over loaded vehicles, insulting the sign boards and offering bribe to escape from accidental cases. Unless they change their mind-set, Indian traffic system won't be so smooth as Singapore. In Singapore, making horn is uncivilized practice. Like that, Honor killing is a high-level black mark in India. Stone headed people of rural and urban area are still sticking with dead cultures and they spoil their own children in the name of caste and religion. India is shining and getting darkness in two extreme level, while sending satellite to moon, some sectors of India is still following outdated customs such as lynching. So, a worst cooperation produces the worst result in making a developing country. That's why many innovative plans are failing due to the worst cooperation of our citizens.

10.4. IMPORTANCE OF CHANGE

As mentioned above, apart from innovative ideas and policies, no change will occur in society. It won't happen by trends, modernized lifestyle and cultural changes. A Social change will occur only from the bottom structure of the society such as core structure of the society which differs from country to country. Individual men, women and children or the part of this society, so, changes from individual will grow throughout the society. Following structures can function behind the changes that a society needs.

• Class structure in society

• Contribution of individuals

• Transition of social relationship

• Regulations of society

• Various groups and social associations.

General matters found in social change:

Common changes: From nuclear level to massive level, one sense creature to six sense creatures, change is common and none can escape from this condition. Tribal community or over civilized community, whomsoever it is, they must overcome tough changes of life.

Change is constant: from the birth of the earth, change is constant. That's why human evolved from monkey. So, in all the sectors of this world, continuously one has to experience these changes for thousands of years. This process never takes rest in social changes.

Colours of changes: Like the rightist community, change does not occur only one side. So, changes of society would be like adapting various colours for various items. For example, free education and proper opportunities for skilled people should be neutral without partiality.

Influence of majority: Some countries allow liquors and some Islamic countries don't. In this case, social changes are found with the decision of common people with common mentality who are all majority of the territory. There are positive and negative impacts that are found in this change.

Liberty: Freedom of expression, freedom of choice, and designing the beloved life style are the best examples for liberty. Mostly in American society, first preference is given to the liberty of every common man more than other elements of this society. That's why they have statue of liberty to represent their policy.

Government power: In many cases, government played a major role in changing the view of society both in forward and backward. For example, Government is against caste and religious discrimination in all levels. At the same time, same government is against the welfare of people while exploiting natural resources. Power can make anything and destroy anything.

Properly formalized: The best example for this content is Singapore. Without the father of Singapore and his iron hand laws, that country could have not been a developed country in comparing with other huge countries like India. Only through the changes of laws, maximum one can bring some major changes in society.

These changes can be executed by following procedures:

 Making or starting changes from the small components of the society such as single man and woman.

 Individual changes especially in their behaviour and attitude in all levels for an example keeping their city clean like Singapore.

 Eradicating buried customs of any caste or religions.

 Making changes in the perception of uncivilized society.

 Bringing changes in social interpersonal relationship

 Over all structure based social changes.

The response against changes in various forms:

Mostly one-sided changes will ruin the family, individual and social structure of a society. Common and equal changes in society will retain the

equilibrium among all classes. Changing petrol price, educational policy and unfair religious activities will make strong impact in social changes in negative way.

1.   Over inflation will break the family system because of imbalanced values of money.

2.   Society will be in chaos and unrest.

3.   Some new terms of government will be indigestive.

4.   Immediate acceptance or gradual acceptance against innovative changes of society.

Either positive or negative, one man or a whole country cannot stick with one ideology. If they are behind the rapid changes of nature and society, they will be washed out from those storms of changes. A government or a man must have long vision and perception to meet their upcoming changes of life, because change is immortal.

10.5. RESISTANCE TO CHANGE

There are always some external forces to ban or boost the changes of this society like Jesus encountered various boosts and barriers in evangelism. Here are some major factors listed as the resistors against social changes.

10.5.1. IMPORTING FOREIGN CULTURE

From top to bottom, dress code to language, language to life style if one follow someone's culture that is nothing but importing the non-native culture which is not suitable to Indian soil. Countries like India is like a cat on the wall situation. People who adopted liberal life style are unable to leave their roots, so they can't tolerate some changes of society. So, here this habit of sticking with older things are functioning as a resistance against social changes. In some matters like education, still Indians are unable to practice the foreign style of education. So that, few institutions are getting a place in top hundreds of world class universities.

10.5.2. EXTENSION OF PRODUCTION DEVELOPMENT

From the period of former president Nehru, India is moving forward towards the erection of new factories in all the sectors. This growth of factories brought many social changes all over India especially in major cities. Even now factories are trying to beat the field of agriculture. So many governments made agriculture as corporate sector, they do large size farming and collect the yields for factories. Thus, farming becomes corporatism and farmers who are in lack of money unable to adapt this change and in some places, they resist this ideology. Not only in agriculture but in medical and construction field many changes occurred and they invaded our society. At the side of the welfare of the people, the changes happened in agriculture cannot be accepted in such terms like chemical fertilizers and genetically modified seeds. It's

producing harmful effects among all creatures whoever consumes these products.

10.5.3. HEAP OF COLONIES IN CITIES FROM VILLAGES

Unemployment forces all types of rural labors to move towards city. In this issue, only particular developed cities of India are offering these jobs and they are facing many issues. So, the communal of all people in one place brings many changes in the life of local people of the city. Apart from environmental issues, changes occurred in life style is far away to the local poor people to be adopted. Moreover, they are migrating towards the suburbs of the corporation since they are earning less.

10.5.4. STUBBORN CUSTOMS OF CULTURE AND RELIGION

India, thoughis functioning as a secular country, local people of every state are living as diversity in unity. These excessive amount of culture and religion customs are prohibiting the changes such as the growth of India. For example, in securing pregnant woman, nutrition, inter caste marriage and many more things are implemented by overcoming some illiterate customs. Politicians are pouring oil in these matters to retain their vote bank.

10.5.5. AUTOMATION

For a developing county, process of every department must be faster. Only then the people welfare plan can be executed. India is much eager in implementing automation in all typesof sectors. This is gradually being implemented in banking sectors and soon it will be implemented in public production also. When core banking was introduced, most of the public and even bank employees resisted those changes. But after introducing digital India plan, majority of the population started to adopt this methodology. Now through this system, the flow of black currency has become lesser. In future, government is trying to install artificial intelligence technology in public protection to reduce crime rate.

10.5.6. UNCONTROLLED DEMOCRACY

In India, the country is famous for its democracy, power of voting, freedom of expression and equalized and shared power in all levels. This concept is giving both positive and negative values. For example, any common man may claim the stay against any government project. That is the power of common man in this democratic country given by our constitution, but the same power is misused for many times and delaying the projects of people welfare. So, unlike one-man rule, our country's liberalized democracy cause for good and bad things also. So, the community who doesn't like any projects of India will use the same law system and keeps one in developing process. This is a negative result of resisting changes.

10.5.7. POLITICAL INFLUENCE

People of illiteracy are easily misused by local politicians by inducing their emotions against caste and community. So, these group of people are functioning as a barrier against the people welfare and keep the mentality of people in an odd way. For an example, if government is willing to initiate any project near natural areas like taking resources, local leaders convert the people against to those projects and resist those new changes.

10.5.8. CONSUMERISM

Nowadays everybody is treated as resources. Like natural resources and other Non-renewable resources, knowledge, skills, hard work, business and many more traditional treading's have now outdated and updated as resource products. Even in teaching, there is no ground to worship them as a superior order, instead students and parents are expecting them as a resource product. In this case, some older generation people are unable to accept these changes since they have lack of interest in adopting the change.

10.5.9. CONFLICT OF CULTURE

After the liberalization in India, many changes occurred in Indian culture and family system. For example, the ratio of woman education increased and the joint family system broke that developed nuclear family system. Late arrival to home is accepted for women.However, some immature social elements started to collapse this social development since they are against to the changes. Those factors are resisting against positive changes in India.

10.5.10. THE IDEOLOGY OF MATERIALISTIC LIFE

Before liberalization, Many Indian families had a mentality about basic household items like luxurious products. But after this globalized economy, every single family possesses all types of basic house hold furniture, accessories and vehicles. Even now, some set of people are supporting the simple life which is difficult for now. These are against to the materialism.

10.6. DEALING WITH CHANGES

Most of the people who are resisting the changes because of their inability are poor of awareness. Then some skilled people will leave in accepting responsibilities because of fear and hesitation. This causes to loosen many opportunities and reduce the growth.

10.6.1. LIST OF ERRORS

One has to write these barriers which are resisting you from dealing the issues in a notepad with check box like wish bucket. Later in life he has to take resolution to overcome these errors of life. After overcoming these errors one by one can have to strike those error check list. A famous Greek orator Demosthenes once had a complaint of stammering. Later he

practiced to speak fluently by placing pebbles in his mouth. Thus, he faced the changes of life.

10.6.2. THE EXTREME ABILITY LEVELS

It is not necessary to deal all the changes of life, because some changes are beyond our control both mentally and physically. So, one must know his ability in dealing with change, that is why one has to practice of saying no to some tasks beyond their ability. This is like moving an obstacle from road but the weight and the nature of the obstacle only can judge your ability. So, in some cases as an employee for some necessary changes he or she has to adopt it and they have to improve their ability in order to deal with that.

10.6.3. TRY AND LOSE

In the history of apple products, ability of Steve jobs was unlimited in making apple products. At the same time his employees are unable to reach the ability in dealing with changes. To check the capacity of dealing with changes one should at least try on tougher than life. If it succeeds, it will be a reward of life, if fails, it will be an experience for future. So, leaving changes of life without effort will make nothing in one's life. In other point of view, negative experience would help an individual in some critical conditions such as innovative technological developments in mobile designs.

10.6.4. QUALITY OF OPTIMISM

The one and only permanent solutions against the social changes is living with positive attitude. Distinguish the changes of life as easy and hard, in this list one can increase the optimistic quality against easy changes and can change yourself to adopt to those hard changes in official and professional lives. For example, if you don't visit any places during continuous holidays, one can use the time to learn new things and it would be easy to overcome the change of loneliness. Optimistic mentality would change any situation easier. This is a kind of supporting quality in one's busy changing life.

10.7. LET'S SUM-UP

Some changes are beyond the taste and one has to deal with them. So, an individual should try to win the changes or adopt to that changes. For example, if one does not like the job or field, he has to develop his qualities to move to the next better field. If he fails in this, he might lose his life with this bitter field. Many employees in India are living their life with irrelevant jobs. They don't consider the next effort to leave their bad condition and gradually set themselves with the unwanted atmosphere. These people never bring changes in their life.

10.8. UNIT-END QUESTIONS

i) What is materialistic life?

ii) Is conflict common in human race?

iii) What is optimism and pessimism?

10.9. ANSWER TO CHECK YOUR PROGRESS

i) Explain the benefits of controlled democracy.

ii) Describe the methods of coping with conflicts.

10.10. SUGGESTED READING

1. Patrick Kin Cheng Low. *Successfully Negotiating in Asia*. Springer Verlag, Heideberg, London, 2010.

UNIT XI-LEADERSHIP

Structure

11.1. INTRODUCTION

A good listener can be a good speaker, like this an honest and disciplinary subordinate only can be in leader level. This leadership practice is a kind of soft skill. Creativity, perseverance and the power of dealing with changes requires for a powerful leader. People who had vision for many years like Our nation's father, other freedom fighters, Abraham Lincoln, Nelson Mandela and Steve Jobs and many more industrialists proved themselves as perfect leaders of this world. This is a strong and important code for leader personalities. For example, Winston Churchill who was the prime minister of England during World War II, was celebrated by London people because he claimed success in the war and saved England. At the same time the same Churchill lost his win in next election because his vision was short. His leadership was wanted by the people only for war period and he concentrated only in winning the war. This made him lose in election, if he had a long vision about England, he could have continued as the prime minister for England. So, developing throughout the life is an important skill for leaders.

11.2. OBJECTIVES

i) Making students understand the leadership qualities

ii) Finding the qualities of leadership

iii) Teaching the Importance of Visionary progress for a leader.

11.3. LEADERSHIP

From the period of prehistoric ages to now, many changes happened in defining leadership qualities. Many statements are claiming that by birth leaders are coming to earth, or they are made, or they take giant status when time comes to prove their leadership quality. Some people are like Hanuman, fromHindu mythological character. Often myth says that he never felt his true power in the epic work. Like that, many skilled people are unable to express their talents without having the proper platform.

When a group of people in social life and group of employees in an office follow the ideal qualities of one person, he would be considered as a leader. Among the others innovative thoughts and unique qualities are distinguishing a person as leader out of normal people. Always leadership is centralized with only one person. His existence is superior, incomparable, hierarchy and administrative. For example, kings, queens, dictators, principle, CEOs', collector, and many peak level personalities are drawing the attention of the people since they are in the position to lead his followers. These supreme position requests supreme qualities and decorum in their characters.

Only through different and special qualities one can be considered as a leader among the other people. Having uniqueness and special qualities alone won't make someone as leader because as the word says a leader must have the quality of leading others. He also should have the qualities like spreading positive energy when the followers are dull, helping tendency, organizing capacity, and the ability to handle or face issues. If one quits from these eligibilities he cannot be considered as a leader. Apart from that he must take responsibilities for both success and failures, like Napoleon who kept his soldiers even after great exhausted condition. In other side a leader must have the quality of scarification like Moses led his people and sacrificed his life. Like a car steering, a leader must function well even in brake failure condition, only then that firm will move towards the path of profit. Among the critical conditions, he must have patience to handle that situation.

A Leader must be familiar with the lower level to higher level, only then he can understand and analyse the problems of all levels. Without this knowledge he shall ask suggestions from his subordinates who are familiar about the department and it will reduce the time in solving issues. This kind of a quality shows equality in teamwork and gives space to everyone to prove their skills. No decision should be made one sided and it will affect the growth of the company. Mutual understanding is highly required from top bodies to bottom bodies, if there is an imbalance found in

Self-Instructional Material

harmony of staff that would cause for loss in all levels and branches of the concern. Many institutions failed in this issue that is the poor organization skills. Even a government or a party may fall in the absence of a good leader or with one sided decision. Here all the bodies must have confidence and trust with each other.

Believing in teamwork will offer a great result in maintaining labours. Without this if any one continues the process one sided, it will make false environment and employees will feel discomfort in job. A leader is not permanent, so a leader must be one among thousand unfamiliar labours, only then the development of the concern will continue without any obstacles. Listening others and offering helps and suggestions are important elements for a successful leader, this kind of cooperation makes the project to get successful result. So, the role of a leader is important like the power source of a theme park, without that energy nothing can be operated. For example, the role of Heads of the Departments' in a college, and the academic co-ordinators is different from assistant professors and teachers. They have to give practice to them about how to do the work and not to do the work instead of them. They have to guide them, verify their work and lead them in right direction. If they fail in this case by laziness and poor involvement, they are obviously unfit and not eligible to lead a team or a concern.

Instead of lending ears to office gossips, a leader must trigger the peer team valuation and criticism to motivate them. This will develop a healthy competition among them and man power will be used in positive way instead of wasting them. That's why many famous corporate companies are selecting employee of the month to enhance their cooperation in the company. A Chief Doctor will consult with other juniors and seniors before performing a major operation. Here this methodology tells about the importance of team work in major projects. A leader will always think about the success only rather than self-promotions. Commanding others is important and in a sensitive matter in a company, there is a way to handle any situation and staff while using verbal commands. Instead of asking them to follow the strict instruction, it's better to make them automatically follow the words without strict rules and regulations. Volunteer contribution is safe and peaceful term in the development of a company other than over ruling them.

Thinking out of the box is very important for leaders in this modern era. That's why nowadays companies are conducting aptitude test before selecting them. Simple thinking won't help them anymore and they will lose the mainstream contribution in the company. For example, Nokia didn't consider about the combination of Android in their phones, so they lost their market share around the world. But the flexible decision of Samsung made them number one in Indian market. So, most of the times, narrow mindedness will make you fail in your career especially for leaders. Lateral thinking is a must to have quality for all leaders to take decisions in critical conditions of the company. For example, A millionaire who deals with oil business wanted to cut cost of his barrels. He just reduced one drop of liquid led to close the barrels that saved him twenty million dollars for a year. One simple solution will make a great change in concern.Normal

people approach issues into the circle, but unique people will handle the issues in different and innovative way. This innovation will develop the quality of leadership.

11.4. IMPORTANCE OF LEADERSHIP

While comparing with other leaders, Mahatma Gandhi was far different from others especially in leadership qualities. He lived as an ideal example for leadership as well as for personal life. Hari Chandra drama made him a speaker of truth, his promise with mother made him teetotaller and his simplicity rose him as the father of nation. All politicians and leaders will be perfect in their job but not in personal life. A man of disciplinary might be a womanizer or a corrupted fellow in his personal life. For example, American citizen may be liberal in their culture but they expect their leaders to be clean and true. That's why in Bill Clinton's career the sexual case became a remark. So, it is important for thousands of times that personal decorum is also a highly expected quality in leadership skill. This ideal quality will seriously help people who are all leaders in commanding his staff. At least for his good esteem people will listen to them. Following things are necessary in making the quality of leadership.

11.4.1. MAN OF INTEGRITY

The necessary quality for a leader and the highest benchmark of a leader is integrity. Honesty can be handled in two ways perfectly. One is saving words of given promise and the other one is being loyal in relationships. That's why a leader has to think twice before giving any assurance both in relationships and career. Suppose if he fails to save it, it will reduce his dignity among the juniors and it will be considered as your inability. That's why leaders must face issues as challenges instead of avoiding them. So, a person must be clean in personal and professional life. Only then he can win the confidence of his staff or followers, if he is not fit for honesty, even followers of bottom level won't accept his words anymore. This usually happens in Indian politics. As man of integrity, all staff and followers will have faith in his words because of his loyalty and the policy of saving promises. This will make him to handle mega projects based on the confidence of the company. Like the sun and moon, if there is a man of no character change, it is good to believe him under any circumstances. So, staff can easily approach him regarding solutions for any problems since they believe that he is not one-sided. Transparency is also important in managing staff and dealing with business. Except confidential matters, managers and higher authorities must be transparent behind their decisions.

11.4.2. SINCERITY

This quality will work as a driving force to complete any task or project and it has to be like a contagious quality to others in order to boost their dedication. They will at least try to be like him to experience the power of sincerity. So automatically the team will achieve its goal. In IT sectors, dedication is another level, for example pregnant women who are in eight months will stay longer to finish the project. As a leader, company

will expect more and more sincerity in working sectors. At the same time do not show off your sincerity in unnecessary levels such as staying for long hours when no one is in the office. This won't make any sense.

11.4.3. ASSIGNING EVERYTHING

As a leader one has to be the role model of responsibilities in accepting important duties. He has to avoid hesitation and make his followers feel free to engage duties. In this situation, a leader has to behave differently, if the project fails, he has to find out a solution instead of blaming juniors. This will improve their experience and he must not forget to appreciate minor supporters after getting positive result from the project. A leader has to work as a pillar of the team both in good and bad situations. Moreover, a leader must not give space for false excuses and not to encourage lethargic activities in the name of partiality. This kind of quality is not a fair thing for a leader in growing level, because this partiality-based administration will reduce the output of the company and spoil the reputation of the company. He must have the ability in making all routine excuses as one of the positive points to make employees continue their harmonious cooperation. Every employee may have some personal problem, but as a leader he has to make them understand the seriousness of the assigned duties. Only very few true supporters will be with the leader in this serious condition. They will behave well until they accomplish the work. The requirements of the goals must meet success or else only leader will be responsible for that. That's why he must not allow any space to anyone who always make weak excuses.

11.4.4. A VISIONARY QUALITY

A leader must be the eye of the concern in making the development of next twenty years. It is not only about setting goal it is also about further process after achieving goals. For example, if the team is given a project, a leader must analyse the strength of the project such as duration, dead line, staff strength and the existing facilities. Like taking heavy food by splitting in to four times a day, a leader must segregate the work among the limited staff. Then it would be easy enough to achieve the goal before dead line. This an important talent that is necessary for a leader. This practice will improve a leader's career as well as the life of his team members. Here they have to understand about the visionary quality of a leader. The ultimate goal is reaching the completion of a project. This will increase the revenue of the company and it will continue its investments in future. So, there is no chance for layoff and job security will be confirmed. When your company's achievements are done your career achievements will be done easily. Sharing contribution by time, energy, and effort will make the process of achieving goals faster. To do this always a leader must have the quality of visionary quality both in long term and short-term achievements.

11.4.5. HANDLING HARD TIMES

Like the first man of India who is the president of India, a team leader is the first member among other staff. So, he acts as the guide, to organize and manage any matters in working sectors. He has to share his talent and experience with his team members to develop their skills and it

will be useful to handle situation in the absence of the team leader. Keeping the followers as stagnated condition is not a fair thing for a leader and it will stop the growth progression of his life also. A team leader must be like a teacher in sharing his knowledge with his students and the more he gives more will reproduce. This kind of quality will give the ability to the staff to handle any kind of tasks or projects in future based on the training given by a powerful leader and the achievements of the young team members will recall the good nature of their leader like scholars who remembers their mentors for life long. It's a duty of a leader to organize all members whether they love it or not. Just like a teacher he has to treat all his followers equally. In a family,parents teach then this society will teach the practical life and give a new experience to an individual, but in profession only the team leader will train the employees regarding the business, job, and handling situations smoothly. So, it's important to a leader to drive the team members to work even in worst situations of the career. Through this each member of the team will shine well and the project will be executed successfully.

11.5. LEADERSHIP STYLES

A leader has to perform a strong role in making visions in his career as one should be for company. In this same level he has to run his team to achieve the goals of the company. The employees have to follow their leaders' path. Inside the company, the vision must make the team members contribute satisfactorily for the growth of the company.

11.6. THE INDIVIDUAL VISION

Ability of leaders and their team members' vision will affect the company both in positive and negative way. This is nature that the sound mind and body might improve the production of a company where as the suffering people's mind will reduce the production of the company. So, like the political leaders have vision about the welfare of the people in planning the infrastructure, a leader must possess a great vision in futuristic view. The following strategies of vision making will make the output very effective.

a) A team and team leader must practice simplicity and the work should be simplified for the team members for quick achievement.

b) A team leader must grab the attraction of the team members and they have to follow for every word of the leader.

c) The connection with the staff has to be smoother and the connection among each staff has be smoother.

d) A leader must lend his ear to the grievance of the employees without partiality such as age factor, and gender factor. This will give a happy atmosphere to work for all staff.

e) Beyond the mentioned factors about leader's vision, a leader must collect the vision of each employee such as professional level and individual level.

f) This combined contribution will bring a drastic change in the graph of company.

The leader ship style can be distinguished between a leader and other people of the company who are in higher position such as manager level, zone manager level. Beyond the salary leading capacity only will make a person as a leader rather than other higher officers who works only for payment.

a) Induction, motivation, guiding are the qualities of a leader but others are only committed with administration.

b) A leader treat all of them equally and consider them as one of his parts but other officials are working as per the norms of the company.

c) Since other officials follow norms only their decisions also will be diplomatic, but leaders will take lateral decisions unlike the administrations.

d) Leaders will work together but administrative officials will only issue orders and supervise them.

e) Administration may change but a leader will be permanent in his goal until he is terminated. This refers that leaders are dedicated.

f) Administration focuses only on partial issues but the leader only will know all the dimension of the issue.

g) Other officials will follow as per the words of administration but the leader will follow their knowledge and heart.

h) In life one's leadership quality is based on their choice in career. If onewants to be a subordinate their growth will be limited.

i) The growth of the skill as a leading personality will boost the growth of the career and it should be done in honest way.

j) Time is important, if one set goals, to achieve inthe life and fix proper deadline for yourself. It will help one to achieve the goal and as a leader one shall improve the punctuality and time management.

k) Depends on the situation, if one selectsthe career which is not their passion like Dhoni, You have to force yourself to focus the interest of your goals though you don't like your goal.

l) Values are important in one's goal setting. If you select only safe zone jobs you cannot improve your leadership quality and it will block your growth.

m) Here in the name of adjustments, one has to compromise with their values of lives while the values of career are higher to achieve. This is one of the qualities of leadership skills that is flexibility according to the right situation.

n) A leader's guidelines must be like the torch bearer in a dark cave. If his goal is dark like the space it's not a fair thing to consider the achievements of life.

o) Salary and career must travel in a same way, like that a leader and his vision of company should be synchronized.

p) Like the tech world, a leader has to grow or update himself with the recent updates of the commercial world or whichever the field he works. This is important or else he will be left with nothing.

q) In order to survive in this competitive world, only leadership quality alone is not enough. He has to invest on himself to beat his other competitors of the same field.

11.7. LET'S SUM-UP

A leadership style also includes the importance of career. The growth of a company is important as equal as leader's career. There is a connection between the quality of leadership and career, because the growth of career will be done only because of leadership quality. Always higher-level positions are expecting the quality of leadership. If one is found with those skills, he can be elevated through many positions in the business concern. Here there are some levels about career planning which is one of the parts of leadership styles. Existing is more important than living in this violent world. Thus Alexander, Hercules and many more great leaders existed without meeting failure. So, a leader can function with the required qualities as long as he updates himself.

11.8. UNIT-END QUESTIONS

i) What are the basic qualities for a leader?

ii) How far will visionary quality be helpful to a leader?

iii) Is flexibility necessary to be a leader?

11.9. ANSWER TO CHECK YOUR PROGRESS

i) Explain about the concrete qualities to become a leader.

ii) Describe the styles of leadership.

11.10. SUGGESTED READING

1. Richard Ellis. *Communication Skills: Step ladders to success for* Professionals. Intellect Books, Chicago, USA, 2009.

UNIT XII-HUMAN RELATION SKILLS

Structure

12.1. INTRODUCTION

In comparing with other species of earth like five sense creatures, we the humans are gifted with six senses, intelligence and the ability of making lateral thinking. From the beginning of the creation, through many ages and disasters, this human race has overcome many impossible obstacles like beasts, ice age and volcanic eruptions also wars. All achievements are done by the human race in a team work and by the cooperation of their communities. No single victory is claimed out of single effort. So human relation skill is found through many ages. This condition refers that intelligence is not the only the supportive mechanism in achieving the tasks apart from that social support is necessary. Sometimes beyond these values communal emotions are functioning as a second part in human relation. This is what is called as the combination of communal emotion and the power of intelligence and sometimes people call this as an emotional intelligence in human relation skills.

12.2. OBJECTIVES

i) Making students understand the values of Human relations.

ii) Analysing the process of mental growth

iii) Adapting to the changes of current social terms

12.3. HUMAN RELATION SKILLS

Here we are to analyse the important things of human relation skills. This kind of element is nowadays decreasing among the current generation especially between politicians. In this case, one has to learn about the values of relation among humans and learn about how to develop them in one's life while moving with others in general social life. The ideologies of human relation skill do not start with official life instead, it starts within family among father and mother. If the relationship is poor

with them, there is no way to shine in future even in professional life. For example, winning in an election as politician and plucking money as a robbery both need human and contacts. But one is positive relation and other one is negative relation.

Like a normal water and after heating as a boiling water, human emotions are uncontrollable and undetectable. This is common among all the creatures of nature from single cell to great humans. Even among the plants, it is quite nature to see the expression of emotions by different smells and colours. As a result, every creature produces emotions and every creature receives effects of the delivered emotions. This refers human relation skill, because emotions are reacted with another emotion, so good reaction grows healthy relationship where as bad reactions will increase grudge and vengeance.

In other point of view emotions are known as a productive mechanism in many cases such as the anger of women against men's sexual harassment and the anger of a common man expressed against the law system of the country. This driving force will work as a secret energy among all people as a hidden force to change their life such as a leader, actor, sports man, and sometimes a cruel killer. So, by birth itself this force is constructing one's behaviour in order to maintain the human relation skill. This skill only makes the human race to be alive in all kinds of changing mechanisms such as natural disaster, drought, and plague. In these cases, this force produces cooperation, ego, self-esteem and many more psychological qualities.

i) According to human relation skill, man is always like a social animal which means human are little bit civilized.

ii) Human relation skill lies on human emotions and it is connected with all other creations of this planet.

iii) Nature and emotions are same as human relation skills. Both cannot be controlled and un -detectable.

iv) Apart from people who are affected by mood swing, no other relationship will be spoiled by the sudden burst of emotions.

v) Changing others is not necessary and impossible, one has to move in their way of relation by handling them. This is a better solution to retain the human relation.

Making errors is a human nature, but only few will accept their mistakes and will let the situation to move further. People who are inactive and less skilled will always blame the others for the mistakes. There are some kind of people in this kind of relationship with others. In these cases,one shall keep these kinds of relationship only through euphemistic way and their relationship will be retained at any cost. This is the secret of win and win status in developing human relationship skills.

Like a baby which is learning everything step by step, this is also quite natural that one can practice this human relation skill by hard and soft experience which occurred with others. This is inevitable to all who live in

this society. So, the shape of a good character is based on the way they behave with others and the way they act in other human relationships. A perfect human relation skill will make one person successful both in professional and personal life in all the sectors of the society. This will pass from generation to generation and will make a healthy communal relationship with others. Over all the quality of life lies on mastering the ability of interpersonal skill and retaining those qualities with others.

12.4. CANONS OF GOOD HUMAN RELATIONS

Here are some points of canons on good relations. Always a man of good heart is struggling to live peacefully among the wild behaviour men. So, there are some unanswered questions related to this struggle of life. There is a purpose of searching the answers for those questions. The narrow-mindedness of human relation skills would affect the entire community whereall types of people dwell together. There are some ways to analyse and understand the ideologies of plus and minus of human relation skills.

It is a great wonder that human life has crossed many ages of earth and they found various solutions against the problems that they have faced. Still the current generation is struggling to face minor issues in human relation which can be easily solved. The difficulties of maintaining good human relation skill is still unsolved as per the conflict among humans. But in many cases, humans can find solutions through various forms such as holy books, famous philosophies, and the guidelines of great leaders who once lived in this planet.

Nothing is difficult until it is implemented or tried. Many more inventions are invented out of difficult situations and later they were registered as lessons for the people who would use in future. Thus, many philosophers found ways for better relationship by their experience. This statement refers that all solutions are within the heart and one do not know the way to identify them as philosophers and monks found it. Their human relation skill is a successful one even with no person in this planet but they learnt how to control the mind and can easily use it in making relationship with others. One can learn many strategies in growing relationship with others and can master it in the sense of processing the relationship.

While comparing with other creatures of the earth, only humans are in need to learn about making and maintaining relationship with others, because other animals and birds does not have language-based communication so they don't have any issues in relationship with other animals and birds. Only verbal communication will produce ego and it will affect human relation. That's why many philosophers and Holy Scriptures are boasting about controlling the tongue. Even non-verbal communication might cause in losing relationship.

The utmost thing in human relation is the expectation of honesty between any relationships. More than this, the way of communication and behaviour is also the impact factors in keeping relationship. Appreciating the quality of self-esteem in a relationship on both sides will not create any harmful situation in human relation, because this esteem is important to all

and there is no way to lose this quality at any cost even in human relation. That's why some employees are ignoring and rejecting their jobs in order to protect the values of their self-esteem. This kind of quality once functioned as the best background source in many revolutionary changes in this social relationship.

In George Orwell novel titled as 'Animal Farm' he mentioned about the hierarchy order through a famous quotation such as "all are equal and some are more equal", this stands that there is a partiality in maintaining equality around the world as well as in all sectors of communal relationship between human relationships. Based on this concept, one can take example of social relationships in India. To escape from law in India, a person must be power centred or rich. Here this influence and money are the key factors in making social relationships in the society. For example, if a man is hit by a car, he can claim the compensation only through a long struggle and with lot of amount to spend to conduct the case. Then advocates and sometimes justice is bought by money. This kind of social relationships are driven by money and all people are to be sold for injustice. That's why mostly in India, those who possess money and power can claim the term 'equality' according to Indian social system. Very few people are making judgement properly without the influence of money.

In this canon human relationship, there is a part of agreement regarding the existence of human being. The treatment of humans to humans only will keep them as human or beast in this society. Around the world, the growth of terrorism and capitalism ruined the life of this society and mostly all country people or living like zombies. They live just for name sake not by heart. This is the output of existence and non-existence condition of modern society. People have lost themselves in this materialistic world and living a life of no meaning. According to current social norms following people are not eligible to survive in this changing materialistic society, as per their norms one has to live with at least an own house and huge amount of bank balance. People who don't make money out of evil causes will experience the condition of poverty among the fake social relationships. For example, a man who fulfilled all the above qualities will be considered as an existing man or else this society will treat him as the man of non- existence.

12.5. LET'S SUM-UP

A human and his social relationships are not valued by characters nowadays but by the possession of power and properties. Always the existence of a human is expecting the social support and that social support is expecting the support of money and power. A man in social relationship is celebrated well as long as he is with the above-mentioned qualities or else his existence will be questioned in this society.

12.6. UNIT-END QUESTIONS

i) Why does the conflict occur between normal people and the cruel people in the society?

ii) What are the ways to maintain relationship with others?

iii) How honesty is important in building a relationship?

12.7. ANSWER TO CHECK YOUR PROGRESS

i) Explain the hierarchy order in society.

ii) Elaborate the skills to keep better relationship.

12.8. SUGGESTED READINGS

1. Rodman, George. *Speaking out: Message Preparation for Professionals.* Holt, Rinehart and Winston, USA, 1978.

UNIT XIII-COUNSELLING

Structure

13.1. INTRODUCTION

Counselling is one of the major parts in psychology and psycho analysis. This is also a part of therapy in medical skills but not in social skills. Counselling is given based on necessary, and those who are in need of medicine they need tablets and those who are in counselling will be given this therapy. Sometimes the imbalanced condition of social relationships produces stress and it leads the people to take counselling above the level of tolerance. Appearance, character, social status, peer pressure, ramification and many more terms are the hidden factors behind the birth of social imbalance and stress.

13.2. OBJECTIVES

i) Teaching the importance of counselling

ii) Introducing the forms of Counselling

iii) Making students understand the Approaches of counselling

13.3. COUNSELLING

Rogers the first American who discovered this term 'counselling' since his career was prevented from working as a therapist in psychology, so he developed his own way to survive in the society. Before globalization and liberalization, people were doing agriculture and living a stress less life. But after the industrialization and world wars, people were in need of counselling after they got affected by stress. Many European countries and American states started to implement this treatment to the soldiers who survived in war and the people who were affected by post traumatic effects of war. Like surgeons and general physicians, students of medical college and students of sociology and psychology got the practice of giving counselling to the patients whoever is in need of awareness more than medicine. Many institutions in India are offering great programmes even up to Ph.D. level in counselling-based courses. This refers about the importance of counselling in the changing society as well as the need of counsellors like the demand for doctors and police. Teachers also have a great part to play as a counsellor in and outside the class room.

After many wars occurred all over the world, the younger generations were in need of proper counselling therapy and it made a situation to bring many more counselling centres. Before the wars, there was only one material for psychological issues that is none other than Freud's 'Interpretation of Dreams'. Through the methodology of hypnotism, Freud was giving treatment to the people who were in stress and disorders. He healed many patients by making the system such as psycho analysis. But in modern period, evolution of counselling as well as the factors behind the stress have got many changes. For example, the new digital addiction or social media addiction. Moreover, in India, the tradition, culture, and the joint family system made a strong support against personal stress. Family support was like a moral support to all growing

youngsters and children, and by their guidance they had a knowledge to overcome immature issues.

Depends on the population ratio, doctors and police officers were recruited, like this regarding the ratio of people who are in stress, government must recruit therapists and counsellors. Except parents and friends, people are receiving the touch and support of surrounding people as counsellors and they are playing various roles in this society such as teachers, philosophers, social activists, and service minded people. Apart from that others are professionally working as therapist and counsellors in various sectors such as hospitals, schools, corporate sectors, banks, military, asylum etc. In USA, stress care is a large market both in service and paid service sectors. In the production department, many corporate companies are asking their staff to attend monthly refresher course in order to increase the profit level. Social administrations such as centre for recovery or rehabilitation agencies are giving a separate support for counselling therapy with medicines. The practice of love and kind support of man to man relationship would work in making changes around the affected people.

The demand of counsellors is based on the ratio of a country's population.Depends on the depressed people, the demand of counsellors may increase or decrease. So that many countries are conducting useful courses to make proper counsellors to handle the depressed people. Here there is a difference between psychologist and psychiatrist. A psychiatrist must be a doctor since he has to give medicine for depression where as a psychologist is a common graduate who can handle depressed people with counselling only.

As a main course and as an additional, students are learning counselling. They become eligible to give counselling after the course completion. They learn about the methodologies of giving counselling and the practical difficulties in counselling. Like giving medicine to the patientstaken treatment, with proper order in allopathic medicine, even in counselling, the order of therapy is given as step by step process like initial conversation, reducing symptoms, and recovering the patient from stress or any kind of mental impact. Their syllabus covers the process of counselling process and the result of counselling, kinds of therapies, types of clients, different aspects of therapy, culture-based counselling, post counselling report, current changes, and further research opportunities of counselling. In community, people are suffering from different kind of issues. Once in 18th century and 19th century family issues were the main problem and the cause of stress, but nowadays stress factors are coming in digital form such as mobile phones, social apps, and many more time killing apps are polluting the minds of youngsters.

Counsellors are given various training such as healing therapy, yoga, meditation and pranayama as the other methodologies to be used for patients. In psychiatrist training, since they learn medicine, they are given about the training that how to do hypnotism, conversing with deep mind, and recovering patient from traumatic condition. Patients or clients, in training session mostly there is a difference between psychiatrist and psychologists. Psychiatrists are taking training through the existing patients

of asylum. They are diagnosed by the trainees and they learn about handling the stress from normal people to mentally ill. For psychologists they are often taken to orphanage, shelters of refugees, and concentration centre for minors. These therapists are dealing with the people who have internal and external stress. Family issues, incurable disease, bad habits, and economic issues are internal stress factors where as social disrespect, clashes with other people, breakup relationships, and many more causes are behind the external stress.

Clients' recovery from stress is the expected result for counsellors. Beyond this level, there are some patients who experience strong traumatic illness and have to be given strong dose of medicine. In social life, the people who are not engaging relief from stress may commit suicide or practice the habit of destructing themselves. So, therapist must act friendly and perform only as a therapist rather than having close relationship with their clients or else this may spoil the process of treatment.

13.4. FORMS OF COUNSELLING

13.4.1. CLIENT- CENTRED COUNSELLING METHOD

In schools and colleges nowadays teaching and learning process is getting changes like a transition period. Classroom learning once happened from teacher point of view to students. Later teaching has moved to student focused. This is called student centred teaching methodology. Like this once the diagnosis and treatment were taken from the therapist decision but this client-centred counselling method gives full freedom to the client rather than the involvement of therapist in order to claim more details from their confession. People will share a lot with their closed one like friends. So, this methodology requires the therapist to play the role as a close friend to receive the moaning of their clients and clients will freely express rather than considering the doctors as therapists. Even Freud also tried hypnotism in this way. For example, a patient who was experiencing unexplainable pain at left ankle approached Freud who couldn't find any negative factors behind this complaint, so he tried to collect the answers from patient's mouth by hypnotizing him. In his life, his inability of saving his brother from death made a guilty deep in his mind. His subconscious mind stored this pain and it was delivered as a pain at left ankle. In his therapy, he removed this guilty feeling from his conscious level and later this pain got cured. In this case, the space which was given to that patient helped a lot to cure him.

13.4.2. TREATMENT BASED ON INTERPERSONAL RELATIONSHIP

As people who follow a kind of interpersonal relationship in an organization, in therapy also interpersonal relationship is utilized. This is what we call the contribution between the counsellor and the patient. People will love to interact and they will respond if they receive interesting reply. Unlike the patient centred therapy, this way of counselling creates a chance of interaction between the counsellor and the patient. Here there is

a way to share their experience each other and it would be easy to analyse the expectations on both sides.

13.4.3. ORDER OF MIND

In school exams or in construction, people use blueprint before executing their plan. Here in human psychology also there is a frame work for human mental status that is called the order of mind or the levels of mind. In a construction work, if there is a break or damage in the frames or levels of a building may cause for great destruction. So, Engineers will find the fault and they will repair it in order to save the lives of many people. Like this, a person's mental structure must be clear and strong since they have to live a normal life. Apart from any accidents, if there is a flaw found in mental structure, a patient needs to be diagnosed and the problematic structure has to be recovered. If the structure of mind is left with a complaint, it will lead a chance to fall. Like a construction, a broken structure will be rectified to keep it strong. In this method the mental structure has to be reconstructed or reallocated after removing the flaws of subconscious. So, a building with zero maintenance will start to collapse, like that a mental structure with some faults will meet the condition of disorder. This causes mental disorder in patient's life.

13.4.4. COGNITIVE BASED APPROACH

In teaching a language there are plenty of ways to teach and learn. Like that in giving counselling there are some practical methods followed by the counsellors. Keeping mind very active is a kind of approach in this cognitive system. Here the active process helps to recover the patient from stress. This is a growing therapy in the process of counselling and this alternate approach has some ideas to be implemented for children also. This is a kind of diversion of mind-set from thinking about problematic situation. The active mind approach will block the stress and let the mind move towards a focused thing. The ideology of goal setting sometimes happen out of this condition, because great achievements occurs based on focused mind set.

13.4.5. COUNSELLING BASED ON CHOICE

This kind of treatment is counsellor centred. This set of approach is choice-based therapy. The power of selecting a choice based is, on the problems of the patient who is up to the decision of counsellor. The counsellor has to collect the full detailof the patient or the client. After collecting them, he has to conduct case study to identify the root cause behind the stress or depression. Finally, he has to address the right reason to start counselling, only then the client can be free from that stress. Combination of many therapies also might be helpful to recover the patient from the condition of stress and let him lead a normal life. Like picking news and picking the favourite items, here the choice of choosing issues is left with the counsellors.

13.4.6. A TREATMENT AGAINST ADDICTION

Unlike other complaints, people who are addicted to drugs need a different approach in receiving counselling. Though they are in need of counselling, additional medicine support only will change their body and mind. In addiction cases, counselling does not allow them to get recovered, because they might turn their face. Actually, in other complaints, client has to follow the solutions given by the counsellors, but in addiction case, they must understand the negativity of using drugs and the practice of self-destruction. In initial level if they understand the effects of drugs, they won't consider it anymore. Not with the help of others but by self he has to keep himself away from the sources that trigger to get addicted again. This system of isolating himself might produce a successful result and the effect of the result would continue for a long term. This method of treatment requires a long duration to get cured and sometimes does not give any result.

13.4.7. GROUND FOR SHARING

In this method, under the supervision of a counsellor, depressed people will be asked to sit around and they have to share their experience by using this ground. This is a kind of psychological approach such as the idea of consolation. It is a human nature that the depression will be reduced if it is shared and their heart will be calm when they meet the people in the same boat. In this discussion the participants are affected by anxiety, buried thoughts, depression, split personality, few kinds of disorder, and many more psychic complaints. Normal ice breaking helps the people to mingle each other, in this way therapist will involve into each group and ask them to open their mind to reduce their burden by the way of sharing. This is called as observing the problems from outside the box. So, the angle of approach will be different and others may offer solutions to someone based on the experience. Shared opinions would bring some strong solution from an experienced fellow to the weak personalities. Beyond some level such as impossible to identify the solution, the counsellor only produces the solutions through his psychological counselling.

13.4.8. SUPPORT OF FAMILY MEMBERS

Once India was with joint family system. The members of the family especially matured relatives and grandparents guided their children and recovered them from stress by sharing their experience that they learnt from their mistakes. Now Indian country most of the families are following nuclear family system herethere are no more way to receive the guidance of the elder family members and it is replaced by counsellors. However, the counsellor is not going to act as a family member in this methodology, here counsellor will interact with the family members of the patient and might find a solution for the depression of the patient.

Here, counsellor would find the reason behind the depression and if the depression is generated by some family members, counsellor would suggest some solutions to reduce the conflict between the particular family member and the patient. This solution must reduce the disharmony among

the family members and the support of the family member will be turned as a positive channel to recover the depression of the patient. Some family activities are beyond to control for a counsellor such as superstitious practice, illiterate culture, and stubborn behaviour in some factors such as caste and religion. Here, these factors are irrevocable because they are brought up with that culture and it is not easy to change. By some hard efforts only a counsellor may bring small changes in these types of cases.

13.5.CONFLICTS

13.5.1. ANALYSING CONFLICTS

It's quite natural that every relationship has some conflicts. Some conflicts are serious and some are less serious. Always the disharmony is the reason behind all conflicts that means human wavelength cannot sink with anyone so that between couple, relationship, even friends' conflicts rises because of difference of opinion. No human will accept the opinion of another one except slaves. Criticism and philosophical theories and many social theories were born out of harsh conflicts only. The conflict of good people against tyrants occurred only by having conflicts against the non-welfare activities. So, conflict is necessary and must not be eradicated due to some reason. Here the goal is about resolving the conflicts only not to end the ideologies of conflicts.

Many scholars had conflicts for the welfare of the human and they had tolerance in accepting the opinion of others without making clash. The talent of handling conflict may cause for good and bad result such as healthy relationship or breaking the relationship up. This happens sometimes when they mismanage the conflict and it ends up with the crack in the relationship whether it is long-term or small term. Losing the values in personal and professional relationship because of conflict might ruin one's life and career. So, the rise of conflict in one's professional life with colleagues need to be settled.

13.5.2. REASON BEHIND CONFLICTS

Immature people at least have to consider of other people's need and they have to walk in their shoe some time. At least to avoid conflict before it rises, people have to think out of the box and find solutions to reduce the harsh argument in order to save the relationship. For example, family life conflicts especially between husband and wife, this conflict not only spoil their relationship but affects the life of children too. This might cause some psychological disorders of a child, within child, so mutual agreement is the only solution for the conflict that occurs between husband and wife. In family conflict some time children will be exploited and mislead by the relatives and friends such as drug habits. Most of the family conflicts occurs only by the lack of economic support.

Long term relationship can be possible only by the mutual understanding, and people can achieve healthy relationship through their adjustment only. Since everybody has self-respect, one should treat the others well as he wants to treat himself. In personal relationships, master and slavery kind of approach will end the relationship if their ego is

triggered. In professional relationship this ego triggering may rise conflicts and it would affect the production value of the company.

According to this unit, conflict has to be analysed to find out the solution and the relationships have to be saved. This analysisis given as a training to counsellors and they will apply this study when they handle their clients who have depression out of conflicts.

Following terms are about the various description of conflicts

1. The result of disagreement produces conflict. Beyond the disagreement, if the argument continues it may rise conflict among the arguing community.

2. Insulting someone while arguing may increase the conflict effect. This clash will make the people to continue the argument until they get satisfied or others accept his opinions. This will induce only ego and won't bring any solution among the conflict.

3. People who involve in conflicts are reacting based on the views and perception on the matter or a person who is the subject matter of the argument. So, maturity level is important in argument to give proper answer to pacify the opponents.

4. Heavy emotions will burst out of conflicts. The uncontrollable condition won't make any solution and sometimes it would cause for legal actions. This condition will happen only because of emotionally addicted people, that's why emotional management is important in maintaining relationships.

5. Bitter experience might increase one's knowledge in life. Finding solutions and solving conflict might construct a strong relationship and trust. People who respect the values of relationship would tolerate any kind of conflicts.

The next explanation is going to analyse the concept of facing the conflict.

People who are need of relationship won't make any space for conflicts among their relationships. But some people who have bitter buried memories from their child hood their memories will not be permanent with any relationship since they have insecure feeling. That's why they often rise conflicts in their existing relationship. This conflict comes because of inhuman activity, insult and degrading the relationship. In counselling study, this kind of psychological complaints are explained to recover the patient from traumatic effect.

Managing conflicts is not a tough job but the mentality of the people must adopt to accept the changes in managing conflicts. The tough hearted people could not set their mind to adopt the changes and they will continue their conflict with others.

There are some right and wrong ways to handle the conflict in one's normal life. Let's identify the factors of managing conflict on both sides.

The following points are orders as per the positive approach and negative approach in handling conflict.

1.a) Conflict rises when people are standing in their stubborn perception.

   b) Conflict ends when people start to understand the perception of others.

2. a) Reactions like burst out, exaggerated emotion, and out of control argument causes conflict

   b) Listening peacefully, and quiet behaviour against argument will stop conflict.

3. a) getting rejected in love and other relationship, getting isolated, getting cornered are the   serious factors behind losing temper in weak relationship.

   b) Acceptance, give and take policy, forgetting errors of others, quality of forgiving will resurrect relationship from conflict.

4. a) Being stubborn won't stop making conflict with other.

   b) Height of tolerance would stop triggering conflict and giving punishment also.

5. a) Some people continue conflict since they have to protect themselves from the insecure stage of life like married women rising conflicts to protect their status in their society.

   b) Accepting the mistakes and asking apologies will increase the professional relationship instead of rising conflicts.

On the wholeconflict makes negativity between lovable relationships. When the conflict is mishandled, it will leave a permanent scar like a machine or a body organ which is beyond to recover. But like an immunity power, if the conflict is handled in healthy way it would save the long-term relationship and they might understand the factors which caused the conflicts. They may avoid those factors in future in order to avoid conflicts.

Just like a patient of tooth ache and migraine, a man in conflict cannot concentrate on other normal activities as well as in professional life also. He has to always think about the conflict and can express himself only on limited activities. He would feel that he is in a container. In official life he would not continue his communication and it would affect his growth in interpersonal relationship. For example, an accountant who is not in peaceful mind because of family conflict in a bank may commit some mistakes in making total and it would cause for a great loss in his career.

13.6. TYPES OF CONFLICTS

In social studies one can learn about the different types of conflicts. All the conflicts are associated with humans and other categories.

13.6.1. THE CONFLICT BETWEEN HUMAN AND HIMSELF

This the conflict that occurs between man and his psyche. All saints and philosophers agreed that a true warrior is the one who won himself that means controlling the mind. If a man wins this conflict nothing can change him in this world. He should control his own emotions, situation and his desire, will that could be under his control. Weak people that means mentally weak would lose themselves in any situation, as a result of this inner conflict they get addicted to drug addiction, and crazy on worldly pleasures. In English literature, Dr. Faustus, Macbeth plays are the best examples for human inner conflict.

13.6.2. THE CONFLICT BETWEEN HUMAN TO HUMAN

This is the external conflict and the only affective mechanism in human to human interpersonal relationship. From the first death of Abel in bible, all world wars, cold wars are happening because of egoism found among humans. This causes for losing many people's lives in this world. Sometimes this conflict evolves as a healthy competition such as a cyber-war happened between Steve jobs and Bill gates. Still the world is going without any solution for this conflict. Jesus preached about love which is the only solution to overcome love.

13.6.3. THE CONFLICT BETWEEN HUMAN AND THE SOCIAL STRUCTURE

There are few percentages of human in this society who don't like the rules of this government and the unwanted customs of the society. Communism, anarchism, anti-socialism, and atheism are the discoveries of human who meet the societal conflict. Some people who are unable to move with this society will reserve themselves. This is also a kind of disorder as a negative impact created from this society. As mentioned earlier not only scholars but serial killers are also the by-product of human to social structure conflict.

13.6.4. THE CONFLICT BETWEEN HUMAN AND MOTHER NATURE

After the invention of fire and wheel, man started to live by using his sixth sense and that is the level he kept the nature away from himself. Since then, human community is struggling to win the nature and all the by-product of nature. The power of nature is beyond the control of single human, but in another form, human wins the nature by destroying and polluting it. This causes a climatic disharmony and finally the species will disappear by what they did against nature. This is an endless conflict and always nature wins.

13.6.5. THE CONFLICT BETWEEN HUMANS AND MANMADE THINGS

When God created humans, they started to think by themselves. Like that man wants to make his creations to obtain the capacity of thinking by self. This is called artificial intelligence. Man is afraid of being dominated by the machines that he invented and at the same time man believes that his machines would reduce the foolishness of the society. I, Robot, Terminator, Frankenstein are the literary examples of man who are the reason the mechanical conflict. However as per the wish of God, always nature wins against all types of artificial intelligence.

13.7. MANAGING CONFLICTS

The best solution in managing conflict is accepting the conflict if it is done by oneself. When the conflict reaches out of control, one should handle it properly. Inside one's body, conflict occurs between cells during the growth. So, in some cases the growth of social relationship might evolve because of some minor conflicts. Like Buddha, a person has to be a listener in a conflict situation and he has to be calm when conflict reaches its peak. This is what one call self –control, because no one can remove our self –respect us without one's permission. Calm observation might bring a solution in many problems and later these solutions can be implemented in future conflicts.

There are some methodologies or strategies to cope up with the conflicts. When a person follows these ideas,it may enhance his talent in managing the conflicts. It is all based on psychological feelings.

1. Having strong belief on one self that they are stronger than the emotions.

2. Keeping control against the personal criticism done by the others.

3. Leaving space or time to overcome from the negative feelings that happened in conflicts.

4. Placing your stand in a polite and positive way to avoid conflicts or to stop conflicts.

The following methods would be helpful to find the back ground reasons behind the conflict and will make one mature enough to find out the solutions against the conflict.

1. Finding the core reason that created the conflict

2. Finding the reason behind the birth of anger

3. Calculating the effect or the output after the conflict is over

4. Analysing the losses because of anger

5. Understanding the necessity of that conflict

6. Finding ways to resolve conflicts

Apart from these, there are some suggestions to keep or stop the conflicts away from one self. These methods would place peace by overcoming the unwanted conflicts.

1. Do not pour the oil on the burning issues, at least try to pacify by using polite words.

2. Do not interfere in to the conflict unnecessarily, because your interference may extend the conflict if you mishandle it.

3. In team work conflict may rise, that time commitment and cooperation is important rather than proving your stand.

4. Do not trigger any harsh argument in making others accept your opinion in a discussion.

5. Nothing comes out of useless argument and the precious time, man power are wasted just because of unwanted arguments in working sectors.

6. Saying 'no' in right position with right attitude would reduce the seriousness on conflicts. That is why in discussion one should practice to say agree to disagree.

7. Always take a stand for 'true' rather than right side. Only thenone can be away from the unwanted clashes in conflicts. Even in court the judgement is given for the truth and not for the social opinions.

8. Think twice about moving with people in post conflict status. One may lose best opportunities just because of a silly argument. At the same time,one must forget those silly conflicts immediately in order to continue healthy relationship.

9. Being a man of change could help you to move with this society with productive manner.

10. Sharing the causes of conflicts with the person who involved in that conflict might put a full stop to any endless argument.

11. Like other team work, in finding a solution for a conflict one should function as a team work.

12. Spending a day with relaxed condition would save our peace and reduce the effects of conflicts.

13. In many places avoiding unwanted comparison may reduce the chances of conflict. In working sectors, peer pressure is important but at home it is evitable. One must develop a balanced plan of give and take policy that satisfies everyone's interests.

14. Without sailing on the same boat, creative solution is required to solve the conflicts.

15. Those solutions should not be one sided one and it must be a permanent solution for the conflict.

16. The strategy of giving solution has to be specific and unique, in managing conflict, lateral thinking is recommended.

17. Focusing on a right issue will reduce half burden in finding solution for conflict.

18. Sometimes conflicts arise because of rumours, in this case immediate response will spoil one's character. So, patience is important on conflicts associated with rumours.

On the whole self-control and sufficient maturity is enough to manage any types of conflict. Like our Mother Nature, conflict is a prolonging event which continues forever in this world.

13.8. LET'S SUM-UP

There are different effects found in conflicts some are less and some are big like world war and cold war. Conflict is born out of imbalanced opinion level such as rejecting the wish, desire and the level which is unable to reach an agreement. The feeling of being rejected and the disagreement on opinions would develop conflicts among this social life. Insulting against the self-respect and rejecting the proposal of strong expectation would bring heavy conflict between any relationships. This conflict brings permanent end between the intimate relationship and people once respected and celebrated will be valueless because of their stubborn stand behind their strong policy in making conflicts. In these cases, conflict offers the separation as a solution.

13.9. UNIT-END QUESTIONS

i) Is counselling necessary against stress complaint?

ii) How to overcome the inner conflict in personal life?

iii) What is man to nature conflict?

13.10. ANSWER TO CHECK YOUR PROGRESS

i) Explain all kinds of conflicts fall between man and various things.

ii) Discuss- the conflict between man and artificial intelligence.

13.11. SUGGESTED READINGS

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UNIT XIV-STRESS

Structure

14.1. INTRODUCTION

In third world countries like India, most of the people are experiencing the stress because of money and family issues. Around ninety eight percent money beings many issues in a family. Lack of money and excessive

amount of money, misunderstanding, adultery, over ruling, mishandling are also the causes of stress in family side.

Sometimes stress will be good to people who are reserved and hesitated. The power of stress will bring their ability to struggle against the problems of life. These people are taking the stress in positive way. Some people especially youngsters and adults who are in the condition like unbearable will move to self-destruct situation. They avoid food or they don't leave home often and showing zero interest on anything.

14.2. OBJECTIVES

i) Making students understand the effects of stress

ii) Making students familiar about types of stress

iii) Introducing the types of stress and its effects

14.3. STRESS

When a machine or vehicle is overloaded or over used, it will start to malfunction. Like that, a man is over loaded with bundles of thoughts will experience the stress. This pressure of thoughts can come from various fields such as factories, office, law bodies, and mostly from IT sectors. Some consume drugs and alcohol to get rid of stress and some commit suicide since they are unable to face the stress. The following points will give a clear discussion on few factors behind the term stress and its influences. It also further analyses the causes of stress. The general factors behind stress:

Beyond the unemployment and money stress has some factors within.

•Some increases self-confidence while facing stress.

•Effect of stress can be reflected both in physical form and mental form.

•Incurable long-term stress would create some disease such as heart problems and indigestion.

•Learning solutions from others life will help one to get rid of stress.

Sometimes stress can work as defensive mechanism such as thinking about running while one sees snake. In saving life, adrenaline will start to flow in the blood and one will start to run or fight.

This same stress mechanism is working in family life and professional life. For example, taking leave and compromising with colleagues are the usual things in professional life and in managing stress and keeping silent for few days would reduce the stress and will lead our life smoothly. This is also a defensive mechanism of stress.

Self-Instructional Material

Some jobs require more efforts. More effort produces more stress. To live a peaceful life in the case of unwanted stress many software engineers leave their job and become entrepreneurs. Some people who are

in reasonable stress find some solutions to overcome the stress such as changing the field or obtaining higher level.

Some external forces induce temporary stress just because of one's physical and mental condition such as over noise, horn sound, and bitter scenes of movies, traffic, pollution and insecure areas. That's why certain places like temples, Museum, library, are peaceful and giving less vibrant and noise that makes us feel peaceful and calm. Workers who are addicted to noise in factory may not respond for the noise and it never produces stress in their professional life.

Physical changes:

As mentioned earlier, slow process of physical function and dull movements are normally found in one's body, moreover stomach ulcer is the serious result of stress in a body. If body is continuously experiencing this stress it would be a cause to many health issues. Following issues are the side effects of stress in one's life. These factors are merely harmful which depends on their level. In countries like India, it has been becoming a major issue in the life expectancy.

• Pressure of blood will increase and it affects the beat rate also.

•Disharmony in aspiration

•Irregular digestive function

•Sudden fall of immunity

•Twitching and Epilepsy

•Sleep disorders

As long as the stress is low one's health rate will be higher. Man does not need any diet control as they have stressed less life. People who always blame the situations never find any solution for stress and they will not overcome stress and other associated issues. This buried emotion will burst as physical and mental ailments since the body wants some relief out of stress.

Positive thinking that means optimism and confidence would maintain some strength in one's body. If a man has enough maturity to face the stress, he never cares about anything and will easily overcome any type of stress.

In official life, both in private and public sector, some workers will ignore in receiving responsibilities, because when responsibilities increase stress also will increase. People who want to lead a peaceful life will not assign any duties and try to escape from that. This kind of escapism will start from school life when they are given in academic level responsibilities. People who enjoy the responsibilities will have the capacity of positive approach against any type of stress and conflicts.

Ignoring tough tasks of life will reduce the career growth and will make one to weak in competitive world. Fear of facing stress in current

world won't teach any lesson in life and one will be excluded in this running society. At the same time, one must not sacrifice their life in dangerous games of society. Taking blind risks will lead to harmful situation like a soldier who is in war without weapon. This will cause for more stress like investing money on share market without knowing it. Sudden loss may topple one's life and the stress would lead them to commit suicide. These are all the insane decisions of over stress.

14.4. TYPES OF STRESS

14.4.1. THE SENSITIVE STRESS

Like fever, cough and sneezing there are some stresses that occur only for few minutes and hours. These minor stresses will be considered as sensitive stress. Though they are lasting for few hours they will leave serious effects. That's why, they are considered little bit harmful. Over thinking would ruin us. So, a man who is thinking about future and the unsolved issues beyond some limit will produce stress and some minor ailments will be found as headache, and vomiting.

For example, a good food will be digested well at the same time worst food will disturb the digestion system. Like that a man who can overcome the awful situation will be free as air, but some situations which cannot be tolerated will produce hidden stress. As vomiting reduces the stomach ache, after few days, automatically the stress will fly away from our thoughts. Affecting the process of hungry and taking less food are the side effects of this stress. Sometimes people will commit some action against this activity such as taking heavy food and consuming more alcohol. This is a kind of stress relief but ruins one's body if they consume some harmful things. However, if life continues like this with repeated stress, the body metabolism may experience long term complaints such as heart ache or heart burns.

14.4.2. REPETITION OF STRESS

There is another side of repetition of stress such as imbalanced mental condition and slowdown activities. If the mind is fully occupied with stress, he cannot be active in other activities. For example, an asthma patient who is suffering from breathing problem cannot concentrate on major life activities. His life process will be slow until he gets relieved. This is applicable on stress also, a man who is caught with stress cannot involve in other activities properly.

People who have lot of commitments with less time will be in a hurry. That unstable situation makes people nervous and lose concentration on important activities. These sudden situations cause some memory loss and stress. This stress will produce an irritative attitude and this attitude will discontinue some relationship. Some issues cannot be revocable and may cause for permanent loss in relationship. Later, people worry about these losses occurred in their life and it increases more stress in their life as a never-ending process. High blood pressure and nervous breakdown are the side effects of this extended stress.

14.4.3. LONG TERM STRESS

This is a kind of serious stress which leaves permanent scar in mind due to some worst social issues. Mostly all third world countries are experiencing this kind of stress in their life for lifelong even generation to generation. Poverty, loveless family, and truth less marriage life are major reasons behind the long-term stress since the chances of escaping is less. At the edge of zero solution in life, one will be vexed in living his life permanently. He neither enjoys life nor hates life. That's why in India many cardiac arrest complaints are registered as the result of long-term stress.

Doctors describe that diabetic is a slow killing disease or complaint. Like that this kind of stress is a hidden poison that kills the people by developing some harmful disease. Prolonging period of stress will slightly make some changes in one's character. Some developed countries offer sophisticated life to their citizens and they are not experiencing the stress as third world people experience. Instead of that, they receive stress because of loneliness and anxiety. This death by drugs often happens in foreign countries. Apart from cardiac arrest, head ache and in some extreme situations, affected people try to commit suicide in order to escape from stress.

14.5. CAUSES OF STRESS

Mostly people react against their negative situation and the reaction produces stress. Like the different size of shoes, stress is different to one another. Some may experience high stress and some light. Even if the tree is at rest, the wind won't let them feel at rest. In human life, every sunrise brings billions of thoughts and it causes billions of stresses. That's why some forgets the stress while they enter into another stress. Change only does not change like that stress less condition is also a kind of stress.

Following elements are the triggering sources behind stress

- Working in a bitter job and thinking about insecure life after retirement creates stress inthe middle age itself. Apart, some aged people also feel disgusting to spending the retirement life.

- Insufficient time to achieve goals or poor condition of life without money. These conditions that postpone developments in life and the life of poor people continues as stagnated. That also makes irritative feeling in life with stress.

- Money causes for stress in two, such as over flow of money and zero flow of money. The peace less condition of politicians and rich people is created because of overdose of money and the agony life of poor people especially in health and food issues, is also created by lack of money in their life. Money does not bring happiness but stress.

- Long term illness such as diabetics, ulcer, and some incurable disease become a serious cause of stress. The pain of disease and their

physical sufferings keep people in a permanent stress and eventually they meet death.

- Poor relationship, tasteless marriage life, insecure family, poor moral support of family members makes a person feel helpless. In this situation, a person would reach the extreme level of hatred and this would lead them to take some serious decisions in life.

14.6. ANGER

From the birth, all the animals, birds and insects are born with anger but only for purposeful actions unlike humans. If you consider a car as our body, the driver is the temper. When the driver loses his control like losing temper would leave the car from track as a man losing temper and gets anger. A car in a wrong track may meet accident, like that uncontrolled human anger will bring heavy loss both for him and his family. Anger is a combined emotion of both mental and physical status. So, like a disease, there is no solution for this emotion unless they get self-control. Anger will not offer any solution to any issues but it will induce more emotions which is harmful to the health. Anger could be used as a tool for good things such as gathering against to the government, revolution, asking questions against to the imbalanced law system and rising questions against to anti- public welfare. Anger is a by-product laziness, helpless status, anxiety, melancholic effect, and hopeless condition. An animal who is angry in saving the off-springs and a woman who is angry against the bullying youngsters are the productive mechanism of anger. As it was mentioned earlier, like adrenaline, anger is sometimes a necessary emotion to face issues and unwanted situations in social life. For example, a man who is angry about this society will be a Robin hood or as a Collector. Both are the output of anger but delivered in different manner. One is positively exposed and other one is negatively exposed. The delivered harsh words out of anger will leave a permanent scar in the heart of people who were affected by those abusive words. In other side people who practice anger for prolonging period will experience many physical complaints such as high blood pressure, diabetics, and nervous breakdown.

14.7. CONSEQUENCES OF ANGER

Every action has an equal and opposite reaction, like that every shared happiness and sadness bring some results. Particularly in showing anger, it will bring positive and negative aftermath. As patients when they show the anger to their children that will produce a good result whereas showing anger with family members and relatives would make long-term broken result and there won't be any more chances to reunite.

Anger does not make any peaceful solution and won't give permanent solution for any issues. The people who are uncontrollable in handling anger has to face many consequences such as external consequences and internal consequences. Receiving long faces, grudge, and vengeance are the elements that one receives while experiencing external consequences whereas physical complaints, blood circulation disorder are notable elements of internal consequences.

In this case, people could feel that anger is controlling them and they might reach some level. It's is like no way to recover themselves from the state of anger. So, in this stressful life people are facing plenty of ways to get irritated rather than getting peaceful condition. They are paying much to experience the condition of peace in their life such as spending on drugs and entertainment. People are losing their money to reduce the effects of anger like visiting illegal places and finally this ends up with criminal activities. Loss of respect and reputation are some consequences of anger.

Consequences of anger make people lose their involvement on many activities such as tasks, studies, preparing for exams and hating goal settings. This is a kind of cancer that eats the positive mind-set of ambitious people. For example, wrongly channelized anger is like wasting a powerful energy on some useless matters. Many people are showing their anger by refusing, eating and ignoring happy moments of life. This leads to extreme level of intoxication and will pluck the taste of life from heart.

As mentioned earlier, external consequences of anger will cause many physical complaints such as cardiac arrest, high blood pressure, and even sudden stroke. Thus, anger does not make any positive situation in one's life but makes side effects seriously in a healthy life. Anger of Mahatma Gandhi was expressed through the way of non-violence instead of violence. This is the great example to use the anger properly and to gather positive consequences rather than getting harmful results.

Here the consequences can be compared with contagious disease. Yawning, happiness is contagious for everyone. Like that anger is also like contagious but hazardous to all. The reflection of anger is like the broken pieces of a mirror which would pierce all. Moreover, the broken pieces won't join together like that the broken relationships. It is hard to reinstall the closeness as it existed once before.The more oneshares the more they receive whether it is love or anger. Like weather, people are getting affected by the atmosphere of anger and that effect will last for hours, weeks, months, and even generation to generations.

It is worse that transmitting anger towards someone who is not involved in that argument. For example, transmitting the anger towards wife and children which he received from working place, this will lead to the condition of spoiling from healthy relationship to unhealthy relationship. In wealthy families, harsh activities cause for divorce or breakup. Short-tempered quality is a slow poison that also kills a man's gifted relationship and family. The root cause of many families are losing temper in delivering abusive words and beyond this liquors, drugs, lack of money and stubborn behaviour are the other factors in ruining relationship.

14.8. ANGER MANAGEMENT

14.8.1. LOOK BEFORE YOU LEAP

Sudden delivery of emotion might hurt people. Without proper thinking if someone releases un parliamentary words that will split relationship permanently like recovering impossible broken porcelain. Like

a meditation, before delivering a word, one must think about the side effects of that, because delivered statements cannot be collected anymore and people has to face the consequences.

14.8.2. DELIVER THE ANGER WHILE NOT IN ANGER

There are some people with hyper stress they want to express their happiness or anger immediately without worrying about the condition of existing atmosphere. It does not make any sense and it won't be helpful to maintain relationship. So, use the anger in proper way in proper situation to keep the potentiality stronger.

14.8.3. RELAXING PROCESS

Yoga and breathing exercise will help one to reduce excessive amount of anger. Sit in a place for few minutes, have some water, and count one, two, three in reverse order, within a few minutes the boiling limit will go down and one can take clean and clear decision. A clean pond can be visible to catch fish like that a peaceful mind would be helpful to choose the right decisions in critical situations.

14.8.4. HAVING A BREAK FOR SOMETIME

In schools, colleges and shops people will take tea break and lunch break to continue their work properly. For anger also one must take break to reduce the vengeance and side effects. This break may help one to understand the seriousness of the incident whether it is worth to react or not. This break may be taken from hours to years, and there are some chances to divert the anger in a positive channel such as physical and mental fitness rather than losing the perfection.

14.8.5. FINDING SOLUTIONS

After getting recovered from the effects of anger, one must find some solutions against the background causes that triggers one's anger. If you find a proper solution to block the elementsthat triggers the anger, thenthe future relationship will not be rough enough since it is handled smoothly. Treat your children with proper respect when they are adamant at home. Be kind with family members when they are making nuisance at home. The result of anger is not important and nothing can be claimed as a winning situation in angry atmosphere. Having long term relationship is the only better solution instead of getting triggered by anger.

14.8.6. ACCEPTING THE MISTAKES

Be responsible for the issues that you did out of anger. So, instead of saying 'I didn't do that' say just 'I did that and I am sorry'. In some cases, immaturity is the key factor behind these mistakes, but self-analysis might be helpful to understand their conscience. Once they felt their mistakes, they may not repeat that thing anymore in their life. That's why asking apology for the mistakes that they committed will change them gradually.

14.8.7. DO NOT STORE POLLUTION IN HEART

Like a pond with dirty water, do not let your mind store useless thoughts, grudges, and disgusting feelings. Good nutrition will keep the

body healthy like that good thoughts will keep your mind healthy. As a python swallows its pray, our buried polluted thoughts gradually occupy one's confidence and later the positive attitude will be spoiled. The spirit of goal setting will become the feeling of revenge in the name of anger. The more one collect ground water, the same amount of water will be restored. Like that the flow of forgiveness will generate more peace and calmness in the heart rather than stress and depression.

14.8.8. OVERCOMING FROM TENSION

As told before, yoga and exercise will reduce the tension and the chances of anger will go down. More over practicing humour sense can reduce the stress and will save one from tension. A tension free body will be anger free. An important thing is, humour sense must not be a hurtful thing like bullying and pranking someone to create humorous atmosphere.

14.8.9. PROPER MEDICATION

Some mental problems may require medicine and counselling. However, the moral support from family shall recover a person from his critical situation more than a money. The kindness of the family members will increase the process of medicine and might reduce the usage of drugs.

14.9. LET'S SUM-UP

Man is always trying to find the meaning of life till death. His life ends with no meaning of life. Meanwhile men did not find the meaning of life from peace but he finds the meaning of life from money, posting, ego, power and social status. They offer only less meaning of life rather than the true value of life. That is the value of human relationship. Like Ulysses, the meaning of life is a never-ending journey. Doing work properly without interfering with others work would enhance and save the value of human relations. Money has some values, but moral values only can save the relationship what money cannot. Some social disturbance may make some cracks on the wall of relationship and goal setting, so one has to mend the wall often by purifying the heart with self-analysis to retain the wall from breaking. Encouragement will increase the productivity of relationship in life. Self-encouragement and auto suggestions of positive thinking will support a person mentally in human relationship. In corporate sectors, this kind of a practice only will run the company smoothly, that's why human relationship is also a part of a profitable company. In human relation being truthful, kind, soft natured, stress less, and respectful are the expected key factors in maintaining human relationship without any disputes. On the whole this content has covered enormous amount of points about handling relationship.

14.10. UNIT-END QUESTIONS

i) Do unsatisfied work causes stress?

ii) Will a harsh argument be a cause to develop anger in relationship?

iii) What is the best policy to follow in accepting mistake?

14.11. ANSWER TO CHECK YOUR PROGRESS

i) Explain the causes of stress.

ii) Elaborate the consequences of anger.

14.12. SUGGESTED READING

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2. Witte. K. *Putting the fear back into fear appeals: The extended parallel process model. Communication Monographs.* 1992.

3. Bowlby, 3. (1940). *The influence of early environment in the development of neurosis and neurotic character.* International Journal of Psycho-Analysis, XXI, 1-25.

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5. Bowlby, J. (1969). *Attachment and loss*. Vol. 1: Attachment. New York: Basic Books.

NOTES

Self-Instructional Material

DISTANCE EDUCATION-CBCS-(2018-2019)

Academic Year Onwards)

Question Paper Pattern (ESE)-Theory

UG DEGREE EXAMINATION

Time: 3Hours   **Maximum Marks: 75 Marks**

PART-A

Answer all the questions: **(10x2=20)**

1. Define non-verbal communication and its importance.

2. Is social environment important in developing personality? How?

3. Mention any two etiquettes to be followed when a receiver attends the call.

4. State the consequences found in false decision making.

5. What is business negotiation skill?

6. What is materialistic life?

7. How far will visionary quality be helpful to a leader?

8. List any two ways to maintain relationship with others.

9. How to overcome the inner conflict in personal life?

10. What is the best policy to follow in accepting mistake?

PART-B

Answer all questions choosing either (a) or (b)   **(5x5=25)**

11. a) Why is the contribution of skill more important than the knowledge?

(OR)

   b) Write a short note on the Interpersonal relationship.

12. a) Explain the power of advanced thinking.

(OR)

   b) Identify the importance of Honesty in society.

13. a) What are the ways to greet the people who are off the Dias?

(OR)

   b) Bring out the benefits of time management in goal setting.

14. a) Briefly explain the types of negotiations.

(OR)

b) Mention the basic qualities of a leader.

15. a) Explain the necessary skills to maintain better relationship.

(OR)

b) Examine the causes of stress.

PART-C

Answer any three out of five questions: (3x10=30)

16. Asses the mind levels and its function.

17. Enumerate the major influential factors in developing personality.

18. Elaborate all types of telephone etiquettes.

19. Write an essay on decision making skill.

20. Discuss the conflict between man and artificial intelligence.

NOTES