

Indian Institute of Technology Kanpur

National Programme on Technology Enhanced Learning (NPTEL)

**Course Title
Enhancing Soft Skills And Personality**

**Lecture - 01
Introduction-1: Highlights of Developing SS Course-1-24**

**by...
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Hello everyone welcome to my course on enhancing soft skills and personality.

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So this is a course we are giving from IIT Kanpur from in NPTEL mock I am professor of English Ravichandran from the Department of humanities and Social Sciences most of you have already done my previous course developing soft skills and personality I welcome back all those who have done the previous course to this one and I welcome all the others who are doing this course for the first time.

Now those who are going to do it for the first time I am very happy to welcome you also there is no much of a difference even if you have not done the previous one and even if you think that you should have done it I am going to give you the link at the end of it and you can take a quick look at it and this introductory lecture is actually going to be a kind of preview of the previous course that I did, so I welcome all those who did the course before and I also welcome the new ones who have taken this enhancing soft skills and personality this is the first week and this is the first unit and this is the introduction and this is the first lesson.

There will be eight weeks and you will have about 40 lectures or so each one will be for about half an hour so last time we had about 25minutes lectures and we had about 48 lectures now in

this lecture as well as in the next one I am going to give you some highlights of the previous course developing soft skills and personality.

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**HIGHLIGHTS OF DEVELOPING
SOFT SKILLS AND PERSONALITY**

- ▶ About 15,000 students from India and Abroad; around 3000 gave exams
- ▶ 8 Weeks from 18 July 2016 to 9 September 2016.
- ▶ Each week: 6 lectures of 25 minutes: 2.5 hours

Total: 20 hours: 48 lectures.

Many students took it about 15,000 students from India and abroad took the course and our own 3,000 students gave the exams. The course was run for eight weeks from 18 to July 2015 to 9 September 2016 and each week there was about 6 lectures of 25 minutes and overall it was for 2.5 hours, so this time also each week you will have lecture content for 2.5 hours and total it will be for 20 hours. Last time we had 48 lectures we will have 40 plus because we will have each lecture about 30 minutes this time.

Now what did I do in the previous course and then why it is relevant that I start with the previous one before starting this one because I feel that those who have done it have a slight advantage they have already developed some of the basic skills and those who are just new I thought that I will give you a preview of the previous course and I will just tell you preferably in a slide as what the entire lecture was and I am planning to divide this into two introductory lectures in the first one I will try to build with the first 24 lectures that we had in the previous course and in the second one the remaining 24 lectures will be discussed.

What did I do in the first week first module and first lecture? The first lecture was actually a kind of course introduction.

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Highlights of Developing Soft Skills and Personality

Week 1
Module 1
Lecture 1

**COURSE INTRODUCTION:
HOW TO LEARN THIS COURSE?**

- ▶ **Emphasis on . . . Experiential Learning**
 - Learning as change in behaviour
 - Preparedness, receptivity & resilience for change
- ▶ **Holistic approach: physical, mental, emotional, psychological, social, cultural and spiritual levels**

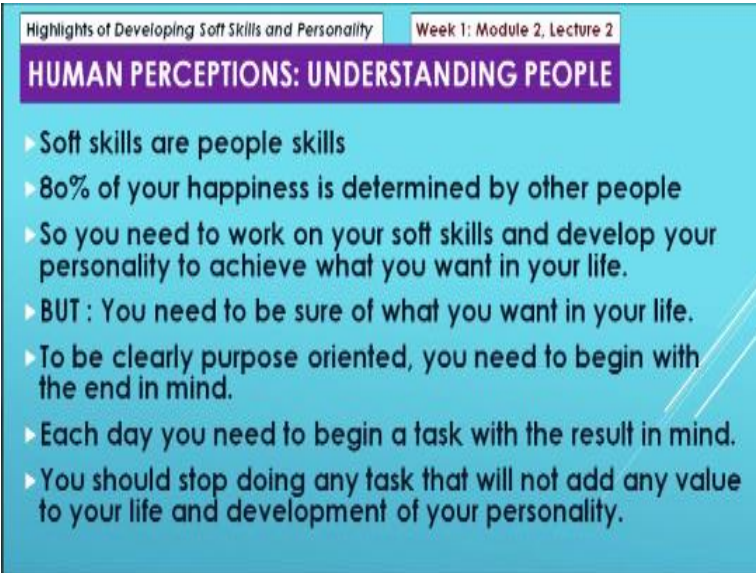
And I was trying to tell the students how to learn from the course unlike the other courses which were actually giving emphasis on cosmetic touches such as you try to mug up something you accumulate some knowledge you reproduce and then you try to get a certificate now in this course also you will get a certificate if you give an exam but the aim of the course is not just to make you get a certificate the aim of the course is to give emphasis on experiential learning you need to experience this course.

And I ask them various definitions are both what they think about learning and then my conclusion and my thinking about learning is that it should affect a kind of change in your behavior and in that sense in order to change your behavior in a very positive sense and this skill set that I am going to give you which will help you to develop your overall personality should help you in modifying your behavior, so I was discussing in the first lecture itself as how you should be prepared you should be able to receive and then you should be resilient for change.

I also said that we will follow a holistic approach including various aspects such as physical, mental, emotional psychological, social cultural and spiritual levels, now this is similar and the same thing that I am going to follow this time also and I also told them that they can follow their own reading method either they should be consistent as soon as the videos are uploaded you can download the videos and then watch them or you just try to watch at your own pace you may watch depending on the preferred mode of time etc...

But I suggested that you make notes whatever you are doing, so that you can recollect them quickly and you can respond to the assignment's many of you enjoyed writing the assignments this time also you will be able to enjoy writing the assignments and then the exams will be easy if you are able to participate in the assignments now in the second lecture I actually focused on human perceptions.

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Highlights of Developing Soft Skills and Personality Week 1: Module 2, Lecture 2

HUMAN PERCEPTIONS: UNDERSTANDING PEOPLE

- ▶ Soft skills are people skills
- ▶ 80% of your happiness is determined by other people
- ▶ So you need to work on your soft skills and develop your personality to achieve what you want in your life.
- ▶ BUT : You need to be sure of what you want in your life.
- ▶ To be clearly purpose oriented, you need to begin with the end in mind.
- ▶ Each day you need to begin a task with the result in mind.
- ▶ You should stop doing any task that will not add any value to your life and development of your personality.

And then try to deal with how to understand people and why perceptions are important because soft skills are actually people skills unlike the hard skills which we deal with machines technicalities soft skills or deal with people skills and you should know that 80% of your

happiness is determined by other people so you need to work on your soft skills and develop your personality to achieve what you want in your life but you need to be sure of what you want in your life and to be clearly purpose oriented you need to begin with the end in mind.

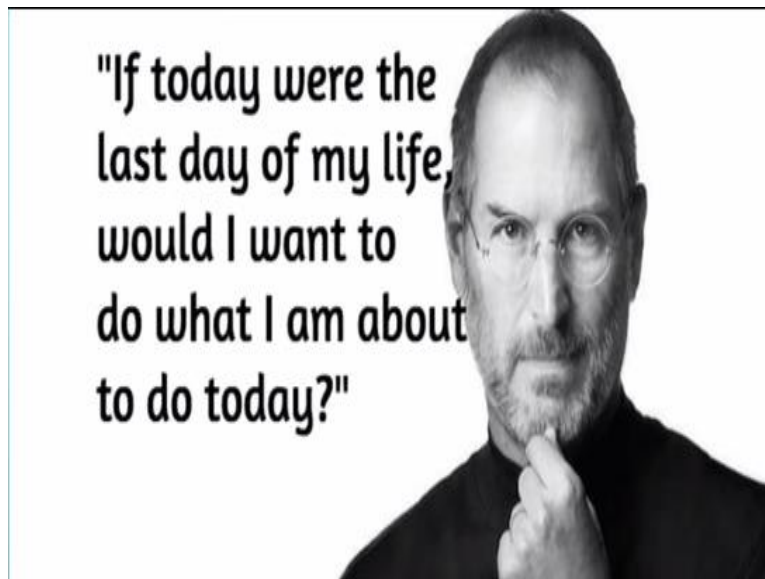
So I was fond of telling stories and I will be fond of telling stories in this also so I was telling some anecdotes from Stephen Covey's famous book the 7 Habits of Highly Effective People where he talks about the attitude of beginning something with the end in mind, so this is a preview so I am not going to get into those anecdotes and stories but I am just teasing those who have not done it so that you get back and then take a look at some of these stories anecdotes which were very interesting some of them said that we are actually very inspiring also take a look at them.

But beginning with the end in mind will actually make you clearly focused and in mind in the sense for example if you are doing this course what do you aim it are you just going to get a certificate or are you thinking that some of the behavior that you're struggling to change you will try to change modify and then make it desirable and pleasant at the end of the course what is it that you have in your mind so begin anything any task with the end in mind and then suppose you have to do this course for two months.

Now decide how you are going to plan out your assignments how are you going to readout the lectures and with that end in mind you will be able to prepare plan and execute in a very proper manner and each day when you begin a task you need to begin with the result in mind you should stop doing any task that will not add any value to your life and development of your personality. So the second lecture was actually dealing with human perceptions and then why we need to develop soft skills in terms of human perceptions and understanding people.

I ended with an interesting quote from Steve Jobs which we this was believed that he was keeping this every day to see how you should actually focus on the most important task at hand and then you should be able to identify things which you can always do a wave in life so he was asking this question if today were the last day of my life would I want to do what I am about to do today.

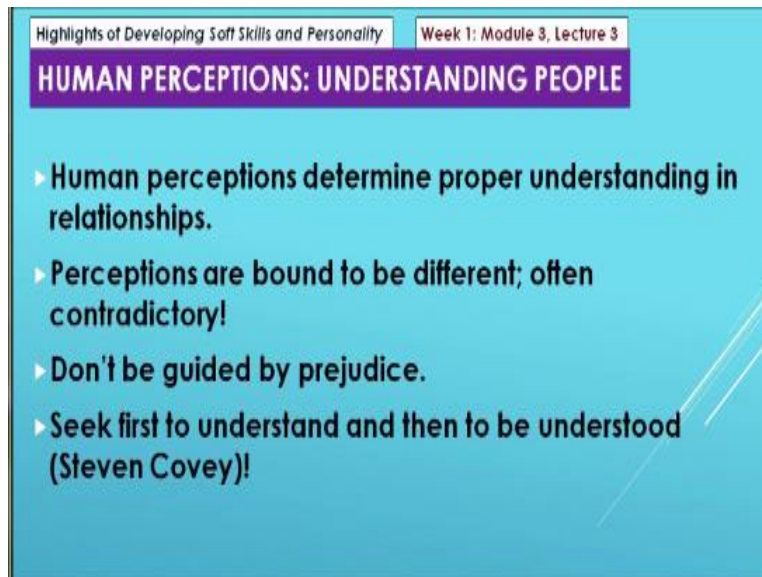
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And most of you know that he passed away due to the cancer that was initially thought that will not be that serious but then he eventually had to ill to it but then when he came to know of it he was asking himself each and every day that since his life time was a premium that whatever he was doing so he was asking that would you do that if that day happens to be the last day of his life this is what is indicated by the thought that begins with the end in mind keep that end goal and then try to modify your day-to-day tasks.

So this was discussed in the second one and in the third lecture again we were continuing with the human perceptions and understanding people.

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Highlights of Developing Soft Skills and Personality Week 1: Module 3, Lecture 3

HUMAN PERCEPTIONS: UNDERSTANDING PEOPLE

- ▶ **Human perceptions determine proper understanding in relationships.**
- ▶ **Perceptions are bound to be different; often contradictory!**
- ▶ **Don't be guided by prejudice.**
- ▶ **Seek first to understand and then to be understood (Steven Covey)!**

But this time like I was trying to tell them that by giving various illustrative examples that perceptions are different and sometime seven contradictory you might have heard of people the blind men touching the elephant and then giving different views of both elephant although it is the same animal. So one has to be very careful and one should know that one can always be controlled condition guided by prejudice and one should come out of it here I again went to Stephen Covey's famous quote seek first to understand and then to be understood in situations where you are likely to get angry with someone or get unreasonably provocative at somebody's behavior.

So he suggested that you try to understand empathize show empathy, so this will help you to get a better perception about people.

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Highlights of Developing Soft Skills and Personality Week 1: Module 4, Lecture 4

TYPES OF SOFT SKILLS: SELF-MANAGEMENT SKILLS

Self-Management Skills Set

- ▶ 1. Self-Awareness
- ▶ 2. Self-Confidence
- ▶ 3. Mind-Set
- ▶ 4. Emotional Balance
- ▶ 5. Stress Handling
- ▶ 6. Coping with Failure
- ▶ 7. Patience, Tolerance & Trustworthiness
- ▶ 8. Perceptiveness
- ▶ 9. Spiritual Intelligence

The next lecture I just provided with the types of soft skills and then I talked about self management skills the self management skill set that was discussed we are about nine which include self-awareness self-confidence mindset emotional balance stress handling coping with failures patience tolerance and trustworthiness perceptiveness and spiritual intelligence in fact I spent more time on spiritual intelligence I would request you to go particularly to this lecture if you are more interested in that.

But overall I concluded with the thought that when you develop your emotional intelligence and leave it high spiritual intelligence your life will be so clear and transparent.

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When you develop your emotional intelligence and live with high spiritual intelligence, your life will be so clear and transparent that even if anyone speaks badly of you no one would believe it!

That even if anyone speaks badly of you no one would believe it so that kind of high level of credibility you will have and that is a life that is worthy of living now in the fifth lecture the focus was about developing excellence defining what is excellence.

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Highlights of Developing Soft Skills and Personality Week 1: Module 5, Lecture 5

TOWARDS EXCELLENCE: DEVELOPING POTENTIAL

- ▶ **Towards Excellence:** Outstanding feature, possessing good qualities of high degree
- ▶ Identifying potentiality for excellence
- ▶ Pursuing excellence by strengthening the inner core
- ▶ Law of abundance vs. poverty of mind
- ▶ Choices made out of fear followed by regret vs. the ones made out of courage and ends in fulfilment.
- ▶ **Processing Excellence:**
- ▶ Making radical changes and making constant improvement
- ▶ Moving from one vision/mission to other enhanced vision/mission
- ▶ Self-actualisation: highest level of growth need
- ▶ Actualising of one's potential, uniqueness and seeking self-fulfilment
- ▶ Although few people achieve self-actualisation fully, it is important to aspire for it as the unrealised and actualised people remain unhappy throughout their lives!

And then what it means to us and then how we can use this definition and understanding of excellence from various psychological theoretic points of view and then how we can develop potential excellence itself is considered as an outsider qualities of high degree and then in the lecture we were trying to identifying potentiality for excellence now pursuing excellence will help you to strengthen the inner core in the lecture I also discuss about the law of abundance and the mind that actually try to think always in terms of poverty.

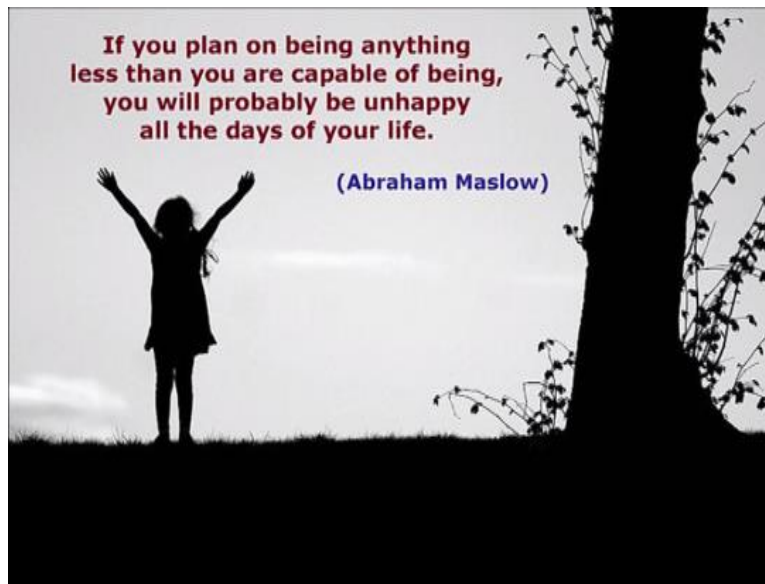
That is poverty of mind law of abundance is always believing that there is, so much for you have your treasure at the end and you can take it poverty of mind believes that there is always dirt there is always scarcity or to fight you have to be in a rat race to get things so needless to say the one who believes in this abundance is optimistic the otherwise is always a semester so the choice is made out of fear indicate that you're working on a poverty of mind or regret this is the ones which is made out of courage and the one that ends in fulfillment it indicates about law of abundance.

Now how do we process excellence how do we actually try to mold ourselves towards doing that so in that context I said that there are two ways one is like you can make a radical change, so that suddenly happens for example when you are given a new job and then you travel and settle of growth it is a radical change but then making constant improvement in terms of developing certain skills each and every day improving your reading habit. So whatever it can be so one can be constant improvement another one is about making radical changes now both are important for developing excellence.

And then once you are able to do that you should be able to move from one mission or vision to other enhanced vision and mission I also talked about the Abraham Maslow's famous concept of self-actualization which indicates the highest level of growth need. So normally we try to grow based on certain needs associated with the basic needs such as food shelter and accommodation and then emotional needs and then there are psychological needs and then comes the social it needs but finally at the top you have this self-actualization need.

It simply means actualization of one's potential uniqueness and seeking self-fulfillment now also even according to Maslow only few people achieve self-actualization it does not matter that one should not aspire for it because the other way round the converse if people are not able to try this so the unreal and unselfish wise people they remain very unhappy throughout their lives so in fact if you want to be happy you should try to self-actualize your potentialities I ended with the famous quote from Maslow which goes like this if you plan on being anything less than you are capable of being.

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You will probably be unhappy all the days of your life so keep that in mind in the sixth lecture the focus was particularly on one aspect of excellence that is need achievement and which is again related to spiritual intelligence.

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Highlights of Developing Soft Skills and Personality Week 1: Module 6, Lecture 6

NEED ACHIEVEMENT: SPIRITUAL INTELLIGENCE

- ▶ David McClelland: **Affiliation, Power, Achievement**
- ▶ The desire to excel: N-Ach
- ▶ PQ, IQ, EQ & SQ
- ▶ Danah Zohar's **Spiritual Intelligence**
- ▶ **12 Underlying principles:** Self-awareness, Spontaneity, Being vision- and value-led, Holism, Compassion, Celebration of diversity, Field independence, Humility, Tendency to ask fundamental "Why?" questions, Ability to reframe, Positive use of adversity, Sense of vocation
- ▶ Act from higher motivations
- ▶ Live life as a project with sensitivity towards Goodness, Truth and Beauty

I refer to David McClelland concept about why people want to achieve and then why people are driven so he focuses on three drives that is affiliation, power and achievement and then he calls his n or need affiliation need for power and need for achievement whenever there is a desire to exhale he says that people are actually motivated by this drive by this need for achievement in the same lecture we talked about the PQ that is physical quotient and an IQ intelligent quotient emotional quotient and then SQ spiritual quotient.

I refer to Dino Joker's spiritual intelligence and then discussed about her 12 underlining principles which actually do or enhance one spiritual intelligence such as self-awareness spontaneity being vision and value lead holism compassion celebration of diversity field independence humility tendency to ask fundamental question such as why am I here etc ability to refrain in case of conflicting situations positive views of adversity and a sense of vocation.

People who develop this spiritual intelligence people who to act using self-actualization need they generally add some higher motivations and differs very interesting because most of us when we do not want to develop ourselves we actually act at a very lower level of motivation so living life as a project with sensitive towards goodness truth and beauty was the concluding thought in

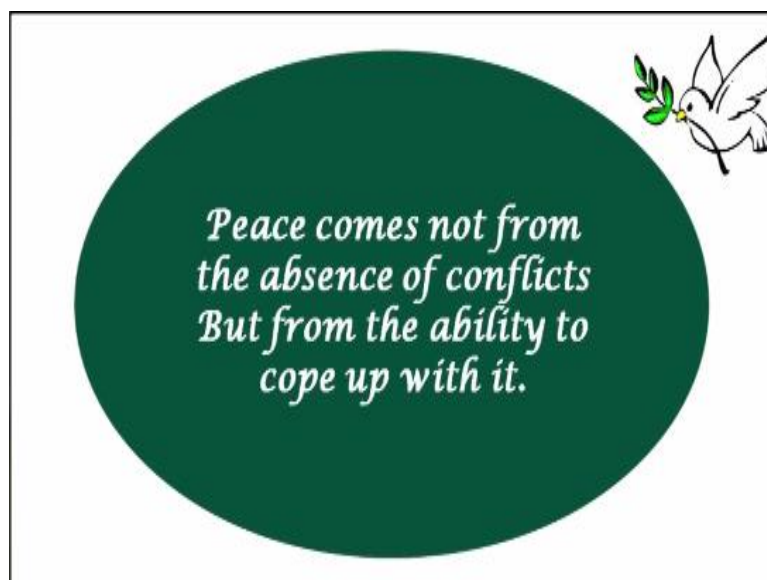
that lecture number six in the seventh one I started discussing about conflict solution skills because it is a very major soft scale and then I focused on how one can arrive at win-win solution.

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So conflicts or disagreements struggle fights but then they are to be seen a sport of life and one can be resolving this in a destructive manner as well as constructive manner but most of it depends on what to say and what not to say there are certain types of people who say certain things which will escalate conflict and there are some who always say things which will eliminate conflicts if conflicts are not resolving in a very normal amicable manner there are three levels in which one tries to achieve a win-win solution first by negotiation then by mediation or by arbitration.

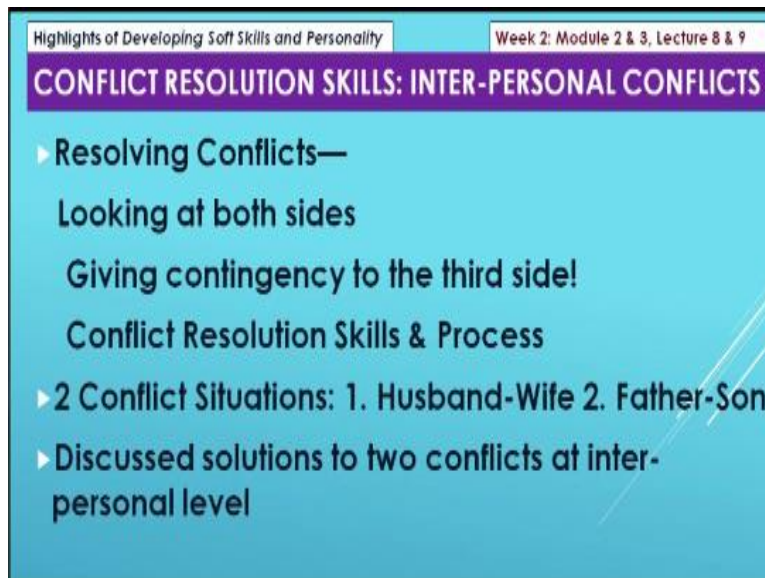
Arbitration a third party interferes overall I was trying to tell them that you should end any conflict in a win-win situation with the winning attitude and peace and harmony comes by solving the conflicts not from running away from it.

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So I concluded with the thought that peace comes not from the absence of conflicts but from the ability to cope up with it.

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In the next two lectures what we did was we looked at some interpersonal conflicts and then I try to help them as how to resolve conflicts by looking at both sides and giving contingency to the third side that always is missed by both sides so conflict resolution skills and process we discussed and then we in fact analyzed two conflict situations to studies one that happen between husband and wife another that happens between father and son and then in the subsequent lecture I discussed the solutions to two conflicts at interpersonal level the students use the forum also to discuss about this which I will explain to you when we go to the other's lectures.

That there will be a very active forum you can discuss sometimes like situations like this I will throw something and then you can think about it and then discuss with the other friends in the forum in lecture 10 I was just trying to give suggestions as how one can become a conflict resolution expert.

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Highlights of Developing Soft Skills and Personality Week 2: Module 4, Lecture 10

TYPES OF CONFLICTS: BECOMING A CONFLICT RESOLUTION EXPERT

- ▶ Discussed other ways of resolving conflicts.
- ▶ Emphasising **NEED** instead of Demanding **SOLUTION**
- ▶ Types of Conflicts: Intra/Interpersonal and Intra/Intergroup
- ▶ Toughest is the intrapersonal one
- ▶ Why conflicts are seen in a negative perspective?
- ▶ Why you need to see it in a positive perspective?
Helps increase in productivity, intimacy in relationships & growth for self.
- ▶ **Resolving Types:** Avoiding, Accommodating, Attacking Collaborating, Competing, Compromising
- ▶ **Becoming an expert:** Embrace conflicts, test your abilities resolve them.
- ▶ Conflicts are hidden opportunities to strengthen your personality and develop harmonious relationships—two aspects which are important for your personal as well as professional success.

So I discussed other ways of resolving conflicts and then I the particular way of emphasizing need instead of demanding solution instead of telling somebody to vacate the room leave the room so if somebody says that I need to study this in a peaceful environment so that is need assertion instead of demanding somebody to resolve solve things in one's own manner and then we talked about types of conflicts particularly intra interpersonal and then in trainer group conflicts and then I told them that the toughest one is the intrapersonal one that is the conflicts which are within and then why is that some people generally see conflict in a negative perspective.

And why cannot they see this in a positive perspective if he can see this in a positive perspective it will only help in increasing productivity intimacy in relationships and growth for self so there are types like in terms of resolving conflict so you may have avoiding people accommodating people attacking or collaborating as well as competing and compromising types of people but when you become an expert you need to embrace conflicts instead of running away from that and you need to test your abilities to resolve the conflicts you should understand that they are hidden opportunities to strengthen your personality and develop harmonious relationships.

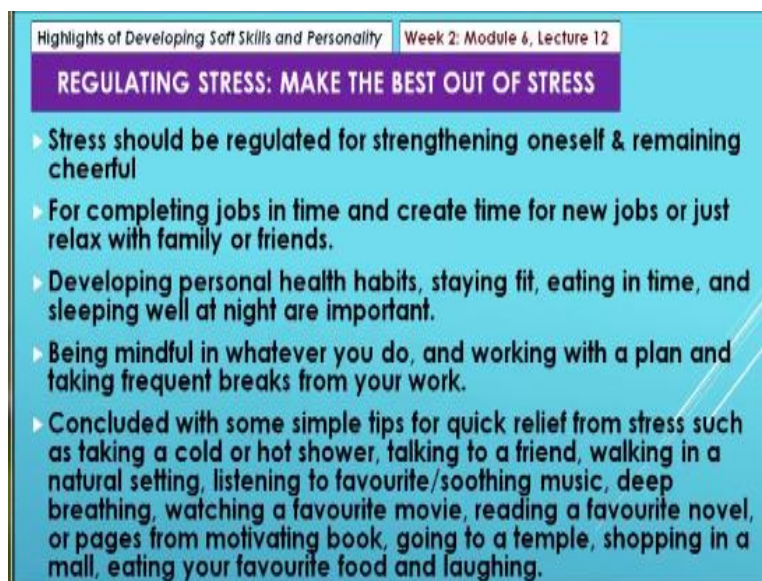
Two aspects which are important for your personal as well as professional success so after conflict I focused on stress the types of stress.

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And then I try to cause some kind of self-awareness about stress so stress as you understand is a kind of imbalance between situational demand and individual supply so there is overwhelming demand on you and then your supply is limited in terms of time in terms of resource in terms of your motivation to do some work now all people all living things get stressed so I was giving examples of even animals and plants which get stressed and then I talked about good stress that is you stress and then bad stress that is distress.

And then we try to understand how we can use good in a favorable manner and how we should minimize the back stress that is distress.

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Highlights of Developing Soft Skills and Personality Week 2: Module 6, Lecture 12

REGULATING STRESS: MAKE THE BEST OUT OF STRESS

- ▶ Stress should be regulated for strengthening oneself & remaining cheerful
- ▶ For completing jobs in time and create time for new jobs or just relax with family or friends.
- ▶ Developing personal health habits, staying fit, eating in time, and sleeping well at night are important.
- ▶ Being mindful in whatever you do, and working with a plan and taking frequent breaks from your work.
- ▶ Concluded with some simple tips for quick relief from stress such as taking a cold or hot shower, talking to a friend, walking in a natural setting, listening to favourite/soothing music, deep breathing, watching a favourite movie, reading a favourite novel, or pages from motivating book, going to a temple, shopping in a mall, eating your favourite food and laughing.

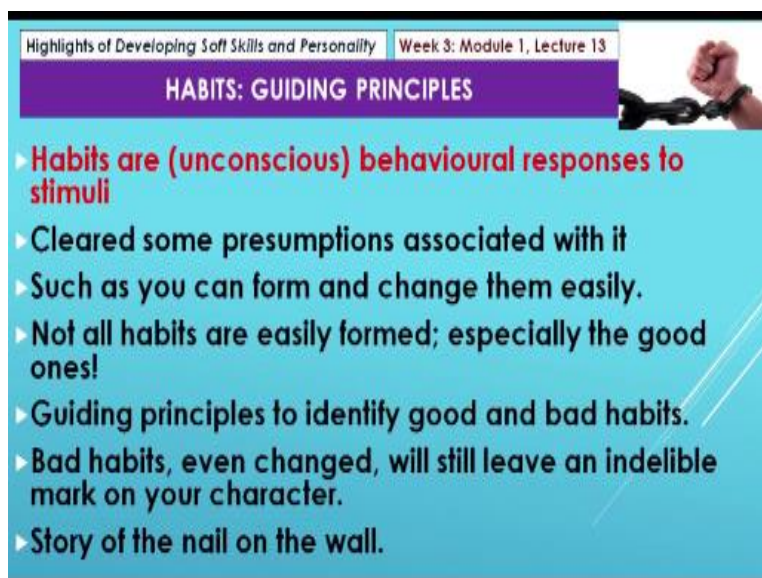
And that continued in the next lecture about regulating stress and making the best out of stress now this is important to remain cheerful and for competing jobs in time and for creating time for

new jobs or even if you are not having any stress you can just spend time with family relax with friends so developing personal height habits staying fit eating in time and sleeping well at night or important for removing stress and being mindful in whatever you do and working with a plan and making frequent breaks from your work.

So this will also reduce stress I also concluded the lecture with some simple tips for quick relief from stress such as taking a cold or hot shower talking to your friend walking in a natural setting listening to favorite soothing music deep breathing watching a favorite movie reading a favorite novel or pages from motivating book going to a temple or going to a place where you simply piece shopping in a mall eating your favorite food and laughing.

So all these things can give you quick relief from stress relief is very important because as I said this is another aspect of your personality when an employer looks at you if he knows that even you are able to handle very conflicting situations without stress so he will see you as a kind of resource learn a person who gets stressed frequently and he's seen as a kind of liability by the employer after that I spent quite considerable amount of time in terms of habits I started with habit and some guiding principles are both habits.

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Highlights of Developing Soft Skills and Personality Week 3: Module 1, Lecture 13

HABITS: GUIDING PRINCIPLES

- ▶ **Habits are (unconscious) behavioural responses to stimuli**
- ▶ Cleared some presumptions associated with it
- ▶ Such as you can form and change them easily.
- ▶ Not all habits are easily formed; especially the good ones!
- ▶ Guiding principles to identify good and bad habits.
- ▶ Bad habits, even changed, will still leave an indelible mark on your character.
- ▶ Story of the nail on the wall.

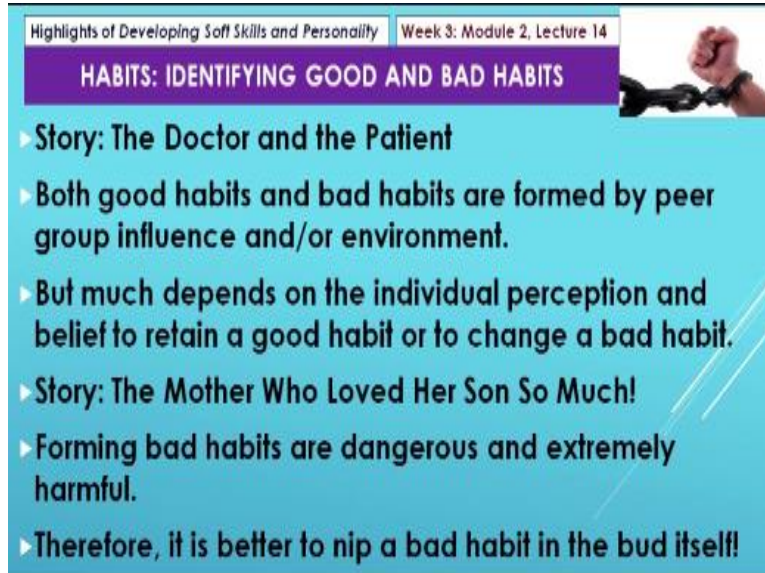
Habits are unconscious behavioral responses to stimuli so sometimes you think that you are doing certain things spontaneously but then there is an external stimuli something is provoking you to do something and then you rather do it unconsciously, I cleared some presumptions associated with such as people think that you can form habits very easily and then you can also change them easily but not all habits are easily formed especially the good once.

It takes time to form good habits and it very easy to form bad habits so I was trying to focus more on eliminating this spider which lickers bad habits even if changed it will leave an indelible mark on your character in this context I told a very interesting story, story of the nail on the wall it is a story that was appreciated by many of the participants last time so if you are interested I would say that go to lecture 13 and just find out what is the story and why you should not form bad habits.

Now in the next lecture I was trying to identify how you can form good as well as how you are forming bad habits here again I told them another story again it is a very interesting story I would like to get back to this lecture 14 and then see what was there in the story but then sufficient to tell you most of the habits whether good or bad or actually found by peer group influence and our environment.

So we see somebody doing something around us and then we feel that we can also do that even we do not know whether it is good or bad initially smoking for example so one person sees that everybody else is smoking and what is the harm in I smoking and it starts just like that maybe it stops when the person realizes that he or she has got cancer but then initial forming so it starts in a very simple innocuous manner where it is starting because of peer group influence.


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Highlights of Developing Soft Skills and Personality Week 3: Module 2, Lecture 14

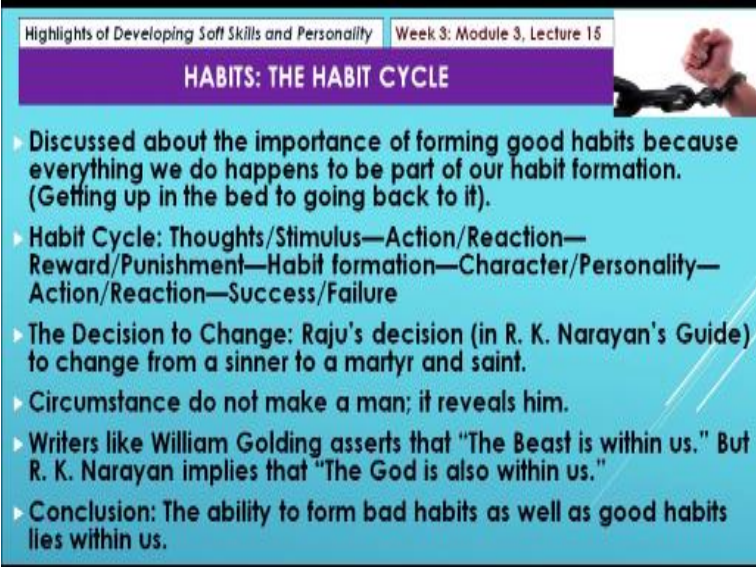
HABITS: IDENTIFYING GOOD AND BAD HABITS

- ▶ **Story: The Doctor and the Patient**
- ▶ **Both good habits and bad habits are formed by peer group influence and/or environment.**
- ▶ **But much depends on the individual perception and belief to retain a good habit or to change a bad habit.**
- ▶ **Story: The Mother Who Loved Her Son So Much!**
- ▶ **Forming bad habits are dangerous and extremely harmful.**
- ▶ **Therefore, it is better to nip a bad habit in the bud itself!**



But much depends on the individual perception and beliefs to retain a good habit or to change a bad habit, so I gave another story about the mother who loves her son so much to indicate that forming bad habits are dangerous and extremely harmful so it is better to nip a bad habit in the bud itself.

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Highlights of Developing Soft Skills and Personality Week 3: Module 3, Lecture 15

HABITS: THE HABIT CYCLE

- ▶ Discussed about the importance of forming good habits because everything we do happens to be part of our habit formation. (Getting up in the bed to going back to it).
- ▶ Habit Cycle: Thoughts/Stimulus—Action/Reaction—Reward/Punishment—Habit formation—Character/Personality—Action/Reaction—Success/Failure
- ▶ The Decision to Change: Raju's decision (in R. K. Narayan's Guide) to change from a sinner to a martyr and saint.
- ▶ Circumstance do not make a man; it reveals him.
- ▶ Writers like William Golding asserts that "The Beast is within us." But R. K. Narayan implies that "The God is also within us."
- ▶ Conclusion: The ability to form bad habits as well as good habits lies within us.

Now in the next lecture I focused on habits the habit cycle so the habit cycle actually is starting like thought, stimulus and then action, reaction, reward, punishment and then habit formation happens this tries to determine your character personality again you try to act react and in terms of success or failure your behavior will determine your future, now the decision to change often will be a very crucial one I talked about the character Rogers decision to change in the novel Arc an arrange and guide.

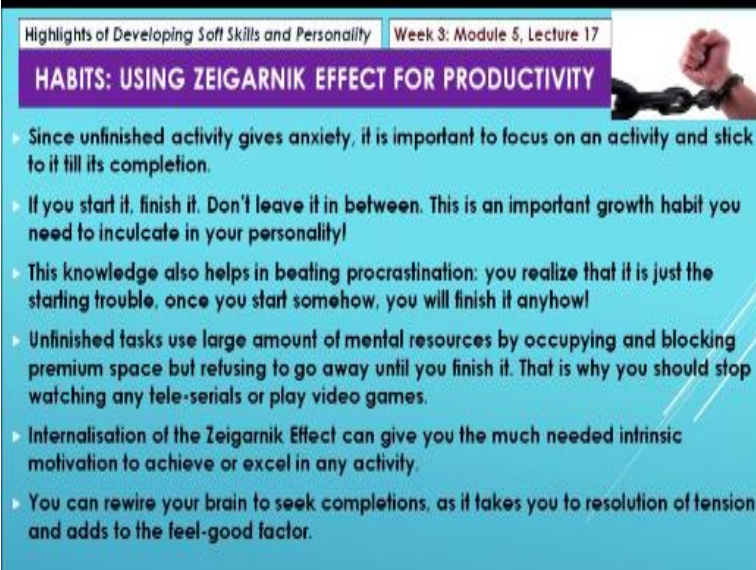
And then I also try to prove that circumstance do not make a man it rather releasing, writers like William Golding asserts that the Beast is within us but RK Narayan implies that the God is also within us so I concluded with the thought that the ability to form bad habits as well as good and which slice in us the choice is ours and then the next lecture focused on breaking bad habits so I started with a question that why is that some people are able to change their habits in a lightening second and others are not able to do that in ages.

So the answers lies within us our own perceptions of reality correct or incorrect and the way we use dopamine that is a chemical that induces closure in a constructive or a destructive manner in a constructive manner you can use it to challenge you so that hides you to get a kind of pleasure

satisfaction in a destructive manner you can use that to develop addiction for something and that kills you, so it government really forms a crucial role in forming additive habits bad habits are usually formed in those circumstances where it is easy to seek pleasure by which you are also able to avoid painful or disagreeable experiences and introduced a very interesting concept the Zeigarnik effect which highlight a compulsive need to complete something.

The effect is that human nature always wants to finish whatever it started so if something is remaining unfinished incomplete so there is a kind of bits or Solon's that is a kind of discomfort that we feel so we always want to go back to the thing and then we always want to finish it so do not leave anything incomplete in a good as well as in a bad sense it can affect you, now in the next lecture that is lecture 17.

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Highlights of Developing Soft Skills and Personality Week 3: Module 5, Lecture 17

HABITS: USING ZEIGARNIK EFFECT FOR PRODUCTIVITY

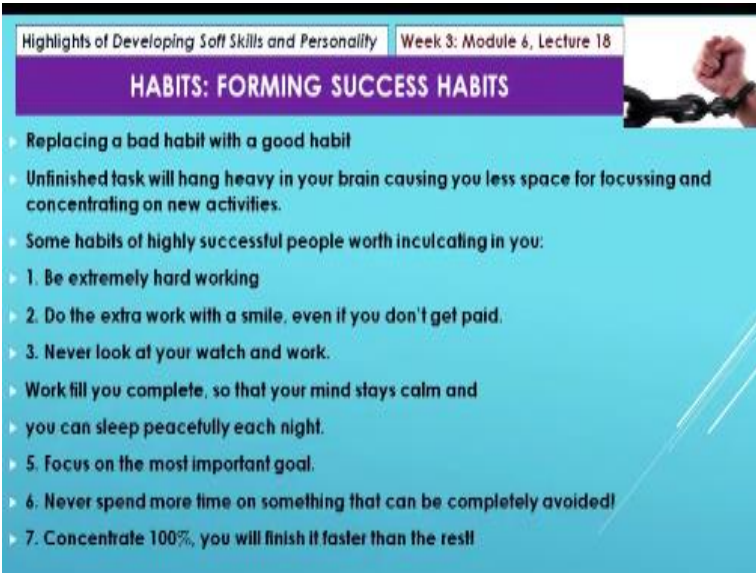
- ▶ Since unfinished activity gives anxiety, it is important to focus on an activity and stick to it till its completion.
- ▶ If you start it, finish it. Don't leave it in between. This is an important growth habit you need to inculcate in your personality!
- ▶ This knowledge also helps in beating procrastination: you realize that it is just the starting trouble, once you start somehow, you will finish it anyhow!
- ▶ Unfinished tasks use large amount of mental resources by occupying and blocking premium space but refusing to go away until you finish it. That is why you should stop watching any tele-serials or play video games.
- ▶ Internalisation of the Zeigarnik Effect can give you the much needed intrinsic motivation to achieve or excel in any activity.
- ▶ You can rewire your brain to seek completions, as it takes you to resolution of tension and adds to the feel-good factor.

So I was trying to say how we can use this for productivity, so for example if you start a bad habit and then you leave in between again you will go back to that and then you will continue but then if you start a good habit for example reading a good novel so even if you leave in between you will feel like going back and then continuing that, so that was the habit that I was saying that you should inculcate that if you start it you should finish it and do not leave it in between and

this is an important growth habit that you need to inculcate in your personality and this knowledge also helps in beating procrastination so you should realize that it is just the starting trouble once you start somehow you will finish it anyhow it is most of the times you do not start and once you start working you know that this Zeigarnik effect is acting on your mind and Italy not let you leave something incomplete and if you leave it you will really feel a lot of dissonance discomfort and then anxiety.

Now the other way around why should you use it for productivity because the unfinished tasks they occupy huge amount of your mental energy so do not let it occupied by telesales or video games so use it for fruitful ones that will help you to develop your intrinsic qualities and then that will help you to develop excellence in any activity you can rewire your brain to see completions as it takes you to resolution of tension and adds to the feel good factor if you are able to complete the work.

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Highlights of Developing Soft Skills and Personality Week 3: Module 6, Lecture 18

HABITS: FORMING SUCCESS HABITS

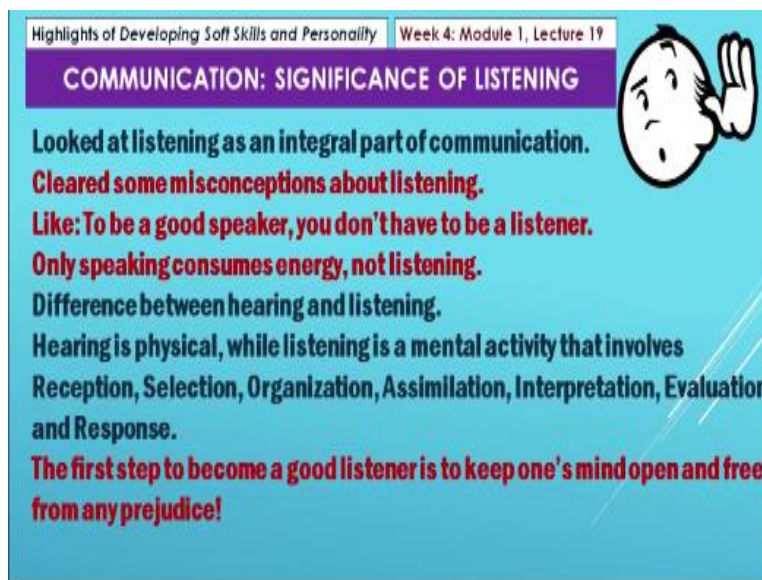
- ▶ Replacing a bad habit with a good habit
- ▶ Unfinished task will hang heavy in your brain causing you less space for focussing and concentrating on new activities.
- ▶ Some habits of highly successful people worth inculcating in you:
 - ▶ 1. Be extremely hard working
 - ▶ 2. Do the extra work with a smile, even if you don't get paid.
 - ▶ 3. Never look at your watch and work.
- ▶ Work fill you complete, so that your mind stays calm and you can sleep peacefully each night.
- ▶ 5. Focus on the most important goal.
- ▶ 6. Never spend more time on something that can be completely avoided!
- ▶ 7. Concentrate 100%, you will finish it faster than the rest!

In the eighteenth lecture I was finally trying to conclude the taught on habits about forming success habits, so the most important thing I suggested was you replace a bad habit with a good habit okay, so if you sleep late you just try to replace that by getting up early in the morning

automatically your late sleeping really stop so just replace a bad habit with a good habit so unfinished tasks will hang heavy in your brain causing you less space for focusing and concentrating on new activities so clear all this unfinished one and follow the successful Habits of Highly successful people what are they very quickly be extremely hard-working do extra work with a smile even if you do not get paid.

Never look at your watch and work, work till you complete so that your mind stays calm and you can sleep easy each night focus on the most important goal never spend more time on something that can be completely avoided, concentrate 100% you will finish it faster than the rest.

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Highlights of Developing Soft Skills and Personality Week 4: Module 1, Lecture 19

COMMUNICATION: SIGNIFICANCE OF LISTENING

Looked at listening as an integral part of communication.

Cleared some misconceptions about listening.

Like: To be a good speaker, you don't have to be a listener.

Only speaking consumes energy, not listening.

Difference between hearing and listening.

Hearing is physical, while listening is a mental activity that involves Reception, Selection, Organization, Assimilation, Interpretation, Evaluation and Response.

The first step to become a good listener is to keep one's mind open and free from any prejudice!

Now communication is the next set of lectures that I gave particularly starting with listening the lecture number 19 focused on the significance of listening I looked at listening as a very active integral part of communication I started by clearing certain misconceptions about listening things like people think that to be a good speaker you do not have to be a listener but it is not so and then people think that speaking consumes energy not listening and then people do not have a clear distinction between hearing and listening.

So hearing is physical while listening is mental activity that involves reception selection, organization assimilation, interpretation, evaluation and response so the first step to become a good listener is to keep one's mind open and free from any prejudice.

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Highlights of Developing Soft Skills and Personality Week 4: Module 2, Lecture 20

COMMUNICATION: ACTIVE LISTENING

Good Communication is Good Listening.
Good listening is an active, integrated communication skill that demands energy and know-how.
It is purposeful, powerful and productive.

Active Listening: Whole body listening.


Tips for becoming an active listener:

- Be courteous and considerate, Don't interrupt
- Note down important points, Minimise self-talk
- Stay Focused, Encourage, Acknowledge efforts, Summarise,
- Seek Clarifications, Use Silence,
- Conclude with a good feeling.

In the next lecture I followed this listening discussion and then I particularly focused on active listening, all good communication is about good listening and good listening is actually active listening which is demanding energy and which is very purposeful powerful and productive active listening is whole body listening it's not this ear listening its eyes watching hot even feeling compassionate and all that.

I ended with some very interesting tips for becoming an active listener sisters being courteous and considerate to the speaker not interrupting minimizing self-talk and even using silence.

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Highlights of Developing Soft Skills and Personality Week 4: Module 3, Lecture 21

COMMUNICATION: BARRIERS TO ACTIVE LISTENING

Barriers to Active Listening:

Physical Barriers: External noise, inside chats

People-Related Barriers: Physiological, Psychological.

Other Barriers:

Inadequate language base, partial listening, disinterestedness, prejudging, hatred/love for the speaker, diffidence, over-enthusiasm, intolerance, deep-rooted beliefs, positive bias/influence.

The slide features a cartoon character in the top right corner with a question mark on its forehead and one hand raised, suggesting a point of inquiry or a key concept.

In the next lecture I focused on the barriers to active listening so the barriers can be physical such as the external noise or even inside chats but then the people related barriers or the most problematic ones that could be physiological or psychological physiological is the one like dealing with your height so for example if you have a severe headache you do not feel like listening to that lecture.

Or if it is extremely cold weather you do not want to talk to someone in that method and so on so psychological barriers are more problematic and then combined with that I discuss about other barriers such as partial listening disinterestedness and then showing hatred for the speaker or showing love for the speaker both cases it will act as a barrier so it will lead to positive bias or influence once deep-rooted beliefs will also work against one's receptivity in terms of listening.

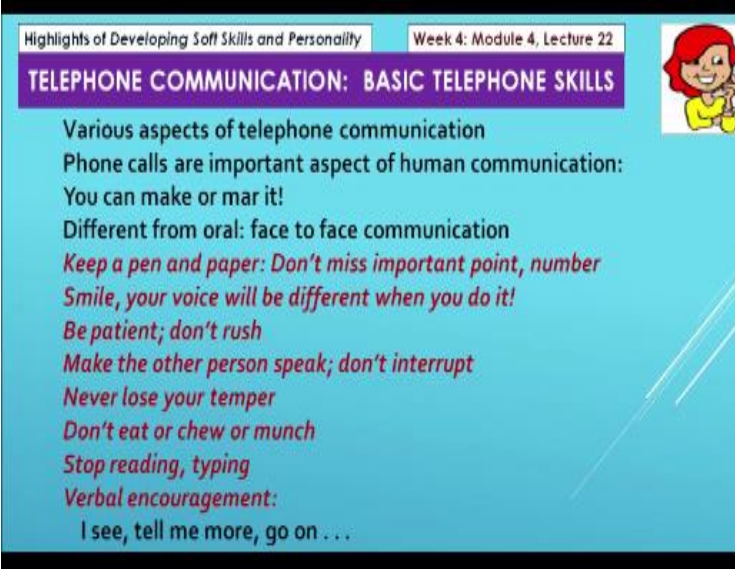
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Speak in such a way that
others love to **listen** to you.
Listen in such a way that
others love to **speak** to you.

I concluded with the thought that speak in such a way that others love to listen to you listen in such a way that others love to speak to you.

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Highlights of Developing Soft Skills and Personality Week 4: Module 4, Lecture 22

TELEPHONE COMMUNICATION: BASIC TELEPHONE SKILLS

Various aspects of telephone communication
Phone calls are important aspect of human communication:
You can make or mar it!
Different from oral: face to face communication
Keep a pen and paper: Don't miss important point, number
Smile, your voice will be different when you do it!
Be patient; don't rush
Make the other person speak; don't interrupt
Never lose your temper
Don't eat or chew or munch
Stop reading, typing
Verbal encouragement:
I see, tell me more, go on . . .

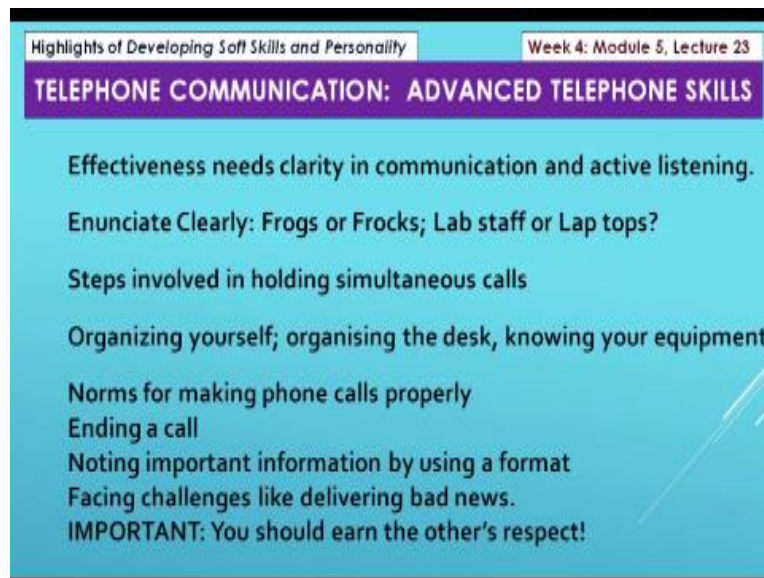
Now the next set of lectures focused on telephone communication and because that is also related to listening and particularly basic telephone skills and then slightly advanced ones and then in general overall telephone skills were the ones by which I concluded the fourth week, I started with discussing about various aspects of telephone communication because phone calls or even communication and you can make or nor it.

This is different from a face-to-face communication where we can see the nonverbal behavior and then modify but in phone we are not able to see it so we have to be very careful and to be to have some basic skills I suggested that especially when you get some important calls keep a pen and paper so do not miss important point numbers for example you need to note it you may not remember even you think that P the other person may not be able to see you but you smile and then when you smile your voice will be different when you do it.

And then be patient do not rush make the other person speak do not interrupt never lose your temper do not eat or Chew or munch while talking it will be a very annoying behavior for the other person to hear stop reading or typing when you are talking give you a full attention and then verbal encouragement such as I see, tell me more, go on, can be added so that the other

person feels that you are an active listener and in the next lecture I focused on advanced telephone skills.

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So where again I try to emphasize that effectiveness needs clarity in communication and active listening in order to do that one needs to enunciate clearly words like frogs or frogs laptop or laptops so lot of illustrative examples I gave and then I talked to them about the steps involved in holding simultaneous calls, before a call comes to be in very advanced professional I said organize yourself be prepared organize the disk and know your equipment how you can use the actual phone.

And then I also talked to them about making the phone call properly with the proper beginning, middle and also ending a call noting the important information by using a format I suggested a format so if you want to again take a look you should go to the lecture facing challenges like delivering bad news so how do you do that especially on phone and the most important point is that in doing all these things you should earn the others respect.

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Highlights of Developing Soft Skills and Personality Week 4: Module 6, Lecture 24

TELEPHONE COMMUNICATION: ESSENTIAL TELEPHONE SKILLS

More Challenges
Handling difficult callers, Dealing with angry callers

Essential Telephone Skills
Manage your voice
Be an active listener
Be cheerful
Know your caller
Replace fear with confidence
Be Polite
Avoid Jargons
Anticipate Problems
Consider calls as opportunities

You should be the person anybody wants to talk to!



Now in the week for the module six and the twenty fourth lecture concluded with certain essential telephone skills where I suggested how one can go to more challenges as a professional for example handling difficult callers or dealing with angry callers dealing with greed the customers and then there again I try to give another essential telephone skill set, such as managing one's voice being an active listener being cheerful knowing your caller replacing fear with confidence and then being polite avoiding joggings anticipating problems.

Like the caller may start in a very smooth manner but then one should be prepared if the caller is the speaker is going to put you into some trouble so that you have to be very careful so initially the caller will appear to be very harmless but one should be anticipating problems and you should always consider calls as opportunities because these are the ones that again helps you develop your soft skills again influence somebody and then again get something that will actually enhance your personality.

So you should be the person anybody wants to talk to not the person anybody wants to avoid so keeping that in mind so I just overall gave this module particularly on listening as well as on telephone skills, so I concluded the lecture with essential telephone skills now I break this lecture

and then go to the next one in which I will discuss the remaining preview remaining recaps relation of what they did in the previous course but in the meanwhile for further reference.

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This course is already available on You Tube channel link in the link that I have given here you can take this and you can click and then all the lectures are available or you can go to NPTEL link and then you can just go to the course you can download the videos especially I am talking to those who have not even had a look at some of these videos, so those who have done it if you just want to recollect you can go otherwise might preview itself is good enough.

Now whether you have done it or not it is not going to affect your doing of this course okay but it's just I wanted to tell you what I have done before I will not be able to do again and these are what I have done worse in terms of basic skills which you should develop at a preliminary level and now slightly we are going towards the professional level in which water skills you have developed we need to look at some old and these are enhanced level.

Slightly advanced one so that is why I want you to have a look at this one so take your own time and then come back to the next lecture and in the next lecture I am going to cover the remaining

topics that I discussed in the previous course developing soft skills and personality I thank you for your patience, thank you so much for watching this for a long time I assure you that other videos would not take this much time this is just like half of the course has been told to you in one lecture in the other lecture I am going to give you the remaining off, with that you get a glimpse of what I did before and then with that we will start a fresh and that time it will be just half an hour each lecture, thank you once again look forward to meeting you in the next lecture.

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