

**Indian Institute of Technology Kanpur**

**National Programme on Technology Enhanced Learning (NPTEL)**

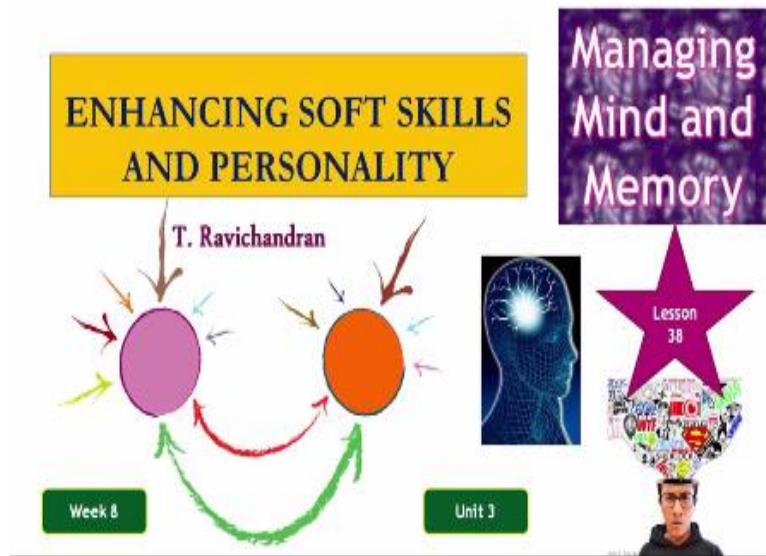
**Course Title  
Enhancing Soft Skills And Personality**

**Lecture - 38  
Managing Mind and Memory**

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

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This is the eighth week and the third unit lesson number 38 and in this unit let us focus on managing mind and memory and before we start going to the concept let us take a quick highlight of what I did in the last lesson.

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**Highlights OF THE LAST LESSON**

- ❑ We learnt about business etiquette, which refer to those mannerisms a professional is expected to follow in business and social situations.
- ❑ Some significant norms for developing business etiquette were introduced as follows:
  - In a business meeting or social gathering, introducing first the person who accompanies you.
  - Speaking in a common language.
  - Not chewing gum or eating something while participating in serious discussions.
  - Not interrupting a speaker.
  - Informing about your absence in meetings in advance.
  - Refusing to do anything unethical even if the pressure comes from higher authorities.
  - Not sharing confidential information as well as intimate personal details with others.
  - Not saying bad things about the previous company or the boss.
  - Talking to the point in a precise and unambiguous manner.
  - Being courteous, polite and respectful all the time.
  - Avoiding intimate relationships with office colleague.
  - Praising people in public but criticising them in private.
  - Keep acquiring good manners and developing taste for them.

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In the last lecture we learnt about business etiquette which refer to those mannerisms a professional is expected to follow in business and social situations. So as I explained the professional somebody like an engineer or a doctor it is supposed to behave in a particular manner both in the professional area as well as in the social situation and in that context some significant norms for developing business etiquette were introduced and they are as follows.

In a business meeting or social gathering introducing first the person who accompanies you is very important speaking in a common language not chewing gum or eating something while participating in serious discussions not interrupting a speaker and if you have to interrupt seeking permission, informing about your absence in meetings in advance refusing to do anything unethical even if the pressure comes from higher authorities in the long run they will learn about your integrity and honesty and initial days or the testing time so you should refuse to do anything unethical.

Not saying bad things about the previous company or the boss even when you are not in your senses even when you are drunk or even when you have left the job you are not supposed to say that talking to the point especially in communication and in a precise manner without any

ambiguity being courteous polite and rest full all the time, avoiding intimate relationships with office colleague, pricing people in public but criticizing them in private so you have to reprim and you have to call them in your office privately and then not in the presence of anybody you need to share your critical comments but if you have the price you can price them in public. Having discussed all these things I gave some interesting quotes which emphasized on the point that you need to keep acquiring these good manners and keep developing taste for them also.

So it is not like that one day one night by watching one video you learn all of them you need to observe you need to learn you need to educate yourself to develop those mannerisms and then it will become an integral part of you and slowly people will recognize you as a professional with excellent etiquette so with that thought we concluded the previous one.

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**THE POWER OF MIND**

According to John Milton, "The mind is its own place, and in itself, can make a Heaven of Hell, a Hell of Heaven."


Similarly, Abraham Lincoln says, "Most folks are about as happy as they make up their minds to be."

These thoughts indicate that human mind is capable of creating happiness or sorrow on its own by its own capabilities.

The scattered mind yields to divergent thoughts and gets bogged down with fatigue soon.

The organised mind, like sunrays converged into a lens, burns with unquenchable energy.

So, by organising your mind, and focussing it on a highly valuable task, you can become a better and happier person.



Dr. T. Karthikeyan, Professor, IIS (Department of IT) Saigal, India

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Let us begin this lesson with an interesting aspect of the mind the power of mind according to John Milton the mind is its own place and in itself can make a heaven of Hell a hell of heaven what did he mean by that he meant that the mind even if it stays in one place it will not go anywhere in its own place it can make a heaven of hell or hell of heaven, so hell or heaven is not something outside the mind it is inside the mind and it has the capability to create a high out of

heaven or heaven out of hell. Similarly Abraham Lincoln says most folks are about as happy as they make up their minds to be, now these thoughts are similar and indicate that human mind is capable of creating happiness or sorrow on its own by its own capabilities it is all in the mind and correcting your mind, organizing your mind, channelizing it and then extracting the power of your mind gives you power if the mind is scattered so scattered mind is two divergent thoughts and gets bogged down with fatigue song so it gets scattered it is getting knot confused so, so many things are available so many options to do so then it feels fatigued very soon it loses its energy.

The organized mind on the other hand like sunrise converged into your legs burns with unquenchable energy so that organized mind when you organize all your thoughts and let it concentrate focus on one activity that you have chosen at your hand should be a very highly valuable task then you will become a better and happier person than what you are know so that is the secret of using your mind power to become successful.

Now if you ask can you organize my mind all the time rather you should understand first mind is mercurial very quickly changing very dynamic and you cannot control your thoughts all the time that easily. Too many thoughts overlap in our minds and they change in a fraction of second going to external simile which are processed through our five senses for instance let us say you are travelling in a very calm area where you are surrounded by scenic beauty and then you are on a train and then the beauty itself is evoking you to write some poem you are in a very poetic thought and then some nostalgic moments they are completely immersed in very beautiful thoughts.


Now this moment which is first by you with overwhelming beautiful thoughts can be changed quickly by some shocking thing found on the road, let us say you find a jackal eating a dead body or you see suddenly an accident something that is horrifying and something that is striking your eyes maybe the blood freshly rousing out of the body that was hit in the accident now this thing in reality will just hit you and then the thoughts that were coming as a flow will just go away it will be distracted.

So every time so through eyes you are getting through ears some noise some songs through touch through all your sense organs whatever you are receiving as inputs so they go and give a kind of eternal flow to your thoughts so it is very important that you need to organize and focus it in one direction and you need to give that direction so that is the secret it is not to let it flow freely but to channelize it to think focused in one chosen direction.

Now the other interesting factor that you need to know is that psychiatrist agree that we only use about 10% of our mind efficiently and use 40% of our mind inefficiently.


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### ORGANISING YOUR MIND

- ❖ You cannot fully control your thoughts. Too many thoughts overlap in our minds and they change in a fraction of a second owing to external stimuli which are processed through our five senses.
- ❖ For instance, a cool, poetic thought in the mind while travelling on a train through a scenic path can be changed quickly by some shocking thing found on the road.
- ❖ The secret is not to let it flow freely but to channelize it to think focussed in one chosen direction.
- ❖ Psychiatrists agree that we only use about 10% of our mind efficiently, and use 40% of our mind inefficiently (by struggling to store trivial details), and rarely use remaining 50% of the mind!



Dr. F. Kulkarni, Professor, IIT Bombay, 17/06/2018

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By struggling to store trivial details because mind is like your hard disk so the hard disk also has a storage space and then whatever you put in your computer is getting stored so even if you put some unwanted information that also gets stored and just like the way your mind keeps storing occupying space even when it is grasping getting some information from gossips, rumors okay so the next time when you read a rumor or that address ran away with that director so you need to actually ask should I read this kind of things and let my mind register this kind of thoughts.

Because your space in the mind is at a premium you cannot expand it and then you are putting lot of trivial details by which you are occupying about 40% of your mind and making it become inefficient and its operating in 10% very actively and there is another 50% of our mind which remains almost unused. Now if you go by this thought and if you understand that if we can achieve what we all have been doing so far only like 10% efficient use of our minds imagine how much we can achieve if we can use our minds one 100%.

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**ORGANISING YOUR MIND**

- ❖ If we can achieve whatever we have accomplished so far only by 10% efficient use of our minds, imagine how much we can achieve if we can use our minds 100%!
- ❖ We need to hypnotise our minds using auto-suggestion. You need not take professional help to do this.
- ❖ It is enough if you keep watching your thoughts and interfere at the right moment to give direction and preventing it from going astray.
- ❖ For example: Imagine that you are going to attend one of those regular class lectures—watch your thoughts. Take note of them, especially of those last few minutes before you enter the classroom. If they flow with negativity as: “Oh! Another boring lecture!” “I didn't prepare today also, how can I manage?” “What is the use of attending this lecture?”



Dr. T. Kambhakar, Professor, IIT Guwahati, India

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To do this we need to cheat our minds we need to hypnotize our minds using autosuggestion and to do this again you need not take any professional help it is enough if you become a friend of yourself and then try to talk to your mind and then you talk to the mind as a very trusted friend and then you talk only when it is necessary but you keep watching your thoughts and interfere at the right moment appropriate time to give direction and prevent your mind from going astray.

For example, let us say you are a student and then you are going to another class which is a routine and then as for the timetable it shows there will be about 48 classes like this and only about 21 have been completed now this is eight another class and then there will be yet another and another in the coming so the sheer monotony, how does it affect you is it affecting your

thoughts and making you feel bored and then gather lot of negativity even before entering into the classroom so watch your thoughts when you are going to attend one of those class lectures what's your thoughts it could be any event when you are going there just watch your thoughts they actually give direction to your mind and take note of them especially those last few minutes before you enter the classroom or auditorium or a meeting hall before you attend that event.

Now if the flow of the thoughts or overtly negative such as the thoughts are coming to you like who another boring lecture I did not prepare today also how can I manage what is the use of attending this lecture now these are negative thoughts coming and then they will try to sap your energy even before attending the lecture however you can change those negative wipes if you inject positive thoughts us.

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### **ORGANISING YOUR MIND**

- ❖ **You can change those negative vibes, if you inject positive thoughts as: "Today, I will be learning something new from this lecture." "Students appear to be more enthusiastic today." "Teacher looks thoroughly prepared today; maybe it is her favourite topic!" "I should take notes and focus on the concept," etc.**
- ❖ **Focussing on yourself and letting the mind think about your improvement is the key to self-development. Instead, many people let the mind focus on other's achievements. They often make comparisons with others and believe that they are less capable.**
- ❖ **The only real competition is with oneself. One has to use one's mind to push oneself from one level to another. It's all in the mind. And mind games are to be won first.**



Today I will learn something new from this lecture and today I will note some important points from this lecture and then as soon as you go to the class and then you take a quick look of the students and you tell yourself students appear to be more enthusiastic today teacher looks thoroughly prepared today maybe it is a favorite topic and then you tell yourself that I should take notes and focus on the concept ,now by telling these things in your mind what you are doing

is you are hypnotizing your mind to be except that you can actually learn from this situation even in reality it might be boring or monotonous but you are making your mind believe that you can really be in something from it and once you make the mind believe it will bring the best of the situation and if we make you get the heaven out of hell even if you are supposed to be in that hell like situation.

Focusing on yourself and letting the mind think about your improvement is the key to self develop instead many people you let the mind focus on others instead of focusing on yourself and letting the mind think about your improvement people let the mind look at others, others achievement and then what they are doing all the time so easy reading is he preparing for the exam instead of looking at you are you reading are you preparing for the exam are you throwing your preparation instead of checking what others are doing.

Now in this way what these people do is they often make comparisons with others and believe that they are less capable so comparisons with others always will try to underestimate your capabilities and this has been told before you should keep in your mind now that the course is reaching a conclusion stage the only real competition is always with yourself but not with anybody else and one has to use once mine to push oneself from one level to another.

So if you have done satisfactorily excellently some job at one level now do not be complacent push yourself to the next level so that you bring the better in you and it is all in the mind and it is possible you can always push yourself to one level ahead and these mind games are the ones to be won first. In order to do that you need to make your thinking also very effective.



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**EFFECTIVE THINKING**

- Much of life's crucial decisions depend on effective thinking. Often thinking is muddled for lack of sufficient information or for want of a fresh mind. Try the following for effective thinking:
- Collect all relevant facts. Seek relevant comments and suggestions from trusted sources.
- Do not take any decision in great hurry.
- Let the facts, comments, suggestions sink in your mind and memory.
- Sleep well. Think afresh in the morning.
- Choose open space for a thoughtful walk ( garden, sea shore, etc.)
- Listen to your instinct. Allow gut feelings to prompt right action.
- Most of the times, we ask rhetorical questions!



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It is not just thinking but effective thinking because much of life's crucial decisions depend on effective thinking, of a thinking is modeled for lack of sufficient information or for want of a fresh mind so either you do not get sufficient information to coherently think on something and then come out with a plausible answer or four wonderful fresh mind in the sense your mind has already become exhausted so it is lacking energy to think.

What can you do try following for the effective thinking some suggestions I am giving first collect all relevant facts and share it with your friends, well-wishers and seek relevant comments especially in a very critical situation or when you are in a dilemma as to choose this or that so you seek input from others and suggestions from trusted sources. But do not take any decision in great hurry especially if you can be so they do not just quickly give any response if you are in confusion.

And let the facts the comments the suggestions think in your mind as well as go to your memory and if something started in the morning let it sink and then take a good sleep way and then let these suggestions and other things work in your subconscious mind and think a fresh in the

morning in fact when you get up in the morning like a flash you may get some good suggestions which you did not get before when the brain was feeling exhausted.

Now even if you do not get it the other option is choose open space for a thoughtful walk so you can go to your garden can walk near sea shore if it is possible or some natural surrounding so just go where you are not crowded by people or lot of artificiality be with the nature and then you will get the suggestions which you would not get if you just sit in cramped spaces and then surrounded by people so you may not get net so try that thinking of fresh and try to get that out of the box thinking but just going out.

And at the same time try to listen to your instinct and our gut feelings to prompt a right action after feeding all these things instead of just getting confused or feeling compelled by some external things even by advertisements or even by somebody strong pushing so do not make a wrong decision but if you listen to your instinct and then if you allow your gut feelings to prompt the right action it will.

The other interesting thing is most of the times when we are confused and asking people so whether it is a management expert or a well-wisher or a psychiatrist or a consultant or even an astrologer when you go and ask is it right thing is it the right time can you do this or not, is it good for my friend is it good for my son or daughter when you ask all these things most of the times you ask rhetorical questions.


So in the rhetorical questions, rhetorical questions are questions which have answers in built in them the answers are there already, so when you ask these questions so the people at the other end they understand your mindset they know that okay you want to do this at this time and you want somebody to say that so when you ask the questions you will put all these things before others and the other person can easily grasp especially somebody like an astrologer or a very good consultant they will be able to tell you immediately oh this is the thing you should be doing, okay.

Sometimes they are actually supporting your prejudice sometimes they are actually trying to make you come out with a clear understanding of what you want as it is said that when you toss a coin and then before it falls down and whether you have to decide between head or tail but the coin has already decided for something if it is head you have already decided it should be the one and then there is the heart pining for where it is inclined towards so that tells you what you are really interested in so just like the tossing you are actually tossing your ideas before people and then seeking their responses for the correct direction but however I just want to tell you that most of the times we ask these rhetorical questions.

But if we can put that to ourselves and then let it sink and then let our instinct work on it we do not even have to ask anybody and we will be able to get the right decision for ourselves so that can be done through effective thinking so that is what I wanted to tell you in terms of effective thinking.,

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### MIND AND MEMORY



- **An well-organised mind is clearly backed up by excellent memory.**
- **Human mind and memory work through association of ideas. While most of the associations are made at subconscious level, to make associations work at a conscious level, the memory needs to be trained.**
- **Harry Lorayne in his *Secrets of Mind Power* illustrates how totally unconnected objects can be connected together by association, which can be remembered and recalled without any difficulty.**
- **The 12 words he uses for demonstration are: book, flower, cigarette, eyeglasses, shoe, suitcase, car, clock, baseball, pen, necktie, ship.**
- **To remember them in any order, first he suggests that these words need to be tied with up in pairs, and they must be tied up in an illogical and ridiculous manner.**

Dr. T. Ravichandran, Professor, HOD Department, IIT Madras, India

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Now the next important thing in terms of using your mind is trying to link that with your memory as mind and memory go hand in hand and a very well organized mind is clearly backed up by excellent memory, so the when you price somebody for organizing things so

effectively in the mind you only give credit to the person's memory to keep things in order three things in whatever order that is required and then restore there and then this ability this ability to use the short-term memory as well as the long-term memory to synchronize between these two.

So that is done using a very good coordination between well organized mind and excellent memory human mind and memory work through association of ideas that is very important you need to associate ideas you need to group them you need to link them you need to cluster them well most of the associations are made at subconscious level to make associations work at a conscious level the memory needs to be trained here since our course aim is not to train you get super memory.

I will give giving your tips but if you can use read experience some of the suggestions given in books like Harry Loring any secrets of mine power and I am giving you one more book at the end for further reference if we can use these simple books particularly Lorayne secrets of mine power illustrates how totally unconnected objects can be connected together by association which can be remembered and recalled without any difficulty as a demo for a demonstration he gives 12 words and they are actually not connected.

The words he uses our book, flower, cigarette, eyeglasses, shoe, suitcase, car clock, base ball, pen, necktie, ship now although they are completely unrelated there is an exercise in the book where he gives you ample physicians as how you can link one with the other and remember all of them and in whichever order you want to remember without missing any of them, so what are two tips I want to discuss here so to remember them in any order first it suggests that these words need to be tied up in patch.

That is you need to link for example book with flower, cigarette with eyeglasses, shoe and suitcase and they must be tied up in an illogical and ridiculous manner, so that is the best part so you have to link them in a very illogical and ridiculous manner why should it be linked in an illogical and ridiculous manner because when everything is logically connected it becomes monotonous and mind will not remember and if it is normally it will not remember so if they say normal is boring for the mind also it will remember illogical funny ridiculous abnormal things.



Take for example you are walking let us say each day by crossing one path and then nothing happens in that path a one day while crossing so somebody poured waters from the top and then you are shocked and later you came to know it was holly so somebody bored color water on you but the shocking moment and then they made a fool of you and people laughed and then you also laughed later you also started playing with them but that moment you will easily recapture.

Then let us say hundreds of times you have walked through the same path without any such illogical thing happening in your life so any funny things anything unusual that happens will be remembered captured in the mind in case of the examples that I gave for examples.

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### MIND AND MEMORY

- **For instance, book and flower: you should remember a flower reading a book or books growing in a garden instead of flowers. You need to visualise them in your mind. If you don't see them in your mind, you won't remember!**
- **Then the flower reading the book is seen smoking a cigarette (the next word)! That cigarette wears eyeglasses (the next word)! Thus you have to form a chain. And then train your memory to recollect the chain, it will do it with less effort!**
- **Remembering Numbers/Order: Lorayne and others suggest linking the numbers with images/ pictures resembling the number.**

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Dr. T. Navinchook, Professor, HOD Department, IIT Guwahati, India

He are used about Troy let us look at one or two book and flower you should remember a flower but reading a book or you should remember books growing in a garden instead of flowers rather you should visualize you should think of them in your mind and it is important that you should close your eyes and then in the mind you should recollect that okay this flower is reading a book so you imagine a big flower and keeping that book in the hand and the flower reading it.

Now once you visualize and keep in the mind so you remember both of them then you see the flower reading the book smoking a cigarette so do not go for the logic how can this clever smoke a cigarette no you just need to link this with the next word and once you visualize then remember go to the next word and then link back with cigarette, so the cigarette now where eye glasses again do not think what is the logic just make it funny and as funny as possible and then you keep on adding the other words and then form a chain and each chain is connected with one funny thought.

One funny image with the other and then train your memory to recollect the chain it will do it with less effort the other techniques like Lorraine and others suggest in terms of remembering numbers or linking numbers with images it is like concise slightly the other way around or pictures which resemble the number so let us take a quick example for example if you have to remember one.

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**MIND AND MEMORY**


➤ **For example:**

- 1 : Umbrella or Cigarette or Chalk piece or pen/pencil**
- 2. Eyes, two leaves**
- 3. Coconut (with three eyes); Lord Shiva (with three eyes)**
- 4. Chair, Car with four wheels**
- 5. Five star**

**You need to remember the number/ order by first linking it with the objects.**

**12 = A pencil (1) in the middle of the eyes (2)**

**51 = A five star smoking or holding an umbrella!**



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Dr. T. Arvind Kumar, Professor, HGS Department, IIT Kharagpur, India

So you have to remember objects which look like one for example an umbrella or a cigarette or a chalk piece or pain pencil so anything that you will be able to recollect one two you may remember to in terms of your eyes or two leaves or anything that will bring your mind too

quickly and you do not have to look at the examples which I am giving so in terms of three you can remember a coconut with three eyes or Lord Shiva with three eyes or anything that will bring to your mind 3 for 4 chair because it has four legs core four wheels so anything that you can recollect with 4, for 5 for example five star so you need to remember the number or order by first linking it with the objects.

So you can go up to 100 if you wish but at least up to 20 if you make linking objects with the numbers then you will be able to remember a number suppose they say that we need 12 okay around 12<sup>th</sup> the date so you always forget dates they say that it is on the 12 so how do you remember this 12 so you can remember for example a pencil in the middle of your eyes or somebody has put the pencil so pencil one and eye two 12.


So once you visualize this image and recollect the image 12 well come to your mind let us say they say we are ordering for 51 this time so to remember that number so you can five already we thought it will be five star so if you think like one for example we associated with cigarette so a 5 star smoking or a 5 star just holding an umbrella okay just even you make that like a cartoon or like a clipart and you imagine the five-star funnily holding an umbrella and then you will be able to remember that 5 for this star and then umbrella for one.

And you will never forget that it is 51 so these are simple mind games that you can play by association we will look at more interesting tips and in terms of managing your memory improving your memory and then make the mind function effectively and then make it help you to develop your personality in better and happier manner now before I conclude.

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Freedom and Learning . . .



**“If a man does only what is required of him, he is a slave.  
The moment he does more, he is a free man.”**

-A. W. Robertson

**“It is no great exaggeration to say that living is for the most  
part learning, and that the remainder of life is merely the  
carrying on in practice what has previously been learned.  
We begin to learn as soon as we begin to live;  
very probably the learning process commences some time  
before birth. It does not appear probable that we cease to  
learn until we are in the actual clutches of death.”**

-Knight Dunlap

Dr. T. Ramakrishna, Professor, IIT Guwahati, India

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I want to leave you thinking of two interesting quotations about freedom and learning what is freedom if a man does only what is required of him he is a slave so the job says you need to work nine to five you will work from nine to five exactly or some of you finish the job by 4:30 you will work only what is required anything you have to read only this syllabus the exam you will read only that much according to AW. Robertson you are a slave if you do only what is required of you because you are always bound by what is given to you what is restricted by somebody from outside.

So you will remain a slave the moment he does more is a freeman the moment you come out of that come out of the syllabus do something extra come out of that time that has been imposed on you do something extra keep something in advance you are free nobody can restrict nobody can control you so freedom is not by doing less not by restricting confining you to what is less expected from you but freedom is gained by learning more seeking more and then exceeding in terms of what is actually required from you.

The second quote is innocence related that is in terms of learning so to free yourself you need to learn constantly and this is from knight dun lap he says it is no great exaggeration to say that




living is for the most part learning is that I am not exaggerating living for the most part it means only learning and that the remainder of life is merely the carrying on in practice waters previously be learnt.

So the remainder of life is merely the carrying on in practice what has previously been learned so whatever is remaining in the life is based on what you have learned before you begin to learn as soon as we begin to live so living and learning is a kind of process that happens goes together very probably the learning process commences sometime before birth it does not appear probable that we seem to learn until we are in the actually clutches of death when do we stop learning only when death has come to us.

So till death you keep learning you keep improving you keep developing yourself so it is the fixed mindset that thinks that learning is completed when you have completed whatever is given in the syllabus and when you are completed and got a certificate but active learning begins after that along with that and it never stops there so with that thing wishing that you will keep learning forever and learning as long as you live try to refer to these two books one by David Thomas on improving your memory.

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FOR FURTHER REFERENCE . . .



David Thomas. *Improving Your Memory*.  
Dorling Kindersley, 2003.

Harry Lorayne. *Secrets of Mind Power*. Pustak  
Mahal, 2000.

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The other one is by Harry Lorraine which I mentioned already while discussing with you it is on secrets of mind power these two books can really work wonders for you in terms of improving your memory as well as using your mind the very powerful tool in shaping your personality so with this I take leave from you wishing you all the best thank you so much for watching this video have a very nice day.

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