

# Personality Development

## BA(JMC)-107

## UNIT 3: Life Skills

- 1) Importance of time management for media
- 2) Significance of team work and leadership
- 3) Decision making, problem solving techniques and supportive supervision
- 4) Managing peer relationships and non-violent conflict resolution

# Topic 1 – Importance of Time Management for Media





# What is Time Management?

- **Time management** is the coordination of tasks and activities to maximize the effectiveness of an individual's efforts. Essentially, the purpose of time management is to enable people to get **more and better work done in less time**.
- Elements of time management include **organization, planning and scheduling** to best take advantage of the time available. Time management techniques also take into account an individual's particular situation and their relevant capabilities and characteristics.
- Finding the right balance between social media usage and time management is crucial for maintaining a healthy and productive lifestyle. It requires us to be mindful of how we engage with social media and proactively manage our time to ensure we can fully reap the benefits of these platforms without compromising other aspects of our lives.



# Importance of TM

- The importance of time management is in its ability to **assign meaning to time, letting people make the most of their time.** In a business context, it is used to set goals and expectations for companies and their employees. Good time management skills help employees deliver quality work and meet their goals effectively. Time management also helps managers to understand what employees are capable of and to set realistic goals.
- The benefits of effective time management apply equally to the business and its employees. Some of these benefits include the following:
  1. **Happier employees.** When employees have enough time to get their work done, they are happier and less prone to burnout.
  2. **Improved creativity.** When not stressed by time issues, employees have the space and energy to be more creative in their work. They can actively engage with their work instead of passively reacting to it. This increases innovation.
  3. **Lower absenteeism.** Stressed and burned-out employees take more sick and other time off.

- **Lower turnover.** With a better work experience, employees are likely to stay at a job and not look elsewhere.
- **Increased productivity.** Employees who are less likely to be absent and who enjoy their work are more productive.
- **Enhanced reputation.** Businesses that encourage effective time management are known as good places to work, improving employee recruitment and retention.

## CHALLENGES OF TIME MANAGEMENT

- **Lack of self-control.** An individual who lacks self-control is prone to distraction and might miss goals because of this.
- **Procrastination.** People put off tasks until they feel pressured to complete them. This is a reactive behavior.
- **Lack of motivation.** An individual might not see the reason for completing something, choosing to do something else and setting other goals.
- **Anxiety.** Individuals experiencing stress likely find it harder to focus and be decisive.
- **People pleasing.** A person who is preoccupied with pleasing everyone inevitably fails because other people have conflicting needs; the individual will spread themselves too thin trying to please them all.



# How to manage time?

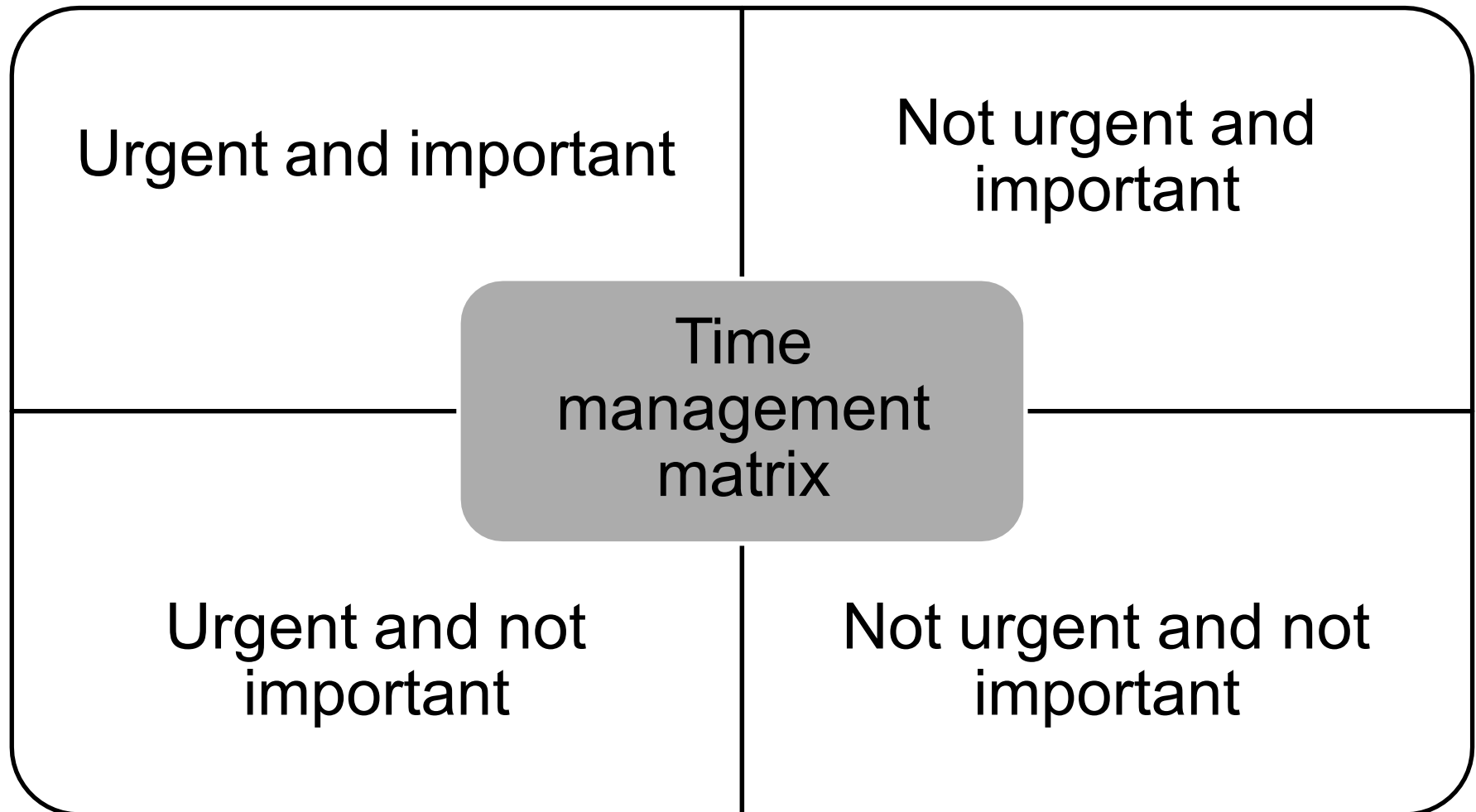
- Keep a journal of activities for a week to identify the times of day that are likely to be most productive. Use that information to guide scheduling tasks.
- Take time at the start of each workday to make a to-do list of measurable goals and methods of reaching them.
- Schedule daily tasks according to priority and include unscheduled time in the day.
- Manage your communication availability. Open email and instant messaging applications at scheduled times rather than engaging with them all day.
- Assume periodic interruptions will happen and add time to specific tasks to allow for them.
- Manage your workload. Don't agree to more work than you can comfortably do and discuss unreasonable demands with management.
- Organize yourself- Utilize your calendar for more long-term time management. Write down the deadlines for projects, or for tasks that are part of completing the overall project.

# Steps in time management

- **Effective Planning** – **Failing to plan is planning to fail.** Ask yourself – what are your long term priorities? What are the short term goals you plan to achieve? What skills do you need to acquire or polish to achieve your objectives? Apart from work, what other roles do you play in life of those around you? Plan to finish required amount of work each day on the basis of your answers to these questions. Put in extra time at work if needed but don't make the extra time a regular feature.
- **Make to do list and prioritise** – Prioritise your to do list on the basis of relative importance of each task. Use '**time management matrix**' to prioritise.
- **Setting deadlines** – Estimate the time required for each task depending on your productivity rate. Aim to qualitatively as well as quantitatively complete the task to the best of your abilities. Don't stop the activity mid way if the time allocated for it was over. Try to complete it but do not go beyond a certain threshold of time.
- **Documenting and regularly updating the schedule** – Use various tools to document the schedule in a way that you can refer to it whenever and wherever needed. If you have to inform anyone else about your schedule, do it timely. Schedules are always dynamic. Keep updating it as and when needed.



Divide your tasks into the following boxes -



- A **time management matrix** is a productivity tool popularized by Stephen Covey and used for organizing tasks based on their urgency and importance. The time management matrix enables individuals to prioritize effectively and allocate their time wisely to achieve optimal productivity and goal attainment.
- The Four Quadrants model categorizes each task or responsibility based on its urgency and importance. The goal of using this matrix is to improve both your personal and professional life and promote growth and accomplishment.

## Quadrant 1: Important and urgent

- First is the Quadrant of Urgency, where you cover unforeseen events, drop your responsibilities, and focus on resolving urgent matters. Even though it's super stressful, many people can spend their whole life in this Quadrant, letting life problems take control. Spending too much time in this Quadrant will not allow you to grow much.
- In this Quadrant, you have the freedom to breathe a little, take your time and perform your work more effectively and productively.

## Quadrant 2: Not urgent yet important

- This Quadrant is not as urgent as the first one, but the tasks are just as important. Essentially, they're important but not urgent. They don't require immediate action and don't mess with your deadlines and other tasks.
- In this Quadrant, you have the freedom to breathe a little, take your time and perform your work more effectively and productively.

## Quadrant 3: Urgent but not important

- In this Quadrant, you'll find the less critical tasks. All those urgent little matters that come to you only to take off your quality work time.
- It can be meetings, phone calls, e-mails, or interruptions that don't allow you to be productive.
- Ultimately, you want to spend as little time as possible on this Quadrant. It's full of counterproductive tasks that don't contribute much to your work, goals, and productivity.

## Quadrant 4: Not urgent and not important

- The Quadrant four is not urgent, not important, which means it's just pure waste. As you spend more and more time here, all your energy gets sucked, and you can end up in procrastination activities such as checking social media and scrolling randomly online.
- It's easy for our brains to spend more time here because it doesn't require any mental capacity and will just make you avoid more important tasks during the day.



# **Topic 2 – Significance of team work and leadership**



# What is Teamwork?

- **Teamwork** is the collaborative effort of a group to achieve a common goal or to complete a task in an effective and efficient way.
- Here are **five characteristics** to help you know if you're working well as a team:
  1. The leadership style in your work environment is full of fair decision-making and effective communication.
  2. Members of the team feel confident contributing their ideas and skills
  3. Feedback is welcome, not discouraged
  4. It's not a complete disaster if someone makes a mistake because others are there to support them and help the entire team learn
  5. People are patient, especially with team members who are learning new or early teamwork skills



# Importance of team work

- Here are 5 reasons why teamwork is important and why it matters to you:
1. **Teamwork benefits from differing perspectives and feedback.** A team environment allows individuals to bring their diverse perspectives to problem solving, which in turn increases their success at arriving at solutions more efficiently and effectively. The contributions of everyone are more valued when solicited in team meetings. If you feel a sense of safe connection with your teammates, you will be more likely to confidently share your opinions and thoughts without fear of judgement, even when views disagree.
  2. **Teamwork leads to learning.** Individuals have their own set of skills and strengths. When the whole team works as a unit, everyone has an opportunity to learn from each other. This process leads to resource building and enables the team to become better equipped to deal with new challenges.
  3. **Teamwork can improve efficiency and productivity.** One person working on a project is always going to take longer to complete it in comparison to the collaborative efforts of many. Efficiency rules when work is appropriately divided within a team, responsibilities are shared, and tasks are more likely to be finished within a set time frame. Good teamwork also enhances group outcomes and the measurable effectiveness of organizations.

**4. Teamwork cultivates communication and strong work relationships.** Teamwork can be effective in building great work relationships. We do not mean that team members must be the best of friends. Rather, a great working relationship flows from the right frame of mind where you collaborate with positive intent, with respect, and active listening. Great team communication is founded on a desire for mutual understanding and trust. When working together on a common goal or deliverable as an integrated whole, individual members consistently encourage and support each another. Indeed, one of the most prized benefits of good teamwork is a reduction in perceived work stress. Camaraderie and a sense of friendship among team members are associated with the highest levels of morale and job satisfaction.

**5. Teamwork brings an expanded sense of accomplishment.** When a team works on a project as one unit, the sense of accomplishment we experience expands beyond our individual achievements. Teamwork can fulfil the human desires for belonging and contributing to something greater than ourselves. This is yet another reason why developing teamwork skills is worth everyone's investment.



# What is leadership?

**“The action of leading a group of people or an organisation.”**

That’s how the Oxford Dictionary defines leadership. In simple words, leadership is about taking risks and challenging the status quo. Leaders motivate others to achieve something new and better. Interestingly, leaders do what they do to pursue innovation, not as an obligation. They measure success by looking at the team’s achievements and learning.

## **Leadership vs. Management: What’s the Difference?**

- Leaders and managers apply different approaches to achieve their goals. For example, managers seek compliance to rules and procedures, whereas leaders thrive on breaking the norm and challenging the status quo.
- Leaders and managers have different visions. Leaders are visionaries, whereas managers are implementers. Leaders set goals for their team. Managers ensure that the goal set by their superiors is achieved.
- Managers achieve their goals by delegating responsibilities among the team. They tactically distribute work among subordinates and organise available resources required to reach the goal. Meanwhile, leaders motivate people. They concentrate on the personal development of their team besides working towards achieving organizational goals. They envision their team’s future growth and work towards achieving that.

# Leadership Styles

- All leaders have a unique style that sets them apart from others. Hence, these different types of leadership styles will help you decide which type of leader you want to be. Accordingly, you would be able to hone your skills with the best leadership training programme.
1. **Authoritarian Leadership (Autocratic).** Authoritarian leaders, also known as autocratic leaders, provide clear expectations for what needs to be done, when it should be done, and how it should be done. This style of leadership is strongly focused on both command by the leader and control of the followers. There is also a clear division between the leader and the members. Authoritarian leaders make decisions independently, with little or no input from the rest of the group. Authoritarian leadership is best applied to situations where there is little time for group decision-making or where the leader is the most knowledgeable member of the group. The autocratic approach can be a good one when the situation calls for rapid decisions and decisive actions.
  2. **Participative Leadership (Democratic).** Lewin's study found that participative leadership, also known as democratic leadership, is typically the most effective leadership style. Democratic leaders offer guidance to group members, but they also participate in the group and allow input from other group members. In Lewin's study, children in this group were less productive than the members of the authoritarian group, but their contributions were of a higher quality. Participative leaders encourage group members to participate, but retain the final say in the decision-making process. Group members feel engaged in the process and are more motivated and creative. Democratic leaders tend to make followers feel like they are an important part of the team, which helps foster commitment to the goals of the group.

**3. Delegative Leadership (Laissez-Faire).** Lewin found that children under delegative leadership, also known as laissez-faire leadership, were the least productive of all three groups. The children in this group also made more demands on the leader, showed little cooperation, and were unable to work independently. Delegative leaders offer little or no guidance to group members and leave the decision-making up to group members. While this style can be useful in situations involving highly qualified experts, it often leads to poorly defined roles and a lack of motivation.

**4. Transformational Leadership.** Transformational leadership is often identified as the single most effective style. Transformational leaders are able to motivate and inspire followers and to direct positive changes in groups. These leaders tend to be emotionally intelligent, energetic, and passionate. They are not only committed to helping the organization achieve its goals, but also to helping group members fulfill their potential. Research shows that this style of leadership results in higher performance and more improved group satisfaction than other leadership styles.

**5. Transactional Leadership.** The transactional leadership style views the leader-follower relationship as a transaction. By accepting a position as a member of the group, the individual has agreed to obey the leader. In most situations, this involves the employer-employee relationship, and the transaction focuses on the follower completing required tasks in exchange for monetary compensation. One of the main advantages of this leadership style is that it creates clearly defined roles. One of the biggest downsides is that the transactional style tends to stifle creativity and out-of-the-box thinking.



# Qualities of a Good Leader

1. **Honesty and Integrity:** Leaders value virtuousness and honesty. They have people who believe in them and their vision.
2. **Inspiration:** Leaders are self-motivating, and this makes them great influencers. They are a good inspiration to their followers. They help others to understand their roles in a bigger context.
3. **Communication skills:** Leaders possess great communication skills. They are transparent with their team and share failures and successes with them.
4. **Vision:** Leaders are visionaries. They have a clear idea of what they want and how to achieve it. Being good communicators, leaders can share their vision with the team successfully.
5. **Never give-up spirit:** Leaders challenge the status quo. Hence, they never give up easily. They also have unique ways to solve a problem.
6. **Intuitive:** Leadership coach Hortense le Gentil believes that leaders should rely on intuition for making hard decisions. Especially because intuition heavily relies on a person's existing knowledge and life learnings, which proves to be more useful in complex situations.

7. **Empathy:** A leader should be an emotional and empathetic fellow because it will help them in developing a strong bond with their team. Furthermore, these qualities will help a leader in addressing the problems, complaints, and aspirations of his team members.
8. **Objective:** Although empathy is an important quality a leader must imbibe, getting clouded by emotions while making an important business decision is not advisable. Hence, a good leader should be objective.
9. **Intelligence:** A good leader must be intelligent enough to arrive at business solutions to difficult problems. Furthermore, a leader should be analytical and should weigh the pros and cons before making a decision. This quality can be polished with an all-inclusive leadership training program.
10. **Open-mindedness and creativity:** A good leader is someone who is open to new ideas, possibilities, and perspectives. Being a good leader means understanding that there is no right way to do things. Therefore, a good leader is always ready to listen, observe, and be willing to change. They are also out-of-the-box thinkers and encourage their teams to do so. If you enrol for a leadership course, all these things will be a part of the curriculum.



# Importance of leadership

- **Initiates action**- Leader is a person who starts the work by communicating the policies and plans to the subordinates.
- **Motivation**- A leader proves to be playing an incentive role in the concern's working. He motivates the employees with economic and non-economic rewards and thereby gets the work from the subordinates.
- **Providing guidance**- A leader has to not only supervise but also play a guiding role for the subordinates. Guidance here means instructing the subordinates the way they have to perform their work effectively and efficiently.
- **Creating confidence**- Confidence is an important factor which can be achieved through expressing the work efforts to the subordinates, explaining them clearly their role and giving them guidelines to achieve the goals effectively. It is also important to hear the employees with regards to their complaints and problems.
- **Building morale**- Morale denotes willing co-operation of the employees towards their work and getting them into confidence and winning their trust. A leader can be a morale booster by achieving full co-operation so that they perform with best of their abilities as they work to achieve goals.
- **Builds work environment**- Management is getting things done from people. An efficient work environment helps in sound and stable growth. Therefore, human relations should be kept into mind by a leader. He should have personal contacts with employees and should listen to their problems and solve them. He should treat employees on humanitarian terms.
- **Co-ordination**- Co-ordination can be achieved through reconciling personal interests with organizational goals. This synchronization can be achieved through proper and effective co-ordination which should be primary motive of a leader.

# Theories of leadership

- **Contingency theory** – It is also called the **situational leadership** theory. It suggests that **different leadership styles suit different situations**. Leaders must **adapt** their leadership style depending on their situation, which **increases innovation and effectiveness**. This way, the transformation of the leader becomes easy from one phase to another and they also gain the skills and knowledge required to tackle different situations.
- **Transformational theory** - The transformational theory emphasizes on leaders that share a good relationship with their team members. **Transformational leaders** greatly influence their teams and focus on achieving business goals through influence and inspiration. They also ensure that the team's goals are aligned with the business's objective to avoid issues.
- **Transactional leadership theory** - This type of leadership theory has a basic framework that revolves around **reward and punishment**. So, whenever a team member achieves the target set out by the leader, they are rewarded, and vice-versa. Generally, transactional leadership theory **focuses on achieving the business goal**. In this theory, the **manager and employee do not share a bond or connection**.



- **Great man leadership theory** - There are some traits that all great leaders have. This theory asserts that great leaders are born with these traits. It is one of the first leadership theories that has stood the test of time and is gaining momentum in the recent business environment as it believes that great leaders are born, not made. Some of the personality traits of great leaders are charm, confidence, intellect, communication skills, and social aptitude.
- **Behavioral leadership theory** - It focuses on a leader's actions and behavior, with very little emphasis on their qualities and traits. According to behavioral leadership theory, an effective leader has many acquired skills. In addition to it, the theory also considers that an individual can learn skills to become a good leader.





# **Topic 3 - Decision making, problem solving techniques and supportive supervision**



# Supportive supervision

- Process of helping staff to improve their own work performance continuously.
- It is **carried out in a respectful and non-authoritarian way** with a focus on using supervisory visits as an opportunity to improve knowledge and skills of staff.
- Supportive supervision **encourages open, two-way communication**, and building team approaches that facilitate problem-solving.
- It focuses on **monitoring performance towards goals, and using data for decision-making**, and depends upon regular follow-up with staff to ensure that new tasks are being implemented correctly.
- Research shows that a supportive approach, where supervisors and their staff work together to solve problems and improve performance, delivers improved results for the agency and the community.

## Supportive supervision requires -

- **Active Listening**—A communication technique that requires the listener to focus on *understanding, interpreting* and *reflecting upon* what the other person is saying.
- **Social Intelligence**—The capacity to understand social and interpersonal relationships and situations. Having high social intelligence helps you work with groups of people to develop and pursue a common goal, such as building a workforce committed to activities that support an organizational mission.

## Difference between controlling and supporting approach -

Control approach	Supporting approach
<ul style="list-style-type: none"><li>• Focus on finding faults with individuals.</li><li>• Supervisor is like a policeman.</li><li>• Episodic problem-solving.</li><li>• Little or no follow-up.</li><li>• Punitive actions intended.</li></ul>	<ul style="list-style-type: none"><li>• Focus on improving performance and building relationships.</li><li>• More like a teacher, coach, mentor.</li><li>• Use local data to monitor performance and solve problems.</li><li>• Follow up regularly.</li><li>• Only support provided.</li></ul>

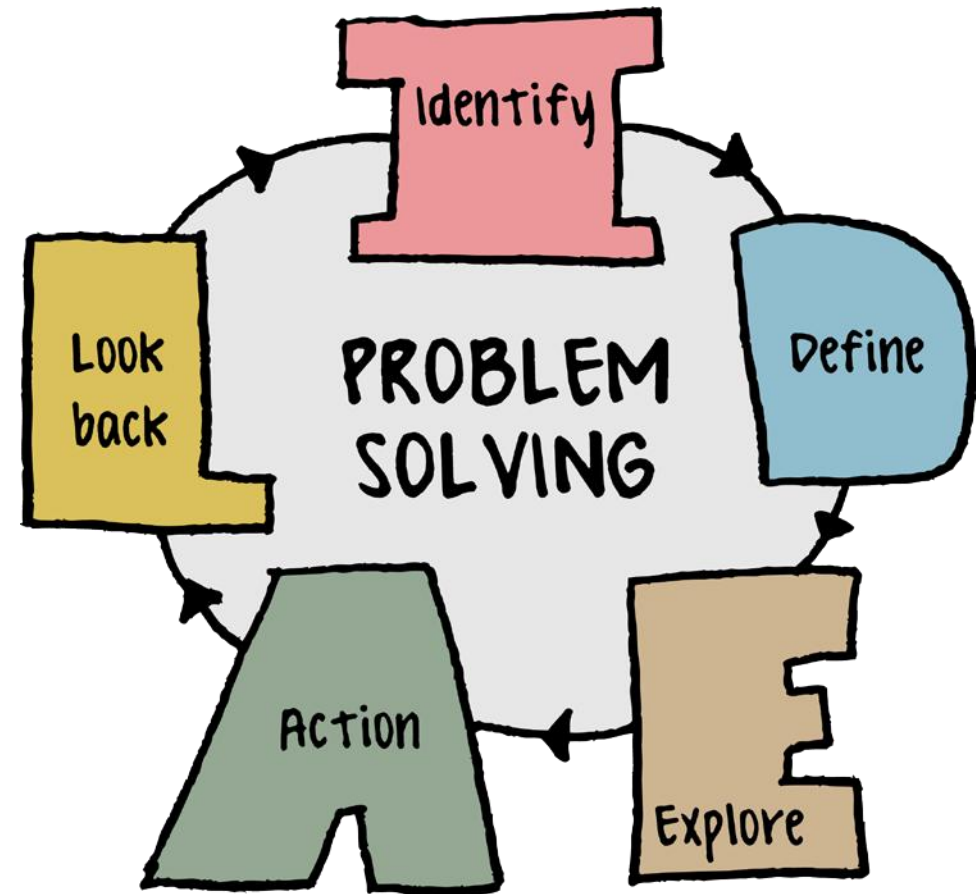
## 3 Rs of supportive supervision -

*The three main 'Rs' for an effective supportive supervision system are:*

- 1) **Right supervisors** — a core set of supervisors, well trained on supportive supervision techniques and with updated information and skills on immunization issues.
- 2) **Right tools** — availability of training materials and job aids to update skills of health workers during supervision visits, and checklists and forms for recording recommendations and following up.
- 3) **Right resources** — sufficient vehicles, per diems, time allocated for supervision and follow-up.

# Problem solving

1. Problem solving is the **process of identifying a problem, developing possible solution paths, and taking the appropriate course of action.**
2. Good problem solving skills empower you in critical situations of both personal and professional life.
3. Employers often identify everyday problem solving as crucial to the success of their organizations. For employees, problem solving can be used to develop practical and creative solutions, and to show independence and initiative to employers.



# Process to solve problems

1. **Identify the problem** - Determine what the problem actually is. Use a rational approach to determine what the problem is. Ask yourself the following questions :

- What have I (or others) observed?
- What was I (or others) doing at the time the problem occurred?
- Is this a problem in itself or a symptom of a deeper, underlying problem?
- What information do I need?
- What have we already tried to address this problem?

2. **Brainstorm using different approaches** - After you've defined and analyzed the issue, begin brainstorming different approaches to resolving it. When thinking of different approaches, try to get feedback from mentors and people involved with the issue. You can also think about how you've solved past problems to come up with ideas for the current issue. Be sure to consider both short-term and long-term approaches to the issue. You can brainstorm independently or collaboratively.

3. **Evaluate different approaches** - After you've brainstormed a variety of approaches, evaluate the possible solutions that you came up with. Think through all of the pros and cons of each option, and consider how each option would affect your organization. Additionally, think about different resources that each decision would require. Considering all of these factors can help you make the decision that is best for your company.

**4. Make your decision**- Once you have evaluated your different approaches, make your decision. You can choose from different decision-making structures.

**5. Make a plan to implement your decision** - Design a plan to implement the decision in your workplace. To create an implementation plan, identify main objectives, deliverables and create deadlines. Outline specific steps to follow to meet the objectives. Assign responsibilities to different people. Share your plan with everyone involved with the issue and get feedback.)

**6. Monitor your progress** - Once your plan is in place, be sure to monitor your progress over time. Determine whether or not your plan's objectives have been met. You can also get feedback from people involved or collect data to gauge the effectiveness of your decision. You can make adjustments to your plan, and you can return to your brainstorming notes of potential solutions to make a new decision if necessary.



# Techniques of problem solving

- **Mind mapping**: Mind mapping is creating illustrations of ideas in hierarchical layouts. Mind maps can show the relationships between different aspects of an issue, making this technique fitting for problem-solving and decision-making. You can draw a mind map on paper or make use of mind mapping software.
- **SWOT analysis**: You can use a SWOT analysis to identify the strengths, weaknesses, opportunities and threats related to an issue. A SWOT analysis can be represented in a simple chart and help you see the overview of the important components of an issue.
- **Flowcharts**: They can be useful for illustrating processes and workflows. They can be helpful in planning a process to respond to an issue. It helps you organize your ideas and design step-by-step solutions to problems. They allow you to illustrate the timeline of an issue. You can draw a simple flowchart or design a flowchart with professional software.
- **Rapid ideation**: It is a commonly used brainstorming technique in which everyone involved with an issue writes down as many potential solutions as they can think of in a short amount of time. After everyone writes down their ideas, you review them as a team. It helps you to come up with innovative, creative solutions.



# **Topic 4 - Managing peer relationships and non-violent conflict resolution**

# Importance of peer relationships

- **Peer relationships increase productivity and performance** – You are likely to be better engaged with your job and produce high quality work if you have peers at work, school, college etc. Tight-knit relationships with peers at work can boost happiness which inspires to get more work done. You are likely to be more productive when happy.
- **Peer relationships improve team morale** - Relationships at work keep your team's spirits high. Quality work friendships are intertwined with job satisfaction and happiness. When people get along, know that they're supported, feel connected to one another, they're more likely to enjoy collaborating.
- **Peer recognition is motivating** -Peers can act as a positive motivational force at work. Peer pressure is not always negative. Organic and consistent recognition from peer group is motivating.



# Tips for building and maintaining relationships with peers

1. **Follow through on your promises** - Doing what you said you were going to do. That makes all the difference. Trust is the foundation of any relationship be it personal or professional. Stay true to your words. Meet your deadlines. Complete your tasks. Don't leave people hanging. Nobody wants to form close bonds with someone they can't trust.
2. **Connect beyond your task list** – There is no shortage of work-related matters to chat about. Although, to connect on a deeper level, check in about what's happening with your colleagues personally. Talk to them about their weekend, their family etc. Remember to not ask personal questions if the other person doesn't like them.
3. **Offer praise and recognition** - Compliments are powerful. We all naturally like the people who compliment us. Applaud your peer for anything good they do in the day. Thank them for their contribution to your project or support towards your task.
4. **Remember to listen** – Nobody likes to feel unheard. Your efforts to connect with your peers on a deeper level won't pay off if you fail to actually listen to them. Don't use your phone when they are talking to you. Give them your complete attention. If you listen well, you retain the information your peers share with you. These extra steps of genuine effort will help you build stronger relations with everyone.
5. **Continue fun traditions** – Do not always talk about just work. Maintain a fine balance in your conversations. Even if your office shifts online, continue some fun traditions that help you bond beyond work with each other.

# Non – violent conflict resolution

•It is the **ability to win a dispute without resorting to the use of violence**. It is the ability to achieve a favorable resolution in a dispute before there are no options left, except violence.

•To make non-violent dispute resolution work, you must **give serious consideration to all of your available options** before resorting to physical violence. You must realize the advantages of communication, or even retreat, over a less desirable act of violence.

To practice the process of conflict resolution, we must completely abandon the goal of getting people to do what we want.

— Marshall B. Rosenberg —

# Mitigating disputes peacefully

- **Understand and acknowledge the issue** - Ignoring the issue is not the fastest and easiest way out of the situation. Hoping that the heat will eventually die down will only cost the company in the long run. Conflicts, no matter how big or small, are still conflicts. The number of victims and the amount of money involved does not make any issue seem less. When we lack the confidence to settle conflicts, we become indifferent and dismissive of others' concerns. In return, this can harm you and the organization in the long run. Conflicts effect mental and physical health of employees. Gather all parties involved and listen to each side. If there are pieces of evidence or witnesses that can attest to what transpired, encourage them to speak up to resolve the issue right away. While conflicts are a natural part of life, we must know how to mitigate them healthily. This can open doors for growth, development, and better relationships.

- **Practice empathy and compassion** - Mastering empathy and compassion is a vital component each individual and organization should have. It fosters healthy communication, strengthens the connection, and serves as an effective nonviolent conflict resolution. This inculcates moral values among individuals vital in creating empathetic leaders and empowered workers' culture. Healthy bonding fosters work motivation and job satisfaction that further results in employee retention. Furthermore, this connection can create a ripple effect extending to families and communities. So, strive to create a community where people can freely voice their concerns without judgment, embarrassment, or fear of losing their jobs and other consequences.
- **Stop, talk, and listen** - Practice patience. Give a chance for each party to talk and listen to their concerns and sides. Avoid giving comments or opinions that may hurt, disrespect, or worsen the situation. Refrain from blaming, cursing, and raising voice at each other. Nobody needs to win the arguments. Instead, explain and understand that you are there to listen to help solve the issue. The workforce is the bread and butter of any organization. Thus employers must be more receptive and assertive to meet their employee's needs and develop solutions before things go south.

# Steps for non – violent conflict resolution

- **Define the conflict** - If defined objectively, rather than subjectively, conflict means only this: We need a new way of doing things, the old way has failed. If two sides can define what they are fighting about, the chances increase that issues will be clarified.
- **It is all parties against the problem** - **The problem is the problem.** By focusing on the problem, and not the person with the problem, a climate of cooperation, not competition, is enhanced.
- **Focus on shared concerns and needs rather than shared separation** - Focus on what unites, rather than what separates the parties. Work on active listening, not passive hearing. Conflicts escalate when partners try to talk more than listen. Listening well is an act of caring.



- **Choose a different place to resolve the conflict** – Do not choose the battleground itself as the venue to resolve a conflict. Sit at a different place when resolving the conflict. Armies also tend to sign peace treaties far from war zones as too many emotions are there.
- **Start with what's doable** - Restoration of peace cannot be done quickly. Work on one small doable rather than many large things at the beginning or at once. Ignoring the problem becomes larger than the original problem.
- **Develop forgiveness skills** - **Forgiveness looks forward, vengeance looks backward.** Be willing to forgive. Make the adjustments that are needed to be done post conflict but keep in mind the larger goal which needs to be achieved together as a team.