

Importance of relationships

All human beings crave for and certainly need social contacts. Relationships are important for people irrespective of age, gender, nationality, socio-economic status and so on. Without relationships life is empty, lonely and boring. With relationships lives are fun and fulfilling and sometimes stressful too. Relationships can be a struggle too, giving headaches to a person.

Role and relationships

The Roles

There are two key roles in the life span of a relationship. The actual task of the role holders is dynamic and changes at different stages of the relationship.

Stage 1 - The Good Times

The relationship comprises the two key members (x and y) and middlepersons (close friend(s) or relative(s)). The role of x and y here is fairly straightforward - provide a loving, attentive environment for one another where trust and communication are vital factors. At this stage the role of the middlepersons is that of the casual onlooker whereby their presence is not a defining factor in the functioning of the relationship.

Stage 2 - The Bad Times

The relationship of x and y comes under strain and key factors breakdown - communication and trust. Now the role of the middleperson's change dramatically. Their role is now to provide the 'glue' in the relationship, i.e. maintain the lines of communication and provide bizarre forms of mediation. The ability to remain neutral and rational are key skills for the middlepersons for at this stage.

Stage 3 - The End

If relationships were cyclical then we'd have returned to stage 1, unfortunately stage 3 is sometimes the final destination. At this stage x and y no longer hold a common bond with all key factors having disintegrated thus leaving x and y as individuals.

The role of the middleperson evolves into that of a rock figure. The middleperson will generally stay loyal to either x or y (although it is possible with great skill to stay loyal to both) and provide the stability and support they require to move on.

The middlepersons role will be to listen, encourage and endure emotional fits that will sometimes results in them taking the blame for the whole episode!

So the middleperson would appear to be a key factor in relationships. Indeed a relationship will often include a number of middlepersons. These middlepersons will often be supported by another layer of middlepersons to provide a subjective outlook on the situation.

Maintaining healthy relationships

Maintaining healthy relationships with people have a lot of benefits like :

- make people happier and ease stress
- people are realistic and flexible
- there is sharing and talking
- include self-care
- use fair fighting techniques

Ten Tips For Healthy Relationships

Healthy relationships bring happiness and health to our lives. Studies show that people with healthy relationships really do have more happiness and less stress. There are basic ways to make relationships healthy, even though each one is different...parents, siblings, friends, boyfriends, girlfriends, professors, roommates, and classmates. **Ten Tips for Healthy Relationships are:**

1. Keep expectations realistic.

• No one can be everything we might want him or her to be. Sometimes people disappoint us. It's not all-or-nothing, though. Healthy relationships mean accepting people as they are and not trying to change them!

• Talk with each other.

It can't be said enough: communication is essential in healthy relationships! It means—

• Take the time. Really be there.

• Genuinely listen. Don't plan what to say next while you're trying to listen. Don't interrupt.

• Listen with your ears and your heart. Sometimes people have emotional messages to share and weave it into their words.

• Ask questions. Ask if you think you may have missed the point. Ask friendly (and appropriate!) questions. Ask for opinions. Show your interest. Open the communication door.

• Share information. Studies show that sharing information especially helps relationships begin. Be generous in sharing yourself, but don't overwhelm others with too much too soon.

• Be flexible.

Most of us try to keep people and situations just the way we like them to be. It's natural to feel apprehensive, even sad or angry, when people or things change and we're not ready for it. Healthy relationships mean change and growth are allowed!

• Take care of you.

You probably hope those around you like you so you may try to please them. Don't forget to please yourself. Healthy relationships are mutual!

• Be dependable.

If you make plans with someone, follow through. If you have an assignment deadline, meet it. If you take on a responsibility, complete it. Healthy relationships are trustworthy!

• 6. Fight fair. Most relationships have some conflict. It only means you disagree about something, it doesn't have to mean you don't like each other!

• When you have a problem:

• Negotiate a time to talk about it. Don't have difficult conversations when you are very angry or tired. Ask, "When is a good time to talk about something that is bothering me?" Healthy relationships are based on respect and have room for both.

• Don't criticize. Attack the problem, not the other person. Open sensitive conversations with "I" statements; talk about how you struggle with the problem. Don't open with "you" statements; avoid blaming the other person for your thoughts and feelings. Healthy relationships don't blame.

• Don't assign feelings or motives. Let others speak for themselves. Healthy relationships recognize each person's right to explain themselves.

• Stay with the topic. Don't use a current concern as a reason to jump into everything that bothers you. Healthy relationships don't use ammunition from the past to fuel the present.

• Say, "I'm sorry" when you're wrong. It goes a long way in making things right again. Healthy relationships can admit mistakes.

• Don't assume things. When we feel close to someone it's easy to think we know how he or she thinks and feels. We can be very wrong! Healthy relationships check things out.

• Ask for help if you need it. Talk with someone who can help you find resolution—like your RA, a counselor, a teacher, a minister or even parents. Check campus resources like Counseling Services at 532-6927. Healthy relationships aren't afraid to ask for help.

There may not be a resolved ending. Be prepared to compromise or to disagree about some things. Healthy relationships don't demand conformity or perfect agreement.

Don't hold grudges. You don't have to accept anything and everything, but don't hold grudges—they just drain your energy. Studies show that the more we see the best in others, the better healthy relationships get. Healthy relationships don't hold on to past hurts and misunderstandings.

The goal is for everyone to be a winner. Relationships with winners and losers don't last. Healthy relationships are between winners who seek answers to problems together.

You can leave a relationship. You can choose to move out of a relationship. Loyalty is very important in good relationships, but healthy relationships are NOW, not some hoped-for future development.

7. Show your warmth. Studies tell us warmth is highly valued by most people in their relationships. Healthy relationships show emotional warmth!

8. Keep your life balanced. Other people help make our lives satisfying but they can't create that satisfaction for us. Only you can fill your life. Don't overload on activities, but do use your time at college to try new things—clubs, volunteering, lectures, projects. You'll have more opportunities to meet people and more to share with them. Healthy relationships aren't dependent!

9. It's a process. Sometimes it looks like everyone else on campus is confident and connected. (Actually, most people feel just like you feel, wondering how to fit in and have good relationships. It takes time to meet people and get to know them...so, make "small talk"...respond to others...smile...keep trying. Healthy relationships can be learned and practiced and keep getting better!

10. Be yourself! It's much easier and much more fun to be you than to pretend to be something or someone else. Sooner or later, it catches up anyway. Healthy relationships are made of real people, not images

Module 2

Bridging Individual Differences

Understanding Individual Differences

It is important that we recognise that there are as many differences between people as there are similarities. Two litres of hydrogen that are treated identically respond identically, but any two human beings, even identical twins, may respond quite differently to the same stimulus. This is because people differ from one another not only in appearance (that is, physically) but also in their behaviour (that is, psychologically). Consequently, the study of individual differences, which encompasses personality, has been a significant part of psychology since ancient times. In the study of individual differences, the aim is to identify dimensions that are applicable to everyone but that discriminate among people. For example, everyone is intelligent to some degree. A particular individual's intelligence level can be measured, and that person's intelligence relative to other people's can be determined. In contrast, idiosyncrasies refer to a person's unique characteristics that make him or her different from all other people.

Bridging Individual Differences

Factors that can bridge individual differences are:

- Perceived interdependence
- Shared goals
- Sense of crisis
- Trust and respect

Communication Styles

Every time we speak, we choose and use one of four basic communication styles: assertive, aggressive, passive and passive-aggressive.

Assertive Communication

The most effective and healthiest form of communication is the assertive style. It's how we naturally express ourselves when our self-esteem is intact, giving us the confidence to communicate without games and manipulation.

When we are being assertive, we work hard to create mutually satisfying solutions. We communicate our needs clearly and forthrightly. We care about the relationship and strive for a win/win situation. We know our limits and refuse to be pushed beyond them just because someone else wants or needs something from us. Surprisingly, assertive is the style most people use least.

Aggressive Communication

Aggressive communication always involves manipulation. We may attempt to make people do what we want by inducing guilt (hurt) or by using intimidation and control tactics (anger). Covert or overt, we simply want our needs met - and right now! Although there are a few arenas where aggressive behavior is called for (i.e., sports or war), it will never work in a relationship. Ironically, the more aggressive sports rely heavily on team members and rational coaching strategies. Even war might be avoided if we could learn to be more assertive and negotiate to solve our problems.

Passive Communication

Passive communication is based on compliance and hopes to avoid confrontation at all costs. In this mode we don't talk much, question even less, and actually do very little. We just don't want to rock the boat. Passives have learned that it is safer not to react and better to disappear than to stand up and be noticed.

Passive-Aggressive Communication

A combination of styles, passive-aggressive avoids direct confrontation (passive), but attempts to get even through manipulation (aggressive). If you've ever thought about making that certain someone who needs to be

"taught a thing or two" suffer (even just a teeny bit), you've stepped pretty close to (if not on into) the devious and sneaky world of the passive-aggressive. This style of communication often leads to office politics and rumour-mongering.

Clearly, for many reasons, the only healthy communication style is assertive communication. Most of us use a combination of these four styles, depending on the person or situation. The styles we choose generally depend on what our past experiences have taught us will work best to get our needs met in each specific situation.

Understanding the four basic types of communication will help you learn how to react most effectively when confronted with a difficult person. It will also help you recognize when you are using manipulative behavior to get your own needs met. Remember, you always have a choice as to which communication style you use. If you're serious about taking control of your life, practice being more assertive. It will help you diffuse anger, reduce guilt and build relationships - both personally and professionally.

Module 3 Interpersonal Relationship Development

Importance of Interpersonal Relationships

Interpersonal relationships is vital to human beings existence and well-being. Whether the interpersonal relationship lasts for seconds or decades, it is a meaningful experience that we share with another human being. Interpersonal relationships if positive and supportive help us to grow more successfully. For example, the interpersonal relationships between students and teachers, teachers and other teachers, teachers and administrators, school staff personnel, parents, and community members can be for creating a positive successful learning environment for all students. You also realize how detrimental negativity can sometimes be to positive student progress. Our duty as school administrators is to identify, encourage, and maintain behaviors that are associated with the modeling and nurturing of interpersonal relationships that encourage student success. We also have the obligation to identify, address, and change negative behaviors that inhibit positive student progress.

interpersonal relationship skills ✓

This helps us to relate in positive ways with our family members and others. This may mean being able to make and keep friendly relationships as well as being able to end relationships constructively.

Types of Interpersonal Relationships

interpersonal relationships are social associations, connections or affiliations between two or more people. They vary in differing levels of intimacy and sharing. A interpersonal relationship is also a mutual filling of needs.

The various types of Interpersonal Relationships are Friends, family (parents, sibling, spouse, child), co-worker (superior, subordinate, colleague), stranger, enemy, teacher, counselor, physician, mentor, advisor and so on.

Examples of categories of personal relationships may include:

Kinship relationships (including family relationships) involve relating to someone else: genetically (consanguinity, as for example in fatherhood, motherhood) through marriage (affinity, as for example as a father-in-law, mother-in-law, uncle by marriage, aunt by marriage) ✓

Formalized intimate relationships or long-term relationships recognized by law and formalized through public ceremony (for example, the relationships of marriage and of civil union) ✓

Non-formalized intimate relationships or long-term relationships such as loving relationships or romantic relationships with or without living together; with the "other person" often called lover, boyfriend or girlfriend (as distinct from just a male or female friend), or "significant other".

If the partners live together, the relationship may resemble marriage, with the parties possibly called "husband" and "wife". (Scottish common law can regard such couples as such after a time. Long-term relationships, in other countries can become known as common-law marriages, although they may have no special status in law. Soulmates, are individuals intimately drawn to one another through a favorable "meeting of minds" and who find mutual acceptance and/or understanding with one another. Soulmates may feel themselves bonded together for a lifetime; and hence may become sexual partners — but not necessarily. casual relationships, sexual relationships extending beyond "one-night stands" that exclusively consist of sexual behavior; one can label the participants as "friends with benefits" when limited to considering sexual intercourse, or regard them as sexual partners in a wider sense. Platonic love, an affectionate relationship into which the sexual element does not enter, especially in cases where one might easily assume otherwise. friendship, which consists of mutual love, trust, respect, and (often unconditional) acceptance; and usually implies the discovery or establishment of common ground between the individuals involved; see also internet friendship and pen-pal. brotherhood and sisterhood: individuals united in a common cause or having a common interest, which may involve formal

membership in a club, organization, association, society, lodge, fraternity or sorority. This type of interpersonal relationship relates to the comradeship/camaraderie of fellow soldiers in peace or war, partners or co-workers in a profession, business, or a common workplace. Compare team participation in a community, for example, a community of interest or practice, association, simply knowing someone by introduction or knowing someone by interaction.

Activity = write story

- | | |
|-----------|--------------|
| - Boy | - Teddy Bear |
| - Girl | - Mobile |
| - Bike | - News Paper |
| - Parking | - Coffee |
| - College | - Knife |
| - Police | - Tree |

MODULE 4

Theories of Interpersonal Relationships

There are several theories concerning interpersonal relationships. These theories mainly come from the social psychology and related spheres. Interpersonal relationships are a very complicated aspect of human behavioral studies. Theories would help us to understand human behavior better.

Social Exchange Theory:

Social Exchange Theory is a social psychological and sociological perspective that deals with the social change and stability. According to the Social exchange theory, all the human relationships are formed by the subjective cost-benefit analysis and alternatives comparison. According to the Social exchange theory, when the costs and the benefits are equal in a relationship, the relationship is called an equitable relationship. The Social exchange theory is also associated with the rational choice theory as well as with the Structuralism.

Uncertainty reduction theory (URT)

This was initially presented as a series of axioms (universal truths which do not require proof and theorems (propositions assumed to be true) which describe the relationships between uncertainty and several communication factors. URT was developed to describe the interrelationships between seven important factors in any dyadic exchange: verbal communication, nonverbal expressiveness, information-seeking behavior, intimacy, reciprocity, similarity, and liking. This theoretical perspective was originated by C.R. Berger and Calabrese in 1975; they drew on the work of Heider (1952).

Core Assumptions and Statements

Core: Uncertainty is unpleasant and therefore motivational; people communicate to reduce it. Uncertainty reduction follows a pattern of developmental stages (entry, personal, exit). During the entry stage information about another's sex, age, economic or social status, and other demographic information is obtained. Much of the interaction in this entry phase is controlled by communication rules and norms. When communicators begin to share attitudes, beliefs, values, and more personal data, the personal stage begins. During this phase, the communicators feel less constrained by rules and norms and tend to communicate more freely with each other. The third stage is the exit phase. During this phase, the communicators decide on future interaction plans. They may discuss or negotiate ways to allow the relationship to grow and continue. However, any particular conversation may be terminated and the end of the entry phase. This pattern is especially likely to occur during initial interaction, when people first meet or when new topics are introduced later in a relationship.

Beside these stages-

There are three ways people seek information about

another person.

Besides the stages in uncertainty reduction pattern, makes Berger a distinction between three basic ways people seek information about another person:

(1) Passive strategies - a person is being observed, either in situations where the other person is likely to be self-monitoring as in a classroom, or where the other person is likely to act more naturally as in the stands at a football game.

(2) Active strategies - we ask others about the person we're interested in or try to set up a situation where we can observe that person (e.g., taking the same class, sitting at a table away at dinner). Once the situation is set up we sometimes observe (a passive strategy) or talk with the person (an interactive strategy).

(3) Interactive strategies - we communicate directly with the person.

People seek to increase their ability to predict their partner's and their own behavior in situations. One other factor which reduces uncertainty between communicators is the degree of similarity individuals perceive in each other (in background, attitudes and appearance).

Statements: the axioms in URT follow the "If... then..." statements typical of the law-governed approach. For example: "If uncertainty levels are high, the amount of verbal communication between strangers will decrease."

Factors affecting interpersonal relationships

The discovery or establishment of common ground between individuals is a fundamental component for enduring interpersonal relationships. Loss of common ground, which may happen over time, may tend to end interpersonal relationships.

For each relationship type, essential skills are needed, and without these skills more advanced relationships are not possible. Systemic coaching advocates a hierarchy of relationships, from friendship to global order. Expertise in each relationship type (in this hierarchy) requires the skills of all previous relationship types. (For example partnership requires friendship and teamwork skills). Interpersonal relationships through consanguinity and affinity can persist despite the absence of love, affection, or common ground. When these relationships are in prohibited degrees, sexual intimacy in them would be the taboo of incest. Marriage and civil union are relationships reinforced and regularized by their legal sanction to be "respectable" building blocks of society. In intimate relationships there is often, but not always, an implicit or explicit agreement that the partners will not have sex with someone else monogamy. The extent to which physical intimacy with other people is accepted may vary. For example, a husband may be more receptive to his wife being physically affectionate with her female friend if she has one than with her male friend (see also jealousy). In friendship there is some transitivity: one may become a friend of an existing friend's friend. However, if two people have a sexual relationship with the same person, they may be competitors rather than friends. Accordingly, sexual behavior with the sexual partner of a friend may damage the friendship. However, relationships are not necessarily healthy. Unhealthy examples include abusive relationships and codependence.

How To Improve Your Interpersonal Relationships

Very few of us never have contact with the outside world or other people, and as a result, there is a relationship that is created whenever we interact with someone else. As time goes on, that relationship can remain stagnant, or as in the case of a love or dating relationship, that relationship can grow and flourish. But the real key to any meaningful relationship is effective communication between two people. That statement is every bit as true for interpersonal relationships as it is for business relationships, and also for the marital relationship between a husband and wife.

Effective communications cannot be stressed enough, especially in a marriage relationship. In today's world where both husband and wife are holding down at least full time if not part time jobs, things happen during the course of a normal day. But it is only at the end of the day when two people are relaxing that effective communications can take place. It doesn't matter how mundane, since even in mundane conversation you can learn a lot about another person, understanding what is important to them, what irritates them, and things they find enjoyable. Suppose your partner is depressed about something, whether financial stress, job pressures, or anything else. How much time do you give to your partner to improve the mood? If your answer is "none or not much", you are running the risk of your relationship starting to deteriorate. The breakdown of a relationship does not happen overnight, but it is all these "missed opportunities" to show care, understanding, and support that all add up over time.

Respect is a key ingredient of any relationship. If you do not feel you can trust someone, your communications with them will be brief or nonexistent. There is no real relationship there. That type of relationship may be fine for the checkout clerk at the grocery store, but how many people have that kind of relationship with their spouse? The real answer to that question will probably scare you, but you have control over that and the fate of your relationship, even your marital relationship, rests squarely in your hands.

Trust is another key element of any relationship, which goes hand in hand with respect. You need to feel you can trust the person you are communicating with. If you don't have a level of trust with that person, even your spouse, then your communications will reflect that lack of trust. You won't elaborate on things you say, you won't go into details, and you will subconsciously leave out information that may leave you vulnerable to a future rebuttal or even attack from the other person.

Many times, especially in a marriage relationship, the three key elements of a relationship (communication, trust and respect) slowly start to erode over time. It is typically not a conscious thing, but it can happen if both spouses are not aware that they need to keep all levels of these elements at peak values consistently.

MODULE 5

Impression Management

Meaning and components of Impression Management

Impression management is the goal-directed activity of controlling or regulating information in order to influence the impressions formed by an audience. Through impression management, people try to shape an audience's impressions of a person (e.g., self, friends, enemies), object (e.g., a business organization, a gift, a consumer product), event (e.g., a transgression, a task performance), or idea (e.g., pro-life versus pro-choice policies, capitalism versus socialism). When people are trying to control impressions of themselves, as opposed to other people or entities, the activity is called self-presentation.

Impression Management Techniques (for Self-help and formal approaches)

Do your friends think that you are boring?

Are you wondering why don't people like you?

Do you think that you are always misunderstood?

If your answers were yes then most probably you have just left the incorrect impression but you are not bad at all. The Impression people form of you is dependant on many factors like your body language, your clothes, your belongings (car, mobile, office ...etc), the topics that you talk about and all other things that are related to you. By manipulating these items depending on the people you are dealing with you will be able to leave the positive impression that you want and people will misunderstand you no more.

How to leave a positive impression

A person needs about 5 to 10 seconds to form an impression of someone else!! And then he may need another 10 minutes to confirm his judgment. So if you made a good use of the first five seconds then you are almost more than 90% done in leaving a positive impression.. Ways to leave a positive impression are:

- The first thing you can do is proper eye contact. Proper Eye contact shows respect, interest and that you are not shy. Proper eye contact means that the eye contact should be around 70% to 80% of the time.

- Another thing that happens in the first few seconds is the handshake, a firm handshake combined with proper eye contact leaves the impression that you are a confident person. people who don't shake hands in a firm way will most likely leave the impression that they are not confident. (see the handshake psychology for more information).

- If you did the previous two points you will appear to be confident but in the same time you may appear to be a little cold and that's why you need to add a smile on your face. This smile will not only make the other person think that you have got a sense of humor but he will also feel more comfortable in dealing with you

- Sit with your back straight and your shoulders stretched. A straight back leaves the impression that you are confident happy or interested. (see watch your back for more information on this topic) Never ever cross your legs or fold your arms when sitting because this leaves the impression that you are not that comfortable or even afraid. Don't place an object like a bag or a file between you and the interviewer because this leaves the same impression that folding your arms leaves
- If you felt like scratching your nose do not do it because this shows that you are negative evaluating something, after all your emotions are private and you shouldn't let anyone know what are you thinking about unless you want that
- If you can wear blue clothes then do it, in the psychology of colors blue gives the impression of loyalty and honesty, wearing blue will leave an unconscious impression in the mind of other people that you are loyal and honest.

How to position yourself.

What is the first word that comes to your mind when someone mentions BMW?

Most probably this word will either be luxury, elegance or money.

What is the first word that comes to your mind when someone mentions Volvo?

Most people will think of "safe".

Why did you think of certain words when you heard these brands mentioned?

This happened because the manufacturers of those brands positioned their brands in a certain part of your mind.

For marketing people, positioning is associating a product with a certain image that is printed in the person's mind. Now that you know the importance of positioning, let's talk about how you can position yourself in people's minds:

• First Impression: The first impression you leave on someone is very important. Even before you start talking, people can build an impression about you. There are some very good techniques that you could use to leave a very good first impression, techniques which are covered extensively here.

• Your Hobbies and Interests: What if you meet a person and on your first meeting learned that he has a black belt in kung fu? What will you think of him after he leaves? You will probably build some image of him as a physically strong person. The flip side of that is if you find that someone is interested in the arts and drawing instead of martial arts. You may think of this person as creative or sensitive. So as you can see, your hobbies and interests represent an important part in your positioning. Of course I am not asking you to find a new hobby just to position yourself, but what you should do is select which of your hobbies to talk about depending on the image you want to occupy in people's minds. You may even do this differently (talking about different hobbies with different people) depending on the situation and the people you are dealing with.

• Colour Psychology: Every colour that you wear leaves a certain impression in the viewer's mind, so wearing dark blue will leave the impression that you are loyal and trustworthy while wearing red may leave the impression that you are confident and energetic. Read more about colour psychology to know how you can use colours to position yourself.

• Body Language: You can let someone build a good impression about you without even speaking to him just by manipulating your body language. See the ultimate guide for body language for more on how to leave the impression that you want.

• Your Tone of Voice: Another important part of body language is the voice tone. Your tone can make you appear wise, confident, sensitive or energetic. Your tone includes the tempo, the time you take between words and phrases and the stops that you make between them. As you can see, most of these factors can be manipulated in order to give the impression that you want about yourself.

• The mystery of the unknown Whatever social skills that you have use them without giving explanation to how can you do them, for example if you read a lot about communication skills don't let the other person know, just let him feel its effect because in that case he will use his imagination in trying to guess how can you do all of

these things and so you will be much better positioned than if he knew how you did it, if that's not clear check this article about using the unknown in positioning yourself.

•Other Factors: Basically everything you do or use will affect your positioning: the music that you hear, the style of clothes you wear, the car that you drive and even your mobile's ring tone.

Your strategy for positioning yourself should depend on how you want people to perceive you. The game is very simple: just decide what is the image you want to associate with yourself then use all of the previous techniques to position yourself in people's minds.

SIXTH SEMESTER

STRESS AND COPING STRATEGIES

Module 1

STRESS

Definition:

Stress is our mind and body's response or reaction to a real or imagined threat, event or change.

Characteristics of Stress

- 1) Stress is found in all human beings with disregard to age, gender, race and ethnicity.
- 2) Stress always occurs as a response to a stressor. The stimulus which leads to stress is called stressor. Stressors can be internal (thoughts, beliefs, attitudes) or external (loss or tragedy).
- 3) Individual differences in stress do exist.
- 4) Chronic and negative stress can lead to development of major physical illnesses.
- 5) Stress can also have a negative impact on the behavior and overall psychological well-being of the individual.