Approach to Work Situations

APHRDI-BAPATLA

Dr. N. Udaya Bhaskar, MBA, M.Phil., Ph.D.,
Asst. Dean, Student Affairs and Senior Assistant Professor
Department of Commerce & Management Studies
Adikavi Nannaya University
Ph: 9490450510
nudaybhaskar@gmail.com

21-01-2020
Aims and objectives

• To Understand and Appraise the importance of handling work situations

• To sensitize on various approaches to work situations

• To focus on CPD (Continuing Professional Development)
Few examples

• Your colleagues take credit for your work
• Every time you speak up in a meeting you’re interrupted/neglected
• Your employees don’t respect you
• Your boss is biased
• You were given more work and paid less
• Balancing Family as well as Professional life
Etc…
Factors affecting Employees work situations

- Perception
- Motivation
- Learning
- Attitude
- Personality
- Communication
- Group dynamics
- Change Management
Perception

How you **Understand** the world around you

Actual reality Vs Perceptions

Importance

Stimuli
Sensation – Sensory organs
Perceptual process
Selective attention
Perceptual blocking
Subliminal perception
Motivation

‘Most of the ACTIONS of human beings are not just happened’, they are CAUSED

Significance
Motivation cycle: Need-Action-Satisfaction
Motives and drives (demographics)
Need Vs Want
Need hierarchy
Intrinsic Vs Extrinsic
Attitude

• Attitudes are **Evaluative statements related to a particular ‘Object’**
  ‘Why should I listen to my boss’

• Characteristics of Attitudes
• Attitude formation
• Attitude change

“**ATTITUDE IS A LITTLE THING THAT MAKES A BIG DIFFERENCE**”
Learning

• Understanding the Learner
  – How learners learn (Interests, objectives)
  – Learner Differences (Age, Language, Motivation, Past Learning experience)
  – Learner Styles
  – Planning for a Training

On the Job Learning
Skill Vs Talent
Personality

‘Sum total of an individual’s beliefs, values, attitudes, perceptions and the way how he/she responds to his/her environment’

Significance

The concept of Self, self image, altering self

The process of Personality development
Communication

“Whatever you do if you are able to create an understanding over the other person”

Significance

Johari window
Transactional Analysis

**Eric Berne – Transactional Analysis**

**P**arent
- keeping safe
- calming
- nurturing
- supportive
- reasonable
- logical
- not-threatening
- non-threatened
- curious
- playful
- creative
- spontaneity
- controlling
- critical
- patronising
- finger-pointing
- rebellious
- tantrums
- difficult
- insecurity

**A**dult
- helping
- problem-solving
- objective
- non-judgmental
- rational
- thinking
- self-aware
- assertive
- assertiveness

**C**hild
- playful
- creative
- spontaneous
- innocent
- naive
- dependent
- irritable
- tanntrums
- insecure

---

**I am not OK**
- Helpless

**You are OK**
- Happy

**I am not OK**
- Hopeless

**You are not OK**
- Angry