



USING INTROSPECTIVE APPROACH IN IMPROVING INTERPERSONAL SKILLS

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Abstract - Research in many fields has shown that to be successful in the workplace, hard skills (or technical knowledge) alone is not enough. Ethical behaviours (soft skills) are needed to deal with the external world and to work in a collaborative manner with one's colleagues. Throughout the article, soft skills will be considered same as ethical behaviour.

This paper emphasizes on the following ideology to build one's ethical behaviour. Rather than seeing yourself climb to the top of the pyramid of success, see yourself at the bottom of the pyramid of life, ready and able to serve the whole of humanity in a myriad of ways. The greater your service, the greater will be your success.

This paper makes discusses some thoughts on how to become better. It starts with an attempt to have some understanding about us and who we are. It takes into view the meta-physical part of a human being – the soul, which governs his/ her life, behavior and attitude.



Then, some important actions, which need to be inculcated in our lives, are ascribed. These actions aim towards building interpersonal skills with the main underlying premise that, good ethical behaviour cannot happen without a good heart.

Keywords – daily improvement, soul, ethical behaviour

Introduction

Research in many fields has shown that to be successful in the workplace, hard skills (or technical knowledge) alone is not enough. Soft skills (ethical behaviour) are needed to deal with the external world and to work in a collaborative manner with one's colleagues. **Soft skills** are a sociological term which refers to the cluster of personality traits (responsibility, self-esteem, sociability, self-management, integrity/ honesty) and interpersonal skills (participating as a member of the team, teaching others, serving customers, exercising leadership, negotiating, working with cultural diversity). Ethical behaviour are extremely necessary for the success of an individual and an organization and, it separates the best organization from the rest. Apart from the traditional measure of success in monetary profit terms, someone has also defined success as, giving your very best where ever you are.

This paper emphasizes on the following ideology to build one's ethical behaviour. Rather than seeing yourself climb to the top of the pyramid of success, see yourself at the bottom of the pyramid of life, ready and able to serve the whole of humanity in a myriad of ways. The greater your service, the greater will be your success.



This paper makes discusses some thoughts on how to become better. It starts with an attempt to have some understanding about us and who we are. It takes into view the meta-physical part of a human being – the soul, which governs a person’s life, behavior and attitude. Then, some important actions, which need to be inculcated in our lives, are ascribed. These actions aim towards building personal and interpersonal skills with the main underlying premise that, good ethical behaviour cannot happen without a good heart. Some people might not agree with the thoughts expressed in this paper. Hence, I personally apologize to them in advance for inadvertently causing any inconvenience.

How big we are

If human body can be compared to a computer then, our entire machine or central processing unit (CPU) is about 2 feet long. It starts from the brain in the head down to the lower abdomen. To give mobility and security to this machine, 4 extensions have been given - 2 down (Legs) and, 2 on the side (Hands). And, not even a single cell of the billions of cell in our human body has been created by us.

Who we are

There are 2 aspects of our human body, the PHYSICAL part (body - analogous to computer hardware) and the metaphysical/ SOUL part (heart, mind, and feelings - analogous to computer software). The SOUL part controls the functioning of the PHYSICAL part. In spite of humans studying for thousands of years, almost all the studies have been directed towards measuring and taking care of the PHYSICAL part only.



This is, not much useful in the long run. Because, the physical human body composed of organic parts, has a finite limited working life. By the nature of its organic composition, the physical part of the human body starts deteriorating from the time of birth itself. On the other hand, we have been unable to measure and specifically locate the more important, metaphysical/ soul part of our human body. Through the soul part, we feel various kinds of emotions like pain, joy, sadness, laughter, anger, affection, love, hate ... but, we are not able to specifically measure and locate them. The soul part controls the physical part of the human body and governs one's entire life. The basic survival of the human being comes from the SOUL part. And, unlike the physical part, the SOUL part instead of deteriorating, CAN improve with the passage of time. Thus, it is very important that, we continuously try to better the metaphysical/ SOUL part.

The main method we can change ourselves metaphysically, is to change the THOUGHT processes in ourselves. The biggest battle of life happens in the mind. For what a person thinks continuously, that is what that person becomes. You can completely change a person by changing the THOUGHT processes in that person. For this, the paper ascribes some daily actions to be followed wholeheartedly. This will enable the THOUGHT process to be changed gradually over a period of time. And, it is the belief that, as these actions are followed, the person will become better over time. All human beings interacting with this better person will feel nicer. Thus, as a result, the person and all the others will live much better.



Suggestive Actions

Some of the suggested daily actions to become a better person are –

i). LOVE – we should love all human beings as we love ourselves. Meaning that, the concern and love that we have for ourselves (like what I will be doing 10 years from now, how will I live, eat etc...), the same concern and love, we must have for OTHERS at all times.

It is apparent that, to follow this action, we must first love ourselves and should have a good healthy self-image of ourselves. If we think that, we are nice then, we will do nice things. For what a person thinks, that is what that person becomes. A person becomes proficient at anything he or she does for a long time.

ii). FORGIVENESS – every human being intentionally or unintentionally, commits millions of wrongs in his or her life like anger, hate, lie, steal, disrespect, pride, lust, shout, abuse, physical harm, jealousy, selfishness etc. There is no human being who has not done any wrong. No human being is perfect. As time passes by, we even forget some of the wrongs that we did. So, if we want all our wrongs to be forgiven then, we need to IMMEDIATELY FORGIVE OTHERS when knowingly or unknowingly they do wrong to us. We have to do to others what we want to be done to us. We have to always overcome or repay wrong by doing good and not do wrong ourselves. Only when, one repays wrong by good that, the vicious cycle of wrong has any hope to end else, it has chances to increase all the more. And lastly, we should turn away from all of our wrongs and commit ourselves not to do them anymore.



Bitterness blows out the candle of joy and leaves the soul in darkness. Forgiveness sets free, both the forgiver as well as the wrongdoer who has been forgiven. It cleans the forgiver's heart completely of all the bitterness and dirty revenge feelings. And it gives way to healing, comfort, peace and joy. Forgiveness can be construed as one of the ways of GIVING. It is always better to give than, to receive. For what materialistic things can we take with us when we die? NONE. Whenever people die, we generally do not remember about their materialistic possessions but, mostly about their words and deeds and what kind of a person they were. Just imagine that, if all of us begin to forgive each other and each of us make a personal resolve not to do wrong again then, ours will become a colony of heaven.

There should be NO LIMIT on the number of times we should forgive. Even in the most extreme wrongcase, when a person is trying to take your life, ONE MUST FORGIVE. In this evil case, primarily, the PHYSICAL part of the body is getting harmed or destroyed. The SOUL part (heart, mind and feelings) of the human body can hardly be touched. And, we very well know that, the PHYSICAL part is already deteriorating and getting destroyed on its own. Thus, in reality, no one really can harm us. They can only harm the physical body which is already getting destroyed. Thus, forgiveness should be exercised for unlimited number of times as we want our infinite wrongs to be forgiven as well.

iii). While we are alive, there is nothing better than to be HAPPY and do GOOD at all times, even in the worst of situations like facing death. For having stress or getting frustrated will not change the situation but, make it much worse. It is NEVER too late to do anything good.



iv). Always be THANKFUL for all the things we have, no matter how bad, difficult, dark, or mysterious situations get. For all the things that we have can be gone anytime and it can always be much worse.

Thankful people are happy people. Gratefulness can turn the prison into a palace, but ungratefulness can turn the palace into a prison. Bitterness, fear, self-pity, ungratefulness, and negativism will go out of our lives if we practice the habit of THANKFULNESS at all times. If we know thankfulness, then we have learned the secret of joy.

v). Always BUILD and APPRECIATE others with loving, kind and affectionate words and deeds. Especially for those who are dejected, depressed, have lost all hope and are helpless.

And, if a person does wrong, then, make him or her aware of it and confront that person in secrecy. This way you can try to correct the person constructively. As much as possible, avoid exposing this person in public as, this destructive correction will not achieve much. We are to think about things that cause us to move out in love toward others. We are to be known as people spreading good reports about others – and this comes from thinking good reports about others.

vi). Always be HONEST and TRUTHFUL in all things. If one is honest and truthful in small things then, that person will be honest and truthful in big things as well. A person who is



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vii). Always be quick to ACCEPT your wrong and APOLOGIZE for the same immediately. Also, make a personal resolve not to do that wrong again.

viii). If we have something which can help somebody or, if we are in a position to help somebody then, we should surely HELP.

ix). we should not be lazy and shy away from HARD WORK. We should take life one day at a time, and giveour very best every day. For no one can be sure of tomorrow. No day should go without work. This way,we will use our existence for good purpose. But, we should not demand perfection out of ourselves because, no human being is perfect.

x). we should NOT HAVE any PRIDE of any kind. Someone has described us humans as similar to the “grass” in the fields. The grass grows, remains green for some time and then withers away forever, to be replaced by the newer grass. In the same fashion, the world continues to move right on and does not stop when a human being passes away. All the materialistic possessions and the physical body of the human being are left here itself. Thus, we should NOT have any pride and think that we are something.

Many people who are infected and infested with pride have no idea that they have pride. As a matter of fact, the proud person is often very proud of his humility. Esteeming one's self



above the other people, for any reason, is also a form of pride. There has never been an argument or a war in which pride was not the major factor. Pride is the road to ruin.

Conclusion

All the above actions if practiced regularly will make a person better. The person will develop the desired personality traits (responsibility, self-esteem, sociability, self-management, integrity/ honesty) and good interpersonal communication skills (participating as a member of the team, teaching others, serving customers, exercising leadership, negotiating, working with cultural diversity). Thus, the person's "ethical behaviour (soft skills)" will improve considerably. This spiritual method will eventually help the person to succeed.

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