

Definitions

Life skills	"Abilities for adaptive and positive behaviour that enable individuals to deal effectively with the demands and challenges of everyday life" - WHO
Communication	"Communication is the transmission of information, which may be by verbal (oral or written) or nonverbal means." - APA
Emotions	A complex psychological state that involves three components: subjective experience, physiological response, and behavioral expression. Emotions are typically brief but intense feelings that arise in response to a particular stimulus or situation.
Emotional reactions	things that trigger the emotions we feel, the emotion itself, and our usual ways of responding.
Leadership	"the process of influencing the activities of an individual or a group in efforts towards the achievement of goals in a given situation" - John Gardner

Technical writing	"the process of designing, creating, and maintaining technical documentation that is used to communicate complex information to users." - STC (Society for Technical Communication)
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Core life skills

Decision-making
 Problem-solving
 Critical thinking
 Creative thinking
 Communication
 Interpersonal relationships
 Self-awareness
 Empathy
 Coping with stress
 Coping with emotions

Technical communication skills (cont)

Flexibility flexible to revise or redo project, adapt to new tool or tech, to deal with people

emotional reaction

things that trigger the emotions we feel, the emotion itself, and our usual ways of responding

the trigger always there, can be anything

the emotion be specific, focus on the strongest one at a time

the response/automatic pilot reaction whatever you usually do (often automatically or subconsciously) when you feel this emotion

Flow of communication

downward superiors to subordinates, scalar chain - to explain rules etc

upward subordinates to superiors - 2 types: to respond to upward comm (feedback), given by sub directly (complaints, new ideas etc)

horizontal equal level, lateral comm - to coordinate activities of diff branches

diagonal cross-functional comm, btw higher and lower sectors

Communication networks (cont)

star all comm with each other

types of presentation

persuasive sales
 instructional policy implementing
 informational research studies
 inspirational TED talks

presentation delivery methods

extemporaneous deliver w/o prep, but planned beforehand
 memorised learnt, prepared and presented
 manuscript with help of a pre-written script
 impromptu w/o prep or plan

Theories of emotions

language skills	basic rules of grammar and punctuation, ability to express yourself clearly.
writing skills	concise, clear, understand ur audience, use graphics, decide order and filtering of info, simple language, finalize style, template.
interpersonal skills	interact with the Subject Matter Experts (SME) to understand the concepts and/or gather info; interact with members of other teams and customers - strong comm, cooperation, effective listening, clear and prompt responses.
Ability to Understand the Subject	Having sufficient knowledge of the subject to effectively communicate about it.
Ability to Analyze	ability to think, learn, interpret, analyze, write, and rewrite to reorganize concepts and info

Communication networks	
vertical	upward + downward comm
circuit	same process as vertical, except they need not be superiors and subordinates
chain	organizational hierarchy, info from hod to teachers to students
wheel	centralized type, one passes info to many, eg: shaji directly to students

james lange	threat-->physiological (ANS) arousal --> emotional response (fear)
cannon bard	threat-->emotions and bodily reactions occur simultaneously (thalamus sends info abt stimulus to brain's emotion centres and body)
schacter singer	threat-->physical resp-->cog appraisal -->emo resp
facial feedback	physical (face)-->cog int of facial exp-->emo response
cognitive appraisal (Lazarus)	threat-->cog appraisal of event-->phy+emo resp

MOD 5 - Human values

morality	principles, values, and beliefs that guide human behavior and determine what is right or wrong varies across cultural norms, religious teachings, personal experiences, and rational deliberation
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Published 1st August, 2023.
Last updated 1st August, 2023.
Page 2 of 3.

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MOD 5 - Human values (cont)

values guide and shape an individual's behavior, choices, and attitudes

ethics moral principles or rules that govern human conduct. It explores the nature of right and wrong, good and evil

7C's of communication

Clarity 1-in the mind of sender, 2-msg should be simple to comprehend

Credibility

Consistency

Conciseness brief and simple

Concreteness specific info, not vague and abstract

Completeness all necessary info conveyed

Correctness

4S's of communication

Shortness concise wording and delivery

Simplicity in both words and ideas - reveals clarity

Strength credibility of sender

Sincerity genuine sender

Report structure (TEBSFRA)

table of contents

executive summary

background of study

scope and objectives of the study

findings and observation

recommendation

annexures extra supporting info/data in table form

Types of interview (BJP-POSSUMS)

behavioral question their prior job actions

job related focus on past relevant job related behaviors

phone

panel/-board each applicant, many interviewers

one-on-one

situational ask how they would react to a particular situation

stress make applicant uncomfortable to gauge reaction

unstructured open ended ques

mass/group panel interviews several candidates together

structured closed ended ques, types of ques- situational, job related, job sample (perform task), worker requirements

Role in workplace (cont)

3. ethical follow ethical principle, fair, integrated decisions

4. respect inclusive, value diversity

5. confidentiality privacy rights, safeguard info

Role in workplace

forms +ve reputation, work envi, attract and retain good employees etc

Work ethics (5): Remember Duty's Righteous Path

1. responsibility of one's work, tasks, meeting deadlines

2. diligence consistent effort

3. reliability committed, dependable, trustworthy

4. time management allocate time, prioritize tasks, use resource effectively

5. professionalism approp boundaries, adhere to policies+ standards

Integrity (5): R-TECH

1. honesty truth, transparent

2. trustworthiness commit, reliable, confidentiality



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Page 3 of 3.

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