

Creativity

- An exploration of lateral thinking techniques to enable more robust problem solving
- Lateral thinking is an unorthodox approach to problem solving ,often looking at a problem from other sides rather than head on

Normal logical thinking

- Step 1
Identify the problem or opportunity
- Step 2
Logically, analytically generate alternatives
- Step 3
select the best alternative(s)

Lateral thinking

- Step 1
Identify the problem or opportunity
- Step 2
Generate a new unrelated thought or idea
- Step 3
Extract the principles or characteristics from idea
- Step 4
Logically explore the relationship of the characteristics' of the problem
- Step 5
select the best alternative(s)

Creative lateral thinking

- Step 1
Identify the problem or opportunity
- Step 2
Generate a new unrelated thought or idea
- Step 3
Extract the principles or characteristics from idea
- Step 4
Logically explore the relationship of the characteristics' of the problem
- Step 5
select the best alternative(s)

Methods of lateral thinking

- Random entry idea generating method
- Provocation entry data generating tool
- Movement techniques
- Challenge idea generating tool
- Concept fan idea generating tool
- Harvesting
- Disproving

Risk taking



Risk can be classified as the potential that a chosen action or activity (including the choice of inaction) will lead to a loss.

The notion implies that a choice having an influence on the outcome exists (or existed).

Potential losses themselves may also be called "risks". Almost any human endeavour carries some risk, but some are much more risky than others.

Risk

Risk

Taking a risk is when you experiment with a new behaviour. It can be a healthy and a positive way to:

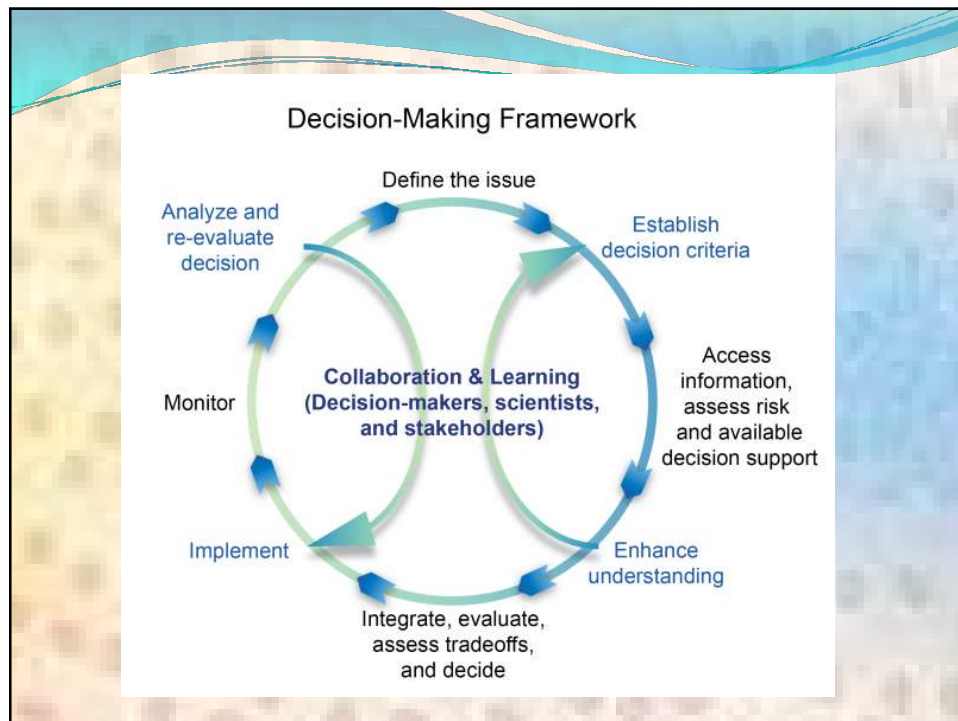
- Test your limits
- Test other peoples boundaries
- Learn new skills and experience new things (including in work, study, relationships)
- Take on more independence and responsibility for your life.
- Taking risks can be fun and give you an adrenaline rush but sometimes those risks may affect your well-being and cause you harm (Hamilton, 1974).

So why do we take risks? What are some of the consequences of risky behaviour and how can we manage risk-taking healthily?

Module 2

Frame work

- A framework provides a high-level, yet a foundational structure for solving a particular type of problem.
- It can be considered as a model, which visually depicts the key building blocks of the problem being analyzed.
- Besides providing a structure, frameworks also provide a common vocabulary to solve the problem and include a narrative explaining the interaction of the various building blocks in terms of input and output, nature of the relationship between them, underlying assumptions, rules, etc.



How do we create a framework?

- Creating a framework is an exercise in critical thinking. Also, reviewing various types of frameworks can give you a sense of how to create our own frameworks.
- The following is a typical process one can use to create a framework:
- Research the problem domain
- Identify different facets of the problem related to the problem. These facets then become the key building blocks of the framework.

frame work

- Define how the interaction of these building blocks can lead to accomplishing the problem at hand. Document any assumptions, rules, etc.
- Test the framework by subjecting it to various scenarios and use cases.
- Continue to refine the framework until it works for a number of your identified scenarios and use cases.
- Document the framework as an illustration. Feel free to utilize graphical constructs such as blocks, arrows, lines, etc. to give it a shape. This will also help you to recall the framework later much easily.

Module 4

Factors influencing IPR

- **Compatibility**
 - Two individuals in a relationship must be compatible with each other. There should be no scope of conflicts and misunderstandings in a relationship. Individuals from similar backgrounds and similar goals in life do extremely well in relationships. People with different aims, attitudes, thought processes find it difficult to adjust and hence fail to carry the relationship to the next level.
- **Communication**
 - Communication plays a pivotal role in all types of relationships whether it is personal or professional. Feelings must be expressed and reciprocated in relationships. Individuals need to communicate with each other effectively for
 - In professional relationships as well, colleagues must communicate well for a better bonding. Sit with your co workers and discuss issues face to face to reach to a mutually acceptable solution.

Factors influencing IPR

- The recipient must understand what the sender intends to communicate and vice versa. Clarity of thoughts is essential in relationships.
- **Honesty**
 - Be honest in relationships. Remember every problem has a solution. Think before you speak. Transparency is important in relationships.
- **Stay calm**
 - Do not overreact on petty things in relationships. Stay calm. Be a little more adjusting. Be the first one to say “Sorry”. It will solve half of your problems.

Factors influencing IPR

- **Forgiving**
 - An individual needs to be a little more forgiving in relationships. Do not drag issues unnecessarily. Fighting over small issues is foolish and makes the situation all the more worse.
- **Smile**
 - As they say “Smile is a curve that makes everything straight.” Flash your smile more often. It works. Take care of your facial expressions while interacting with the other person.
- **Time**
 - Time plays an important role in relationships. Individuals in love must spend adequate time to know each other better. Frustrations arise when people do not have time to meet or interact with each other. Even in organization, individuals must spend quality time with their co workers to strengthen the bond amongst themselves.

Stress

- Stress is a process of adjusting to or dealing with circumstances that disrupt or threaten to disrupt a person's physical or psychological functioning
- Stress is a tension ,strain or pressure from a situation that requires us to use ,adapt or develop new coping skills
- Stress stimulants – stressors (fear/guilt) or trauma/peer pressure
- Internal – nutrition , health and fitness levels , emotional well being and sleep
- External – physical environment ,job , home and relationships

Levels of stress

- Eustress –Positive/pleasant/curative ;
 - motivates action for accomplishments
 - Optimal amount of stress which helps to promote health and growth
- Distress-Negative ;
 - negative reaction to daily activities
 - Stress due to an excess of adaptive demands placed on us . They lead to body/mental damage

Stages of stress

- Alarm Stage :
primary stage . Threat encounter – nervous system sends urgent signals to brain
Body parts and functions coordinate to fight back or flee eg: accident
- Resistance stage – No relief from alarm, energy drops
Urge to fight ,hastiness ,impatience and exasperation
Cutting short of sleep ,anxiety and forgetfulness
- Exhaustion stage –Completely tired and drained
Hatred towards life . System break down mental disequilibrium

TECHNIQUES OF STRESS MANAGEMENT

- Stress management involves controlling and reducing the tension that occurs in stressful situations by making emotional and physical changes. The degree of stress and the desire to make the changes will determine how much change takes place.

Stress management techniques

- Laughter – Being able to laugh stress away is the smartest way to ward off its effects. Laughter lowers blood pressure and hypertension .Laughter triggers the release of endorphins(body's natural pain killers)
- Autogenic training- **Autogenic training** (AT) is a technique that teaches your body to respond to your verbal commands. These commands "tell" your body to relax and control breathing, blood pressure , heartbeat, and body temperature. The goal of AT is to achieve deep relaxation and reduce stress
- Deep breathing
- Meditation
- Hobby

Relaxation techniques

- Accept that there are events that you cannot control.
- Be assertive instead of aggressive. Assert your feelings, opinions, or beliefs instead of becoming angry, defensive, or passive.
- Learn and practice relaxation techniques; try **meditation, yoga, or tai-chi** for stress management.
- Exercise regularly. Your body can fight stress better when it is fit.
- Eat healthy, well-balanced meals.
- Learn to manage your time more effectively.

Relaxation techniques

- Keep a positive attitude.
- Set limits appropriately and learn to say no to requests that would create excessive stress in your life.
- Make time for hobbies, interests, and relaxation.
- Get enough rest and sleep. Your body needs time to recover from stressful events.
- Don't rely on alcohol, drugs, or compulsive behaviors to reduce stress.
- Seek out social support. Spend enough time with those you enjoy.
- Seek treatment with a psychologist or other mental health professional trained in stress management or biofeedback techniques to learn healthy ways of dealing with the stress in your life.

Emotional competence

- Emotions are tools that we can use to improve or destroy our life and the lives of those around us.
- An emotional competence is a learned capacity based on emotional intelligence that results in outstanding performance at work.
- For superior performance in jobs of all kinds, emotional competence matters twice as much as IQ plus technical skill combined.

Emotions

- **Emotion** is the part of a person's character that consists of their feelings, as opposed to their thoughts.
- Joy.
- Excitement.
- Surprise.
- Sadness.
- Anger.
- Disgust.
- Contempt.
- Fear.
- Shame
- Guilt

Components

| | | | | |
|-----------|----------------------|--|-------------------|--|
| | Persona 1 competence | | Social competence | |
| Awareness | Self Awareness | | Social Awareness | |
| | Self Management | | Social Management | |
| Actions | | | | |

These competencies determine how we manage ourselves

Knowing ones internal states, preferences, resources and intuitions

- Emotional Awareness-Recognizing one's emotions and their effects
- Accurate Self Assessment-Knowing one's strengths and limits
- Self confidence- A strong sense of one's self worth and capabilities

Managing one's internal states , impulses and resources

- Emotional Self Control –keeping disruptive emotions and impulses in check
- Transparency –Maintaining integrity , acting congruently with one's values
- Adaptability – Flexibility in handling change
- Achievement Orientation – Striving to improve or meeting standard of excellence
- Initiative –Readiness to act on opportunities
- Optimism – persistence in pursuing goals despite obstacles and setbacks

Awareness of other's feelings ,needs and concerns

- Empathy – Sensing other's feelings and perspectives and taking an active interest in their concerns
- Organizational awareness- Reading a group's emotional currents and power relationships
- Service orientation –anticipating, recognizing and meeting customer's need

Emotional Intelligence



Anger management

- **Anger management** is a psycho-therapeutic program for anger prevention and control. It has been described as deploying anger successfully. Anger is frequently a result of frustration, or of feeling blocked or thwarted from something the subject feels is important.