

# CONTENTS

## *Chapter—1*

### **UNDERSTANDING SELF AND OTHERS**

- Transactional Analysis
  - Johari Windows
  - Ego States
  - Life position
  - Transactions
  - Psychological Games

## *Chapter—2*

### **PERSONALITY**

- Definition
  - Personality Traits and MBTI
- Personality Theories
  - (i) Psychoanalytic Theory
  - (ii) Socio-psychological Theory
  - (iii) Trait Theory
  - (iv) Self Theory
- Personality Determinants
- How Personality consciousness shows itself

## THE PERSONALITY PATTERN

- Concept
- Role of Heredity and Learning
- Elements of the Personality Pattern
- (i) Concept of Self
  - (a) Components of the Self-concept
  - (b) Kinds of self concept
  - (c) Development of self concept
- (ii) Traits
  - (a) Meaning
  - (b) Characteristics of Traits

### Chapter—4

## SYMBOLS OF SELF

- Concept
- Roles of Symbols of Self
- Common Symbols of Self
  - (a) Clothing
  - (b) Names and Nicknames
  - (c) Speech
  - (d) Age
  - (e) Success
  - (f) Reputation

### Chapter—5

## MOLDING THE PERSONALITY PATTERN

- Concept
- Hereditary Potential
- Environmental Influences
  - Maturation of Hereditary potentials

- Model of Personality pattern
- Learning
- When Personality Molding Begins
- Why Molding Begins
- How the Personality Pattern is Molded
- Molding Techniques
  - (a) Child-Training Methods
  - (b) Identification

### *Chapter—6*

#### **PERSISTENCE AND CHANGE**

- Concept of persistence
- Concept of Change
- Methods of Studying persistence and Change
  - (a) Cross-sectional Method
  - (b) Longitudinal Method
- Causes of Persistence
- Changes in Personality
- Conditions Responsible for Personality Change
- Practical Implications of Persistence and Change

### *Chapter—7*

#### **SICK PERSONALITIES**

- Concept
- Causes of personality Sickness
- Self Rejection
- Major Categories of Personality Sickness
- Common Danger Signals of Personality Sickness
- Variations in Personality Sickness
- Seriousness of Personality Sickness
- Copying with Personality Sickness

## **HEALTHY PERSONALITY**

- Concept
- Characteristics of Healthy Personalities
- Conditions Contributing to Happiness
- Causes of Healthy Personalities
- Self-Acceptance
- Aids to Achieving a Healthy Personality

### *Chapter—9*

## **24 CARATES OF WINNING PERSONALITY**

- Carat 1, 2 and 3
- Carat 4, 5 and 6
- Carat 7, 8 and 9
- Carat 10,11 and 12
- Carat 13, 14 and 15
- Carat 16, 17 and 18
- Carat 19, 20 and 21
- Carat 22, 23 and 24

### *Chapter—10*

## **TRAINING**

- Concept
- Inputs/Components in Training & Development
- Objectives of Training
- Training Skills
- The Philosophy of Training
- Need for Training
- Benefits of Training
- Trainer

- Who are the Trainers
- Characteristics of Trainers
- Transactional Styles of Trainers
- Consultant
- Who is Consultant
- Transactional Styles of Consultants

### *Chapter—11*

#### **LEARNING**

- Concept and Definition
- Characteristics of Learning
- Conditions for Effective Learning
- Theories of Learning

### *Chapter—12*

#### **LEARNING ORGANIZATION AND ORGANIZATION LEARNING**

- Learning Organization
  - Concept
  - Features of Learning Organization
  - Dimensions of Learning Organisation
  - Single Loop and Double Loop Learning
- Organizational Learning
  - Concept
  - 'I' Model of Organizational Learning
  - Five Disciplines of Organizational Learning
- Continuous Learning

### *Chapter—13*

#### **PLANNING AND DESIGNING THE TRAINING PROGRAMME**

- Concept
- Designing a Training program

- Training Need Assessment
  - Model for Assessing T & D Needs
  - Training Assessment Methods
  - Process
- Principles of Effective Training
- Training Methods
  - (a) On the Job
  - (b) Off the Job

### *Chapter—14*

## **ECONOMICS OF TRAINING PROGRAMME**

- Training Cost
- Budget Preparation
- Evaluation of the Training
- Objectives of Evaluation
- Follow up of Training Programme
- Steps involved in the Process of Evaluation
- Impedients to Effective Training

## **CASE STUDIES**

- Approaching the Job of Supervisory Leadership
- Shipping and Receiving
- Pain in claims
- The Storm Breaks
- Wanted good secretary
- Which is more important recruiting on Retaining
- Suitability of the Technique
- How to Build Team
- No time for family