

Social Transformation for Good Human Relations

Dr. Vidhu Gaur

Assistant Professor, Alliance School of Business, Alliance University, Anekal Road, Bangalore (India)
vidhugaur@gmail.com vidhu.g@alliance.edu.in, Ph.: +918861083269

Abstract

In order to plan a suitable goal of being successful, the word success, most important of all, must include a very good relationship both with the family and in the social life. It is important to learn and know how to deal with others, how one should get work done from people, and how one can prove to be helpful in inspiring others. Those who do not have self-confidence and fail to know how to deal with people, fail in their lives as well. Thus, it is important to undergo social transformation, i.e. knowing how to inspire, interact and work with people. The paper highlights couple of golden rules to achieve and master good human relationships.

Keywords: Critiguide, Human engineering, Self-appreciation, Cornerstone of relationships

1. Introduction

In rapidly changing times, the challenge to any organization is to provide a framework for people to understand their journey through change, so that they can contribute their best to the organization. In order to play a leadership role or as agents of change within the organization, one must be able to bring about significant changes in his own inner organization. As the external environmental changes fast, the importance of self-management increases. It is hardly possible to control the external environment, anymore. The emphasis has accordingly shifted towards managing our inner environment which we have tended to neglect. The future of our organization rests on the autonomy, maturity and confidence of our people. Many have been trained with particular technical and functional-oriented skills and they were promoted on the basis of it. They were fine in a relationship stable world, but not in a chaotic world. The skills and abilities that are required now, are how to lead through a never-ending process of change? How to be calm and confident in the face of upheavals? The challenge is to re-define, re-invest and re-orient ourselves for the future.

New and different capabilities are required to be effective in this changing environment. These are not just the technical or functional skills but they are the self-managing skills like intuition, flexibility, clear focus, tolerance etc... and nobody can teach how to achieve these but they have to be developed or tapped through proper understanding about the self. In any management training program, development of various aspects of human resources like, the physical, mental and emotional or social are taken care of, to tap the inner potential to the maximum. Further, as we are social beings and we are emotionally connected with each other, there are developments programs like psychological assessment, good human relationships, team work etc.

If we go into the history of management, the locomotive of economic change affecting every organization of the world was either America or Japan. Following the Second World War, most of Europe was heavily devastated in one way or the other. The Japanese economy and the Japanese industry were flattened and it gave Japan a chance to start again. There emerged the total quality Management concept with the beginning of the Japanese system of management or networking based on the eastern culture more specifically a society culture which says why just come with your hands but bring your creative mind and good relationship for team work as well. (Parkinson, Rustomji & Sapre 1999)

2. Three Magical Steps towards Good Human Relations

One can either motivate others or inspire others. Motivation is external pressure using the other person's fear or greed. Inspiration is from within where the other person wants to do from within what one is suggesting. It is important to learn and know how to deal with others, how one should get work done from people, and how one can prove to be helpful in inspiring others. Those who do not have self-confidence and fail to know how to deal with people, fail in their lives as well. Thus, it is important to undergo social transformation, i.e. knowing how to inspire, interact and work with people. There are three important steps for transformation at the social level (Sirshree 2007):

Step No. 1: Observation

Step No. 2: Appreciation

Step No. 3: Be a Good News Reporter

2.1 *We become what we observe*

Everyone observe. But what does everyone observe? It is found that most people observe only drawbacks of others. They can, very easily, narrate the problems of others. They can, very easily, describe the shortcomings and vices of others. They get a kick out of observing the negative aspects of others. They always keep themselves busy in observing wrong things. No doubts, they do observe, but they are observing what they do not require. The first rule is that one gets what one observes. One has to learn to keep his antennae in the right direction.

A small child without any kind of schooling learns how to walk, how to talk, how to smile, how to keep one's things, etc. only by observing. So, one should understand the significance of observing. An astonishing fact is that an ordinary human being observes only one thousandth part of what he sees. Yet he is capable of learning and imitating whatever he desires to become.

2.1.1 Observation is the Greatest Instrument

The human race has received observation as the greatest instrument, a gift, which is always functioning. Because of one's observation one will always keep on registering things in his memory. And all that one has in his memory, he is bound to use. In order to understand this in detail, look at the following examples:

1. Your friend is singing a song. After some time you find yourself singing the same song.
2. If you are impressed by the way a film star walks, you observe him keenly. You will find that you too pick up the same style of walking. You do not need to learn this style of walking by practice. It is effortless.
3. Your friend is fond of telling jokes. Being with your friend ensures that you develop the same habit.
4. Your mother keeps on gesturing while talking. As you grow up, you too develop the same habit since children observe their parents very closely.

Let us try to understand through these examples how habits are developed. How one imports various habits. It means all the things and habits that one is observing have capability in them to mould one even if one doesn't like them. Whatever one observes comes into him, be it good or bad. The mind is like a camera. It shoots whatever it sees. Thus, one should be cautious while observing. Concentrate only on what one desires, and ignore what one doesn't wish for.

A man is known by the company he keeps. One should choose his company as per his needs. Because only in the right company, can one observe what he wants or wish to become. If one wishes to be a trader, then he should keep himself in the company of traders. If one desires to be a world famous sportsperson, then the company of singers will prove to be a waste.

Thus, by doing so, one will attain success that one has decided for himself. If one is climbing a mountain then he should be careful not to join hands with those who are coming down. One may feel like going down too. It is human nature to pick up negative things faster. Thus, always concentrate on where one has decided to reach. By taking the first step, one will easily develop within himself several qualities and he will learn the art of taking interest in others. By right observation one gets benefits as he is observing good things and his focus is on his aim. Thus one gets not what he thinks he deserves, but what he observes. After one practices right observation, he becomes ready for the second step.

2.2 Appreciate others generously with purity of mind, don't criticize, but critiguide

The first step was for one's own benefit. The second step is for others benefit. One shouldn't be afraid of expressing appreciation for the good qualities he has observed in others. It will cost him nothing. What he should give is only good and sincere appreciation. One shouldn't limit his appreciation just to his near and dear ones. There must be many people around one rich in great qualities. Some have a good handwriting, some are good sportsmen, some are good musicians, and some of them are experts at social work. One needs to appreciate the good qualities of such people. Thus, when one changes his outlook and begins to focus only on the positive aspects of others, he will develop good relations as well as good observation. Thus, whenever one comes across a person, he should find out what does he like about him? Start thinking about the good qualities in that person – maybe it is the smile, cleanliness, smartness, good behavior, good dressing sense or frankness that one likes in him or her.

While interacting with others, one should tell them what good qualities he likes about them. At that moment what he expresses subconsciously to the other person is that he likes him. Definitely, the other person will start liking him and his interaction with him will be livelier, thus improving his social relations. The tool of appreciation is a magical one. It is the white magic of human engineering. It works in all relationships as everybody likes a compliment. It makes them feel important. But, usually people never use this white magic since they are busy criticising others, arguing with them and trying to prove them wrong. Nothing kills a person more than criticism. It has been observed that people don't leave companies, they leave managers.

Thus, one should never be a miser in appreciating others. Whenever he gets an opportunity to appreciate, he should grab it. Be first to appreciate, last to pinpoint faults. Learn the art of critiguiding others. It makes no difference if one does not mention about less salt in food or less sugar in a cup of tea because his host, too, would be having the same food and tea. If one needs to say something, mention some good things about the food. Sometimes saying nothing says everything. So, one should always be careful with what he says to others. Rude and harsh words always remain in memory.

And if one thinks that by criticizing others he can improve them, this is a myth. Nobody likes to be criticized. Criticizing only makes a person more resentful and one unnecessarily creates more enemies. This way he makes them feel inferior and unimportant. By criticizing, unknowingly one hurts people's feelings and spoils his relationships which, in turn, affect him in the long run.

Hitler, right from childhood, received only criticism. He gave it back to the world through wars and concentration camps. Daughters-in-law who get criticised and abused by their mothers-in-law, in turn give the same treatment to their daughters-in-law in the future and the vicious cycle continues. Because they have been criticised so much, they will not rest until they give it back. A child, who has been brought up under the guidance of a strict father, treats his children in

the same way.

For social transformation, one is required to break this pattern of criticism. It is like the game of passing the parcel. Everybody wants to give the parcel to somebody else. Criticism is just like that. No one likes it. The idea is simple – ban criticism from one's life. Criticism breaks relationships, families, friendships, hearts and homes.

2.2.1 Critiguide

If one does need to give negative feedback, then don't criticize. Instead critiguide (Sirshree 2007). Use the sandwich formula: Bread on both the sides and spicy stuff in between. This means appreciate first; talk to the person whom one wants to give a feedback about the right things that he has done, and then, very subtly, in a friendly tone, guide him towards the areas which require improvement. Thus he would save a friend and get the work done also.

In order to gain success in life it is necessary to understand that: 'One cannot achieve success without the help of others.' If you have a high aim in life, you need the support of many hands, which can be achieved not by criticism, but by appreciation. When the work can be done by sweet words, why use harsh words? When honey will do, why use poison? People are itching to criticize others and feel happy to find their faults because that is so easy.

2.2.2 There are Several Ways of Critiguiding which can be mastered

How does a doctor treat a patient? He patiently listens to what the patient has got to say. Then very softly and lovingly he tells them, 'Nothing to worry about. You will soon be well. It's just a minor problem, don't be afraid.' And the patient recovers within a few days. The doctor gives bitter tablets, but they are sugar coated. If you need to say something bitter to anybody, then also say something sweet about him. If you need to scold someone, then before doing so, first appreciate the good qualities in that person.

2.2.3 Encouragement works Faster

Everything depends on how you encourage people. Remember the million dollar question: what's in it for them? Why will they want to help you? They will not be interested in listening to anything that is linked with your personal gains. Thus, clarify to them regarding their gains and benefits. Talk the language of what is beneficial to them and then they will be happy to work for you.

2.2.4 Don't be a Critic, but welcome the Critics

This is the second aspect of criticism, which is very important. You are absolutely clear that you are not going to criticize others. But if you come across a critic, who starts numbering your mistakes, then you need not argue with him. Instead listen to him carefully and patiently because he is trying to help you improve.

A painter shows his painting to his friend, also a painter. The friend points out several mistakes in his paintings. The painter does not feel hurt at all. He listens to all these mistakes carefully and corrects them. Then again he shows it to the same friend. The friend again finds several faults with the painting and the painter. By correcting those mistakes, he keeps on improving his painting, making it more beautiful each time. Within some years he becomes a world famous painter. In this way, if you too, for your own benefit, listen to criticism and welcome critics then you are actually helping yourself.

2.3 Be a Good News Reporter (GNR)

The first step benefited to you. The second step was for the benefit of others. The third step will benefit everybody. GNR means a good News Reporter (Sharma 2001). You read a newspaper every morning. The news about the entire world is on your table... murders, robberies, smuggling, kidnapping, thefts, etc. you read the news. You carry the news with you and also talk and discuss about it. In turn, you also receive the same kind of news from your friends and you collect more of the same news.

But, now, you need to make a slight change. As soon as you get the newspaper, concentrate on the good news, e.g.: a student has stood first in the university, a genius has invented something great. Someone has received a gold medal in a game, somebody has established a charitable trust, and somebody has organized a free health camp...

Talk about such good incidents with your friends and in turn, you too, will receive such good news, good thoughts and happy thoughts from your friends. Like attracts like. Good news attracts good news.

The way that this law works is that if you extend some good news, then you will receive two bits of good news. This goes on doubling. Thus, this kind of news spreads a wave of happiness among people. People start waiting for you eagerly in order to receive some good news because only you can entertain them and make them feel happy. Thus, if you always remain jolly in this manner, then your family members, too, will eagerly wait for you to disclose some good report, jokes and stories. If you present yourself in this manner, you can make everybody happy. Therefore, become a GNR or a Happy Thoughts Reporter. The best way to be a GNR is to laugh heartily with others and spread happy thoughts through laughter. A smiling person is a friendly person. He is liked by everybody. The one, who cries, cries alone. If you have the desire to win the hearts of people, then learn to smile and laugh.

Today, man needs to find reasons to laugh. Water is wet by nature, not by reason. Similarly, laughter is human nature. Have you ever seen dry water? But, you must have certainly come across dry people without laughter. Humor is lost in today's world. We need reasons to laugh. We have forgotten to laugh. But every one has the right to laugh. Laughter is a universal language. Laughter is at our core. As babies, we knew it instinctively. Nobody teaches a baby to laugh. It laughs on its own. Thus understand and practice laughing for social transformation.

We have laughed so many times, but we have never heard ourselves laughing. Stop reading the book for a minute and laugh loudly for a minute (if you are alone). Listen to your laughter while you are laughing. Concentrate on your laughing. Whenever you get an opportunity to laugh, listen to your laughter. It is the Law of Nature that whatever you give attention to, it grows. Where attention goes, energy flows. The more we concentrate on our laughter, the more it will grow. In this grow way we will make ourselves happy and spread happiness among others (Mellowship 2009).

3 Accepting: The Cornerstone Of Relationships

In life we come across many unwanted situations and people that make us very unhappy. There is a small but very powerful mantra which can change your social life dramatically and bestow you with peace and happiness. The mantra is: Can I accept this?

This' means that what is affecting you from outside or from within you. For instance, some unfavorable incident has occurred or you have to deal with some unwanted person – just ask yourself, 'Can I accept this?' In this way when we accept a situation or a person, our power to tackle them is increased enormously. 'Can I accept this?' This little mantra can work wonders. Whenever any situation arises while dealing with people, you will find that the answer will be 'yes' 100 percent in smaller incidents. It is only because you haven't asked yourselves that you have withdrawn and closed in your shells. Now after repeating this mantra, you won't live a closed life anymore, instead you will open up to have a happy social life.

When you will get the benefit of this mantra in smaller incidents, you will find that in 99 percent of the average occurrences also the answer will be 'yes'. (Usha 2002) Examples of average or medium occurrences are a small accident or someone insulting you, in which case you flinch back instantly. At that moment ask yourself, 'He has insulted me, can I accept this?' You will see that in 99 percent of the cases, your answer will be 'yes'. With this you will be immediately freed from that agitating thought. After the answer 'yes', many of your problems will be solved. Just make a habit of asking you in every situation, 'Can I accept this?' Then it will so happen that something may go wrong as soon as you wake up in the morning, someone in the house may do some mischief, or you may hear the blaring of a music system from the other room or may be from your neighbor's house. In any case, just ask yourself, 'Can I accept this?' And if you are able to accept that noise then you will say, let it go on. With this acceptance, a feeling of relief will instantly flood through you. You will be spared from the stress as well as able to avoid instant aggressive reaction that can spoil your relationships. Later when you have cooled down, you can communicate your problem to the concerned person, and this communication will be much better and more effective.

With this mantra if the answer comes 'No, I cannot accept this', then you should accept the non-acceptance as well. You will be able to understand this with an example. If you feel, 'I can't tolerate to see this man's face, and then ask yourself, 'Can I accept my unacceptability?' If you are worried and that worry is constantly eating you, just ask yourself, 'Can I accept this worry?' Your answer will be, 'Alright, so I am worried. I can accept it.' In this way when you accept your unacceptability, something new is created. When you accept your non-acceptance, 'Okay, I am like this, I have faults, but this is fine, I accept it.' You will be amazed by the results of this acceptance. A person who is fat or short is unable to accept himself. Someone says, 'I have ugly teeth, I cannot accept this.' But with this mantra he will say, 'Alright, I can accept this non-acceptance.' Once you start accepting yourself and your faults, you will be at ease with yourself and it will be easier for you to accept others and their faults.

It is possible that you get a negative answer in some situation. In that case, give yourself some time, and after an interval, ask again. For instance, somebody did something to you and you are unable to understand it. You feel it is not acceptable and your answer is 'no'. In that case, say 'Fine'. After sometime, ask again, "Can I accept this now?" After sometime a positive answer will start emerging. This is likely in some instances. A positive answer may not come immediately, but after a few minutes or a few hours, you will get the answer 'yes'. And instantly you will feel better.

You have to understand the power of this mantra. Otherwise the question may arise that, 'If it is being said to accept everything, then shouldn't I try to improve the situation? My child is not studying, my boss is not promoting me, and my health is not improving. So shouldn't I try to improve these circumstances?' Yes, you should definitely do so, but after opening both your hands. Whenever we do not accept something, how do we work? How do we try to tackle our problems? As if we have tied one hand at the back and now we are trying to solve the problem with the other free hand. This is foolishness. Common sense tells us that whenever any problem arises, until both your hands to solve the problem, it will become a lot easier. So you should definitely try to improve the situation, work on the child to improve him, but at first you should accept it – 'Alright, this is the way it is happening, I accept it. Now what can we do?' and do that. After accepting the situation, the encounter will be more powerful and much easier for you. By doing this, you yourself will be surprised. If you do not take the first step right, all your other steps could go wrong. That is why you have to first learn the art of acceptance and then work towards improving the situation. 'Can I accept this?' – Thousands of things come into the realm of this mantra. A person comes across different incidents and different kinds of people in his life. With acceptance, all things are absorbed easily, they do not get an enclosure to stay, and so they dissolve.

Life like a river has boundaries or limitations to it that is why a river of sorrows is created. If you remove those boundaries, the water will evaporate, the sorrows will vanish. There is so much space within us that the entire sufferings

and sorrows can be dissolved. The suffering of the whole world can get dissolved and disappear, but if we put up resistance and try to stop it, then the incidents, the misery, the thoughts get an enclosure to stay within (Sadri, Dastoor & Jayashree 2001).

4 Conclusion

Success means much more than accumulating money. Real success includes prestige, self-appreciation, security, happiness, and good human relationships. One must understand the meaning of stepping into the other person's shoes. The golden rule is, "Do unto others as you would want others to do unto you." The rule makes people begin to solve problems looking to other person's point of view. They begin to dig deep and able to see the real reason, not the superficial ones, for any conflict. Then, the true transformation begins by honest thinking to handle conflicts intelligently to enable good human relationships.

To know ourselves accurately, we need to be aware of our own inner potential and develop new skills and powers essential for effectiveness in the present environment. As the external environment becomes more unpredictable, awareness of our inner powers becomes more important (Reynolds & Tramel 2006). Managers are agents of change within their organizations and are responsible for helping and guiding other people through proper communication. A manager is one who never reacts but observes, understands, analyses looking to other's views also and then acts decisively. He would not react immediately on small things because he has some powerful, charismatic qualities of good human relationships with both thinking styles, i.e., hard and soft according to the need. Many people lack this balance as some are too emotional and others are too rational. A true manager's mind features a fine balance of both.

References

- Mellowship Dawn (2009). *You can only Achieve What is Possible*. Bhopal: Indra Publishing House, 51-82.
- Parkinson N. C., Rustomji M. K., & Sapre S. A. (1999). *Great Ideas in Management*. New Delhi: Vision Books, 19-42.
- Reynolds Helen & Tramel Mary E. (2006). *Executive Time Management*. Delhi: Jaico Publishing House, 44-52.
- Sadri Sorab, Dastoor Dhun S., & Jayashree S. (2001). *The Theory and Practice of Managerial Ethics*. Mumbai: Jaico Publishing House, 111-234.
- Sharma G. D. (2001). *Management and the Indian Ethos*. New Delhi: Rupa & Co., 28-91.
- Sirshree Tejguru Tejparkhiji (2007). *Self Encounter*. New Delhi: Macmillan, 34-67.
- Usha Sis. B. K. (2002). *Self Managing Leadership*. Mt. Abu: Literature Dept., 1-12.

Bibliographical Notes

Author, Dr. Vidhu Gaur, born on Aug. 29, 1981, is an eminent educationist with a doctorate degree in English Literature (PhD English) and a post graduate degree in Business Administration (MBA Marketing) and Communication Management (PGDCM). She is a member of Indian Society of Training & Development, Bangalore Chapter. She is currently employed with Alliance Business School, Alliance University, Bangalore as an Assistant Professor. She possess more than seven years of experience in imparting education across the different states of India. Application based learning is the crux of what she teaches to students. She believes in opting for an inter-disciplinary approach for teaching and working.

This academic article was published by The International Institute for Science, Technology and Education (IISTE). The IISTE is a pioneer in the Open Access Publishing service based in the U.S. and Europe. The aim of the institute is Accelerating Global Knowledge Sharing.

More information about the publisher can be found in the IISTE's homepage:

<http://www.iiste.org>

The IISTE is currently hosting more than 30 peer-reviewed academic journals and collaborating with academic institutions around the world. **Prospective authors of IISTE journals can find the submission instruction on the following page:**

<http://www.iiste.org/Journals/>

The IISTE editorial team promises to review and publish all the qualified submissions in a fast manner. All the journals articles are available online to the readers all over the world without financial, legal, or technical barriers other than those inseparable from gaining access to the internet itself. Printed version of the journals is also available upon request of readers and authors.

IISTE Knowledge Sharing Partners

EBSCO, Index Copernicus, Ulrich's Periodicals Directory, JournalTOCS, PKP Open Archives Harvester, Bielefeld Academic Search Engine, Elektronische Zeitschriftenbibliothek EZB, Open J-Gate, OCLC WorldCat, Universe Digital Library, NewJour, Google Scholar

