

Module 3: Human Relations - Employees

DEVELOPMENT OF SELF-IMAGE

Self-image is the personal view you have of yourself. It is your mental image or self-portrait. It describes all your own characteristics in your mind, such as your intelligence, beauty, talents, and kindness. Your self-image is an expression of what you think of yourself and not necessarily who and what you really are.

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CUSTOMS, FAMILY STRUCTURES, SOCIAL INSTITUTIONS, BELIEFS, MYTHS, ATTITUDES AND CULTURE PREJUDICES

Customs are also known as habits and human traditions. Some employees tend to have a very close family structure and tend to regard **family**, the group or an organisation as more important than the individual. Different **religions** have different values – their assessment of what is good and bad, acceptable and unacceptable. Having a positive **attitude** can assist in positive human relations.

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EMOTIONS AND CONFLICT

We divide emotions into three aspects:

1. Every human being experiences emotions privately. A person feels happy, sad or depressed.
2. This feeling is then converted into an action or gesture and expressed as a frown, a smile or any other perceivable gesture or action.
3. Then there is a physical or physiological aspect, where the body reacts to the emotion.

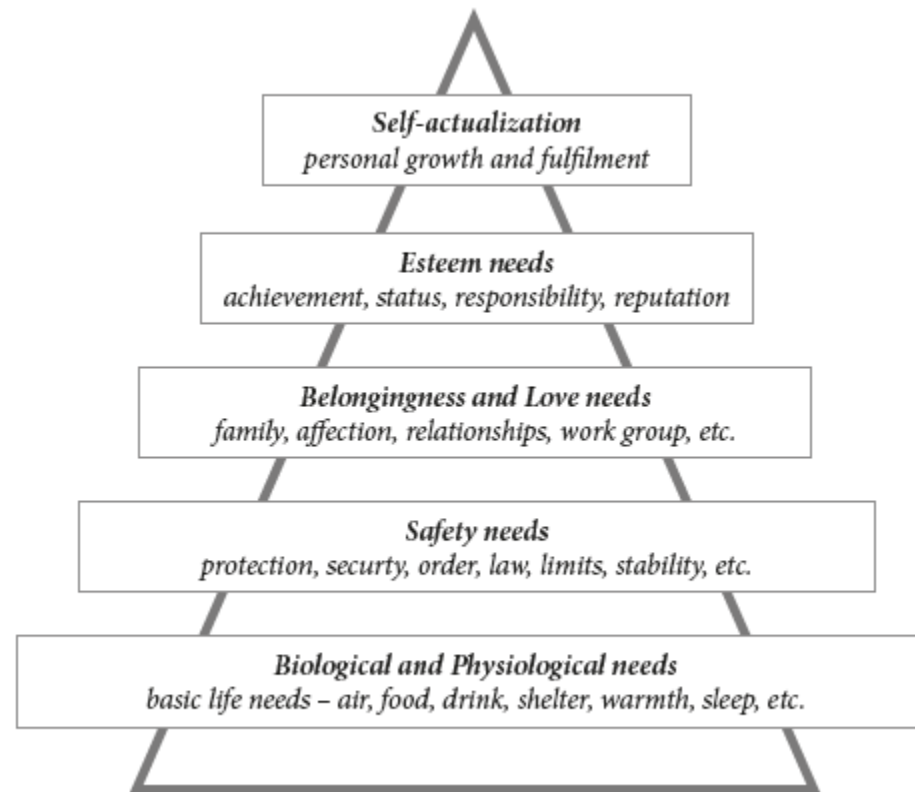
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FRUSTRATION AND AGGRESSION

Frustration is an emotional response to opposition and resistance in achieving what you want to achieve. The greater the hindrance and the greater the will to achieve something, the more the frustration is likely to be. For example, if you want to finish a task, and the computer system keeps on failing, you will become extremely frustrated.

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MOTIVATION - MASLOW'S HEIRARCHY OF NEEDS



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THE EMPLOYEE AS AN INDIVIDUAL

Personality is made up of the characteristic patterns of thought, feelings and behaviours that make a person unique. Personality arises from within the individual and remains fairly consistent throughout life.