



Swastivishwa Behavioural and Social Sciences Institute Foundation

Transforming Individuals,
Organisations and
Communities

1. DEVELOP COMMUNICATION SKILLS

Both verbal and non-verbal skills are important in communications. Words you use, how you speak, and your body language can impact your relationships. Always communicate the intent of what you want to express.

2. NEVER COMPARE YOURSELF TO OTHERS

Never compare someone's affluence, good luck, jobs, or any other achievement to your own. Their achievement does not mean you are any less.

3. APPRECIATE OTHERS

Words of appreciation, kindness, praise boost morale of the other and helps form strong relationships. However, be genuine- praise the effort or result as appropriate and proportional to the achievement.

4. HANDLE CONFLICTS

Develop skills to handle conflicts by focusing on the problem. Instead of competing to win each time, use different conflict handling styles such as collaboration, compromise, accommodation & sometimes avoidance. Do not personalise the issue.

5. OFFER HELP

Offer help where you can. Engage in community work. Create goodwill, make friends, explore your strengths, use your talents, and enhance your self-efficacy. Satisfy your actualisation, transcendence, and altruistic needs.

6. DEVELOP EMPATHY

Be a good listener. Develop Emotional Intelligence skills of empathy and respond to the feelings in communication. Try and "feel" the situation from their point of view.

7. RESPOND, NOT REACT

If you find yourself in a situation of conflict, **PAUSE**. Reacting will make you express your emotions such as anger, anxiety, envy etc. in ways that can create friction in the relationship, and it can affect your mental health. Take time and respond to the issues.

8. APOLOGIZE

You can take the first step to repair a relationship. Even if you feel you are "right" on an issue, expressing regret that a friendship is hurt is also part of feeling and saying "sorry".

9. MAINTAIN BOUNDARIES

Recognise boundaries in maintaining personal/professional relationships. Never take advantage of a friend's position, or status for personal benefits. It could lead to conflicts later. Respect boundaries in personal life with family members. Your spouse, parents, siblings are separate people; respect their interests, hobbies, personal time, and preferences.



10. ACCEPT DIFFERENCES

Not everyone will agree with you all the time. Respect and accept diverse opinions and agree to disagree.

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