



**PSYCHOLOGY RESOURCE CENTRE  
&  
VALUE ENGAGEMENT CENTRE**

**DEPARTMENT OF PSYCHOLOGY, DAULAT RAM COLLEGE  
(UNDER IQAC)**

**ORGANISES**

**II CAPACITY BUILDING PROGRAM**

**ON**

**"VALUES FOR ENHANCING HAPPINESS  
AND PRODUCTIVITY"**

**PARTICIPANTS: NON TEACHING STAFF\*  
DURATION: 6 -20 MARCH 2023  
TIME: 10 A.M. -5:00 P.M.**

**Prof. Meetu Khosla**  
Convenor  
Psychology Resource Centre

**Prof. Sarita Nanda**  
Vice Principal

**Prof. Savita Roy**  
Principal



**Program Schedule**  
**“Values for enhancing Happiness and Productivity”**

**6<sup>th</sup> March-20<sup>th</sup> March 2023**

<b>S.NO</b>	<b>Date</b>	<b>Day</b>	<b>Time</b>	<b>Resource Person</b>	<b>Topic</b>
1	06-03-23	Monday	10:00-12:00	Inaugural Session Prof. Meetu Khosla	Values promoting happiness
2	06-03-23	Monday	03:00-05:00	Prof. Meetu Khosla	Regulating Negative Emotions at work
3	07-03-23	Tuesday	10:00-12:00	Prof. Meetu Khosla	Relaxation and meditation exercises
4	09-03-23	Thursday	10:00-12:00	Mr Abhinav Singh	Techniques to Manage Time
5	09-03-23	Thursday	12:00-02:00	Mr Abhinav Singh	Effective communication to increase productivity
6	10-03-23	Friday	10:00-12:00	Dr Kshitija Wason	Building resilience at work
7	11-03-23	Saturday	10:00-12:00	Dr.Pooja V Anand	Making work more meaningful
8	11-03-23	Saturday	03:00-05:00	Dr. Rakhi Singh	Techniques to manage time Managing Stress at Work
9	14-03-23	Monday	10:00-11:30	Prof. Meetu Khosla	Taking Care of Mental Health Issues
10	16-03-23	Wednesday	12:00-1:00	Ms Selene Khosla	Dealing with Burnout
11	20-03-23	Monday	03:00pm	Valedictory Function	Certificate distribution

## **Session I: Values Promoting Happiness**

**Prof Meetu Khosla**

**Description of the topic:** In today's world where there is so much tension and stress in daily life as people try to cope with various psychosocial stressors. There is a need to understand how values play an integral role in our lives and mediate happiness.

### **Objectives:**

1. To understand the meaning of happiness
2. To explore our values leading to happiness
3. To search for ways to utilize our values to feel happy

### **Points covered:**

1. Describing our core values and their relevance in our lives
2. How we can change our thinking and environment to be happy
2. Is Happiness a choice? How values can mediate happiness?
3. Role of Karma in promoting happiness
4. The relevance of good friendships
5. The art of forgiveness and ability to say sorry

### **Method of assessment of Participants:**

1. Participants explored the options they have to be happy and wrote down the five most important things that brought them happiness

2. Participants were engaged in a group task of discussing various values and then sharing the importance of four important values in making life happier

3. Various conflicting situations were presented and participants were engaged in role plays to display a conflict, the precursor to it and the other observers had to look for solutions to dissipate the conflicts.

### **Detailed learning Outcomes of the session:**

1. The participants learned to overcome negative cognition and rumination

2. Ways to overcome negative self talk

3. Realized the Importance of relationships, friendships in everyday life, and at work

To forgive and resolve conflicts at work

The impact of your smile onto others at workplace and how it ignites happiness in others

Finding strength in family-at home and at work

Changing attitude to self and work, and showing gratitude in life

Developing compassion, kindness to self and others

Dedication at work, and success at work

## **Session II:Regulating Negative emotions at work**

**Prof Meetu Khosla**

**Description of the topic:**

**Objectives:**

**Points covered:**

**Method of assessment of Participants:**

**Detailed learning Outcomes of the session:**

Various emotions were discussed

Aspects of emotion generation, expression, decoding and regulation

Various conditions causing emotions as person and circumstances

Experiencing both positive and negative emotions

To cultivate positive emotions and regulate negative emotions

Transforming negative emotions for a healthy life

Self is involved in emotions

The destructive nature of negative emotions

Positive emotions as resources to be build

Aesthetic emotions as happiness, love, compassion, pathos and specific emotions and universal emotions

Emotion regulation strategies as cognitive re-appraisal and expressive suppression

Emotion transformation Vasudeva kutumbkam

Benefits of emotional transformation- inner stability, logical reasoning, peace, happiness, inner strength and tolerance

### **Session III: Relaxation and Meditation exercises**

**Prof Meetu Khosla**

Why should we relax- in stress, tension, worry, pain, difficulty in work/concentration

Relaxation at different levels- mind(thoughts and feelings) and Body (Muscles)

Requirements to relax- quiet environment, mantra, sound, symbol, comfortable position

Cognitive relaxation- creative writing, painting, music, meditation, mindfulness, guided imagery

Physical relaxation- exercises, yoga, deep breathing, clouding, progressive relaxation

Social relaxation- meeting friends, engaging in social events, social service, spirituality, managing social media time

Behavioral relaxation- contacting, cooking, altruism, cleaning, carpentry, gardening

**Description of the topic:**

**Objectives:**

**Points covered:**

**Method of assessment of Participants:**

**Detailed learning Outcomes of the session:**

**Session IV: Techniques to Manage Time**

**Facilitator: Mr. Abhinav Singh**

**Description of the topic:**

**Objectives:**

**Points covered:**

**Method of assessment of Participants:**

**Detailed learning Outcomes of the session:**

Critical Reflection on perception of time was introduced using group discussion among the participants.

Lecture on Basic Time Management Techniques:

- Setting SMART goals
- Effective planning
- Stress management
- Proper task delegation
- Avoiding distractions
- Single-tasking
- Setting priorities
- Beating Procrastination
- Lecture on Advanced Methods of time management:

- Eisenhower matrix, or the urgent-important matrix
- Parkinson Law
- Time Blocking Method
- Getting things done method (GTD)
- RPM: “Rapid planning method” or “result, purpose, and massive action plan.”
- Group Discussion and reflection: Understanding time from a life script perspective. The participants engaged reflection about the relevance of time management in overall meaningful outcome of our lives at large and how effective time management can lead to overall enhanced life satisfaction among individuals.

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**SETTING SMART GOALS** — MAKE SURE THE GOALS YOU SET FOR YOURSELF ARE SPECIFIC, MEASURABLE, ATTAINABLE, RELEVANT, AND TIME-BOUND.



**EFFECTIVE PLANNING** — MAKE SURE YOU HAVE CLEAR OBJECTIVES, AS WELL AS DEFINED TASKS AND RESOURCES IN ORDER TO MAKE A CLEAR PLAN THAT WILL LEAD YOU TO YOUR GOALS.



**STRESS MANAGEMENT** — MAKE SURE YOU MANAGE YOUR STRESS WITH STRESS RELIEVING STRATEGIES AND TACTICS, IN ORDER TO FEEL MORE RELAXED WHILE DOING YOUR WORK.



**PROPER TASK DELEGATION** — DELEGATING TASKS HELPS YOU EASE THE WORKLOAD AND SHARE IT WITH COMPETENT COLLEAGUES AND EMPLOYEES.

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**Avoiding distractions** — distractions take away from the time you should be working (or even relaxing), so you should learn how to avoid them.



**Single-tasking** — focusing on one task at a time helps you deliver quality end results much better than when you multitask.



**Saying "No"** — this little two-letter word will help you save more time for your own priorities.

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**SETTING PRIORITIES** — INVESTING TIME INTO THE RIGHT TASKS WILL ASK FOR LESS EFFORT, BUT BRING BETTER RESULTS. THIS IS ALSO KNOWN AS THE 20/80 RULE, OR THE PARETO PRINCIPLE.

**BEATING PROCRASTINATION** — IDENTIFY THE CAUSES OF YOUR PROCRASTINATION AND TACKLE THEM.

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	Urgent	Not Urgent
Important	<b>DO</b> Urgent and important tasks that need to be done right away. <ul style="list-style-type: none"><li>• A crisis in the office</li><li>• Pressing deadlines</li></ul>	<b>Decide</b> These tasks are important but not urgent. <ul style="list-style-type: none"><li>• Going to the gym</li><li>• Time with family</li></ul>
Not Important	<b>Delegate</b> Urgent but not important tasks. <ul style="list-style-type: none"><li>• Scheduling meetings</li><li>• Appointments</li></ul>	<b>Delete</b> Neither urgent nor important. <ul style="list-style-type: none"><li>• Personal phone calls</li><li>• Social media</li></ul>

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## *Parkinson's Law*

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This law is based on the idea that **the amount of time you give yourself to complete a task**, is the amount of time it will take you to complete that task.

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**WORKS WELL FOR:**

-  Procrastinators
-  People that work well under pressure

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## *Time Blocking Method*

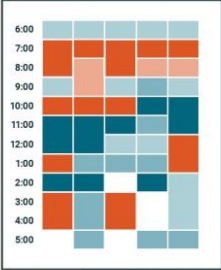
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To use this method, **assign each time block in your day to a task**. These tasks can be anything from eating breakfast to studying for a test.

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**WORKS WELL FOR:**

-  Working students/parents
-  Analytical thinkers



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**Getting Things Done (GTD) Method**

This process works to help you **move planned tasks aside by recording them on a piece of paper** & then breaking them down into actionable work items.

**WORKS WELL FOR:**

- Distractible people
- People who like to make lists

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**Rapid Planning (RPM) Method**

This technique was developed by Tony Robbins as a way to condition and **train your brain to focus on the outcome you're after**.

**WORKS WELL FOR:**

- Working students/parents
- People with long-term goals

**Results**  
What do you want to achieve?

**Purpose**  
Why do you want this?

**Map** (massive action plan)  
What will you do to achieve this?

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## **Session V: Effective communication to increase productivity**

**Mr Abhinav Singh**

**Description of the topic:**

**Objectives:**

**Points covered:**

**Method of assessment of Participants:**

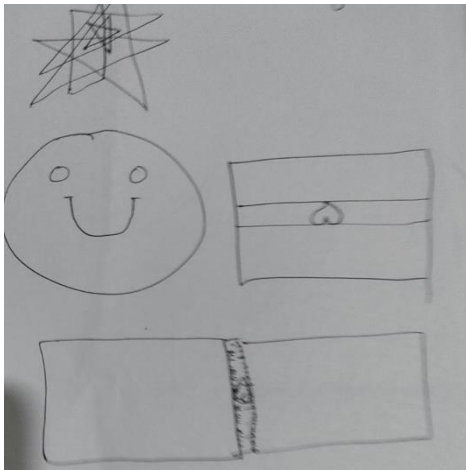
**Detailed learning Outcomes of the session:**

### **1. Effective Communication to Increase Productivity (10:00 A.M. to 12:00 P.M.)**

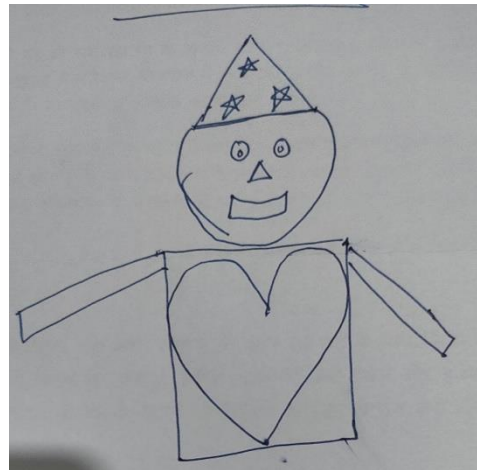
- Relaxation exercise using guided imagery meditation and deep breathing techniques. The same helped participants gather self-reflection on their physical, emotional, psychological and spiritual state of affairs.
- Lecture on the various theoretical and scientific knowledge on communication:
  - Communication Model (Linear) by Andy Schmitz
  - Communication: A Transactional Model by Andy Schmitz
  - Verbal vs. Nonverbal Communication
  - Types of Verbal Communication (paralanguage, Chronemics, Kinesics, Proxemics, Haptics, Personal Appearance, Objects, and Artifacts )
  - Stages of listening (Receiving, Understanding, Remembering, Evaluation and Feedback)
  - Listening Barriers and overcoming them
  - Listening Skills (Paying Attention, Withholding Judgment, Reflecting, Clarifying, Summarizing and Sharing)
  - Conflict Management Styles: Integrating, obliging, dominating and avoiding)
  - Johari Window: Understanding self and others
- Case Study Analyses: Participants were supposed to find creative solutions to enhance an organization's effectiveness by enhancing interpersonal communication and cooperation.

Once they completed their individual analyses of the case, the participants were given a chance to present their solution to everyone and a follow up summarization and reflection was carried out by the facilitator.

- **Blind Drawing Game:** Participants of the workshop were divided into pair of two, one person in the pair the role of speaker and the other the role of listener. Without letting the listener see, give the speaker a picture of geometric shapes. The listener will need a pencil and sheet of paper. Next, the speaker needs to describe the picture to the listener, who is not allowed to speak. Once the listener has finished drawing, compare the attempt to the original picture. The activity helped the participants to understand importance of giving the right instructions and engaging in mindful listening.



*Figure 1 A pair demonstrating ineffective communication*



*Figure 2 A pair demonstrating effective communication*

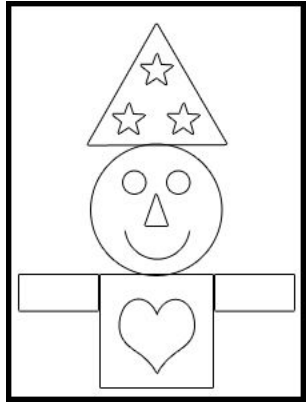


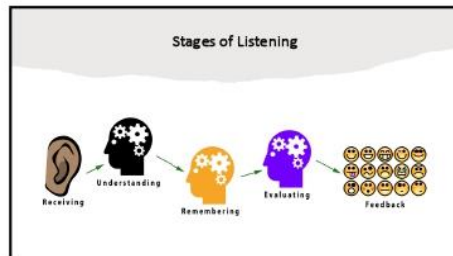
Figure 3 Participants engaging in the activity of Blind Drawing Game

Figure 4 The stimulus used for the blind drawing game in pair of two



Figure 5 Participants engaging in case study analyses





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### Listening Barriers

- **Pseudo-listening** – pretending to listen and appear attentive but is not listening or understanding or absorbing the information (Listeners may respond with a smile, a nod, or even a minimal verbal acknowledgment but are ignoring or not attending)
- **Selective Listening** – selecting only the information that the listener identifies as relevant to their own needs or interests (Listeners may have their own agenda and disregard topics if they do not align with their current attitudes or beliefs)
- **Isolated Listening** – ignoring or avoiding information or certain topics of conversation (the opposite of selective listening)
- **Defensive Listening** – putting up personal barriers as personal attacks (Listeners misinterpret or project feelings of insecurity, jealousy, and guilt, or lack of confidence in the other person)

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## Listening Barriers

- **Impeditive Listening** – listening for information for an idea or opinion and disregarding the other person's feeling and emotion. (Listeners usually pick up on hidden meanings or subtle information. We can't have difficulty expressing ourselves and others)
- **Stage Hoisting** – listening for your own ideas or opinions and being the center of attention. (Listeners often think that they are going to say or contribute more than other persons is talking)
- **Defensive Listening** – careful and selective listening. (Listeners often listen for the words of the other person as an attack. (Listeners question, contradict, or oppose the other person to stop them or use their own words to contradict)
- **Multitasking** – listening without full attention while attempting to complete more than one task at a time. (Listeners are actually "zoning out" and your brain is switching from one task to another rapidly and the information is lost)

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## Feedback

- **Formative Feedback**  
Formative feedback is a natural part of the ongoing transaction between a speaker and a listener.
- **Summative Feedback**  
Summative feedback is given at the end of the communication.

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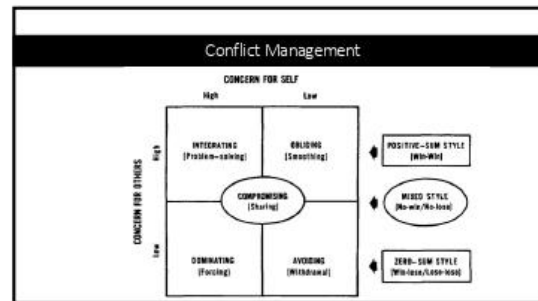
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- **Skill #1 Paying Attention** – show respect to those you communicate with by setting a comfortable tone and allowing ample time for the other person to speak unharmed.
- **Skill #2 Withholding Judgment** – as a leader, it's important to remain open to new ideas.
- **Skill #3 Reflecting** – it's important not to assume that you correctly understood the information presented to you. Paraphrase key points back to the speaker so they can be assured that you hear them and understand. Reflecting indicates that you are back on the same page during your conversation.

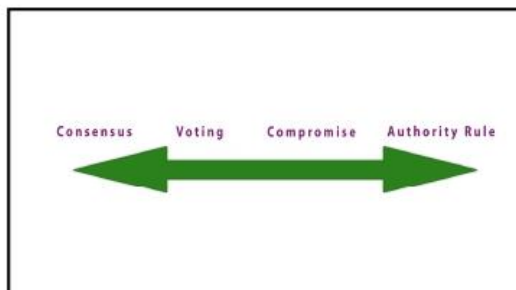
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- **Skill #4 Clarifying** – by asking open-ended, thoughtful, and probing questions, you are encouraging those you communicate with to expand on their ideas.
- **Skill #5 Summarizing** – summarizing critical themes throughout the conversation confirms that you fully comprehend your counterparts' point of view.
- **Skill #6 Sensing** – the purpose of active listening is about ensuring you understand the concerns of the person you are communicating with, but sensing is also about being understood.

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## **Session VI: Building resilience at work**

**Dr Kshitija Wason**

**Description of the topic:**

**Objectives:**

**Points covered:**

**Method of assessment of Participants:**

**Detailed learning Outcomes of the session:**

Resilience is a skill – the ability to recover and overcome. Naturally resilient people are able to remain calm in stressful situations. They are able to seek motivation and not lose focus during tougher times.

In the same way that some of us dwell on failure, resilient people are able to bounce back quickly.

Usually, you tend to find that those who have frequently experienced change, and its negative effects of it, are more resilient when present change happens.

Why are some people more resilient than others?

- **Longevity, Lower rates of depression, and Greater satisfaction with life.**

- *"There's a sense of control, and it helps people feel more positive in general,"*
- A lack of resilience means that you may not handle stress well in difficult situations..
- **Physical resilience,**
- **Mental resilience,**
- **Emotional resilience**
- **Social resilience.**
  - **CONNECT**
    - Look for ways to enable employees to connect with others on a human level at work. That way, they can look forward to coming to a place where they feel recognized and experience connection
- **Recognise** Remember that small moments of recognition, such as telling a team member that you appreciate their hard work, produce positive emotions that may compound and lead to something greater.
  - **BEING AWARE OF EMOTIONAL STATES**
    - Be aware that emotions experienced across different life domains travel.
  - **REMEMBERING EMOTIONS**
    - Keep in mind that we remember emotions more than we remember judgments.
  - This means PEOPLE are more likely to remember moments when they felt emotionally engaged when interacting with your business.

### **Being Resilient:**

- **Balancing brain chemistry.**
- **Managing energy.**
- **Aligning with nature.**
- **Calming the mind.**

- **Skillfully facing emotions.**
- **Cultivating a good heart.**

## **Creating deep connections**

Session VII: Making work more meaningful

Dr Pooja V Anand

The session on 'Making work more meaningful' was facilitated by Dr. Pooja V. Anand. The session started with a brief discussion about the modern condition and people seeking meaning and purpose in their lives. It was explained to the participants how meaning in life is crucial and how it is a key factor in one's happiness and well-being. The key contributing factors as well as the benefits of having meaning in life were discussed. It was discussed how meaningful work forms a key element of meaning in life. Various experiential activities were conducted and various strategies to make work more meaningful were discussed. The session ended with the emphasis on having work-life integration so as to achieve sustainable well-being. The session involved enthusiastic participation from the members in terms of sharing their views, their life experiences as well as queries.

## **Session VIII: Managing stress at workplace**

**Dr Rakhi Singh**

**Description of the topic:**

**Objectives:**

**Points covered:**

**Method of assessment of Participants:**

**Detailed learning Outcomes of the session:**

occupational stress as “ A condition arising from the interaction of people and their jobs and characterised by changes within people that force them to deviate from their normal functioning.”

Occupational stress affects directly organisational commitment as well as physical health.

**Causes of workplace stress as overwork, poor working conditions, conflicts, bad relationships, lack of support**

**Overstress/hyperstress,  
under/hypostress/desired/eustress/undesired/distress**

**Consequences from work related stress: work performance, poor decision making; staff absences- frequent physical illness**

**Consequences from work related stress: increase accidents and other problems as poor time keeping, low morale**

**Effects of stress\_ Physical( heart disease, stroke, BP, headache, Diabetes, Breathing, allergies, asthma, colitis), Mental ( depression, anxiety, irritability, impatience, apprehension, indecisions, impaired judgment, negativity) and Behavioral ( Increased smoking, loss of appetite, insomnia, restlessness, drinking)**

**Symptoms of stress: emotional-feeling helpless, poor confidence, feeling tense, anxious, mood changes, swings, poor concentration, shame feelings; physical symptoms- weight loss, sleep disorders, severe headache, nausea, indigestion, chest pain, constipation; Behavioral -bad time management, poor work performance, smoking , drinking, over reacting on small things and changes in sleep pattern;**

**Negative thoughts: hopelessness, sense of personal failure, isolation, good for nothing, no one like me or understands me.**

**Physical signs of stress: pain/muscle tension, headache, migraine, diarrhoea, constipation, changes in HR or rise in BP and emotional signs as racing worried thoughts, problems in concentrating at work.**

**Stress Management:** Stress management offers a range of strategies to help you better deal with stress and difficulty in your life. Managing stress can help you lead a more balanced, healthier life.

## **MULTIPLE STRATEGIES TO DEAL WITH WORK PLACE STRESS:**

- **PROMOTE SUPPORTIVE MANAGEMENT.**
- **BEHAVIOURAL TECHNIQUES.**
- **DIVERSION TECHNIQUES.**
- **PHYSICAL TECHNIQUES.**

### **Session IX: Taking care of mental health issues**

**Prof Meetu Khosla**

**Description of the topic:**

**Objectives:**

**Points covered:**

**Method of assessment of Participants:**

## **Detailed learning Outcomes of the session:**

**Various steps to mental wellbeing were shared**

**How to know when one is facing mental health issues, is unable to cope with change or do not have the time to do things one likes to do.**

**How to focus on a task in difficult situations**

**When one has unexplained aches, becomes moody, forgetful, gets annoyed easily, low energy, avoids people, is confused and feels helpless.**

**Mental well-being components were discussed as meaningful pursuits in life, awareness of health issues, positive affect and how to put self in control. Being optimistic, setting up realistic goals, good judgment**

**Steps to mental wellbeing- physical wellbeing(body image, nutrition, exercise, walking, yoga, cycling, enhances endorphins, ANS activity, tension,**

**Psychological wellbeing- value yourself, kind, loving, resilience , self esteem, positive thinking,**

**Behavioral wellbeing- skill development, goal achievement, learning adjustment, recreation, self worth, purpose, social support, optimism, happy, altruism**

**Social wellbeing- build social rel, belongingness, appreciate, strong social support ,**

**Identify emotions, generate emotions, emotional intelligence, manage emotions,**

**Cognitive wellbeing- face challenges, reduce negativity, cognitive restructuring, coping strategies, action plan,**

**Meaningful self-yoga, purpose of life, meditation, mindfulness, spirituality, prayer, forgiveness,**

**X Dealing with burnout**

**Ms Selene Khosla**

**Description of the topic:**

**Objectives:**

**Points covered:**

**Method of assessment of Participants:**

**Detailed learning Outcomes of the session:**

**Capacities learnt in the program**

Mention the capacities that you developed in this program (about relationships,communication skills, emotion regulation, relaxation exercises, dealing with stress and burnout, compassion building, coping with anxiety or sadness ,finding meaning at work etc)
Relaxation Exercises and finding meaning at work
Relaxation
Improved my communication skills stress coping methods and how to improve our disorders like anxiety
Good
Relationship
Change our mind and personality
Relationship, relaxation exercises, finding meaning at work
Competitiveness
Learned to face any problem without worrying without worrying
We learnt how to keep ourselves healthy both physical and mental. That helps us to cope with any situation better. How we can increase our good virtues and focus on it and make life more meaningful.
Now I am feeling much better than before it.
I have learnt to cope up with my stress
happiness lies in the happiness of others

Relaxes mind and overcome stress
I like that very much
Relaxation exercise
Regulate stress, taking care of health, communication skills, feeling motivated
Rerelaxes mind and overcome stress
Relaxed Mind and overcome stress
Relationship, relaxation exercises, dealing with stress,and finding meaning at work
development is essential to releasing your performance goals and appreciation in life. Some personal skills including communication work ethics leadership problem solving confidence and . Developing the skills can help develops your potential set meaningful goals and live more full feeling life. In this program we discuss personal development skills.
What did you learn from this program
To live life with satisfaction and happiness..
negivity is go out
How to improve our work behaviour and our well being physically and mentally
I learned how to improve our self
Kaise khush Raha jaye
Imporve ourselves more
Live life with happiness
Stay happy and still lot to achieve
We learned a lot from the program, never be sad in life, never worry, never take stress in life, always be happy and keep others happy, understand your happiness only in the happiness of others.
Inthe prog.,we learnt how to cope up with stress, how to live a meaningful life i.e. learning and enjoying new things while earning also. How we can change our daily routines and make changes in it which is beneficial to our work targets and health goals also.
I will change my routine as per my ability and will give time to my health.
To have a better idea about life
Learned a lot from this program.
Among various factors I learnt and specifically enjoyed stress coping mechanism and things about my daily routine which directly or indirectly have an effect over my mental state
Program regularly conducted
Many types of psychology of human
Learned how to live life happily and stressed a bit lesser compared to before.
Innovative programs
Innovative progra
From this program I learned how to make my life happy meaningful.













