**Course Learning Journal**

Class discussions, researching and reading for this assignment have widened my knowledge and understanding of the foundations of human resource management development and assisted in my personal and professional development. I now have a better understanding of the different elements of human relations skills and how their elements are intertwined into my everyday interactions. At this stage of the master's course, I have a firm grasp on avenues to research material for assignments. I am constantly researching and reading to widen my knowledge and develop better research skills. In my daily duties of interacting, supervising, managing, and leading staff, I can implement most of my newfound knowledge to assist the staff under my charge and open new avenues for effective communication to take place while solving problems and preventing conflicts from escalating by being self-aware from the knowledge we gain each day to maintain integrity.

My reading is more balanced as I become versed in finding research material for the readings entries and my courses in general. I have been using google scholar, guestia, jstore and books from my personal library that I have collected over the past ten years to source reading material. Improvement is always required generally because we live in a changing world and communicating with others on certain matters can be easy as well as difficult at times due to knowledge barriers. I already knew from my underlying knowledge that self-esteem is very important in maintaining a certain level of sophistication in all of our undertakings and in order to be graciously successful, our knowledge of ourselves and general interests such as profession, academic background and that of human behaviour and spirituality is important in understanding how they work hand in hand. This course taught me that high self-esteem often involves individuality, integrity, connection, personal power, risk-taking, achievement, socioeconomic status, self-respect and self-talk. All of which puts people in a better frame of mind to face and take on life and society.

Improving human relations skills involves a combination of education, experience, and practical application. Everything we do creates our personality and strengthens our self-concept especially that of our professional roles. Strengthening our human relations skills involves developing our ability to interact effectively and harmoniously with others. Active listening with empathy, good communication skills, time and stress management, conflict resolution in cultural settings and continuous learning are all areas to develop and maintain good relations with others, especially in my role as manager and leader.

I am always seeking avenues for additional knowledge in every aspect of our lives for the fundamental growth of self and others, to grasp ways for effective communication skills and human behaviour because it's crucial to implement controls for the various types of individuals we come across daily. As I continue to implement the knowledge and skills gained from this programme, I am confident that I will improve drastically in all areas of my studies and interactions aiding in the further enhancement of my communication skills, confidence, and pursuit of additional knowledge towards building personalities through human relations. This would allow me to identify situations where I can source knowledge and implement ideas for greater thinking for individuals to gain an understanding that they are knowledgeable enough to pivot themselves around any situation to become successful at what they do. Making others self-aware of their hidden intelligence enables them to contribute towards teamwork, and prevents each member from aggravating their teammates which may be demotivating to them and hamper production, reducing morale and causing conflicts.

I have employed my brain to constantly seek avenues to develop myself by getting to know myself better through each situation I encounter, especially the difficult ones so I can teach others my best practices. As I encounter situations I ask myself questions on how would my ideal self handle such issues. I make notes of my journey and my best practices with the aim of writing a book in the near future. When I started working there was limited material on developmental skills in the workplace unless it was through a textbook or some material from Google. However, within the last decade, there have been some serious thinkers and readers who are coming across knowledge and sharing such, especially since social media has given them a source of power to reach millions of people easily. Knowledge that was considered hidden is now coming to light. The great enlightenment is taking place and knowledge would create drastic advancement in society like never seen before. Integrity is a quality we must always display in any situation and it also improves character.

Building trust and credibility by keeping our promises and demonstrating integrity where the consistency in our actions and words builds trust over time with those around us, both staff and clients. “The concepts of honesty, integrity, justice, equality and respect are displayed by leaders in mentoring and coaching which set standards and provide guidance on the right and wrong for personal and organizational growth and development especially when leaders employ the right approach to each employee to reap greater results. Each individual is unique and this is why managers show interest in employees and take the opportunity to learn personality types to determine which approach is best suited for each person. Mentor and coach without discouraging the mentee, use tough love to give constructive criticism, and keep information about the mentee private and confidential by not disciplining the mistakes on a public forum. The leader should clarify their purpose by providing direct and honest feedback which would aid in the development of the mentee, explaining why improvement is necessary would assist in sharpening skills and foster growth (Maxwell, J. C. 2003)”. At times employees are afraid of supervisors and managers because their personalities are not accommodating, kind or friendly to approach for guidance with anything. Junior staff feel as though they are always doing something wrong in the eyes of senior officers and that’s an uncomfortably sad environment to work eight or more hours a day.

The history of most interactions with employees in the organization has been one of a reserved fear of approaching and having discussions with senior officers and this creates a lose-win atmosphere. Lose-win relationship is demotivating, people accept that they are victims and they prefer not to fight because they prefer peacefulness in their everyday interactions. The consequences of this type of mindset are emotionally harmful to individuals because they are always sad and withdrawn from others, especially from the people who are hurting them. In order to change people's thinking from lose-win to win-win, they must be supported and motivated to get out of toxic environments or maintain a certain distance from harmful people. Individuals who are hurting must be counselled into thinking positive thoughts and developing a healthy self-concept because they may have been suffering from low self-esteem due to what other people think of them. Changing their self-concept into building good self-esteem can assist in leading a lot of people away from suicidal thoughts just by letting them know that they are not losers but winners (Covey, S. R. 2013). A soft and kind approach is necessary when interacting with people in the organization to get the best performance out of them.

Actively listening to our subordinates without interrupting shows respect, understanding, and empathy for the speaker's perspective. Placing ourselves in the situation of others to understand, the depths of our staff's feelings assists in building trust and open rapport. Being mindful of others has to be embedded deep into our personalities as an attribute which we seek to tap into naturally. Positive interactions with others attract the same height of interactions towards us as stated by Pulcini, B. (2017) “our lifestyle, attitude and values all have a significant impact on our behaviour, having positive interactions with people in society from work to social settings all contribute to the self-concept and boosting one's self-esteem. If the situation was reversed, we would have low self-esteem if we are constantly encountering bad interactions". Showing empathy towards employees and their personal situations, such as asking how their family is doing or about their children and studies opens a portal of personal conversations that strengthen bonds in the workplace. It shows a caring side of those in authority that not every single aspect of a person’s life is about work, they are humans and should be respected as having emotions.

Rewarding and recognizing staff efforts is crucial in maintaining harmony among everyone. I recognize everyone by calling their names individuals in meetings because I realize that people like to hear when their names are called and it motivates the underperformer to do better because they always want to hear their names called in meetings and training. This shows appreciation and the staff is aware that I notice them. III, E. E. L., & Lawler, E. E. (2003) “in contemporary organizations there is a fast-paced work environment, often enough employee efforts go unnoticed and unrecognized and this causes demotivation which ultimately affects production. Organizational leaders are recognizing that motivating their employees through recognition and rewards is a positive reinforcement to keep staff interested in their jobs. By recognizing staff efforts and rewarding them, employers are creating a win-win relationship because employees realize that their bosses care about them and they repay them by performing to the best of their abilities”.

With most jobs stress management and time management are easier said than done. Since I have been in the finance industry for nineteen years I have had first-hand experience with how stress can affect individuals at work especially because time management is not done properly. I developed techniques to handle stress because it affected my interactions with others, especially my family. I practice mindfulness, meditation, or other stress-reducing activities. Much respect was not shown towards me when I joined the organization because maybe at that time people were not trained to be mindful enough towards others due to limiting emphasis placed on healthy workplace relationships. Most people came to the office with their home behaviour which showed little grooming for a white colour job. As workplace training and coaching became a requirement in growing industries it was necessary to have human relations skills at the office because a new generation started work, the generation who showed little respect for rude authority. The age of the millennials who started working. When I became part of the supervisory team I showed immense respect for others' time and that assisted me in managing my own time effectively. I am always punctual because punctuality and timely responses show consideration and in turn, staff would begin to follow the same pattern of actions. My aim as a leader is to have a zero-ignorance approach to life and everything in general as well as pulling those around me into enlightenment,

Being a part of the delta design group of learning, I understood the concept of speed reading better because the learning design in this course allowed us to cover a wide area of reading and research in a short space of time. The group work and discussions taught us the value of working together towards a common goal. Reaffirming in the course communication skills the concept of the The Johari Window and self-disclosure further reemphasised my understanding of myself and how I communicate with others. Self-disclosure is our actions of making others notice us and how they can perceive us in a certain way. The Johari Window, developed by Joseph Luft and Harry Ingraham, is a device that illustrates self-disclosure in communication which filters into corporation within the team. The Johari Window shows degrees of openness and self-awareness, it is divided to show the parts of the self we can see and share with others and the parts of the self that are public. I believe that this concept makes us aware of others and teaches us about their personality in the same way we would look at ourselves and become aware, we also become aware of others around us. This is especially useful to gain knowledge of human behaviour in the workplace and when studying social sciences like psychology, sociology and criminology.

In every context we communicate, there is a communication climate set for each and it is usually the individuals who are communicating with each other that would set the climate. Discussing an intense matter the climate would be one of hostility, whereas, couples in love would be in a calm and gentle communication climate displaying love and kindness hence anger and conflict vary in each climate. I have had a long time to perfect my human relations skills, and I have learned that everything in life interplays. Whatever we learn while growing up in society, what we learn at home, school, peers and the workplace shape the individual we become and our personality. All these learned values solidifies in building us stronger in our self-belief we begin to operate this way at home, in the workplace and in social settings. A well-developed self-concept that shines through our personality is an attractive trait because we are able to communicate better, work in a team and lead effectively, resolve conflicts, and become confident in networking, employees trust us that we would appreciate their efforts because we are mature enough to recognize the hard work everyone is able to push with me being their direct leader. There is so much that I can share about human relations skills but to me, it is my personality. Making a good leader is pulling our core values out of our self-concept and with it comes naturally all the skills for life especially those of human relations. Being an amazing leader is something we can naturally tap into and it shines when we interact with others.

I am knowledgeable enough now in human behaviour and human relations skills. I have the ability to determine what promotes knowledge and effective communication skills to prevent conflicts with others and how well I can work with my team based on my understanding of them and how they communicate. I have already started implementing most of what I learned during this course with my staff, assisting them to change and enhance the ways in which they investigate situations to gain knowledge and communicate as well as curbing conflicts within the team and in their personal lives. This course has allowed me to be a better asset to both my team and the organization. Going forward I am more conscious of my thoughts, according to Haanel, C.F. (2011) “ knowledge gaining and consequent power is what determines growth and evolution. The recognition and demonstration of knowledge is what constitutes power, and this power is spiritual power, and this spiritual power is the power which lies at the heart of all things; it is the soul of the universe. This knowledge is the result of man’s ability to think; thought is therefore the germ of man’s conscious evolution. When man ceases to advance in his thoughts and ideals, his forces immediately begin to disintegrate and his countenance gradually registers these changing conditions." Spirituality is what drives me to become a successful leader.

**Bibliography**

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