**Course Learning Journal**

Class discussions, researching and reading for this assignment have widened my knowledge and understanding of the foundations of family resource management and assisted in my personal and professional development. I now have a better understanding of the different elements of human relations skills in the family and how their elements are intertwined into my everyday interactions with my family and people in general. 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 reading 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 important in maintaining a certain level of sophistication in all of our undertakings and in order to be graciously successful, the 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 family resources management often involves heritage, individuality, integrity, connection, personal power, risk-taking, achievement, socioeconomic status, self-respect and self-talk. All of which positions family members in a better frame of mind to face and take on life and society.

Improving family resource management and relations skills involves a combination of self-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 within the family unit. 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 a parent or caregiver in the family.

I am always seeking avenues for additional knowledge in every aspect of our lives for the fundamental growth of self, my family 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 especially my son and my understudies. 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 or family life 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.

Family resource management cherishes heritage as it is certain key attributes which have been passed down to us from the past generations through our forefathers, this family legacy and cultural values which were 'inherited’ from our ancestors make up present-day family practises. Family heritage which we inherit includes traditions, values, culture, language, history, lineage, bloodline, stories and personal traits, (genes) both physical and characteristic. Heritage can also refer to other assets, such as wealth, jewellery, art, craft, businesses, property and land, particularly that which has been in the family’s possession for multiple generations.

The history of movement and settlement brings integration of knowledge and experience spanning across societies of several generations. Documenting such movements adds significant value to the historical data resources assisting people in tracing their lineage. This provides an identity for people and their sense of self is strengthened knowing that they understand the journey of their forefathers. Although people move to different cultural environments they still manage to maintain family customs, according to Lev Vygotsky (1896-1934) who is best known as a sociocultural theorist and educational psychologist. His theory proposes that social contact causes children's thinking and actions to shift in a gradual, step-by-step manner that varies greatly from culture to culture.

The research into social-ecological systems has broadened thinking into politics, science, biology, ecology, sociology, economics and public health. Research aided in the commencement of sustainability of agricultural development and management, biodiversity conservation, and environmental management. Personal management and that of the family resources depends on the sustainability of biological and socio-ecological factors in each country, it facilitates livelihood for many and also determines the level of income a person can earn based on their field of employment. Employment is created by what the environment has to offer for development, academically inclined and skilled individuals are placed into jobs that elevate their socioeconomic status and support their goals for personal and family management. While ecology is disrupted, man has to ensure that they remain safe in their environment and protect the natural habitat for all species and for future generations (Guerrero, A. M., Bennett, et al 2018). In communities where individuals are seen as immensely skilled in their field such as farmers, village herbalists, midwives, astrologers and self-taught physicians they often aim to pass these rare skills onto their children or a well-liked pupil of theirs. With this practice, the skill is not lost forever and creates an active resource in heritage in each generation.

An individual adds their purpose to the goals of the family unit, their priorities are based on family values and adding growth to support the future of the family. Individual members of a family have a wide range of individual skills, each person can contribute so much in different areas of the family network to promote success. Individual members contribute emotionally, mentally, physically, and financially and provide protection. For example, a wife and mother are a resource to the family because they look after the needs of the entire family, in recent times she would bring an income to the family to assist her husband in supporting everyone, completing chores and preparing meals for her children and husband. The father and husband may be the sole breadwinner and his resourceful contribution would be providing security and an income for his family. Grandparents are resourceful for looking after children in the event both parents are employed so too is the extended family who may also assist in the caregiving aspect of the family. Each member of the family can contribute to the family in their own way, children may help with chores which would assist their parents significantly. Spending quality time as a family allows each member to continue learning the personalities of each other which broadens and strengthens relationships. Children often look forward to these moments to relax and enjoy the time with their superhero parents and grandparents. Adults utilize the time to continue teaching their children morals, values, and general life skills.

In all areas of family management such as social, economic, cultural and biological, goals are set for short and long-term achievements. Parents educate their children on the practices of family strategies in the planning, organizing, implementing and evaluating processes and the ways in which these processes contribute to a framework of ideas to implement a plan of action. Framework or methodology are implemented every step of the way towards achieving goals, assessments are conducted to ensure methodologies are successful. Children who learn diligently from their parents often implement these strategies into their own lives to achieve academic success and develop professional relationships for career advancements (*A Strategic Framework for Family Services*. 2007).

Communication is of utmost importance within the family unit when it entails decision-making among family members, concise and coherent communication is often a practice. The depth of communication within the family allows family members to develop a certain bond with each other, however, some members may not even be close to each other because they just don’t communicate with each other often enough to maintain a close relationship. Mastering communication in the family assists in sorting priorities and setting goals for purpose in life, it assists each family member to express needs, wants and concerns. Communication within the family occurs at different levels, such as between spouses, siblings or parent-child dialogues. Mastering the art of communication between each family member assists in diffusing conflicts and attempts to navigate towards understanding and harmony. Family members should learn to be open about their feelings and communicate these feelings to others in a manner that the person would understand and it would bring some sort of relief to the person venting the feelings. In many cases where couples argue, it is sometimes a case of miscommunication, or one party being too shy to say what they are feeling.

Goldsmith, E. (2012) “the human aspect of family resource management refers to an individual's knowledge, intelligence, creativity, motivation, language, communication skills, physical attributes, enthusiasm, energy, and senses ( sight, hearing, taste, touch and smell). Environmental resources refer to everything outside of an individual. The perfect way to execute the goals in family resource management is to engage human resources simultaneously with that of environmental resources.” Communication in the family that engages maximum resources towards understanding enables its members to interact in their immediate environment such as school, workplace, and social settings and it is most effective for those who may become leaders of their country. Looking at world leaders and their decision-making can directly be tied back to communication and socialization within their family and environment. Their culture directly dictates the ways in which they communicate in their own environment as well as with other countries.

There are several aspects of family resource management that add to heritage that most people overlook.

Money - many lower-income families strive to achieve goals in the best and most cost-effective way possible. Maslow's Hierarchy of needs states that physiological needs such as food, water, shelter, clothing and basic form of income must be met before higher-order needs are met. Biology in regards to personality dictates how an individual interacts with their environment and their ability to achieve their primary physiological needs and manage their resource in such a way as to move towards the next level. While the ideal family attempts to achieve goals with every member playing their part in goal attainment, not every family is supportive of each other. This affects practical management systems contributing to stagnant progress towards goals, causing families to remain at the basic level for many years and adding to the stress of individual family members. Humanizing management techniques entail frequent reassessments of goals, resources and the level of success attained at the time of assessment and employing the best motivational practices possible to ensure family members that goals would be met to their satisfaction (Goldsmith, E. 2012).

Time - parents motivate their children to strive for excellence, especially in their academic goals. Management styles are influenced by a person's history, culture and personality. Parents who are highly motivated due to their own experience in success, often push their children to excel academically by utilizing their best practices to train their children while providing love, and physical, emotional and religious support for them in their difficult experiences. By showing compassion towards children, they are more open to guidance from their parent's management styles and as a result goal attainment is reached with minimal struggle. Adults support each other in a relationship as well, soft techniques such as family meetings, game nights, movie nights, family fun day out and agreeing to work together to build family goals through ethics are of utmost importance in goal attainments such as finances and investments. Many families are supportive of each other and many are not, it's noticeable in their unity and respect for each other and the level of goal attainment towards self-actualization (Goldsmith, E. 2012).

Customs/tradition/religion – as time goes by some people tend to forget the customs, traditions, and religious practises of their ancestors, most people are now exposed to diverse cultural activities and in a way, tradition become heavily mixed leaving behind authentic customs. Attire, food, traditional family gatherings, music, and religious practices have evolved significantly, so much so that the present generation knows or remembers little to nothing about their own family history. Society is now relaxed on inter-religious marriages making it easier for couples to start following an entirely new religion independent from what they grew up practising or follow their spouse’s religion. Few families still maintain their traditional customs and work hard to preserve their values in the minds of their children. They also encourage their children to attend church in an attempt to keep their customs alive by moulding certain behaviours into their minds.

Native language is part of the rich culture, customs and traditions of people who migrate to other countries, and they are often heartbroken when their children are not afforded the luxury of learning such.

Immigrant parents who prefer their children to learn the language of their land as well as the country they settle in may opt to send their children to a bilingual school. This affords the children to retain the language and cultural values of their motherland and gain a more comprehensive understanding of a sense of self.

Ecosystem – one's ecosystem consists of the people within the ecosystem, their environment and the interaction among people. The surrounding ecosystem in which a family grows and develops is important due to the influence people within a village would have on each other. In cases where people derive from a violent neighbourhood, it’s often believed by society that such people are socialized to behave as a product of their environment, this often causes bad stereotyping. Ecosystem can also be considered to be how families develop their environment in which to live comfortably, these developments are such things as roads, shelter (style and design of their homes), and even farming practises. Within an ecosystem, a family develops and nurtures their traditions and customs making their family unique to them.

Implementation of values learned from family resource management into workplace situations, goals, and leadership methods to transcend individuals into their highest potential.

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, with family 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. 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. In the same way, our spouse or children may be reluctant to approach us, however, I have adopted the approach that kindness is free and it can mend so many interactions and relationships in the family and workplace.

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 relationships are 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.

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 on the ways 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 working, 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 pull 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 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 solidify 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 as it pertains to family resource management. Being an amazing leader is something we can naturally tap into and it shines when we interact with each family member and colleague.

I am knowledgeable enough now in family resource management and its effects on human relations skills on every level. 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 family and team members at work 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 family and staff, assisting them to change and enhance the ways in which they interact with each other to investigate situations, gain knowledge and communicate as well as curb conflicts within the team and in their personal lives. It is important that we are kind enough to assist colleagues in acknowledging situations in their personal lives that need attention, making them a better person at home makes them a better person at work and that is true comradery. It is the true essence of leadership beyond the workplace. This course has allowed me to be a better asset to my family, 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 wife, mother, and leader.

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