

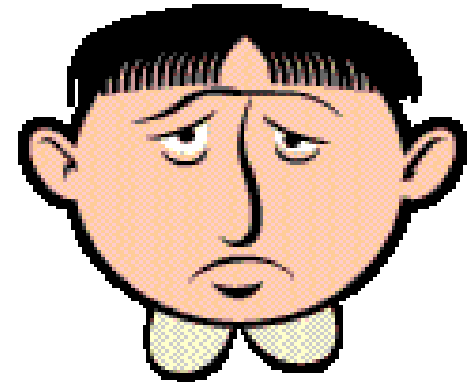
Personality and Work Behaviors

- Infosys
- BPO Training

By,

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Different Faces



Personality

“More or less stable, internal factors that make one person’s behaviour consistent from one time to another, and different from the behaviour other people would manifest in comparable situations”

- Stable
- Internal
- Consistent
- Different

Personality is 'INTERNAL'

Change and development are the key words

internal process + past experiences

By Definition

- A complex mental state involving beliefs and feelings and values and dispositions to act in certain ways.
- (1)The arrangement of the parts of the body posture; (2a)a mental position with regard to a fact or state (b) a feeling or emotion toward a fact or state; (3) an organismic state of readiness to respond in a characteristic way to a stimulus (as an object, concept or situation).



Activity No. 1 : Introduce yourself and your starbody

- Introduce yourself
- Make Groups
- Draw star and write any five characteristics of you
- Discuss with group partners
- Select your starbody
- Introduce your starbody

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What we come to know :

- Personality is nothing but a
- (1) Position of the body and limbs.
- (2) Manner of acting.
- (3) Social or clinical psychology-a relatively stable and react in a certain way toward people, objects, institutions, or issues.

For today/our definition

- A virus that can be contagious.
- Can be modified, the easy or the hard way.
- Has identifiable strands/warning signs.

Additional No-Name Strands

- Not a team player
- Does the minimum
- Disrespectful
- Insubordinate
- Always negative
- Unhappy
- Pessimistic
- Unpleasant



Additional Strands

- Offers no solutions
- Surly
- Tardy
- Gossipy
- Clock Watcher
- Prima donna
- Defensive
- Argumentative



Consequences



- Erosion of team spirit.
- Morale suffers, feelings get hurt
- Poor quality service, reputation suffers
- Frustration on the part of others because they have to pick up the slack
- The virus spreads
- Communication suffers



More Consequences

- Productivity suffers
- Management has to crack down because of perceived dissatisfaction.



Tips

- Become a problem-solver.
- Be alert.
- Utilize self-control.
- Manage stress.
- Stay physically healthy
- Empathize



Thank you