

SUCCESSFUL SELF-COMMUNICATION: A PRE-REQUISITE FOR EFFECTIVE HUMAN RESOURCE MANAGEMENT

A.K.Srivastava
Girish Chandra Dwivedi
Santosh Sahay

Abstract

Effective self-communication is essential to understand one's own mind-set, examine the sub-conscious mind and to better understand the psychology of others for effective interpersonal managing. Self-communication involves the communication with our own sub-conscious and unconscious mind to understand better the inner speech, silence and messages from the super consciousness for effective self-management. Human resource management aims at facilitating and improving the individual's capacity for realizing his or her full potential. In order to get things done effectively by others, it is essential to recognize their communication wavelength, behavioral patterns and psychological makeup. Effective self-communication equips us with proper tools and techniques to examine our own frequencies, energy circuits and internal communication patterns which in turn help us to create synergistic dialogue with other people with a purpose to create better interpersonal relationship and vibe. Self-communication is the art and science of maintaining internal silence, personal ecology, synergistic oscillation and intuitive guidance. Techniques such as meditation, reiki, visualization, energy sensitization, Neuro-Linguistic Programming (NLP) etc. help in creating high bandwidth self-communication abilities which ultimately empower us to manage others effectively so that they can be constantly encouraged to perform at the peak of their capabilities.

Key Words: human resource management, self-communication, collective consciousness, internal communication, synergistic oscillation, personal ecology,

Introduction

In this new century, managerial communication has become very challenging because of highly diverse and complex workplace environment. Successful handling of people inside the organization today requires more sophisticated management communication skills. To effectively manage a diverse work group in a rapidly changing environment, it is necessary that a Human Resource Manager should be well equipped not only with inter-personal communication skills but also with self-communication skills. The normal meaning of communication refers to the interaction with others. However, communication within us is equally important if not more than that. In fact, any inter-personal communication starts with internal thought process only, which is a form of intra-personal communication. Business communication though a part of inter-personal communication, yet it requires perfect harmony within self. The internal thought process affects our own attitudes, behavior and approach to others. According to Sharma (1997: 42) on an average day, the average person runs about sixty thousand thoughts through his mind which definitely is a significant communication within us. The understanding of intra-personal communication and improving it can tremendously improve our interpersonal communication and management abilities. This research paper deals with this intra-personal form of communication, also known as self-communication, its linkages with self-management and human resource management process.

Concept of Self-Communication

In a business setting, self-communication is a form of business communication, though the term self-communication is still not in common usage. Today, the contemporary manager has a greater opportunity than ever to make a significant difference in the success of the organization and increase the quality of work life for fellow employees (Hynes, 2007:3). Successful inter-personal managing requires effective managerial communication skills. Communication is essentially the ability of one person to make contact with another and to make himself or herself understood (Adair, 1997:13). It usually implies both intention and means. However, in order to successfully communicate with others, we should be aware of our own sub-conscious thought processes, deep rooted beliefs and perceptual patterns. It is where the self-communication skills come in picture. Self-communication is essentially the communication within us. This inner communication provides enhanced mind-body connectivity and superior inter-personal communication frequency.

The understanding of self-communication can significantly improve our understanding of self and others. Positive self-communication leads to positive feelings which in turn results in positive vibrations and positive actions. The reverse of this is also true. Negative self-talk results in low self esteem, poor self-image and negative actions and performance. Negative self communication also leads to poor inter-personal communication, ultimately affecting our ability to manage others. Our patterns shape our personality too. Negative thoughts make a serious dent on our mental make-up, leads to negative belief about ourselves and others resulting in poor self-management. Self-communication skills help in neutralizing negativity in our thought processes and provide a springboard for maintaining a vibrant, supportive personality.

Self-communication involves the communication with our own sub-conscious and unconscious mind to understand the inner speech, silence and messages from the super consciousness. It is the communication from our own inner self so that we can better examine our own attitudes, behavior patterns, see the real inner self and stretch our inner dormant capabilities. An uncontrolled flow of thoughts drains us down and impair our ability to stay in present moment. Constant overflow of thoughts keep our mental energies engaged either in remembering the past or getting unnecessarily worried about the future. It is essential, therefore, to learn the science and art of effective self-communication so that we can better understand our own thoughts and mental processes in order to become empathetic and effective communicators, which is essential for successful management of self and others. Conscious focusing on thoughts makes us aware of its nature and helps us to monitor the quality of our intra-personal communication. Self-communication ultimately helps us to live in peace with ourselves and others. It helps us to synergize easily with superiors, peers and subordinates, for better interpersonal managing which is a key element of effective human resource management.

Linkage between Self-Communication and Self-Management

Effective self-communication is an extremely successful tool for people to unleash their whole creative potential by energizing the "whole-self", identifying and correcting mental blocks, examining and enhancing self-image, and by facilitating complete mind-body-activity integration. The effective self communication is a key of effective self-management. The term self-management has a lot of connotations. This term originated in behavioral psychology

in the 1970's as part of Albert Bandura's larger social learning theory. It might be simply defined as our inner predisposition to set and achieve our goals which is not contingent upon any external reward system. The concept of self-management has been used interchangeably with self-regulation (Slocum & Sims, 1980), self-control (Thoreson & Mahoney, 1974) and leadership substitute (Kerr & Jermier, 1978; Manz & Sims, 1980). Successful self-management requires brutally frank self-examination and determined efforts at correction (McConnell, 1991). Self-management involves considerable expansion of individual zone of responsibility which may entail personal goals and the interactions and consequences for the achievement of these goals (Mischel, 1973). Self-management and self-direction are the skills necessary for a human being to attain the best possible success in their personal relationships and life choices. According to this theory the people are motivated only by external rewards, but also by our inner needs to observe, reinforce and punish our own actions. In organizational setting, people have an inner need for self-efficacy, to do a good job, to feel competent in getting a task done, and to be intrinsically motivated to set and achieve their own goals. The task of a HR manager is basically to create a facilitating environment where people are motivated and encouraged to develop their capabilities and utilize their inherent potential. According to Keith Davis (1989:14), the human resources approach is developmental and it is concerned with the growth and development of people towards higher levels of competency, creativity and fulfillment. The focus in the human resource management is the creation of right environment where employees are self-motivated to achieve set targets without much of external pressures. When employees get right environment for self-improvement and skill enhancement, they automatically get self-motivated to achieve the best results. This self-motivation is the part of self-management. Successful management lies in aligning this inner "self-management "with external controls to create "organizational citizenship behavior," and "goal integration." The self-management is an essential component of management within the organization, and an effective self-communication for self-improvement, is an unending part of self-management.

Self-communication helps managers to better communicate with themselves. By utilizing techniques of self-communication, managers can be better acquainted with their own mind-sets and mental makeup, examine their own attitudes, beliefs, behavior patterns and take a course of self-correction of attitudes / beliefs / perceptual patterns, if necessary. The key of self-communication is awareness. We think that perception is automatic, but in reality, it is a learned phenomenon. The world we live in, including the experience of our body is completely dictated by the way we have learned to perceive it. Perception and experience are both created by mind : the eye and what it sees, the ear and what it hears, the tongue and what it tastes, the nose and what it smells, the nerves and what they feel (Chopra, 1994:75). If we change our perception, we change the experience our body and our world. Intelligence is much more flexible than the mask of matter that hides it. Intelligence can express itself either as thoughts or as molecules. Wherever thought goes, a chemical goes with it. (Chopra, 1993:17). Negative thoughts release harmful chemicals in our endocrine system, affecting our physical and mental health. The body is capable of producing any bio-chemical response once the mind has been given the appropriate suggestion. Self-communication involves creating a right intention to convert automatic processes into the conscious ones. An awareness about our thoughts, perceptual makeup and learned habits, can help us continuously track down negative thoughts and belief patterns and change them for better health and self management.

Techniques of Self-Communication

There are many techniques to create a high bandwidth self-communication, and meditation is one of the most effective

techniques towards this direction. Meditation is the way of letting go. It is a simple way of lightening the mind, forgetting about everyday stresses and concentrating solely on mental relaxation. In meditation, we forget the complex outside world in order to reach a powerful peace within. Meditation is the path to a pure and empowered mind, one of the essential requirements for effective self-communication. Through meditation we seek to achieve a state of passive alertness that transcends the everyday level of thought and distraction. Meditation exercises help us to better communicate with our sub-conscious and unconscious minds which are reservoirs of energy. The goal of the meditation is beautiful silence, stillness and clarity of mind. (Brahm, 2006: 1). This attentive stillness is created by giving the baggage of past and future and maintaining the silent present moment awareness. It involves watching every moment so closely and we don't have the time to comment about what just had happened.

Regular meditation helps in achieving highly relax-alert stage which is very useful in self-communication. During meditation we reach at fourth stage of consciousness – transcendental consciousness which is different from waking, dreaming and sleeping. At this stage we achieve the state of restful alertness where our body is rested but mind is totally alert. During meditation the body achieves the hypometabolic stage and can best be described as deep and prolonged relaxation. Meditation creates a significant effect on our brain functioning too. The brain emits four types of waves, each with its own rhythm. Beta waves indicate everyday conscious rhythms; delta waves are present during deep sleep; theta waves appear while in a dreamlike state; and alpha waves are most prominent when mind is active, yet relaxed. Effective meditation generates a predominance of alpha and theta waves - reflecting a state of restfulness and deep relaxation, where the mind is alert but not strained or confused. These waves appear as soon as body starts experiencing relaxation allowing clearer and more constructive thinking, an essential pre-requisite for effective self-communication. The prolonged relaxation also increases the body's secretion of particular mood-altering chemicals, known as neurotransmitters which are helpful in creating the feelings of happiness and contentment. Along with this, the regular meditation improves concentration, memory and creativity which help us in achieving clearer thinking, focused thought, relaxed response and better intra-personal and inter-personal sensitivity for high bandwidth self-communication abilities. One of the meditation techniques – Transcendental Meditation (TM) developed by Maharishi Mahesh Yogi in 1957 has been extensively researched by scientific community over last fifty years and its benefits are carefully documented in scientific research journals. The research findings have clearly indicated that TM leads to increased coherence in collective consciousness, increased coherence in brain functioning, freedom of stress in individual life, growth of integration in individual life, growth of ideal social behavior and reversal of aging process and growth of perfect health for the individual (Mahesh Yogi, 1995: 458-459). In specific terms, meditation leads to higher level of EEG coherence, higher levels of concept learning, broader comprehension along with improved ability to focus, improved psychological growth, better psychological adaptability, increased energy level and better stability and warmth in personality. Many of these benefits provide ideal springboard for achieving better communication and managerial abilities.

The key to effective self-communication is the capability to tap and mobilize our vast sub-conscious mental resources and managing the interplay between conscious and sub-conscious mental processes. During decision-making process, we direct our awareness to a small fraction of total information available to us at any given moment. It is the sub-conscious mind which determines which particular fraction to detect. Visualization / imagination mechanisms can be effectively used to send directional messages to the sub-conscious information

filtering and action-guidance mechanisms. Self-communication is the process of directing our sub-conscious mind. The sub-conscious mind continues to process or “incubate” issues even when we are not consciously thinking about them. The effectiveness of self-communication is diminished to the extent it contradicts existing beliefs or behavioral patterns embedded in our sub-conscious mind. Our desired direction must be personally ecological. It is important to remember in this context that there are two dimensions of self-communication: physical and mental. Effective self-communication ensures that our actions are moving us closer to desired outcomes. Higher bandwidth communication ensures rapid transference of large volume of information. There are many techniques for creating effective dialogue with our subconscious brain.

The self-communication involves not only the awareness about self but also of wider communication frequencies from super consciousness. At deeper level there is really no boundary between our selves and everything else in the world. With every encounter, we exchange information and energy and we come away changed a little bit (Chopra, 2003:41). The self-communication energy identification techniques are very useful in identifying our own energy circuits or energy field and of others as well. The protection of self from negative external energies is also a part of high bandwidth self-communication.

The Human Energy Field (HEF) is closely associated with a person's health and wellbeing. If a person is unhealthy there will be an unbalanced flow of energy or stagnated energy that ceases to flow and appears as darkened colors. The use of High Sense Perception (HSP) techniques can help us to identify weak energy fields of self and others for necessary energy enhancements and plugging the leakage of energy. High Sense Perception is a way of perceiving things beyond the normal ranges of human senses. HSP reveals the dynamic world of fluid interacting life energy fields around and through all things (Brennan, 1988:5). To develop HSP, it is necessary to enter into expanded state of consciousness. Meditation, jogging, walking, fishing, sitting on a sand dune and watching the waves rolling, or sitting in the woods can help in entering expanded state of consciousness. Fine-tuning the HSP abilities could be immensely useful in understanding the movement of subtle energy forces around us which ultimately lead to better synergy with others.

Reiki is another important tool to achieve better self-communication abilities. Reiki is basically a healing technique and it is very effective technique to cure self and others. Since self-communication requires better understanding of self and cleansing of negative thoughts, beliefs and negative vibrations, reiki provides a good help in getting rid of them. It is completely free from side effects and extremely useful in maintaining a proper balance between physical, mental and spiritual energies – a vital support to self-communication abilities. Reiki canalizes universal life force energy to the living systems which results in higher energy levels, reinforcing energy centers of the human body and making a person more vibrant and sensitive to the energy vibrations.

The word ‘reiki’ is a Japanese term which means universal life force or energy. It is most often described as a light vibration or energy and reiki practitioners are said to “channel” from the universe. (Kelly, 2001: 5). It works on physical, mental and spiritual level. ‘Rei’ stands for universal transcendental spirit and ‘ki’ is vital force energy. It is just a natural way of healing by utilizing universal life force to energize, cure or balance body systems and thus provide vital support to improved communication within self. Reiki heals both mental and physical body and it removes negativity from our systems and release harmful / destructive emotions which manifest in the form of mental or physical sickness. The reiki power works on

the physical, mental and spiritual levels. It directly brings universal life energy to our physical body and energy body.

Reiki was founded by Dr. Mikao Usui, later spread by his student Dr. Chujjro Hayashi, and one of Dr. Hayashi's patients, Mrs. Hawaya Takata learned the reiki herself and took charge of Dr. Hayashi's Reiki Clinic after his death. In 1970, she began training other masters and till her death in 1980 she trained about 300 reiki masters around the globe. Reiki technique is simple and easy to learn. The key thing is the attunement process which puts reiki in the category of energy work. The attunement process is based on certain symbols and mantras which helps the receiver to open his chakras to open divine reiki energy. The process itself is not difficult and can easily be learned in stages with the help of a reiki master.

Reiki is drawn by the patient through the open channel of practitioner. The practitioner does not heal; he/she is only a channel of higher energy vibrations which help us to regain vital equilibrium in body, mind and spirit. Reiki helps in balancing body chakras and endocrine systems. Chakras are wheels of energy. They are arranged vertically in the center of our energy body from the base of our pelvis to the top of our head. Each chakra provides the life force to a specific set of organs, tissues and endocrine glands. Imbalanced chakras restrict the flow of energy in our systems causing physical and mental problems. Reiki synchronizes the chakras to facilitate the smooth flow of cosmic energy in our systems which help us to get rid of emotional debris, making our mind calm and silent and ready to receive messages from higher realms.

Studies have shown Reiki practitioners experience higher alpha brain activity in their brains, which is a characteristic of people who are in meditative state. Such deep states of relaxation are associated with low stress levels, improved respiration, better hormonal balance, lower cholesterol levels in blood and heightened immune response. Reiki strengthens the Human Energy Field (HEF) which helps a person achieving strong defenses in its energy body, clear and sharp mind, positive energy vibrations and higher awareness about self and others. Reiki therefore creates a positive environment for improved self communication.

Creative visualization is another potent tool to refine and fine-tune self-communication abilities. Visualization involves using an internal focus rather than external object to represent an urgent need, desire or wish (Eason, 1997:22). Developing the ability to create and manipulate images in our mind provides tremendous potential for mental leverage. Visualizing a favorable outcome which is within the grasp, releases the creative and magical energies which work towards achieving visualized goal. Developing visualization abilities help in utilizing intuitive processes and tap the unconscious wisdom which gives us more control on our subconscious and unconscious mind. It is quite obvious that improved control of subconscious and unconscious processes leads to better self-communication and self-management abilities.

Self-Imaging Psychology has a number of tools to change the deep rooted thought patterns and beliefs in our sub-conscious and unconscious mind. The self-image is the foundation stone of our whole personality. People actions always depend on what they think are true about themselves and their environments. This is fundamental; it is the way we are built. We act as our concepts are valid; no matter how misguided they are (Maltz, 1993:17). Mental picturing is very helpful to plot the way for a better future. Mental imagery is a great creative mechanism which helps in reshaping our mental picture towards a better and more effective communicator and manager.

Aura or energy body sensitivity also helps in effective self-

communication. The human aura is the energy field that surrounds the physical body. It is three dimensional and it surrounds us in all directions. (Andrews, 2003:4) In a healthy individual, it makes an elliptical or egg shape about the body. The more vitalized the auric field is, the energy a person will get to do the things they wish to do. In the case of weak auric fields, the possibility of outside influences impinging on us is more. Continued stress, emotional trauma, mental disorders or imbalances, upheavals, worry, fear and other negative emotions and attitudes weaken the auric field. A weakened aura results in energy drains and a person gets tired more easily. If prolonged, holes and tears can occur within the fabric of auric field. Such a state can result in and reflect feelings of failure or ineffectiveness in dealing with the situations, including self-communication. Control of the environment begins with the control of our energy. The key to protecting our energies lies with the aura. With a strong and vibrant aura, negative, draining and unbalanced energies are deflected. Positive health practices such as proper diet, exercise, getting sunlight and fresh air help in maintaining such an aura. Meditation and music also help in balancing and strengthening auric field. Effective communication requires maintaining the proper energy wavelengths, which can be achieved by strengthening auric fields.

Synergistic oscillation is extremely helpful in building up self-communication abilities. It involves the optimizing right brain-left brain communication by learning to use the both sides of brain synergistically (Magee, 1998). It is a common fact that or left and right brain hemispheres specialize in complementary opposite modes of thinking. There is common tendency to use more of left brain which thinks logically than the right brain which offers more creative solutions. More effective utilization of right brain through power naps, stretching, music, breathing and meditation helps in better understanding the problems and creating out-of-the-box solutions. Combining this ability with logical and structured thinking patterns of left brain can multiply our brain power. The self communication abilities can be substantially enhanced by achieving left brain-right brain synergy.

Effective self-communication is also contingent upon maintaining personal ecology. Personal ecology refers to the ongoing process of maintaining life in balance. Personal ecology is governed mostly by subconscious mental processes designed to keep us alive. If we do something that is not personally ecological, these subconscious mental processes usually figure out some way to distract us from doing that activity. In order to maintain a synergistic dialogue between conscious and subconscious mental processes, it is necessary to maintain this vital balance.

Neuro-Linguistic Programming (NLP) is another highly effective technique for fine-tuning self-communication abilities. The name Neuro-linguistic programming refers to the unconscious processes each person uses to produce behavior – and therefore results (Boyes, 2006:6). It is a process of modeling the conscious and unconscious patterns that are unique to each of us in such a way that we are continuously moving towards higher potential (Knight, 2003:2). NLP is a means of coding and reproducing excellence that enables us to constantly achieve the outcome that we want for ourselves, our business, and for our life. Effective self-communication requires an awareness of internal thought processes and NLP techniques provide lot of support in this. For example by using of this technique, one can discover the programme they are running internally and then it can help to reprogram the unconscious mind the change that behavior. The instruction to change comes from our conscious mind, but it is the unconscious mind that learns the new ways of doing the things and produces new behavior. NLP also provides empowering beliefs which facilitate internal change process. For example, NLP believes that every person has his own view, or map

of the world which is not an objective truth. It is just our perceptions of the world. By changing how we see the world (our map), we will be able to change the results we get in the world. To be able to self-communicate effectively, we need to change at times the outmoded beliefs, perceptions and attitudes towards others. NLP contains the toolkit by which we can change our map of the world and be more effective intra-personal and interpersonal communicator.

Conclusion

Self-management provides the firm foundation for sound interpersonal managerial abilities. Common sense suggests that those who succeed in effectively managing others are those who have first learned how to effectively manage themselves. Human resource managers need good self-communication and self-management skills for creating a positive and vibrant work climate. For successful self-management, effective self-communication is essential to understand our own subconscious thinking processes and to generate optimum performance through synergistic left brain-right brain coordination and aligning own frequencies with infinite reservoirs of vibrating energy in the universe. Many techniques such as meditation, reiki, visualization, self-imaging, synergistic oscillation and Neuro Linguistic Programming can lead to better self-communication and self-management for the purpose of achieving proactive and synergistic HR management capabilities.

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Dr. A.K.Srivastava
Professor
Department of Business & Management Studies,
Skyline College, University City Area,
Sharjah, UAE
Tel +971 6 5441155 Ext.233
E-Mail: asrivastava@skylinecollege.info

Dr. Girish Chandra Dwivedi
University of Allahabad
Allahabad, India
Tel +919838941062
E-Mail: gdwivedi@windowslive.com

Dr. Santosh Sahay
University of Allahabad,
Allahabad, India
Tel + 919451178722
E-Mail: sansahai65@yahoo.com