

CRISIS MGT & CONFLICT RESOLUTIONS:

Crisis management refers to the identification of a threat to an organization and its stakeholders in order to mount an effective response to it. **Crisis management** is the process by which an organization deals with a disruptive and unexpected event that threatens to harm the organization or its stakeholders. The study of crisis management originated with large-scale industrial and environmental disasters in the 1980s. It is considered to be the most important process in public relations. Three elements are common to a crisis: (a) a threat to the organization, (b) the element of surprise, and (c) a short decision time.

Crisis management is a situation-based management system that includes clear roles and responsibilities and process related organizational requirements company-wide. The response shall include action in the following areas: Crisis prevention, crisis assessment, crisis handling and crisis termination. The aim of crisis management is to be well prepared for crisis, ensure a rapid and adequate response to the crisis, maintaining clear lines of reporting and communication in the event of crisis and agreeing rules for crisis termination.

The techniques of crisis management include a number of consequent steps from the understanding of the influence of the crisis on the corporation to preventing, alleviating, and overcoming the different types of crisis.

Crisis management consists of different aspects including:

- Methods used to respond to both the reality and perception of crisis.
- Establishing metrics to define what scenarios constitute a crisis and should consequently trigger the necessary response mechanisms.
- Communication that occurs within the response phase of emergency-management scenarios.

Crisis-management methods of a business or an organization are called a crisis-management plan. A British Standard BS11200:2014 provides a useful foundation for understanding terminology and frameworks relating to crisis, in this document the focus is on the corporate exposure to risks in particular to the black swan events that result in significant strategic threats to organizations. Currently there is work on-going to develop an International standard.

A **crises mindset** requires the ability to think of the worst-case scenario while simultaneously suggesting numerous solutions. Trial and error is an accepted discipline, as the first line of defense might not work. It is necessary to maintain a list of contingency plans and to be always on alert. Organizations and individuals should always be prepared with a rapid response plan to emergencies which would require analysis, drills and exercises.

The credibility and reputation of organizations is heavily influenced by the perception of their responses during crisis situations. The organization and communication involved in responding to a crisis in a timely fashion makes for a challenge in businesses. There must be open and consistent communication throughout the hierarchy to contribute to a successful crisis-communication process.

TYPES OF CRISIS:

Crisis refers to sudden unplanned events which cause major disturbances in the organization and trigger a feeling of fear and threat amongst the employees

Following are the types of crisis:

Natural Crisis

- Disturbances in the environment and nature lead to natural crisis.
- Such events are generally beyond the control of human beings.
- Tornadoes, Earthquakes, Hurricanes, Landslides, Tsunamis, Flood, Drought all result in natural disaster.

Technological Crisis

- Technological crisis arises as a result of failure in technology. Problems in the overall systems lead to technological crisis.
- Breakdown of machine, corrupted software and so on give rise to technological crisis.

Confrontation Crisis

- Confrontation crises arise when employees fight amongst themselves. Individuals do not agree to each other and eventually depend on non productive acts like boycotts, strikes for indefinite periods and so on.
- In such a type of crisis, employees disobey superiors; give them ultimatums and force them to accept their demands.
- Internal disputes, ineffective communication and lack of coordination give rise to confrontation crisis.

Crisis of Malevolence

- Organizations face crisis of malevolence when some notorious employees take the help of criminal activities and extreme steps to fulfill their demands.
- Acts like kidnapping company's officials, false rumours all lead to crisis of malevolence.

Crisis of Organizational Misdeeds

- Crises of organizational misdeeds arise when management takes certain decisions knowing the harmful consequences of the same towards the stakeholders and external parties.
- In such cases, superiors ignore the after effects of strategies and implement the same for quick results.

Crisis of organizational misdeeds can be further classified into following three types:

Crisis of Skewed Management Values

- Crisis of Skewed Management Values arises when management supports short term growth and ignores broader issues.

Crisis of Deception

- Organizations face crisis of deception when management purposely tampers data and information.
- Management makes fake promises and wrong commitments to the customers. Communicating wrong information about the organization and products lead to crisis of deception.

Crisis of Management Misconduct

- Organizations face crisis of management misconduct when management indulges in deliberate acts of illegality like accepting bribes, passing on confidential information and so on.

Crisis due to Workplace Violence

- Such a type of crisis arises when employees are indulged in violent acts such as beating employees, superiors in the office premises itself.

Crisis Due to Rumours

- Spreading false rumours about the organization and brand lead to crisis. Employees must not spread anything which would tarnish the image of their organization.

Bankruptcy

- A crisis also arises when organizations fail to pay its creditors and other parties.
- Lack of fund leads to crisis.

Crisis Due to Natural Factors

- Disturbances in environment and nature such as hurricanes, volcanoes, storms, flood; droughts, earthquakes etc result in crisis.

Sudden Crisis

- As the name suggests, such situations arise all of a sudden and on an extremely short notice.
- Managers do not get warning signals and such a situation is in most cases beyond any one's control.

Smoldering Crisis

- Neglecting minor issues in the beginning lead to smoldering crisis later.
- Managers often can foresee crisis but they should not ignore the same and wait for someone else to take action.
- Warn the employees immediately to avoid such a situation.

Crisis Management Model:

Diagnosis of Crisis:

The first stage involves detecting the early indicators of crisis. It is for the leaders and managers to sense the warning signals of a crisis and prepare the employees to face the same with courage and determination. Superiors must review the performance of their subordinates from time to time to know what they are up to.

The role of a manager is not just to sit in closed cabins and shout on his subordinates. He must know what is happening around him. Monitoring the performance of the employee regularly helps the managers to foresee crisis and warn the employees against the negative consequences of the same. One should not ignore the alarming signals of crisis but take necessary actions to prevent it. Take initiative on your own. Don't wait for others.

Planning:

Once a crisis is being detected, crisis management team must immediately jump into action. Ask the employees not to panic. Devise relevant strategies to avoid an emergency situation. Sit and discuss with the related members to come out with a solution which would work best at the times of crisis. It is essential to take quick decisions. One needs to be alert and most importantly patient. Make sure your facts and figures are correct. Don't rely on mere guess works and assumptions. It will cost you later.

Adjusting to Changes:

Employees must adjust well to new situations and changes for effective functioning of organization in near future. It is important to analyze the causes which led to a crisis at the workplace. Mistakes should not be repeated and new plans and processes must be incorporated in the system.

CONFLICT RESOLUTION:

Conflict resolution is the process by which two or more parties reach a peaceful resolution to a dispute.

In the workplace, there can be a variety of types of conflict:

- Conflict may occur between co-workers, or between supervisors and subordinates, or between service providers and their clients or customers.
- Conflict can also occur between groups, such as management and the labor force, or between whole departments.

The Conflict Resolution Process:

The resolution of conflicts in the workplace typically involves some or all of the following processes:

- . Recognition by the parties involved that a problem exists.
- . Mutual agreement to address the issue and find some resolution.
- . An effort to understand the perspective and concerns of the opposing individual or group.
- . Identifying changes in attitude, behavior, and approaches to work by both sides that will lessen negative feelings.
- . Recognizing triggers to episodes of conflict.
- . Interventions by third parties such as Human Resources representatives or higher level managers to mediate.
- . A willingness by one or both parties to compromise.
- . Agreement on a plan to address differences.
- . Monitoring the impact of any agreements for change.
- . Disciplining or terminating employees who resist efforts to defuse conflicts.

Types of Conflict Resolution Skills

Assertiveness:

A supervisor might take the initiative to convene a meeting between two employees who have engaged in a public dispute. An employee might seek out a person with whom they're having conflict to suggest working together to find ways to co-exist more peacefully.

- Articulate
- Balanced Approach
- Candor
- Decisive
- Delegation
- Fact-Based
- Fair
- Firm
- Leadership
- Manages Emotions
- Management
- Negotiating
- Sociable
- Voices Opinions
- Problem-Solving
- Self-Control
- Stress-Management

Interviewing and Active Listening:

A Human Resources representative might have to ask questions and listen carefully to determine the nature of a conflict between a supervisor and a subordinate.

- Articulate
- Attentiveness
- Conscientiousness
- Considerate
- Empathy
- Encouraging
- Intuitive
- Listening
- Negotiation
- Nonverbal Communication
- Persuasion
- Predicting
- Presentation
- Professional
- Relationship Building
- Respectful
- Sense of Humor
- Sincere
- Sociable
- Understanding
- Verbal communication

Empathy:

A mediator might encourage empathy by asking employees in conflict to each describe how the other might be feeling and thinking, and how the situation might look to the other party.

- Asking for Feedback
- Building Trust
- Compassion
- Inclusion
- Giving Feedback
- Handling Difficult Personalities
- Managing Emotions
- High Emotional Intelligence
- Identifying Nonverbal Cues
- Recognizing Differences
- Understanding Different Viewpoints
- Interpersonal
- Patience
- Personable
- Self-Awareness
- Self-Control
- Trustworthy
- Welcoming Opinions

Facilitation:

Managers of rival departments might facilitate a joint brainstorming session with their teams to generate solutions to ongoing points of conflict. Group facilitation techniques can also be used to avoid triggering conflict during group decision-making, in the first place.

- Brainstorming
- Collaboration
- Conflict Management
- Diplomatic
- Ethical
- Humble
- Influential
- Insightful
- Intuitive
- Listening
- Organized
- Patience
- Perceptive
- Planning
- Practical
- Realistic
- Reflective
- Teamwork

Mediation:

A supervisor might guide subordinates who are in conflict through a process to identify mutually agreeable changes in behavior.

- Assertive
- Compassionate
- Decision Making
- Emotional Intelligence
- Empathy
- Honesty
- Impartial
- Insightful
- Leadership
- Measured
- Patience
- Problem Solving
- Professional
- Psychology Background
- Rational Approach
- Respect
- Understanding
- Transparency

Creative Problem Solving:

A supervisor might redefine the roles of two conflict-prone staff to simply eliminate points of friction. Creativity can also mean finding new win/win solutions.

- Brainstorming Solutions
- Conflict Analysis
- Collaborating
- Critical Thinking
- Convening Meetings
- Creativity
- Critical Thinking
- Decision Making
- Designating Sanctions
- Fair Resolution
- Goal Integration
- Monitoring Process
- Nonverbal Communication
- Problem Solving
- Restoring Relationships
- Sense of Humor
- Verbal Communication

Accountability:

A supervisor might document conflict-initiating behaviors exhibited by a chronic complainer as preparation for a performance appraisal. In this way, the supervisor helps establish accountability, since the employee can no longer pretend the problem isn't happening.

- Adaptable
- Collaboration
- Delegation
- Driven
- Dynamic
- Flexible
- Focus
- Follow-through
- Honesty
- Integrity
- Leadership
- Motivation
- Organized
- Planning
- Results-Oriented
- Visionary
- Trustworthy
- Versatile

Examples of Conflict Resolution Skills

- Assertiveness by a supervisor who convenes a meeting between two employees who have engaged in a public dispute.
 - Interviewing and active listening skills utilized by a human resources representative to define the nature of a conflict between a supervisor and subordinate.
 - A supervisor encouraging empathy by asking opposing employees to describe how the other might feel in conflict situations.
 - Managers of rival departments facilitating a brainstorming session with their staffs to generate solutions to ongoing points of conflict.
 - Mediation skills by a supervisor who helps rival subordinates to identify mutually agreeable changes in behavior.
 - A co-worker seeking out a rival and suggesting that she would like to find a way to co-exist more peacefully.
 - Creativity and problem-solving by a supervisor who redefines roles of two conflict-prone staff to eliminate points of friction.
 - Accountability established by a supervisor who documents conflict initiating behaviors exhibited by a chronic provocateur on his performance appraisal.
-

What is Cross-Cultural Communication?

Cross-Cultural Communications deal with the exchange of information between people belonging to different cultures. It is not necessary for the exchange of words to be successful or not. Even if both the parties are trying to attempt the same, it will be considered as Cross-Cultural Communication.

Several negotiations take place across cultures using the actions and other sign languages due to the absence of a common language. The exchange of knowledge is the priority rather than focusing on other aspects.

Every typical person has a style of communication that signifies the culture he or she belongs to. There is no doubt that we all come across a cross-culture situation where we need to establish a meaningful conversation. Most people often find a need for communication across cultures during their working hours.

It is commonly observed that the workplace usually consists of people having different cultures and backgrounds. This significantly increases the need to prevent a predictable clash between their thoughts and the way of approach.

Cross Culture Communication is expected to reduce these conflicts to promote harmony among the employees. The main goal is to transfer the correct message, followed by an accurate response. Any misleading situation should be prevented, and the communication level should be preferable by both sender and receiver.

What is the importance of Cross-Cultural Communication?

Now you must be wondering that why was there a need to introduce Cross-Cultural Communication at the workplace.

Different cultural ways give people different ways of thinking, analyzing, hearing, accepting, interpreting different things. – This means the same words or gestures in the United States will mean different things to people associated with other cultures.

At the time of globalization, communication across cultures falls within the larger field of communication studies around the world. From businesses to universities to schools, the application of cross-cultural communication along with foreign language education is gaining prevalence amongst people from different societal, cultural, or national setups.

In this section, we will throw some light upon different ways cross-cultural communication can let you communicate effectively

1. Better Progress

Every industry is dependent on its employees for better progress and more profit-earning sources. It is quite understood that Cross-Cultural Communication directly influences the relationship between the managers and the employees.

Moreover, the employees are more comfortable while communicating with each other during the project. Hence, a hike in the progress chart of business can be observed in a short while, as it lets employees communicate effectively across cultures despite their cultural differences.

2. Cultural Influence

There is no doubt that cultures play a vital role in determining how we talk with one another. In case there is an absence of harmony and a sense of equality due to cultural backgrounds, it can lead to a chaotic situation. The organization will not be able to manage all its employees under the same roof. Cross-Cultural Communication solves this issue and enhances the productivity of the members.

3. Management

Cross-Cultural Communication can be quite beneficial in situations where the business is spread across various parts of the globe. Surely, all the employees working there will belong to different cultures and religions.

The company executives will develop some benchmarks for all of the team. Each member would have to act the same and treat everyone with equality. Any discrimination based on culture should be prohibited.

Factors affecting Cross-Cultural Communication

Different factors that might affect such a form of communication are-

1. Interpretation of Time

Different cultures for example China and Japan consider punctuality very important, and if someone is not on time, they might find it annoying or humiliating, while on the other, in the cultures of the Middle East and South America, time would not be of that much importance.

2. Interpretation of Space

The personal space of one culture might also differ drastically from another culture. Some of the countries consider it respectful maintaining space while greeting or meeting, while some other countries may not find it that crucial.

3. Non-verbal Communication

One culture might value content more than context and they are low-context cultures. In such a culture, written words are valuable than oral words. On the other hand, nations or groups with high-context cultures value context more than the written content. Such cultures pay more heed to the non-verbal signs more than the language.

How to improve Cross-Cultural Communication?

There is no way to overcome the problem of communication in a company other than to improve Cross-Cultural Communication. As mentioned earlier, it has significant importance in every sector with a need for communication.

No matter whether you are a part of the market of the makers, you need an established communication system. Many people are not sure about the ways to tackle this problem and end up destroying their professional relation.

Thus, we bring you some of the finest methods that will help you to improve your overall Cross-Cultural Communication skills.

1. Prefer Meaningful Conversation

It is a known fact that all the conversations made during office hours are quite important. The company looks forward to promoting more meaningful conversations between the employees. The same situation holds valid even during Cross-Cultural Communication.

People with different backgrounds are not comfortable enough to share a word between them. This is not an ideal way to move further or even initiate a conversation. You have to talk to the employees who belong to another culture and get to know

them. Of course, this practice can't be implemented overnight and will take some time. But the result would be favorable for both the employees, as well as for the business.

2. Avoid Signaling

This point might not be a big issue, but still, several people don't like someone signaling them, especially the ones from a different culture. The regular use of any non-verbal communication channels can offend people. Instead, open a direct communication account with them. For instance, people from America find it normal to point at something for a reference or direction. At the same time, other countries like Japan are not comfortable in making the same gesture. They find it to be disrespecting their culture and use the hand instead of the finger.

3. Awareness

In case you are someone who has to deal with people under the Cross-Cultural Communication system, it is better to know them first. There is nothing bad in asking about their culture rather than to create trouble in the later stages.

You should have the basic knowledge about their background and have a personal overview of the same. The organization should focus on these aspects and make arrangements for group discussion. This will enhance the communication skills among the employees, and they will understand each other's sentiments.

Sources of Miscommunication

1. Assumption of similarities

This misconception lets one develop the understanding that how he or she behaves, thinks, or acts is also accepted and perceived around the world in the same manner. This way of thinking impedes us to understand other's context and we may have negative views about those who differ from us.

2. Language Differences

Such misconceptions occur when people interacting with each other do not speak the same language. Even in some of the cases, words being spoken in the same language have a different meaning in another context that might cause differences in understanding.

3. Nonverbal Misinterpretation

This form of misconception arises when the meaning of nonverbal signals different in different cultures. Body language, gestures, eye contact, postures, etc. play role in this context for instance nodding the head is YES in some cultures while No in some other cultures.

4. Preconceptions and Stereotypes

Having some sorts of prejudices, xenophobic tendencies, or stereotypes about language, etc also cause differences in understanding. Some preconceptions about a

few nonverbal signals may also cause issues. Assuming a fixed set of characteristics that you do not like from all members of a group cause such misconceptions and differences.

5. Tendency to evaluate

Analyzing others' tendencies, communication, verbal or nonverbal ways of speaking may also be one of the key reasons behind misconceptions

6. High anxiety

Being highly anxious while interacting with people of a different culture may also create a confusing world around you that will cause misconceptions. When you delve into the world anxious through the process, it hampers your natural understanding. Your verbal as well as nonverbal signals will also not support you

PERSUASION N NEGOTIATION SKILLS

Negotiation is a dialogue between two parties to resolve conflicts or issues so that both parties find the solution acceptable. Usually, it is a compromise involving give and take. Negotiation results when each party compromises to resolve a conflict for everyone's benefits. In the workplace, negotiations may take place between managers, departments, colleagues or between a team member and a manager. Even before you join the workplace, you may negotiate the job offer with the interviewer or HR manager.

What are negotiation skills?

Negotiation skills are inherent qualities that help two or more parties agree to a common logical solution. In the workplace, you may have to display your negotiating skills in various situations such as:

-

Negotiating a salary hike with the HR manager after promotion

-
-

Negotiating a project deadline with your team lead or manager

-
-

Negotiating few days off for a family holiday with your manager

-
-

Negotiating contract terms with a potential customer

-

Lack of negotiation skills affects the business bottom line and could ruin customer relationship. Negotiation skills are soft skills and essential to become a negotiator and resolve workplace conflicts.

However, this skill set depends on the work environment, the parties involved and outcome desired. Often, when one party is ready for reaching a compromise, the other party may be resistant. This makes negotiation difficult and you are likely to encounter such situations in the workplace. That is why you need to master your negotiation skills.

Benefits of negotiation skills

Negotiation is a coveted leadership skill which helps businesses reach their business objective. Here are a few reasons negotiation skills are essential in the workplace:

-

Builds a relationship: Despite the difference in opinion, negotiation skills help strike a solution and focus more on creating goodwill and value. This builds a long-term relationship.

-
-

Delivers excellent solutions: Good negotiation skills ensure that solutions to the conflicts are not short-term. It focuses on creating long-lasting solutions because both parties make a concession only when the solution is satisfactory.

-
-

Avoids future conflicts: As both parties agree to a common solution, the chances of future conflicts reduce to a great extent.

-
-

Create an environment of business success: Good negotiation skills ensure the accomplishment of business goals, which creates an environment of

business success. This also increases the chances of future business transaction.

-

Examples of negotiation skills

Here are a few examples of negotiation skills that can make you an excellent negotiator at the workplace:

Communication

Communication is the backbone of negotiation. The way you communicate decides the fate of the negotiation. It involves identifying the nonverbal cues, using the right words and expressing your thoughts in a compelling and engaging way. Without being verbose, you need to communicate the right message to the party. Often, negotiators are active listeners that help them understand the other party's message. A healthy conversation ensures a mutually beneficial deal and avoids misunderstanding that could prevent the parties from reaching a compromise.

Communication Skills: Definitions and Examples

Strategizing

There may be instances where the other party disagree with the solution you provide. Good negotiators often come with one or more backup plans. Consider all solutions to the problem before entering a negotiation. For example, when negotiating your salary, the HR manager may refuse to increase your dearness allowance (DA). Instead of focusing on the DA, you could ask for better retirement or gratuity benefits.

Planning

Proper planning before the negotiation ensures you know the long-term consequences of the negotiation terms. Planning comes in handy during the negotiation process and ensures the successful execution of the decision.

Persuasion

Successful negotiators can influence other parties. Unless you possess the persuasion skills, it becomes difficult to justify how your solution will benefit both parties. Your persuasion skills decide whether the other party agrees to your solution.

Listening

Active listening is the key to a successful negotiation as it ensures that you listen to the other party and understand what they are trying to say. Also, with active listening, you do not miss out on crucial information, which builds trust and helps reach a consensus faster.

Problem-solving

Most negotiations occur to find a solution to an issue. With excellent problem-solving skills, you propose viable and intelligent solutions that are beneficial for both parties.

Problem-Solving Skills: Definitions and Examples

Emotional intelligence

The ability to control and manage your emotions and deal with the other party's emotions differentiates a successful negotiator from an unsuccessful one. People high on emotional intelligence (EI) can accurately perceive and express their emotion, recognise others' emotions and use these emotions to facilitate solutions.

Types of negotiation strategies

The negotiation strategies or approaches to negotiation you use depends on your situation. Most workplace negotiation are "win-lose" or "win-win". Here are 4 types of negotiation strategies:

Distributive negotiation

It is also sometimes called "hard bargaining" because both parties argue over a single conflict. Distributive negotiation is a win-lose strategy because each party considers that their loss would benefit the counterparty. For example, when purchasing a SaaS tool, you may not want to lower the price as it would cause financial loss, whereas your customer feels you are overcharging them for your product by not giving discounts.

Integrative negotiation

It is also sometimes called "interest-based bargaining" because it asserts that both parties can gain something and create value by offering trade-offs. This is a win-win strategy because the negotiation creates mutual gains for both parties. For example, when purchasing a SaaS tool, you quote the price as ₹ 2,000 per month, but the customer is adamant about paying only ₹1,600 per month. Both you may negotiate ₹1,800 per month price. It is a win-win situation because both parties win ₹ 200 per month.

Negotiation with coworkers

Your job may require working closely with different departments and without strong negotiation skills, it might be difficult for you to reach your goals. For example, when working as a software developer, a test automation engineer may flag a part of your

code as a critical error. When you negotiate with the automation engineer, you both agree that the error is no longer valid because of the product's changed functionality. As a result, you develop a plan to ensure such instances do not happen again.

Negotiation with management

One of the most challenging types of negotiation is with your manager or senior management. Often, you negotiate with such senior-level people for your job duties and salary benefits. This is a crucial workplace negotiation because your job satisfaction depends on it. Therefore, when negotiating about your salary and other perks, be clear and polite with what you expect.

Tips to improve your negotiation skills

As negotiations skills are paramount in every business, you need to hone these skills continually. Here are a few important tips to improve your negotiation skills:

Prepare for the negotiation

Enter a negotiation only after you know what you want and how willing you are to compromise to resolve the conflict.

Be ready to compromise

Without compromise, it is impossible to reach a common consensus that is beneficial for both parties. Leave your ego behind when negotiating at the workplace and be ready to compromise on best fit terms.

Set a timeline

Without setting a timeline, a negotiation may go on for months or years. Setting a deadline or timeline motivates the parties to reach a compromise before the deadline.

Offer multiple solutions

If a conflict is solvable in more than one way, it makes sense to present all the possible solutions at the beginning of a negotiation. This saves time and increases the probability of both parties choosing one solution of their preferred outcome.

Speak with confidence

Negotiation is not about what you say; it is more about how you say. Therefore, it is imperative to speak confidently to make the other party believe that your solution is beneficial. Lack of confidence and self-assurance could result in negotiation terms that are more beneficial for the other party.

Learn to accept failures

Often, when both parties' requirements are a world apart, reaching a compromise becomes difficult. You may fail at negotiation but never take this failure personally. Instead, accept it and revisit the entire negotiation to understand ways to improve your efforts.

Work on your weakness

Your planning, communication, persuasion, problem-solving and listening skills will always complement your negotiation skills. So, it becomes essential to sharpen these skills. If you lack the power of persuasion or find it difficult to listen to others, you should work on these weaknesses to improve your negotiation skills.

Practise negotiation

One of the best ways to improve your negotiation skills is by practising. Create a mock negotiation scenario and practise it with your family or friends. The more you practise, the better negotiator you will become.

WORK LIFE BALANCE:

Work life balance is a method which helps employees of an organization to balance their personal and professional lives. Work life balance encourages employees to divide their time on the basis on priorities and maintain a balance by devoting time to family, health, vacations etc. along with making a career, business travel etc. It is an important concept in the world of business as it helps to motivate the employees and increases their loyalty towards the company.

Working on a job for a company and making a career can be an extremely time consuming duty for any employee. Employees are busy at their offices throughout the day and sometimes even on weekends. This gives them very little time to interact with their family. Because of high pressure of work, often family members get neglected. Also, stressful jobs cause the health of employees to deteriorate. This is where work life balance come into the picture. Work life balance concept allows an employee to maintain a fine balance in the time he or she gives to work as well as to personal matters. By having a good balance, people can have a quality of work life.

This helps to increase productivity at workplace as the employee is relaxed about his personal commitments. It also allows the employee to give quality time with family to spend vacations, leisure time, work on his/her health etc. Hence work life balance is

extremely important for employees and increases their motivation to work for the company.

Steps to improve work life balance:

There are specific guidelines to how an individual can maintain a proper work life balance, some of which are:

1. Creating a work leisure plan

Where an individual has to schedule his tasks, and divide time appropriately so that he has allocated appropriate time to his work and his career development goals and at the same time allotted time for leisure and personal development. Employees also use a compressed work week plan to build a balance.

2. Leaving out activities that waste time and energy

Individual should judiciously avoid wasteful activities which demand large time and energy and in return not produce output for either the work life or the leisure life.

Effective time management can help an employee be less stressed.

3. Outsourcing and Delegating work

Delegate or outsource time consuming work to other individuals. It serves two purposes, first the work gets done and the other is person can focus on other things which may align more with skills and knowledge and may be less stressful.

It also helps grooming the other employees.

4. Set enough time for relaxation

Relaxation provides better work life balance, and tends to improve productivity on the professional or the work front along with providing ample scope to develop the life part of the balance.

5. Prioritizing work

Often employees do not give priority to work and end up doing a lot of work at the last minute. Better planning can help employees save unnecessary time delays, which can be utilized by employees for personal work

Benefits of work life balance

There are several advantages of work life balance. Some of them are listed below:

1. Work life balance increases the motivation of employees and helps them perform better at job
2. It helps people to relieve their stress as they can spend leisure time with their near and dear ones
3. Companies can maximise productivity from an employee who is rejuvenated and refreshed as compared to a over worked employee

4. Healthy lifestyles can be maintained by having a work life balance. This includes a good diet, regular exercises etc.

5. Employees who are highly motivated can help the business grow as they are more attached to their job and careers