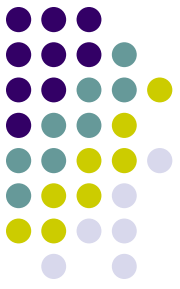


Chapter 4

Strategies for Understanding Others



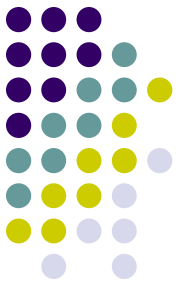
The nature of people

- There are differences.
- It is a social animal.
- There is a social reflection.
- There are causes of behavior + -
- There are necessary needs.



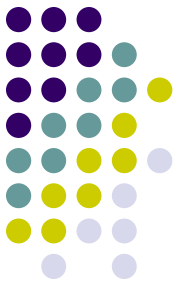


Characteristics of Thai people

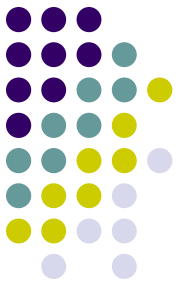


- ✓ Trust the occult
- ✓ Easily angered, quickly healed and impatient
- ✓ Popular gambling
- ✓ Enjoy drinking alcohol at any time.
- ✓ Not very enthusiastic
- ✓ Freedom
- ✓ Gossip
- ✓ Broadly interested in the story but not profound
- ✓ Rumors
- ✓ Embrace and respect the elderly.
- ✓ Help others.

Tactics for understanding others



- There are similar and different behaviors.
- There are different needs.
- There are different personal needs.
- Different emotions
- They have different physical fitness.
- Everyone's work habits are different.
- They have different intellectual abilities.
- There are different customs and traditions according to the locality.
- Understanding other people's behavior using the Johari's technique
- Understand your customers

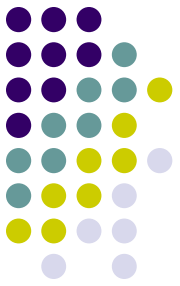


"Educating others on the composition

This is the origin of a person's behavior. "

"Understanding other people's behavior is a tactic
to understand others."

Differences between individuals



Physical

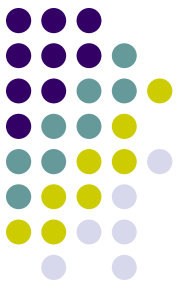
Judging from the strength, physical condition that appears, verbs, and gestures. Ability to hear, eye Dress code Tone



Family

Look at the source of the address condition and size of the family

Internal Relationships
Family and relatives



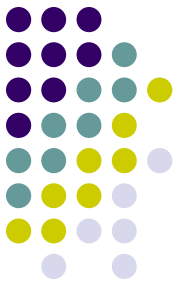
Recreation

Look at how to find a balance
in everyday life
such as sports and hobbies.



Education & Experiences

Look at the study and
functionality.



Aptitudes

Ability to develop skills on the job
For example, using tools to work.

Musical aptitude Art, language
proficiency
Calculation



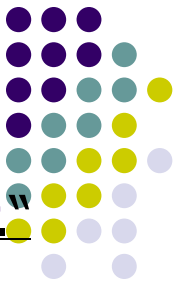
Interests

Based on experience
and skills.



Intelligence Quotient (IQ)

"Each person's IQ is inherited from a genetic father and mother."



Parents with high IQ often have children with high IQs.

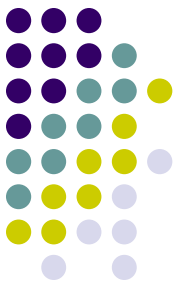
- Sometimes parents have a high IQ, and their children may not have a high IQ as well.
- Parents with low IQ have not high IQs and their children will not have high IQs like their parents.
- It almost never appears that parents have a low IQ and have children who are geniuses.
- On the other hand, parents with high IQ can sometimes have children with mental retardation.ระดับของ IQ ปกติอยู่ In the 90-110 range.

"Therefore, IQ is natural.

and found that the experience of life Various Studies
Very little change in IQ level "

$$\text{IQ} = \frac{\text{MA} \times 100}{\text{CA}}$$

$$= \frac{\text{Brain Age} \times 100}{\text{Calendar Age}}$$



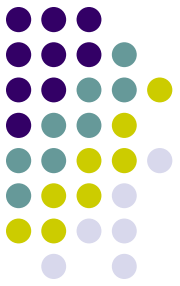
Classification of intelligence levels from the Wexler test

Classification of Intelligence Levels of the Stanford Binette Test

IQ	Intellectual level
130 Up	Genius
120-129	Very smart.
110-119	Quite smart.
90-109	Moderately intelligent
80-89	Solid intelligence
70-79	Mental retardation
Below 69	Mental retardation

IQ	IQ Intellectual level
140-169	Genius
120-139	Very smart.
110-119	Quite smart.
90-109	Moderately intelligent
80-89	Solid intelligence
70-79	Solid Wisdom
30-69	Mental retardation

Emotional Quotient (EQ)



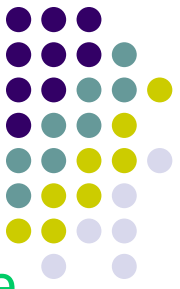
People with high EQ have the following general qualities:

- ★ Emotional maturity
- ★ Good decision-making
- ★ Emotional control
- ★ Restraint
- ★ Not impulsive.
- ★ Tolerate disappointment
- ★ Understanding others' minds
- ★ Understand the social situation.
- ★ Not indomitable or easy to give up.
- ★ Can fight life problems.
- ★ Don't let stress affect your thoughts.





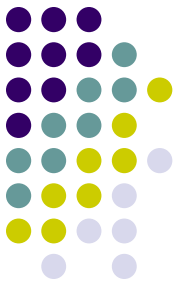
Moral Quotient (MQ)



Able to self-control Be responsible, honest, and grateful.
Be a good person, disciplined, and have a good conscience
Respect for others
Be responsible for yourself. to society and humanity

- MQ is something that needs to be practiced since childhood. If you are instilled in morality and ethics as a child, you will be able to develop your MQ foundation to a certain extent (more or less depending on the cultivation), and this MQ will be deeply embedded in the subconscious and wait for the time to be stimulated again. By training, listening to the Dharma, and other methods.
- So the MQ level is good. It requires three factors: direct moral teaching, moral transmission from adults, love, and discipline.
- MQ is not possible to train or refine in a short period of time. As the individual grows up, if the person does not have MQ in the original consciousness, no matter how much they are motivated to grow up, they cannot make a person a much better person.

Aversity Quotient (AQ)



It is an important factor in achieving success.



People with high AQ or a fighting mentality will be healthy. Even if you get sick, you will recover quickly even if you have serious diseases such as AIDS, cancer, etc.

If you have good encouragement and a fighting spirit, you will live longer.

People who lack AQ or people who can't fight difficulties.

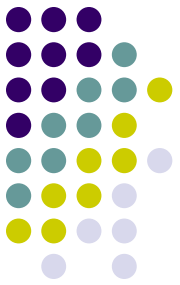


will feel defeated all the time.



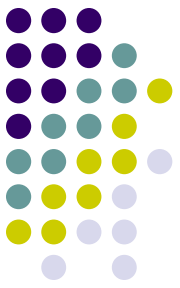
will become depressed and eventually commit suicide.

Self-Exploration



- Economic Status
- Brain Abilities
- Special Abilities
- Personality
- Interests and habits
- Health Physical Potential

Self-disclosure

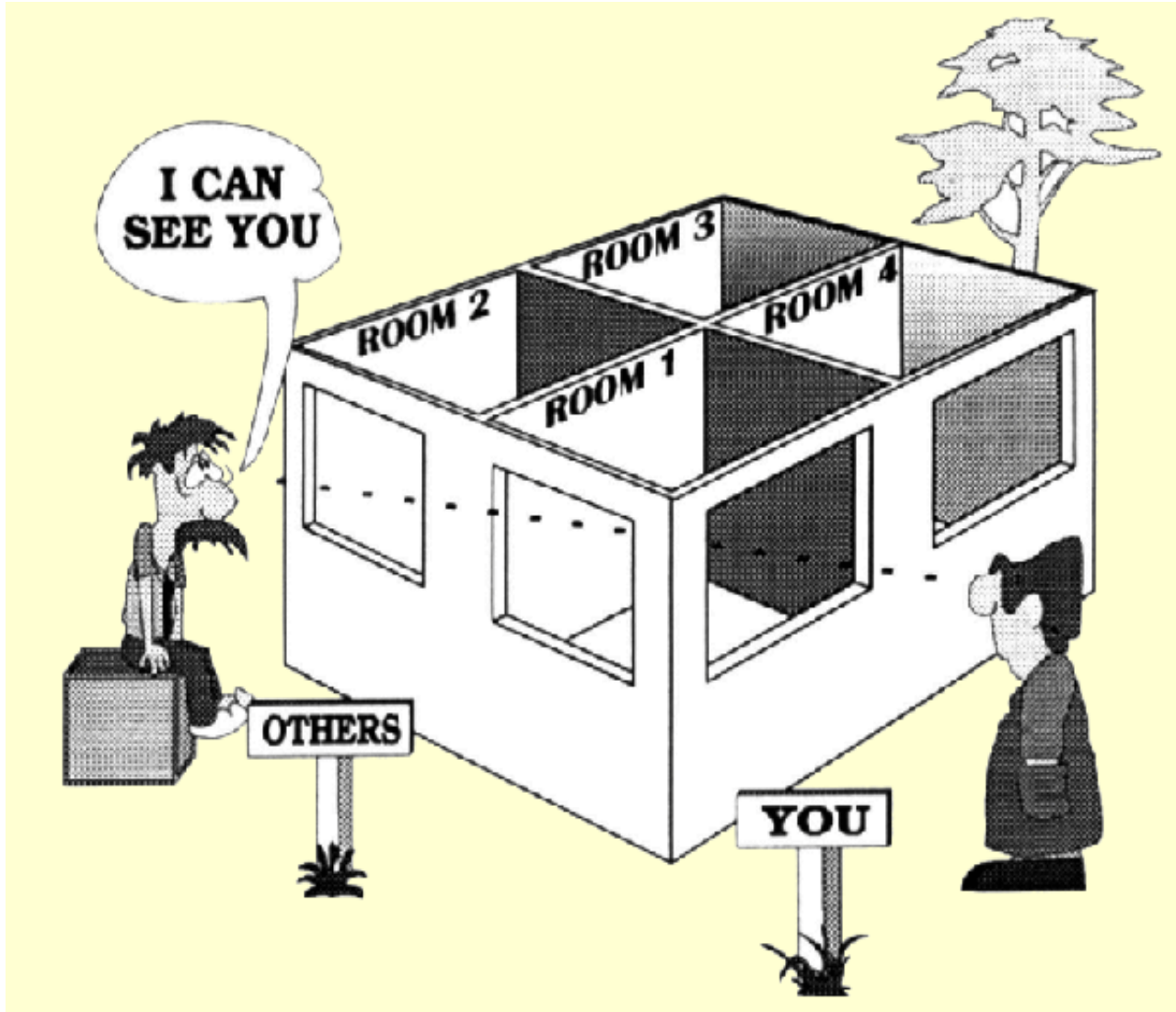
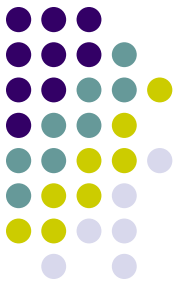


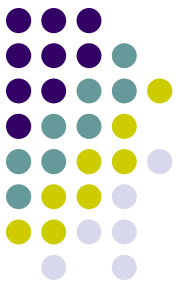
The process of showing others or groups a story about themselves.
This is usually known to the general public.

The Johari Window (Joseph Luft & Harry Ingham)
Group Development Research Study at UCLA in 1955
It is a tool to explain the concepts of self-realization and self-disclosure.

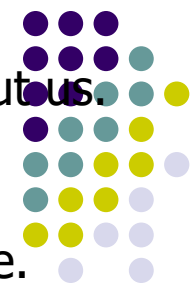
Both what they know = their private self
And in terms of how others perceive public self)

The window is divided into 4 sections.
Showing the difference between more and less
in the perception of oneself and the perception of others towards
that person.





	-		
OTHERS		2. Known to others, but not to me	3. Not known to me or to others
	+	1. Known to me and others	4. Known to me, but not to others
		+	ME
			-



1. Open

It is a reflection of who we are to the world. Willing to let others know about us.

It is made up of different characteristics in which we know ourselves, and others know us accordingly.

This part is considered the first basis of communication between two people.

2. Blind

It is a part that is made up of different characteristics that are who we are, which are known by others as this part of us. But we don't know that we exist.

It will influence contact with other people. We ourselves may be unintentional and may not be aware of it.

3. Unknown

It is a part that neither we nor others know exists in us.

It is an area to explore, study, and research more.

It can be an undisclosed feature or a whole potential that lurks within us and is waiting to be triggered to be released.

4. Hidden

It is a part that is made up of the characteristics that are who we are that we know we have.

But others don't know that we have it, because we don't want to reveal it to others. This section shows the extent to which we limit ourselves when it comes to dealing with others.

The relationship between self-disclosure and communication



Self-disclosure is the communication of information that each person is willing to disclose.

That is to try to disclose information in private parts.

So that others can know more about themselves.

It consists of thoughts. Feelings

Behaviors that are allowed to be known to others.

Self-disclosure is a transitional point from internal communication.

Enter the crucial beginning of interpersonal communication.

For people to know others,

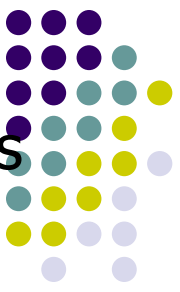
It begins with the disclosure of themselves to each other by the communication partners.

Psychologists have found that the formation of understanding and interpersonal relationships

This is achieved by revealing ourselves to each other.

Feedback and forth reactions between each other.

and sensitivity to perceive feelings for each other of communication partners.



Although self-disclosure is an important factor that helps communication partners learn better.

But self-revelation also has a degree of revelation.

This depends on the different levels of data privacy.

For example, general information that can be disclosed to the public.

For example, name, surname, occupation, education, etc., may be fully disclosed to everyone.

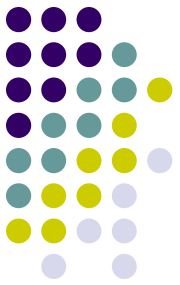
But if it is data with a level of privacy.

For example, the problems that are being faced in marriage, love, financial status, dissatisfaction, and anger may be limited to a few people.

Self-disclosure is an important mechanism for developing relationships between individuals.

The level of self-disclosure is not confirmed.

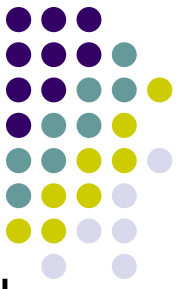
The level of relationship that will occur is very much according to the level of exposure.



“ Relational satisfaction is likely to be greatest at moderate levels of disclosure” : Shirley J. Gilbert

Factors that affect self-disclosure

Joseph A. DeVito 2000



1. Group size

It is the context in which self-disclosure occurs the most because the communication partner can listen and react immediately.

2. Preferences

They are more likely to be open to those they like or love, and more to those they trust.

They will not reveal themselves to people they don't like, and they tend to love or like people who are open to themselves. Research often finds that this variant is more likely to occur in women.

3. Age

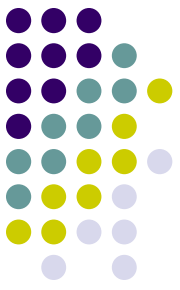
The chances of self-disclosure are greater when the communicating partner is close in age.

4. Personality

People with a personality prefer high social activity, or people with an introverted nature.

5. Disclosure Issues

It is often a positive issue or a general issue rather than a very personal one. For example, people are more willing to be open about their hobbies and work, rather than revealing issues about their love life or financial problems.



6. Culture

Stipulate that people have different characteristics of self-disclosure and matters that are disclosed.

Some societies consider it to be an expression of weakness. But in some societies, they don't feel that way.

7. Gender

Males have less self-disclosure than females.

The main reasons why women and men avoid self-disclosure It is the fear of losing image or the fear of losing control.

8. Places to talk

For example, in a car alone or in a private office.

It is more appropriate in restaurants with a variety of people.

9. Duration of association

Reveal yourself to people who have known each other for a long time.

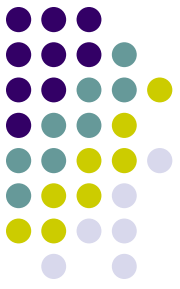
10. Trust and experience

For example, when you reveal yourself in personal matters to someone you think you can trust.

However, it was found that it was passed on to others.

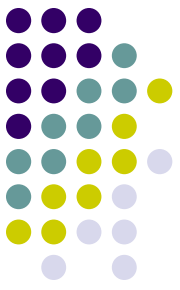
The person will not be trusted to continue revealing a private story.

Advantages and Limitations of Self-Disclosure



Pros

- Socializing yourself is an important starting point and helps to communicate effectively.
- Knowing and understanding our own behavior better through the reactions of those we interact with, and allowing them to reach out to us.
- Developing the ability to deal with your own problems, especially when the problem is related to feelings of guilt in the heart.
- Receiving positive feedback from others. When we open ourselves up, it leads to more self-confidence. Develop the communication skills used to reveal oneself so that others can understand and understand others.
- An important mechanism for developing relationships between individuals.



Limitations

- Social non-acceptance, such as identifying oneself as gay, which goes against societal norms. There was a wave of criticism and opposition in society.
- Loss of status, such as celebrities, cannot reveal that they have a family because it may cause a loss of popularity.
- Frustration, if the reaction from others to self-disclosure is also not as expected, for example, self-disclosure and family are presented in the media to show that AIDS is not contagious and can live in the family and society. He thought that such a disclosure could be used as a model for society to accept people living with AIDS in society.
- However, the result may not be as expected.

Approach to Educating Others



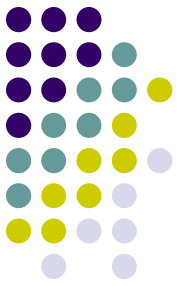
Baron & Bryn

- Face
- Twinkle in the eyes
- Personality
- Expression

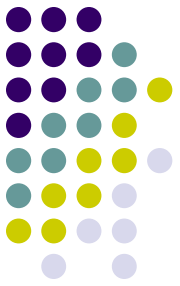
How to Educate Others



- Biography and work
- Collaboration
- Scientific method
- Psychological theories



Transactional Analysis (TA) : Eric Berne



It helps those who study to know their own personality.
Understand your own behavior when communicating with other people.

Understand the feelings, thoughts, and behaviors of other people.
It also provides simple ideas to strengthen and improve contacts, which will make interpersonal relationships constructive.

Key concepts in TA include:

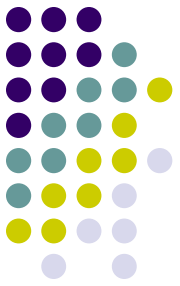
1. Ego-State
2. Stroke
3. Life Positon
- 4 Games

Believe that human beings are valuable individuals.

Personality and personal life can also be improved.

True self-revelation

Or discover your own Autonomy



Individuals with their own independence will express their behavior, naturally, reasonable, and trustworthy
Other people who must be involved are also considered.

A person who is himself will not be a slave to the past.

Because he can decide for himself

who he will be, what he will think of doing, and how he will feel?

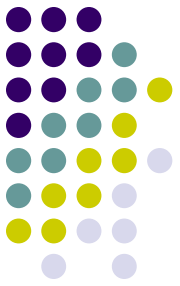
Using TA as a guide to break free from the past
and can make creative plans for their future.

Counselling based on the TA concept will involve

Analysis of mental structures,
which are divided into 3 states of self:



① Ego-State



1. Child Ego State

- **FC** (Free child) Free children = flexible, changing, humorous, risk-taking.
- **AC** (Adapted child) Children who obey adults = humble Be polite and submissive.

2. Adult Ego State

= Be reasonable, prudent, and conscious. Resourceful, like to innovate and solve problems.

3. Parent Ego state

- **CP** (Critical Parent) Parents who like to criticize = like to use power and make themselves important.
- **NP** (Nurturing Parent) Parents like to cherish = kind, helpful, sympathetic and caring.



This theory believes that these three parts of the state.

It is present in every human being.

But which condition is more pronounced or less?

It depends on the individual, the person's psychic energy

Which state will flow more to? While showing behavior.

This will make other conditions play less or less of a role
for agile individuals

Mental energy is fluidly transferred from one state to another.

This allows the person to show various behaviors that are
appropriate to the person's season.

But in a person who does not allow mental energy to circulate,
and are mostly stuck in one or another state.

Using only that state to show behavior.

It may cause problems in adapting to the tracker.

② Stroking



Refers to any action of one person towards another. In Communication
This may be expressed in words or tone of voice. Facial expressions, eyes.
Use of gestures Exposure

It will affect the body and mind of the recipient in a good or bad way.
warm or lonely and happy or sad, etc.

Berne found that humans need both physical and mental touch.
Without this, man will not be able to survive.

Or they can grow both physically and mentally normally.

Babies at birth need a stroke from their parents.

As it grows more, Requirements Love and care are increasing.

And when a person has to carry out a business, the need for a stroke is even
more complicated.

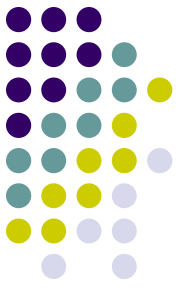
Even until old age. The need for stroke has not decreased at all. Instead, the
demand increased.

Therefore, psychologists have the advantage that:

"People need a stroke just like people need food.

Stroke is the same as a hungry person."

There are 5 types:



1. Positive stroke

: A store where the giver is sincere and appropriate. Be polite and honorable. It makes the recipient feel warm, proud, and enthusiastic.

2. Negative stroke

: Rude, tough store

This causes the recipient to become frustrated, angry, embarrassed, lose enthusiasm, and lose morale.

3. Conditional stroke

: A store that does not have positive or negative characteristics, but a conditional giver.

For example, "I would be very satisfied if you completed this work by today."

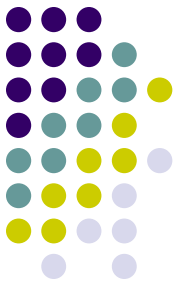
4. Plastic stroke

: A store where the giver is pretentious. There is no sincerity, flattery. In the early stages, it may have a positive effect, but when the facts are revealed, it will have a negative effect immediately.

5. Ritual stroke

: A store that is done only as a courtesy or to carry out daily relationships, such as worship, bowing, handshake, greetings, happiness, and conversation between people.

③ Life Position



We have gained stroke and experience.

from parents and other people involved since childhood.

It will be stored and generate a sense of self.

In TA, this is called the "stance of life", which refers to the attitude that a person has towards their own actions and that

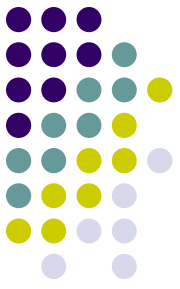


There are 4 types of "Standing of Life".

Normally, everyone has all kinds of complexities.

According to the situation and environment.

Some people have a certain stance all the time.



I'm not OK-You're OK.:

" I feel that I have an inferiority complex, but others are valuable. "

Behavior : Unhappy, jealous of others. No self-confidence.

Constantly looking for help from others

Avoiding or escaping from society

I'm OK-You're not OK.:

" Feeling that they are valued, but have a bad attitude towards other people. "

Behavior : Indifferent Not accepting, respecting, distrusting. Catch the wrong Always criticize others because they think that no one is as good and valuable as themselves.

I'm not OK-You're not OK.

" Feeling that you and others are not valuable. "

Behavior : It has no end and may even kill others and kill oneself.

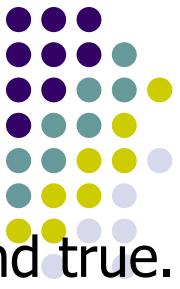
In order to get rid of the disappointment in their feelings.

I'm OK-You're OK.:

" Having a positive attitude towards oneself and others."

Behavior : accept the actions of others in a positive light. Happy, get along well with others, enthusiastic, dare to face problems, and find solutions rationally.

4 Games



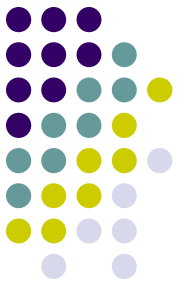
It refers to a type of interpersonal behavior.

If you look at it superficially, you can see that it is good. Logical and true. But in fact, it is the behavior of those who have tricks hidden in their hearts and then show them to get the store as they please or take advantage of others.

People who play games often play the role of contacting as follows:

- “Persecutor ” : He likes to make a giant face, he likes to threaten, scold, and catch the wrong. So that those who come into contact with it will be afraid.
- “Rescuer ” : Like to offer yourself to help others to ensure smooth and beneficial contact.
- “Viction ” : Being angry with others. I can't help myself to get others to show sympathy and help.

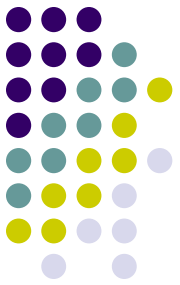
Gameplay



It is only to satisfy the secret needs of the parties playing the game. And if the other party is aware of the hidden behavior of the player playing the game. He may be looking forward to playing the game. Some retaliation. And when that time comes, People who play games will be able to play some games. People who deceive will be deceived.

People who wear masks approach others, who will be approached by others wearing masks. It will definitely not happen.

Once a person has analyzed the hidden behavior during communication and finds out that the other person is playing a game. In the meantime, the TA has provided guidelines to stop the game. By using a rational personality to contact the other person, namely: Use Adult Ego-State, or perhaps by avoiding word-for-word, to make the game impossible.



Conclusion

One must learn about oneself.

If you can help them know themselves and the behaviors they express, as well as know how to adjust their behavior to be in line with others.

In contact or communication with each other.

which can be used for both

In family life, work, and society in general.