ANUBHUTI – AN UNIQUE PROGRAM ON LIFE EFFECTIVENESS OF EMPLOYEES IN OIL INDIA LTD (OIL), AN UPSTREAM PUBLIC SECTOR OIL COMPANY IN INDIA

ANKUR BARUAH

Chief Manager (Learning & Development)
E-mail: ankurdlj@gmail.com

Abstract - In the words of the World Health Organization, 'health is a state of complete physical, mental, and social wellbeing and not merely the absence of disease or infirmity'. This holds true for any human endeavor, be it in academics, enterprise or industry. Over the years, Indian industry has evolved and the focus today is to establish workplace equilibrium through a close understanding of the dynamics at play, particularly within the organization and that of the society, in general, in so far as the individuals of the workforce is concerned. However, addressing each individual idiosyncrasy would be a near impossible goal. Nevertheless, a focused psycho-social intervention targeting personal effectiveness at the individual level may prove valuable for organizations which have large workforce and carries out strenuous job (24x7).

OIL, in its endeavor to improve the health and wellbeing of its employees and their spouses, decided to address personal effectiveness through an understanding of individual psycho-social competencies through inculcation of Life Skills in day to day life involving the dynamics of workplace, society and family, organizing a three day workshop called ANUBHUTI. The objective of the workshop is to create awareness on the importance of balancing work, family and personal life of the employees.

The workshop on life skills & personal effectiveness is undertaken for introduction of a new paradigm, – the elements of social and family interactions, in the approach to self enablement of workers within a structured organizational regimen. Thus the workshop includes the respective spouses of the employees selected for the workshop so that in totality the issues could be identified and solution could be suggested. The individual aspirations and the possible conflict scenarios arising at the personal, family and workplace, viewed through a holistic lens, provide the basis for the assumptions on which the workshop has been modelled. The end result of the workshop has come to fruition in the three month window period assigned and emerges with positive result enabling OIL management to bring to the forefront as a model suited to the needs of the whole organization. The high lights of the process and flow of the workshop and the visible results seen in subsequent periods.

Index Terms - Life Skills, Personal effectiveness, self enablement.

I. INTRODUCTION

Employees i.e. popularly known as Oilmen have always been susceptible to alcoholic tendencies because of the strenuous type of physical work at remote logistically difficult area with environment of muddy and dusty at low and high level. Further, it can be attributed that oil drilling is a well paying job where workers have to drill in far off terrain, leaving their families at residences. Some of the young Oilmen find themselves with lots of money in their pockets and nothing to do after they get off work. The toll of such lifestyle is paid by the families of these Oilmen.

The workshop on Life Skills & Personal Effectiveness was undertaken as a pilot step for introduction of a new paradigm, – the elements of social and family interactions, in the approach to self enablement of workers within a structured organizational regimen. Thus the workshop included the respective spouses of the workmen selected for the workshop.

The individual aspirations and the possible conflict scenarios arising at the personal, family and workplace, viewed through a holistic lens provide the basis for the assumptions on which the workshop has been modeled. One of its aims was to address the suffering of the family members living with someone's alcoholism or use of other intoxicated substances normally suffers significantly besides job performance related problems.

This problem has always been on the fringes of OIL, threatening to snowball into a work related accident or worse. Human life is the most precious of all resources and therefore, safety of employees is the topmost concern of the management. Hence, in order to be proactive and address the problem head on, management started the Anubhuti program for its employees.

The goal of Anubhuti program is to take a holistic approach towards improving the health and well being of employees and their families at large, and to pass on a message to the adjoining societies through the OIL families

II. METHODOLOGY ADOPTED

The program is based on participatory delivery of content with emphasis on self exploration, use of checklist, role plays, interactive sessions, group tasks and audio visual aids based on established theories and practices.

III. PROCESS & CONTENT

Since the inception of Anubhuti Program, a pre & post test is taken to evaluate transfer of knowledge.
At the outset, the participants are asked to set goals and prepare an action plan. After the program, about three months later they are told to check their self status and are requested to set higher goal as most of them agreed their all-round improvement.

Content:	Details
Building positive attitude through understanding self & others	Self Awareness, Positive Attitude, Personality Development
Health & Well being	Physical , Social & Mental Health, Enhancing Positive Mental Health, Substance Dependence & Alcohol etc.
Enhancing Communication Skills	Expressive And Receptive Skills, Interpersonal Relationship with Colleagues and Family
Visualization & Motivation	Short Motivation Videos and Clippings
Managing change through creative & critical thinking	How To Think Differently To Manage Life Changes
Work ethics	Time Management, Personal Grooming, Manners & Etiquette
Managing Emotions & problem solving	Gender Sensitivity, Alcohol & Substance Dependence, Family & Value
Sub conscious to success (S to S)	Managing Failures, Managing Stress, Anger Management
Working together	Team Building
Goal setting and action plan	Mindfulness Meditation, Imagery Exercise, Action Plan On Change In Physical, Social And Mental Aspects
Safety first	Use of safety gears, safety rules adherence and preventive safety.

After the two days training programme for the employees, on the third day, the spouses of the employees join together to express their views, prevailing environment in their residences very freely and their problems too.

IV. DETAILS OF VARIOUS SESSIONS

OPENING SESSION:
The Resource Person (RP) initiates the session by giving a brief overview of the workshop and asks the participants some simple but vital questions to make the session lively. The RP then raises the question that they have been providing energy to others through their work but have they analyzed about the energy within themselves. So from this training they are going to learn about the energy they possess and how will they utilize that in an appropriate way.

SESSION I - Building positive attitude through understanding self & others.
The session begins with an ice breaker "There are no strangers there are only friends we haven't met" to make the participating employees feel at ease. Taking the reference of the ice breaker the RP initiates the session by stating that everyone has qualities but many finds it difficult to express themselves. The RP then asked the participants who have greater influence: Self or Environment. They are asked to rate the significance they give to Self & Environment. A brief discussion on our belief system is undertaken where it is shown that if we act on our belief we can make that belief come true.

To know and develop our belief system an activity on "Table Top" is undertaken with the participants. The elemental principles of the Johari Window are explained so that they attune themselves to the four areas, – Open, Blind, Hidden and Unknown, of their individual selves. A game on the "Feeling of Okayness" is played. The four areas of "Okayness" is visually provided, where it is impressed that the individual can achieve a degree of happiness if they can align themselves to the state of feeling of "I am okay, you are okay".

SESSION II - Introduction to Life Skills
The session starts with a video clip of a popular movie wherefrom the discussion emanates on life skills. Drawing a distinction between livelihood and life skills the WHO model of the life skills is discussed with the participants. Each Life Skills is explained through PPT and the session is concluded with a video clip entitled "You can be a hero".

SESSION III - Communication Skills
This session has three action based exercises:

- Activity 1: Game on mixed message
- Activity 2: Role play on assertive communication
- Activity 3: Coins game

The RP discusses with the participants about the importance of listening, verbal and non- verbal communication and the difference between passive, aggressive and assertive communication through the activities. Tips for assertive communication are visually presented.
Taking the reference of the coins game, the RP has a brief discussion on Conflict & Negotiation. Pictures of animals are displayed and the participants are asked which animal they think they resemble. The characteristics of all the animals are discussed with the help of the PPT and it is stated that everyone can manage conflict if one prefers a win- win situation. A video clip on negotiation skills is also displayed.

SESSION IV - Substance Abuse
The RP started a brainstorming session by questioning the factors that lead people to indulge in substance abuse. PPT is also displayed where certain myths and facts of substance abuse are cited. Two interactive exercises are done and a game is played as stress busters.

SESSION V - Visualization & Motivation on Work Ethics
A brief discussion is initiated on time management with the help of the Eisenhower Box. Using the Eisenhower Decision Principle, tasks are evaluated using the criteria important/unimportant and urgent/not urgent, and then placed in according quadrants in an Eisenhower Matrix also known as an "Eisenhower Box

SESSION VI - Working Together
A team building exercise is undertaken to made clear the participants that team doesn't mean only in office but we can also consider a family as a team. Some tips are also given for a healthy family life to the participants. Two video clips are displayed on team spirit.

SESSION VII - Managing Emotions & Problem Solving
The participants are divided into five groups and each group is asked to select a situation of their own choice based on decision making skills. The groups discussed the given activity and enact it for presentation and later, identification of the skills. The RP then brainstorms the session and highlights the POWER model. Later, the participants go back to the situations to make a proper decision by using the POWER model. Some tips to manage anger are also displayed on the PPT.

SESSION VIII - Subconscious to Success
A detailed discussion is undertaken by the RP regarding Metaphysics, where it is stated that what happens with us in our day-to -day life is totally controllable. If we think things in a negative way, everything will be negative and vice-versa. Our thought leads to the result. A reference of the three TV is discussed in regard to Present, Future & Idol to have a better understanding of the same. A video clip on selfless giving is displayed.

SESSION IX - Goal setting and action plan
The participants share about their daily routine with the RP where they are asked to devote half an hour each with themselves, family and wife every day. An activity on self assessment is done with the help of the "Circle of Life" where the participants are guided to have a better world view on how much improvement they require in regard to Self, Family and Work. A three months action plan is also chalked out and prepared by them where the participants express their desire to improve in certain areas.

V. INTERACTION WITH SPOUSES OF THE EMPLOYEES

During the third day session with the spouses the interaction is initiated with a dialogue for arriving at an understanding about their family interactions and interpersonal relationships with their husbands/wives, neighbours. The interaction starts with a simple question on how they are informed by their husbands/wives about the programme. This is followed by a series of interactive activities. Most of the spouses express that this is the first time that they have been made part of a training programme of the organization.

VI. POST WORKSHOP EVALUATION

After three months, one day program is held for the participants and their spouses to look at the effectiveness of the program on the participants. Some participants say that their life has changed after attending the workshop and that they could maintain a balance in their personal and professional life now. The overall training feedback showed that the expectations were met out of the workshop. The participants felt very positive with better understanding of their self through self awareness and understanding their strengths and weaknesses.

It was mentioned by one participant that she could relate the entire training to her daily life and how this will help her maintaining a work life balance. Sessions like Time Management, Subconscious to Success has helped her become more effective.

Another participant mentioned that all this while she was hesitant to drive but this two day workshop has helped her to get determined to set her goal to learn driving.

It was mentioned by most of the participants that they understand the circle of Life knows how to maintain balance in all the aspects as depicted in the same. This was one of the best session that they have ever attended and will look forward to similar sessions in the near future. This has not only helped them to learn about themselves and ways to enhance personal effectiveness in their day to day work but also refreshed them to start life all over again.

CONCLUSION

The objective of the workshop is to create awareness on the importance of balancing work, family and personal life. During the process, it is automatically evolved that in the process of working for one's livelihood, the macrocosmic influences of the

organization at times over rides the micro-system of the family unit and the self. The participants feel that they are able to understand the need to reorganise their thinking in which they are proceeding. The Oilmen realise such specialised programme have opened up their eyes to the dynamics of the self, family and workplace. Consequently, action plans are drawn by the participants on three areas i.e personal, family and work environment to be discussed with their respective spouses and implemented together. The respective spouses of the employees are also similarly requested.

For effective implementation, a one day programme after three months is organised to facilitate the plans and look at the efficacy of this style of programming. It is envisaged that the possible synergy which evolved due to this programme will to a large extend help in establishing better relationship between the employees and their spouses and which in turn will help foster quality relationship with their children. It has been observed that a positive home environment helps a person to work effectively at work too.

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