

E-Book

PERSONALITY DEVELOPMENT

A Guide To Managing Your Personality

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JABATAN PERDAGANGAN

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Acknowledgement

We wish to express our sincere gratitude to The Almighty Allah swt for establishing us to complete this book – PERSONALITY DEVELOPMENT: A Guide To Managing Your Personality

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We also wish to express our appreciation to the numerous parties who have enable the realization of this book. The parties include Commerce Department, Politeknik Tuanku Syed Sirajuddin, Perlis and all parties who have involved in the publication process directly or indirectly. We would like to thank our friends and colleagues for the assistance, guidance and constant support from them during the publication of this book. We would also like to thank our family members who provided encouragement, patience and support.

Finally, we would wish readers happy reading and apologize for any omissions and errors. We hope that this module will be beneficial to all, especially Polytechnics students so that they can have clearer view on personality development knowledge of a secretary in office operation.

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Preface

This book is designed to provide a frame of reference for Polytechnic diploma courses in secretary or students majoring in business or related courses. The book is alternatively helpful to those who wish to keep in enhancing their knowledge on personality development knowledge that covers wide knowledge on personality and personal grooming in relation to protocol events. This book also describe on how to handle stress and make the best choices while adopting positive thinking techniques and attitudes.

The book has been structured into seven chapters, which cover all the topics addressed by Personality Development course syllabus adapted by the Malaysia Polytechnics. Students are guided to acquire the required skill in grooming and healthy lifestyle to project a professional image as a secretary while managing an office operation.

Finally, may this book be beneficial to students and others who directly or indirectly used this book as a reference. Hope this book be beneficial in helping them achieve an excellent result during the final examination.

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CHAPTER 1: INTRODUCTION TO PERSONALITY



CHAPTER 1 focuses on the significant of personality traits of secretary in the work place. This topic also cover the types of personality and identify factors that influencing one's personality.

LEARNING OUTCOMES:

At the end of this chapter, students should be able to:

1.1 Explain personality

1.1.1 Describe the definition of personality

1.1.2 Identify the types of personality

- a. Introvert
- b. Extrovert
- c. Ambivert

1.1.3 Identify factors influencing one's personality

- a. Genetic
 - i. Physical size
 - ii. Illness
 - iii. Temper
 - iv. Intelligence quotient
- b. Environment
 - i. Family
 - ii. Colleagues
 - iii. School
 - iv. Early experience
 - v. Mass media

1.2 Explain the personality traits of a secretary

1.2.1 Recognize the personality traits of a secretary

TOPIC 1 INTRODUCTION TO PERSONALITY

INTRODUCTION

Personality is defined as the characteristic sets of behaviours, cognitions, and emotional patterns that evolve from biological and environmental factors. While there is no generally agreed upon definition of personality, most theories focus on motivation and psychological interactions with one's environment.

Personality, a characteristic way of thinking, feeling and behaving. Personality embraces moods, attitudes and opinions and is most clearly expressed in interactions with other people. It includes behavioural characteristics, both inherent and acquired, that distinguish one person from another and that can be observed in people's relations to the environment and to the social group.

The term personality is derived from the Latin word "Persona" meaning a "Mask". Personality is a patterned body of habits, traits, attitudes and ideas of an individual as these are organized externally into roles and statuses and as they relate internally to motivation, goals and various aspects of self-hood.

The study of the psychology of personality, called personality psychology, attempts to explain the tendencies that underlie differences in behaviour. Many approaches have been taken on to study personality, including biological, cognitive, learning and trait-based theories, as well as psychodynamic, and humanistic approaches. Personality psychology is divided among the first theorists, with a few influential theories being posited by Sigmund Freud, Walter Mischel, Gordon Allport, Hans Eysenck, Morton Prince, and Jerry M. Burger.

1.1 DEFINITION OF PERSONALITY

Personality refers to the long-standing traits and patterns that propel individuals to consistently think, feel, and behave in specific ways. Our personalities are thought to be long term, stable, and not easily changed. The word personality comes from the Latin word persona.

The term personality has been defined in many ways by:

a. Sigmund Freud

According to Sigmund Freud, human personality is complex and has more than a single component. In his famous psychoanalytic theory of personality, personality is composed of three elements. These three elements of personality known as the id, the ego, and the superego work together to create complex human behaviours. (Freud, 2019)

b. Walter Mischel

Mischel believe in the concept of self-regulation. This accounts for the fact that people often change their personality depending on the situation they are in. In the process of self-regulation, people change their actions and responses on the basis of past experiences as well as an assessment of the current situation.

c. Gordon Allport

Allport provides an interesting history of the use of the term persona, including a set of definitions written by Cicero as one appears to others the part one plays in life, the collection of personal qualities that fits one's career (or place in life); and distinction and dignity. These and other definitions of persona represent a contradiction, that persona, or personality in psychological terms, is both something vital and internal and yet also something external and false. Although psychologists came to favour definitions that emphasized an assemblage of personal qualities, Allport noted that no two psychologists could easily agree on one definition for the term "personality." So Allport offered a definition of his own:

Personality is the dynamic organization within the individual of those psychophysical systems that determine his unique adjustments to his environment. (Gordon Allport ,1961)

d. Hans Eysenck

Personality is the sum total of the actual or potential behaviour patterns of the organism as determined by heredity and environment it originates and develops through the functional interaction of the four main sectors into which there behaviour patterns are organized. For Eysenck, personality consists of act and dispositions organized in hierarchical fashion in terms of their level of generality.

The cognitive sector (intelligence), the conative sector (character), the affective sector (temperament) and the somatic sector (constitution).

e. Morton Prince

Personality is the sum of total biological innate dispositions, impulse tendencies, appetites and instincts of the individual and the dispositions and tendencies acquired by experience.

f. Jerry M. Burger

Personality can be defined as consistent behaviour patterns and intrapersonal processes originating within the individual.

1.2 TYPES OF PERSONALITY

Following are the three types of personality according to Jung's classification:

1. Extrovert Personality

This type has the tendency to live mostly outside the like to live with others. Those individuals are highly socialized and have contact with outside people in the society. They want to join other groups who are more in number. These type of people are drivers, excessive drinkers, smokers, robbers, thieves, wicked persons etc.

2. Introvert Personality

Introvert is opposite to extrovert. Those people are always live alone in their rooms and do not want to go outside. They have their own imaginary world. They are teachers, scientists, thinkers and philosophers.

3. Ambivert Personality

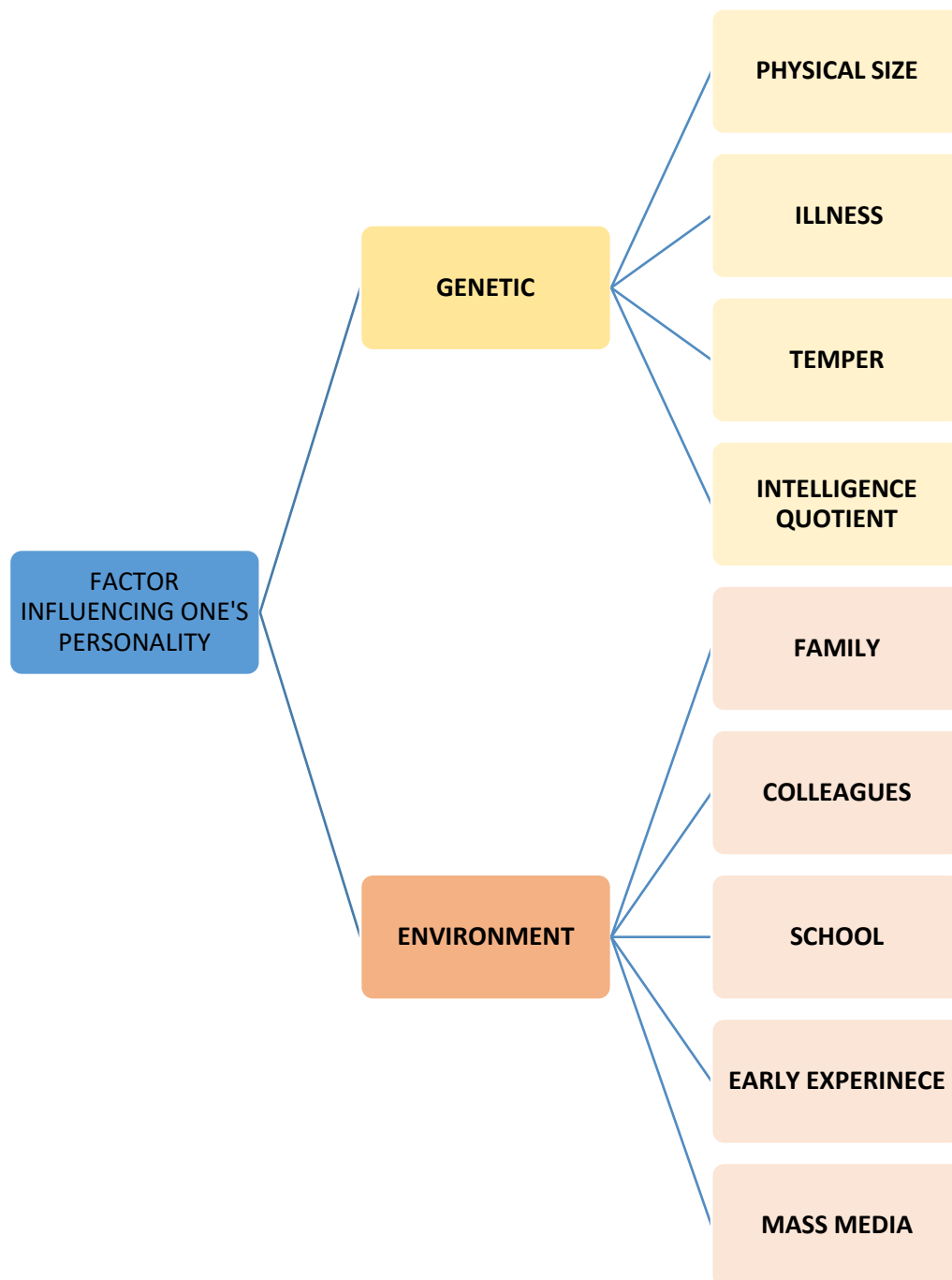
Between extrovert and introvert personalities there is a third one type called ambivert. People belonging to this type enjoy both the groups and attend them. They have middle mind and want to live in both parties. Sometimes they join outside people but sometimes they live in their own rooms.

Extrovert	Ambivert	Introvert
Enjoys spending time with others	Enjoys others, but needs alone time	Enjoys spending time alone
Is outgoing	Can be outgoing in the right context	Is reserved
Prefers to work on teams	Can be on teams after working independently	Prefers to work independently
Likes to talk things out with others	Can process outloud or internally	Likes to process internally

Signs that you might be an ambivert.

1. You're a good listener and communicator
2. You have an ability to regulate behavior
3. You feel comfortable in social settings, but also value your alone time
4. Empathy comes naturally to you
5. You're able to provide balance

1.3 FACTORS INFLUENCING ONE'S PERSONALITY



1. Genetic

Behavioral genetics' study of personality has made it clear that genes are important. In fact, a number of personality traits have been identified as having a genetic basis. For example, family studies have led to the discovery that generalized anti-social behavior is passed down through genetic inheritance.

Genetic can be classify into:

i. Physical Size

Physical size also can refer to heredity. There can be 3 bodily types of personality such as short and stout, tall and thin and muscular and well proportioned. We are also impressed by individual who has a muscular an a well-proportioned body. Height, weight physical defect, health and strength also can affect personality.

ii. Illness

Illness is a disease or period of sickness affecting the body or mind. It is a specific condition that prevent your body or mind from working normally. It may effect less confident and shameful.

iii. Temper

A person's state of mind seen in terms of their being angry easily. He / She is someone who is quick to anger or who doesn't control his emotions very well. An example of a hot tempered person is one who gets mad at the drop of a hat

iv. Intelligence quotient.

Intelligence quotient is mainly hereditary. Persons who are very intelligent can make better adjustment in home, school and society than those who are less intelligent. Having a nice shape of body is better than having less attractive one, an overweight and disable person may feel less confident and shameful or an intelligent one may underestimate others.

2. Environment.

i. Family

A child's learning and socialization are most influenced by their family since the family is the child's primary social group. Ultimately, the family will be responsible for shaping a child and developing for shaping a child and developing their value, skill, socialization and security.

Family brings the important roles in influencing children personality. Based on theory by Balswin & Associates, there are three ways of bringing up a child which is democratic, autocratic and laissez-faire.

DEMOCRATIC	AUTOCRATIC	LAISSEZ FAIRE
Children should: i. Be given a chance to ask question. ii. Be treated fairly as a child.	Unilateral relationship between parents and children: i. Children are victim of punishment by their parents.	Parent often pamper their children by fulfilling their every wish and often do not pay any attention to unfavorable behavior.

iii. Not be frightened by an adult	ii. Too much discipline on children and it will ignite stubbornness	
iv. Have a good relationship among family members.	ii. Parent disagree with their children constantly.	
v. Be educated in proper practical routines		

iii. **Colleagues**

Colleagues have the most obvious impact on a child's social development. By interacting with children their own age, kids learn how to work cooperatively, collaborate with people and relate to others.

iv. **School**

The school plays an important role in helping children learn to interact positively with their peer and teacher. They learn about healthy relationship skills and develop them further through interactions, both in the classroom and on the playground. The emotional and social maturity of a child provides the important underpinnings for child development in all other areas. When educators ignore children's emotional and social development, this can often lead to adults who are academically gifted but struggle in their daily lives.

v. **Early experience**

A large body of research and clinical observation additionally supports the idea that childhood experiences play an important role in the development of personality traits and personality disorders. Traumatic childhood experiences, such as physical, sexual, or emotional abuse and neglect, have been identified as risk factors that increase the likelihood a personality disorder may develop. Other adverse experiences in childhood may also heighten people's risk for developing features of a personality disorder. Some examples are: the death of a parent; the separation or divorce of parents; the lack of parental affection; poor family communication; a harsh and controlling parenting style; or exposure to assaultive bullying.

vi. **Mass media**

The media roles consist in public communication of information, the implementing of non-formal and informal education, entertainment, socialization of individuals, so on. This makes many people to allocate more time for virtual activities. Mass media is said to affect our personalities greatly and there are a great many myths relating the influence of mass media on our minds. Mass media has affected our way of lifestyle, socialization, living patterns and has altered our point of view regarding certain issues tremendously.

1.4 THE PERSONALITY TRAITS OF SECRETARY

A secretary must be properly educated and have the necessary skills for the job, such as typing, computer skills, writing skills and knowledge of filing systems. Personal characteristics, on the other hand, are not something you learn in school, yet they have a large impact on your ability to be effective in your work. For example, a secretary who cannot keep important information confidential is not trusted by the boss. Some important personality traits for a secretary include the ability to manage time wisely, excellent judgment and interpersonal skills that facilitate working relationships. Below are some of the qualities, skills and knowledge which should be demonstrated by those carrying out this role.

1. Ability to keep confidential information

The ability to keep information confidential might be one of a secretary's most important traits, according to an article on the Legal Secretaries International website. A breach of confidentiality could mean giving away business secrets to a competitor, allowing rumors to affect employees in an organization or cause a legal case to go away. As a good secretary they should keep confidential information and do not tell others.

2. Staying Organized

The ability to organize daily tasks is another important personal characteristic. Secretaries routinely have to keep track of many tasks and projects, such as scheduling meetings and appointments, taking and transcribing minutes, handling phone calls, making travel arrangements for one or more superiors, filing and many other responsibilities. A disorganized secretary can create chaos in an office. Board members who don't have the necessary information to review prior to a board meeting cannot make good decisions. When the boss arrives late at the airport and misses a plane -- because the secretary gave the wrong information about the flight time -- that secretary is likely to face disciplinary action or even termination.

3. Communication Skills

Being able to effectively communicate with one's boss is vital, but in addition, a secretary can often be the first point of contact for clients, stakeholders and business partners. Having professional, clear and effective communication skills not only ensure nothing gets "lost in translation", but also gives a strong impression of the boss and the company.

4. Organizational Knowledge

A deep understanding of the inner-workings of the company, the people in it and their corresponding relationships allow a great secretary to know who to turn to when additional help is required. A good secretary also knows how to make use of this knowledge and her internal networks to maintain diplomatic relationships across the company. An added bonus of this organizational knowledge is the ability to act as the "eyes and ears" for the boss, as he or she is often no longer right in the middle of the hustle-and-bustle of the office floor.

5. **Ability to build goodwill.**

A good secretary is a good public relation person of her immediate superior as well as the company. She should always make her boss look good so his subordinate, fellow executive and other people especially to clients and customers. She also creates a good image of the boss and the company where she belongs.

6. **Tactfulness**

The word 'tact' means doing and saying the right thing at the right time and in the right place. She should not only know the right thing to say and do, but equally important knowing how and where to do it.

7. **Sense of anticipation**

An efficient secretary should know what the boss will need before he asks for it and what activity the boss will do next and is always prepared for it. This means knowing in advance what will be needed and being prepared for it when the need arises.

8. **Commitment**

Commitment can often be overlooked but the best secretaries typically remain fiercely loyal to their bosses, some even to the extent of following their bosses when they have been posted overseas. Bosses are highly appreciative of secretaries who are committed, dedicated and has a strong sense of loyalty.

9. **Ability to follow through**

This means secretary should see to it that every job is carried to completion. An efficient secretary follows up frequently and seriously every job she undertakes until it is completed.

10. **Loyalty**

A loyal secretary should understand and defend her boss. A loyal secretary should believe in the company as a whole in its objectives and its management.

Do's and Don'ts

A good Secretary will:	A good Secretary will NOT:
Be organised.	Ignore correspondence.
Keep copies of all correspondence.	Keep information to her/himself.
Check quorum is met for meetings.	Be late for meetings.
Respect confidentiality.	Throw away important papers.
Work closely with the Chairperson.	Write down trivial details of all discussions at every meeting.
Make it easy for others to take over by keeping clear records.	Rely on his/her memory.
Prepare for meetings well in advance.	Repeat private conversations.
Summarise discussions effectively.	Organise meetings at the last minute.
Keep people informed.	
Ensure accurate minutes of meetings are kept.	



TUTORIAL EXERCISE 1

ANSWER ALL THE QUESTIONS.

1. Do the S.W.O.T analysis of yourself.

<u>Strength</u>	<u>Opportunities</u>
<u>Weakness</u>	<u>Threats</u>

2. Explain how and what factors develop you into better self? Give examples to support your choice

3. What is your plan of developing into better self with good attitude?

4. Answer the question below and document your attributes, like, dislike and reflect on what stares back at you.

- a. What are your strengths and limitations?

b. What would you excel at?

c. What you like the best about yourself?

d. What you need to do to bring in tremendous positive influence in your life?

e. What make you happy?

f. What make you angry?

g. What would you like to change the most about yourself?

h. What is the most proud of achieving in life?

i. What do you wish you always have?

CHAPTER 2: HEALTH AND FITNESS



CHAPTER 2 focuses in the significant concepts of health practices, the important of balance diet and physical health. This chapter also identify the importance of exercise and calculate the Body Mass Index (BMI).

LEARNING OUTCOMES:

At the end of this chapter, students should be able to:

- 2.1 Organize the concept of good health practices
 - 2.1.1 Explain the importance of personal hygiene.
- 2.2 Demonstrate the importance of a balanced diet
 - 2.2.1 Explain the importance of a balanced diet
- 2.3 Explain the importance of physical health
 - 2.3.1 Identify safety guideline before exercising
 - 2.3.2 Identify the importance of exercises
 - 2.3.3 Calculate the Body Mass Index (BMI)

TOPIC 2: HEALTH AND FITNESS

INTRODUCTION

Health is defined as a state of physical, mental, and social well-being and not merely physical well-being. Health and fitness go hand in hand. We have to stay healthy; we have to keep fit. We must concentrate on our fitness if we have to maintain our health. Health is wealth, and we must take care of ourselves. Everyone dreams of living a healthy life, but for certain people doing thing associated with a healthy life would prove to be difficult. In this topic we will learn a part of healthy living. (Felman, 2020)

2.1 THE CONCEPT OF GOOD HEALTH PRACTICES

A person who has **good physical health** is likely to have bodily functions and processes working at their peak. This is not only due not only to an absence of disease. Regular exercise, balanced nutrition, and adequate rest all contribute to **good health**. There are a few good health practices that you can apply in order to have a healthy life. However,

2.1.1 THE IMPORTANCE OF PERSONAL HYGIENE

The first step to groom and have a good health is a personal hygiene. Personal hygiene refers to maintaining cleanliness of one's body and clothing to preserve overall health and well-being. It includes a number of different activities related to the following general areas of self-care: washing or bathing, including cleansing oneself after using the toilet, taking proper care of the mouth, grooming and dressing, and keeping clothing clean. Thus, improving standards of hygiene will control these conditions and good looks are the result of careful and continuous grooming.

2.1.1.1 What is personal hygiene?

Personal hygiene is how you care for your body. This practice includes bathing, washing your hands, brushing your teeth, and more. Every day, you come into contact with millions of outside germs and viruses. They can linger on your body, and in some cases, they may make you sick. Personal hygiene practices can help you and the people around you prevent illnesses. They can also help you feel good about your appearance. Learn more about why hygiene is so important, the best ways to practice it, and how you can change your habits to make yourself feel and look better.

2.1.1.2 Types of personal hygiene

Each person's idea of personal hygiene differs. These main categories are a useful place to start for building good hygiene habits:

a. Toilet hygiene

Wash your hands after you use the restroom. Scrub with soap for 20 to 30 seconds, and be sure to clean between your fingers, on the back of your hands, and under your nails. Rinse with warm water, and dry with a clean towel. If you don't have running water or soap, an alcohol-based hand sanitizer will also work. Use one that's at least 60 percent alcohol.

b. Shower hygiene

Personal preference may dictate how often you wish to shower, but most people will benefit from a rinse at least every other day. Showering with soap helps rinse away dead skin cells, bacteria, and oils. You should also wash your hair at least twice a week. Shampooing your hair and scalp helps remove skin buildup and protects against oily residues that can irritate your skin.

c. Nail hygiene

Trim your nails regularly to keep them short and clean. Brush under them with a nail brush or washcloth to rinse away buildup, dirt, and germs. Tidying your nails helps you prevent spreading germs into your mouth and other body openings. You should also avoid biting your nails.

d. Teeth hygiene

Good dental hygiene is about more than just pearly white teeth. Caring for your teeth and gums is a smart way to prevent gum diseases and cavities. Brush at least twice a day for 2 minutes. Aim to brush after you wake up and before bed. If you can, brush after every meal, too. Floss between your teeth daily, and ask your dentist about using an antibacterial mouthwash. These two steps can help prevent tooth decay and eliminate pockets where bacteria and germs can build up.

e. Sickness hygiene

If you're not feeling well, you should take steps to keep from spreading germs to others. This includes covering your mouth and nose when sneezing, wiping down shared surfaces with an antibacterial wipe, and not sharing any utensils or electronics. Also, immediately throw away any soiled tissues.

f. Hands hygiene

Germs on your hands can easily enter your body through your mouth, nose, eyes, or ears. Wash your hands:

- when you handle food
- before you eat
- if you handle garbage
- when you sneeze
- any time you touch an animal

Likewise, wash your hands after changing a baby's diaper, helping someone clean themselves, or when cleaning a cut or wound.

2.1.1.3 The importance of personal hygiene and its effect.

1. Social effects

It is important for maintaining both physical and mental health. In people with poor personal hygiene, the body provides an ideal environment for germs to grow, leaving it vulnerable to infection. On a social level, people may avoid a person with poor personal hygiene, which may result in isolation and loneliness. Poor hygiene and personal care habits can result in negative attitudes affecting interactions with other people. Individuals can be stereotyped, leading to stigma, rejection, prejudice and discrimination. These can have a negative influence on the quality of life and emotional and mental health of individuals.

2. Health effects

Poor personal hygiene habits, however, can lead to some minor side effects, like body odor and greasy skin. They can also lead to more troublesome or even serious issues. For example, if you don't wash your hands frequently, you can easily transfer germs and bacteria to your mouth or eyes. Microbes spread easily in health care due to physical contact between health care professionals, patients and relatives. Maintaining a good personal hygiene significantly reduces the risk of cross-contamination and transmission of contagious infections.

3. Psychological effect or problem

Poor hygiene often accompanies certain mental or emotional disorders, including severe depression and psychotic disorders. Poor personal hygiene, such as failing to regularly wash, use deodorant, change clothes, and brush teeth, can be one of the first signs a person has a mental illness. Other times depression can be hormonal or physiological which can also bring about similar bad hygiene practices. These problems are often subconscious when a person temporarily stops conducting his life in a rational way.

2.1 THE IMPORTANT OF BALANCE DIET

The general population needs to have a balanced, healthy diet as it provides the energy and nutrients required to survive and stay healthy. Combining a healthy diet with an active lifestyle has huge benefits and helps reduce the risk of heart disease, cancer and obesity.

A diet is said to be balanced when your body gets the nutrients it needs to function correctly. Usually, people consume fresh fruits, vegetables, whole grains, nuts, lean proteins in their diet.

A well-balanced diet provides vitamins, minerals, and nutrients to keep the body and mind healthy. There are a total of 7 essential factors for a balanced diet such as carbs, protein, fat, fibre, vitamins, minerals and water.

Eating a wide range of foods will give the body the nutrients and micronutrients that it needs. The organs and tissue in your body play a significant role in keeping you healthy and fit. If you don't get enough nutrition, your body will be more prone to disease, infection, fatigue, and less immunity. Not getting enough nutrition and overeating junk can cause even obesity and diabetes.

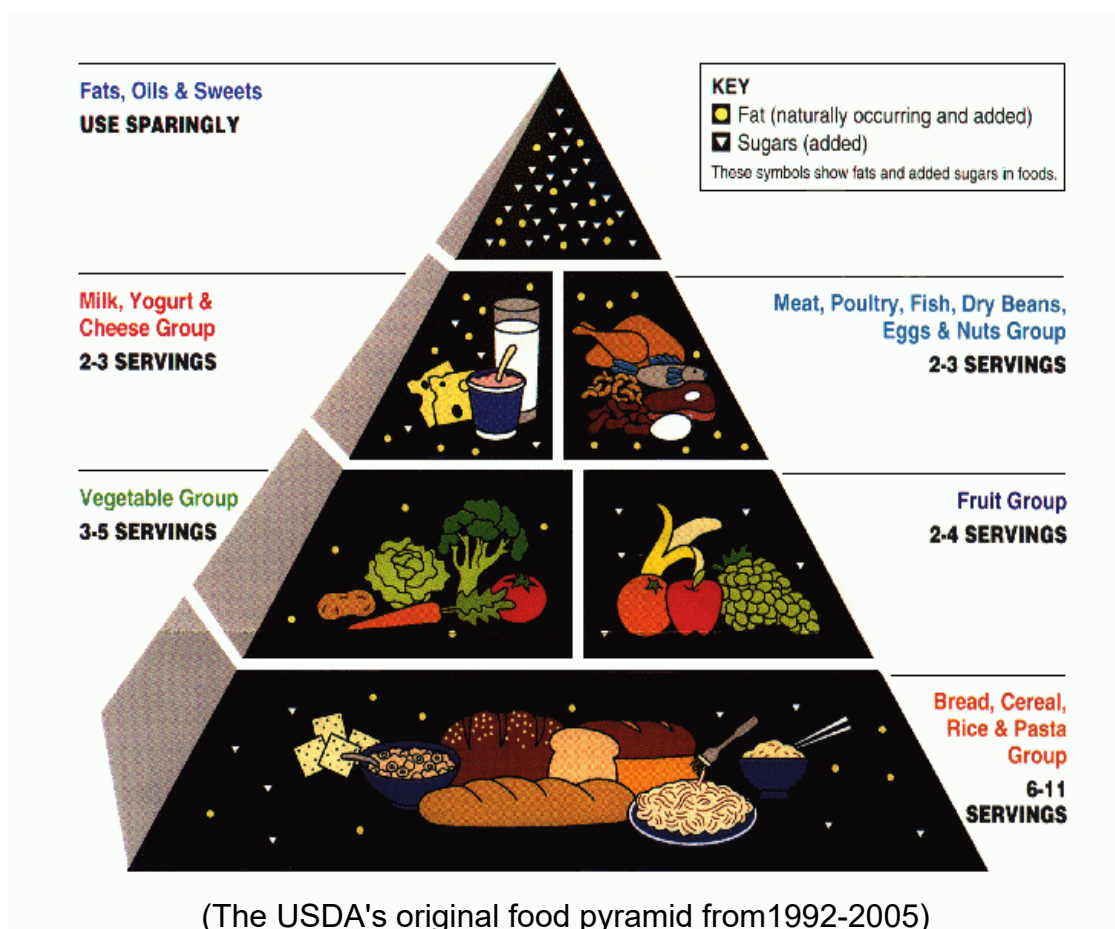


2.2.1 The food pyramid and five food group.

The Food Pyramid is a visual representation of how different foods and drinks contribute towards a healthy balanced diet. The Food Pyramid allows individuals the flexibility to choose foods and drinks from each shelf depending on their food preferences.

The Food Pyramid is designed to make healthy eating easier. It shows the different food groups and how much of each we need to have a healthy diet. Eating the right amount from each food group is called eating a "balanced" diet. Eating well is important for all of us. Below is the food pyramid picture.

There are six categories in the Food Pyramid: the bread, cereal, rice, and pasta group (grains), the fruit group, the vegetable group, the meat, poultry, fish, dry beans, eggs, and nuts group (protein), the milk, yogurt, and cheese group (dairy), and the fats, oils, and sweets group



FOOD PYRAMID

2.2.2 The balance diet

A balanced diet provides all the nutrients a person requires, in order to stay healthy, we must consume a varied diet that contains all the essential nutrients. In addition, we must limit our intake of foods that can be harmful in large quantities. Variety, balance and moderation are the major themes throughout the dietary guidelines. According to health agencies, the following guidelines are suggested for maintaining a healthy diet.

a. Eat a variety of foods

The best way to ensure variety of foods, obtaining the more than fifty nutrients your body needs for good health is to choose foods each day from the five major food groups listed in the Food Guide Pyramid. It will help to ensure a balanced diet. If your diet is deficient in one or more of the food groups, adjust your food choices to satisfy the recommendation daily servings.

b. Maintain healthy weight

People who are greatly overweight are more likely to develop certain chronic diseases such as high blood pressure, heart disease and strokes. Anyone who consumes more calories than he or she burn off will gain weight. The only way to lose weight is to take in fewer calories than you burn. To get all the nutrients you need while cutting down on calories, you must cut down on foods that are high in calories but low in nutrients, especially fat and fatty foods, sugar, sweets and alcohol.

c. Choose a diet that is low in fat, saturated fat and cholesterol

As mentioned earlier, high fat intake especially of saturated fats and cholesterol is associated with such condition as heart disease and high blood pressure. A diet low in fat, saturated fat and cholesterol may help prevent obesity, certain forms of cancer and heart disease. It can also make it easier for you to include a variety of foods without taking in too many calories. You can include more variety because carbohydrates and protein contain less than half the number of calories as fat.

d. Choose a diet with plenty of vegetables fruits and grain products.

Vegetables, fruits and grains (plant foods) are occupying more space on plate. The big three food groups are valuable sources of vitamins, minerals, complex carbohydrates, and fiber. Besides their nutritional value, plant foods contain no cholesterol and are low in dietary fat a double bonus for preventing health problems.

e. Use sugar only in moderation

Too much sugar contributes to tooth falloff and provides "empty calories" adding to overweight and obesity problems without supplying significant amount of important nutrients. Thus, consuming low amount of sugar is recommended.

f. Use salt and sodium only in moderation

Sodium appears to contribute to high blood pressure. The best way to avoid high blood pressure is to cut down on sodium in the diet. Decrease the use of salt in the kitchen and at the dining table and by limiting the intake of prepared foods that are high in salt, such as potato chips, salted nuts, pretzels, pickled foods and salty condiments like soy sauce

g. If you drink alcoholic beverages, do so in moderation

Alcoholic beverages are high in calories while providing few other nutrients. Heavy drinking may cause a variety of serious diseases like heart disease, cancer and liver disease. Alcohol will relate injuries and deaths whether from driving, boating, or working with machinery are other serious problems related to this drug. If you do drink alcohol, drink sensibly and in moderation

2.2.3 The importance of balance diet

Balance diet are important to the body in order the prevent from diseases and have a healthy body.

a. It prevents Diseases and Infections

A well-balanced diet helps your body fight many diseases and infections. When the body receives enough nutrients, the immune system function well.

b. It Help Control Weight

Eating balance diet helps people to maintain proper weight, which includes reducing the risk for either obesity or under nutrition. Maintaining a healthy diet can help a person stay fit and keep a count on the calories. Fiber is one element that is important for managing weight. Plant-based vegetables or foods contain plenty of dietary fiber which helps in regulating hunger.

c. It promotes Healthy Body Growth

Obtaining the essential nutrients does not only promote fitness and prevent disease, also helps the body to grow and maintain proper function.

d. It Helps Promote Mental Health

Eating a well-balanced diet helps promote good mental function, boost energy, enhances memory and reduce risk of mental disorders such as prevents dementia and cognitive decline

e. It Helps Enhance Your Beauty

Getting proper nutrients does not only promote health inside the body, it's also show in the way you look externally. The youthful glow seen on people's hair and skin does not only result from using various beauty product, but also reflects the healthy state of the body inside and out from a balanced diet.

f. It promotes an active lifestyle

A balanced diet helps you to tackles problem efficiently and to increase the remembering and memorizing capability person.

2.3 THE IMPORTANT OF PHYSICAL HEALTH

Exercise is fun and enjoyable. With regular exercise, you can improve your overall fitness and health. To people that are seldom exercising, injuries can happen. If you plan to begin an exercise program, these are tips that you should adhere to minimize the risk of injuries.

2.3.1 Safety guideline before exercising

Before you start exercise, there are some guidelines or recommendation that you should follow several guidelines to prevent from injuries or any consequences. There are:

a) Consult your doctor if you:

- ✓ are over 35 years (male) or over 40 years (female) and have not been exercising regularly.
- ✓ are uncertain of your health.
- ✓ have health problems such as high blood pressure, diabetes, heart disease or have more than one risk factor for heart disease.

b) Do not exercise when you are sick or are feeling unwell.

- c) Choose an exercise which you can do easily according to your capabilities and do not compete with other.
- d) Do not exercise within 2 hours after eating
- e) Dress appropriately and comfortably for the type of exercise you want to do exercise correctly. Do not forget to take time to warm up before exercising and always cool down after exercising.
- f) Exercise at least 3-5 times a week.
- g) Exercise at the target pulse rate for 20-30 minutes without interruption
- h) Increase your ability slowly from time and time to have healthy and great body.
- i) Do aerobic exercise such as brisk walking, jogging, swimming, bicycling, aerobic dancing and stair climbing.
- j) Exercise correctly. Do not forget to take time to warm up before exercising and always cool down after exercising.

2.3.2 Guidelines to Exercise

1. Warm-ups (8 minutes)

A simple movement or stretching to prepared the body for more strong exercise. Warming up the muscles and joints will reduce the risk of injury during exercise.

2. Aerobic Exercise (20 to 30 minutes)

Stimulate the entire body, provided you do it long enough at least 3 to 5 times a week to maintain mess Activities often recommended include brisk walking, jogging. bicycling, skipping, swimming, basketball or badminton

3. Cool-down Exercise (5 minutes)

It is similar with warm-ups exercise. It safety cases your body to a lower level of activity following an aerobic workout. It helps to prevent injury and body aches. Cooling down allows your heart to return to the resting rate after an

2.3.3 The Importance of Exercise

Exercise is a vital in our daily life. It is because it will make us active, strengths and stamina to do our routine in daily life. The reasons why you should exercise are:

a. Exercise makes you more relaxed; body and mind.

It boosts your energy and will make you more energized. Exercise increases blood flow and oxygen levels in the brain. It also encourages the release of the brain chemicals (hormones) and gives good mood and relaxing emotion.

b. You will look better and feel great

Exercising plays a vital role in our lives. It helps us in staying physically fit. Strong scientific evidence shows that physical activity can help you maintain your weight over time. Thus, you will enjoy fitness and body figure.

c. It strengthens your muscles, joints and also the bones

Doing aerobics, muscle-strengthening, and bone-strengthening physical activity at a moderately-intense level can slow the loss of bone density that comes with age. These activities that can help promote bone growth and bone strength and reduce the risk of fall-related injuries and fractures.

d. It helps your heart to work more efficiently

Regular physical activity can also lower your blood pressure and improve your cholesterol levels. Following the recommendations and getting at least 150 minutes a week of moderate-intensity aerobic activity can put you at a lower risk for these diseases. You can reduce your risk even further with more physical activity

e. It helps almost all systems in your body to work perfectly

Exercise improves both the strength and the efficiency of your cardiovascular system to get the oxygen and nutrients to your muscles. When your cardiovascular system works better everything seems easier and you have more energy for the fun stuff in life.

f. You will have a good night's sleep

Research shows that physical activity gives your body feel healthy because detoxifying process of removing urea (sweat) from body. The result you will get good sleeping quality.

2.4 CALCULATE BODY MASS INDEX (BMI)

Body mass index (BMI) is a value derived from the mass (weight) and height of a person. There are two ways to check your BMI. The first way is to calculate your weight by using formula. The body mass divided by the square of the body height, and is expressed in units of kg/m², resulting from mass in kilograms and height in metres.

$$\text{BMI} = \frac{\text{Weight (kg)}}{\text{Height (m)} \times \text{Height (m)}}$$

BODY MASS INDEX (BMI)	
CLASSIFICATION	BMI SCORE (kg/m ²)
Underweight	< 18.5
Normal	18.5 - 24.9
Overweight	25.0 - 29.9
Obese	30.0 - 40.0
Extreme Obese	> 40.0



The second way is by checking on the charts of Body Mass Index below:

WEIGHT lbs	100	105	110	115	120	125	130	135	140	145	150	155	160	165	170	175	180	185	190	195	200	205	210	215
kg	45.5	47.7	50.0	52.3	54.5	56.8	59.1	61.4	63.6	65.9	68.2	70.5	72.7	75.0	77.3	79.5	81.8	84.1	86.4	88.6	90.9	93.2	95.5	97.7
HEIGHT in/cm	Underweight				Healthy				Overweight				Obese				Extremely obese							
5'0" - 152.4	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42
5'1" - 154.9	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	
5'2" - 157.4	18	19	20	21	22	22	23	24	25	26	27	28	29	30	31	32	33	33	34	35	36	37	38	39
5'3" - 160.0	17	18	19	20	21	22	23	24	24	25	26	27	28	29	30	31	32	32	33	34	35	36	37	38
5'4" - 162.5	17	18	18	19	20	21	22	23	24	24	25	26	27	28	29	30	31	31	32	33	34	35	36	37
5'5" - 165.1	16	17	18	19	20	20	21	22	23	24	25	25	26	27	28	29	30	30	31	32	33	34	35	36
5'6" - 167.6	16	17	17	18	19	20	21	21	22	23	24	25	25	26	27	28	29	29	30	31	32	33	34	34
5'7" - 170.1	15	16	17	18	18	19	20	21	22	22	23	24	25	25	26	27	28	29	29	30	31	32	33	33
5'8" - 172.7	15	16	16	17	18	19	19	20	21	22	22	23	24	25	25	26	27	28	28	29	30	31	32	32
5'9" - 175.2	14	15	16	17	17	18	19	20	20	21	22	22	23	24	25	25	26	27	28	28	29	30	31	31
5'10" - 177.8	14	15	15	16	17	18	18	19	20	20	21	22	23	23	24	25	25	26	27	28	28	29	30	30
5'11" - 180.3	14	14	15	16	17	17	18	19	20	21	21	22	23	23	24	25	25	26	27	28	28	29	30	
6'0" - 182.8	13	14	14	15	16	17	17	18	19	19	20	21	21	22	23	23	24	25	25	26	27	27	28	29
6'1" - 185.4	13	13	14	15	15	16	17	17	18	19	19	20	21	21	22	23	23	24	25	25	26	27	27	28
6'2" - 187.9	12	13	14	14	15	16	16	17	18	18	19	19	20	21	21	22	23	23	24	25	25	26	27	27
6'3" - 190.5	12	13	13	14	15	15	16	16	17	18	18	19	20	20	21	21	22	23	23	24	25	25	26	26
6'4" - 193.0	12	12	13	14	14	15	15	16	17	17	18	18	19	20	20	21	22	22	23	23	24	25	25	26



TUTORIAL EXERCISE 2

ANSWER ALL THE QUESTIONS.

1. What is hygiene and how do you take care of your hygiene?

2. What are the 5 things to do to maintain personal hygiene?

3. Suggest the menus for breakfast, lunch with a variety of meals to have for a healthy balance diet.

Meal	Suggested Menu
BREAKFAST	
LUNCH	
DINNER	

4. You are given a budget of RM100 to plan and shop a healthy food. By using an online shopping site, list down 10 item of groceries you should buy and the cost must not exceed the budget.

Item I am Buying	Cost of Item
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
Total	

5. Explain the basic routine of exercise that suitable to you in order to maintain body weight?

6. Calculate your BMI and identified the category of your body weight. In one month, do a balance diet to get NORMAL BMI. (If you have normal BMI just keep maintain your weight)?

CHAPTER 3: HEALTHY MIND



CHAPTER 3 focuses in the significance of the features of a healthy and unhealthy mind and the thinking skill techniques that can be apply in problem solving and decision making.

LEARNING OUTCOMES:

At the end of this chapter, students should be able to:

3.1 Explain the features of a healthy and unhealthy mind

3.1.1 Identify the features of a healthy and unhealthy mind

3.1.2 Explain methods of keeping a healthy mind

3.2 Explain the thinking skill techniques

3.2.1 Describe thinking skill techniques

- a. Logical
- b. Positive
- c. Negative
- d. Critical
- e. Creative

3.3 Explain the problem solving and decision making

3.3.1 Explain problem solving skills to make decision

INTRODUCTION

Mental health is how a person thinks, feels and act in her or his life (Adam, 2020). Mental health affects how we view things and then try to handle any challenges and problems. It is a balance mental and emotional state which allows a person to be productive during their day, contributing meaningfully to the community they live in. Healthy policies in the 21st century will need to be constructed from the key question that is "What makes people healthy?" (Kickbusch, 2020). There are a few perspectives whereby we can determine regarding healthy mind, like through economic, social, physical, spiritual and emotion.

3.1 THE FEATURES OF A HEALTHY AND UNHEALTHY MIND

THE FEATURES OF HEALTHY MIND

a) The ability to enjoy the life (TATEL)

It is essential to good mental health. We need to plan for our future. The practice of mindfulness meditation is one of the ways to cultivate TATEL. In our own religion and cultural we also learn some best guidelines on how to enjoy life and make it meaningful.

b) Resilience

It is the ability to bounce back from diversity has been referred to as "*resilience*". We prepare ourselves to face any difficulties of barriers with open minded and manage to cope all the difficulties in a positive way.

c) Balance

Balance in life seems to result in greater mental health. We need to balance time spent socially with the time spent alone. It means, we need to have 'me time' in order to view things accordingly from the most important until the most unimportant one. So, make it balance in term of daily activities, personal matters, schooling, working, friendship and focus them at the best point.

d) Flexibility

If we enjoy our work, we can build our own expectations of achieving something. We can be more flexible about certain issues and ideas. Moreover, we also can improve our mental health. The emotional rigidity may result in other mental health problem.

e) Self-Actualization

It defines about the motivation to realize one's own maximum potential and possibilities. People who are surpassed their potential and other who seem to have waste their potential.

THE FEATURES OF UNHEALTHY MIND

a) Low Self-Esteem (LS-E)

LS-E can be soul destroying and very costly if it limits you to playing it safe or causes you to avoid things that you would normally enjoy doing. It may cause like we attach to have a low confident level, afraid to give ideas or opinions among group members or easy to avoid any heavy discussions.

b) Excessive Worrying (EW)

Worrying is feeling uneasy or being overly concerned about a situation or problem. With EW your mind and body go into overdrive as you constantly focus on "what might happen". If we cannot handle a certain issue or problem very well, we may face panic attack, split personality or depression.

c) Negative Attitude (NE)

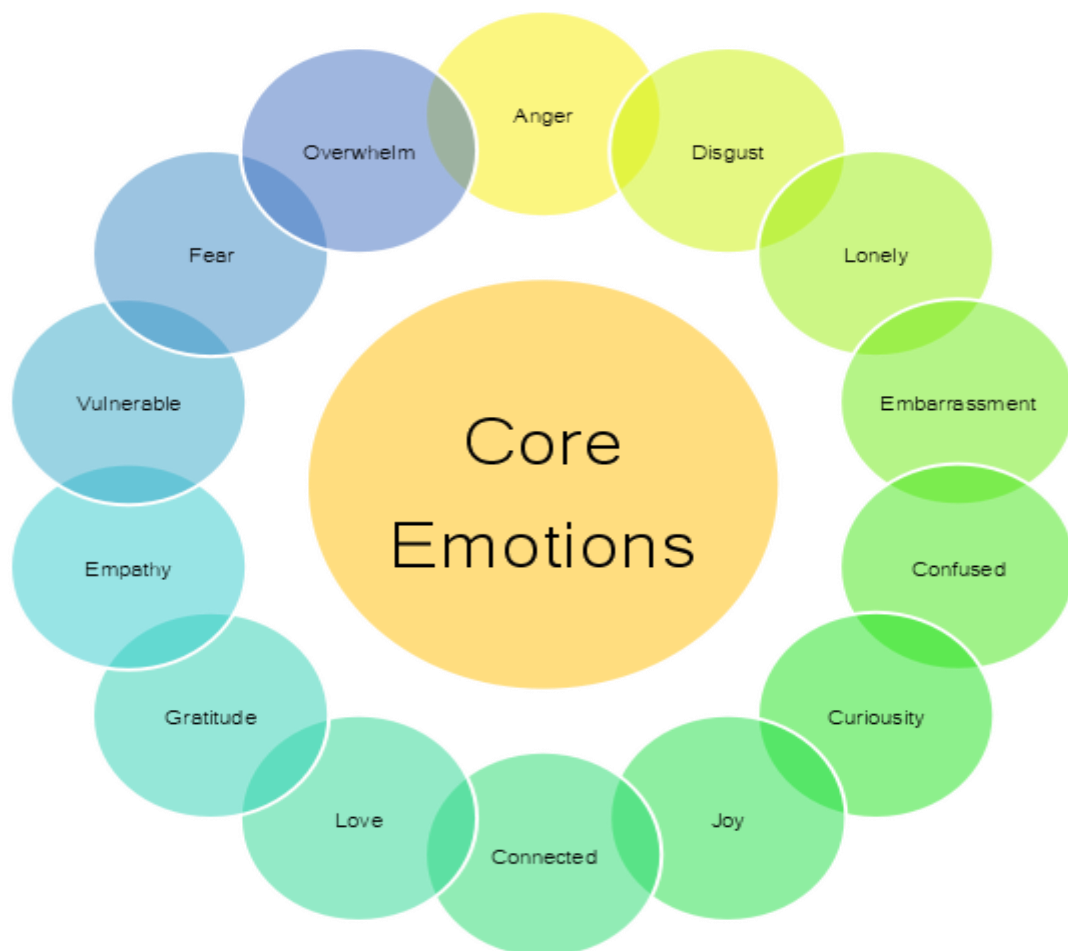
NE is self-defeating. We would not find solutions to life's problem by looking for someone or something to blame. Why would we point everything to others but never have initiative to find some alternatives to solve any problems, misunderstanding or difficulties?

d) Keep On Complaining (KOC)

Complaining is worse than doing nothing, for it is digging the rut one is in deeper and deeper.

CULTIVATION OF HEALTHY MIND

- Accept Yourself
- Make Your Needs Known
- Demonstrate Behavior That Reflects High Self Esteem
- Develop Your Potential
- Let Go of Negative Judgments
- Plan For Success
- Think Positively
- Learn To Escape When Appropriate



3.1.2 METHODS OF KEEPING A HEALTHY MIND

According to Lawrence Robinson (2016) there always a way to release stress and have a healthy mind. People with good physical and mental health have higher energy levels, so they can achieve more. They can also enjoy better sleep and clearer minds that help them make vital decisions or to relax. There are factors to challenge our healthy mind, some we can control and other are beyond our control. Our lives may become off balance because of external or internal forces.

The methods of keeping healthy minds are:

a. Take a realistic approach

Whether the problem concerns a project at work or a family issue at home, you have your agenda just as everyone else has theirs. While you may want a certain resolution. someone close to you could have a totally different goal in mind. You may need to compromise with other who do not see eye-to-eye with you on everything. Remember that everyone has a right to their own opinion.

b. Ensure success with the right perspective.

Having a healthy outlook on life can make all the difference when it comes to being happy. Many people unwittingly use negative coping skills to deal with stressful situations. They do not realize that, how they handle the problem is sometimes more important than the situation itself. Examine your life and find an area you would like to improve.

c. Recognize and express your feelings

Whether your feelings are "good" or "bad", acknowledge them, and then express them as soon as possible in an appropriate way and at an appropriate place. Pent-up feelings can result in anger and depression. For example, if you feel put down or ignored at work but suppress your feelings, you may later vent your anger on someone else. Try talking matters over with a sensible, trustworthy person. This approach may help you think more clearly.

d. Proceed one step at a time

To escape the feeling that you are trapped, put one foot ahead of the other and work towards a solution. This approach gives you pride in your ability to handle the situation. By redirecting your tension and anger to worthwhile and reachable goals, you will be amazed at how much control you can exert in managing your life. Practice these daily and celebrate the rewards of maintaining a healthy outlook on life.

e. Build confidence

Identify your abilities and weaknesses together, accept them, build on them and do the best with what you have.

f. Accept compliments

Many of us have difficulty accepting kindness from others but we all need to remember the positive strokes when times get tough.

g. Make time for family and friends

This relationship needs to be nurtured, if taken for granted they will not be there to share life's joys and sorrows.

h. Give and accept support

Friends and family relationships thrive when they are put to the test. When you accept help from others you are giving that person an opportunity to give. Universally, giving feels good and is a gateway to our own happiness. When you let someone help you also let them in and allow them to become more connected to you. It makes us feel purposeful and appreciated

i. Create a meaningful budget.

Creating a budget will help you understand how much money you have right now, how much you'll need to spend in the coming months, and how much you require to meet specific objectives. Financial problems cause stress. Over spending on our wants instead of our needs is often the culprit.

j. Volunteer

Volunteering helps counteract the effects of stress, anger, and anxiety. The social contact aspect of helping and working with others can have a profound effect on your overall psychological well-being. Nothing relieves stress better than a meaningful connection to another person.

k. Manage stress

We have stress in our lives but learning how to deal with them when they threaten to overwhelm us will help to maintain our healthy mind.

l. Find strength in numbers

Sharing a problem with other who had similar experiences may help you find a solution and will make you feel less isolated.

m. Identify and deal with moods

We all need to find safe and constructive ways to express our feelings of angers, sadness, joy and fear.

n. Learn to be at peace with yourself

Get to know who you are, what makes you really happy and learn to balance what you can and cannot change about yourself.

3.2 THINKING SKILL TECHNIQUES

a) Logical Thinking

The process in which one use reasoning consistently to come to conclusion. The basis of all logical thinking is sequential thought. This process involves taking the important ideas, facts and conclusion involved in problem an arranging them in a chain. In order words, to think logically is to think in step. The best way to learn to think logically is to study logic and reasoning in a philosophy class, take mathematics and science course that force you to use logic, read great literature and study history and write frequently.

b) Positive Thinking

It is required that you get rid of your entire negative thought pattern and create a new belief system. Then try to consistently acknowledge that you are making positive change to improve your health. A positive thinker acknowledges and try to understand something but never blame the conditions that lead to these feeling.

c) Negative Thinking

A negative thought about oneself is usually self-criticism which tend to be absolute such as 'I am not good enough to face the problem'. It may continually create bad feelings and misery or upset over incidence in life. Some negative thoughts involve the use of negative labels, such as complete failure, bored, born loser, rotten creep, lousy mother and other.

There are three major types of negative thought:

Negative thought about self

- Negative thoughts about self are usually self-criticisms which tend to be absolute, such as "I am worthless" or "I am no good".
- Negative thoughts can also be indirect and inferred from negative events.
- For example, something bad happens in your life and you think, "If I were a good person, this wouldn't have happened to me."

Negative thought about others

- Cynicism is another name for negative thinking about others.'
- Cynical people perceive others as mean, uncaring and critical.
- They ignore that others are also kind, helpful. generous or complimentary.
- A negative thinker focuses only on the faults, shortcomings and limitations of others and overlooks their positive qualities, strengths and achievements.
- Cynical people over generalize their bad experiences with a few people and see the

Negative thought about future t.

- Hopelessness can be the ultimate result of negative about
- the future, such as, "What is the use of trying" or "It is only going to get worse".
- These thoughts encourage a person to be resigned to fate. Negative thoughts can lead to a feeling of powerlessness sets in when one feels a total lack of faith in one's own ability to change one's future.
- Examples, "I will never get better" or "This is what I am. can never change my temper."

d) Critical Thinking

Critical thinking is how to think not what to think. It is an ongoing process that usually begin with questions. The process does not end but often lead to a new question. Critical thinking means learning to analyze and examine ideas, learning how to manipulate work, learning to be cautious and sympathetic and open to a range of possibilities.

Critical thinking are uses to underlies reading, writing, speaking and listening which are the basic of communication. It plays an important part is social change. Institution in any society such as courts, government, schools and businesses are the products of a certain way of thinking. It helps us uncover bias and prejudice. It also promotes willingness to change one point of view as we continue to examine and re-examine ideas that may seem obvious.

As a critical thinker you will:

- Asks pertinent questions
- Assesses statements and arguments
- Is able to admit a lack of understanding or information
- Has a sense of curiosity
- Able to clearly define a set of criteria for analyzing ideas
- Listens carefully to others and is bale to give feedback
- Looking for evidence and proof
- Examines problems closely

e) Creative Thinking

Creativity is not intuitive, but it is something that everyone can learn. We can Involves the skillful and imaginative use of something to produce. For example; a work of art. The aim of creative thinking is to generate new idea and concepts, explore all creative possibilities

and to develop creative plan. Being creative often means expanding the problem, looking at different ways and from different angles. Moreover, we try to solve the problem in interesting solutions.

3.2.1 THE DIFFERENCES BETWEEN CRITICAL AND NON-CRITICAL TECHNIQUES

	Critical Thinking	Non-critical thinking
View of knowledge	Knowledge is open Interdisciplinary Strives for depth	Knowledge is closed Superficial level Black and white
View of thinking	Rational and consistent	Irrational and inconsistent
	Holistic	Linear
	Original thinking	Second-hand thinking
Strategies for thinking	Active	Passive
	Questioning	Doubting
	Explorer	Avoiding

3.3 PROBLEM SOLVING SKILL AND DECISION MAKING

There are 8 Steps of Problem Solving and Decision Making

Step 1: Define the Problem

In almost every problem-solving, the first step is defining or identifying the problem. It is the most important of all the steps. It involves diagnosing the situation so that we focus on the real problem and not on its symptoms.

Step 2: Gather Information

There are many different methods of information gathering to good advantage and here are a few:

- Questionnaires, surveys and checklists
- Personal interviews
- Documentation review
- Observation
- Focus group.
- Case Studies

Step 3: Develop Alternatives

Brainstorming with a group can be an excellent tool for identifying potential alternatives. Think of as many possibilities as possible. Write down these ideas, even if they seem somewhat zany or offbeat on first impression. Sometimes simple ideas can contain the germ of a superb solution. Spending more time searching for alternatives and weighing their consequences can really pay off.

Step 4: Weigh the Alternatives

Consider the following factors:

- Impact on the organization
- Effect on public relations
- Impact on employees and organizational climate
- Cost
- Legality
- Ethics of actions
- Whether this course is permitted under collective agreements
- Whether this idea can be used to build on another idea

Step 5: Select the Best Alternative

The selection of best alternative from many alternatives is known as decision-making. Decision making is a process of selecting the best among the different alternatives. It is the act of making a choice.

Step 6: Implement the Solution

Implementation is the culmination of all your work in solving a problem and requires careful attention to detail.

Step 7: Monitor Progress

Monitoring is simply the process of checking what has been done or spent in line with plans and budgets. We have to make sure that the implementation of problem solving can meet with the actual planning.

Step 8: Review and Learn from Experience

It could be about improving the performance of an existing solution or to evaluate or determine how effectively the solution was run, to learn lessons for the future, and to ensure in getting the greatest possible benefit from the solution taken.



TUTORIAL EXERCISE

ANSWER ALL THE QUESTIONS.

1. Find out four (4) features of healthy and unhealthy mind:

Healthy Mind	Unhealthy Mind

2. List down five (5) ways to cultivate a healthy mind.

3. Fill in the blank of some core emotions.

4. Clarify some methods of healthy mind.

5. Write down five (5) thinking skill techniques.

Thinking skill techniques	Details
Positive	
Negative	
Critical	
Creative	
Logical	

6. List out all eight (8) steps in problem solving

CHAPTER 4: FORMATION OF ATTITUDE AND SELF-CONCEPT



CHAPTER 4 highlight the significant of personality development knowledge for secretary and administration officer in managing attitude, knows the component and types of attitude and how to maintaining a good attitude. It also displays the habit of highly effective people.

LEARNING OUTCOMES:

At the end of this chapter, students should be able to:

- 4.1 Interpret the definition and components of attitude
 - 4.1.1 Describe the definition of attitude
 - 4.1.2 Describe the components of attitude
 - a. Emotional
 - b. Informational
 - c. Behavioral
- 4.2 Explain the types of attitude
 - 4.2.1 Explain the positive attitude
 - 4.2.2 Explain the negative attitude
- 4.3 Discuss the steps for building and maintaining a good attitude
 - 4.3.1 Follow the steps for building and maintaining a good attitude
- 4.4 Elaborate on the habit of highly effective people
 - 4.4.1 Discuss habit 1: Be Proactive
 - 4.4.2 Discuss habit 2: Begin with the End in Mind
 - 4.4.3 Discuss habit 3: Put First Thing First
 - 4.4.4 Discuss habit 4: Think Win-Win
 - 4.4.5 Discuss habit 5: Seek First to Understand Then Seek to be understood
 - 4.4.6 Discuss habit 6: Be Synergized
 - 4.4.7 Discuss habit 7: Sharpen the Saw

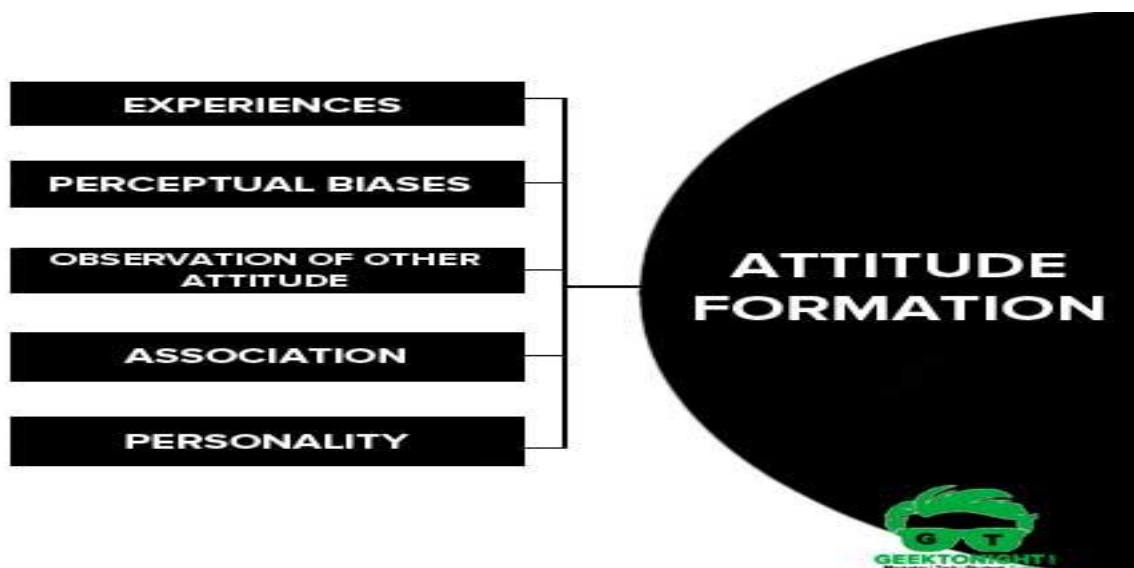
TOPIC 4: FORMATION OF ATTITUDE AND SELF CONCEPT

INTRODUCTION

Attitude is the way you communicate your mood to others or as a way of thinking about somebody or something. It is never static but is ongoing dynamic, sensitive and perceptual process. If you are constant guard, negative factors can slip into your perspective.

DEFINITION

Attitude formation occurs in a person through a variety of ways. Attitudes and behaviors start forming the day we born, and our environment is the main stimulus from which we learn. Attitudes can also be formed by observations of the people and environment. Attitude formation occurs through either direct experience or the persuasion of others or the media. According to Erin Long-Crowell (2021) attitude has ABC Model that is Affective, Behaviors and cognitive.



4.1 INTERPRET THE COMPONENTS OF ATTITUDE

Attitudes have three foundations: affect or emotion, cognitions and behavior.

1. **Emotional /Effective components (based on feeling)**

It deals with feelings or emotions that are brought to the surface about something, such as fear or hate. For example: Someone might have the attitude that they love all babies because they are cute or that they hate smoking because it is harmful to health.

2. Information/ Cognitive components (based on emotional)

This component of attitude is referring to belief, thought and attributes that we would associate with an object. For example: All pets are tame, speeding is dangerous for the driver, passengers and others.

3. Behavioral components

This component consists of a person's tendencies to behave in a particular way toward an object. It refers to that part of attitude which reflects the intention of a person in the short-run or long run. For example: I cannot wait to fulfill my own dreams, or we keep those vandalizers out from social group.

4.2 EXPLAIN THE TYPES OF ATTITUDES

4.2.1 POSITIVE ATTITUDE

Individual who has a positive attitude will pay attention to the good, rather than bad in people, situations, events, etc. They will not consider a mistake or failure as a hurdle, but as an opportunity. They learn from mistakes and move forward in life. When you are optimistic and anticipate successful encounters, you will transmit a positive attitude and people usually respond favourably.

4.2.2 NEGATIVE ATTITUDE

People with a negative attitude ignore the good, and pay attention to the bad in people, situations, events, etc. Therefore, they are likely to complain about changes, rather than adapting to the changing environment. Moreover, they might blame their failure on others. When you are being pessimistic and expect the worst, your attitude often is negative and people tend to avoid you.

Based on these factors, we can either develop a positive attitude or a negative attitude.

People with a positive attitude are usually

- Optimistic
- Confident
- Caring
- Assertive
- Patient
- Humble

People with a negative attitude are normally

- Unhappy
- Pessimistic
- Unpleasant
- Defensive
- Argumentative
- Confrontational
- Disruptive

4.3 DISCUSS THE STEPS FOR BUILDING AND MAINTAINING A GOOD ATTITUDE

Positive attitude is the state of mind which can be maintained on purposed. When something hits one's mental focus into a negative direction, those who are positive know that in order to bounce back, an adjustment must be made. The adjustments which can help maintain positive attitude are:

a. Developing a sense of humor

Attitude and humor have a symbiotic relationship. Humor will help to resist negative attitudes. It will help you happier and restore perspective and help to maintain a more balanced relationship.

b. Playing the winner

Focus and concentrate more on what you good or excellent in your life. Do everything in exciting event and relax but not to overact.

c. Freeing yourself from complications

Get rid of any unused and unappreciated possessions for this can simplify life. Do no put off doing the little things until it is too late. Do not hold on to worn-out relationship. In some situation, it is necessary to get rid of negative people-relationship in order protect positive attitudes.

d. Working to cut off your focus against negative factors

Employ techniques which isolate or detach negatives factors so that they do not have a strong impact on attitude. Some people do it by talking about it, keep busy, laughing it out, turning to religion, or by changing their environment.

e. Giving positive attitude to others

When you give part of your positive attitude to others, you create a symbiotic relationship. The recipients feel better, and so will you.

f. Looking better for yourselves

The connection between good self-image and a positive attitude cannot be ignored. When you look good to yourself, you are more focused and you give your positive attitude a boost.

g. Accepting the physical connection

Daily exercise is an outstanding attitude adjuster. It is the way to push negative thought out of your system.

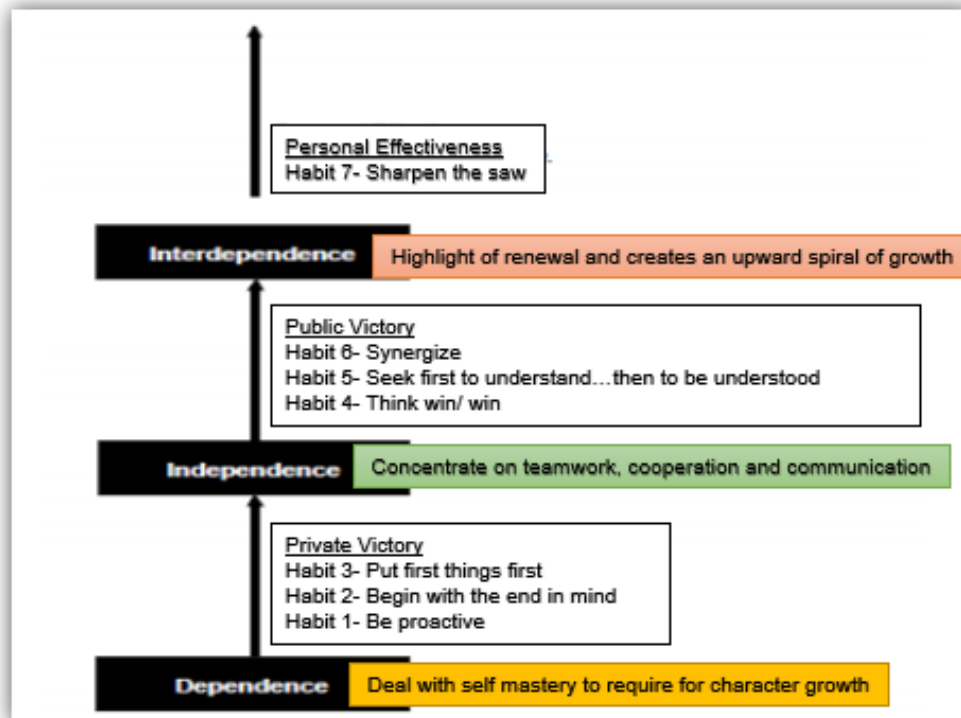
h. Clarifying the mission

An individual with a purpose is more likely to have a positive attitude than someone without direction. It gives a person stronger grip on his/her attitude and as a result the negative attitude is easier to control.

4.4 ELABORATE ON THE HABIT OF HIGHLY EFFECTIVE PEOPLE

7 HABITS OF HIGHLY EFFECTIVE PEOPLE

The Seven Habits of Highly Effective People presents an approach to being effective in attaining goals by aligning oneself to what call 'true north' principle of a character ethnics that he presents as universal and timeless. Seven habits move through the following stages:



SEVEN HABIT OF HIGHLY EFFECTIVE PEOPLE BY Convey, S

HABIT 1: BE PROACTIVE

Be proactive is about taking responsibility for your life. You have to take initiative in life by realizing that your decisions are the primary determining factor for effectiveness in your life and prioritize the things that are most important to you. You should have a never-ending list of tasks to complete. The most important thing is never blame genetics, circumstances, conditions, or conditioning that reflect our behavior.

HABIT 2: BEGIN WITH THE END IN MIND

According to Dr. Stephen R. Covey (2006), all things are created twice that is, first in the mind, and then in the real world. Physical and mental have to be aligned together in order to help you attain your goal and flex your proactive way to make things happen. It reaffirms who you really are, focus on your goals, and place your ideas into reality.

HABIT 3: PUT FIRST THINGS FIRST

Plan, prioritize and execute your week's tasks based on importance rather than urgency. It is about prioritizing effectively and avoiding time wasting. You have to schedule your priorities.

HABIT 4: THINK WIN WIN

Genuinely strive for mutually beneficial solutions or agreement in your relationships or doing business with others. The things to be done have to be focused on benefits that fit each other party. Think Win Win could make us plan, forecast and work smart to achieve our future goals.

HABIT 5: SEEK FIRST TO UNDERSTAND THEN TO BE UNDERSTOOD

Use empathetic listening to be genuinely influenced by a person, which compels them to reciprocate the listening and take an open mind to being influenced by you. We have to consider others' opinions and feelings. The most important thing is just give some alternatives not the final decision for any problem solving of others.

HABIT 6: SYNERGIZE

Combine the strengths of people through positive teamwork, so as to achieve goals no one person could have done alone.

HABIT 7: SHARPEN THE SAW

Balance and renew your resources, energy and health to create a sustainable, long term, effective lifestyle. It means that preserving and enhancing the greatest ability and skills that you have as for self-renewal.



TUTORIAL EXERCISE

ANSWER ALL THE QUESTIONS.

1. Define positive and negative attitudes.

2. Identify **TEN (10)** ways to develop of positive attitudes.

3. Explain **THREE (3)** components of attitude.

4. Explain **FIVE (5)** habits of highly effective people

ATTITUDE QUIZ

Tick (/) on the correct answer.

Question 1

The way you feel or think about something or someone is known as your

- ☐ emotions
- ☐ personality
- ☐ genetics
- ☐ attitude

Question 2

How do you develop a positive attitude?

- ☐ avoid negative thinking
- ☐ spend time with the people who have a positive attitude
- ☐ be thankful
- ☐ all of the above

Question 3

To show ----- means to take responsibility for a task or project

- ☐ initiative
- ☐ action
- ☐ organization
- ☐ purpose

Question 4

A----- is something that you do on a regular basis and is hard to give up or change.

- ☐ rule
- ☐ belief
- ☐ habit
- ☐ action

Question 5

In doing your best, which tip does not belong take shortcuts whenever possible?

- ☐ show initiative or responsibility in work situations
- ☐ always try to improve your knowledge and skills
- ☐ set reasonable goals and always try to meet them

Question 6

An important part of a good attitude is to learn to deal with your emotions at work. What is the first step to managing your emotions?

- ☐ be deferring
- ☐ look for a way out
- ☐ write down your strong feelings or emotions
- ☐ look for a way to express your anger

Question 7

In order to determine whether or not you have met your goal the goal must be something that can be measured this means that there is a ----- somewhere within the goal?

- ☐ identifier
- ☐ definition
- ☐ number
- ☐ statement

Question 8

Part of developing a good attitude at work is learning how to control your feeling and emotions. Which one of these techniques does not belong in this list?

- ☐ stay clam
- ☐ act before you think
- ☐ write down your emotions
- ☐ learn to make constructive suggestions

Question 9

In order to do your best, you must be focused and set goals

- ☐ true
- ☐ false

Question 10

"Act before you think 'is a good way to control your emotions

- ☐ true
- ☐ false

Question 11

In not doing your best which of the following belong

- ☐ not caring
- ☐ lashing out
- ☐ not doing the work
- ☐ all of the above

Question 12

To show purpose means to take responsibility for a task/project
answer choices

- ☐ true
- ☐ false

CHAPTER 5: STRESS MANAGEMENT



CHAPTER 5 focuses in the significant of personality development knowledge for secretary and administration officer in managing stress in routine and work situations. It also displays the positive ways to cope with stress.

LEARNING OUTCOMES:

At the end of this chapter, students should be able to:

- 5.1 Explain the stress
 - 5.1.1 Describe Definition of stress
 - 5.1.2 Identify types of stress
- 5.2 Discuss the cause of stress
 - 5.2.1 Identify routine and daily causes
 - a. Relationship
 - b. Environment
 - c. Work or school
 - d. Social
 - e. Internal
 - 5.2.2 Identify work causes
 - a. Job demand
 - b. Job security
 - c. Relationship with supervisor and co-worker
- 5.3 Explain the positive ways to cope with stress
 - 5.3.1 Discuss the positive ways to cope with stress

TOPIC 5: STRESS MANAGEMENT

5.1 INTRODUCTION



Stress is mental tension caused by demanding, taxing or burdensome circumstances. Stress doesn't just affect our mental state and mood; it affects our physical health as well. Stress management consists of making changes to your life if you are in a constant stressful situation, preventing stress by practicing self-care and relaxation and managing your response to stressful situations when they do occur. Most definitions of stress invoke an internal or external challenge disturbance, or stimulus; or the perception of challenge; or a physiologic response to the challenge (Goldstein DS, 2002)

5.1.1 Definition of Stress

The word “**stress**” is used by different people to mean different things.

- a. **Oxford Advanced Learner's Dictionary** defines stress as tension, pressure or worry resulting from problems in one's life.
- b. **Tim Rogers** defines stress as the feeling of not being able to cope with problems or potential in one's life.
- c. **According to Selye (1976):**
 - (i) Stress is a process of adjusting to or dealing with circumstances that disrupt or threaten to disrupt a person's physical or psychological functioning.
 - (ii) Stress is tension, strain, or pressure from a situation that requires us to use, adapt, or develop new coping skills.

5.1.2 Types of Stress

There are **Three (3)** types of stress which are:

a. Eustress.

A form of stress having a beneficial effect on health motivation, performance and well-being.

Example.: praise from a superior for hard working.

b. Distress.

Stress due to an excess of adaptive demands placed upon us. The demands are so great that they lead to bodily and mental damage.

Example.: unexpected death of a loved one.

c. Hypostress.

Hypo stress is a stress that is at the opposite end of the spectrum to hyper stress / brought about by lack motivation or feelings of boredom.

Example: Someone in an unchallenging job, such as a factory worker performing the same task over and over again, will often experience hypo stress

5.2 CAUSES OF STRESS



What are the stressors?

- The term “**Stressors**” also known as factors that contribute to stress.
- Stressors are things which collectively make up a stressful situation.
- Stressors are also known as things which happen to you and which reinforce your feeling of being unable to cope.

There are **Two (2)** causes of stress which are:

ROUTINE AND DAILY CAUSES:	WORK CAUSES:
<ul style="list-style-type: none">• Relationship / Family• Environment• Work/School• Social• Internal/Emotion Inner Conflict	<ul style="list-style-type: none">• Job Demand• Job Security• Relationship With Supervisor/Co Worker

5.2.1 Routine and Daily Cause.

a. Relationship/ Family

Family is one of the stressors. Examples of family stress are: -

- Being too busy to spend time with each other and share responsibilities
- Financial problem
- No communicating
- Consuming too much alcohol and/or using drugs
- Divorce
- Abuse or control in the relationship

b. Environment

Stressors that are found in our surrounding are called environmental stressors. Other common environmental stressors include:

- Noise (Examples: alarm clock; construction noise)
- Crowding (Example: concert)
- Air quality (Example.: pollution)
- Colors (Example: bright / dark colors)
- Tornadoes and other natural disasters
- Light
- Insect

c. Work/ School

People always stress when their working or school environment is not good and poor. The following below are some of working or school environment stressor:

- Upcoming test/deadline
- Too much homework/task
- A heavy workload
- Lack of organization
- Poor sleep schedule
- Participating in class/office
- Lack of support
- Fear of being laid off
- Pressure to perform to meet rising expectations
- Pressure to work at optimum levels
- Lack of control over how you do your work

d. Social

Sometimes, when the relationship is not work, it also can make people become stress. Examples of social stressor are: -

- Fear of crime
- Living in an urban area
- Poverty
- Low social support
- Bureaucracy/red tape
- Rude, aggressive, unhelpful people
- Victim of crime
- Problem regarding neighbors
- Racial harassment

e. Internal/ Emotion Inner Conflict

Inner emotional conflicts can result in physical discomfort or pain, often in the form of tension headaches, which can be episodic or chronic, and may last from a few minutes or hours, to days and associated pain being mild, moderate, or severe. The following are some of emotional conflict stressor: -

- Depression
- Anxiety
- Anger
- Grief
- Guilt
- Low self-esteem

5.2.2 Work Causes

Some of the many causes of work-related stress include long hours, heavy workload, job insecurity and conflicts with co-workers or bosses. Symptoms include a drop in work performance, depression, anxiety and sleeping difficulties.

a. Job Demand

Stress occurs when a demand exceeds an individual's coping ability and disrupts his or her psychological equilibrium. Stress occurs in the workplace when an employee perceives a situation to be too strenuous to handle, and therefore threatening to his or her well-being. The following are some situations where job demand can cause stress.

- Long work hours and demanding work
- shifts
- High time pressure
- Ergonomic problems
- Unpleasant physical conditions

b. Job Security

Workers who face an uncertain future may not be able to effectively cope with the situation which leads to experiencing a higher level of stress. Job insecurity has been linked to several adverse health outcomes. The following are some situations that lead to stress.

- Downsizing
- Financial crisis
- Technological Changes
- Racism

- Gender
- Lack of experience and training
- Lack of education

c. Relationship with Supervisor/ Co-worker

Half of employees have left their jobs to get away from a bad manager. Having a bad boss can make your work life a misery, but it can also make you sick, both physically and mentally. Following are some situations that can cause of stress by supervisor:

- Lack of trust
- Discrimination
- Lack of support
- No reward or recognition
- No openness or transparency
- No clear direction and vision
- Not setting expectations clearly
- Not understanding employee strength areas

5.3 METHODS OVERCOME STRESS

It's important to know how to manage the stress in your life which is we have to handle the stress by using the positive ways.

There are **two (2)** methods overcome the stress which are:

a. Practical method

- Action technique – allow us to predict and deal with the world around
- Change is the key word – know how to take control and know how to assertive

Action Technique



Pros	Cons
<ul style="list-style-type: none"> • Sense of control • Effective use of time • Applicable at work and home • Allow to achieve complex and distant goals 	<ul style="list-style-type: none"> • Lead to obsessiveness and dissatisfactions • Impatient with things that cannot be changed • Useless quest for change

b. Non-Practical method

- Relaxation techniques – allow us to predict and deal with our reaction
- Reduce stress symptoms

Relaxation Technique

Pros	Cons
<ul style="list-style-type: none"> • Acceptance of life in the cycle • Reduction of anxiety • New kinds of rewards • A boarder view of the world 	<ul style="list-style-type: none"> • Avoidance of change • Avoidance of making decisions • Escapisms

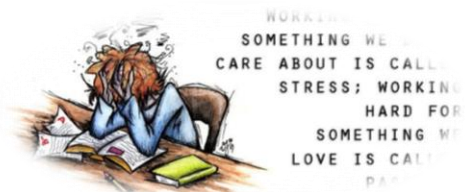


“Stress should be a powerful driving force, not an obstacle.” ...



TUTORIAL EXERCISE 5

ANSWER ALL THE QUESTIONS.



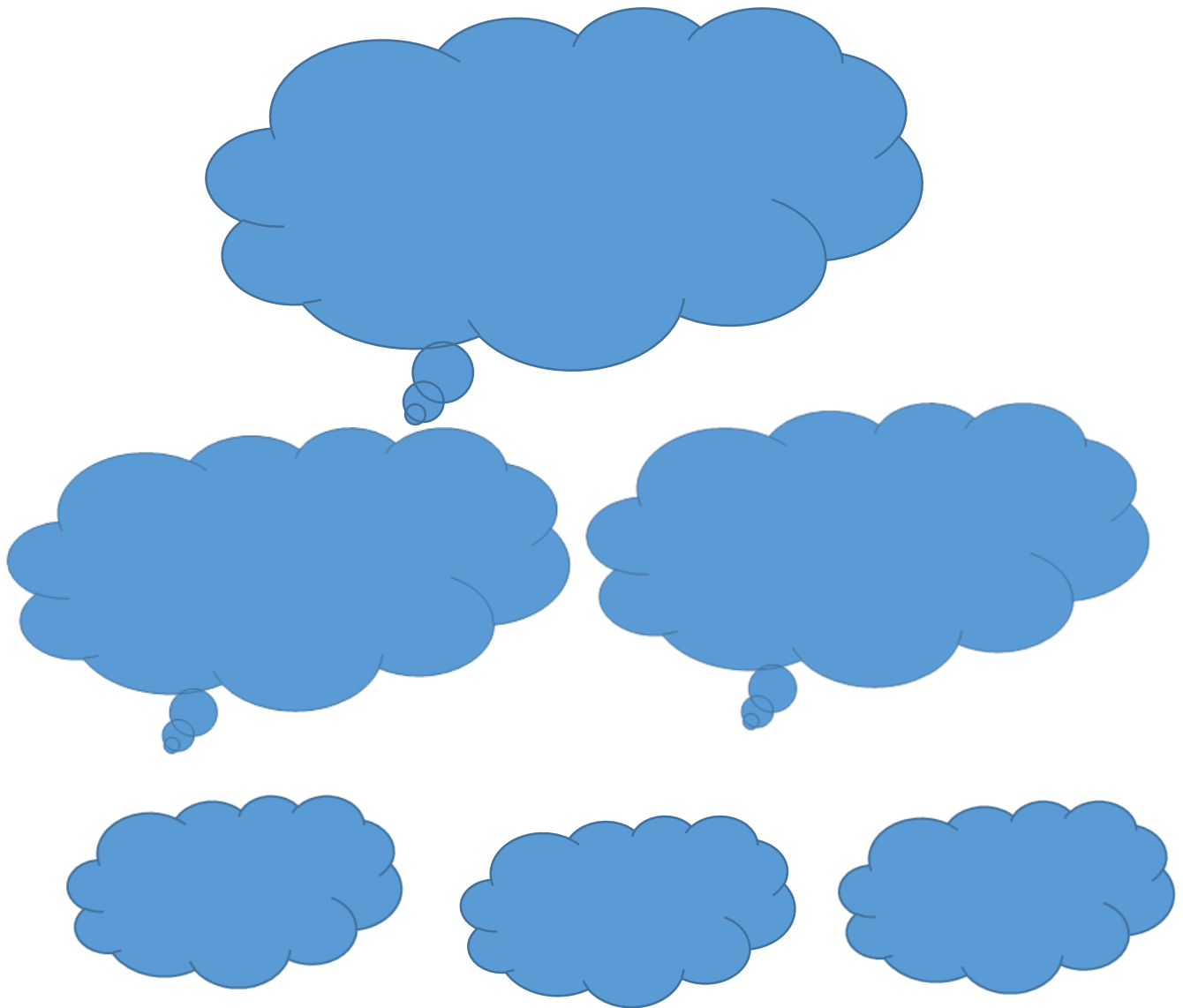
1. How stress can change your life?

2. Give the examples of situations that caused by family relationship and internal conflict.

3. Write **two (2)** benefits of action techniques and relaxation techniques beside examples.

Action Technique	Relaxation techniques

4. Jot down the important points that you have learned from this topic. Illustrate the points into mind mapping with your own words. Last but not least, state the why stress very important in your daily life.



“To achieve great things, two things are needed: a plan and not quite enough time.”

CHAPTER 6: GROOMING AND DEPORTMENT



CHAPTER 6 focuses on the significant of personal appearance and show a good body posture. It also covers the image building and the importance of personal image for career development and show basic skincare routine and make style.

LEARNING OUTCOMES:

At the end of this chapter, students should be able to:

6.1 Discuss the significance of personal appearance

6.1.1 Explain the significance of personal appearance

- a. Personal appearance
- b. Dress code
- c. Behaviour
- d. Courtesy and language.

6.2 Explain good body posture

6.2.1 Show a good body posture

- a. Walking
- b. Sitting
- c. Standing
- d. Ascending and descending stairs
- e. Getting in and out of cars

6.3 Explain image building

6.3.1 Explain image building

6.3.2 Recognize type of image

6.3.3 Explain elements of personal image

6.3.4 Explain the importance of personal image for career development

6.4 Explain basic skincare routine and make up style

6.4.1 Show basic skincare routine

6.4.2 Show basic make up style

TOPIC 6: GROOMING AND DEPORTMENT

INTRODUCTION



Business grooming and deportment is intended for anyone who strives for professional conduct in the workplace.

Look good and feel fantastic. Grooming and deportment are essential parts of development, life skills and personal presentation.

A well-groomed individual stands out amongst the crowd. Acquire the basic skills to care for your skin and learn

makeup tips to enhance your personal appearance. Make a positive impact in your social engagements through proper personal grooming skills.

Attention to grooming, over and above hygiene, seem to be an important factor in establishing identity (Rumsey and Harcourt, 2005), as demonstrated by Alan Bennett's narrative.

6.1 SIGNIFICANCE OF PERSONAL APPEARANCE

Personal appearance is significant to enhance your professional look and to increase yourself confident when you see someone new. Dressing well will not only increase your self-confidence but it will also impress and attracts other people. Proper grooming and a professional appearance are important to gain respect in the workplace. The way you look and carry yourself creates an impression on the people you work alongside.

It gives impacts and to make people surrounding trust and confident when dealing with you. There are:

- a. Personal Appearance
- b. Dress code
- c. Behaviour
- d. Courtesy and language

A. Personal Appearance

Personal appearance plays an important role. As we all are aware of the fact that.

- People see you before they hear you.
- Appearance includes clothes, hair cosmetic, jewellery, accessories, footwear and hygiene.
- In today's society the purpose of clothing has altered from fulfilling a basic need to expressing oneself

B. Dress Code

- ✚ A dress code is a set of standards that companies develop to help provides their employees with guidance about what is appropriate to wear to work.
- ✚ In a 1998 survey by USA Today, 64% of respondents said they work more efficiently when wearing formal dress.
- ✚ Dressing formally can lead to better attitudes about work, greater spontaneity and improved relations among employees. Dressing formally could cause an employee to fell more focus on work.




Men's Dress Code

- ✓ Wear a neck tie with a long sleeve shirt
- ✓ Button up all the buttons except the collar button. (if not wearing a neck tie)
- ✓ Don't fold the sleeve of your shirt
- ✓ Make sure the colour of your neck tie matches your shirt
- ✓ Choose a good pair of socks that matches your pants
- ✓ Shoes should be shinny and clean
- ✓ Use soft cologne or deodorants
- ✓ Wear a normal watch
- ✓ Wear a normal designed black belt.

Women's Dress Code

- ✓ Know what suits you and don't deviate too far from it
- ✓ Concentrate on quality not quantity when shopping
- ✓ Wear solid or soft colours
- ✓ Be clean and tidy
- ✓ Not too be fashionable.
- ✓ Shoes are everything for women. If poorly made will spoil the look of whatever lady's wear.

Professional Attire for Women



Jewelry:

- Limit jewelry to three pieces
- Earrings (1), watch, ring, necklace, bracelet
- Bracelet/Necklace/Earrings should not jingle
- Remove all piercings (1 set of earrings is acceptable)

Hair:

- Simple, conservative

Suit:

- Fitted: Top and Bottom
- Navy Blue/Black/Gray

Dress Shirt:

- Crispy ironed
- Button-up
- Solid color

Accessories:



- Purse should be moderate size
- Purse should match shoes

Footwear:

- Polished and well-maintained
- Closed-toe preferred
- Hose should be nude or skin-tone

Hygiene:

- Always wear deodorant
- Maintain fresh breath
- Wear light perfume
- Cover tattoos
- Nails should be neatly trimmed/filed
- Nail polish should be clear or a natural tone

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careers@uiu.edu
www.uiu.edu/careers

C. Behaviour

- ✚ Obviously your behaviour will be observed by someone whose opinion can influence your job. Those who observe your behaviour at the office or other functions will remember it when they consider you for other business or social event.
- ✚ Below are a for recommendation of good behaviour.
 - ❖ Always show a positive attitude.
 - ❖ Be on time.
 - ❖ Make sure of taking clear and correct messages.
 - ❖ Praise in public and criticize in private.
 - ❖ Do not invade anyone's space with cell-phone or doing multi tasks while on the phone.
 - ❖ Take time to remember people's names.
 - ❖ Do not use foul languages, slang or bad grammar.
 - ❖ Dress appropriately.
 - ❖ Use good table manners.
 - ❖ Always be accountable – willing to be responsible for both accomplishments and mistakes.

D. Courtesy And Language

Courtesy is the use of polite manners. A courteous person is respectful and considerate of others.

Courtesy is not just limited to words of appreciation; it also encompasses the way in which we communicate with one another which is language.

Courtesy

- Polite and pleasant behaviour that shows respect for other people.
- Courtesy invites us to get over ourselves.
- Kindness is the golden chain by which society is bound together.
- Example Respond to rudeness with kindness.

Language

- Means of communication and learning.
- Without good language we would be unable to express our thoughts and ideas, and we would not be able to learn.
- Language is important because it is what we use to communicate.
- It develops communities and knowledge.



6.2 BODY POSTURE

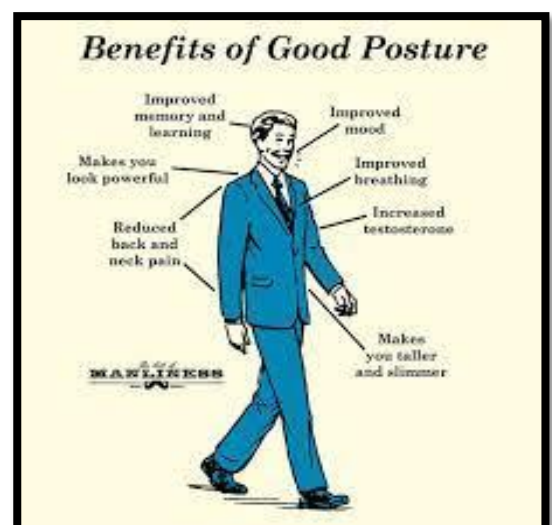
A person is also observed through their physical appearance. People are like to judge a person first by his/her outward appearance.

Posture

- A characteristics manner of bearing the body; carriage to have a good posture; A particular position of the body.

Good Posture

- The position in which you hold your body upright against gravity while standing, sitting or lying down.
- Good posture involves training your body to stand, walk, sit and lie in positions where the least strain is placed on supporting muscles and ligaments during movement or weight-bearing activities.



6.2.1 Show a good body posture

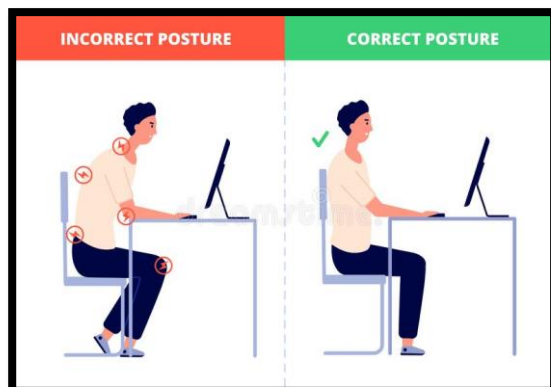
a. Walking

Walking increases the stability of the spine and conditions the muscles that keep the body in the upright position. Here, the walking style shows the good posture.



- Hold your head high
- Look forward not at the ground
- Move your shoulders naturally
- Keep your chin parallel to the ground
- Keep your back straight, not arched forward or backward
- Gently tighten your stomach muscles
- Swing your arms freely with a slight bend in your elbows
- Walk smoothly, rolling your foot from heel to toe

b. Sitting



Sitting keeps bones and joints in the correct position (alignment) so that muscles are being used properly. Helps cut down on the wear and tear of joint surfaces (such as the knee) to help prevent the onset of arthritis. Here, the sitting style shows the good posture.

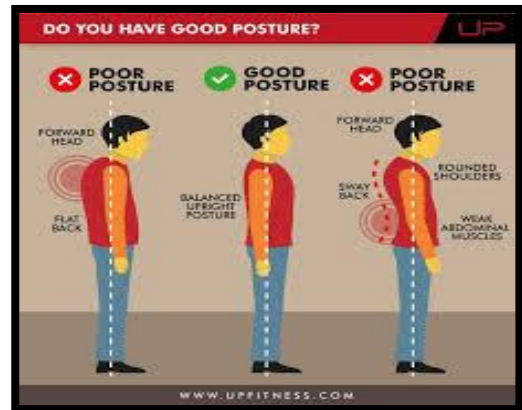
- Viewing distance of computer's screen between 16 -24 inches
- Keep your shoulders be relaxed
- Keep wrists straight and fingers relaxed
- Top of monitor at or slightly below seated eye level
- Keep your arms relaxed at sides with upper and lower arms forming a 90-degree angle.
- Home row of keys should be at or slightly above elbow height
- Mouse should be next to the keyboard at the same height
- Support your lower back
- Thighs parallel to the floor forming a 90-degree angle with lower leg
- Keep your feet flat on the floor.

c. Standing

Standing posture refers to the body's physical positioning when standing. It is how an individual holds his or her body upright. Proper standing posture aligns the body's bones and joints and balances the load of each muscle group in use. Many people are actually unaware that their standing habits can contribute to their back and neck problems.

If you're one of those people, the following "general standing guidelines" should help you out.

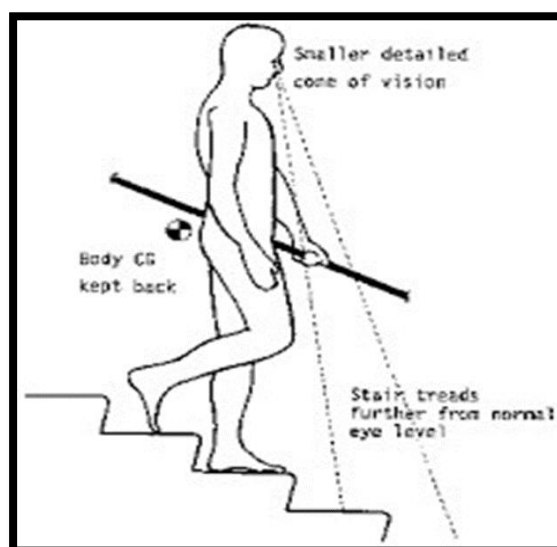
- Chin parallel to floor
- Ear hole lines up with center of shoulder
- Keep shoulder aligns with hips
- Thumbs face forward
- Hips align with ankles
- Weight distributed evenly in both feet



d. Ascending and descending stairs

As routine as climbing and descending stairs may seem, a brief moment of distraction or loss of footing can result in a slip, trip or fall leading to serious injuries. Please follow these tips to reduce the risk of injury on staircases.

- Use right foot and then left foot to climb up the steps
- Place the whole right leg on the step, the lift the left leg
- Don't bend over body too low. Tilt head a little to see what is ahead of you



e. Getting in and out of cars

Most people get into a car by stooping to move sideways through the door.

- Slide in when getting into a car
- Place your bottom first on the car seat
- Then bring in both feet at the same time
- When getting out, bring both legs out, then your body out of the car



6.3 IMAGE BUILDING

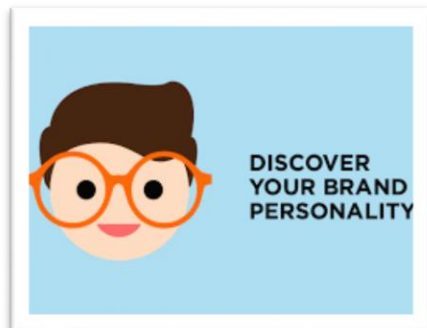


Image-building is a long-term process of influencing the surroundings - creating and influencing personal and media image, to the direction that supports the objectives, visual style and overall brand image of a company, product or personality.

6.3.1 Explain Image Building

Personal image is a complicated mixture of internal and external factors that determine that determine self-image, perceived image and required image.

A general impression that a person gives to the public.

6.3.2 Recognize types of image

Image also like a picture on the inside and outside of human that deliver the skills, competences or values of people.

a. Self-Image

- Self- image is Influenced by past experience and it is reflection of our current level of our self-esteem.
- How you see yourself and how others see you:
attractive, healthy, and hardworking, or slob, rejected and a total failure.



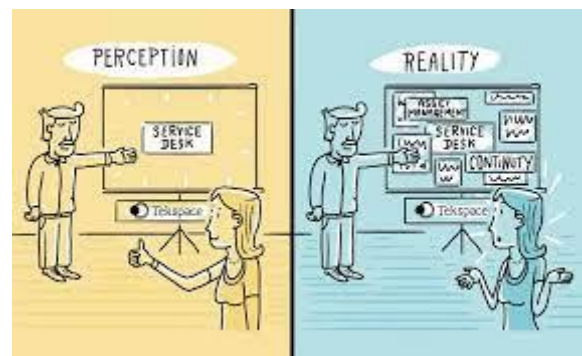
b. Received Image

- Received Image is judgments made by others (heard) before meeting the person.
- It can be long distance reputation.
- Based on their judgment on what they think they know about a profession, a company or department and then extend it to include the individual



c. Perceived Image

- Perceived Image dictated through feedback and how you see yourself and how others see you
- Can be from criticizes or compliments



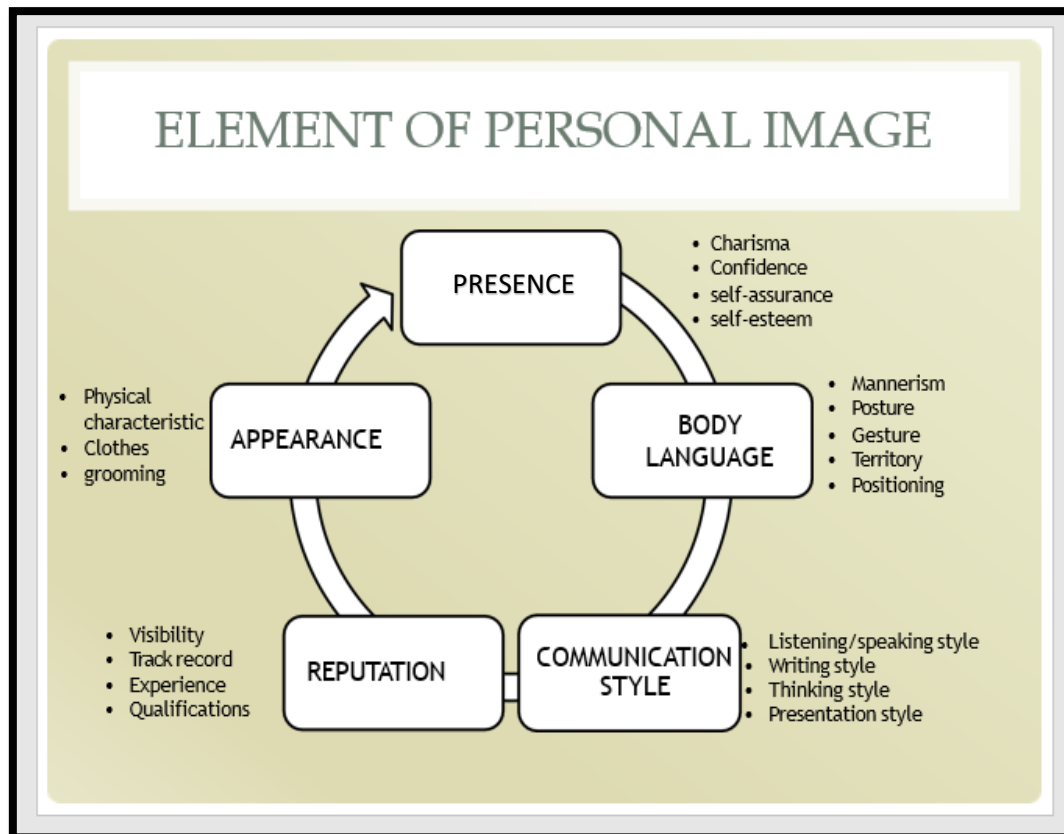
d. Required Image

- Required Image is a need of image for certain jobs.
- The image that is normally dictated by the needs of certain jobs to the people who do them.
- Example: A nurse will dress differently than police.



6.3.3 Elements of personal image

Elements of personal image is refer on how we think about ourselves affects how we feel about ourselves and how we interact with others and the world around us. A positive self-image can boost our physical, mental, social, emotional, and spiritual well-being.



6.3.3 Importance of personal image for career development

The effect of a professional image on your career and your interaction with others can be significant. Your professional image not only affects how others react and interact with you but also affects your self-confidence and performance. There are several importance of personal image for career development which are: -

1. Visual evaluation

Personal image is important for every business professional is because it presents a visual image and sends a message that the employees are professional.

2. Prove that you really care about your look

Negligence seems like you are not respect your colleagues and yourself. You definitely make customers annoy when show up with a dirty tide, nail or anything make you messy.

3. Reflection of motivation and professionalism

Personal image is important to every employee of a company because your "overall look" symbolizes what you are and it is an instant communication of "first impression" to other people.

4. Physical attractive

Good personal image will certainly not guarantee career success but the way you look at work is vital to your position within a company, who is well groomed, can impress upon people.

5. Professional exterior

It is an employee's duty to their employer to demonstrate a calm, positive and professional exterior.

6.3 BASIC SKIN CARE ROUTINE AND MAKE UP STYLE

Skin care is the range of practices that support skin integrity, enhance its appearance and relieve skin conditions. They can include nutrition, avoidance of excessive sun exposure and appropriate use of emollients.

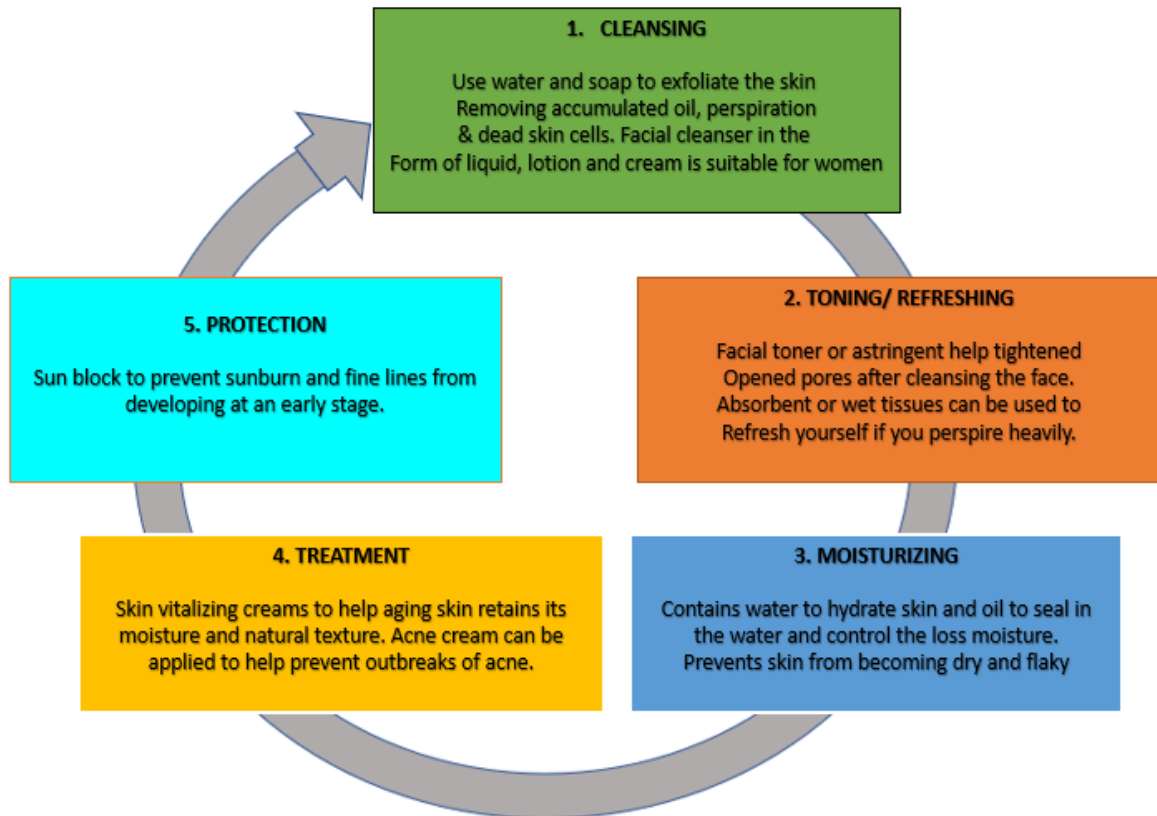
Skin care is a part of the treatment of wound healing, radiation therapy and some medications



6.4.1 Show basic skin care routine

Fancy devices are nice, but you don't need them to take care of your skin. Dermatologists recommend starting with a **cleanser, moisturizer, and sunscreen every** morning. ... "Skin care for most people is basic such as a sunscreen, antioxidant and retinoid are my holy trinity," Campbell said.

BASIC SKINCARE ROUTINE



6.4.2 Show basic make style

Women rate other women who wear makeup as more dominant. This perception that women who wear makeup are more powerful plays a role in why makeup is important to help women have successful careers.

One woman discovered this when she did a social experiment to find out how men react differently toward her depending on her makeup levels.



Make-up tips for women

MAKE-UP BASE

Apply over the entire facial skin evenly. Use neutral (beige) shade liquid foundation for daytime, matching your natural skin tone.

CONCEALER

Apply under the eyes to highlight and conceal dark circles or other skin blemishes

LIP COLOR

The mouth should appear rosy, slight moist and well defined. Define the lips using a lip lining pencil. Choose the colour that harmony with the lipstick colour. It could be darker than the lip colour.

EYE MAKEUP

- Apply eye shadow in 4 areas (below the eyebrows, the middle of upper lid, lower part to the upper lid and the area below the eye)
- Apply liquid or pencil eyeliners after shadow application

EYEBROWS

Light pencilling in feathery hair like strokes to fill in any gaps in the brows are spares or pale, or to extend the outer tip of the brow. Use pencil slightly lighter in colour than the brow itself – medium brown or brown black pencil.

BLUSHES

Use either crème or powder blush to model the face as well as to give the cheeks a slight glow



Grooming tips for men

DEODORANTS

Use antiperspirant deodorant to prevent any unpleasant body odor.

TEETH

Should be clean, white and evenly spaced. Use antibacterial mouthwash after brushing



EYEBROWS

Should have an open pleasing look

FINGERNAILS

Should be clean, cut fairly short and shaped to an oval look.

HAIR

Trim once a week. Use brush to comb. Light non oily hairdressing product can give day-long control

EYES and EYEGASSES

Use eyedrop to clear any redness due to fatigue. Clean the eyeglasses regularly for clear sight and good appearance.

Men's makeup is a niche business that has attracted a few players over the past few decades. The tide is gradually drifting with more companies identifying and designing unique products that cater to the needs of the male community.

With that said, it's safe to say that there are millions of men now adopting the practice of wearing makeup when they go out with more joining every day.

Many benefits come with applying makeup and looking good, one of which is confidence. Confidence plays a significant role in our day to day interactions, especially at work.



BASIC MAKEUP STYLE



*"You can be a woman who wants to look good and still stand up for the equality of women." —
Meghan Markle*

*"Beauty, to me, is about being comfortable in your own skin. That, or a
kick-ass red lipstick." — Gwyneth Paltrow*



Makeup is self-
confidence **applied**
directly to the face.



TUTORIAL EXERCISE 6

ANSWER ALL THE QUESTIONS.

1. Why personal appearance is important in career development.

2. Show a good body posture when walking, sitting, standing and climb a stair.

GOOD BODY POSTURE WHEN WALKING

GOOD BODY POSTURE WHEN SITTING

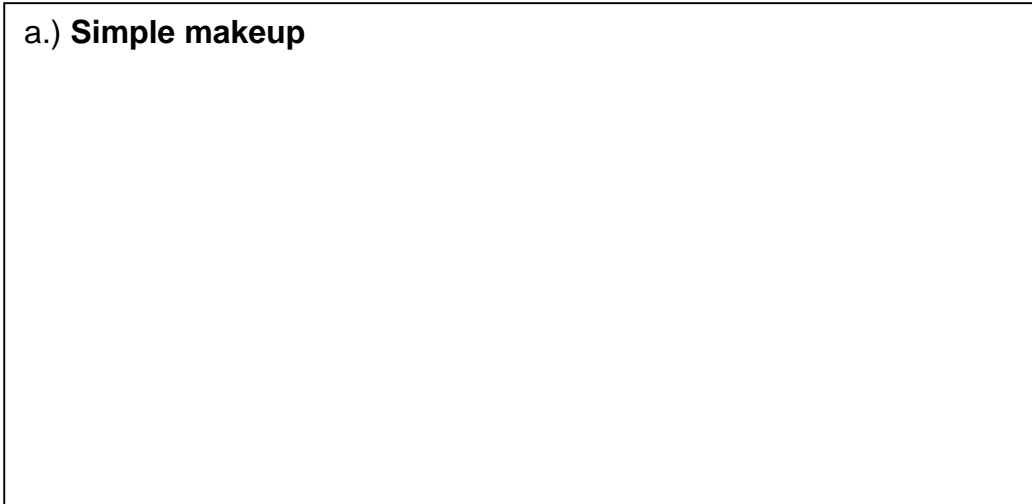
GOOD BODY POSTURE WHEN STANDING

**GOOD BODY POSTURE WHEN CLIMB A
STAIR**

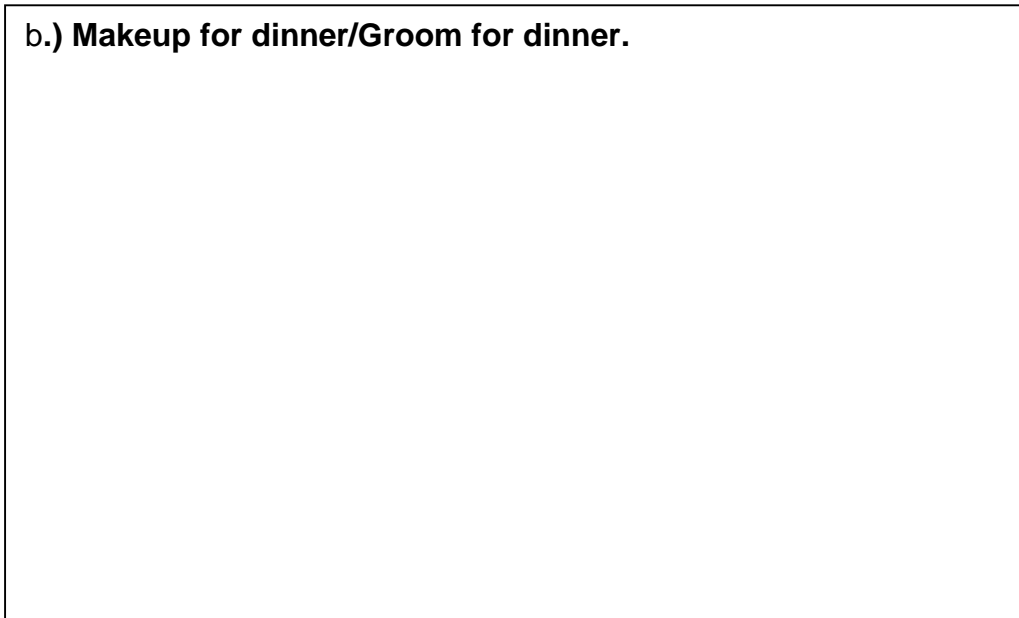
3. Make a short video to show your basic skincare routine and share in YouTube. State your YouTube link

4. Take a picture to show your original face and compare with a makeup face for:

a.) **Simple makeup**



b.) **Makeup for dinner/Groom for dinner.**



CHAPTER 7: SOCIAL ETHIC



CHAPTER 7 focusing wide knowledge on personality and | relation to the protocol event and occasions. Its cover ethics in ~ social ~ skill, business, table manner and social media.

LEARNING OUTCOMES:

At the end of this chapter, students should be able to:

7.1 Explain the definition of etiquette and social ethics

7.1.1 Describe the definition of etiquette and social ethics

7.2 Elaborate Social skills

7.2.1 Recognize the rules of making an introduction

7.2.2 Recognize the principles of introduction

7.2.3 Recognize the order of introduction

7.2.4 Comprehend things to avoid in the introduction

7.2.5 Recognize the etiquette in an introduction

7.3 Explain the office ethics

7.3.1 Display business etiquette

a. Daily greeting to co-worker

b. Helping a new employee

c. As a new comer

d. General principle of etiquette in taking refreshment

e. Office etiquette

7.4 Explain table manner

7.4.1 Display the basic principle of table manner

a. Napkin

b. At the table

c. Tableware / Cutlery

d. While dining

e. Continental style and American style

f. Ethics when using fingers

7.5 Discuss the Social Media Ethics

7.5.1 Recognize basic ethics in social media and security as well, the privacy issues.

TOPIC 7: SOCIAL ETHICS

INTRODUCTION

Social ethics is the systematic reflection on the moral dimensions of social structures, systems, issues, and communities. Social ethics can be thought of as a branch of 'applied ethics,' the application of ethical reasoning to social problems. Social ethics may differ with different societies and cultures and hence what may be considered right and good for one may be perceived differently by another. (Welch, 2012)

7.1 THE DEFINITION OF ETIQUETTE AND SOCIAL ETHICS

Etiquette is a set of practices and forms which are followed in a wide variety of situations many people consider it to be a branch of decorum, or general social behaviour.

In the simple word, etiquette is a conventional but unwritten code of practice followed by members of any of certain professions or groups or the customs or rules governing behaviour regarded as correct or acceptable in social or official life.

Ethics, simple definition of ethics are the rules or standards governing the conduct of a person or the members of a profession or people can say it as a set of principle rules of what is right and wrong or right conducts

The meaning of social ethics is a set of rules or guidelines, based around ethical choices and values that society adheres to. Many of these rules are often unspoken and instead expected to be followed.

On the other hand, a person who does not apply this etiquette is considering breaking the protocol. This gives a very bad impression to a person and apparently is considered as rude and ill-mannered.

7.2 ELABORATE SOCIAL SKILL

Social skills are the skills we use every day to interact and communicate with others. A person has strong social skills if they have the knowledge of how to behave in social situations and understand both written and implied rules when communicating with others.

7.2.1 Rules in Making an Introduction

"What" you say and "how" you say it is the name of the game. Establishing rapport with others begins with an introduction. The way you participate in an introduction sends many messages about you to others. It tells them whether you take the initiative or whether you wait for others to set the tone.

It displays your people skills or lack thereof; it makes others feel at ease or makes them want to clam up or not talk. Here are five key rules to consider when making an introduction:

- a. Stand up-men and women should stand up to meet and greet newcomers. regardless of the gender of the person they are meeting at both business and social events, casual or formal.
- b. Smile
- c. Always shake hands firmly.
- d. Make eye contact.
- e. Repeat the person's name
- f. Respond with confidence.



7.2.2 Principle of Introduction

The following are principle before make an introduction:

- a. Introduce a less important person to a more important
- b. Introduce a man to a woman (same status or rank)
- c. Don't over emphasize about yourself
- d. Introduce a younger person to an older person
- e. Introduce a person of a lower rank to a person of a higher rank.
- f. From the social point of view when introducing, priority is given to royal blood, dignities, leaders of the country and community leaders.
- g. From the business point of view when introducing, rank or power is more important.
- h. Women would usually initiate a handshake. If the lady does not want to shake hands, just nod the head and always place the hands behind.

Some examples of introduction are like "may I introduce you to?", "I would like you to meet.", "Miss/Mr./Mrs., this is." and so on.

7.2.3 The order of Introduction

- a. First, state the name of the person being introduced to. This is the 'higher-ranking' person

- b. Second, say "I would like to introduce" or, "please meet" "this is," etc
- c. Third, state the name of the person being introduced. This is the lower ranking' person.
- d. Finally, offer some details about each, as appropriate. Add a snippet of information about a topic of common interest between the two parties. Do not elaborate. This will help them connect and pursue a conversation.

HIGHER RANKING PERSON	LOWER RANKING PERSON	INTRODUCE LOWER-RANKING PERSON TO HIGHER-RANKING PERSON
An older person	A younger person	"Grandma, this is my neighbour, John"
A senior professional	A junior professional	"Mrs. President, this is Mr. Analyst"
A customer	A team of employees	"Mr. Customer, this is my sales team"
A guest	A host	"Ms. New Yorker, this is my daughter, Sarah"
A guest from out-of-town	A local guest	"Mr. Australian, this is my neighbour Janet"
Peer from another company	Peer from your company	"Mr. IBMer, this is Ms. Edwards"

7.2.4 Things to avoid in an introduction.

Getting to know someone is a beautiful moment but, sometimes we do things that not proper during an introduction. However, we do not rely that its might be we think it as appropriate and acceptable by others but the point is does not. Here are some recommendation things that you should avoid in an introduction:

- a. Ask about place of origin/district/religion/race
- b. Ask about origin and job status
- c. Talk rudely
- d. Raise your voice
- e. To leer and turn the gaze away from the person
- f. Looking with disrespect at the person being introduced
- g. Cynical smile

7.2.5 Etiquette in Introduction.

The purpose of introducing people is to give them an opportunity to know each other. Beyond just stating names of the two parties, the person making the introduction is often obligated to establish an acquaintance and help the two

parties initiate a conversation. The following are guidelines etiquette in introduction:

- a. Introduce yourself first If meeting for the first time.
- b. If meeting for the first time, say the name clearly.
- c. Avoid too much hand movement when making introduction
- d. Talk softly yet clearly
- e. When introducing, look at the eyes of the person being introduced
- f. Smile when being introduced and wish the other person well as you shake hands or just nod the head if a handshake is not appropriate.

7.3 ILLUSTRATE OFFICE ETHICS

Office ethics can refer to a set of codes and values, and rules that derive from them, that help to determine right choices and behaviour in the office setting. These may be different depending on each office and are most based on the core values the office wants to express and wants employees to follow.

7.3.1 Display Business Ethics

Business etiquette is made up of significantly more important things than knowing which fork to use at lunch with a client. The following are guidelines and tips that we've found helpful for dealing with people in general, in work environments, and in social situations:

a. Daily greetings to co-workers

The courtesy of saying "Good Morning" or "Good Night" to someone in universally acceptable in business. Naturally, if someone greets you first in the morning, it is only proper to return the greeting pleasantly.

b. Helping a new employee

Giving a new employee a helping hand with his or her work also assures that the employee will become productive more rapidly. It encourages the new employee to appreciate your company and want to stay with it. Other than that, helping new employees by showing them surrounding of the office.

By showing that, they became familiar with the organization. Larger companies and many smaller ones have an orientation program for new employees but this program does not take the place of personal friendliness and assistance from a co-worker.

c. As a newcomer

A newcomer should observe certain rules of etiquette. If you are the newcomer, here are a few suggestions should NOT follow:

i. Show-offs

It is rude and useless to try your old times by telling them how much better your old company handled matters or to point out mistakes you see them making. Once you have established a working relationship with the other workers and with the manager, your suggestions stand a much better chance of being accepted instead of resented.

ii. Too friendly too soon

Use some restraint in your first few days on a new job. Give those already on the job a chance to make the friendly advances. You not only avoid giving the impression that you are forward, but also avoid forming alliances that you may later regret

iii. When you are invited to lunch

On your first day, a few persons may ask you to have lunch with them. Generally, you are expected to pay for your own lunch, even if your immediate superior is in the group. If your immediate superior invites you to have lunch with him or her alone, generally the superior pays for your lunch.

iv. Use of First Names in the office

Most modern offices are informal, and the use of first names among fellow employees is the usual practice. Even in such offices, there are situations where it is improper not to use a title (Mr., Mrs., Miss., Ms.) and the last name. The basic and most important rule is simple: you may follow the practice that has been establish in your particular office.

v. Addressing your supervisor.

You should never address your immediate supervisor by the first name unless the superior has informed you specifically that it is all right to do so. Even then, you should use a title in the presence visitors.

vi. Addressing older men and women

It is not unusual for an older employee to prefer to be addressed by title by younger co-workers. Even if others in the office refer to an older employee by first name, it is best to wait before you take the same permission if you are new in the office.

d. General principles of etiquette in taking refreshments

When there is a refreshments there is usually coffee or tea and a few light snacks served. There are a few cautions are in order to be follow while taking refreshments.

- i. Be neat Coffee crumbs, coffee strains, cluttered ashtrays, cigarette and unwashed coffee cups are unsightly.
- ii. Observe common table manners when eating and drinking at your desk.
- iii. Don't let your refreshment interfere with business. The excuse for a cup of coffee is that it increases efficiency, but the practice of taking refreshments at work can be harmful to business if not used with discretion. If a co-worker, a business caller, or an executive comes to your desk while you having your coffee, you should give your full attention to the caller, and you should never keep visitor waiting while you finish eating or drinking.
- iv. Don't stretch your pause for refreshment with a second cup of coffee, extra helping of food, or even chewing gum.
- v. Do not pause while you are drinking coffee to attend to personal grooming at your desk unless you are clearly alone. Application of makeup. combing of hair, filing of nails and so on are most properly attended to in the restroom.
- vi. Follow the practice in your office regarding the purchase of coffee. Often co-workers take turns in going out to get coffee for everyone on in making coffee in the office. If there is no office coffee fund, employees should pay for their own cup of coffee or take turns purchasing coffee for the office coffee machines. It is perfectly proper to ask for payment from anyone who fails to pay you in advance or fails to reimburse you.

e. Other office etiquette

To keep the peace and harmony in your office, here are a few other etiquette rules to follow:

i. Safety in the parking lot

Many employees tend to forget their manners as well as their own safety and that of others, in wild dash to get to work on time or to be the first one out of the parking lot. If you calmly continue working for five to ten minutes after quitting time, you will find that you get out of the parking lot easily and just as soon as if you had rushed to join the car jam.

ii. Etiquette in office lines.

Rules of etiquette must be followed in getting on and off elevators, lining up in the cafeteria or lunchroom, waiting for the drinking fountain: punching the time clock, morning and afternoon; and so, on the same rule applies to all: take your place in line and wait patiently for your turn.

Time clocks create a double problem. Latecomers must rush down the hall, without regard for their own safety or that of others, to punch the clock just before it changes from 9:00 to 9:01. If the afternoons, the rush for first place in the line to punch out is not only a breach of etiquette but is a violation of company rules.

iii. How to deal with office politics?

Some variety of politics is in almost every office. Many people suffer due to office politics. After realizing the depth of the problem; you must be wondering How to deal with office problem? Thankfully there is a solution to the problem:

- Learn about your office and observe the real motto of the company
- Don't believe someone blindly
- Make independent decisions without getting influenced by other.
- Use your word carefully while having a conversation.
- keep your document complete
- Learn from your mistake and criticism
- Acquire more skills
- Be sincere, punctual
- Be badass evil when necessary
- Be happy, it drives people crazy.

v. What to do with gossip?

The intent of your employees isn't always to stir up trouble. But chatter does have a habit of invading other employees' privacy. For example, you hear on the grapevine news about the business's future or if someone is getting fired. There a few things to do with gossip in workplace:

- Keep your personal and professional lives separate.
- Don't take work gossip personally.
- Assess the context.
- Keep yourself busy, focus on work.
- Avoid joining in!



7.4 THE TABLE MANNERS

Basic table manner are the rules used while eating. Good basic table manners are important because they ensure that both guests and hosts are comfortable at the table. Using table manners shows the people that you are eating with that you are polite. It also demonstrates that you respect the people who prepared the meal and will clean up afterward.

7.4.1 Basic principles of table manners.

Table manners have evolved over centuries to make the practice of eating with others pleasant and sociable. There is a few basic principle of table manners that need to be highlighted:

a. Napkin.

- Slowly and gracefully unfold your napkin and put it on your lap once you are seated
- Wipe your mouth with the napkin before taking a drink if you eat oily food.
- Use your napkin to cover your mouth for some specific purpose
- Put your napkin on the chair if you are leaving the table for a short while
- Put your napkin on the table if you have finished eating.
- Never pick up your napkin or cutlery if you accidentally dropped them. Ask for a clean one from the waiter.

b. At the table.

- Sit it up straight, elbows off the table, hands on your lap.
- Never do your grooming/smoking/making phone calls at the table.
- Never put your personal belongings on the table,
- Never pick your teeth or belch at the table. If it happens, say a quiet "pardon me" to no one in particular
- Never pick things on the table as souvenirs
- If you are leaving the table, push your backward gently and get out on your right.
- Leave the table only after the VIPs or the Guest of Honour has left.

c. Table ware/cutlery.

- Follow the rule "out-side in" when using the utensils
- Never wipe your cutlery with the napkin provided. If it is obviously soiled, do not discreetly.
- Never put your cutlery partly on the table and party of the plate
- Never waive your cutlery on the air while talking to emphasize a point
- Never use your side plate as a "dumping ground"
- Place your cutlery in a "resting" position if you have not finished eating
- Place your cutlery side-by-side if you have finished eating


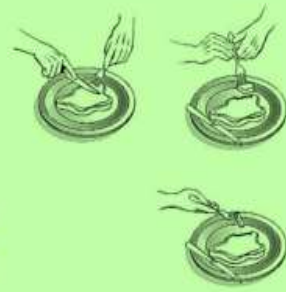
d. While dining

- Chew and swallow your food slowly. Eat your food at a gentle pace. Enjoy and relax.
- If you accidentally fed yourself with a very hot food, do not spit. Instead, quickly drink some cold water.
- Just say "thank you" if you do not want to be served with certain food. You do not need to explain why to the host. Lean forward slightly as you.
- Never lower your head to reach for the food to bring it to your mouth.
- Never wash down mouthfuls of food with water.

e. Continental style and American style.

When it comes to dining in North America, there are two styles of eating: American and Continental. Both styles of dining are correct. The trick is to be comfortable with your choice.

- The different styles of continental and American style are as below.

CONTINENTAL STYLE	AMERICAN STYLE
<ul style="list-style-type: none">• Cut your food• Do not switch hands• Continue to hold both utensils while taking a bite with the tines of the fork down• Use your knife as a tool to position food on your fork	<ul style="list-style-type: none">• Cut your food• Place your knife down (blade facing toward you)• Switch your fork to the other hand• Eat with the tines facing up
	

- There are two steps in Continental dining rather than the four-step used in American dining.

The Two Steps of Continental Dining

Step 1
→ With fork in your left hand and knife in your right hand, cut your food.

Step 2
→ Keeping your fork in your left hand, bring it to your mouth and take a bite.



The Four Steps of American Dining

Step 1:

→With fork in your left hand and knife in your right hand, cut your food.



Step 2:

→Keeping your fork in place, lay the knife at the top of the plate.
(Make sure the blade is facing you.
It is an affront to other diners to point Your blade at them.)



Step 3

→Now that your right hand is free, Use it to take hold of the fork.



Step 4

Bring the fork to your mouth and take a bite.



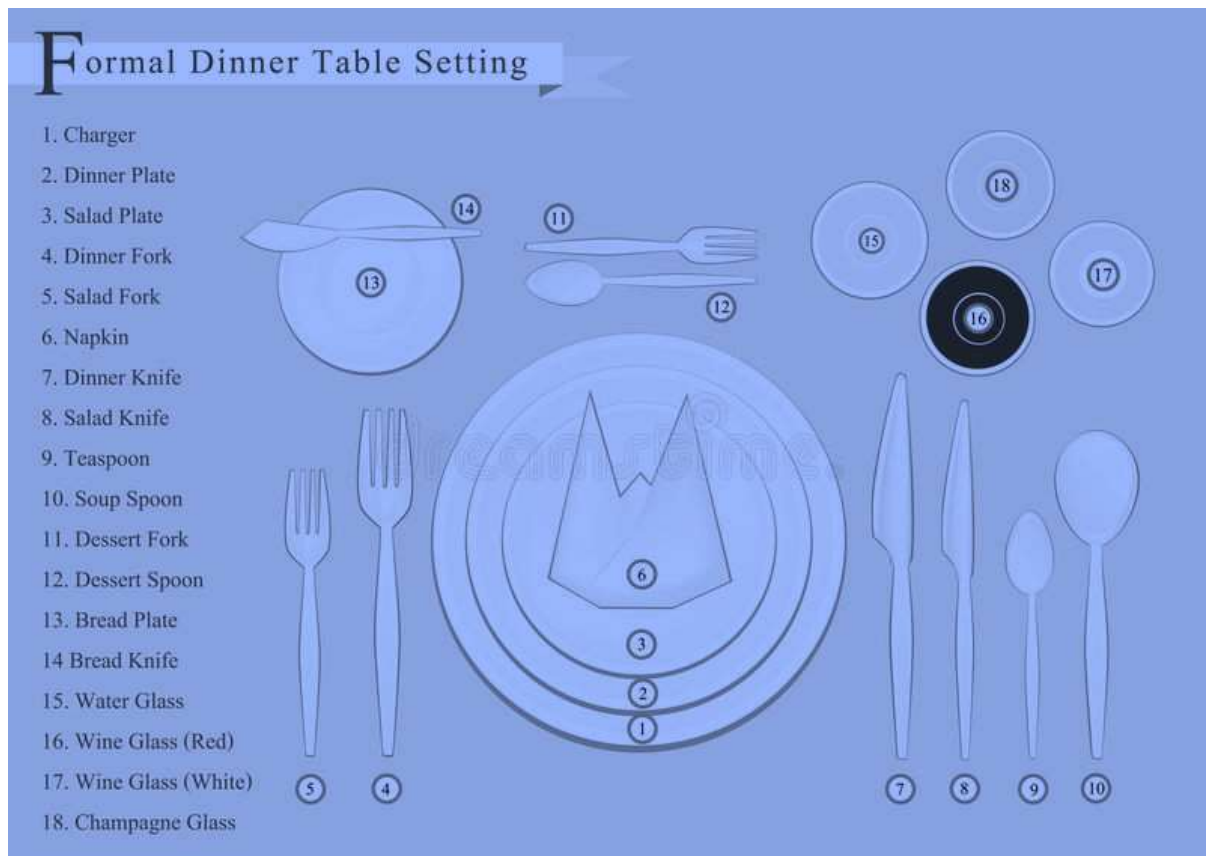
f. Ethics when using fingers

Eating with your hands is the norm in some countries of Southeast Asia like Malaysia, Indonesia, Sri Lanka and India. It might seem strange for westerners who are used to using utensils. In general, it's best to not use your fingers and to stick with the knife and fork in a formal occasion. In Malaysia, Malays and Indian traditionally use fingers to eat. The following are the guidelines when using your fingers to eat: (Velarde, 2017)

- Wash your fingers before eating even if they appear clean
- Use your right-hand fingers to eat.
- Use your left-hand fingers to scoop food in order not to soil the serving spoons
- Use your left-hand fingers to lift your glass and use the back of your right-hand palm to support the glass, if you need to drink while eating.
- Use your left hand to pass dishes around while eating
- Wash your finger and wipe with the napkin provided after eating

7.4.2 Proper Table Setting

Planning a dinner and need a reminder of how to set a proper table setting and where the cutlery should be placed around the tableware? Our lives are pretty hectic, and since 'tv' dinners have become the norm for some of us, it's easy to forget how to set a table and the proper table setting of tableware and cutlery. So, here's a quick refresher to help you learn how to set a table for that 'perfect' dinner setting



Formal Dinner Business Dinner of Formal Dinner Table Setting Preparing for special Occasions.

7.4.2.1 Basic principle on how to hold the cutlery

Cutlery refers to tools used for preparing, serving and eating food. The most common types of cutlery are knives, spoons and forks. The following are the basic principle on how to hold cutlery.

a. Fork

- Fork is always held on the left hand
- When only fork is used, tines of the fork must point to the food in a horizontal manner.
- Hold end tip with your thumb at the top and middle finger at the bottom, supported by the ring and little fingers.
- When you use fork alone, tines of fork should face upward

b. Knife and spoon

- Knife and spoon are always held with the right hand.
- End tip of the knife should be inside the palm, thumb at the left side and first finger on the top with the rest of the fingers supporting the bottom of the knife
- If you are holding a spoon only, hold it just like holding a fork without knife
- Fork, knife and spoon should be placed side by side towards the right side of the plate and the tines facing upward once you have finished your meal.

c. How to refuse certain drinks or a refill of water

- Just cover the mouth of the glass with your hands. Do not overturn the glass. Water will always be filled whenever it decreases or is empty.
- The meal will usually be served from the left and used plate will be removed.

7.4.2.2. The Menu

There are six types of menus most commonly used to serve.

a. Static menu

A static menu is one that offers the same dishes every day. These menus are used in restaurants and other establishments where the clientele changes daily or where there are enough items listed on the menu to offer sufficient variety.

b. Cycle menu

A cycle menu is one that changes every day for a certain period, after this period the daily menus are repeated in the same order. For example, a 7-day cycle menu will have a different menu every day for a week and this will be repeated each week. This kind of menu is used in such operations as schools and hospitals, where the number of choices is limited. The cycle menu is a way of offering variety.

c. A la Carte

An a la carte menu is one in which each individual item is listed separately, with its own price. The customers make selections from the various courses and side dishes to make up meal. The term a la carte is used to refer to cooking to order, as opposed to cooking ahead in large batches.

d. Table d'Hote

Table d'Hote (pronounced table dote) originally meant a fixed menu with no choices, like a meal you would be served if you were invited to someone's home for dinner. The meaning of table d'hote is a menu that offers a multi-course meal with multiple options for each course at a fixed total price. Table d'hote translates as "table of the host." The host, the chef or restaurant, is offering a specific meal. Since the dishes are already fixed and known then it can be cooked ready at the set time.

e. Buffet

The buffet meal is a labor saver in that it allows you to serve many people with a minimum amount of serving tables. In this atmosphere, diners will enjoy moving around to visit and serve themselves. Buffets are appropriate at any time of day and need not be only for informal occasions. They can be very elaborate for weddings or receptions.

f. High Tea

High tea is a substantial meal that combines delicious sweet foods, such as tea breaks with tempting savouries, such as cheese on toast. High tea provides the opportunity for serving tempting savouries, such as chess on toast, toast crumpets, cold meats and pickles or poached eggs on toast followed by afternoon tea favourites such as scones, cakes, buns or tea breads. Tea is the essential beverage. Having high tea with a client is preferred to the more traditional night out and offers a much better atmosphere for discussing business.

7.4.2.3 Buffet Style Dining

Buffet functions are held not only to enjoy the food but also to get to know each other. This type of function enables many people to attend. Most semi-official and unofficial functions would choose the buffet style. The main dishes will be placed on the main table and the dessert and dishes will be placed on a separate table.

Procedures of Having a Buffet Style Function

- a) Preparation for a suitable place.
- b) Main dishes are placed on the main table and the dessert and drinks on a separate table.
- c) Tables and dishes appropriately arranged
- d) Sufficient amount of food will be provided for all attending.
- e). Dinner plate and napkins are placed at the end of the table before arranging the dishes.

- f) Arrange enough plate, serving spoons tablespoons and forks for everyone attending. Choose menu that are appropriate
- g) Suitable for informal function, day or night

Ethics in Attending Buffet Function

- a) Wait for the host to initiate the guests to eat
- b) Ladies first
- c) Queue-up and avoid cutting the queue to take your favourite food
- d) If there is a guest of honour, let him or her take the food first
- e) When taking food be moderate. You may come back for second or third helpings of you want.
- f) When taking food, do not linger too long in the line, especially if the is long
- g) Do not take food with your fork and spoon; use the serving spoon or fork
- h) Make sure the entire guest has taken their food before you go for second helping

7.4.2.3 Barbecue

Barbecue can be defining as to roast or broil (food, such as meat) on a rack or revolving spit over or before a source of heat. Managing a barbecue function is a little different from a buffet function. Here are some guidelines to following when managing a barbecue:

- a) Limited numbers of guests only can be invited to a barbecue function considering the time needed to grill the food
- b) Side dishes and drinks only will be ready and the main menu will be cooked when the functions starts.
- c) Priority in knowing each other rather than the food served
- d) Usually held outside the building where there is better air circulation
- e) The grill is usually placed in a corner so the smoke will not disturb the guests.
- f) In order to avoid guests having to wait too long f the food to be cooked or grilled, usually the hod would grill (half cook) the food beforehand.
- g) The host may grill the food if the invited guests are limited.
- h) Invited guests may grill their own food if there is plenty of time or if there is not any time limit.
- i) Suitable for informal functions especially at night.

7.4.2.4 Cocktail

Cocktail parties are usually held in the evening about 5.00-7.00 pm. This type of party is held usually to widen business relationship and network or to introduce somebody important. Foods that are usually served in this function are light snacks such as peanuts, chip or other simple snacks. The attire for this function is usually office attire. Guest are encouraged to talk and get to know each other at a cocktail party.

7.5 SOCIAL MEDIA ETHICS

As an effort to reduce the problem in using social media, ethical conduct is needed to prevent from mutually insult or accuse others for no apparent reason. As a matter of fact, these matters will lead the users into law for being careless in spreading information on the internet. In social media, the right ethic equals the right perspective and the right thinking on how to leverage social media appropriately and how to engage people in the right manner.

7.5.1 Recognize basic ethics, security and privacy issues in social media.

Social media is communication through websites and other online platforms (e.g. Facebook, Twitter, Instagram, WhatsApp, Snapchat, Pinterest, YouTube, and LinkedIn) that are used by large groups of people to share information, develop social and professional contacts, and promote business.

Under some circumstances, the inappropriate use of social media may lead to ethical violations under the Code. Examples of this include

- (a) posting distinctive personal information about your clients or research subjects that breaches confidentiality and
- (b) misrepresenting to the public the services you provide, the products you sell, or your level of expertise.

In Malaysia, sharing of offensive and menacing content is an offence under Section 233 of the Communications and Multimedia Act (CMA) 1998 can be maximum fine of RM50,000 or a jail term not exceeding one year or both.

7.5.2 Main Principles of Social Media Ethics and Etiquette

a. Authenticity

People will respond positively if you are sincere. You should always communicate in an honest and open manner. If you show others who you are and what you stand for truthfully, people will respect you and become fond of you. You will establish rapport. Truth is an ethical value that other people respect. They, in turn, will want to be truthful with you also. (Sherwani, 2020)

b. Transparency

Having hidden agendas will only count against you. Transparency is essential in business and in life. Ethically speaking, you should always share information that you feel will help others. It is a demonstration of good etiquette if you tell the truth, even if and when it is difficult

c. Communication

Getting to know people as people and letting them get to know you. Valuable and mutual conversations get you noticed by other people. Even though your ultimate goal is to sell your products and/or services, you should never just promote your business, give your readers a hard sell or advertise blatantly. Social media is not the appropriate venue for this.

It is totally ethical to use social media sites to spread your message, a message that you believe other people will be interested in and will fulfil some need of theirs; however, you need to be very careful about your approach. Your main objective is to drive more traffic to your business through your website and blog.

7.5.3 Social Media Privacy, Security Issues and Risk Management.

a. For Business

SOCIAL MEDIA PRIVACY & SECURITY ISSUES	RISK MANAGEMENT & PREVENTION
1. Fake request spam profile	Identify theft or data leakage
2. Phishing	Using Two-Factor Authentication
3. Brand Impersonation	A proper setting of your social media
4. Ransomware	Perform frequent audits Data backup Prohibit social media Employer awareness

b. For Individual

SOCIAL MEDIA PRIVACY & SECURITY ISSUES	RISK MANAGEMENT
1. Risk and dangers in social sharing	Put strong password
2. Unattended or idle accounts	Don't accept requests from unknown profiles
3. Common human errors	Damage control
4. Using unsecured devices	Invest in security software

c. For Youth

SOCIAL MEDIA PRIVACY & SECURITY ISSUES	RISK MANAGEMENT & PREVENTION
1. Profile hacking	Think twice before clicking and links
2. Fake apps and malicious links	Identifying fake apps before installation
3. Fake offers and schemes	Think before you share
4. Login to social media channels through other network	Get accustomed to your network
5. Fake gaming software and apps	Avoid participating in surveys or questionnaire. Protect your location privacy.

d. Health Risk of Social Media for Individual & Youth

SOCIAL MEDIA PRIVACY & SECURITY ISSUES	RISK MANAGEMENT & PREVENTION
1. Diabetes & heart disease	Think twice before clicking and links
2. Boost anti-social behaviour: Make you addicted Losing self-control Eating and sleep disorder Depression and mental disturbance	Stick to time plan Keep mindful approach Limit Yourself Turn off notifications Make It A Treat

7.5.3 Things to do and don't for social networking

Do's	Don'ts
<ul style="list-style-type: none"> • Use privacy setting to safeguard information and content. • Maintain appropriate professional boundaries • Create and maintain separate personal and professional online identities • Bring unprofessional content to the attention of colleague or appropriate authorities. • Be aware of effect on reputation with patients and colleagues and the impact on the profession. 	<ul style="list-style-type: none"> • Do not post identifiable patient information online. • Do not present yourself as an official representative of or spokesperson for a place of employment. • Do not display vulgar language • Do not display language, photographs, or video that imply disrespect for any individual or group because of age, race, gender, ethnicity or sexual orientation. • Be cautious about presentation of content that may reasonably be interpreted as condoning irresponsible use of alcohol/ substance abuse. • Do not post potentially inflammatory or unflattering material on another individual's website for example wall on Facebook.



TUTORIAL EXERCISE 7

ANSWER ALL THE QUESTIONS.

1. Why is social ethics important?

2. What are examples of social ethics?

3. Write a correct introduction based on the principle of etiquette for making introduction.

Higher ranking person	Lower Ranking Person	Introduction:
Grandfather	Your friends	
Senior officer	Clerk	
New neighbour	Your cousin	

4. There are questions about table manner. You are required to identified True/T or False/F for the statement given by circle the correct answer

Statement	Answer
1. If your place setting includes only one knife, which you use to cut your salad, you should place it on the tablecloth to use with your entrée.	T/F
2. A place plate or charger is used to protect the tablecloth from food droppings.	T/F
3. At a formal event if you are served French fries as your side dish, you should use your fork and knife to eat them.	T/F
4. Both hands should be used to squeeze a lemon into your tea.	T/F
5. Sugar packages should be placed on the table or under your bread plate.	T/F
6. You should excuse yourself from the table to remove a bone from your mouth.	T/F
7. You should discreetly tell others if they have food between their teeth.	T/F
8. If you have a piece of food stuck between your teeth, you should request a tooth pick from the server.	T/F
9. It is acceptable to burp or sneeze at the table, as long as you cover your mouth.	T/F
10. When finished eating, it is fine to excuse yourself from the table.	T/F
11. You should alert your host/hostess as soon as you arrive at the party to any food allergies you may have.	T/F
12. If you find a fly or hair in your food, you should immediately tell your server and request a new meal	T/F
13. If you are unhappy with your server, you should tell them right away so they can fix the problem.	T/F
14. If you drop your fork under the table, you should retrieve it discreetly.	T/F
15. You should point out breaches of etiquette by others for the good of everyone.	T/F
16. It is acceptable to rearrange place cards if you are not sitting with your friends.	T/F

5. Write down three online platforms that you always use and why you like browsing those platforms.

Online platforms	Why you like those online platforms
1.	
2.	
3.	

SAMPLE FINAL EXAMINATION QUESTIONS



This section contains **TWO** sample set final exam questions for personality development courses.

SAMPEL SET 1

The question contains 20 objective question and 3 subjective questions. You are advised to answer this question in two hours per set. Good luck.

SAMPEL SET 2

The question contains 25 objective question and 3 subjective questions. You are advised to answer this question in two hours per set. Good luck.

SAMPEL SET 1

SECTION A : 25 MARKS

BAHAGIAN A : 25 MARKAH

INSTRUCTION:

This section consists of **TWENTY (20)** objective questions. Mark your answers in the OMR form provided.

ARAHAN :

*Bahagian ini mengandungi **DUA PULUH (20)** soalan objektif. Tandakan jawapan anda di dalam borang OMR yang disediakan.*

1. Personality is greatly influence by physical system and psychological system. This definition is given by_____.
Personaliti sangat dipengaruhi oleh sistem fizikal dan sistem psikologi. Definisi ini dinyatakan oleh_____.
 - A. Mishel /Mishel
 - B. Prince/ Prince
 - C. Krech and Associate/ Krech and AssociatE
 - D. Allport /Allport
2. Which characteristic below is **NOT** classify under genetic factors that influence personality?
*Yang manakah ciri di bawah **TIDAK** diklasifikasi sebagai faktor genetik yang mempengaruhi personaliti.?*
 - A. Illness./Penyakit.
 - B. Temper./Pemarah.
 - C. Status./Status.
 - D. Physical size./Saiz fizikal.
3. The children have a good relationship among family members. This explanation of child upbringing is refer to:
Kanak-kanak ini mempunyai hubungan yang baik dikalangan ahli keluarganya. Penerangan ini merujuk kepada cara pembesaran dalam:
 - A. Autocratic
Autokratik
 - B. Democratic
Demokrasi
 - C. Laissez faire
Laissez faire
 - D. Socratic
Socratic

4. Two major factors that influence the development of personality are:
Dua faktor utama yang mempengaruhi pembentukan personaliti adalah:
- A. Environment and genetic
Persekitaran dan keturunan
 - B. Genetic and diet
Keturunan dan pemakanan
 - C. School and family
Sekolah dan keluarga
 - D. Culture and society
Budaya dan masyarakat
5. Which of the following statement is **NOT** refer to sitting style?
*Antara berikut yang manakah **BUKAN** menerangkan tentang gaya duduk?*
- A. Head is held high and over your sholder
Tegakkan kepala di atas bahu anda
 - B. Chin parelled to the floor
Dagu selari dengan lantai
 - C. Sit well over your hips
Duduk dengan baik di atas punggung anda
 - D. Make sure your toes are upright
Pastikan jari kaki anda tegak
6. Which of the following statement is **TRUE** about Men Dress Code?
*Kenyataan yang manakah **BENAR** tentang Etika Berpakaian Lelaki?*
- A. wear a neck tie with a short sleeve shirt
pakai tali leher dengan kemeja tangan pendek.
 - B. do not fold the sleeve of your shirt
jangan lipat bahu lengan baju anda
 - C. wear a big buckle belt for formal occasion
pakai tali pinggang yang berkepala besar untuk majlis formal.
 - D. wear unique designed watches.
pakai jam yang direka unik
7. Which of the following is **NOT** an example of good behavior?
*Antara berikut yang manakah **BUKAN** contoh tingkah laku yang baik?*
- A. be on time and dress appropriately
menepati masa dan pakai pakaian yang sesuai
 - B. take time to remember people's name
ambil masa untuk mengingati nama orang
 - C. use good table manners.
menggunakan tatacara meja yang baik
 - D. praise in private and criticize in public.
pujian secara peribadi dan kritik di khalayak ramai.

8. The image that is dictated through the feedback on how you see yourself and how other see you. Which types of image is referred?
Imej yang ditentukan melalui maklum balas mengenai bagaimana anda melihat diri anda dan bagaimana orang lain melihat anda. Yang manakah jenis imej yang dirujuk?
- A. Self-image
Imej diri
 - B. Received image
Penerima imej
 - C. Perceived image
Imej yang dirasakan
 - D. Required image
Imej yang diperlukan
9. Mentally healthy persons are persons who are in the process of realizing their potential. This statement refers to_____
Individu berminda sihat adalah individu yang berada dalam proses merealisasikan potensi mereka . Pernyataan ini merujuk kepada_____.
- A. Resilience/ *Ketahanan*
 - B. Balance/ *Seimbang*
 - C. Flexibility/ *Fleksibiliti*
 - D. Self-Actualization/ *Aktualisasi sendiri*
10. Which emotion below **NOT** show the healthy mind through emotion?
*Emosi yang mana di bawah **TIDAK** menunjukkan minda yang sihat melalui emosi?*
- A. Let go of positive judgement
Biarkan keputusan positif
 - B. Accept yourself
Terima diri anda
 - C. Think positive
Berfikiran positif
 - D. Develop your potential
Bangunkan potensi anda.
11. _____is the process in which one users reasoning consistently to come for the conclusion.
 _____ adalah proses di mana seseorang pengguna membuat kesimpulan secara konsisten
- A. Positive thinking /Pemikiran positif
 - B. Negative thinking /Pemikiran negatif
 - C. Critical thinking/ *Pemikiran kritikal*
 - D. Logical thinking/Pemikiran logic

12. The following are examples of development of positive attitude **EXCEPT**
*Antara berikut adalah contoh pembangunan sikap yang positif **KECUALI***
- A. Developing sense of humour
Membina sikap humor
 - B. Involve yourself in complication
Melibatkan diri dalam komplikasi
 - C. Clarifying the mission
Menjelaskan misi
 - D. Giving positive attitude to others
Memberi sikap positif kepada orang lain
13. Which of following is **NOT** included as a components of attitude.
*Antara berikut yang manakah **BUKAN** komponen dalam sikap.*
- A. emotional
emosi
 - B. behavioural
tingkahlaku
 - C. information
maklumat
 - D. psychomotor
psikomotor
14. Two or more people work together to do something. It same with teamwork.
Which of the following habit of highly effective people refers to the above statement.?
- Dua orang atau lebih berkerjasama untuk melakukan sesuatu tugas. Ia sama seperti kerja berpasukan.*
Yang manakah berikut merupakan tabiat orang yang cemerlang berdasarkan kenyataan di atas?
- A. Be proactive
Menjadi proaktif
 - B. Put first things first
Meletakkan perkara utama terlebih dahulu
 - C. Synergize
Sinergi
 - D. Think win-win situation
Fikirkan situasi menang-menang

15. One disadvantage of action technique to overcome stress is _____.
Salah satu kelemahan teknik tindakan dalam mengatasi stress ialah_____.
- A sense of control
rasa terkawal
 - B futile quest for change
usaha sia-sia untuk berubah
 - C effective use of time
penggunaan masa yang berkesan
 - D applicable at work and home
boleh diaplikasikan di tempat kerja dan rumah
16. Which of the statement below is **NOT TRUE** about stress?
*Kenyataan yang manakah **TIDAK BENAR** tentang tekanan?*
- A good stress can make a person feel both nervous and excited at the same time
tekanan yang baik membuatkan seseorang berasa gementar dan bersemangat pada masa yang sama
 - B bad stress can cause a person to feel angry, afraid or sad
tekanan yang tidak baik menyebabkan seseorang berasa marah, takut atau sedih
 - C everyone has the same level of stress
setiap orang mempunyai tahap tekanan yang sama.
 - D when a person experiences stress, the brain releases a chemical called adrenaline
apabila seseorang menghadapi tekanan, otak akan merembeskan bahan kimia yang dikenali sebagai adrenalin
17. The advantage of relaxation technique in stress management is:
Kebaikan teknik bertenang dalam pengurusan stress ialah:
- A. Allow to achieve complex goal
Kebenaran mencapai matlamat yang kompleks
 - B. Reduction of anxiety
Mengurangkan rasa bimbang
 - C. New kind of reward
Jenis ganjaran baharu.
 - D. Avoidance of change
Mengelak untuk berubah.

18. Introducing newcomers to co-workers is one way to help a new employee. This can effect the new employee in terms of _____
Memperkenalkan pekerja baru kepada rakan sekerja adalah satu cara membantu pekerja baru. Ini akan memberikan impak kepada pekerja baru itu dalam terma _____

- A. Giving them some ideas of what other workmate do.
Memberi mereka idea apa yang rakan sekerja lain lakukan.
- B. Not joining co-workers for lunch.
Tidak menyertai rakan sekerja untuk makan tengahari.
- C. Socializing with co-worker without doing any work.
Bersosial dengan rakan sekerja tanpa melaksanakan tugas.
- D. Exposing them to other colleague's problems.
Mendedahkan mereka kepada masalah rakan sekerja

19. Which is the **BEST** practices on helping a new worker at workplace?

*Yang manakan merupakan amalan **TERBAIK** untuk membantu pekerja baharu ditempat kerja.*

- A. Introduce the newcomers to co-worker.
Memperkenalkan pekerja baharu kepada rakan sekerja.
- B. Asking newcomers for paying the lunch.
Meminta pekerja baharu untuk belanja makan tengahari.
- C. Asking newcomers for helping the project.
Meminta pekerja baharu membantu sesuatu projek.
- D. Presenting the disclosure information.
Membentangkan maklumat sulit.

20. Below are the principles on making introduction **EXCEPT**
*Di bawah adalah prinsip-prinsip untuk perkenalan **KECUALI***

- A. Introduce a less important person to more important person
Memperkenalkan orang yang kurang penting kepada orang yang lebih penting
- B. Do not over emphasize yourself
Jangan terlalu memberi penekan tentang diri sendiri
- C. Introduce women to men
Memperkenalkan wanita kepada lelaki
- D. Introduce a younger person to an older person
Memperkenalkan orang muda kepada orang yang lebih tua.

SECTION B : 75 MARKS
BAHAGIAN B : 75 MARKAH

INSTRUCTION:

This section consists of **THREE (3)** essay questions. Answer **ALL** questions

ARAHAN:

*Bahagian ini mengandungi **TIGA (3)** soalan esei. Jawab **SEMUA** soalan.*

QUESTION 1

SOALAN 1

- (a) List **FIVE (5)** characteristics of extrovert personality.

*Senaraikan **LIMA (5)** ciri personaliti extrovert.*

[5 marks]

[5 markah]

- (b) Describe **FIVE (5)** personality traits of a secretary.

*Terangkan **LIMA (5)** ciri keperibadian seorang setiausaha.*

[10 marks]

[10 markah]

- (c) Explain **FIVE (5)** factors that influence a person's personality.

*Terangkan **LIMA (5)** faktor yang mempengaruhi personaliti seseorang.*

[10 marks]

[10 markah]

QUESTION 2

SOALAN 2

- (a) Define positive and negative attitudes.

Berikan definisi sikap positif dan sikap negatif.

[5 marks]

[5 markah]

- (b) Identify **TEN (10)** ways to develop of positive attitudes.

*Kenalpasti **SEPULUH (10)** cara untuk membangunkan sikap yang positif.*

[10 marks]

[10 markah]

- (c) Explain **FIVE (5)** habits of highly effective people.

*Terangkan **LIMA (5)** tabiat orang yang cemerlang*

[10 marks]

[10 markah]

QUESTION 3

SOALAN 3

- (a) List down **FIVE (5)** things to avoid in an introduction.

*Senaraikan **LIMA (5)** perkara yang perlu dihindari semasa membuat pengenalan.*

[5 marks]

[5 markah]

- (b) Explain **FIVE (5)** general principles of etiquette in taking refreshments.

*Terangkan **LIMA (5)** prinsip –prinsip umum dalam etika semasa mengambil makanan ringan.*

[10 marks]

[10 markah]

- (c) Explain **FIVE (5)** things that should be done as a new comer at a workplace.

*Terangkan **LIMA (5)** perkara yang perlu dilakukan sebagai orang baru di tempat kerja.*

[10 marks]

[10 markah]

SOALAN TAMAT

SAMPEL SET 2

SECTION A : 25 MARKS

BAHAGIAN A: 25 MARKAH

INSTRUCTIONS:

This section consists of **TWENTY FIVE (25)** objective questions. Mark your answers in OMR provided.

1. What is the key word for the definition of personality?
Apakah kata kunci kepada maksud personaliti?
 - A. behaviour/sikap
 - B. individuality/ keperibadian
 - C. courtesy/ budi bahasa
 - D. character/watak
2. Two major factors that influence the development of personality are:
Dua faktor utama yang mempengaruhi pembentukan personaliti adalah:
 - A. genetic and environment/ keturunan dan persekitaran
 - B. culture and society/budaya dan masyarakat
 - C. school and family/ sekolah dan keluarga
 - D. genetic and society/ keturunan dan masyarakat
3. The characteristics of someone with introvert personality are as follows,
EXCEPT:
*Ciri-ciri individu yang mempunyai personaliti introvert adalah seperti di bawah, **KECUALI:***
 - A. Unfriendly Tidak peramah
 - B. Hard to get angry/ Sukar marah
 - C. Favour group discussion/Menggemari perbincangan berkumpul
 - D. Perfectionist/Mementingkan kesempurnaan
4.

Personality X/Personaliti X

 - Distrust and suspiciousness of others/ tidak percaya dan mencurigai orang lain
 - Having problems with close relationship/mempunyai masalah dengan hubungan rapat
 - Unable to collaborate/tidak boleh bekerjasama

 - A. passive and aggressive/ pasif dan agresif
 - B. sensitive personality/ personaliti sensitif
 - C. paranoid personality/ personaliti paranoid
 - D. nervous/ gelisah
5. A good body posture will lead to
Postur badan yang baik akan
 - A. increase in fatigue and energy/meningkatkan keletihan dan tenaga
 - B. development of strain/meningkatkan kekejangan
 - C. reduction of stress on ligament holding and join of spine/
mengurangkan stress diantara ligamen dan sambungan saraf
 - D. keep bones and joints separately align/
memastikan tulang-tulang bercantum dalam kedudukan berasingan.

6. _____ is the first step to good grooming during interview session.
 _____ adalah langkah pertama untuk dandanan semasa sesi temuduga
- A. Over makeup/Terlebih solek
 B. Praise in public/Memuji di khalayak ramai
 C. Dress appropriately/Pakaian yang bersesuaian
 D. Criticize in private/Mengkritik secara tertutup
7. Which of the following statements is **NOT** about Man's Dress Code?
 Kenyataan yang manakah **TIDAK** menunjukkan Etika Berpakaian Lelaki?
- A. choose an appropriate pair of socks that matches your trousers
 pilih sepasang stoking yang sesuai dengan seluar
 B. wear a big buckle belt for formal occasion
 pakai tali pinggang yang berkepala besar untuk majlis formal
 C. make sure the colour of your necktie is different from the colour of the shirt/pastikan warna tali leher berbeza dengan warna kemeja
 D. use suitable fragrance/guna pewangi yang sesuai
8. What is the meaning of courtesy?
 Apakah yang dimaksudkan dengan kesopanan?
- A. a key to appropriate dressing code
 kunci kepada kod pemakaian yang sesuai
 B. a polite and pleasant behaviour and shows respect to one another
 tingkahlaku yang baik dan menyenangkan serta menghormati antara satu sama lain
 C. a characteristic in manner of bringing oneself
 tingkahlaku pembawaan diri
 D. functional interaction between two people in delivering a meaningful message
 interaksi berguna antara dua individu dalam menyampaikan maklumat berguna
9. Exercise is very important in order to maintain our health. What should you do before starting an exercise?
 Senaman sangat penting dalam menjaga kesihatan diri kita. Apakah perkara yang perlu anda lakukan sebelum memulakan senaman?
- A. exercise when you feel uncomfortable or feeling unwell
 bersenam apabila anda rasa tidak selesa atau tidak sihat
 B. wear t-shirt and jeans/memakai kemeja t dan jeans
 C. exercise after two hours you take a meal
 bersenam selepas dua jam makan
 D. choose an exercise which you can do easily
 memilih senaman yang anda rasa mudah untuk dilakukan
10. The nutrient that helps regulate body functions, aid in the growth and the maintenance of body tissues, and act as catalysts for the release of energy is _____
 Nutrisi yang membantu melancarkan fungsi badan, pembesaran dan mengekalkan tisu badan, dan bertindak sebagai katalis untuk melepaskan tenaga ialah _____

- A. mineral/*mineral*
 B. carbohydrates/ *karbohidrat*
 C. vitamin/ *vitamin*
 D. protein/ *protein*
11. Mentally healthy persons are persons who are in the process of realizing their potential. This statement refers to _____
- Individu berminda sihat adalah individu yang berada dalam proses merealisasikan potensi mereka. Pernyataan ini merujuk kepada _____*
- A. Mental health/*Kesihatan mental*
 B. Flexibility/*Fleksibiliti*
 C. Logical thinking/*Pemikiran logik*
 D. Self-Actualization/*Aktualisasi sendiri*
12. Below are the characteristics of a healthy mind, **EXCEPT**:
*Berikut adalah ciri-ciri minda yang sihat, **KECUALI**:*
- A. the ability to enjoy life/*keupayaan untuk menikmati kehidupan*
 B. over thinking about the future/*terlalu memikir untuk masa depan*
 C. self-actualization/*aktualisasi diri*
 D. balanced/*seimbang*
13. Which of the following is **TRUE** about attitude?
*Yang manakah antara berikut **BENAR** tentang sikap?*
- A. Attitude is a sophisticated mixture of internal and external factors
Sikap adalah gabungan sofistikated faktor dalaman dan luaran
 B. Attitude is a typical pattern of thinking, feeling and behaviour
Sikap ialah sejenis cara pemikiran, perasaan dan tingkahlaku
 C. Attitude is an inward feeling expressed by outward behaviour
Sikap ialah perasaan dalaman yang diluahkan melalui tingkahlaku luaran
 D. Attitude is a mixture of physical, psychological and social factors
Sikap ialah gabungan faktor fizikal, psikologi dan sosial
14. Below are the practical suggestions which can help maintain positive attitudes, **EXCEPT**:
*Di bawah adalah cadangan praktikal untuk mengekalkan sikap positif, **KECUALI**:*
- A. developing sense of humour
membina sikap humor
 B. potraying positive attitude to others
bersikap positif kepada orang lain
 C. freeing oneself from complication
bebaskan diri anda daripada komplikasi
 D. always manipulate the situation
sentiasa memanipulasi keadaan

15. Which of the following are positive attitude?
Manakah yang berikut adalah sikap positif?

- i. optimistic and anticipate success.
optimistik dan mencari kejayaan
- ii. ask pertinent questions
bertanya soalan yang berkaitan
- iii. enhance personality traits
meningkatkan nilai persona diri
- iv. ongoing, dynamic and sensitive
bergerak ke hadapan, dinamik dan sensitif

- A. i, ii and iii
- B. ii, iii and iv
- C. i, iii and iv
- D. All of the above

16. “Self esteem could be defined as a perception of how one sees and values himself/herself, and it is also the perception of how other people who are close to him/her in viewing the person”.

Below are the factors influencing self-esteem, **EXCEPT**:

“Harga diri boleh ditakrifkan sebagai persepsi bagaimana seseorang itu melihat dan menghargai dirinya sendiri, dan juga persepsi orang lain yang rapat dengan dirinya”.

*Berikut adalah faktor-faktor yang mempengaruhi harga diri, **KECUALI**:*

- A. a child upbringing/*didikan seorang kanak-kanak*
- B. teacher’s attitude and leadership/*sikap guru dan ketua*
- C. mass media/*media massa*
- D. giving positive attitude to others/*bersikap positif kepada orang lain*

17.

The more harmonious the environment, the higher the departmental productivity will be, the greater the output, the better the quality and fewer the mistakes.

Persekitaran yang lebih harmoni menjanjikan peningkatan produktiviti jabatan, keberhasilan, kualiti yang lebih baik dan pengurangan kesilapan.

The above statement describe _____

Kenyataan di atas menerangkan _____

- A. attitude in relations to personality
tingkah laku dan perkaitannya dengan personaliti
- B. attitude and leadership
tingkah laku dan kepimpinan
- C. attitude and career achievement
tingkah laku dan pencapaian kerjaya
- D. attitude and work environment
tingkah laku dan persekitaran kerja

18. Stress is defined as _____
Tekanan didefinisikan sebagai _____
- A. negative thoughts and emotions
tanggapan dan emosi yang negatif
 - B. reaction to outside stimulus
reaksi terhadap rangsangan luaran
 - C. increased energy and increase awareness
meningkatkan tenaga dan meninggikan kesedaran
 - D. negative changes in life
Perubahan negatif dalam kehidupan
19. Which of the statement below is **NOT TRUE** about stress?
*Kenyataan yang manakah **TIDAK BENAR** tentang tekanan?*
- A. good stress can make a person feel both nervous and excited at the same time
tekanan yang baik membuatkan seseorang berasa gementar dan bersemangat pada masa yang sama
 - B. bad stress can cause a person to feel angry, afraid or sad
tekanan yang tidak baik menyebabkan seseorang berasa marah, takut atau sedih
 - C. everyone has the same level of stress
setiap orang mempunyai tahap tekanan yang sama
 - D. when a person experiences stress, the brain releases a chemical called adrenaline
apabila seseorang menghadapi tekanan, otak akan merembeskan bahan kimia yang dikenali sebagai adrenalin
20. The advantage of relaxation technique in stress management is
Kebaikan teknik bertenang dalam pengurusan stress ialah
- A. effective use of time/*penggunaan masa yang berkesan*
 - B. reduction of anxiety/*mengurangkan rasa bimbang*
 - C. avoidance of change/*mengelak untuk berubah*
 - D. applicable at work and home/*boleh digunapakai di tempat kerja dan rumah*
21. Below are the factors contributing to stress, **EXCEPT**:
*Berikut adalah faktor-faktor yang mempengaruhi stress, **KECUALI**:*
- A. social/*sosial*
 - B. family/*keluarga*
 - C. emotional conflict/*konflik emosi*
 - D. attitude/*sikap*

22. There are four types of image. One of the type of image is _____
 Terdapat empat jenis imej. Salah satu jenis imej ini ialah _____
- A. required image/imej yang diperlukan
 - B. outside image/imej luaran
 - C. first image/imej pertama
 - D. job image/imej pekerjaan
23. “Looking and seeing are the ways to confirm what we believe is true”
 refers to:
“Melihat dan memandang adalah cara untuk mengesahkan bahawa apa yang kita percaya itu adalah benar” merujuk kepada
- A. we trust in our instinct
kita percaya kepada kata hati
 - B. looking good is good for you
kelihatan baik adalah baik untuk anda
 - C. we believe in what we see
kita percaya dengan apa yang kita lihat
 - D. we believe in first impression
kita percaya kepada tanggapan pertama
24. Introducing newcomers to co-workers is one way to help a new employee
 This can effect the new employee in terms of _____
Memperkenalkan pekerja baru kepada rakan sekerja adalah satu cara membantu pekerja baru. Ini akan memberikan impak kepada pekerja baru itu dalam terma
- A. Giving them some ideas of what other workmate do
Memberi mereka idea apa yang rakan sekerja lain lakukan
 - B. Not joining co-workers for lunch
Tidak menyertai rakan sekerja untuk makan tengahari
 - C. Socializing with co-workers without doing any work
Bersosial dengan rakan sekerja tanpa melaksanakan tugas
 - D. Exposing them to other colleague’s problems
Pendedahan mereka kepada masalah rakan sekerja
25. Which of the following illustrates the ethics that you need to follow while attending a buffet function?
Yang manakah antara berikut menunjukkan etika yang perlu diikuti ketika menghadiri majlis makan secara bufet?
- i. the rule of ‘ladies first’ applies here
peraturan ‘wanita diutamakan’ digunapakai
 - ii. wait for the host’s invitation before proceeding with the food
menunggu undangan tuan rumah sebelum makan
 - iii. take a moderate amount of food for the first serving
mengambil jumlah makanan secara sederhana untuk hidangan pertama
 - iv. use clean plate for each serving
menggunakan pinggan yang bersih untuk setiap hidangan

- A. i, ii and iii
i, ii dan iii
- B. ii, iii and iv
ii, iii dan iv
- C. i, iii and iv
i, iii dan iv
- D. i, ii and iv
i, ii dan iv

SECTION B : 75 MARKS
BAHAGIAN B : 75 MARKAH

INSTRUCTION :

This section consists of **THREE (3)** structured questions. Answer **ALL** questions.

ARAHAN :

*Bahagian ini mengandungi **TIGA (3)** soalan struktur. Jawab **SEMUA** soalan.*

QUESTION 1

SOALAN 1

- a) i. Define Balanced Diet.
Definisikan Diet Seimbang.

[2 marks]
[2 markah]

 - ii. List **THREE (3)** importance of balanced diet.
*Senaraikan **TIGA (3)** kepentingan diet seimbang.*

[3 marks]
[3 markah]
- b) Explain **FIVE (5)** the safety guidelines before exercising.
*Terangkan **LIMA (5)** garis panduan keselamatan sebelum melakukan senaman.*

[10 marks]
[10 markah]
- c) i. Illustrate The Food Pyramid Guide.
Lakarkan Piramid Makanan.

[4 marks]
[4 markah]

 - ii. Interpret **THREE (3)** functions of nutrients in the human body.
*Interpretasi **TIGA (3)** fungsi nutrisi kepada badan manusia.*

[6 marks]
[6 marka]

QUESTION 2

- a) List **SIX (6)** characteristic of unhealthy mind.
Senaraikan ENAM (6) ciri-ciri kesihatan mental yang tidak sihat.
[6 marks]
[6 markah]
- b) i. 'The ability to enjoy life is essential to good mental health. The practice of mindfulness meditation is one way to cultivate the ability to enjoy a happy life '. Explain the meaning of Resilience with the example.
'Keupayaan untuk menikmati kehidupan adalah penting untuk kesihatan mental yang baik. Amalan kesedaran sendiri adalah salah satu cara untuk memupuk keupayaan untuk menikmati hidup yang bahagia.'
Terangkan maksud Ketahanan beserta contoh.
[4 marks]
[4 markah]
- ii. Differentiate **THREE (3)** differences between critical thinking and non-critical thinking.
Bezakan THREE (3) perbezaan di antara Pemikiran Kritikal dengan Bukan Pemikiran Kritikal.
[6 marks]
[6 markah]
- c) Identify **THREE (3)** thinking skills technique.
Kenalpasti TIGA (3) teknik kemahiran berfikir.
[9 marks]
[9 markah]

QUESTION 3

- a) i. List **FOUR (4)** principles in making introduction.
Senaraikan EMPAT (4) prinsip-prinsip mengenai membuat pengenalan.
[4 marks]
[4 markah]
- ii. List **FIVE (5)** Rules in making introduction
Senaraikan LIMA (5) syarat-syarat mengenai membuat pengenalan
[5 marks]
[5 markah]
- b) Explain the types of menu below:
Terangkan jenis-jenis menu di bawah:
- | | |
|------------------|---------------------|
| i. High Tea | [2 marks][2 markah] |
| ii. Table d'Hote | [2 marks][2 markah] |
| iii. A la Carte | [2 marks][2 markah] |
| iv. Cycle Menus | [2 marks][2 markah] |
- c) Interpret **FOUR (4)** important informations before you make the reservation with the selected restaurant.
Interpretasi EMPAT (4) maklumat penting sebelum anda membuat tempahan dengan restoran.
[8 marks]
[8 markah]

SOALAN TAMAT

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