SENSITIVITY TRAINING
T.T.Srinath

Sensitivity training is process oriented learning, it is group centered. The assumption is that efficiency, effectiveness and productivity of groups depend more often in the manner in which people work together than in their technological skills. The best way to understand this is to examine what is going on in the group, the 'Here and Now' which provides rich data for learning.

Sensitivity training is participant centered. The goals are relatively simple. It is to contribute towards personal growth of the participant, particularly through increased self-awareness and interpersonal competence. With personal growth comes the ability to understand the group, and the organisation.

It helps in developing the ability to interact in an increasingly authentic fashion, the ability to recognize one's feelings, accept the vulnerability of sharing them and take the risk of becoming fully engaged with another person and a group of people. The attempt is to support risk taking without irresponsibility, supportiveness without protectiveness and confrontation without destructiveness.

It is a process of 'Enquiry.' While the participants spend quality time together, they create 'an island.' But unless the participant can understand how to transfer the lessons from this group effort to work and home there is little lasting value from the experience. The need therefore is appreciation for family and organisational dynamics.

For participants to reach personal goals of improvement, change in insight, understanding, sensitivity and skill they must:

1. Present themselves
2. Receive and give feedback
3. Understand the atmosphere of trust and non-defensiveness
4. Cognitively map themselves
5. Experiment
6. Practice
7. Apply
8. Discover their learning styles

The areas that get highlighted include:

1. Diagnosing oneself
2. Clarify personal values
3. Enhance self-worth
4. Understand patterns of behaviour, functional and dysfunctional
5. Explore dormant potential
6. Understand skills to enhance interpersonal relationships

The benefits are two-fold, at the level of self and at the level of the organisation.

Individual Benefits	Organisational Benefits
Self-awareness	o The individual understands his emotions, strengths and weaknesses. He accurately assesses himself and develops self-confidence to perform organisational tasks.
Self-management	o The individual develops the capacity to effectively manage his motives and regulate his behaviours. The payoff for the organisation is an individual with self-control, trustworthy, conscientious, adaptability, achievement orientation and initiative.
Social awareness	o The individual develops the capacity to understand what others say and feel and why they feel and act as they do. This results to improved empathy, organisational awareness and service orientation.
Social skills	o This capacity enables the individual to get desired results from others and reach personal goals. As a result the individual is able to develop others, provide leadership, influence, communicate effectively, becomes a change agent, able to manage conflicts, build bonds, teamwork and collaboration.

(Credited to Dr.Zeb Watson)

It is exploratory and is modeled on 'towards choice making.'

The methodology employed, uses experiential learning, some times a combination of structured and unstructured experiences, creating an environment of learning through reflection, dialogue and informal processes.

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