

REFLECTIONS

Skills for Social and Emotional Well Being

Volume II



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Contents

| | |
|-------------------------|----|
| <i>Acknowledgements</i> | 9 |
| <i>Foreword</i> | 11 |
| <i>Preface</i> | 13 |

SOCIO-EMOTIONAL COMPETENCE DURING CHILDHOOD AND ADOLESCENCE

1. A Whole School Approach to Social and Emotional Education 27
Carmel Cefai, Paul Bartolo, Valeria Cavioni and Paul Downes
2. Super Skills for Life: Trans-Diagnostic Prevention Programme for Emotional Problems in Children 41
Karishma Sharma Ramdhonee-Dowlot and Cecilia A Essau
3. Bibliotherapy: Enriching Social-Emotional Skills in Children 60
Dr. Rekha Sapra
4. Enriching Well Being of Children with Special Needs through True Inclusion 76
Dr Reema Lamba

EXPLORING THE SKILLS OF ADOLESCENTS AND YOUNG ADULTS

5. Family Relationship as a Correlate of Self Esteem 91
Ms. Lakshika Malik and Ms. Swapnil Singh
6. Psychological Problems and Effective Performance among Youth Employees 99
Ms. Swati Bawa Sawhney

Psychological Problems and Effective Performance among Youth Employees

Ms. Swati Bawa Sawhney

Abstract

The present research "A comparative study of the relationship between psychology problems and effective performance among youth employees" was undertaken in Gurgaon (NCR). The study was conducted on a sample of hundred employees (50 males and 50 females). The study undertakes major objectives so as to assess the perceived working conditions, psychological problems faced, and effective performance of male and female employees and relationship between psychological problems and effective performance of employees.

Tools used were, a 5 point attitude scale and a semi structured questionnaire, developed by investigator. The data was analysed by mean, standard deviation, t-test, z-test, correlation.

Main findings show that there is no significant association between psychological problems faced and effective performance of male and female respondents, which signifies stress level, does not affect the Effective Performance at work.

Introduction

The youth today is getting over ambitious and aims to accumulate maximum money in a shorter span of time. This shift in trend has given birth to a new business world known as Business Process Outsourcing (BPO) or usually called the Call Centers. Now days