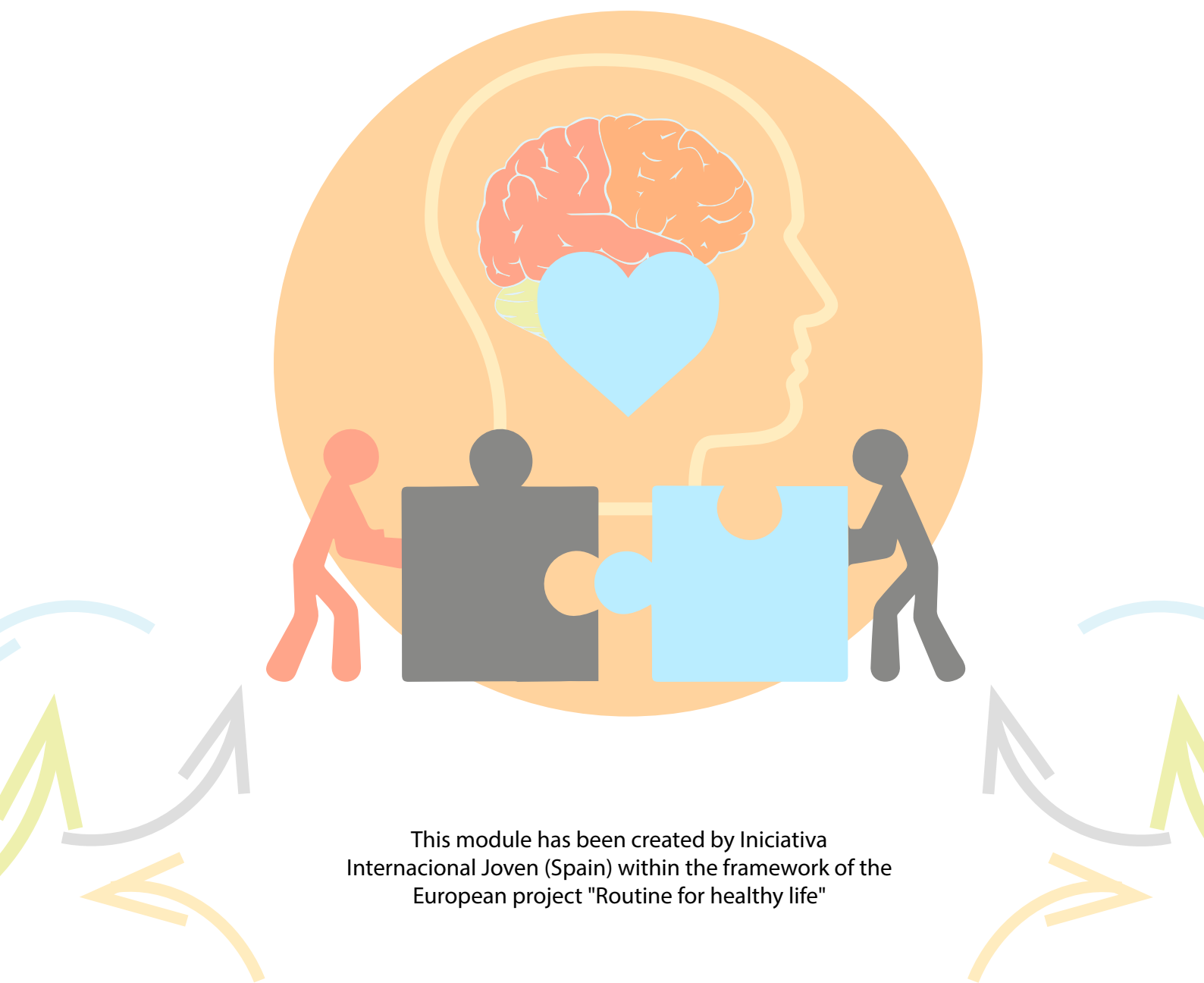




PSYCHOLOGICAL WELL-BEING, PROBLEM SOLVING ABILITY AND PROACTIVITY



This module has been created by Iniciativa Internacional Joven (Spain) within the framework of the European project "Routine for healthy life"



TABLE OF CONTENTS

• Introduction	3
• Psychological well-being	4
• Conflict resolution	11
• Proactivity	14
• Bibliography	15



Introduction

In order to live a healthy life, it is very important that we take care of ourselves physically, mentally and spiritually, giving importance to both external and internal aspects.

In this module we are going to offer you some guidelines so that we can get to know ourselves better and thus strengthen our confidence and self-esteem, and with it, maintain our psychological well-being. We will also learn how to perceive, express and regulate our emotions, as well as how to manage conflicts and crises by reflecting on the meaning and perception of these concepts. Finally, we will give you some very simple keys to put an idea or plan into practice, being proactive in order to maintain our overall health.



1.1 Psychological well-being

What do we understand by self-esteem?

Self-esteem is a complex concept that has several definitions according to each author, let's look at some of them:

“The overall assessment of the dimension of Self. Self-esteem also refers to self-worth or self-image, and reflects the individual's overall confidence and self-satisfaction”. Sandrock (2002, p.114)

“Self-esteem is the valuing and confident perception of oneself, which motivates the person to manage him/herself properly, to express him/herself with autonomy and to project him/herself satisfactorily in life”. Gastón de Mézerville (2004, p.61)

Self-esteem is often closely related to a person's perception of him/herself, both positive and negative. This perception and self-concept is generated through thoughts, feelings and/or experiences.

Therefore, self-esteem is a changing and dynamic concept, in other words, if we change the concept, perception and affection we feel for ourselves, our self-esteem will oscillate between high and low self-esteem.



How do we define a person with high self-esteem?

They are people with confidence in the abilities they have when performing various tasks, able to make decisions and be consistent with the risks they may entail.



What about a person with low self-esteem?



They are more insecure, sensitive, indecisive, they are affected by what others may think, making them change or abandon their desires. In addition, they find it difficult to be assertive, that is, to express their opinions, feelings, attitudes, among others, in the right way.

To have high self-esteem it is important that we work and reflect on three levels:

Self-concept, (thinking) the image I have of myself physically, intellectually, emotionally,... what I believe and think of myself in positive terms.

Self-affect, (feeling) positive affective experience with myself, how I feel about myself, what things I say to myself, how I treat myself.

Self-efficacy, (acting) how I impact on the world, what other people think of me and whether my self-concept and self-worth are reflected in the relationships, situations and experiences I have.

To be able to develop the capacity and competence to know ourselves in order to be able to recognise how we feel and how to regulate our emotions, we must first learn to perceive and express ourselves. In this way, it is necessary to know the keys that we are going to present below, based on emotional intelligence.

Before we start talking about emotional intelligence and the tools that help us to regulate our emotions, we think it is very interesting to start looking at each term separately.

What is intelligence?

“The ability to solve problems or produce valuable goods.” (Gardner, 1998).



Howard Gardner's research shows us that there is not only one type of intelligence, but that there are multiple, managing to identify and define up to eight different types of intelligence:

- ♥ Linguistic Intelligence
- ♥ Logical-mathematical Intelligence
- ♥ Visual-spatial Intelligence
- ♥ Musical Intelligence
- ♥ Kinesthetic Intelligence
- ♥ Naturalistic Intelligence
- ♥ Intrapersonal Intelligence
- ♥ Interpersonal Intelligence



What is emotion?

“Emotions are short-lived subjective, physiological, motivational and communicative phenomena that help us adapt to the opportunities and challenges we face during important life situations.” (Reeve, 2003)

We encounter basic emotions and complex emotions. Basic emotions are those bodily sensations that occur naturally. They would be the following:



SADness



SURPRISE



FEAR



DISGUST



ANGER



JOY



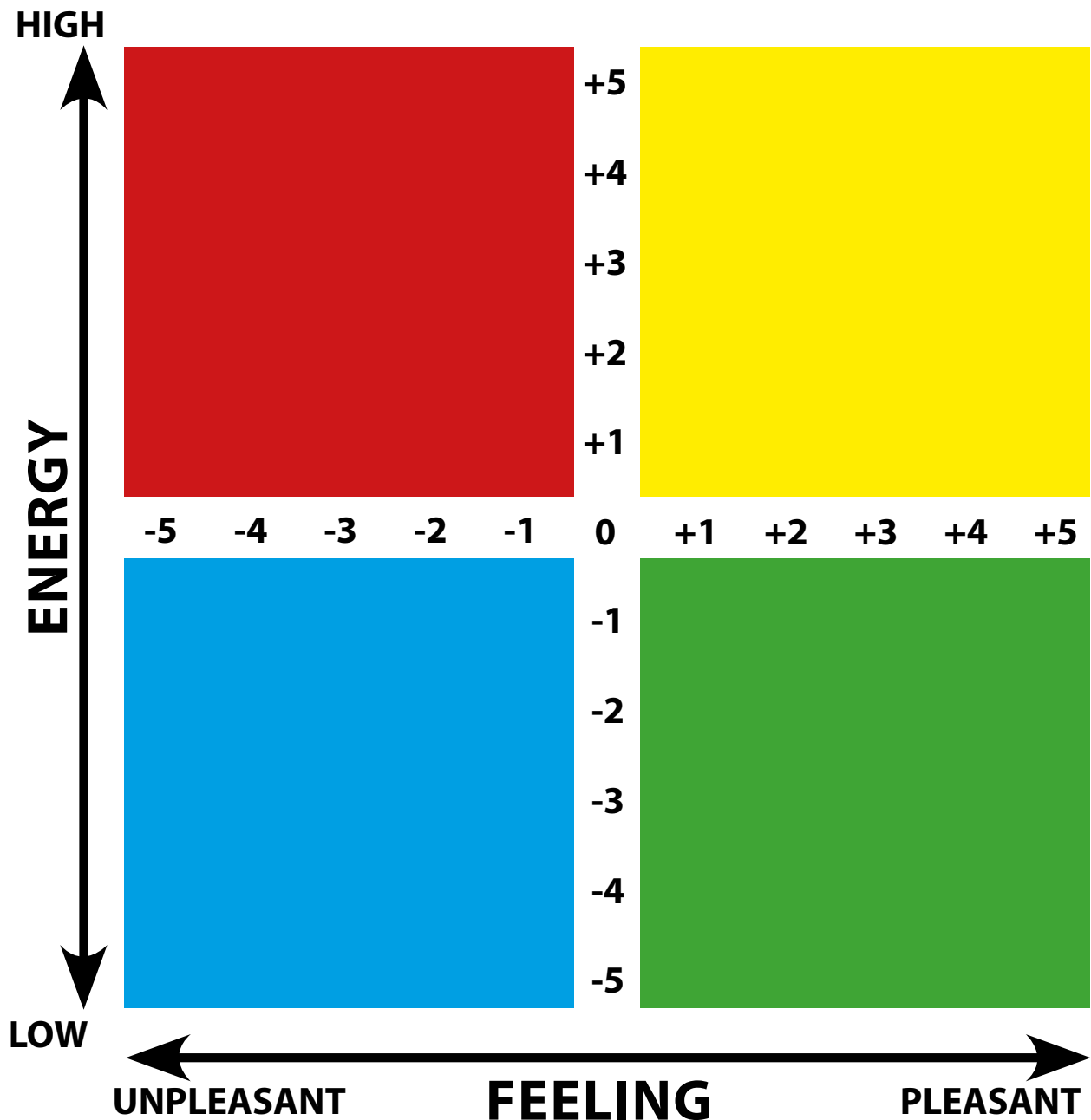
So, **what do we mean by emotional intelligence?**

“Emotional intelligence refers to the ability to recognise our own feelings, the feelings of others, to motivate ourselves and to manage our relationships with others and ourselves appropriately”. (Goleman, 1995)

Once we have understood emotions and what emotional intelligence entails, we will talk about emotional regulation strategies, in other words, thoughts or behaviours that we feel and/or to prolong moods with positive and pleasurable repercussions. We can classify these skills into four groups: cognitive, behavioural, coping, distraction from the situation.

We would like to leave you with this tool called Mood Meter, which will help you to recognise what emotional state you are in at any given moment. This will help you to facilitate the process of emotional self-regulation, so that you don't stay too long in emotions that generate unpleasant feelings.

MOOD METER



2. Conflict resolution

At this point we will reflect on the meaning and perception we have of crises and conflicts. Let us begin by defining what a conflict is:

What do we mean by conflict?

«Conflict is the process in which one party perceives that the other party is opposing or adversely affecting its interests». J.A Walls

Johan Galtung: «Conflict is a clash of values and interests».

According to Andrea Martínez, a graduate in Psychology from the University of Deusto, in general terms, we could summarise 10 different types of conflicts:

- ♥ **Real conflicts**, can be perceived in a similar way by all parties involved and also by possible observers.
- ♥ **Imaginary conflicts**, may be due to lack of information or attribution errors.
- ♥ **Invented conflicts**, one of the parties involved has invested the problem in order to gain some kind of benefit.
- ♥ **Interpersonal conflicts**, the vast majority of conflicts, where our opinion or goals differ from those of other people.
- ♥ **Intrapersonal conflicts**, when we experience cognitive dissonance, in other words, when our actions are not in accordance with our ideas.
- ♥ **Group conflicts**, we could differentiate between intergroups conflicts (when two groups confront each other) and intergroup conflicts (when members of the same group).
- ♥ **Relational conflicts**, clashes or disagreements that can occur in any kind of

relationship.

- ♥ **Conflict of interest**, when a person has to serve a cause or task and yet is presented with the opportunity to gain secondary benefits at the cost of disadvantaging it or not fulfilling it to the best of one's ability.
- ♥ **Ethical conflicts**, when there is a clash between the moral values of one or more persons.
- ♥ **Power conflicts**, triggered by an inequality of power that serves as a context for one of the parties involved to exert pressure on the other, who is at a disadvantage.

The assertive response is the one that leads to a positive conflict management for all parties. Below, we are going to show some techniques that can allow us to develop assertive skills that will be useful to be able to manage conflicts in an adequate way.

Scratched disc: This consists of reiterating the same idea in the face of repeated interpellations from the interlocutor in order to make ourselves heard by the other party. It is important that when we have their attention we explain our needs and provide solutions to the conflict. Example:

«I couldn't call you because I ran out of battery in my mobile / As I said before, when I ran out of battery, the phone turned off and I couldn't call you / As I was telling you, it was impossible for me to call you because my mobile ran out of battery».



The processing of change: This resource allows both parties to adopt a more objective perspective of the conflict situation, as it aims to focus the conversation on the original topic.

For example: «I see that we are getting away from the main issue and this is not going to lead us to any solution, but rather to more things in each other's faces. I propose that we go back to the original issue and do not mix other aspects».

The assertive question: this consists of asking the other person to state how the situation has made them feel and to add a detailed proposal for a solution. Example:

«I would like you to explain to me why this is important to you and how you have felt about what happened, as well as, if you could tell me what specific aspects we could change to solve this problem».



3. Proactivity

Before giving you some basic steps to develop your proactivity, let's define this concept:

“Proactivity refers to an attitude present in some people, who do not allow difficult situations to overcome them; who take the initiative in their own lives and work towards what they believe can help them to be better off.” (Real Academia de la Lengua Española).

«The freedom to choose our attitude towards the circumstances of our own life». (Vicktor Frankl).

Here are seven steps to turn your ideas into action:

1. Defining purpose and principles
2. Brainstorming
3. Organise ideas and keep track of them on a daily basis
4. All ideas do not have to be implemented NOW
5. Identify next actions
6. Get out of your work circle, broaden your vision
7. Overcome obstacles and don't give up



4. Bibliography

Allen, David. (2015). Organízate con eficacia. El arte de la productividad sin estrés. Barcelona: Ed. Urano.

Sosa, M. (2014). 7 pasos para moverte de la idea a la acción. Vaprofesional. com <https://vaprofesional.com/7-pasos-para-moverte-de-la-idea-a-laaccion/>

Ramírez, M. (2019). ¿Cómo convertir una idea en un proyecto concreto que te motive a la acción? <https://www.margaritaramirez.coach/como-converter-una-idea-en-un-proyecto-concreto-que-te-motive-a-la-accion/?cn-reloaded=1>.

- La importancia de la autoestima. (14 de noviembre de 2018). <https://ruilobapsicologia.com/la-importancia-de-la-autoestima/>

- Naranjo, M^a L. (2007). Autoestima: un factor relevante en la vida de la persona y tema esencial del proceso educativo. [Archivo PDF]. <https://www.redalyc.org/pdf/447/44770311.pdf>

- Psicopedia. (s.f.). ¿Qué es el autoconcepto y cómo se forma? <https://psicopedia.org/185/que-es-el-autoconcepto-y-como-se-forma/>

- Ruiz, L. (21 de mayo de 2022). Autoimagen: qué es, características y como mejorarla. <https://lamenteesmaravillosa.com/autoimagen/>

- Significado de Autoestima. (21 de enero de 2022). <https://www.significados.com/autoestima/>

-Torres, A. (s.f.). Autoconcepto: ¿qué es y cómo se forma? <https://psicologiaymente.com/psicologia/autoconcepto>

-Vera, A. (s.f.). Autoconcepto: qué es, ejemplos y diferencia. https://grullapsicologiaynutricion.com/blog/autoconcepto-ejemplos-autoestima#Tipos_de_autoconcepto

Goleman, Daniel. 1995. La inteligencia emocional. España.: Zeta.

Pinedo Cantillo, I. A., Yáñez-Canal, J. (2020). Emociones básicas y emocio-



nes morales complejas: claves de comprensión y criterios de clasificación desde una perspectiva cognitiva. Universidad Nacional de Colombia, Facultad de Psicología.

Ekman, P. (2017). El rostro de las emociones. Barcelona: RBA Bolsillo.

Gardner, Howard (1998). "A Reply to Perry D. Klein's 'Multiplying the problems of intelligence by eight'". *Canadian Journal of Education* 23 (1): 96–102. doi:10.2307/1585968. JSTOR 1585790.

Armando, J. (s.f.) Los 11 tipos de conflictos (y cómo resolverlos). <https://psicologiaymente.com/social/tipos-de-conflictos>

Botello, N. (9 de junio de 2020). Conflicto Intrapersonal: Características y Causas Principales. Lifeder. <https://www.lifeder.com/conflicto-intrapersonal/>

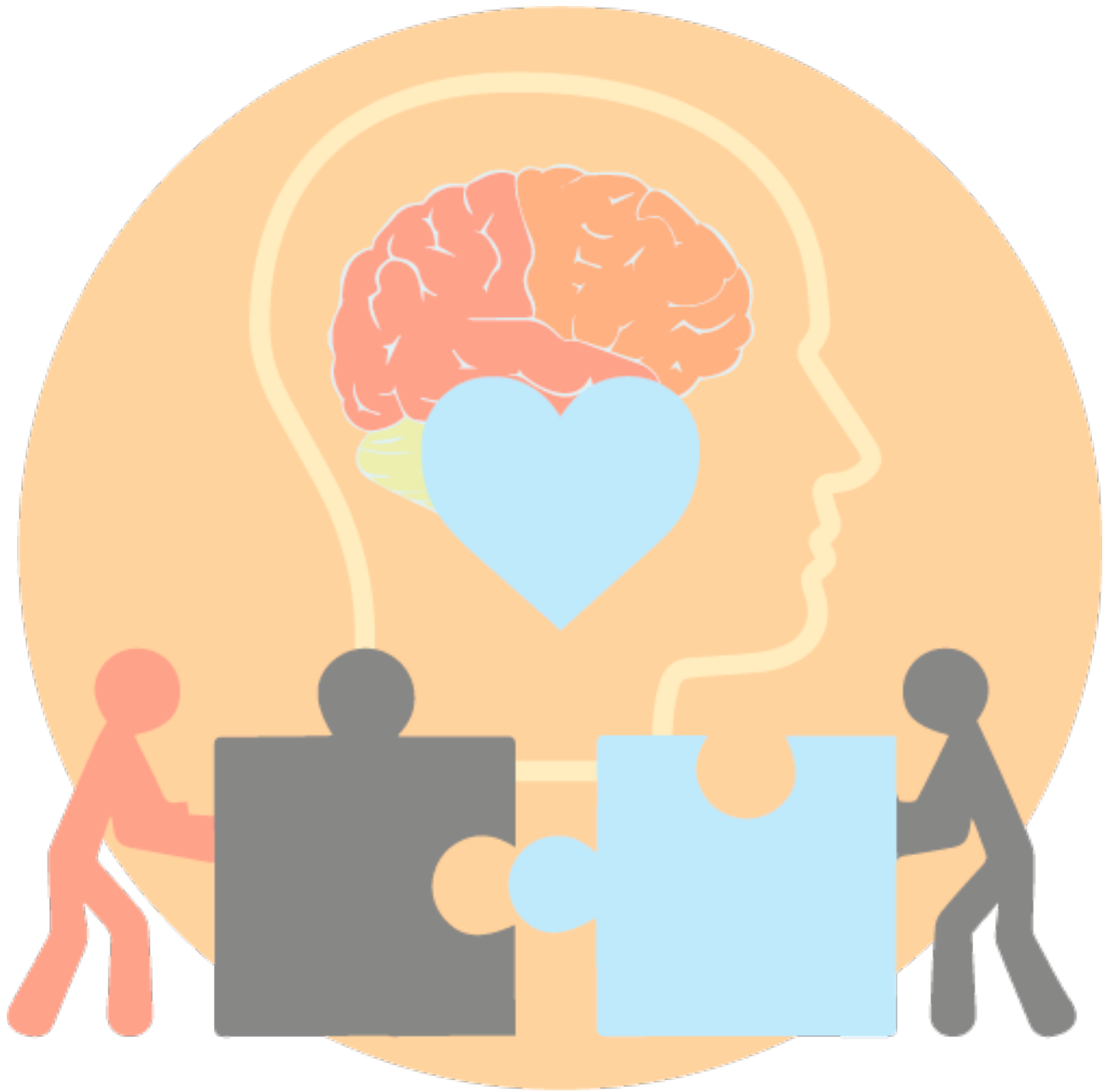
Fernández, J. (28 de junio de 2009). El conflicto y sus elementos. [Diapositiva de PowerPoint]. SlideShare. <https://es.slideshare.net/jcfdezmx2/el-conflicto-y-sus-elementos> <https://www.avancepsicologos.com/tipos-de-conflicto/>

Significado de conflicto. (21 de enero de 2022). <https://www.significados.com/conflicto/>

Caballo, V. E. (1983). Asertividad: definiciones y dimensiones. *Estudios de psicología*, 4(13), 51-62.

Mayer-Spiess, O. C. (1996). La asertividad: expresión de una sana autoestima. Desclée de Brouwer.





Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

