

## HR Heuristics



**About Rashmi Datt:** [Rashmi Datt](#) is an independent HR consultant and works regularly with companies such as ACC, Areva, Reliance Power etc in the area of individual and organisational development and is an acclaimed author. Her latest book is on Emotional Intelligence (EQ) and is titled 'And the Lion Smiled at the Rabbit.' Read on for take-aways on how to strengthen your own EQ which we hope will also strengthen your business.

Read her blogs at [Emotional Intelligence at Work Place](#).

### **“No one can make you feel inferior without your consent”**

Recently a senior colleague and I were invited to jointly deliver a talk at a prestigious institute of technology. My colleague arrived a day earlier, and when I reached the visitor's guest house, I noticed that I had been given an ordinary room, while she had been given an executive suite –a higher level room. I observed that I was somewhat disturbed. It seemed that I was being given less 'importance' than my colleague.

A few days later, I greeted my subordinate 'good morning' as she walked into the office, but she didn't seem to reply. I immediately felt affronted and irritated. (It was not the first time).

Another junior colleague of mine left a message for me to call him. Why should I call him? I thought. He should be the one calling me after checking my convenience.

When an old school friend doesn't return two unanswered calls, I feel annoyed, and resolve not to call her again. When a colleague disagrees with me, or doesn't reply to a mail, I feel resentful.

All human beings have a need to feel important and significant. Self-esteem and self-respect are very dear to all of us, and indeed, it is important to have a healthy self-worth. It is this need which drives us to achieve, to excel in our fields, to do our best. But when we start demanding it of others, or taking affront easily (how dare you not say good morning to me, why have I been booked in the lower level hotel, don't you know who I am)- it is usually because my own self-worth in my own eyes is low. I need recognition from others to feel I am somebody, because inside me I am not convinced that I have the qualities to make me a complete person. This demand comes from an inner sense of emptiness, a lack of readiness to accept myself as I am, because I secretly fear that what I am is not good enough.

When I am completely certain that I have, in full measure, the qualifications that I claim, I have no need to demand from others respect from them. I am vulnerable because I do not seem to accept myself as one who is qualified. As Eleanor Roosevelt has said, **“No one can make you feel inferior without your consent”**.

*I need to remind myself - my self-balance and self-respect is not determined by others' behaviours and reactions. I am comfortable and complete the way I am. I am internally so secure, that my ballast and balance of my inner self is not easily upset. I am not bothered by the smaller things of life like the kind of room which is booked for me ( as long as I am comfortable), or the phone call not returned ( I will remind her once, and then again- maybe she was pre occupied with something important).*

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**Links to Rashmi's articles in previous issues:**

[http://www.fisme.org.in/newsletters/April15\\_2012/docs/HR\\_Heuristics\\_rashmi.pdf](http://www.fisme.org.in/newsletters/April15_2012/docs/HR_Heuristics_rashmi.pdf)

[http://www.fisme.org.in/newsletters/April1\\_2012/docs/HR\\_Heuristics\\_rashmi.pdf](http://www.fisme.org.in/newsletters/April1_2012/docs/HR_Heuristics_rashmi.pdf)

[http://www.fisme.org.in/newsletters/March15\\_2012/docs/article5.pdf](http://www.fisme.org.in/newsletters/March15_2012/docs/article5.pdf)

<http://www.fisme.org.in/Feb1&15-2012/docs/Rashmi%27s%20article-dc-%20interview.pdf>

<http://www.fisme.org.in/Jan15-2012/docs/HRHeuristics.pdf>

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