

**Sensitivity training** is a form of training with the goal of making people more aware of their own goals as well as their prejudices, and more sensitive to others and to the dynamics of group interaction. The focus of the sensitivity training group was on here-and-now interactions among the group members, and on their group experience;[6] and worked by following the energy of the emerging issues in the group, and dramatising them in verbal or non-verbal ways.[7] An atmosphere of openness and honesty was encouraged throughout;[8] and authenticity and self-actualization were prominent goals.[9]

The heyday of the encounter groups was the Sixties and Seventies: thereafter nonverbal interaction was increasingly discouraged, in favour of a more modest emphasis upon following group processes as they emerged. [10] The techniques of T-Groups and Encounter Groups have merged and divided and splintered into more specialized topics, arguably seeking to promote sensitivity to others perceived as different, and seemingly losing some of their original focus on self-exploration as a means to understanding and improving relations with others in a more general sense.

**Quality of Working Life (QWL)** describes a person's broader employment-related experience. Various authors and researchers have proposed models of quality of working life – also referred to as quality of worklife – which include a wide range of factors, sometimes classified as "motivator factors" which if present can make the job experience a positive one, and "hygiene factors" which if lacking are more associated with dissatisfaction. A number of rating scales have been developed aiming to measure overall quality of working life or certain aspects thereof. Some publications have drawn attention to the importance of QWL for both employees and employers, and also for national economic performance.