

### **Sensitivity Training:**

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Members of different gender, culture and abilities are brought together in a free and open environment, in which participants discuss different issues in an interactive way.

#### Importance of Sensitivity training

Sensitivity training helps employees to be more sensitive and accepting of the existing diversity in the workplace. It enhances understanding between members of the organization and enables building good interpersonal relationships with other team members.

Sensitivity training educates members about constructive behavior which will benefit everybody working in the organization through developing acceptable and correct behavioral and emotional actions.

### **Quality of Work life:**

The present era is an era of knowledge workers and the society in which we are living has come, to be known as knowledge society. The intellectual pursuits have taken precedence over the physical efforts.

Quality of work life (QWL) refers to the favorableness or unfavourableness of a job environment for the people working in an organization. The period of scientific management which focused solely on specialization and efficiency, has undergone a revolutionary change.

The traditional management (like scientific management) gave inadequate attention to human values. In the present scenario, needs and aspirations of the employees are changing. Employers are now redesigning jobs for better QWL.

Walton provides eight conceptual categories for analyzing the features of QWL. They are "adequate and fair compensation, safe and healthy working conditions, immediate opportunity to use and develop human capacities, future opportunity for continued growth and security,

constitutionalism in ice work organization, work and the total life space, and the social relevance of work life". The International Labor Office Lists the following areas as concerns of QWL.

- Hours of work and arrangements of working time.
- Work organization and job content.
- Impact of new technologies on working conditions.
- Working conditions of women, young workers, older workers and other special categories.
- Work-related welfare services and facilities.
- Shop floor participation in the improvement of working conditions.