

Section-3

Q.1
Ans.

Sensitivity Training - also known as laboratory or T-group training. This training is about making people understand about themselves and others reasonably, which is done by developing in them social sensitivity and behavioural flexibility. It is ability of an individual to sense what others feel and think from their own point of view. It reveals information about his or her own personal qualities concerns emotional issues and things that he or she has in common with other members of the group.

Quality of Work life → The concept of QWL is gaining increasing attention in the area of human resource management. The QWL encompasses the

sum of total healthy experience of individual
experience in various facets of the work life
on life at work.