

# An Interpretive Study on the Use of Self – Talk To Manage a Dilemma

by

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## ABSTRACT

This study has the purpose of documenting self talk as a strategy to manage dilemma. The research design is qualitative in nature and is informed by a constructivist epistemology. The participants will be six working adults. The data collection procedure will include journal writing and feedback forms. Data analysis will be done using the “Three Step Writing Method” which is based on phenomenology.

The findings from this research will inform society of ways to support people who are caught in a crisis. The findings can be made into a self help guide that is accessible to working adults to help them face the challenges of stress in the work place and in their social life.

The objective of this study is to document the process of exploring the how six working adults use self-talk to manage a dilemma. The good practices that emerge will be a starting point for the documentation of self talk as a way to manage potential suicide cases.

## I. CHAPTER1

### INTRODUCTION

#### 1.1 OVERVIEW

This study has the purpose of documenting self talk as a strategy to manage dilemma. The research design is qualitative in nature and is informed by a constructivist epistemology. The participants will be six working adults. The data collection procedure will include journal writing and feedback forms. Data analysis will be done using the “Three Step Writing Method” which is based on phenomenology.

#### 1.2 BACKGROUND

Malaysians are exploring strategies to facilitate the development of crisis management skills to combat the rise of suicides. I have observed that when a person is in a dilemma there are mental strategies that enable a person to manage the crisis . This study is designed to document such strategies to support people to help themselves through self - talk.

Emotional Intelligence includes knowledge of feelings and ways to manage feelings. One way to manage internal dialogue is self talk. There is a need to explore what has been done in training people to use self talk in handling acritical situation. One such situation was the recent entrapment of 33 miners in Chile. The real accounts of how these men survived is a valuable source of information for studying what human beings do when they are caught in a life threatening situation.

#### 1.2 RESEARCHPROBLEM

Working adults face various forms of crisis in their work place. Some are not able to manage the dilemma and this will lower productivity. Some can find strategies to manage the dilemma and handle the crisis. This research will identify how working adults use self talk to manage dilemma.

#### 1.3 RESEARCHQUESTIONS

The following are the research questions for the study:

1. What types of self talk assist working adults to manage dilemma?
2. How do working adults use self talk to manage dilemma?
3. What type of self talk do not assist working adults to manage dilemma?
4. How do working adults learn to use self talk to manage dilemma?
5. How can the working adults be trained to use self talk to manage dilemma?

#### 1.4 RESEARCHOBJECTIVES

The following are the objectives outlined to answer the research questions:

1. To identify the current use of self talk by working adults to manage dilemma

2. To identify problems associated with working adults using self talk to manage dilemma.
3. To review literature on available frameworks on self talk
4. To determine how to integrate and develop a model on the use of self talk in managing a dilemma.
5. To present recommendations and suggestions that help to develop and sustain the New Framework in the Model that will be proposed.

### 1.5 SIGNIFICANCE OF THE RESEARCH

The main aim of this research is to study the way working adults use self talk to manage dilemma. The process will enable the researcher to document best practices and synthesis them to develop a New Framework and Model for assisting working adults to manage dilemma by using self talk. This in turn can be the basis of developing a training module to help adults to manage crisis. Such a module will be invaluable for managing human resource management.

### 1.6 JUSTIFICATION OF THE RESEARCH

Working adults face dilemma in their work place due to the need to make decisions fast, manage multiple tasks and the pressure of deadlines and completion. In addition there are also social aspects of working life that lead to dilemma. If employees are not able to manage dilemma, their productivity will be affected. Thus, a module for training adults to manage dilemma would support the development

of a robust team. This research endeavors to identify the good practices in using self talk in managing dilemma and subsequently develop a training module to utilize the good practices in training employees in managing dilemma.

### 1.8 THE SCOPE OF THE RESEARCH

This study is limited to six working adults. The period covered during this study is 4 weeks. The findings will not be generalized but will indicate whether self talk has been used by these participants to manage a dilemma.

### 1.9 LIMITATIONS OF THE RESEARCH

The limitations of the research areas follows:

1. The participants will be six working adults from an urban area in Selangor
2. The data will be collected using qualitative research techniques. The findings will not be generalized but will be held as indicative of emerging trends in the area of concern.
3. Working adults may not feel comfortable with revealing the self talk used in managing dilemma. This will be a challenge in the way the researcher uses the interview technique.

## II. CHAPTER 2 LITERATURE REVIEW

Self Talk has been defined by psychologists as the ongoing internal conversation with ourselves, which influences how we feel and behave. This will affect productivity. This study is designed to identify good practices in using self talk to manage dilemma.

Self talk affects how we work towards our goals. It has been pointed out that if a man finds himself in a traffic jam while rushing to work one morning his self-talk could be pessimistic: "My whole day is ruined. If I don't get to work on time, I'll never hear the end of it. My boss will think that I'm no good and will surely pass me up for that promotion I've been working all year for." He will then feel demotivated regarding chances for a promotion. On the other hand, more positive self-talk could help him manage his dilemma: "I'll probably be no more than ten minutes late. I guess I'll just have to take a quick lunch instead of going out to eat. If I can turn in my report before the end

of the day, I might still have a chance to get that promotion." This self talk will help the person to manage dilemma and work with focus. (Psychology Glossary 2011)

In behavioral medicine it has been noted that internal monologue can have a positive or negative influence upon an individual (Mosby 2005). Sport medicine proponents have noted that the things that an individual says mentally to himself or herself, often to instill a positive attitude before a competition. This can be applied to working adults as they face difficulties in their work place.

Scott (2011) has noted that research has found that people who speak different languages may see the same things differently based on the words their language uses to describe these things. These effects influence the right brain more than the left, but the influence is clearly significant. As it subtly colors what you perceive and what you dwell on, negative self-talk can alter your experience of stress in the following ways: increasing the perception of stress, creating a sense of self

limitation and producing limited thinking.

### III. CHAPTER3

#### METHODOLOGY

##### 4. Methodology

This study will adopt a theoretical approach guided by a constructivist research paradigm. The theoretical framework behind this design is interpretivism. In the constructivist research paradigm reality is perceived to be socially constructed within the minds of individuals. The research product is created as the result of interaction between the researcher and the phenomenon that is being studied. In this case the phenomenon is the use of news articles to develop analytical thinking skills.

##### Theoretical Perspective

The term theoretical perspective is used to refer to the philosophical stance lying behind the methodology. This study draws its theoretical perspective from interpretivism. Interpretivism merged as a contradistinction to positivism in attempts to understand social reality.

Crotty ( 1997 )points out that positivism

##### 6. Data Collection Procedures

Data collection will be done using journal writing , untapped interviews and feedback forms. As the researcher I will keep a journal of my reflections. I will provide respondents with a feedback form where they will write their reflections on how they used

##### 7. Data Analysis

The analysis of the data will be done using the Three Step Method (Vaz 1999) devised by Mary Anne Vaz. This is shown in Table 3 below:

Three Step Writing Method		
	Step	Activity
1	Protocal Writing	Journal writing and feedback forms
2	Hermeneutic Writing	Identification of emerging themes
3	Phenomenologize	Revisit the phenomenon

Table1 :Three Step Writing Method

##### 8. Ethical Considerations

The respondents will be asked to sign consent forms stating that they participated in the

study as volunteers and that they gave their consent for the findings to be used as support resource to help people to manage dilemmas. To maintain the

seeks control and predicatability through a process of value free observation that attempts to identify universal features of humanhood. Many theorists now recognize that these claims to certitude cannot be sustained. On the contrary, interpretivism looks for culturally derived and historically situated interpretations of the lifeworld. This exploration of the use of real news articles to develop thinking skills gives me a chance to see how students respond to current issues.

##### 5. Research Design

This study is designed as documentation of reflections on self-talk used in managing a dilemma.

The researcher will identify 6 working adults who have experienced a crisis and moved beyond the crisis. To engage their support, the researcher will approach them to explain that findings will be used to develop a self-help guide to provide support to people who are trapped in a crisis.

##### The Setting And The Participants

The participants will be six working adults . Pseudonyms will be used to protect the respondents.. A profile of the respondents will be provided when the report is written. The following table will be used to provide the information of the respondents.

self talk to manage a dilemma. I will interview and provide feedback forms to respondents in three sessions. I will use three sessions as each session will bring them deeper into their awareness of how they have used self talk to manage a dilemma.

anonymity of the respondents I will use pseudonyms.

#### 9. Methodological Rigor

In qualitative inquiry, every human experience is viewed as unique. The research product and process is irreplaceable. Rather than striving for scientific objectivity, the researcher is striving for artistic integrity. The artistic integrity is achieved by communicating the diversity of human experience in an engaging and even poetic manner (Sandelowski, 1996). In designing this study I have endeavored to blend scientific rules and imagination in order to be true to my way of knowing.

#### 10. The Decision Trail

Koch (1994) suggests that one approach to rigour is to leave a decision trail. This entails discussing explicitly decisions taken about the theoretical, methodological and analytical choices throughout the study. I will adopt this approach and provide a decision trail that explains the link between the methods I used with the epistemology I embraced. Lincoln (1990) states that the values inherent in the research should be explicated and explored as part of the process and product. Garman (1994) argues that the most important consideration is the unique intent, the worthiness of the effort and the extent to which it is accomplished. McKenzie (1996) states that the research is a product of the researcher's world view, choices, actions and interactions with others, and the interpretations of the constructions of others.

### IV. CONCLUSION

This study will support the development of a self-help guide utilizing self-talk as a way to manage dilemma. The growing number of suicides is an indicator that there is a need for such supports as people are facing situations that drive to despair.

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