

## EPILOGUE

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The entire module was planned and developed based on a 'Role Analysis' and a 'Needs Assessment' of college principals; also keeping in mind that they are adult learners of good stature. Care was thus taken not to dilute information too much, and to present in an interesting manner, the content in question.

The learners (college principals) were expected to enhance communication skills necessary to be active and effective managers / administrators. Thus, all relevant theoretical and practical inputs were included to help learners know, understand, and internalize the significant concepts and parameters of communication in all their nuances. A holistic comprehension of the same would thus help trigger appropriate thought, analysis, and action; when any challenging situation presented itself thus taking one towards cultivating the all important personality attribute of being composed and level headed in application – particularly at work.

At the practical level, an attempt was made by the researcher to relate the information, exercises, discussions and illustrations presented – to the communication challenges typically faced by college principal in day-to-day proceeds of their work; thereby helping them recognize their strengths and limitations and refining their “communication practise” as necessary.

In the end, really, the college principals job, I think, is not exactly an enviable one. And despite every attempt to cultivate and sustain appropriate communication skills and a composure befitting his stature, a college principal can sometimes get bogged down and feel frustrated, since having to deal with adolescent students, office and academic staff, higher authorities, and to top it all inadequate infrastructure – all of it together – could get very very difficult.

BUT TO SMILE DESPITE TURMOIL IS THE FINAL TEST

And so I break off here, leaving you to try and take this ultimate ‘Smiling Test’.

- Just imagine yourself really angry after a rather difficult interaction / conversation. Now you must try to smile! Of course, you do not at all feel like smiling; and the result is probably a very unhappy grin. However, even a forced smile is a smile. At least you must slightly move the corners of your mouth; and with this . . . physical and emotional values interact !
- Just ‘grin’ for 20 seconds and your feelings will change surprisingly quickly. You will think that your unsuccessful grin looks rather odd; you will be able to make fun of yourself – and you have already achieved a better-quality smile! Soon you will discover that your mood improves which, in turn, leads to clear thinking. And on this basis and at this point of time, you can try to analyse the situation which made you angry in the first place. Remember to think about the possible motives of the person who made you angry. You will understand the reasons and eventually conclude : ‘Really, it’s not that bad!’
- And you will be able to smile happily without having to force it !

Please Note. If you feel interested in reading up or getting more information on the subject area of Communication / Organizational Communication / Educational Administration, you could access the following websites .

- [www.UCEA.org](http://www.UCEA.org) (Publications)
- [www.ERIC.org](http://www.ERIC.org)
- [www.UNESCObkk.org](http://www.UNESCObkk.org)
- [www.communication.org](http://www.communication.org)
- [www.leadership.org](http://www.leadership.org)
- [www.education.org](http://www.education.org)