SCRIPTS FOR EFFECTIVE INTERPERSONAL RELATIONSHIP SKILLS

Cover Page – Slide 2

I welcome you all to this exciting session on Effective Interpersonal Relationship Skills.

Interpersonal relationship skills are very important in our day-to-day activities, without them, everyday business would be very difficult, since almost all aspects of work involve communication.

Learning Outcomes – Slide 3

The Learning Outcomes for this session would be as follows:

1. Describe the role of communication skills and its processes in interpersonal relationship.

2. List the types of interpersonal relationships.

3. Discuss the difference between interpersonal, intrapersonal and human relation skills.

4. Identify the barriers to effective interpersonal relationship in a workplace

Introduction to Interpersonal Relationship Skills – Slide 4

Interpersonal Relationship skills are strongly associated with emotional intelligence, in a professional context, they refer to how we interact with others.

Interpersonal Relationship skills cover how we behave around others, the ways in which we communicate, that is both verbally and non-verbally, how we manage our emotions and attitudes, how well we work with others and much more.

Lots of soft skills could be defined as interpersonal, and are used to varying degrees in the workplace depending on where you work and your level of responsibility.

Employers often seek out those candidates who have strong interpersonal skills. They actively look for applicants who can work collaboratively, communicate effectively and have positive relationships with customers and co-workers.

Reasons for Interpersonal Relationship Skills – Slide 5

Without interpersonal skills, everyday business would be very difficult, since almost all aspects of work involve communication.

Many jobs also involve collaboration and interaction with different types of people, and interpersonal skills are vital to make this happen.

Even if you have a very technical job, such as an IT role, you will need to interact with colleagues or clients regularly, often imparting complicated information or having to listen carefully to requirements.

Some other reasons for Interpersonal skills are a necessity at workplace are:

1. Human Interdependence
2. Effective Decision Making
3. Organizational Culture
4. Learning
5. Coaching & Mentoring
6. Teamwork

Key Interpersonal Relationship Skills – Slide 6

The following are the main Interpersonal Skills that you should possess in order to enhance workplace productivity:

1. Self Confidence
2. Work Ethic
3. Relationship Management
4. Receptiveness to Feedback
5. Body Language
6. Listening
7. Collaboration
8. Conflict Management
9. Positive Attitude
10. Workplace Etiquette

We will be looking at each of them to see how they can enhance workplace productivity.
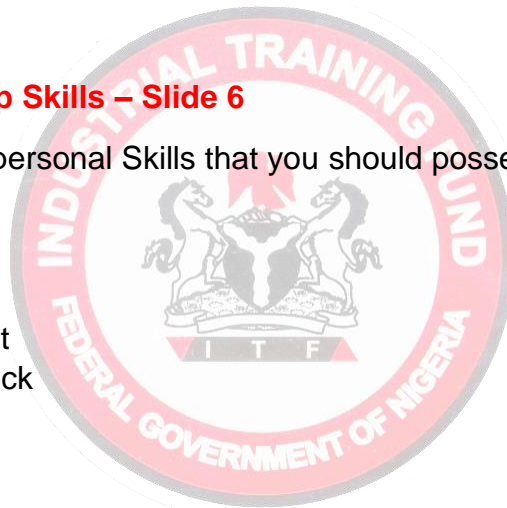
Self Confidence – Slide 7

A good level of self confidence in a workplace can open doors and help you make an impression. It can also demonstrate how you approach various situations and deal with them both positively and effectively.

To be successful, it is important to demonstrate self-confidence at every stage of your career, whether you are a graduate looking for an entry position or a more experienced member of the team hoping to secure promotion.

Self-confidence at work will improve the way people see you and your views, ideas and opinions will be taken more seriously.

Confidence will help you when communicating with others, as it ensures that you can convey your point clearly and make a valuable contribution.

Work Ethic – Slide 8

Work Ethic can be split into three main divisions:

1. Professionalism.

This incorporates everything from how you present yourself through to your appearance and how you treat others.

2. Respect.

All workplaces require you to work under pressure at some time or another, and exercising grace under stress will earn you more recognition. No matter how short the deadline or how heated things may get, always retain your diplomacy and poise.

3. Dependability.

Employers need to know they have employees they can count on. If you are always on time, well prepared and deliver work when you say you will, this demonstrates your work ethic and commitment to the business.

Relationship Management – Slide 9

Building effective relationships is one thing but managing them is something entirely different.

At every level in a business, you will be expected to engage with colleagues, partners and clients. The ability to manage relationships based on respect for each other and mutual trust is very important within any business environment.

Receptiveness to Feedback – Slide 10

Being open to feedback can help you develop both personally and professionally.

View all feedback as a chance to learn and never react defensively. This can take some practice, especially if the feedback is negative, but always take a deep breath and focus on how you can improve.

To take on board feedback, you must first listen to it. Don't think about your response; just listen to what is being said.

Take on board what you have been told and use this positively to further enhance your performance and productivity.

Body Language – Slide 11

Non-verbal communication is often overlooked, but don't forget to consider how your body language and gestures could be interpreted.

Factors to consider when interacting with others include:

1. Eye contact.
2. Facial expressions.
3. Gestures.
4. Personal space.
5. Posture and body position.

Your body language will often determine how your verbal communication are perceived.

In fact, your body language will impact your communication skills more than any other factor.

Active Listening – Slide 12

When improving your interpersonal communication skills, the first thing you need to learn is to **listen**.

Failure to listen properly can have disastrous consequences, from failing to follow through on a manager's instructions to not completing a customer's request.

Active listening is a skill that will help you understand and learn from others and respond correctly to what they are telling you.

Giving non-verbal signals that you are actively listening (such as nodding or maintaining eye contact) will also build trust as the people you are collaborating with will feel heard.

Workplace Collaboration – Slide 13

Working collaboratively allows teams to work productively and deliver positive outcomes for clients and the business.

Successful collaboration requires the ability to cooperate and respect each other.

Employers often seek applicants who have a proven track record working successfully within a team and candidates who are willing to compromise and cooperate to deliver exceptional work.

Being able to collaborate – particularly in challenging situations – is a great asset to every employer.

Conflict Management – Slide 14

A key interpersonal skill for those working in teams is conflict management, especially for those looking at leadership roles.

Conflict in the workplace can reduce productivity and cause negativity.

Good conflict management skills include diplomacy, empathy, negotiation, assertiveness and compromise.

Being able to communicate your views, or defend the views of others, in a professional and respectful way is a key skill in the workplace.

Positive Attitude – Slide 15

Showing positivity, even in difficult situations, is important. Be positive from the moment you fill out the application form or write a cover letter through to the interview, your first day at work and beyond.

Never say anything negative about your current or past employer, even if you feel strongly about it.

Employees with a positive attitude are more likely to treat others positively, which creates a more harmonious working environment.

Workplace Etiquette – Slide 16

How you come across to others can speak volumes. Learning workplace etiquette is a great way to leave a lasting impression on those you meet.

Check your posture, ensure that you stand straight and make eye contact, turn towards people when they are speaking and smile genuinely at them.

Follow the dress code of the company and make sure that your accessories such as ties, bags and jewelry are suitable for the workplace.

Also ensure that you demonstrate kindness and courtesy, and arrive in good time every morning.

Barriers to Interpersonal Relationships at Workplace – Slide 17

The following are some of the barriers that could hinder the development of workplace interpersonal relationships:

1. Fear of Rejection.
2. Personality Types.
3. Lack of Respect for the Rights of Others.
4. Lack of Time.
5. Complex Interaction Settings.
6. Social Diversity.
7. Nature of Job Routine.
8. Ethno-religious Diversity.
9. Cultural Diversity.
10. Adverse Environmental Situation.

How to Achieve Interpersonal Relationships at Workplace – Slide 18

An organization that promotes effective interpersonal relationships within its work force will achieve more efficiency in getting tasks done with the resultant effect being the improvement in productivity of the organisation.

Some of the skills required in order to achieve effective interpersonal relationships at the workplace are as follows:

1. Active Listening.
2. Communication.
3. Courtesy and Professionalism.
4. Dependability.
5. Flexibility.
6. Leadership.
7. Motivation.

Conclusion – Slide 19

Hey, so in the past few minutes, we have been able to look at:

- The meaning of interpersonal relationships at the workplace.

- Reasons for interpersonal relationship skills.

- Key interpersonal relationship skills.

- Barriers to Interpersonal relationships at the workplace.

- And lastly, how to achieve interpersonal relationships at the workplace.

I also like to add that Interpersonal relationships in the workplace, are inescapable realities for all those working in organizations or having interaction with external stakeholders.

But the good news is that, the skill sets required to develop and enhance effective interpersonal relationship skills are not hereditary, but can be learnt and improved upon.

Steven Covey, once stated that " you cannot continuously improve interdependent systems and processes until you progressively perfect interdependent, interpersonal relationships"

It is therefore important for all individuals in the workplace to consciously and decisively develop these skills sets so as to foster workplace productivity and cohesive working relationship.

Thank you and Stay Safe.