COMPUTER ENGINEERING DEPARTMENT

ASSIGNMENT NO-02

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Topic: Interpersonal Skills

Q. No	Questions
1.	What are the interpersonal skills? Explain leadership, team building/teamwork, conflict resolution.
2.	What is time management? What are the techniques of time management? As a student how do you manage your time for your personal as well as professional activities?

Q.1 What are the interpersonal skills? Explain leadership, team building/teamwork, conflict resolution.

Ans:

1. Interpersonal skills are the behaviours and tactics a person uses to interact with others effectively through effective listening and communication. They are considered to be one of the most sought after types of soft skill.
2. It is important for students to have interpersonal skills because it helps them connect with people and benefits their personality development too.
3. Generally, students learn interpersonal skills at school itself with their teachers and classmates. However, still, there are some students who lack interpersonal skills due to various reasons mostly their introvert nature is one of them

1. Leadership:
➔ Leadership is the art of motivating a group of people to act toward achieving a common goal.
➔ Leadership captures the essentials of being able and prepared to inspire others. Effective leadership is based upon ideas—both original and borrowed—that are effectively communicated to others in a way that engages them enough to act as the leader wants them to act.
➔ A leader inspires others to act while simultaneously directing the way that they act. They must be personable enough for others to follow their orders, and they must have the critical thinking skills to know the best way to use the resources at an organization's disposal.
➔ Student leadership means students take active roles in their education and develop positive skills in the process. The goal of inspiring student leaders is to create a culture of ownership, collaboration and community in the classroom. Student leadership development helps create skills that the students can carry over to adulthood.

2. Team building/Teamwork:
➔ Teamwork is the process of working collaboratively with a group of people in order to achieve a goal.
➔ Team building is the ability to identify and motivate individual employees to form a team that stays together, works together, and achieves together.
➔ While team building involves the formation of groups to achieve goals, teamwork refers to the coming together of team members by bringing their individual skills and uniting them to achieve a common goal.
➔ Team building usually precedes teamwork as it involves choosing people from different departments or from within the same department. Team leaders try to form groups who can complement each other's strengths and help each other's weaknesses.

3. Conflict resolution:
➔ Conflict resolution can be defined as the informal or formal process that two or more parties use to find a peaceful solution to their dispute.
➔ Conflict may occur between co-workers, or between supervisors and subordinates, or between service providers and their clients or customers. Conflict can also occur between groups, such as management and the labour force, or between whole departments.
  ➔ Some conflicts are essentially arbitrary, meaning it doesn't matter who "wins," only that the problem is resolved so everyone can get back to work.
  ➔ But some conflicts reflect real disagreements about how an organization should function.

The Conflict Resolution Process -

➔ The resolution of conflicts in the workplace typically involves some or all of the following processes:
  1. Recognition by the parties involved that a problem exists.
  2. Mutual agreement to address the issue and find some resolution.
  3. An effort to understand the perspective and concerns of the opposing individual or group.
  4. Identifying changes in attitude, behaviour, and approaches to work by both sides that will lessen negative feelings.
  5. Recognizing triggers to episodes of conflict.
  6. Interventions by third parties such as Human Resources representatives or higher-level managers to mediate.
  7. A willingness by one or both parties to compromise.
  8. Agreement on a plan to address differences.
  9. Monitoring the impact of any agreements for change.
  10. Disciplining or terminating employees who resist efforts to defuse conflicts.

Types of Conflict Resolution Skills -

1. Assertiveness:
➔ A supervisor might take the initiative to convene a meeting between two employees who have engaged in a public dispute. An employee might seek out a person with whom they're having a conflict to suggest working together to find ways to co-exist more peacefully.

2. **Interviewing and Active Listening:**
➜ A Human Resources representative might have to ask questions and listen carefully to determine the nature of a conflict between a supervisor and a subordinate.

3. **Empathy:**
➜ A mediator might encourage empathy by asking employees in conflict to each describe how the other might be feeling and thinking, and how the situation might look to the other party.
➜ Empathy is also an important skill for mediators, who must be able to understand each party's perspective, without necessarily agreeing with either.

4. **Facilitation:**
➜ Managers of rival departments might facilitate a joint brainstorming session with their teams to generate solutions to ongoing points of conflict. Group facilitation techniques can also be used to avoid triggering conflict during group decision-making, in the first place.

5. **Mediation:**
➜ A supervisor might guide subordinates who are in conflict through a process to identify mutually agreeable changes in behaviour.

6. **Creative Problem Solving:**
➜ A supervisor might redefine the roles of two conflict-prone staff to simply eliminate points of friction. Creativity can also mean finding new win/win solutions.

7. **Accountability:**
➜ A supervisor might document conflict-initiating behaviours exhibited by a chronic complainer as preparation for a performance appraisal. In this way, the supervisor helps establish accountability, since the employee can no longer pretend the problem isn't happening.

Q.2 What is time management? What are the techniques of time management? As a student how do you manage your time for your personal as well as professional activities?

Ans:

1. Time management is the process of organizing and planning how to divide your time between specific activities. Good time management enables you to work smarter, not harder – so that you get more done in less time, even when time is tight and pressures are high.

2. To make sure your goals are clear and reachable, each one should be:
   - ➔ Specific (simple, sensible, significant).
   - ➔ Measurable (meaningful, motivating).
   - ➔ Achievable (agreed, attainable).
   - ➔ Relevant (reasonable, realistic and resourced, results-based).
   - ➔ Time-bound (time-based, time-limited, time/cost limited, timely, time-sensitive).

Techniques of time management -

1. **Establish Prioritized Goals:**
   - ➔ Without goals, you might find that you tend to chase after whatever seems most urgent or is staring you in the face. It's tough not to get distracted by shiny objects. To prevent this, figure out your true priorities in life, and move toward them by setting yearly, monthly, weekly, and daily goals or desired outcomes. Rank each of these using the following system:

     Importance: (A=high, B=medium, C=low)
     Urgency: (1=high, 2=medium, 3=low)
   - ➔ Always work on the most urgent and important goals and tasks (A1) first, and then move on down your list.

2. **Follow the 80/20 Rule:**
   - ➔ The 80/20 Rule, also known as Pareto's Principle, says that 80 per cent of your results come from 20 per cent of your actions. It's a way to view your time usage, prioritize your chosen tasks against your most important goals. Are you focusing on the 20 per cent of activities that produce 80 per cent of your desired results?

3. **Learn to Say No:**
   - ➔ While it's great to be a team player, it's also important to know when and how to be assertive and let people know you can't handle their request at the moment if it conflicts with you achieving your goals. If you do agree to take on the task, negotiate a deadline that helps them achieve their goals without sacrificing your own.

4. Overcome Procrastination Using the 4D System:

➔ Delete it: What are the consequences of not doing the task at all? Consider the 80/20 rule; maybe it doesn't need to be done in the first place.

➔ Delegate it: If the task is important, ask yourself if it's really something that you are responsible for doing in the first place. Can the task be given to someone else?

➔ Do it now: Postponing an important task that needs to be done only creates feelings of anxiety and stress. Do it as early in the day as you can.

➔ Defer: If the task is one that can't be completed quickly and is not a high priority item, simply defer it.

5. Eat the Frog:

➔ To quote Brian Tracey from his book, "Eat That Frog,"
"If the first thing you do each morning is to eat a live frog, you can go through the day with the satisfaction of knowing that that is probably the worst thing that is going to happen to you all day long."

➔ Your frogs each day are the tasks that will have the greatest impact on achieving your goals, which are usually the tasks that you're most likely to procrastinate starting.

6. Reduce the Number of Meetings:

➔ Poorly run meetings are time wasters, multiplied by the number of people in the meeting. Make sure you have an agenda and you aren't just having a meeting for the sake of having a meeting.

7. The Glass Jar: Rocks, Pebbles, Sand:

➔ Categorize your work in this way:
   ➔ Rocks: Your most important strategic projects
   ➔ Pebbles: Projects and tasks that are important but not the most critical
   ➔ Sand: Smaller, more insignificant tasks

➔ Tackle the rocks first. If you keep tackling the small things (the sand and pebbles), and not the important strategic items, the rocks, then your jar will quickly fill up with no room for more rocks.

8. Eliminate Electronic Time Wasters:

➔ Everyone has certain distractions that interrupt them and take their time away from their work. Is your Facebook? Twitter? Email checking? Continuous messaging with friends and family? Stop checking them so often and start batching these types of activities. Set a time, then check and deal with all of them at once. Give yourself 30 minutes and then get back on task.

9. **Get Organized:**
➔ In order to effectively manage your time and be productive each day, you have to create the right environment. Eliminate useless clutter, set up an effective filing system, have a nearby place for all of the work items you need frequently and utilize workflow management tools to help you create a productive environment.

10. **Take Care of Your Health:**
➔ A good night's sleep, healthy eating, and exercise will give you the energy, focus, and stamina required to make the most out of your day. It may seem that work is more important and you can always catch up on sleep, food, and exercise later. If you lose your health, though, you can't work, or do much of anything else for that matter, so don't skimp on taking care of yourself.

My time management as a student -

1. **Goal setting:**
➔ Goal setting involves the development of an action plan designed to motivate and guide me toward my goals. Goal setting is guided by goal-setting criteria such as SMART criteria which is quite helpful.

2. **Set time limits:**
➔ Usually, I allocate specific times to tasks and then stick to those times. When time runs out I move on to my next task which helps me to spend my time wisely.

3. **Have a clock nearby:**
➔ I always make sure to have a clock close by to monitor my time and set deadlines to keep track of myself.

4. **Reduce distraction:**
➔ I always put unnecessary stuff away from me, especially while working. Also, I turn DND mode on my devices and switch off social media notifications.

5. **Reward achievement:**
➔ Whenever I accomplish a certain task, then I reward myself to appreciate my efforts.

6. **Master schedule:**
➔ I block out chunks of time for study and assignments in addition to extracurricular activities and work commitments.