

Interpersonal skills- Syllabus

Module 1: Introduction to Interpersonal Skills (4 hours)

- **Learning Objectives:**
 - Understand the concept of interpersonal skills and their importance.
 - Identify the key components of effective interpersonal communication.
 - **Topics Covered:**
 - Definition of interpersonal skills
 - Types of interpersonal relationships (personal, professional)
 - The role of communication in interpersonal relationships
 - Key elements of interpersonal communication: verbal, non-verbal, and listening skills
 - **Activities:**
 - Icebreaker exercises to practice communication
 - Group discussions on personal experiences with interpersonal interactions
-

Module 2: Active Listening (5 hours)

- **Learning Objectives:**
 - Master active listening techniques.
 - Learn how to respond empathetically and effectively.
 - **Topics Covered:**
 - Definition and importance of active listening
 - Barriers to active listening and how to overcome them
 - Techniques for listening with understanding (paraphrasing, clarifying)
 - The role of non-verbal cues in listening
 - **Activities:**
 - Role-playing exercises to practice listening
 - Listening games and exercises
-

Module 3: Emotional Intelligence (6 hours)

- **Learning Objectives:**
 - Understand the components of emotional intelligence (EQ).
 - Learn how to improve emotional awareness and regulation in interpersonal interactions.
- **Topics Covered:**
 - Definition of Emotional Intelligence
 - Self-awareness, self-regulation, motivation, empathy, and social skills
 - How emotional intelligence impacts relationships and communication
 - Techniques to increase emotional awareness and empathy
- **Activities:**

- Emotional intelligence self-assessment
 - Group discussions on improving emotional responses
 - Case studies on emotional intelligence in conflict situations
-

Module 4: Non-Verbal Communication (5 hours)

- **Learning Objectives:**
 - Understand the impact of body language, facial expressions, and tone of voice on communication.
 - Learn how to interpret and use non-verbal cues effectively.
 - **Topics Covered:**
 - Types of non-verbal communication (body language, facial expressions, eye contact, gestures, posture)
 - The role of non-verbal communication in conveying emotions and attitudes
 - How to manage and interpret body language in conversations
 - **Activities:**
 - Non-verbal communication exercises
 - Role-playing to practice body language awareness
-

Module 5: Assertiveness and Self-Confidence (6 hours)

- **Learning Objectives:**
 - Learn how to communicate assertively without being passive or aggressive.
 - Build confidence in expressing thoughts, feelings, and needs.
 - **Topics Covered:**
 - The difference between passive, assertive, and aggressive communication
 - Techniques for assertive communication (e.g., "I" statements, clear boundaries)
 - Building self-confidence in social and professional settings
 - **Activities:**
 - Assertiveness training exercises
 - Role-playing scenarios for practicing assertive communication
-

Module 6: Conflict Resolution and Negotiation (6 hours)

- **Learning Objectives:**
 - Learn techniques to handle and resolve conflicts constructively.
 - Develop negotiation skills for resolving differences.
- **Topics Covered:**
 - Understanding the sources and types of conflict
 - Conflict resolution strategies (e.g., compromising, collaborating, avoiding, accommodating)
 - Negotiation skills and techniques
 - Managing difficult conversations and disagreements

- **Activities:**
 - Conflict resolution role-play scenarios
 - Negotiation exercises in small groups
-

Module 7: Teamwork and Collaboration (5 hours)

- **Learning Objectives:**
 - Understand the dynamics of working effectively in teams.
 - Learn how to collaborate, delegate, and contribute to a team environment.
 - **Topics Covered:**
 - Characteristics of effective teamwork
 - Communication in teams
 - Roles within a team (leader, follower, facilitator, etc.)
 - Strategies for effective collaboration and problem-solving in teams
 - **Activities:**
 - Team-building exercises
 - Group project and team collaboration challenges
-

Module 8: Building Relationships and Networking (3 hours)

- **Learning Objectives:**
 - Learn how to build strong, lasting relationships in personal and professional life.
 - Understand the principles of effective networking.
 - **Topics Covered:**
 - Relationship-building techniques (trust, mutual respect, and communication)
 - Networking strategies for professional growth
 - Social capital and its importance in relationships
 - **Activities:**
 - Networking exercises
 - Creating personal relationship-building strategies
-

Module 9: Communication in Leadership (4 hours)

- **Learning Objectives:**
 - Understand the role of communication in leadership.
 - Learn how to communicate effectively as a leader.
- **Topics Covered:**
 - Leadership styles and their impact on communication
 - How to motivate and inspire others through communication
 - Giving constructive feedback
 - Public speaking and presentations for leaders
- **Activities:**
 - Leadership communication role-play

- Group feedback exercises
-

Final Project and Review (1 hour)

- **Learning Objectives:**
 - Integrate the concepts and skills learned throughout the course.
 - Apply interpersonal skills in a real-world scenario.
 - **Activity:**
 - Present a final project or case study showcasing interpersonal communication and problem-solving techniques.
-

Assessment and Evaluation:

- **Participation and Attendance:** 20%
- **Module-Based Quizzes/Assignments:** 30%
- **Final Project/Presentation:** 50%

CLOs (Course Learning Outcomes)

Course Learning Outcomes (CLOs) define what students will be able to do after completing the course. These outcomes align with the course objectives and ensure that the curriculum delivers the skills and knowledge necessary for successful interpersonal communication.

CLOs for Interpersonal Skills Course:

1. Effective Communication

- **Outcome:** Students will be able to effectively use both verbal and non-verbal communication techniques to build and maintain positive interpersonal relationships.
- **Skills Developed:** Active listening, clear verbal communication, interpreting body language, and emotional expression.

2. Emotional Intelligence (EQ)

- **Outcome:** Students will develop the ability to recognize, understand, and manage their emotions, as well as the emotions of others, to enhance interpersonal interactions.
- **Skills Developed:** Self-awareness, empathy, emotional regulation, and interpersonal empathy.

3. Conflict Resolution & Negotiation

- **Outcome:** Students will be able to identify and resolve conflicts constructively and apply negotiation techniques to reach mutually beneficial agreements in both personal and professional contexts.
- **Skills Developed:** Conflict identification, resolution strategies (compromise, collaboration), negotiation tactics, and problem-solving.

4. Assertiveness and Self-Confidence

- **Outcome:** Students will develop the confidence to express their thoughts, opinions, and needs assertively, while respecting the perspectives of others.
- **Skills Developed:** Assertive communication, self-confidence building, boundary setting.

5. Teamwork and Collaboration

- **Outcome:** Students will demonstrate the ability to collaborate effectively with others in team settings, leveraging diverse strengths and skills to accomplish shared goals.
- **Skills Developed:** Team dynamics, role identification, group communication, and collaborative problem-solving.

6. Relationship Building and Networking

- **Outcome:** Students will be able to foster strong, trust-based relationships and network effectively to enhance both personal and professional interactions.
- **Skills Developed:** Relationship-building techniques, networking strategies, social capital management.

7. Leadership and Communication

- **Outcome:** Students will develop the ability to communicate effectively as leaders, motivating, guiding, and providing feedback to others in diverse settings.

- **Skills Developed:** Leadership communication, motivation strategies, feedback delivery, public speaking.
-

AI-Enhanced Syllabus for Interpersonal Skills Course

An AI-enhanced syllabus incorporates modern technologies and tools, such as AI-driven simulations, chatbots, adaptive learning systems, and data analytics, to improve learning experiences, tailor the learning process to individual needs, and provide real-time feedback.

AI-Enhanced Interpersonal Skills Syllabus:

Module 1: Introduction to Interpersonal Skills (AI-powered assessment and feedback)

- **AI Integration:**
 - Use AI-based diagnostic tools to assess the student's current communication skills through interactive quizzes and simulations (e.g., communication style assessments).
 - AI-driven chatbots can provide personalized feedback after each student interaction, suggesting improvements in tone, clarity, and engagement.

Module 2: Active Listening (AI-driven practice and reflection)

- **AI Integration:**
 - AI-powered listening simulations (virtual role-play with AI characters) where students interact in different listening scenarios and receive real-time feedback on their listening skills.
 - AI tools analyze students' responses and suggest improvements in active listening strategies, such as asking clarifying questions or paraphrasing.

Module 3: Emotional Intelligence (AI-based emotional recognition)

- **AI Integration:**
 - Use AI tools to analyze students' facial expressions or tone of voice during role-playing exercises, providing insights into emotional awareness and empathy.
 - AI can simulate emotional reactions based on student input, giving students an opportunity to practice emotional regulation techniques and get feedback on emotional responses.

Module 4: Non-Verbal Communication (AI video analysis)

- **AI Integration:**
 - AI software can analyze video recordings of students' non-verbal cues (e.g., posture, facial expressions, eye contact) and provide personalized feedback.
 - Use AI-driven motion analysis to evaluate body language in specific social scenarios and offer suggestions for improvement (e.g., posture correction, appropriate gestures).

Module 5: Assertiveness and Self-Confidence (AI-supported practice scenarios)

- **AI Integration:**
 - AI-powered simulations present scenarios where students must assert their needs or opinions (e.g., in professional settings or difficult conversations). AI evaluates the assertiveness level and provides feedback on balancing respect and confidence.
 - AI-driven coaching sessions offer customized suggestions on building confidence and applying assertive communication techniques.

Module 6: Conflict Resolution and Negotiation (AI-mediated conflict scenarios)

- **AI Integration:**
 - AI-driven conflict resolution simulations where students interact with virtual characters representing different conflict perspectives. AI analyzes the student's choices and communication strategies, offering real-time feedback on negotiation and resolution skills.
 - AI-powered negotiation simulations evaluate students' ability to find win-win solutions and provide suggestions for improvement based on the responses given in each negotiation.

Module 7: Teamwork and Collaboration (AI-supported team dynamics analysis)

- **AI Integration:**
 - AI tools can track individual contributions in team exercises and provide insights on how effectively students collaborate and communicate within a group.
 - Use AI to assign students to teams dynamically, based on complementary skills identified by AI analytics, ensuring balanced team collaboration and maximizing learning outcomes.

Module 8: Building Relationships and Networking (AI-powered networking simulations)

- **AI Integration:**
 - AI-powered networking scenarios where students practice introducing themselves, initiating conversations, and maintaining professional relationships with virtual characters.
 - AI tracks how students manage the conversation flow, respond to cues, and network effectively, offering personalized feedback.

Module 9: Communication in Leadership (AI-enhanced leadership role-play)

- **AI Integration:**
 - AI-driven leadership scenarios where students practice managing teams, providing feedback, and making decisions. The AI evaluates their communication effectiveness, leadership style, and ability to inspire others.
 - AI-assisted speech analysis provides feedback on how to deliver persuasive messages and motivational speeches, including voice tone, pacing, and clarity.

Final Project and Review (AI-based assessment)

- **AI Integration:**

- Use AI to analyze the final project or presentation, providing detailed reports on communication effectiveness, emotional intelligence, and overall interpersonal skills.
 - AI can suggest areas of improvement based on the project's content and presentation style.
-

Additional AI Enhancements for the Course:

- **Adaptive Learning Paths:**
AI analyzes students' strengths and weaknesses throughout the course and adapts learning content accordingly. For example, if a student struggles with assertiveness, AI may suggest additional readings, exercises, or virtual role-plays focused on assertive communication.
 - **AI Chatbots for 24/7 Support:**
AI chatbots can answer student queries, provide instant feedback on assignments, and offer additional resources for self-improvement in interpersonal skills.
 - **Data Analytics for Personalized Feedback:**
AI tracks students' progress over time, providing data analytics on their growth in key interpersonal skills. This personalized feedback helps students set goals and measure their improvement.
-

Conclusion:

By integrating AI into the interpersonal skills course, the learning experience becomes more interactive, personalized, and real-time, which allows students to practice and refine their skills in a controlled environment. AI-based feedback and simulations can accelerate learning by providing instant corrections and personalized guidance. This approach also allows for greater flexibility and deeper engagement with the course material.

Lesson Plan 1: Active Listening and Emotional Intelligence (AI-Driven- Auto class mate)

Course Module: Active Listening & Emotional Intelligence

Duration: 2 Hours

Learning Objectives:

By the end of this lesson, students will be able to:

1. Demonstrate active listening skills in various communication scenarios.
 2. Recognize and manage emotions during conversations.
 3. Improve emotional intelligence (EQ) through practical exercises.
-

Materials Needed:

- AI-based Listening Simulation Tool (e.g., virtual role-playing software or interactive chatbot that tests listening skills)
 - AI-driven Emotion Recognition Software (e.g., tools that analyze tone of voice, facial expressions, or written text to gauge emotional reactions)
 - Computers/Tablets for students to interact with the AI tools
 - Projector/Screen for group discussions and debriefing
-

Lesson Breakdown:

1. Introduction to Active Listening and Emotional Intelligence (15 minutes)

- **Activity:** Begin by presenting a short video or infographic on the importance of active listening and emotional intelligence in building strong interpersonal relationships.
- **Teaching Strategy:** Use real-world examples to explain how emotions can impact conversations. Discuss how active listening can improve both personal and professional relationships.
- **AI Integration:** Use AI-generated content (e.g., virtual assistants or chatbots) to engage students in a discussion about active listening, letting the AI prompt questions that ask students for their personal experiences with communication and emotions.

2. AI-Driven Listening Simulation (30 minutes)

- **Activity:**
 - Students will participate in an AI-powered listening simulation. The AI will simulate different conversation scenarios (e.g., a professional meeting, a personal disagreement, etc.).

- After each conversation, the AI will provide feedback on how well students listened based on their responses. It will evaluate their ability to ask clarifying questions, paraphrase, and summarize key points.
- **Teaching Strategy:** Guide students through the simulation process and explain the importance of responding with empathy and understanding. Encourage students to pay attention to both verbal and non-verbal cues (e.g., tone, body language).
- **AI Integration:** The AI tool will provide real-time feedback on whether students missed important details, did not ask follow-up questions, or misinterpreted emotions in the conversation.

3. AI-Powered Emotional Intelligence Activity (30 minutes)

- **Activity:**
 - Students will interact with an AI-driven emotion recognition tool that assesses their ability to recognize emotions based on facial expressions, tone of voice, and contextual clues from text.
 - The AI will show short video clips of people expressing different emotions (anger, happiness, frustration, etc.) and ask students to identify the emotions and describe how they would respond in each situation.
- **Teaching Strategy:** Discuss how recognizing emotions in others improves empathy and interpersonal relationships. Emphasize the importance of adapting communication based on emotional cues.
- **AI Integration:** The AI system will provide immediate feedback on how accurately students recognized emotions and offer tips on improving their emotional awareness.

4. Group Reflection and Discussion (15 minutes)

- **Activity:** Students will break into small groups to discuss their experiences with the AI simulations. They'll share what they learned about active listening and emotional intelligence and how they can apply it in real-life situations.
- **Teaching Strategy:** Encourage peer-to-peer learning and allow students to reflect on how technology can help them understand and practice interpersonal skills. Ask them to suggest improvements to their own listening and emotional intelligence skills based on the AI feedback.
- **AI Integration:** The AI tool can summarize key points from the group discussion and provide feedback on how well the students expressed empathy and self-awareness during the conversation.

5. Homework Assignment/Practice (15 minutes)

- **Activity:**
 - Assign students to practice active listening with a peer, family member, or colleague in a real conversation, focusing on listening with empathy and using non-verbal cues. They will then log their experiences and receive AI feedback through an online journal or app.
 - **AI Integration:** The AI system will analyze written reflections or video recordings of the student's interaction and provide personalized feedback on their listening and emotional intelligence.
-

Lesson Plan 2: Conflict Resolution and Negotiation Skills (AI-Driven)

Course Module: Conflict Resolution & Negotiation

Duration: 2 Hours

Learning Objectives:

By the end of this lesson, students will be able to:

1. Identify different types of conflicts and learn how to approach them constructively.
 2. Demonstrate negotiation skills in resolving disputes.
 3. Use AI simulations to practice conflict resolution and negotiation strategies.
-

Materials Needed:

- AI Conflict Simulation Tool (e.g., virtual role-playing software for managing conflicts)
 - AI Negotiation Assistant (AI that guides and provides feedback on negotiation strategies)
 - Computers/Tablets for students to interact with the AI tools
 - Projector/Screen for group discussions and debriefing
-

Lesson Breakdown:

1. Introduction to Conflict Resolution and Negotiation (15 minutes)

- **Activity:** Begin with a brief lecture on conflict resolution styles (e.g., avoidance, accommodation, collaboration, competition, compromise) and negotiation strategies (e.g., win-win, integrative negotiation).
- **Teaching Strategy:** Use case studies to illustrate real-world conflicts and how negotiation skills are applied to resolve them.
- **AI Integration:** Introduce the AI negotiation assistant that will guide students through scenarios to practice different conflict resolution techniques.

2. AI-Powered Conflict Simulation (30 minutes)

- **Activity:**
 - Students will participate in an AI-driven conflict simulation where they play roles in resolving a simulated conflict (e.g., a workplace disagreement, customer complaint, etc.).
 - The AI will adapt to students' responses, providing a variety of conflict styles for the student to choose from (e.g., compromising, collaborating, etc.). The AI will give feedback on how each style affects the resolution process.
- **Teaching Strategy:** Guide students in selecting appropriate conflict resolution strategies based on the scenario. Afterward, students will discuss their approaches and evaluate which strategy worked best in different contexts.
- **AI Integration:** The AI tool provides detailed feedback on the resolution process, including whether the student maintained a collaborative approach or leaned toward a more competitive or avoidant style.

3. AI Negotiation Practice (30 minutes)

- **Activity:**
 - Students will practice negotiation skills through an AI-driven negotiation assistant. The AI will simulate a negotiation scenario (e.g., salary negotiation, project deadline discussion) and provide a series of prompts for the student to negotiate with.
 - The AI will track the student's responses, evaluating negotiation tactics (e.g., proposing options, making concessions, handling objections).
- **Teaching Strategy:** Explain the principles of effective negotiation, including preparation, building rapport, proposing solutions, and making compromises. After each negotiation, students will receive real-time feedback from the AI on their strategies.
- **AI Integration:** The AI will evaluate responses based on key negotiation principles, such as fairness, flexibility, and win-win solutions, and suggest improvements.

4. Group Reflection and Discussion (15 minutes)

- **Activity:** Students will reflect on the AI conflict simulation and negotiation exercises, discussing how they approached the situations and what they learned about their own conflict resolution and negotiation styles.
- **Teaching Strategy:** Facilitate a group discussion on the challenges students faced during the simulations and how they can apply these skills in real-life situations.
- **AI Integration:** The AI system can generate a summary report for each student, highlighting strengths and areas for improvement in their conflict resolution and negotiation techniques.

5. Homework Assignment/Practice (15 minutes)

- **Activity:**
 - Students will practice conflict resolution and negotiation with a peer or in a real-world scenario (e.g., resolving a disagreement with a colleague). They will log their experience and submit it online.
- **AI Integration:** The AI tool will analyze written reflections or video recordings of their negotiations and provide personalized feedback on how well they applied the strategies learned in class.

Conclusion:

Both lesson plans utilize AI technology to provide personalized feedback, real-time assessments, and interactive simulations that enhance learning outcomes in interpersonal communication, conflict resolution, and emotional intelligence. AI-driven activities allow students to practice and refine their skills in realistic scenarios, while instructors can focus on providing contextual guidance and supporting peer-to-peer learning.

Unlocking Emotional Intelligence and Non-Verbal Communication

This course helps you master emotional intelligence. You'll learn to improve interactions. We also explore non-verbal communication. Enhance your body language.

AD by Alivelu Dr.



Components of Emotional Intelligence

Self-Awareness

Recognizing your own emotions is the first step. Understand how they affect your actions.

Self-Regulation

Manage your emotions effectively.
Respond to situations calmly.

Motivation

Drive and passion are key. Stay committed to your goals.

More Key Aspects of Emotional Intelligence

1 Empathy

Understand and share the feelings of others.

2 Social Skills

Build and maintain positive relationships.

3 Impact on Communication

EQ greatly impacts how you interact with others.





Enhancing Emotional Awareness and Empathy



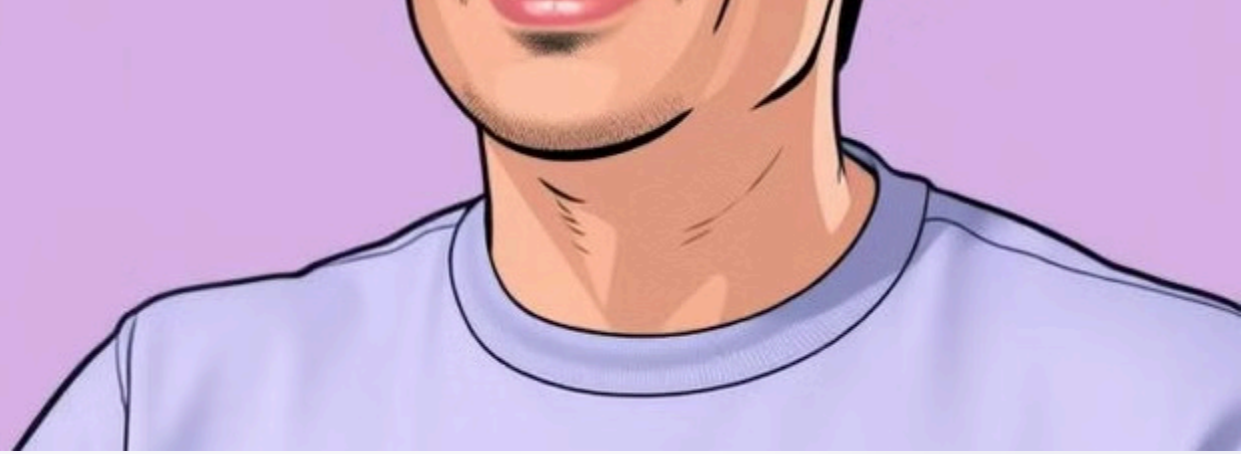
Practice active listening to truly hear others.



Cultivate empathy by trying to see things from their perspective.



Reflect on your emotional reactions. Understand why you feel the way you do.



Decoding Non-Verbal Communication

1

Body Language

Observe posture and movements.

2

Facial Expressions

Read emotions through expressions.

3

Eye Contact

Note the level and intensity of eye contact.

Role of Non-Verbal Cues

1

Conveying Emotions

Non-verbal cues show true feelings.

2

Attitudes

They reveal underlying attitudes.

3

Building Trust

Matching words with actions builds trust.



Managing and Interpreting Body Language

Be Aware

Recognize your own body language.

Observe Others

Pay attention to non-verbal cues.

Context Matters

Consider the situation and cultural factors.



Key Takeaways and Next Steps

Emotional intelligence and non-verbal skills are vital. Improve your interactions. Start with self-awareness. Practice active listening. Observe body language. Continue learning and applying these skills. You'll be a better communicator.



Assessment 1: Active Listening and Emotional Intelligence

1. What is the primary purpose of active listening in interpersonal communication?

- A) To provide advice and solutions immediately
- B) To understand the speaker's message and emotions
- C) To formulate a response before the speaker finishes talking
- D) To interrupt and redirect the conversation

Answer: B) To understand the speaker's message and emotions

2. Which of the following is an example of non-verbal communication?

- A) Saying "I'm sorry"
- B) Nodding your head while someone speaks
- C) Asking clarifying questions
- D) Offering advice on how to solve a problem

Answer: B) Nodding your head while someone speaks

3. What is the term used to describe the ability to recognize and manage your own emotions, as well as understand the emotions of others?

- A) Cognitive intelligence
- B) Emotional intelligence
- C) Social intelligence
- D) Verbal intelligence

Answer: B) Emotional intelligence

4. In an active listening scenario, which of the following would be a good strategy for responding to a speaker?

- A) Interrupting them to offer advice
- B) Repeating their words verbatim without providing feedback
- C) Paraphrasing their words and asking clarifying questions
- D) Redirecting the conversation to your own experiences

Answer: C) Paraphrasing their words and asking clarifying questions

5. How can emotional intelligence contribute to better interpersonal communication?

- A) By allowing individuals to avoid difficult conversations
- B) By helping people to control and express their emotions appropriately
- C) By encouraging people to dominate conversations
- D) By providing clear solutions to every conflict

Answer: B) By helping people to control and express their emotions appropriately

6. What is the term for the ability to recognize emotions in others based on their body language, facial expressions, and tone of voice?

- A) Self-awareness
- B) Empathy
- C) Self-regulation
- D) Social skills

Answer: B) Empathy

Assessment 2: Conflict Resolution and Negotiation

1. Which of the following is an example of the "avoiding" conflict resolution style?

- A) Actively discussing the issue to find a solution
- B) Withdrawing from the conflict and ignoring it
- C) Compromising on both sides to find a middle ground
- D) Confronting the other person aggressively

Answer: B) Withdrawing from the conflict and ignoring it

2. What is the primary goal of negotiation in conflict resolution?

- A) To win the argument
- B) To manipulate the other party into agreeing
- C) To find a mutually acceptable solution
- D) To avoid the issue altogether

Answer: C) To find a mutually acceptable solution

3. Which of the following conflict resolution strategies is best suited when both parties have equally important goals and a solution that satisfies both is possible?

- A) Competing
- B) Collaborating
- C) Accommodating
- D) Avoiding

Answer: B) Collaborating

4. What is the "win-win" approach in negotiation?

- A) An approach where one side must lose to allow the other to win
- B) An approach where both sides find a solution that benefits them both
- C) An approach where the negotiator forces the other side into submission
- D) An approach where both sides leave the negotiation without agreement

Answer: B) An approach where both sides find a solution that benefits them both

5. Which of the following best defines "compromise" in conflict resolution?

- A) Both parties get exactly what they want
- B) Both parties give up some of their demands to reach an agreement
- C) One party imposes their solution on the other
- D) Both parties avoid dealing with the issue

Answer: B) Both parties give up some of their demands to reach an agreement

6. When dealing with a difficult conversation in a professional setting, which of the following negotiation strategies would be most effective?

- A) Avoiding the conversation altogether
- B) Using persuasion to get the other person to agree to your terms
- C) Listening actively, showing empathy, and finding a collaborative solution
- D) Dominating the conversation to get your point across

Answer: C) Listening actively, showing empathy, and finding a collaborative solution

7. Which of the following is a key characteristic of a "collaborative" conflict resolution style?

- A) Focusing on personal gains rather than shared benefits
- B) Ignoring the conflict to avoid further tension

- C) Focusing on a mutually beneficial solution
- D) Pressuring the other party to agree to your point of view

Answer: C) Focusing on a mutually beneficial solution

8. What does the term "BATNA" stand for in negotiation?

- A) Best Alternative to a Negotiated Agreement
- B) Best Approach to New Agreements
- C) Best Approach to Negotiate a Deal
- D) Basic Alternative to Negotiated Actions

Answer: A) Best Alternative to a Negotiated Agreement

9. What is a key advantage of using the "accommodating" conflict resolution style?

- A) It helps both parties achieve their goals
- B) It prioritizes maintaining relationships over achieving personal goals
- C) It encourages assertiveness in discussions
- D) It involves avoiding conflict altogether

Answer: B) It prioritizes maintaining relationships over achieving personal goals

10. During a negotiation, what is the best way to handle objections from the other party?

- A) Ignore the objections and continue with your proposal
- B) Acknowledge their objections, and explore alternative solutions
- C) Interrupt and talk over the other person to overpower them
- D) Agree immediately to their terms to avoid confrontation

Answer: B) Acknowledge their objections, and explore alternative solutions

<https://quizgecko.com/learn/mastering-interpersonal-skills-and-active-listening-mzjyd2?ref=BetterThanExpectedZombie>

Mastering Interpersonal Skills and Active Listening
