2: Importance of Personal Development

EN3106 – Communication Skills II

Level II - Semester 3

Overview

This is the second topic of the course module, Communication Skills (EN3106). This section will introduce the topic "Importance of personal development".

The section will discuss the term interpersonal skills and how important they are for professional career development.

Intended Learning Outcomes

At the end of this lesson, you will be able to;

- Define the term interpersonal skills.

- Express importance of interpersonal skills in professional career development.

- Distinguish the importance of attitude, behaviour and code of conduct for the professionalism.

- Identify different personalities traits.
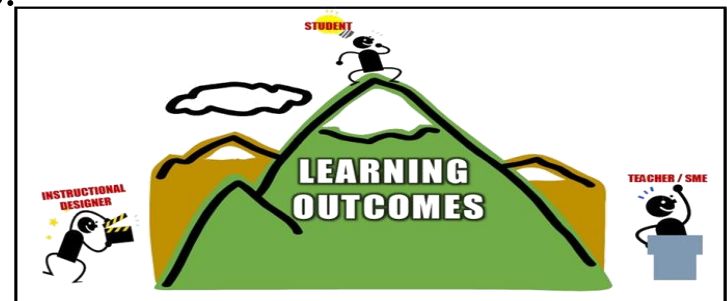
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List of Sub-Topics

2.1 Importance of interpersonal skills

2.2 Attitudes, behavior, and code of conduct

2.3 Personality and values

Interpersonal Skills	
Communication	Influence
Leadership	Motivation
Negotiation	Problem solving

Importance of Interpersonal Skills

2.1 Importance of Interpersonal Skills

Interpersonal skills are one of the most overlooked and essential career development tools.

Whether you are an entrepreneur, manager or are looking for work, interpersonal skills are critical for your communication and relationship success.

~ Vanessa Van Edwards

2.1 Importance of Interpersonal Skills

➢ Interpersonal skills are also known as **social skills, people skills, soft skills or life skills.**

➢ We use interpersonal skills every day when we communicate and interact with other people, both individually and in groups.

➢ Interpersonal skills include a wide range of skills.

     ✓   Listening,

     ✓   Effective speaking,

     ✓   Ability to control

     ✓   Manage emotions etc.

2.1 Importance of Interpersonal Skills

➢ Interpersonal skills will explain how well you communicate, interact and relate to others.

➢ People with strong interpersonal skills get the ability to work well with other people, including in teams or groups, formally and informally.

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2.1 Importance of Interpersonal Skills

Interpersonal skills includes

<div style="background-color:#A9D18E">Communication skills</div>

- Verbal Communication – what we say and how we say it;

- Non-Verbal Communication – what we communicate without words (e.g., body language, or tone of voice)

- Listening Skills – how we interpret both the verbal and non-verbal messages sent by others.

Source of Reference: https://www.skillsyouneed.com/interpersonal-skills.html

2.1 Importance of Interpersonal Skills

Interpersonal skills includes cont...

Emotional intelligence

- Being able to understand and manage your own and others' emotions.

Team-working

- Being able to work with others in groups and teams, both formal and informal.

Source of Reference: https://www.skillsyouneed.com/interpersonal-skills.html

2.1 Importance of Interpersonal Skills

Interpersonal skills includes cont...

Negotiation, persuasion and influencing skills

- Working with others to find a mutually agreeable (Win/Win) outcome.

**Conflict resolution and mediation**

- Working with others to resolve interpersonal conflict and disagreements in a positive way.

Source of Reference: https://www.skillsyouneed.com/interpersonal-skills.html

2.1 Importance of Interpersonal Skills

Interpersonal skills includes cont…

Problem solving and decision-making

- Working with others to identify, define and solve problems, which includes making decisions about the best course of action.
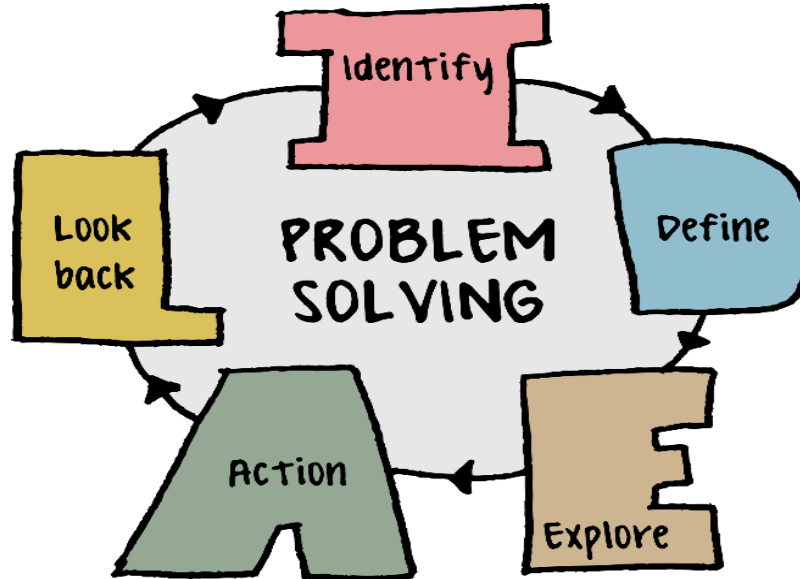
Source of Reference: https://www.skillsyouneed.com/interpersonal-skills.html

2.1 Importance of Interpersonal Skills

Benefits of Interpersonal skills

- Easy to find good job positions.

- Helps to get through a job interview.

- Helps to become a great leader.

- Opens up new career opportunities.

- Avoid misunderstandings among the clients and colleagues.

- Reduce conflicts at the workplace.

- Easily can become a positive and trustworthy person.

- Make appropriate decisions.

- Helps to achieve success in life.

Attitudes, Behavior, and Code of Conduct

Attitudes

2.2 Attitudes, behavior, and code of conduct

- An attitude refers to our opinions, beliefs, and feelings about aspects of our environment.

- We have attitudes toward the food we eat, people we meet, courses we take, and things we do.

- At work, job attitudes influence how we behave. These include job satisfaction and organizational commitment.

- Job satisfaction refers to the feelings people have toward their job.

2.2 Attitudes, behavior, and code of conduct

- Organizational commitment is the emotional attachment people have toward the company they work for.

- There is an overlap between job satisfaction and organizational commitment because things that make us happy with our job often make us more committed to the company as well.

- Attitudes are worth tracking as they are associated with outcomes (e.g., Performance, helping others, absenteeism, and turnover)
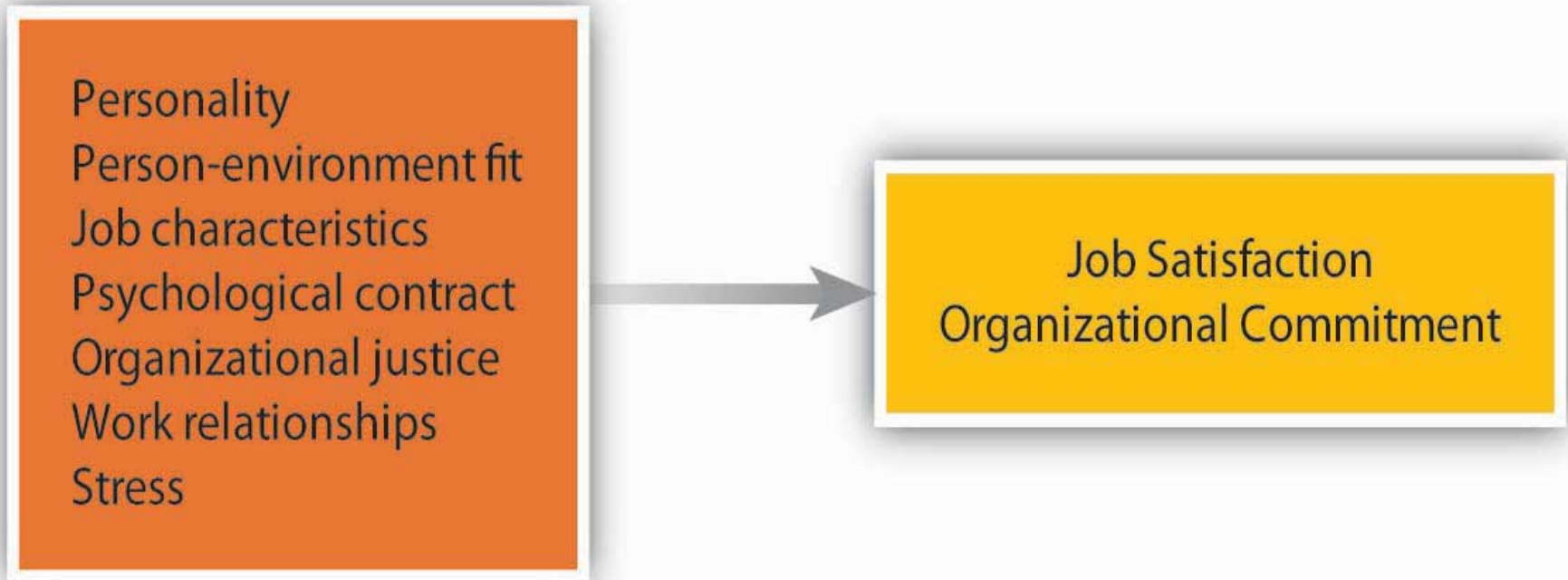
2.2 Attitudes, behavior, and code of conduct

Factors Contributing to Job Satisfaction and Organizational Commitment

2.2 Attitudes, behavior, and code of conduct

Factors Contributing to Job Satisfaction and Organizational Commitment

Job Characteristics

- Job characteristics that are related to satisfaction and commitment.

  ➢ The ability to use a variety of skills,

  ➢ having autonomy at work,

  ➢ receiving feedback on the job, and

  ➢ performing a significant task are some

- However, the presence of these factors is not important for everyone.

- Some people have a high need for growth. These employees tend to be more satisfied when their jobs help them build new skills and improve.

2.2 Attitudes, behavior, and code of conduct

Factors Contributing to Job Satisfaction and Organizational Commitment

Organizational Justice and the Psychological Contract

- A strong influence over the satisfaction level is how fairly the employees are treated.

- People pay attention to the fairness of company policies and procedures, fair and kind treatment from supervisors, and fairness of their pay and other rewards they receive from the company.

2.2 Attitudes, behavior, and code of conduct

- Organizational justice can be classified into three categories:

Procedural — Fairness in the way policies and processes are carried out

Distributive — The allocation of resources or compensation and benefits

Interactional — The degree to which people are treated with dignity and respect

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2.2 Attitudes, behavior, and code of conduct

Factors Contributing to Job Satisfaction and Organizational Commitment

Organizational Justice and the Psychological Contract cont...

• The psychological contract is the unspoken, informal understanding that an employee will contribute certain things to the organization such as work ability and a willing attitude and will receive certain things in return such as reasonable pay and benefits.

2.2 Attitudes, behavior, and code of conduct

Factors Contributing to Job Satisfaction and Organizational Commitment

Organizational Justice and the Psychological Contract cont...

- Under the psychological contract, an employee may believe that if he or she works hard and receives favorable performance evaluations, he or she will receive an annual bonus, periodic raises and promotions, and will not be laid off.

2.2 Attitudes, behavior, and code of conduct

Factors Contributing to Job Satisfaction and Organizational Commitment

Relationships at Work

- Relationships with coworkers and managers matters for Job Satisfaction and Organizational Commitment.

- The people we interact with, how friendly they are, whether we are socially accepted in our work group, whether we are treated with respect by them are important to the happiness at work.

2.2 Attitudes, behavior, and code of conduct

Factors Contributing to Job Satisfaction and Organizational Commitment

Stress

- The amount of stress present in a job is related to employee satisfaction and commitment.

- Stressors range from environmental (noise, heat, inadequate ventilation) to interpersonal (organizational politics, conflicts with coworkers) to organizational (pressure to avoid making mistakes, worrying about the security of the job).
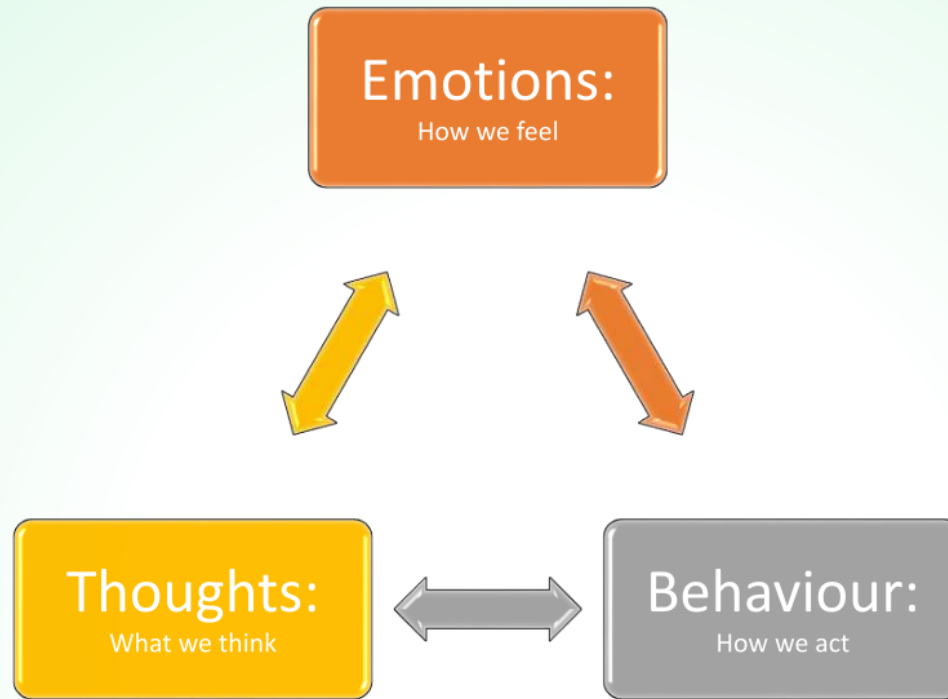
2.2 Attitudes, behavior, and code of conduct

Factors Contributing to Job Satisfaction and Organizational Commitment

Stress cont...

- Not all stress is bad, and some stressors make us happier.

Example: Working under time pressure and having a high degree of responsibility are stressful, but they are also perceived as challenges and tend to be related to high levels of satisfaction..

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Attitudes, Behavior, and Code of Conduct

Professional Behavior

2.2 Attitudes, behavior, and code of conduct

Professional behaviour

- Professional behaviour is a form of etiquette in the workplace that is linked primarily to respectful and courteous conduct.

- Many organisations will have a formal code of professional conduct in place, but many do not.

- Professionalism and ethical behaviour can benefit the career and improve chances of future success.

2.2 Attitudes, behavior, and code of conduct

Professional behavior

- Being conscious of how you treat co-workers and clients, and ensuring a positive workplace attitude can help you to improve your productivity and effectiveness in the workplace

- It is important to think about how the behaviour will be perceived by others and should make sure to understand and follow company codes of conduct.

2.2 Attitudes, behavior, and code of conduct

Professional behavior

• Value honesty and act openly. Never share confidential, privileged or client information at any circumstances.

• Always respect others and use appropriate words.

• Make contributions to discussions during the meetings where appropriate.

• Speak and communicate the ideas clearly. Always use good manners when engaging with others.

2.2 Attitudes, behavior, and code of conduct

Professional behaviour

- Manage the time efficiently. Be on time to work and be strict to follow lunch breaks. Review the schedule each morning.

- Act ethically and do the right thing every day.

- Dress appropriately.

- Take responsibility for the work done / work to be done. Do not leave the work assigned to you for others.

- Be dedicate to what you are doing.

Source of Reference: https://www.katieroberts.com.au/career-advice-blog/12-professional-behaviour-tips/

Attitudes, Behavior, and Code of Conduct
Code of Conduct

2.2 Attitudes, behavior, and code of conduct

Code of Conduct

- A code of conduct is a set of rules outlining the norms, rules, and responsibilities or proper practices of an individual party or an organisation.

- Computing professionals should act responsively and should reflect upon the wider impacts of their work, consistently supporting the public good.

- The ACM Code of Ethics and Professional Conduct ("the Code") expresses the conscience of the profession.

    - It is designed to inspire and guide the ethical conduct of all computing professionals.

Source of Reference: https://www.acm.org/code-of-ethics

2.2 Attitudes, behavior, and code of conduct

Code of Conduct-General ethical principles

A computing professional should…

- Contribute to society and to human well-being, acknowledging that all people are stakeholders in computing.

- Avoid harm.

- Be honest and trustworthy.

- Be fair and take action not to discriminate.

2.2 Attitudes, behavior, and code of conduct

Code of Conduct-General ethical principles

A computing professional should...

- Respect the work required to produce new ideas, inventions, creative works, and computing artifacts.

- Respect privacy.

- Honor confidentiality.

- Strive to achieve high quality in both the processes and products of professional work.

2.2 Attitudes, behavior, and code of conduct

Code of Conduct – Professional Responsibilities

A computing professional should..

- Maintain high standards of professional competence, conduct, and ethical practice.

- Know and respect existing rules pertaining to professional work.

- Accept and provide appropriate professional review.

- Give comprehensive and thorough evaluations of computer systems and their impacts, including analysis of possible risks.

2.2 Attitudes, behavior, and code of conduct

Code of Conduct – Professional Responsibilities

A computing professional should..

- Perform work only in areas of competence.

- Foster public awareness and understanding of computing, related technologies, and their consequences.

- Access computing and communication resources only when authorized or when compelled by the public good.

- Design and implement systems that are robustly and usably secure.

2.2 Attitudes, behavior, and code of conduct

Code of Conduct – Professional Leadership Principles

- Ensure that the public good is the central concern during all professional computing work.

- Articulate, encourage acceptance of, and evaluate fulfillment of social responsibilities by members of the organization or group.

- Manage personnel and resources to enhance the quality of working life.

Source of Reference: https://www.acm.org/code-of-ethics

2.2 Attitudes, behavior, and code of conduct

Code of Conduct – Professional Leadership Principles

- Articulate, apply, and support policies and processes that reflect the principles of the Code.

- Create opportunities for members of the organization or group to grow as professionals.

- Use care when modifying or retiring systems.

- Recognize and take special care of systems that become integrated into the infrastructure of society.

Source of Reference: https://www.acm.org/code-of-ethics

The Big Five

- Conscientiousness
- Extraversion
- Agreeableness
- Neuroticism
- Openness

Personality and Values

2.3 Personality and values

- Personality is a person's relatively stable feelings, thoughts, and behavioral patterns.

- Each of us has a unique personality that differentiates us from other people.

- Understanding someone's personality gives us clues about how that person is likely to act and feel in a variety of situations.

2.3 Personality and values

- Personality changes over long periods of time.

    ❖ We tend to become more socially dominant, more conscientious (organized and dependable), and more emotionally stable between the ages of 20 and 40, whereas openness to new experiences tends to decline as we age.

2.3 Personality and values

Personality Traits (OCEAN)

Source: Goldberg, L. R. (1990). An alternative "description of personality": The big-five factor structure. Journal of Personality & Social Psychology, 59, 1216–1229.

Trait	Description
Openness	Curious, original, intellectual, creative, and open to new ideas.
Conscientiousness	Organized, systematic, punctual, achievement oriented, and dependable.
Extraversion	Outgoing, talkative, sociable, and enjoys being in social situations.
Agreeableness	Affable, tolerant, sensitive, trusting, kind, and warm.
Neuroticism	Anxious, irritable, temperamental, and moody.

2.3 Personality and values

Personality Traits (OCAEN) – Openness

- Openness is the degree to which a person is curious, original, intellectual, creative, and open to new ideas.

- People high in openness seem to thrive in situations that require flexibility and learning new things.

- They are highly motivated to learn new skills, and they do well in training settings.

2.3 Personality and values

Personality Traits (OCAEN) – Openness

- Their open-mindedness leads them to seek a lot of information and feedback about how they are doing and to build relationships, which leads to quicker adjustment to the new job.

- Open people are highly adaptable to change, and teams that experience unforeseen changes in their tasks do well if they are populated with people high in openness.

2.3 Personality and values

Personality Traits (OCAEN) – Conscientiousness

- Conscientiousness refers to the degree to which a person is organized, systematic, punctual, achievement-oriented, and dependable.

- Conscientious people not only tend to perform well, but they also have higher levels of motivation to perform, lower levels of turnover, lower levels of absenteeism, and higher levels of safety performance at work.

- It is related to career success and career satisfaction over time.

2.3 Personality and values

Personality Traits (OCAEN) – Conscientiousness

- It is a valuable trait for entrepreneurs.

- Highly conscientious people are more likely to start their own business compared with those who are not conscientious, and their firms have longer survival rates.

- Highly conscientious individuals can be detail-oriented rather than seeing the big picture (A Disadvantage)

2.3 Personality and values

Personality Traits (OCAEN) – Extraversion

- Extraversion is the degree to which a person is outgoing, talkative, sociable, and enjoys socializing.

- They tend to be effective in jobs involving sales, can be effective as managers and demonstrate inspirational leadership behaviors.

- They actively seek information and feedback and build effective relationships, which helps them adjust.

2.3 Personality and values

Personality Traits (OCAEN) – Extraversion

- Extraverts are found to be happier at work, which may be because of the relationships they build with the people around them and their easier adjustment to a new job.

- However, they do not necessarily perform well in all jobs; jobs depriving them of social interaction may be a poor fit.

2.3 Personality and values

Personality Traits (OCAEN) – Agreeableness

- Agreeableness is the degree to which a person is affable, tolerant, sensitive, trusting, kind, and warm. Also Get along with others.

- They are also less likely to retaliate when other people treat them unfairly. This reflects their ability to show empathy and to give people the benefit of the doubt.

2.3 Personality and values

Personality Traits (OCAEN) – Agreeableness

- Agreeable people may be a valuable addition to their teams and may be effective leaders because they create a fair environment when they are in leadership positions.

- Some jobs require a low level of agreeableness.

- People high in agreeableness are also less likely to engage in constructive and change-oriented communication.

2.3 Personality and values

Personality Traits (OCAEN) – Neuroticism

- Neuroticism refers to the degree to which a person is anxious, irritable, temperamental, and moody.

- Neurotic people tend to have emotional adjustment problems and habitually experience stress and depression.

- People very high in Neuroticism experience several problems at work.

  E.g., They have trouble forming and maintaining relationships and are less likely to be someone people go to for advice and friendship. They tend to be habitually unhappy in their jobs and report high intentions to leave, but they do not necessarily actually leave their jobs.

2.3 Personality and values

Personality Traits (OCAEN) – Neuroticism

- High in Neuroticism is harmful to one's career, as they have lower levels of career success (measured with income and occupational status achieved in one's career).

- If such persons achieve managerial jobs, they tend to create an unfair climate at work

2.3 Personality and values

Personality Traits

- Different researchers have proposed various traits of personality.

- Some studies include

    ✓ self-monitoring,

    ✓ proactive personality,

    ✓ self-esteem, and

    ✓ self-efficacy.

2.3 Personality and values

Personality Traits: Self-Monitoring

- Self-monitoring refers to the extent to which a person can monitor his or her actions and appearance in social situations.

- People who are social monitors can understand what the situation demands and act accordingly, while low social monitors tend to act the way they feel.

2.3 Personality and values

Personality Traits: Self-Monitoring

- High social monitors are sensitive to the types of behaviors the social environment expects from them. Their ability to modify their behavior according to the demands of the situation they are in and to manage their impressions effectively are great advantages for them.

- They are rated as higher performers and emerge as leaders.

- They are effective in influencing other people and can get things done by managing their impressions.

2.3 Personality and values

Personality Traits: Proactive

- Proactive personality refers to a person's inclination to fix what is wrong, change things, and use initiative to solve problems.

- Instead of waiting to be told what to do, proactive people take action to initiate meaningful change and remove the obstacles they face along the way.

- Proactive individuals are more successful in their job searches and they also are more successful over the course of their careers as they use initiative and acquire greater understanding of how the politics within the company work.

- Proactive people are eager to learn and engage in many developmental activities to improve their skills.

2.3 Personality and values

Personality Traits: Self-esteem

- Self-esteem is the degree to which a person has overall positive feelings about himself or herself.

- People with high self-esteem view themselves in a positive light, are confident, and respect themselves.

- People with low self-esteem experience high levels of self-doubt and question their self-worth.

2.3 Personality and values

Personality Traits: Self-esteem

- Managing employees with low self-esteem is challenging because negative feedback given with the intention of improving performance may be viewed as a negative judgment on their worth as an employee.

- Effectively managing employees with relatively low self-esteem requires tact and providing lots of positive feedback when discussing performance incidents.

2.3 Personality and values

Personality Traits: Self-efficacy

- Self-efficacy is a belief that one can perform a specific task successfully.

- People with high self-efficacy set higher goals for themselves and are more committed to their goals, whereas people with low self-efficacy tend to procrastinate.

- Empowering people and giving them opportunities to test their skills so that they can see what they are capable of, is a good way of increasing self-efficacy.

Values

Conceptions of the desirable that guide the way social actors (e.g., organisational leaders, policy-makers, individual persons) select actions, evaluate people and events, and explain their actions and evaluations"(Schwartz, 1999:p. 24–25).

2.3 Personality and values

Values

- Values express a person's stable life goals and reflect what is most important to them.

- Values are established throughout the life accumulating life experiences, and values.

- The values that are important to a person tend to affect the types of decisions they make, how they perceive their environment, and their actual behaviors.

- People are also more likely to remain in a job and career that satisfy their values

- Aligning to personality dimensions, researchers have developed several frameworks of values. One such frameworks includes 10 values.

Values

Values	Definition
Achievement	The desire for personal success.
Benevolence	The desire to protect the well-being of people who are close to the person.
Conformity	Being motivated by being self-disciplined and obedient. Conforming to others.
Hedonism	The desire for pleasure in life.
Power	The desire for control over others, attaining power and prestige.
Security	Valuing safety and stability.
Self-direction	The desire to be free and independent.
Stimulation	The desire for a stimulating and exciting life.
Tradition	Acceptance of social customs and traditional ideas in a society.
Universalism	The desire to protect the well-being of all people. Caring about social justice.

2.3 Personality and values

Values

- Like personality, values shape how people perceive and respond to the external environment.

Values vs Personality (Bilsky and Schwartz, 1994)

1. Personality reflects behavioral reputations, whereas values describe preferences and intentions; and

2. Personality traits vary in terms of how much of a particular characteristic is present/absent in an individual's reputation, whereas values vary in terms of the relative importance of a given preference over other values.

Video Resources

- You are contagious | Vanessa Van Edwards | TEDxLondon

https://www.youtube.com/watch?v=cef35Fk7YD8

- Interpersonal Skills: The Ultimate Guide

https://www.youtube.com/watch?v=Ib09GqWP5rY

- Interpersonal Skills:

https://www.youtube.com/watch?v=x8vWVWNbk48&feature=emb_logo

- How to Look Confident

https://www.youtube.com/watch?v=7LkEtZhskv4&feature=emb_rel_pause

Summary

Now you should be able to

Define the term interpersonal skills.

Express the importance of interpersonal skills in professional career development.

Distinguish the importance of attitude, behaviour and code of conduct for the professionalism.

Identify different personalities traits.