

Interpersonal Skills for Personal Effectiveness



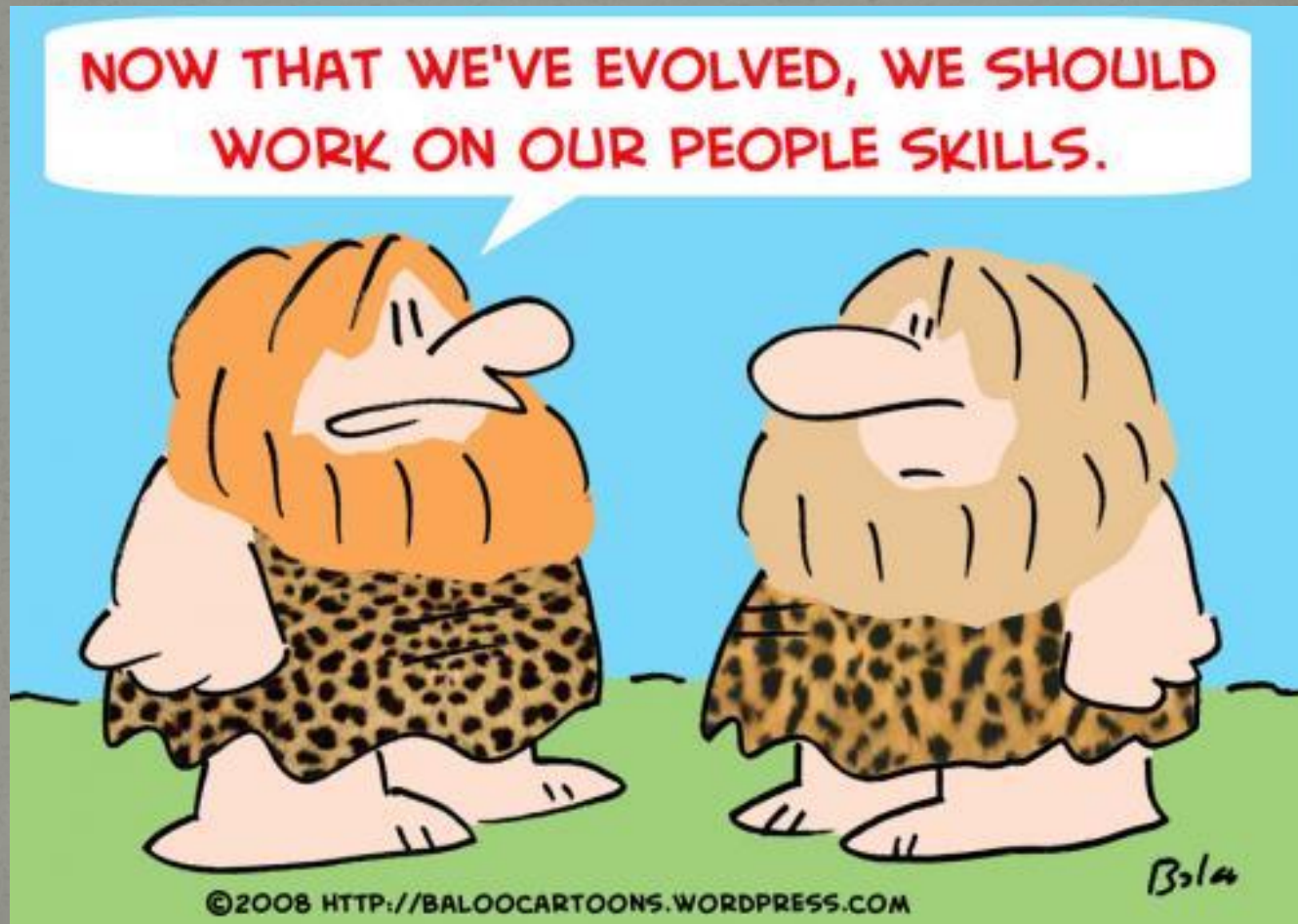
What are interpersonal skills?



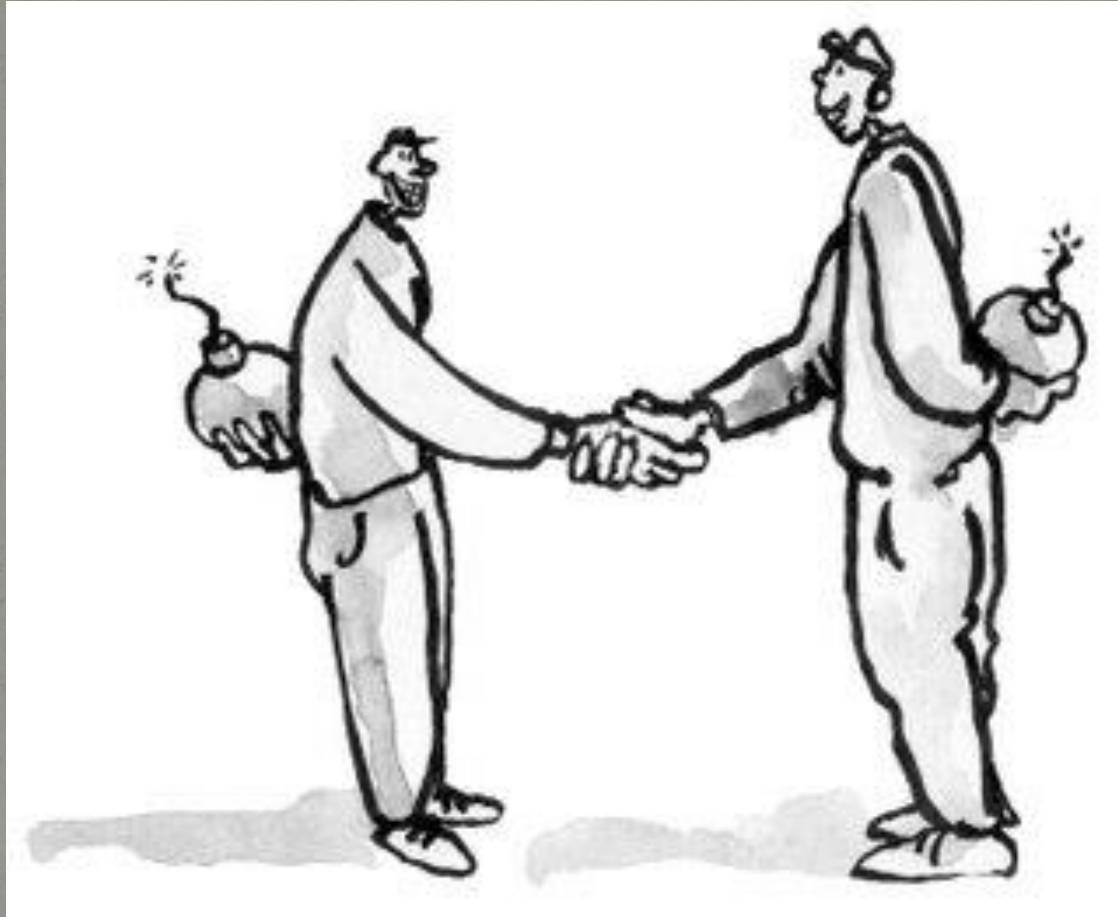
Interpersonal skills

- Skills which help us to interact with others and manage our relationships.
- Social skills, soft skills, people skills etc.

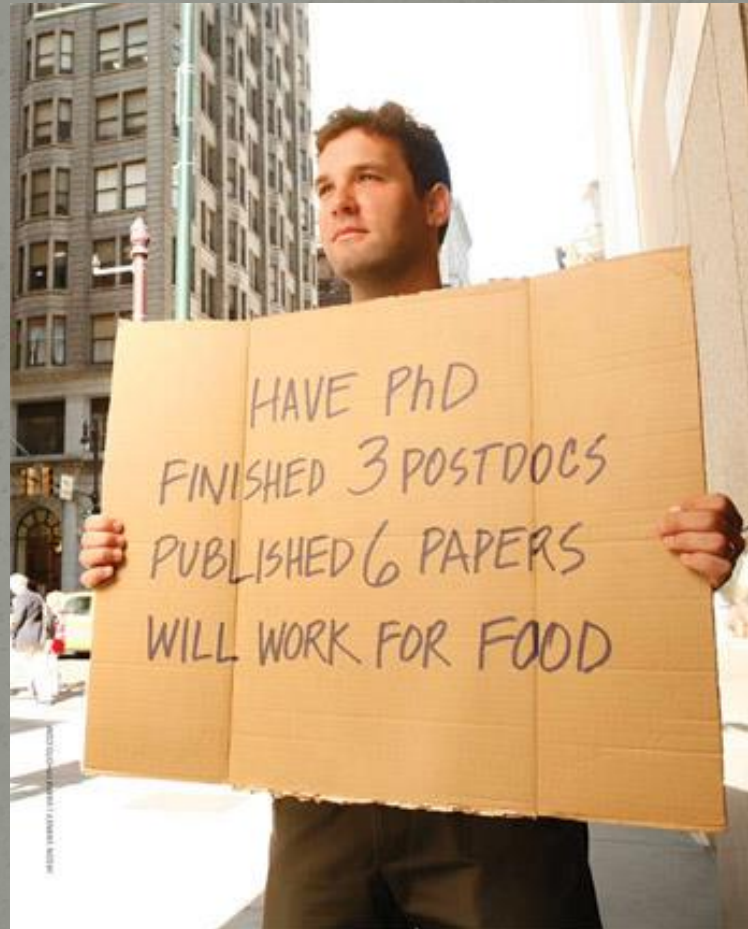
Why interpersonal skills?



Many of our problems are people related



Personal, social and professional effectiveness



Wellbeing



Interpersonal skills

- Building trust
- Communication skills
- Networking skills
- Assertiveness
- Understanding others
- Negotiation skills
- Handling conflicts
- Etc.,

Building trust



©Dyrk Daniels

Trust

- Depend on positively
- Trusting involves “risk-taking”
- Becoming trustworthy involves effort
- Being trusted is a power and responsibility
- Trustworthiness is a virtue and building trust is a skill.
- If you don't trust yourself others wont trust you.

How to build trust?

- Honesty is the base
- Be open and communicate
- Be reliable
- Trust is mutual
- Ensure confidentiality
- Be self-aware
- Accept others limitations
- Be assertive

Assertiveness



Passive



Aggressive



Passive aggressive



Assertive



What is being assertive?

- Being yourself ... being honest, being caring and above all being fair. Fair to your self — being authentic to your beliefs while maintaining an attitude of care for others. Clearly stating your case without being selfish, vindictive or sarcastic.

What makes us non-assertive?

- Fear
 - Of Rejection
 - Of being taken for granted
 - Of being vulnerable
 - Of being humiliated
 - Of embarrassment
- Insecurity

Assertion is not....

- Dominating
- Judgmental
- Ridiculing
- Making others defensive

Forms of assertiveness

- Direct statement of wants and feeling
 - I want to....., I want you to.....
 - I would appreciate if you can.....
 - I feel.....
 - Mixed feelings statements
- Empathetic assertion
- Saying NO
- Confrontations
 - Handling others discrepancies
 - Defusing others defensiveness
- Managing criticisms and putdowns

Improving assertiveness

- Self-understanding
 - Be patient and think before you respond
 - Introspect
- Self-acceptance
- Self-esteem
- Respect and be empathetic towards others
- Observe and Practice

Assertive non-verbal behaviour

[http://www.youtube.com/watch?v=14ifDjDS
2ml](http://www.youtube.com/watch?v=14ifDjDS2ml)

Communication skills



Communication skills

- Speaking skills
- Listening skills
- Giving and receiving feedback

Speaking involves...

- Content (What?)
- Presentation (How?)
- Intention/motivation (Why?)

Presentation skills

- Plan and prepare
- Understand the purpose of the communication
- Understand the audience
- Don't use jargons
- Be precise
- Motivate the audience
- Be enthusiastic
- Seek feedback
- Summarize

I'M AFRAID
IT'S A SEVERE
CASE OF TINEA
PEDIS...

...YOU
COULD HAVE
JUST SAID
ATHLETE'S
FOOT



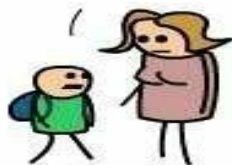
Listening skills



Listening skills

- Get prepared
- Physically attentive
- Avoid stereotypes
- Don't jump to conclusions
- Don't interfere
- Focus on the key points and underlying meaning
- Write down
- Maintain optimal eye contact
- Give feedback and acknowledge agreement where appropriate
- Paraphrase and clarify

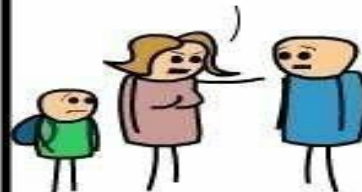
Mommy, I have a drinking problem.



OH MY GOD!! TIMMY, YOU'RE ONLY SIX!!



This is your fault, Bob!



My fault?? Maybe if you'd spend more time with him!



OUR SIX YEAR OLD SON HAS A DRINKING PROBLEM!!



He sure as HELL doesn't need a role model like you!!



I've done nothing but give for this family, and this is what I get?



I'M LEAVING!! FINE!!



I DON'T NEED YOU, AND TIMMY SURE DOESN'T NEED YOU!!



Oh Timmy, don't cry. It'll be okay. We'll be alright without daddy.



Timmy, I want you to tell me about your drinking problem.



sniff



Talk to me, Timmy. Tell me about your drinking problem.



If Joe drinks one liter of juice and Tom drinks two, how much did they both drink?



Giving and receiving feedback

- Giving positive feedback
- Giving negative feedback
- Receiving positive feedback
- Receiving negative feedback

Giving positive feedback

- Positive feedback improves self-esteem
- Be genuine
- Be generous
- Be direct

Giving negative feedback

- Managing the resistance
- Focus on the issue rather than the person
- Describe the issue rather than being judgmental
- Avoid ego clashes

Feedback sandwich

Compliment →

Criticism →

Compliment →



The New Feedback Sandwich*



Ask

Tell

Ask

I sentences

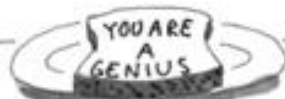
- Starting the sentence with “I” rather than “You”
- "I have noticed," "I have observed," "I have seen,"
- Being assertive not aggressive
- Focus on the instance not the person
- Mention how the behaviour has affected you and others

BRAND CAMP

by Tom Fishburne

CRITICISM SANDWICH

1 START WITH PRAISE



2 ADD SOME MINOR CHANGES



3 LAYER ON MORE PRAISE



4 ADD THE MEAT OF THE CRITICISM



5 ANOTHER HELPING OF PRAISE



6 COVER A FEW MINOR EDITS



7 FINISH WITH PRAISE



8 BON APPETIT



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Receiving positive feedback

- Accept the positive feedback
- Learn from positive inputs
- Thank

Receiving negative feedback

DILBERT Scott Adams

JOB INTERVIEW

WOULD YOU TELL ME
BAD NEWS EVEN IF
YOU KNEW IT WOULD
UPSET ME?



YES, I
WOULD.



WHY WOULD I
HIRE SOMEONE
WHO HATES ME?



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"It's a fool who takes offense when none is intended, and a bigger fool who takes offense when one is."

- Brigham Young

Receiving negative feedback

- Acknowledge negative feelings
- Introspect your feelings
- Channel your emotional energy and choose a constructive response.
- Overcome the fear of failure
- Be positive

Handling negative feedback

- Attitude is a choice
- Reactions are more important than actions
- Focus on the content and don't overreact
- Try to learn even if it is poorly given
- Evaluate the level of truth
- Don't take it too personally
- Nobody is perfect

Networking skills

- Social capital and human capital
- Understand your values
- Understand your strengths and weaknesses
- Give your best
- Be open
- Be genuine
- Show interest in people
- Reciprocate help
- Share information
- Be in touch

Thanks for listening!

