

# Interpersonal Skills

## 1. Conflict management and negotiation:-

- What is negotiation and conflict management?  
- Parties often approach negotiations and conflict management from different perspectives, differences that can lead to common negotiations mistakes and disappointing outcomes.

- To enhance negotiation and conflict managements skills, it's important to acknowledge that differences in perceived conflict may be likely. Similarly actions and statements designed to convey toughness can backfire by launching an escalatory spiral that is difficult to contain.

- Feel the differences:-

It's a simple fact in negotiation your problem is likely others side problem and vice versa.

This knowledge can help improve your negotiations

- Reform the problem:-

When engaged in conflict negotiation we tend to focus on potential losses as compared with the expectations we had when the original deal was given. signed. But when negotiations are framed in terms of losses, conflict management strategies often fail. To overcome this trap think in terms of the realities of the new status quo not what used to be. When parties begin to look at the problem this way they become capable of viewing any deal that avoids the worst possible outcome.



• How to employ conflict Resolution during negotiations:-

- Address the conflict not the person:-

While other people can become a source of frustration, it is important to direct attention to the issue at hand, instead to another negotiator's personality. Similarly avoid responding to personal attacks.

- Engage in active listening:-

Conflict resolution and negotiation themselves are likely to stall if one party doesn't feel heard by the other. Engage in active listening like repeating back critical information.

- Find shared interests:-

Although it is crucial to identify needs and desirable outcomes before negotiations begins, when conflict arises it is also important to identify needs and achieve a win no matter how small.

- Set an objective:-

It is crucial to have a map of plans in order to tackle possible dangers and negotiations, the objective could be to compromise on an acceptable prize that provides value for client and profit for company. The 'Win-Win' in this situation is a clear objective that requires give and take.



## 2. Time Management :-

• What is Time management?

— 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. Failing to manage your time damages your effectiveness and causes stress.

Some time management literature stresses task related to the creation of an environment conducive to real effectiveness:-

— Get organized: The triage of paperwork and of tasks.

— Protecting one's time by insulation, isolation and delegation.

— Achievement through goal-management and through goal-focus, motivational emphasis.

— Recovering from bad times and habits, recovering from underlying psychological problems.

Also the timing of tackling tasks is important, as tasks requiring high levels of concentration and mental energy are often done at the beginning of the day when person in more refreshed state, literature also focuses on overcoming psychological issues. It manages the function of attention, impulse management, organizing and learning from experience.



- Setting priorities and goals.
- Work in priority order to manage stress and pressure
- Set gravitational goal, that attracts actions automatically.

#### • A B C D analysis:-

A technique that has been used in business management for a long time for categorizations of large data into groups. These groups are often marked A, B, C, and D.

A - Tasks that are perceived as being urgent and important

B - Tasks that are important but not urgent.

C - Tasks that are not important but urgent.

D - Tasks that are not important and not urgent.

#### • Pareto analysis:-

The Pareto principle is the idea that 80% of consequences come from 20% of causes applied to productivity, it means that 80% of results can be achieved by doing 20% of tasks if the productivity is the aim of time management, then these tasks should be prioritized higher.

A task list is a list of tasks to be completed such as chores or steps towards completing project, it is necessary to manage list in order to track progress and priority.