

INTERPERSONAL 2



Objective

- ☐ Understand what are interpersonal skills
- ☐ Benefit of Interpersonal skills
- ☐ Communication skills
- ☐ Receiving and dealing with feedbacks
- ☐ Benefit of learning in groups

Interpersonal Skills in the Workplace



Differentiate
between positive
and negative
interpersonal skills
in a variety of
workplace settings

Communication

☐ Verbal

- ☐ Listening
- ☐ Speaking
- ☐ Reading
- ☐ Writing

☐ Non-Verbal

- ☐ Gestures
- ☐ Posture
- ☐ Facial Expressions

Components of Effective Communications

- ❑ Sender/encoder
- ❑ Message
- ❑ Channel
 - ❑ Voice
 - ❑ Written Text
 - ❑ Visual images
- ❑ Receiver/decoder
- ❑ Feedback

Listening and Understanding

- ❑ Hearing vs. Listening
- ❑ Effective Listening Skills
 - ❑ Concentration
 - ❑ Avoiding distracters
 - ❑ Avoiding interruption
 - ❑ Asking for clarifying details
 - ❑ Giving feedback

Listening and Understanding

- ❑ Barriers to listening
 - ❑ Interruption
 - ❑ Prediction of message
 - ❑ Blocking message due to personal views
 - ❑ Inability to hear
 - ❑ Distracting mannerisms
 - ❑ Non-understanding
 - ❑ Wandering thoughts

Constructive/Destructive Feedback

- ☐ Constructive
 - ☐ Private
 - ☐ Address behavior- not person
 - ☐ Specific
 - ☐ Prompt
 - ☐ Positive
 - ☐ Suggest actions to solve problem

Constructive/Destructive Feedback

- ☐ Destructive
 - ☐ Public
 - ☐ Address personal character
 - ☐ General
 - ☐ Delayed
 - ☐ Negative
 - ☐ No solutions offered

Importance of Feedback

- ❑ Prevents costly mistakes/accidents
- ❑ Provides opportunity for improving work performance

Routes of Feedback

- ❑ Oral/Verbal
- ❑ Written performance evaluation
- ❑ Visual

Steps to provide Constructive Feedback

- ❑ Tact
- ❑ Sandwich technique
 - ❑ Compliment
 - ❑ Criticism
 - ❑ Compliment

Positive/Negative Response to Feedback

☐ Positive

- ☐ Make sure you understand
- ☐ Identify the solution
- ☐ Take action

☐ Negative

- ☐ Defensiveness
- ☐ Denial
- ☐ Emotional Display

Positive/Negative Reaction to Conflict

- ❑ Conflict resolution model
 - ❑ Define the problem
 - ❑ Suggest possible solutions
 - ❑ Compromise
 - ❑ Seek mediation if not resolved

Techniques to Positively Manage Anger

- ❑ Self-awareness
- ❑ Understand others
 - ❑ Empathy
 - ❑ Tact
- ❑ Management strategies

Effective and Ineffective handling of Complaints

- ❑ Ineffective handling
- ❑ Effective Handling
 - ❑ Ask for an informal meeting
 - ❑ File a complaint properly in a letter
 - ❑ Turn to outside agencies

Treatment of Co-Workers

- ☐ Etiquette
- ☐ Privacy practices
- ☐ Gossip
- ☐ Professionalism
- ☐ Avoid comparisons
 - ☐ Workload
 - ☐ Salary
 - ☐ Treatment of co-workers

Ethical and Unethical Behavior

- ☐ What's Right
- ☐ What's Wrong

Effectively Handling a Problem

- ❑ Identify the problem
- ❑ Collect and analyze data
- ❑ Consider possible solutions
- ❑ Choose best options
- ❑ Implement the plan
- ❑ Observe, evaluate and adjust the plan

Actions the Demonstrate Respect

- ❑ Diversity Trends in the US
 - ❑ Language
 - ❑ Disability
 - ❑ Religion
 - ❑ Gender
 - ❑ Age
- ❑ Benefits of Diversity
- ❑ Encourage Respect for Diversity

Discrimination

☐ Basis

☐ Sex

☐ Race

☐ Color

☐ Natural Origin

Discrimination

- ☐ Language
- ☐ Religion
- ☐ Disabilities
- ☐ Age
- ☐ Sexual Orientation
- ☐ Appearance

Laws that Protect Employees from Discrimination

- ❑ Fair Labor Standards Act
- ❑ Equal Pay Act
- ❑ 1964 Civil Rights Act
- ❑ Age Discrimination in Employment Act of 1967
- ❑ Etc.....

Leadership Styles

- ❑ Autocratic
 - ❑ authoritarian
- ❑ Democratic
 - ❑ participatory
- ❑ Laissez Faire
 - ❑ Laid-back-go with the flow

How a person relates to one another

To reduce conflict

To increase participation

Emotional Intelligence (EQ)

Two principles of **behaviour**

- ❑ All behaviour is motivated.
- ❑ There is a reason for all we say and all we do.

Four behaviour types

- ❑ Aggressive
- ❑ Assertive/Authoritative
- ❑ Passive
- ❑ Democratic/Platonic

Don't criticize, condemn or complain.

Give honest, sincere appreciation.

Arouse in the other person an eager want.

-Dale Carnegie.

Why should you take interest?

- ❑ First time in your life you are required to interact with another person(your advisor) apparently on day-to-day basis.
- ❑ Your Advisor – and, yourself : No matchmaking is possible nor attempted in Indian scenario.

Why should you take interest?

- ❑ How do you select your advisor? (Topic, career prospects, advice from elders, seniors, ..., inexplicable!)
- ❑ His qualities and your qualities: impedance matching!

Another course on IPS

- ☐ Building Trust
- ☐ Conflict(Interpersonal)
- ☐ Etiquette(Manners)
- ☐ Handling Difficult People
- ☐ Valuing Diversity
- ☐ Negotiating
- ☐ Office Politics

Three Aspects of IPS

- ❑ Communication
- ❑ Human relations
- ❑ Work survival(the urge to do a competitive job)

Q3. What is the issue if one doesn't talk to others? I would like to be non-interfering!

A3. The issue is not of correct or incorrect. If one does not talk to others, it is as good as preferring no-interaction! Then, others will not get to know us! They might even mistake us to be 'arrogant'!