

INTERPERSONAL SKILLS



Objective

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

Interpersonal skills

- ❑ Necessary for relating and working with others
- ❑ Effective communication skills – listening and expressing
- ❑ Ability to give and receive feedback
- ❑ Being able to work well in teams or groups

Benefits

- ☐ Personal relationships
- ☐ Professional relationships
- ☐ Employment related skill
- ☐ Team or group work in college
- ☐ Learn about other perspectives
- ☐ Share work load

Aspects of Communication:

- Listening & Expressing
- Verbal & Non-Verbal

How does it feel....?



Exercise.....

- ❑ Do the Exercise – Try not to listen.
- ❑ How did you communicate to your partner that you were “not listening?”
- ❑ Discuss how it felt to not be listened to/to try not to listen.
- ❑ What do you think are the qualities of a good listener? (You could ask students to think of someone whom they feel always listens to them.

Communication Skills

Listening

Paying attention to the total content of someone's verbal communication, without thinking of what you're going to say next, what you need to do that afternoon, etc.

Listening

- ☐ Avoiding distractions
- ☐ Attention giving
- ☐ Active Listening

Listening

- ☐ Avoiding distractions
- ☐ Reduce noise
- ☐ Not thinking about what to say
- ☐ Not thinking about other things

Listening

☐ Attending via

- ☐ Body Language
- ☐ Eye Contact
- ☐ Nodding

Active Listening

By:

Not interrupting

Focusing

Paraphrasing

Summarising

Using open ended questions

Attending to speaker's non-verbal
language

Communication is:

- ☐ Verbal

- ☐ The words we use 7%

- ☐ The tone we use 13%

- ☐ Non-verbal

- ☐ Body Language 80%

Body Language

- ☐ Gesturing
- ☐ Facial expressions
- ☐ Eye contact
- ☐ Posture
- ☐ Tone of voice

Communication Skills

- ☐ Listening
- ☐ Self-expression

Effective Expression

- ❑ 'I' Statements - ownership
- ❑ Matching non-verbal & verbal
- ❑ Questions
- ❑ Overcome barriers
- ❑ Positive language
- ❑ Ask for feedback

Good communication involves:

- ☐ Congruence between what we think, say and do
- ☐ A willingness to listen
- ☐ A level of openness
- ☐ Respect for other person

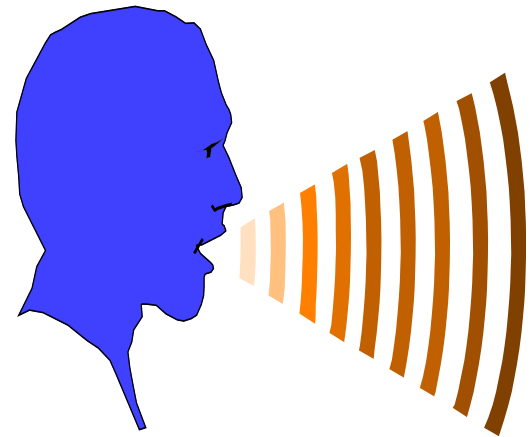
Communication Skills

What is Feedback?



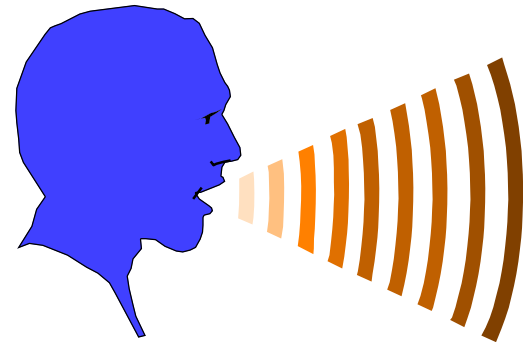
Communication Skills

- ☐ Positive
- ☐ Specific
- ☐ Non-judgmental
- ☐ Sensitive



Communication Skills

- ☐ Encouraging
- ☐ Actionable
- ☐ Two-Way
- ☐ Timely



Receiving Feedback

- ☐ Be open & receptive
- ☐ Listen to what is being said
- ☐ Be aware of immediate reactions
- ☐ Concentrate on content
- ☐ Question if you don't understand
- ☐ Ask for help/suggestions/ideas

Welcome feedback as a constructive way to help you develop and improve your skills and performance



Working with others



Benefits of learning in groups

- ☐ Experience, skills or knowledge of others
- ☐ Support, encouragement, responsibility
- ☐ Share work
- ☐ Increase understanding
- ☐ Differing perspectives
- ☐ Others?

What is a group?

A group is a collection of individuals who come together for a particular reason or with a common aim.



What is a group?

- ❑ Task elements

- ❑ Goals, Resources, Skills, Decisions

- ❑ Process elements

- ❑ Roles, Communication, Dynamics, Conflict Resolution

What is group dynamics?

Group dynamics examines the way people behave in groups and attempts to understand the factors that make a group more effective.

To be effective groups need to:

- ☐ Achieve a task
- ☐ Build and maintain the group
- ☐ Develop / help individuals

Effective groups:

- ❑ Clear, relevant goals
- ❑ Open communication
- ❑ Cooperation
- ❑ Members responsible for own behaviour
- ❑ Processes for decisions established
- ❑ Problems confronted openly
- ❑ Conflict resolved constructively



Groups need to be “nurtured”



What does this
mean?

Giving presentations

- Aim/purpose & context
- Planning & preparation
- Delivery
- Overcoming nerves



Giving presentations

Purpose & Context:

- ☐ To inform, train, persuade, entertain, sell or demonstrate?
- ☐ Who is the audience?
- ☐ How much time do you have?
- ☐ Where is the venue?
- ☐ Formal or informal?

Giving presentations

Planning & Preparation:

- ❑ Relevance to aim and audience!
- ❑ Gather material relevant to message

→ Key points only!

Giving presentations

Planning & Preparation:

- ❑ Structure the material
 - ❑ Intro = catch attention
 - ❑ Middle = logical, chunks
- ❑ End = summarise main points

Beginning
Middle
End

Giving presentations

Planning & Preparation:

- ❑ Use of notes
- ❑ Use of visual aids – KISS!
- ❑ Rehearse



Giving presentations

Delivery:

- ☐ Check room, time, equipment
- ☐ Awareness of self – voice, body language, confidence
- ☐ Dealing with questions

Giving presentations

Tips for delivering presentations:

- ❑ Be aware of verbal language
- ❑ Be aware of non-verbal language
 - ➔ Eye contact
 - ➔ Hands/gestures
 - ➔ Posture
 - ➔ Face audience
 - ➔ Clothes

Giving presentations

Reasons for feeling nervous:

- ☐ Lack of experience
- ☐ Lack of preparation
- ☐ Lack of enthusiasm
- ☐ Negative self-talk

Giving presentations

Overcoming nerves:

- ☐ Be over-prepared
- ☐ Rehearse/practice
- ☐ Use relaxation techniques
- ☐ Think positive
- ☐ Allow for all eventualities
- ☐ Avoid stressors

