**PRIYADARSHINI COLLEGE OF ENGINEERING, NAGPUR**

**Course: Organizational Behaviour**

**Handouts**

**Topic: Interpersonal Behaviour**

Interpersonal Behaviour Interpersonal behavior is the behavior and actions that are present in human relationships. The way in which people communicate, and all that this entails, is considered interpersonal behavior.

Interpersonal behavior may include both verbal communication and nonverbal cues, such as body language or facial expressions. Verbal interpersonal behavior consists of joking, relating to one another via the art of storytelling, and taking or following orders. Interpersonal skills are highly desirable in many situations, specifically careers that rely on personal relationships such as the health care industry or sales.

Interpersonal Behaviour is basically how “two persons” interact in any setting. It is extremely important in organizations or even schools and other education institutions to strengthen interpersonal relationships. When at a basic level, that is, between two people the relationship is strong and pleasant, it will lead to proper behaviour. This behaviour will result in productive work which is ultimately what organizations are looking for. At the employee level if trust and passion for work exists, the unity between them can achieve great results. These results would be in terms of reduction in the time lag, better quality work, and excellence in working procedures. Even in an educational institution such behaviours have a chain reaction. If two people do not get together and are forced together in a group assignment, it might just be completed half-heartedly by the two and not achieve desired results. This will have two consequences. First, it will affect the other group members and their grades. Second, it will foster hatred and mistrust within which will have long term effects on those two and those surrounding them. Interpersonal behaviour is a topic that is widely studied by many academics. Basically, the term ‘interpersonal’ focuses on the bond between two people, and the behaviour between these two individuals will depend on the context of their relationship. For example, the way that a boyfriend and a girlfriend behave with one another will be different to the communication between a mother and a daughter.

Of course, interpersonal behaviour isn’t just explored in the environment of friends and family, as it is widely believed that a strong partnership between an employer and their staff can result in higher levels of efficiency in the workplace. This is why character building courses have become a key part of business, as it allows interpersonal behaviour to become stronger as co-workers trust one another further.

There are different theories that surround interpersonal behaviour, and it’s widely believed that the more people collaborate with each other, the better they will be at appreciating each other’s skills. It doesn’t just benefit the results that companies can publish, but it improves levels of happiness in the workplace. Because people are working with their friends and enjoying one another’s company, they are going to be chirpier and less likely to get involved with conflict that can damage overall productivity.

**Interpersonal Skills**

Interpersonal skills are the qualities and behaviors a person uses to interact with others properly. In the business domain, the term refers to an employee’s ability to work well with others while performing their job. Interpersonal skills range from communication and listening to attitude and deportment. Strong interpersonal skills are a prerequisite for many positions in an organization. Interpersonal skills cannot be learned solely from a textbook. They come naturally to some people, while other people have to work at cultivating them. In many organizations, employees with strong interpersonal skills are valued for their pleasant demeanor and positive, solution oriented attitude. These employees are team players, who work well with others to achieve a goal. Interpersonal skills relate to the knowledge of social expectations and customs. Individuals with these skills consider others’ reactions to adjust tactics and communication as needed. Some describe interpersonal skills as social intelligence, which relies on paying attention to the actions and speech of others and interpreting them correctly as part of forming a response. While these skills are based, in part, on an individual’s personality and instincts, they also develop with experience and knowledge.

**Interpersonal Skills in the Workplace**

In this competitive marketplace, businesses seek to employ those who not only have the proper experience and knowledge but have strong interpersonal skills that fit well within a company’s culture. Strong interpersonal skills, such as negotiating, problem-solving and knowledge-sharing, are the main job requirement, as employees must be able to work well with others to achieve company objectives. Interpersonal skills may also include: 

Teamwork 

Verbal and written communication 

Dependability 

Responsibility 

Empathy

**Importance of interpersonal relationship in organisation**

Interpersonal relationship is an important aspect in every organization. Employees are valuable assets of an organization. Every organization wants to improve its efficiency in order to survive and compete. In today’s fast moving world it is very difficult to hire people and retain them. Hence organizations are trying to maintain the work force and to get the best out of them in that process. They want higher productivity i.e. maximum output with less input. A study on interpersonal relationship and organizational effectiveness levels enhances understanding the concern of the workers, which means attracting, retaining, developing, motivating, communicating to contribute their best the organizational. The present study has made an attempt.

1. An individual spends around eight to nine hours in his organization and it is practically not possible for him to work all alone. Human beings are not machines who can work at a stretch. We need people to talk to and share our feelings. Imagine yourself working in an organization with no friends around!!!!!!!!We are social animals and we need friends around. An individual working in isolation is more prone to stress and anxiety. They hardly enjoy their work and attend office just for the sake of it. Individuals working alone find their job monotonous. It is essential to have trustworthy fellow workers around with whom one can share all his secrets without the fear of them getting leaked. We must have friends at the workplace who can give us honest feedback.
2. A single brain alone can’t take all decisions alone. We need people to discuss various issues, evaluate pros and cons and reach to solutions benefiting not only the employees but also the organization on the whole. Employees can brainstorm together and reach to better ideas and strategies. Strategies must be discussed on an open platform where every individual has the liberty to express his/her views. Employees must be called for meetings at least once in a week to promote open communication. Interaction on a regular basis is important for healthy relationship
3. Interpersonal relationship has a direct effect on the organization culture. Misunderstandings and confusions lead to negativity at the workplace. Conflicts lead you nowhere and in turn spoil the work environment
4. We need people around who can appreciate our hard work and motivate us from time to time. It is essential to have some trustworthy co workers at the workplace who not only appreciate us when we do some good work but also tell us our mistakes. A pat on the back goes a long way in extracting the best out of individuals. One needs to have people at the workplace who are more like mentors than mere colleagues. Interpersonal Relationship.
5. It always pays to have individuals around who really care for us. We need colleagues to fall back on at the times of crisis. If you do not talk to anyone at the workplace, no one would come to your help when you actually need them
6. An individual needs to get along with fellow workers to complete assignments within the stipulated time frame. An Individual working all alone is overburdened and never finishes tasks within deadlines. Support of fellow workers is important. You just can’t do everything on your own. Roles and responsibilities must be delegated as per specialization, educational qualification and interests of employees. An individual needs help of his fellow workers to complete assignments on time and for better results.

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