

Developing Interpersonal Skills

Interpersonal skills are the life skills we use every day to communicate and interact with other people, both individually and in groups. People who have worked on developing strong interpersonal skills are usually more successful in both their professional and personal lives.

Employers often seek to hire staff with '*strong interpersonal skills*' - they want people who will work well in a team and be able to communicate effectively with colleagues, customers and clients. Interpersonal skills are also sometimes referred to as: **social skills, people skills, soft skills, communication skills** or **life skills**. Although these terms can include interpersonal skills they tend to be broader and therefore may also refer other types of skills.

Key Learning outcomes planned

Verbal Communication

Effective verbal communication begins with clarity. This often requires nothing more than slowing down and speaking more thoughtfully. Many people feel rushed to respond to questions and conversations immediately, but it is better to pause for a moment in consideration, especially if the question merits it. No one expects, or wants, a gun-sliding attitude in important conversations. A thoughtful person is generally taken more seriously.

Non-Verbal Communication

Non-verbal communication is largely underrated and underestimated. Those who can communicate non-verbally can almost subliminally reinforce what they are saying verbally. They can also exude confidence, or any other emotion they feel, not to mention respond tactfully to a conversation without saying a single word. Non-verbal communication is something that other people notice whether you are aware of your actions or not. Your body language is constantly speaking. Everything you do or don't do says something about you and how you are feeling. Your facial expressions (especially eye contact), your posture, your voice, your gestures with your extremities and even the way you position yourself physically in a room or amongst colleagues is constantly revealing your true attitude, for better or for worse.

Listening

This is the only appropriate way to follow two topics on communication. If non-verbal communication is underrated, then listening isn't even on the charts. And yet without listening effectively, how can we interpret and respond appropriately. It provides explanations on why listening is crucial to success and for tips on becoming a better listener

Manners

Good manners tend to make many other interpersonal skills come naturally. With business becoming increasingly more global, even for small businesses, manners are more important than ever. A basic understanding of etiquette translates to other cultures and their expectations.

Social Awareness

Social awareness is crucial to identifying opportunities, as well. People will often unconsciously test someone's ability to respond to a social situation; for example, a person who is struggling professionally will be desperate for help but, naturally, wary on revealing the fact that they need it. Being able to identify something like this demonstrates that you are operating at a higher level of social awareness.

Self-Management

Self-management allows us to control our emotions when they are not aligned with what would be considered appropriate behavior for a given situation. This means controlling anger, hiding frustration, exuding calmness, etc. Undoubtedly there are times to show your true colors, but remaining composed is almost always the desired course of action.

Responsibility And Accountability

Responsibility and accountability are two reliable indicators of maturity. Saying you are going to do something and then actually doing it is a sign of responsibility. This builds trust between yourself and those they rely on you and it encourages others to seek your counsel and assistance. Holding yourself accountable for your actions is one of the most difficult things to do, both professionally and personally.

Top 10 Interpersonal List Of Skills

An interpersonal list of skills is highly subjective. Breaking down the interpersonal process uncovers distinct skills needed to effectively communicate and develop successful interpersonal relationships. We may not use them consistently, but here is my top 10 list of interpersonal skills needed to create value from your interpersonal experiences.

Module 1: Observation skills

People give us a wealth of information as we engage in an interpersonal encounter. Looking for all the information requires skill. Eyes, hair, facial expressions, dress, and body language give us important information about an individual. Developing the skills to consistently look for this information is valuable as you enter the communication process

Module 2: Listening Skills

It seems simple, but few of us do it well. Listening skills provide critical information. Hearing an individual's message completely is critical. Missing one small piece may change your perception of the message completely. As we listen to the message, we are offered even more information about an individual. Voice inflections, tone, and volume provide additional information required for effective interpersonal communication.

Module 3: Questioning Skills

Asking open ended questions must be on this list of skills. Utilizing every opportunity to extract even more information about an individual helps you identify potential value quickly. The more efficient you become at extracting information, the less time it takes you to effectively communicate and identify potential value in a relationship. Utilizing this skill creates efficiency in your interpersonal experiences.

Module 4: Learning Skills

Developing the first three skills creates the need for another. Effectively looking, listening, and asking will generate a large amount of information in a short period of time. Processing the information quickly and learning efficiently from it is not easy. Learning skills allow you to use all of the information available to you.



Module 5: Comprehend and Logical Analysis

Once the information gathered is processed and learned. That information must be applied to the individual you are engaged with. Generating a complete understanding of the individual will create a more efficient interpersonal process. Understanding the individual's mood, emotional state, feelings, and demeanor will allow you to present your message effectively to the individual's current state. Think of it as using the list of skills above to create a "snap shot" of the individual during your interpersonal experience.

Module 6: Acknowledge

Understanding the individual is critical to acknowledge their needs. Acknowledging a person's needs are an important part of the interpersonal communication process. It is also necessary to develop successful interpersonal relationships. We all have needs; using your skills to acknowledge other's needs make you more effective in your interpersonal experiences.

Module 7: Identifying Value

Identifying value is critical to your interpersonal experiences. Once the information is gathered, processed, and needs acknowledged, you can begin to see where you can provide value. You can also now see if there is opportunity for the individual to bring value to you. Using your skills to identify value allows you to maneuver through the communication process effectively as you know what is valuable to you and to the individual engaged with. It also enables you to see the potential opportunity in relationships.

Module 8: Commitment

Commitment is an important interpersonal skill. Utilizing your interpersonal skills requires time and effort. Only by making a commitment to effective interpersonal communication will you achieve results. An individual may have many relationships. Only by committing to develop your interpersonal relations will you receive the value you have identified. Commitment is value to all of us. When you give it, you will receive value from your interpersonal experiences.

Module 9: Plan and Contribute

To receive value, you must contribute. Successful relationships are mutually beneficial. Identifying potential value allows you to spend your time and efforts in the relationships you feel will bring the most value. Only by contributing value to your relationships will you see long term success. Relationships quickly dissipate if only one party is contributing. The communication process will quickly break down if all individuals are not actively contributing to the process.

Module 10: Follow Up

Seems simple, but this is hard to find. The ability to actually do what you say you are going to do a valuable skill. If you say it, do it! It seems so simple, but it is extremely hard to find these days. Something so simple that builds so much trust in a relationship. Following up adds value to the communication process. If an individual trusts you, they will listen to you as they know you will do what you are communicating.

Who Should Attend

- New and Prospective Managers
- Team Leaders & Members
- Department, Unit or Division Managers
- Line Managers
- Supervisors
- Support Managers,
- Executives
- In-charges