



# Inter- Personal Skills



# The Need for Inter-Personal Skills

- **Employers appreciate employees who get along with people at all levels; therefore, they seek employees who have good interpersonal skills,**
  - **communication,**
  - **problem solving, and**
  - **teamwork abilities.**
- **Interpersonal skills enable you to work with others harmoniously and efficiently.**
- *Working well with others involves understanding and appreciating individual differences.*
- *It also means using those differences to y advantage.*





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# UNDERSTANDING HOW WE ARE **DIFFERENT**





# Interpersonal Skills

- **Interpersonal skills are all about working with other people.**
- **They include being able to support and encourage others, being able to give and receive constructive criticism as well as being able to negotiate.**
- **They are also concerned with listening to and valuing others' opinions, and being able to convey your point clearly to a group.**
- **You will find interpersonal skills sometimes overlap with spoken communication skills.**

**Communication is crucial to good interpersonal skills.**



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# Interpersonal Skills

**Interpersonal skills" refers to mental and communicative algorithms applied during social communications and interactions in order to reach certain effects or results.**

**The term "interpersonal skills" is used often in business contexts to refer to the measure of a**

***person's ability to operate within business organizations through social communication and interactions .***



**For instance, in order to interrupt someone who is currently preoccupied with a task in order to obtain information needed immediately, it is recommended that a professional utilize a deferential approach with language such as,**

**"Excuse me, are you busy? I have an urgent matter to discuss with you if you have the time at the moment". This allows the receiving professional to make their own judgment regarding the importance of their current task versus entering into a discussion with their colleague**



# Inter - personal skills

## Essential components of Inter Personal skills

1. **Leadership**
2. **Networking**
3. **Team - Work**

**Leadership**

**Mentoring**  
**Decision Making**  
**Delegation**  
**Motivating Others**

**Networking**

**Self Confidence**  
**Network building**  
**Effective Communication**

**Interpersonal Skills**

**Teamwork**

**Mentoring**  
**Groupwork**  
**Decision Making**  
**Delegation**  
**Collaboration**



## Inter personal skills

- **Leadership**

**The process of successfully influencing the activities of a group towards the achievement of a common goal. A leader has the ability to influence others through qualities such as personal charisma, expertise, command of language, and the creation of mutual respect. As well as requiring strong Communication Skills and Personal Skills, leadership uses the Background skills of mentoring, decision making, delegation and motivating others.**

- **Networking**

**The ability to actively seek, identify and create effective contacts with others, and to maintain those contacts for mutual benefit. In addition to strong Communication Skills and Personal Skills, Networking uses the Background skills of network building and motivating others.**



# Inter personal skills

- **Teamwork**

**Involves working with others in a group towards a common goal. This requires cooperating with others, being responsive to others' ideas, taking a collaborative approach to learning, and taking a responsibility for developing and achieving group goals. Teamwork uses the Background skills of collaboration, mentoring, decision making and delegation.**



## Inter personal skills - example

Below is a set of activities, identified by one student, that illustrates the development of interpersonal skills. Identify the interpersonal skills that match the highlighted words in the following passage.

- Rajan is a *member* of the Environment Society and is involved in *planning* a weekend field trip for the members. The society wants to carry out a small research project for the local community as part of bush regeneration planning for the area and also wants to get first year science students involved with the university community. Rajan is *delegated* to *liaise* with last years *organisers* to find out how they *arranged* transport and how they found caterers for the meals. Once these things are in place he then has to *find some volunteers* to make posters, email member lists, and *make announcements* in lectures to advertise the trip. Finally he has to *contact* postgraduate students who are willing to come along as research leaders to teach field skills and monitor the progress of the project.



# The Solution:

**member** = networking

**planning** = teamwork, leadership

**delegated** = leadership, teamwork

**liaise** = networking, teamwork

**organisers** = networking, teamwork

**arranged** = networking

**find some volunteers** = leadership, networking

**make announcements** = Communication

**contact** = networking, leadership



# Ten Ways to Improve Your Interpersonal Skills

- **Smile.** Few people want to be around someone who is always down in the dumps. Do your best to be friendly and upbeat with your coworkers. Maintain a positive, cheerful attitude about work and about life. Smile often. The positive energy you radiate will draw others to you.
- **Be appreciative.** Find one positive thing about everyone you work with and let them hear it. Be generous with praise and kind words of encouragement. Say thank you when someone helps you. Make colleagues feel welcome when they call or stop by your office. If you let others know that they are appreciated, they'll want to give you their best.



# Ten Ways to Improve Your Interpersonal Skills

- **Pay attention to others.** Observe what's going on in other people's lives. Acknowledge their happy milestones, and express concern and sympathy for difficult situations such as an illness or death. Make eye contact and address people by their first names. Ask others for their opinions.
- **Practice active listening.** To actively listen is to demonstrate that you intend to hear and understand another's point of view. It means restating, in your own words, what the other person has said. In this way, you know that you understood their meaning and they know that your responses are more than lip service. Your coworkers will appreciate knowing that you really do listen to what they have to say.



# Ten Ways to Improve Your Interpersonal Skills

- **Bring people together.** Create an environment that encourages others to work together. Treat everyone equally, and don't play favorites. Avoid talking about others behind their backs. Follow up on other people's suggestions or requests. When you make a statement or announcement, check to see that you have been understood. If folks see you as someone solid and fair, they will grow to trust you.
- **Resolve conflicts.** Take a step beyond simply bringing people together, and become someone who resolves conflicts when they arise. Learn how to be an effective mediator. If coworkers bicker over personal or professional disagreements, arrange to sit down with both parties and help sort out their differences. By taking on such a leadership role, you will garner respect and admiration from those around you.



# Ten Ways to Improve Your Interpersonal Skills

- **Communicate clearly.** Pay close attention to both what you say and how you say it. A clear and effective communicator avoids misunderstandings with coworkers, colleagues, and associates. Verbal eloquence projects an image of intelligence and maturity, no matter what your age. If you tend to blurt out anything that comes to mind, people won't put much weight on your words or opinions.
- **Humor them.** Don't be afraid to be funny or clever. Most people are drawn to a person that can make them laugh. Use your sense of humor as an effective tool to lower barriers and gain people's affection.



# Ten Ways to Improve Your Interpersonal Skills

- **See it from their side.** *Empathy* means being able to put yourself in someone else's shoes and understand how they feel. Try to view situations and responses from another person's perspective. This can be accomplished through staying in touch with your own emotions; those who are cut off from their own feelings are often unable to empathize with others.
- **Don't complain.** There is nothing worse than a chronic complainer or whiner. If you simply *have* to vent about something, save it for your diary. If you must verbalize your grievances, vent to your personal friends and family, and keep it short. Spare those around you, or else you'll get a bad reputation



# Common Mistakes Committed by Managers

- **Lack of Clarity:** Very often managers think that when they give directions or take decisions, everyone around them understands clearly, but results don't happen as expected
- **Lack of Empathy:** Some managers find it difficult to empathise with the employees on the personal and professional front
- **Act as Demotivator:** Many managers focus more on the mistakes of their subordinates rather than on their contributions and positive points
- **Poor Listening skills:** When two persons communicate there are different priorities, needs and perspectives. It is as important to listen to others as it is to be heard by them.



# Common Mistakes Committed by Managers

- **Failure to give feedback :** During year-end performance appraisals, most employees feel disturbed when they are informed about their progress only after a span of an year. They do not get adequate time to work on improvements, if necessary
- **Too Busy to manage:** Today's managers are so busy that they forget managing is part of their job. It is very important for managers to carve out time to deal with employees on a one-to-one basis. And also in-group meetings.



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**Thank you**