

Indian Institute of Technology Kanpur

National Programme on Technology Enhanced Learning (NPTEL)

**Course Title
Enhancing Soft Skills And Personality**

**Lecture - 17
People Skills-2: What Makes Others Like You?-1**

**by...
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Hello hi welcome back to my coats on enhancing soft skills and personality we are in the fourth week of this course is the second unit and lesson 17.

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This week I introduced you exclusively on people skills so although I said that soft skills or actually people skills you might wonder why particularly this week we are focusing on people skills people skills in the sense that the qualities in you that will make people like you or dislike you or the main thrust of this week, so we started with those qualities that normally make people

dislike you in the previous one and from this one we look at those qualities that will make people like you.

What will make people attracted towards you or how can you attract people what qualities should you possess, so that people by and large will like you that will be the focus of this lesson and the next lesson also before I start very quickly if you want to have highlights of the last lesson.

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Highlights OF THE LAST LESSON

- ❑ Focussed on People Skills, specifically, the traits that make people dislike you.
- ✓ Attraction/Repulsion (Distraction) Principle.
- ✓ Importance of eliminating detestable qualities.
- ✓ Identified about 40 qualities that make others dislike you such as—
 - Showing Egoistic/Egocentric/Egotistic tendency, Being Aggressive/Arrogant, Being Negative/Pessimistic/Cynical, Being Critical of Others, Never Appreciating Others, Never Giving Credit to Others, Worrying, Nagging, Being Rude/Impolite, Undependable, Being Fraudulent, Gossiping, Making False Promises, Cheating/Manipulating, Using Abusive Language/Cursing, Shouting, Talking in a Loud Tone, Shifting Glances, Indulging in Self-Pity, Never Keeping Time, Being Inattentive, Ridiculing/Condescending/Being Sarcastic, Knowing-It-All, Exhibiting Holier Than Thou Attitude, Being Dead Serious, Being Indecisive, Being Slow and Lazy, Showing Apathy, Being Judgemental & Impatient, Being Moody, Getting Angry, Showing Favouritism, Being Illogical, Controlling Others' Life, Not Caring for Personal Hygiene, Possessing Unpleasant Social Etiquette, Disregarding the Private Space of Others, Leaving Others with a Bad Feeling!

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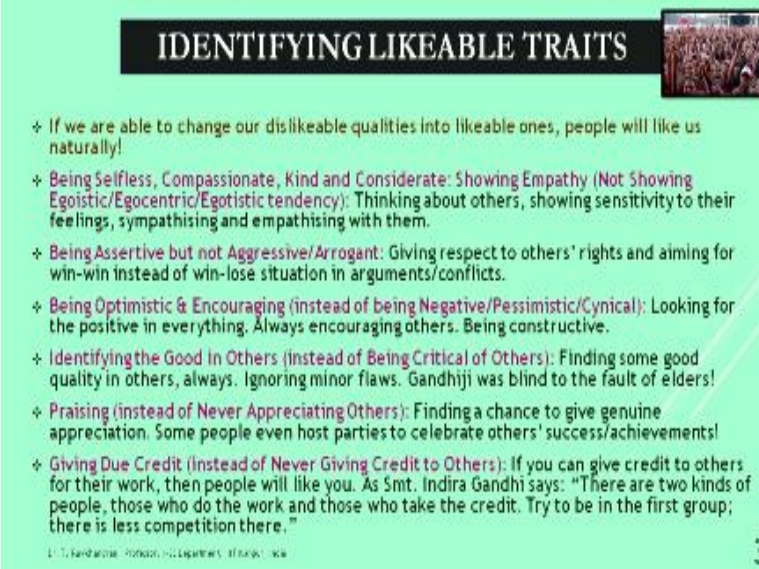
What I did I focused on people skills specifically to the traits that make people dislike you I discuss to you about this attraction distraction principle that is nothing but the way human beings attract people to their own good qualities just like a magnet and distract or repel them because of the dislikeable qualities in them I also discussed in the previous lesson as why it is important to eliminate detestable qualities loath some qualities which people do not like in us the importance is that if you do not eliminate those qualities people will start eliminating you people the moment they dislike you they may be your subordinates.

So they may work with you stay with you out of compulsion but sooner or later they would like to leave you be cut off from you and it will leave you in a kind of isolated situation just because you possessed some dislikeable traits if it is not byes to change those traits as much as possible and make you likeable in a professional and personal environment so yes of course and that is the reason why I said that it is very important to eliminate detestable qualities I also mentioned to you that we are all social animals and without having people to like us without people to support us in all our endeavors.

We will not feel successful and happy so it is very important that we do not isolate us because of our own negative traits but we try to have people in our group as much as possible by cultivating good traits which are likeable for others in that context we identified about 40 qualities that would make anybody dislike anybody else now those qualities instead of like discussing those qualities again in this lesson I want to tell you that if you ask me what are 40likable qualities I would say that if you look at the opposite of these 40 dislikeable qualities automatically they become the likable qualities.

So instead of discussing this once again I just want to discuss or make you identify likeable traits right and tell you.

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IDENTIFYING LIKEABLE TRAITS

- ✦ If we are able to change our dislikeable qualities into likeable ones, people will like us naturally!
- ✦ **Being Selfless, Compassionate, Kind and Considerate: Showing Empathy (Not Showing Egoistic/Egocentric/Egotistic tendency):** Thinking about others, showing sensitivity to their feelings, sympathising and empathising with them.
- ✦ **Being Assertive but not Aggressive/Arrogant:** Giving respect to others' rights and aiming for win-win instead of win-lose situation in arguments/conflicts.
- ✦ **Being Optimistic & Encouraging (instead of being Negative/Pessimistic/Cynical):** Looking for the positive in everything. Always encouraging others. Being constructive.
- ✦ **Identifying the Good in Others (instead of Being Critical of Others):** Finding some good quality in others, always. Ignoring minor flaws. Gandhiji was blind to the fault of elders!
- ✦ **Praising (instead of Never Appreciating Others):** Finding a chance to give genuine appreciation. Some people even host parties to celebrate others' success/achievements!
- ✦ **Giving Due Credit (instead of Never Giving Credit to Others):** If you can give credit to others for their work, then people will like you. As Smt. Indira Gandhi says: "There are two kinds of people, those who do the work and those who take the credit. Try to be in the first group; there is less competition there."

Dr. T. Sambasiva Rao, Founder, IIS, Hyderabad

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How we can have this like every right by moving the extreme dislikeable qualities to the other extreme where you can convert them into like everyone's and if you are able to change dislikeable qualities into like away once people will like us naturally automatically people will gravitate towards us because of the maximum number of likable qualities if you are able to possess now the topmost one instead of being egoistic egocentric or showing egotistic tendency you should be selfless compassionate kind and considerate.

Now what do I mean by this, so in front of being selfish all the time try to be selfless okay try to think about others show feeling for others not only for yourself be kind so even if you think that somebody does not deserve giving something be kind and considerate showing empathy that is feeling what others are feeling and then sharing your emotion with them thinking about others so all these will come under this category of being selfless compassionate kind and considerate and the most important of all is showing sensitivity to others feelings sympathizing with them in case they need your sympathy,

So showing sensitivity amounts to being very sensitive to especially very fine emotional qualities this needs lot of refinement in you so you need to all the time put yourself into the shoes of

others and think how somebody would feel if you talk this way okay so how somebody would feel if you treat them this way now to identify that you need to first ask yourself if I am treated this way will I like it, so if you say no then do not take the other person in that thing so that is empathy about do not do what you do not like others to do to you and it is like give respect get respect and respect is not something that you can demand some people you cannot command some people.

So it has to be given to them voluntarily by looking at your inner quality such as this sensitivity so develop this quality and this one quality alone can make people come to you and let us look at other negative qualities which needs to be turned into positive being assertive but not aggressive or arrogant this means instead of the aggressive arrogant people who do not treat others equally who treat others as their subordinates in serious give respect to others right and aim for a win-win situation in all arguments or all given take transactions instead of a win-lose kind of situation.

So be assertive like you get what you want but not at the cost of others live and let live and let live others very happily even happier than you, so that kind of attitude will come if you are selfless then assertive not aggressive or arrogant the next important right is instead of being negative pessimistic cynical being optimistic and encouraging is a very important quality that people generally like in others if you look at in your life also you will always find that you always look for that one person who never seems to be unhappy never seems to be worried always cheerful and always encouraging and supporting others and always optimistic.

In fact you feel like meeting this person frequently whenever you feel let down whenever you feel little bit depressed you want to talk to the person and then feel encouraged, now you be that kind of person try to develop optimism all the time and be encouraging what should you do you should look for something positive in everything and there is always something positive in everything that has been happening around us there is always some good thing.

Now identify that good thing to become an optimist and whenever somebody is going to do something encourage instead of being critical or cynical or saying negative things just encourage

the person even you may not know the result but just in encouraging you may be able to make the person achieve the goal you may be doubtful but then do not show that outside maybe the person may work harder and be just because you encourage the person and be constructive.

So being constructive is like giving only good thoughts sharing only ideas which will make the other person productive not destructive, so that is being constructed the next quality is identifying the good in others which is similar to being optimistic but specifically it is in place that instead of being critical of others instead of always finding fault with others instead of always saying bad things about others finding some good quality in others that is important and always making that as a habit always finding something good in others.

Now you may say that Oh human beings they are full of flaws and then they are full of detestable qualities they have a lot of limitations yes of course but you need to ignore some of this clause because that is why we are human beings and all human beings have some good things and try to identify those good things in certain cases like elders for example Gandhiji was known for being blind to the fault of elders so he never criticized elders even if they were wrong instead of thinking that you will have one of freedom and then whether they are elders or young people all should be behaving correctly.

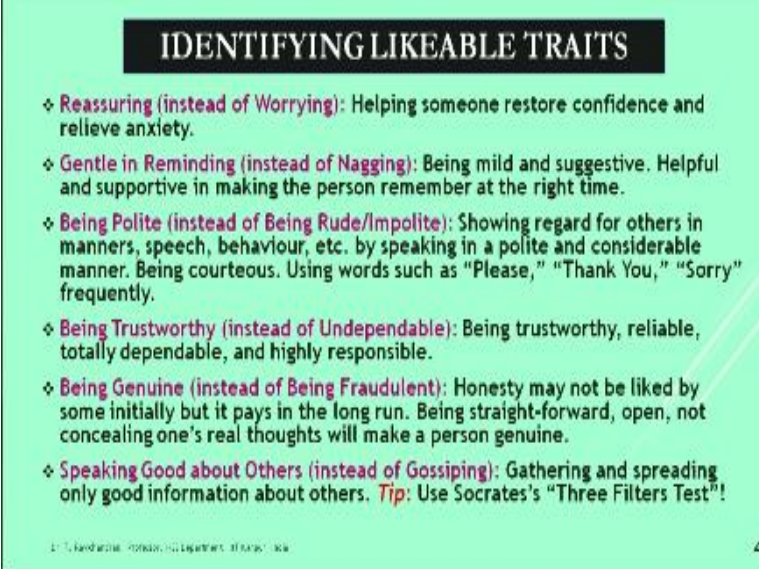
So this was one quality that Gandhiji had but being good and then identifying the good in others actually it is in place with not only two elders but to all human beings if you are able to see only the good things and if you are able to just completely ignore the negative things, so that is something that we improve our own integrity and make people like us the next one associated with this is not just identifying goodness but also pricing appreciating instead of never appreciating others keeps finding chances to give genuine appreciation look for good qualities in others.

So that you can just appreciate those good qualities even a small thing you think that it is done very just appreciate the other person there are people who host parties to celebrate others have success and achievements you be one of those kind of people celebrate others success okay celebrate others achievements the next important thing is giving you credit to others especially if

they have done something good and if you are at a very higher position in which you are able to take full credit because those people are your subordinates and then are they are inferior or they are afraid of you or they are in a vulnerable situation, so do not exploit that situation and take full credit. So give credit to others whenever they deserve it okay and whenever it is a team work you try to give full credit to others look at the famous quotes from Shrimati Indra Gandhi, so she says that there are two kinds of people those who do the work and those who take the credit.

Those who do the work and also take the credit try to be in the first group that is people who do the work there is less competition for taking credit there is always high level of competition everybody wants to take the credit but very few people actually want to do the work and not take the credit so join this group, so it will make you immensely likeable now the next important right is instead of being warrior all the time you become a person who is reassuring.

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IDENTIFYING LIKEABLE TRAITS

- ❖ **Reassuring (instead of Worrying):** Helping someone restore confidence and relieve anxiety.
- ❖ **Gentle in Reminding (instead of Nagging):** Being mild and suggestive. Helpful and supportive in making the person remember at the right time.
- ❖ **Being Polite (instead of Being Rude/Impolite):** Showing regard for others in manners, speech, behaviour, etc. by speaking in a polite and considerable manner. Being courteous. Using words such as "Please," "Thank You," "Sorry" frequently.
- ❖ **Being Trustworthy (instead of Undependable):** Being trustworthy, reliable, totally dependable, and highly responsible.
- ❖ **Being Genuine (instead of Being Fraudulent):** Honesty may not be liked by some initially but it pays in the long run. Being straight-forward, open, not concealing one's real thoughts will make a person genuine.
- ❖ **Speaking Good about Others (instead of Gossiping):** Gathering and spreading only good information about others. **Tip:** Use Socrates's "Three Filters Test"!

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You stop worrying and then you develop lot of enthusiasm in you and you start reassuring giving reassurance to others help someone to restore confidence and relieve anxiety meet these people who are having lot of anxiety, so relieve the anxiety by talking to them by encouraging them by making them realize that they are fearing something which is totally impractical most of the time

if you talk to people with concern and if you if people come to know that you are helpful, so automatically they will restore confidence and they will relieve anxiety to know that they can talk to someone and they can share their burden with someone.

The next quality whenever you remind someone be very gentle in reminding someone instead of nagging and repeatedly suggesting again and again and finding fault for forgetting something and then remaining again and again you should be mild and suggesting and instead of saying again and again just politely give a hint especially if somebody is likely to forget something be helpful and supportive especially in making the person remember at the right time suppose let us say the husband forgets buying one particular items from the market every day he comes it is not nice for the voice go just wait till the husband comes and then shout at him instead if only she can send a message that remember to buy this once you are out of the office.

So if the husband sees that in the right time, so you will be able to remember it and get it then nobody does forgetting or annoying others intentionally so most of the times it is inadvertent and unintentional so you have to keep that in mind and generally when you talk to others be polite because being polite is immensely likeable quality instead of being rude and impolite if you ever think of people whom you disliked and then left them and you are not in touch with them you will find that quite a good number of people you left because they were rude or impolite with you.

Whereas if you are polite it shows that you are showing regard for others in manners speech behavior etc especially by speaking in a polite and considerable manner overall it amounts to being courteous using words such as please thank you sorry frequently okay, so these are words which act as lubricant the courteous words and whenever you mix in your language instead of using this curse words if you use this automatically your mannerism behavior everything will become polite.

And politeness is something people can rely on they can relax with a person who is polite not with somebody who is rude it will always keep the other person on stress the next important quality for making others like you is being trustworthy instead of being undependable being

trustworthy that is whatever happens this person I can trust with a hundred percent information I can trust that this person will deliver goods in time a reliability and totally dependable trustworthy is like making yourself dependable.

So that people can believe you trust you and becoming highly responsible they know that even sometimes you are not able to do something but you will take full responsibility for that so that trustworthiness is a very key right in terms of making yourself likable for others the next important quality is being genuine that is being real that is not difficult but because of the social pressures we keep lot of faces different dimension of ourselves and then we do not know what role we are playing is real and what role is discipline and we are here becoming fraudulent or sooner or later are we becoming completely fraudulent.

In terms of being genuine honesty is a very important right honesty may not be liked by some people initially because name is healed pretend you are too honest you're speaking the truth all the time it is very difficult initially but it pays in the long run the longer and people will know that if you are a very honest person they know that you will never tell a lie you are always honest so being straightforward telling something directly politely instead of saying in around about manner or instead of saying things on the back of a person doing backbiting these are things people do not like but being straightforward open not concealing once real thoughts we make a person genuine.

You might have come across those people who are always with you but you never know what they are feeling about you whether they are feeling good or bad about you, so these people are dangerous but whereas somebody who makes his for heart open to you know what the other person is feeling so that will help you to correct your behavior even if you make some mistake but if you if you are good you can see from the other person that the other person is liking your company.

So it is important to be genuine and not fraudulent not a fake person now the next important right by which I will tell a small anecdote from Socrates and then conclude this lecture if speaking good about others instead of gossiping now what do you do in gossiping in gossiping you gather

and spread only bad information usually personal information about others now speaking good about addresses as I was studying at the beginning there is something out good in the other person identified a good grade everybody even a tease even a murderer even a criminal as something good okay and identified those good qualities see only the goodness in others.

So that will make you actually really a likable person and not only collecting this information about goodness in others now gather that and spread that to others so you will only find then a very good circle following you and all the people know that they can trust you because you will say everything that you like or do not like openly but at the same time they are more trusting you not because of your own of trustworthy quality but also your this nature of not seeing anything bad about them behind their back.

If at all you say something you say only good things about these people and once they know this so then they feel very obliged to maintain good relationship with you in case you may ask somebody comes and keep saying bad things about others how do you deal with these people who gossip all the time all the time they come until first thing you should remember that they have no intention in the sense good intention of sharing that false information to you because they want you to believe in that and they want you to say something negative about the other person which they are going to gather from you and share it with the other person.

On the whole they are not interested in anybody's happiness they would like to use divide and rule policy and keep only their position safe and secure everybody else will feel insecure so otherwise this person will go and then backbite gossip about others and make those people of feel insecure now how do you deal with these people whenever this say something bad about the other person you have a good thing to pay you say no I do not think this person is like that I have seen this person always does a very honest person.

Now again the gossipers save something you say no but what about this good quality, so this equals many of these bad qualities it is out paying all these bad qualities so I would go away the good qualities now if you are able to do that very soon the gossipers way either change or we stopped coming to you and wasting your time but in the meanwhile how do you know that the

person is just coming for gossiping and wasting your time so that is where you use Socrates' three filters first let us look at what is that three filters test.

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SOCRATES'S THREE FILTERS TEST!

Socrates, the great Greek philosopher, was once stopped by an acquaintance as he passed through the market.

"I've something important to tell you," he said. "It's about your friend."

"That's very kind of you," Socrates said. "But, don't tell me just yet. I run all information through the Three Filters Test to ascertain if I want to know it."

The man looked somewhat puzzled as Socrates continued, "First is the filter of truth. Whatever you want to tell me, have you seen or witnessed it first-hand?"

"Umm ... I actually heard it from someone," the man said, "and, it is from a trusted source."

"Alright. But that does not pass my first test," Socrates added, "since you don't know whether it's true."

"Second is the filter of goodness. Is that a good statement you want to make about my friend?"


"Not really. That's the reason I wanted—"

Socrates interjected, "So, you want to tell me something bad about someone but don't know if it's true."

"The last is the filter of utility." He continued, "Your statement about my friend, is that going to be useful to me?"

"Not really as such. I just wanted to share."

"Well, if the information is not necessarily true, it is not good, and, it is of no use," Socrates concluded, "please, I don't want to know about it."



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Socrates the great Greek philosopher was once stopped by an acquaintance as we pass through the market if it I have something important to tell you it is about your friend that is very kind of you Socrates said but do not tell me just yet okay do not tell me immediately you are really kind but do not tell now I run all information through the three filters test to ascertain if I want to know it so before you tell anything about me a good friend I want to know whether I really need it and you should pass through these three filters.

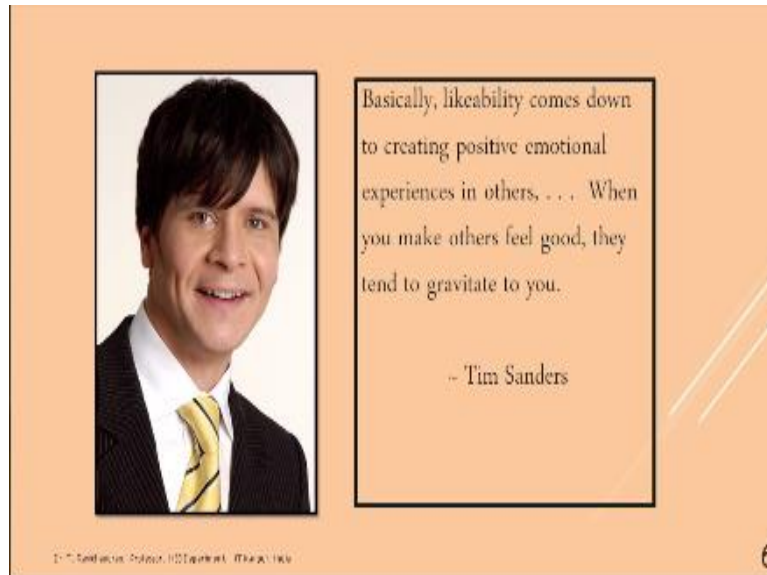
So the man looked somewhat puzzled as Socrates continued he said first is the filter of truth whatever you want to tell me have you seen or witnessed it firsthand, so truth usually the gossipers says that somebody told me like that so he asked have you witnessed it on the first hand I actually heard it from someone the man said and it is from a trusted source all right that does not pass my first test Socrates added since you do not know whether it is true so if you do not know whether it is to my first test it has failed.

Second is the filter of goodness is that a good statement you want to make about my friend not really that is the reason I wanted Socrates interjected so you want to tell me something bad about someone but do not know if it is true then I do not want to hear this thing but before that the third and the last is the filter of utility, so first one is truth second one is good thoroughness utility he continued your statement about my friend is that gonna be useful to me not really at such I just wanted to share well if the information is not necessarily true it is not good and it is of no use.

Socrates concluded please I do not want to know about it now this is the three filters test you should use with any gossipers anybody is coming and rushing and telling you bad things are both even your clothes people just tell them whether it is true ask them whether it is a good or bad one bad one do not hear any way you it will come to you some form or other but do not hear on your own and the third one is whether it is useful and if it is not going to be useful in any way so there is no need to listen to that and you can easily understand that the person who has come to you is not a genuine one.

Okay so use this three filters test to filter you from gossipers particularly the bad kind of gossiping that is happening in terms of character assassination and you believe that and then you lose your peace of mind for some time it is not worth it now with this last thought on using three filters with regard to gossiping and saying only good things about others I will conclude the lecture and I just want you to look at one interesting quote in terms of likeability before I conclude.

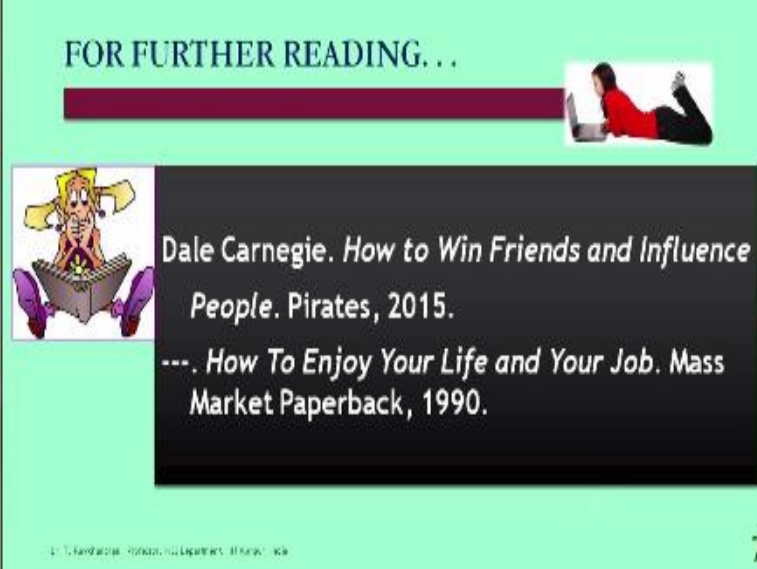
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Basically likability comes down to creating positive emotional experiences in others so what does it mean it almost creating positive emotional experiences in others when you make others feel good they tend to gravitate to you so one simple formula is do something to make others feel good that in fact is my loss talk also but then quoting from tin sanders I just thought that I will conclude with that note try to do something good to make people feel good and see how they respond to you so you can do this informally you can do this in informal situations you can even ensure ask people whether you are really able to make them feel good are all day feeling bad after talking to you.

So in that case you need to change your approach change you your behavior now some peak to important books if you want to change your face from worrying.

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FOR FURTHER READING...

Dale Carnegie. *How to Win Friends and Influence People*. Pirates, 2015.

---. *How To Enjoy Your Life and Your Job*. Mass Market Paperback, 1990.

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To become a very optimistic person so try to read these two books from Dale Carnegie one how to win friends and influence people on the other one is how to enjoy your life and your job again these are must read books for your collection even if you are not able to read them now keep them and read them whenever you get time but the earlier the better because it is your personality that we have changed then the earlier you taste success the earlier you become happy the better, thank you so much for watching this video I will come back in the next lesson continuing with more thoughts on how to make people like you so try to practice these qualities and wish you all the best have a nice day thanks again.

Acknowledgement

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