

Indian Institute of Technology Kanpur

National Programme on Technology Enhanced Learning (NPTEL)

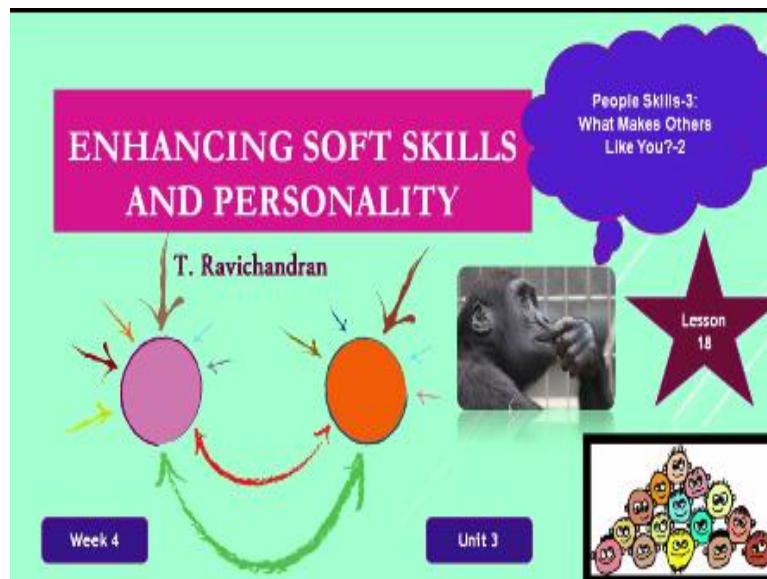
**Course Title
Enhancing Soft Skills And Personality**

**Lecture - 18
People Skills-3: What Makes Others Like You?-2**

**by...
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Dept. of Humanities and Social Sciences**

Hi welcome back to the Imperial most course on enhancing South skills and personality I am Ravichandran giving this course from IIT Kanpur, Department of Humanities and Social Sciences for you. This is the fourth weekend we are on the third unit of fourth week.

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I started talking about people skills in gender and this is the third concept that we have been talking about in which is the second lesson in relation to what makes others like you, so I started with what makes others dislike you and then continued with the first lesson on what makes

others like you and this the second lesson on what makes others like you, however as a total this is lesson number 18 highlights of the last lesson in the last lesson.

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Highlights OF THE LAST LESSON

- ❑ Focused on People Skills, specifically, the traits that make people like you.
- ✓ Identified most important qualities that improves your likeability such as—
 - Being Selfless, Compassionate, Kind and Considerate:
 - Showing Empathy, Being Assertive, Being Optimistic & Encouraging, Identifying the Good in Others, Appreciating Others, Giving Due Credit to Work Done by Others, Reassuring, Gentle in Reminding, Being Polite, Being Trustworthy and Dependable, Being Genuine, Saying Good Things About Others: Using Socrates's "Three Filters Test!"
 - {checking for truth, goodness and usefulness before receiving any information}

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We focused on people skills specifically the drives that make people like you we talked about that people are like magnets and then what good price you have will automatically attract good people towards you and it is important to possess these traits and then when you have dislikeable traits in you automatically it will ripple people from you, and in that context we identify the most important qualities that make others like you such as being selfless, compassionate, kind and considerate instead of being insensitive and careless and totally unconcerned about others, showing empathy here will make you a very likeable person combined with being assertive being optimistic and encouraging.

Identifying the good in other instead of all the time looking at something bad in others identifying the good in others is also making you immensely likeable, appreciating others instead of finding fault with us and criticizing others misspeaking others, giving you credit to the work done by others instead of taking credit for others for stealing the credit from others, so if you give credit when you will become again greatly popular reassuring instead of creating tension

and then insecurity gentle in reminding instead of being nagging, being polite instead of being rude, being trust worthy and dependable instead of being untrustworthy and unreliable, being genuine instead of being a fake person saying good things about others instead of gossiping and backbiting and saying bad things behind others and especially in this context.

I ended up with a very interesting story that if somebody will come and gossip about your friend we can put this famous Socrates's pre-filters test in which you first check for truth and then if there is no truth then you ask for any goodness in what is being said and if there is no goodness you finally asked whether it will be useful and if it is not passing these three tests there is no point in receiving that information it is absolutely going to harm your relationship your perception about the person and when it is totally unwarranted do not receive such information.

So use that triple test in terms of identifying people who are coming and maligning others and people who you should actually filter in terms of using this paste and then avoid people creating a negative bias against somebody okay, having said this let us look at some more qualities and these are qualities if you remember I am just telling you if you reverse those qualities people dislike in you.

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IDENTIFYING LIKEABLE TRAITS

- ❖ **Keeping Promises:** Always keeping promises; and making promises only if one's sure of fulfilling it; once given ensuring that it is kept at any cost.
- ❖ **Being Frank and Open:** People feel secure and safe in the company of those who are frank and open.
- ❖ **Using Sweet words instead of Abusive Language/Cursing** as a habit, even when it is not required. People not only like sweet voice but also sweetness in word choice!
- ❖ **Talking in Low Tone: (instead of shouting!)** people generally feel comfortable and open up with those who are soft-spoken. Those who speak in loud voice generally intimidate others. In fact, many insecure people use loud voice to dominate others!
- ❖ **Maintaining Direct Eye contact:** Honest people maintain direct eye contact and, in conversation, pay full attention to others.

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You will be able to attract them towards you and these are qualities which we discussed in the first lesson as about why people dislike you and now I am trying to reverse the rights and make those strikes which are likeable for other peoples in you. Now the next important right that we to start with this keeping promises you should always keep your promises and you should not give any false promise which you think that you will not be able to keep it because people always like those who fulfill the promises which we are giving to others.

Now once a promise is given also you should ensure that it is kept at any cost, the next ride that people liked in others is that being frank and open instead of being manipulative and cheating and instead of trying to use people for personal benefits, people generally like the ones worth Frank and open because it is like giving lot of assurance and secured and safe feeling so people generally feel safe in the company of those who are frank and open.

The next quality is using sweet words instead of abusive language or cursing now using sweet words actually attached people because people feel that you will never use something that will make them feel unpleasant in your company and same thing goes with avoiding shouting and trying to talk in a low tone. Now talking in a low tone and being soft spoken with another trade that will make people comfortable in your company and they we actually make them open up to you okay, normally they feel spontaneously opening up to people who are generally not loud not very high in rising their tone or generally soft in nature.

The next important right in making one likeable is maintaining direct eye contact, now in open communication in communication between friends in communication between two reliable parties, both parties maintain direct eye contact so the opposite is also known to others that if there is some kind of defeat or frankness is not involved then what happens these two parties one of them may try to avoid or do not maintain eye contact, so it is important to maintain direct eye contact if you want people to like you.

So people will find your genuine people will find you original and people will start liking you the moment you maintain direct eye contact. Look at some more likable tried being strong and showing strength of character now people do not like who are very weak and who indulge in

self-pity but if you are strong you will gravitate people towards you combined with showing strength of character okay, and in terms of time management already I told you being punctual so very likable tried why because when you are punctual you try to show to others that you have respect for others time and automatically you gain like ability. The next important right especially in communication.

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IDENTIFYING LIKEABLE TRAITS

- ❖ **Being Strong and Showing Strength of Character:** In general, strong people with strength of character are liked very much.
- ❖ **Being Punctual:** Shows you have respect for others' time and gains likeability.
- ❖ **Being Attentive:** Paying attention to what is being said and being present fully with complete focus.
- ❖ **Giving Equal Importance to All** despite differences in race, colour, caste, religion, language, nationality, etc.
- ❖ **Being Balanced and Open-minded** instead of being close-minded and prejudiced.
- ❖ **Being Humble:** Always making others feel better in one's company, never acting superior.
- ❖ **Standing By One's Principles and Values:** People who have some principles and follow some values gain respect and likeability.

Dr. T. Sundarajan, Professor, IIT Department, IIT Madras, India

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Human communication is being attentive so paying attention to what is being said and being present fully with complete focus giving your full time being all eyes or ears and somebody is talking to you your body language as well as your mindset everything is inclined to receiving the persons information being fully receptive and attentive so that is a very likeable try there are very busy people and when they give you often our time the switch off their mobile they do not let anybody disturb and they are completely with you.

Now these are people whom you will like naturally automatically and it would like to maintain relationship with these people who are attempting, because you feel important and look at the others who do not pay attention you automatically feel unimportant and then you automatically feel that you should not maintain relationship with that person. The next important right is giving

equal importance to all despite differences in race, color, religion, language, nationality extra if you give equal importance to all in your relationship so people will automatically like you and the next likeable trait is being balanced and open-minded instead of being closed minded and prejudiced, now being balanced and open-minded what does it mean now being balanced is never losing your coolness never getting provoked easily so people can provoke you and exploit you also being balanced also means like never getting carried away by some wrong inputs about somebody or some incidents.

An open-minded is allowing people to talk to you freely instead of being closed-minded and prejudice or being judgmental. The next likeable trait one should emulate is being humble now being humble does not mean feeling low or inferior being humble means just being simple and make just understanding that I am important but there are equally better human beings and then more important people in the world and then I should consider them equally good better in their book so I should not feel superior, I should not have an inflated ego so showing humbleness amongst to that.

Now what will happen when you are humble it will make others feel better and when you never act superior and when you are humble are just feel comfortable they feel warm they feel like being with you all the time the next important likeable trait is standing by one principles and values, people may account with someone who does not have any principle or does not have any values at all but in the long run the people who are liked or the ones who have some principles and who stand by those principles and values.

So it is important to identify principles which will give credibility and values which you think are relevant for your job and your relationships and then stand by those principles and values this will make you gain respect unlike ability, being humorous that is having an ability for good sense of humor as well as for humor and not being serious all the time will make one generally light and attracted so try to be humorous but that does not mean that if you like cannot be humorous spontaneously naturally at least you can try to look cheerful and then at least we can try to laugh when there is genuine joke so that will make you create a kind of impression that you have a light-hearted personality also instead of looking serious all the time.

The next important likeable trait is being bold and decisive. Now being bold and decisive so this means making quick decisions and making bold decisions are never taking back a decision made so this is not easy and compared to people who are indecisive and then who take a lot of time to decide who are generally not liked so these people are all right because they are very bold and they are very quick and taking decision and they will not take back their decision.

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IDENTIFYING LIKEABLE TRAITS

- ❖ **Being Humorous:** People generally avoid those who are very serious. People with good sense of/humour are always sought after.
- ❖ **Being Bold and Decisive:** Making quick decisions and never taking back a decision made.
- ❖ **Being Quick to Respond:** Indicates that one gives due importance to others and value them.
- ❖ **Showing Enthusiasm:** Showing interest in anything that happens around.
- ❖ **Being Patient & Unbiased:** Without being judgemental and running into conclusions very quickly.
- ❖ **Being Steady:** Not being temperamental. Remaining constant.
- ❖ **Being Tolerant:** Instead of getting angry quickly, being tolerant, and agreeable.

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And the next likable trait is being quick to respond. Now imagine a situation where you had applied for something where your email for something where you are asked them for something and you never get any response for a long time how do you feel, and look at another situation where a person you wrote and immediately responds to what you asked for now that immediate and quick response indicates that one person who is doing that is giving due importance to others and value others time and others as important in relationships.

So be quick to respond if you want to be liked instead of being lazy, slow in responding. The next one that is very important in making yourself likeable is showing enthusiasm showing interesting anything that happens around instead of showing apathy lack of interest instead of saying I own liked it so you can say that I will just try it okay so be enthusiastic be sporty the

next likeable traits is being patient and unbiased, now without being judgmental and running into conclusions very quickly if you show patience in judging somebody and if you do not show bias and people know that you are not a bias person and you will not run into conclusions so people will value maintaining relationship with you and they will look forward towards maintaining relationship with you. The next likeable kite is being steady as against being temperamental so this means remaining constant so people should know oh this person will not get angry suddenly or I say something and this person does not feel hurt immediately so that is being steady.

And the next related quality is being tolerant now instead of getting angry very quickly instead of getting provoked very quickly being tolerant if giving somebody a very long rope giving somebody a long chance before showing your anger before showing your harsh response okay, and generally being agreeable being amenable okay, so they know that you will not become totally unapproachable but you will bad with people even if they are putting some inconvenience. So that tolerance is another quality that will be light now some more quick look at likeable traits.

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IDENTIFYING LIKEABLE TRAITS

- ❖ **Being Reasonable:** Being reasonable and logical instead of showing irrational anger or moodiness.
- ❖ **Letting Others Free:** Instead of controlling the lives of others by forcing them to accept one's own decisions. As Richard Bach says, "If you love someone, set them free. If they come back they're yours; if they don't they never were."
- ❖ **Caring for Personal Hygiene:** Keeping oneself neat and clean.
- ❖ **Possessing Pleasant Social Etiquette:** Eating food quietly, not wasting food, having good table manners, etc.
- ❖ **Respecting the Private Space of Others:** Maintaining arm's distance! Keeping others independent and giving them their space by maintaining necessary distance in relationships.
- ❖ **Leaving Others with a Good Feeling!** Always leaving people with a good and positive feeling.

Dr. T. Suresh Babu, Professor, IIT Hyderabad, Hyderabad, India

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Being reasonable and logical instead of being irrational especially in showing anger or irrationally being moody these are things that will upset people that will put them off in terms of relationship and the next most important likeable traits is in relationship especially if you let others free instead of trying to control the lives of others and forcing people to accept your own decisions if you can let them free people will actually come back to you as Richard boxes says, if you love someone set them free if they come back they are yours if they do not they never there so only test for relationship he faces do not control them leave them free whether it is children, whether it is partners whether it is friends even apparent enemies just lead them free.

But if they come back to you so it means that they are with you if they do not it means they never bear with you so this giving freedom is a very good indicator and it is a very good try to emulate the next one is related to personal hygiene and caring for that which means keeping oneself neat and clean dressing neatly so like I said in the previous one not relating certain things show up on your face such as the outgrown had some nose or from years or running nose which is not piped or picking nose in public or not wiping your mouth properly and some foot sticking inside the teeth and which is very visibly before others so these are generous caring for personal hygiene which has to be maintained.

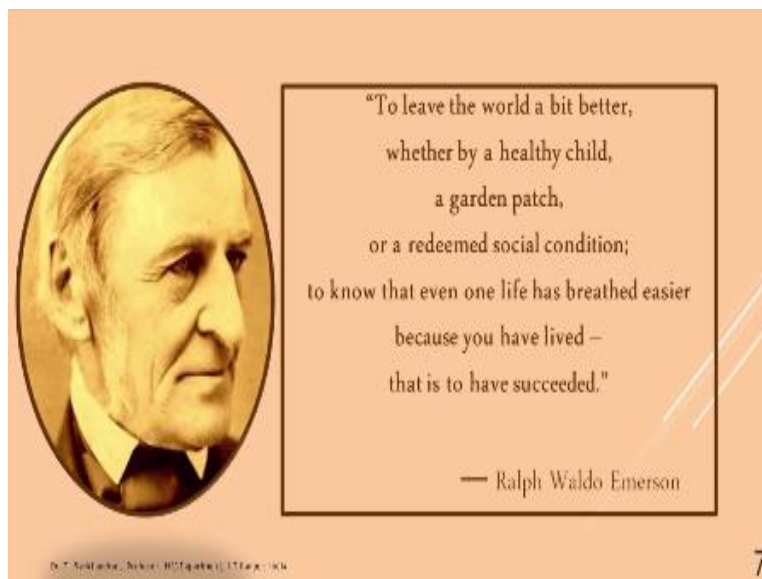
And similar to this is possessing pleasant social at get such as eating food quietly not making noise not wasting food not being pompous in terms of ordering for food showing or showing off once lavishness in terms of ones ability to order for huge amount of food and just wasting it and then having good and cultured table manners etc all will amount to making you a pleasant and socially acceptable person the next important likeable trait is respecting the private space of others there is an idiom which means maintain arm's distance this simply means that keep others independent do not interfere and give them enough space especially do not get literally so close so that they feel intimidated.

So give them space where they are comfortable and in that with that comfortable level maintaining that arms distance you will be able to strike a balance, you will be able to gain stress and when you gain stress and strike a balance in relationship have faith people will start liking you automatically and in this lesson I just want to conclude with a final thought that leading

others with a good feeling whatever you do whether in your pleasant body language or the sweet language that you use or in your empathy or the concern that you show or being sensitive whatever you do as a whole package as a human being if you are able to leave the other person with a good and positive feeling the other person will immensely like you, now how you do this I have given lots of suggestions.

But you need to emulate this right and internalize and make them within you so that even your presence itself is energizing the other people and make them feel good comfortable and when you leave they do not have any negative feeling they have a very good and positive and optimistic feeling and before you make them they were moody they were gloomy they were unhappy having met you so they get that enthusiasm and they feel happy that they met you even for a few moments you give them that good feeling. Now let us look at a very relevant quote in terms of this from the famous Ralph Waldo Emerson.

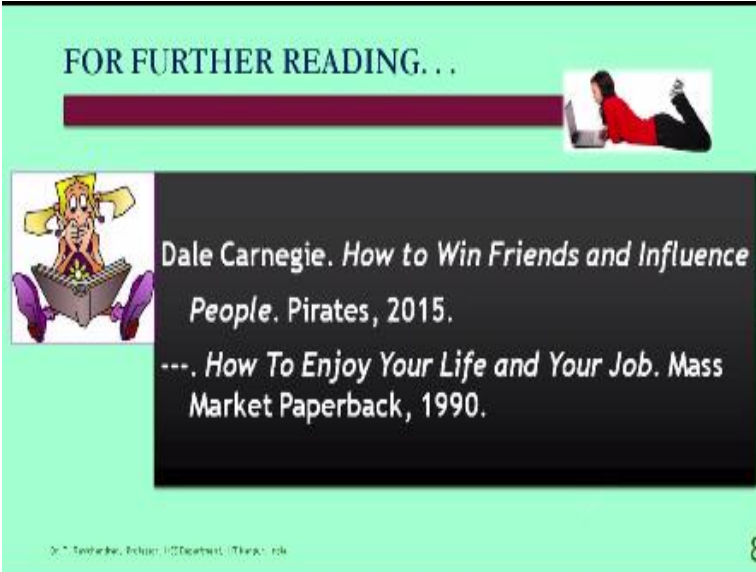
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And he says that do not only leave people with good feeling but leave the entire world a better place so look at the code from him he says , “To leave the world a bit better, whether by a healthy child, a garden patch, or a redeemed social condition; to know that even one life has


breathed easier because you have lived- that is to have succeeded.” So what is success for a human being he says let you leave the world as a better place by your contribution either by giving a good child or by changing the social condition or even by leaving a good garden so do something so that others feel that you made the life of somebody yes better just by the fact that you lived on this planet and that he says is amounting to success something else with this thought I leave you for this lesson and as usual for this unit I want you to at least read these two books.

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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.

Dr. P. Sankaranarayanan, IIT Kanpur | © December 2015 | Thank you!

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By Dale Carnegie how to win friends and influence people and how to enjoy your life and your job we will meet in the next lesson until then I wish you good luck and wish you to have a very nice day, I hope I am leaving you with a very good and positive thought, thank you for watching this video.

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