

Interpersonal Skills
Prof. Smita Jha
Department of Humanities and Social Sciences
Indian Institute of Technology-Roorkee

Lecture-02
What are The Important Interpersonal Skills?

Hello friends, now I am once again here to discuss what are the important interpersonal skills, well we are discussing interpersonal skills, and we have seen that how important interpersonal skills are to develop your professional life, to manage your professional world and also socially how you get success, it is all through interpersonal skills. So let us discuss today what the important interpersonal skills are?

(Refer Slide Time: 01:01)

What are the important interpersonal skills?

- **Self-confidence**- it enables you to deal with challenging situations more effectively.
- **Work ethics**- it splits into three different strands:
- **Professionalism**- this incorporates everything from how you present yourself and the way you treat others.
- **Respectfulness**- all workplaces require you to do respect everyone's opinion and understand their value.
- **Dependability**- it is indispensable to maintain, to achieve a particular goal of company.

The first is self-confidence, I am a teacher, and I have been working for years, and I have seen that students who are lacking self-confidence and because of this they are unable to speak well, unable to give a presentation and unable to make conversation. Now it is an interpersonal skill that may help them. So, self-confidence is one of the important aspects of interpersonal skill. The right level of self-confidence in the workplace can open doors and help one to gain recognition.

It can also demonstrate how you approach various situations and deal with them both positively and effectively. Of course yes it is your self confidence that help you to tackle with the situation

whether it is good or bad, to be successful it is important to demonstrate self-confidence at every stage of your career whether you are a graduate looking for an entry position or a more experienced member of the team hoping to secure promotion.

Self-confidence at work will improve the way people see you and your views, ideas; opinions will be taken more seriously, confidence also enables you to deal with challenging situations more effectively and allows you to set and to reach a new goal. Now the second is the first self-confidence, the second is work ethic. Because we are discussing what are the important interpersonal skills.

So second is work ethic, what is work ethic, having a strong work ethic is viewed favorably by many recruiters, but what exactly does work ethics related to, well it can be spread 2, 3 distinct stands. The first of which is professionalism, this incorporates everything from how you present yourself true to your appearance and the way in which you treat others. So the first strand is that of professionalism.

The next stand is respectfulness, all workplace required you to work under pressure, at some time or another and exercising grace under stress will earn you more recognition, no matter how short the deadline or how heated things we get always retain your diplomacy and poise whether you are communicating with a difficult customer or trying to collaborate on a complex project, do your best to respect everyone's opinion and understand the value that they bring to the project.

The final strand of a strong work ethic is dependability; employers need to know they have employees they can count on if you are always on time well prepared and deliver work when you say you will, and this demonstrates you have a strong work ethic and commitment to the business. In uncertain business environment colleagues, customers and management will certainly appreciate the stability that you can bring.

(Refer Slide Time: 05:50)

Cont.

- **Relationship management**- It's important to maintain in business which based on respect and mutual trust for each other.
- **Receptiveness to feedback**- being open to feedback can help you develop both personally and professionally.
- **Body language**- your expression reveal your attitude and approach to deal with particular situation.
- **Listening**- If you fail to listen, you cannot interpret what has been said and respond appropriately.

The other is relationship management, what is relationship management, building an effective relationship is one thing, but managing them is something entirely different trying to understand it, building relationship is very easy but to manage them is different or rather a difficult task also. This is an important skill in many roles from junior post to management.

At every level in a business, you will be expected to manage relationships with colleagues, partners, and clients to some extent. The ability to manage a relationship based on respect for each other and mutual trust is also very important within any business environment or community. Next is respective to feedback, well these are very important interpersonal skills, and they do matter when you really want to achieve success and stability in your life.

So what is receptiveness to feedback, receptiveness to feedback means being open to feedback can help you develop both personally and professionally to take on board feedback you must first listen to it. So what is important is feedback and receptiveness to the feedback, how you are taking the feedback about you.

Do not think about your response, just listen to what is being said, also take note of the non verbal communication and body language being used which will provide subtle clues as to what your colleagues or manager is not saying as much as what they are, you can read their eyes, their

facial expression and their physical posture also, take on board what you have been told and positively use this to enhance your performance and productivity further.

Next is body language which is the soul of the entire discussion, nonverbal communication is often overlooked, we never take care of as I said that most of us we take language for granted in which non-verbal is very important, it covers almost 55% of the language communication. So, it is very frequently overlooked, but when you are at work, think about how your body language and gestures could be integrated.

Facial expressions can determine how you are feeling, and eye contact postures, tone of voice and gestures, all reveal your attitude and approach to the situation. So please be careful of your gesture, posture, your sitting style, your standing style, your performance, your physical appearance, a smile, your eyes everything and take this very seriously, listening, if body language is the soul listening is overall the body.

So listening is a very important part of professionalism, interpersonal skills, even the best communicators must listen carefully, failure to listen properly can have disastrous consequences from failing to follow through on a manager's instructions to not completing a customer's request. So, if you fail to listen, you cannot interpret what has been said and respond appropriately, and this also shows that your personality lacks patience perseverance.

And you are a person who does not want to give time to other; you think what you think is everything, so you have to listen to understand the situation, collaboration as I said that interpersonal skills are very important for collaborative projects because you have to work as a team leader or project leader. So working collaboratively allows teams to work productively and deliver positive outcomes for clients and the business.

(Refer Slide Time: 12:00)

Cont.

- **Collaboration-** it allows teams to work productively and deliver positive outcomes.
- **Positive attitude-** Employees with a positive attitude creates harmonious working environment.
- **Workplace Etiquette-** Learning workplace etiquette is a great way to leave a lasting impression on those you meet.
- **Emotional intelligence-** it refers to an ability to keep one's emotions under control.

So for collaboration, search skills are very important, successful collaboration requires the ability to co-operate and respect each other. Employees often see applicants who have a proven track record working successfully within a team and candidates who are willing to compromise and cooperate to deliver exceptional work, being able to co-operate particularly in challenging situations is a great selling point when applying for a job.

Present yourself in a positive manner, and communicate your enthusiasm for team working, the enthusiasm that is a pleasant find the personality, eagerness to work ahead, eagerness to co-operate with others that is collaboration. Next is showing appreciation, in the workplace, employers always look for employees who show their appreciation; this could be something as simple as a thank you when someone has helped with a project.

A difficult customer or a tricky situation showing appreciation is about letting colleagues, clients, partner's, managers know that you value them, their expertise, and their assistance. This is a part of this professional culture of professionalism that is showing appreciation means you are acknowledging the contribution of a particular person and do acknowledge or acknowledging that task it means that you are just encouraging boosting up the persons moral to work further substantially and meaningful.

Positive attitude, I mean I talk of a lot in this world, negativity, negative attitude, how to get over negativity or this negative attitude you know because this world is full of competition and number of people are suffering from this negativity. That decreases your interpersonal skills, so how to develop a positive attitude and what is positive attitude showing positivity even in a difficult situation is important.

Yes those people are warriors and brave who shows positive attitude even in the moment of classes, be positive from the moment you fill out the application form or write a covering letter through to interview your first day at work and beyond, never say anything negative about your current or past employer or even you feel strongly about it. Employees with a positive attitude are more likely to treat others positively, which creates a more harmonious working environment.

Let this workplace etiquette, the way in which you come across to others can you speak volumes, people often form an impression of you within the first few seconds of meeting, so you must present yourself as professional learning workplace etiquette is a great way to leave a lasting impression on those you meet. So check your posture and sure that you stand right and make eye contact.

Turn towards people when they are speaking to you and genuinely smile at them, follow the dress code of the company if any and make sure that you have accessories such as ties, and bags that are suitable for the workplace. Also, ensure that you demonstrate kindness and courtesy arrive in good time. Next is emotional intelligence. Emotional intelligence what it is, it refers to the ability to keep one's emotion under control.

That is intelligence and navigate social situations with composite, this is an essential skill in any workplace as we spend is a sizable percentage of our life at work and naturally want to be surrounded with emotionally stable and considerate colleagues throughout the time. So this is emotional intelligence because, in professional life, there is no place for your personal emotion. So how to cover them very smartly with the track you have to cover it.

And you have to show that you are absolutely fine with the situation, employees are looking for individuals who can keep calm under pressure and avoid pushing their personal frustration on to others. This is valuable in any position that requires teamwork or communication between colleagues. For example, project managers must coordinate with coworkers and proposed a solution to whatever problems may surface on a daily basis.

If the project manager is prone to emotional outburst in the face of difficulties, he or she may lose the trust of the other project members. Similarly, a project manager who frequently blames and criticizes others will create a hostile working environment where employees might begin to feel demotivated and safe to avoid responsibility which is ultimately a detriment to the entire company.

(Refer Slide Time: 19:05)

Cont.

- **Communication-** is a quintessential interpersonal skill, consists of both verbal and non-verbal communication abilities.
- **Leadership-** Employers look for motivated workers who can inspire others and take charge when needed.
- **Positivity-** maintaining a cheerful attitude is valuable in helping others and in generating a feeling of optimism throughout the office.
- **Negotiation-** is an interaction between people, in order to come to a shared agreement.

Communication is quite an essential interpersonal skill that must be demonstrated to potential employers. The hiring manager is looking for individuals who can clearly articulate complex ideas to others, any job that evolves team-based collaborations are deals directly with customers or clients that requires both verbal and non-verbal communication abilities.

Effective body language and eye contact are just as important as the words you use to express your thoughts, while strong communication is necessary for all industries, sales role require a

wider range of interpersonal communication skills the most, to sell a product to customers they must be convinced that the product is not only high quality but also something that they need that they require.

Reliability this is yet another very important aspect of interpersonal skills, and it encapsulates once work ethic and the integrity to see things through to the end simply being on time for work every day puts you on the fast track for promotion and always fulfilling promises is an important way to earn social capital in the workplace. Although reliability is a beneficial interpersonal skill for any job since it has added value for trade people in industries such as plumbing or constructing.

Think arriving on time and completing high-quality work goes a long way, in overcoming negative stereotypes and earning solid reputation, few other industries benefits as much from recommendations and positive word of mouth between friends and neighbors. Then leadership quality which is again very important, basically leadership is an interpersonal skill that saves candidates apart from their PS.

Employees are looking for a motivated and capable worker who can inspire others and take charge when work needs to be finished. Leadership involves not only giving orders and making an operational plan for the company but also getting the most out of every employee and helping everyone feel like they are making valuable contributions to the organization. Effective leadership requires self-confidence and vision, not to mention a healthy dose of communication abilities.

Executive and top management in industry such as finance and business service have a loss say in the direction and range of activities that a company will pursue, it is also essential that top management not merely give orders but also provide an example for all employees to follow, then positivity candidates and employees who demonstrate positivity are much more likely to find success in a position and be well light at the company.

Positivity is especially important for administrative assistant such as secretaries and because maintaining a cheerful attitude is valuable in helping others keep stress levels down and in generating a feeling of optimism throughout the office. He pays for individuals in such a supporting role to be conscious of workplace morale and to approach the otherwise stressful situation with a reliably come and upbeat attitude.

Then negotiation, negotiation is not only the fact or act of bind or selling goods but any interaction in which two or more people engage in a discussion in an attempt to come to a sure agreement. Interpersonal skills naturally play a larger role here, but critical thinking and problem-solving are also keys to finding the best solution available to satisfy all parties. The requirement consultant industry is one where the out of negotiation takes on.

And the extra level of significance, this is the quality, our requirement consultant none convince both the client from and the job candidate that the other party is suitable for them.

(Refer Slide Time: 25:12)

Cont.

- **Openness to feedback-** it's great to show a willingness to receive feedback and use it to grow.
- **Empathy-** is an attempt to foster an emotionally supportive learning environment among people.
- **Teamwork-** is an ability among employees to work collaboratively to achieve certain goals.

Openness to feedback, no company wants an arrogant or unteachable employee, so it is great to show a willingness to receive feedback and use it to grow. A professional mindset calls for suppressing once ego and focusing on objective requirements for an assignment on project; as a result individual who accepts constructive criticism have a better chance of coming out on top in the long run, being receptive to feedback is especially useful in entire entry-level report driven positions such as an analyst role for financial investment firms.

Empathy people at work gravitate towards those who are capable of showing empathy and taking action consistent with an understanding of how others feel, empathy can be displayed at work in a variety of ways, for example, you could lend an ear to a colleague experiencing problem in the company or support a project when an unforeseen difficulty is strikes. Empathy is especially welcomed in teaching as it has been directly tied to fostering and emotionally supportive learning environment and reducing student misbehavior.

Teachers who can show understanding and compassion to student serve as the best kind of role models, in addition creating an environment where all students feel comfortable sharing their thoughts and being treated seriously, cultivate both critical thinking and a feeling of self-work. Now here I would like to conclude, next time we shall discuss some more important aspects of interpersonal skills that will definitely give you an idea how to grab all these quality to get very good interpersonal skill.

Next is teamwork which can be discussed as an essential part of interpersonal skill, it is another great interpersonal skill to have in your repeat all. Modern workplaces often required employees to rely on each other in some capacity and be willing to support others when called upon. Effective teamwork involves knowing when leadership is required and when it is ok to stand back and be a supportive project member.

Asset a good team player will also cause a slew of interpersonal skills already mentioned in this list, including emotional, intelligence, communication, and negotiation. Candidate should put extra focus on their capacity for teamwork if applying for a role in an industry like software development which requires a large number of people to work together to complete a single project. And the last one is active listening which is also very important.

So being open to the ideas of others will lead to an environment where all employees feel free to share their thoughts and their feelings, also, active listening enables you to understand all instruction clearly and thus deliver verb that satisfies the requirement. For example, a strong

listening ability especially beneficial in the customer service industry understanding and delivering what customers want is the most basic demonstration of active listening.

But positions in call centre's might also require customer service representative to diagnose a problem that even the customer is not aware of, only through deeply focused listening can the customer service representative understand the problem well enough to offer appropriate solution, thank you very much, next of the point we shall discuss in the next lecture, thank you very much.