

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

Lecture-05
Personal Attributes

Hi friends and once again here to discuss personal attributes under the caption interpersonal skills, we all know that how important interpersonal skills and to excel in the professional life what is required to improve to develop interpersonal skills. Now let us discuss what personal attributes is, and what are the difference between the personal trade and the interpersonal skill and then the soft skill and the hard skill?

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Personal attributes

- The difference between personal traits and interpersonal skills is called Personal skills.
- Personal skills categorized into two: hard skills and soft skills:
- Soft skills are about interaction with others.
- Hard skills are specific attributes absorbed by individual education and experience.

The difference between personality traits and interpersonal skills is personal skills are where it is defined as an ability and attribute. Personal skills can be categorized into 2; one is hard skills that are technical skills, and the other is a soft skill. Soft skills are the attributes of our personality and soft skill aids us in interaction with others, which are related to attribute such as emotions, habits, responsibility, etc.

Relationships are built using soft skills, hard skills, on the other hand, are specific attributes related to performing a particular task and the hard skills are mostly absorbed by individual,

education, and experience. Hard skills are things like language proficiency, driving skills, subject proficiency, etc. And such skills determine the employability and help an employer to assign responsibilities and task.

In the book titled *The Art of Management* which is based on the American TV serial of the same name William Weaver says that the people are the main cause of success or failure of the company, it is necessary to understand people as well as their mutual relations and in the same book John Bisley points out that almost all the problems in business are linked to interpersonal relations in one or another way.

See how important it is, don't you realize that it should be developed in the proper line, the executive except they need to convey their message to others should be able to listen to other people problems, get rid of their own prejudice and get to know themselves. According to James Hall regulation of the human relation is the most important art that a manager should possess.

Soft skills are increasingly becoming the hard skills for today's youth, while your technical skills make get your foot in the door of opportunities your people skills are what open most of the doors to come, you are work ethic, your attitude, your communication skills, your emotional intelligence and how host of other personal attributes are the soft skills that ensure your holistic development.

The main characteristics of interaction is mutual relations, two persons have formed mutual relation when they are infrequent interactions, by interaction it is understood that the people show certainly at certain activity in mutual presence, create product for each other or communicate among themselves, in any case with interaction there is at least a possibility that the activity of each person influences the activities of the other person.

A lot of factors influence, interpersonal relationship, but the personality is the key phenomenon for an explanation of these relations, since the features of the personality determine all man's activities in the greatest extent; they will have a deciding role in its interpersonal relation. Now the question is what is personality? Many definitions are available to define personality. But I

think they act as one is that personality refers to a person's general way of thinking, feeling, and behaving based on underlying motivations and impulses.

These underlying motivations and impulses form or personality traits, personality traits are underlying, but they are fairly enduring once a person reaches adulthood that is not to say that people's personalities do not change, but major changes in personality are not common unless they result from some form of trauma. Now, what are the five personality traits, which we recall the big five personality traits?

The first is extraversion, refers to a person's interest in interacting with others, people with high extraversion are sociable and often called extroverts, people with low extraversion are less sociable and are often called introverts, second is agreeableness, and it refers to a person's level of trustworthiness and friendliness, people with higher agreeableness are cooperative and likeable, people with low agreeableness assess pieces of others and sometimes aggressive which makes it more difficult for people to find them pleasant to be around.

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- Personality refers to a person's general way of thinking, feeling, and behaving based on underlying motivations and impulses.
- Conscientiousness refers to a person's level of self-organization and motivation.
- Neuroticism refers to a person's level of negative thought regarding himself and herself.
- Openness refers to a person's willingness to consider new ideas and perspective.

Conscientiousness refers to a personal level of self-organization and motivation; people with high conscientiousness are methodical, motivated, and dependable; people with low conscientiousness are less focused, less careful, and less dependable. Neuroticism what it is, it refers to a person's level of negative thoughts regarding himself or herself, people high in neuroticism are insecure and experience emotional distress and may be perceived as unstable.

People low in neuroticism are more relaxed, have less emotional strings and are perceived as more stable, openness, refers to a person's willingness to consider new ideas and perspectives, people high in openness are creative and are perceived as open-minded, people low in openness are more rigid and set in their thinking and are perceived as set in their ways, well these are the 5 big traits of personality which we can take care of while talking about interpersonal skill.

And also enhance personality; however, the link between the interpersonal relations and personality is not entirely scrutinized by determining only the influence of a personality on the interpersonal relations because the interpersonal relations determine the personality. Therefore, we will go to look at the link between the interpersonal relations and personality in two ways. The first is the influence of personality on interpersonal relations.

And influence of interpersonal relations on personality in both the ways, interpersonal skills are an important aspect of one's personality, in simple words it means a continual and the pleasant interaction of people with others, the various psychological factors that adjust within every human being and which consequently influence or behavior while interacting with others are referred to as interpersonal skills.

And it is very important to know while discussing you knows the personality that what is an interpersonal skill and how it is related to our personality, those possessing effective interpersonal skills are capable of appropriately communicating with different people who have a variety of personality traits. Since this skill is constantly evaluated by everyone concerned co-workers to superior, it has an important role in once career growth.

Behavioral traits of interpersonal skills because when we talk of personal attributes, a personal trait it indicates the behavioral traits, do these interpersonal skills or to some extent inherent in oneself they can be nurtured and developed with effort, to cultivate interpersonal skills the necessary personality and behavior tracer resolving conflict.

(Refer Slide Time: 11:17)

Behavioral Traits of Interpersonal Skills

- Resolving conflict.
- A Smiling Face.
- Appreciative Attitude.
- Assertive Nature.
- Communication Skills.
- Listening Skills.

Often there are chances of interpersonal conflict if a number of people work together on a project, one can make a mark in such cases by being an effective mediator who takes a neutral position, the main concern in such instances should be to look at the overall interest of the organization without creating any bitterness in the people or team that hold opposing views, one also has to convince the people about the rationale behind the right decision that benefits the organization.

One who pauses such interpersonal skills to resolve conflicts get noticed since he makes the organization realize that he can take an objective view considering only the organization's benefit. The second is a smiling face, a smiling face is always preferable to a gloomy coffee pot face, when dealing with teammates one can get great results just with the help of a cool, demon and smiling face if cause nothing.

But pays much to keep a cheerful attitude, it can create an infectious aura within the team leading to a positive energizing and productive ambiance, next is appreciate your attitude, if one wants to get the best out of teammates and co-workers one should appreciate the work, the team members have been doing, a small part in the bag or a simple remarks such as well done, way to go, carry on the good work, etc. can go a long way to increase their enthusiasm.

And prompt them to work more efficiently, a certain nature this is also one of the important traits even when appreciating others one should be assertive, one should be very specific, clearly stating the expectation and the reasons behind it or else it may come across as hollow and superficial. The view should be asserted formally without being root. Communication is a skill which is the soul of personal attribute and interpersonal skills.

This is one of the most important skills, communicating without ambiguity is the cornerstone of a strong performers and leaders, it is possible to avoid many confluxes and be an effective leader by communicating crisply, listening skills, while communicating with anyone proper attention should be paid to what others have to say, listening is a vital skill, it plays an important role in improving relationships and teaming in a corporate setting.

Developing empathy, the word empathy means to understand and appreciate another person's position. These are all important personal attributes, in other words, it implies putting oneself in somebody else's shoes and trying to understand how one would have felt if he were in the same position as the recipient of the situation. According to (()) (15:45), four main forms become noticeable in interpersonal relations in an organization.

What are these cooperation and corroboration, competition, competence and competitiveness, domination and submission, cooperation and competition represent the relations between the coordinate members while submission and domination represent the form of interpersonal relationships which result from the real or formal hierarchy of the organization of a collective. The complexity of interpersonal relations derives from the complexity of human nature is regarded as a bio-psychological structure or as a social-historical reality.

These relations cannot be derived isolated from any of these aspects of human nature, but from the unity that exists among them. According to (()) (17:02), the world is made in such a way so that everything adjusts in one functional totality and that totality functions to satisfy the need of its components. Interpersonal relation depends equally from the position of a person in the human community and the personal experience of the position.

And the psychological mechanisms that react to that position, there was an unparalleled predominance in research work of the personality itself then of interpersonal relations, Levinson Heller and others try to determine the connection between the culture and the interpersonal relations, Krech, Crutchfield, and Ballachey start from the basic statement that the behavior of an individual is determined by the features of his interpersonal reactions towards other people.

According to them manifestations of this characteristic important for interpersonal relations is most closely linked to the way of satisfying the needs, the particular satisfying of needs and the way the process is performed occupies the central point in expressing the features that become apparent in interpersonal relations. Psychiatrist Karan Honea focuses her scientific commitment on the social-cultural factors that influence human mental health, behavior, and interpersonal relations.

On in regards that interpersonal relations as a source of neurotic disorders, the basis of the interaction is imitation, suggestion, sympathy and antipathy identification, group pressure, and fascination with inhibition, in that way a social climate that is atmosphere is made as a state of psychological relations of the members of the same social group and their relation towards the group as a whole.

Influence of personality on interpersonal relation needs to be discussed, so personality represents a key phenomenon for an explanation of interpersonal relations, human activities determine the feature of personality to the largest extent, and accordingly, they have a deciding role in his interpersonal relations. Depending on the way we understand personality, we are going to regard the influence of the personality on the interpersonal relations in the same way.

Perception of a personality as a collection of multitude of features requires that a research should be directed towards finding those characteristics of the personality that are important for the interpersonal relations, we start from the point that all the characteristics of a person can be categorized as one type then from the definition of a type come to the characteristics of the interpersonal behavior as well.

(Refer Slide Time: 21:06)

Types of personality

- Freud gave a definition of three types of personality-
 - Narcissus type, obsessive type and erotic type.
- According to Erich Fromm there are also three types of personality-
 - Tendency to withdrawal and destruction is characteristic of personality.
 - The other type is characterized by symbiotic form of relations with other people and dependence.
 - The third neurotic tendency is about wish to be alone.

That is the type of personality determines interpersonal relations; the psychoanalytical theory of the personality has made the greatest contribution to the research of the influence of the types of personality on the interpersonal relations. Sigmund Freud defined three types of personality which are believed not to detect just the pathological but also normal personalities. The main characteristic of a narcissist type is the absence of tension between ego and superego.

And erotic needs are not strongly expressed; this type is independent how to frighten, focus on self-defense, he accepts the leader role and endeavors to be loved rather than love himself. Obsessive type is characterized by the supremacy of ego, over superego, and the presence of tension. These types feature greater in a then outer dependence. They developed a high level of self-confidence.

The main characteristic of erotic type is its endeavor to be light, for him the most important thing in the world is love, but primarily that he should be loved, he becomes dependent on those persons who can stop loving him, and he is mainly influenced by fear of losing love, according to Eric form there are also three types of personality tendency to withdrawal and destruction is characteristic of the first type of personality.

Withdrawal is the basic form of relations with other people, this personality is featured by superficial interest and absence of a powerful social motive, he wants to be distanced in relation to other people, he strives to destroy others from fear of being destroyed by others, the other type is characterized by symbiotic form of relations with other people. In this case, the dependence on other people is underlined.

This person a voice changer of loneliness merging with another person, either to be swallowed from the other person or by means of swallowing the other person, the first is call masochism which is the attempt to escape from freedom and to achieve the safety by merging with another individual. The other case is called a statistic endeavor which is the wish for complete command over the other persons.

In symbiotic relation, the approach to other person is paid by the loss of freedom and integrity, the tendency of moving against people is the type with who predominates aggressive traits of personality. Aggressive type takes for granted that everybody is in adversity mood and refuses to accept the contrary, for him the life is a battle of everybody against everybody. The third neurotic tendency is moving away from people.

Everyone sometimes want to be alone, the wish to be alone is an indication of a neurotic retreat only when there is unbearable tension in socializing with people, and the loneliness is a means to avoid the strain, it is alienation from people, and here the human relations are distorted, the second characteristic is alienation from oneself, the main need of such types is to place emotional distance between themselves and the rest of the world.

They wish to be emotionally engaged neither in laugh nor in battle, not incorporation or context, is strongest need or self sufficiency, loneliness and need for total Independence intimately did not obey to the rules of behavior and do not accept traditional values, the question with which they approach people is will you disturb me, will you desire to make influence on me or let me be interpersonal relations except of being dependent on the personality characteristics.

Interpersonal relations significantly influence the process of personality formation and the development of its important features.

(Refer Slide Time: 27:28)

FEATURES OF INTERPERSONAL REACTIONS

- superiority- social shyness.
- dominance- submissiveness.
- social initiative.
- independence- dependence.

The way of interpersonal relations influence on the personality can be seen in the best way by scrutinizing the relationship between the atmosphere in the family and the personality characteristics of the young members of the family, many tests have shown that in the families very high level of personal freedom of children was allowed they often develop the Independence and initiative. Rapid intellectual development was observed with these children.

They are emotionally secure and less irritable, in the families where the parents take his tense of active refusal and where there are repressive relations of parents towards children, these children develop dependence and submissiveness. The intellectual development of these is more slowly; they are emotionally unstable, aggressive, and call some. Now, what are the features of interpersonal reactions?

The second orientation of the influence of personality on the interpersonal relations starts from the fact that two individuals are not characterized by one homogenous style of relations with other persons but by a multitude of features of interpersonal reaction. Each individual by chance and by the crucial influence of heritage and personal experience develops a characteristic at of lasting dispositions for relations with other individuals.

There is a rather large number of consistent and lasting dispositions on which of course depends reactions towards other people, now the features of interpersonal reactions that most commonly appeared should be highlighted, what are these, disposition for roles represent the features that are linked to the way the individual realizes his role in relation with other people. These are superiority, social sinus sure of oneself, does not keep his mouth shut clears the way by force.

Second is dominance, submissiveness, self-assured, persistent, gravitating towards power, third-year social initiative, social possibility, organizers group, gives proposals at gatherings take leadership and forth is Independence, dependence likes to perform a job in his way, does not look for advice emotionally self-sufficient. Socio-metric disposition comprises the features of interpersonal reactions that primarily speak of his affection for others.

His confidence in others, his interest for others, the persons of this kind come easily into close relations with other people and tend to be apt at managing the human relations. These can be classified into such dispositions first acceptance of others, refusal of others incline to equations, believes and confident, predicts, weakness. Second is sociableness, unsociableness with people helpful attitude.

The third is kindness, unkindness, open and accessible, good-natured, easily approach others, make many social connections, and the fourth one is empathetic and sympathetic of a kind and warm-hearted behavior. Expressive dispositions include the features of interpersonal reactions by means of which an individual expresses himself in relations with others.

So the characteristic of expressive dispositions, what are these characteristics, competitiveness, and competitiveness glorifies him, find a cause for competition in every relationship cannot cooperate. The second is aggressiveness, non-aggressiveness, quarrelsome, attacks others, shows ill-tempered, disposition towards the government. The third is preoccupied with himself, social balance, typhus from jitters, uncertain whether to take part in group discussion.

Does not like to be watched by others at work, fourth is exhibitionist reserved, stands out and behaves in an unusual way to attract attention, requires recognition and applause. Description of

personality represents the main source of data for the mining and measuring of interpersonal reaction. The main features of interpersonal reactions are sorted out by factors analysis.

When we know what the features of the interpersonal reactions of one individual are we can predict, quite a great part of its behavior towards other individuals, even its activity that is not strictly of social character. However, making a list of the characteristics of interpersonal reactions of an individual is not sufficient. Since these individuals differ in many dimensions, these characteristics are stability.

Energetic manifestation, consistency, and its structure, a stability denotes that the characteristics of the interpersonal reaction can be rather stable in the course of time, energetic manifestation of a characteristic of interpersonal behavior relates to the level to which it is expressed, in the individual behavior if the energetic manifestation of the characteristics more general its role in determining behavior is more decisive.

Consistency is a characteristic of interpersonal reaction is as large as it enables us to predict the behavior of the individual under observation, the level of consistency is measured by the average inter-correlation between this course of that characteristic in various circumstances where it is manifested, except are the hereditary basis, the development of personality is influenced, not only by cultural and social circumstances.

But by interpersonal relations, they are an important factor for the development of personality, especially in early childhood; during individualization the influence of interpersonal relations to personality development is smaller. The same influence on a mature personality is still smaller. Now personality with his interpersonal characteristics influences interpersonal relations, with the creative approach to other people satisfying its needs.

And the needs of others, interpersonal relations very often act in the direction of making a uniformity modalities personality, but how successful leader will prove depends very much on the particular person, about of that interpersonal relations of a 2 individuals many incentives for development of their individuality, for now thank you very much see you soon.