



Interpersonal Skills





Interpersonal skills are the skills we use every day when we communicate and interact with other people, both individually and in groups. Interpersonal skills include a wide variety of skills such as:

TEAMWORK

Working collaboratively with a group of people.

LEADERSHIP

The action of leading a group of people or organization.

CONFLICT-RESOLUTION

Facilitating a peaceful ending of conflict.

RESPECT

A way of treating or thinking about something or someone.





Interpersonal skills
are not just important
in the **workplace**, our
personal and social lives
can also benefit from
better interpersonal skills!





Watch this video: Communication and Interpersonal Skills Lacking in the Workplace





In this digital age
we need to be
reminded that we live
in a “people” world!





Why It Matters

HAVING A WELL-BALANCED
REPertoire OF INTERPERSONAL
SKILLS WILL ALLOW YOU
TO HANDLE ANY SITUATION
MORE GRACEFULLY!



Nobody is
perfect...learning
interpersonal skills
will forever be a
work in progress!





To succeed on the job, you must have the necessary skills to do the work.

If you have a good attitude, work hard, and follow these tips, you should succeed at your job!





Dress appropriately:

- Wear clean clothes that fit properly. If there's no dress code, look for people who have similar jobs and dress like they do.
- Have good hygiene and hair that's clean and styled.
- Limit jewelry, makeup, perfume, and cologne.





Be reliable:

- Be at work on time every day.
Attendance and punctuality are key success factors!
- Be honest and trustworthy.





Do more than is expected of you:

- Come in a little early and stay a little late.
- Show initiative. If you see something that needs to be done, do it.
- Be willing to take on extra work. For example, if a co-worker has a family emergency, offer to help out.
- Do your job better than anyone expects you to.





Know your job:

- Thoroughly understand your responsibilities and duties.
- Know the procedures that you are to follow with regards to safety regulations, calling in sick, etc.
- Understand your wages/pay, employee benefits and advancement opportunities.





Do your job well:

- Keep your organization's goal in mind, and do whatever you can to help them reach their goals.
- Treat each customer and client the way you would like to be treated.
- If you don't understand something, ask for help.
- If you make a mistake, take responsibility and try to correct it.
- Be enthusiastic, have a good attitude, and be open to change.
- Keep your work space neat and clean.
- Focus on our work and try to perform your job to the best of your ability.





Get along with your co-workers:

- Through your words and actions, show your co-workers that you want to get along with everyone.
- Be approachable and easy to talk to.
- Value the opinion of others.
- Show respect to all co-workers, regardless of their gender, race or age.
- Be friendly with everyone, and try to fit in with the group.





Get along with your supervisors:

- Treat supervisors with respect and follow their instructions.
- Learn to adapt to your supervisor's style of leadership and supervision.
- Accept criticism without becoming defensive.
- Keep your supervisor informed of your progress and concerns.





Be a team player:

- Take an interest in the well-being of your co-workers.
- Recognize the accomplishments of others.
- Offer to help your co-workers if they need it.
- Thank others for any assistance they provide you.





Watch this video: How to Improve Interpersonal Skills





Hard skills will get you an
interview, but you need
“Interpersonal Skills”
to get (and keep!) the job.”





Interpersonal Skills – Teamwork

“ALONE, WE CAN
DO SO LITTLE;
TOGETHER WE CAN
DO SO MUCH.”

-Helen Keller



Teamwork is an activity that many people try to avoid in the workplace, but why are we so against it?

There are a number of benefits of working in teams for both you personally and for your organization.

Not only is it a great opportunity for professional development, it is also a means of making your work easier.





Watch this video: Rowing & Teamwork





Some benefits of Teamwork:

- Increased efficiency
- Idea generation
- A learning experience
- Enhanced communication
- Shared workload
- Support network





“There is no such thing
as a self-made man.
You will reach your goals
only with
the help of others.”

-George Shinn





Watch this video: Good Teamwork & Bad Teamwork





“Collaboration” is a term getting a lot of attention in companies these days.

The word means “working together with other people to reach a goal or solve a problem” – it’s that simple!





Employers say collaborators are essential in today's workplace because few jobs exist for "Solo" workers.





Here are some characteristics of collaborators:

- They have the ability to cooperate effortlessly with coworkers.
- They work well in groups and take inspiration from other people.
- They can get other people to work together harmoniously.
- They are energized by others who help them see the bigger picture.
- They are not frustrated or jealous when coworkers receive the attention.





Click on the graphic below for a video –
Importance of Teamwork





“None of us
is as smart as
all of us.”

-Ken Blanchard





Whether in a building, on a remote job site, or virtually from home, individuals cannot work by themselves all the time.

The better our relationships with our coworkers, the happier and more productive we are.





Interpersonal Skills – Leadership

“LEADERSHIP IS
THE CAPACITY TO
TRANSLATE VISION
INTO REALITY.”

-Warren Bennis



Regardless of your profession
(business assistant, health care worker,
environmentalist, engineer,
IT technician, etc.), you will be
expected to lead at
some time during your career!





Even Woody from Toy Story was expected to be a leader!

Click on the image below to see him in action.





Below are keys to employee leadership as identified by employers:

- Ethics
- Communication
- Motivation
- Delegating
- Positive Attitude
- Trustworthiness
- Responsibility
- Commitment





Ethics...

For others to follow, you must display integrity, honesty, reliability, dependability, responsibilities, and other ethical behaviors at all time.

The key is to gain respect through trust.

Otherwise, you will be unable to lead.





Communication...

Good communication is required of leaders.

You must be able to explain, instruct, and write clearly to get your point across in as few words as possible.

Listening is a valued skill, so learn to listen without letting your emotions interfere.





Motivation...

As a leader, you'll need to be able to inspire your coworkers, team members, and subordinates.

The key is to get people to work together.





Delegating...

A good leader passes some tasks off to other people—it's a sign of strength, not weakness.

The key is to identify the skills of the people you work with and delegate tasks to those who will accomplish them best in a reasonable time frame.





Positive Attitude...

Your positive attitude can go a long way when you lead.

The key is you!

If you tend toward negativity, others will not want to follow your lead.





Trustworthiness...

The ability to be relied on
as honest or truthful.

You must demonstrate integrity
and tell the truth.

When people trust you, they respect you.





Responsibility...

You must be willing to accept responsibility for both the successes and failures of the people you lead.

The key is to be willing to accept blame when something does not go well.





Commitment...

You must follow through on what you agree to do, whether it's putting in extra hours, offering a flexible schedule, or providing training.

The key is to show your commitment, so others will do the same.





Simply defined,
LEADERSHIP
is the art of
motivating a
group of people
to act towards
achieving a
common goal!





Interpersonal Skills – Conflict Resolution

“PEACE IS NOT THE ABSENCE
OF CONFLICT, IT IS THE ABILITY
TO HANDLE CONFLICT
BY PEACEFUL MEANS.”

- RONALD REAGAN



Conflict is an evitable part of
life and work!

Learning to resolve conflict effectively
and in a way that doesn't increase your
stress level is **IMPORTANT** for everyone.





Click on the image below to watch a short video.





Conflict happens. It is inevitable. It is going to happen whenever you have people with different expectations.

Conflict can be avoided if steps are taken early in a discussion to diffuse anger and facilitate communication, and it can be resolved by utilizing some of the tips detailed on the next few screens.





Stay Calm...

Thomas Jefferson said, “Nothing gives on so much advantage over another as to remain always cool and unruffled under all circumstances.”

It is easier to see the “big picture” if we remain calm.

When angry, we tend to listen just enough to strengthen our argument, as opposed to listening to really understand!





Listen to Understand...

When most of us get into a dispute, the first thing we do is stop listening.

The only way to settle a dispute or solve any kind of a problem is to listen carefully to what the other person is saying.

This is best accomplished through “Active Listening” ... giving them active physical and verbal signs that you are with them and understand what they are saying.





Accentuate the Positive...

It is helpful and empathetic to say something like this ... “Oh boy, I know what you are going through. I’ve had a similar situation just recently. Let me see what I can do about this.”

Responding in a similar way tells the other person that he/she is not the only one who has gone through this and that his/her reaction to it is normal.

That usually helps calm people right away!





State Your Case Tactfully...

The key is to help people understand your perspective without making them defensive.

Maybe start with an apology for something you did or how it made the other person feel.

State your position without being argumentative.

Instead, offer something helpful or provide another perspective.





Attack the Problem, Not the Person...

You stand a better chance at being “heard” if you can state the facts without making it so personal.

Most of the time, we are fighting with our own anger and are tempted to put a “zinger” into the point we are trying to get across.

You will improve your chances of resolving the issue if you take the “zinger” out.





Avoid the Blame Game...

Assigning blame or figuring out who is at fault does NOT do any good if the goal is to fix a problem.

The trick to resolving conflict is to focus on problem solving, rather than pointing fingers.



The only time assigning blame is helpful is if you assign the blame to yourself!





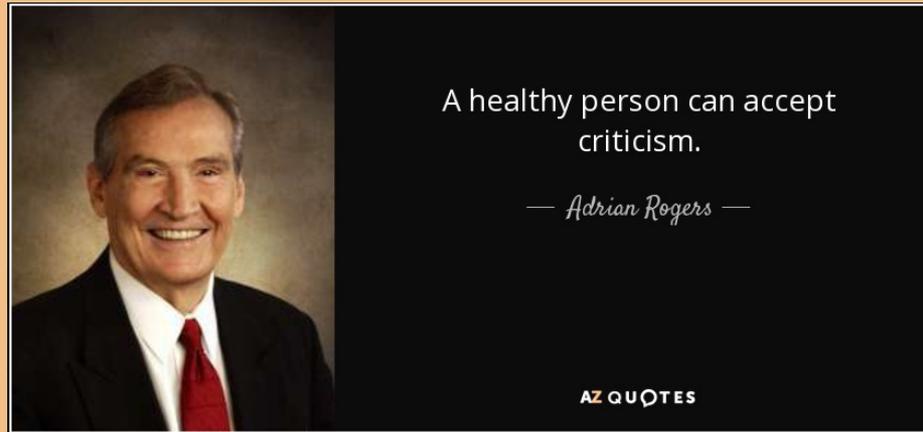
Ask the Right Questions...

Don't ask short, direct questions that sound like a police officer's interrogation or a lawyer's cross examination.

Ask open-ended questions that invite the person to tell you what he or she thinks is important about the situation. "Can you tell me what happened from the beginning?"

If you ask in a poised and attentive tone, it makes the person less defensive.





Sometimes conflict comes in the form of
CRITICISM.

It's not always easy to accept criticism, but
if you are able to control your emotions,
you can learn to benefit from it.





You can't let criticism get you down, or you will not be successful in your personal life or your career.

What can you do to take criticism without becoming negative?

CHANGE YOUR PERSPECTIVE

See criticism as feedback for a specific action or particular situation, not for who you are as a person.

ASK QUESTIONS

If you're given feedback that you consider to be negative, show you are listening by asking questions. You will learn more about why the action or event was viewed as a mistake or problem.

APOLOGIZE AND CORRECT

Mistakes are not always bad, although some bad things can result. Own your mistakes, apologize, and avoid repeating them.





Click below to watch a video: [How to Take Criticism](#)





Interpersonal Skills – Respect

“YOU HAVE TO
GIVE RESPECT TO
GET RESPECT.”

- LAUREN BARNHOLDT



It doesn't matter if it is
personal or professional;
we all want to be treated with
R E S P E C T !

Many of us demand to be respected
but don't give respect in return.
That is a big problem.

You can't expect to receive what
you are not willing to give.





Click below to watch an iconic video on RESPECT!





Employee relationships can have an effect on company productivity.

If employees who do not like each other learn how to work together, they can have a positive impact on the company.

If the opposite is true (employees can't get along), they can have a negative impact on the company.





Effects of a Lack of Respect at Work:

COMMUNICATION

Staff members that show a lack of respect for each other create breaks in company communication. Employees that do not respect each other will sometimes “conveniently” forget to relay important information or critical details in an effort to sabotage performance.

PERSONNEL USE

People who do not respect each other do not give each other credit for the skills they possess. For example, the manager of an auto mechanic's shop who doesn't respect his top mechanic may decide to give jobs to other mechanics instead.





Effects of a Lack of Respect at Work:

RUMORS

People who do not respect each other can sometimes become spiteful and spread rumors that tend to grow out of proportion. False rumors can distract employees from their jobs, and they can also start to spread misinformation that can have a negative effect on employee morale.

RECRUITING

People who are applying for a position with the company may pick up on disrespect during the application or interview process. It can be difficult to convince quality employees to join your organization when a lack of manager and co-worker respect is prevalent in the company.





Click below to watch –
Ways to Build Respectful Workplace





Tips for Demonstrating RESPECT:

- Treat people with courtesy, politeness, and kindness.
- Listen to what others have to say before expressing your viewpoint. Never speak over, butt in, or cut off another person.
- Never insult people, use name calling, disparage or put down people or their ideas.
- Do not nit-pick, constantly criticize over little things, belittle, judge, demean, or patronize.
- Treat people the same no matter their race, religion, gender, size, age, or country of origin.
- Praise more frequently than you criticize.





Click below to view a “Pep Talk” from Kid President!





 Let's Review....



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“Interpersonal Skills”
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Congratulations!



Soft Skills: Interpersonal Skills
course has been completed.