



RESEARCH PAPER ON DEVELOPING INTERPERSONAL SKILLS

Meenu Paul Sood

D.M .College, Moga

ABSTRACT

Interpersonal skills are the life skills we use every day to communicate and interact with other people, both individually and in groups. People who have worked on developing strong interpersonal skills are usually more successful in both their professional and personal lives.

Employers often seek to hire staff with 'strong interpersonal skills' - they want people who will work well in a team and be able to communicate effectively with colleagues, customers and clients.

Teams are made up of individuals who have different outlooks and abilities, and are at different stages of their careers. Some may find that the tasks you've allocated to them are challenging, and they may need support. Others may be "old hands" at what they're doing, and may be looking for opportunities to stretch their skills. Either way, it's your responsibility to develop all of your people.

Your skills in this aspect of management will define your long-term success as a manager. If you can help team members to become better at what they do, you'll be a manager who people aspire to work for, and you'll make a great contribution to your organization, too.

INTRODUCTION

Interpersonal Skills become so natural that we may take them for granted, never thinking about how we communicate with other people. With a little time and effort you can develop these skills. Good interpersonal skills can improve many aspects of your life - professionally and socially - they lead to better understanding and relationships.

Interpersonal skills are also sometimes referred to as: **social skills, people skills, soft skills, communication skills or life skills**. Although these terms can include interpersonal skills they tend to be broader and therefore may also refer other types of skills.

Without speech, an observer may be using cues of posture, facial expression, and dress to form an impression of the other's role, emotional state, personality and/or intentions. Although no communication may be intended, people receive messages through such forms of non-verbal behavior.

II. REQUISITES OF INTERPERSONAL SKILLS

Listen

Listening is not the same as hearing. Take time to listen carefully to what others are saying through both their verbal and non-verbal communication. Careful listening enhances ones understanding and also testifies patience



as well. Listening stresses on careful hearing and subsequent act of an individual. What you hear, you respond in the same manner or not. Understanding and expressing makes it more relevant to the subject.

Speak

Be aware of the words you are using when talking to others. Encourage others to engage in communication and use appropriate questioning to develop your understanding. It increases the knowledge and vocabulary which is a very useful tool to expression.

Communication

Communication is rarely perfect and can fail for a number of reasons. Learn about the various barriers to good communication so you can be aware of - and reduce the likelihood of - ineffective interpersonal communication and misunderstandings.

Relax

When we are nervous we tend to talk more quickly and therefore less clearly. Being tense is also evident in our body language and other non-verbal communication. Instead, try to stay calm, make eye contact and smile. Let your confidence shine.

Clarify

Show an interest in the people you talk to. Ask questions and seek clarification on any points that could be easily misunderstood. Seeking clarification gives clear understanding of the subject and increases the confidence to stand up and ask.

Understand Stress

Learn to recognize, manage and reduce stress in yourself and others. Although stress is not always bad, it can have a detrimental effect on your interpersonal communication. Learning how to recognise and manage stress, in yourself and others, is an important personal skill.

Assertive

You should aim to be neither passive nor aggressive. Being assertive is about expressing your feelings and beliefs in a way that others can understand and respect. Assertiveness is fundamental to successful negotiation.

Positive Approach

Try to remain positive and cheerful. People are much more likely to be drawn to you if you can maintain a positive attitude. Positive approach provides a much needed boost to the self confidence of an individual as it balances out the negativity towards positivity.

Empathise

Understand that other people may have different points of view. Try to see things from their perspective. You may learn something whilst gaining the respect and trust of others.

Reflect & Improve

Think about previous conversations and other interpersonal interactions; learn from your mistakes and successes. Always keep a positive attitude but realise that you can always improve our communication skills.

Negotiate

Learn how to effectively negotiate with others paving the way to mutual respect, trust and lasting interpersonal relations. It is a vital tool used in dealing with routine task and one has to master it by continually practicing it.

Delegation

The top priority for team managers is delegation. No matter how skilled you are, there's only so much that you can achieve working on your own. With team behind you, you can achieve so much more: that's why it's so important that you delegate effectively!

Successful delegation starts with matching people and tasks, so you first need to explain that your team's role and goals are. A good way of doing this is to put another team charter, which sets out the purpose of the team and how it will work. Not only does this help you get your team off to a great start, it can also be useful for bringing the team back on track if it's veering off course.

III. ELEMENTS OF INTERPERSONAL COMMUNICATION

Much research has been done to try to break down interpersonal communication into a number of elements in order that it can be more easily understood. Commonly these elements include:

The Communicator

For any communication to occur there must be at least two people involved. It is easy to think about communication involving a sender and a receiver of a message. However, the problem with this way of seeing a relationship is that it presents communication as a one-way process where one person sends the message and the other receives it. While one person is talking and another is listening, for example.

In fact communications are almost always complex, two-way processes, with people sending and receiving messages to and from each other simultaneously. In other words, communication is an interactive process. While one person is talking the other is listening - but while listening they are also sending feedback in the form of smiles, head nods etc.

The Message

Message not only means the speech used or information conveyed, but also the non-verbal messages exchanged such as facial expressions, tone of voice, gestures and body language. Non-verbal behavior can convey additional information about the spoken message. In particular, it can reveal more about emotional attitudes which may underlie the content of speech. See our page: Effective Speaking for more on how you can use your voice to full effect.

Noise

Noise has a special meaning in communication theory. It refers to anything that distorts the message, so that what is received is different from what is intended by the speaker. Whilst physical 'noise' (for example, background sounds or a low-flying jet plane) can interfere with communication, other factors are considered to be 'noise'. The use of complicated jargon, inappropriate body language, inattention, disinterest, and cultural differences can be considered 'noise' in the context of interpersonal communication. In other words, any distortions or inconsistencies that occur during an attempt to communicate can be seen as noise.



Context

All communication is influenced by the context in which it takes place. However, apart from looking at the situational context of where the interaction takes place, for example in a room, office, or perhaps outdoors, the social context also needs to be considered, for example the roles, responsibilities and relative status of the participants. The emotional climate and participants' expectations of the interaction will also affect the communication.

Channel

The channel refers to the physical means by which the message is transferred from one person to another. In face-to-face context the channels which are used are speech and vision, however during a telephone conversation the channel is limited to speech alone.

Interpersonal Skills At Use

- Give and collect information.
- Influence the attitudes and behaviour of others.
- Form contacts and maintain relationships.
- Make sense of the world and our experiences in it.
- Express personal needs and understand the needs of others.
- Give and receive emotional support.
- Make decisions and solve problems.
- Anticipate and predict behaviour.

IV. CONCLUSION

Everybody can benefit from having good problem solving skills as we all encounter problems on a daily basis; some of these problems are obviously more severe or complex than others. It would be wonderful to have the ability to solve all problems efficiently and in a timely fashion without difficulty, unfortunately there is no one way in which all problems can be solved.

You will discover, as you read through our pages on problem solving, that the subject is complex. However well prepared we are for problem solving there is always an element of the unknown. Although planning and structuring will help make the problem solving process more likely to be successful, good judgement and an element of good luck will ultimately determine whether problem solving was a success.

The measure of success is not whether you have a tough problem to deal with, but whether it is the same problem you had last year

REFERENCES

- [1.] John Foster Dulles
- [2.] Kincheloe, Joe (2004). Rigour and Complexity in management Research. McGraw-Hill International.
- [3.] Suzzane Vickberg