

SOFT SKILLS SEMINAR 8: INTERPERSONAL RELATIONSHIP SKILLS

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Agenda

- ① What does it mean to have interpersonal relationship skills?
- ① Why are they important?
- ① Developing your Emotional Intelligence

Interpersonal Skills

- The skills used by a person to properly interact with others.

Dictated by ones:

- Communication
- Manners
- Listening
- Behavior
- Attitude
- Image

Interpersonal Skills

- In a **professional** setting: An individuals ability to **get along** with others **while getting the job** done.
- In a **personal** setting: An individuals ability to **build a relationship** with others.

Why are Interpersonal Skills Important?

- Good interpersonal skills are a prerequisite for many positions in an organization.
- It is how people express their confidence, ability to listen, and understand, problem solve, decision making, personal stress management



Developing your Emotional Intelligence

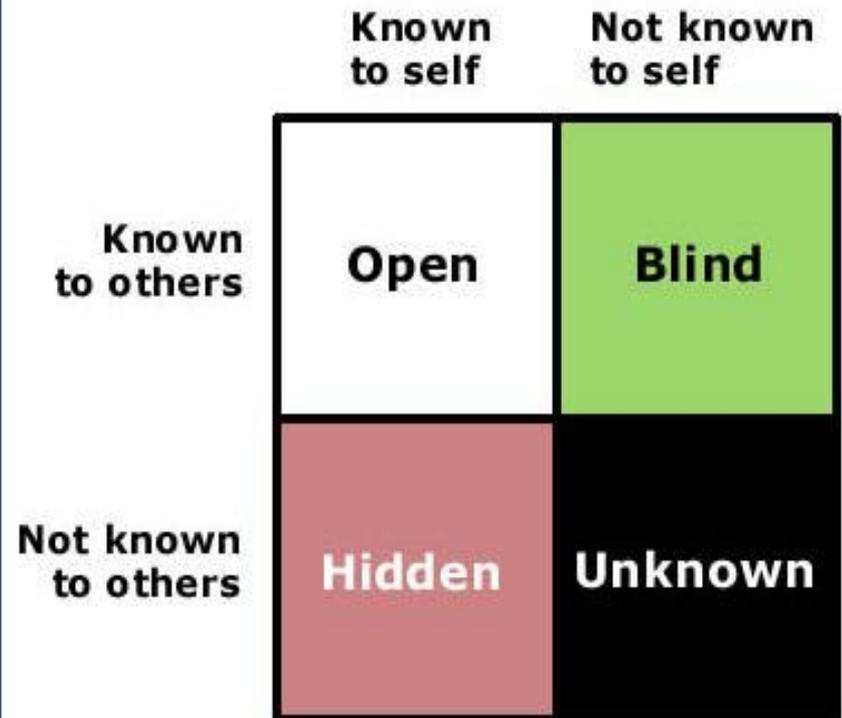
Knowing yourself in interactions

1. What is your willingness to share ideas and feelings?
 - Do you know what is appropriate in personal or professional settings
2. Do you listen carefully?

Being Open

- ⦿ Open
 - Be careful
- ⦿ Blind
 - Seek feedback
- ⦿ Hidden
 - Provide Feedback
- ⦿ Unknown
 - More interaction needed

The Johari Window



Emotional Intelligence

- ◎ the ability to identify, assess, and control the emotions of oneself and others
 - Pick up on cues
 - Avoid discomfort or awkward situations
 - Read people

Emotional Intelligence

1. Self-awareness

- Understand your emotions

2. Self-management

- Control your emotions

3. Social awareness

- Understand the emotions of your surroundings

4. Relationship management

- communicate clearly, inspire and influence others, work well in a team, and manage conflict

E.I.

- Skill 1: The ability to quickly reduce stress.
- Skill 2: The ability to recognize and manage your emotions.
- Skill 3: The ability to connect with others using nonverbal communication.
- Skill 4: The ability to use humor and play to deal with challenges.
- Skill 5: The ability to resolve conflicts positively and with confidence

Reduce Stress

- How do you respond?
- Counter it



Emotional Awareness

- Why are you feeling an emotion?
- Deal with it



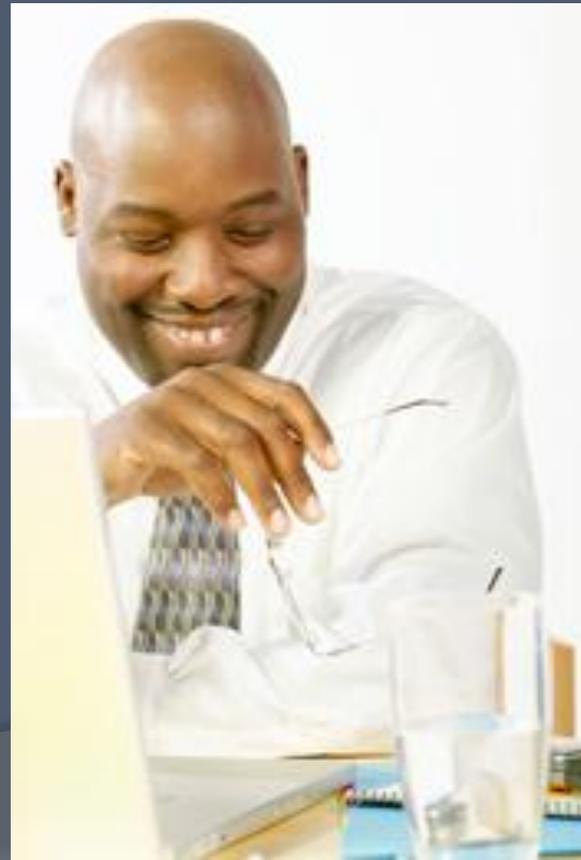
Nonverbal communication

- ① How can I convey my feelings?
- ① Do it, don't say it
- ① Pay attention to cues



Use humor

- Laughter is a natural stress reliever
- Humor allows for a more fluid communication



Resolve conflict positively

- Manage stress
- Stay emotionally present and aware
- Communicate nonverbally
- Use humor

