SOFT SKILLS SEMINAR 8: INTERPERSONAL RELATIONSHIP SKILLS

Cameron Thomas-Shah
Pickering Fellow
Public Affairs Section Hanoi
Agenda

- What does it mean to have interpersonal relationship skills?
- Why are they important?
- 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 individual's ability to **get along** with others while getting the job done.

- In a **personal** setting: An individual's 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
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

- How can I convey my feelings?
- Do it, don’t say it
- 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