

## Interpersonal Skills



*Open-minded and emotionally intelligent. Builds strong relationships with everyone.*

Seek opportunities where you can...

- 1 Accurately interpret the verbal and nonverbal behavior of others.
- 2 Demonstrate cultural awareness or work to combat prejudice, bias, or stereotyping.
- 3 Develop a productive relationship with someone who may be difficult to work with.
- 4 Cooperate respectfully with others who are of a different race, culture, age, gender, sexual orientation, or have different abilities.
- 5 Demonstrate sensitivity, flexibility, and open-mindedness when dealing with different values, beliefs, perspectives, customs, or opinions.
- 6 Build trust and credibility with others.
- 7 Help others.



## Topics for Class Discussion

- ⦿ Developing confidence in yourself (so others can trust you)
- ⦿ Finding a solution/identifying solutions

### How do you interpret the definition of Interpersonal Skills?

Emotional intelligence is the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict. (helpguide.org)

### Discuss behaviors that promote healthy teams/relationships

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|--|---|---|---|
| <ul style="list-style-type: none"> <li>▪ Team is not too big or small</li> <li>▪ Members are competent in their team roles.</li> <li>▪ The team has a clear goal and all members are committed to accomplishing it.</li> <li>▪ Each member feels comfortable sharing his/her ideas.</li> <li>▪ Team members are willing to consider new ideas.</li> <li>▪ The team marks project milestones and assesses progress toward the goal.</li> <li>▪ Decisions are made via consensus.</li> </ul> |  | <ul style="list-style-type: none"> <li>▪ Dominating every conversation</li> <li>▪ Withdrawing from the process altogether</li> <li>▪ Acting verbally or physically aggressive</li> <li>▪ Naysaying/blocking every idea</li> <li>▪ Ignoring the task at hand/performing unrelated tasks</li> </ul> |  |
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### What comes to mind when you hear the word *conflict*?

#### Can conflict be avoided or at least minimized?

For most people, the word *conflict* is scary because of the emotional baggage it carries. Since no two people view the world the same way, disagreement is normal. One way of avoiding or resolving conflict is to listen carefully to the other speakers and calmly rephrase what they are saying, e.g. "So, I think what I hear you saying is that we should alternate days off. Is this correct?" This active listening technique can help get disagreeing parties "on the same page." Listening requires focus, remembering, and responding.



### How does your attitude impact those around you?

Example: "Not my Job"

Diffusion of responsibility means that no one takes ownership for specific tasks needed to accomplish the team goals, so nothing gets done.



Here's a set of inspirational teamwork [quotes](#) with music (2:06); good as a warm-up or wrap-up for this module.

### SCENARIO

Amir likes to take photos of co-workers and post them to his personal social media account along with disparaging comments about the people in the photos. He does not share the photos at work or on any company communication equipment or accounts.



**Q:** Can Amir be fired for these actions?