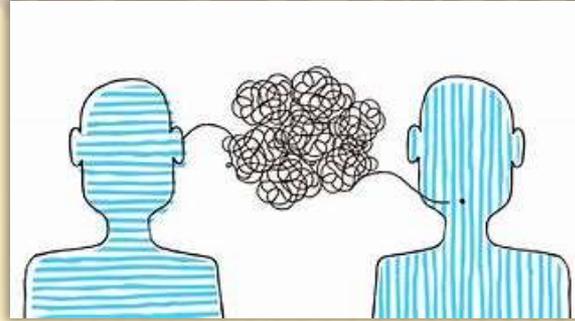
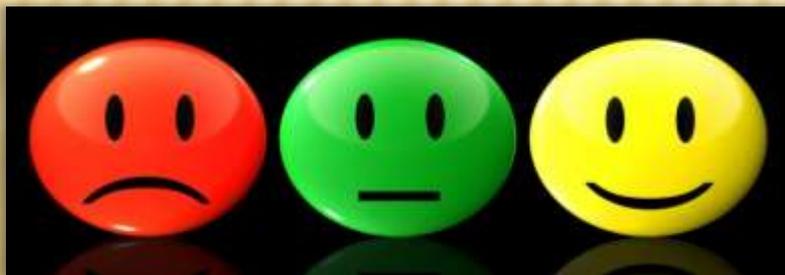


INTERPERSONAL SKILLS



Interpersonal skills are the skills we use every day when we communicate and interact with other people, both individually and in groups.

They include a wide range of skills, but particularly communication skills such as listening and effective speaking. They also include the ability to control and manage your emotions.



**Presented By:- V. R. KATTIMANI
(I/C PRINCIPAL)
K. V. DHARWAD**

COMMUNICATION SKILLS

LISTENING



FRIENDLINESS



Essential Communication Skills for Your Career

FEEDBACK



CONFIDENCE



NON-VERBAL COMMUNICATION



LISTENING SKILL



- ✘ Listening is the ability to accurately receive and interpret messages in the communication process.
- ✘ Listening is key to all effective communication. With the ability to listen effectively, understand what other person say, then think and speak.
- ✘ Some times messages are easily misunderstood. Effective listening is a skill that develops and strengthen positive human relationships.

WHAT ARE THE 5 LISTENING SKILLS?



There are five key techniques you can use to develop your active listening skills:

- ✘ Pay attention.**
- ✘ Show that you're listening.**
- ✘ Provide feedback.**
- ✘ Defer judgment.**
- ✘ Respond appropriately.**



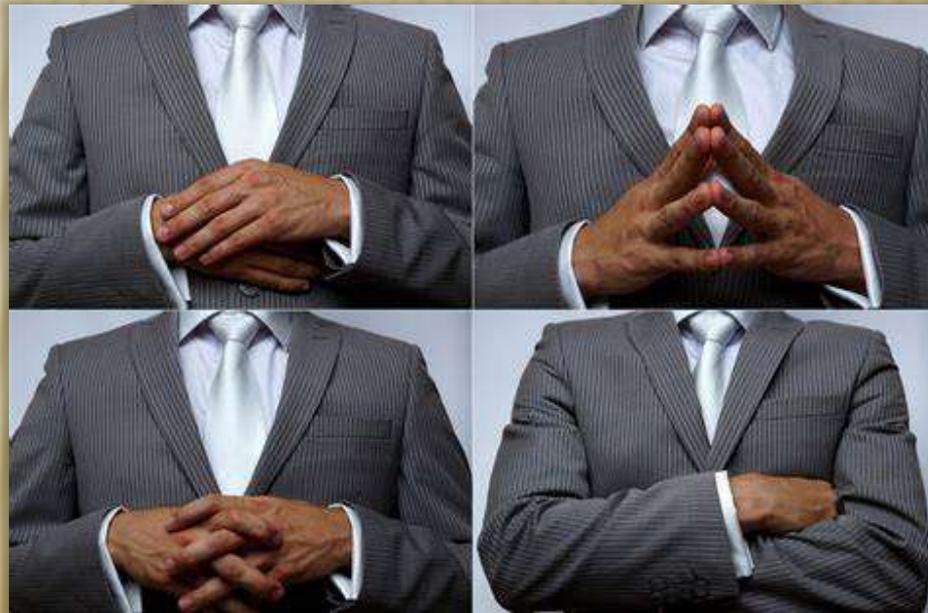
INTERPERSONAL SKILLS

- ✘ Interpersonal skills are sometimes referred to as social skills, people skills, soft skills, or life skills
- ✘ **Communication skills**, which in turn covers:
 - + **Verbal Communication**
what we say and how we say it;



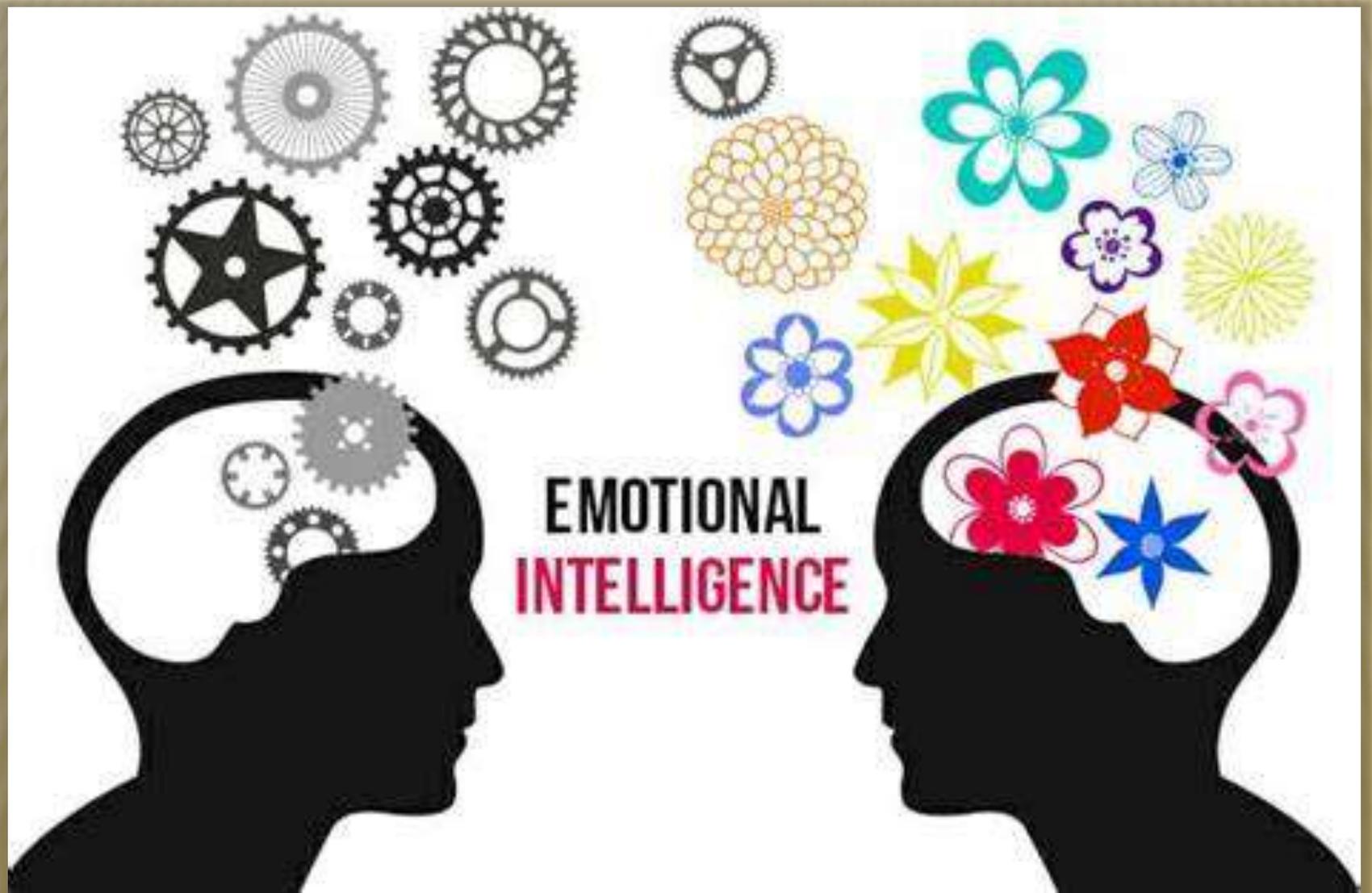
INTERPERSONAL SKILLS

- × Interpersonal skills are sometimes referred to as social skills, people skills, soft skills, or life skills
- × **Communication skills**, which in turn covers:
 - Non-Verbal Communication**
what we communicate without words,
for example through body language, or tone of voice



Emotional intelligence

being able to understand and manage your own and others' emotions.



Team-working

being able to work with others in groups and teams,
both formal and informal.



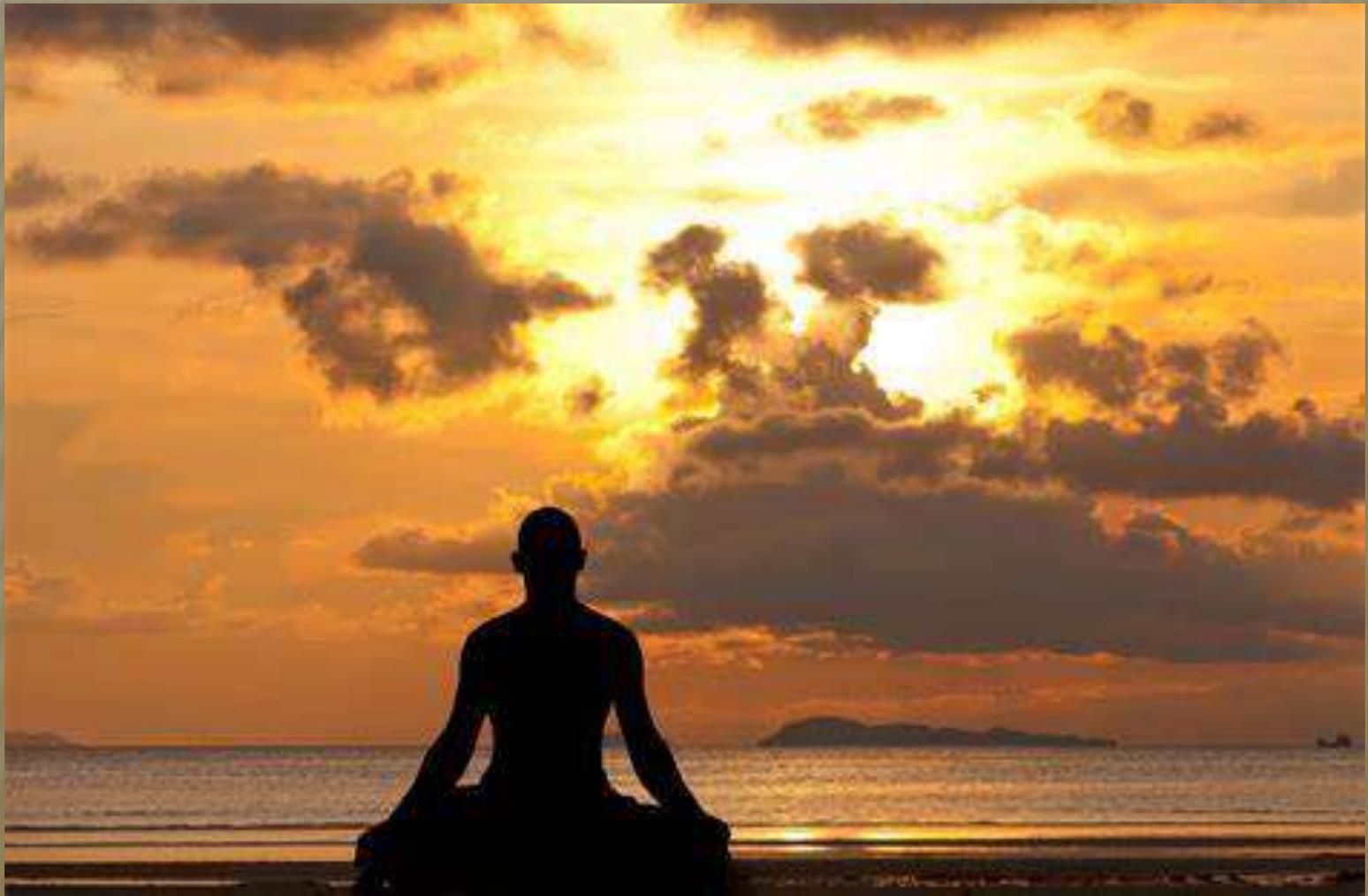
Negotiation, persuasion and influencing skills

working with others to find a mutually agreeable (Win/Win) outcome. This may be considered a subset of communication, but it is often treated separately.



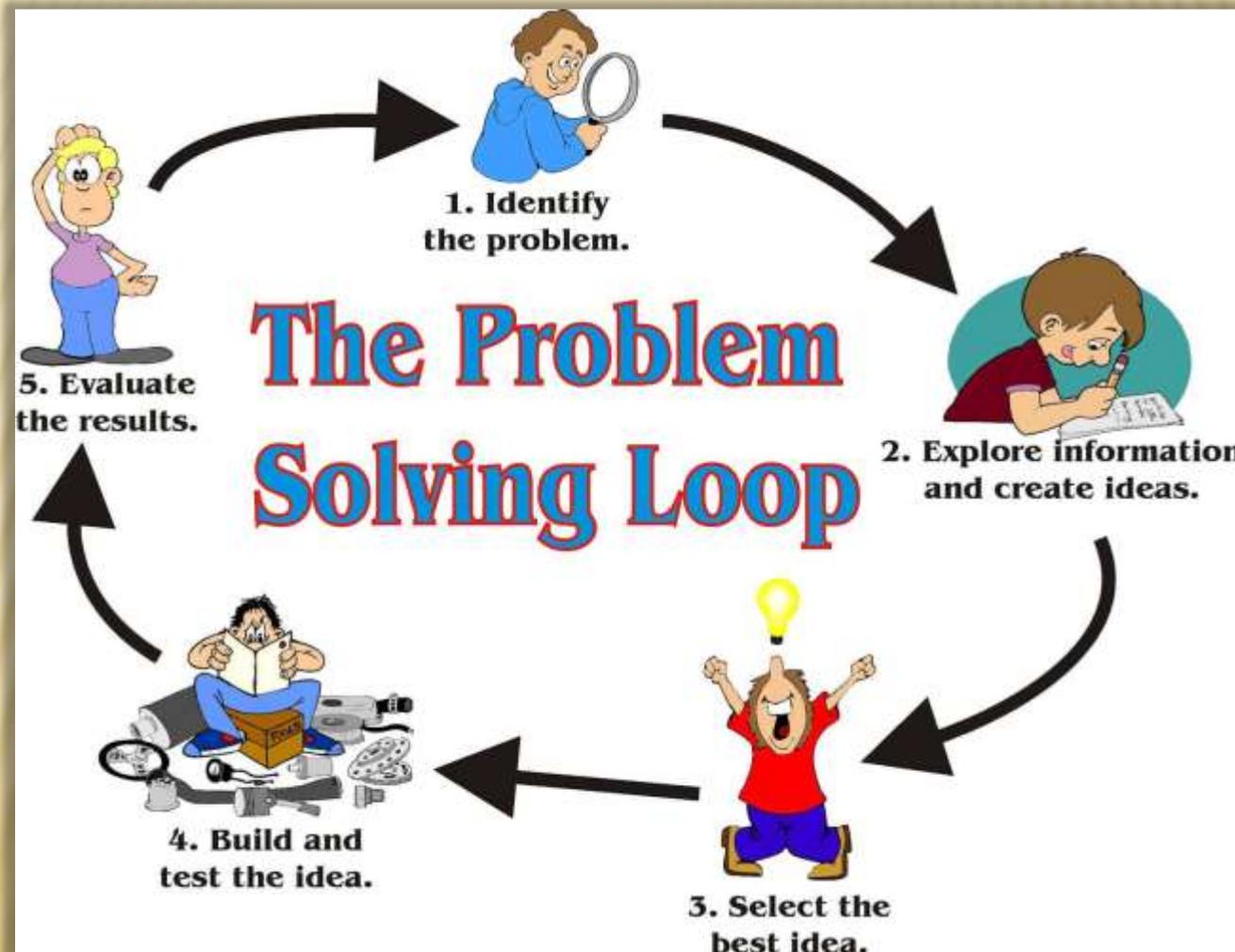
Conflict resolution and mediation

working with others to resolve interpersonal conflict and disagreements in a positive way, which again may be considered a subset of communication.



Problem solving and decision-making

working with others to identify, define and solve problems, which includes making decisions about the best course of action



VERBAL
COMMUNICATIONS

TROUBLESHOOTING
SKILLS

TIME
MANAGEMENT

WORK
ETIQUETTE

COPING
WITH
PRESSURE

GOOD
LISTENER

INTERPERSONAL SKILLS

EMPATHY

SELF
CONFIDENCE

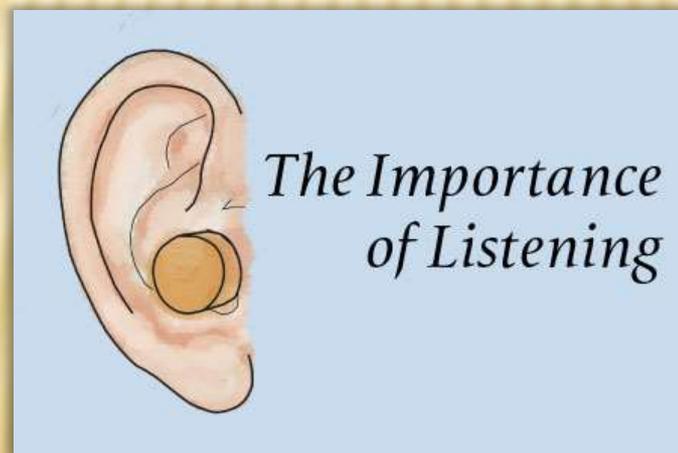
POSITIVE
APPROACH
TO CRITICISM

TEAM
PLAY



THE IMPORTANCE OF INTERPERSONAL SKILLS

- ✘ Interpersonal skills matter because none of us lives in a bubble.
- ✘ In the course of our lives, we have to communicate with and interact with other people on a daily if not hourly basis, and sometimes more often. Good interpersonal skills 'oil the wheels' of these interactions, making them smoother and pleasanter for all those involved. They allow us to build better and longer-lasting relationships, both at home and at work.



THANK
YOU

The image shows the words "THANK YOU" arranged in two rows on a corkboard. Each letter is cut out from a different colored piece of paper and is pinned to the corkboard with a matching colored pushpin. The top row contains the letters T, H, A, N, and K. The bottom row contains the letters Y, O, and U. The letters are in various colors and fonts, giving it a hand-drawn, personalized appearance.