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Mid Term Assignment

**Iqra National University**

**Q1. Define Interpersonal skills. Discuss the importance of interpersonal skills at work.**

**Answer:**

**Interpersonal skills:** Are the abilities, expertise that we utilize them in our daily life when we interchange words and interact with people, friends, our families. Interpersonal skills help us in every stage of life and play an important role at home, at work and at academic institutions. In addition it covers a number of skills in the likes of positivity, dependability, compassion, communication, interaction, listening, directing, discussion, etc.

**Importance of Interpersonal skills at work**

As we know that interpersonal skills play an important role in a working place. We use interpersonal skills when we meet, interact with management, administrative staffs, vendors, customers. Using interpersonal skills productively in your work can result to success and provide solid results. Each profession requires interpersonal skills. For example; a shopkeeper and a customer. Both are regularly and consistently in contact with each other and interact daily. A shopkeeper and a customer can build good relationship through their interpersonal skills. Interpersonal skills play key roles in the following professions.

* **Health sector, including healthcare experts, doctors, paramedics, nurses.**

Interpersonal skills are very important in this regard. Healthcare experts, doctors with better interpersonal skills can deal in a fine way with their patients. Besides this they can treat their patients well and can handle the emergency situations in a composed way. Patients who suffer from disease such as cancer can be handled in a proper way if the doctors have better interpersonal skills. Moreover; health professionals having good interpersonal skills can cope up well with critical situations, because of their composed communication, positive behavior towards their patients.

* **Educational institutes including teachers, administrative staffs.**

Interpersonal skills play a vital role in a teacher’s life. A person cannot be a better instructor if he or she is not able to speak, interact well. Solid interpersonal skills help a teacher interact well with his or her students convey the knowledge to student properly and the student can easily get the lesson. Administrative staffs with good interpersonal skills will be able to cope up with the students in a better way regarding information, fee collection, subject offering, etc.

* **Financial advice and brokerage**

Financial consultants should listen attentively to buyers. In addition they need to realize the customers want and demand by interacting with them. This will allow them to know about the customers’ needs. While weak interpersonal skills lead them to difficulties and will face hurdles in customers need recognition. In order to develop solid relationship better interpersonal skills are key.

* **Computer programming and development**

In order to expand information structure to meet customers’ needs computer workers require interpersonal skills. With lack of interpersonal skills computer developers and technical developers will face difficulty in understanding their customers, therefore interpersonal skills play crucial role in this area as well.

**Q2. We have all been developing our interpersonal skills since childhood, usually subconsciously. What are the vital steps of developing and improving your interpersonal skills?**

**Answer:**

The main steps of advancing and enhancing your interpersonal skills are as follows

**1. Identify areas for improvement**

First recognize those zones that you need to work on and make it better. Make sure you recognize your strengths and work on your weaknesses. You can start by judging yourself. Self-evaluation can help you find out those weak zones you need to improve. It can be your oral, written communication, listening power, etc that should be improved.

**2. Focus on your primary communication skills**

The second step is to concentrate on the fundamentals of communication. When you communicate with people, first listen to them attentively, understand their words and the topic they talk about then react and respond accordingly. Moreover; focus on the words, body language, gesture they use. When u talk, make sure you use the right word, gesture in the right place so that your words match your actions. This helps you convey your message to the opposition comprehensively.

**3. Improve your more advanced communication skills**

Once you have covered the basics in your communication then you can move onward and look for the zones in your communication like how to speak more accurately. Furthermore; try to focus on those areas where you face difficulties and failures. Once you acknowledge those areas of failures then you can work on it and can gradually reduce those misunderstandings. A number of reasons can result to communication failures which are as follows.

* **Physical barriers**

For instance; could be environment. People cannot hear when they talk with others on the phone due to noise of the vehicles in outside environment thus communication barriers could happen.

* **Emotional barriers**

Another communication failure could be because of not openly sharing your thoughts while interacting. Moreover; not fully listening and concentrating to opposition.

* **Different emotions can restrict the interaction**

For example; anxiety. When you are worried, anxious, you might not communicate well. But if you handle your emotions, you can interact fruitfully.

**4. Look inward**

You have to start from yourself by assessing your own skills, work on it and it will be improved by the passage of time. Always maintain positive behavior and thinking because it boosts your confidence and you will be able to cope up with tensions. Furthermore; it helps you communicate effectively. One of the most important personal skills is emotional intelligence.

**Emotional Intelligence** is the potential to realize, utilize and control your own feelings and of others. Developing your emotional intelligence will assist you in your interpersonal skills.

Your personal skills are how you handle your own feelings, knowing your strengths, weaknesses and being able to understand things that motivate you while social skills are how you interact and maintain kind behavior with others.

**5. Utilize and practice your interpersonal skills in certain situation**

There are certain situations where you utilize your interpersonal skills and those certain situation helps to develop your interpersonal skills.

* **When you work group wise**

Working in a group helps you to polish your skills, abilities and improve your work.

* **When you negotiate and motivate others**

Negotiating productively and motivating two groups to reach a mutual solution which is satisfying for both sides help you strengthen your interpersonal skills.

* **Resolving disputes test your interpersonal skills**

If you are having good skills of solving disputes among people, it means you are having strong interpersonal skills. Your interpersonal skills are tested in situation like this when you act as a mediator between two parties by reaching an agreeable solution to the problem.

**6. Reflect on your experience and bring improvement**

Review your weaknesses, take a look at your mistakes, work on it eventually you will be able to bring improvement in your interpersonal skills.

**Q3. Discuss some of the types of interpersonal skills that employers value the most.**

**Answer:**

The types of interpersonal skills employers value the most are discussed below.

* **Communication**

We all know that communication is one of the most valuable types of interpersonal skills in any working area. It plays a crucial role in any field you are engaged with. Employers need to communicate comprehensively so that opposition understands. Fruitful communication plays a vital role in a work place and helps an employer, employee in his work. Employers use both verbal and non-verbal language in work but written and spoken is usually used. Besides this people with good public speaking enjoy the atmosphere. Having good communication skills allow an employer, individuals to be a good public speaker. Good public speakers are needed in organizations.

* **Empathy**

Being compassionate and kind with your employees shows the skill of being kind. If you are kind to others in their work, coordinating them**,** this leads to a good relationship between you and other workers. Moreover; it makes you understand about others feelings and builds a friendly environment in a working area. Empathy skill can be expressed through coordination, assisting others, forgiving, being gracious, sympathetic, friendly.

* **Conflict Management**

Another type of interpersonal skills is conflict management. Conflict management is the type of interpersonal skill in which employer needs to sort out the dispute among the employees in a working area. The boss can play a role of mediator who handles and sorts out the problem between two members in an organization. He should be unbiased and look for a better solution. Other words for conflict management can be settlement of disputes, trouble solving.

* **Leadership**

Another main interpersonal skill is leadership. A manager, employer leading and directing others from the front in an organization assist in achieving the organizational goal. Leading is one of the main functions of management that leads and motivates the employees towards their activities to reach the goals of an organization. Leading can be directing, guiding, inspiring, boosting.

* **Listening**

It is one of the basic elements of interpersonal skill. The boss, manager, supervisor should listen to his employees. If you are listening to your employees well, it means you are giving them respect, importance and you are interested in the topic. Moreover; your answer will be accordingly and exact. In addition it builds positive relationship between a boss and employee. When u r listening, it means you are concentrating, showing interest.

* **Positive Attitude**

Every organization, employers like to appoint those workers who have positive frame of mind, who are cooperative and show good attitude towards others. People with positive attitude always cheer up, build good image of themselves and relationship with others members of the organization. People with positive attitude are relaxable, assertive, relationship builder and maintaining good morale.

* **Negotiation**

Negotiation is a skill through which a problem, dispute can be sorted out and the two parties can reach to an agreeable and satisfying solution. Employees need to negotiate with each other when they face problem with each other in working environment to reach a solution that benefits both sides. A good negotiator in an organization should be cooperative enough to listen to both sides and come up with a mutual outcome that benefits both parties, sides. Negotiation means discussing, convincing, exploration of problem and finding a solution.

* **Teamwork**

You need to be collaborative as a team. As we know in teamwork there is always collective thinking and everyone takes part in teamwork. You have to communicate with your participants of your team, always listen to them and move along with them to achieve the common goal. Teamwork is coalition, union, collective gathering.