

 Course title:

 **INTERPERSONAL SKILLS**

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Q#1

**Interpersonal skills**

Interpersonal skills are the abilities that we are using every day, both individually and in groups, when we come into contact with others.

“Interpersonal skills may be particularly helpful if you have to negotiate, persuade and influence others”

Yes, I agree with the above statement that interpersonal skills are very important in the above situations, but before going to justification I have to shortly define the following terms.

**Negotiation**:

 Discussion is a way of resolving differences. It is a method in which compromises or

agreements are made while disagreements and conflicts are avoided.
**Persuasion:**
 It's a situation that arises every day  when you convince someone about what you want.

**Influencing:**

 The ability to modify the individual’s emotions, actions, and character through communication, action, or personality.

**Example:**

 Last Friday I went to ‘Car show mella’ in my village near to my house. I wanted to buy a car, there I met with a person who was looking like a great Islamic scholar. Actually I saw a car in original condition and go to near that car for asking from his owner to sold the car on me. So that person come out and do a proper salaam and show good interpersonal skills. At first sight I inspire from his personality and decided to buy his car. After talking we reach to price agreement as he was so nice and polite in talking, I say a price of 4 lacs and he wanted to sell for 4lac 50 thousands. As he has interpersonal skills so in negotiation he reaches to a win win situation and finally he convinces me for a middle price 4 lacs 30 thousand and fix the deal. Beside these I was inspired from his personality the way he looks. Otherwise I will not be agreeing to that amount.

 The point is that interpersonal skills are very important in negotiation, persuasion and influencing. If a person has poor interpersonal skills he cannot persuade others and due to misunderstanding in negotiation, he will not be able to handle the situation which may lead to conflict.

Q#2

**1.Identify areas for improvement:**

Your knowledge and your weaknesses has become the first step towards advancement.

You might even have an excellent idea of the areas to be developed. However, feed-back from other people is worth looking for, because you can easily build 'blind spots.' It  could also be useful for you all to do our self-assessment of personal skills.

**Self-assessment of interpersonal skills: Find weaknesses and strengths in your interpersonal skills**

The free self-evaluation involves listening, interpersonal communication, emotional intelligence and group activities. The evaluation of yourself can give an indication of which areas to first develop. However, with the basics, it may also be worth starting and going forward.

**2.Focus on your basic communication skills:**

Obviously, listening is not the same as hearing. Maybe among the most important things for someone  else, if you look at both your verbal and not verbal interactions, you should take yourtime and listen carefully to what you say. Through use of methods such asquestioning and conciliation   shows that you listen as well as are involved.

Be aware of the words you use when you speak. Make sure that your message is under-stood and learn to look for suggestions or confirmation. You can both check and learn  more  from other people by using questions effectively.Perhaps the  important part of   receiving a  message across is to select your words, but nonverbal communication truly  plays a far bigger  role than most of us know.Some experts suggest that around three quarters of the 'message' are  transmitted by nonverbal signals such as language, voice  tone and speed. These nonverbal signals strengthen or contradict our words' message and are much harder to be  counterfeited than words. So it is a far more positive signal. Body language learning is an integral aspect of communication.

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

**If you trust your basic listening and verbal and nonverbal communication, you will be able to switch to more complex fields of communication, such as how to communicate more efficiently and why you are having communications issues.**

Communication is  never flawless and for a variety of reasons is not possible.To consider the potential  obstacles to successful communication ensures that poor interpersonal communication and incomprehension can be understoodand decreased in likelihood. There are a  number of  reasons for problems with communication. For example:

* physical barriers:

 are unable to adequately see and hear the speaker or language problems.

* emotional obstacles:

 including not wanting to hear or deal with what is said;

* expectations and prejudices:

  that affect what people see and hear.

There are also situations where contact is harder: for example, if you will speak to someone unpleasantly, maybe about their quality of work. Such conversations maybe scheduled / unscheduled.

Two issues tend to make it harder to talk: emotion and change.

Various feelings, like frustration and violence or tension, may get in the way of commun-ication. None of us can speak effectively as we struggle to control our feelings, and  sometimes the best thing to do is to postpone the discussion until a more peaceful period.

**4. look inward:**

**You may be talking about interpersonal skills, but they start with you. When you focus on your professional skills, others can be significantly boost.**

Emotional intelligence is the ability to understand your own and others' emotions. It is important to recognize, manage and reduce stress in yourself and others. Being able to remain assertive, without becoming either passive or aggressive, is also key to effective communication. improving your emotional intelligence will help in all areas of your interpersonal skills.

**5. Use and practise your interpersonal skills in particular situations:**

**You must use interpersonal capacity in a variety of cases. Being mindful of these positions and your abilities will allow you to improve, then focus on the progress**.

For instance:

**Interpersonal skills are essential when working in groups:**

 Group work is also a common situation at home and at work which helps you to work on your  skills. Learning about group dynamics and working styles would be useful, as these can influence how you and others work.

**Interpersonal skills can also be especially helpful in negotiating, persuading and influencing others:**

Successful negotiations in which the result you want is a winwin, not winwin paves the way for mutual respect, confidence and meaningful ties between individuals. You can  only establish a  good relationship in search of a solution that works for both partierather than at any cost, so that you can work together over and over.To be able – for mutual benefit again – to persuade and  influence others is also an important component for strong interpersonal connections.

**Resolving and mediating in conflict scenarios can be a real test of interpersonal skills:**
Negotiation and persuasion are often not adequate to eliminate dispute. You needstrong conflict  resolution and possibly even mediation skills if this happens. Conflicts can arise from weak interpersonal relations and can be dealt with simply by listening attentively to each other and  showing that you have. Here, it is equally important to find a winwin situation, since it shows  you respect both parties.

Such skills can be seen as advanced skills in communication. However, some  professional training can be beneficial if you are frequently expected to manage these  situations.
After this, solving problems and making decisions are often better when more than one person is involved Problems solving and making decisions are the main skills in life.While both can be  done alone, more people often participate better. This also means  that interpersonal elements are also often involved, and there is no doubt that improved interpersonal skill will help both.

**6. Reflect on your experience and improve:**
The last component in your personal skills development and improvement is to develop your selfexamination habit. If you think time will allow you to learn from and develop  errors and successes in conversation and interpersonal interactions.  For example, holding a  newspaper or learning journal and writing it on a weekly basis might be helpful.

Q#3

There are many types of interpersonal skills that an employer value the most, but being a job seeker my opinion is that communication skill is very important among all others types.

**Communication:** “Communication means the transfer of information by means of mutually understanding signs,   symbols and semi-iotic rules from one entity or group to another.”

 Without effective communication skill a person cannot get success in his life, because it is the key for all other skills. whether a person work in any department or industry such as construction, IT department, recruitment and so on, It is necessary that oral and written communication communicating clearly and efficiently with  others. Without communication skill a person cannot express his other skills like conflict management, leadership, negotiation, team work skill. Because the first step is communication. A manager may good in all other skills but have a lake of communication skill cannot handle a conflict in organization, he cannot guide his employees in a team work, cannot negotiate with customers when they do complaint. In short communication is the basic skill which have to be learn before seeking other interpersonal skills. Communication can occur in different types such as;

**Verbal Communication**:

Verbal communication may also be called Oral communication.Each communication  between people orally is known in very simple terms as verbal communication.The  aim of such commun-ications is for people to understand what they want to share .

Just because of its nature, verbal communications are faster and more accurate than e-mail.

## Example:A manager requires strong interpersonal communication skills because he must manage a team and is capable of persuading the team of people to act as he please.Manager meet many clients, each with a different understanding and speech skills. Managers  therefore need excellent communication skills.

**Non-verbal communication:**

Nonverbal communication means the exchange through a nonverbal medium of messages and  signs such as eye contact,facial expressions, movements, attitude, and the  difference between  two. It includes the use of visual indications such as body language, distance and fitness, voice  and touch.

**Example**: Baby will take root when they are hungry for thebottle. If they don't know the appropriate word, children may point to what they want.

**Written communication:** The transmission of information from one person to other through medium of paper or other medium such as text, mail etc.

## Public speaking:

The process or act of speaking to a live audience is public. Public speakers are also described as  formal, face to face, talking to a group of listeners about something or someone.

**Example:**

## Imran khan’s speech in the assembly hall about covid-19 to other members of the assembly.