INTERPERSONAL SKILLS
& PROFESSIONALISM

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Agenda

1. Word of the day
2. Objectives
3. What is ‘Interpersonal Skills’
4. Old perspective
5. New perspective
6. Professionalism & Interpersonal Skills
“I fear the day that technology will surpass our human interaction. The world will have a generation of idiots.”

Albert Einstein
Objectives....

1. **To identify** personal skills required to master for successful interpersonal relations
2. **To recognize** and develop personal skills that will enable you to accomplish your goals in the workplace.
3. **To practice** the personal skills necessary for ethical action in the workplace.
4. **To perform** interpersonal skills effectively in diverse environments
What is ‘Interpersonal Skills’

- All about working with other people
- An ability to get along with others while performing the job
- Characteristic traits like manners, attitude, courtesy, habits, behavior and appearance which helps us to communicate and maintain relationship with others
Personal Assessment

How do you Rate & Evaluate your Interpersonal Skills?
Old Perspective of Interpersonal Skills

- Leadership
- Team work
- Persuasion
- Conflict management
- Handling complaints
New Perspective of Interpersonal Skills

What?  How?  Why?
New Perspective of Interpersonal Skills: **What?**

**FIGURE 1.1**

Major Relationship Management Challenges

- Self
- One-to-one
- Group members

**ALL WORK IS DONE THROUGH RELATIONSHIPS**
New Perspective of Interpersonal Skills: Why?

- Interpersonal skills essential for success in most jobs
- *Technical competencies* not sufficient for success
- *Uncertainty and diversity* make interpersonal skills essential
- Provides techniques for solving *people-related problems*
New Perspective of Interpersonal Skills: **Why?**

- Studies show that between 80 and 85 percent of a person's success in the world of work is due to good interpersonal skills.
New Perspective of Interpersonal Skills: **How?**

- Loving Listening
- Giving Advice
- Compassion, Empathy & Sympathy
- Tolerance & Tenderness
Loving Listening

Listening as an act of love
One measure of my love for others is ‘how well I listen’.
Why does communication fail?

The single biggest problem in *communication* is the illusion that it has taken place.

- George Bernard Shaw
Communication process
<table>
<thead>
<tr>
<th>Mode of communication</th>
<th>Formal years of training</th>
<th>Percentage of time used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing</td>
<td>12 years</td>
<td>9%</td>
</tr>
<tr>
<td>Reading</td>
<td>6-8 years</td>
<td>16%</td>
</tr>
<tr>
<td>Speaking</td>
<td>1-2 years</td>
<td>30%</td>
</tr>
<tr>
<td>Listening</td>
<td>0-few hours</td>
<td>45%</td>
</tr>
</tbody>
</table>
What level is the Speaker on?
Loving Listening

Ten steps for Loving listening:

Put the other person at ease.
- Show that you want to listen.
- Remove any potential distractions.
- Empathize with the other person.
- Don’t respond too quickly; be patient.
- Do hold your temper.
- Go easy on argument and criticism.
- Ask questions.
- Stop talking.
VIDEO-1
Giving advice

Constructive

- In Private Space
- Address behaviour - not person
- Specific (small doses)
- Prompt
- Positive
- Suggest actions to solve problem
Giving advice

Destructive
- In Public / Open
- Address personal character
- General
- Delayed
- Negative
- No solutions offered
MURPHY’S 7C’s OF EFFECTIVE COMMUNICATION

- Clarity
- Completeness
- Conciseness
- Consideration
- Correctness
- Concreteness/Contribution
- Courtesy
## Compassion, Empathy & Sympathy

<table>
<thead>
<tr>
<th>Letter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>Caring for those who are hurt</td>
</tr>
<tr>
<td>O</td>
<td>Open your heart to those in need</td>
</tr>
<tr>
<td>M</td>
<td>Make time to listen to those in sorrow</td>
</tr>
<tr>
<td>P</td>
<td>Pass on the kindness to others</td>
</tr>
<tr>
<td>A</td>
<td>Actions speak louder than words</td>
</tr>
<tr>
<td>S</td>
<td>Smile when someone needs one</td>
</tr>
<tr>
<td>S</td>
<td>Sympathize with others and their troubles</td>
</tr>
<tr>
<td>I</td>
<td>Include others who are left out</td>
</tr>
<tr>
<td>O</td>
<td>Offer to help someone who is sad</td>
</tr>
<tr>
<td>N</td>
<td>Necessary for a peaceful world</td>
</tr>
</tbody>
</table>
Empathy

The ability to stand in another’s shoes, to understand what it’s like there and to care about making it better if it hurts.

* A hypothesis we make about another person based on a combination of emotions and cognitive information... an attempt to experience the inner life of another while retaining objectivity.
Compassion & Empathy
VIDEO-2
Empathy vs. Sympathy

- **Sympathy**: when you feel compassion for another person’s problems. It lacks the degree of personalisation of others problems.

- **Empathy**: when you have a personal sense of what that problem is like.
  - The other persons confusion, joy, or pain becomes your own.
Professionalism with Interpersonal Skills

- Good Listening
- Social Awareness
- Assertiveness
- Communication

‘Positive, Professional & Lasting Impressions’

= Likability- ‘Ability of a person to be liked by others’

‘A skill to be practiced and mastered’
Likability

- Talking on common ground
- Interacting on Common ground
- Engaging in Common ground activity
In 1929 by Hungarian author Frigyes Karinthy- published a volume of short stories titled *Everything is Different*. ‘Due to technological advances in communications and travel, friendship networks could grow larger and span greater distances’

Karinthy believed that the modern world was 'shrinking' due to this ever-increasing connectedness of human beings.
The THREE types of individuals

- Cooperative: ‘Pro-organizational behaviour’
- Competitive: ‘Excited about competition’
- Conflicting: ‘Individual inclination...more about their self’

Equalizers: equalizing everything

‘Reciprocitity Principle’
Professionalism is punctured with:

- Language
- Lacking KISS
- Hidden agenda
- Ambiguous message
- Wrong timing
- Negative attitude
- Unfair comparison
- Stereotyping
- Moody vs Consistent behaviour
Be a Professional with....

- Trustworthiness
- Focusing on interest not on position
- Being collaborative
- Discussion... not argument
- Treating people in a way they would like to be treated
- ‘Tone’ (Not what ‘you say...how you say’)
- Accepting responsibility
- Don’t criticize or complain
- Giving sincere appreciation
- Being open & positive to feedback
THANK YOU!