



Interpersonal Skills

GLOBAL COURSEWARE

Getting Started

This workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations.

Workshop Objectives



- Understand the difference between hearing and listening
- Know some ways to improve the verbal skills of asking questions and communicating with power
- Identify ways of sharing one's opinions constructively
- Learn tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation



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*The problem with communication is the illusion that it has
been accomplished.*

George Bernard Shaw

MODULE TWO

Verbal Communication Skills

Words are powerful tools of communication. Indeed, word choice can easily influence the thoughts, attitudes, and behavior of the people listening to us



Listening and Hearing: They Aren't the Same Thing

Taking the extra step to move from hearing to listening can enhance a person's interpersonal relationships in many ways.

Asking Questions

- Ask!
- Ask open questions
- Ask purposeful questions



Communicating With Power



Stick to
the point

Don't be
too casual

Emphasize
key ideas

Connect

Practical Illustration



- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating With Power

Module Two: Review Questions

1. What differentiates listening from hearing?

A. Decibels are different

B. Deliberate attention

C. Reduced concentration

D. Responding to what's heard

Module Two: Review Questions

2. Which is better for your interpersonal skills, hearing or listening?

A. Hearing

B. Listening

C. Both are equally good

D. It cannot be defined

Module Two: Review Questions

3. Why is asking questions useful?

A. You can get detailed information

B. You can become closer with the interlocutor

C. You can get specific information

D. You can make conversation shorter

Module Two: Review Questions

4. What are closed questions?

A. Questions that imply longer answers

B. Questions that cannot be answered wrong

C. Questions which give you direct solutions

D. Questions answerable by yes or no

Module Two: Review Questions

5. Powerful communication implies that in conversation you should:

A. Not be casual at all

B. Not be too casual

C. Be casual

D. Be very casual, even friendly

Module Two: Review Questions

6. Which of these techniques doesn't help you connect with your audience?

A. Warming up the audience

B. Make fun digressions

C. Make clear you sincerely want to talk with your audience

D. All of the above help you connect with your audience

Module Two: Review Questions

7. _____ are powerful tools of communication.

A. Intonations

B. Accents

C. Words

D. None of the above

Module Two: Review Questions

8. Word choice can easily influence the _____ of the people listening to us.

A. Thoughts

B. Attitude

C. Behavior

D. All of the above

Module Two: Review Questions

9. _____ goes beyond simply picking up stimuli around us.

A. Conversing

B. Speaking

C. Listening

D. Understanding

Module Two: Review Questions

10. _____ is not about saying as many things as you can in a given period of time.

A. Speaking

B. Enunciating

C. Powerful communication

D. All of the above



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Fluency in non-verbal communication can be as powerful a tool as masterful negotiating techniques or expert salesmanship.

Joe Navarro

MODULE THREE

Non-Verbal Communication Skills

Unless we actively practice non-verbal communication skills, we can't really be sure if we're actually sending the message that we want to send.



Body Language

Eye Contact

Facial
Expression

Posture

Physical
Contact

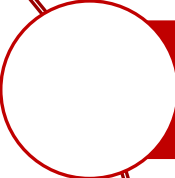
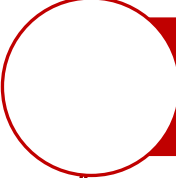

The Signals You Send to Others

- Increase your awareness of your body language
- Know how certain behaviors are typically interpreted





It's Not What You Say, It's How You Say It

-  Stress and Emphasis
-  Pace and Rhythm
-  Pronunciation and Enunciation

Practical Illustration



- Body Language
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It

Module Three: Review Questions

1. Which of the following is the most significant body language element?

A. Specific body movements

B. Posture

C. Physical contact

D. Eye contact

Module Three: Review Questions

2. It is believed that facial expressions for different emotions are:

A. Completely different for every person

B. Significantly different for every person

C. Slightly different for every person

D. Universal for every person

Module Three: Review Questions

3. What's the key factor for controlling your body language?

A. Awareness

B. Letting it go naturally

C. Ignoring it and avoiding
unpleasant feelings

D. Accepting it as it is

Module Three: Review Questions

4. Interpretation of body language is usually:

A. Objective

B. Subjective

C. Unreliable

D. Misleading

Module Three: Review Questions

5. Which of the following aspects is not so important when it comes to the way of speaking?

A. Tone of voice

B. Volume

C. Pronunciation

D. Type of voice

Module Three: Review Questions

6. Changing which words or syllables you put emphasis on can change its:

A. Meaning

B. Rhythm

C. Speed

D. Intelligibility

Module Three: Review Questions

7. _____ refers to the messages we send to other people through our posture, facial expression, gestures, and bodily movements.

A. Conversation

B. Speech

C. Body language

D. None of the above

Module Three: Review Questions

8. Generally, our non-verbal communication is something that we do _____.

A. Purposefully

B. Unconsciously

C. Unavoidably

D. To impress people

Module Three: Review Questions

9. Changing which _____ you put emphasis on, can change its meaning.

A. Words

B. Syllables

C. A and B

D. Neither A nor B

Module Three: Review Questions

10. The speed of speech, as well as the appropriate use _____ can change the meaning of words spoken, and affect the clarity and effectiveness of communication.

A. Words

B. Phrases

C. Pauses

D. Inflection



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Conversation is the fine art of mutual consideration and communication about matters of common interest that basically have some human importance.

Ordway Tead

MODULE FOUR

Making Small Talk and Moving Beyond

Small talk is the “ice-breaking” part of a conversation; it is the way strangers can ease into comfortable rapport with one another.



Starting a Conversation



The Four Levels of Conversation

- Small Talk
- Fact Disclosure
- Viewpoints and Opinions
- Personal Feelings



Practical Illustration



- Starting a Conversation
- The Four Levels of Conversation

Module Four: Review Questions

1. What is the first important factor in developing conversation skills?

A. Ignoring what holds you back

B. Distancing from what holds you back

C. Accepting what holds you back

D. Understanding what holds you back

Module Four: Review Questions

2. Creating conversation starters is:

A. Useful and recommended

B. Not very effective, since it's artificial

C. Alright if you really cannot do anything else

D. The last thing you should do

Module Four: Review Questions

3. Which of the following is not recommended in conversations?

A. Professional, cold attitude

B. Adding personal touch

C. Commenting on something in your immediate surroundings

D. Taking a guess about someone's interests by studying their appearance

Module Four: Review Questions

4. What is the last level of conversation?

A. Big talk

B. Fast disclosure

C. Personal feelings

D. Viewpoints and opinions

Module Four: Review Questions

5. The small talk stage establishes:

A. Getting interesting information

B. Rapport

C. Close relationship

D. Non-formal atmosphere

Module Four: Review Questions

6. Which stage is considered to be the *getting-to-know someone* stage?

A. Small talk

B. Fact disclosure

C. Viewpoints and opinions

D. Personal feelings

Module Four: Review Questions

7. Which part of conversation is considered the ice breaker?

A. Fact disclosure

B. Small talk

C. Viewpoints

D. Personal feelings

Module Four: Review Questions

8. Mastering the art of ____ can open many personal and professional doors.

A. Conversation

B. Small talk

C. Understanding what holds you
back

D. Self-awareness

Module Four: Review Questions

9. Many people are interested in initiating_____.

A. Friendships

B. Business Networks

C. A and B

D. Neither A nor B

Module Four: Review Questions

10. A person needs _____ another before they can discuss potentially contentious statements, even if they're having a healthy debate.

A. Approval from

B. Rapport with

C. Information about

D. Good vibes from

A black and white photograph of a hand holding a glowing lightbulb against a cloudy sky. The lightbulb is the central focus, with its filament visible. The hand is in silhouette, and the background is a soft, out-of-focus sky with scattered clouds. A horizontal white line is positioned above the main text.

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A man who listens because he has nothing to say can hardly be a source of inspiration. The only listening that counts is that of a talker who alternately absorbs and expresses ideas.

Agnes Repplier

Moving the Conversation Along

To be able to keep a conversation from being stuck, it's best to know techniques in moving a conversation along.



Asking for Examples

Examples make a specific general statement, and give an insight on the particulars of a disclosure.

Using Repetition

Repetition is also a way of focusing a conversation on an interesting aspect.





Using Summary Questions

A summary can communicate that you are really listening, and that you have taken stock of everything the other person has said.

Asking for Clarity and Completeness

It is important to verify your understanding of communication, and see if you have accurate and complete information.



Practical Illustration



- Asking for Examples
- Using Repetition
- Using Summary Questions
- Asking for Clarity and Completeness

Module Five: Review Questions

1. What is the purpose of asking for examples?

A. Getting an insight on the particulars of a disclosure

B. Illustrating principles shared

C. Personalizing experience

D. All of the above

Module Five: Review Questions

2. Repetition is usually used to focus on:

A. Neglected parts of the conversation

B. Interesting parts of the conversation

C. Less clear parts of the conversation

D. All of the above

Module Five: Review Questions

3. Repetition can also be a way of communicating your:

A. Reaction

B. Disagreement

C. Superiority

D. Misunderstanding

Module Five: Review Questions

4. A summary usually shows that you are:

A. Polite

B. Good listener

C. Professionally orientated

D. Uncertain about the topics discussed

Module Five: Review Questions

5. Asking for clarity makes the conversation:

A. Boring and repetitive

B. Unpleasant, since it shows that you weren't paying attention

C. Pleasant, because it adds depth and richness to it

D. Less professional

Module Five: Review Questions

6. Why is asking for clarity recommended?

A. Because you need to get complete information

B. By asking for clarity, you'll show that you care for your interlocutor

C. You can test your interlocutor by asking for clarity

D. It's actually not recommended

Module Five: Review Questions

7. Initiating a conversation is considered a/an _____ skill.

A. Technical

B. Professional

C. Personal

D. Interpersonal

Module Five: Review Questions

8. One way to get a conversation partner to elaborate on what they are sharing with you is to ask for _____.

A. Their name

B. Their role

C. Examples

D. Their age

Module Five: Review Questions

9. Questions are the only tools that you can use to keep a conversation going.

A. True

B. False

Module Five: Review Questions

10. When we presume we have been understood, we tend to miss _____.

A. The point

B. Details

C. A and B

D. Neither A nor B



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If names are not correct, language will not be in accordance with the truth of things.

Confucius

MODULE SIX

Remembering Names

If you want to be able to cultivate functional friendships and working partnerships, you need the ability of remembering names.



Creating a Powerful Introduction

Project warmth and confidence

State your first name and your last name

Repeat it in acknowledgment

Using Mnemonics

- Clustering by Categories
- Visualizing Interactive Images
- Acronyms
- Acrostics



Uh-Oh... I've Forgotten Your Name

Understand
why you
forget names

Ask a third
party

Ask for a card

Introduce
other people
to them

Be honest



Practical Illustration



- Creating a Powerful Introduction
- Using Mnemonics
- Uh-Oh...I've Forgotten Your Name

Module Six: Review Questions

1. When you introduce yourself, you should state your:

A. First name only

B. Last name only

C. First and last name

D. First and last name plus
nickname

Module Six: Review Questions

2. Which of the following is a good way to remember a person's name?

A. Asking the person to repeat it

B. Making a handy joke about the name

C. Repeating person's name right after introduction

D. Any of the above

Module Six: Review Questions

3. Which of the following is a good mnemonics method for remembering a person's name?

A. Acronyms

B. Synonyms

C. Homonyms

D. Antonyms

Module Six: Review Questions

4. What are acrostics?

A. Visualizing names

B. Devising a word or expression in which each of its letters stand for a name

C. Clustering by categories

D. Forming a sentence to help one remember new words

Module Six: Review Questions

5. Being honest if you don't remember someone's name is:

A. Unprofessional

B. Underestimating

C. Legit

D. Not recommended

Module Six: Review Questions

6. Which of the following is a good way to find out the forgotten name of a person?

A. Asking a third party

B. Asking for a card

C. Introducing other people to them

D. All of the above

Module Six: Review Questions

7. When we address people by name, we are telling them _____.

A. We respect them

B. Consider them important

C. Recognize their individuality

D. All of the above

Module Six: Review Questions

8. Many people _____ before a word is spoken.

A. Stare at you

B. Size you up

C. A and B

D. Neither A nor B

Module Six: Review Questions

9. Often, forgetting names is not about _____ problems.

A. Personal

B. Attitude

C. Professional

D. None of the above

Module Six: Review Questions

10. It is only when you have an open attitude that _____ becomes easy.

A. Life

B. Name recall

C. Work

D. All of the above



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It takes tremendous discipline to control the influence, the power you have over other people's lives.

Clint Eastwood

MODULE SEVEN

Influencing Skills

The skill of influencing others is a valuable asset to have; it can help us sell products and ideas, convince people and institutions to assist us, and even get the world to change!



Seeing the Other Side

Seeing the other side involves knowing what is important to the other person(s): their values, interests, and preferences.

Building a Bridge

- Active Listening
- Use Common Language
- Highlight Similarities





Giving In Without Giving Up

A person who is willing to “give in” from time to time comes across as sensible and realistic.

Practical Illustration



- Seeing the Other Side
- Building a Bridge
- Giving In Without Giving Up

Module Seven: Review Questions

1. The first step in influencing other people is:

A. Imposing your attitude

B. Entering their world

C. Manipulation

D. Friendly relationship

Module Seven: Review Questions

2. Answering the question, _____, from the other person's perspective will help you see their side of the issue.

A. Why are you important?

B. Why do you want to make an influence on me?

C. What's in it for me?

D. How do you plan to make an influence?

Module Seven: Review Questions

3. Building a bridge usually increases:

A. Tension between people

B. Differences between people

C. Affinity between people

D. Misunderstanding between
people

Module Seven: Review Questions

4. Which of the following is not a technique for building a bridge?

A. Active listening

B. Repetition

C. Using common language

D. Sustaining communication

Module Seven: Review Questions

5. What's the usual consequence of not giving in and making compromises?

A. You get what you want

B. You stay true to yourself and people appreciate it

C. You argue with your interlocutor

D. You give up your goals

Module Seven: Review Questions

6. Which Latin proverb illustrates 'giving in without giving up'?

A. Quid pro quo

B. Qui bono

C. Quod scripsi, scripsi

D. Quod capita, tot sensus

Module Seven: Review Questions

7. The skill of influencing others can help us _____.

A. Sell products and ideas

B. Convince people and institutions to assist us

C. Get the world to change

D. All of the above

Module Seven: Review Questions

8. Seeing the other side involves knowing _____.

A. What is important to the other person

B. What their values are

C. A and B

D. Neither A and B

Module Seven: Review Questions

9. Bridges can also serve as negotiating grounds.

A. True

B. False

Module Seven: Review Questions

10. A person who is willing to “give in” from time to time comes across as _____ and _____.

A. Sensible

B. Realistic

C. A and B

D. Neither A nor B



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*The most important persuasion tool you have in your arsenal
is your integrity.*

Zig Ziglar

MODULE EIGHT

Bringing People to Your Side

We will continue on that thread in this module, and discuss the ways you can bring people to your side.



A Dash of Emotion

If you know how the other person looks at the situation, you will know what emotions will appeal to them.

Plenty of Facts

- The first skill is the ability to separate fact from opinion
- The second skill is the ability to create logical arguments from facts





Bringing It All Together

The key is in being consistent, so that there isn't a dissonance between the emotional and the rational side of your communication.

Practical Illustration



- A Dash of Emotion
- Plenty of Facts
- Bringing It All Together

Module Eight: Review Questions

1. Negative emotions are powerful in influencing behavior because they:

A. Give you superiority

B. Bring about a sense of dissonance in a person

C. Make people easy to be manipulated

D. They're not powerful in influencing behavior

Module Eight: Review Questions

2. Showing personalized emotions is:

A. Unprofessional

B. Unpleasant

C. Persuasive

D. Not recommendable

Module Eight: Review Questions

3. Facts are:

A. Uncertain

B. Subjective

C. Undeniable

D. Illusive

Module Eight: Review Questions

4. Facts should be separated from:

A. Explanations

B. Unnecessary proving

C. Criticizing

D. Opinions

Module Eight: Review Questions

5. Which of the following statements is true?

A. Emotions should be primary in influencing other people

B. Facts should be primary in influencing other people

C. Both emotions and facts should be equally used in influencing other people

D. It cannot be defined what's more important

Module Eight: Review Questions

6. What's the key for avoiding dissonance between the emotional and the rational side of your communication?

A. Consistence

B. Confidence

C. Attitude

D. Manipulative techniques

Module Eight: Review Questions

7. _____ appeal to emotions all the time.

A. Parents

B. Educators

C. Advertisers

D. None of the above

Module Eight: Review Questions

8. _____ connect all of us to the “human” side of ourselves.

A. Facts

B. Emotion

C. A and B

D. Neither A nor B

Module Eight: Review Questions

9. Emotions heavily influence a person's sense of _____.

A. Relief

B. Comfort

C. Stability

D. Self

Module Eight: Review Questions

10. Never underestimate emotions as a way of _____ other people.

A. Influencing

B. Persuading

C. A and B

D. Neither A nor B



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To speak and to speak well are two things. A fool may speak talk, but a wise man speaks.

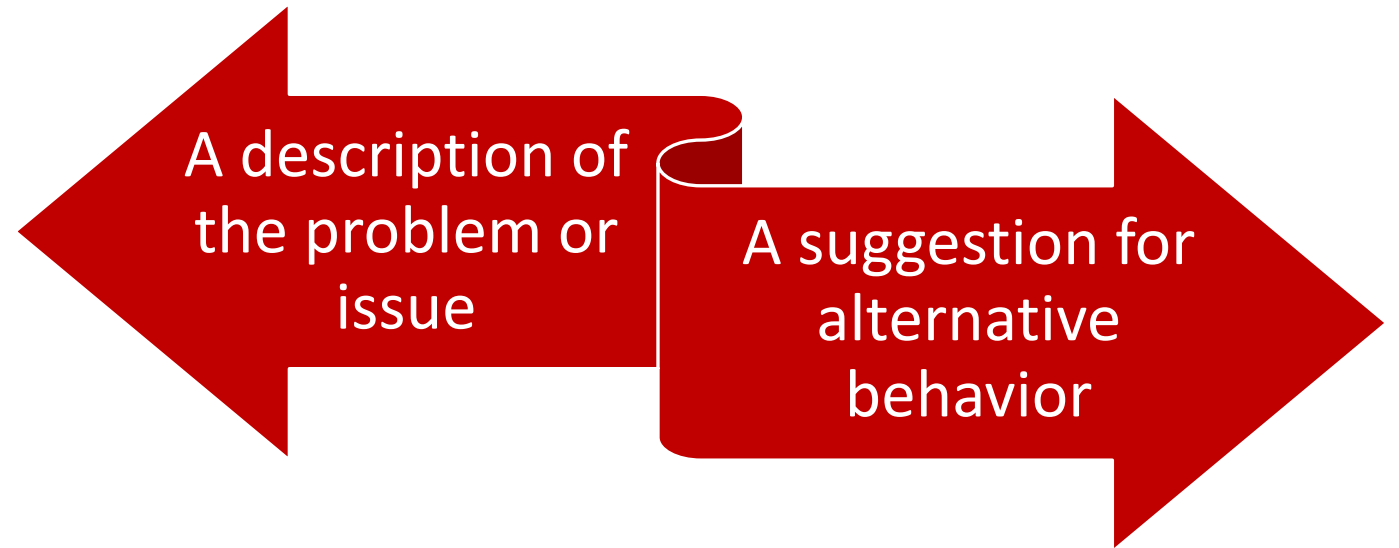
Ben Jonson

Sharing Your Opinion

Sharing opinions is a way to present your personality to the world, and a way to create the image that you want to project.



Using I-Messages



Disagreeing Constructively

- Solution-focus
- Mutual Respect
- Win-Win Solution
- Learning-Focused





Building Consensus

Focus on interests rather than positions



Explore options together



Increase sameness and reduce differentiation

Practical Illustration



- Using I-Messages
- Disagreeing Constructively
- Building Consensus

Module Nine: Review Questions

1. I-messages are focused on:

A. The listener

B. The speaker

C. Both listener and speaker

D. The whole audience

Module Nine: Review Questions

2. Which of the following is a part of I-message?

A. A suggestion of alternative behavior

B. Asking for a suggestion for alternative behavior

C. Criticizing certain behavior

D. Any of the above

Module Nine: Review Questions

3. Constructive disagreement doesn't imply:

A. Focusing on the solution

B. Focusing on learning

C. Win-Win solution

D. Authoritative approach

Module Nine: Review Questions

4. What's the priority for successful constructive disagreement?

A. Staying true to yourself

B. Defending your opinion

C. Maintaining courtesy

D. Persuading your opponent

Module Nine: Review Questions

5. When it comes to building consensus, you need to focus on:

A. Positions

B. Attitudes

C. Arguments

D. Interests

Module Nine: Review Questions

6. Consensus implies that:

A. Both sides contribute

B. One side accepts the other side's opinion

C. Both sides agree to choose a readymade solution

D. Any of the above

Module Nine: Review Questions

7. Sharing _____ is a way to present your personality to the world.

A. Ideas

B. Opinions

C. Jobs

D. None of the above

Module Nine: Review Questions

8. When you use I-messages, you take responsibility for _____.

A. The other person's feelings

B. Your own feelings

C. Everyone's feelings

D. No one's feelings

Module Nine: Review Questions

9. There is nothing wrong with _____.

A. Arguments

B. Disagreement

C. Telling people that they're
wrong

D. None of the above

Module Nine: Review Questions

10. A consensus is more likely if you can emphasize all the things that you and the other party_____.

A. Disagree about

B. Have in common

C. A and B

D. Neither A nor B



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*He who has learned to disagree without being disagreeable
has discovered the most valuable secret of being a diplomat.*

Robert Estabrook

Negotiation Basics

We can do our best to persuade others to our side --- but what if the other party is as assertive? Then it's time for some bargaining!



Preparation

- Research what is standard for the area
- Know your boundaries
- Step into their shoes
- Prepare yourself mentally, emotionally and physically

Opening

- Don't accept the first offer
- Put your strengths on the table





Bargaining

Listen

Present options

Mind your phrasing

Closing

- Increase the pressure
- Summarize
- Seal the commitment
- Thank



Practical Illustration



- Preparation
- Opening
- Bargaining
- Closing

Module Ten: Review Questions

1. Which of the following statements is true?

A. If you're well prepared, you don't need to think about boundaries

B. If you're not prepared, you must find a way to overcome your boundaries

C. There are no boundaries in negotiation

D. You need to know your boundaries in every scenario

Module Ten: Review Questions

2. Which of the following is not a part of negotiation preparation?

A. Mental aspect

B. Emotional aspect

C. Physical aspect

D. All of the above are important

Module Ten: Review Questions

3. Which of the following is true when it comes to negotiation?

A. You should always ask for exactly what you want

B. You should ask for lower than what you really want

C. You should always ask for higher than what you really want

D. You choose whether you'll ask for higher or lower than what you really want

Module Ten: Review Questions

4. What's the key attitude for a good negotiation?

A. Imposing your opinions

B. Respect

C. Quick reactions

D. Putting yourself above the other party

Module Ten: Review Questions

5. What illustrates 'giving in without giving in' principle?

A. Conceding to get consensus

B. Presenting options

C. Minding your phrasing

D. Anchor your position on objective data

Module Ten: Review Questions

6. Beginner negotiators are often more focused on what they:

A. Listen to

B. Want to say

C. Want to achieve

D. Can learn

Module Ten: Review Questions

7. What are the stages of negotiation?

A. Bargaining, preparation,
opening, closing

B. Preparation, opening,
bargaining, and closing

C. Opening, preparation, closing,
bargaining

D. Preparation, bargaining,
opening, closing

Module Ten: Review Questions

8. To make sure that you don't get _____, know the going rate for what you are offering or buying.

A. Off track

B. Shortchanged

C. Defeated

D. Distracted

Module Ten: Review Questions

9. At the end of the day, you are both just people with

_____.

A. A battle to wage

B. The same ideas

C. Interests to pursue

D. Similar goals

Module Ten: Review Questions

10. If you want to strengthen your bargaining position, make references to _____.

A. Objectives

B. Standards

C. A and B

D. Neither A nor B



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Sometimes, one creates a dynamic impression by saying something, and sometimes one creates as significant an impression by remaining silent.

Dalai Lama

MODULE ELEVEN

Making an Impact

People's first impressions of you are what dictate whether or not they want to get to know you any further.

Creating a Powerful First Impression

- Dress to impress
- Be positive
- Be yourself!



Assessing a Situation

All interpersonal skills involve sensitivity to what is going on, especially what is happening with the people you are interacting with.





Being Zealous Without Being Offensive

Respect boundaries

Make requests, not demands

Note non-verbal behavior

Practical Illustration



- Creating a Powerful First Impression
- Assessing a Situation
- Being Zealous Without Being Offensive

Module Eleven: Review Questions

1. Which of the following is not important for the first impression?

A. Clothing

B. Attitude

C. Your goals

D. Going for the extra mile

Module Eleven: Review Questions

2. What kind of hand shaking leaves the best first impression?

A. Mild

B. Firm

C. Loose

D. Hand shaking is not so important, since it varies from person to person

Module Eleven: Review Questions

3. When we say that you should listen to what's not being said, it means you should also focus on:

A. Context

B. Discourse

C. Body language

D. Hidden meanings of the words

Module Eleven: Review Questions

4. Which of the following is a good way to assess a situation?

A. Striving openly for your needs

B. Imposing your needs

C. Making other party accept your needs as a priority

D. Identifying the needs of the group/situation

Module Eleven: Review Questions

5. Which of the following statements is true?

A. You should make statements,
not requests

B. You should make requests, not
demands

C. Making demands is perfectly
acceptable

D. You should make demands, not
requests

Module Eleven: Review Questions

6. Being “other-centered” is the best way to monitor:

A. The outcome of the conversation

B. Own faults or mistakes

C. Own eagerness

D. All of the above

Module Eleven: Review Questions

7. Some people stand out, while others _____.

A. Walk away

B. Fade into the background

C. A and B

D. Neither A nor B

Module Eleven: Review Questions

8. Complete the saying: *You don't get a second chance to*

_____.

A. Get a first chance

B. Make a first impression

C. Say what you mean

D. Discuss your personal goals

Module Eleven: Review Questions

9. If someone is annoyed with you, it's best to _____.

A. Change the subject

B. Back off

C. Distract them

D. All of the above

Module Eleven: Review Questions

10. All interpersonal skills involve sensitivity.

A. True

B. False

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to improve your Interpersonal Skills is just beginning.



Words From the Wise

In theory there is no difference between theory and practice. In practice there is.

- Yogi Berra

Plans are nothing; planning is everything.

- Dwight Eisenhower

The reward for work well done is the opportunity to do more.

- Jonas Salk