

Inter personal relationship skills

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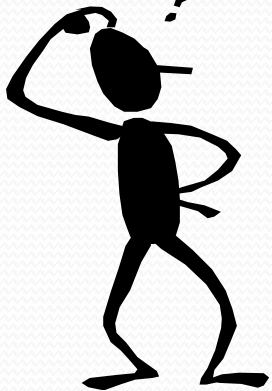
Interpersonal Skills/ Facilitation Skills

listening

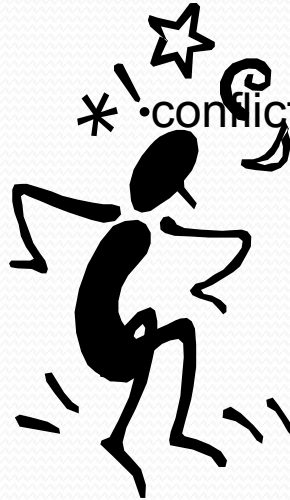


language &
communication

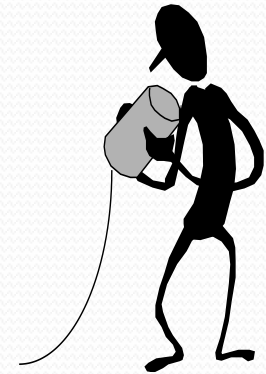
questioning



*! conflict handling



using
feedback



ESSENTIAL IP COMPETENCIES

- Self awareness
- Control
- Motivation
- Acknowledging the interests of subordinates
- Communication skills

DEVELOPING IP Skills

- Developing Assertiveness
- Accepting Responsibility
- Managing Conflicts
 - Avoiding
 - Accommodating
 - Competing/Forcing
 - Collaborating
 - Compromising

Factors Hampering Interpersonal Interactions

- Poor Listening
- Emotional Arousal
- Lack of Time
- Differences in objective

Building Positive Relationship

- Use of 'I'
- Focus on problem solving
- Don't Deceive
- Empathy
- Listen
- **Use of Praise**
 - Be specific
 - Praise progress
 - Sincere
 - Don't overdo
 - Timing

Dealing with Criticism

- Understand the Reason behind
- Empathy
- Don't personalize criticism
- Do not be Judgmental
- Do not overload