INTERPERSONAL SKILLS
Time to be used: app. 1,5 hours

OBJECTIVE: To learn how to foster the learners' competencies in establishing and maintaining social relationships supporting the career development.

This file includes further theory and exercise on interpersonal skills. Get familiar with the material to gain more insight on the subject and to get more tools to be used with the learners.

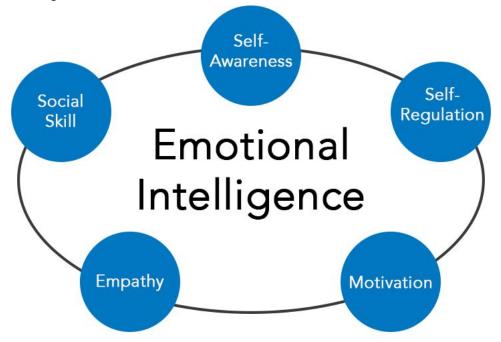| LEARNING OUTCOMES FOR THE CLIENT |
| --- |
| **I interact confidently and effectively with others to build relationships.**
➢   Understanding and demonstrating interpersonal and group communication skills that enable me to help / work with others.
➢   Knowing how to deal with peer pressure, and understand how my behaviours and those of others are related.
➢   Understanding the importance of positive relationships in my personal and professional life.
➢   Respecting diversity.
➢   Being able to express personal feelings, reactions and ideas in an appropriate manner.
➢   Knowing how to solve interpersonal problems. |

THEORY: EMOTIONAL INTELLIGENCE
Read the theory about emotional intelligence:
https://radicalmentoring.com/emotional-intelligence-eq/

Watch the video *The power of emotional intelligence* https://youtu.be/rIknc67xe44
- Which aspects of the emotional intelligence were seen at the video? How did they help Bob?
- How would the participants describe the meaning of emotional intelligence in career management?

SELF-ASSESSMENT: INTERPERSONAL SKILLS

Interpersonal skills consist of the skills of listening, emotional intelligence, verbal communication, and communicating in groups. Take a test and see your strengths and areas for improvement at interpersonal skills. You can also hint your learners about the test.
Theory:
https://www.skillsyouneed.com/interpersonal-skills.html
Self-assessment:
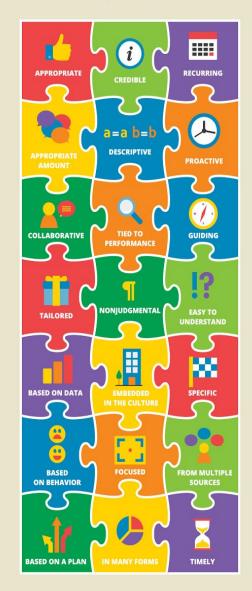https://www.skillsyouneed.com/ls/index.php/343479

THEORY: EFFECTIVE FEEDBACK

Get familiar with the theory on effective feedback on the website
https://open.buffer.com/how-to-give-receive-feedback-work/ and on the graphic on *21 components of effective feedback*. Reflect on what you have learned.

1. Which aspects and/or ideas gave you the biggest eureka moments? Why?
2. Was there something you did not agree on? What was it and why? How would you correct it?
3. Thinking about your learners, what do you consider to be the most important aspects of giving effective feedback? Why?

21 COMPONENTS OF EFFECTIVE FEEDBACK

Effective feedback can have a major impact on employee performance. In order to be effective, feedback must be:

APPROPRIATE · CREDIBLE · RECURRING · APPROPRIATE AMOUNT · DESCRIPTIVE (a=a b=b) · PROACTIVE · COLLABORATIVE · TIED TO PERFORMANCE · GUIDING · TAILORED · NONJUDGMENTAL · EASY TO UNDERSTAND · BASED ON DATA · EMBEDDED IN THE CULTURE · SPECIFIC · BASED ON BEHAVIOR · FOCUSED · FROM MULTIPLE SOURCES · BASED ON A PLAN · IN MANY FORMS · TIMELY

The most effective feedback will contain many (or all) of the aforementioned components. Managers seeking to increase performance with effective feedback should incorporate them into their feedback processes.

Kinicki, A. & Kreitner, R. (2006). *Organizational behavior: Key concepts, skills & best practices.* McGraw-Hill Irwin.

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FURTHER READINGS:

For basic information about the interpersonal skills and organizational behavior you may check the following texts:

Kreitner, Kinicki & Cole: Fundamentals of Organizational Behaviour. Key concepts, skills, and best practices. (McGraw-Hill Ryerson Limited, 2007.)

Interpersonal skills: Star here - Building Hihgly Effective Working relationships
https://www.mindtools.com/pages/article/
interpersonal-skills.htm

Video: Emotional intelligence by Daniel Goleman - An animated book review
https://youtu.be/n6MRsGwyMuQ

Theory and self-assessment: How emotionally intelligent are you? Boosting your people skills. https://www.mindtools.com/pages/article/ei-quiz.htm