IIT ROORKEE

NPTEL ONLINE CERTIFICATION COURSE

LECTURE-2

What are the important interpersonal skills

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What are the important interpersonal skills?

- **Self-confidence**- it enables you to deal with challenging situations more effectively.
- **Work ethics**- it splits into three different strands:
- **Professionalism**- this incorporates everything from how you present yourself and the way you treat others.
- **Respectfulness**- all workplaces require you to do respect everyone's opinion and understand their value.
- **Dependability**- it is indispensible to maintain, to achieve a particular goal of company.

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- **Relationship management**- It's important to maintain in business which based on respect and mutual trust for each other.
- **Receptiveness to feedback**- being open to feedback can help you develop both personally and professionally.
- **Body language**- your expression reveal your attitude and approach to deal with particular situation.
- **Listening-** If you fail to listen, you cannot interpret what has been said and respond appropriately**.**

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- **Collaboration**- it allows teams to work productively and deliver positive outcomes.
- **Positive attitude**- Employees with a positive attitude creates harmonious working environment.
- **Workplace Etiquette-** Learning workplace etiquette is a great way to leave a lasting impression on those you meet.
- **Emotional intelligence-** it refers to an ability to keep one's emotions under control.

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- **Communication-** is a quintessential interpersonal skill, consists of both verbal and non-verbal communication abilities.
- **Leadership-** Employers look for motivated workers who can inspire others and take charge when needed.
- **Positivity-** maintaining a cheerful attitude is valuable in helping others and in generating a feeling of optimism throughout the office.
- **Negotiation-** is an interaction between people, in order to come to a shared agreement.

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- **Openness to feedback-** it's great to show a willingness to receive feedback and use it to grow.
- **Empathy-** is an attempt to foster an emotionally supportive learning environment among people.
- **Teamwork-** is an ability among employees to work collaboratively to achieve certain goals.